



*Spring*

ISSUE 2022



*"Spring adds new life and new joy to all that is."*

*– Jessica Harrelson*

Greetings Participants and Caregivers!

Before we know it, spring will be here in full force. I'm looking forward to that, as I am sure you are too!

We are happy to report that 80% of our participants are fully vaccinated, and many with booster shots as well. To keep you all safe, 100% of our staff are also fully vaccinated. If you would like to receive a vaccine or booster, just call your care team. We anticipate seeing more of you in the centers soon!

PACE Southeast Michigan, along with many other companies across the country, is experiencing temporary staffing shortages due to the pandemic, and you may be able to help! If you know a family member or friend who has a caring spirit, a desire to serve seniors, and is looking to join a great team, please refer them to [PACESEMI.org](http://PACESEMI.org) to apply. Please know that despite the new challenges created by the pandemic, our resilient and dedicated team continuously provide extraordinary care for you!

Lastly, the need for PACE services in the community continues, especially since COVID-19, so we plan to open a second Detroit center at 17330 Greydale Ave., Detroit, MI 48219. Building renovations are underway and recruitment for staff has already begun. We plan to open the center this spring. So, if you know of senior in need of this unique care model, please refer them to 855-445-4554. Our intake staff is happy answer all questions. Our mission is to serve you and seniors like you.

I wish you a bright and hopeful spring!

*Mary*

## CONGRATULATIONS TO OUR TEAM MEMBERS WHO RECEIVED A PROMOTION!



### **John Elliott – Interim Director of Operations (Southfield Center)**

Prior to this new role, John Elliott served as the Life Enrichment Manager. As he continues to grow with PACE Southeast Michigan, he will ensure he remains a strong advocate for person-centered care for the aging adult population.



### **Chavita Johnson – Assistant Center Manager (Sterling Heights)**

Chavita Johnson is currently attending Walden University to further her education. She enjoys writing poetry. She loves spending time with her daughter. She is excited to grow in her role with her PACE Southeast Michigan family.



### **Samantha Kaurich – Director of Intake and Enrollment**

Samantha has worked at PACE Southeast Michigan for 3 years. She started in the Eligibility Department helping participants with their Medicaid redeterminations. When she is not working, she is often spending time with her family and friends or traveling to Walt Disney World.



### **Anne Macharia – Intake Manager**

Anne Macharia has many years of experience in long-term care. Previously, she worked as an Intake Social Work Coordinator at PACE Southeast Michigan. She seeks to change the world through knowledge and faith. She is a proud graduate of Andrews University.



### **Chris Pike – Director of Operations (Rivertown & Pontiac Centers)**

Chris Pike started as the Center Manager for the Rivertown Center in August 2020. Chris looks forward to meeting all the participants and caregivers at the Pontiac Center in his new role. He is also excited to continue working with the Rivertown Center team.



## PROMOTIONS (CONTINUED)



### **Maggie Rapai – Public Affairs and Philanthropy Manager**

Maggie started her journey with PACE Southeast Michigan as an intern on the Public Affairs team in 2016. She returned in 2018 as a participant advocate and became the Eastpointe Center Manager in 2020. She's excited to continue serving participants in this new role!



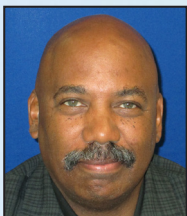
### **Debra Smith – Center Manager (Eastpointe Center)**

Debra Smith has over 25 years of experience as an Activity Director. She began working at PACE Southeast Michigan almost 5 years ago. Prior to this position, she was the Assistant Center Manager at the Southfield Center. She loves to sing and is an author.



### **Beth Turner – Interim Scheduling Manager**

Beth Turner has worked at PACE Southeast Michigan for since 2014. She loves the PACE care model and the seniors we serve. She is happy she can make a difference in our participants' health by scheduling the appointments they need. She is excited to begin in her new role!



### **Reverend Samuel White, III – Spiritual Care Manager**

Reverend White studied at Harvard Divinity School and Drew University. He is the Senior Pastor at Friendship Baptist Church. He is also an author of 14 books and a father of 2. Reverend White loves listening to Stevie Wonder.



