

# Allegan County Commission On Aging



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*Chairperson:*  
*Vice Chairperson:*

## COMMISSION ON AGING MEETING – AGENDA

Tuesday, January 20, 2009 – 1:30 p.m.  
Spartan Room-Dept. of Human Services Building  
3255 122<sup>nd</sup> Ave, Allegan, MI 49010

### COMMISSIONERS

Don Black  
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Naomi Whetzel  
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Susan Gawaluch  
269-561-4663  
[sue@lifehouseproperties.com](mailto:sue@lifehouseproperties.com)

- 1:30 p.m. **CALL TO ORDER:**  
**CONFIRMATION OF QUORUM:**  
**COMMUNICATIONS:**  
**APPROVAL OF MINUTES:**  
    1. November 18, 2008  
    2. December 16, 2008  
**PUBLIC PARTICIPATION:**  
**APPROVAL OF AGENDA:**  
**INTRODUCTIONS:**  
**PRESENTATIONS: Alliance Medical Services**  
**DEPT OF SENIOR SERVICES (15min):**  
    1. December Financial Summary-Dave Van de Roovaart
- ACTION:**  
    1. Election of Officers  
    2. Schedule of Meetings and venue
- DISCUSSION:**  
    1. COA Planning Session  
    2. Review of 2009 Calendar
- REPORTS / MISC:**  
    1. AAAWM update-None, no meeting  
    2. Director's Report-Tammy Grigg  
        a. October and November Monthly reports  
    3. Story – Don Black
- ROUND TABLE:**  
**ADJOURNMENT:**  
**NEXT MEETING: TBD**

### Mission Statement

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

Allegan County Dept. of Senior Services  
Director's Report  
January 20, 2009

**Action items on the agenda:**

1. Election of Officers. According to Article IV of the COA by-laws, the Chairperson and the Vice-Chairperson terms are not to exceed one (1) year. New Officers will need to be elected. The Chairperson will need to have planning time available, approximately two (2) hours a week. The Chairperson stepped in and assisted the Dept. of Senior Services and Administration during the times we were without a Director. Theresa Lynn was amazing at her ability to be flexible and offer support during the ups and downs we faced in 2008; it would be very helpful if the new Chairperson had some flexibility with their time also.
2. Schedule of 2009 meetings and venue. The COA needs to approve a schedule of meetings and it was discussed that the Spartan Room was the main choice of venue. I have a schedule of the standing meetings that are held in the Spartan Room to assist in determining the new schedule.

**Discussion items on the agenda:**

1. COA Planning Session. To stay on track with the plan that has been approved regarding staffing changes, the COA needs to discuss the Planning Session that has to take place before the next COA board meeting in February. At the last planning session Judy Graff mentioned she'd like to see a meeting some place west of Allegan. This would be a great opportunity to try something new. The date, venue and agenda need to be discussed.
2. Review of 2009 calendar. The 2009 calendar needs to be reviewed and updated, so we have a way to stay on track with the plan that has been approved with deadlines to complete specific tasks.

**What's happening in Senior Services?**

1. The contracts were approved and my appointment as Interim Director by the Board of Commissioners on December 18, 2008.
2. Alliance Medical Services and Home Helpers were able to work together and they created a smooth transition for our seniors. There were six (6) seniors that were shared clients between Evergreen Commons and Home Helpers, those clients were transitioned over to Alliance Medical Services. The seniors that were transitioned were notified by letters from Home Helpers, introduction letters from Alliance Medical Services, AMS made initial contact by phone and I called the six (6) seniors that were shared with EC.
3. There was a meeting with ACMCF to discuss the transportation component of their adult day care contract. It was a very productive meeting and we addressed the unit rate and the transportation plan for their contract. The agreed upon unit rate will be \$8.50 and will be revisited quarterly and adjustments will be made accordingly while staying within the total funding of \$91,529.
4. There was a meeting with Evergreen Commons to discuss their clients, the units to be provided and the transition plan for service delivery to clients that will eventually be transitioned to Alliance Medical Services.
5. The first service provider meeting for directors will be held January 16, 2009, from 1:00-3:30 p.m. I'll provide more information and feedback I receive at the COA meeting.
6. The approved contracts should be signed by the COA meeting on 1-20-09; Dave Van de Roovaart and I will be completing the Volunteer Transportation contracts and those will be signed as soon as possible.

