

Allegan County Commission On Aging



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<http://www.allegancountycoa.org>

*Chairperson: George Smeenge
Vice Chairperson: Don Black*

COMMISSION ON AGING MEETING – AGENDA

Tuesday, July 21, 2009 – 1:30 p.m.

Spartan Room-Dept. of Human Services Building
3255 122nd Ave, Allegan, MI 49010

COMMISSIONERS

Don Black
269-792-6446
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Terry Burns
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SENIOR
MEMBERS
Judith Graff
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Doris Hawkey
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Eleanor Nielsen

George Smeenge
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Naomi Whetzel
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MEMBER AT
LARGE
Theresa Lynn
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Becky Rininger
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Sally Brooks
269-683-0260
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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:

June 16, 2009

PUBLIC PARTICIPATION: APPROVAL OF AGENDA: INTRODUCTIONS: PRESENTATION:

Janet VanDyk, ACRDC

DIRECTOR'S REPORT: Tammy Grigg ACTION:

1. Client Satisfaction Survey
2. Proposed 2010 Budget

DISCUSSION:

1. Selection Committee for Senior Services Director
2. Goals-update from focus groups

REPORTS / MISC:

1. AAAWM update -Eleanor Nielsen
2. Actions by Board of Commissioners
3. I & R Log – April-June
4. COA calendar for August
5. Outreach Report
6. Story – Tammy Grigg

ROUND TABLE: ADJOURNMENT:

NEXT MEETING: August 18, 2009, 1:30 pm in Spartan Room

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
June 16, 2009
Spartan Room at the DHS Building

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Call to Order:

Meeting was called to order by Chairperson, George Smeenge, at 1:40 pm.

Confirmation of Quorum:

All eleven members present.

Communications:

Two communications were read; Guardian Medical Monitoring and Sawmill Estates.

Approval of Minutes:

Rininger moved and Nielsen seconded that the minutes of April 21, 2009 be amended to read "Rininger moved and Nielsen seconded that the March 17, 2009 minutes not be approved". Roll call vote: 10 yes, 1 no (Smeenge).

Nielsen moved and Hawkey seconded that the minutes of April 21, 2009 be approved as amended. Passed unanimously.

Burns moved and Lynn seconded that we reconsider approval of March minutes. Roll call vote: Yes: Black, Brooks, Burns, Gawaluch, Hawkey, Lynn, Smeenge; No: Graff, Nielsen, Rininger, Whetzel.

Whetzel moved and Burns seconded to approve the May 19, 2009, minutes. Passed unanimously.

Approval of Agenda:

Nielsen moved and Hawkey seconded that the agenda be approved as presented. Passed unanimously.

Introductions:

Rebekah Walton, Outreach and Assessment Coordinator for Department of Senior Services was introduced and gave a brief review of her work to this point.

Presentation:

Lauraann Fisher of Alliance Medical Services gave a short presentation.

Special Order of the Day:

George Smeenge, Chairman, gave a report on a AAAWM meeting he attended June 1, 2009.

Action:

1. Rininger moved and Lynn seconded to approve the 2009 suggested donation scale effective July 1, 2009, as presented at our June 16, 2009 meeting. Passed unanimously.

Discussion:

1. Dept of Senior Services Director's position was discussed by Rob Sarro. He will be going ahead with the interviewing and hiring of a new Director for Senior Services. This will be a separate position from Director of Veteran Services with shared clerical staff between the two departments. He stated that he will need two members of the COA to assist in the selection process. One of those must be from the Board of Commissioners.

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"

4. Following extensive discussion, Brooks moved and Hawkey seconded to recommend funding the current waiting list for twenty-seven (27) seniors in Homemaking at a cost of \$15,000 and six (6) seniors in Personal Care at a cost of \$12,000 for a total of \$27,000 for the remainder of the calendar year. Black voiced a concern because our core services population is growing, are we pacing ourselves enough that we can keep the money there to cover the growing population with the current core services that we will be able to carry through the year. Grigg stated we will be at our maximum with clearing the current waiting lists. We will be able to get to the end of the year with the current monies. Nielsen cited that with the shortfall of federal and state dollars we will be unable to pull any money in from other resources like that to serve the seniors. Roll call vote was unanimously passed with Whetzel absent.

