

Allegan County Commission On Aging



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Allegan, MI 49010
269-673-3333
1-877-673-5333
269-673-0569 Fax
<http://www.allegancountycoa.org>

Chairperson: Theresa Lynn
Vice Chairperson: Judith Graff

COMMISSION ON AGING MEETING – AGENDA

Tuesday, May 20, 2008 – 1:30 p.m.

Board Conference Room – County Services Building
3283 122nd Ave, Allegan, MI 49010

COMMISSIONERS

Don Black
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dblack@allegancounty.org

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SENIOR
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Doris Hawkey
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Naomi Whetzel
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LARGE
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Becky Rininger
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Sally Brooks
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Susan Gawaluch
269-561-4663
sue@lifehouseproperties.com

- 1:30 p.m. **CALL TO ORDER:**
CONFIRMATION OF QUORUM:
COMMUNICATIONS:
APPROVAL OF MINUTES: April 15, 2008
PUBLIC PARTICIPATION:
APPROVAL OF AGENDA:
INTRODUCTIONS:
PRESENTATIONS:
1. Budget/Funding - David Vanderoovaart, Finance Director
 2. Staffing Update – Rob Sarro

ACTION ITEMS:

1. None

DISCUSSION:

1. Contract Analysis
2. Annual Report Content
3. Focus on needs of seniors – Judy Graff

REPORTS / MISC:

1. AAAWM update-Don Black
2. Actions by Board of Commissioners-Theresa Lynn
3. March Monthly report, YTD budget reports
4. Contract extension spreadsheet

ROUND TABLE:

ADJOURNMENT:

NEXT MEETING:

June 17, 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”

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Commission on Aging Meeting Minutes

April 15, 2008

Nederveld Room at the County Services Building

Call to Order: Meeting was called to order by Chairperson Theresa Lynn at 1:35 p.m.

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Introductions: COA members introduced themselves. Other introductions included Guests Valdis Kalnins (County LIS), Dan Wedge (County Transportation), Lisa Wideman (Area Agency on Aging of West Michigan), Jackie O'Conner (AAAWM), and Marcy Formigoni (Casco Senior Care).

Confirmation of Quorum: Quorum was confirmed with all 11 members present. Roll call: Don Black, Terry Burns, Judy Graff, Doris Hawkey, Pat Pera, George Smeenge, Naomi Whetzel, Susan Gawaluch, Sally Brooks, Becky Rininger and Theresa Lynn.

Communication: None.

Approval of Minutes: Moved by Graff, seconded by Pera to approve the minutes with the following corrections: Discussion item #8, recommended by Smeenge, add the amount approved (\$7,280) and what it is for (to fund transportation of seniors to the Allegan County Medical Care Facility's Generations Adult Day Care program). Approval of minutes with corrections was unanimous. Black requested that all formal decisions in the minutes be marked so they can be easily found.

Public Participation: None.

Approval of Agenda: The following items were added to the agenda under Action Items: #2 – AAA Annual Conference. Under Discussion: #6 –ACRDC letter. Under Reports/Misc.: #4 – Meeting Schedule in newspaper. #5 -Story. Moved by Pera and seconded by Graff to approve agenda with additions. Approval was unanimous.

Presentations:

1. **Transportation – Dan Wedge:** Allegan County Transportation (ACT) provides 3 kinds of services. 'Regular' service is for the general public. Specialized services are for seniors and disabled riders. Employment transportation is transportation to jobs. Wedge reviewed the information contained in his 3/27/08 report to the County Board of Commissioners. This report is available on the County's website. (Go to Board/calendar/minutes/March 27.) Wedge also discussed the new facility being built and new software which will track demographics of riders and requests. Wedge is looking toward the possibility of a transportation millage.
2. **Senior Poverty Mapping - Valdis Kalnins:** 'Customer' has been redefined to include below or near poverty level. Kalnins distributed his handout entitled 'Estimated 2008 Millage-eligible Clients Mapped by 2000 Census Block Group. Kalnins described how these numbers were estimated: 1 – who is the client; 2 – where do they live; 3 – what is the distribution of millage dollars. He is also working with Tammy Grigg to map where the clients currently are being served live. Kalnins suggested this map could be updated annually. The next census update will

Mission Statement

"Dedicated to serving Allegan County seniors by developing and coordinating services that support their independence, maintain their dignity, and preserve their quality of life"

be in 2010 with the data likely becoming available in 2011. AAA staff stated they emphasize low income, minorities and the socially isolated. They market in targeted areas. However, since there are no restrictions, anyone can benefit. If they serve people with higher incomes, these clients are asked to cost-share. Hawkey stated her church in Martin is providing some transportation services. AAA staff collects needs from the agencies. They use data only for one year. At the end of the year they match up what was provided with what they thought would be provided. Black requested Kalnins make this map available to County Commissioners.

Action:

1. Per Diem Request for 4/1/08 meeting: Moved by Burns and seconded by Black 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. Roll call vote was taken. Vote to approve motion was unanimous.
2. AAA Annual Conference: Action to send Black to this conference which includes the following workshops: Creating Aging-Friendly Communities, 10 Steps for Holding Staff and Others Accountable, Really Listening to the Voices of the Consumers, To Do or Not To Do – Reverse Mortgages. Burns moved and Hawkey seconded that the COA request from the Board of Commissioners approval to use COA funds to send Black to one day of this conference with the expectation that Black will write a one-page summary to share with the COA. The amount requested (\$217) is to cover the conference, mileage and per diem. Roll call vote was taken. Vote to approve motion was unanimous.

Discussion:

1. Focus on Needs of Seniors – Judy Graff: Graff led the group through an exercise of collecting observations to add to her observations on the document entitled ‘Allegan County Commission on Aging: What Do Seniors Need: Goals for 2009’. Many of the observations listed are subjective and may not be completely accurate. Graff will submit a typed version of the outcome of this exercise for the May 2008 meeting.
2. Future role of COA – Theresa Lynn: Lynn led the group in a discussion about how the County’s COA and Department of Senior Services might play a role in the future of providing services to seniors. Three options were listed on a document distributed by the County Administrator at the 4/1/08 meeting: 1) County provides services directly; 2) Administrative Coordination/Contracted services; 3) First contract for seniors/contracted services. Group added a fourth option: 4) Decentralize services and provide locally. Group determined it is premature to decide about this until we have a better understanding of the needs of seniors and the level of success of current contracted services.
3. Staffing Update – Theresa Lynn: Lynn reported that the first phase of interviews for the Director of Senior Services position has been conducted, and there are two strong candidates. A second phase will be conducted if strong resumes have come in since the first interviews were done. There will be an opportunity for the COA to meet the final candidate(s) and give feedback to the County Administrator who will hire and supervise this position.
4. Evergreen Commons’ In-Home Care Survey Results: Group reviewed this 2008 Annual Satisfaction Survey. Many of the agency’s benchmarks were exceeded according to their data. This report also includes recommended actions.

5. **Annual Report – Theresa Lynn:** Several examples of annual reports were distributed so COA members could pick what we want to include in our annual report. Group decided to make this homework and pick up the discussion at the May meeting.
6. **ACRDC Letter – Theresa Lynn:** ACRDC staff sent a report on the success of their services according to their data. This information was sent directly to individual COA members.

Reports/Misc:

1. **AAAWM Update – Don Black:** Black distributed the February 2008 Aging Alert newsletter. Smeenge commented it has a great deal of good information in it.
2. **Actions by Board of Commissioners – Theresa Lynn:** Lynn reported that the board approved a per diem for the 2/26/08 planning meeting. The board also approved the Responsibilities Grid as submitted. The County Administrator also received permission for the COA to turn in an annual report in June instead of March.
3. **February Monthly report, YTD budget reports:** Group reviewed the report submitted by staff Tammy Grigg in its new format. The new format was favorably received. Group members would still like to receive overall YTD budget information, not just broken down by program.
4. **Meeting Schedule in Newspaper – Theresa Lynn:** At Graff's request, County Administrator Rob Sarro contacted the Allegan County News editor who agreed to list the COA meeting schedule in the paper. This list of meetings will also be sent to all the township/city clerks.
5. **Story – Judy Graff:** Graff shared a story written by a Casco Twp. Volunteer Driver about his experience driving an area senior to her appointments. Group members agreed to add this as a regular agenda item as it reminds us of the ultimate purpose of our work. Hawkey agreed to bring a story to the May meeting.

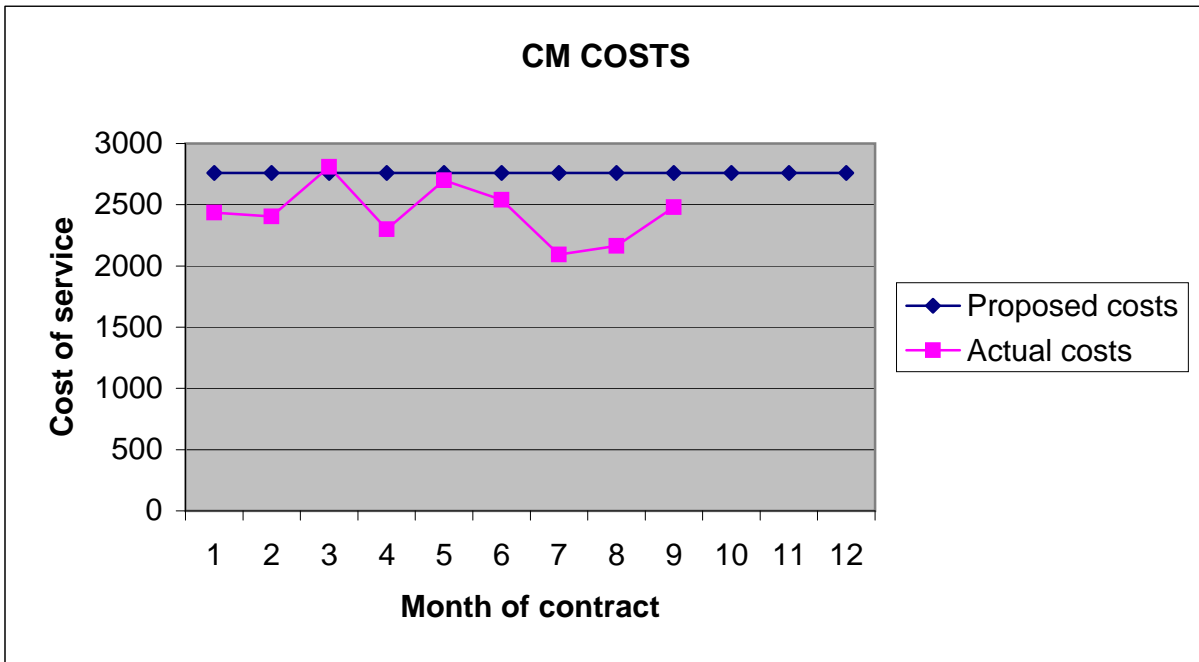
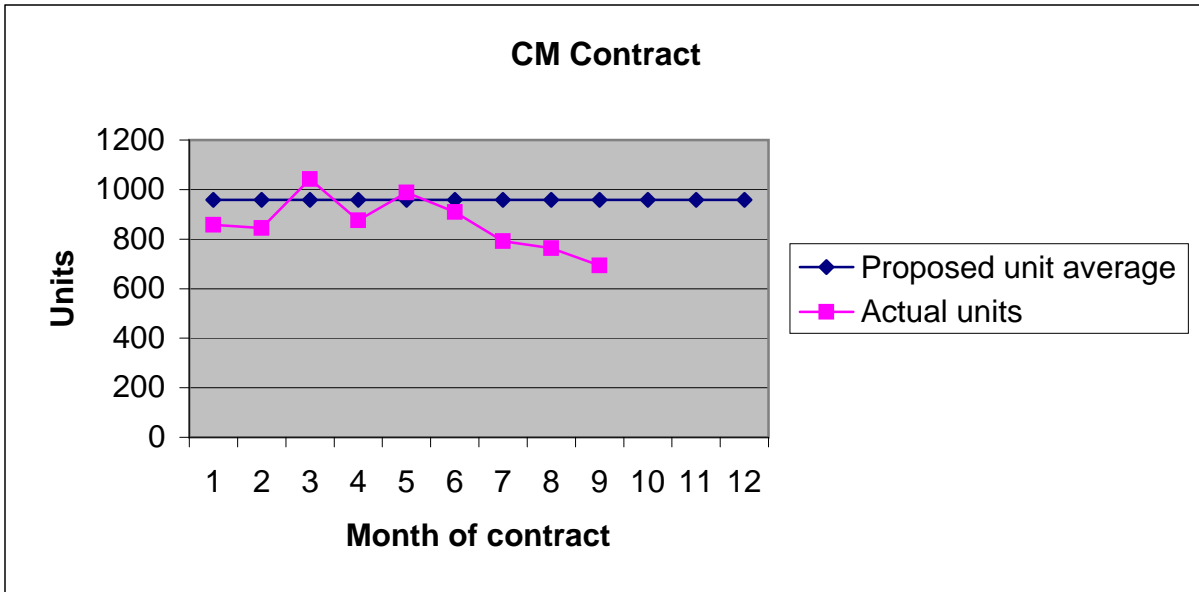
Round Table: No comments.

Adjournment: Moved by Hawkey and seconded by Rininger to adjourn the meeting. Unanimous approval. Chairperson Lynn adjourned the meeting at 4:32 p.m.

Next Meeting: Tuesday, May 20, 2008, @ 1:30 p.m., County Services Building in the Board Room.

Recorded by Theresa Lynn.

ACRDC's Congregate Meals contract
February 29, 2008



As of February 29, 2008, ACRDC has provided 7,770 congregate meals at a cost of \$21,925.01. ACRDC has met 67.57% of their units utilizing 66.21% of their funding, to an unduplicated senior count of 193, which is 64.33% of projected seniors to serve. They have a grant balance of \$11,190.99 to provide 3,730 meals for the last three (3) months of their contract. They will need additional funding to complete the six month extension period.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Allegan County Resource Development Committee, Inc.

Contract #: ACSM-2007-08-005

Contract Term: June 1, 2007-May 31, 2008

Contracted Service: **Congregate Meals**, The provision of nutritious meals to older individuals in congregate settings. A non-senior volunteer who directly supports meal site and/or food service operations or who is an essential non-paid caregiver for a program participant may be provided a meal. Such meals may be provided only after all eligible participants have been served and meals are available. At the provider's discretion, persons not otherwise eligible may be served, if meals are available, and they pay the full cost of the meal.

Documentation that full payment has been made shall be maintained.

Service Unit: Each meal served to an eligible participant.

Contract Amount: \$33,116. {\$361. [1.09%] Administration cost+ \$32,755. [98.91%] Direct Service Cost}

Performance Period Reviewed: June 1, 2007-December 31, 2007

Analysis Summary

A. Contract

- Combined funding
- 11,500 meals to 300 seniors
- 38.33 meals per senior a year
- \$2.88 budgeted unit rate
- Budgeted \$0.00 in Program Income

B. Performance

- 6,312 meals (54.89% of units, 58.33% contract period)
- 185 participants including six (6) non-seniors/volunteers
- 42 seniors were brand new to the Congregate Meal Program (22.70%)
- Combined funding, no reporting of "Other resources" on monthly reports
- Volunteers contribute to cost of the meal-no Program Income is received by the COA
- At the start of contract, they were including out of county residents' meals
- Three (3) seniors were on list of seniors served to the COA, but not found on Care Advantage report of seniors served during the same time period
- They have discharged zero (0) seniors from the Congregate Meals program

C. Charts

- Operating around budgeted unit rate
- Units and costs are proportionately equal, they rise and fall within a similar rate
- \$2.74 average unit rate
- They'll be able to provide an additional 586 meals if they continue with the current average unit rate

Mission Statement

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D. Complaints/Issues

- Zero (0) complaints filed, but informal comments regarding food has been recorded: bland tasting, over cooked, same repetitive meals every month
- Requested choices-salad, fresh fruit or soups as alternatives
- No reporting of "Other Resources" on monthly reports, don't know what is being charged to other funding sources
- All Program Income (received from volunteers or donations from seniors) is given to AAAWM
- ACRDC hasn't discharged seniors that are deceased or have moved out of county or into nursing homes; hard to determine actual number of seniors served on a regular basis
- Discrepancy with the # of meals provided from June-Aug. 2007, a difference of 135 meals
- Meals were hand counted for those months and ACRDC agreed to the count in November that we were on the same page; no Care Advantage report was given to verify the numbers during that time frame

E. Performance Parameters Regarding the Budget

- Line items reflect %s below the 58.33% expended period of contract
- Administration expense is 0%
- Program Income is 0%

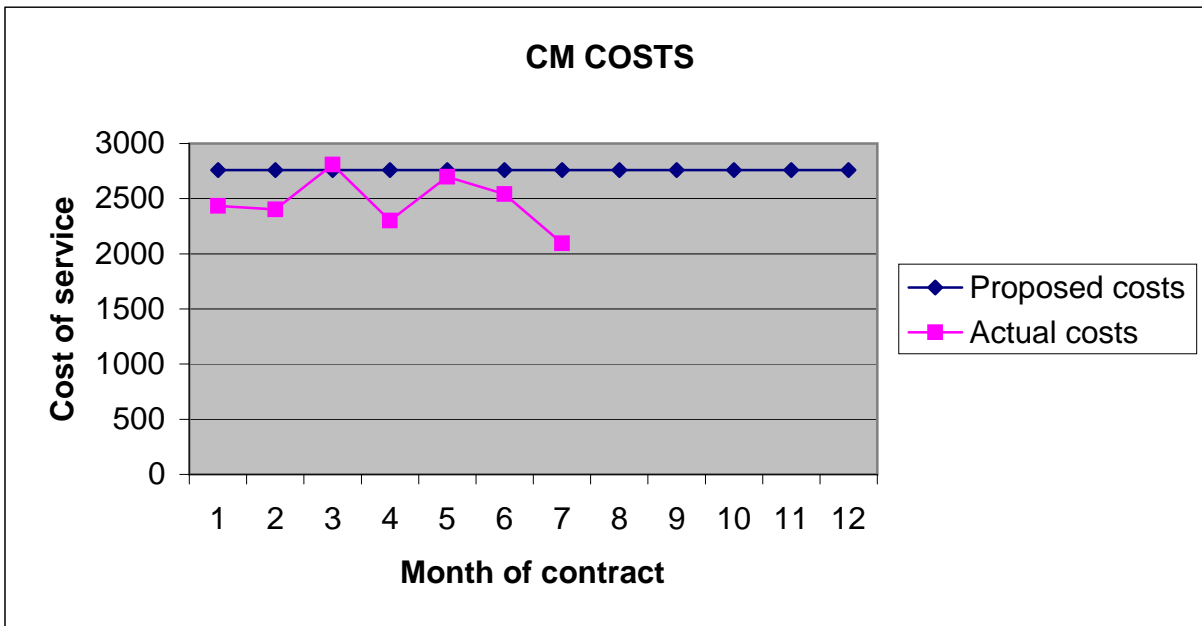
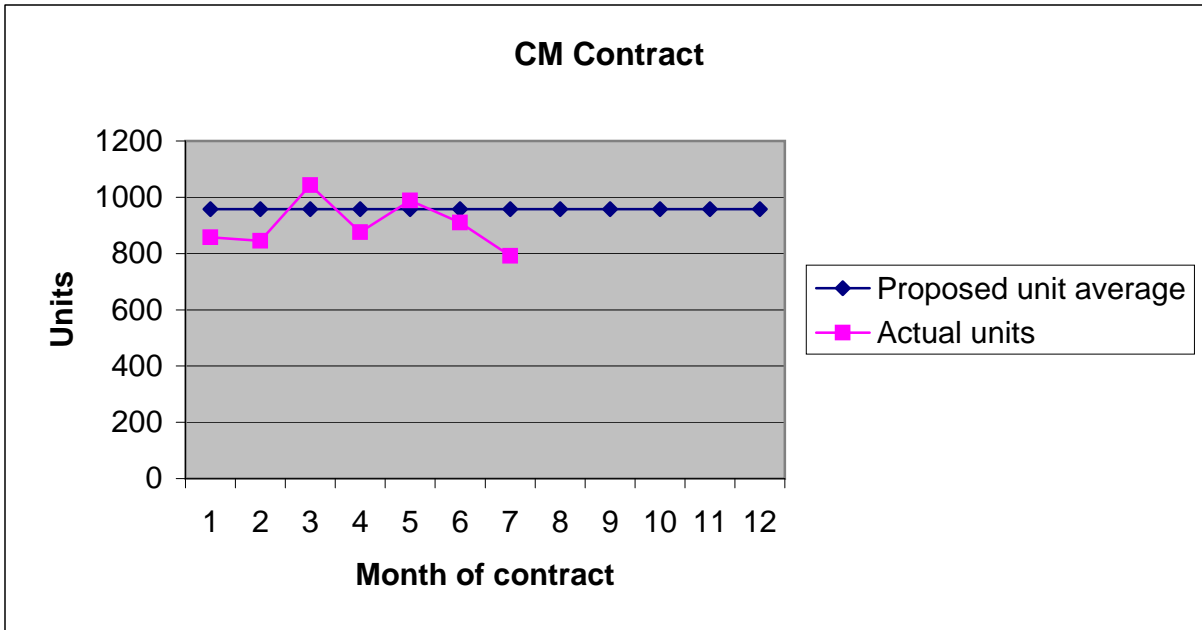
F. Recommendations

- Extension of contract
- Stand alone contract
- Budget and performance guidelines negotiated
- More food choices/menu options
- Volunteer meals and other meals that are paid at full cost should be reported on monthly report, recorded under Program Income
- Donations are Program Income and should be divided amongst the funding sources
- Combined funding requires reporting on a monthly basis of other resources used to provide this service
- Paperwork should be due the 10th of the following month like it's required of the other contractors, instead of the 30th of the following month which is their due date

Performance Parameters (as of 12/31/07) Contract Period Expired 58.33%

	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
Administrative Expense			
Audit	361	0.00	0.00
Total	361	0.00	0.00
 Service Expense			
Program Assistant	9175	4778.33	52.07
Food	23580	12501.40	53.01
Total	32755	17279.73	52.75
 Total Contract			
Program Income	0.	0.00	0.00
Total cost of service	\$33116.	\$17279.73	52.18
 Units of service			
	11500	6312	54.89

ACRDC's Congregate Meals Contract



ACRDC proposed 11,500 units at a cost of \$33,116.= \$2.88 unit rate (food and costs) per meal.

