

Allegan County Commission On Aging



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Chairperson: Don Black
Vice Chairperson: Terry Burns

COMMISSION ON AGING MEETING -Agenda

November 15, 2011 – 1:30 pm, Spartan Room – Human Services Building

COMMISSIONERS

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

Terry Burns
616-355-2525
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(Saugatuck)

SENIOR MEMBERS

Toni Carroll
269-637-0410
(Casco Twp)

Sara Miller
269-672-7778
(Martin)

Eleanor Nielsen
269-673-2728
(Allegan)

Stuart Peet
269-672-9520
(Shelbyville)

George Waden
269-857-3472
(Douglas)

MEMBERS AT LARGE

Sally Brooks
269-683-0260
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(Allegan)

Patricia Pera
269-543-3791
(Fennville)

Paul Visscher
269-857-4522
(Saugatuck)

1 Vacant Seat

CALL TO ORDER:

CONFIRMATION OF QUORUM:

APPROVE MEETING MINUTES from October 26, 2011 (*Attachment A*)

INTRODUCTIONS:

PUBLIC COMMENT:

COA MEMBER TIME:

BOARD EDUCATION: Kim Turcott, Generations ADC
Dan Wedge, Allegan County Transportation
(Overview of Senior and Veteran's Services)

ACTION:

1. Approve RFP for Casco, Lee, and Ganges Townships Volunteer Transportation
2. Approve RFQ for PERS for Critical Signals Technologies
3. Approve 3rd Quarter Report (***Attachment B***)

DISCUSSION:

1. Cost Share Evaluation (***not available at time of mailing***)
2. Plan Strategic Planning Session/Annual Meeting for 2012
3. Fund Raising possibilities
4. December meeting discussion

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

REPORTS/MISC:

1. Outreach & Assessment Report: Rebekah Dietsche (***Attachment D***)
2. I & R Log (***Attachment E***)
3. COA Action Items Log (***Attachment F***)
4. Financials (***Not Available at time of mailing***)
5. Quality Survey Results (***Attachment G***)

STORY:

ROUND TABLE

ADJOURNMENT:

NEXT MEETING: December 13, 2011–1:30 pm 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

Meeting Minutes

October 26, 2011 – 2 pm.

The Harbours, Douglas

COMMISSIONERS

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1 Vacant Seat

CALL TO ORDER: Meeting called to order by Chairperson, **Don Black** at 2:01 pm

CONFIRMATION OF QUORUM AND INTRODUCTIONS:

Members present: Don Black, Sally Brooks, Toni Carroll, Sara Miller, Eleanor Nielsen, Stuart Peet, Patricia Pera, Paul Visscher and George Waden

Guests present: Residents of the Harbours Senior Living

MOTION TO SUSPEND RULES TO ALLOW PUBLIC PARTICIPATION THROUGHOUT THE MEETING: Pat Pera moved and Eleanor Nielsen seconded. **All voted yes – motion carried.**

MOTION TO APPROVE MEETING MINUTES OF September 27, 2011: George Waden moved and Paul Visscher seconded. **All voted yes – motion carried.**

BOARD EDUCATION:

- Jennifer Lemkuill from Alliance Home Health presented on her program and passed out a test regarding her agency, millage services as well as some historical trivia. The guests and board members enjoyed this activity and learned a lot as well.

ACTION ITEMS:

Chairman Don Black asked that the agenda be amended to include Action Item #4: Approve the request that an additional RFP be released for Volunteer Transportation specific to Lee, Casco, and Ganges Townships (See Director's Report, attachment C). Moved by George Waden, seconded by Pat Pera. All voted yes – motion passed.

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"

1. Approve RFP Committee recommendation for Adult Day Care

Date:	10/26/2011								
Motion:	Recommend Generations ADC be awarded the ADC contract for 2012-2014 Motion Carried.								
Moved:	Eleanor Nielsen								
Second:	Sara Miller								
Don Black	Sally Brooks	Terry Burns	Toni Carroll	Sara Miller	Eleanor Nielsen	Stuart Peet	Patricia Pera	Paul Visscher	George Waden
Y	Y		Abstain	Y	Y	Y	Y	Y	Y