Back to Action Items:

2. Graff moved and Rininger seconded to recommend releasing the RFPs to fund the three new services (Chore Services, Friendly Reassurance and Disease Prevention/Health Promotion) at the budgeted amounts of \$14,469, \$14,469, and \$14,253, respectfully, and to use \$27,000 from the fund balance to cover those new services for the remainder of the year. Roll call vote: Black and Brooks-no, all others yes, Whetzel absent.

More Discussion Items:

Goals-update from focus groups-Smeenge reported that all groups seem to progressing satisfactorily

Reports / Misc:

AAAWM update-Eleanor Nielsen gave a report and handed out a written report on the progress of the AAAWM

Story – Becky Rininger

Following her story, Rininger read her letter of resignation from the Commission on Aging. Black commended her for a job well done. Burns concurred.

Adjournment:

Graff moved, Rininger seconded to adjourn. Passed unanimously. Chairperson Smeenge adjourned meeting at 4:50 pm

NEXT MEETING: July 21, 2009 in Spartan Room, 1:30 pm.

Allegan County Department of Senior Services
Director's Report
July 21, 2009

Action items on the agenda:

1. Client Satisfaction Survey. The focus group has designed the survey and it was included in last month's board packet for your review. The service providers have reviewed the survey and I've provided their feedback in the packet.
2. Proposed 2010 Budget. The proposed 2010 budget has been provided for your review. I've projected an additional \$9,000 will be available for services. I've projected that we'll need less in office supplies, printing & binding, postage and advertising. I've requested additional funding for education/training room & board, conference travel, and miscellaneous.

Discussion:

1. Selection Committee for Senior Services Director. The Commission on Aging has to select a member to sit on the interview team for the hiring of the director.
2. Goals-updates from focus groups. The focus groups will be reporting on the progress that has been made since our last meeting.

What's happening in Senior Services?

1. Rob mentioned at the last COA meeting that AAESA had approved one of our suggestions for a Workforce Investment Project. The project that was approved is the "Senior Services/Millage Marketing-Design and develop marketing materials designed to educate the public on senior services and how important the Senior Services millage is." The group of students that are assigned to our project are working on materials for the campaign and also designing our new Senior Services' brochure. Theresa Lynn and I spoke to the students about the projects and gave them informational materials on July 7th. Theresa Lynn is advising the group that is working on the campaign and I'm working with the individuals assigned to the brochure. The members of our project team are: Lakeisha Williams, Tiffany Ogden, Alyssa Blake and Jay Johnson. They are hard at work and have already produced some examples for review. We're very fortunate to have this team to assist us with these projects.
2. The COA assessment and mapping projects are moving along well. There has been some new developments with the projects and a new total business solution has been designed by Information Services and Land Information Services. The new changes will be implemented early this fall and will allow the providers to manage their clients, enter their invoices electronically, pull maps and reports for their clientele. The Dept. of Senior Services will be able to monitor the contracts in a more effective manner and will be able to run reports and maps designed to meet the specific needs of the department and the COA. According to the database, we are currently serving 541 seniors.
3. The director's position has been posted on the County's website and also in the newspapers. The posting closes on July 24, 2009.