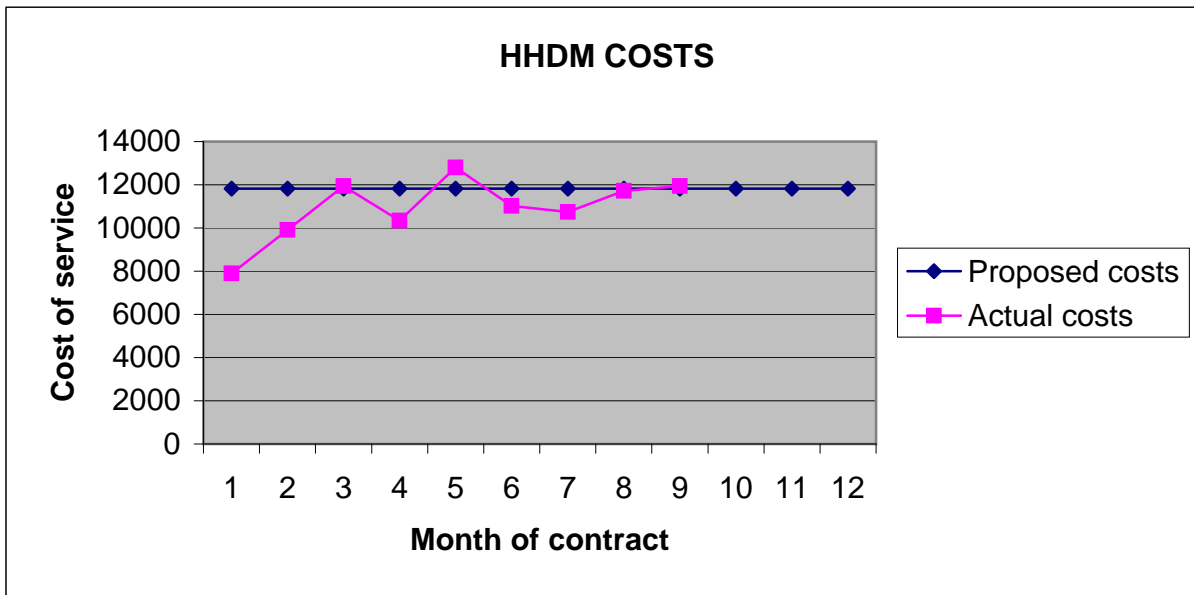
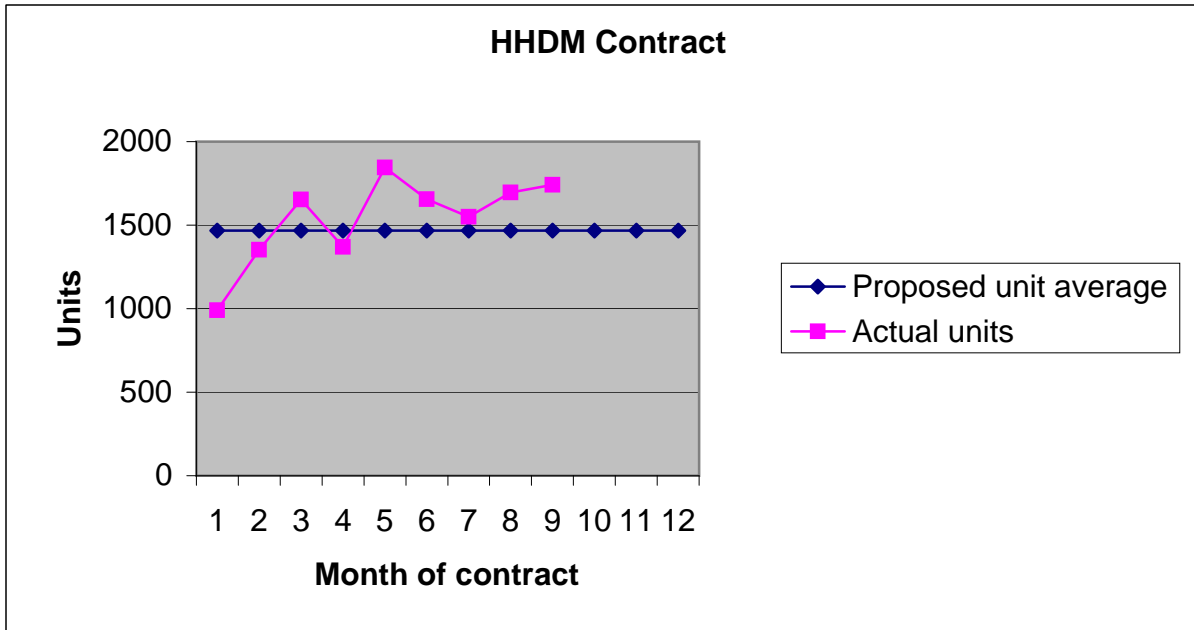
Unit rate	\$2.84	\$2.84	\$2.69	\$2.63	\$2.73	\$2.79	\$2.64
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The average unit rate=\$2.74

ACRDC is under their proposed unit rate for this service and will be able to provide an additional 586 meals if they continue with the current average unit rate.

As of December 2007, the Congregate Meals program has provided 6,312 meals at a cost of \$17,279.73. The Congregate Meals program has met 54.89% of their proposed meals utilizing 52.18% of their funding, to an unduplicated senior count of 185, which is 61.67% of projected seniors to be served. The balance of their grant is \$15,836.27 to provide 5,188 meals for the remaining five (5) months of their contract.

ACRDC's Hot Home Delivered Meals contract
February 29, 2008



As of February 29, 2008, ACRDC has provided 13,853 hot home delivered meals at a cost of \$98,315.81. ACRDC has met 78.71% of their units utilizing 69.28% of their funding, to an unduplicated senior count of 244, which is 76.25% of projected seniors to serve. They have a grant balance of \$43,598.19 to provide 3,747 meals for the last three (3) months of their contract. They will need additional funding for the six month extension period.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Allegan County Resource Development Committee, Inc.

Contract #: ACSM-2007-08-005

Contract Term: June 1, 2007-May 31, 2008

Contracted Service: **Hot Home Delivered Meals**, the provision of hot, nutritious meals to homebound, older persons

Service Unit: One (1) hot meal served to an eligible participant

Contract Amount: \$141,914.00, {\$9,471 [6.67%] Administration Cost + \$132,443 [93.23%] Service Cost}

Performance Period Reviewed: June 1, 2007-December 31, 2007

Analysis Summary

A. Contract/L.O.U. included

- Combined funding
- 60,238 hot meals/17,600 hot meals to 320 seniors
- \$2.36/\$8.06 budgeted unit rate
- L.O.U. didn't address the Maintenance of Effort Clause in contract
- L.O.U. provides that the COA will be responsible for 80% of the drivers' wages and fringes, along with 80% of the mileage reimbursement paid to the drivers to deliver meals hot to the senior clients
- L.O.U. provided that the food costs paid by the COA would be decreased to only include meals that are delivered hot
- L.O.U. increased mileage reimbursement to .40 per mile
- No amount budgeted for Program Income, Program Income is allocated to AAAWM
- Other Resources attribute to 63.40% of the combined resources (\$245,803.)

B. Performance

- 10,415 hot meals (59.18% of units, 58.33% contract period)
- 196 seniors (61.25% of projected seniors)
- Average number of days a senior receives a meal is <4 days a week
- Combined funding, no reporting of "Other resources" on monthly reports
- \$7.17 average unit rate
- No seniors have been discharged from the program. If clients had been discharged at the appropriate time (when service ceased) then there would be a more accurate accounting of seniors receiving service and a truer average of meals being provided.

C. Charts

- Units of service were low at first, now they are above the proposed level
- Costs are at or below the proposed level
- \$7.17 average unit rate

Mission Statement

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D. Complaints/Issues

- One (1) informal complaint
- Clients aren't being discharged when service is ceased, problem with accuracy of numbers and units being provided
- All program income is allocated to AAAWM
- Cost of food is only 38.57% of the total budget, costs associated with the delivery of meals (Drivers' wages & fringes and mileage reimbursement) is 54.75% of the total budget
- The cost of a hot meal is \$2.95 with transportation costs included it rose to \$8.06

E. Performance Parameters Regarding the Budget

- Line items reflect %s above the 58.33% expended period of contract
- Executive Director wages were at 71.41%
- Finance Staff wages were at 71.18%
- Drivers' mileage was at 76.93%

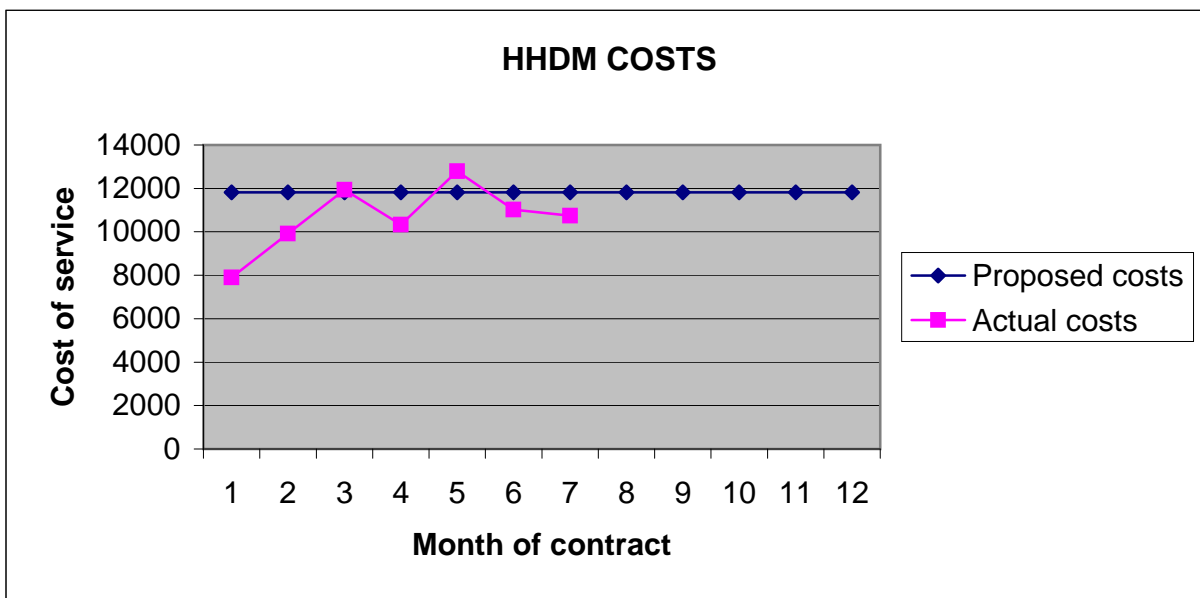
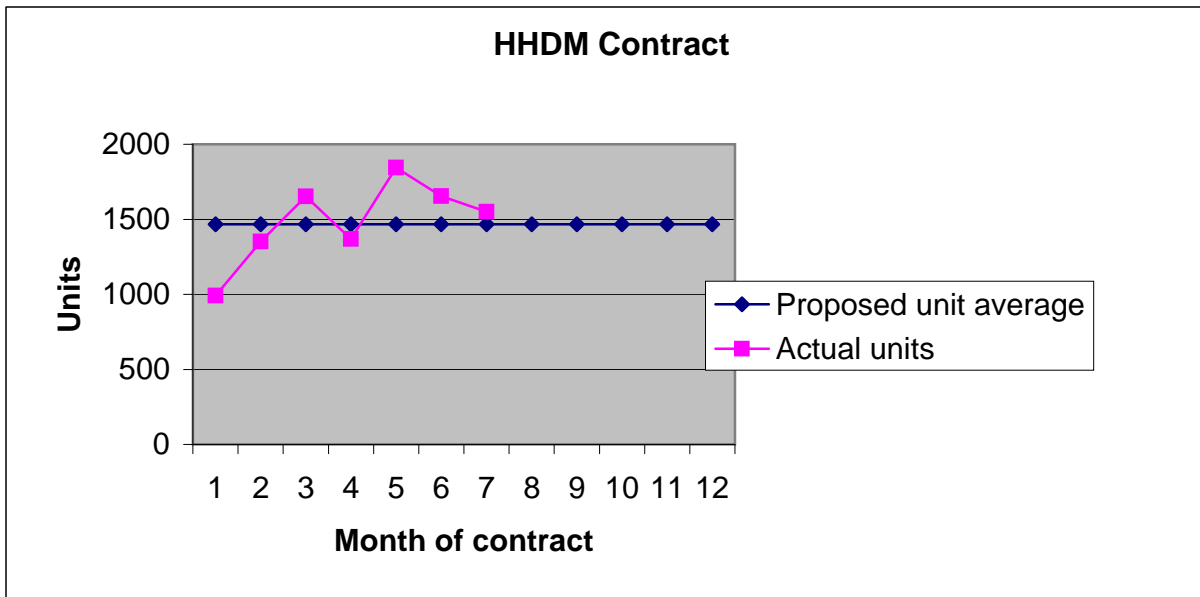
F. Recommendations

- Contract extension
- Stand alone contract with program income as a budgeted item
- Budget and performance guidelines negotiated
- Choices with menu options-offer salads, soups; same comments as for Congregate Meals
- Caterer located within Allegan County or closer proximity than Benton Harbor
- Combined funding requires reporting on a monthly basis of other resources used to provide this service
- Paperwork should be due the 10th of the following month like it's required of the other contractors, instead of the 30th of the following month which is their due date

Performance Parameters (as of 12/31/07, per the letter- of -understanding) Contract Period Expired 58.33%

	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
<u>Administrative Expense</u>			
Executive Director	3750	2678.01	71.41
Fringe	788	363.09	46.08
Finance Staff	3750	2669.34	71.18
Fringe	788	334.09	42.40
Audit Expense	395	0	0
	<hr/>	<hr/>	<hr/>
	9471	6044.53	60.54
 <u>Service Expense</u>			
Drivers' Wages	46800	19204.04	41.03
Fringe	11700	3905.19	33.38
Cost of food	54743	30724.25	56.12
Drivers' mileage	19200	14769.92	76.93
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	132443	68603.40	51.80
Total Contract	141914	74647.93	52.60
Units of Service	17,600	10,415	59.18

ACRDC's Hot Home Delivered Meals Contract



ACRDC proposed 60,238 units at a cost of \$141,914.= $\$2.36$ unit rate(food and costs)per meal.
 L.O.U. signed, 17,600 units at a cost of \$141,914.= $\$8.06$ unit rate (food and costs) per meal.

Unit rate	\$7.97	\$7.34	\$7.22	\$7.55	\$6.93	\$6.66	\$6.93
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The average unit rate = \$7.17

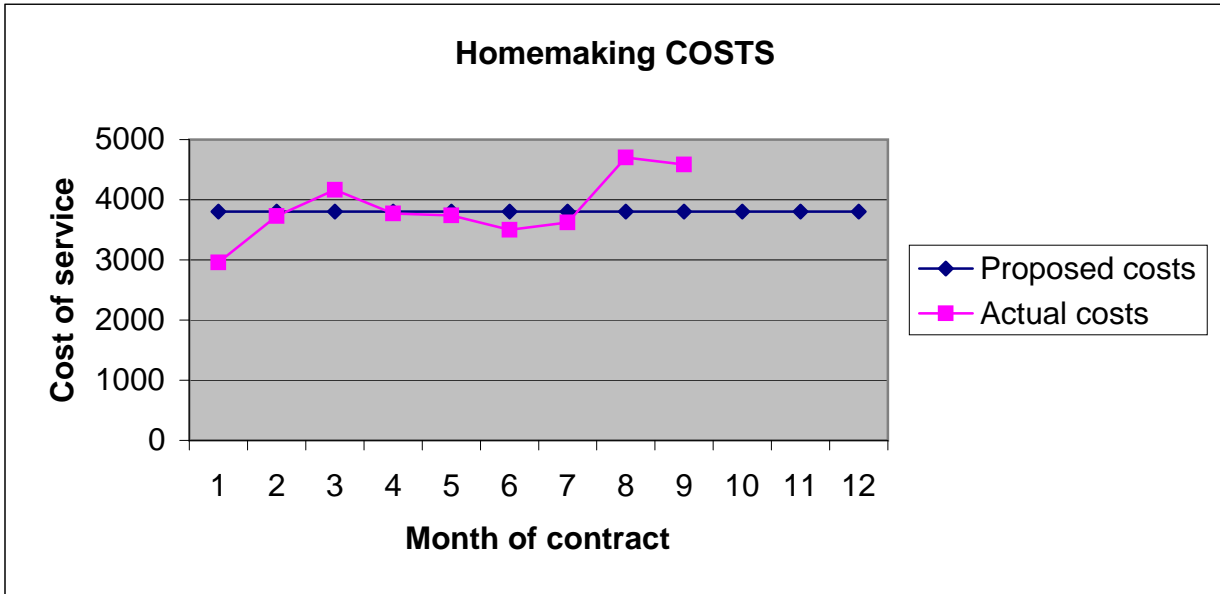
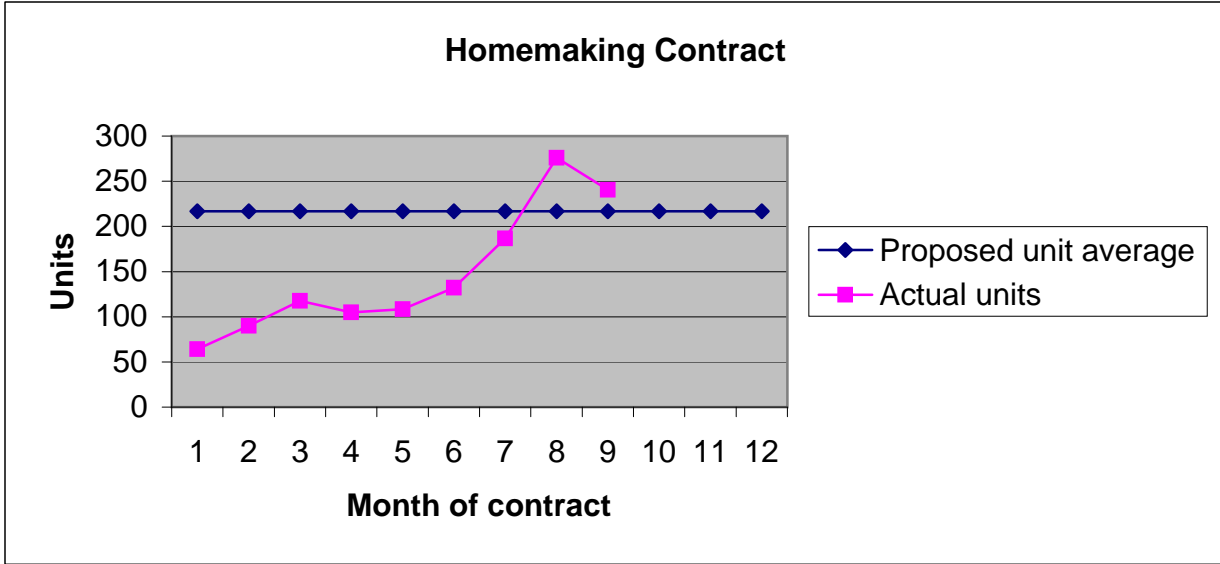
ACRDC is under their proposed unit rate for this service and will be able to provide an additional 2,193 meals if they continue with the current average unit rate.

As of December 2007, the Hot Home Delivered Meals program has provided 10,415 meals delivered hot at a cost of \$74,647.93. The Hot Home Delivered Meals program has met 59.18% of their proposed meals utilizing 52.60% of their funding, to an unduplicated senior count of 196, which is 61.25% of projected seniors to be served. The balance of their grant is \$67,266.07 to provide 7,185 meals for the remaining five (5) months of their contract.

Monthly count of actual seniors served and meals provided in the HHDM contract with ACRDC
CY 2007-08

	June seniors served	Units of service	July seniors served	Units of service	August seniors served	Units of service	Sept. seniors served	Units of service	Oct. seniors served	Units of service	Nov. seniors served	Units of service	Dec. seniors served	Units of service
HHDM	81	991	87	1352	119	1653	98	1369	115	1845	120	1655	119	1550
Avg. meals served per senior in the month	12.23		15.54		13.89		13.97		16.04		13.79		13.03	
# of serving days in the month	21		21		23		19		22		19		17	
% of days received meals = # of days per week	58.24%		74%		60.39%		73.53%		72.9%		72.58%		76.65%	
	2.9 days wk.		3.7 days wk.		3.02 days wk.		3.68 days wk.		3.65 days wk.		3.63 days wk.		3.83 days wk.	

ACRDC'S Homemaking contract
February 29, 2008



As of February 29, 2008, ACRDC has provided 1,320 hours of homemaking service at a cost of \$34,773.33. ACRDC has met 50.77% of their units utilizing 76.16% of their funding, to an unduplicated senior count of 93 (61 new), which is 203.33% of the "new" projected seniors to serve. They have a grant balance of \$10,886.67 to provide 1,280 hours of service for the last three (3) months of their contract. They will run out of funding before the end of the contract year and will need additional funding to finish. They will also need additional funding for the six month extension period.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Allegan County Resource Development Committee, Inc.

Contract #: ACSM-2007-08-005

Contract Term: June 1, 2007-May 31, 2008

Contracted Service: **Homemaking**, the performance of routine household tasks to maintain an adequate living environment for older individuals with functional limitations. Allowable tasks are limited to one or more of the following: laundry, ironing, meal preparation, shopping for necessities (including groceries), errand running, light housekeeping tasks (dusting, vacuuming, mopping floors, cleaning bathroom and kitchen, making beds), and maintaining a safe environment.

Service Unit: One (1) hour

Contract Amount: \$45,660.00 {\$5,050 [11.06%] Administration Cost + \$40,610 [88.94%] Service Cost}

Performance Period Reviewed: June 1, 2007-December 31, 2007

Analysis Summary

A. Contract

- Combined funding
- 2600 hours to 30 ("new") seniors
- 2-3 hours of service for pre-existing seniors per month
- 6-9 hours of service for new seniors per month
- Maintenance of Effort Clause in contract
- \$17.56 budgeted unit rate
- No amount budgeted for Program Income, Program Income is allocated to AAAWM
- Other Resources attribute to 40.23% of the combined resources (\$30,733.)

B. Performance

- 803.5 hours of service (421 hours to pre-existing clients and 382.5 hours to new clients)
- 32 pre-existing seniors and 41 new seniors to the homemaking program
- 55 seniors out of the 73 total seniors, or 75% were already clients of ACRDC prior to June 1, 2007; 15 seniors out of 73, or 21% were really "new" to ACRDC and 3 seniors I wasn't able to determine if they were already clients of ACRDC or new to ACRDC
- Combined funding, no reporting of "Other resources" on monthly reports
- Maintenance of effort has not been met for the pre-existing clients of ACRDC, they are entitled to receive 2-3 hours a month paid by the senior millage and 4-6 hours paid by AAAWM; they are receiving an average of 2.15 hours total a month per senior
- Senior millage funds 6-9 hours for new clients a month, they are receiving an average of 3.61 hours total a month
- \$31.71 average unit rate
- No seniors have been discharged from the program, there are six (6) pre-existing clients and seven (7) new clients that haven't received service in a while. If these clients had been discharged at the appropriate time (when service ceased) then there would be a more accurate accounting of seniors receiving service and a truer average of units being provided.

Mission Statement

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C. Charts

- Units are low and costs are high, not proportionate
- Units of service have never reached the proposed level
- Unit rate is 180.58% above the budgeted unit rate
- \$31.71 average unit rate
- Pre-existing clients aren't receiving expanded service, they are receiving a decrease in the level of service prior to the contract. ACRDC averages serving 29 pre-existing clients (32 total) a month a total of 2.15 hours; they should be receiving at the minimum 6 hours total a month (4 hours paid by AAAWM and 2 hours paid by the senior millage).
- New clients aren't receiving the 6-9 hours a month, ACRDC averages serving 15 new clients (41 total) an average of 3.61 hours total a month.

