



Mission Statement

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



***Allegan County
Department of
Senior Services
2008-2009
Annual Report***



***Sherry Torres,
Director
(269) 673-3333***





Allegan County Commission on Aging *2008-2009 Annual Report*

TABLE OF CONTENTS

Message from the Director	3
Departmental Description.....	4
Organizational Chart	5
Department of Senior Services Staff.....	6
Contracted Services	7
2008-2009 Accomplishments.....	8
2009 Satisfaction Survey Results.....	9
2008 Budget Summary.....	10
2009 Budget Summary.....	11
Statistics Regarding Services.....	12
Statistics Regarding Clients	14



Allegan County Commission on Aging

2008-2009 Annual Report

A Message from the Director....

I had the honor of being selected as the Director of Senior Services in November of 2009. As I settled into my new position, I was amazed at the amount of work that had been accomplished in such a short time. The dedication of Tammy Grigg as interim director, along with the staff and the supporters of this department is evident everywhere you look.

The Allegan County Department of Senior Services has been in existence since 2007. The past three years have been both challenging and rewarding as this new department has grown and developed as a focal point for assistance and services for seniors in Allegan County. As with any new organization, there have been obstacles and challenges, but with the support of the Board of Commissioners, County Administration, the Commission on Aging, and our service providers; a solid foundation has been formed to provide services to the seniors of Allegan County.

During the first funding cycle of the senior millage, core services were established to enable seniors to remain in their homes. As you review this report, you will find all the necessary components to independent living are now present. These services were made possible through the tireless efforts of the Senior Millage Campaign Committee and the Commission on Aging; as well as conscientious taxpayers throughout this county who understand the necessity of "taking care of their own". Maintaining this community spirit will be even more important during these difficult economic times. Federal and state funding is steadily dwindling as the needs of seniors continue to increase.

With the core services firmly in place, we look to the future and the possibilities it holds for seniors in this county. Future goals and projects include: Leveraging additional funds to expand services, supporting healthy aging programs, hosting caregiver and chronic disease support groups and establishing an Elder Abuse Prevention program, to name a few.

I am honored and excited to be a part of this organization and the possibilities the future holds. Continuing to provide for the current senior population while planning for the coming boomer explosion will require a creative and adaptive approach. I am confident my team and I will rise to the challenge.

Sincerely,

Sherry Torres



Allegan County Commission on Aging

2008-2009 Annual Report

Departmental Description:

The Department of Senior Services works closely with the Allegan County Commission on Aging to develop, coordinate, and facilitate the delivery of programs and services, both public and private, to support the independence, maintain the dignity and preserve the quality of life for Allegan County's citizens age 60 and over. The department performs the following functions:

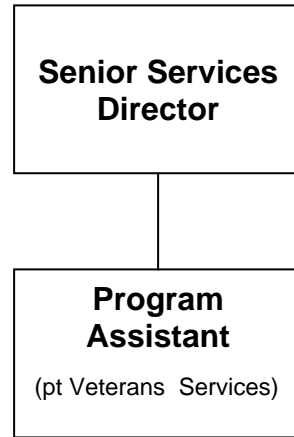
- Provide services to Allegan County's senior citizens age 60 and over
- Responsible for monitoring and evaluating programs and services that support the Commission on Aging's purpose, and be fully accountable for all funds received.
- Oversee the contracts with service providers
- Assess community needs as well as advise and assist the Commission on Aging in planning and program development
- Provide leadership, consultation, and assistance to interested groups or individuals
- Accumulate, study and maintain informational resource data related to aging citizens
- Cooperate and engage in planning with existing public and private organizations to develop and make available needed resources for aging citizens of Allegan County
- Disseminate information concerning services and programs related to the social, economic, health, transportation, and housing needs of the aging
- Perform such other actions as required to further the welfare, well-being, security, and happiness of Allegan County's citizens age 60 and over