Respectfully submitted,

Tammy J. Grigg
Interim Director

ALLEGAN COUNTY
DEPARTMENT UPDATE

DEPARTMENT: Senior Services By: Tammy J. Grigg, Interim Director

PERIOD OF REPORTING : Quarterly

4/1/09 thru 6/30/09

LIST OF ONGOING PROJECTS:

1	Monitoring of contracts
2	Marketing/Public Relations
3	Goal setting with COA and support towards goals
4	Outreach and Assessment Coordinator hired and trained
5	Client Satisfaction Survey
6	RFPs for new services
7	Assessment and Mapping Project

DEPARTMENT BENCHMARKS/STATISTICS:

Project #	Measurement
1	COA extended VT contracts with both providers, LOUs were executed
1	COA provided additional funding to serve the waiting lists for homemaking and personal care with both providers, LOUs were executed
1	ACMCF-Generations Adult Day Care program did a rate adjustment to their contract for the next quarter, LOU executed
1	Worked with Evergreen Commons regarding their In-home respite contract, the funding is almost expended-had to review service plans and make arrangements for eleven seniors
2	The final draft of our press release was released and published in local papers.
2	Had a meeting with Ryan Lewis from the Allegan County News regarding the department and the press release. George Smeenge and Midge Stamas were in attendance also.
3	Goals were reviewed with Denny Macha at the COA special meeting on 6-9-09
3	The Dept. of Senior Services was chosen for a Workforce Investment project regarding the senior millage campaign and to design the brochure for the department; the focus group now has assistance with their goal.
4	Rebekah Walton was hired on 4-27-09 as the Outreach & Assessment Coordinator. It took about a month to complete her training. She's been meeting with the public and working with the assessors on service plans and reassessments.

5	The focus group completed the Client Satisfaction Survey and it is on the agenda to be approved at the 7-21-09 meeting
6	RFPs were approved for release, with a recommendation to use \$27,000 from the fund balance to provide the new services
7	IS & LIS have developed a “total business solution” regarding the assessment and mapping projects, they have a tentative date of early fall to launch the new database

OTHER ITEMS:

The COA held a special meeting on 6-9-09 to discuss the structure of the Department of Senior Services and the Department of Veteran Services. The hiring process has begun for the Director of the Department of Senior Services, the closing date for applications is 7-24-09. The assessment of the service providers will take place in July and August. I still need to complete the annual report.

Allegan County Dept. of Senior Services
 2009 Monthly Report Form
 Senior Millage Funds
 For Period Ending 05/31/2009

41.66% of fiscal year

ACCOUNT DESCRIPTION	ANNUAL BUDGET	YTD EXPENDITURES	Y-T-D-%	UNEXPENDED BALANCE
SERVICES				
ACRDC - HDM	\$175,000	\$75,388.92	43%	\$99,611.08
ACRDC - VT (6-month contract)	\$34,000	\$31,047.17	91%	\$2,952.83
Alliance Medical Services - PC	\$170,000	\$54,967.50	32%	\$115,032.50
Alliance Medical Services - IHR	\$80,563	\$11,519.38	14%	\$69,043.62
Alliance Medical Services - HMK	\$20,140	\$5,907.00	29%	\$14,233.00
Casco Township - VT (6-mo)	\$7,200	\$6,161.61	86%	\$1,038.39
Evergreen Commons - HMK	\$80,563	\$35,699.25	44%	\$44,863.75
Evergreen Commons - PC	\$87,887	\$43,542.75	50%	\$44,344.25
Evergreen Commons - IHR	\$20,140	\$19,717.15	98%	\$422.85
Generations Day Care - ADC	\$91,529	\$51,381.36	56%	\$40,147.64
6 month contracts				
Transportation	\$41,195		0%	\$41,195.00
Chore Services	\$14,469		0%	\$14,469.00
Public Education	\$14,253		0%	\$14,253.00
Companion & Friendly Visitor	\$14,469		0%	\$14,469.00
Senior Millage	\$851,408	\$335,332.09	39%	\$516,075.91

COMMISSION ON AGING SATISFACTION SURVEY

Your response to this survey will help the Commission on Aging know how to continue or improve our quality service to you. Please answer the following questions and return to us in the enclosed envelope. Thank you for your feedback regarding our programs.