2. Approve RFP Committee recommendation for Home Delivered Meals

Date:	10/26/2011								
Motion:	Recommend ACRDC be awarded the HDM contract for 2012-2014 Motion Carried.								
Moved:	Toni Carroll								
Second:	Sally Brooks								
Don Black	Sally Brooks	Terry Burns	Toni Carroll	Sara Miller	Eleanor Nielsen	Stuart Peet	Patricia Pera	Paul Visscher	George Waden
Y	Y		Y	Y	Abstain	Y	Y	Y	Y

3. Approve RFP Committee recommendation to grant ACRDC the Volunteer Driver contract for Volunteer Transportation with the exception of Lee, Casco and Ganges Townships

Date:	10/26/2011								
Motion:	Recommend ACRDC be awarded the VT contract for 2012-2014 with the exception of Lee, Casco and Ganges Townships Motion Carried.								
Moved:	Toni Carroll								
Second:	George Waden								
Don Black	Sally Brooks	Terry Burns	Toni Carroll	Sara Miller	Eleanor Nielsen	Stuart Peet	Patricia Pera	Paul Visscher	George Waden
Y	Y		Y	Y	Abstain	Y	Y	Y	Y

4. Request an additional RFP be released for Volunteer Transportation specific to Lee, Casco, and Ganges Townships

Date:	10/26/2011								
Motion:	Move to re-open the RFP process for Volunteer Transportation for Lee, Casco and Ganges Townships Motion Carried.								
Moved:	Toni Carroll								
Second:	Stuart Peet								
Don Black	Sally Brooks	Terry Burns	Toni Carroll	Sara Miller	Eleanor Nielsen	Stuart Peet	Patricia Pera	Paul Visscher	George Waden
Y	Y		Y	Y	Y	Y	Y	Y	Y

DISCUSSION:

1. Cost share

Discussion continued regarding the cost share and how to collect the necessary data to determine how many of our current clients would have sufficient income to be considered for cost share. The following items were recommended as a course of action to develop the necessary data:

- Sherry Torres will make this item part of the discussion at the upcoming Provider meeting on 10/27.
- A short survey be developed for our current clients to determine their willingness to consider cost share
- Basic financial information on all new clients going forward should be captured.

DIRECTOR'S REPORT: Sherry Torres presented her director's report and discussed the training in Atlantic City and the recent Leadership Team's retreat at Haworth.

REPORTS INCLUDED IN PREPARED PACKET:

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 **Stuart Peet**. **All voted yes – motion passed.** Meeting adjourned by Chairperson, **Don Black** at 4:05 p.m.

NEXT MEETING: November 15, 2011 – 1:30 p.m. at the Spartan Room located in the Human Services Building.

ALLEGAN COUNTY
DEPARTMENT UPDATE

DEPARTMENT: Senior Services

By: Sherry Torres, Director

PERIOD OF REPORTING: Quarterly

July 1, 2011 through September 30, 2011

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	Conducted Provider Meeting with Directors to discuss service provision, the upcoming RFP process and transportation on 8/18/2011
1	Began RFP Process for In-Home Supports, Home Delivered Meals, Adult Day Care, Volunteer Transportation, PERS, and Caregiver Education in July 2011
1	Conducted Provider Assessments beginning in July – all providers passed assessments with flying colors
2	Attended Senior Day at the Fair on 9/12
2	Hosted the 1 st Annual Volunteer Driver Appreciation Day 8/29/11
3	Continue to participate in the Specialized Services Transportation Committee
3	Volunteer Driver Pool gained 1 new driver, and rides clients are being served

4	COA continues to work on projects and services that were highlighted during our Strategic Planning Session in January
5	Continued efforts in case coordination with staff.
5	Weekly team meetings Continue
6	3 MMAP Trainings were attended in July
6	We continue to participate in Building Ties and the MACC meetings.
6	Participated in Person Centered Planning Focus Group sponsored by Office of Services to the Aging
6	Attended Person Centered Planning “train the trainer” course with plans to offer this presentation to our services provider’s staff

OTHER ITEMS: Elder Abuse Prevention Coalition meetings are the second Friday of each month, from 10 – 11:30 am, in the Zimmerman Room.

Due to the passing of Eleanor Nielsen’s sister, ACDSS will be the sponsor of the Senior Day at the Fair in future years.

Moved to Health Department and find new ways each day to collaborate and expand the services we each provide to our citizens.

Director's Report
November 2011

Greetings Friends!

