

# Allegan County Commission On Aging



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*Chairperson: Theresa Lynn  
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## COMMISSION ON AGING MEETING – AGENDA

Tuesday, April 15, 2008 – 1:30 p.m.  
Nederveld Room– County Services Building  
3283 122<sup>nd</sup> Ave, Allegan, MI 49010

- 1:30 p.m. **CALL TO ORDER:**  
**CONFIRMATION OF QUORUM:**  
**COMMUNICATIONS:**  
**APPROVAL OF MINUTES:**  
**PUBLIC PARTICIPATION:**  
**APPROVAL OF AGENDA:**  
**INTRODUCTIONS:**  
**PRESENTATIONS:**
1. Transportation presentation – Dan Wedge
  2. Senior Poverty Mapping – Valdis Kalnins

### ACTION ITEMS:

1. Request for per diem for 4/1/08 meeting

### DISCUSSION:

1. Focus on needs of seniors – Judy Graff
2. Future role of COA – Theresa Lynn
3. Staffing Update – Theresa Lynn
4. Evergreen Commons' In-Home Care Survey Results
5. Annual Report – Theresa Lynn

### REPORTS / MISC:

1. AAAWM update-Don Black
2. Actions by Board of Commissioners-Theresa Lynn
3. February Monthly report, YTD budget reports

### ROUND TABLE:

### ADJOURNMENT:

### NEXT MEETING:

May 20, 2008 @ 1:30 PM  
Nederveld Room- County Services Building

#### Mission Statement

“To serve seniors by developing and coordinating services that support their independence, maintain their dignity, and preserve their quality of life”

Explanation from the chairperson of items on the agenda:

PRESENTATIONS:

1. Transportation Update - Dan Wedge – Information on transportation for seniors in Allegan County from Allegan County Transportation Director.
2. Senior Poverty Mapping – Valdis Kalnins

ACTION:

1. Request for per diem for 4/1/08 meeting - Motion language:

*That the COA request from the Board of Commissioners a per diem for the special COA meeting on 4/1/08 to give the County Administrator input on hiring a new Director of Senior Services.*

DISCUSSION:

1. Focus on needs of seniors – Judy Graff – Discussion among COA members about the needs of seniors in Allegan County to help direct future planning.
2. Future role of COA – Theresa Lynn - Discussion about 3 options for possible new structure. (See handout in this packet)
3. Staffing Update – Theresa Lynn – Update on the process of hiring a new Director of Senior Services.
4. Evergreen Commons' In-Home Care Survey Results – Results of a client satisfaction survey conducted by one of the COA's current service providers.
5. Annual Report – Theresa Lynn – Discussion about what to include in COA's annual report. There will be sample reports to review at the meeting.

Reports:

1. AAAWM update-Don Black The monthly report from the Area Agency on Aging of West Michigan of which Don is a member is a standing agenda item.
2. Actions by Board of Commissioners-Theresa Lynn New standing agenda item we will use to keep COA members updated on Board of Commissioners actions that affect us.
3. February Monthly report, YTD budget reports – Information compiled from the monthly reports from service providers.

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**Vice Chairperson: Judith Graff**

## Commission on Aging Meeting Minutes March 18, 2008

Nederveld Room at the County Services Building

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Call to Order: Meeting was called to order by Chairperson Theresa Lynn at 1:30 p.m.

Introductions: Valdis Kalnins, Director of Land Information Services, and all COA members introduced themselves.

Confirmation of Quorum: Quorum was confirmed with 10 members present. Roll call: Don Black, Terry Burns, Judy Graff, Doris Hawkey, Pat Pera, George Smeenge, Naomi Whetzel, Susan Gawaluch, Sally Brooks and Theresa Lynn. Becky Rininger was absent.

Communication: Several COA members had received a document from ACRDC which included a memo from ACRDC staff and several charts. Since not all members had received and reviewed this document prior to this meeting, it will be discussed at the April COA meeting.

