



ALLEGAN COUNTY COMMISSION ON AGING

3255 122nd Avenue, Suite 200
Allegan, MI 49010
269.673.3333 - Office
877.673.5333 – Toll Free
269.673.0569 - Fax
<http://www.allegancounty.org>

COMMISSIONER

Dean Kapenga
616-218-2599
Hamilton

ELECTED OFFICERS

Chairperson

Larry Ladenburger
(Senior Representative)
269-673-6200
Allegan

Vice Chairperson

Alice Kelsey

(At-Large)
269-366-0431
Martin

SENIOR MEMBERS

Stuart Peet
269-672-9520
Shelbyville

Lou Phelps
269-870-3710
Plainwell

Mary Campbell

269-655-8000
Pullman

MEMBERS AT LARGE

Richard Butler
616 902-0046
Plainwell

Patricia Petersen

616-644-8059
Allegan

Sally Heavener

616-355-3494
Holland

STAFF

Sherry Owens
269-686-5144
Director

Katie Cole
269-673-3333 x2495

Senior Services
Counselor

Ashley Dever
269-673-3333 x2498

Senior Services
Counselor

Maria Hawk
269-673-3333 x2497

Administrative
Assistant

COMMISSION ON AGING MEETING - AGENDA

Wednesday, April 19, 2023

10:00 am - 12:00 pm

Zimmerman Room, Human Services Building

3255 122nd Avenue – Allegan, MI

Public Zoom Link:

<https://us02web.zoom.us/j/82375478232?pwd=NnNsUEhwZnhWVlFPNjA5NkRZRNjkzZz09>

CALL TO ORDER:

PLEDGE OF ALLEGIANCE:

CONFIRMATION OF QUORUM

ROLL CALL:

COMMUNICATIONS:

APPROVAL OF MINUTES: (Attachment A - March)

PUBLIC PARTICIPATION:

APPROVAL OF AGENDA:

PRESENTATIONS: 5 Why exercise

ADMINISTRATIVE REPORTS:

-Director's Report (Attachment B)

-Financial Reports (Attachment C)

-COA Calendar (Attachment D)

-Action Items Log (Attachment E)

ACTION ITEMS:

1. NONE AT THIS TIME

DISCUSSION ITEMS:

1. Newsletter exercise (Attachment F)

NOTICE OF APPOINTMENTS:

FUTURE AGENDA ITEMS:

SUBCOMMITTEE REPORTS:

AAAWM Board of Directors – Stuart Peet

AAAWM Advisory Council –

ROUND TABLE (COA MEMBER TIME):

ADJOURNMENT:

Next meeting: May 17, 2023

10 am to 12 pm in the Zimmerman 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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Chairperson: Larry Ladenburger
Vice Chairperson: Alice Kelsey

COMMISSION ON AGING - MINUTES

Wednesday, March 15, 2023

10am– 12pm

Zimmerman Room, Human Services Building
3255 122nd Avenue, Suite 200 – Allegan, MI

Public Zoom Link:

<https://us02web.zoom.us/j/82375478232?pwd=NnNsUEhwZnhWVlFpNjAvNkRZNjkzZz09>

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Administrative
Assistant

CALL TO ORDER: Meeting called to order by Chairperson Larry Ladenburger at 9:58 am.

PLEDGE OF ALLEGIANCE:

CONFIRMATION OF QUORUM

ROLL CALL:

PRESENT: Larry Ladenburger, Mary Campbell, Lou Phelps, Stuart Peet, Sally Heavener, Pat Petersen

ABSENT: Dean Kapenga, Rich Butler

OTHER: Sherry Owens, Ashley Dever, Katie Cole, Maria Hawk

COMMUNICATIONS:

APPROVAL OF MINUTES: Alice Kelsey moved, support by Lou Phelps. All in favor. Motion carried.

PUBLIC PARTICIPATION:

APPROVAL OF AGENDA: Moved by Sally Heavener, supported by Alice Kelsey. All in favor. Motion carried.