I hope you are all enjoying the final nice days before "IT" begins!

This has been very busy month – we have finished the RFPs and we will be asking for your recommendations for the additional Volunteer Transportation RFP and the PERS RFQ.

One of the important things for this month's meeting is to plan our Holiday Celebration in December and (believe it or not) our **2012 Strategic Planning Session** and Annual Meeting for January! I swear I just sent this out a couple of days ago for the last one. I can't believe how quickly this has all gone and the amazing amount of work we have accomplished during the past year!

We have hit every topic you asked to cover with the exception of travelling to other COA's, which can be a carryover to next spring. You worked through the Strengths, Weaknesses, Opportunities and Threats, and drew a "roadmap"; and more importantly – you stuck to it and worked within the timeframes you said you would – that's a great deal to be proud of!

It's going to be even more important to bring the same energy to the next planning session. The reality of our situation is we have 6-7 month wait lists (or longer) for In-home supports and Adult Day Care services. Even though fund balance was used to increase services by 10%, it's still not enough. We could potentially dig deeper into the fund balance, but that will result in a short reprieve (if any) and the same problem, with no funds left to fix it.

As you will see with the Cost Share Comparison I will be sharing with you (I tasked our wonderful providers to give us their input with this, and they are coming up with some numbers), there are some efficiencies that we could possibly realize through cost sharing some of the services, but unfortunately, no single "fix" is going to be enough. In addition to Cost Share, we need to be prepared to discuss asking for a larger mil in the next renewal, and unfortunately we will need to look once again at what can be done as a direct service in the future if necessary. Even if these things aren't put in place in the immediate future, we will at least need to begin to plan. Every dollar we can save in one service is a dollar that can be moved over to the others to reduce the wait lists.

The baby boom was between 1946 and 1964. If you do the math, you'll find that the oldest of the boomers turned 65 this year. That means it's no coincidence that we have long wait lists despite our efforts to increase services this past year and this is just the beginning. These aren't easy times, and they won't be easy decisions, but this is largely what we are tasked to do. So next month at our holiday meeting, I'll be sending out the survey like I did last year asking for your ideas and suggestions for the Strategic Planning Session. If last year's accomplishments are any indication, there is no telling what we can accomplish this year!

I look forward to seeing you soon!

Sherry

Outreach and Assistance Coordinator Report

October 2011

Prepared by Rebekah Dietsche

October went by more quickly than I had anticipated. At the beginning of the month, I presented to the group at Lifelong Learners. I have had half of the attendees contact me. Some just had some basic questions and others wished to meet one on one. In the middle of the month, I headed up to Mackinac Island to fill in for Sherry. Although the weather was a bit uncooperative the first two days I was there (rain/wind/and burr), however in between waiting for the next ferry, was able to do a little exploring for 55 minutes.

I had a busy day at Casco Senior Care assisting with Medicare open enrollment. I'm going to be returning for a morning on November 8th. I have another enrollment workshop scheduled for Wednesday, November 2nd and Thursday, November 3rd. The Parish nurse did an awesome job of advertising and was able to keep me busy for the full two days. The last two years, we started with one day and both years added a second day. This year we decided to just schedule two days and if they didn't fill up would cancel one of the dates. Kudos to Beckie Haddock.

At the end of the month, I presented to a group of 47 individuals at Blessed Sacrament Catholic Church. On a Saturday evening, I didn't think we would get such a large crowd and didn't take enough goodie bags, so while everyone was eating, I put together some trivia. I presented to them about the services available through the COA, our Elder Abuse Prevention Coalition, and Medicare 2012. One thing that came up during Q&A is the lack of resources for the elderly to get their taxes done. Knowing that this is on Sherry's "to do" list, told them to hang on, as we might be able to help with that in time to come.

