

Allegan County Commission On Aging



3255 122nd Ave., Suite 103
Allegan, MI 49010
269-673-3333
1-877-673-5333
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<http://www.allegancountycoa.org>

Chairperson: Don Black
Vice Chairperson: Terry Burns

Planning Session

COMMISSIONERS

Don Black
269-792-6446
dblack@
allegancounty.org
(Shelbyville)

Terry Burns
616-355-2525
tburns@
allegancounty.org
(Saugatuck)

SENIOR MEMBERS

Doris Hawkey
269-672-5181
(Martin)

Sarah Miller
269-672-7778
(Martin)

Eleanor Nielsen
269-673-2728
(Allegan)

George Waden
269-857-3472

Naomi Whetzel
269-793-0132
(Hopkins)

MEMBER AT

LARGE
Sally Brooks
269-683-0260
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(Allegan)

Trinidad Perez
269-236-6460
(Pullman)

Patricia Pera
269-543-3791
(Fennville)

Paul Visscher
269-857-4522
(Saugatuck)

1. 1:30 to 1:50 - COA Member Time:

- Mission Moments: What's been happening in Member's individual communities (5-7 minutes each member)
- Advocacy:**
- Caregivers Retreat

2. 1:50 to 2:00 – Ideas to Consider:

Director's recommendations:

- Future travel meetings
 - Grant to contract for PERS units
 - Budget issues
 - Vacant seat
- #### Board ideas

3. 2:00 to 2:30 – Board Education

- Alliance Home Health Overview
- Q & A

4. 2:30 to 2:45 – Break

COA Business Meeting immediately following (See agenda)

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”

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COMMISSION ON AGING MEETING – AGENDA

Tuesday, **August 24, 2010**– 1:30 p.m.

Spartan Room– Human Services Building
3255 122nd Ave, Allegan, MI 49010

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Don Black
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CALL TO ORDER:

CONFIRMATION OF QUORUM:

APPROVAL OF MINUTES: July 20, 2010 (**Attachment A**)

PUBLIC PARTICIPATION:

APPROVAL OF AGENDA:

INTRODUCTIONS:

DIRECTOR'S REPORT: Sherry Torres (**Attachment B**)

DISCUSSION:

1. Assessments Update
2. New Website- member comments
3. Millage Renewal Wrap up -Eleanor Nielsen
4. Modification of By-Laws – Don Black
5. Establish Transportation Workgroup for 2011 (**Attachment C**)

ACTION:

1. Generations contract modification (**Attachment D**)
2. Thank you letter for Naomi Whetzel
3. Recommend grant to BOC for operating expenses (**Attachment E**)
4. Recommend grant to BOC for PERS units (**Attachment F**)

REPORTS / MISC:

1. Outreach Report – (**Attachment G**)
2. I & R Log – (**Attachment H**)
3. COA Action Items Log (**Attachment I**)
4. Financials (**Attachment J**)
5. Quality Surveys (**Attachment K**)

ROUND TABLE:

ADJOURNMENT:

NEXT MEETING: September 21, 2010 **Location TBA**

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Chairperson: Don Black
Vice Chairperson: Terry Burns

COMMISSION ON AGING MEETING MINUTES

Tuesday, July 20, 2010 – 1:30 p.m.

Lee Township Hall

877 – 56th Street, Pullman, MI

COMMISSIONERS

Don Black
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(Saugatuck)

CALL TO ORDER: Meeting called to order by Chairperson, **Don Black** at 1:30 p.m.

MOTION TO APPROVE MINUTES OF JUNE 15, 2010: Eleanor Nielsen moved and **Doris Hawkey** seconded. **All voted yes – motion carried.**

INTRODUCTIONS

CONFIRMATION OF QUORUM:

Members present: Don Black, Terry Burns, Sally Brooks, Doris Hawkey, Eleanor Nielsen, Pat Pera, Trinidad Perez, Paul Visscher and George Waden.