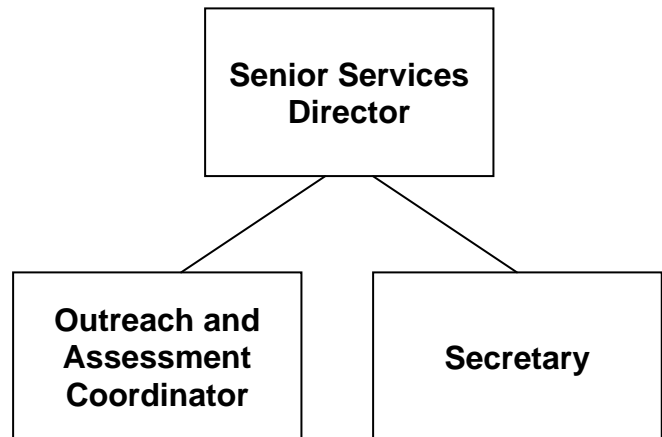
Allegan County Commission on Aging

2008-2009 Annual Report

Allegan County Senior Services Departmental Structure for 2008



Allegan County Senior Services Departmental Structure for 2009





Allegan County Commission on Aging

2008-2009 Annual Report

Department of Senior Services Staff:



Sherry Torres, Director

Sherry Torres joined the Senior Services staff as the Director in November of 2009. She has over seven years of experience in serving seniors. Her previous experience includes managing both a home health agency and senior housing complex as well as working as the Planning Manager for an Area Agency on Aging.

Sherry is utilizing her veteran benefits to complete her degree in Public Service Administration and Marketing at Davenport University.



Rebekah Walton, Outreach and Assessment Coordinator

Rebekah Walton joined Senior Services in April 2009. She is a 2001 graduate of Central Michigan University with a Bachelor in Science in Human Services, and a minor in Psychology. She has had the opportunity to work with seniors in their homes and residential care as well as homeless seniors with little outside support.

She is certified as a Medicare/Medicaid Counselor and is working on her Certificate in Aging.



Tammy Chapin, Secretary

Tammy Chapin joined Senior Services in March of 2010, and is the newest member of our staff.

She is a seasoned professional with over seven years experience in the administrative field in various business settings.

Tammy enjoys working with and for seniors and brings a unique perspective to Senior Services as a family caregiver for her parent.



Allegan County Commission on Aging

2008-2009 Annual Report

Contracted Services:

Adult Day Services (2008 & 2009) – provides professional health care monitoring, stimulating activities, and a safe supportive social environment to enhance the lives of adults in need of care or supervision during the day. Family caregivers are able to receive a break or the opportunity to continue to work as a result of these programs. Contract provider: **Generations Adult Day Care** at Allegan County Medical Care Facility.

Congregate Meals (2008) - provided nutritious, well-balanced meals at five meal sites in Allegan County: Allegan, Hopkins, Wayland, Fennville, and Otsego. This gives the senior an opportunity to socialize, receive free health screenings, play cards and engage in volunteer activities.
Contract provider: **Allegan County Resource Development Committee.**

Hot Home Delivered Meals (2008 & 2009) – provided well-balanced meals delivered hot to homebound seniors. The social contact with the deliver staff or volunteers helps to monitor the health and welfare of seniors on a routine basis.
Contract provider: **Allegan County Resource Development Committee.**

Homemaking services – provides light housekeeping, errand running and meal preparation services. Contract providers: **Evergreen Commons (2008-2009)** **ACRDC (2008)** **Alliance Home Health Services (2009).**

In-Home Respite Care– provides companionship, supervision and/or assistance with activities of daily living for mentally or physically disabled and frail elderly persons in the absence of the primary caregiver(s). Contract provider: **Evergreen Commons (2008-2009)**, and **Alliance Home Health Services (2009).**

Personal Care – provides in-home care assistance with eating, bathing, dressing, personal hygiene, medication reminders and activities of daily living. Contract providers: **Home Helpers (2008)**, **Evergreen Commons (2008-2009)**, and **Alliance Home Health Services (2009).**



Allegan County Commission on Aging

2008-2009 Annual Report

Contracted Services, Continued:

Outreach, Assistance and Referral – provides a caseworker to meet face-to-face with seniors in their own homes to address their overall needs and offer support services to meet their individual needs. Referrals are made to coordinate other services as needed or as requested if concerns arise. In **2008**, this service was contracted with Allegan County Resource Development Committee; however, in **2009**, it became a direct service of the Allegan County Department of Senior Services.

