

Allegan County Commission On Aging



3255 122nd Ave., Suite 103
Allegan, MI 49010
269-673-3333
1-877-673-5333
269-673-0569 Fax
<http://www.allegancountycoa.org>

Chairperson: Don Black
Vice Chairperson: Terry Burns

COMMISSION ON AGING MEETING -Agenda

Tuesday, February 15, 2011

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

Vacant

MEMBERS AT LARGE

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

Patricia Pera
269-543-3791
(Fennville)

Nancy Schmitt
269-694-9305
(Otsego)

Paul Visscher
269-857-4522
(Saugatuck)

CALL TO ORDER:

CONFIRMATION OF QUORUM:

APPROVE MEETING MINUTES from January 24, 2011 (*Attachment A*)

INTRODUCTIONS:

COA MEMBER TIME:

DISCUSSION:

1. Wait List Update
2. Membership Update
3. Changes to the invoices for 2011 (*Attachment B*)
4. Letter of Support for ACT 5 Year Plan (*Attachment C*)

ACTION:

1. Move to recommend BOC allocated funds to clear wait lists and replenish the specialized services fund
2. Move to formally remove Naomi Whetzel from COA Board
3. Move to accept Doris Hawkey's Resignation
4. Move to recommend BOC elect two new members
5. Move to place Medicaid Waiver Clients at the top of all wait lists
6. Move to support and sign the letter of intent for ACT 5 year plan

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 2010 final (*Attachment H*)
5. Quality Survey Results (*Attachment I*)
6. Website performance Results (*Attachment J*)

Complete SWOT Analysis (*Attachment K*)

ROUND TABLE

ADJOURNMENT:

NEXT MEETING: March 15, 2011 in the 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
Strategic Planning Session & Annual Meeting - Minutes
Monday, January 24, 2011
Spartan Room – Human Services Building

COMMISSIONERS

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

Terry Burns
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Strategic Planning Session 8:30 am – 2:30 pm

SWOT Analysis:

Strengths:

- Service provision
 1. Providers
 2. Partnerships
 3. Strategy & evaluations
- Cohesive membership
- Commitment
- Staff
- Understand purpose

Weaknesses:

- Planning for the Boomers
- Lack of understanding/awareness with general public
- Prevention programs
- Board memberships

Opportunities:

- Allegan County Elder Abuse Prevention Coalition
- Grant writing
- Allegan County Medical Care Community – Home Delivered Meals
- Inter-agency collaborations

Threats:

- Loss of Senior Millage
- Lose focus on purpose and strategy
- Loss of providers, change of providers, loss of synergy-rapport
- Loss of Board cohesiveness

Services:

- Request for Proposal (RFP) process
 1. Should there be 3 year contracts
 2. Ask providers for pros/cons
- Loan closet
- Transportation efficiencies
- Move Medicaid Waiver eligible clients to top of list

Mission Statement

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- Board education on guardianships - February meeting
- \$5,000 for lifelines and hearing aids
- \$5,000 for caregiver training/support, partner needy clients to CNA's
- Cost sharing, what other counties are doing – March/April meeting

Projects/Focus Areas for 2011:

- Cost to relocate
- Create Senior Directory

Fund Balance:

- Wait list – agenda item for February 15, 2011 meeting
- Visit other Commission on Aging locations
- \$5,000 for Lifelines
- \$5,000 for caregiver training/support
- Project Fresh
- Look at 2 years of payments to service providers to determine trends
- Look at core services & percentage of funds for each
- David Vanderovaart - March meeting

Annual Meeting

Call to Order: Annual Meeting called to order by Chairperson, Don Black at 2:30 p.m.

Confirmation of quorum

Motion to approve meeting minutes of December 14, 2010:

Eleanor Nielsen moved and Paul Visscher seconded. All voted yes – motion carried.

