

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>

Chairperson: Larry Ladenburger
Vice Chairperson: Alice Kelsey

COMMISSION ON AGING MEETING - AGENDA

Wednesday, September 15, 2021

9:00 -11:00 am

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

Public Zoom Link:

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

COMMISSIONERS

Rick Cain
269-744-7918
Shelbyville

Dean Kapenga
616-218-2599
Hamilton

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

Vice Chairperson
Alice Kelsey
(Member At Large)
269-366-0431
Martin

SENIOR
MEMBERS
Stuart Peet
269-672-9520
Shelbyville

Lou Phelps
269-870-3710
Plainwell

Natalie Van Houten
269-672-9359
Shelbyville

MEMBERS AT LARGE

Richard Butler
616 902-0046
Plainwell

Patricia Petersen
616-644-8059
Allegan

Sally Heavener
616-355-3494
Holland

Vacant

STAFF
Sherry Owens
269-686-5144
Director

Havilah MacInnes
269-673-3333 x 2495
Senior Services
Counselor

CALL TO ORDER:

PLEDGE OF ALLEGIANCE:

CONFIRMATION OF QUORUM

ROLL CALL:

COMMUNICATIONS:

APPROVAL OF MINUTES: (Attachment A – August)

PUBLIC PARTICIPATION:

APPROVAL OF AGENDA:

PRESENTATIONS: Marketing materials – Laura Hosler, Greenstreet Marketing & Design

ADMINISTRATIVE REPORTS:

-Director's Report (Attachment B)

-Financial Reports (Attachment C)

-Outreach Report (Attachment D)

ACTION ITEMS:

1. Approve Marketing Materials (Attachment E)
Sample motion: Recommend approval of Post card and Handbook as presented.
2. Approve Appendix I (Attachment F)
Sample motion: Recommend approval of Appendix I to the Policy and Procedure Manual as revised.

DISCUSSION ITEMS:

1. Home Delivered Meals: (Attachment G)
-Executive Summary
-Memorandum of Understanding with Meals on Wheels of Western Michigan
-Contract Extensions
2. Senior Day at the Fair recap

NOTICE OF APPOINTMENTS: 1 At Large seat vacant

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”

FUTURE AGENDA ITEMS:

SUBCOMMITTEE REPORTS:

AAAWM Board of Directors

AAAWM Advisory Council

ROUND TABLE (COA MEMBER TIME):

ADJOURNMENT: Next Meeting – October 20, 2021, 9–11 am - Zimmerman Room

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COMMISSION ON AGING MEETING - Minutes

Wednesday, August 18, 2021

9:00 -11:00 am

**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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CALL TO ORDER: 9:03 am by Chairperson Larry Ladenburger

PLEDGE OF ALLEGIANCE:

CONFIRMATION OF QUORUM

ROLL CALL:

Present: Dean Kapenga, Larry Ladenburger, Alice Kelsey, Stuart Peet, Natalie Van Houten, Rich Butler, Patricia Petersen, Sally Heavener

Others Present: Sherry Owens & Ashley Dever (Zoom)

Absent: Rick Cain & Lou Phelps

APPROVAL OF MINUTES

Moved by Stuart Peet, seconded by Dean Kapenga to approve the July minutes. Motion carried by voice vote. Yeas: 8 votes. Nays: 0 votes.

PUBLIC PARTICIPATION: Beatrice Schults from Community Action and Taylor Rossi from Senior Service Inc.

APPROVAL OF AGENDA:

Moved by Alice Kelsey, seconded by Natalie VanHouten to approve the August agenda. Motion carried by voice vote. Yeas: 8 votes. Nays: 0 votes.

**PRESENTATIONS: Marketing materials – Laura Hosler,
Greenstreet Marketing & Design**

Laura Hosler presented the next set of marketing materials for the COA's review and approval. Items presented were:

- Tri-fold brochure
- Marketing board
- Completed Letterhead, Envelope and business card (with new logo)
- Schedule for upcoming filming of video/commercial

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”

Round Table-

- Dean Kapenga asked if we could include a bullet regarding donations to senior services on the brochure.
 - Sherry stated that this had not been discussed by the COA or the BOC but would begin the conversation and report back next month.
 - Laura indicated that (to keep things moving) this could be an added insert to the brochure
- Natalie Van Houten asked about sending donation letters to the millage clients. Sherry explained that the COA decided to discontinue this practice in 2016 due to the fact that clients were refusing service because they felt obligated to donate and could not afford to do so. Sherry also states it may not be the best time to ask for donations due to our large fund balance.
- Stuart Peet asked if donations were still accepted even though no letters were sent. Sherry explained they were and the amount was deducted from the monthly invoice. She also pointed out where these numbers could be found in the Financial Reports.
- Sally Heavener pointed out discrepancies in the phone numbers and asked that all the marketing items should be rechecked to ensure all the numbers were correct. Laura Hosler indicated this would occur before moving forward.
- Sherry Owens states we cannot do any filming at Generations due to the increase of the delta variant of COVID and our goal to keep our seniors safe; however Generations staff has a plan to allow filming of clients arriving and other outdoor activities.
- Dean Kapenga asked if the COA board members could get a talking points document to use when they are out in the community – both Sherry and Laura thought this was possible
- Sherry states the shooting schedule for the marketing filming will be August 23, 24 and half a day on the 25th. Sherry also reminded everyone that the BOC wants to see the new marketing design and plan before anything is sent out to the public.

ADMINISTRATIVE REPORTS:

Director's Report

Pre Plan Millage Renewal

- Sherry states that at the July meeting the COA Board selected to review the HDM procedure manual.
- The original HDM contracts end in December, with up to two 1 year extensions. Both providers have been contracted and agree to extend the current contract
 - CAAC has agreed to extend for 2 years
 - SSINC has only agreed to a 1 year extension. Further discussion will happen and this will be reviewed at the September meeting.
- Sherry stated that both providers have expressed the need to review the unit rate due to rising costs. Sherry has provided this information to Valdis Kalnins in Project Management and he is currently working on contract extensions. Sherry will have these available at the next meeting.

Senior Day at the Fair Tuesday September 14th at 7:00am

- Sherry received a call from Mr. Haarsma (the pancake guy) and he is no longer able to provide the pancakes this year due to a fall. Sherry is in contact with Gordon Food Service to try to get pre-packaged juice, muffins, etc. for the fair.
- Red Cross is unsure if they will participate this year
- Mary Whiteford will be coming to help serve breakfast
- Sherry asked the COA Board member help come and serve food. She will also send out vendor passes so you can enter the fair that day. Please wear your colored vest.
- Sherry has limited the vendor tables to only 30 this year due to COVID concerns
- The Health Department will also be attendance to give the COVID vaccine as well as the flu shot to anyone who wishes to receive them

Financial Reports

Millage Budget Projections

- Sherry reviews the projection budget report. Red indicating decrease from 2020 and green indicating increase. This may not show a true picture due to the effects of the pandemic last year.
- This also shows the donations that each service area has received this year.

Revenue and expenditure Report

- This is the actual Eden report from the county financials. This is the current actual balances for each account.

Outreach Report

Havilah has been very busy with MMAP. She is very excited that Sally is now MMAP certified and able to assist our team. Havilah also shares in her report of an incident that one of our providers, Alliance, encountered this past month.

ACTION ITEMS:

1. Approve Marketing Materials

Motion to recommend approval of marketing materials with changes described.

Moved by Dean Kapenga, seconded by Stuart Peet. Motion carried by voice vote.

Yeas: 8 Nays: 0

DISCUSSION ITEMS:

1. Home Delivered Meals:

Appendix I to Policy & Procedure Manual

- Item 1 Measurement of Service
 - In 2018 the COA made the decision to not fund liquid nutrition. We now have two options: revisit and allow liquid nutrition or strike it from this section.
 - This would be an option as a HDM and they would have to meet specific criteria. A doctor's note would also be required and updated every 6 months.
 - 2 cans will equal one unit rate

- By a show of hands the COA board approve this to be in the current policy and procedure manual.
- Item 2 Service Definitions and allowable tasks
 - Meals can be any combinations of the following
 - Hot meals
 - Frozen meals
 - Supper sack
 - Liquid nutrition with doctors request
- Item 3 Additional written policy requirements
 - Currently states: Client has no adult living at the same residence or in the vicinity that is able and willing to prepare meals.
 - Recommend removing this bullet from item 3 to allow older adults who live with family who cannot assist with all meals to be eligible for this service.
- Item 4 Additional Service Requirements
 - 4.6 Liquid Meals
 - Recommend adding this back into the current policy and procedure manual. No other changes needed
 - 4.7 Emergency Meals
 - Recommend change to state a one week supply of emergency meals based on the number of meals delivered per day.
 - These meals will be delivered the first week of service initiation and will be switched out every 6 months
 - 4.11 Meals for spouse or other persons that are eligible
 - Recommend that at the service provider's discretion (as part of their assessments) the service providers may approve an additional meal for a spouse or care giver. While donations are encouraged they are not required.
- Item 7 Maximum Service Limits
 - Service providers may provide up to 2 meals per day to eligible clients based on need. A third meal of liquid nutrition may also be available to those who qualify.

Sample contingency option – Mom's meals

- Taylor from Service Inc. states their contingency plan if something catastrophic were to happen is Kalamazoo Valley Community College has made their kitchen available to them for use of the kitchen and refrigeration.
- Beatrice from Community Action states their contingency plan if something catastrophic were to happen is to fall back on volunteer drivers for transportation and pull other staff to deliver meals.
- Mom's Meals is just one of many other national meal programs. Sherry is looking for a back up to our back up plan in case something catastrophic were to happen.

Sherry will have more info and pricing at the next meeting from Mom's Meals, Meals on Wheels of Western MI and possibility one other provider.