Transportation – provides volunteer drivers to medical, nutritional, legal, and social appointments. Contract providers: **Casco Township Senior Care Program (2008-2009)**—served Casco, Lee, and Ganges Townships and **Allegan County Resource Development Committee (2008-2009)** served the rest of Allegan County.

2008 Accomplishments:

COA database created

Mapping project: implemented

Part time Program Assistant reclassified as full secretarial position

Tammy Grigg appointed interim Director and Veteran Services Coordinator

Requests for Proposals process resulted in competitive

Website Developed

2009 Accomplishments:

Outreach and Assessment activities became a direct service

Web Based Referral system implemented

Web Based Assessment system implemented

Satisfaction survey developed and implemented

Service Limits implemented to stretch funding dollars to include more seniors

Senior Services brochure developed and distributed

Outreach and Assessment Coordinator hired and trained as a MMAP Counselor

New Director hired



Allegan County Commission on Aging

2008-2009 Annual Report

2009 Satisfaction Survey Results:

The Commission on Aging conducted a satisfaction survey in June of 2009. Recipients of services were asked to rate their service providers on a scale of 0 to 5, with 0 meaning does not apply, and 5 meaning very happy. A total of 182 seniors were polled, and the results were as follows:

	0	1	2	3	4	5
ACRDC	79	2	1	8	17	75
Alliance	122	4	1	4	14	37
Casco	168	0	1	2	3	8
Evergreen Commons	104	0	1	5	14	58
Generations	173	0	0	2	1	6

Additionally, recipients of services were asked to rate the following questions, using the same scoring system:

1. The home delivered meals program allows me to remain in my home.

0	1	2	3	4	5
76	2	0	5	22	56

2. The home delivered meals menu has food choices I enjoy.

0	1	2	3	4	5
65	2	3	26	2	26

3. I talk to enough people on a weekly basis.

0	1	2	3	4	5
20	5	10	23	28	58

4. I am able to remain independent in my home because of services provided by the Commission on Aging.

0	1	2	3	4	5
30	2	1	13	21	83

5. I am satisfied with services provided by the Commission on Aging.

0	1	2	3	4	5
16	1	2	17	25	88

6. I am able to receive a ride when I need a ride.

0	1	2	3	4	5
59	5	8	10	17	40



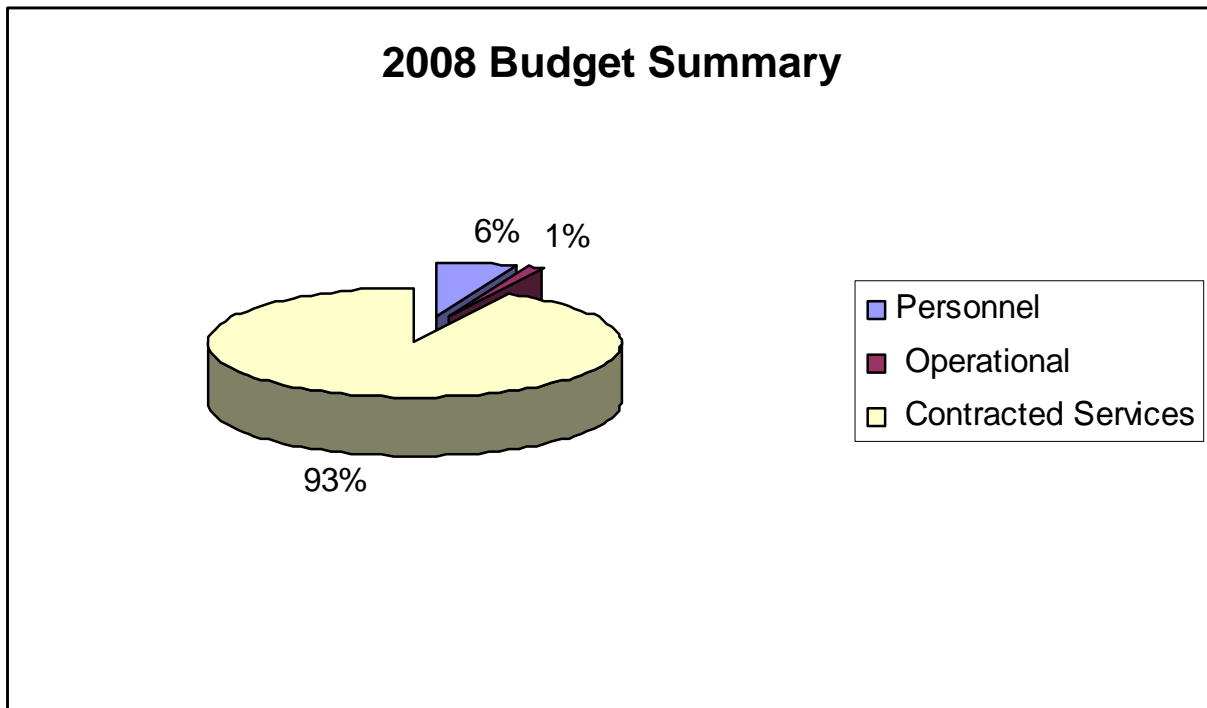
Allegan County Commission on Aging

2008-2009 Annual Report

2008 Senior Services Budget Summary:

Expenditures	Budgeted	Actual
Personnel	\$89,602	\$68,467
Operational	\$17,619	\$12,353
Contracted Services	\$977,607	\$999,072
TOTAL	\$1,084,828	\$1,079,902

Revenues	Budgeted	Actual
Senior Millage	\$ 1,050,000	\$ 1,026,710
Program Income/Donations	\$ 11,449	\$ 28,403
TOTAL	\$1,061,449	\$1,055,113





