

# 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, December 14, 2010 – 1:00 p.m.  
Spartan Room – Human Services Building

### COMMISSIONERS

Don Black  
269-792-6446  
[dblack@allegancounty.org](mailto:dblack@allegancounty.org)  
(Shelbyville)

Terry Burns  
616-355-2525  
[tburns@allegancounty.org](mailto: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](mailto:sbrooks@allegancounty.org)  
(Allegan)

Patricia Pera  
269-543-3791  
(Fennville)

Nancy Schmitt  
269-694-9305  
(Otsego)

Paul Visscher  
269-857-4522  
(Saugatuck)



### **HOLIDAY POTLUCK 1:00 – 1:30 PM**

#### **CALL TO ORDER:**

#### **CONFIRMATION OF QUORUM:**

#### **APPROVE MEETING MINUTES from November 16, 2010 (*Attachment A*)**

#### **COA MEMBER TIME:**

#### **INTRODUCTIONS/PUBLIC PARTICIPATION:**

1. Presentation - Janet VanDyk from ACRDC

#### **DISCUSSION:**

1. Transportation Sub-Committee update (*Attachment B*)
2. Elder Abuse Prevention Coalition Training
3. Vacant board member seat
4. Strategic Planning/Annual Meeting Discussion
5. Jeremy Bloom information (*Attachment C*)

#### **ACTION:**

1. 3<sup>rd</sup> Quarter Report approval (*Attachment D*)

#### **DIRECTOR'S REPORT: Sherry Torres (*Attachment E*)**

#### **REPORTS/MISC:**

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

#### **ROUND TABLE**

#### **ADJOURNMENT:**

**NEXT MEETING: January 18, 2011, Zimmerman Room**  
**Strategic Planning, 8:30 am to 2 pm Annual meeting to immediately**  
**follow 2pm – 3pm**

#### **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, November 16, 2010 – 1:30 pm  
Spartan Room – Human Services Building  
3255 122<sup>nd</sup> Avenue, Allegan, MI 49010

### COMMISSIONERS

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Patricia Pera  
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(Fennville)

Paul Visscher  
269-857-4522  
(Saugatuck)

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

**MOTION TO APPROVE MEETING MINUTES OF OCTOBER 16, 2010:**  
**Pat Pera** moved and **Eleanor Nielsen** seconded. **All voted yes – motion carried.**

### **INTRODUCTIONS:**

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

Members absent: Doris Hawkey

### **COA MEMBER TIME**

### **DISCUSSION:**

1. Transportation Sub-Committee update
2. Elder Abuse Prevention Coalition Training
  - Training to be held Tuesday, December 15, 2010 in the Spartan Room. The training class is to establish a coalition only and will not include elder abuse prevention training. Save the date flyers were sent out the week of November 08, 2010 and RSVP's will be sent out the week of November 22, 2010.
3. December 14, 2010 meeting will be a Holiday gathering including a potluck starting at 1:00 p.m. Please bring a dish to pass and also a \$2.00 donation for Terry Burns.
4. Vacant board member seats – 1 seat has been filled with new member, **Nancy Schmitt** from Otsego. There is 1 remaining seat to fill, looking for someone in the Hopkins, Monterey, Dorr or Salem areas.
5. Fund Balance Discussion – We have a fund balance of approximately \$630,000 and need to maintain a balance of \$250,000 which is approximately 3 months of operating expenses. Sherry Torres met with David Vanderovaart and discussed ramping up services by 15% per year over the next 10 years to help reduce the wait list.
6. Strategic Planning/Annual Meeting Discussion to be held on January 18, 2011. The meeting will begin at 9:00 am and lunch will be pizza and salad.
7. By-Laws review – Agenda item for December meeting.

### **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”

**ACTION:**

1. 2011 Contract Approvals

Date:	November 16, 2010									
Subject:	2011 Contract Approvals									
Moved:	Sally Brooks									
Second:	George Waden									
Motion:	Motion made for the approval of the 2011 Service Provider Contracts.									
Black	Brooks	Burns	Hawkey	Miller	Nielsen	Pera	Visscher	Waden		
Y	Y	Y	Absent	Y	Abstain	Y	Y	Y		

2. Strategic Planning Session scheduled for January 18, 2011 from 9:00 a.m. – 3:00 p.m.

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

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

**REPORTS/MISC:**

1. Outreach & Assessment Report presented by **Rebekah Walton**
2. I & R Log
3. COA Action Items Log
4. Financials (unavailable)
5. Quality Survey Results for Volunteer Transportation

**ROUND TABLE**

**ADJOURNMENT:**

Moved by **Terry Burns** and seconded by **George Waden**. All voted yes – motion passed. Meeting adjourned by Chairperson, **Don Black** at 3:30 p.m.