2. Senior Day at the Fair

- As discussed in the Director Report, please arrive at 7:00am on Tuesday September 14th. Sherry will email the COA their vendor passes for entry. If COA member are unable to print their pass, they will also be available to pick up in our office.

NOTICE OF APPOINTMENTS: 1 At Large seat vacant

FUTURE AGENDA ITEMS: Pat Peterson ask if Mary Whiteford would be able to come speak at one of the upcoming COA meetings.

SUBCOMMITTEE REPORTS:

AAAWM Board of Directors- Natalie gave update on their recent meeting

AAAWM Advisory Council- Stuart gave update on their recent meeting

ROUND TABLE (COA MEMBER TIME):

ADJOURNMENT: Meeting adjourned at 11:00am. Moved my Larry Ladenburger, seconded Pat Petersen. Motion Carried.

Next Meeting – September 15, 2021, 9am –11am - Zimmerman Room

ATTACHMENT B DIRECTOR'S REPORT

Commission on Aging Director's Report September 2021

Greetings Friends!

Hope you are all enjoying the cooler weather. Fall is my favorite time of year, and I'm already seeing signs of leaves getting ready to turn.

Below is an update on the Strategic Goals adopted at the January meeting. As you can see, there is a great deal of coordination going on between meetings.

Goal #1: Develop RFP for In-Home Supports:

- Paragon has been trained in the use of ServTracker and has been given their first clients for intake. Unless you have further questions or concerns, this is the last time I will report on this item. It will just be marked "Complete" going forward.

Goal #2: Pre Plan millage renewal

- Develop contingency plan for each service as a back up to current service delivery.
 - Home Delivered Meals contingency planning process is underway. At **Attachment F** you will find the Executive Summary which outlines the progress since the August meeting for this initiative.
 - As you may recall from the August meeting, we discussed that the HDM contracts are scheduled to end in December. I recommended a one year extension to both contracts to avoid the need for an RFP until after the millage renewal in 2022. Both providers support this extension; however both have requested unit rate increases due to rising
- Fund Balance spend down:
 - Provide supports for seniors who need assistance with COVID Vaccine registration and transportation.
 - Transportation remains available at no cost for trips to vaccine sites. The July Director's Report stated that to date 84 trips had been provided at a cost of \$4,552.88 through the end of June. There were no additional trips in July or August.
 - Our staff continues to provide information to callers on vaccine sites and provide transportation referrals as needed.
- Increase marketing and outreach to "get the word out" on the millage services.
 - At **Attachment E** you will find drafts of the next set of marketing items for your review prior to the meeting as well as copies of the previously approved items with your requested changes. As in past meetings, Laura will join us to present these items (I'm

ATTACHMENT B DIRECTOR'S REPORT

told there may be an additional item ready for review as well) and discuss next steps for the project.

- In an effort to keep this project moving smoothly along, in the event you are in agreement and ready to move forward, I have added an action item and sample motion to approve these items. If you are not ready to move forward you may simply table the item until the next meeting.

Goal #3: Develop a Multi-Level Communication Plan.

This committee is temporarily on hold until such time as the newsletter and mailer are ready.

Membership: We still have one At-Large seat vacant. If you know of anyone, please have them contact our team and we will provide them with an application.

STRATEGIC AREA OF FOCUS – CUSTOMER SERVICE: (Millage services during COVID-19)

In-Home Supports: This service continues to have challenges related to the direct care worker crisis that has become a national concern. Paragon has begun slowly begin to take clients, but is limited in their ability due to the same concerns. All three providers are aggressively recruiting new staff and even offering signing a bonuses, but it is a significant challenge. In October, I will attend the Michigan Directors of Services to the Aging (MDSA) conference. One of the sessions will be on this topic. I look forward to bring back new information that may be of help with this issue.

Adult Day Care: This program continues to operate at a limited capacity that aligns with the State requirements for indoor spaces and practices social distancing and health screens occur daily. In the month of July, 20 seniors were served. That was the highest number since the shutdown. We have served more *units* in the past, but more seniors are now able to use the program which is progress!

Home Delivered Meals: This service has no issues

PERS: This service requires no change to normal operations during this Crisis or any need for PPE.

Senior Transportation: This service has no issues.

STRATEGIC AREA OF FOCUS- FINANCIAL:

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

STRATEGIC AREA OF FOCUS – PROCESS & INNOVATION: (COA INITIATIVES)

- The provider training has been moved to September to allow Paragon time to settle in and understand the process

ATTACHMENT B DIRECTOR'S REPORT

STRATEGIC AREA OF FOCUS- ENGAGEMENT:

- **Senior Day at the Fair:** I mentioned at the August meeting that there would be no pancakes this year. I have worked with the Fair staff to find suitable alternatives that will make the event successful, and provide appropriate mitigation strategies to prevent the spread of COVID. Breakfast will consist of individually packaged breakfast items (i.e. muffins, fruit cups, yogurt, etc.) Hand sanitizer and masks will be available at the entrance to the tent. The Red Cross will be on hand to assist. We will have fewer vendors this year, and the senior tables will also be fewer to spread out more to allow for social distancing. It will be different but we will have a great event! You should have all received an email with the Vendors Pass attached. There will be paper copies at our front window if you do not have the ability to print this document, but you will need to pick them up in advance of the day as offices don't open until 8am. Please plan to be there at 7 if possible.

I look forward seeing you all in person again this month.

Warm Regards,

Sherry

ATTACHMENT C

2021 SENIOR MILLAGE BUDGET PROJECTIONS

	BUDGET	JAN ACTUAL	FEB ACTUAL	MAR ACTUAL	APR ACTUAL	MAY ACTUAL	JUN ACTUAL	JUL ACTUAL	AUG PROJ.	SEP PROJ.	OCT PROJ.	NOV PROJ.	DEC PROJ.	TOTAL PROJECTED	BUD VS ACTUAL
ADMINISTRATIVE	\$308,241	\$24,172	\$19,668	\$19,626	\$20,392	\$20,173	\$19,693	\$20,668	\$20,668	\$20,668	\$20,668	\$20,668	\$20,668	\$247,732	\$60,509
ADULT DAY CARE	\$232,627														
CLIENTS SERVED		16	16	16	19	19	18	20	0	0	0	0	0		
UNITS SERVED	29,197	815	777	818	797	708	861	767	767	767	767	767	767	9,378	19,819
TOTAL COST MONTHLY	\$19,386	\$6,724	\$6,749	\$6,749	\$6,575	\$5,843	\$7,101	\$6,476	\$6,476	\$6,476	\$6,476	\$6,476	\$6,476	\$78,598	\$154,029
HOME DEL. MEALS	\$702,285														
CLIENTS SERVED		312	299	307	302	305	316	310	0	0	0	0	0		
UNITS SERVED	98,636	7,278	7,291	8,228	5,601	7,530	8,168	7,727	7,727	7,727	7,727	7,727	7,727	90,458	8,178
TOTAL COST MONTHLY	\$58,523	\$51,819	\$58,532	\$58,532	\$39,879	\$53,614	\$58,156	\$58,532	\$58,532	\$58,532	\$58,532	\$58,532	\$58,532	\$671,724	\$30,561
IN HOME SUPPORTS	\$1,367,590														
CLIENTS SERVED		536	518	507	516	465	557	559	0	0	0	0	0		
UNITS SERVED	51,568	3,694	3,561	4,093	3,697	3,368	3,680	3,505	3,505	3,505	3,505	3,505	3,505	43,123	8,446
TOTAL COST MONTHLY	\$113,966	\$97,958	\$94,431	\$108,533	\$98,051	\$89,326	\$97,600	\$92,953	\$92,953	\$92,953	\$92,953	\$92,953	\$92,953	\$1,143,615	\$223,975
PERS. EMERG. RESP.	\$148,743														
CLIENTS SERVED		715	715	710	711	717	711	704	0	0	0	0	0		
UNITS SERVED	7,083	718	715	710	711	717	711	704	704	704	704	704	704	8,506	(1,423)
TOTAL COST MONTHLY	\$12,395.25	\$14,167	\$14,154	\$14,094	\$14,122	\$14,263	\$14,153	\$14,013	\$14,013	\$14,013	\$14,013	\$14,013	\$14,013	\$169,031	(\$20,288)
TRANSPORTATION	\$166,611														
CLIENTS SERVED		83	82	90	82	75	80	90	0	0	0	0	0		
UNITS SERVED	94,041	9,556	9,368	11,757	10,010	11,814	12,960	12,848	12,848	12,848	12,848	12,848	12,848	142,553	-48,513
ADD'L TRANS. COSTS		\$7,343	\$7,795	\$12,117	\$7,676	\$7,827	\$9,956	\$10,049	\$10,049	\$10,049	\$10,049	\$10,049	\$10,049	\$113,008	
TOTAL COST MONTHLY	\$11,406	\$12,694	\$13,042	\$18,701	\$113,282	\$14,443	\$17,214	\$17,244	\$17,244	\$17,244	\$17,244	\$17,244	\$17,244	292,840	(\$126,229)
UNMET RIDES		1	0	1	0	1	3	1	0	0	0	0	0	7	
TOTAL EXPENDITURES	\$2,926,097	\$207,535	\$206,576	\$226,236	\$292,301	\$197,662	\$213,917	\$209,886	\$209,886	\$209,886	\$209,886	\$209,886	\$209,886	\$2,603,541	\$322,556
DONATIONS		\$35	\$50	\$765	\$359	\$0	\$235	\$45	\$0	\$0	\$82	\$186	\$116	\$1,873	
REVENUE	\$2,686,463	\$974,648	\$718,550	\$595,205	\$0	\$265	\$112,342	\$664	\$454	\$162	\$40	\$0	\$185,412	\$2,587,742	
TOTAL REVENUE		\$974,683	\$718,600	\$595,970	\$359	\$265	\$112,577	\$709	\$454	\$162	\$122	\$186	\$185,528	\$2,589,615	\$96,848

RED = DECREASE FROM 2020 FIGURES

GREEN = INCREASE FROM 2020 FIGURES

Please note: The numbers represented in this report reflect expenses accrued by month.