D. Complaints/Issues

- One (1) formal complaint-ACRDC resolved in a timely manner
- Maintenance of effort is not being met, a condition of their contract
- This contract has performed within a range of 110.59%-263.38% of the budgeted cost per service unit every month
- Currently the unit rate is 180.58% above the budgeted unit rate
- If allowed to continue at this average, there will be a reduction of 1,160 hours of service
- Problem in the delivery of service-level of service averages 2-3 hours of service a month instead of 2-3 hours every other week
- Clients aren't being discharged when service is ceased, problem with accuracy of numbers and units being provided
- All program income is allocated to AAAWM, they contribute to 40% of the funding; the senior millage is responsible for the other 60% of funding and receives 0% program income
- Actual and incurred costs as stated in the contract; ACRDC bills on a break-out of the combined units and total costs attributing 60% of the expenses to the COA and AAAWM is billed for 40% of the expenses (COA doesn't count the units that we aren't responsible for and we shouldn't contribute towards the costs either).
- Flexibility in the hours provided to seniors, regardless of pre-existing or new; let the seniors receive the level of service they desire or need- contract needs to be a stand alone contract so there is no maintenance of effort and there can be flexibility

E. Performance Parameters Regarding the Budget

- Line items reflect %s above the 58.33% expended period of contract
- Finance staff wages were at 64%
- Program Assistant wages were at 70.30%
- Program Assistant's fringe benefits were at 66.07%
- Transportation was at 59.74%
- Homemakers and their fringe benefits were at 47.80% and 43.44% respectively

F. Recommendations

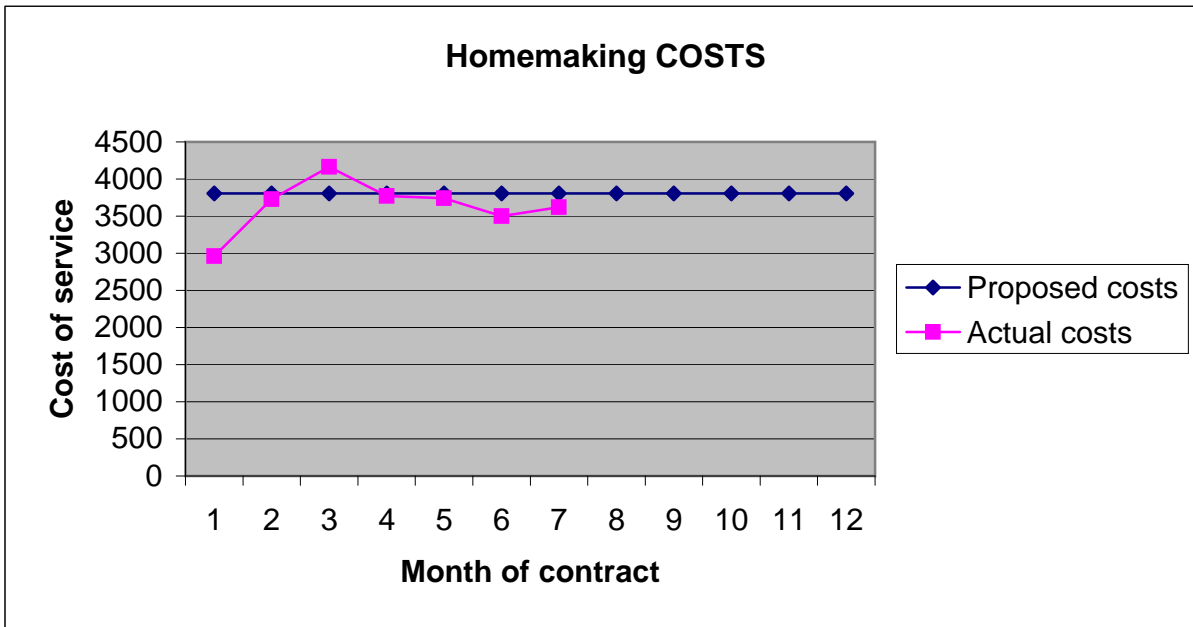
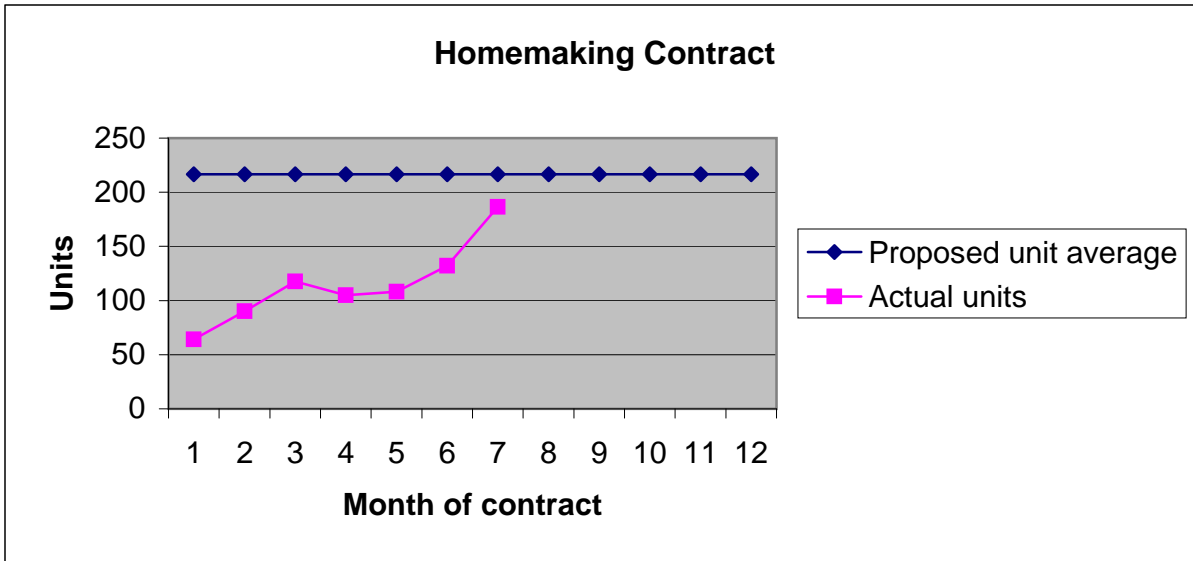
- Stand alone contract with program income as a budgeted item
- If there is a contract extension then specific action steps need to be in place, costs have been over the budgeted rate every month
- As of February 29, 2008 their unit rate is 150% above the budgeted unit rate
- Budget and performance guidelines negotiated
- Combined funding requires reporting on a monthly basis of other resources used to provide this service
- Paperwork should be due the 10th of the following month like it's required of the other contractors, instead of the 30th of the following month which is their due date

Performance Parameters (as of 12/31/07)

Contract Period Expired 58.33%

	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
Administrative Expense			
Executive Director	2000	841.99	42.09
Fringe	420	114.37	27.23
Finance Staff	2000	1279.40	64.00
Fringe	420	158.63	37.77
Audit Expense	210	0	0
	5050	2394.39	47.41
Service Expense			
Program Assistant	10345	7271.07	70.30
Fringe	5069	3349.03	66.07
Homemaker	16200	7738.89	47.80
Fringe	3956	1718.52	43.44
Transportation	5040	3010.80	59.74
	40,610	23,088.31	56.85
Total Contract	45,660	25,482.70	55.80
Units of Service	2600	803.5	30.90

ACRDC'S Homemaking contract



ACRDC proposed 2,600 units at a cost of \$45,660.= \$17.56 unit rate per hour

Unit rate	\$46.25	\$41.44	\$35.35	\$35.90	\$34.56	\$26.50	\$19.42
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The average unit rate= \$31.71

ACRDC is over their proposed unit rate for this service and if they continue at this rate, then there will be a reduction of 1,160 hours provided.

As of December 2007, the Homemaking program has provided 803.5 hours of service at a cost of \$25,482.70. The Homemaking program has met 30.9% of their units utilizing 55.81% of their funding to an unduplicated senior count of 73 (41 new), which is 136.67% of the "new" projected seniors to be served. The balance of the grant is \$20,177.30 to provide 1,796.5 hours of service for the remaining five (5) months of their contract.

ACRDC-Homemaking contract monthly count of actual seniors served and units provided
CY 2007-08

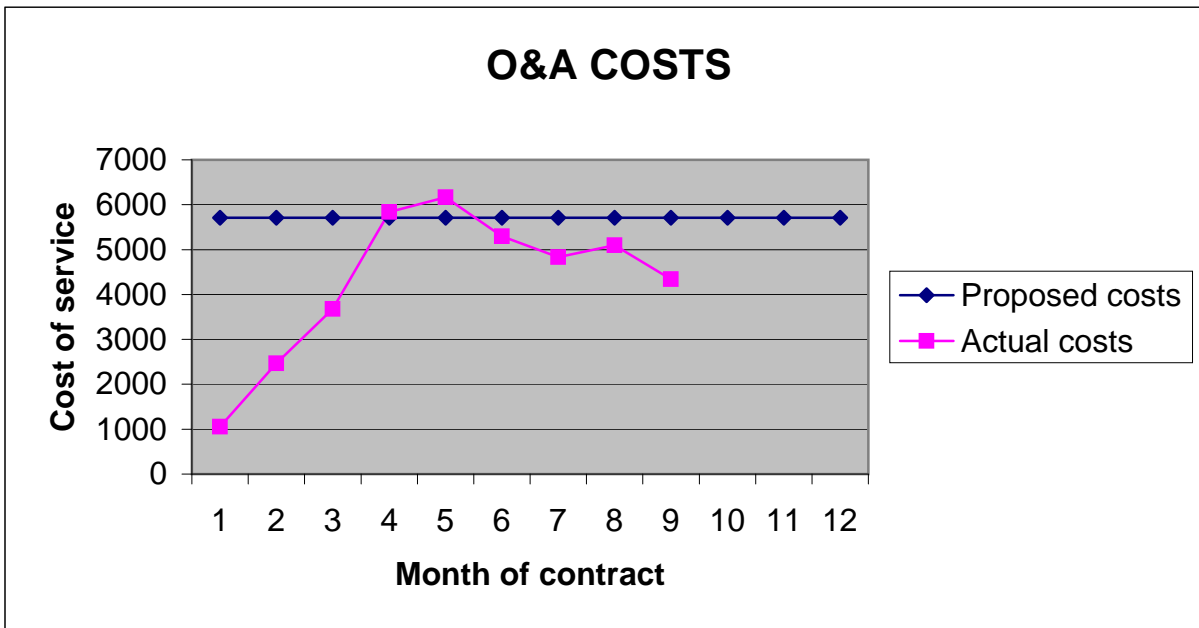
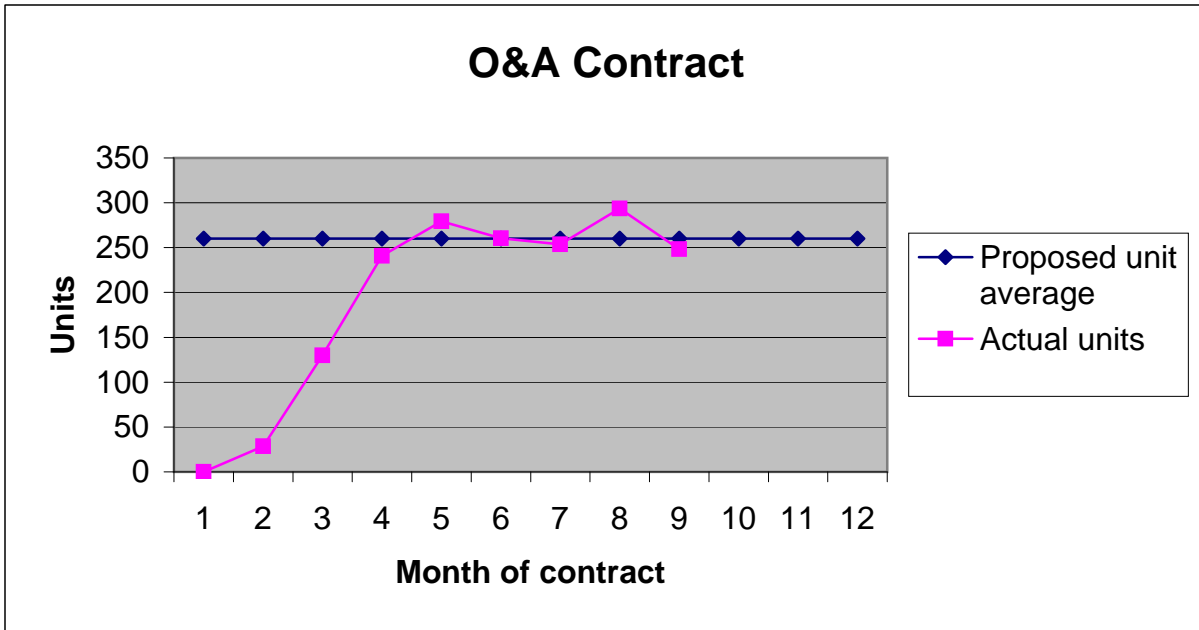
	June seniors served	Units of service	July seniors served	Units of service	August seniors served	Units of service	Sept. seniors served	Units of service	Oct. seniors served	Units of service	Nov. seniors served	Units of service	Dec. seniors served	Units of service
Pre-existing	32	64	32	63.5	30	64	30	57.5	30	61	25	47	27	64
Hmkg														
Avg. hours per senior	2		1.98		2.13		1.92		2.03		1.88		2.37	

The "Pre-existing" clients are entitled to an extra hour every other week or a total of 2-3 hours a month paid by the senior millage with 4 hours paid by AAAM (pre-existing service delivery) for a total of 6-9 hours a month.

	June seniors served	Units of service	July seniors served	Units of service	August seniors served	Units of service	Sept. seniors served	Units of service	Oct. seniors served	Units of service	Nov. seniors served	Units of service	Dec. seniors served	Units of service
NEW	0	0	9	26.5	17	53.75	15	47.5	16	47.25	23	85	26	122.5
Hmkg														
Avg. hours per senior	0		2.94		3.16		3.17		2.95		3.70		4.71	

The "new" clients are entitled to 3 hours of service every other week or a total of 6-9 hours a month.

ACRDC's Outreach and Assistance contract
February 29, 2008



As of February 29, 2008, ACRDC has provided 1,735 hours of service at a cost of \$38,775.97. ACRDC has met 55.61% of their units utilizing 56.62% of their funding, to an unduplicated senior count of 165, which is 55% of projected seniors to serve. They have a grant balance of \$29,714.03 to provide 1,385 hours of service for the last three (3) months of their contract. They will need additional funding to complete the six month extension period.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Allegan County Resource Development Committee, Inc.

Contract #: ACSM-2007-08-005

Contract Term: June 1, 2007-May 31, 2008

Contracted Service: Outreach & Assistance, Efforts to identify, contact, and provide on-going assistance to at-risk older adults experiencing social, economic, functional and/or physical isolation and decline. Priority must be given to older adults lacking formal or informal support systems.

Service Unit: One hour of Outreach & Assistance (OA) which includes identification of and contact with isolated older persons to determine unmet needs, assist them in gaining access to needed services, and follow-up to ensure needs are met. Drive time to and from the client's home is not to be included. {This definition was abandoned and timecards for the Outreach Worker and Outreach Assistant are now used for hours of service provided in this program.}

Contract Amount: \$68,490. {\$7,282. [10.63%] Administration cost+ \$61,208. [89.37%] Direct Service Cost}

Performance Period Reviewed: June 1, 2007-December 31, 2007

Analysis Summary

A. Contract

- Stand alone (original contained \$12,903. in Other Resources-that contract was cancelled with AAAMW in July and the remaining balance was transferred to the Homemaking program)
- 3,120 hours to 300 seniors
- Hours of service are the timecards of the Outreach Worker and Outreach Assistant combined
- \$21.95 budgeted unit rate
- No amount budgeted for Program Income

B. Performance

- 1,193 hours (38.24% of units, 58.33% contract period)
- 96 seniors served (32% of projected seniors)
- Outreach Worker wasn't hired until the end of August, more than 30 days after the effective date of the contract required to attain maximum service delivery capability

C. Charts

- Units of service were low at first, no staff was hired
- Units are at proposed level
- Costs were incurred when zero (0) units of service were provided
- \$24.59 average unit rate

D. Complaints/Issues

- Zero (0) complaints
- O&A worker meeting with ACRDC's current clients, and not adding additional services but completing re-assessments for services already provided
- The program wasn't fully functioning until September, when the Outreach Worker completed the first intake for the program (93 days after the start of the contract)

Mission Statement

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

E. Performance Parameters Regarding the Budget

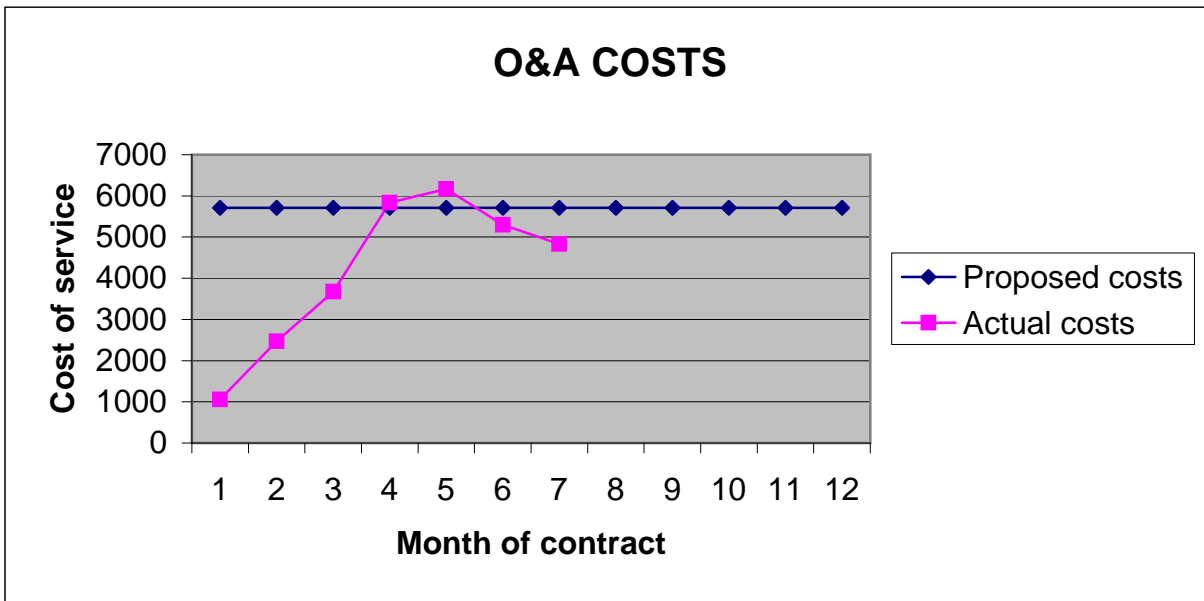
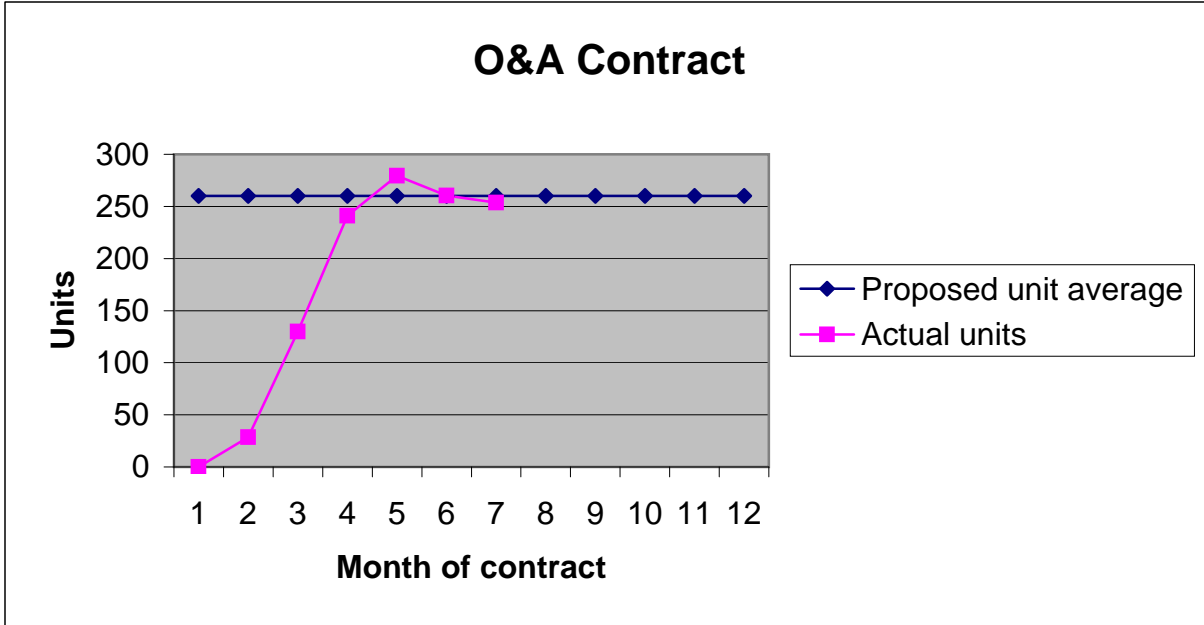
- Line items over 100% in Supervisor's salary and benefits (Total \$1,418.57 overage)
- Other line items reflect %s below the 58.33% expended period of contract

F. Recommendations

- Extension of contract
- Budget and performance guidelines negotiated
- The Outreach and Assistance worker should be the first contact a senior has with services funded by the senior millage. This should be considered as a permanent staff position with the Department of Senior Services to allow for the program to function in its intended scope of duties-broader than one agency wide.