Introductions

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

Members absent: Doris Hawkey and Pat Pera

Guests present: Mark DeYoung, Candy Boylan, Lauraann Fisher, Valerie Holmes, Jennifer Lemkuil, Vicki Loll, Kim Turcott, Jo VerBeek and Dan Wedge

Discussion:

By-Laws revision, moved to action

Action:

1. Certificates of Recognition for exceptional service to seniors of Allegan County awarded to:
 - Kim Allen – ACRDC Home Delivered Meals driver
 - Jan Baar – ACRDC Home Delivered Meals driver
 - Kevin Baar – ACRDC Home Delivered Meals driver

- Allegan County Medical Care Community – Generations Adult Day Care
- Allegan County Resource Development Committee
- Alliance Home Health Care Services
- Casco Senior Care Program
- Evergreen Commons

2. Election of officers

Motion made for Chairperson nominations - Don Black nominated by Terry Burns and seconded by Sara Miller. Motion made to close nominations, moved by Terry Burns and seconded by Sara Miller. All voted yes – motion carried.

Motion made for Vice Chairperson nominations, Terry Burns nominated by Sara Miller and seconded by George Waden. Motion made to close nominations, moved by Sara Miller and seconded by Nancy Schmitt. All voted yes – motion carried.

3. Recommend By-Laws revision to BOC

Date:	1-24-11									
Subject:	Recommend Approval of By-Laws to BOC									
Moved:	George Waden									
Second:	Eleanor Nielsen									
Motion:	Motion Passed.									
Don Black	Sally Brooks	Terry Burns	Doris Hawkey	Sara Miller	Eleanor Nielsen	Pat Pera	Nancy Schmitt	Paul Visscher	George Waden	
Y	Y	Y	Absent	Y	Y	Absent	Y	Y	Y	

4. Approval of 2011 meeting calendar:

Moved by Nancy Schmitt and seconded by George Waden. All voted yes - motion carried.

5. Membership update – agenda item for February 15, 2011 meeting

6. COA board member, Doris Hawkey, resigned on January 21, 2011 and was awarded a Certificate of Recognition for her service to the COA and contribution to the citizens of Allegan County

Adjournment:

Eleanor Nielsen moved and Paul Visscher seconded. All voted yes – motion carried. Meeting adjourned by Chairperson, Don Black at 3:15 pm

Next Meeting:

February 15, 2011, 1:30 pm in the Spartan Room

Minutes respectfully submitted by Tammy Chapin, Secretary for Allegan County Department of Senior Services.



Allegan County Department of Senior Services Financial Invoice

Month of Service: 2011

Invoice #

Service Provider: ALLIANCE HOME HEALTH CARE SERVICES, INC.

SERVICE: IN-HOME SUPPORTS
1 UNIT = 1 HOUR OF DIRECT CARE

REMIT TO:
ALLIANCE HOME HEALTH CARE SERVICES, INC.
529 EAST 16TH STREET
HOLLAND, MI 49423

	Current	YTD
Seniors Served		
Units Served		
Unit Rate	\$18.00	\$18.00
Donations		
Reimbursement		

	Current	YTD
Clients discharged		
Units discharged		
New clients		
Unit increase		
Client Variance	0	0
Unit Variance	0	0

Total Grant Award	\$292,000.00
Amount Expended YTD	\$0.00
Balance	\$292,000.00
Monthly Target Amt	\$24,333.00 (=1/12 of total award)
Variance	\$24,333.00

Comments:

To the best of my knowledge I verify that this report is true and correct: _____

Date submitted: _____

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February 15, 2011

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

Allegan County
ATTN: Board of Commissioners
3283 - 122nd Ave.
Allegan, MI 49010

SENIOR MEMBERS

Vacant

Dear Allegan County Commissioners:

Community. Independence. Freedom. Opportunity. Choice. Connection.

Sara Miller
269-672-7778
(Martin)

Those are just some of the many benefits that our local public transportation system, Allegan County Transportation (ACT), brings to Allegan County. Whether you're a businessperson, a student, a person with a disability, a senior, or an elected official, public transportation means more for everyone. The benefits include increased employment options for adults, more access to medical care for seniors, and more participation in after-school activities by students.