2021 BEGINNING FUND BALANCE \$920,776

MANDATORY 10% RESERVE \$292,610

UNALLOCATED FUND BALANCE \$628,166

NET RESULT OF CURRENT OPERATIONS (\$15,799)

ESTIMATED UNALLOCATED FUNDS YEAR END \$612,367

ATTACHMENT C

Revenue and Expenditure by Fund

revexpbyfund
09/01/2021 3:02PM
Periods: 7 through 7

Allegan County

Fiscal Year: 2021 Through Period: 7

	2021 Budget	7 - 7 Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
FUND: 2950 SENIOR MILLAGE						
REVENUES						
2950.672.403.00.00 CURRENT PROPERTY TAX	2,507,963.00	11.80	2,511,101.65	0.00	(3,138.65)	100.13
2950.672.427.00.00 PAYMENTS IN LIEU OF TAXES	33,000.00	0.00	(5,579.72)	0.00	38,579.72	(16.91)
2950.672.573.00.00 State Grant - Local Comm Stabilization	130,000.00	0.00	112,157.15	0.00	17,842.85	86.27
2950.672.665.00.00 INTEREST EARNED - DEPOSITS	14,500.00	0.00	0.00	0.00	14,500.00	0.00
2950.672.675.00.00 CONTRIBUTIONS & DONATIONS	1,000.00	652.60	2,887.40	0.00	(1,887.40)	288.74
2950.672.694.00.00 OTHER REVENUE	0.00	0.00	137.50	0.00	(137.50)	0.00
TOTAL REVENUES	2,686,463.00	664.40	2,620,703.98	0.00	65,759.02	97.55
EXPENDITURES						
2950.672.703.00.00 SALARIES & WAGES - PERMANENT	133,638.00	10,297.65	71,951.05	0.00	61,686.95	53.84
2950.672.706.00.00 SALARIES & WAGES - PER DIEM	2,730.00	700.00	2,100.00	0.00	630.00	76.92
2950.672.710.00.00 OTHER COMPENSATION	0.00	0.00	173.53	0.00	(173.53)	0.00
2950.672.710.01.00 Stipend	554.00	46.20	323.40	0.00	230.60	58.38
2950.672.715.01.00 SOCIAL SECURITY -FICA TAXES-	10,131.00	808.10	5,458.23	0.00	4,672.77	53.88
2950.672.716.00.00 HOSP INSURANCE - EMPLOYER	36,295.00	3,019.03	21,257.33	0.00	15,037.67	58.57
2950.672.718.00.00 RET. FUND CONT. - EMPLOYER	9,355.00	720.84	5,036.60	0.00	4,318.40	53.84
2950.672.722.00.00 LIFE INSURANCE	174.00	12.54	87.78	0.00	86.22	50.45
2950.672.724.00.00 WORKERS COMPENSATION INS.	147.00	9.43	70.37	0.00	76.63	47.87
2950.672.725.00.00 DISABILITY INSURANCE	901.00	67.62	471.87	0.00	429.13	52.37
2950.672.727.00.00 OFFICE SUPPLIES	626.00	18.00	222.73	0.00	403.27	35.58
2950.672.728.00.00 PRINTING & BINDING	262.00	0.00	0.00	0.00	262.00	0.00
2950.672.730.00.00 POSTAGE	550.00	0.00	31.67	0.00	518.33	5.76
2950.672.811.00.00 MEMBERSHIPS & SUBSCRIPTIONS	100.00	150.00	150.00	0.00	(50.00)	150.00
2950.672.818.00.00 Outside Contractual Services	15,000.00	0.00	7,606.63	0.00	7,393.37	50.71
2950.672.818.01.00 Outside Contractual Service	0.00	0.00	4,992.50	0.00	(4,992.50)	0.00
2950.672.818.02.00 Outside Contractual Serv - Adult Dayca	232,627.00	7,101.19	39,397.88	0.00	193,229.12	16.94
2950.672.818.03.00 Outside Contractual Serv - Hm Del Mea	702,285.00	58,156.16	318,449.12	0.00	383,835.88	45.34
2950.672.818.04.00 Outside Contract Serv - In Hm Support	1,367,590.00	97,600.23	584,308.53	0.00	783,281.47	42.73
2950.672.818.05.00 Outside Contract Serv - Per Emeryg Re	148,743.00	14,153.00	84,953.00	0.00	63,790.00	57.11

PLEASE NOTE: This report reflects actual payments received this month

ATTACHMENT C

Revenue and Expenditure by Fund

revexpbyfund

09/01/2021 3:02PM

Periods: 7 through 7

Allegan County

Fiscal Year: 2021 Through Period: 7

	2021 Budget	7 - 7 Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
FUND: 2950 SENIOR MILLAGE						
EXPENDITURES						
2950.672.818.06.00 Outside Contract Serv - Transportation	166,611.00	10,881.22	93,476.37	0.00	73,134.63	56.10
2950.672.820.00.00 Indirect Cost Allocation	56,265.00	4,782.00	33,474.00	0.00	22,791.00	59.49
2950.672.861.00.00 TRAVEL EXPENSES-ROUTINE/OPER.	2,000.00	0.00	0.00	0.00	2,000.00	0.00
2950.672.861.01.00 Educ/Train Rm & Bd	1,000.00	0.00	0.00	0.00	1,000.00	0.00
2950.672.861.02.00 Educ/Train/Conf Travel	600.00	0.00	0.00	0.00	600.00	0.00
2950.672.861.03.00 Educ/Train/Conf - Registration	800.00	0.00	0.00	0.00	800.00	0.00
2950.672.901.00.00 ADVERTISING	23,500.00	0.00	0.00	0.00	23,500.00	0.00
2950.672.917.00.00 LIABILITY INSURANCE	11,113.00	0.00	0.00	0.00	11,113.00	0.00
2950.672.954.00.00 EQUIPMENT	2,500.00	36.03	216.20	0.00	2,283.80	8.65
2950.672.964.00.00 REFUNDS AND REBATES	0.00	0.00	267.01	0.00	(267.01)	0.00
TOTAL EXPENDITURES	<u>2,926,097.00</u>	<u>208,559.24</u>	<u>1,274,475.80</u>	<u>0.00</u>	<u>1,651,621.20</u>	<u>43.56</u>
EXCESS OF REVENUES OVER EXPENDITURES	(239,634.00)	(207,894.84)	1,346,228.18	0.00	(1,585,862.18)	(561.79)
GRAND TOTAL REVENUES	2,686,463.00	664.40	2,620,703.98	0.00	65,759.02	97.55
GRAND TOTAL EXPENDITURES	2,926,097.00	208,559.24	1,274,475.80	0.00	1,651,621.20	43.56
GRAND EXCESS OF REVENUES OVER EXPENDITURES	<u>(239,634.00)</u>	<u>(207,894.84)</u>	<u>1,346,228.18</u>	<u>0.00</u>	<u>(1,585,862.18)</u>	<u>(561.79)</u>

PLEASE NOTE: This report reflects actual payments received this month

ACSS Outreach and Assistance Report

September 2021

Havilah MacInnes

Senior Millage Services Coordinator

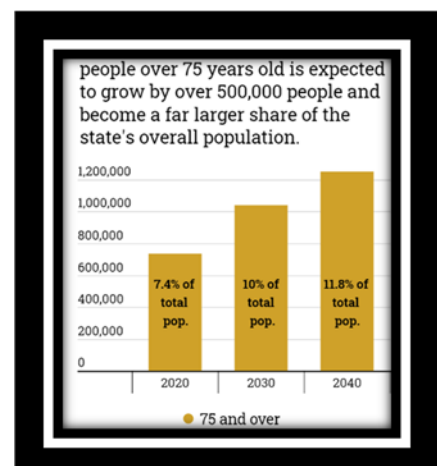
Hello Everyone,

I hope this finds you all well and enjoying the last few weeks of summer weather. Here at Senior and Veteran Services we seem to be busier than ever! Our team is busy preparing for Senior Day at the Fair on September 14th and Veteran's Day at the Fair September 16th. It'll be the first in-person event for so many in over a year so it's sure to be a special celebration!

We continue to provide Medicare and Medicaid assistance to our seniors on a weekly basis by scheduling phone appointments and receiving walk-ins which are very few. Recently I have been receiving more and more calls for assistance seeking nursing home Medicaid. This need is due to care plan changes following surgery or other medical complications that impeded ability to function in an independent living situation. Additionally I have had three situations this month involving advanced dementia clients who are becoming too agitated to be safe at home. I'm still working through two of the three and hope to reach resolution within the next few weeks.

I recently had my first training meeting with Paragon at their office in Portage. David Guimond is their Director of Nursing and very motivated to get as many clients into service as they can. As of now they have one full-time staff member and are working through the process of scouting and hiring more.

Staffing complications continue to be a significant factor in providing home care for agencies across all of Michigan. Currently the millage in-home supports providers have revved up onboarding and retention efforts such as tripling their previous recruitment budgets, doubling sign-on bonuses and offering free higher education. Some feel they could throw another \$100k into this effort but it is unlikely to have much impact. The fact is that most people are not coming back to work. Even with \$2,000 sign-on bonuses and increasing wages for loyal employees who have remained throughout the pandemic, our providers have experienced unprecedented numbers of staff leaving for higher paying jobs at hospitals or factories. Additional absences related to decline in mental health as-well-as stress-related physical health issues have also become remarkable over this past year. Many feel this is the start of a long-time shortage of home health care workers.