**NEXT MEETING: December 14, 2010 – Spartan Room – 1:00 p.m.**

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## Transportation Sub-Committee Meeting Minutes

December 1, 2010 – 10:00 am  
Allegan County Transportation  
750 Airway Drive, Allegan, MI 49010

### COMMISSIONERS

Don Black  
616-792-6446  
[dblack@allegancounty.org](mailto:dblack@allegancounty.org)  
(Shelbyville)

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Paul Visscher  
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**Members Present:** Don Black, Tammy Chapin, Sherry Torres, Paul Visscher,

**Members Absent:** Eleanor Nielsen and George Waden

**Guests Present:** Candy Boylan, Janet Van Dyk, Vicki Loll and Dan Wedge

### DISCUSSION:

1. Educational Tool Review - Sherry Torres to make recommended changes to flyer
2. Discussion on distribution of educational tool – suggestions include Allegan News, senior housing, home delivered meals, meal sites, volunteer drivers, doctors offices, Allegan Hospital, clinics, dialysis center, Allegan CMH, churches, disability network, Department of Human Services and township halls. We will stagger the distribution of the educational tool, sending out every 2 weeks.
3. Training review for Tammy – training at ACT following today's meeting, training at ACRDC on December 7, 2010 1-3 pm and training at Casco to be determined at a later date
4. E-mail Tammy with referrals for scheduling trips
5. Creation of timeline for program – planned start date is January 1, 2011

### NEXT STEPS FOR SUB-COMMITTEE:

1. Frequency of meetings going forward – COA Transportation Sub-Committee members will meet on December 14, 2010 at 12:00 pm
2. Creation of forms/paperwork, etc for volunteer pool – new assessment form should be available within the next week
3. Publicizing volunteer opportunities – Don Black suggested that Sherry Torres contact Sara Miller and Doris Hawkey
4. Report showing types of trips and how many and cost vs. rides
5. Check history in 6 months after start of program to see if there is growth in types of trips provided
6. Track unmet trips, types of trips and location of unmet trip on a monthly basis

### FINAL THOUGHTS:

Sherry Torres thanked ACT and ACRDC for their input and support through this process.

**Next meeting for COA sub committee: 12/14/10 12:00 – 1:00 ACDSS offices**

**Next meeting with providers: January 19, 2011 – 10:00 am**  
**Allegan County Transportation**  
**750 Airway Drive**  
**Allegan, MI 49010**

**Attachment B**

### 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"

ALLEGAN COUNTY  
DEPARTMENT UPDATE

DEPARTMENT: Senior Services

By: Sherry Torres, Director

PERIOD OF REPORTING: Quarterly

July 1, 2010 through September 30, 2010

LIST OF ONGOING PROJECTS:

1	Monitoring of contracts
2	Marketing/Public Relations/Outreach
3	Transportation Restructuring
4	Work with COA continue to move forward on goals and projects
5	Case Coordination with Outreach and Assessment Coordinator
6	Staff and Professional Development

DEPARTMENT BENCHMARKS/STATISTICS:

Project #	MEASUREMENT
1	Completed annual assessments of all Service Providers – all were satisfactory.
1/3	Volunteer Transportation contract with ACRDC up and running
2	Presented to Rotary groups, townships, senior housing establishments on services and programs of ACDSS
2	Participated in Senior Day at the Fair
2	Met with Lions Club representative to collaborate with that organization for hearing aids
2	Met with the Directors of our Service Provider Agencies and continued work on goals and plans

2	Senior Millage Passed!
3	Mobility Management Grant successful – begin work on Tammy Chapin's reclassification
4	Travel meetings throughout county
5	Continued efforts in case coordination with staff
6	Rebekah Walton completed her training with SCREEN project which provides assistance in financial planning and fraud/scam prevention. Additionally, she completed SOAR training which prepared her to complete Social Security and SSI claims.

