

Allegan County Commission On Aging



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Allegan, MI 49010
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<http://www.allegancountycoa.org>

Chairperson: Don Black
Vice Chairperson: Terry Burns

COMMISSION ON AGING MEETING -Agenda

Tuesday, November 16, 2010 – 1:30 p.m.
Spartan Room – Human Services Building

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)

Sara Miller
269-672-7778
(Martin)

Eleanor Nielsen
269-673-2728
(Allegan)

George Waden
269-857-3472
Douglas

MEMBER AT

LARGE
Sally Brooks
269-683-0260
sbrooks@allegancounty.org
(Allegan)

Patricia Pera
269-543-3791
(Fennville)

Paul Visscher
269-857-4522
(Saugatuck)

CALL TO ORDER:

CONFIRMATION OF QUORUM:

APPROVE MEETING MINUTES from October 19, 2010 (*Attachment A*)

INTRODUCTIONS:

COA MEMBER TIME:

DISCUSSION:

1. Transportation Sub-Committee update (*Attachment B*)
2. Elder Abuse Prevention Coalition Training (*Attachment C*)
3. December Meeting (Regular meeting or Holiday gathering?)
4. Vacant board member seats
5. Fund balance Discussion
6. Strategic Planning/Annual Meeting Discussion
7. By-Laws review

ACTION:

1. 2011 Contracts Approval (*not available at time of mailing*)
2. Strategic Planning Session in January

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

REPORTS/MISC:

1. Outreach & Assessment Report: Rebekah Walton (*Attachment E*)
2. I & R Log (*Attachment F*)
3. COA Action Items Log (*Attachment G*)
4. Financials (Unavailable at time of mailing)
5. Quality Survey Results (*Attachment H*)

ROUND TABLE

ADJOURNMENT:

NEXT MEETING: December 14, 2010, Location SPARTAN ROOM

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 MINUTES

Tuesday, October 19, 2010 – 1:30 p.m.
Baraga Manor, 301 Washington St, Otsego, MI 49078

COMMISSIONERS

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269-792-6446
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CALL TO ORDER: Meeting called to order by Chairperson, **Don Black** at 1:35 p.m.

CONFIRMATION OF QUORUM AND INTRODUCTIONS:

Members present: Don Black, Sally Brooks, Terry Burns, Eleanor Nielsen, Pat Pera and Paul Visscher

Members absent: Doris Hawkey, Sara Miller and George Waden

14 guests present

MOTION TO APPROVE MEETING MINUTES OF SEPTEMBER 21, 2010:

Eleanor Nielsen moved and **Pat Pera** seconded. **All voted yes – motion carried.**

MOTION TO SUSPEND RULES TO INCLUDE PUBLIC DISCUSSION: **Terry Burns** moved and **Pat Visscher** seconded. **All voted yes – motion carried.**

MOTION TO MAKE AN ADDITION TO THE AGENDA TO INCLUDE THE PRESENTATION BY KIMBERLY TURCOTT OF GENERATIONS ADULT

DAY CARE: **Terry Burns** moved and **Paul Visscher** seconded.

All voted yes – motion carried

DISCUSSION:

1. Presentation by Kimberly Turcott of Generations Adult Day Care
2. Telephone Companion Program
3. Transportation Sub-Committee update, cancelled October 20, 2010 meeting. Next scheduled meeting to be held on November 3, 2010
4. Caregiver Retreat to be held on October 26, 2010 at Beech Point Retreat Center on Dumont Lake, RSVP deadline extended to 5 p.m. on October 20, 2010
5. Available grant will not be able to meet the grant deadline of November 5, 2010. Will apply for the grant in 2011.
6. December COA Meeting date change

MOTION TO CHANGE THE DECEMBER 21, 2010 COA

MEETING TO DECEMBER 14, 2010. **Eleanor Nielsen** moved and **Sally Brooks** seconded. **All voted yes – motion carried.**

7. Vacant Board Member Seats (2) - Sherry Torres received a resignation letter from Trino Perez, leaving a total of 2 vacant board member seats which need to be filled.

DIRECTOR'S REPORT: **Sherry Torres** presented her director's report which was included in the prepared packet.

Mission Statement

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REPORTS/MISC:

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

ROUND TABLE

ADJOURNMENT:

Moved by **Eleanor Nielsen** and seconded by **Terry Burns**. **All voted yes – motion passed.** Meeting adjourned by Chairperson, **Don Black** at 2:40 p.m.