Eleanor Nielsen
269-673-2728
(Allegan)

George Waden
269-857-3472
(Douglas)

For this reason, the Allegan County Commission on Aging proudly supports the Allegan County Transportation Five Year Strategic Plan as developed by the Allegan County Transportation Workgroup. We strongly believe that the best practices defined within this plan align with ACT's mission of enhancing and promoting economic development and serving the transportation needs of Allegan County residents by providing safe, reliable, and barrier free travel.

Vacant

MEMBERS AT LARGE

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

ACT continues to receive numerous calls from residents and organizations throughout Allegan County that are not eligible for service under the current funding sources. Most of these individuals reside in the service area, but because nearly all of ACT's local funding comes from contracts with local organizations general public riders are not able to access ACT services because of a lack in local funding.

Patricia Pera
269-543-3791
(Fennville)

Nancy Schmitt
269-694-9305
(Otsego)

With the implementation of this plan more residents are provided access and mobility throughout their community. The improvements to Allegan County Transportation over the next five years offer the general public transit options

Paul Visscher
269-857-4522
(Saugatuck)

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"

Attachment C

Page 1 of 2

throughout Allegan County through a Reserve-A-Ride, five community service area system.

The Workgroup noted our concerns and developed a service option that will best meet the needs of the stakeholders in the community, current riders and taxpayers. For this reason, we thank the Workgroup for conducting this research and listening to the needs of Allegan stakeholders. We enthusiastically support the Allegan County Transportation Five Year Plan!

Sincerely,

Don Black, Chairperson

Terry Burns, Vice Chairperson

Sara Miller, Senior Representative

Eleanor Nielsen, Senior Representative

George Waden, Senior Representative

Sally Brooks, Member at Large

Patricia Pera, Member at Large

Nancy Schmidt, Member at Large

Director's Report

Greetings Friends!

I hope you all survived the Ground Hog Day Blizzard! I don't know about you folks, but I will be glad to see spring again! As of today, it's only 37 days away.

On January 24th, we spent the day together working on how we want to do business over this next millage funding cycle. You all brought your ideas and energy to the table and we had a fantastic day. When I stepped into this job a little over a year ago, and came to my first COA meeting in November, I was a little overwhelmed to say the least. If someone had told me then that just a few short months later we would have the cohesive, engaged board that I see before me now, I would have had a difficult time believing them. But that is exactly what I saw on January 24th. You have all worked so hard to accomplish this, and you should be proud of what you see the third Tuesday of every month when you walk into the Spartan Room!

You have in this packet two documents that came from that day. The minutes include the results of the end of the day – the narrowed down version that was a result of **consensus** (another thing that I don't think would have been possible a year ago!!). The other version is a compilation of **all** the ideas and thoughts from that day. I recommend you put that in your binders too. It's important that we keep track of all the ideas so we can refer back to them when we've solved this list we've identified to work on this year.

So now, we did the SWOT Analysis (strengths, weaknesses, opportunities, threats), now what? I will be walking you through how we use that information in our decision making process going forward as part of my Director's Report presentation.

I took a couple of days off to go see my son graduate from basic training, and when I returned, my wonderful staff had called each person on the wait list, and determined if the needs still exist, and if they were interested in an alternate service. Additionally, they worked very closely with the service providers and our wait list for in-home supports as of today is 19 people – all of whom have only been waiting since January 2011!!!! The projected units needed to support these folks for the remainder of 2011 is approximately 39 units per week or approximately \$30,000. Not bad huh? Unfortunately, we also have a wait list now for Home Delivered Meals. I will have the exact wait time for Home Delivered Meals at the meeting. One of the action items on the agenda this month is to recommend funds be transferred from the fund balance to fund the

wait lists, so I wanted you to have this information before being asked to make that decision.