SENIOR SERVICES
HANDBOOK



ALLEGAN COUNTY
Senior Services

*Giving independence, dignity and
quality of life through millage support*

3255 122nd Avenue, Suite 200
Allegan, MI 49010
(269) 673-3333
(877) 673-5333

www.allegancounty.org

Notes

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Greetings!

Welcome to Senior Services! In 2006, the citizens of Allegan County voted to provide for senior residents through a Senior Millage. These funds provide core services such as Home Delivered Meals and Volunteer Transportation to name a few.

But it's more than that; it's the voters giving back to those who came before us. Most of the advances we enjoy today in technology, medicine, agriculture etc. are a direct result of the efforts made by citizens that are no longer part of the work force; senior citizens.

Through their dedication to improving our communities, we all enjoy a better quality of life. Senior Services is committed to providing the necessary supports to allow the seniors of Allegan County to remain independent in the homes where they have lived and raised their families for as long as possible.

Our dedicated staff is both proud and honored to be able to offer the supportive services that make independent living a possibility. As you read through the pages that follow, please do not hesitate to give us a call if you have any questions, or if you don't see the type of support you are looking for listed. We are fortunate to have access to many local community resources, and our staff can assist you in finding what you need!

Office Hours

Our offices are open Monday – Friday, 8am to 5pm with the last appointment no later than 3:00 pm. Appointments are made in advance by contacting our team at the numbers below:

Contact Information

Phone: (269) 673-3333

Toll Free: (877) 673-5333

Fax: (269) 673-0569

Website Information

Visit our website to:

- Learn about available services
- Learn about events and other senior information
- Submit a referral for yourself or others
- View information regarding our service providers
- Learn about possible volunteer opportunities

The website is located at:

<http://cms.allegancounty.org/sites/Office/SS>

Like us on Facebook

The Allegan County Senior Millage

In August of 2006, the citizens of Allegan County voted to support a Senior Millage. The millage was approved at .24 mils.

The Senior Millage provides core services to those Allegan County residents who are at least 60 years of age, and in need of services.

The millage was renewed at its original rate of .24 mils in August of 2010 and renewed with an increase to .436 mils August of 2014 and most recently renewed with an increase to .493 mils in August of 2018.

As a result of the supports these services provide, the seniors of Allegan County are able to remain comfortably in their homes instead of experiencing costly nursing home placement.

The Commission on Aging

Millage funding is administered through a collaborative effort between the Allegan County Commission on Aging (COA) and Allegan County Senior Services. The COA is an 11 member volunteer Advisory Council responsible for identifying unmet needs and recommending services to the Board of Commissioners.

The primary mission of the COA is to recommend how funds are distributed to seniors funded by the Senior Millage, monitor and evaluate contracted services and make recommendations to the Board of Commissioners on future aging projects and programs.

The COA meets the third Wednesday of each month from 9 to 11 am, and the public is welcome. For more information on meeting locations or to inquire about board vacancies, please call (269) 673-3333 or (877) 673-5333.

Key Definitions

ACSS: Allegan County Senior Services

COA: Commission on Aging

In-Home Assessment: A review of the clients' living area, ability level, and amount of informal supports to develop an individualized plan of care to support independent living.

Informal Supports: Family, friends, church members, neighbors, etc. who assist the senior with remaining independent at home.

Homemaking: Assistance to seniors with no able bodied person in their home with essential needs that support a clean, safe living environment.

Personal Care: Assistance with eating, bathing, dressing, toileting, personal hygiene and other activities of daily living.

In-Home Respite: Providing companionship, supervision and assistance with activities of daily living in the client's home, to allow the primary caregiver to take a break.

Available Services

Adult Day Care: This service offers daytime care for seniors in need continuous support. Seniors enrolled in this program enjoy a supportive group setting with nutritious meals, stimulating activities, exercise programs, and the ability to just sit and visit with other folks with similar interests. Personal care services are also available on site.

The Senior Millage funds 2-3 days per week if personal care is utilized, 1-2 days per week for socialization.

Home Delivered Meals: Nutritiously balanced hot meals and cold meals delivered to homebound seniors Monday through Friday.

The Senior millage funds one (1) meal per day (choice of hot or cold) to homebound seniors at lunchtime.

Additional meals (supper and weekends) are also available for qualifying seniors who meet the enhanced criteria.

In-Home Supports: This service is any combination of Homemaking, Personal Care, and In-home Respite Care as needed; directed by the senior and/or their caregiver. Seniors receiving this service begin with an in-home assessment to develop an individualized care plan that contains the level of support needed to ensure the senior's essential needs are met.*

Personal Emergency Response System: This service provides seniors in more remote locations who have little to no Informal Supports with a pendent push button to summon assistance in the event of a fall or other emergency.

The millage funds seniors who meet the criteria for a no cost unit and discounted rates are available to seniors who don't meet the criteria.

**Hours are assigned appropriately to meet the individual support required.*

Have you served in the Military? Ask our team about veteran benefits that may be available

Transportation: Seniors who are no longer driving can access this service for medical and legal appointments, shopping, and social appointments to reduce social isolation. Depending on the mobility level of the senior, service can be provided on wheelchair friendly buses or with volunteer transportation where a volunteer drives the senior in their private vehicle and assists with entering and exiting the home, carrying packages, etc.

Transportation Phone: (269) 686-5164

***TRANSPORTATION REQUESTS REQUIRE
3-5 BUSINESS DAYS ADVANCE NOTICE***

MMAP Counseling: Seniors who receive all or a portion of the health insurance through Medicaid and/or Medicare have the option annually to make changes to their supplemental plans during open enrollment. MMAP Counselors can assist you in finding the best option for you based on health considerations, finances, etc. The Counselors are also knowledgeable in community resources and other services available to seniors. ***This service is delivered directly through ACSS.***

Community Resources

Community Action of Allegan County (269) 673-5472
DEAF & HARD OF HEARING SERVICES (616) 732-7358
DEPT OF HUMAN SERVICES (269) 673-7700
LEGAL AID OF WESTERN MICHIGAN (888) 783-8190

FOOD PANTRIES:

ALLEGAN:

Allegan Community Action (269) 673-5472
St Vincent De Paul (Blessed Sacrament Church)
..... (269) 673-4455

DORR:

Project Hope.....616) 681-4673

SAUGATUCK/DOUGLAS:

Christian Neighbors.....(269) 857-1050

FENVILLE:

Bravo Christian Reformed Church (269) 236-5037

HAMILTON:

Love INC (269) 751-2533

PLAINWELL:

Salvation Army(888) 686-9305

HOPKINS:

United Methodist Church..... (269) 793-7323

MARTIN:

Martin Resource Center (269) 672-5605

OTSEGO/PLAINWELL:

Christian Neighbors269) 685-4166
St. Vincent DePaul (St Margaret's Church)
..... (269) 673-4455

PULLMAN/SOUTH HAVEN:

People Helping People (269) 236-6967
We Care (South Haven)..... (269) 637-4342

WAYLAND:

Christian Neighbors(269) 792-2870

HOUSING FOR SENIORS:

Baraga Manor (Otsego) (269) 694-9711
Bridgeport Apartments (Allegan) (269) 673-2948
Grand Ravine (Allegan)..... (269) 673-7155
Allegan Senior Residence..... (269) 685-9274
Emerald Park/Woods (Plainwell) (269) 685-9274
Koehler Crossing (Plainwell)..... (269) 685-1907
Grand Ravine (Allegan)..... (269) 673-7155
The Harbours (Douglas)..... (269) 857-2237
Sawmill Estates (Wayland) (269) 792-7500
Heritage Village (Wayland)..... (269) 793-6314

MICHIGAN ATTORNEY GENERAL

.....(877) 765-8388

SOCIAL SECURITY ADMINISTRATION

..... (800) 772-1213

UTILITIES (800) 292-9555

VA MEDICAL CENTER (BATTLE CREEK)

.....(269) 966-5600

VA OUTPATIENT CLINIC (WYOMING)

.....(616) 249-5300



Meal Site Information
Sites open 11:00am-1:30pm

Pre-registration is not required. For information call
(616) 459-3111 ext. 120 or go online:
www.mealsonwheelswesternmichigan.org

HOPKINS (M,W,F)

Hopkins United Methodist Church, 322 N. Maple St,
Hopkins

OTSEGO (M,T,W,TH,F)

Baraga Manor Apartments, 301 Washington, Otsego

WAYLAND (T&TH)

Wayland United Methodist Church, 200 N. Church St,
Wayland

Checklist of Items to Bring To Your MMAP or Assistance Appointment

- Medicare Card
- Any other Insurance Cards
- Proof of income (Social Security, Pension, etc.)
- Most recent bank statements
- Driver's License/other Picture ID
- Any Power of Attorney/Guardianship documents
- Copies of any shutoff notices, eviction notices, etc.
- Copy of emergency bills for which you are requesting assistance (hospital bill, auto repair bill, etc.)
- Proof of expenses (mortgage, rent, utilities, credit cards, water/sewage, etc.)
- Unpaid medical expenses
- Prescription Drug list
- All other income/asset/expense information
- _____
- _____
- _____



ALLEGAN COUNTY
Senior Services

*Giving independence, dignity and
quality of life through millage support*

www.allegancounty.org

POST CARD FOR MASS MAILING

encouraging

independence through support services

Senior Services is committed to providing the necessary supports to allow the seniors of Allegan County to remain independent in the homes where they have lived and raised their families for as long as possible.