Members absent: Sara Miller and Naomi Whetzel.

4 guests present

Motion to suspend the rules to allow our guests to participate in our business discussion: Pat Pera moved and **George Waden** seconded. **All voted yes – motion carried.**

DIRECTOR'S REPORT: **Sherry Torres** presented her director's report which was included in the prepared packet. Sherry explained that our First Annual Speak Up - Speak Out event was a success! Sherry has been working on the 2011 budget with plans for a 4% reduction. Donations are averaging \$700-\$800 per month and Sherry has arranged to use these funds to offset the reduction amounts for Alliance and Evergreen Commons contracts. Sherry is also looking at where she can cut costs for supplies and marketing items. Provider assessments started last month and all is going well. The 400 Senior Millage signs have been completely disbursed.

DISCUSSION:

- **Eleanor Nielsen** displayed the 3 Chair Exercises as outlined by AAA.
- Assessments – **Sherry Torres** stated that Alliance and Evergreen Commons are complete.
- New Website launched – www.allegancountycoa.org
 1. **Don Black** commented that he would like all COA members to review the website and give feedback at next month's meeting. This will be on the agenda for the August meeting.
- Millage Renewal - report presented by **Eleanor Nielsen**. **Eleanor** explained that we have fallen short on **Senior Millage Campaign** and we currently have \$766.01 in the treasury and the signs alone cost \$800.00. The promise of a \$500 donation never materialized from a local company. **Eleanor** also explained that the **Senior Millage** is a **renewal** only.

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- Victory Party – planned for August 4, 2010 at Wings of Hope Hospice in Allegan from 2:00 - 3:30 p.m. Please bring a snack to share.

ACTION:

1. Casco Volunteer Transportation Contract

Date:	July 20, 2010									
Subject:	Casco Volunteer Transportation Contract									
Moved:	Terry Burns									
Second:	Eleanor Nielsen									
Motion:	Approval of the Volunteer Transportation contract for Casco.									
Black	Brooks	Burns	Hawkey	Miller	Nielsen	Pera	Perez	Visscher	Waden	Whetzel
Y	Y	Y	Y	Absent	Y	Y	Y	Y	Y	Absent

2. **Motion to change the date for the August COA meeting to August 24th, 2010.**

Doris Hawkey moved and **Trino Perez** seconded.

All voted yes – motion carried.

REPORTS/MISC:

1. Outreach Report
2. I & R Log
3. COA Action Items Log
4. Financials
5. Quality Surveys

ROUND TABLE

ADJOURNMENT:

Moved by **Pat Pera** and seconded by **Trino Perez**. **All voted yes – motion carried.** Meeting adjourned by Chairperson **Don Black** at 2:40 p.m.

Tour of new township building (former Pullman Congregational Church).

NEXT MEETING: August 24, 2010 at 1:30 p.m. - Spartan Room – Human Services Building.

Respectfully Submitted: Tammy Chapin, Senior Services Secretary

Director's Report

Greetings to you all!

Well we did it gang – the Millage is a reality for another four years! On behalf of my staff, I would like to thank each of you for your contributions to the millage renewal committee. A lot of hard work went into this effort and we are very appreciative. The one thing that stood out for us the most through this process is there are still so many people out there who are unaware of the services that are available to them through the millage. My staff and I are committed to changing that over these next four years through community presentations and events that will make the COA and the Department of Senior Services a household word to people who are aged 60 and their caregivers!

In addition to the millage renewal, we are also working very hard on ideas to balance the budget at a 4% reduction for 2011 as painlessly as possible. I have written a grant to a private foundation that we will be discussing at the meeting. This foundation is one of the very few in the grant world that allows use of their dollars for operating expenses. Therefore, I have requested \$50,000 to cover the 4% reduction and increases to administrative expenses; specifically health insurance costs which are projected to increase 14% in 2011.