Respectfully submitted,

Tammy J. Grigg, Interim Director

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**Chairperson: Theresa Lynn**  
**Vice Chairperson: Judith Graff**

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Commission on Aging meeting minutes  
November 18, 2008  
Spartan Room at the Human Services Building

#### COMMISSIONERS

Don Black  
616-355-2525  
[dblack@allegancounty.org](mailto:dblack@allegancounty.org)

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

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

Communications: Theresa read an Adult Day Care Story to the members. Susan Gawaluch will do the story next month.

Approval of Minutes: Judy motioned to table approval of minutes to next meeting. Becky seconded the motion. The motion carried.

Public Participation: None

Approval of Agenda: Pera moved, Whetzel seconded that the agenda be approved as presented. The motion carried.

Presentations: Tammy reported on the September monthly reports. ACRDC's Congregate Meals and Homemaking programs have ended their contracts. ACRDC finished off the year with providing 14,134 meals and 3,461.75 hours of homemaking service. The homemaking contract ended with a year to date unit rate of \$21.08. If this contract had been a unit rate contract we would have saved over \$12,000. Congregate Meals did a great job with their performance, their unit rate year to date was \$2.76, below their \$2.88 proposed unit rate resulting in a savings of \$24.00; however, they have ended since they did not want to enter into an extension with the County. Looking at the overall expenses at 1 million, remember it's not based on a calendar year but since the beginning of services in May 2007. Judy questioned when we were going to get an update on the mapping. Rob will provide an update from Valdis for next meeting. Terry questioned how many seniors have been serviced. Tammy replied approximately 900.

October Financial Summary - None

#### Discussion:

##### Personnel Update

Rob updated on the personnel resources available to Senior Services and the COA committee. David currently has been actively involved and will continue to be. Rob will have administrative oversight on the department. Tammy also continues to be a resource. As far as a leadership role he sees that as more of a joint effort. Someone still needs to be

#### **Mission Statement**

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in the office and overseeing the contracts. Contracts manager will be responsible for that. Rob discussed with Tammy the possibility of working on an interim basis. She will still stay as the Veterans Assistant not too far away. Pat Pera questioned if Tammy would no longer be with Senior Services after January 1. Rob replied that a new position, County Veterans Counselor was created for next year; however, based on the needs now the position will begin after those needs are met. Rob is hoping to move ahead with Tammy's help and get the Services Coordinator and needs assessment positions in place. We have two options we can use Tammy or look at other departments for assistance. Question about clerical needs being met for the department. Rob stated that it will be request based. Judy stated that we are making a mistake now if we do not fill the director position to handle the mileage and the operational oversight. She stated that there is no way that a Transportation Director could fill the needs of our seniors. Commissioner Burns stated interim is fine but we should have the intent to fill the position long term. Rob concurred with the concerns presented but we can work interim to determine what we should be looking for as far as that position. Before we fill this position lets first go back and determine where Senior Services is moving towards the future. He is not suggesting that Dan Wedge would take over responsibility but this committee has need of transportation for the seniors. We don't need to wait for a director since the County already has that resource available. Let's start setting some objectives first regarding the leadership position. Start with a firm benchmark that way the person will know first and not later. Don referenced the needs out there in his community. He knows that churches and libraries are ready to make connections; networking is needed. Becky agreed with Judy as far as the position. We need a professional to come in and direct with new ideas. George stated that we need to get a clear idea of what structure this organization needs. Rob concurred and stated that we will post for this position and we have a clear focus.

Rob thanked Tammy and David for all their hard work and keeping the ball rolling. Team work is very important and the County is blessed to have the resources available.

#### Recommendation for the Board 2009

David updated the committee on the RFP revaluation review process. 14 bids were reviewed. Vendors had good presentations and presented bids overall very well.