ALLEGAN COUNTY

Senior Services

*Giving independence, dignity and
quality of life through millage support*

Attchmt E Pg 17 of 23



*Giving independence, dignity and
quality of life through millage support*

3255 122nd Avenue, Suite 200,
Allegan, MI 49010

Any adult, 60 years of age or older living independently in their own home within Allegan County is eligible to receive services in accordance with their need.

AVAILABLE SERVICES AVAILABLE:

Medical Alert Buttons (PERS)

Home Delivered Meals

In-Home Supports

Adult Day Care

Volunteer Transportation

If you or a family member is in need of support services please visit:

www.allegancounty.org

or call:

(269) 673-3333 | (877) 673-5333

Attchmt E
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ATTACHMENT E - PREVIOUSLY APPROVED

BRAND GUIDELINES AT A GLANCE



LOGO/TAGLINE
(LETTERHEAD)

LOGO FONTS

Acumin Pro Light

abcdefghijklmnop
qrstuvwxyz

Acumin Pro Semibold

**abcdefghijklmnop
qrstuvwxyz**

Acumin Pro Italic

*abcdefghijklmnop
qrstuvwxyz*

COLORS



PMS 369

CMYK: 67/12/100/1
RGB: 97/166/14



PMS 321

CMYK: 100/22/42/2
RGB: 0/137/150



PMS 4695

CMYK: 42/73/76/51
RGB: 92/51/39

LOGO WITHOUT TAGLINE



BLACK & WHITE LOGO WITH TAGLINE



BLACK & WHITE LOGO WITHOUT TAGLINE





ALLEGAN COUNTY
Senior Services

*Giving independence, dignity and
quality of life through millage support*

Available Services Available:

Medical Alert Buttons (PERS)

Home Delivered Meals

In-Home Supports

Adult Day Care

Volunteer Transportation

269-673-3333 or

1-877-673-5333

Allegan County Senior Services

3255 122nd Avenue, Suite 200

Allegan, MI 491010

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.

Client Eligibility

Any adult, 60 years of age or older living independently in their own home within Allegan County is eligible to receive services in accordance with their need.

Service Focus

While any older adult is eligible to receive services, prioritization criteria has been developed for each service to focus on older adults with the greatest social and/or economic need. The goals of service delivery are to:

- Help older adults maintain their independence in the community
- Maximize delivery of services within the constraints of millage funds
- Exhaust all reasonable efforts to assess and provide services to any and all older adults eligible for millage services
- Collaborate with other social service agencies to deliver needed services
- Lessen the isolation of older adults

TRI FOLD BROCHURE



ALLEGAN COUNTY Senior Services

Giving independence, dignity and quality of life through millage support



ALLEGAN COUNTY Senior Services

Giving independence, dignity and quality of life through millage support

Contact Us

3255 122nd Avenue, Suite 200
Allegan, MI 49010
(269) 673-3333
(877) 673-5333

www.allegancounty.org



Allegan Senior Millage Services Defined

Home delivered Meals

Nutritious hot meals delivered to homebound seniors.

Homemaking Services

Assistance to seniors with no able bodied person in their home with essential needs that support a clean, safe living environment.

Personal Care

Assistance with eating, bathing, dressing, personal hygiene and other activities of daily living.

In-Home Respite

Providing companionship, supervision/ assistance with daily living activities to allow caregiver a break.

PERS (free or discounted)

Personal Emergency Response System Buttons.

Adult Day Care

This service offers daytime care for seniors in need of continuous support & socialization.

Millage Services Provided in 2020
(only essential services were provided as a result of COVID)

AND STILL....



99,665
meals delivered



45,600 hours
of in-home
support provided



92,655 miles
driven for senior
transportation



over **700** PERS
units provided



over **12,500**
hours of adult
day care provided



Providing services to seniors in need since 2006. Nearly 2,000 served.

Have you served in the Military?
Ask our team about veteran benefits that may be available.

ATTACHMENT F

Appendix I-1

APPENDIX I **ADDITIONAL SERVICE SPECIFIC MINIMUM REQUIREMENTS**

SERVICE: HOME DELIVERED MEALS

1. MEASUREMENT OF SERVICE:

A unit is one (1) meal served to one (1) client either hot, frozen, supper sack or liquid nutrition (2 cans = 1 unit).

2. SERVICE DEFINITIONS AND ALLOWABLE TASKS:

a. The provision of nutritious meals to homebound older persons and/or isolated frail and elderly adults at high nutritional risk.

b. Meals can be any combination of the following as needed or desired by the client and/or their caregiver, providing there is a need and funding permits:

- Hot meal
- Frozen meal
- Supper sack
- Liquid nutrition (with written Doctor's request)

3. ADDITIONAL WRITTEN POLICY REQUIREMENTS:

a. The service provider must have written eligibility criteria which places emphasis on serving older persons in greatest need and includes, at a minimum:

- Client must be 60 years of age or older, or be the spouse of a person 60 years of age or older
- Client must be "homebound"; (i.e. only able to leave his/her home with assistance and/or for medical or other life sustaining purposes and/or does not leave his/her home under normal circumstances)
- Client must be unable to participate in the congregate nutrition program due to physical or emotional difficulties
- Client is unable to obtain food or unable to stand long enough to prepare a nutritious or complete meal
- Client has special dietary needs can be appropriately met by the program, (i.e. the meals available would not jeopardize the health of the individual)
- Client must be able to feed himself/herself
- Client must agree to be home when meals are delivered, or contact the program when absence is unavoidable

b. Eligibility criteria shall be distributed to all potential referring agencies or organizations and be available to the general public upon request.

Attchmt F

Pg 1 of 17

Revised 9/15/21

4. ADDITIONAL SERVICE DELIVERY REQUIREMENTS:

4.1 Dietary Requirements:

Meals must comply with the Dietary Guidelines for Americans, and provide a minimum of 33 1/3 percent of the daily recommended dietary allowances if one meal is provided, 66 2/3 percent if two meals per day are provided and 100 percent of the allowances if three meals per day are provided. Meals may be presented hot, cold, frozen or shelf-stable (depending on the needs and desires of the client and/or their caregiver) and shall conform to the meal pattern listed in the attached Nutritional Guidelines for services to the Elderly.

4.2 Meal Requirements:

4.2.1 A computer nutrition analysis shall be performed on all menus. The computer analysis shall include, at a minimum, all nutrients FDA requires to be reported on the food label. This currently consists of:

- Calories
- Protein
- Carbohydrate
- Fat-Total grams, saturated fat, trans fat
- Fiber
- Vitamin A
- Vitamin C
- Calcium
- Iron
- Sodium

4.2.2 Each meal must contain a minimum of 600 calories.

4.2.3 Fat, Fiber, Vitamin A, Vitamin C, Calcium, and Iron may be averaged over a one week period in determining compliance. All other nutrients must be met daily.

4.2.4 Sodium shall not exceed 1,200 mg per meal.

4.2.5 The HDM program must operate according to current provisions of the Michigan Food Code. Minimum food safety standards are established by the respective local Health Department. Each HDM program must have a copy of the Michigan Food Code available for reference. Programs are encouraged to monitor food safety alerts pertaining to older adults.

4.2.6 The contract vendor shall use standardized portion control procedures to ensure that each meal served is uniform and satisfies meal pattern requirements. Less than standard portions shall not be served in order to "stretch" available food to serve additional persons.

4.3 Meal Capacity:

The service provider will have the capacity to provide two (2) meals per day, which together meet 2/3 of the Dietary Reference Intakes (DRI) and recommended dietary allowances for older adults (RDA) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences. Hot Meals shall be available **at least** five days per week.

4.4 Weekends/Holidays:

Meals are not required to be delivered on weekends or National holidays; however frozen meals should be made available in advance to provide consistent nutrition.

4.5 Frozen Meals:

Clients who receive frozen meals must demonstrate the ability to maintain food at the proper temperature safely until the time of consumption.

4.6 Liquid Meals:

- a. The service provider may also make liquid meals available to program participants when ordered by a physician. A Registered Dietitian must approve all liquid meal products to be used. The service provider will provide instruction to the client and/or the caregiver and family in the proper care and handling of liquid meals.
- b. Liquid meals used to supplement a client's diet require a physician's order to be renewed every six months.
- c. When liquid meals are the client's sole source of nutrition, the following requirements must also be met:
 - Diet orders shall include client weight and be explicit as to required nutritional content
 - Diet orders must be renewed, by a physician, every three months
 - The care plan for clients receiving liquid meals shall be developed in consultation with the participant's physician

4.7 Emergency Meals:

A one week supply of emergency meals (based on the number of meals delivered per day to a client) be provided to persons receiving HDM. These meals will be delivered within the first week of service initiation and be switched out

every six months or with the next meal delivery after client was contacted and advised to use the emergency meal due to an emergency. Emergency meals must meet the same menu criteria as the other meals. Delivery staff and volunteers must provide each person with written instructions for the use of the emergency meals.

4.8 **Food Safety:**

For routes lasting longer than three hours, daily temperatures must be taken and documented. Any time food is found to be in the temperature danger zone, all corrective actions must be taken to heat the food to proper levels and be documented.

4.9 **Menu Requirements:**

4.9.1 Menus will be changed seasonally (at a minimum of twice annually) to provide variety. Menus (along with the nutritional analysis) must be submitted monthly to Allegan County signed by a registered dietitian along with a copy of the dietitian's credentials. Final approval of said menus will come from contracting agency consulting registered dietitian.

4.9.2 Menu cycles shall be a minimum of six weeks duration.

4.9.3 The menus must be prepared using written standardized recipes and be reviewed by a Registered Dietician.

4.9.4 The contract vendor shall utilize a menu development process which places priority on healthy choices and creativity and includes, at a minimum:

- Posting of the menu should be in a conspicuous place where the food is prepared.
- The program must be able to provide information on the nutrition content of menus upon request of a participant.
- Modified diet menus should be provided where feasible and appropriate, which take into consideration client choice, health, religious and ethnic diet preferences.
- A record of the menu actually served each day shall be maintained for each fiscal year's operation. Records shall be available for review for a minimum of one year past the end of the fiscal year of each menu.
- Written procedures for revising menus after they have been approved by a dietician.