NEXT MEETING: November 16, 2010 – Spartan Room

Respectfully Submitted: Tammy Chapin

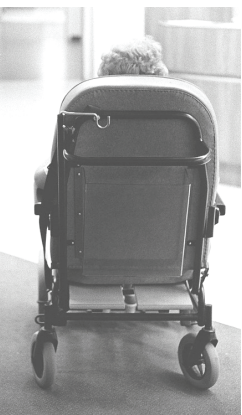
Transportation Sub-Committee

1. **Mission/Vision/Goals are Complete (See page #2)**
2. **Assessment is completed** so that all questions that could possibly be needed by any of the providers are on one form.
3. **Volunteer Driver Pool:**
 - a. As part of the grant, we **must have** volunteer drivers that would be able to transport not only seniors, but persons with disabilities.
 - b. No current provider has that capability.
 - c. Volunteer drivers from this pool could be paid at the current IRS allowable rate (\$.50 at this time) which is slightly higher than the service providers are able to pay volunteers because there are absolutely **NO admin costs** associated due to the MDOT grant.
 - d. Since we will have drivers that we can use for transportation that are up to \$.39 per mile less than any other source we have available, it makes sense to use these drivers **first** for any new clients; especially on the very expensive trips (out of county). This rate is cheaper than we can get it from ACT, ACRDC or Casco, so we would be able to increase the amount of out of county medical trips we are able to provide.
 - e. For clients that are already receiving services through Casco or ACRDC, these services should remain in place providing the client is satisfied with the services and there is no duplication of services between agencies or with In-Home Support Services (IHS) which includes shopping and errands as part of the service; then shopping and errands should be done as part of that service.) Coordinating any new rides that coincide with existing rides provided by these service providers or rides that are cost effective due to location, etc. will also be part of the overall plan.
4. **Training:**

Tammy will be working with ACT, ACRDC, and Casco to set up training so that she understands how each agency works and how to best assist them.

Save the Date!!!

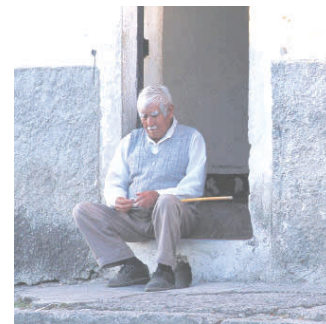
Wednesday, December 15, 2010



As part of the Elder Justice Community Collaborations project, the Department of Senior Services is hosting an **all day** strategic planning training to develop an Elder Abuse Prevention Coalition in Allegan County.

The parameters of this grant require a minimum of 20 people attend.

Please consider joining us as we move forward with this important project!



MORE INFORMATION TO FOLLOW!!!

Breakfast begins at 8:30 am, and the Training begins Promptly at 9:00 am and will run through 3pm

Attchmt C



Lunch and training materials will be provided

For More Information
Please call
(269) 673-3333
Or
(877) 673-5333

Director's Report

Greetings Friends!

Usually I start this report with "it's been a very busy month", but this month, since it's now 1 year since we first met, I thought it was appropriate to look back not just on the past month, but the past year.

First of all, I can't believe that we've been together an entire year already – it has gone by very quickly and we have accomplished lots! Let's take a quick look at all that has transpired:

- √ We established a Discretionary Fund to assist low income seniors with emergent needs. This program finally had its first successful candidate in November – we were able to assist a senior with severe arthritis with a lift chair so she can safely get out of her chair. (Every time we thought we had a candidate for this program, Rebekah found another funding source to pay for the need!)
- √ We held a board retreat and worked on what it means to be a board, (responsibilities, etc.) and welcomed three new members
- √ We welcomed a new staff member (Tammy Chapin joined the staff in March)
- √ I attended the National Convention in Chicago and brought back tons of good information and ideas
- √ Rebekah Walton has obtained 4 new certificates this year: Gerontology Certificate, Medicare Healthcare Fraud Certification, Project SCREEN Certification* (financial planning and assistance), Project SOAR* (Social Security and SSI applications)
- √ Hosted the first annual Speak Up! Speak Out! Elder Abuse Awareness Event in June
- √ The Website was revised
- √ Telephone quality surveys were implemented monthly to determine if our clients are happy with their services and troubleshoot any problems
- √ Hosted the first annual Day of Caring for the Caregivers of our clients
- √ Received a MDOT grant to create a mobility manager to coordinate senior transportation

- √ First steps toward solving our transportation issues with a change in unit rates
- √ Collaborated with Allegan County General Hospital to provide quarterly lunch and learn presentations throughout the county
- √ Received a grant from the National Center on Elder Abuse to develop an Elder Abuse Prevention Coalition in Allegan County
- √ Developed a Power Point presentation regarding services and programs and presented it throughout the County
- √ And of course, last but not least – THE MILLAGE PASSED!!!