Speaking of fund balance, we should start thinking about narrowing our list of ideas for spending down the fund balance. If you could review the list we created last month, and begin thinking about things we may have missed you will be prepared for next month's discussion. This is a very important topic, and whatever we recommend to the BOC needs to include our plan to sustain it with the next millage renewal. For example, if we recommend that we use fund balance to increase services by 10% over the next three years we will have spent \$24,460 of our fund balance prior to the next millage renewal. This is great if our plan is to ask for .264 mils in the next renewal (our current revenue levels plus 10%); however if we are not planning that increase, we will either have to cut services at the end of the three years, or spend year three of the increase using the discharges to bring us back down by 10% which will mean we end up with a wait list.

I would like to finalize a list of proposed spending next month so I can present it to David Vanderovart for his review. I will ask David to come speak with us at the April meeting and provide guidance regarding our requests. This will enable us to propose a sound recommendation to the BOC that will be supported by the Executive Team.

Friday, February 11, 2011 is the next Elder Abuse Prevention Coalition meeting. Steve Chambers, from Citizens for Better Care will provide a presentation on the many faces of elder abuse. These meetings are set to occur on the second Friday of each month, in the Zimmerman Room, from 10:00 to 11:30 am. Please add these meetings to your busy calendars, and attend as you are able. There is a lot of energy in this group and I am confident we will do great things over the next few months and beyond this grant period.

Tammy and I are busy working to get the transportation program working as efficiently as possible. I think the sub-committee will agree that a lot of good work has been done:

- √ We have full year contracts for both of our transportation providers instead of extensions. This allows these agencies to plan for the entire year instead of existing in three month cycles.
- √ We developed a consistent definition of what is considered a new client vs. an existing client.
- √ Due to our recent articles in the newspapers, we are starting to receive phone calls from citizens interested in being volunteer drivers and are taking applications. This driver pool will complete the final component to

- √ We are establishing a flat rate for out of county trips through the Specialized Services program that will charge each senior a flat rate (\$15 was the number that we discussed). This is a manageable amount that will allow seniors the ability to afford this service for vital medical appointments.

We recently sent out requests to both ACT and ACRDC asking for the names and addresses of all clients that are currently transported to meal sites (We started with the easiest category). We will then try to see if one agency can do all the clients in a given area instead of ACRDC picking up one or two and ACT picking up one or two. If we can get them all in one vehicle, that frees up extra dollars for more rides! We will work through each of the categories to make sure that all the regular rides are done efficiently as possible.

Lastly, during the strategic planning session, we discussed lending our support to the ACT five year plan for transportation which includes a Reserve A Ride program. At the meeting next week, I will have a letter of support for us to take action on. This proposed plan would solve a lot of our transportation issues, and I feel it is worthy of our support.

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

Outreach and Assessment Coordinator Report
December 2010 & January 2011
Prepared by Rebekah Walton

Two final Medicare workshops were completed at Love Inc. in Pullman and the other at the Harbours Apartments in Douglas. I had many one on ones in my office. I know I've mentioned it before, but I feel very fortunate to have such a wonderful relationship with our DHS office. The supervisors upstairs are very supportive of our mission.

