

Allegan County Commission On Aging



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<http://www.allegancountycoa.org>

Chairman Theresa Lynn
Vice Chairman Judy Graff

COMMISSION ON AGING MEETING – AGENDA

Tuesday, March 18, 2008 – 1:30 p.m.
County Services Building – Nederveld Room
3283 122nd Ave, Allegan, MI 49010

COMMISSIONERS

Don Black
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1:30 p.m. **CALL TO ORDER:**
CONFIRMATION OF QUORUM:
COMMUNICATIONS:
APPROVAL OF MINUTES: February 19, 2008
PUBLIC PARTICIPATION:
APPROVAL OF AGENDA:
INTRODUCTIONS:

ACTION ITEMS:

1. Per Diem Request for Planning Retreat (bylaws exception)

DISCUSSION ITEMS:

1. Staffing Update – Theresa Lynn
2. AAAWM Update – Don Black
3. Monthly Reports – Theresa Lynn
4. Follow-up on ACRDC letter in February COA packet – Theresa Lynn
5. Presentation on Graph Mapping Options – Valdis Kalnins
6. Follow-up on February Planning Retreat – Theresa Lynn
7. Protocol re Decisions About Casco Township – Theresa Lynn

ROUND TABLE:

ADJOURNMENT:

NEXT MEETING:

April 15, 2008 @ 1:30 PM
County Services Building-Nederveld Room

Mission Statement

“To serve seniors by developing and coordinating services that support their independence, maintain their dignity, and preserve their quality of life”

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Chairperson: Theresa Lynn
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Commission on Aging Meeting Minutes February 19, 2008

Nederveld Room at the County Services Building

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CALL TO ORDER: Meeting was called to order by Chairperson Theresa Lynn.

CONFIRMATION OF QUORUM: There was confirmation of a quorum with 10 members and the Department Director, Paula French present. Roll call: Don Black, Terry Burns, Judith Graff, Doris Hawkey, Patricia Pera, George Smeenge, Naomi Whetzel, Theresa Lynn, Becky Rininger, and Susan Gawaluch. Sally Brooks was absent.

COMMUNICATIONS: None

APPROVAL OF MINUTES: Moved by Black, seconded by Graff to approve the minutes with corrections. The corrections were made under the action item part of the agenda, the insertion of "recommend to the Board of Commissioners to" with both motions that were approved. Also inserted was "about 100" meals per day "with a budget for 68" in regards to the letter requesting additional funding for the HHDM contract by ACRDC.

PUBLIC PARTICIPATION: Theresa Lynn introduced Chalice Schlinzklein working as an intern for Wings of Hope Hospice. Kim Donlin Program Director of Generations Adult Day Care will answer questions in regards to their request for addition funding.

APPROVAL OF AGENDA: Moved by Black, second by Hawkey to approve agenda.

ACTION:

1. Request for additional funding – Allegan County Medical Care Facility
French and Kim Donlin presented highlights and answered questions for ACMCF-GADC request for additional funds to include transportation for day care clients. The request for \$7,280 to provide five (5) hours of transportation Monday through Friday in cooperation with ACT until the end of their contract May 31, 2008. Moved by Smeenge, second by Rininger to recommend to the Board of Commissioners approval of ACMCF additional funding request. Unanimous approval.

Graff requested that the director provide an account standing of the millage money along with the contractor's contract(s) balances every month.

2. Approve Brochure

French presented the final draft of the new COA brochure. Discussion followed. Moved by Whetzel, second by Hawkey to add phone numbers of COA members after seeking approval from each person. Unanimous approval.

Motion by Black, second by Burns to recommend approval of brochure with changes. Unanimous approval.

DISCUSSION:

1. Black gave out the latest copy of Aging Alert published by Area Agencies Association, and will try to get all members on the mailing list.

He also provided a copy of AAAMW 2007 Service Client & Unit Information report. There was information specific to Allegan County Resource Development Committee statistics.

2. French presented monthly report for her activities for the month of January. Graff requested that Director's Activity Report deal more with what has happened with contractors during the month ie: performance, good, bad etc.

Mission Statement

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The new format for part of the monthly contract report was presented showing cumulative report of Service Provider, New/YTD, Units, Costs, and Monthly Average Unit Rate, along with Unduplicated YTD Seniors by City and Township. Unduplicated count will no longer be used in the original cumulative report but the term New Seniors in order to differentiate between reports and hopefully make it easier to understand.

3. Update on COA approved requests for additional funding

The board of commissioners approved the COA's recommendation for additional funding for Evergreen Commons at their February 8, 2008 meeting. French is working with the administrative team to complete necessary paper work.

A letter from ACRDC was in the packet to withdraw their request for additional funds for the Hot Home Delivered Meals contract was discussed. The Department of Senior Services is working with ACRDC to resolve issues in the Homemaking contract. Don Black will schedule a meeting with Ed Hillary, Executive Director of ACRDC to discuss his letter.

4. Roberts Rules of Order

Lynn reviewed Roberts Rules of Order as they apply to COA meetings.

5. Creating Agenda

Lynn requested that any members wishing to add items to the monthly agenda send them directly to her for consideration.

6. Senior Millage (actual ballot language)

The actual ballot language was provided for historical reference. Whetzel reported that there were 9,271 yes votes and 4,947 no votes, passed by 2 to 1 margin in August 2006.

7. Lynn reported on the COA Retreat scheduled for Tuesday, February 26 from 8:00 AM to 4:00 PM. Breakfast, lunch and breaks will be provided by the hospital. She reviewed the agenda for the day and handed out "homework" to bring back the day of the retreat. The location for the retreat is the Allegan County Medical Clinic's Education Room.

8. French reviewed the qualifications for receiving services provided by the senior millage. The qualifications are you must be 60 years of age or older and live in Allegan County for all services; with the exception of Congregate or Hot Home Delivered Meals Program, the spouse may be under 60 years of age and participate in the program.

Also provided were copies of 2007 RFP and Contract History, Client Assessment Form, In-Home Services Time Sheet, Transportation Time Sheet and Client Intake form, and the Agency Referral Form.

French gave COA members a copy of her resume' in an effort to allow members a better opportunity to get familiar with her background, strengths and weaknesses.

8. Annual Calendar

Paula French presented the annual calendar she developed for the COA.

ROUND TABLE

No one had any thing to contribute.

ADJOURNMENT

Chairperson Lynn adjourned the meeting at 3:55 pm.

NEXT METING

Tuesday, March 18, 2008 @ 1:30 PM, CSB in the Nederveld Room

ACCOA Meeting
3/19/08

Proposed Motion for Action Item #1: Per Diem Request for Planning Retreat
(bylaws exception)

That the ACCOA formally request from the Allegan County Board of Commissioners that an exception be made to the ACCOA bylaws so that ACCOA members who receive a per diem for each monthly meeting will also receive the same size per diem for the 2/26/08 ACCOA all-day planning retreat.

Allegan County Commission on Aging
2007-08 Monthly Report Form
Senior Millage Funds
January 2008

Homemaking (also In-Home Respite for EC)

Service Provider	New/YTD seniors	Units/YTD	Costs	Monthly Average unit rate/contract rate average
ACRDC	14/87	276/1,079.5	\$4,703.97	\$17.04/\$17.56
EC	7/58	297/1,638.25	\$5,837.24	\$19.65/\$19.00

Personal Care

Service Provider	New/YTD Seniors	Units/YTD	Costs	Monthly Average Unit rate/contract rate average
EC	6/60	593.25/2,768.25	\$11,809.50	\$19.91/\$20.00
HH	3/35	347.5/2,012.	\$4,971.28	\$13.63/\$16.83

Volunteer Transportation

Service Provider	New/YTD Seniors	Units/YTD	Costs	Monthly Average Unit rate/contract rate average
ACRDC	10/76	318/1,533	\$4,960.68	\$15.60/\$25.95
CT	1/15	74/338	\$1,073.50	\$14.51/\$16.98