OTHER ITEMS: Caregiver Retreat planned for 4<sup>th</sup> Quarter.

## Director's Report

Greetings Friends!

Well, we've made it through our first year together! I think I can honestly say that it's been the fastest year I can remember! As I look back at all we've accomplished, I am amazed and feel truly blessed to have a board that is engaged and truly cares about making the lives of the senior population better and a staff that is just as committed. Now we just need a plan of action that we can all agree on for 2011, and we're off and running!

On January 18<sup>th</sup>, we can create the framework for our plan of action together. As we begin our meeting next Tuesday, I will have a little questionnaire for each of you to complete regarding meeting days and times, etc., so we can have that information on the 18<sup>th</sup>. We will discuss many different areas such as service provision, fund balance, funding options, and board education topics. As we move through each of these areas and make decisions that reflect how to proceed, we will be building a strategic plan that we can present to the Executive Team and the Board of Commissioners. There will be opportunities for things that come up throughout the year to be added to the plan, but this gives us a jumping off point. I'm very excited about this process.

At the end of the day, we will have our 2010 Annual Meeting. Per our By-laws, we will elect officers, and recap the year. During our meeting Tuesday, we need to decide how we want this meeting to look, if we want to acknowledge anyone with a certificate, etc. I would like to invite our service providers, County Administration and the Commissioners.

I had the opportunity to meet with the new Interim Director for ACRDC. Her name is Vicki Loll, and she is very enthusiastic and ready to build some collaborative efforts. We discussed our organizations working together and building programs that support seniors together in the coming year. I will be talking about that a bit during my report at the meeting, but I felt very optimistic about the time spent with her and Janet VanDyk.

As you all know, Wednesday, December 15<sup>th</sup>, is our first Elder Abuse Prevention Coalition meeting. This is also strategic planning and I am very excited watch and learn how to move through the process effectively and efficiently. I think this will be a very important project in 2011, and it's one that I am very passionate about.

During the recent MACC executive meeting, it was decided that we will bring back the Senior Issues Workgroup in 2011. I will chair that committee, and our

goals for 2011 will include senior housing, transportation and in-home services. I will keep you informed of this group's progress through the year.

The transportation sub-committee continues to work on our transportation plans for 2011. Don and I discussed how best to proceed with this sub-committee and we decided that those minutes will be part of the overall board packet going forward. They are included at **Attachment B**.

Please review the set of "Things to consider" again and add your own thoughts and notes to it for the January meeting. This is your chance to make sure we are considering issues and concerns that are important to you and your community. No idea or issue should be considered small or insignificant. Remember – the only dumb question or idea is the one you don't ask!

I look forward to our holiday celebration before the meeting next Tuesday. Please remember to bring a passing dish and a couple of dollars for Terry to offset the cost of the chicken and all the trimmings.

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 3<sup>rd</sup> 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 3pm 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?

### **2. What have we accomplished this year?**

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

### **4. 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?

### **5. What other funding streams are available & should we pursue them?**

- a. AAA funding for Outreach and/or transportation

### **6. 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).

**7. 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 questions in our minds:

1. What is already working well
2. What can we do more of, better or differently to achieve even more positive results
3. What is holding us back

Outreach and Assessment Coordinator Report- November 2010  
Prepared by Rebekah Walton

I don't have a lot to say about the month of November. Granted, it was busy, but I also don't want to bore you (a lot of Medicare stuff). I did meet with nearly 30 individuals for 1:1's in my office. I also spent two says at Casco Senior Care helping their seniors with evaluating their Medicare issues. I spent a full day at Community Church of Douglas. It was nice to see many familiar faces from last year's workshops and new faces that were referrals to those that I have assisted.