PRESENTATIONS: Sherry Owens and the senior service team presented on placing a referral for service, “From Referral to First Day of Service.” Sherry demonstrated the online referral process and further explained how to enter a referral and where that information goes. Ashley in Senior Services talked on what it looks like after receiving a completed referral, the conversation with the senior and getting them set up with service(s). The presentation then followed the rest of the process- providers contacting seniors, if a service has a waitlist, if the senior is not eligible or doesn’t accept services, etc. Pat asked if senior service staff refers to other agencies if they are not eligible for Allegan County Senior Services, staff stated that they do offer alternate resources. COA

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boards were then welcomed to ask questions. There is currently one service with a waitlist and that is adult daycare at Generations.

ADMINISTRATIVE REPORTS:

-Director's Report (Attachment B)

Goal #1: Develop a calendar of COA commitments and timelines.

- Sally asked to receive a spreadsheet on the timeline for the coming years that outline upcoming events.
- The calendar and timeline are working documents that will be included in each meeting packet

Goal #2: Continue marketing efforts.

- Implement Greenstreet's marketing suggestions for 2023
 - Facebook posts have increased and are more engaging
 - Working on other social media platforms on paid advertisements (Facebook and YouTube)
- Develop a Newsletter (**Attachment F**)
- Develop "COA Roadshow"

Goal #3: Complete on-going Services review Contingency plans.

Strategic Area of Focus- Process and Innovation

- Home Delivered Meals will only deliver hot meals unless there is a need for frozen or liquid nutrition
- There is not the space or option to accommodate frozen meals
- Home delivered meal clients will be referred to Meals on Wheels

Member Inquiry (Attachment G)

- Sherry requested clarification on the Per Diem and Mileage paid by the BOC for AAAWM members
- Per Diem and mileage is only paid to Board members, not Advisory members
- (**Attachment H**) Sally will step down as member on the Advisory Board for AAAWM
- There is an open seat for an Allegan County member for the advisory council

-Financial Reports (Attachment C)

- Expenditure and Revenue Status reports included for full transparency

-COA Calendar (Attachment D)

- Road map of what is to come.
- Dates included for Boomer Bash 2023 and Senior Day at the Fair
- Larry mentioned how important COA board member participation is for these Senior Events are

-Action Items Log (Attachment E):

- Log will contain history of action items from previous meetings
- Will be updated every month and current for board meetings

DISCUSSION ITEMS:

1. Newsletter Process (**Attachment F**)
2. Questions we need to ask
 - a. Who is our audience?
 - b. How will we fund this project?
 - c. What will the frequency be on releasing a letter?
 - d. Who will be in charge of this project?
3. Consider a quarterly distribution
4. Consider a digital letter
5. It is recommended to revisit the newsletter topic in April and invite a speaker to offer more information on proceeding
6. Complete “Why” exercise at April’s meeting

NOTICE OF APPOINTMENTS:

There is an opening on the AAAWM advisory council. We will verify AAAWM mileage.

FUTURE AGENDA ITEMS:

Boomer Bash is occurring Thursday, June 1, 2023 at the First Baptist Church in Allegan.

SUBCOMMITTEE REPORTS:

AAAWM Board of Directors: Stuart Peet gave an update on the last meeting
AAAWM Advisory Council: No update. Current seat is open.

ROUND TABLE (COA MEMBER TIME): None.

ADJOURNMENT: Moved by Stuart Peet, supported by Alice Kelsey. All in favor.
Meeting adjourned at 11:40 am.

Next Meeting April 19, 2023 10:00 am-12:00pm in the Zimmerman Room

ATTACHMENT B DIRECTOR'S REPORT

Commission on Aging Director's Report April 19, 2023

Greetings Friends!

And just like that, first quarter is over!

Below is a recap of progress on your STRATEGIC PLANNING GOALS for 2023:

Goal #1: Develop a calendar of COA commitments and timelines.

- 2023 COA Calendar (**Attachment D**) **COMPLETE**
- Action Items Log (**Attachment E**) **COMPLETE**
- Improve process with Board of Commissioners/Administration- **CLARIFICATION**
 - Discussion and clarification of goals for scheduled for May to understand desired outcome and next steps

Goal #2: Continue marketing efforts.