Performance Parameters (as of 12/31/07)		Contract Period Expired 58.33%	
	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
Administrative Expense			
Audit	210	0.00	0.00
Program Supervisor	5200	6200.00	119.23
Program Supervisor benefits	1872	2290.57	122.36
Total	7282	8490.57	116.60
Service Expense			
Outreach Worker	29120	10638.	36.53
Outreach Assistant	11981	5616.	46.87
Outreach Worker benefits	10483	1977.50	18.86
Outreach Assistant benefits	3025	1053.63	34.83
Staff Transportation	6599	1562.80	23.68
Total	61208	20847.93	34.06
Total Contract	68490.	29338.50	42.84
Program Income	0.	0.00	0.00
Total cost of service	\$68490.	\$29338.50	42.84
Units of service	3120	1193	38.24

ACRDC's Outreach Assistance Contract



ACRDC proposed 3,120 units at a cost of \$68,490.= \$21.95 unit rate per hour

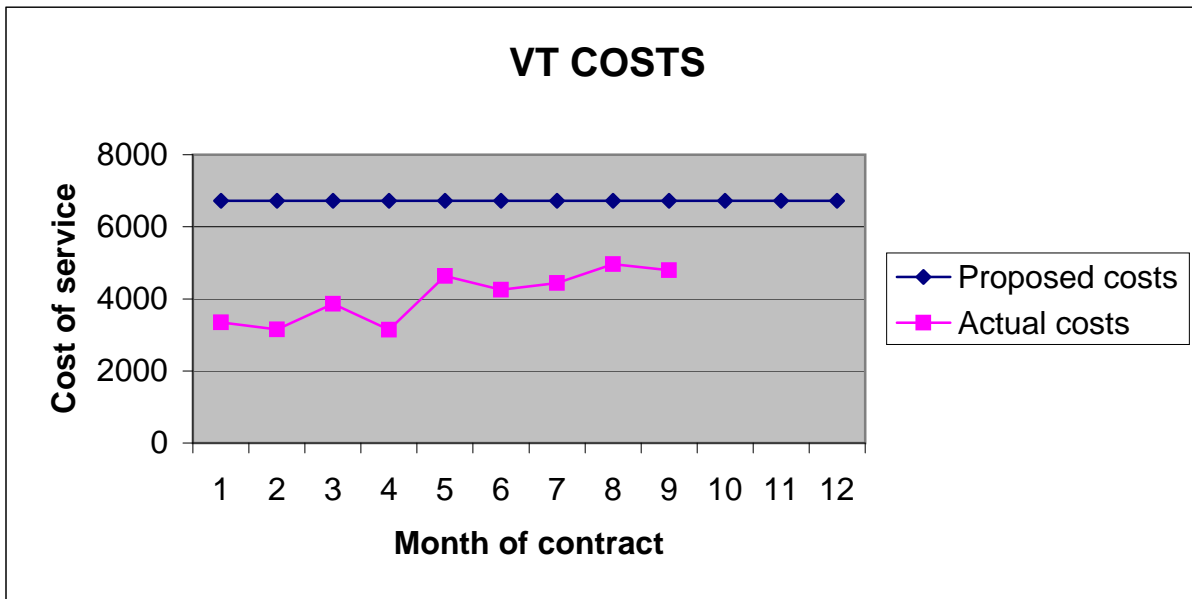
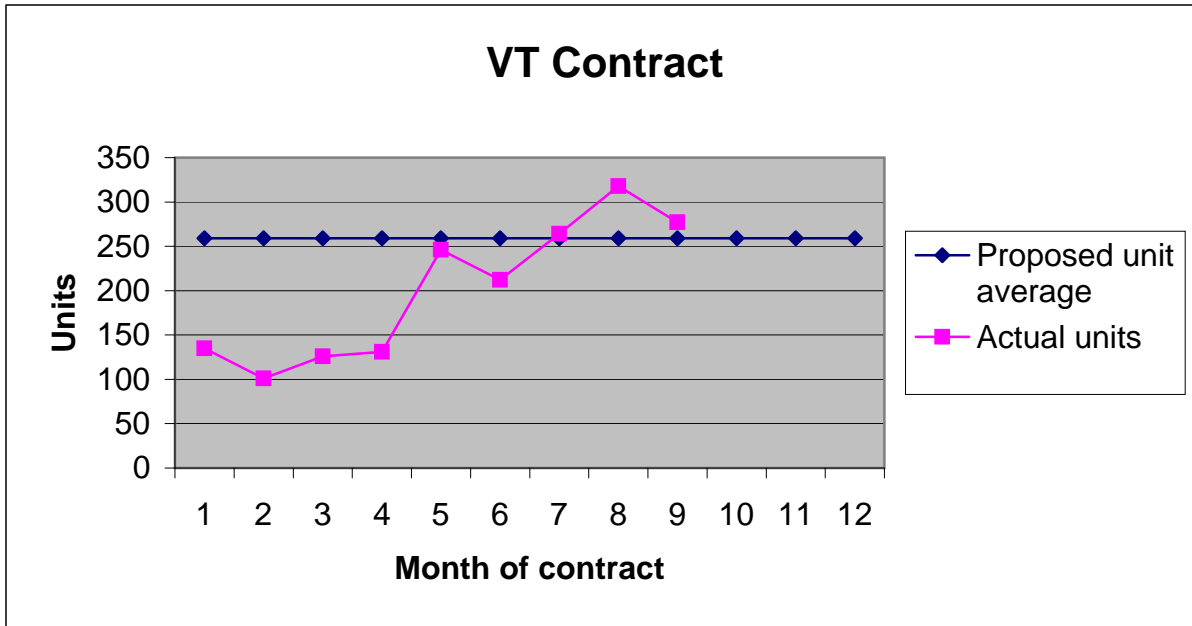
Unit rate	\$0.00	\$86.66	\$28.29	\$24.22	\$22.07	\$20.34	\$19.08
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The average unit rate= \$24.59

ACRDC is over their proposed unit rate for this service and if they continue at this rate, then there will be a reduction of 335 hours provided.

As of December 2007, the Outreach and Assistance program has provided 1,193 units of service at a cost of \$29,338.50. The Outreach and Assistance program has met 38.24% of their proposed units of service utilizing 42.84% of their funding to an unduplicated senior count of 96, which is 32% of the projected seniors to be served. The balance of the grant is \$39,151.50 to provide 1,927 units of service for the remaining five (5) months of their contract.

ACRDC's Volunteer Transportation contract
February 29, 2008



As of February 29, 2008, ACRDC has provided 1,810 trips at a cost of \$36,582.87. ACRDC has met 58.20% of their units utilizing 45.32% of their funding, to an unduplicated senior count of 84, which is 37.33% of projected seniors to serve. They have a grant balance of \$44,137.13 to provide 1,300 trips for the last three (3) months of their contract. They have sufficient funding for the remainder of their contract and will need a small amount of funding to complete the six month extension period.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Allegan County Resource Development Committee, Inc.

Contract #: ACSM-2007-08-005

Contract Term: June 1, 2007-May 31, 2008

Contracted Service: **Volunteer Transportation**, Centrally organized services for transportation of older persons to and from community facilities in order to receive services, reduces isolation, and otherwise promote independent living. Assisted Transportation: Provide assistance including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.

Service Unit: A single one-way trip per person.

Contract Amount: \$80,720., {\$4,263 [5.28%] Administration Cost + \$76,457 [94.72%] Service Cost}

Performance Period Reviewed: June 1, 2007-December 31, 2007

Analysis Summary

A. Contract

- Combined funding
- 3,110 one way trips to 225 seniors
- 13.82 trips per senior per contract year
- \$25.95 budgeted unit rate
- No amount budgeted for Program Income, Program Income is allocated to AAAWM
- Other Resources attribute to 26.34% of the combined resources (\$28,861)

B. Performance

- 1,215 one way trips (39.07% of units, 58.33% contract period)
- 66 seniors (29.33% of projected seniors)
- Averages 8.74 trips a month per senior
- 59% of their clients received fewer than 10 trips during the analysis time period
- 10.6% of their clients received 72.26% of the total trips provided (7 seniors a total of 878 trips)
- Combined funding, no reporting of "Other resources" on monthly reports
- Dialysis patients are served more frequently and could be the population that is served the majority of the trips
- They have the ability to help seniors out of area when Casco Twp is unable to serve

C. Charts

- Units of service were low at first, now they are near the proposed level
- Costs are below the proposed level
- Units and costs are disharmonious, they don't rise and fall at the same rate
- \$22.08 average unit rate

Mission Statement

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

D. Complaints/Issues

- One formal complaint-underage driver with permit transported a senior
- Seniors who use wheelchairs aren't able to use Volunteer Transportation
- ACRDC proposed 13.82 trips per senior @ \$25.95=\$358.63 each. [Seven (7) seniors received 878 trips @ \$25.95(budgeted unit rate)=\$22,784.10 or ≈\$3,254.87 each]
- All program income is allocated to AAAWM

E. Performance Parameters Regarding the Budget

- Line items reflect %s above and below the 58.33% expended period of contract
- Finance staff wages were at 108.50%
- Executive Director's wages were at 71.40%
- Finance staff fringe benefits were at 64.01%
- Transportation was at 31.72%
- Program Assistant wages were at 26.30%

F. Recommendations

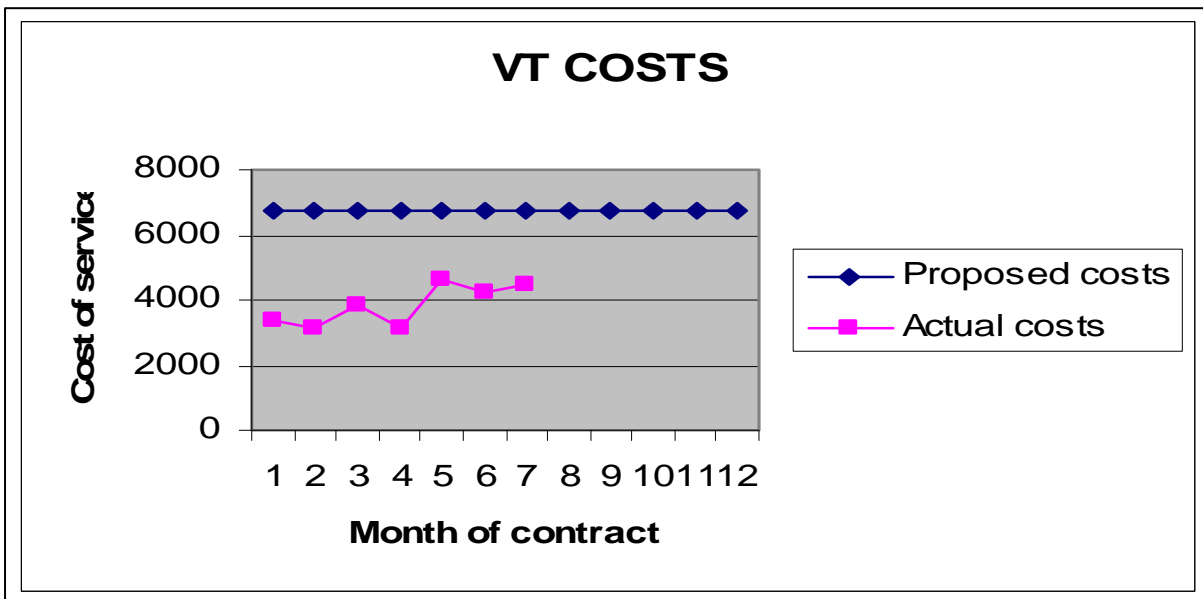
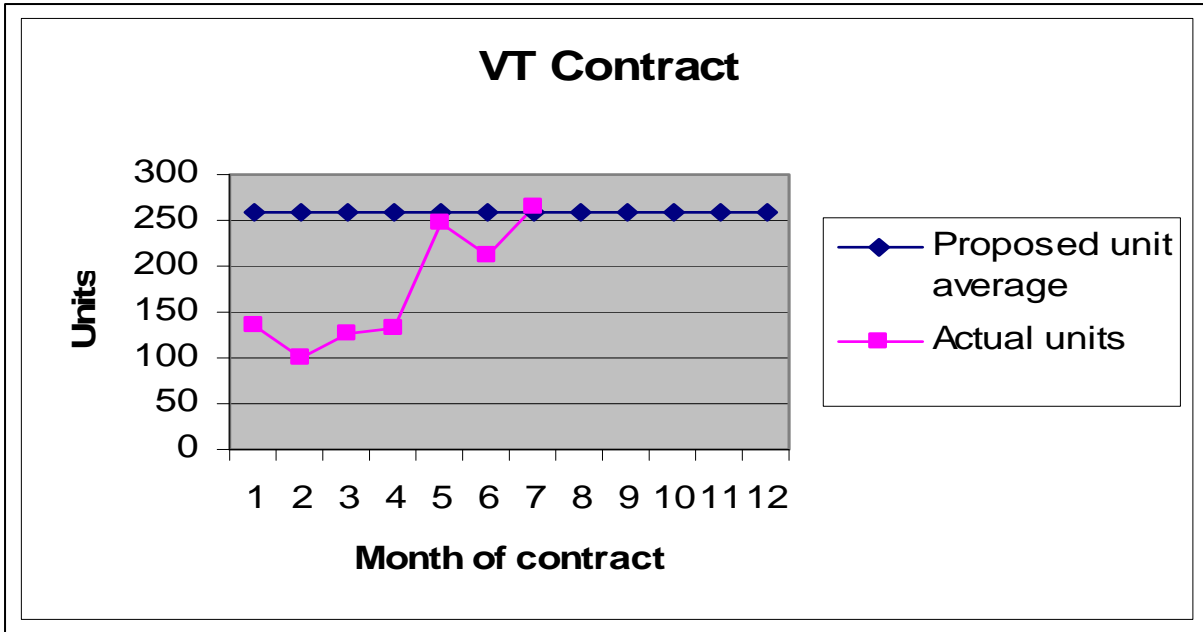
- Extension of contract
- Stand alone contract with program income as a budgeted item
- Budget and performance guidelines negotiated
- Combined funding requires reporting on a monthly basis of other resources used to provide this service
- Paperwork should be due the 10th of the following month like it's required of the other contractors, instead of the 30th of the following month which is their due date

Performance Parameters (as of 12/31/07)

Contract Period Expired 58.33%

	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
<u>Administrative Expense</u>			
Executive Director	1675	1195.97	71.40
Fringe	352	162.47	46.16
Finance Staff	1675	1817.31	108.50
Fringe	352	225.32	64.01
Audit Expense	209	0	0
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	4263	3401.07	79.78
<u>Service Expense</u>			
Program Assistant	9097	2392.20	26.30
Fringe	2983	612.38	20.53
Volunteers' mileage	64377	20422.72	31.72
	<hr/>	<hr/>	<hr/>
	76457	23427.30	30.64
Total Contract	141914	26828.37	33.24
Units of Service	3,110	1,215	39.07

ACRDC's Volunteer Transportation Contract



ACRDC proposed 3,110 units at a cost of \$80,720.=\$25.95 unit rate per one way trip.

Unit rate \$24.80 \$31.20 \$30.65 \$23.98 \$18.84 \$20.06 \$16.81

The average unit rate= \$22.08

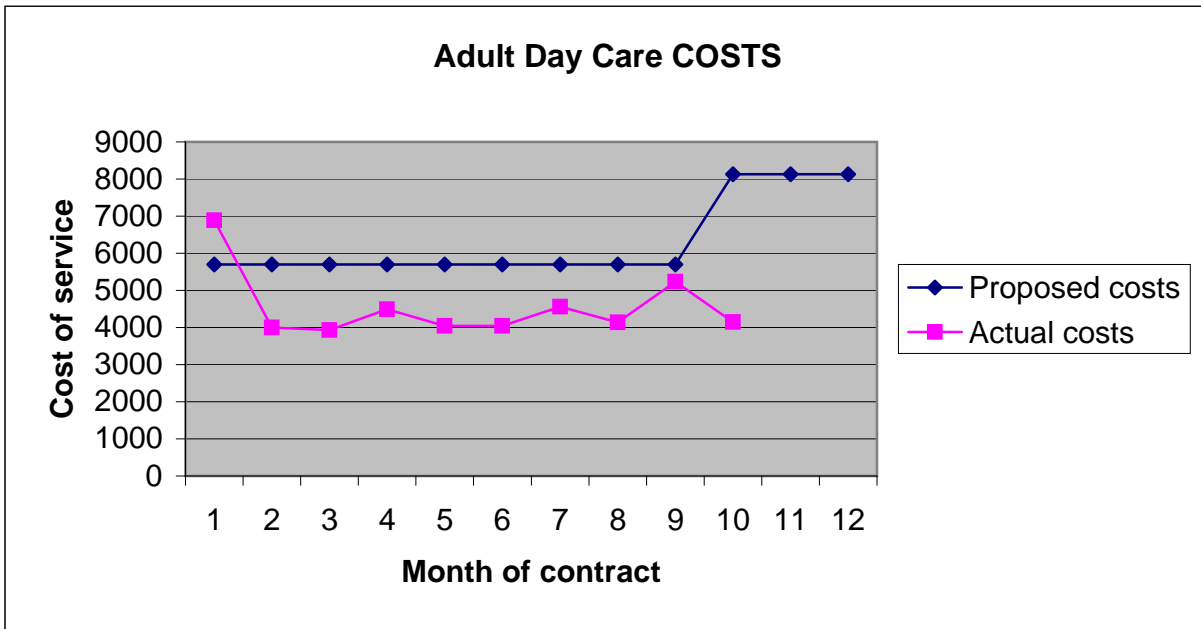
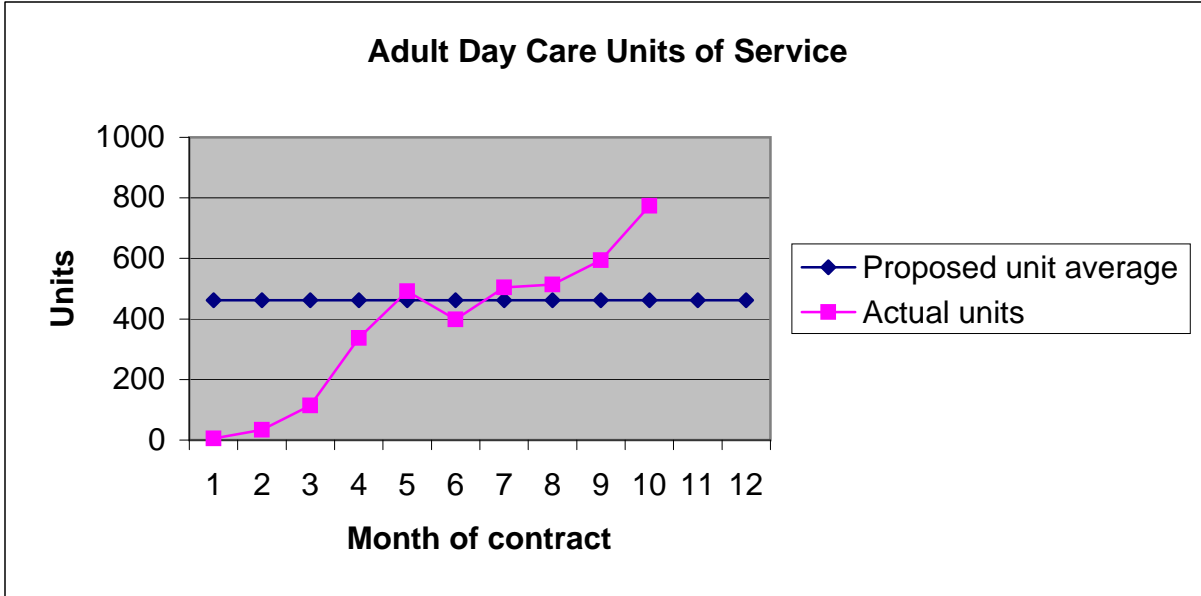
ACRDC is under their proposed unit rate for this service and will be able to provide an additional 546 trips if they continue with the current average unit rate.

As of December 2007, the Volunteer Transportation program has provided 1,215 trips at a cost of \$26,828.37. The Volunteer Transportation program has met 39.07% of their units utilizing 33.24% of their funding to an unduplicated senior count of 66, which is 29.33% of the projected seniors to served. The grant balance is \$53,891.63 to provide 1,895 trips for the remaining five (5) months of their contract.

ACRDC- Volunteer Transportation's monthly count of actual seniors served and trips provided
CY 2007-08

	June seniors served	Units of service	July seniors served	Units of service	August seniors served	Units of service	Sept. seniors served	Units of service	Oct. seniors served	Units of service	Nov. seniors served	Units of service	Dec. seniors served	Units of service
VT	17	135	17	101	19	126	17	131	15	246	27	212	27	264
Avg. trips per senior	7.94		5.94		6.63		7.71		16.40		7.85		9.78	

Allegan County Medical Care Facility's Adult Day Care contract
 March 31, 2008



As of March 31, 2008, ACMCF has provided 3,765.5 units of service at a cost of \$45,467.66. This is a \$12.07 unit rate average. They have met 67.92% of their units utilizing 60.07% of their funding, to an unduplicated senior count of 17, which is 56.66% of projected seniors to serve. They have a grant balance of \$30,229.34 to provide 1,778.5 units for the last two (2) months of their contract. They may need additional funding to complete the six month extension period.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Allegan County Medical Care Facility-Generations Adult Day Care

Contract #: ACSM-2007-08-003

Contract Term: June 1, 2007-May 31, 2008

Contracted Service: Adult Day Care, Daytime care of any part of a day but less than twenty-four (24)hour care for functionally and/or cognitively impaired elderly persons provided through a structured program of social and rehabilitative and/or maintenance services in a supportive group setting other than the client's home.

Service Unit: One hour of care provided per client.