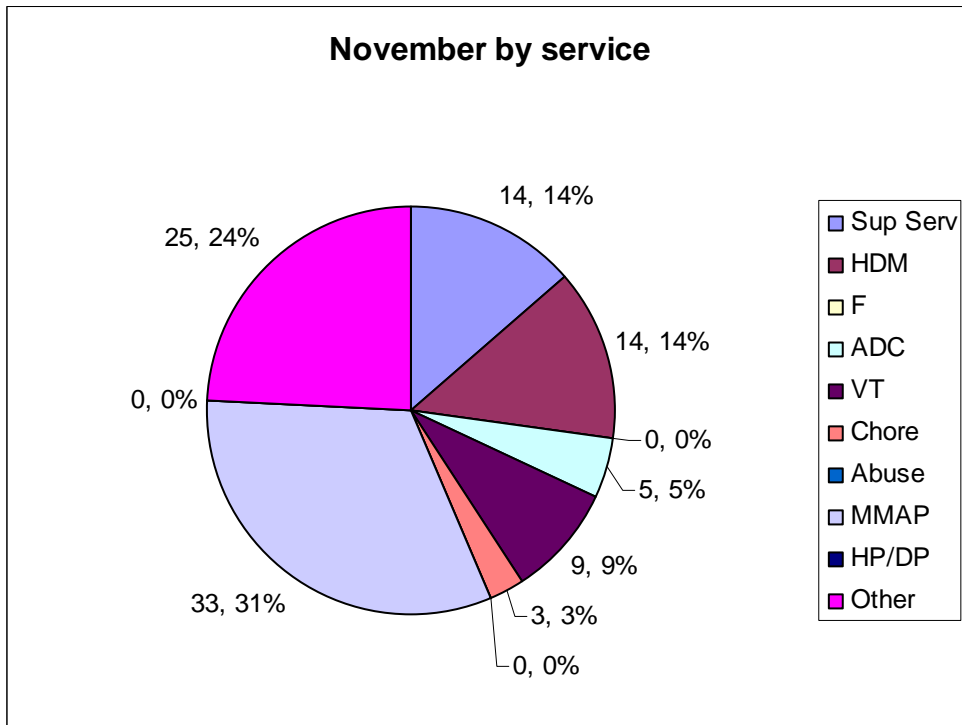
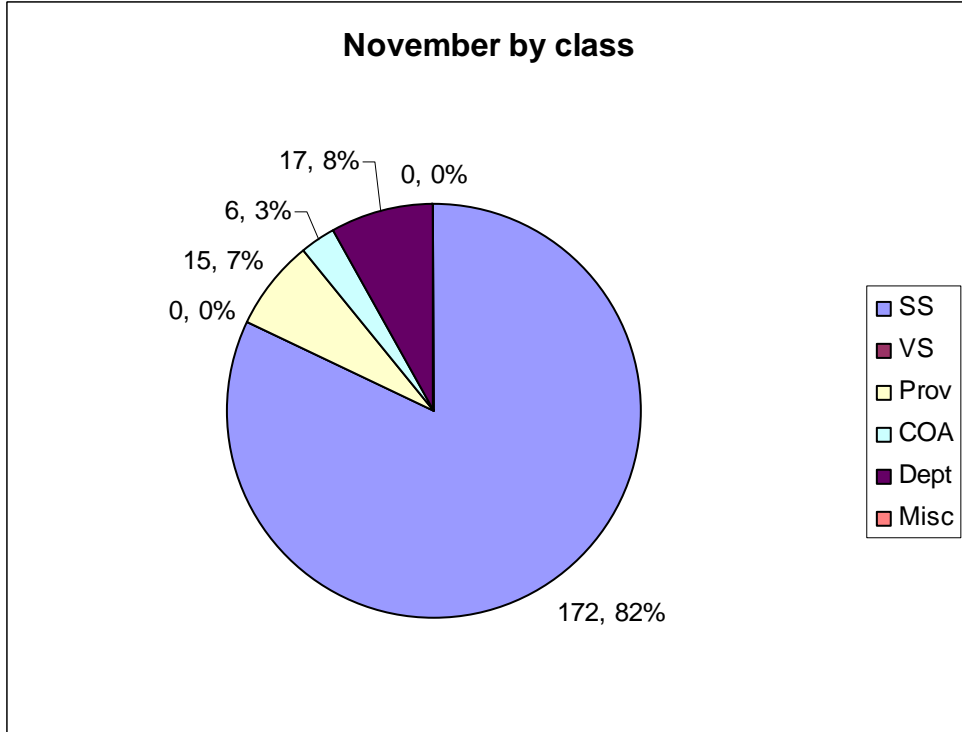
I had one moment that left me happy as a clam for the remainder of the day. On my first day at Casco Senior Care, I met with a "repeater" from last year. I remembered how hard we worked on her situation last year. I was excited when she looked at me and said "You did it". I asked her "what did I do"? She replied, "I didn't hit the donut hole this year and it looks like I'm not even going to be close. I've never had that happen before. I always hit the donut hole". Of course I was smiling from the inside out. I had a couple of other workshops scheduled, however did not hear back when I called to verify things. ☹

I completed my first SOAR application. On 12/7/10, I was notified that the individual's state disability was approved, which will assist with some income until we hear whether federal SSI is approved. This information will buy this individual another month of housing; which is great news.