Name (optional): _____

Contact information for follow-up (optional): _____

I receive services from the following: (mark all that apply)	How happy are you with this provider?					
	0=Does not apply					
	1=Unhappy					
	5=Very Happy					
	0	1	2	3	4	5
<input type="checkbox"/> Allegan County Resource Development Committee, Inc. (ACRDC)	0	1	2	3	4	5
<input type="checkbox"/> Alliance Medical Services	0	1	2	3	4	5
<input type="checkbox"/> Casco Senior Care Program	0	1	2	3	4	5
<input type="checkbox"/> Evergreen Commons	0	1	2	3	4	5
<input type="checkbox"/> Generations Adult Day Care	0	1	2	3	4	5

Please refer to the above scale and circle your answers to the following questions:

1. The home delivered meals program allows me to remain in my home.
0 1 2 3 4 5

Comment: _____

2. The home delivered meals menu has food choices I enjoy.
0 1 2 3 4 5

Comment: _____

3. I talk to enough people on a weekly basis.

0 1 2 3 4 5

Comment: _____

4. I like these nutritional meals.

0 1 2 3 4 5

Comment: _____

5. I am able to remain independent in my home because of services provided by the Commission on Aging.

0 1 2 3 4 5

Comment: _____

6. I am satisfied with services provided by the Commission on Aging.

0 1 2 3 4 5

Comment: _____

7. I am able to receive a ride when I need a ride.

0 1 2 3 4 5

Comment: _____

Where do you generally get a ride to?

Comment: _____

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Tammy J. Grigg, Director

At the Service Providers' meeting held July 14, 2009, the following comments/suggestions were made about the Client Satisfaction Survey:

1. The providers felt that the survey in general was too vague and didn't provide a lot of feedback as to how they could improve with the stated questions.
2. It was suggested that the explanation of the 0 – 5 scale be repeated at the top of each page of the survey.
3. Remove question #6 (“I am satisfied with services provided by the Commission on Aging.”), as it might be too redundant (first part of the survey regarding satisfaction with providers) and confusing to the senior. Their suggestion was to ask if there are any services the senior would like to see offered.
4. They suggested that the survey be divided into five sections and include the 0-5 scale.
 - A) General section addressing questions #3 and #5
 - B) Meals section that would include questions #1, #2 and #4
 - C) Volunteer Transportation would include question #7 and also a couple more questions-
My driver is on time. My driver is respectful and treats me with dignity. They suggested with the transportation question about where they get a ride to, insert check boxes for different locations: i.e., grocery, doctor, etc.
 - D) In-home Services (Personal Care, Homemaking and In-home Respite) suggested the following questions: My worker is on time. My worker treats me with respect & dignity. My worker is knowledgeable about my care and needs.
 - E) Adult Day Care suggested the following questions: The Generations Adult Day Care program provides a variety of quality activities. The Generations Adult Day Care program provides quality meals and snacks with ample variety. The staff of the Generations Adult Day Care program encourages me to be as independent as possible and to try new things.
5. They suggested that the survey include a question about the Department of Senior Services. A suggestion was to ask if their questions are answered when they call the office, and if the staff is helpful in finding the resources they need and following up with the senior or call.

Mission Statement

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	2007 Actual	2008 Actual	2009 Adjusted Budget	2009 YTD (6/18/09)	2009 Year End Estimate	2010 Department Request
2950						
672.727.00.00 OFFICE SUPPLIES	136	927	2,000	268		(1,000)
672.728.00.00 PRINTING & BINDING	-	1,091	4,000	110	3,000	(1,000)
672.730.00.00 POSTAGE	-	186	1,000	12	500	(500)
672.818.00.00 Outside Contractual Services	410,451	999,073	915,492	275,086	942,492	9,000
672.861.00.00 TRAVEL EXPENSES-ROUTINE/OPERATING	539	3,518	3,000	635	3,000	-
672.861.01.00 Educ/Train Rm & Bd	-	-	150	-	150	850
672.861.02.00 Educ/Train/Conf Travel	-	-	600	2	600	400
672.861.03.00 PTO Opt Out	-	228	-	-		
672.901.00.00 ADVERTISING	-	2,617	4,000	621	2,000	(2,000)
672.920.00.00 PUBLIC UTILITIES	-	2,386	-	-		
672.934.00.00 OFFICE EQUIP. REPAIRS & MAINT.	-	39	1,200	-		-
672.956.00.00 MISCELLANEOUS	375	560	1,000	2,250	3,000	2,000
672.964.00.00 REFUNDS AND REBATES	208	762	-	581		
672.811.00.00 MEMBERSHIPS & SUBSCRIPTIONS****		110	100	50	100	-

Area Agency on Aging of West Michigan report from Eleanor Nielsen

Our June 22, 2009 meeting had many items which required action.