Contract Amount: \$68,417.00, {\$0.00 [0%] Administration cost+ \$68,417. [100%] Direct Service Cost}

Performance Period Reviewed: June 18, 2007-December 31, 2007

Analysis Summary

A. Contract

- Stand alone
- 5,544 hours to 30 seniors
- 15.4 hours a month per senior/184.8 hours a year
- \$12.34 budgeted unit rate
- Budgeted \$0. in Program Income

B. Performance

- 1,884.25 hours (33.99% of units, 58.33% contract period)
- 10 seniors (33.33% of projected seniors)
- 53.84 hours a month per senior
- \$1,052.25 in Program Income/Cost sharing
- Discharged 2 seniors

C. Charts

- Units of service were low at first
- Units are steadily rising, almost at proposed level
- Monthly costs have remained around \$4,000.-\$4,500.
- \$16.96 average unit rate

D. Complaints/Issues

- Zero (0) complaints
- Transportation is key component for success, this was cut from original budget
- Received additional funding for transportation component \$7,280. (March 1-May 31, 2008)
- Cost share policy was implemented in the beginning, now donation based on cost share %s

Mission Statement

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

E. Performance Parameters Regarding the Budget

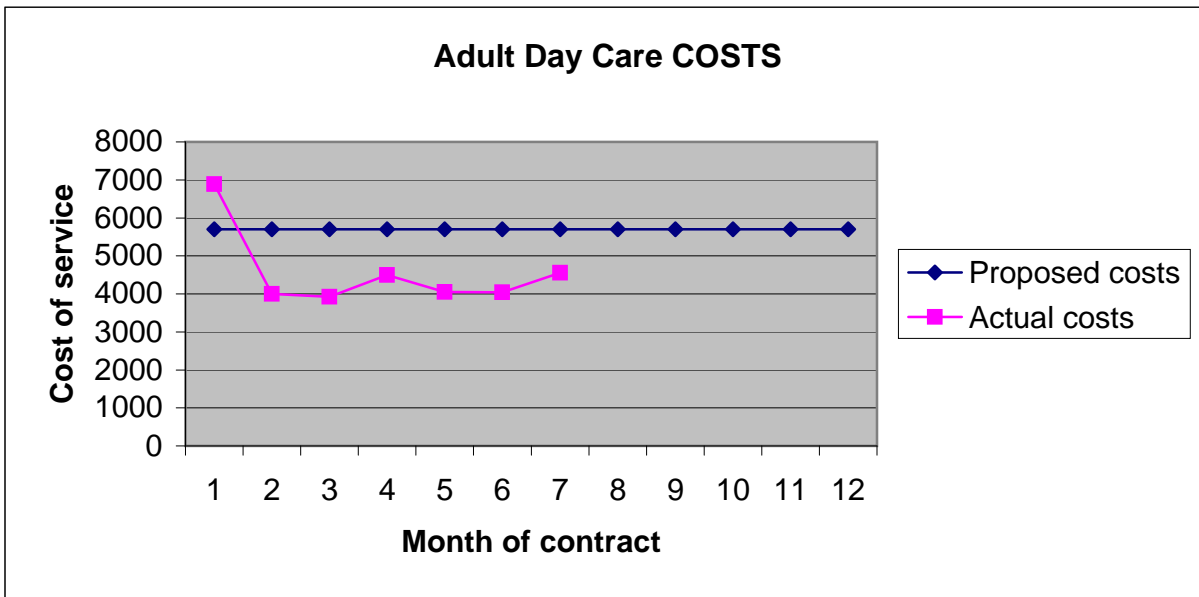
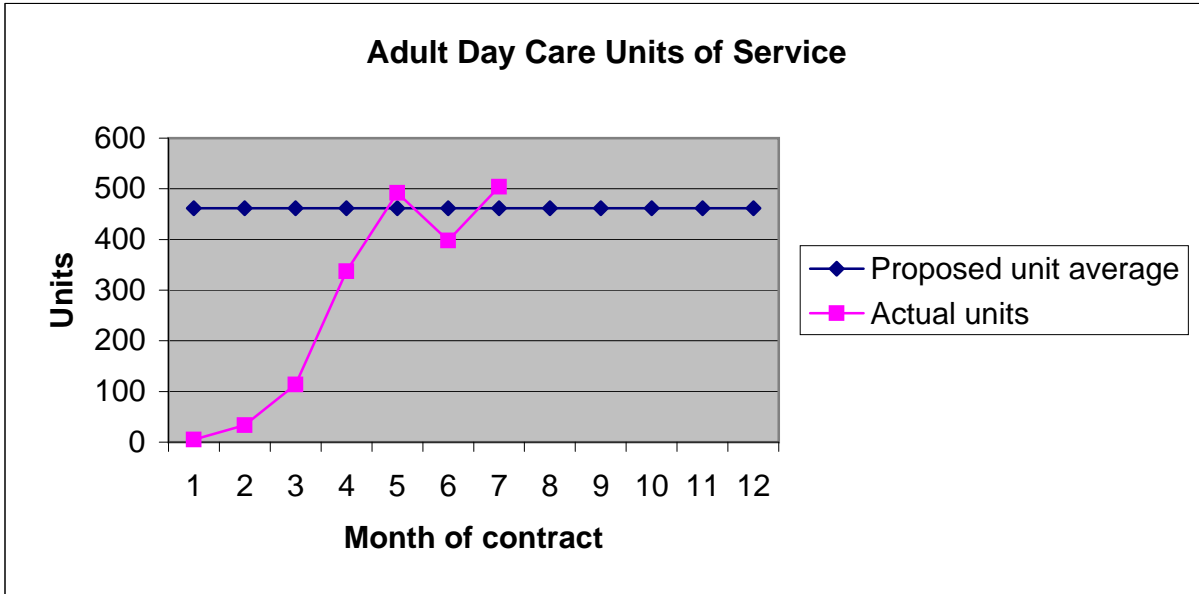
- Line items reflect majority of %s are below the 58.33% expended period of contract
- Activity supplies are 89.44% and include appliances and furniture needed to operate the program

F. Recommendations

- Extension of contract
- Budget and performance guidelines negotiated

	Performance Parameters (as of 12/31/07)		Contract Period Expired 58.33%
	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
Administrative Expense	0.00	0.00	0
Service Expense			
Coordinator	10400	5600.02	53.84
CNA	30927	11606.43	37.53
Fringe benefits	12269	6645.73	54.17
Communications	1500	402.50	26.83
Activity supplies	5250	4695.71	89.44
Client Incontinence products	250	24.11	9.64
Misc. medical supplies & delivery	500	239.89	47.98
Food costs	2500	977.36	39.09
Medicaid volume reductions	4821	2812.25	58.33
Total Contract	\$68,417	\$33,004.00	48.24
Program Income	\$0	1,052.25	
Total cost of service	\$68,417	\$31,951.75	46.7
Units of service	5,544	1,884.25	33.99

Allegan County Medical Care Facility's Generations Adult Day Care contract



ACMCF proposed 5,544 units at a cost of \$68,417.= \$12.34 unit rate per hour.

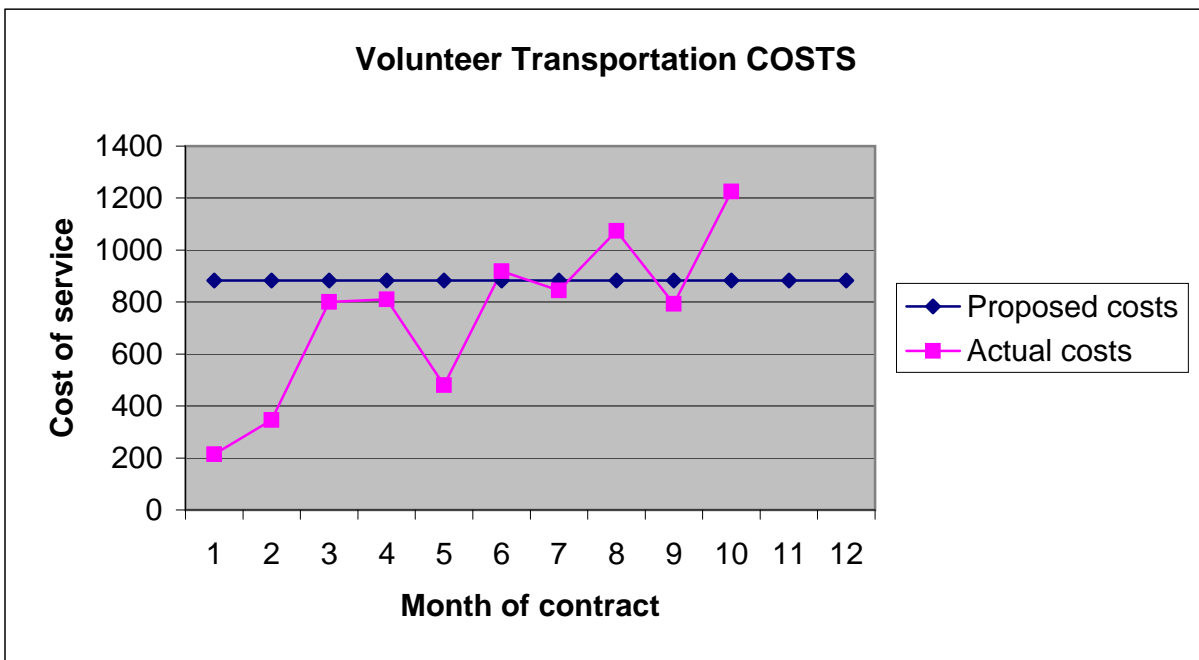
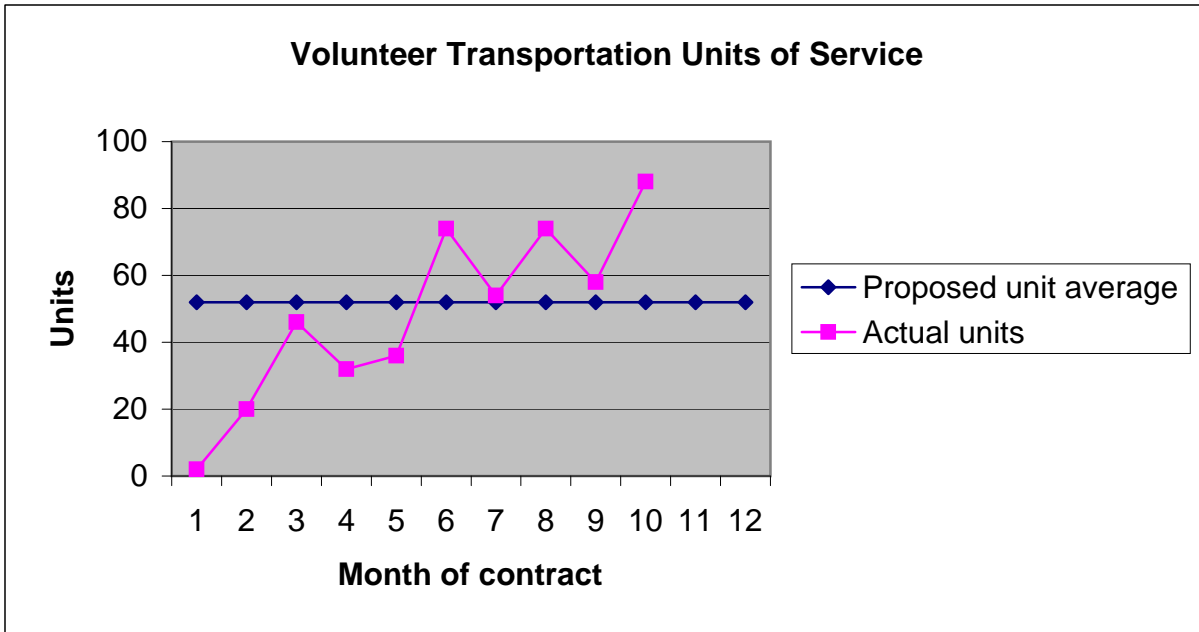
Unit rate	1376.84	118.52	34.45	13.32	8.22	10.15	9.05
The average unit rate= \$16.96							

As of December 2007, Allegan County Medical Care Facility's Generations Adult Day Care program has provided 1,884.25 hours of service at a cost of \$31,951.75. Generations Adult Day Care has met 33.99% of their proposed units utilizing 46.7% of their funding, to an unduplicated senior count of 10, which is 33.33% of projected seniors to serve. The balance of their grant is \$36,465.25, to provide 3,659.75 units of service for the remaining five (5) months of their contract. This is not including the additional funding that was recommended for approval to the BOC for transportation to and from the facility by Allegan County Transportation.

ACMCF-Generations Adult Day Care's monthly count of actual seniors served and hours provided
CY 2007-08

	June seniors served	Units of service	July seniors served	Units of service	August seniors served	Units of service	Sept. seniors served	Units of service	Oct. seniors served	Units of service	Nov. seniors served	Units of service	Dec. seniors served	Units of service
ADC	1	5	3	33.75	3	114	7	337.5	7	492	6	398	8	504
Avg. hours per senior	5		11.25		38.00		48.21		70.29		66.33		63.00	
Days of service	10		21		23		19		22		21		20	
Avg. hours per day per senior	0.50		0.54		1.65		2.54		3.19		3.16		3.15	

Casco Township Senior Care Program's Volunteer Transportation Contract
 March 31, 2008



As of March 31, 2008, Casco Twp has provided 484 trips at a cost of \$7,506.21. This is a \$15.51 unit rate average. They have met 77.56% of their units utilizing 70.81% of their funding, to an unduplicated senior count of 17, which is 21.25% of projected seniors to serve. They have a grant balance of \$3,093.79 to provide 140 units for the last two (2) months of their contract.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Casco Township Senior Care Program

Contract #: ACSM-2007-08-004

Contract Term: June 1, 2007-May 31, 2008

Contracted Service: Volunteer Transportation, Centrally organized services for transportation of older persons to and from community facilities in order to receive services, reduces isolation, and otherwise promote independent living. Assisted Transportation: Provide assistance including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.

Service Unit: A single one- way trip per person.

Contract Amount: \$10,600. {\$1,200. [11.32%] Administration cost+ \$9,400. [88.68%] Direct Service Cost}

Performance Period Reviewed: June 1, 2007-December 31, 2007

Analysis Summary

A. Contract

- Stand alone
- 624 trips to 80 seniors
- 7.8 trips per senior per contract year
- \$16.98 budgeted unit rate
- \$464. for Other Resources-Casco Township for Administrative expenses

B. Performance

- 264 trips (42.31% of units, 58.33% contract period)
- 14 seniors (17.5% of projected seniors)
- Averages 7.1 trips a month per senior
- 57.14% of their clients received fewer than 10 trips during the analysis time period
- 21.43% of their clients received 62.12% of the total trips provided (3 seniors a total of 164 trips)
- \$273. for other resources (58.83% of other resources)
- Serving fewer seniors more trips than projected

C. Charts

- Units of service were low at first
- Units and costs are disharmonious, they don't rise and fall at the same rate
- \$16.72 average unit rate

D. Complaints/Issues

- One (1) complaint, unable to find a driver for a dialysis patient-ACRDC assisted
- Difficulties in hiring volunteers willing to travel longer distances or wait longer periods of time for appointments
- Fourteen (14) seniors have received service totaling \$4,413.73 or \cong \$315.27 each; proposed 7.8 trips per senior @ \$16.98= \$132.44 each. [Three (3) seniors received 164 trips @ \$16.98=\$2,784.72 or \cong \$928.24 each]

Mission Statement

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

E. Performance Parameters Regarding the Budget

- Line items reflect %s around the 58.33% expended period of contract
- Volunteer transportation (mileage) line item is at 38.91%

F. Recommendations

- Extension of contract
- Budget and performance guidelines negotiated
- Senior client base needs to be expanded
- Casco Township needs more volunteer drivers or van access to meet the needs of the residents in their areas of service (Casco, Ganges and Lee Townships)
- Seniors are disproportionately served, limit the amount of trips per month or contract year
- Mileage reimbursement (35¢ a mile) needs to be increased to meet the rising fuel costs

Performance Parameters (as of 12/31/07)

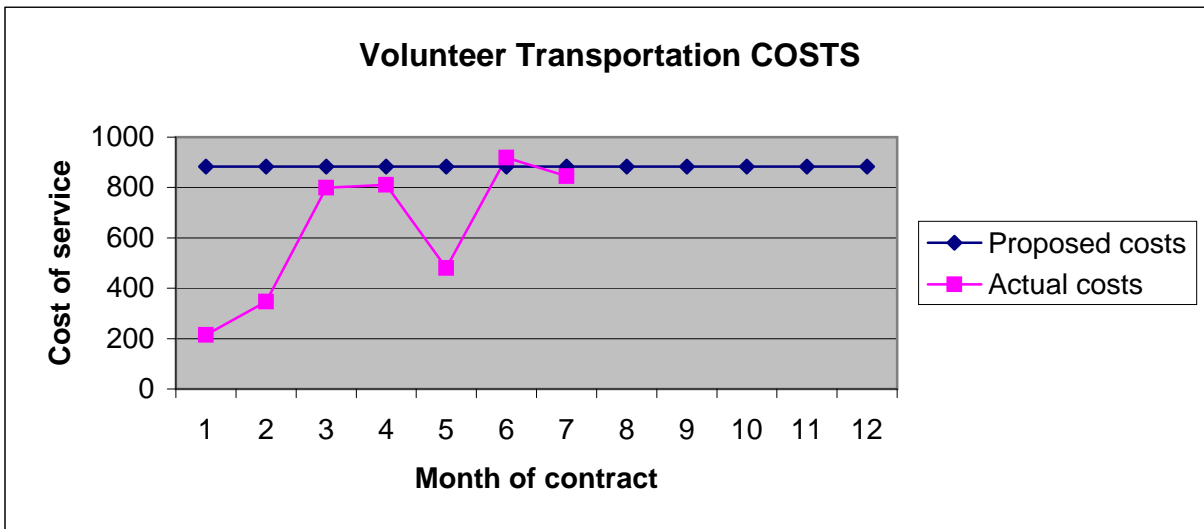
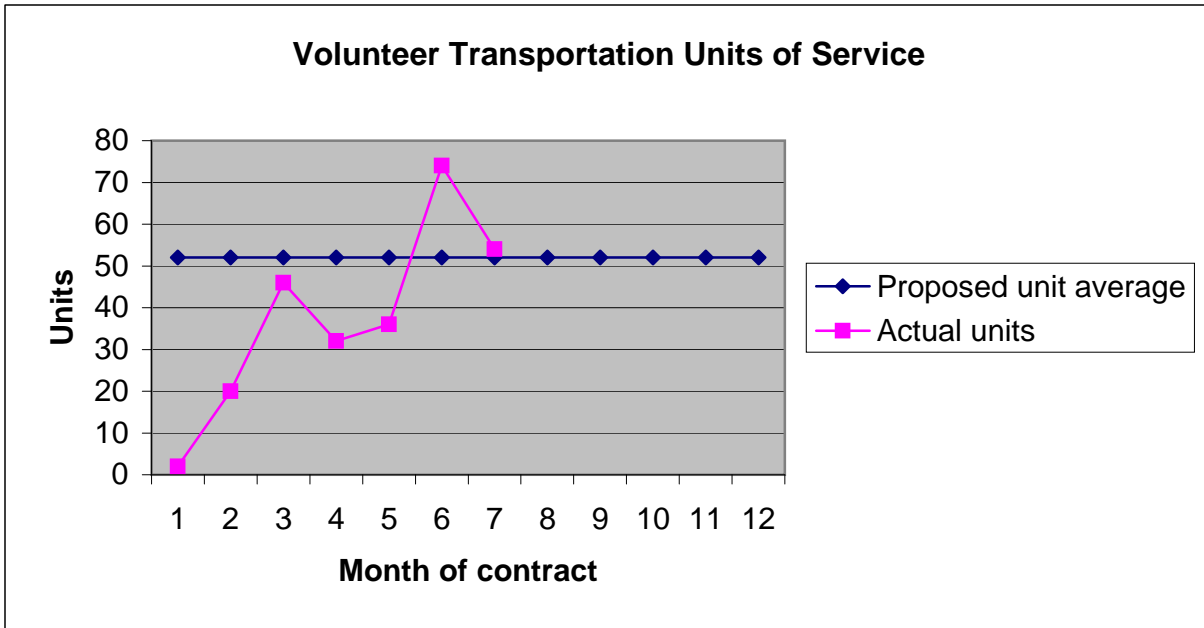
Contract Period Expired 58.33%

	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
Administrative Expense			
Township clerk	600	350	58.33
Township Treasurer	600	350	58.33
Total	1200	700	58.33
Service Expense			
Senior Care Coordinator	1700	990.50	58.26
Volunteer transportation	7700	2996.23	38.91
Total	9400	3986.73	42.41
Total Contract	10600	\$4,686.73	41.64
Other Resources *	464*	273.00*	58.83*
Total cost of service	\$10600	\$4,413.73	41.64

*Other Resources is in addition to administrative expenses (total should be \$1664. instead of \$1200.)

Units of service	624	264	42.31
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Casco Township Senior Care Program's Volunteer Transportation Contract



Casco Twp proposed 624 units at a cost of \$10,600.= \$16.98 unit rate per trip.

Unit rate	107.07	17.33	17.39	25.33	13.33	12.41	15.64
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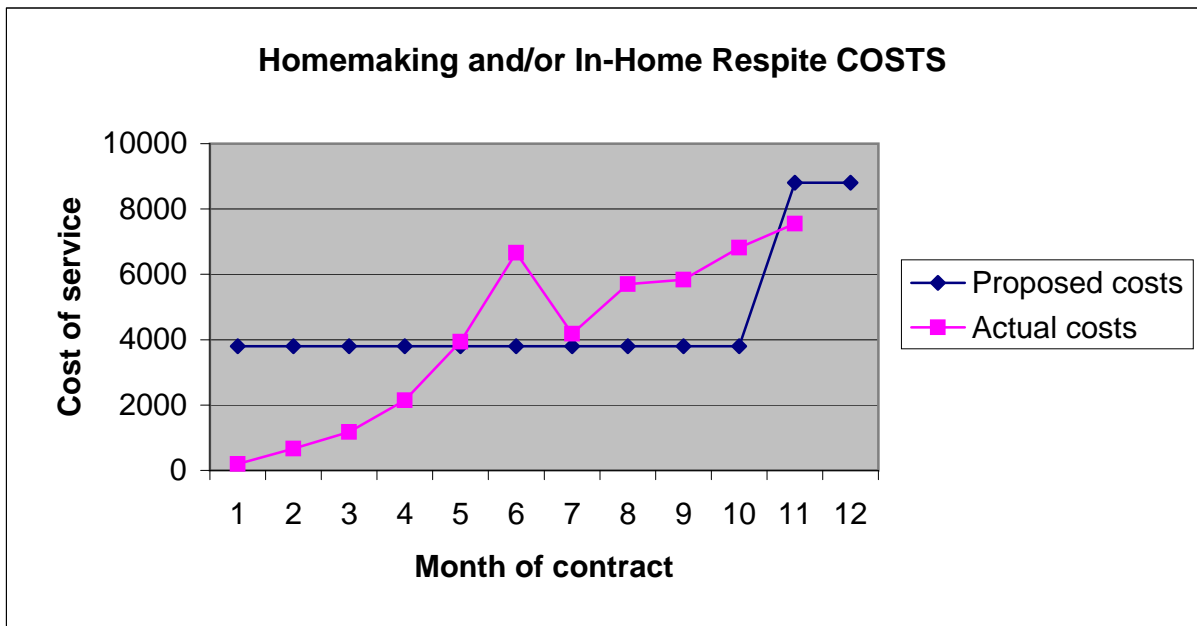
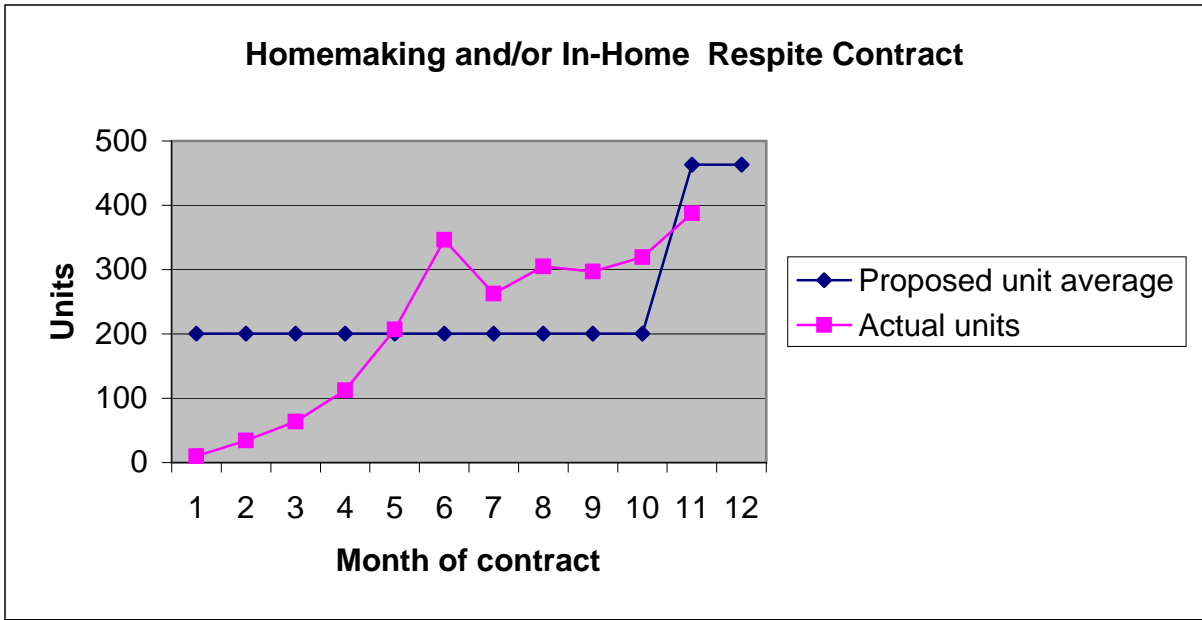
The average unit rate= \$16.72

Casco Twp is under their proposed unit rate cost, at this rate there will be an additional 10 trips provided if they continue with the current average unit rate. As of December 2007, Casco Twp has provided 264 trips at a cost of \$4,413.73. The average number of seniors served during the last four months is 6.5 with an average of 49 trips provided per month.