Should this grant be successful, we will be able to continue at the same service levels in 2011 with no reductions. “Hope for the best, plan for the worse” is a motto I try to live by, so we are also working on a plan of action to reduce services in the event the grant does not happen. The overall goal will be to **not cut** services that are already in existence to seniors, but to set more stringent weekly units and slow enrollment for services beginning in 4th quarter of this year. This will allow each senior who has already begun to depend on these services to continue to receive assistance with a small **reduction** in amounts (i.e. less hours per week for in-home supports, one less meal per week for HDM, less hours of ADC per week, fewer trips per person allowed with volunteer transportation, etc.). It would be nice if we could offer the senior and/or caregiver the opportunity to cost share the difference between last year's funding and the reduction at the contracted rate (or lower if possible) so people have an affordable option to the cuts. I ask you to think about this as we prepare for the meeting and bring your good ideas.

Since much of grant writing is establishing a set verbiage that can be re-used from grant to grant, I thought since I already went that far, I would also write a small grant to the DeLano Foundation. If we have to cut service amounts, it will mean that our clients will have fewer hours with

someone in the home to check on them and ensure they are safe and healthy. For just under \$5,000, we could provide a year of Personal Emergency Response System (PERS) to 20 of the frailest seniors so they could notify emergency services if they need help. We will be discussing this at the meeting as well.

On a happier note, at the beginning of the year, you voted to recommend to the BOC that we submit a Mobility Management Grant through the Department of Transportation. This grant was to hire a part time person to perform the administrative duties associated with transportation so that more of the funds allocated for transportation could be spent on services. We got the grant!!! Beginning in October of 2010, we will have \$20,000 to spend on this project.

This means we have to once again re-think how we will be doing transportation beginning in 2011. I would like to establish a transportation work group to work with me in the development of this program. This group will meet separately from the regular COA, probably 1-2 times per month through the remainder of the year. I have attached a draft of the goals, mission and vision for this group to this packet (Attachment G). ***If you would like to be part of this group***, I would welcome your participation. We don't have much time to put this together; therefore I have set aside Tuesday, August 31st, at 1:00 pm as our first meeting. We can establish set future dates and times at this first meeting.

The next big Outreach project we are working on is a Caregiver Retreat. November is National Family Caregiver Month. There are major weather related concerns to consider that late in the year, but most agencies that recognize these types of events do them earlier in the fall. The idea is to give caregivers the day off and provide a day of relaxation and fun while their loved one is cared for.

I have been doing some collaboration, and I think we will have use of Camp Kidwell (the 4H camp just outside of Otsego) for the day of October 14th. Generations ADC had extra funding available to provide drop in service that day (it will be an outreach for their program as well), and I am working a deal with the in-home supports providers who are caring for respite clients too. Our service providers are also jumping on the bandwagon in terms of providing staff and supplies to do some breakout sessions on things like yoga, beading, and other crafts. We will have some informational sessions on things like "caring for yourself while you care for others" as well as Alzheimer's info, etc. We are so blessed to be working with these providers. They are a group of truly caring people who are dedicated to the seniors we serve. I will keep you posted as things progress, but it looks like we are going to have a nice autumn retreat in the woods with lots of fun things to do for our caregivers. This project is part of my commitment to make sure the COA and Senior Services is a focal point in

Allegan County for all things senior. It is my hope to have one outreach event per quarter.

Speaking of Generations ADC, last month you voted to recommend to the BOC that we increase the transportation portion of the unit rate for the ADC contract. Since that meeting, the contract has been in the hands of the Executive Team over at Administration. They returned it to me with recommendations to make the contract cleaner and better for the provider. This requires a new recommendation for you. We will discuss it in greater detail at the meeting, but basically what it entails is allocating \$14,000 of the overall contract amount (\$110,000) to fund their transportation needs for the remainder of the year. This will cover the actual costs of transporting their clients to and from ADC via their own volunteer pool, ACRDC, and ACT. With invoices from each of these transportation sources attached as part of the invoice they submit to us monthly. There is ample money left in their contract to cover these costs, and this is a good “paper trail” in how the money is spent.