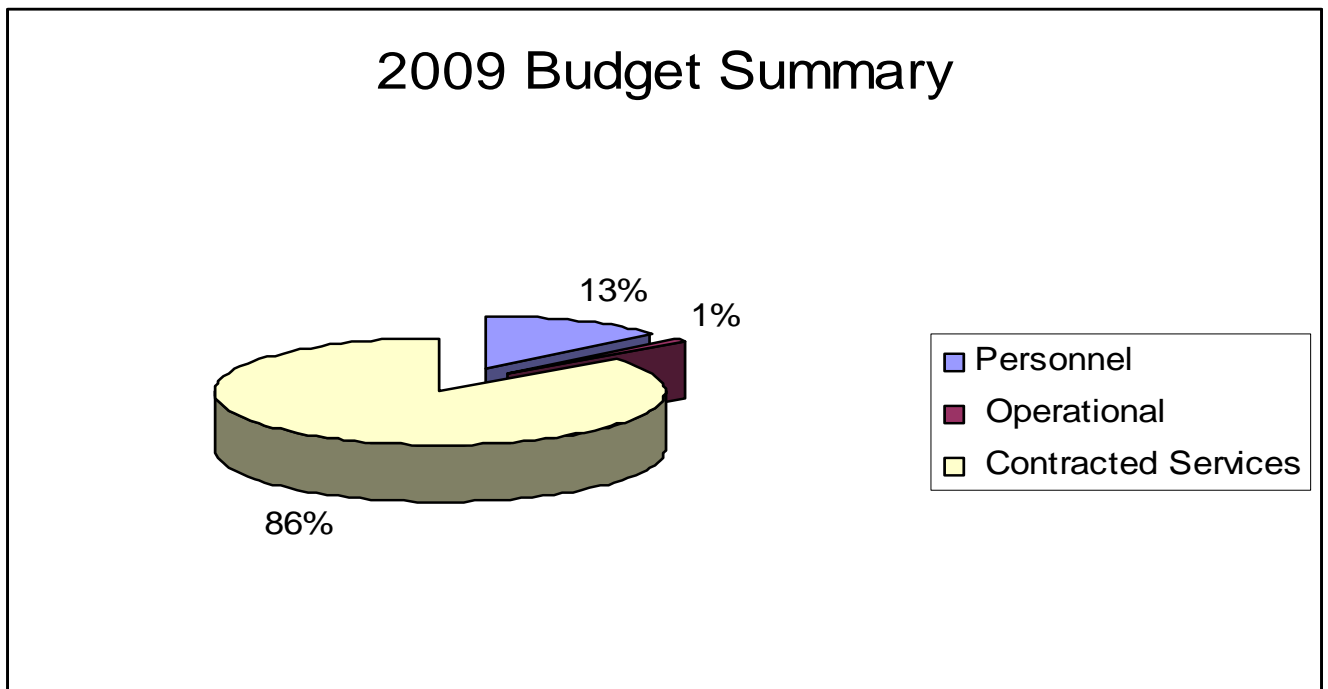
Allegan County Commission on Aging

2008-2009 Annual Report

2009 Senior Services Budget Summary:

Expenditures	Budgeted	Actual
Personnel	\$117,558	\$120,114
Operational	\$16,950	10,503
Contracted Services	\$915,492	\$782,186
TOTAL	\$1,084,828	\$1,079,902

Revenues	Budgeted	Actual
Senior Millage	\$ 1,050,000	\$ 1,026,710
Program Income/Donations	\$ 11,449	\$ 28,403
TOTAL	\$1,061,449	\$1,055,113