- Home Delivered Meals – two bids were received and evaluated. David recommended ACRDC based on qualifications and connections within the County. However, Mom's Meals would be an excellent choice as alternate.
- Personal Care – three bids were received and evaluated. All three were well presented but David recommended a dual contract with Alliance as primary and Evergreen Commons as secondary.
- Homemaker's Services – After review of bids David recommended Evergreen Commons as primary and Alliance as secondary.
- Adult Day Care-David recommended contracting with the Medical Care Facility.
- Respite Care – David recommended contracting with Alliance Medical as primary and Evergreen Commons as secondary.

Don questioned the meals; is it possible to try the Mom's Meals. He is hearing a lot of problems with the ACRDC Meals. David stated that we could accommodate that; however Mom's Meals is charging more for less. Becky questioned if we had relayed the problems to ACRDC and getting resolution. Tammy replied that they (AAAWM and

Dept. of Senior Services) have been working with ACRDC. Tammy stated that Mom's Meals would be a great option for the clients that aren't on ACRDC's routes or are in a very remote area. David stated that we can set down and negotiate; we always have that option. The committee needs to make a recommendation to the Board. Negotiating of the contract can be done later. Judy questioned how many meals will be needed for 2009. Tammy stated that for 2007, we contracted with ACRDC to provide 17,600 hot home delivered meals; with the extensions the total meals to be provided are 41,525 for a 19 month contract time period. Don thanked David for heading the RFP review process and questioned how we are going to inspect what we are expecting. Tammy stated that the tool has already been created we just have to implement it with a new director. David stated it would become part of the contract. Judy questioned if we are paying for 23,000 meals in 2008 do we really want to pay for 38,000 for next year. Because before we make any decisions we need to see this all together. Becky questioned if the meals were unit prices or does it matter how many we order. David stated that it depends on the quantity difference. Rob stated that we are ahead of ourselves again we first need to award a vendor before contractual negotiations.

Naomi asked if Evergreen increased their cost by a \$1. Tammy stated that they already did increase. Rob stated that with the current transition with Evergreen Commons there is concern about changing. Judy commented that reviewing Alliance compared with Evergreen Commons they are virtually even in dollars. Sometime you do not always want to go with low price. Services are very important and Evergreen Commons has definitely stepped up to take care of us. Why is there such a difference in points? David replied that the two components that took into account were proposal and presentation. Evergreen Commons had an overall better proposal then Alliance; however, Alliance had a really good presentation which awarded them more scoring points.

Judy questioned why on adult day care bid was transportation left out. You can not have adult day care without transportation? David stated the RFP was drafted without transportation. Rob clarified that transportation is not part of the contract. Doris stated that it was noted on the Medical Care Facility bid that transportation was separate. Rob stated that since transportation is needed have it drafted into the contract.

Pera motioned to approve the RFP Committee's recommendation to the Board for all six proposals presented. Motion seconded by Smeenge. Motion carried.

Rob stated he will rush this item to the Board on November 20, for approval. He recommended that each committee member review the current contracts and submit in writing any problems or concerns for consideration in negotiating. Judy suggested writing a letter to all those involved in the RFP review process.

Theresa stated that during the last meeting a motion to grant per diem for the resource group and RFP review committee failed due to a tie vote. She was not aware that with a tie the motion fails. We need to have a motion to bring it back on the floor for discussion. Rob stated that he would provide compensation administratively to those involved on these committees. David had already taken care of the meals during the meetings. Rob suggested that someone in the majority that voted against the motion would need to make a new motion for it to be considered. Don questioned how many people we are referring

to. Tammy stated that there were nine members and five meetings, but not everyone was at every meeting.

Brooks motioned to recommend to the Board for per diem to members who do not receive payments otherwise for the subcommittees. Pera seconded the motion. The motion carried. Roll call vote: Sally, Judy, Pat, George, Naomi, Terry, Don – Yes; Becky - No

Adjournment: The meeting was adjourned by the Chairperson at 4:30 p.m.

Minutes respectfully submitted by Becky Blaine, Administrative Assistant

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**Chairperson: Theresa Lynn**  
**Vice Chairperson: Judith Graff**

## Commission on Aging Meeting minutes December 16, 2008 Spartan Room at the DHS building

### COMMISSIONERS

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Call to Order: Meeting was called to order by Chairperson Theresa Lynn at 1:37 p.m.