The assessments are nearly finished. Casco Township is the last one, and they are scheduled for August 23rd. We will begin our informational presentations this month with Alliance Home Health. There have been absolutely no major issues in any of the assessments. We have quality providers doing outstanding work for our seniors!

I will do two presentations prior to our meeting this month. One on the 13th at Intracare in Pullman, and one on the 19th at the Plainwell Rotary Club. Presentations such as these to professional organizations are a great way to spread the word to the community at large about the work we do. If you have any ideas for other places that would like us to come present, please let me know.

That’s all the news for now – as always, please remember, **you** are the bridge between the seniors in **your community** and the services we provide. You are **their voice** and **their advocate**. Please get out and talk to your friends and neighbors. Pass out brochures and marketing supplies and bring their ideas and concerns back to our meetings.

I look forward to seeing you soon!

Sherry

Transportation Workgroup

Vision: To develop a senior transportation program for 2011 and beyond that utilizes all available means of transportation to create a cost efficient, individualized transportation plan for each client based on their location, acuity level and individual needs, that maximizes available funds through minimizing administrative costs.

Mission: To create a centralized transportation program that provides seniors and persons with disabilities an individualized plan of service based on a person centered approach while minimizing administrative costs through leveraging of grant dollars.

- Goals:**
- Utilize MDOT Mobility Management dollars to centralize the administrative portion of transportation costs so available funding is primarily spent on actual service to clients.
 - Develop an individualized plan of service for each client utilizing a person centered approach that utilizes volunteer transportation, ACT buses, and specialized services funds based on acuity and other individual needs.
 - Coordinate with local service agencies to leverage their services when needed at a rate that includes no more than 10-12% administrative costs.
 - Develop plan for establishing a pool of volunteer drivers managed by mobility manager.

This workgroup will meet bi-monthly through the remainder of 2010 to develop the overall transportation program for 2011.

**First meeting will be held on
Tuesday, September 22, 2010, 1:00 pm
at the Senior Services office**

AMENDMENT TO
CONTRACT FOR ALLEGAN COUNTY MEDICAL CARE FACILITY

ADULT DAY CARE

Contract No. 2010-
Method of Payment: Per Unit

WHEREAS, the increase in unit rate for transportation as part of the overall cost of Adult Day Care from **\$3.17** per round trip to ***actual and incurred costs not to exceed \$14,000 for the remainder of 2010*** has been recommended by the Commission on Aging and approved by the Allegan County Board of Commissioners for the remainder of Fiscal Year 2010, with the increase to take effect retroactive to July 1, 2010.

WHEREAS, the change in the transportation allowance only reflects an increase to the transportation portion of the contract; with no overall increase in funding for the 2010 Adult Day Care contract; and

WHEREAS, supporting documentation for all incurred transportation cost (to include all transportation providers) will be supplied as part of the monthly invoice; and

WHEREAS, the total amount of funding for the 2010 Adult Day Care Contract will not exceed the **\$110,000** originally granted;

THEREFORE, Allegan County and Allegan County Medical Care Community, agree to modify the above-referenced contract as follows effective retroactive to July 1, 2010:

1. Modify the first paragraph in the "Funding of Services" section on page one by changing **\$3.17 per unit** to ***actual and incurred costs for transportation not to exceed \$14,000 for the remainder of 2010***.

ALLEGAN COUNTY

ALLEGAN COUNTY MEDICAL
CARE COMMUNITY

By: _____
Its:

By: _____
Its:

Date: _____

Date: _____

*Allegan County
Department of
Senior Services*



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Sherry Torres, Director

August 24, 2010

MEMORANDUM TO: Allegan County Commission on Aging

FROM: Sherry Torres, Director of Senior Services

RE: Plan to leverage funds to offset 4% revenue reductions for 2011

The purpose of this memorandum is to fully explain the plan to leverage funds through the Edward N. & Della L. Thome Memorial Foundation. I have attached an overview of the foundation and their philosophy of giving for your review.