Approval of Minutes: Moved by Whetzel, seconded by Hawkey to approve the minutes with the following corrections: In the second paragraph of Action item 1, add 'available or unallocated' before the word millage; In the second paragraph of Discussion item 1, correct 'pf' to read 'of'. Approval of minutes with corrections was unanimous.

Public Participation: None.

Approval of Agenda: The following items were added to the agenda under Discussion: 8. Smeenge requested addition of Update on Allegan County Medical Care Facility Request; 9. Lynn requested addition of Responsibilities Chart; 10. Graff requested addition of Annual Report; 11. Smeenge requested addition of Big Picture of Committees. Moved by Pera and seconded by Graff to approve agenda with additions. Approval was unanimous. Graff suggested adding Actions by Board of Commissioners as a standing item on the COA agenda to be sure the COA is regularly updated on decisions affecting the COA's efforts.

### Action:

1. Per Diem Request for Planning Retreat (bylaws exception): Moved by Smeenge and seconded by Black that the ACCOA formally request from the Allegan County Board of Commissioners that an exception be made to the ACCOA bylaws so that the ACCOA members who receive a per diem for each monthly meeting will also receive the same size per diem for the 2/26/08 ACCOA all-day planning retreat. Roll call vote was taken. Vote to approve motion was unanimous.

### Discussion:

1. Staffing Update: Lynn reported that the Director of Senior Services position has been posted in area newspapers and on the County's website in the employment section. County Administrator Rob Sarro has received 8-10 applications via the website, and at least three of these applicants may be interviewed. The hiring

### Mission Statement

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committee will include Commissioner Don Black and COA Chairperson Theresa Lynn in addition to the County Administrator.

Pera requested more information on the former Director's separation from the County. Lynn stated that the former Director is still working with Sarro to iron out the details of that separation. Lynn also reported that County Commissioner Max Thiele offered to assist Tammy Grigg with her temporarily increased workload by compiling numbers from service providers' reports and that Sarro accepted the offer.

2. AAAM Update: Black distributed a memo from Tom Czerwinski, Executive Director of AAAM, to the AAAM Board of Directors dated 2/25/08 and entitled Executive Director's Report. In a discussion about the State Funding portion of the report, Smeenge pointed out that the kind of work that the ACCOA is doing (i.e. helping Allegan County Seniors to live as independently as possible) is important because it enables the State to reinvest funds in other programs that might otherwise have gone into nursing facilities.
3. Monthly Reports: Lynn reviewed reports included in meeting packet. Under Other Services, some of ACRDC's Outreach and Assistance numbers are not included because Grigg is still working with ACRDC on line items that are over budget. Under Unduplicated YTD Seniors by City or Township, the total of 610 listed at the bottom reflects 610 individual seniors who are receiving one or more services each. All graphs reflect work done by the service providers through December 2007. Evergreen Commons and other service providers 'discharge' seniors from their programs for a variety of reasons: death, moving away, declining further services, someone in the family now giving the services, etc. Grigg has received the In-Home Care Survey results from Evergreen Commons for Personal Care and In-Home Respite Care programs. The survey results will be available for the April board meeting. Black and Whetzel both noted that it might be helpful to add a definition of each of the units of service to these reports. Graff stated an interest in receiving information about what's working well and what isn't along with what's being done to remedy what's not working. She would also appreciate YTD information about budgets. Lynn requested that Smeenge sketch out his ideas for a reporting format that includes the above suggestions and pass his ideas on to either her or Grigg; Smeenge agreed to follow up.
4. Follow-up on ACRDC letter in February COA packet: Lynn and Sarro met with ACRDC Executive Director Ed Hillary and ACRDC board member Eleanor Nielson. Lynn reported that Hillary and Nielson expressed their concerns related to funding, contracts and reporting. Sarro explained the rationale behind various requests. Lines of communication were confirmed which will avoid future delays. Sarro and Hillary are working on a document summarizing the meeting which was positive and answered questions for all parties. The ACCOA will see this document when it becomes available.
5. Presentation on Graph Mapping Options: Valdis Kalnins presented a slideshow and distributed handouts depicting options for data mapping that the ACCOA

may want to consider. The ACCOA determined that initially there is interest in learning how many seniors are served by the COA and where they live (compared to the total seniors in the county) as well as where seniors live who are at poverty level and below. Kalnins will work with Grigg to develop a format for future reports.