*We are currently the only agency in the County to offer this service!

One thing that I also see as a positive that really doesn't have a check mark, but is of extreme importance and value, and that is the way we as a body are working together and sharing ideas and concerns. This makes a tremendous difference in how we do business and what gets accomplished at the meetings.

When you throw in Senior Fest and Senior day at the fair, I think this is a very impressive list of accomplishments and can't wait to see what 2011 brings! But I also think it's very important to spend some time looking ahead and trying to decide where our energies need to focus in the year to come and how we can get there. I have attached a list of things to think about as this year comes to a close. We can talk about them during the discussion period if you wish, but they are really just some ideas to think about as we work toward a strategic planning day in January.

Our regularly scheduled meeting for January is January 18th. This is typically the Annual Meeting where officers are elected, certificates are presented (if appropriate), and a recap of the year is presented to the audience. If possible, I think it would be a great time to spend the larger share of the day working on a game plan for 2011 and beyond. I am reminded of a quote that I heard in school – I'm not sure who said it but it goes like this: "Those without a map are destined to become lost". Think of this as our map drawing day. We could end the day with a more traditional "annual meeting".

I believe that this is truly time well spent. As my staff and I work toward serving the seniors of this County to the best of our abilities. As projects and opportunities present themselves, it is extremely important that we are aligned with your collective vision and that of the Board of Commissioners so that time is not wasted on efforts that cannot be supported by a majority of the membership.

Please review the set of “Things to consider” that follows and add some of your own ideas, concerns or issues to this list.

I look forward to hearing your comments at the meeting. 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

Things to consider for 2011

1. Meetings:

- a. Our meetings are currently the 3rd Tuesday of each month – is this still a good time for everyone?
- b. Our meetings currently take place in the Spartan Room – is this still a good place for us to meet?
- c. Our meetings currently include a planning session that goes from 1:30 to 2:45 immediately followed by our business meeting – is the planning meeting still necessary or can we accomplish our planning during the “discussion” portion of our regular meeting – 2:30 – 4pm?
- d. Are these times still working for everyone?
- e. On a scale of 1 to 5 (1=very effective & 5=not effective at all) what impact did our travel meetings have this past year? Should we continue these next year?

2. Annual Meeting:

- a. What does the annual meeting look like this year?
- b. Who do we invite?
- c. Do we want to look at a “provider of the year” or any other certificates of recognition? For Who?

3. What have we accomplished this year?

4. What haven't we accomplished this year that should be priority in 2011?

5. Service Provision:

- a. Are we happy with the way we currently provide services?
- b. Are we happy with the service we provide directly (Outreach & Assessment)
- c. Are there other services that can/should be done directly?
- d. How do we want to proceed with the RFP process that will be necessary next year?
- e. Are we conducting our business in an appropriate manner? Should we develop a value or vision statement that guides that in 2011?

- f. There are currently 2-3 year waits for Medicaid Waiver clients. Our services are a natural fit as a place mark to assist people as they wait for these services. Do we want to formally declare that waiver eligible people move to the front of the wait lists for services?

6. What other funding streams are available & should we pursue them?

- a. AAA funding for Outreach and/or transportation
- b. Private grants and funding

7. Fund Balance

- a. How much is the “comfort zone” now that the millage has passed?
- b. How do we want to spend down the surplus? (Keep in mind it **must be** sustainable over time).

8. Is Senior Services (physically) located in a place that is senior friendly and where we want to be?

9. Board Education: There are 12 meetings for 2011, and 12 opportunities for board education. Do you as a group want to decide what 12 areas you'd like education in?

10. What other items or issues should we discuss for the upcoming year?

As we look toward the next year and try to answer these (and any other questions), let's keep these five questions in our minds:

1. What is already working well?
2. Why is it working well?
3. What can we do more of, better or differently to achieve even more positive results?
4. What is holding us back?
5. How do we overcome it?

Outreach and Assessment Coordinator Report- October 2010

Prepared by Rebekah Walton

October was anything but a slow month, but that is to be anticipated as Medicare Open Enrollment is rapidly approaching. Two popular plans sent out a letter to their beneficiaries stating that as of Oct. 31, 2010, their plan will no longer be available. I'm sure you can understand the stress that occurred with some folks. Thankfully we MMAP counselors rallied and the plans were extended through the end of the year like they should be. It certainly caused some undue stress. Even though, open enrollment doesn't begin until Nov. 15th, I met with more than 26 seniors looking for assistance with a Medicare related issue throughout the month.