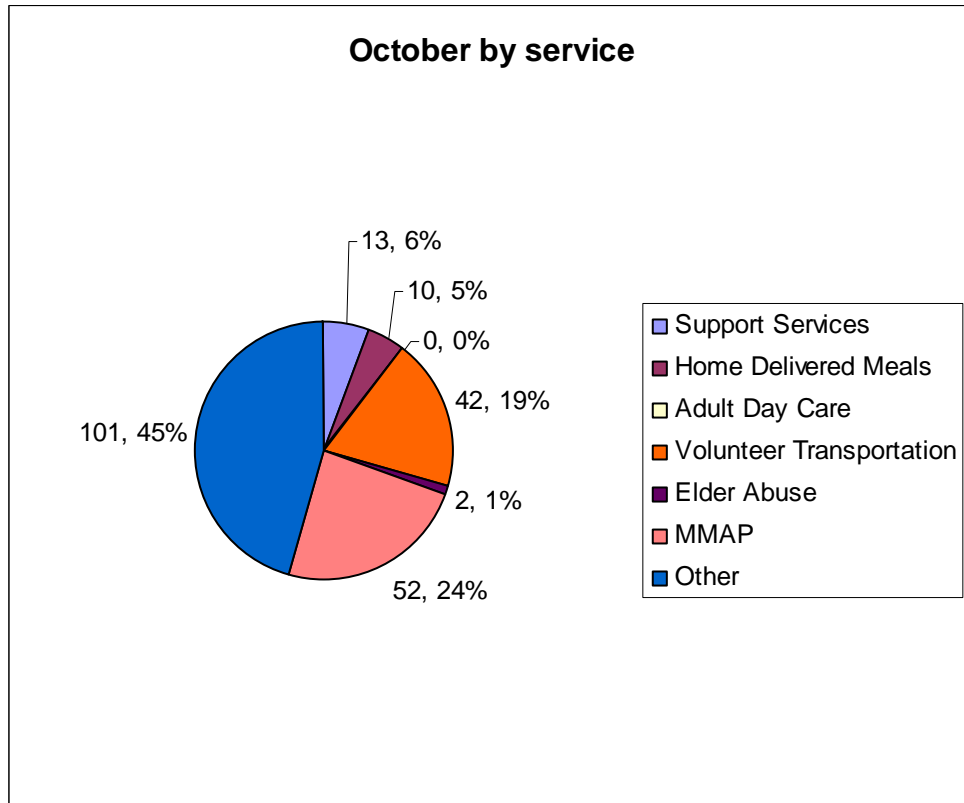
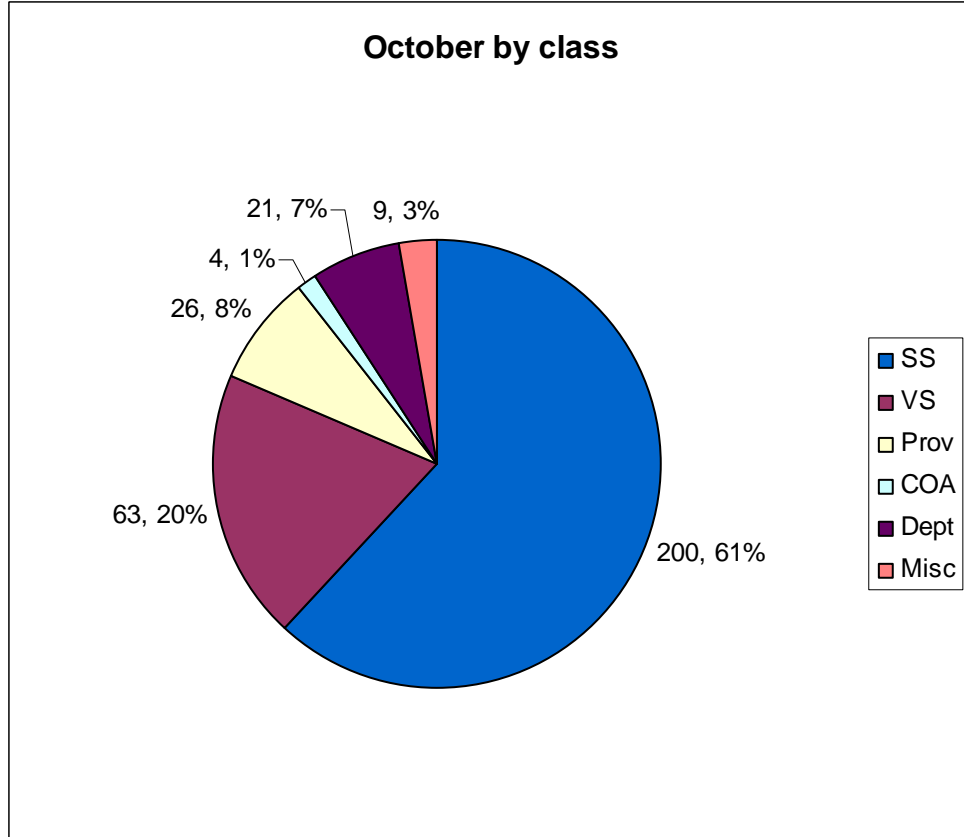
Overall, throughout the month, I assisted 43 individuals with MMAP related issues. For those that receive extra help for their Part B premiums, many were getting letters from the state stating that they had "unearned income". These letters caused a lot of stress and most were easy to correct so that the individual didn't lose that help. That's almost an extra \$100/month for the senior.