### **Sandra White – Senior Director of Center Operations, Culture, & Services**

Throughout her eight years at PACE Southeast Michigan, Sandra White has shown a desire to learn, grow, and develop. She took over as our Senior Director of Center Operations, Culture, and Services on January 4, 2022. Sandra's highly effective leadership is noted by how she brings a positive, can do, and caring spirit to the organization.

## Meet our Behavioral Health Specialists!

Behavioral Health Services help when mental illnesses, habits, behaviors, stress, worry, or emotional concerns are interfering with daily life and overall health. Our Specialists provide education to participants, caregivers, and staff. Our Specialists also serve as a link between primary care and psychiatry.



### ***Enjoy some fun facts about our Behavioral Health Specialists!***

- Tynese (Eastpointe) is certified in hypnosis.
- Katie (Sterling Heights) has seen the Back Street Boys live 13 times.
- Lorna (Sterling Heights) wants to win an Academy Award for Best Actor.
- Namra (Pontiac) loves gummy candies and karaoke.
- Ariel (Rivertown) has had a pet turtle since she was 5 years old.
- Alison (Dearborn) was awarded the PACE Southeast Michigan Living the Values Award in 2022!
- Amy (Southfield) has met Archbishop Desmond Tutu.



## A Message from our Medical Director, Dr. Vaidya

It's not too late to get your flu shot! PACE Southeast Michigan provides flu shots free of charge. A flu shot is the best way to protect yourself and those around you from the flu. Even though you can still get sick with a flu shot, vaccination has been shown in several studies to reduce severity of illness. Flu vaccines cause antibodies to develop in the body about two weeks after vaccination. Therefore, if you have not received your shot yet, please reach out to your care team as soon as possible!

## MUG CLUB

The finest compliment we can receive is a referral from you! That is why we have created the



Mug Club. When you refer someone to PACE Southeast Michigan, you will become a member of the Mug Club! Mug Club members receive a special coffee mug only for members of the Mug Club.

To make a referral, call 855-445-4554 and choose option **two (2)** to speak with an Intake Representative. Thank you for your trust and confidence in PACE Southeast Michigan!

As a PACE Southeast Michigan participant, all health care services are provided and arranged by your personal health care team. PACE participants may be fully liable for the costs of medical services from an out-of-network provider or without prior authorization with the exception of emergency services.



## *Bereavement Services*

PACE Southeast Michigan provides services to grieving caregivers and family members. One is a quarterly Good Grief Newsletter and the other is our biannual Memorial Services. The purpose of the Good Grief Newsletter is to provide comfort and information to those who may be grieving. The Memorial Services honor and recognize our deceased participants. All are welcome to join. These occur in May and November each year.



## *PACE is the place!*



## CALL UPDATE

Thank you for the suggestions on how we can improve our care. We hear you! Based on your feedback, we know it is difficult to reach your center when you call 855-445-4554. We are now looking into a new phone system to better meet your needs. For now, we have changed the selection of the phone options. When you call our main number, Option "1" now reaches the centers. We have also asked our receptionists to stay on the phone until someone from the clinic answers when they transfer a call to that area. Thank you and stay tuned for more improvements!



### PACE SOUTHEAST MICHIGAN MISSION:

PACE Southeast Michigan - (Program of All-Inclusive Care for the Elderly) is a unique health plan and care provider, committed to keeping seniors with challenging healthcare conditions in their home, by caring for their medical, physical and social needs.

### OUR VALUES:

- Extraordinary Care
- Collaborative Teamwork
- Inspired Achievement
- Accountability
- Adaptive Growth



## CENTER CLOSURE DATES

**Mark your calendars! Our centers and clinics will be closed on the following dates:**

**Memorial Day** – Monday, May 30, 2022

**Independence Day** – Monday, July 4, 2022

**Labor Day** – Monday, September 5, 2022

**Thanksgiving Day** – Thursday, November 24, 2022

**Christmas Day (observed)** – Monday, December 26, 2022

Remember you can call 855-445-4554 at any time – day or night, weekends, and holidays. We are always here for you!

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Thome Rivertown  
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Eastpointe, MI 48021

Dearborn Center  
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Pontiac Center  
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