Casco Twp Senior Care Program's monthly count of actual seniors served and trips provided
CY 2007-08

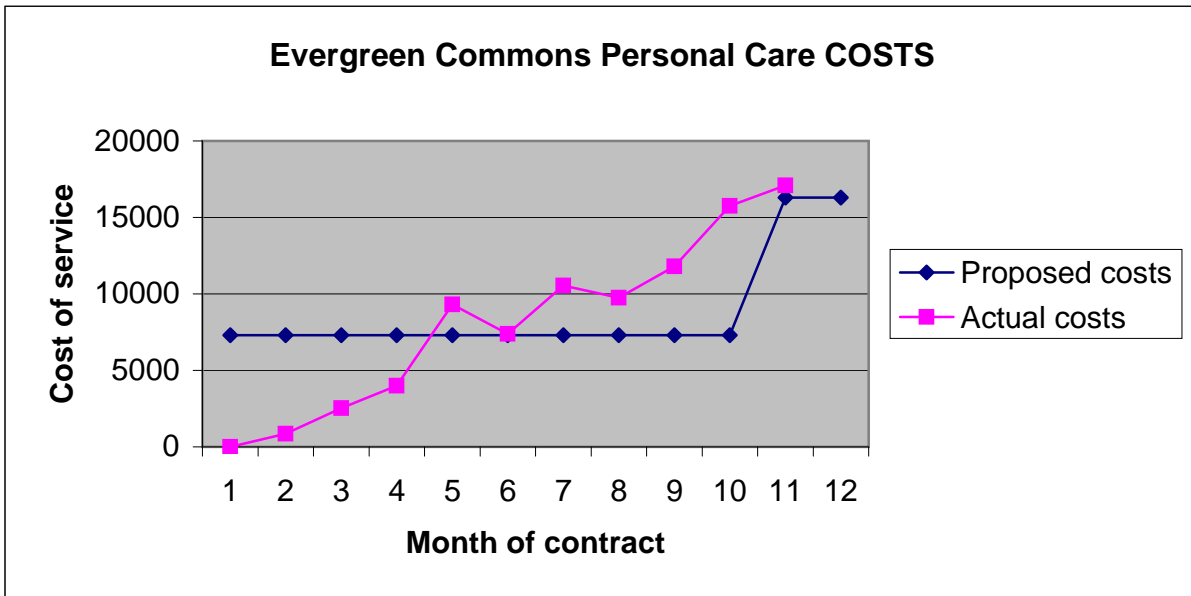
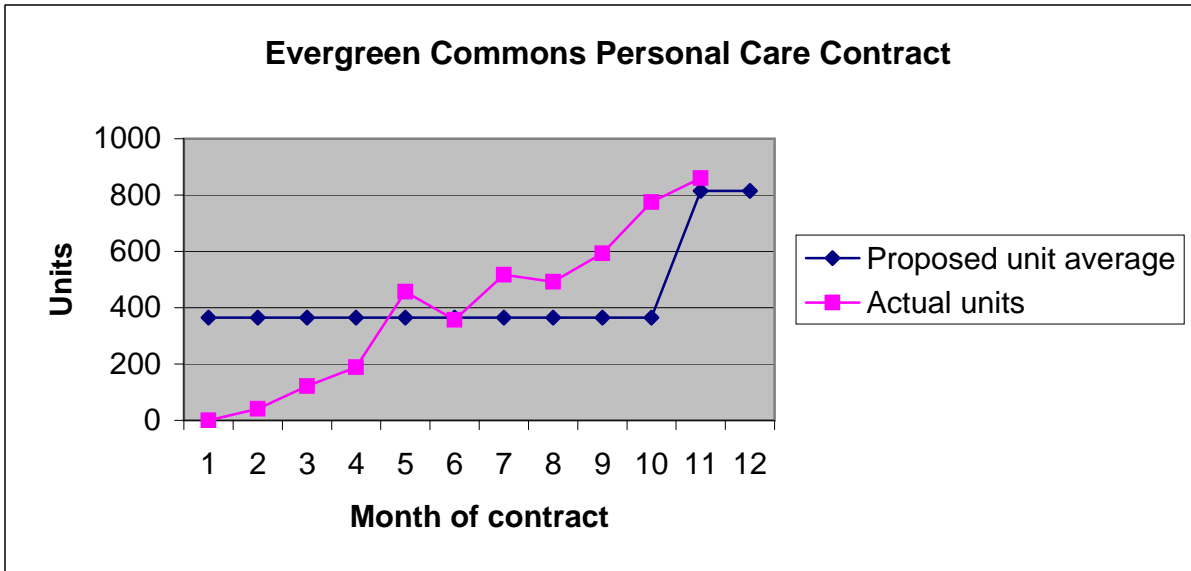
	June seniors served	Units of service	July seniors served	Units of service	August seniors served	Units of service	Sept. seniors served	Units of service	Oct. seniors served	Units of service	Nov. seniors served	Units of service	Dec. seniors served	Units of service
VT	1	2	3	20	7	46	6	32	4	36	8	74	8	54
Avg. trips per senior	2		6.67		6.57		5.33		9.00		9.25		6.75	

Evergreen Commons' Homemaking and/or In-home Respite Contract (w) Lou numbers included
 March 31, 2008



As of March 31, 2008, Evergreen Commons has provided 2,345 hours of service at a cost of \$44,873.44. Evergreen Commons has met 80.06% of their proposed units (including LOU units) utilizing 80.62% of their funding (including additional funding), to an unduplicated senior count of 71, which is 202.86% of projected seniors to serve. There is a \$10,786.56 balance of their grant to provide 584 units for the last month of their contract. They'll need additional funding for the six (6) month contract extension.

Evergreen Commons' Personal Care Contract (w) the LOU numbers included
 March 31, 2008



As of March 31, 2008, Evergreen Commons has provided 4,403.50 hours of service at a cost of \$89,023.13. Evergreen Commons has met 83.46% of their proposed units (including LOU units) utilizing 84.37% of their funding (including additional funding), to an unduplicated senior count of 69, which is 246.43% of projected seniors to serve. There is a \$16,491.87 balance of their grant to provide 872.5 units for the last month of their contract. They'll need additional funding for the six (6) month contract extension.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Evergreen Commons

Contract #: ACSM-2007-08-001

Contract Term: May 1, 2007-April 30, 2008

Contracted Services: **Homemaking**, Performance of routine household tasks to maintain an adequate living environment for older individuals with functional limitations. Homemaking **does not** include provision of chore or personal care tasks. Allowable homemaking tasks are limited to one or more of the following:

- laundry
- ironing
- meal preparation
- shopping for necessities (including groceries)
- errand running
- light housekeeping tasks (dusting, vacuuming, mopping floors, cleaning bathroom and kitchen, making beds, maintaining safe environment)
- observing, reporting, and recording any change in client's condition and home environment

Note: Social/emotional support of client may be offered in conjunction with other allowable tasks.

In-Home Respite, May include provision of companionship, supervision and/or assistance with activities of daily living for mentally or physically disabled and frail elderly persons in the absence of the primary care giver(s). **In-Home Respite care is provided at the client's residence.**

Personal Care, Includes assistance with eating, bathing, dressing, personal hygiene, and activities of daily living. This service may include assistance with preparation of meals, but does not include the cost of the meals themselves. This service may also include housekeeping chores as bed making, dusting, and vacuuming, which are incidental to the care furnished, or which are essential to the health and welfare of the individual. This service also includes supervising the care of the client by reminding, prompting, cuing, and frequently directing the activities of daily living. Personal Care service providers must meet state standards for this service.

Service Unit: One hour of care provided per client.

Contract Amount for: Homemaking and/or In-home Respite \$45,600. {\$6,850. [15.02%]

Administration cost+ \$38,750. [84.98%] Direct Service Cost}. Personal Care \$87,515.

{\$12,098.[13.82%] Administration cost + \$75,417. [86.18%] Direct Service Cost}

Performance Period Reviewed: May 1, 2007-December 31, 2007

Analysis Summary for Homemaking and/or In-home Respite Care Contract

A. Contract regarding Homemaking and /or In-home Respite Care

- Stand alone
- 2,403 hours to 35 seniors
- 5.72 hours a month per senior/ 68.66 hours a year
- \$19.00 budgeted unit rate
- Budgeted \$3,500. for Program Income
- Budgeted \$3,815. for In-kind

Mission Statement

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

B. Performance regarding Homemaking and/or In-home Respite Care

- 1,341.25 hours (55.82% of units, 66.67% contract period)
- 51 seniors (145.71% of projected seniors)
- 9.06 hours a month per senior
- \$2,149. for Program Income (61.40% of projected program income)
- \$2,129.37 for In-kind (55.82% of projected in-kind income)
- Discharged 10 seniors, 7 seniors on L.O.A.

C. Charts regarding Homemaking and/or In-home Respite Care

- Units of service were low at first
- Units are above proposed average the last four (4) months
- Units of service increase exponentially the same as the cost of service
- \$18.39 average unit rate

D. Complaints/Issues regarding Homemaking and/or In-home Respite Care

- Zero (0) complaints
- Awarded additional \$10,000. in funding to complete their contract (after analysis period)
- Projected increase of additional 526 units for a total of 2,929. units for contract year

E. Performance Parameters regarding the Budget for contract prior to LOU

- Line items reflect 54.64%, below the 66.67% expended period of contract
- Program income is 61.40%
- In-kind is 55.82%

F. Recommendations regarding the Homemaking and/or In-home Respite contact

- Extension of contract/renewal of contract
- Service delivery is greater than original budget (including the extra funding); additional funding is required to continue to serve existing seniors and additional "new" seniors
- Budget and performance guidelines negotiated

Performance Parameters (as of 12/31/07)

Contract Period Expired 66.67%

	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
Administrative Expense			
Homemaking/In-Home Coordinator	1060	578.07	54.53
In-Home Scheduler	2530	1382.35	54.64
Director	780	426.18	54.64
Coordinator Fringe benefits	1460	797.72	54.64
Occupancy	820	448.04	54.64
Miscellaneous (advertising)	200	109.28	54.64
Total	6850	3741.64	54.62
Service Expense			
Homemaking Direct Care Staff	30030	16407.93	54.64
Homemaking/In-Home Coordinator	4230	2312.30	54.66
Communications	200	109.28	54.64
Supplies	132	72.12	54.64
Staff transportation	11532	6300.91	54.64
Total	46124	25202.54	54.64

Total Contract	\$52974.	\$28944.18	54.64
Program Income	3500.	2149.	61.40
In-kind	3815.	2129.37	55.82
Total cost of service	\$45660.	\$24665.81	54.02
Units of service	2403	1341.25	55.82

Analysis Summary for Personal Care Contract

A. Contract regarding Personal Care

- Stand alone
- 4,376 hours to 28 seniors
- 13.02 hours a month per senior/156.29 hours a year
- \$20.00 budgeted unit rate
- Budgeted \$5,000. for Program Income
- Budgeted \$1,924. for In-kind

B. Performance regarding Personal Care

- 2,175 hours (49.70% of units, 66.67% contract period)
- 54 seniors (192.86% of projected seniors)
- 13.10 hours a month per senior
- \$1,522.75 for Program Income (30.46% of projected program income)
- \$954.52 for In-kind (49.61% of projected in-kind income)
- Discharged 15 seniors, 8 seniors on L.O.A.

C. Charts regarding Personal Care

- Units of service were low at first
- Units are above proposed average the last two (2) months
- Units of service increase exponentially the same as the cost of service
- \$20.40 average unit rate

D. Complaints/Issues regarding Personal Care

- One informal complaint-employee no longer employed with Evergreen Commons
- Awarded additional \$18,000. in funding to complete their contract (after analysis period)
- Projected increase of additional 900 units for a total of 5,276 units for contract year

E. Performance Parameters regarding the Budget for contract prior to LOU

- Line items reflect 49.61%, below the 66.67% expended period of contract
- Program Income is 30.46%
- In-kind is 49.61%

F. Recommendations regarding the Personal Care contract

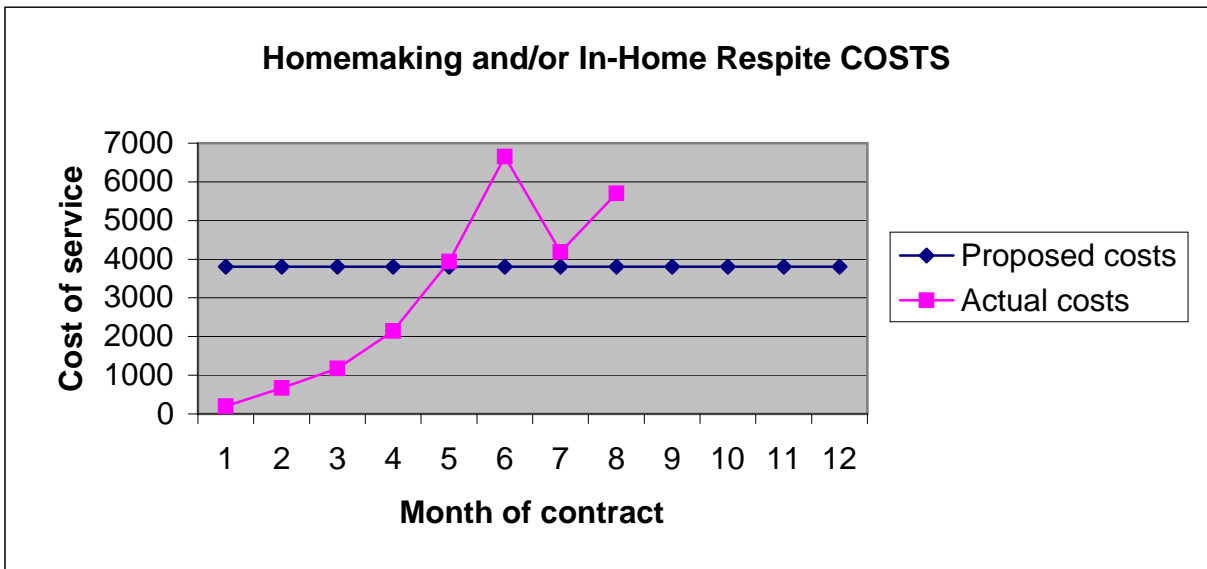
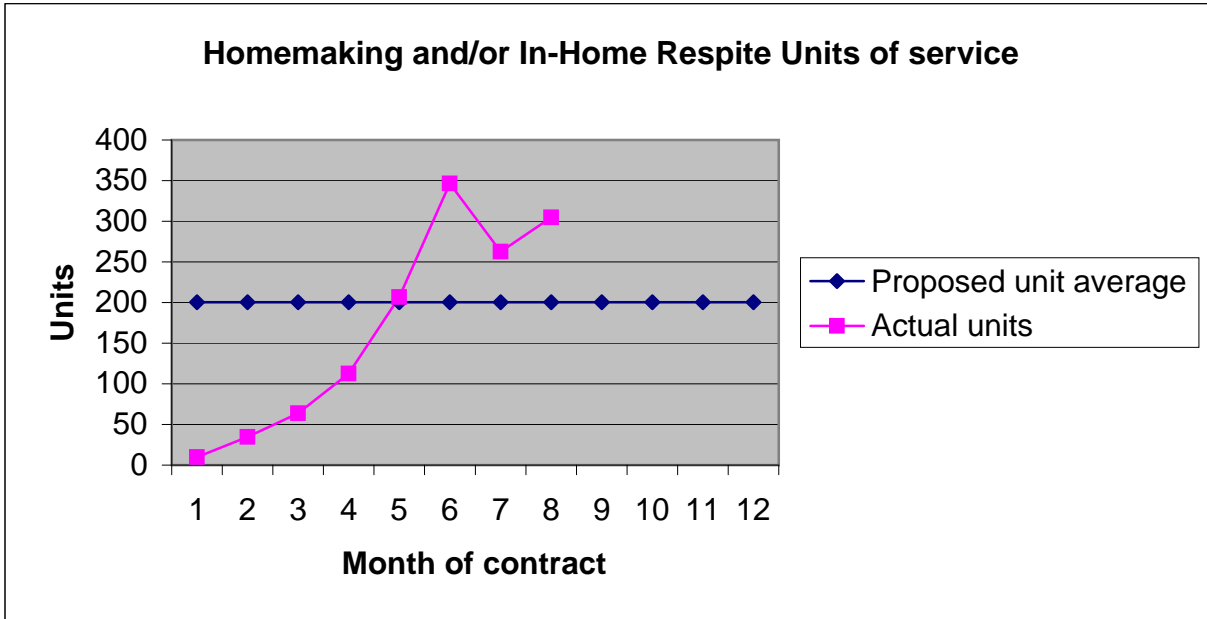
- Extension of contract/renewal of contract
- Service delivery is greater than original budget (including the extra funding); additional funding is required to continue to serve existing seniors and additional "new" seniors
- Budget and performance guidelines negotiated

Performance Parameters (as of 12/31/07)

Contract Period Expired 66.67%

	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
Administrative Expense			
Accounting	2040	1012.02	49.61
In-Home Coordinator	1410	699.62	49.61
In-Home Scheduler	2530	1255.11	49.61
Director	1560	773.90	49.61
Coordinator Fringe benefits	1537	762.49	49.61
Occupancy	1941	962.91	49.61
Miscellaneous (advertising)	1080	535.77	49.61
Total	12098	6001.82	49.61
Service Expense			
Personal Care Direct Care Staff	54600	27086.48	49.61
In-Home Coordinator	4703	2332.97	49.61
Communications	1040	515.93	49.61
Supplies	875	434.08	49.61
Staff transportation	21123	10478.89	49.61
Total	82341	40848.35	49.61
Total Contract			
	\$94439.	\$46850.17	49.61
Program Income	5000.	1522.75	30.46
In-kind	1924.	954.52	49.61
Total cost of service	\$87515.	\$44372.90	50.70
Units of service	4,376	2,175	49.70

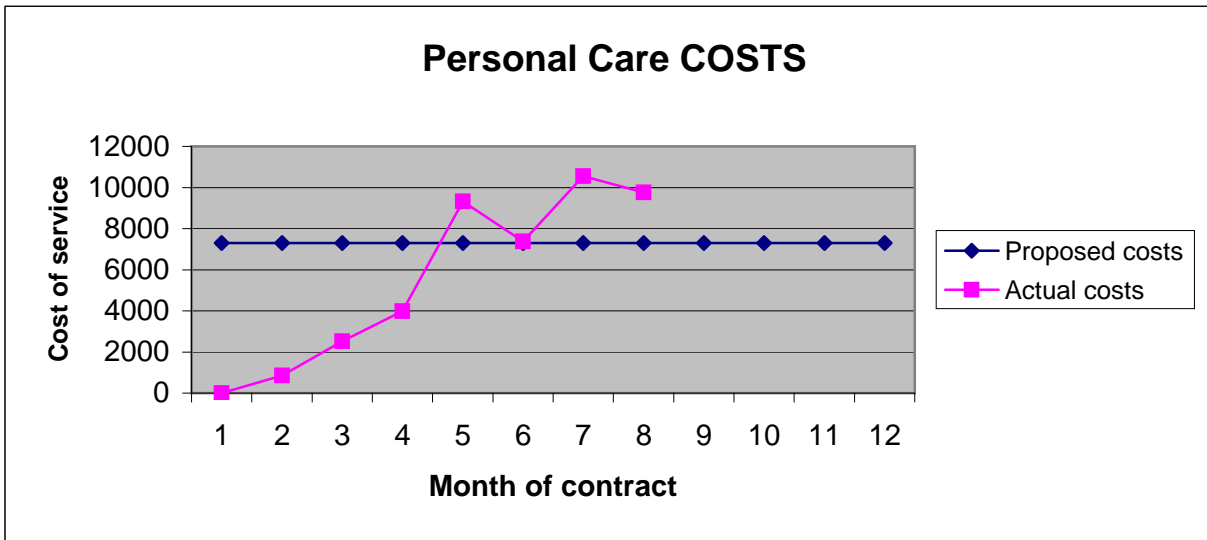
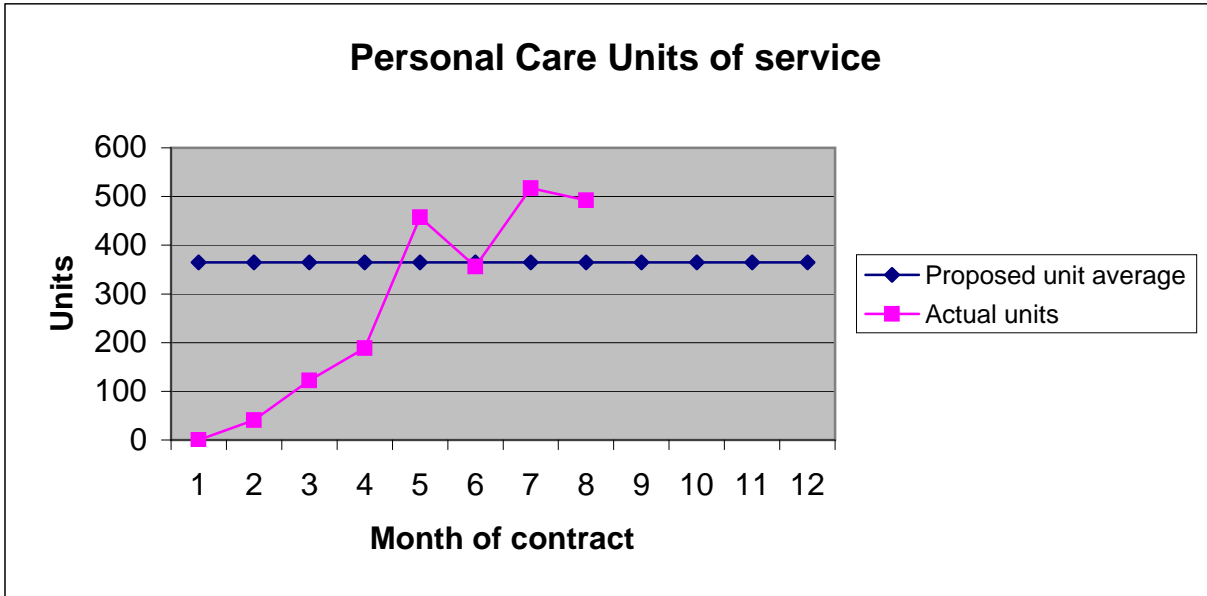
Evergreen Commons' Homemaking and/or In-home Respite Contract



Evergreen Commons proposed 2,403 units at a cost of \$45,660.= \$19.00 unit rate per hour.
Unit rate 19.99 19.38 18.44 19.03 19.04 19.21 15.95 18.72
The average unit rate= \$18.39

As of December 2007, Evergreen Commons has provided 1,341.25 hours of service at a cost of \$24,665.82. The average number of seniors served during the last four months is 29, with an average of nine new seniors a month. As of December 2007, the unduplicated senior count is 51 and 10 seniors have been discharged.