Advisory Council:

Our honorable Chairperson George Smeenge was unanimously accepted as a member of the AAAWM Advisory Council. I truly feel that George will be good for AAAWM as well as soaking up lots of good info to bring back to Allegan COA.

FY'08 Audit:

Our AAAWM agency received a clean bill of health, from the auditing firm. So another year of being very good stewards of Federal & State dollars. 94% of the funds received went right out to provide service with only 6 % spent on administering the funds.

Mi Choice in Licensed Setting/Housing Coordinator Positions

These services had not been allowed in the past, but hopefully by July 1, 2009 implementation of Mi Choice Waiver will be available to persons in licensed settings, Adult Foster Care and Homes for the Aged. MDCH sees considerable start-up work by waiver agents before participants can take advantage of this option, so MDCH is using funds from 2009 and 2010 to support staff positions at each waiver agent. These will be funded for the remainder of 2009 and all of 2010.

Nursing Facility Transition/Diversion Team

This team will consist of:

- 2 Nursing Facility Transition Coordinators
- 2 Residential Services Coordinators
- 1 Housing Coordinator
- 1 Independent Living Consultant
- plus Caremanagers who work with:
Veterans Directed Home & Community Based Services

This team will continue the thrust of allowing seniors to stay in their own homes or as independently as they are able.

In-Home Services were cut for the remainder of this year.

In an attempt to soften the 15% funding cuts, area providers were asked if they were going to be able to spend all of their allocated dollars, if they were not, those dollars were taken away and given to providers that were on target with their spending.

AAAWM Caregiver Resource Network is among recipients of the 2009 n4a Aging Achievement Awards. The award will be presented at the n4a Annual meeting in July.

Nutrition Funding Cuts for the remainder of 2009:

2% was cut across the board from all Nutrition funded sites. ARRA dollars can be used to cover some of these cuts. **Allegan County Congregate meals were cut (\$6,194).**

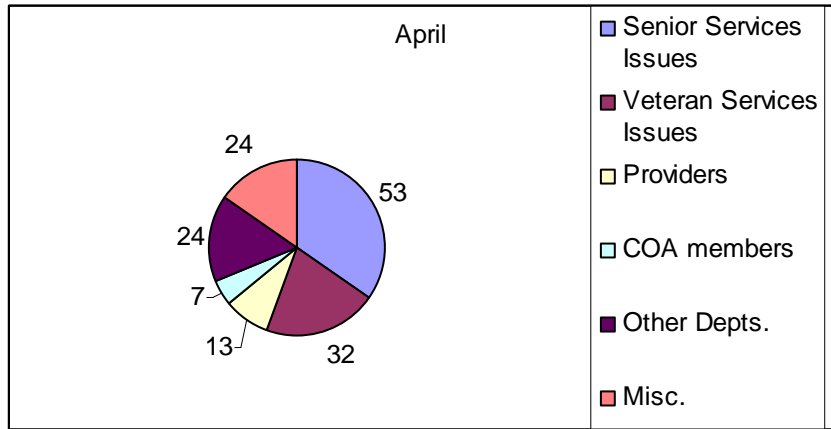
Multi-year Plan for Fiscal Years 2010-2011-2012

Action was taken by the AAAWM Board of Directors to approve this plan which will now be sent to the Counties in Region 8, for their approval and then onto the State for final approval.