ACRDC's Nutrition Projects

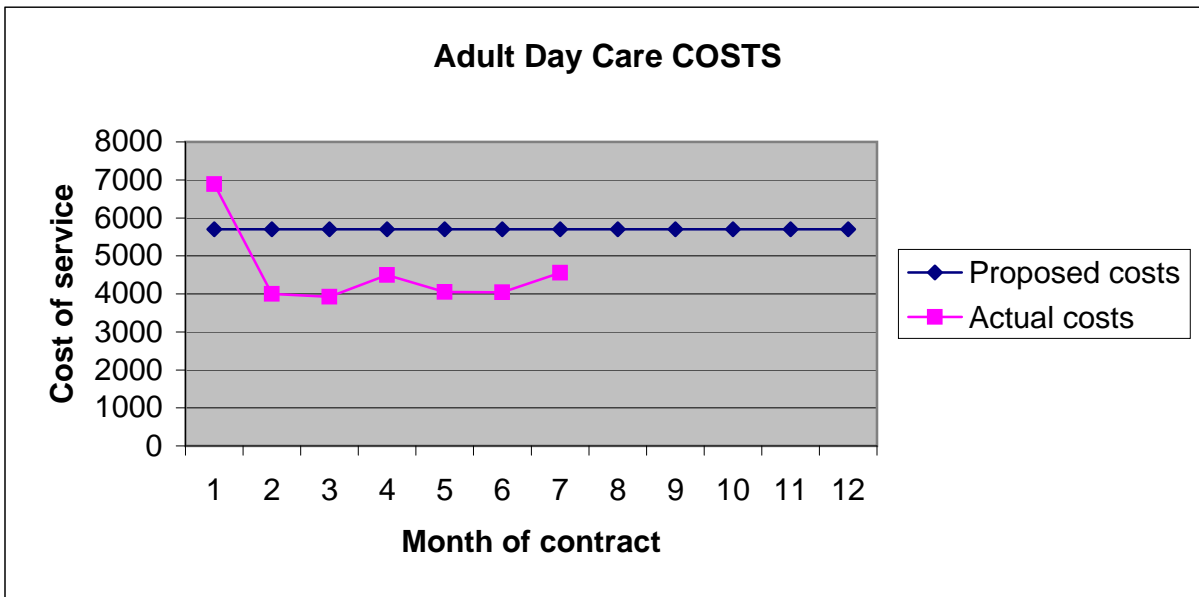
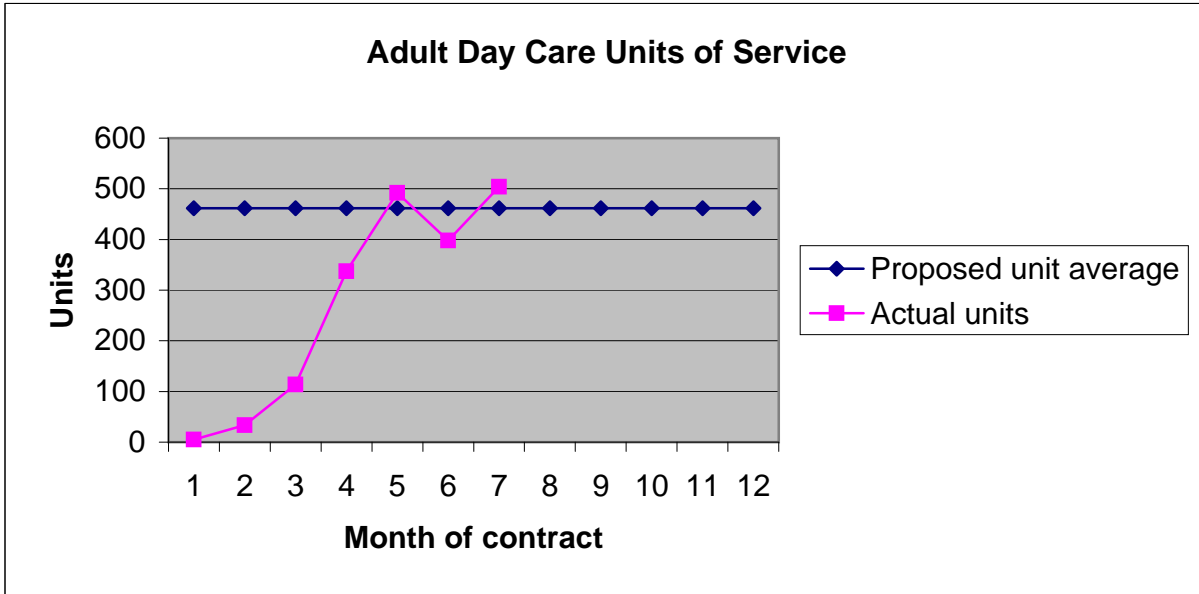
Project	New/YTD Seniors	Units/YTD	Costs	Monthly Average Unit rate/contract rate average
CM	3/188	758/7,070	\$2,164.50	\$2.86/\$2.88
HHDM	27/223	1,696/12,111	\$11,720.68	\$6.91/\$8.06

Other Services

Service Provider and Program	New/YTD Seniors	Units/YTD	Costs	Monthly Average Unit rate/contract rate average
ACMCF-ADC	1/11	513.5/2,397.75	\$4,135.43	\$8.05/\$12.34
ACRDC-O&A	32/128	294.25/1,487.25		

Unduplicated YTD Seniors by City or Township	
Allegan City	49
Allegan Twp	43
Casco	12
Cheshire	18
Clyde	19
Dorr	14
Douglas	3
Fennville City	12
Fillmore	11
Ganges	12
Gun Plain	21
Hamilton	0
Heath	8
Holland City	26
Hopkins City	30
Hopkins Twp	
Laketown	17
Lee	21
Leighton	11
Manlius	13
Martin City	19
Martin Twp	
Monterey	9
Otsego City	32
Otsego Twp	61
Overisel	4
Plainwell City	19
Salem	9
Saugatuck City	40
Saugatuck Twp	
Trowbridge	14
Valley	12
Watson	5
Wayland City	46
Wayland Twp	
Total	610

Allegan County Medical Care Facility's Generations Adult Day Care contract



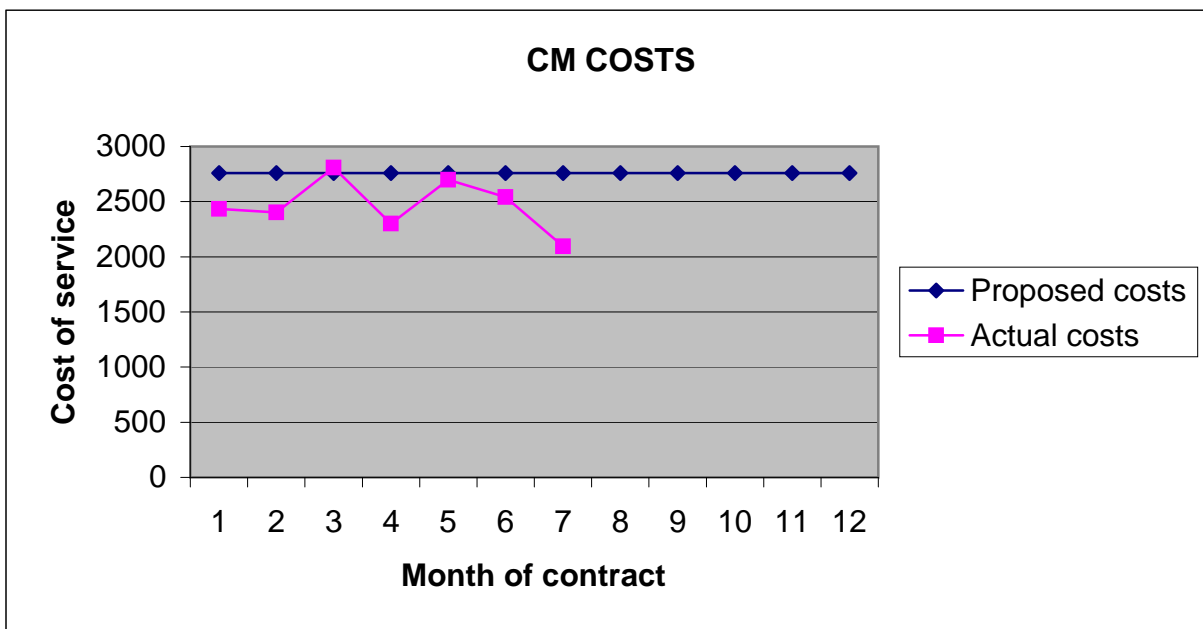
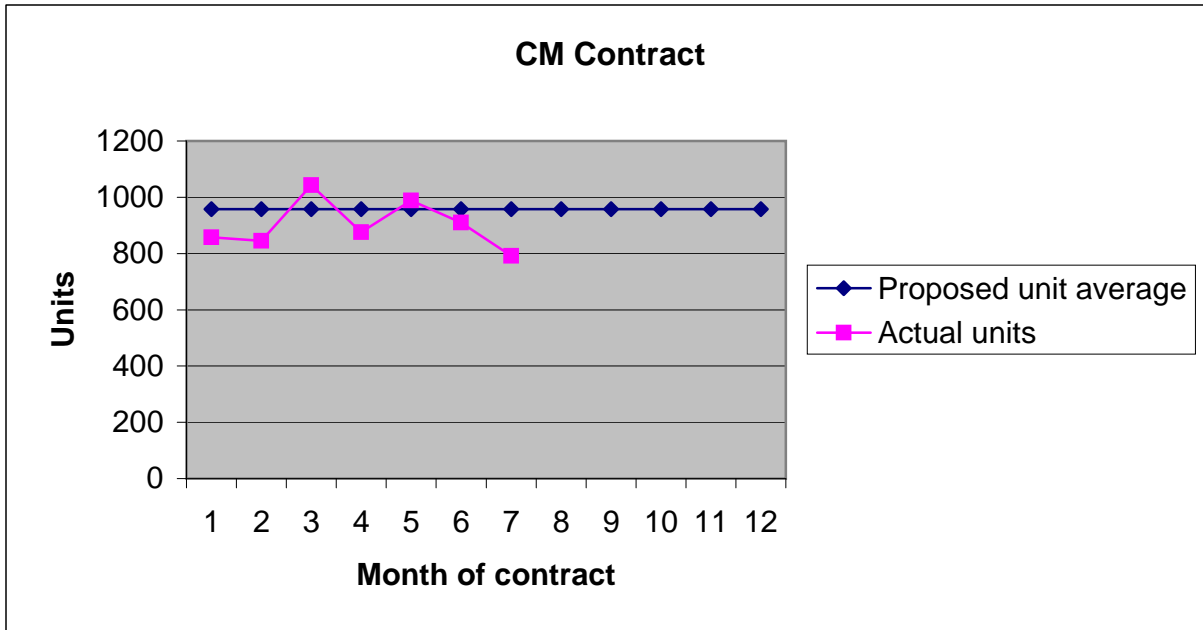
ACMCF proposed 5,544 units at a cost of \$68,417.= \$12.34 unit rate per hour.