- Implement Greenstreet' s suggestions for 2023 budget **ONGOING**
 - Marketing plan approved 2/15
 - Social media posts are now managed by Maria Hawk with favorable response

NOTE: Most of the media has been scheduled with no issue; however, some (TV Stations, and digital marketing) have complicated credit applications, etc. that are problematic with the County process. I spoke with Dan and Valdis, and a review of the contract with Greenstreet allows for Laura to remain the account manager for those without contract renewal. Laura and I have a meeting scheduled right after we both return from Spring Break.

- Develop a Newsletter process using 5 WHYS (**Attachment F**)
- Develop process for ongoing communication with voters (communication included with property tax bill)
- Develop COA "Road Show" that includes "Cost savings" associated with services

Goal #3: Complete on-going Services review Contingency plans.

- Services: Transportation (May meeting), ADC (June meeting), PERS (July meeting)
- Review of P&P for each service
- Develop contingency plan in the event provider has operability issues
- Retention and recruitment for drivers (transportation and HDM)

NOTE: We completed both In Home Supports provider annual reviews. All agree, now that the wait list has been managed, and there is some capacity to provide more service, it may be time to review the eligibility requirement to include clients that have a very high level of need that does not specifically include a bath. We have begun to have some discussion as a team and plan to include this on the agenda for the May provider meeting. We will be able to

ATTACHMENT B DIRECTOR'S REPORT

brings some recommendations for revisions to you soon. The goal is not to open the flood gates and create another capacity issues, but to allow some higher level needs to be met.

Other items that will be completed this year as a result of the survey and Strategic Planning:

- COA training on the entire service process from the Referral to the very first day of service **COMPLETE**
- Review and development of a plan for the Fund Balance **COMPLETE**

STRATEGIC AREA OF FOCUS- CUSTOMER SERVICE:

- Maria Hawk is participating in the County's Customer Service Team's focus group. Since Maria is the "face" of our team, she was asked to be part of the group that will provide input to shape the Customer Service culture in Allegan County

STRATEGIC AREA OF FOCUS- FINANCIAL:

- Attached you will find the monthly financial documents at **Attachment C.**

STRATEGIC AREA OF FOCUS – PROCESS & INNOVATION:

- Ashley and continue to work through issues with frozen HDM. All new clients are screened and if they prefer to receive frozen HDM they are referred to Meals on Wheels unless there are medically necessary reasons they are not able to be home for daily delivery and existing clients are being reassessed to determine the need for frozen meals
- I reached out to Lisa Wideman, and Stacy from Area Agency on Aging and they have agreed to absorb clients that meet the basic HDM eligibility requirements and prefer frozen meals
- We will re-evaluate the process at the next quarterly meeting to determine if further steps need to occur; but we are hopeful that this collaboration will be a successful solution and enhance the frozen options available to our older adults

STRATEGIC AREA OF FOCUS- ENGAGEMENT:

- Is this the month where we get a group photo to put on the website and to include with the next BOC update??? Come prepared for "your closeups"

Member Inquiry:

None this month!

I look forward to seeing you all soon!