As you know, we have been notified by the Finance Director that we should plan for a 4% reduction in revenues due to current property value levels. This equates to approximately \$42,000 that must either be cut from our current budget, or come from sources other than the senior millage. Additionally, we have been told to plan for a 14% increase (approximately \$4,800) to medical benefits which are part of our administrative costs.

Although we are working very hard to find even the smallest savings in each of our administrative costs, the majority of these cuts will have to come from services themselves. Therefore, we are faced with two options for balancing the 2011 budget:

Option #1: Making the necessary cuts to the budget. We have developed a plan to make this as painless as possible by:

- Moving much of the remaining dollars at the end of 2010 into the office supplies, advertising and miscellaneous sections of our budget and make purchases for 2011 for necessary supplies and marketing items. There will be little to no money budgeted in 2011 for these items.
- Slowing enrollment beginning 4th quarter of 2010 to allow much of the reduction in service to happen through natural attrition.
- Setting more stringent limits on the amount of services each client receives. This will allow the folks who depend on us for the support they need to remain independent at home to maintain services at a lower rate. Should this be the necessary plan of action, I would like to

Mission Statement

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work with our providers to create a reduced rate for private pay by the individual should they wish to continue at the current service levels.

- Using the donations made for our In-home Supports to offset the reductions in those programs. This is our most popular service, so it will reduce the amount that has to be cut from there.

Option 2: Leveraging the necessary funds through a grant to a private foundation:

- The Thome Foundation is a rarity in the grant world, in that they encourage grants for operating expenses.
- A grant for \$50,000 has been completed to cover the 4% reduction and the increases to our administrative costs.
- The grant must be submitted no later than September 30, 2010 and the decision will be made prior to December of 2010. The funds will be available beginning January 1, 2011.

By taking advantage of this opportunity, we would be enabling our senior clients to continue with the same levels of service they are currently enjoying and keeping our wait lists small and manageable at no additional cost to us. I respectfully recommend Option #2 as our plan of action.

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Sherry Torres, Director

August 24, 2010

MEMORANDUM TO: Allegan County Commission on Aging

FROM: Sherry Torres, Director of Senior Services

RE: Plan to leverage funds to provide Personal Emergency Response Service (PERS) units

The purpose of this memorandum is to fully explain the plan to leverage funds through the Mignon Sherwood DeLano Foundation. I have attached an overview of the foundation and their philosophy of giving for your review.

As you know, we have been notified by the Finance Director that we should plan for a 4% reduction in revenues due to current property value levels. This equates to approximately \$42,000 that must either be cut from our current budget, or come from sources other than the senior millage. Additionally, we have been told to plan for a 14% increase (approximately \$4,800) to medical benefits which are part of our administrative costs.