Unit rate 1376.84 118.52 34.45 13.32 8.22 10.15 9.05

The average unit rate= \$16.96

As of December 2007, Allegan County Medical Care Facility's Generations Adult Day Care program has provided 1,884.25 hours of service at a cost of \$31,951.75. Generations Adult Day Care has met 33.99% of their proposed units utilizing 46.7% of their funding, to an unduplicated senior count of 10, which is 33.33% of projected seniors to serve. The balance of their grant is \$36,465.25, to provide 3,659.75 units of service for the remaining five (5) months of their contract. This is not including the additional funding that was recommended for approval to the BOC for transportation to and from the facility by Allegan County Transportation.

ACRDC's Congregate Meals Contract



ACRDC proposed 11,500 units at a cost of \$33,116.= \$2.88 unit rate (food and costs) per meal.

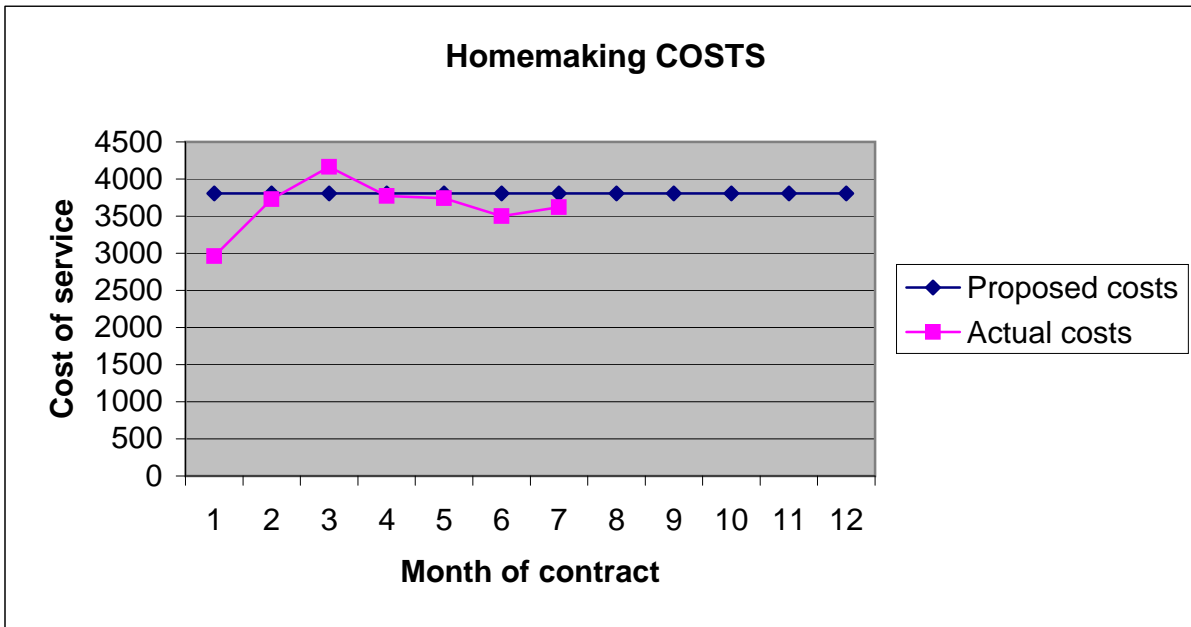
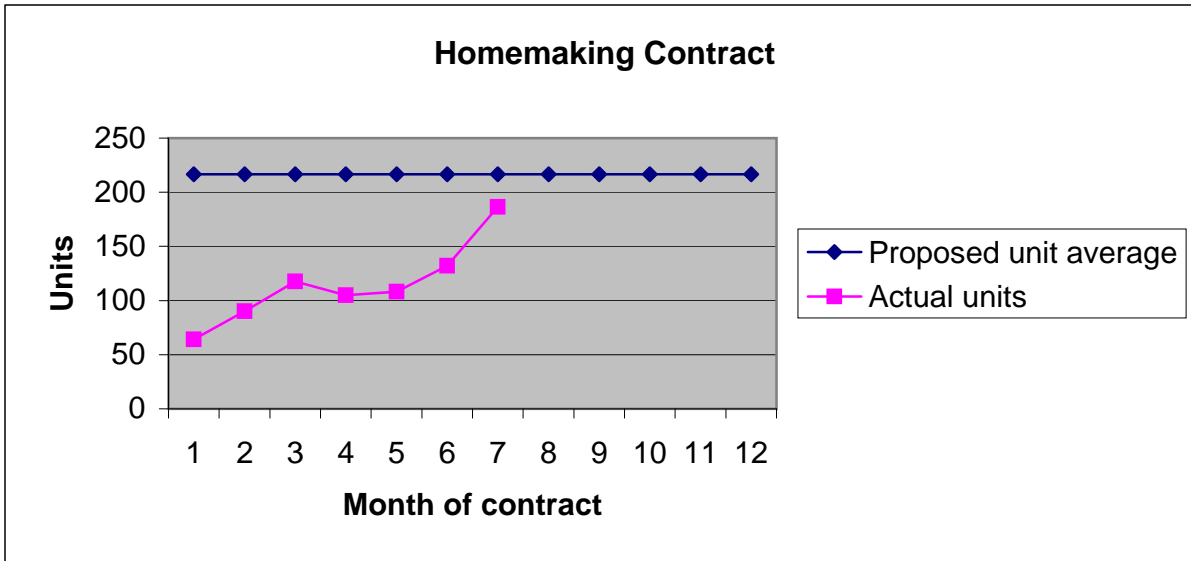
Unit rate	\$2.84	\$2.84	\$2.69	\$2.63	\$2.73	\$2.79	\$2.64
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The average unit rate=\$2.74

ACRDC is under their proposed unit rate for this service and will be able to provide an additional 586 meals if they continue with the current average unit rate.

As of December 2007, the Congregate Meals program has provided 6,312 meals at a cost of \$17,279.73. The Congregate Meals program has met 54.89% of their proposed meals utilizing 52.18% of their funding, to an unduplicated senior count of 185, which is 61.67% of projected seniors to be served. The balance of their grant is \$15,836.27 to provide 5,188 meals for the remaining five (5) months of their contract.