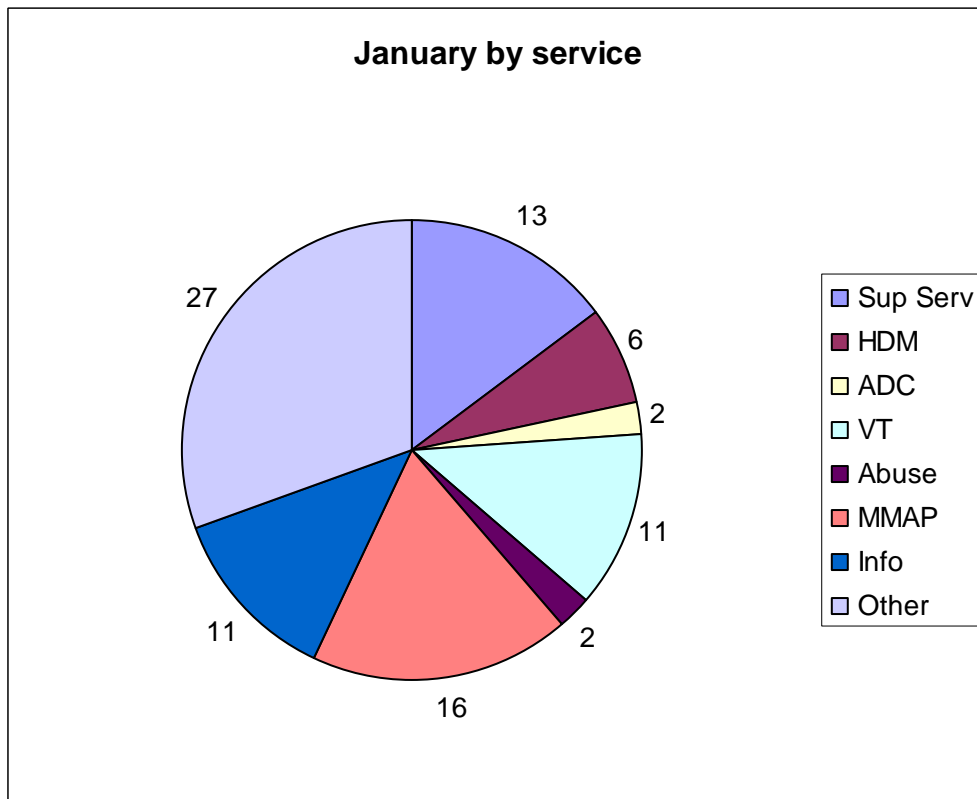
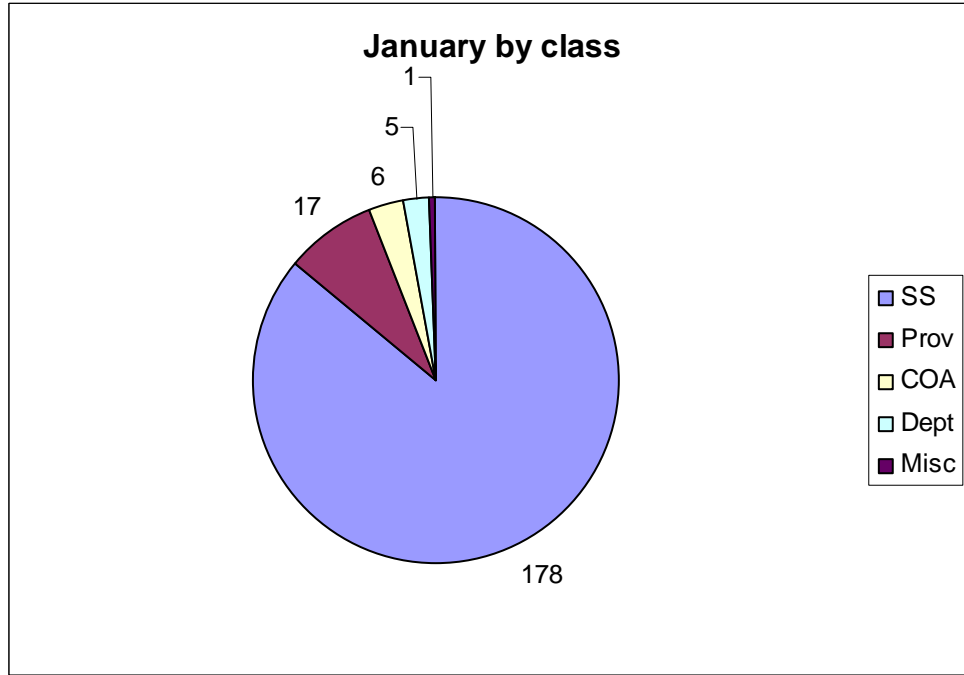
Wrapping up the 2010 Medicare open enrollment, it is estimated that I assisted nearly 100 individuals in two months. There were many telephone calls that were not counted in that estimation and do not include duplicate contacts. While I'm on the topic of open enrollment, something to keep in mind for 2011, is the open enrollment period will be changing from prior years. Medicare open enrollment for 2012 will begin on Oct. 15th and will end on December 7th. I plan to send out a notice in September to those that I have assisted in the past.