We currently have 78 individuals waiting for in home support services. Evergreen Commons was able to take a few off of the list, however was immediately followed by new referrals. Generations has not had any movement and continues to have 15 on their wait list. There currently is no wait for volunteer transportation and home delivered meals. On November 17th, I am going to be presenting at ACRDC to their home

delivered meal drivers. Valerie Holmes (with the home delivered meal program) thought it would be good for the HDM drivers to know what we do and if they see a need while out delivering meals to our seniors. What a great idea huh?

If November goes as quickly as last month, I'll be speaking to you again real soon.

I & R Log
October 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 Generations be awarded the ADC contract for 2012-2014	10/26/2011	Pass	11/1/2011			
Recommend ACRDC be awarded the HDM contract for 2012-2014	10/26/2011	Pass	11/1/2011			
Request additional RFP be released for volunteer transportation specific to Lee, Casco & Ganges Townships	10/26/2011	Pass	n/a	n/a	n/a	
Recommend ACRDC be awarded the Volunteer Transportation contract for 2012-2014 for Allegan County, with the exception of Casco, Ganges and Lee Townships	10/26/2011	Pass	11/1/2011			
Pursue the idea of recreating a directory of senior services	9/27/2011	Pass	n/a	n/a	n/a	
Move the cost share to the October agenda with dollar amounts affixed to support the numbers	9/27/2011	Pass	n/a	n/a	n/a	Pending, cost share amounts presented to COA on 10/26/11, more data needed to determine how many clients will have sufficient income for cost share.

COMMISSION ON AGING
ACTION ITEMS LOG
2011

Change the October COA meeting date to October 26, 2011 - 2 pm at the Harbours Apts in Douglas	9/27/2011	Pass	n/a	n/a	n/a	Complete
Recommend to the BOC approval of Evergreen Commons for Caregiver Education & Support Contract	9/1/2011	Pass	9/16/2011	10/13/2011	Pass	Complete
Recommend the BOC award 2 providers, Alliance and Evergreen Commons, to continue providing the services at the same rate	9/1/2011	Pass	9/14/2011	10/27/2011	Pass	Pending receipt of originals
Change September COA meeting date to September 27, 2011 at 10 am	7/19/2011	Pass	n/a	n/a	n/a	Complete
Allegan County Medical Care Community as home delivered meals caterer - feasibility study	6/21/2011	Pass	6/24/2011			Motion rescinded by COA on 8/16/11, according to our Policies & Procedures manual, the feasibility study would have to be paid for by ACRDC
Accept Nancy Schmitt's resignation from the COA	6/21/2011	Pass	n/a	n/a	n/a	Complete
Approve increase for volunteer drivers to .505 per mile for ACRDC, Casco & ACDSS volunteer drivers	6/21/2011	Pass	n/a	n/a	n/a	Complete

COMMISSION ON AGING
ACTION ITEMS LOG
2011

Use of fund balance to implement a fan distribution project	6/21/2011	Pass	n/a	n/a	n/a	Motion rescinded by COA on 8/16/11 due to lack of storage area for fans
Paul Visscher appointed to RFP sub-committee	5/17/2011	Pass	n/a	n/a	n/a	Complete
Approval of Policies & Procedures Manual	5/17/2011	Pass	n/a	n/a	n/a	Complete
Approval of Donations Policy	5/17/2011	Pass	n/a	n/a	n/a	Complete
Distribution of 10% increase to services providers	5/17/2011	Pass	5/24/2011	4/28/2011	Pass	Contract amendments signed & mailed to service providers week of 7/4/11. Pending signatures of service providers and return of signed copies.
Recommend the BOC declare June 2011 Elder Abuse Awareness month in the County of Allegan	5/17/2011	Pass	5/24/2011	6/9/2011	Pass	Complete
Recommend to the BOC that \$20,000 be granted to ACRDC from Fund Balance to remove wait list for transportation	4/19/2011	Pass	4/26/2011	5/12/2011	Pass	Pending provider's signature
Rescind Motion made of March 15, 2011 for Project Fresh	4/19/2011	Pass	n/a	n/a	n/a	Complete
Recommend BOC fund 500 coupon books at a cost of \$6,240 for Project Fresh	4/19/2011	Pass	4/20/2011	4/28/2011	Pass	Complete