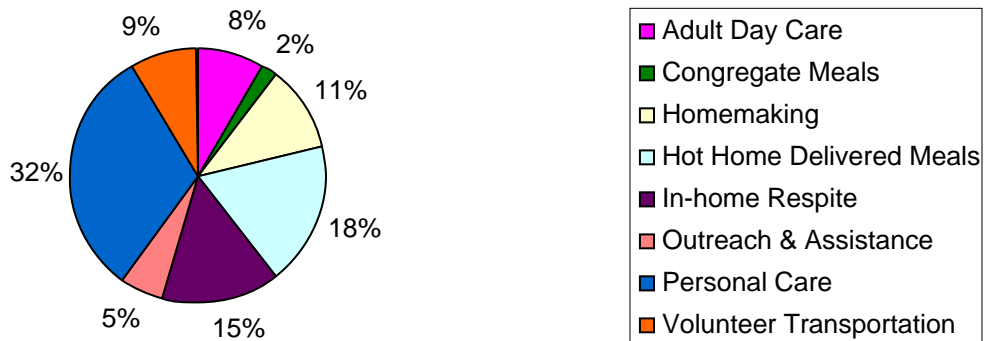




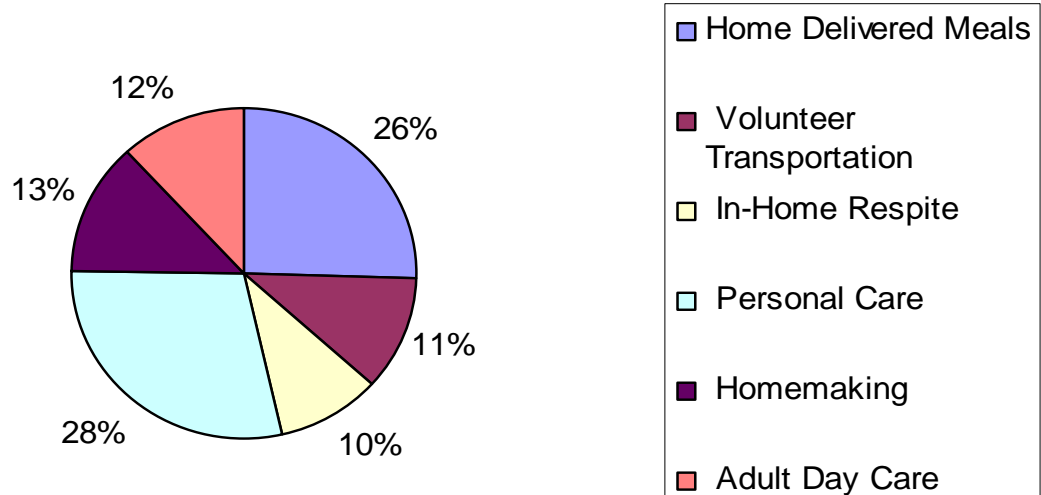
Allegan County Commission on Aging 2008-2009 Annual Report

Statistics Regarding Services:

2008 Contracted Services (Percentages)



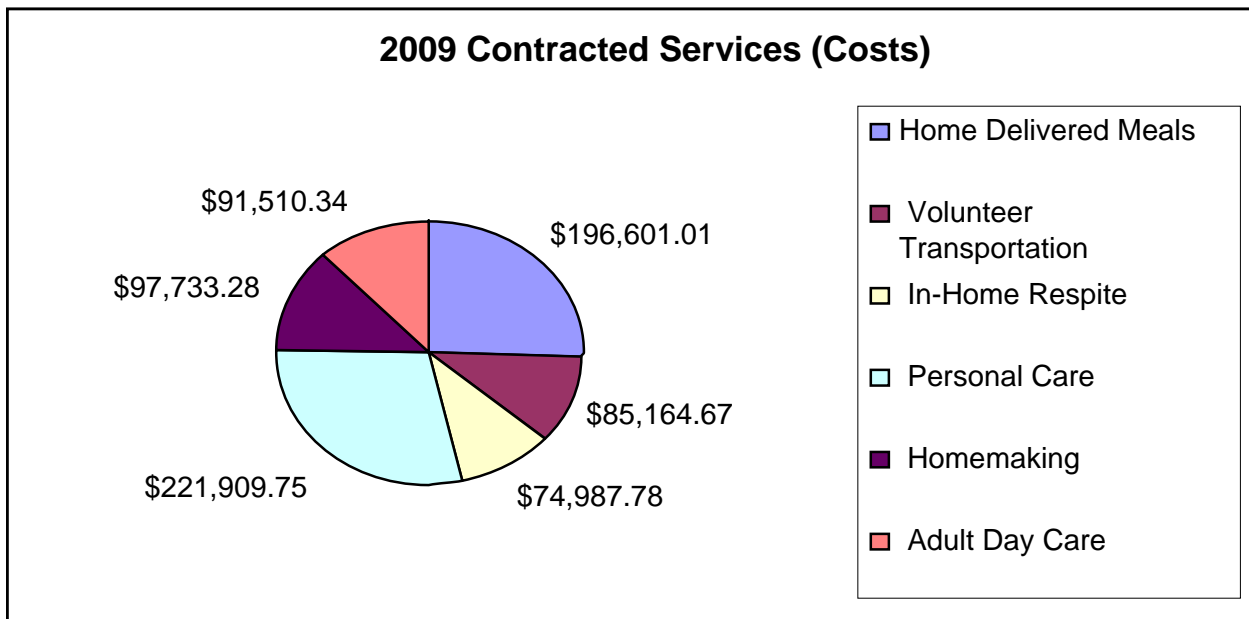
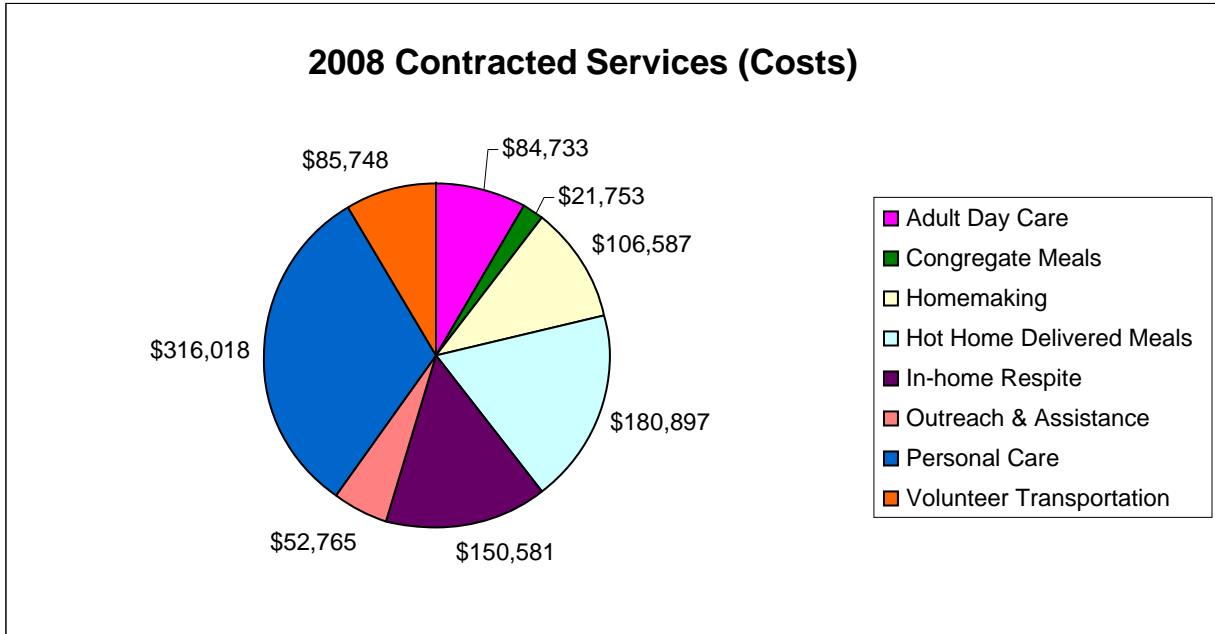
2009 Contracted Services (Percentages)