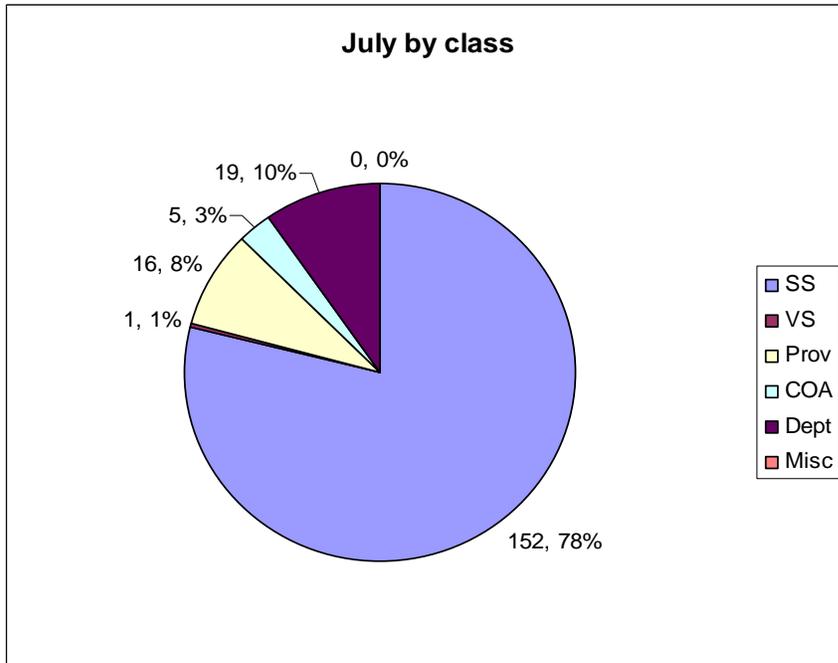
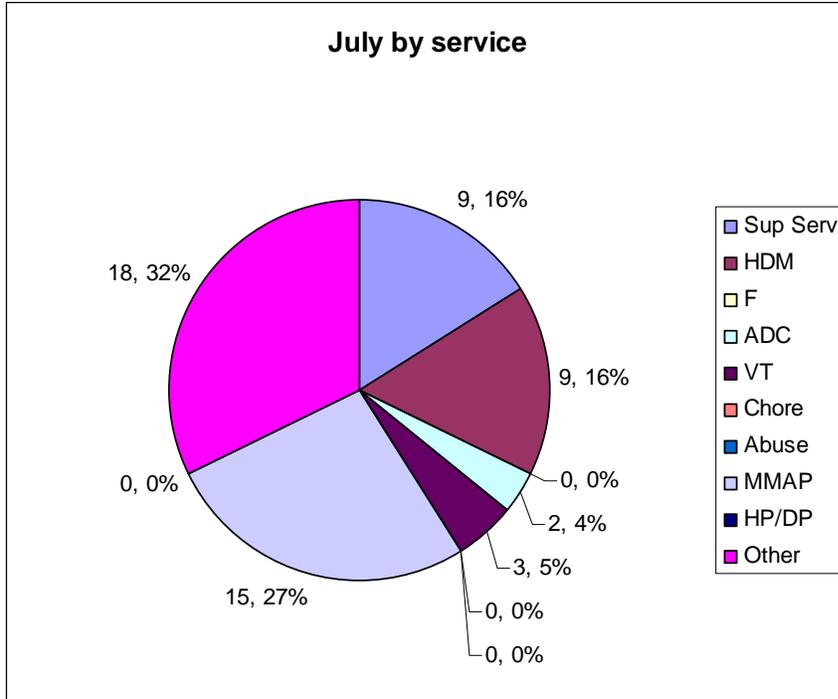
While we have applied for a private grant to offset these reductions, it is imperative that we plan for them in the event the grant is not successful. Reduction of services for existing clients will be an inevitable component of this plan. Unfortunately, these measures will limit the amount of time that our service providers will be in the homes checking on our clients to ensure their health and safety. Therefore, as a safety precaution, we are requesting \$5,000 for the purpose of purchasing 20 PERS contracts for 2011. These units will allow 20 of the frailest and/or most isolated senior clients the ability to obtain emergency assistance should they not be able to reach a phone.

It is my recommendation that you recommend the BOC approve this grant application.