COMMISSION ON AGING
ACTION ITEMS LOG
2011

Recommend the BOC declare May as Older American's month in the County of Allegan	4/19/2011	Pass	4/29/2011	5/12/2011	Pass	Complete
Two Cost Sharing Models on the agenda for the May Meeting	4/19/2011	Pass	n/a	n/a	n/a	Complete
RFP Bus-Committee to be appointed in May 2011	4/19/2011	Pass	n/a	n/a	n/a	Complete
Recommend to the BOC that the fund balance be used to increase services by 10% as presented by Sherry Torres and supported by David Vanderovaart.	3/15/2011	Pass	3/18/2011	4/28/2011	Pass	Complete
Recommend to the BOC that the fund balance in the amount of \$5,000 per year be used to contract for Personal Emergency Response Systems (PERS) for the remainder of 2011, 2012, 2013 and 2014	3/15/2011	Pass	3/18/2011	4/28/2011	Pass	BOC approved. 11/4/11 - Pending Administrative signature to use Critical Signals Technology for PERS.
Recommend to the BOC that the fund balance in the amount of \$5,000 per year be used to contract Caregiver Education and Support for the remainder of 2011, 2012, 2013 and 2014	3/15/2011	Pass	3/18/2011	4/28/2011	Pass	Complete
Recommend to the BOC that the fund balance in the amount of \$500 be used to fund "Project Fresh" for 2011 with the possibility of renewal	3/15/2011	Pass	n/a	n/a	n/a	Re-visited by COA on 4/19/11, motion of 3/15/11 rescinded & new motion made, see above.

COMMISSION ON AGING
ACTION ITEMS LOG
2011

Recommend BOC grant \$25,000 to supplement Specialized Services grant to ACT to provide transportation to senior	2/15/2011	Pass	2/18/2011	3/24/2011	Pass	Complete
Recommend BOC grant \$33,000 from 2010 surplus to serve clients on the wait list for home delivered meals through the remainder of 2011	2/15/2011	Pass	2/18/2011	3/24/2011	Pass	Complete
Formally remove Naomi Whetzel from COA board	2/15/2011	Pass	2/18/2011	3/10/2011		Complete
Accept Doris Hawkey's resignation from COA board	2/15/2011	Pass	2/18/2011	3/10/2011		Complete
Recommend BOC elect 2 new members to COA board	2/15/2011	Pass	2/18/2011	3/10/2011		Pending

Quality Survey Results
November 2011
In-Home Supports
5 survey participants

1. When you need to call the office staff, are they courteous and helpful?
 - 5 out of 5 responded yes
2. Does your worker arrive on time and stay with you for the entire time scheduled?
 - 5 out of 5 responded yes
3. Does your worker perform the services according to your preferences?
 - 3 out of 5 responded yes
 - 1 out of 5 responded by saying - pretty much
 - 1 out of 5 responded by saying - not really, she's a little lazy
4. Do you feel comfortable with your worker in your home?
 - 5 out of 5 responded yes
5. Does your worker obtain your signature each time?
 - 4 out of 5 responded yes
 - 1 responded by saying, yes I sign even though she doesn't do everything listed. Evergreen Commons has been contacted about this.
6. Would you recommend the In-home Supports Services to a friend?
 - 5 out of 5 responded yes
7. Are you aware of the other programs offered through the Senior Millage?
 - 3 out of 5 responded yes
 - 2 out of 5 responded no, to which an explanation of other services was given
8. Do you have any additional comments?
 - I am very pleased
 - We are very happy with the services
 - I think they are pretty good

Alliance Home Health Care Services and Evergreen Commons are the service providers for in home support services.