I had the opportunity to have some time off the week of Christmas. I didn't get to do anything extravagant, but it was nice having the time with my family.

By the end of January, we had 60 individuals on our in home support wait list. By the beginning of February, we had only 9 waiting for services. Eight of those nine have specifically requested one of our providers, who is currently at their max. There is a short wait list for Home Delivered Meals, however since they receive referrals from hospitals and home health agencies, we do not have a complete list of those who are over the age of 60.

The first week back in the office after the New Year, I had two potential SOAR (expedited Social Security claims) clients. One has been out of touch with me, however the other is nearly complete. My first SOAR applicant was approved at the Federal level in the middle of January. He was approved for SSDI, which will allow him to keep his Medicaid coverage vs. not having health coverage until he turned 65, which he is 2 two years away from. I assisted another individual with the Social Security process, and he too was approved at the Federal level. The process normally takes a couple of years, however the actual SOAR took 52 days and the other took 104 days (non-SOAR, however had representation for the application process).

I & R Log
January 2011



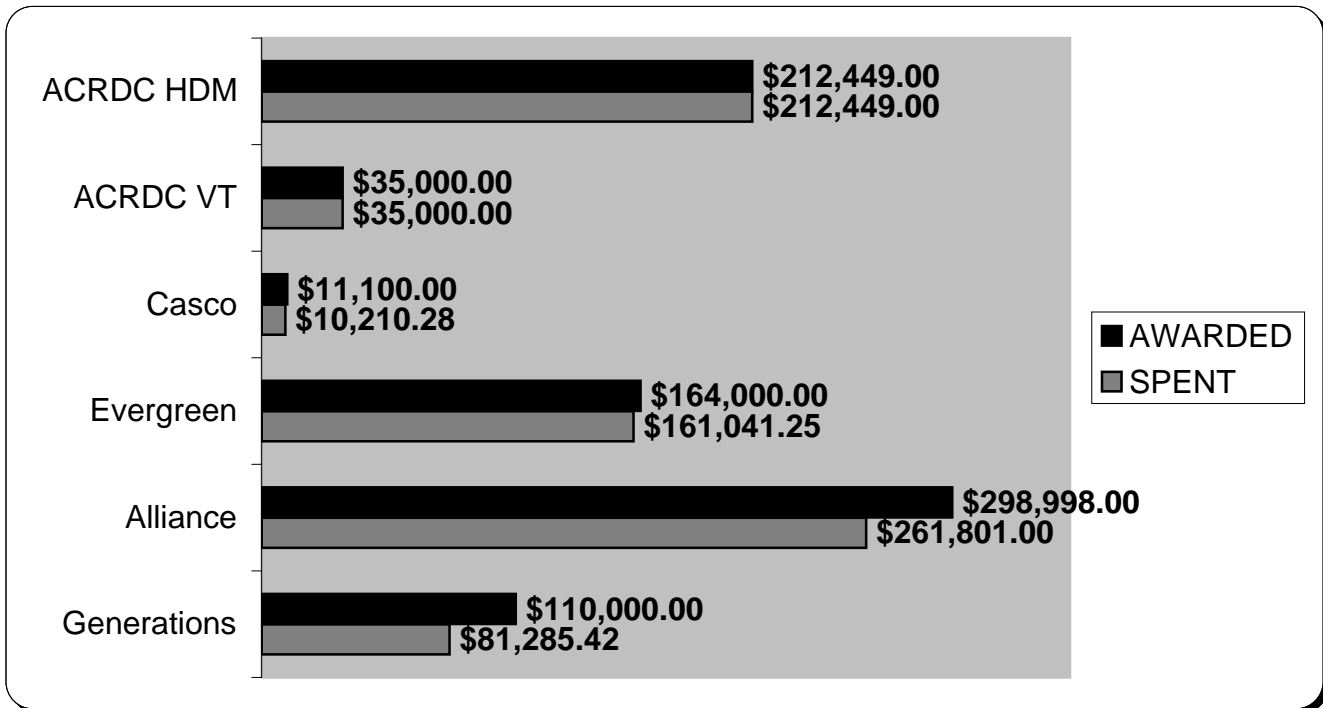
COMMISSION ON AGING
ACTION ITEMS LOG
2011