ACRDC'S Homemaking contract



ACRDC proposed 2,600 units at a cost of \$45,660.= \$17.56 unit rate per hour

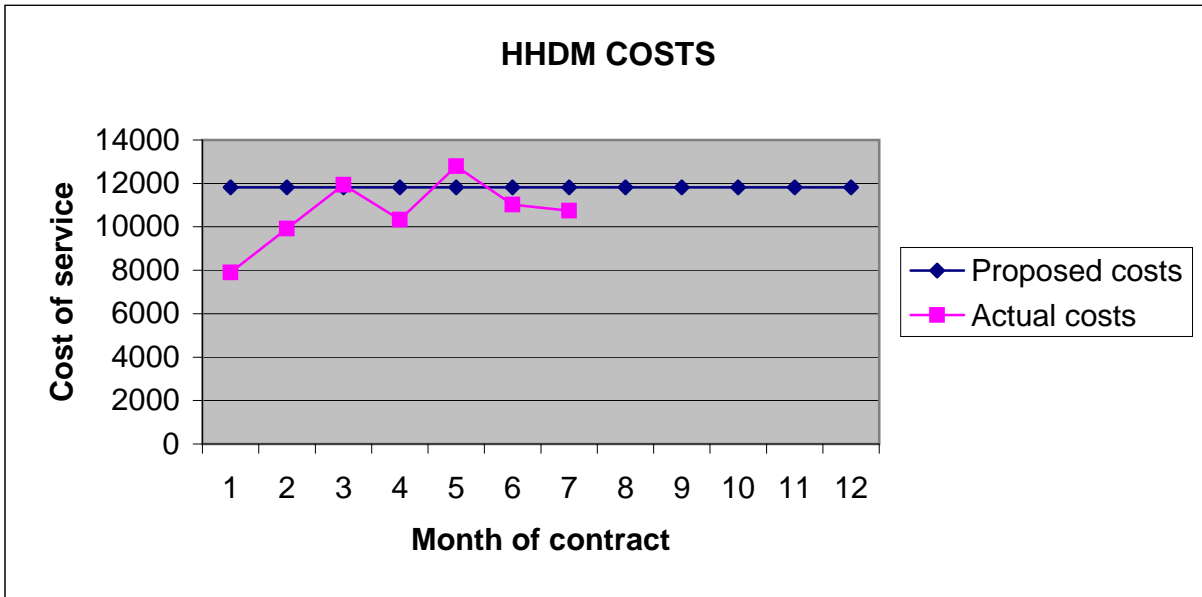
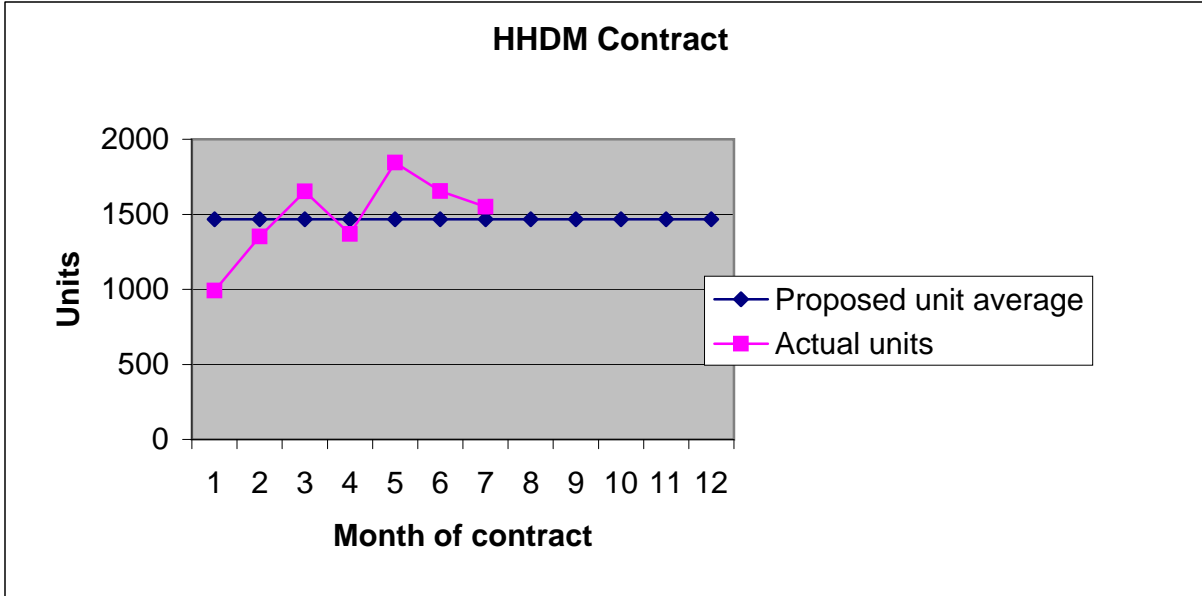
Unit rate	\$46.25	\$41.44	\$35.35	\$35.90	\$34.56	\$26.50	\$19.42
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The average unit rate= \$31.71

ACRDC is over their proposed unit rate for this service and if they continue at this rate, then there will be a reduction of 1,160 hours provided.

As of December 2007, the Homemaking program has provided 803.5 hours of service at a cost of \$25,482.70. The Homemaking program has met 30.9% of their units utilizing 55.81% of their funding to an unduplicated senior count of 73 (41 new), which is 136.67% of the "new" projected seniors to be served. The balance of the grant is \$20,177.30 to provide 1,796.5 hours of service for the remaining five (5) months of their contract.

ACRDC's Hot Home Delivered Meals Contract



ACRDC proposed 60,238 units at a cost of \$141,914.= \$2.36 unit rate (food and costs) per meal.

L.O.U. signed, 17,600 units at a cost of \$141,914.= \$8.06 unit rate (food and costs) per meal.

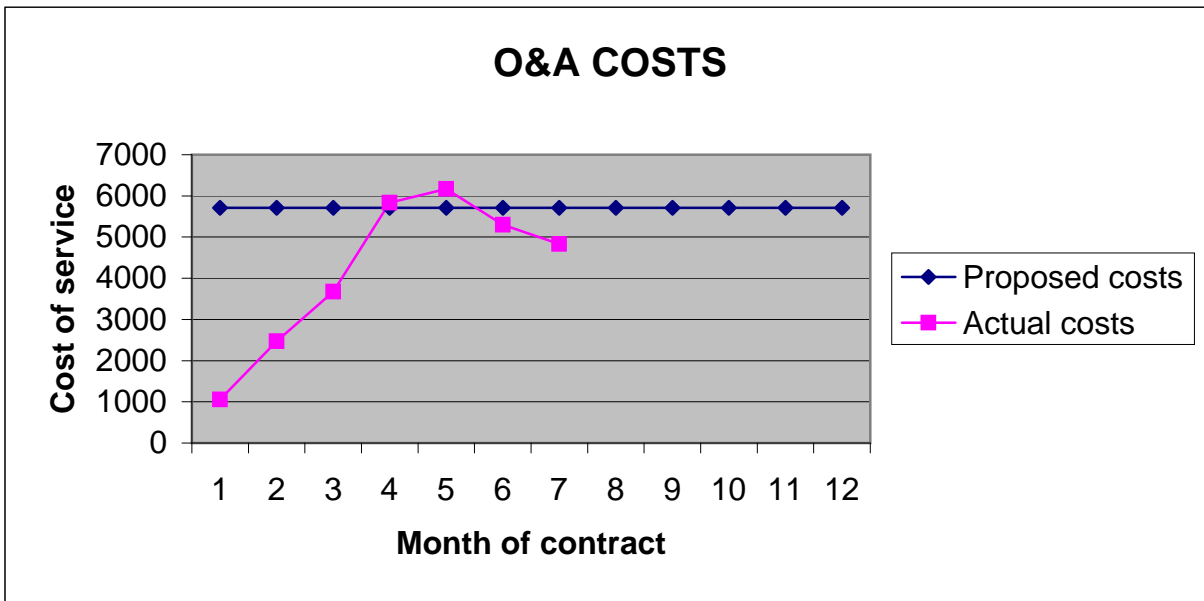
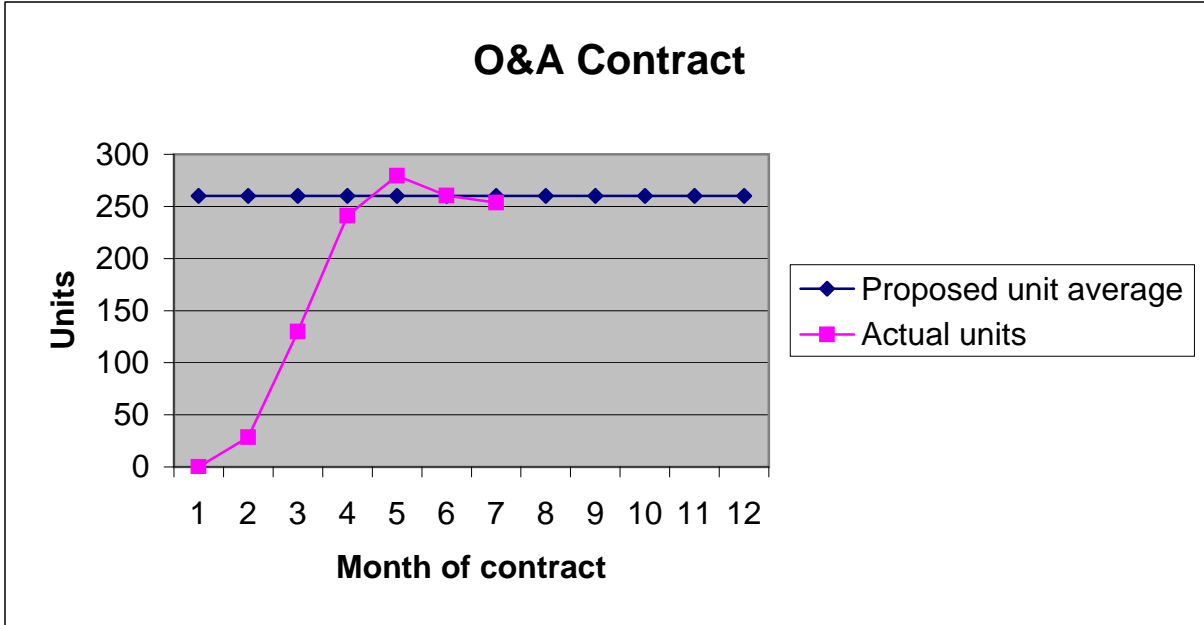
Unit rate	\$7.97	\$7.34	\$7.22	\$7.55	\$6.93	\$6.66	\$6.93
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The average unit rate = \$7.17