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

Communications: none

Approval of Minutes: October 28, 2008, Moved by Pera to include that her absence was excused, seconded by Whetzel to approve the minutes as amended. Motion carried. November 18, 2008 minutes were tabled until the next meeting.

Public Participation: none

Approval of Agenda: Chairman Theresa Lynn approved the agenda as presented.

Presentations: none

### Department of Senior Services:

#### **Oct/Nov Financial Summary**

David Vanderroovaart reported on October; \$1 – Revenue, \$5,288 – Personnel, Other Administrative Fees; Void – Jeanne had processed a payment for some display work for an estimated \$850; check was processed. The actual invoice was then received and the first check had to be voided out due to amount discrepancy. \$101,000 – Other Contractual Services. David reported on November; \$97,523 – Total expenses paid; \$94,423 – Other Contractual. There is a couple months left for processing invoices that will run through February for the 2008 budget.

### **LIS Update**

Tammy distributed new maps provided by LIS. The map represents the locations of seniors currently being served by COA. The data was pulled from September 2008.

### **RFP/Contracts Update**

Rob updated that Tammy and David have been working hard modifying all the existing contracts for services while considering the transition that will take place switching vendors. The considering factor for some seniors whom are receiving services from Respite and Personal Care is that they will be switched within two

#### **Mission Statement**

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weeks. The solution would be switching just those seniors served by Home helpers and Evergreen Commons to Alliance. All new clients would be served by Alliance; however with Evergreen Commons accommodating an equivalent rate and keeping the best interest of the seniors at heart Rob suggested offering the seniors a longer transition period. This will provide a better blend for the seniors provided. The vendors also concurred. This will allow for flexibility to work with Alliance. If we experience problems with Alliance we can stop transition and if we see success the transit period will move forward. Rob clarified that after 6 months Alliance will cover about 80% of the seniors and the rest will follow the end half of 2009.

Discussion: none

Action:

### **Services Transition Letters**

Rob reported that the plan at this time is to work with the current vendors and send out all transition letters by the end of January.

### **Staffing (Advisory)**

Rob reviewed his 12/16/08 memo with COA which summarized staffing discussions to date and offered his plan for moving forward. The Interim Director will assist with interviews and the new person will take over tasks that Tammy is currently performing. There was agreement among the Board members that the existing timeline for hiring a new Director position is inadequate; six months is too long. Rob stated that we really need to assess the needs of the department before we move forward. We are going to restructure the department in the next two weeks and before we know the results are we cannot move forward with a new Director. Rob suggested the following changes to reflect the Boards concerns: Insert in Item 3 “(through an independently facilitated process)” and insert to Item 4 “a review will be performed by June 2009. Based on the results of item 3; and a performance review of all recent changes, we will consider a new permanent director.”

Moved by Black, seconded by Smeenge to approve the plan as amended.

Moved by Graff, seconded by Burns to amend the original motion to include Item#3: “clarify the roles and responsibilities of the COA by March 1, 2009. Roll Call Vote: 8 Yes, 3 No – Smeenge/Brooks/Rininger. Motion carried.

### **2009 Contracts**

Tammy reviewed the revised 2009 Contracts. Rob reported that if there are any further changes by the members we need those today in order to take this for approval to the Board of Commissioners on Thursday, December 18. This will allow us to stay on schedule. There was much discussion by the members and minor changes were advised.

Moved by Black, seconded by Whetzel to approve the contract template with changes for all services except Volunteer Transportation for 2009. Roll Call Vote: 10 Yes; 1 No - Graff. Motion carried.



Reports/Miscellaneous:

**AAAWM Update** – no report provided. No meetings scheduled for December or January.

**Actions by Board of Commissioners**

David read a question from Commissioner Thiele who requested justifications from the COA Board for the Evergreen Commons recommendations since their overall cost presented was high. David replied the COA Board felt Evergreen Commons handled the homemaking portion of the services very well. In addition, services were just switched over to Evergreen Commons 90 days prior to the RFP process and members did not feel it was in the best interest to the 71 seniors. Transitions are hard to make. Tammy and David will reply to Commissioner Thiele.

**October Monthly Report** – tabled to next meeting.

**Story** – Susan Gawaluch provided a story. The story next meeting will be provided by Don Black.

Round Table:

Members shared comments on the meeting.