We had our first Unmet Needs application approved. A senior living on a tight budget was looking for some assistance with obtaining a lift recliner, which can be quite costly. The senior is very happy with her new chair.

We had a lot of discharges throughout the month and were able to move some folks off of the wait list. We currently have just over 50 on our wait list for in home supports. There are immediate openings for volunteer transportation, home delivered meals and adult day care.

I & R Log  
November 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
2011 Contract Approvals	11/16/2010	Pass	11/17/2010	12/9/2010		
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

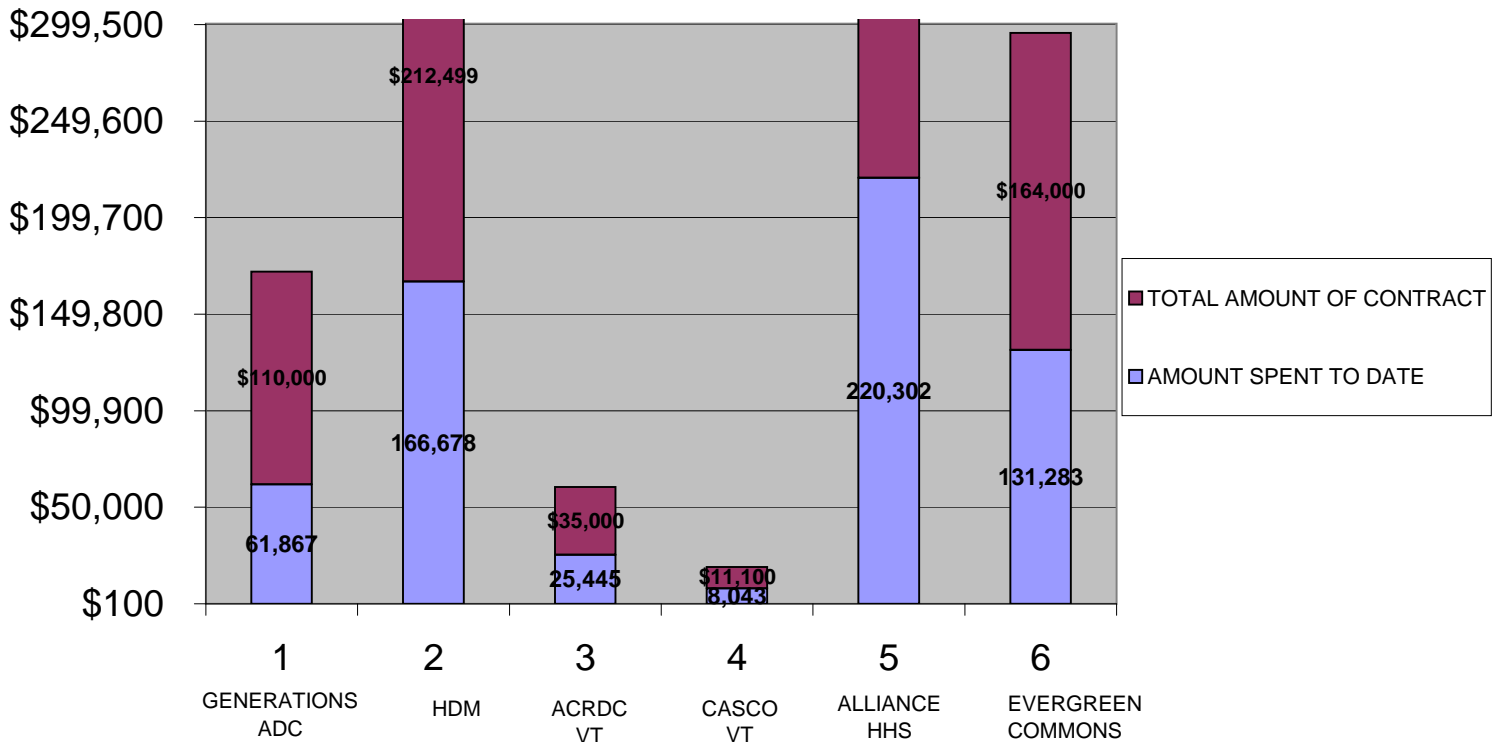
COMMISSION ON AGING  
ACTION ITEMS LOG  
2010