6. Follow-up on February Planning Retreat: COA members reviewed notes from retreat (included in meeting packet) organized into 4 main headings: Monitoring Contracts, Internal & External Customer Satisfaction, Organization Management and Marketing Services. Smeenge objected to the multiple ways in which information is organized. Other COA members agreed that this handout will helpful to the new Director when s/he comes on board.
7. Protocol re Decisions About Casco Township: Graff left the room while COA members discussed how to proceed with requests from Casco Township to avoid any appearance of impropriety. Black stated that in his 16 years of experience, other conflicts of interest were handled by the individual stating their conflict of interest for the record, remaining in the room during the discussion - not to participate but to answer questions only, and abstaining from voting. COA members agreed to proceed in this fashion when a request from Casco Township comes before the COA.
8. Update on Allegan County Medical Care Facility Request: Lynn reported that the Board of Commissioners has approved the COA's recommendation to approve additional funding as requested. A Letter of Understanding has been added to ACMCF's contract which describes the contractual changes related to additional funding.
9. Responsibilities Chart: Lynn described how Graff, Sarro and she discussed the original chart which was provided to COA members at the first meeting and then worked together to create a more accurate and useful chart. Lynn distributed copies of the different draft versions of the chart and pointed out how the chart included in the meeting packet differed from these versions. Lynn had first presented the updated chart to the COA at the 2/26/08 planning retreat where it was also used in a retreat exercise. The Board of Commissioners reviewed this chart as a discussion item at its 3/13/08 meeting and agreed to consider it for approval as an action item at its next meeting. Graff stated she thought the chart would come to the COA for discussion and approval at a regular meeting. Whetzel stated her concern that the Board of Commissioners received this chart before the COA received it. COA members agreed on the importance of being clear about next steps in future projects as well as direct and timely communication when there are questions. Graff suggested the following changes to the chart so that it would be better aligned with the COA's bylaws: 1) Under Funding – Develop and manage annual budget – make the COA the Recommender and the County Administrator the Reviewer. 2) Under Funding – Facilitate Request for Proposals Process – same change as #1. 3) Under Service Delivery – Establish Contracts with service providers – same change as #1. 4) Under Service Delivery – Ensure contract compliance – same change as

#1. Other COA members agreed to these changes by consensus. Lynn will send the amended chart to Sarro for consideration by the Board.

10. Annual Report: Graff noted that the COA bylaws state the COA will produce an annual report in March. COA members agreed that an extension of 3 months (until June 2008) should be requested for this year due to the change of Director of Senior Services.

11. Big Picture of Committees: Smeenge described the importance of knowing what are the needs, where are the seniors, who are the service providers, what are the services, what resources already exist, how do we set priorities, etc. Smeenge had prepared and presented information to his township (Laketown) board and suggested that similar information with a simple focus be prepared for newspapers.

Round Table:

Lynn distributed, at Black's request, the document Black prepared for the COA director of Barry County with whom Black and Sarro are meeting with on 3/19/08. The document was a list of questions from the Allegan County COA to the Barry County COA that Black gave to the director in advance of their meeting.

Adjournment: Moved by Pera and seconded by Hawkey to adjourn the meeting. Unanimous approval. Chairperson Lynn adjourned the meeting at 4:30 p.m.

Next Meeting: Tuesday, April 15, 2008, @ 1:30 p.m., CSB in the Nederveld Room.