ACRDC is under their proposed unit rate for this service and will be able to provide an additional 2,193 meals if they continue with the current average unit rate.

As of December 2007, the Hot Home Delivered Meals program has provided 10,415 meals delivered hot at a cost of \$74,647.93. The Hot Home Delivered Meals program has met 59.18% of their proposed meals utilizing 52.60% of their funding, to an unduplicated senior count of 196, which is 61.25% of projected seniors to be served. The balance of their grant is \$67,266.07 to provide 7,185 meals for the remaining five (5) months of their contract.

ACRDC's Outreach Assistance Contract



ACRDC proposed 3,120 units at a cost of \$68,490.= \$21.95 unit rate per hour

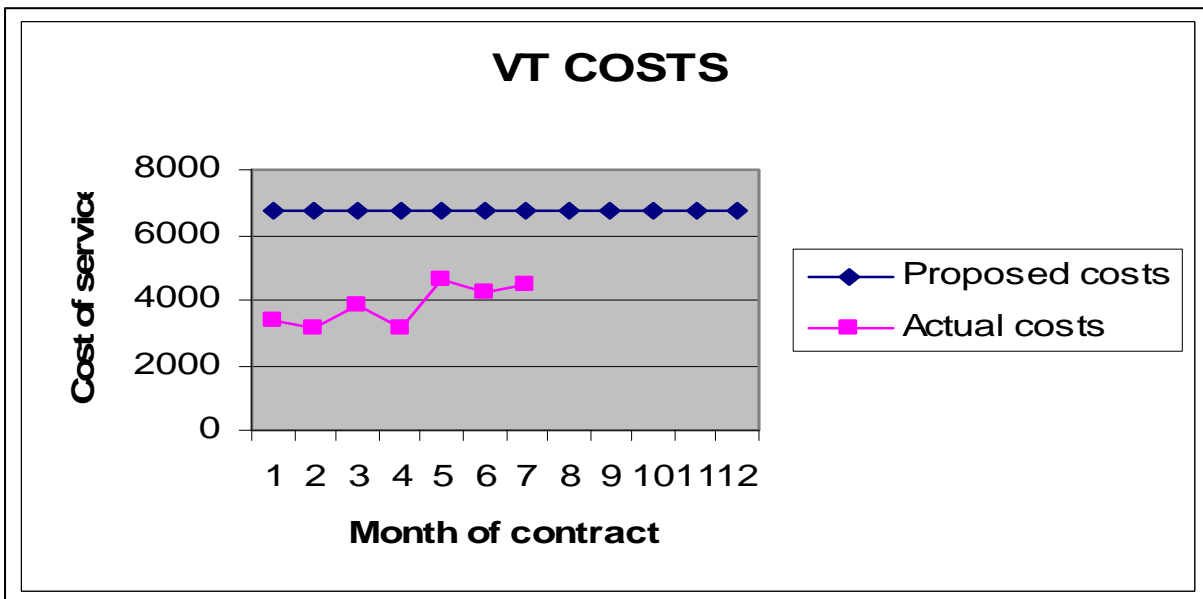
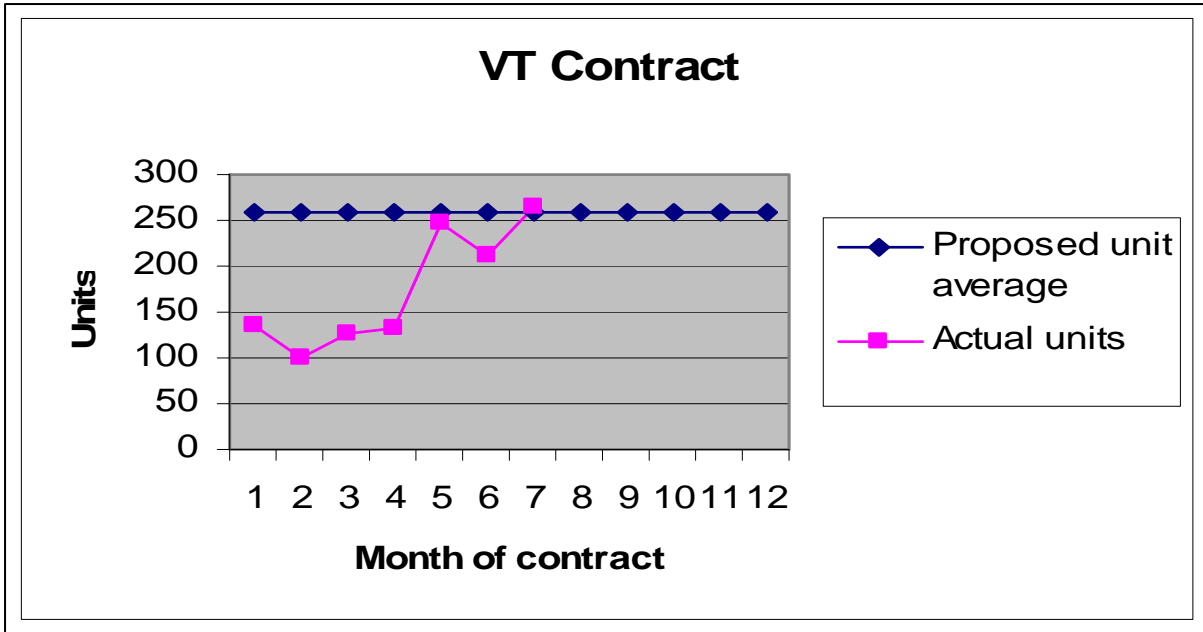
Unit rate	\$0.00	\$86.66	\$28.29	\$24.22	\$22.07	\$20.34	\$19.08
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The average unit rate= \$24.59

ACRDC is over their proposed unit rate for this service and if they continue at this rate, then there will be a reduction of 335 hours provided.

As of December 2007, the Outreach and Assistance program has provided 1,193 units of service at a cost of \$29,338.50. The Outreach and Assistance program has met 38.24% of their proposed units of service utilizing 42.84% of their funding to an unduplicated senior count of 96, which is 32% of the projected seniors to be served. The balance of the grant is \$39,151.50 to provide 1,927 units of service for the remaining five (5) months of their contract.

ACRDC's Volunteer Transportation Contract



ACRDC proposed 3,110 units at a cost of \$80,720.=\$25.95 unit rate per one way trip.