4.10 **Facilities:**

4.10.1 If a caterer is used to prepare the food for Home Delivered Meals the service provider must have a written procedure for monitoring and

documenting such things as portion control, sanitation, quality and general compliance with Millage Policies and Procedures.

- 4.10.2 If a caterer is not used to prepare the food for Home Delivered Meals, the service provider's kitchen must have written procedures for monitoring and documenting such things as portion control, sanitation, quality and general compliance with Millage Policies and Procedures
- 4.10.3 Each kitchen which prepares food for the HDM program shall be licensed by the local health department. The program shall submit copies of inspection reports on all facilities to Allegan County within 10 days of receipt. It is the responsibility of the program to address noted violations promptly.
- 4.10.4 Each kitchen which prepares food for the HDM program shall have a minimum of one key staff person (manager, cook, or lead food handler) who has completed a food service manager certifications training program that has been approved by the Michigan Department of Agriculture.
- 4.10.5 Each kitchen that prepares food for the HDM program shall demonstrate that it is in compliance with fire safety standards and the Michigan Food Code.
- 4.10.6 Procedures to be followed in emergency situations (fire, severe weather, etc.) must be posted in each facility. Practice drills of emergency procedures shall be conducted a minimum of once every six months. The program shall maintain a record of all practice drills.

4.11 Meals for Spouse or Other Persons that are Ineligible:

As part of the assessment process, the service provider may approve an additional meal for a spouse or live in caregiver. While donations are encouraged, there is no charge to client or spouse for the additional meal.

5. ADDITIONAL RECORDKEEPING REQUIREMENTS:

5.1 Additional Required Assessment Information:

In addition to the individual assessment of need, the following standards for client assessment and file documentation must be met:

- The type and frequency of meals provided to a client shall be determined by the assessment/reassessment with hot home delivered meals as the first choice unless health reasons make

- frozen more appropriate
- As part of the assessment/reassessment the service provider must document client weight status (overweight, underweight, gaining/losing).
- The Determine Nutrition Risk Screen shall be performed at each assessment and reassessment. Clients determined to be at high nutritional risk shall be provided with information as appropriate to reduce their risk

5.2 **Prioritizing Pre-Screen for Wait Lists:**

- a. The service provider will complete a prioritizing pre-screen for each individual placed on a waiting list for home delivered meals. The prioritizing pre-screen must be approved by ACSS prior to use.
- b. Additionally, with client permission, a referral to the client's physician or a registered dietitian shall be made and documented for individuals who are severely underweight or whose weight status is declining (continues to lose when they need to gain, for example).

6. **ADDITIONAL STAFFING AND TRAINING REQUIREMENTS:**

None for this service.

7. **MAXIMUM SERVICE LIMITS:**

The service provider may provide up to two meals per day (three meals per day if liquid nutrition is ordered) to an eligible client based on need as determined by the assessment. Service providers are expected to set the level of meal service for an individual with consideration given to the availability of support from family and friends and changes in the participants' status or condition.

Home Delivered Meal Assessment

Name _____ Address _____ Date _____

Doctor: _____ Telephone _____ Male Female

Major Medical Problems: _____

DOB _____ Age _____ Emergency Contact _____ Phone: _____

Persons in Household _____ Names of Household Members _____

Can spouse or other household family member do simple cooking? Yes No

INDICATORS OF NEED	OTHER INDICATORS	CIRCLE LEVEL OF DETERMINATION
Homebound/isolated Yes	Able to cook Yes/No	Not Approved
Temporary illness Yes	Able to feed self Yes/No	Approved
Mental Health Problems Yes	Able to grocery shop Yes/No	Temporary Need
Physical Limitations Yes	Has access to community resources Yes/No	Re-determination date
	Able to purchase food Yes/No	Long-term need
	Has family support Yes/No	
	Cognitive Impairment Yes/No	

Explain Physical Limitations: _____

Dietary Restrictions: Yes No Explain: _____

How are other meals prepared or managed? _____

Need for Supplemental Meals (weekend or additional daily meals): _____

Other relevant environment information: (circle all that apply)

- Does senior have an operational stove or oven? Yes/No
- Does senior have a refrigerator? Yes/No
- Is there adequate refrigerator space Yes/No Freezer Space Yes/No
- Does senior have and are they capable of using a microwave oven? Yes/No
- Can they re-heat frozen meals? Yes/No Open containers? Yes/No
- Store foods properly? Yes/No
- Interested in fresh fruits & vegetables if provided? Yes/No
- Primary Meals Needed _____ days a week _____ #Hot Meals _____ #Frozen _____ #Fresh
- Supplemental meals needed _____ days a week



Allegan County Senior Services

Client Name _____

Date _____

CLIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

1. As a Allegan County Millage client, you have a right to:

- Receive appropriate and professional quality service without discrimination with regard to race, creed, color, religion, national origin, financial status or handicap
- Be treated with courtesy, respect and dignity at all times
- Participate in the development of your plan for services
- Refuse services and be informed of the consequences of such refusal
- End participation in Millage services at any time
- Be free from harm as well as physical abuse or neglect
- Confidentiality and the guarantee no personal or medical information will be released to persons not authorized by law to receive without you and/or your guardian's written consent
- Voice grievance and/or suggest changes to your care without discrimination or reprisal
- Have staff arrive on time, and be present for the entire time scheduled for your services

2. As a Allegan County Millage client, you have the responsibility to:

- Treat any and all staff and volunteers with dignity, courtesy and respect *at all times and not discriminate due to race, color or creed*
- Provide accurate medical, social and family history
- Participate in the development and update of your care plan and emergency plan
- Inform your service provider at least 24 hours in advance if you cannot be available at the time agreed upon to receive services
- Review timesheets prior to signing and only sign if the information contained is accurate and truthful

- Not request services or “favors” not listed in your care plan **or** outside the scope of services

3. The following is a list of “do’s and don’ts” for Home Delivered Meals:

This is a list of tasks your service provider **can do**:

- Provide you with either a hot meal delivered 5 days a week OR frozen meals delivered bi-weekly based on your request
- As funding and need permits, provide supper sacks and/or weekend/holiday frozen meals
- Arrive at approximately the same time each delivery day (keep in mind that weather may cause delays)
- To the greatest extent possible, take into consideration your food preferences
- Ensure the meals meet or exceed the standard quality, nutritional and food safety guidelines
- Provide shelf stable emergency rations to be used in the event of inclement weather or other emergencies that require regular deliveries to be cancelled

This is a list of tasks your service provider **CANNOT** do:

- Leave your meal if you are not home to receive it (even if someone else is there)
- Return with your meal at a later time if you miss your regular delivery
- Provider you with additional or other food choices beyond your meal(s)
- Transport you in a vehicle
- Accept any monetary compensation or gifts (not to be confused with donations)

I have read this Bill of Rights and have been given the opportunity to ask questions and clarify all expectations. I agree to comply with this Bill of Rights.

Client Signature

Date signed

Assessor’s Signature

Name of Agency

IF YOU NEED TO CANCEL YOUR SERVICES, PLEASE PROVIDE AT
LEAST 24 HOURS NOTICE. TO CANCEL PLEASE CALL _____.

NUTRITIONAL GUIDELINES FOR MILLAGE SERVICES

Meal Requirements	Servings per meal	Notations
Bread or Bread Alternate	2 servings bread, rice, pasta, cereal. A starchy vegetable may replace one bread serving.	Encourage whole grains.
Vegetable	2 servings: 1 serving = ½ cup or equivalent measure	Fresh, frozen, or canned and prepared without added sodium. Focus on deep colored and dark green leafy vegetables. Cooked dried beans or peas are a good fiber source.
Fruit	1 serving: ½ cup or equivalent measure (may serve an additional fruit instead of a vegetable)	Fresh, frozen, canned or dried. Deep colored fruits and good sources of Vitamin C are encouraged daily.
Milk or Milk Alternate	1 serving: 1 cup or equivalent measure	Encourage low-fat or skim milk, buttermilk, yogurt or cottage cheese.
Meat or Meat Alternate	1 serving: 2-3 oz or equivalent measure	Encourage lean and low-fat meats and cheeses. Dried beans and peas are a good choice. Peanut butter, cottage cheese, tofu, and eggs also qualify.
Fats	1 serving: 1 teaspoon or equivalent measure	Select choices that are good sources of mono-and poly-unsaturated fats. Limit total fat to no more than 30% of total daily calories. Each week's meals shall contain no more than 25 grams average total fat.
Dessert	Optional	Choose nutrient dense desserts such as fruits, whole grain quick breads, puddings with limited fats and sugars. Limit high calorie desserts such as pies, cakes, cookies etc.
Sodium	No more than 1200 mg per meal average weekly total.	Select and prepare foods with less salt or sodium and use salt-free seasonings.

Fiber	3 choices out of a 5 day week high fiber	Choose whole grains, fruits and vegetables
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1.1 In addition to the meal pattern above, servings shall conform to the following:

Bread or Bread Alternate:

- 1 small 2 ounce muffin
- 2" cube cornbread
- 1 biscuit, 2.5" diameter
- 1 waffle, 7" diameter
- 1 slice French toast
- ½ English muffin
- 1 tortilla, 6" diameter
- 2 pancakes, 4" diameter
- ½ bagel
- 1 small sandwich bun
- ½ cup cooked cereal, grits, barley, bulgur or masa
- 4-6 crackers
- ½ large sandwich bun
- ¾ cup ready to eat cereal
- ¼ cup granola
- 2 graham cracker squares
- ½ cup bread dressing/stuffing
- ½ cup pasta, noodles, rice

A variety of enriched and/or whole grain bread products, particularly those high in fiber, are recommended.