Allegan County Commission on Aging 2008-2009 Annual Report

Statistics Regarding Services, Continued:





Allegan County Commission on Aging

2008-2009 Annual Report

2008 Statistics Regarding Clients:

- ❖ **28,687** Hot Home Delivered Meals were delivered to homebound seniors
- ❖ **17,071** Hours of Personal Care were provided to seniors
- ❖ **7,851** Hours of In-home Respite Care were provided to seniors
- ❖ **7,822** Congregate Meals were provided at five meal sites
- ❖ **5,908** Hours of Homemaking Service were provided to seniors
- ❖ **11,778** hours were spent in Adult Day Care
- ❖ **5,157** One way trips were provided by Volunteer Transportation
- ❖ **240** seniors were provided Outreach & Assistance service

1,009 seniors received services funded with the senior millage in 2008.

2009 Statistics Regarding Clients:

- ❖ **39,399** Home Delivered Meals were delivered to homebound seniors
- ❖ **12,739** Hours of Personal Care were provided to seniors
- ❖ **4,352** Hours of In-home Respite Care were provided to seniors
- ❖ **5,138** Hours of Homemaking Service were provided to seniors
- ❖ **25** seniors spent their days with friends at Adult Day Care
- ❖ **4,214** one way trips were provided by Volunteer Transportation
- ❖ ***124** seniors were provided Outreach & Assistance service

***685 unduplicated seniors received services funded with the senior millage in 2009.**

*Reduction in numbers was greatly affected due to the discontinuation of congregate meals funding.