I have some upcoming MMAP workshops where individuals can come and review their plans for 2011. The first workshop is scheduled in Wayland at the Sawmill Estates on Friday, Nov. 19th. On Monday, Nov. 22nd and Tuesday, Nov. 23rd I will be at Casco United Methodist church. Last year we tried to squeeze everyone into one day and ended up adding another day, so we decided to schedule two days right from "go". The same goes for Community Church of Douglas. They kept me very busy last year, so I am scheduled to be out there, Monday, Nov. 29th and Tuesday, Nov. 30th.

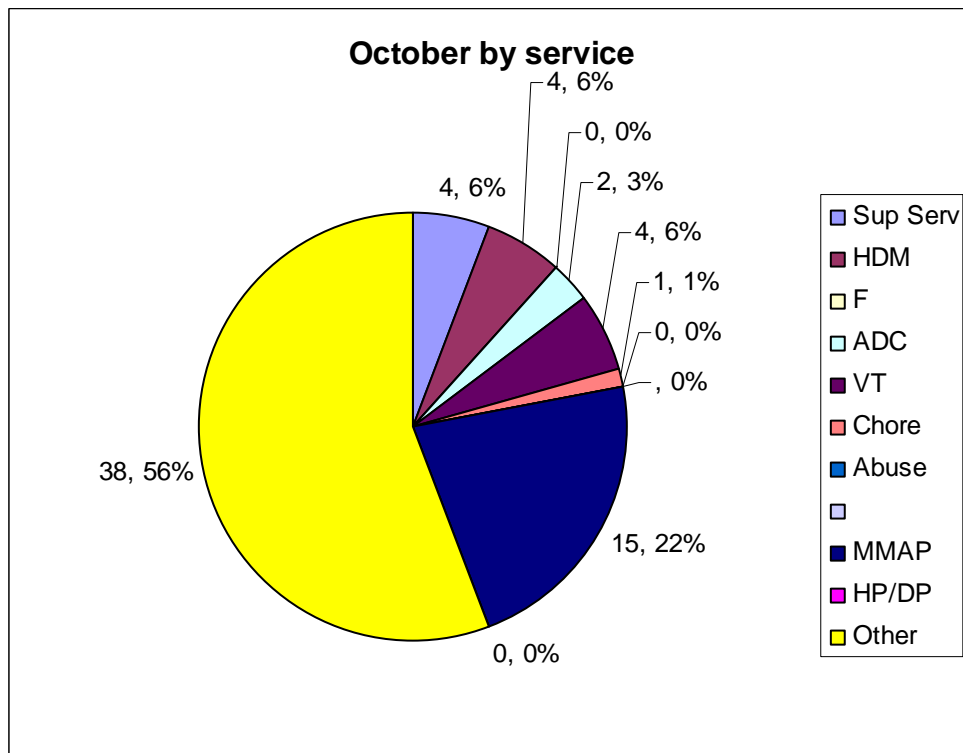
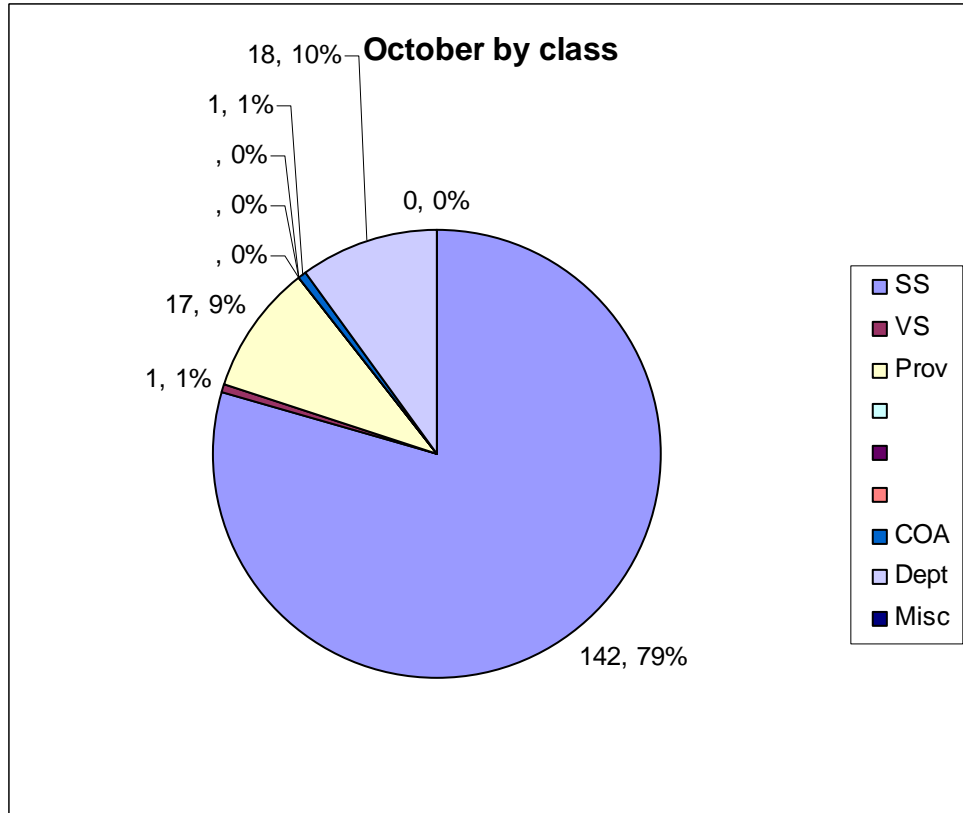
I am wrapping up my 1st official SOAR application. Since we were able to get approval for State Disability, we are pretty certain that we have it covered. This individual was homeless in June and is looking at becoming homeless again Dec. 1. We have crossed every "T" and dotted every "I". We hope for a positive determination, which should come the 1st week of December. I assisted a gentleman a couple of months ago through the Social Security Disability process, whereas I became his representative. A couple of weeks