Vegetables

- A serving of vegetable (including dried beans, peas and lentils) is generally ½ cup cooked or raw vegetable; ¾ cup 100% vegetable juice; or, 1 cup raw leafy vegetable. For pre-packed 100% vegetable juices, a ½ cup juice pack may be counted as a serving if a ¾ cup pre-packed serving is not available
- Fresh or frozen vegetables are preferred. Canned vegetables are acceptable but may be high in sodium
- Vegetables as a primary ingredient in soups, stews, casseroles or other combination dishes should total ½ cup per serving
- Starchy vegetables, such as potatoes, sweet potatoes, corn, yams, or plantains, may replace one of the two bread servings

Fruits

- A serving of fruit is generally a medium apple, banana, orange, or pear; ½ cup chopped, cooked or canned fruit; or ¾ cup 100% fruit juice. For pre-packed 100% fruit juices, a ½ cup juice pack may be counted as a serving if a ¾ cup pre-packed serving is not available
- Fresh, frozen, or canned fruit will preferably be packed in juice, light syrup or without sugar

Milk or Milk Alternates

- One cup low-fat, skim, whole, buttermilk, low-fat chocolate, or lactose-free milk fortified with Vitamins A and D should be used. Low-fat or skim milk is recommended for the general population. Powdered dry milk (1/3 cup) or evaporated milk (1/2 cup) may be served as part of a home delivered meal
- Milk alternates for the equivalent of one cup of milk include:
 - 1 cup yogurt
 - 1 ½ cups cottage cheese
 - 8 ounces tofu (processed with calcium salt)
 - 8 ounces calcium fortified soy milk
 - 1+½ ounces natural or 2 ounces processed cheese

Meat or Meat Alternate

- Two to three ounces of meat or meat alternate should generally be provided for the lunch or supper meal. Meat serving weight is the edible portion, not including skin, bone, or coating
- The following are equivalent to 1 ounce of meat:
 - 1 large egg
 - 1 ounce cheese (nutritionally equivalent measure of pasteurized process cheese, cheese food, cheese spread, or other cheese product). It is best to choose low-fat cheese such as mozzarella, feta, ricotta, etc.
 - ½ cup cooked dried beans, peas or lentils
 - 2 tablespoons peanut butter or 1/3 cup nuts
 - ¼ cup cottage cheese
 - ½ cup tofu, or 4 ounces
 - ¼ cup tempeh
- A one ounce serving or equivalent portion of meat, poultry, or fish may be served in combination with other high protein foods
- Except to meet cultural and/or religious preferences and for emergency meals avoid serving dried beans, peas, lentils, peanut butter or peanuts, and tofu for consecutive meals or on consecutive days
- Imitation cheese (which the Food and Drug Administration defines as one not meeting nutritional equivalency requirements for the natural, non-imitation product) cannot be served as meat alternates

- In order to limit the sodium content of the meals, serve cured and processed meats (e.g., ham, smoked or Polish sausage, corned beef, wieners, luncheon meats, dried beef) no more than once a week

Accompaniments

Include traditional meal accompaniments as appropriate, e.g., condiments, spreads, and garnishes. Examples include: mustard and/or mayonnaise with a meat sandwich; tartar sauce with fish; salad dressing with tossed salad; margarine with bread or rolls. Whenever feasible, provide reduced fat alternatives. Minimize use of fat in food preparation. Fats should be primarily from vegetable sources and in a liquid or soft (spreadable) form that are lower in hydrogenated fat, saturated fat, and cholesterol.

Desserts

Serving a dessert is optional. Healthier desserts generally include fruit, low-fat puddings, whole grains, low-fat products, and limited sugar items such as quick breads (banana or pumpkin bread).

Fresh, frozen, or canned fruits packed in their own juice are often encouraged as a dessert item *in addition to* the serving of fruit provided as part of the meal.

Beverages

Fluid intake should be encouraged, as dehydration is a common problem in older adults. It is a good practice to have drinking water available.

Vegetarian Meals

Vegetarian meals can be served and should follow the principle of complementary proteins, where proteins from plant sources (legumes such as cooked dried beans and peas) are combined with grains (rice, breads, pasta) at the same meal. Vegetarian meals are a good opportunity to provide variety to menus and highlight the many ethnic food traditions found in Michigan.

Emergency Meals

Up to five shelf stable emergency meals may be provided to home delivered meal clients to offset the impact of emergency closings. Emergency meals must meet the same menu criteria as the other meals and must be approved each year by ACSS.

Clients must be provided with written instructions for the use of the emergency meals.

Emergency meals are not intended to be a supplemental source of food. Clients needing supplemental foods should be referred to the Food Assistance Program

(Food Stamps), local food pantries and other identified resources. The nutrition project may replenish this supply of emergency meals only when the project has documented enough closed days to exhaust the supply of emergency meals provided. If the closings only pertain to one home delivered meal route, only meals to those clients may be replenished. Regular site closings such as funerals or special events do not count toward emergency closings.

- 1.2 Each service provider shall utilize a menu development process, which places priority on healthy choices and creativity and includes, at a minimum:
 - Use of written, standardized recipes
 - Cycle menus shall be a minimum of six weeks duration and shall be revised seasonally a minimum of twice per year. Service providers are encouraged to consult with the regional dietitian during the menu development process
 - All menus shall be approved by the regional dietitian who must be a registered dietitian, or an individual who is dietitian-registration eligible. Menus shall be submitted to the ACSS Nutrition Coordinator for approval at least three weeks before they are to be served or if the provider has publication deadlines, two weeks prior to the desired publication deadline whichever is greater. A computer nutrition analysis shall accompany each menu submitted
 - Posting of menu to be served in a conspicuous place at each place food is prepared. The service provider must be able to provide information on the nutrition content of menus upon request
 - Modified diet menus should be provided, where feasible and appropriate, which take into consideration client choice, health, religious and ethnic diet preferences
 - A record of the menu actually served each day shall be maintained for each fiscal year's operation. Records shall be available for review for a minimum of one year past the end of the fiscal year of each menu
 - Written procedures for revising menus after they have been approved
- 1.3 The service provider must operate according to current provisions of the Michigan Food Code. Minimum food safety standards are established by the respective local Health Department. Each service provider must have a copy of the Michigan Food Code available for reference. Service providers are encouraged to monitor food safety alerts pertaining to older adults.
- 1.4 Each kitchen which prepares food for the service provider shall be licensed by the local health department. The service provider shall submit copies of inspection reports on all facilities to ACSS within 10 days of receipt. It is the responsibility of the service provider to address noted violations promptly.

- 1.5 Each kitchen which prepares food for the service provider that distributes home delivered meals shall have at least one key staff person (manager, cook or lead food handler) complete a Food Service Manager Certification Training Program that has been approved by the Michigan Department of Agriculture.
- 1.6 The time period between preparation of food and the beginning of serving shall be as minimal as feasible. Food shall be prepared, held and served at safe temperatures. Documentation requirements for food safety procedures shall be developed in conjunction with, and be acceptable to, the respective local Health Department.
- 1.7 At a minimum, temperatures must be taken and documented at the following times:

Home Delivered Meals:
 - Daily, just before leaving the main kitchen
 - At a minimum, weekly temperatures of the meals must be taken at the end of the route and must be documented. If temperatures are found to be in the danger zone, daily temperatures shall be taken and documented until acceptable temperatures are established and stabilized
 - For routes lasting longer than 3 hours, daily temperatures must be taken and documented
 - Any time food is found to be in the temperature danger zone, all corrective action taken must be documented
- 1.8 The safety of food after it has been left in the control of a home-bound participant is the responsibility of that participant.
- 1.9 The service provider must use food stuffs from commercial sources which comply with the Michigan Food Code. Unacceptable items include: home canned or preserved foods; foods cooked or prepared in an individual's home kitchen; meat from any animal not killed by a licensed facility; any wild game taken by hunters; fresh or frozen fish donated by sport fishers; raw seafood or eggs; and, any un-pasteurized products (i.e. dairy, juices and honey).
- 1.10 The service provider may use contributed food stuffs only when they meet the same standards of quality, sanitation and safety as apply to food stuffs purchased from commercial sources.
- 1.11 Acceptable contributed food stuffs include: fresh fruits and vegetables; wild game from a licensed farm processed within two hours of killing by a licensed processor.
- 1.12 Each service provider shall use standardized portion control procedures to ensure that each meal served is uniform and satisfies meal pattern requirements.

Standard portions may be altered at the request of a participant for less than the standard serving of an item or if a participant refuses an item. Less than standard portions shall not be served in order to “stretch” available food to serve additional persons.

- 1.13 Each service provider shall implement procedures designed to minimize waste of food (leftovers/uneaten meals). Left over cold food or non-potentially hazardous foods may be properly stored and served at a later date provided that procedures used are in compliance with the Michigan Food Code. Leftovers occurring at on-site kitchens may be incorporated into future meals provided that procedures used are in compliance with the Michigan Food Code.
- 1.14 Each service provider shall use an adequate food cost and inventory system at each food preparation facility. The inventory control shall be based on the first-in/first-out (FIFO) method and conform to generally accepted accounting procedures (GAAP). The system shall be able to provide daily food costs, inventory control records, and monthly compilation of daily food costs.
- 1.15 Each service provider shall be able to calculate the component costs of each meal provided according to the following categories:
 - Raw Food: All costs of acquiring foodstuffs to be used in the service provider
 - Labor:
 - Food Service Operations: All expenditures for salaries and wages, including valuation of volunteer hours, for personnel involved in food preparation, cooking, delivery
 - Project Manager: all expenses for salary wages for persons involved in project management
 - Supplies: All expenditures for items with a useful life of less than one year and an acquisition cost of less than \$5,000
 - Utilities: Expenditures for gas, electricity, water, sewer, waste disposal, etc.
 - Other expenditures for all other items that do not belong in any of the above categories (e.g. rent, insurance, fuel etc.) to be identified and itemized
- 1.16 ACSS may adjust the number of nutrition grantees to meet the needs of the region.
- 1.17 Each service provider is encouraged to use volunteers, as feasible, in service operations.
- 1.18 Each service provider shall utilize ACSS approved forms for documenting meals served. Meals served to eligible individuals (as described under respective service provider eligibility criteria) must meet the specified meal pattern requirements.