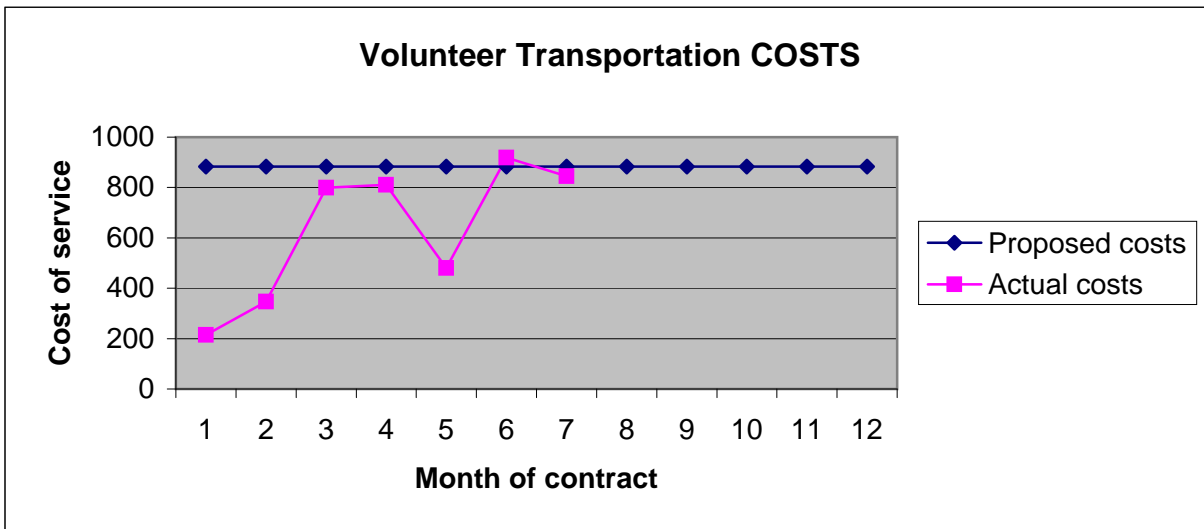
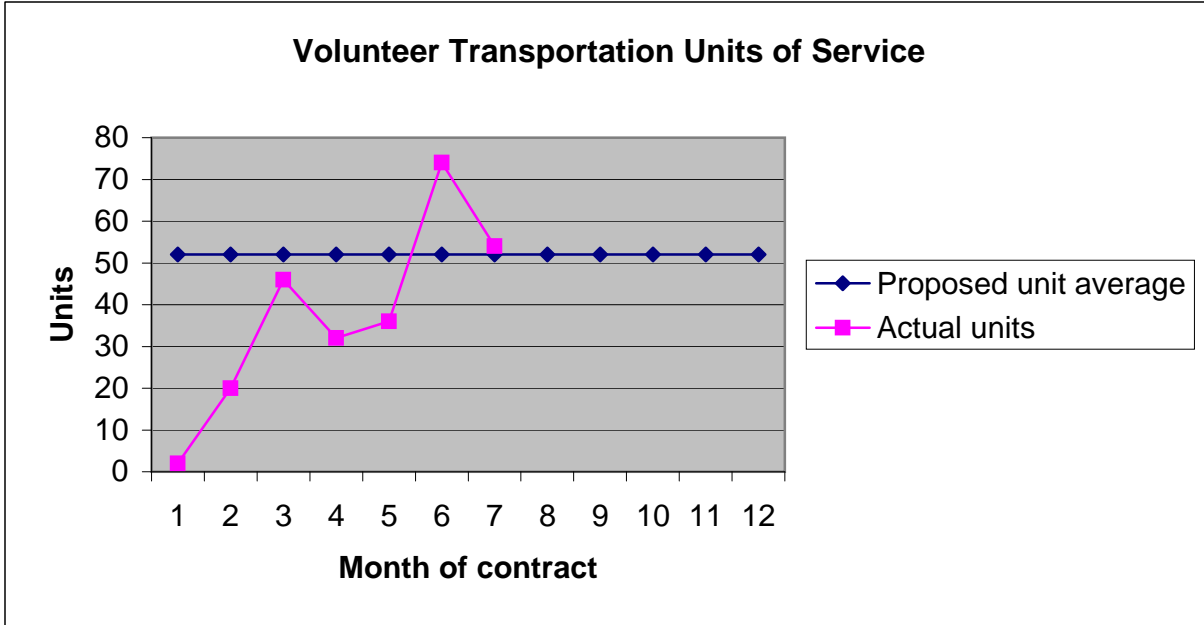
Unit rate \$24.80 \$31.20 \$30.65 \$23.98 \$18.84 \$20.06 \$16.81

The average unit rate= \$22.08

ACRDC is under their proposed unit rate for this service and will be able to provide an additional 546 trips if they continue with the current average unit rate.

As of December 2007, the Volunteer Transportation program has provided 1,215 trips at a cost of \$26,828.37. The Volunteer Transportation program has met 39.07% of their units utilizing 33.24% of their funding to an unduplicated senior count of 66, which is 29.33% of the projected seniors to served. The grant balance is \$53,891.63 to provide 1,895 trips for the remaining five (5) months of their contract.

Casco Township Senior Care Program's Volunteer Transportation Contract

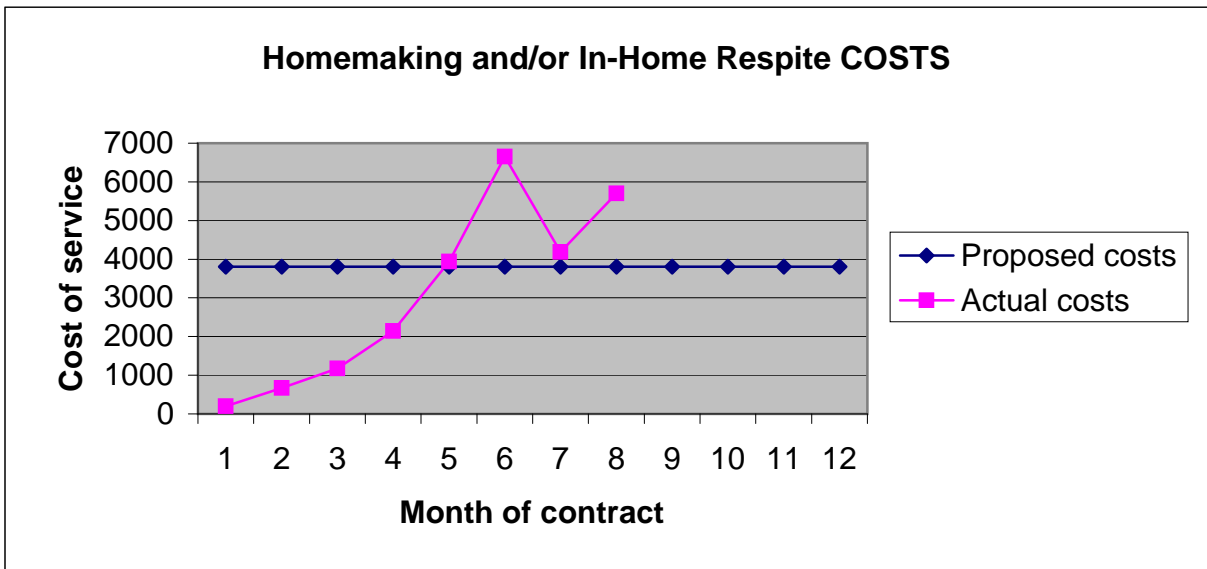
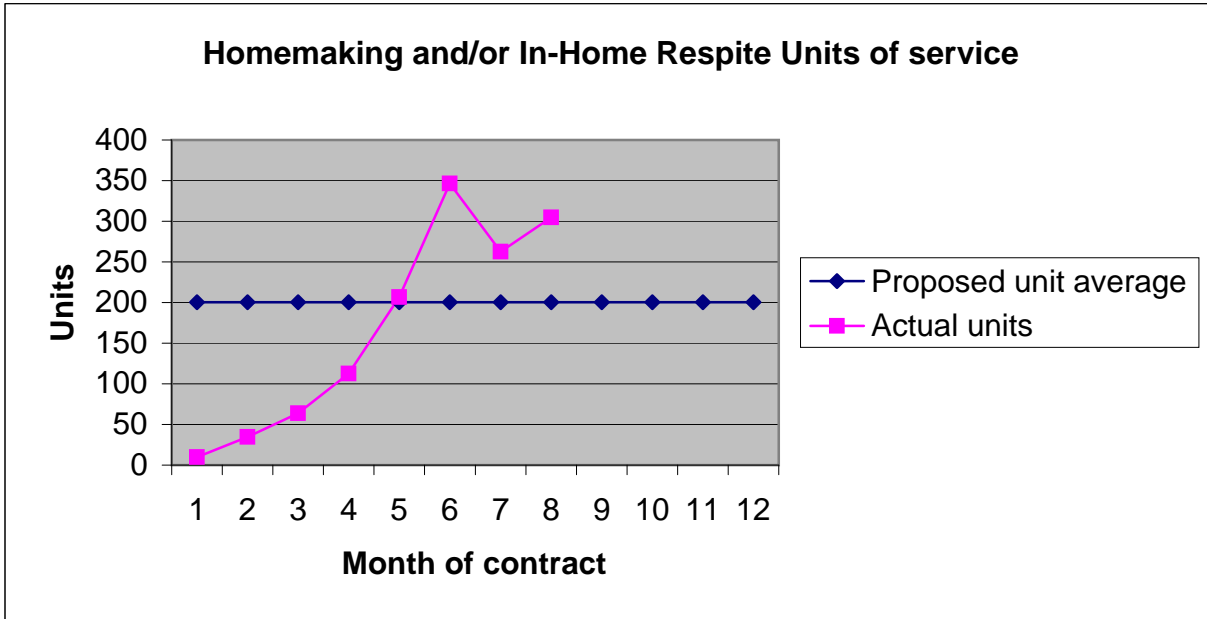