Evergreen Commons' Personal Care Contract



Evergreen Commons proposed 4,376 units at a cost of \$87,515.= \$20. unit rate per hour.
Unit rate \$0.00 \$21.14 \$20.69 \$21.14 \$20.38 \$20.71 \$20.39 \$19.80
The average unit rate = \$20.40

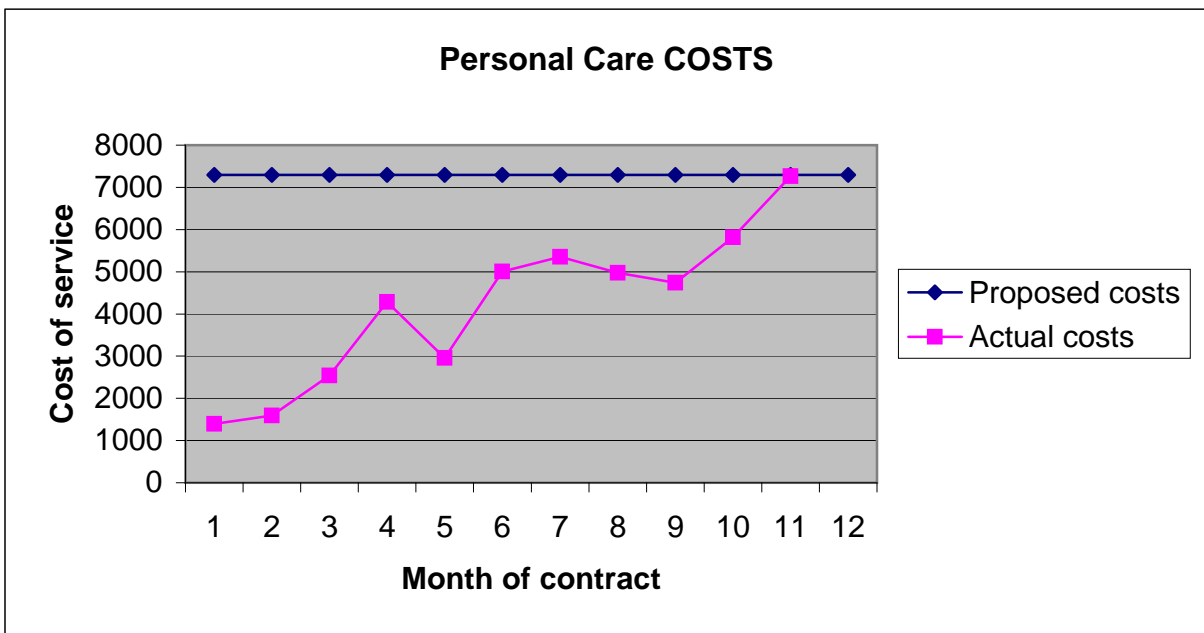
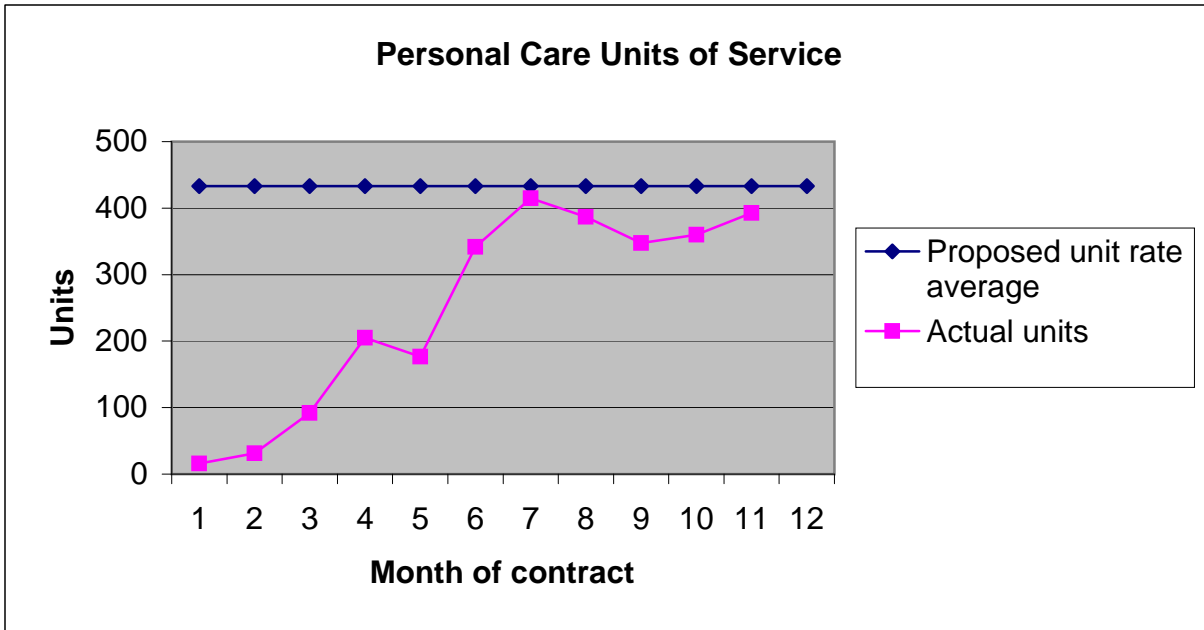
As of December 2007, Evergreen Commons has provided 2,175 hours of service at a cost of \$44,372.91. The average number of seniors served during the last four months is 29, with an average of five new seniors a month. As of December 2007, the unduplicated senior count is 54 and 15 seniors have been discharged.

Evergreen Commons' monthly count of actual seniors served and hours provided
CY 2007-2008

	May Seniors served	Units Of service	June Seniors served	Units Of service	July Seniors served	Units Of service	August Seniors served	Units Of service	Sept. Seniors served	Units Of service	Oct. Seniors served	Units Of service	Nov. Seniors served	Units Of service	Dec. Seniors served	Units Of service
H-IHR	4	10	6	34.5	10	63.75	12	112.5	22	206.75	31	346.5	29	262.5	34	304.75
Avg. hrs. served per senior				5.75		6.375		9.375		9.398		11.177		9.051		8.96

	May Seniors served	Units Of service	June Seniors served	Units Of service	July Seniors served	Units Of service	August Seniors served	Units Of service	Sept. Seniors served	Units Of service	Oct. Seniors served	Units Of service	Nov. Seniors served	Units Of service	Dec. Seniors served	Units Of service
PC	0	0	7	40.5	17	122	25	188.75	31	457.25	30	356.5	28	517.5	28	492.5
Avg. hrs. served per senior				5.786		7.18		7.55		14.75		11.88		18.48		17.59

Home Helpers' Personal Care Contract
 March 31, 2008



As of March 31, 2008, Home Helpers has provided 2,764.50 hours of service at a cost of \$45,923.54. Home Helpers has met 53.16% of their proposed units utilizing 52.48% of their funding, to an unduplicated senior count of 40, which is 160% of projected seniors to serve. There is a \$41,591.46 balance of their grant to provide 2,435.5 units for their last month of the contract. They'll be able to continue the six (6) month contract extension with little or no additional funding required.



Allegan County Commission on Aging Contract Performance Analysis

Contractor: Home Helpers

Contract #: ACSM-2007-08-002

Contract Term: May 1, 2007-April 30, 2008

Contracted Service: Personal Care, includes assistance with eating, bathing, dressing, personal hygiene, and activities of daily living. This service may include assistance with preparation of meals, but does not include the cost of the meals themselves. This service may also include housekeeping chores as bed making, dusting, and vacuuming, which are incidental to the care furnished, or which are essential to the health and welfare of the individual. This service also includes supervising the care of the client by reminding, prompting, cuing, and frequently directing the activities of daily living. Personal Care service providers must meet state standards for this service.

Service Unit: One hour of care provided per client.

Contract Amount: \$87,515. {\$11,160. [12.75%] Administration cost+ \$76,355. [87.25%] Direct Service Cost}

Performance Period Reviewed: May 1, 2007-December 31, 2007

Analysis Summary

A. Contract

- Stand alone
- 5,200 hours to 25 seniors
- 17.33 hours a month per senior/208 hours a year
- \$16.83 budgeted unit rate
- Budgeted \$2,485. in Program Income

B. Performance

- 1,664.5 hours (32% of units, 66.67% contract period)
- 32 seniors (128% of projected seniors)
- 16.98 hours a month per senior
- \$3,316.62 in Program Income (133.47% of projected program income)
- Discharged 5 seniors

C. Charts

- Units of service were low at first
- Units are steadily rising, almost at proposed level
- Costs are below unit rate the last four (4) months
- \$16.88 average unit rate

D. Complaints/Issues

- Zero (0) complaints
- Over projected Units they could provide by \cong 2,000
- Grant balance at end of contract will be \cong \$38,000.

Mission Statement

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

E. Performance Parameters Regarding the Budget

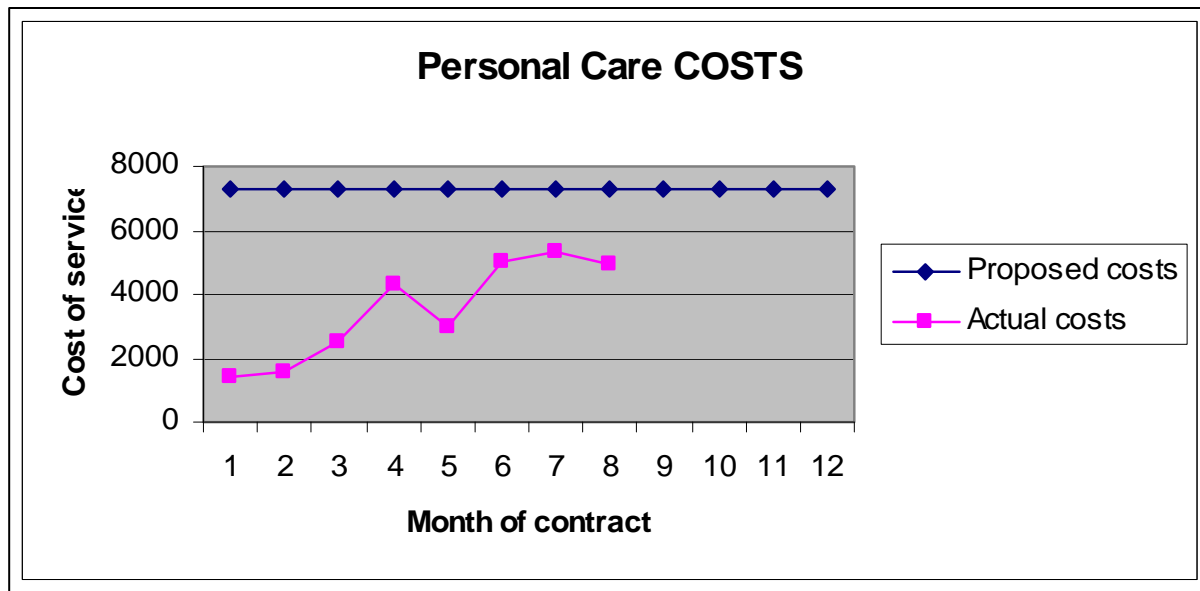
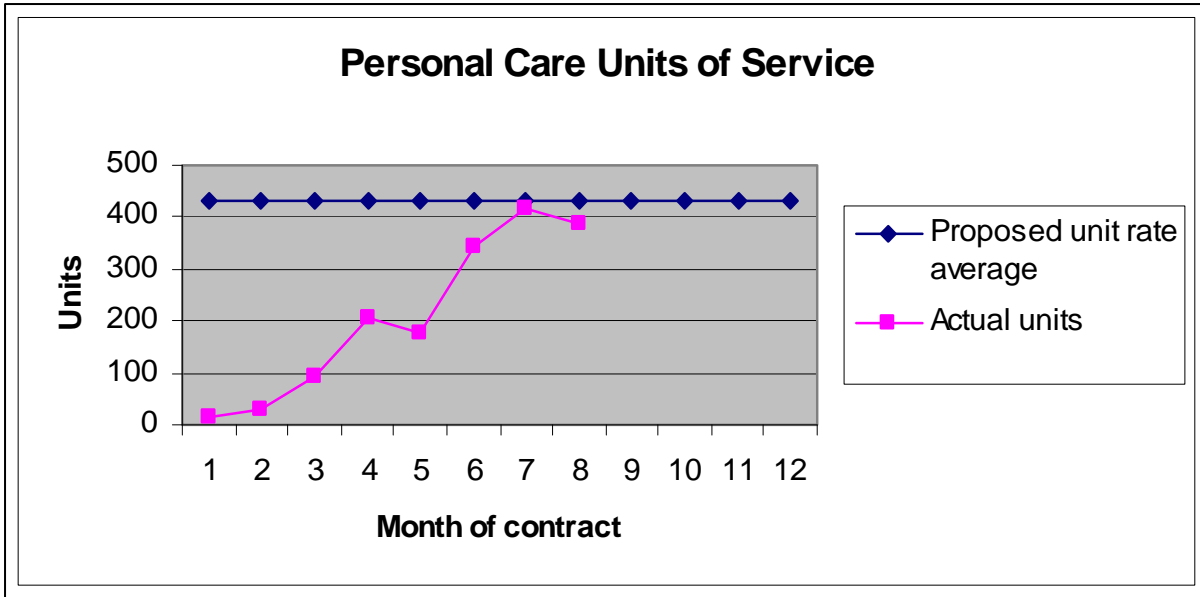
- Line items reflect %s below the 66.67% expended period of contract
- Direct service costs for caregivers is 33.25%
- Staff transportation at 6.02%
- No fringe benefits are paid by the senior millage

F. Recommendations

- Extension of contract/renewal of contract
- Additional line items to reflect all actual and incurred costs that weren't included in original budget
- Budget and performance guidelines negotiated

Performance Parameters (as of 12/31/07)	Contract Period Expired 66.67%		
	<u>Budget</u>	<u>YTD Expense</u>	<u>% of Budget</u>
Administrative Expense			
Office staff	4160	2773.36	66.67
Communications	500	333.28	66.66
Franchise Royalty	4500	1776.52	39.48
Audit	<u>2000</u>	<u>608.34</u>	<u>30.42</u>
Total	11160	5491.50	49.21
Service Expense			
Field Supervisor, RN	4550	1111.25	24.42
Direct Caregiver	54000	17954.71	33.25
Home Care Coordinator	7140	4760.00	66.67
Training wages and expenses	2500	1321.90	52.88
Supplies	250	153.53	61.41
Staff transportation	<u>10400</u>	<u>625.84</u>	<u>6.02</u>
Total	78840	25927.23	32.89
Total Contract	\$90,000.	\$31,418.73	34.91
Program Income	<u>2,485</u>	<u>3316.62</u>	<u>133.47</u>
Total cost of service	\$87,515.	\$28,102.11	32.11
Units of service	5200	1664.5	32.00

Home Helpers' Personal Care contract



Home Helpers proposed 5,200 units at a cost of \$87,515.= \$16.83 unit rate per hour.

Unit rate	87.32	51.05	27.58	20.9	16.76	14.64	12.91	12.85
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The average unit rate=\$16.88

As of December 2007, Home Helpers has provided 1,664.50 hours of service at a cost of \$28,102.11. Home Helpers has met 32% of their proposed units utilizing 32% of their funding, to an unduplicated senior count of 32, which is 128% of projected seniors to serve. There is a \$59,412.89 balance of their grant to provide 3,535.5 units of service for the remaining four (4) months of their contract. Home Helpers' average unit rate is right around the contracted unit rate average of \$16.83; they are starting to meet their proposed monthly average of units.

EXECUTIVE SUMMARY

The Carl Frost Center for Social Science Research contracted with the Allegan County Resource Development Committee to assess the needs of seniors (defined as age 60+) in Allegan County. This is the third step of a multi-level project that has also included the development of a demographic profile of Allegan County residents and focus groups with Allegan County seniors and senior services providers. This report provides results of surveys obtained from 244 Allegan County seniors and 62 County and agency officials, service providers, and other key informants.

The survey instruments were developed from findings of the aforementioned focus group sessions and were designed to assess the current situation of the seniors, to solicit information regarding service needs, to assess county leaders' and service providers' perceptions of senior citizen needs, and to identify barriers preventing use of services in Allegan County. Seniors surveys were distributed to residents who participate with the Home Delivered Meals and In-Home Services programs, the ACRDC Senior Bus, and the meal sites. Due to the nature of the programs used to deliver the surveys, response rates could not be calculated.

The key informants surveys were e-mailed to those for whom we had an e-mail address and mailed via US Postal Service to those for whom we did not. Follow-up notices were sent to those who did not respond to the first mailing. The response rate for this survey was unusually high at 62%.

Senior Survey Results

Most responding seniors had a monthly income between \$500 and \$999 (53.1%) or \$1,000 and \$1,499 (26.8%), owned their own home (50.2%), and did not fear becoming homeless because of being unable to maintain their homes (89.4%).

Over half of the seniors (56.5%) indicated that they did not have their own car and the ability to drive, but most of these respondents (76.9%) felt that they were able to get transportation when they needed it, often via the ACRDC Bus. Most frequently, seniors needing transportation reported that they needed it for trips to medical appointments (83.6%) and the grocery store (67.2%), and nearly 40% needed transportation outside Allegan County. Over half of the respondents (52.1%) also had some trouble with their own physical mobility (cane, walker, etc.) but 94.6% of them reported that most places were able to accommodate them.

Most seniors surveyed (90.6%) received Medicare benefits, and 41.8% were covered by private health insurance. Only 14.3% had the \$600 Medicare prescription drug card. Over half of the seniors (56.6%) indicated that they pay less than \$74 per month out-of-pocket for their prescriptions, but a substantial proportion (43.3%) pays \$75 or more.

Many seniors reported use of available services, such as Meals on Wheels (41.5%), quarterly food commodities (41.3%), and housekeeping (39.2%). For

services that seniors indicated they were not using but needed, those most frequently indicated were home repairs and maintenance (24.6%), quarterly food commodities (22.1%), medication aid (21.0%), ACRDC volunteer drivers (20.1%), housekeeping (16.6%) and Allegan County Transportation (16.1%).

Many seniors used (45.5%) or would like to use (16.5%) meal sites as a source of organized social activity, and while only 8.3% go to Senior Centers, another 37.2% would like to do so. Allegan seniors also socialized regularly with family and friends, with only 6.2% of respondents indicating that they did not socialize with anyone.

Most seniors (62.7%) felt that local television was the best way to deliver program and service information, followed by the ACRDC Newsletter (47.1%), the local newspaper (46.7%) and direct mail (43.9%).

Key Informants Survey

Most commonly, responding officials were agency directors or administrators (33.9%), 29.0% were agency employees, 21.0% were elected officials and 16.1% had some other position.

Of the 25 listed senior service needs, key informants designated medical prescription costs as the most serious issue facing Allegan County Seniors.

Over 80% of the respondents rated this issue as very serious (mean score of

3.83 on a four-point Likert scale), and 66.1% of them ranked prescription costs as one of the top three most serious unmet needs in their community. Other needs that were cited as very serious by at least half of the respondents included respite care for the physically disabled (very serious 56.4%; mean score=3.51), adequate transportation (61.0%; 3.49), and medical care (50.0%; 3.34).

Key Informants were also asked to rate a list of 16 barriers that might prevent senior citizens in the County from accessing services. Of the 16, nine barriers were most often chosen as somewhat serious or very serious. Of these nine, four had mean scores of 3.25 to 3.48, indicating more serious barriers. They were lack of information about available services (mean=3.48), lack of transportation to services (3.38), perception of costs as expensive (3.26), and costs of services (3.25). The next five had mean scores of 2.60 to 2.96, indicating somewhat serious barrier: inconvenient locations (2.96), reluctance to go outside family and friends (2.91), wait for services is too long (2.88), eligibility restrictions (2.87), and inconvenient hours or days (2.60).

Summary

Key Informants and many seniors agree that transportation and medical prescription costs are serious issues for seniors in Allegan County. Other needs indicated by the key informants include medical care, homemaker chores, home-delivered meals, and poverty. These are echoed by services and programs that the seniors are either using or say that they need or would like to do. The four

highest perceived barriers to the services are lack of information about the available services, lack of transportation to the services, perception of costs as excessive, and the actual cost of services.

INTRODUCTION AND METHODOLOGY

The Carl Frost Center for Social Science Research contracted with the Allegan County Resource Development Committee to assess the needs of seniors in Allegan County. This is the third step of a multi-level project. The first was to develop a demographic profile of Allegan County residents (see the *Allegan County Demographic Report of Senior Citizens*, June 2004). The second step was to conduct focus groups from August 24 through September 2, 2004 with Allegan County senior citizens and senior citizen service providers in order to begin to assess the needs of seniors in Allegan County. These focus groups were used to inform the third and current step in the project, a survey of County senior citizens and a survey of County officials, service providers, and other key informants.

Senior citizens were asked to complete a paper survey. The surveys were delivered to seniors participating in the Home Delivered Meals and In-Home Services programs. Other seniors completing the survey were those using the ACRDC Senior Bus and those attending the Meal Sites. A total of 244 surveys were completed by Allegan County seniors, 76 by the Home-Delivered Meals group and 168 by others. The survey instrument was based on findings from the focus groups, and included several multiple choice and open-ended questions designed to assess the current situation of the seniors as well as solicit information regarding service needs. Due to the nature of the programs used to deliver the surveys (uncertain number of participants using ACRDC Senior Bus

and meal sites), response rates could not be calculated. The analysis of the senior survey includes the total results and also gives results by whether or not they are in the Home-Delivered Meals (HDM) program, where appropriate.

County officials, service providers, and other key informants were surveyed either via e-mail or postal mail. Like the citizen survey, the service provider survey was based on findings from the focus groups in step two of the project, and was designed to assess senior citizen needs and barriers to services in Allegan County. If an e-mail address was available, an email message with a link to the survey was sent. If a current e-mail address was not available, a cover letter, paper survey and business reply envelope were sent out. A total of 106 names were initially provided, but five responded that they did not feel qualified to complete the survey and one came back as not deliverable. Out of the 100 surveys that were distributed, sixty-two were completed, for a response rate of 62%.

SENIORS SURVEY RESULTS

The data for the survey results can be found in Tables 1 – 15 following this chapter. Any comments provided by respondents are in Appendix A at the end of the report.

Housing and Financial Situation

The highest proportion of responding seniors lived in Allegan (30.1%; Table 1), followed by Otsego (19.7%), Wayland (8.8%), Hopkins (7.1%) and Plainwell (5.9%). Four or fewer respondents lived in other communities in Allegan County such as Dorr, Hamilton, Cheshire Township, Ganges, and Martin. See Appendix A for the list of communities with four or fewer respondents.