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	1/25/2011			

2010 FINANCIALS (YEAR END)

Begin Fund Bal (Jan 1)	\$496,035		
Revenue Budget	\$1,036,635		
Total Revenue	\$1,532,670		
EXPENDITURES			
	SPENT IN 2010	ALLOTED FOR 2010	VARIANCE
Personnel	\$153,110.00	\$162,437.00	\$9,327.00
Other Admin	\$12,698.60	\$13,300.00	\$601.40
Outside Contract	\$726,291.78	\$860,898.00	\$134,606.22
Total Op Exp	\$892,100.38	\$1,036,635.00	\$144,534.62
End Fund Bal (12/31)	\$599,836.00		

FINAL REPORTING FOR CONTRACTED SERVICES 2010



2010 FINANCIALS (YEAR END)

	SPENT	AWARDED	VARIANCE
Generations	\$81,285.42	\$110,000.00	\$28,714.58
Alliance	\$261,801.00	\$298,998.00	\$37,197.00
Evergreen	\$161,041.25	\$164,000.00	\$2,958.75
Casco	\$10,210.28	\$11,100.00	\$889.72
ACRDC VT	\$35,000.00	\$35,000.00	\$0.00
ACRDC HDM	\$212,449.00	\$212,449.00	\$0.00

Quality Survey Results for
Generations Adult Day Care

February 2011	Comments	Action
When asked if their family member enjoys the activities provided and if there is enough variety		
100% responded yes		
When asked if their family member enjoys the meals provided	1. The meals are healthy (she use to eat junk food) but she likes the meals.	
100% responded yes		
When asked if they would recommend the Adult Day Program to others		
100% responded yes		
When asked if they are aware of the other programs offered through the Senior Millage:		
67% responded yes, 33% responded no	1. Caregiver wanted to know if there was anything else available that would give him a break. 2. Yes, I receive homemaking.	1. Explanation given of other services offered through the Senior Millage. Contacted Kim at Generations & was able to give caregiver an additional day of respite.
Additional Comments:		
I am treated fine.		

From: Google Places [googleplaces-noreply@google.com]
Sent: Friday, February 04, 2011 6:05 AM
To: Sherry Torres
Subject: Google Places Account: Your Performance Update



Report for last 30 days

Hello Google Places user,
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104 impressions



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3255 122nd Avenue, Suite 103
(269) 673-3333

185 actions



Top search queries

Query	Impressions
allegan county dhs	13
Michigan	11
commission on aging	11
camping	6
health department	6

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Until next time!

The Google Places Team

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Complete SWOT Analysis January 24, 2011

Strengths

- Service Provision
 1. Providers
 2. Partnerships
 3. Strategy & evaluations
- Cohesive membership
- Commitment
- Staff
- Understand purpose
- Experience
- Elder Abuse Prevention Coalition
- Innovation
- Extended family

Weaknesses

- Planning for the Boomers (all aspects of care)
- Lack of understanding/awareness with general public
- Prevention programs
- Board memberships
- More reporting on wait list and providers
- Newsletter
- People falling through the cracks
- COA understanding needs
- Wait lists

Opportunities

- Allegan County Elder Abuse Prevention Coalition
- Grant writing
- Allegan County Medical Care Community – Home Delivered Meals
- Inter-agency collaborations
- Four more years
- Accomplishments
- Improve strategy of service
- Brokering services
- Endowment
- Travel Meetings

Threats

- Loss of Senior Millage
- Lose focus on purpose and strategy
- Loss of providers, change of providers, loss of synergy-rapport
- Loss of Board cohesiveness
- Board of Commissioners
- Past experiences