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I & R Log
July 2010



COMMISSION ON AGING
ACTION ITEMS LOG
2010

ACTION ITEM	DATE PRESENTED TO COA	PASS/FAIL	DATE OF RFA TO BOC	DATE PRESENTED TO BOC	PASS/FAIL	STATUS
Approval of Casco Transportation Contract	7/20/2010	Pass	7/21/2010	8/12/2010	Pass	COMPLETE
Change in unit rate for Generations Adult Day Care transportation. No increase in overall funding	6/15/2010	Pass	6/17/2010			COA meeting 8/24/10
Approval of Volunteer Transportation contract for recommendation to BOC	6/15/2010	PASS	6/16/2010	7/8/2010	Pass	COMPLETE
Approval of Proclamation to BOC for Elder Abuse Awareness Month	5/18/2010	PASS	5/19/2010	6/10/2010	Pass	COMPLETE
Recommend to the BOC that the ballot language for the senior millage be approved	4/20/2010	PASS	4/21/2001	4/25/2010	PASS	COMPLETE
Recommend the Contract Addendum for Alliance be approved by the BOC for additional funding	4/20/2010	PASS	4/21/2010	7/11/2010	Pass	COMPLETE
Recommend BOC approve contract extension for Casco	4/20/2010	PASS	4/21/2010	5/6/2010	PASS	COMPLETE
Approve provider presentations be reduced to one time annually	4/20/2010	PASS	N/A	N/A	N/A	COMPLETE
Recommend to the BOC that May 2010 be proclaimed Older American's Month in Allegan County	4/20/2010	PASS	4/21/2010	5/6/2010	PASS	COMPLETE

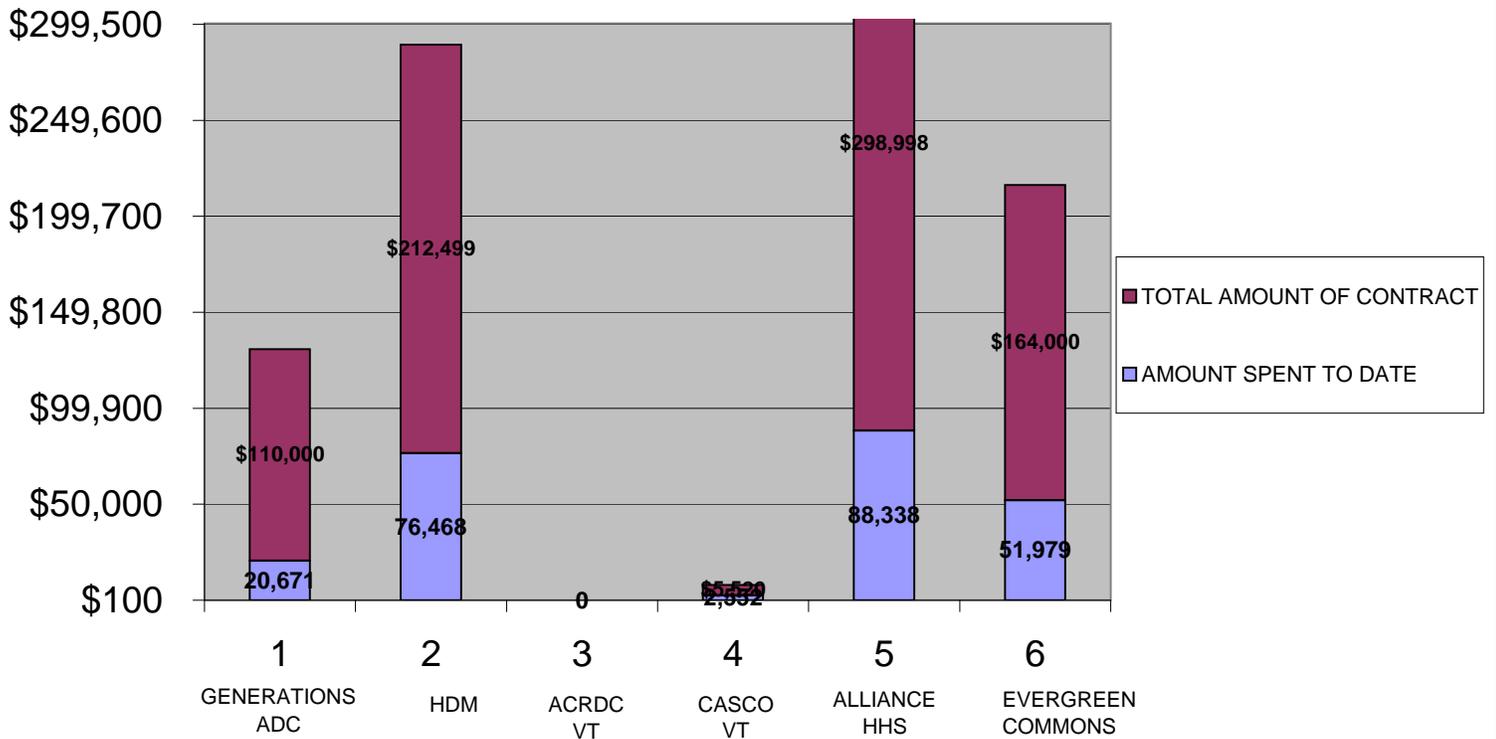
COMMISSION ON AGING
ACTION ITEMS LOG
2010