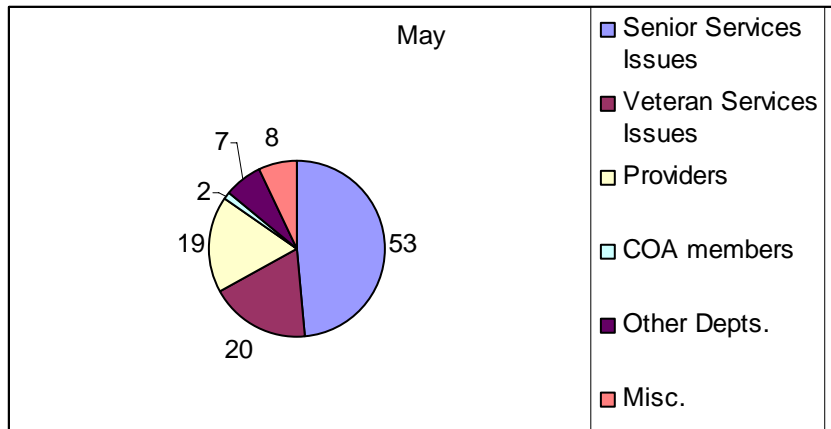
PRC process:

Two very intense days were spent listening to providers pleading for the dollars necessary to give service to the seniors in their areas. (After having spent two weeks reading these proposals and scoring them, it was delightful to see those who are in the trenches providing the service.) Knowing that cuts, had to be made in each and every case really made us very aware of taking advantage of every type of preventive programs that would keep our seniors healthy, out of nursing homes and as independent as possible.

Information and Referral Log Report

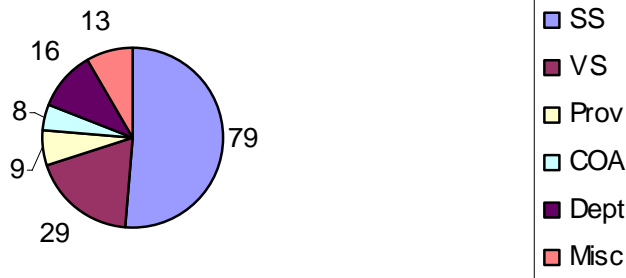


Misc. calls are hangups, wrong numbers, recorded sales calls, etc.



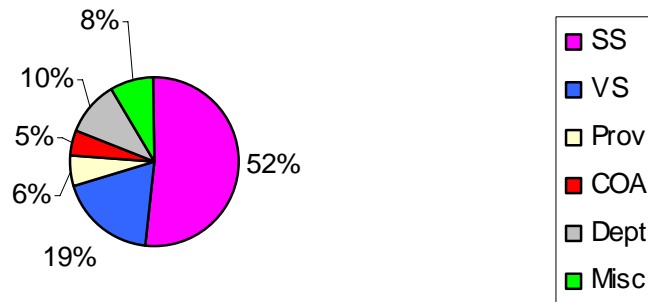
Information and Referral Log Report

I & R Log June, 2009



Misc. calls are hangups, wrong numbers, recorded sales calls, etc.

I & R Log June, 2009



August 2009

August 2009

S	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
M	32	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
T	33	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
W	34	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
T	35	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
F	36	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						
S	37	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31							