Minutes are submitted by Theresa Lynn, Chairperson of the ACCOA.



**Evergreen Commons In-Home Care  
Continuous Quality Improvement Form**

**2008 Annual Satisfaction Survey**

- Aspect of Care:** Satisfaction of care, services, how staff relates to the care recipient and caregiver, and the timeliness of visits  
If the services have decreased stress  
If the Care Coordinator has made the client/caregiver more aware of community resources  
Problem-oriented concerns that are not being noticed
- Outcomes:**
- 1) Caregivers &/or Clients will be satisfied to very satisfied (rating of 4.2 or greater) with the In-Home Services
  - 2) 70% of caregivers/clients will report lessening of stress since the enrollment in the program.
  - 3) 75% of caregivers/clients will report that they are more aware of community resources available to help them.
  - 4) 90% of caregivers/clients will recommend Evergreen In-Home Services to a friend or relative.
  - 5) Data shall be collected regarding any problem-oriented concerns that are not being routinely noticed.
- Questions:** Questions were chosen based on the relevance to the program. We wanted to know how the staff was perceived and an evaluation of the services. One open-ended question was asked to allow concerns to be stated that were not addressed in the other questions.
- Sample/Return:** 36 returned from the 58 sent = 62% return rate
- Conclusions:**
- 1) Overall the satisfaction area was rated at a 4.66 level. **Exceeded target benchmark.** (see key and comparison ratings for previous years on next page)
  - 2) 91% of caregivers/clients reported lessening of stress since the enrollment in the program. **Exceeded target benchmark.**
  - 3) 76% of caregivers/clients report that they are more aware of community resources available to help them. **Exceeded target benchmark.**
  - 4) 97% of caregivers would recommend Respite Services to a friend or relative. **Exceeded target benchmark.**

- 5) The data collected regarding problem-oriented concerns seemed to focus on the following: (see comment section of the survey results)
  - Requesting cleaning services and more hours
  - Timeliness of visits
  - Communication with Coordinator
  - Signing Activity Sheets

**Recommended  
Action:**

- 1) Continue to use this form or a similar form for survey next year.
- 2) Add to the survey: Has this service enabled you to remain living at home?
- 3) The comments about requesting cleaning and more hours were difficult to follow-up with as names on the survey were optional (no names on the two clients that requested additional services). We will be sure on 6 month reassessments to find out if there are more services needed. We will also evaluate the benefit of placing client # on each survey so that we could follow-up with the comments or leave the survey anonymous.
- 4) Timeliness of visits: We have seen an improvement in the timeliness of visits since the addition of the In-Home Care Office Coordinator taking over the scheduling and supervision of the direct care staff. However we will remind the direct care staff of the importance of showing up at their visits on a timely basis at our Staff Meeting scheduled for March 25.
- 5) Communication with Coordinator: The individual who was in the Coordinator position at the time of the survey is no longer employed by Evergreen Commons. We now have one FTE Office Coordinator who supervises and schedules the direct care staff. We have also hired one .2 FTE RN position and two .5 FTE social workers to do the in-home assessments, develop the services plan and perform reassessments as needed.
- 6) The “Activity Sheets” Evergreen In-Home Care programs uses are unique in that the form is a duplicate form. One is left in the home in the client’s folder so that a caregiver or someone who is responsible for the client is able to verify what happen during the in-home visit. The top original copy is brought back to Evergreen. This form is used for billing, payroll verification and quality assurance review. There are no plans in the future to change this procedure.