ACTION ITEM	DATE PRESENTED TO COA	PASS/FAIL	DATE OF RFA TO BOC	DATE PRESENTED TO BOC	PASS/FAIL	STATUS
<p>Recommend to the Boc that a discretionary fund be created in the amount of \$7,000 as a line item in the budget to assist seniors in emergent situations. Requests in the amount of \$300 or less would be at the discretion of the Director and either the Chair or Vice Chair. Requests in the amount of \$301 to \$1,000 would require a majority vote of the COA.</p>	2/16/2010	PASS	2/17/2010	3/11/2010 - Executive Comm. BOC on 4/22/10	PASS	COMPLETE
<p>Move forward with the transportation restructuring by providing transportation as a direct service, hiring a transportation coordinator and utilize all forms of transportation available throughout the county.</p>	2/16/2010	FAILED	N/A	N/A	N/A	
<p>ELECT DON BLACK AS CHAIRPERSON</p>	1/19/2010	PASS	N/A	N/A		COMPLETE
<p>ELECT TERRY BURNS AS VICE CHAIR</p>	1/19/2010	PASS	N/A	N/A		COMPLETE
<p>Recommend to the BOC to move forward on the Mobility Manager Grant (and cash match) as part of the transportation program restructuring</p>	1/19/2010	PASS	1/20/2010	1/29/2010	PASS	COMPLETE

Allegan County Commission on Aging
 Monthly Financial Report
 Through June, 2010

	Number Served		Number of Units		Cost	
	Current	YTD	Current	YTD	Current	YTD
ACRDC-HDM	199	822	2,636	15,263	\$18,357	\$76,468
ACRDC-VT	0	0	0	0	0.00	\$0.00
CASCO-VT	9	33	38	186	582.46	\$2,552.48
ALLIANCE HHS	100	441	683	4,822	21,905.00	\$88,337.50
EVERGREEN COMMONS	102	418	749.25	2963	\$13,486.50	\$51,979.25
GENERATIONS ADC	14	47	902	3,108.00	\$4,966.64	\$20,670.79

2010 CONTRACTS REPORT



Quality Survey Results
Home Delivered Meals

August 2010	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
When asked if the office staff are courteous and helpful:	100%	0%	0%
No Comments			
When asked if their meals arrive when expected:	100%	0%	0%
1. Sometimes she's a little late, but she's a great girl!			
When asked if the driver that delivers the meals is courteous:	100%	0%	0%
1. Very courteous, driver checks on her. 2. Yes - she's beautiful!			
When asked if they enjoy the meals they receive and if there is enough variety:	100%	0%	0%
1. Yes - I'm getting good meals. 2. The variety is good, meals are not always perfect. 3. Yes - enough variety, crosses off what she doesn't like.			
When asked if they would recommend Home Delivered Meals to a friend:	100%	0%	0%
1. I have recommended HDM and I prefer hot meals over frozen.			
	Aware	Not Aware	Action
When asked if they are aware of the other programs offered through the Senior Millage:	60%	40%	Explanation on other services given to those not aware.
1. I am using some of the other services.			
Additional Comments:			
1. Everything is good! 2. Couldn't be happier, I'm getting balanced meals. 3. Sometimes we cancel if we have too much Ensure, because we are not always home, and then we call back when needed. 4. I enjoy the help I am getting.			