September 2009

S	38	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
M	39	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
T	40	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
W	41	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
T	42	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
F	43	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
S	44	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
					August 1
					9:00am Art in the Park More Items...
					2
3	4	5	6	7	8
8:00am Address the goal "Let COA do its job" (Sall 8:00am Define & develop pilot wellness pro 8:00am Increase awareness of available senior s	7:00pm Tuesday in the Park (Fennville)	7:00pm Music in the Park (Saugatuck)	8:00am Allegan Farmers Market (Water & National Blueberry Festival -times vary 8:00am National Blueberry (Zimmerman Room) 9:00am Senior's Social (Fair 8:00pm Saugatuck Chamber	8:00am National Blueberry Festival-times vary 11:30am MACC Meeting 8:00pm Saugatuck Chamber Music Festival	8:00am Burnips Flea Market More Items...
10	11	12	13	14	15
8:00am Establish advisory Committee for gaining renewal of senior millage (Becky, Theresa, Terry)	10:00am Dept. Head Meeting (Nederveld Room) 7:00pm Music in the Park (Saugatuck)		8:00am Allegan Farmers Market (Water & Market (Water & Market (Water & Cullier - Allegan) 12:00pm COC Meeting 1:00pm BOC meeting 5:30pm Douglas Socials 8:00pm Saugatuck Chamber	8:00pm Saugatuck Chamber Music Festival	1:00pm Douglas Dutchers 7:00pm Good Times at the
17	18	19	20	21	22
	8:00am Have COA's goals and purposes defined 1:30pm COA Board meeting	7:00pm Music in the Park (Saugatuck)	8:00am Allegan Farmers Market (Water & Cullier - Allegan) 8:00am Douglas Sidewalk Sale 8:00am Taste of Douglas		8:00am Burnips Flea Market More Items...
24	25	26	27	28	29
		10:00am Dept. Head Meeting (Nederveld Room) 7:00pm Music in the Park (Saugatuck)	8:00am Allegan Farmers Market (Water & Cullier - Allegan) 1:00pm BOC meeting 5:30pm Douglas Socials		7:00pm Good Times at the Gazebo (Allegan)
					30
					7:30am Allegan Antiques 12:00pm Taste of
					31

Outreach and Assessment Coordinator Report for Month of June 2009

Prepared by Rebekah Walton

During the month of June, we had an increase in referrals from the month of May. Forty-seven new referrals were received: Homemaking-3, Volunteer Transportation-7, Personal Care-18, Homemaking-9, In Home Respite-8, and 2 for Generations.

While reviewing each Service Providers client lists and budgets, we were able to place 11 seniors into Personal Care, which greatly reduced our wait list, however continue to have 7 seniors patiently waiting for P.C. services. Two clients were also provided with homemaking services, which also reduced our homemaking wait list. One senior that was provided homemaking services was looking at eviction from her apartment. She received help in the nick of time.

I had the privilege of touring Evergreen Commons at the beginning of the month, and was given a visual of the services that are offered vs. hearing about it over the telephone. I was baffled by various activities that were going on during my visit.

Tammy and I also had the pleasure to meet with Julie Alicki with Area Agency on Aging of West Michigan who wished to share new program information with us. She had the opportunity to share "Choices for Independence". This program was designed to allow seniors with assets (between \$30,000 and \$100,000) utilize their assets to remain in their home independently. Julie reports that during the planning, all involved family members come together to develop a plan for the senior in question. She states that the biggest challenge is getting the senior on board with dissolving their assets.

During the month of May, I received a referral for a 90 + yr. old senior who was in need of Personal Care. As with every referral, I contacted the senior to inform him of the wait list and also wished to find out exactly what assistance he could benefit from. Per the senior's request, we met shortly after we spoke on the telephone. We spoke about tasks that would assist him with becoming more comfortable and would take some "weight off of his shoulders" so to speak. He said that if we found an aid (preferably male) that could put up with his "crabbiness" and "mood swings" that he would consider receiving some help. A little over a month went by, and our PC wait list was beginning to shorten when this senior's name came up next on the list. I contacted the provider who was going to receive the referral to brainstorm some ideas. The provider immediately knew who to assign to this senior. Three weeks later, this senior reports how much he enjoys his aid, and although was hesitant at first of receiving the help, is no longer resistant, and not only enjoys the help but having another male to speak with "has been so nice".

Lastly, I had the opportunity to assist a senior who was located outside of every service area for transportation. The MAX bus stopped 15 feet from his residence, and ACT stopped ½ mile from his house to not interfere with the MAX's service area. The senior is wheelchair bound (which Volunteer Transportation could not assist with), and family is unable to transfer him to the vehicle from the wheelchair and vice versa. After many telephone calls and e-mails, transportation was obtained for this senior. Both the senior and the family were ecstatic to receive the assistance.