**Evergreen Commons In-Home Care  
Caregiver & Self Satisfaction Survey  
2004 - 2008**

**Key:**

- 0 = not applicable
- 1 = very dissatisfied
- 2 = dissatisfied
- 4 = satisfied
- 5 = very satisfied

	<b>2008</b>	<b>2006</b>	<b>2004</b>
<b>Return Rate of Surveys</b>	62%	69%	52%
<b>Please indicate level of satisfaction for the following questions:</b>			
1) Do you believe the program satisfies your needs (client) or caregiver?	4.67	4.72	4.66
2) How satisfied are you with the range of services offered?	4.56	4.64	4.62
3) How satisfied are you with the way the In-Home staff relates to you (client) or your loved one?	4.77	4.88	4.74
4) How satisfied are you with the way the In-Home staff relates to you as a caregiver?	4.81	4.64	4.74
5) How satisfied are you with the timeliness of visits by the staff?	4.47	4.1	Did not ask
<b>Total Rating</b>	<b>4.66</b>	<b>4.60</b>	<b>4.69</b>



**Evergreen Commons In-Home Respite  
Caregiver/Client Satisfaction Survey Results  
2008**

Please indicate level of satisfaction for the following questions:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
6) Do you believe the program satisfies your needs (client) or caregiver needs? <ul style="list-style-type: none"> <li>• It's a huge relief! ☺</li> <li>• Very much so</li> <li>• I do not need personal care showering, etc. I did appreciate help with blow drying my hair but this only happened 2-3 times before the girl got a higher – paying job.</li> </ul>	69%	28%	3%	-
7) How satisfied are you with the range of services offered? <ul style="list-style-type: none"> <li>• It's a nice variety</li> <li>• Cleaning</li> <li>• Cleaning</li> </ul>	62%	35%	-	3%
8) How satisfied are you with the way the In-Home staff relates to you (client) or your loved one? <ul style="list-style-type: none"> <li>• She is very patient &amp; knowledgeable</li> <li>• Very good</li> <li>• I feel very lucky to have my care provider. She makes my day - makes me feel myself. Myself &amp; my home are better for her visits</li> <li>• The helpers are nice especially _____. She was always prompt!</li> </ul>	77%	23%	-	-
9) How satisfied are you with the way the In-Home staff relates to you as a caregiver? <ul style="list-style-type: none"> <li>• Very pleasant &amp; informative</li> <li>• great</li> </ul>	82%	18%	-	-
10) How satisfied are you with the timeliness of visits by the staff? <ul style="list-style-type: none"> <li>• Not always on time or wrong time.</li> <li>• We work together</li> <li>• Not dependable</li> </ul>	53%	44%	-	3%

11) Have **you** experienced any lessening of stress since enrollment in the program?  
51% a lot more stress      40 % a little      6% no change      3%

12) Are you now more aware of community resources in your area because of your involvement in the program?

9% no                      41% a lot                      35% a little                      15% not sure

13) Would you recommend our program to a friend or relative?                      97% Yes  
3% No

14) We welcome your suggestions on how we can improve our services:

- I would prefer an older person. I had requested this. Thank you
- When cleaning lady comes she doesn't move chairs to vacuum under table. She is very kind to my parents & they enjoy talking to her but I don't believe she is doing her cleaning.
- Feel the Coordinator doesn't return calls in a timely fashion. Would prefer someone to come in the afternoons rather than mornings. Possibly would like someone Wednesday AMs & Friday afternoons – along with the days she already has people coming.
- Is there some way to lessen the every visit yellow sheets? The group we had before had a sheet for each week, which would be less book work paper for them I would think!!
- Better communication with coordinator. There have been times no one shows up & I call & leave message. Messages don't get through or isn't acted upon in a timely manner. Lately I tell the person who helps me – then things are right & don't get mixed up. I have the same person now & that helps – she knows when to come & what to do & where I live.
- More times a week – one day for relaxing & the other for errands.

Positive Comments:

- On my end things work OK
- Always good
- Seat in tub: \_\_\_\_\_feet dangling & cold. Our in-home staff's solution – ankle deep warm water in the tub itself.
- Thanking Evergreen Home Care
- I'm seeing Drs. To try to get help for my right hand. \_\_\_\_\_ is doing great!