Adjournment:

Moved by Smeenge, seconded by Burns to adjourn. Motion carried.

Minutes respectfully submitted by Becky Blaine, Administrative Assistant

Allegan County Commission on Aging  
 2007-08 Monthly Report Form  
 Senior Millage Funds  
 October 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	2	35	1183.25	1295.25	11,282.00	6199.24	9218.07	92,806.82	\$5.24	\$7.12	\$8.23	\$12.34
ACRDC-O&A	9	324	266.25	269.25	3,831.00	4243.04	4410.99	73,407.00	\$15.94	\$16.38	\$19.16	\$21.95
ACRDC-H.H.D.M.	3	361	2870.00	2813.00	35,497.00	17800.19	16906.42	231,753.91	\$6.20	\$6.01	\$6.53	\$8.06
ACRDC-Vol. Trans.	6	131	391.00	402.00	4,653.00	5775.16	6726.80	83,650.88	\$14.77	\$16.73	\$17.98	\$25.95
Casco Twp-Vol. Trans.	5	27	86.00	106.00	1,125	1899.59	1717.65	17,625.43	\$22.09	\$16.20	\$15.67	\$16.98
EC-Hmkg for ACRDC	71	71	0.00	260.25	260.25	0.00	4749.75	4,749.75	\$0.00	\$18.25	\$18.25	\$19.00
EC-Hmkg/I-H Respite	8	161	1112.50	1061.25	9,041.25	21137.50	20163.75	173,335.07	\$19.00	\$19.00	\$19.17	\$19.00
EC-Personal Care	3	109	1073.50	948.25	11,605.50	21470.00	18965.00	237,086.32	\$20.00	\$20.00	\$20.43	\$20.00
HH-Personal Care	2	82	579.25	692.75	6,793.25	8040.96	9886.30	104,648.34	\$13.88	\$14.27	\$15.40	\$16.83
<b>Totals</b>	*	*	7561.75	7848.00	84088.25	\$86,565.68	\$92,744.73	\$1,019,063.52	\$117.12	\$133.96	\$140.82	160.11

\* these columns are not totaled as it wouldn't be a true representation of how many seniors are being served some of these seniors are counted more than once because they receive more than one service

**\*\*The mapping project that Valdis from LIS is working on gives the true representation of how many seniors we're serving and where they live**

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 Senior Millage Funds  
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ACMCF-Adult Day Care	3	38	1295.25	1154.00	12,436.00	9218.07	4702.58	97,509.40	\$7.12	\$4.08	\$7.84	\$12.34
ACRDC-O&A	7	331	269.25	240.00	4,071.00	4410.99	3898.23	77,305.23	\$16.38	\$16.24	\$18.99	\$21.95
ACRDC-H.H.D.M.	3	364	2813.00	1878.00	37,375.00	16906.42	12291.09	244,045.00	\$6.01	\$6.54	\$6.53	\$8.06
ACRDC-Vol. Trans.	6	137	402.00	342.00	4,995.00	6726.80	5997.78	89,648.66	\$16.73	\$17.54	\$17.95	\$25.95
Casco Twp-Vol. Trans.	0	27	106.00	98.00	1,223	1717.65	1526.93	19,152.36	\$16.20	\$15.58	\$15.66	\$16.98
EC-Hmkg for ACRDC	0	71	260.25	248.75	509.00	4749.75	4390.25	9,140.00	\$18.25	\$17.65	\$17.96	\$19.00
EC-Hmkg/I-H Respite	29	190	1061.25	1294.50	10,335.75	20163.75	24595.50	197,930.57	\$19.00	\$19.00	\$19.15	\$19.00
EC-Personal Care	5	114	948.25	631.25	12,236.75	18965.00	12625.00	249,711.32	\$20.00	\$20.00	\$20.41	\$20.00
HH-Personal Care	2	84	692.75	581.00	7,374.25	9886.30	8907.12	113,555.46	\$14.27	\$15.33	\$15.40	\$16.83
<b>Totals</b>	*	*	7848.00	6467.50	90555.75	\$92,744.73	\$78,934.48	\$1,097,998.00	\$133.96	\$131.96	\$139.89	160.11

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