About half (50.2%; Table 2) of seniors who were surveyed own their home, 19.7% rent an apartment, 13.0% live in a large seniors facility, 6.3% rent subsidized apartments, and 10.9% live somewhere else, like adult foster care, with their families, or in a mobile home park. Overwhelmingly, responding seniors (93.8% of total sample, 93.2% of homeowners) felt their homes were physically safe (Table 3).

About three-fourths of respondents (73.4%) provided approximate monthly income (Table 4). Just over half of them (53.1%) reported that their monthly income was between \$500 and \$999 (\$6,000-\$11,988 annually). Another fourth (26.8%) had a monthly income between \$1,000 and \$1,499 (\$12,000-\$17,988

annually), 7.3% had a monthly income of less than \$500 (less than \$6,000 annually), and 5.0% or fewer respondents had monthly incomes in the categories of \$1,500 to \$1,999 (\$18,000-\$23,988), \$2,000 to \$2,499 (\$24,000-\$29,988 annually), and \$2500 or more (\$30,000 or more annually). The mean (average) income for the entire group of responding seniors is \$1,040.82. For those receiving home-delivered meals (HDM), the mean is \$964.50 and for those not receiving the meals, the average is \$1086.48.

Overall, most seniors (89.4% of total sample, 88.1% of homeowners) did not fear becoming homeless or losing their homes because of being unable to maintain their homes (Table 5). The group that felt the most insecure is those receiving home-delivered meals, where 16.2% did fear losing their home.

Transportation and Mobility

Nearly all responding seniors (96.3%; Table 6) reported that they do have a telephone, but over half (56.5%; Table 7) do not have their own car and the ability to drive. Not surprisingly, more of those receiving home-delivered meals do not have both a car and the ability to drive (64.4%). For those 134 respondents with no car, 76.9% (Table 7a) are able to get transportation when they need it, but 13.4% are not able to obtain necessary transportation and another 9.7% did not indicate whether or not they could obtain transportation when needed.

Transportation is most needed for trips to the doctor, dentist, etc. (83.6%; Table 7b); to the grocery store (67.2%); and to the pharmacy (51.5%). Nearly half of respondents (47.8%) also need transportation to places like the bank and the post office, and more than one quarter (27.6%) of responding seniors need transportation to church. Once again, those receiving home-delivered meals have higher need for transportation to the different locations (Table 7b, continued). Many seniors who rely on others for their transportation use the ACRDC bus, friends, family, and other caregivers (see Appendix A). While most surveyed Allegan County seniors do not need transportation outside the County, nearly 40% (Table 7c) reported that they do need this type of transportation, and many noted that this was usually for doctor appointments (see Appendix A). Those not receiving home-delivered meals need transportation outside Allegan County (42.7%) at about double the rate of those receiving the meals (23.3%).

Just over half of respondents (52.1%; Table 8) indicated that they have trouble getting around (i.e. they use a cane, walker, or wheelchair, see Appendix A for comments), but 94.6% (Table 8a) of these seniors reported that most places are able to accommodate them. Again, since most of those receiving home-delivered meals are home-bound, it is not surprising that significantly more of them (75.5%) have trouble getting around than those who do not receive the meals (41.4%).

Healthcare

When asked about healthcare benefits, nine out of ten seniors (90.6%; Table 9) indicated that they had Medicare benefits. Also, a substantial proportion of respondents had private insurance (41.8%) or Medicaid (36.1%). About 19% of seniors had some other prescription drug coverage (such as EPIC, Blue Cross/Blue Shield, and AARP) and 14.3% reported that they had the \$600 Medicare Prescription Drug Card. Comparing those who receive the home-delivered meals with those who don't (Table 9, continued), those who do not receive the meals were more likely to be on Medicare (92.3% vs. 86.8%), have private insurance (44.6% vs. 35.5%), have other prescription coverage (25.6% vs. 3.9%), and have the \$600 Medicare drug card (15.5% vs. 11.8%). Those receiving the meals were more likely to be on Medicaid (47.4% vs. 31.0%).

While over half of seniors (56.6%; Table 10) pay less than \$75 per month out-of-pocket for prescription drugs, 43.3% pay \$75 or more per month for their prescription medications. These figures are cause for concern when we consider that over half of the seniors (53.1%) disclosed that their monthly income was between \$500 and \$999, and only about 13% of the respondents receive more than \$1500 per month. Table 10a shows a cross-tabulation between how much responding seniors spend monthly on medicines and monthly income. The shaded box contains 68 seniors with less than \$1500 income per month and medicine costs of \$75 per month to over \$400 per month. These 68 people represent 45.6% of the seniors in these income categories.

Other Services and Recreational/Social Activities

Currently, there are many services offered to Allegan County senior citizens.

The programs that are used most are Meals on Wheels (41.5%; Table 11) and quarterly food commodities (41.3%), followed by housekeeping (39.2%), senior buses (33.3%), and medication aid (80/20 pay) (32.3%). The services that respondents most frequently reported needing (that they did not currently use) were home repairs and maintenance (24.6%), quarterly food commodities (22.1%), medication aid (80/20 pay) (21.0%), ACRDC volunteer drivers (20.1%), housekeeping (16.6%) and Allegan County Transportation (16.1%). The three areas that seniors indicated the most that they did not need the service were: visiting physicians (88.6% do not need), utility bill assistance (88.4%), and making a home accessible (77.4%).

There are differences in the use/need of these services between those receiving home-delivered meals with those who do not receive them (Table 11, continued). Some of these differences are expected, considering that most of those receiving the meals are mostly home-bound. Those receiving the meals are much more likely to use/need the quarterly food commodities (81.5% vs. 55.3%), housekeeping (76.8% vs. 46.0%), home repairs and maintenance (59.6% vs. 24.8%), visiting nurses (42.1% vs. 16.7%), making a home accessible (35.5% vs. 16.8%), and somewhat more likely to use/need Allegan County Transportation (28.8% vs. 22.4%), utility bill assistance (16.1% vs. 9.5%) and visiting physicians (12.3% vs. 11.0%). Those not receiving the meals are more likely to use/need

Senior Buses (53.7% vs. 31.1%), Medication Aid – 80/20 Pay (58.5% vs. 41.7%) and ACRDC Volunteer Drivers (42.0% vs. 35.9%). In general, seniors receiving the meals are more likely to be in the situation where they say they need these services. That is, for the top six services that seniors say they need, the percentage of seniors receiving meals who say they need them range from 21.7% to 41.9%. For seniors not receiving meals, the percentage of them who indicate they need the top six services range from 12.1% to 20.7%. It appears that seniors receiving home-delivered meals have greater need for the services than seniors who are not receiving the meals.

Most frequently, responding seniors (45.5%) use meal sites as a source of organized recreation or social activity and another 16.5% of respondents would like to do this (Table 12). Only about one in ten of respondents (9.6%) currently attend Senior Fest at the Fair but another 26.0% would like to. Just over 8% of respondents attend activities at Senior Centers but 81 more (37.2%) indicated that they would like to get involved at a Senior Center. Only 2% of responding seniors use senior day care, but another 11.5% indicated that they would like to make use of this activity.

Only 3.0% of home-delivered meals seniors go to meal sites, but another 19.4% indicated that they would like to do so (Table 12, continued). Likewise, only one senior (1.4%) from this group goes to a Senior Center, but another 15.9% would like to go to one. A total of 79.0% of not-HDM seniors either go to the meal sites

(63.7%) or would like to go to them (15.3%). One-third of not-HDM seniors (33.8%) would like to go to Senior Fest at the fair, while only 12.7% of this group has gone in the past. The interest in Senior Centers is high among not-HDM seniors, with 11.4% already going to one and 47.0% interested in going to a Senior Center.

In addition to organized activities, survey results indicate that Allegan County seniors frequently socialized with family and friends (Table 13). About half of respondents (50.2%) socialized two or more times a week, another 22.0% socialized once a week and 21.6% socialized one to three times a month. Only 6.2% indicated they did not socialize with anyone. In addition, over half of the seniors (51.5%) regularly attended church (Table 14), with 21.3% attending church more than four times a month.

In general, seniors not receiving HDM were more likely to socialize more frequently than those who do receive the meals (Table 13, continued). Again, this is not surprising as so many of the HDM seniors are home-bound. Likewise, non-HDM seniors are more likely to attend church regularly than HDM seniors (Table 14, continued).

When asked what about the best way to reach them in order to deliver program and/or service information, 62.7% (Table 15) of senior respondents answered, "local television." About 47% indicated that the ACRDC Newsletter was a good

source for this information, 46.7% chose the local newspaper, and 43.9% felt that direct mail was a good way to inform them of important information. Less than 30% of respondents selected the Flashes (27.9%) or Shoppers Guide (26.6%), and about 20% each chose local radio and their church bulletin/newspaper. A small percentage of seniors (6.6%) wrote in other ways to reach them, and the most popular suggestion was by telephone (see Appendix A). HDM seniors take more advantage of all possible sources of information than non-HDM seniors (Table 15, continued). Perhaps this is a partial explanation for their higher use of most of the services provided by Allegan County which are referred to in this survey.

While additional comments were few, those who did write left positive feedback and a few suggestions. Respondents informed us that they desire more transportation and more senior centers in Allegan County. In addition, they expressed appreciation for the services they receive from ACRDC and were grateful, in particular, for the hot meals. See Appendix A for complete comments.

KEY INFORMANTS SURVEY RESULTS

The data for the survey results can be found in Tables 16 - 22 following this chapter. Any comments provided by respondents are in Appendix B at the end of the report.

Demographics

About one-third (33.9%; Table 16) of respondents (hereafter referred to as respondents or key informants) to this survey were agency directors or administrators, and an additional 29.0% were agency employees. Just over one-fifth (21.0%) of respondents were elected officials, and 16.1% had some other status or position, such as Probate Register, Michigan State Police Trooper, Housing Agent, Consumer Advocate, or Court Services/Probation Department Supervisor. See Appendix B for complete list of other status or position.

Just over half of the respondents were female (53.2%; Table 17), and nearly all reported their primary racial/ethnic group as white (95.2%; Table 18). Most frequently, respondents indicated that they had lived or worked in Allegan County for one to ten years (33.9%; Table 19), followed by 31 years or more (29.1%), 21 to 30 years (20.9%), 11 to 20 years (11.3%), and less than one year (4.8%).

Service Needs

These key informants were first asked to identify the seriousness of a set of 25 senior service needs in Allegan County (Table 20 and 20a), and then to prioritize

the top three most serious unmet needs in their community (Table 21). The question read, “Keeping in mind both the need itself and the degree to which that need is being met, please indicate how serious you feel each need for Seniors is in Allegan County.” The responses to the serious level of the needs were assigned a number with 1=not at all serious, 2=not very serious, 3=somewhat serious and 4=very serious. A mean score was then calculated for each need, and the higher the mean, the more serious the need. Table 19a ranks the needs by the mean score.

Clearly, these key informants felt that medical prescription costs were the most serious issue facing Allegan County Seniors. All respondents designated medical prescription costs as a very serious (83.1%) or somewhat serious (16.9%) problem, giving a mean score of 3.83 (Table 20a), and 66.1% of key informants identified medical prescription costs in the top three most serious unmet needs in their community (Table 21).

The two needs with the second and third highest mean scores are respite care for the physically disabled (3.51) and adequate transportation (3.49). The next level, with mean scores of 3.34 to 3.32, are medical care, access to services, adult day care for the physically disabled, respite care for mentally disabled, and availability of services. Thirteen more needs have means of 3.00 to 3.26, showing that key informants view these items as somewhat serious to very

serious. Appendix B gives the list of other needs indicated by key informants, including three which refer to assisted living and two on finance help.

Looking at the prioritized list of needs (Table 21), the two items following medical prescription costs as most serious are medical care (30.3% of key informants listed in top three most serious) and adequate transportation (28.6% listed in top three). The next unmet needs viewed in the top three most serious include: homemaker or chore services (nine key informants) and home delivered meals, poverty, and information and referral (eight votes each). Eleven more items were listed in the top three most serious unmet needs by two to seven of the key informants.

Barriers to Services

The key informants were asked “For the following barriers that might prevent Seniors from using existing services, indicate your view of how serious the barrier is for Seniors in our community.” The responses were assigned a number as follows: 1=not at all serious, 2=not very serious, 3=somewhat serious, and 4=very serious. A mean score for each barrier was then calculated from the responses, such that a higher mean score indicates a more serious problem (Table 22).

Four barriers received mean scores between 3.25 and 3.48 indicating a somewhat to very serious barrier to seniors using existing services. They are

lack of information about available services (mean=3.48), lack of transportation to services (3.38), perception of costs as expensive (3.26), and costs of services (3.25). Over 50% of key informants indicated lack of information (55.2%) and lack of transportation (51.8%) were a very serious problem. The next level is five barriers with mean scores from 2.60 to 2.96 indicating a somewhat serious problem and includes: inconvenient locations (2.96), reluctance to go outside family and friends (2.91), wait for services is too long (2.88), eligibility restrictions (2.87), and inconvenient hours or days (2.60). The barriers that were viewed as least serious were racial or ethnic discrimination (mean=2.02) and concerns about confidentiality (1.94). Appendix B lists two other barriers indicated by key informants.

Additional Comments

Eleven key informants provided additional comments which give further useful insight into the need for senior services in Allegan County. While Appendix B lists the comments in their original form, below most of the comments are grouped by topic.

Geography of County and Transportation

- geographic size of this community is a barrier
- senior centers are needed in more locations for the support and companionship
- housing, medical and transportation are the biggest needs for Seniors
- many folks do not have family or friends near by
- in many rural areas there are no accessible services for folks
- seniors who reside out in the middle of nowhere need to know what services there are and how to access them
- difficulty accessing services

- safe transportation, many may not know of the transportation services available to them
- transportation, while much better, remains a major hurdle for seniors who do not, or feel they can't afford, to drive

In-Home Services

- meals, many times a delivered meal is the only contact that senior will have during the day with another human being, this is a must have program.
- in-home services are the most critical for seniors
- use county facilities to produce "Meals on Wheels" much more economical – maybe this is a way for County to help Seniors with MEALS on WHEELS

Medical

- prescription medications
- lack of medical specialists is also a concern that needs to be addressed

The Need for Educating Seniors About Services

- limited understanding of the types of services available to them
- improvement in education on where to seek someone to help them navigate the system would be terrific
- Seniors tend to be isolated. They may receive meals and/or services from one agency, but are unaware of other resources available to them. We need to reach out to our seniors better to make them aware of the many great programs that already exist and what possible resources that could help them. Many seniors are making choices between food, prescriptions and basic needs. We have seen many seniors who have recently gotten credit cards in the mail and are making payments and purchases with these card w/o a complete understanding of the outcomes and obligations. This is a very vulnerable population that needs many supports. We feel the first step is good information and referrals to this population so they are aware of available resources.
- the restrictions to access to many services have tightened
- The seniors need to start letting elected officials know that they want their needs met. They need to stand up and be counted.

Housing

- We have few accessible AFCs, only one home for the aged, and few other options for seniors who need some help and are no longer able to maintain a home, yet do not need (nor qualify for) nursing homes. If these folks are to stay at home, then much more in-home support is needed.
- With Medicaid restricting access to nursing homes unless 24 hour care is needed, assisted living for the indigent and adult day care is needed to meet increasing need and complexity.

Other

- Additional services are needed to make sure no senior is going hungry without heat or medical attention/medication.
- Use the Sheriff's Office TRIAD services more. (Senior Citizens and Law Enforcement working together.)

SUMMARY

Key informants view medical prescription costs, adequate transportation and medical care as the most serious needs for seniors in Allegan County, followed by homemaker or chore services. These concerns are echoed by the seniors themselves.

While 56.5% of responding seniors do not have a car and are not able to drive, 62.7% of them indicated they needed transportation help for medical appointments and 52.1% indicated that they have trouble getting around, that is, that they use a cane, walker, wheelchair, etc.

Regarding medical care, 90.6% of the seniors were on Medicare, but only 41.8% indicated that they had private insurance, 18.9% had other prescription coverage, and 14.3% had the \$600 Medicare prescription drug card. When comparing out-of-pocket medicine costs with monthly income, 45.6% of seniors making from less than \$500 to \$1499 per month were paying \$75 or more per month for medicine.

Looking at the use/need of specific services currently available (based on need) in Allegan County, first, transportation: seniors are either using or say they need: Senior Buses (47.1%), ACRDC Volunteer Drivers (40.2%), and Allegan County Transportation (24.4%). Medical assistance use/need levels are: Medication Aid – 80/20 Pay (53.3%), Visiting Nurses (24.1%) and Visiting Physicians (11.4%).

The homemaker chores use/need is: Housekeeping (55.8%), Home Repairs and Maintenance (35.9%), Making a Home Accessible (22.7%), and Utility Bill Assistance (11.5%).

Home-delivered meals had a key informant mean score of 3.15 on the 4-point seriousness scale, and 14.3% of key informants placed it in the top three most serious needs in Allegan County. Seniors seem to agree with the need, with use or need of Meals on Wheels at 49.3%. Poverty had a mean score of 3.26 and 14.3% of key informants placed it in the top three needs. Seniors use or need Quarterly Food Commodities at a high rate (64.3%) and Utility Bill Assistance at a small rate (11.5%).

While meal sites and recreation were not viewed as very serious by the key informants (means=2.94 and 2.37, respectively), 62.0% of seniors are either going to the meal sites or would like to do so, and 45.5% of seniors are either going to Senior Centers or would like to do so.

Regarding barriers to services, the most critical areas, as viewed by the key informants, are lack of information about services, transportation to the services, perception of excessive costs, and the actual costs.

Allegan County Commission on Aging
 2007-08 Monthly Report Form
 Senior Millage Funds
 March 2008

Service Provider Service	New seniors	YTD seniors	last month units	this month UNITS	YTD UNITS	last month costs	this month COSTS	YTD COSTS	last month unit rate	this month UNIT RATE	YTD UNIT RATE	CONTRACT UNIT RATE
ACMCF-Adult Day Care	4	17	593.75	774.00	3765.50	5234.91	4145.57	45,467.66	\$8.82	\$5.36	\$12.07	\$12.34
ACRDC-O&A	29	194	248.25	253.00	1988.00	4338.09	4467.20	43,243.17	\$17.47	\$17.66	\$21.75	\$21.95
ACRDC-Cong. Meals	6	199	694.00	917.00	8687.00	2480.78	2412.24	24,337.25	\$3.57	\$2.63	\$2.80	\$2.88
ACRDC-H.H.D.M.	25	269	1742.00	2368.00	16221.00	11947.20	14619.40	112,935.21	\$6.86	\$6.17	\$6.96	\$8.06
ACRDC-Homemaking	9	102	240.50	242.50	1562.50	4586.66	4570.34	39,343.67	\$19.07	\$18.85	\$25.18	\$17.56
ACRDC-Vol. Trans.	9	93	277.00	384.00	2194.00	4793.82	6271.52	42,854.39	\$17.31	\$16.33	\$19.53	\$25.95
Casco Twp-Vol. Trans.	2	17	58.00	88.00	484.00	793.34	1225.64	7,506.21	\$13.68	\$13.93	\$15.51	\$16.98
EC-Hmkg/I-H Respite	6	71	319.25	387.50	2345.00	6816.32	7554.06	44,873.44	\$21.35	\$19.49	\$19.14	\$19.00
EC-Personal Care	2	69	774.50	860.75	4403.50	15746.68	17094.04	89,023.13	\$20.33	\$19.86	\$20.22	\$20.00
HH-Personal Care	2	40	359.75	392.75	2764.50	5817.57	7267.06	45,923.54	\$16.17	\$18.50	\$16.61	\$16.83

All senior millage funded contracts
 YTD, 6 month extension projections
 May 11, 2008

Name	Month of Contract												YTD 12 Total	LOU funding	Contract Balance	Projection contract end	6 mos Projection	Extension funding
	1	2	3	4	5	6	7	8	9	10	11	12						
	5,544	33.75	114	337.5	492	398	504	513.5	593.75	774			3765.5		1,779	-200	4,750	
ACMCF	68,417	6884.22	4000.08	3926.93	4495.19	4046.48	4560.00	4135.43	5234.91	4145.57			\$45,467.66	\$7,280	\$30,229.34	\$20,000.00	\$58,615	
ACRDC	11,500	858	845	1043	988	910	792	764	694	917			8687		2,813	-1,000	5,250	
C.M.	33,116	2434.24	2403.48	2808.18	2299.98	2698.57	2094.32	2164.5	2480.78	2412.24			\$24,337.25		\$8,776.75	\$3,775.00	\$15,120	
ACRDC	2,600	64	90	117.75	105	132	186.5	276	240.5	242.5			1562.5		1,038	-350	1,125	
HMKC	45,660	2959.73	3729.72	4162.85	3769.44	3498.59	3621.43	4703.97	4586.66	4570.34			\$39,343.67		\$6,316.33	-\$2,000.00	\$22,830	
ACRDC	17,600	991	1352	1369	1845	1655	1550	1696	1742	2368			16221		1,379	3,400	10,500	
H.H.D.M.	141,914	7895.67	9917.67	11937.00	10335.26	12794.59	11021.29	10746.45	11720.68	14619.40			\$112,935.21		\$28,978.79	-\$2,000.00	\$84,630	
ACRDC	3,120	0.00	28.50	130.00	279.50	260.50	253.50	293.75	248.25	253.00			1988.00		1,132.00	-615	1,548	
O&A	68,490	1053.01	2469.87	3677.51	5836.09	6169.05	5297.28	4835.69	5099.38	4467.20			\$43,243.17		\$25,246.83	\$15,400.00	\$34,245	
ACRDC	3,110	135	101	126	246	212	264	318	277	384			2194		916	-276	1,417	
V.T.	80,720	3347.82	3151.22	3862.32	3141.53	4634.34	4252.07	4439.07	4960.68	6271.52			\$42,854.39		\$37,865.61	\$28,000.00	\$26,360	
	624	2	20	46	36	74	54	74	58	88			484		140	25	420	
CT	10,600	214.14	346.54	799.82	810.50	479.91	918.30	844.52	1073.50	793.34			\$7,506.21		\$3,093.79	\$1,000.00	\$6,720	
EC	2,403	10	34.5	63.75	112.5	206.75	346.5	304.75	297	319.25			2345		584	-100	2,700	
H-IHR	45,660	199.92	668.74	1175.52	2140.65	3935.93	6665.37	4186.01	5703.68	5837.24			\$44,873.44	\$10,000	\$10,786.56	\$1,590.00	\$51,300	
EC	4,376	0	40.5	122	188.75	457.25	356.5	517.5	492.5	774.5			4403.5	900	872.50	0.00	5,400	
P.C.	87,515	0	856.18	2524.12	3990.24	9316.67	7381.97	10551.12	9752.61	11809.50			\$89,023.13	\$18,000	\$16,491.87	\$0.00	\$108,000	
HH	5,200	16	31.25	92	176.5	341.75	415	387	347.5	359.75			2764.50		2,435.5	-2,000	2,300	
P.C.	87,515	1397.08	1595.45	2537.66	4283.49	2958.9	5355.90	4971.28	4736.80	5817.57			\$45,923.54		\$41,591.46	\$34,800.00	\$38,709	