Warm Regards,

Sherry

ATTACHMENT C - FINANCIAL REPORT- through February 28, 2023

SERVICES AT A GLANCE

 TOTAL BUDGET 2023: \$81,508			 TOTAL BUDGET 2023: \$691,595			 TOTAL BUDGET 2023: \$1,433,760			 TOTAL BUDGET 2023: \$190,679			 TOTAL BUDGET 2023: \$185,373		
PERCENT OF TOTAL BUDGET: 3%			PERCENT OF TOTAL BUDGET: 23%			PERCENT OF TOTAL BUDGET: 48%			PERCENT OF TOTAL BUDGET: 6%			PERCENT OF TOTAL BUDGET: 6%		
UNIT RATE: \$10.25			TOTAL UNIT RATE: \$10.49			UNIT RATE: \$35.00			UNIT RATE: \$20.00			VT UNIT RATE: \$.65		
ADULT DAY CARE			HOME DELIVERED MEALS			IN HOME SUPPORTS			PERSONAL EMERGENCY RESPONSE			SENIOR TRANSPORTATION		
BUDGET THROUGH CURRENT MONTH			BUDGET THROUGH CURRENT MONTH			BUDGET THROUGH CURRENT MONTH			BUDGET THROUGH CURRENT MONTH			BUDGET THROUGH CURRENT MONTH		
BUDGETED	ACTUAL	VARIANCE	BUDGETED	ACTUAL	VARIANCE	BUDGETED	ACTUAL	VARIANCE	BUDGETED	ACTUAL	VARIANCE	BUDGETED	ACTUAL	VARIANCE
COST			COST			COST			COST			COST		
\$13,585	\$12,374	\$1,210	\$115,266	\$157,319	(\$42,053)	\$238,960	\$192,205	\$46,756	\$31,780	\$23,840	\$7,940	\$30,897	\$23,530	\$7,367
UNITS (1 UNIT = 1 HOUR OF CARE)			UNITS (1 UNIT = 1 MEAL)			UNITS (1 UNIT = 1 HOUR OF CARE)			UNITS (1 UNIT = 1 DEVICE)			ADD'L TRANSPORTATION COSTS		
1,325	1,207	118	10,988	14,997	(4,009)	6,827	5,490	1,338	1,589	1,192	397	THIS MONTH	YTD	
MONTHLY PERFORMANCE			MONTHLY PERFORMANCE			MONTHLY PERFORMANCE			MONTHLY PERFORMANCE			\$179	SOFTWARE	\$358
TARGET	ACTUAL	VARIANCE	TARGET	ACTUAL	VARIANCE	TARGET	ACTUAL	VARIANCE	TARGET	ACTUAL	VARIANCE	\$2,083 <td style="text-align: center;">SPECIAL TRANSPORTATION</td> <td style="text-align: right;">\$4,166</td>	SPECIAL TRANSPORTATION	\$4,166
COSTS			COSTS			COSTS			COSTS			VOLUNTEER TRANSPORTATION		
\$6,792	\$5,694	\$1,098	\$57,633	\$73,440	(\$15,808)	\$119,480	\$91,744	\$27,736	\$15,890	\$12,980	\$2,910	THIS MONTH	YTD	
UNITS			UNITS			UNITS			UNITS			189	TRIPS	372
663	556	107	5,494	7,001	(1,507)	3,414	2,621	793	794	649	145	5,360	MILES	13,975
ADDITIONAL INFORMATION			ADDITIONAL INFORMATION			ADDITIONAL INFORMATION			ADDITIONAL INFORMATION			\$3,484	COST	\$9,084
THIS MONTH			THIS MONTH			THIS MONTH			THIS MONTH			PURCHASED BUS TRANSPORTATION		
YTD			YTD			YTD			YTD			TRIPS		
22	CUSTOMERS	26	352	CUSTOMERS	398	361	CUSTOMERS	367	543	CUSTOMERS	681	THIS MONTH	YTD	
3	INTAKES	5	43	INTAKES	67	6	INTAKES	24	14	INTAKES	53	142	ACT TRIPS	308
2	DISCHARGES	4	20	DISCHARGES	43	4	DISCHARGES	6	28	DISCHARGES	46	\$5,918	ACT COSTS	\$14,088
4	REFERRALS	11	38	REFERRALS	65	26	REFERRALS	68	21	REFERRALS	54	\$2,262	TOTAL ADD'L	\$4,524
9	WAITING	NOT CUMULATIVE	0	WAITING	NOT CUMULATIVE	0	WAITING	NOT CUMULATIVE	0	WAITING	NOT CUMULATIVE	ADDITIONAL INFORMATION		
DATE OF OLDEST REFERRAL:			DATE OF OLDEST REFERRAL:			DATE OF OLDEST REFERRAL:			DATE OF OLDEST REFERRAL:			72	RIDERS	147
02/09/23			N/A			N/A			N/A			9	NEW RIDERS	15
02/09/23			N/A			N/A			N/A			0	UNMET RIDES	0




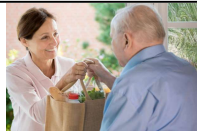


ALLEGAN COUNTY SENIOR & VETERAN SERVICES
 3255 122ND AVENUE, SUITE 200
 ALLEGAN, MI 49010
 (269) 673-3333 OR TOLL FREE (877-673-5333)