Casco Twp proposed 624 units at a cost of \$10,600.= \$16.98 unit rate per trip.

Unit rate	107.07	17.33	17.39	25.33	13.33	12.41	15.64
The average unit rate= \$16.72							

Casco Twp is under their proposed unit rate cost, at this rate there will be an additional 10 trips provided if they continue with the current average unit rate. As of December 2007, Casco Twp has provided 264 trips at a cost of \$4,413.73. The average number of seniors served during the last four months is 6.5 with an average of 49 trips provided per month.

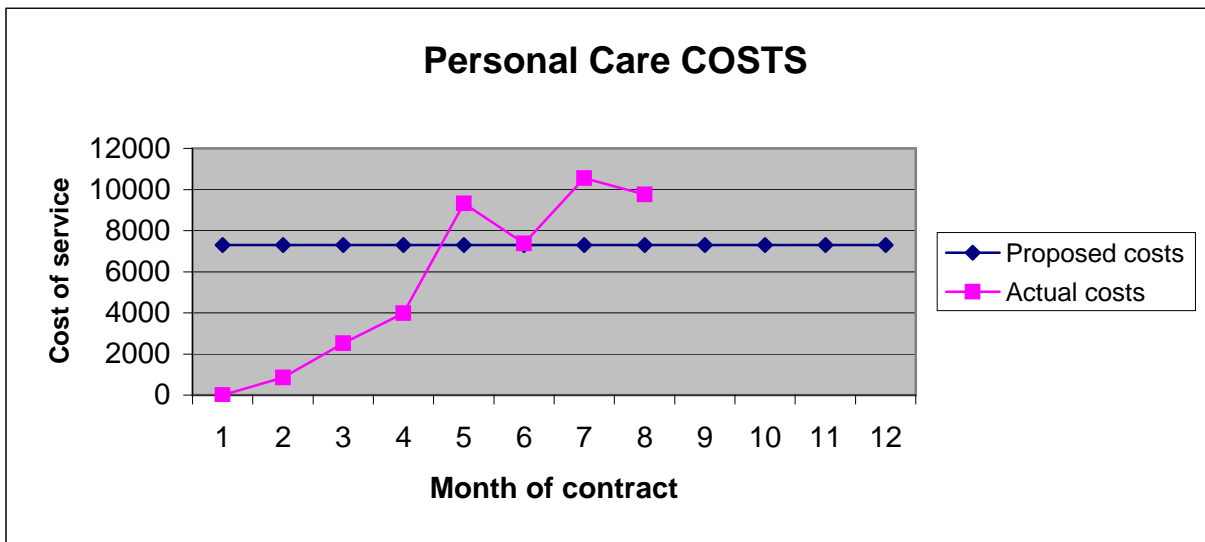
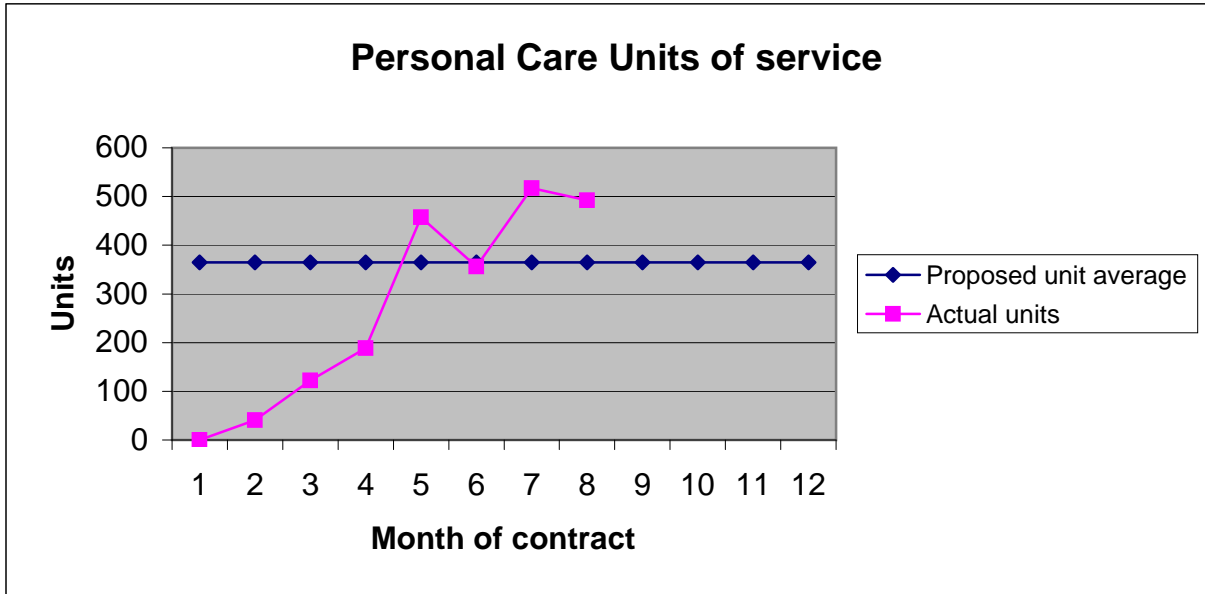
Evergreen Commons' Homemaking and/or In-home Respite Contract



Evergreen Commons proposed 2,403 units at a cost of \$45,660.= \$19.00 unit rate per hour.
Unit rate 19.99 19.38 18.44 19.03 19.04 19.21 15.95 18.72
The average unit rate= \$18.39

As of December 2007, Evergreen Commons has provided 1,341.25 hours of service at a cost of \$24,665.82. The average number of seniors served during the last four months is 29, with an average of nine new seniors a month. As of December 2007, the unduplicated senior count is 51 and 10 seniors have been discharged.