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

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

	Number Served		Number of Units		Cost	
	Current	YTD	Current	YTD	Current	YTD
ACRDC-HDM	223	2083	3,225	33,269	\$16,157	\$166,678
ACRDC-VT	47	187	8,703	28,591	7,746.00	\$25,445.00
CASCO-VT	11	83	44	464	866.86	\$8,043.00
ALLIANCE HHS	106	1093	1,198	12,167	\$21,658.50	\$220,302.00
EVERGREEN COMMONS	99	1013	760	7,369	\$13,689.00	\$131,282.75
GENERATIONS ADC	17	142	1043.5	9,253.00	8,257.14	\$61,867.10

## 2010 CONTRACTS REPORT





County of Allegan  
 Department of Senior Services  
 Monthly financial Review  
 Information Through October 2010

Revenues	Adjusted Budget	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Budget Variance
Fund Bal (Jan 1)	\$496,035														
Revenue Budget	\$1,036,635	\$0												-	1,036,635
<b>Total Revenue</b>	<b>\$1,532,670</b>	<b>\$0</b>												-	<b>1,036,635</b>
<b>Exp</b>															
Personnel	\$162,437	\$17,488	\$16,634	\$17,653	16,205.00	17,634	17,575	17,763	not avail	not avail	not avail			120,952	41,486
Other Admin	\$13,300	\$674	\$198	\$1,279	375.00	795.00	858.93	682	652	193	1,142			6,849	6,451
Outside Contract	\$860,898	\$61,719	\$54,789	\$62,313	62,992.00	62,229.24	54,362.52	59,047	59,401	63,954	71,305			612,112	248,787
<b>Total Op Exp</b>	<b>\$1,036,635</b>	<b>\$79,880</b>	<b>\$71,622</b>	<b>\$81,245</b>	<b>79,572.00</b>	<b>80,658</b>	<b>72,796</b>	<b>77,492</b>	<b>60,053</b>	<b>64,147</b>	<b>72,447</b>	<b>-</b>	<b>-</b>	<b>739,912</b>	<b>296,723</b>
End Fund Bal (12/31)	\$496,035	\$496,035	\$496,035	\$496,035	\$496,035	496,035	493,035								
<b>Total Expense</b>	<b>\$1,532,670</b>	<b>\$1,452,790</b>	<b>\$1,381,168</b>	<b>\$1,299,923</b>	<b>1,220,351</b>	<b>1,139,693</b>	<b>1,066,897</b>	<b>989,405</b>	<b>929,352</b>	<b>865,205</b>	<b>792,758</b>	<b>792,758</b>		<b>1,479,823</b>	

Quality Survey Results  
Home Delivered Meals

December 2010	Comments
<b>When asked if the office staff are courteous and helpful:</b>	
40% responded yes, 60% have not called	
<b>When asked if their meals arrive when expected:</b>	
80% responded yes, 1 person responded no stating they are in bed when meals arrive.	
<b>When asked if the driver that delivers their meals is courteous:</b>	
100% responded yes	Very nice!
	The guy is very nice!
<b>When asked if they enjoy the meals receive and if there is enough variety:</b>	
100% responded yes	I have to re-season a lot of it, but the spiced cabbage with mashed potatoes is really good!
	I enjoy them, there's a lot of greasy food, but it's good.
	I only receive Ensure.
<b>When asked if they would recommend Home Delivered Meals to a friend:</b>	
100% responded yes	I would but, the only thing is the green beans are the toughest darn things! (Client also stated that she does not have her teeth yet)
<b>When asked if they are aware of the other programs offered through the Senior Millage:</b>	
80% responded yes, 20% responded no	I have Alliance come in and they are life savers!
<b>Additional Comments:</b>	
1. Everybody is really nice	
2. Plenty enough food, I have no complaints.	