ago, we received word that he has been approved for disability and recently received his 1st check. He was going to be out on the streets by Nov. 1, if something didn't happen for him. He also has complete insurance.

There were a couple of days that I had to look at my agenda multiple times to see what was coming up next. Thankfully, those days were conquered 😊

Our in home support wait list is currently just under 70. There is immediate availability for home delivered meals, volunteer transportation and adult day care.

I & R Log
October 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
Recommend By-Laws revision to BOC	9/21/2010	Pass	9/22/2010			
Thank you letter for Naomi Whetzel	8/24/2010	Pass	N/A	N/A	N/A	COMPLETE
Establish Transportation Workgroup consisting of Eleanor Nielsen, Paul Visscher & George Waden.	8/24/2010	Pass	N/A	N/A	N/A	COMPLETE
Recommend DeLano Foundation Grant to BOC for PERS units	8/24/2010	Pass	8/25/2010	9/9/2010	Pass	CANCELLED
Recommend Thome grant to BOC for operating expenses	8/24/2010	Pass	8/25/2010	9/9/2010	Pass	COMPLETE
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, 8/24/10	Pass	6/17/2010	9/23/2010	Pass	COMPLETE
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

COMMISSION ON AGING
ACTION ITEMS LOG
2010

Recommend to the BOC that the ballot language for the senior millage be approved	4/20/2010	PASS	4/21/2010	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
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.	2/16/2010	PASS	2/17/2010	3/11/2010 - Executive Comm. BOC on 4/22/10	PASS	COMPLETE

COMMISSION ON AGING
ACTION ITEMS LOG
2010

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.	2/16/2010	FAILED	N/A	N/A	N/A	
ELECT DON BLACK AS CHAIRPERSON	1/19/2010	PASS	N/A	N/A		COMPLETE
ELECT TERRY BURNS AS VICE CHAIR	1/19/2010	PASS	N/A	N/A		COMPLETE
Recommend to the BOC to move forward on the Mobility Manager Grant (and cash match) as part of the transportation program restructuring	1/19/2010	PASS	1/20/2010	1/29/2010	PASS	COMPLETE

Quality Survey Results for Volunteer Transportation

November 2010	Comments
When asked if the ride scheduler is courteous and helpful when called:	
100% responded yes	1. Very helpful & courteous.
When asked how long it typically takes to get a call back:	
Answers ranged from 1-4 days	
When asked if their driver arrives when expected:	
100% responded yes	1. There was 1 time in early Oct when the driver did not show up & client had to cancel doctor's appt, client called ACRDC and to this day client does not know what happened. 2. Sometimes they arrive early.
When asked if the driver assists with getting them to and from the car and help with packages:	
100% responded yes	1. Sally is great!
When asked if they would recommend volunteer transportation to a friend:	
80% responded yes, 20% responded no	1. I have one problem - when I was attending physical therapy twice a week, the driver was snippy and wanted to know how much longer I had to go.
When asked if their driver obtained their signature each time:	
100% responded yes	
When asked if they are aware of the other programs offered through the Senior Millage:	
100% responded yes	
Additional Comments:	
1. Good program!	
2. It's been great!	
3. I'm so grateful for volunteer transportation.	
4. Volunteer transportation is very, very good. They treat me nice, are courteous and help me walk when there is ice	