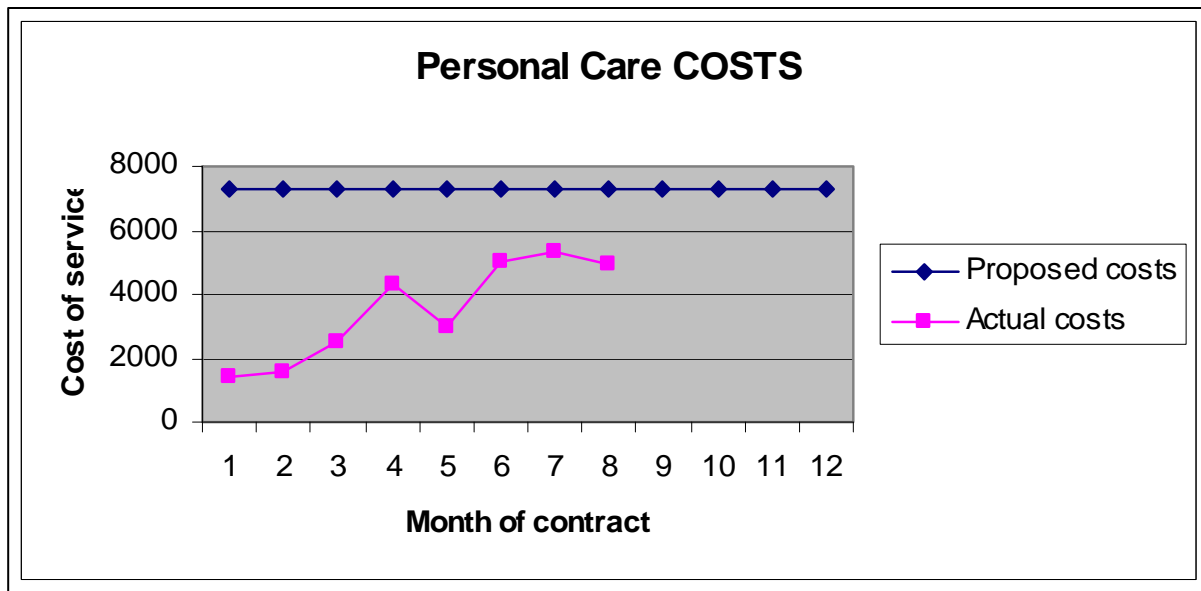
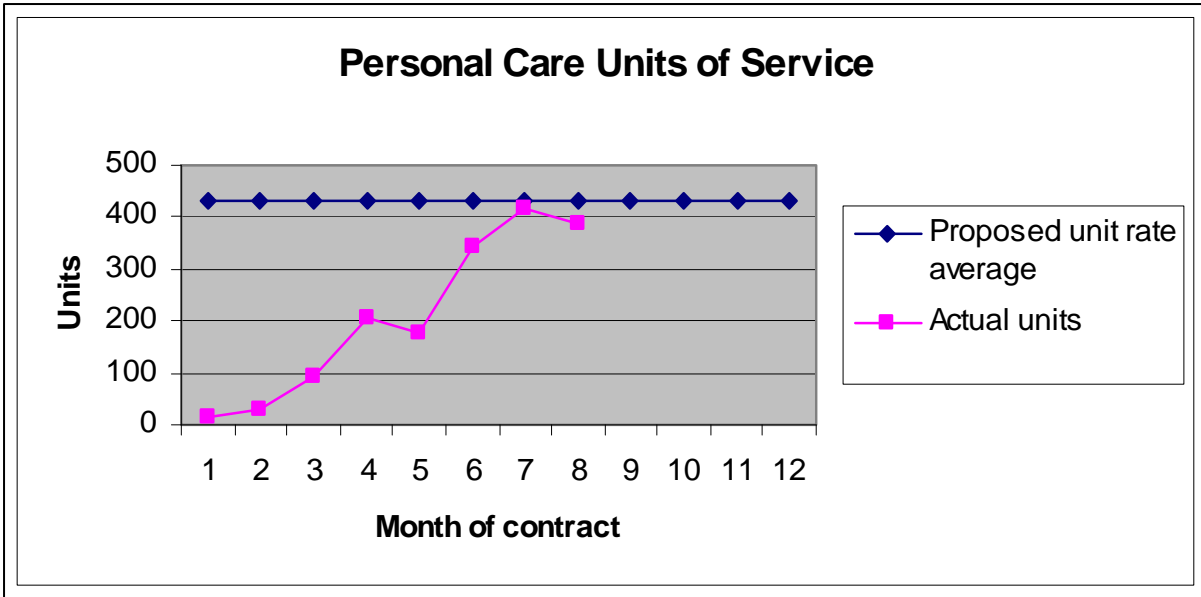
Evergreen Commons' Personal Care Contract



Evergreen Commons proposed 4,376 units at a cost of \$87,515.= \$20. unit rate per hour.
Unit rate \$0.00 \$21.14 \$20.69 \$21.14 \$20.38 \$20.71 \$20.39 \$19.80
The average unit rate = \$20.40

As of December 2007, Evergreen Commons has provided 2,175 hours of service at a cost of \$44,372.91. The average number of seniors served during the last four months is 29, with an average of five new seniors a month. As of December 2007, the unduplicated senior count is 54 and 15 seniors have been discharged.

Home Helpers' Personal Care contract



Home Helpers proposed 5,200 units at a cost of \$87,515.= \$16.83 unit rate per hour.

Unit rate	87.32	51.05	27.58	20.9	16.76	14.64	12.91	12.85
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The average unit rate=\$16.88

As of December 2007, Home Helpers has provided 1,664.50 hours of service at a cost of \$28,102.11. Home Helpers has met 32% of their proposed units utilizing 32% of their funding, to an unduplicated senior count of 32, which is 128% of projected seniors to serve. There is a \$59,412.89 balance of their grant to provide 3,535.5 units of service for the remaining four (4) months of their contract. Home Helpers' average unit rate is right around the contracted unit rate average of \$16.83; they are starting to meet their proposed monthly average of units.

Allegan County Commission on Aging Notes from 2/26/08 Retreat

I. Monitor Contracts

- Staff responsibility
 - Collect & Report numbers
 - Interpret numbers – i.e. what's going well and what isn't
 - Provide summary to COA to review
 - Conduct random audits and annual assessment.
 - Are more seniors getting service throughout county with senior millage dollars than before this money?

II. Internal & External Customer Satisfaction

- Who reviewed contracts and how were they selected.
- Monthly reports to COA need to be timely and accurate.
- Need to efficiently coordinate provider services.
- Increase investment of service providers in overall success of Senior millage.
- Needs to be satisfaction criteria for each service.
 - Conduct customer surveys

III. Organization Management

- Finalize (and approve by Board of Commissioners) responsibilities chart.
- Do we need to establish sub-committees or task forces to accomplish volume of work?
 - If yes, do it without per diem or change bylaws so per diem is paid for additional meetings? (How do other county groups do this?)

IV. Market Services

- Define success as:
 - Expectations met
 - Measurements of service provided
 - Run out of money/funds spent
 - Personal contacts with community
 - Education accomplished
 - Customer satisfaction
- Information can be put into these formats:
 - Brochures
 - Maps
 - Power Point
 - Video
 - DVD, etc.

**Allegan County Commission on Aging
Notes from 2/26/08 Retreat**

- Methods & locations of possibilities for marketing
 - Churches
 - Radio
 - Internet
 - COA members
 - Client satisfaction
 - Provider information
 - Senior Fest (5/1)
 - Allegan Fair
 - Presentations to municipalities
 - Newspapers
 - Meal sites
 - Libraries
 - Grocery stores
 - Hospitals
 - Recognition of services – signage
 - City & Township Offices

DRAFT

RESPONSIBILITIES*

RESPONSIBILITY	DIRECTOR OF SENIOR SERVICES	COMMISSION ON AGING	COUNTY ADMINISTRATOR	BOARD OF COMMISSIONERS
ASSESSMENT Identify the needs of seniors, both short-term and long-term	Prepares & executes upon approval	Approves		
PLANNING Develop short-term and long-term strategies to support seniors countywide Recommend county appointments to county, state or federal aging-related work groups	Prepares & executes upon approval	Approves Prepares & recommends		Approves
FUNDING Develop and manage annual budget Facilitate Request For Proposals (RFP) Process Establish funding priorities Lead activities to reapprove millage by voters	Prepares & executes upon approval Prepares & executes upon approval Prepares & executes upon approval	Reviews Reviews Recommends Prepares & executes	Recommends Recommends Reviews	Approves Approves** Approves
SERVICE DELIVERY Establish contracts with service providers Communicates program & performance to local entities &	Prepares & executes upon approval Prepares & executes upon approval	Reviews Approves	Recommends	Approves**

*Based on Allegan County Commission On Aging Bylaws

**According to County policy, County Administrator may be approver.

RESPONSIBILITY	DIRECTOR OF SENIOR SERVICES	COMMISSION ON AGING	COUNTY ADMINISTRATOR	BOARD OF COMMISSIONERS
residents Ensure contract compliance Collaborate with local, county, state and federal communities on senior services	Prepares & executes upon approval Prepares & executes upon approval	Prepares & reviews Approves	Recommends	Approves**
<u>EVALUATION</u> Demonstrate accountability to voters as defined in senior millage ballot language Develop measurements of success & assess performance Ensure that services provided meet community's need based upon feedback	Executes Prepares & Recommends Prepares & Recommends	Executes Approves Approves	Executes	Executes
<u>STAFFING</u> Hire Train, supervise, evaluate Terminate	<i>In reference to the job description and all responsibilities contained within this chart, it is expected that the Director will involve the County Administrator as directed by the County Administrator.</i>	Reviews as requested by County Administrator	Approves Approves Approves	Confirms

*Based on Allegan County Commission On Aging Bylaws

**According to County policy, County Administrator may be approver.

DRAFT