- 1.19 The most acceptable method of documenting meals is by obtaining signatures daily from participants receiving meals. Other acceptable methods may include, for example, for home delivered meals, maintaining a daily or weekly route sheet signed by the driver, which identifies the client's name, address, and number of meals served to them each day.
- 1.20 Each service provider shall use ACSS approved forms for each client. The intake process shall be initiated **within one week** after an individual becomes a Home Delivered Meals client.
- 1.21 Each service provider will carry product liability insurance sufficient to cover its operation.
- 1.22 Each service provider shall take steps to inform participants about local, State and Federal food assistance programs and assist individuals as feasible to obtain benefits.
- 1.23 Service providers shall not use senior millage funds to purchase dietary supplements. This does not include liquid meals that are approved under the home delivered meals program.
- 1.24 Each nutrition provider shall allocate a minimum of \$500 each fiscal year for training of project staff. This shall not include compensation for regular staff meetings.
- 1.25 Staff and volunteers shall receive in-service training at least twice each fiscal year which is specifically designed to increase their knowledge and understanding of the services and to improve their skills at tasks preformed in the provision of service. Records shall be maintained which identify the dates of training, topics covered, and persons attending. All staff and volunteers who handle or prepare food at any time must have food service sanitation training prior to handling food and as part of their on-going training at least once per year. Documentation of such training shall be maintained.
- 1.26 The following procedures are applicable if a service provider must contract with a caterer to provide food.
 - The service provider is responsible for the caterer's performance and compliance with this ACSS Policy and Procedure Manual
 - The service provider must document monitoring of caterers for portion control, sanitation, quality and general compliance with this ACSS Policy and Procedure Manual. Monitoring must be done as often as necessary to ensure compliance or a minimum of once per year
 - The service provider must develop a written procedure for a competitive quote process

- The competitive quote process must include the following:
 - ACSS Policy and Procedure Manual as applicable must be supplied to each bidder as part of the bid packet
 - Caterer's written agreement to follow all applicable ACSS Policy and Procedure Manual
 - Caterer must have the ability to provide a computer nutrition analysis of all meals served
 - Publication in a newspaper **for 3 days** and posting in a public place
 - The competitive quotes must be available for review by ACSS for **a minimum of three years.**

ATTACHMENT G

EXECUTIVE SUMMARY FINAL RECOMMENDATIONS FOR HOME DELIVERED MEALS

During the August meeting, we began to discuss the contingency plan process for Home Delivered Meals. During that meeting you:

- Accepted proposed changes to Appendix I of the Policy and Procedure Manual that specifically provides guidance to Home Delivered Meals. The final document is part of this attachment and should be formally approved as revised. Once approved, this version supersedes all previous versions.
- Discussed possible contingency providers and reviewed the website information for “Moms Meals”. It was requested that I reach out to Meals on Wheels of Western Michigan (MOWWM) to inquire if they had an interest. I have been in discussion with Lisa Wideman from MOWWM, who expressed an interest in this project and has requested a Memorandum of Understanding (MOU) that includes:
 - MOWWM will provide millage clients with frozen meals within 7 days of activation of the MOU until such time as normal operations can resume
 - MOWWM can deliver the meals to one location (providing CAAC is not affected by the contingency issue) OR
 - MOWWM can deliver the meals directly to clients according to MOWWM’s delivery schedule (three days per week)
 - The unit rate for these meals will be the current MOWWM unit rate
 - In anticipation of your concurrence, I have reached out to the Project Management Team and requested a MOU be drafted. This should be ready for final review at the October meeting.
- Discussed recommending the BOC approve one year extensions of both HDM contracts through December 31, 2022. This would allow us to avoid the need for an RFP for this program until after the Millage renewal.
- Both Providers agree to a one year extension, with the following proposed increase to unit rates:
 - Community Action of Allegan County (Meal Delivery)
 - Previous unit rate: \$3.67
 - Proposed unit rate: \$3.81
 - Percent of increase: 3.8 percent
 - Senior Services, Inc. (Meal preparation)
 - Previous unit rate: \$3.45
 - Proposed unit rate: \$3.70
 - Percent of increase: 7.2 percent
 - This will change the total cost of each meal from \$7.12 to \$7.51.
 - Total impact to this program based on **July** service levels (Attachment C – Pg 1) is an additional \$3,014, for a total of \$36,162 over the 12 months of the extension.
- I requested both providers submit a detailed narrative on the methodology used to determine the percentage of increase. I will share this information with you at the meeting.

In summary, please consider the following recommendations for next steps:

- Approve final draft of Appendix I to the Policy and Procedure Manual (**Attachment F**). All changes you agreed upon have been made and reflect your expectations for this program
- Request a MOU be prepared for signature with MOWMM with the specifications listed above. This will be presented at the October meeting.
- Review the provider narratives explaining their methodology in determining the requested increases and consider the overall impact to this program. It is regular practice to offer up to 2 one year extensions at the end

ATTACHMENT G

of the three contract providing there are no issues with performance or quality. Price increases may be part of an extension providing the increase has been fully explained and is deemed appropriate by this body. I have attempted to anticipate questions you may have, however, I wanted to provide you with the opportunity to review and request any other information you may need to make this decision, which is why it was included as a Discussion item on the agenda

- If you have any further questions, or require additional information to make a sound decision it can be requested and I will make every effort to have your answers and this topic will be on the October 20th agenda as an Action Item.
- If you have no further questions and require no further information, you may simply make a motion to move this item to Action during the September meeting.
- Since these are two separate contracts, I recommend making two separate motions so that one does not impact the other.

Sample Motion: Recommend the Board of Commissioners approve the Contract Extension for Community Action of Allegan County for meal delivery through 12/31/2022 with a unit rate of: \$3.81.

Sample Motion: Recommend the Board of Commissioners approve the Contract Extension for Senior Services, Inc. for meal delivery through 12/31/2022 with a unit rate of: \$3.70.



August 25, 2021

Sherry Owens
Allegan County Senior and Veteran Services
3255 122nd Ave
Allegan, MI 49010

Dear Ms. Owens,

Community Action of Allegan (CAAC) would like to thank you for the opportunity to extend the current contract for Home Delivered Meals delivery to the seniors of Allegan County. In consideration of this extension, CAAC would like to request a minor increase to the current contractual rate in regards to a one-year extension for the Home Delivered Meals contract.

CAAC's costs have increased tremendously, particularly over the last 18 months, due to the effects of the pandemic and the economic impact of those effects. The increase in transportation expenditures is the most significant rise that has occurred. The expenses have escalated by more than 20.39% over the last year. Additionally, the rates for labor have grown substantially, approximately 10%, as the recruitment and sustainability of high-quality staff have driven the costs of labor significantly higher in order for CAAC to remain competitive.

As a result of the continued expansion in costs, Community Action of Allegan would like to request an increase in rate to \$3.81 per meal, which is an increase of \$0.14 from the current rate of \$3.67 per meal. This would be an increase of 3.81% to the current rate, which is less than the increase in the Consumer price index, which increased 4.2% from April 2020 to April 2021.

CAAC values the continued partnership with Allegan County Senior Services in serving one of the most vulnerable segments of our population, our beloved seniors. We appreciate your time and consideration of the proposed change and look forward to many more years of continued partnership.

Sincerely,

Lisa Evans

Lisa Evans Executive Director
323 Water Street, Allegan, MI 49010
Phone: (269) 673-5472
Fax: (269) 673-3795
www.communityactionallegan.org

Attchmt G
Pg 3 of 4



ATTACHMENT G

July 14, 2021

Sherry Owens
Allegan County Senior and Veteran Services
113 Chestnut St.
Allegan, MI 49010

Dear Sherry Owens and Allegan County Commission,

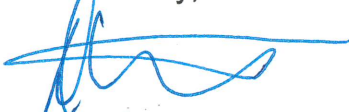
Regarding the request to extend the existing contract an additional two years through 12/31/2023, Senior Services Southwest Michigan would like to request a reasonable increase to the current contractual rate and an extension of only one year versus the proposed two years. Our request is a result of the COVID pandemic and Senior Services experiencing an increase in cost associated with our service delivery.

As we have seen throughout our economy, Senior Services has realized an increase in expenses because of the pandemic. On average we have seen a 4% increase in food cost with some protein items having as high as a 250% increase. In addition, our transportation expenses have risen by nearly 65% from this time last year. To end, due to an even tighter labor market from pre-pandemic, Senior Services has had to increase our wages by 10-12% to remain competitive, staffed, and aligned with the market.

As a result of these incurred cost, Senior Services would like to request an increase of \$.25 per unit/meal. This is a 7.2% increase of the current rate of \$3.45, which if approved will result in a unit/meal rate of \$3.70. It is our feeling that this is reasonable when considering the additional expenses that we expect to continue to incur over the next year.

Senior Services appreciates your partnership and shares your mission in serving the older adults and Veterans of Allegan County. We appreciate your consideration on our request and look forward to your determination.

Sincerely,



Dan Pontius
Director of Operations