VOL TRANSPORTATION = 29% OF TOTAL BUDGET
 BUS TRANSPORTATION = 71% OF TOTAL BUDGET

ATTACHMENT C - FINANCIAL REPORT- through February 28, 2023

ADMINISTRATIVE BUDGET AT A GLANCE

						TOTAL BUDGET 2023: \$381,092					
						BUDGET STATUS - EDEN*					
			2023 REVENUES			2023 EXPENDITURES					
			BUDGETED	THIS MONTH	YTD	BUDGETED	THIS MONTH	YTD			
			\$3,044,850	\$1,003,717	\$2,184,848	\$2,964,007	\$228,185	\$254,594			
			DONATIONS	\$40	\$70						
BUDGET THROUGH CURRENT MONTH			ADDITIONAL INFORMATION			2023 FUND BALANCE STATUS					
BUDGETED	ACTUAL	VARIANCE	THIS MONTH			BEGINNING FUND BALANCE		\$1,324,661			
\$63,515	\$49,351	\$14,165	\$18,065	COMPENSATION				\$296,400			
MONTHLY PERFORMANCE			\$4,280	OPERATIONS				\$1,028,261			
TARGET	ACTUAL	VARIANCE	(TRAVEL, SUPPLIES, EQUIPMENT, ETC.)					PROJECTED UNBUDGETED INCREASES IN 2023 **			
\$31,758	\$24,964	\$6,794	\$2,619	INDIRECT COSTS				\$277,809			
			(OFFICE SPACE, PHONES, COMPUTERS, ETC.)					FUND BALANCE USED TO DATE			
			\$5,239					\$0			
PERCENT OF TOTAL BUDGET			TOTAL ADMINISTRATIVE COSTS			PROJECTED FB AT END OF 2023 (incl. Reserve)		\$1,046,852			
			13%	\$24,964				\$49,351			
			ALLEGAN COUNTY SENIOR & VETERAN SERVICES 3255 122ND AVENUE, SUITE 200 ALLEGAN, MI 49010 (269) 673-3333 OR TOLL FREE (877-673-5333)								
			ASSUMPTIONS: NEGATIVE NUMBERS IN SERVICE METRICS REFLECT SERVICE LEVELS ABOVE BUDGETED AMOUNTS								
			*DUE TO DIFFERENT REPORTING DATES, EDEN REPORTS WILL NOT REFLECT CURRENT MONTH'S SERVICE TOTALS								
			**USE OF FUND BALANCE ONLY POSSIBLE IF CONTRACTS ARE FULLY EXPENDED								

COA CALENDAR OF COMMITMENTS AS OF: MARCH 2023

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
<p>COA MEETING 1/18/2023</p> <p>STRATEGIC PLANNING</p>	<p>COA MEETING 2/15/2023</p> <p>FUND BALANCE DISCUSSION</p>	<p>COA MEETING 3/15/2023</p> <p>REFERRAL PROCESS REVIEW</p>	<p>COA MEETING 4/19/2023</p> <p>5 WHYS DISCUSSION ON NEWSLETTER (TENTATIVE)</p>	<p>COA MEETING 5/17/2023</p> <p>CONTINGENCY - TRANSP</p> <p>BOC DISCUSSION</p>	<p>COA MEETING 6/21/2023</p> <p>BOOMER BASH 6/1</p> <p>CONTINGENCY - ADC</p> <p>AAAWM ANNUAL PLAN</p>
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<p>COA MEETING 7/19/2023</p> <p>CONTINGENCY - PERS</p>	<p>COA MEETING 8/16/2023</p> <p>IN-HOME SUPPORTS RFP</p>	<p>COA MEETING 9/20/2023</p> <p>SENIOR DAY @ FAIR 9/12</p> <p>VETERAN DAY @ FAIR 9/14</p> <p>INVOICE FOR AAWM</p>	<p>COA MEETING 10/18/2023</p> <p>STAND DOWN 10/12</p> <p>PORTAGE SENIOR EXPO DATE TBD</p>	<p>COA MEETING TBD</p> <p>THANKSGIVING 11/23-11/24</p> <p>STRATEGIC PLANNING SURVEY</p>	<p>COA MEETING TBD</p> <p>CHRISTMAS 12/25-26</p>

WHY DO WE NEED A NEWSLETTER?

WHY?

WHY?

WHY?

WHY?