

# Allegan County Commission on Aging



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**Chairperson:** Larry Ladenburger  
**Vice Chairperson:** Alice Kelsey

**Commissioner**  
Dean Kapenga  
616-218-2599  
Hamilton

## COMMISSION ON AGING - MINUTES Wednesday, January 19, 2022 9 – 11 am

Zimmerman Room, Human Services Building  
3255 122<sup>nd</sup> Avenue, Suite 200 – Allegan, MI

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

### **Public Zoom Link:**

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

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

**CALL TO ORDER:** By Chairperson Larry Ladenburger at 9:04am

### **CONFIRMATION OF QUORUM ROLL CALL:**

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

Absent: Richard Butler

Others Present: Sherry Owens, Havilah MacInnes, Katie Cole

### **SENIOR**

**MEMBERS**  
Stuart Peet  
269-672-9520  
Shelbyville

Lou Phelps  
269-870-3710  
Plainwell

Natalie Van Houten  
269-672-9359  
Shelbyville

### **COMMUNICATIONS:**

#### **APPROVAL OF MINUTES: (Attachment A – October and December)**

Moved by Dean Kapenga, supported by Stuart Peet Yays: 8, Nays: 0 Motion Carried

### **MEMBERS AT LARGE**

Richard Butler  
616 902-0046  
Plainwell

### **PUBLIC PARTICIPATION:**

**APPROVAL OF AGENDA:** Moved by Pat Petersen, Supported by Natalie Van Houten.  
All in favor. Motion carried.

Patricia Petersen  
616-644-8059  
Allegan

Sally Heavener  
616-355-3494  
Holland

### **PRESENTATIONS:** Laura Hosler – Greenstreet Marketing (Attachment H)

Sherii Sherban – Miles for Memories

Sherii Sherban from Miles for Memories presented on a new program via Zoom.

- Different safety bracelets for those battling dementia while living independently at home.
- Programs cover all ages and are developed by people from every part of the dementia care team, including family, medical staff, law enforcement, etc. Primary concern is elopement.
- Outcomes include increased safety, safe return program and peace of mind for families.
- Updates are made every year and a half to the data base to keep information current.

**STAFF**  
Sherry Owens  
269-686-5144  
Director

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

Katie Cole  
269-673-3333 x 2497  
Administrative  
Assistant

### **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”

- Each bracelet specifically has their own identifiers that includes point of contact information, and a QR code to obtain client information.
- Options for this service include GPS tracking, and alerts if submerged in water lasting longer than 2 minutes.
- Pricing is based on which product you select.
- Dean asked how this would affect Allegan County 911 dispatchers. This is something that would need to be looked at for Allegan County.
- Respite program are also available.
- This program currently supports the following counties; Calhoun, Barry, Branch, Jackson, Kent and Kalamazoo.

Sherry explains this will be revisited after discussion with our current PERS provider before moving forward as Connect America offers very similar services. Havilah will set up a meeting to see what options are available with Connect America.

Laura Hosier from Greenstreet Marketing on where are currently with our marketing plan.

- Laura will continue reporting monthly on the financials to ensure the COA board is pleased with progress and discuss any changes they may like to make.
- Direct mailers are down from 30,000 to 15,000 addresses, this is due to only sending one mailer per household that has a resident 60 years and older. This is an estimated \$3,000 in postage savings.
- Direct mailers will be broken into groups to help with the volume with incoming calls to the office.
- As of today final budget is estimated at 93,000 giving us some wiggle room for adjustments.
- Pat Petersen asked how our office will be recording incoming calls and referral requests. Sherry explains we will continue recording our metrics.
- Dean suggests adding a question to current referral form of “where did you hear about our services”. Sherry states this question will be added to the referral forms.
- Marketing media and direct mailers will begin soon.

#### **ADMINISTRATIVE REPORTS:**

##### **-Director’s Report (Attachment B)**

Sherry discussed priority goals for 2022:

- Continue 2021 goal for contingency plans (ADC, PERS, Transportation and revisit In-Home Supports)
- Continue 2021 goal with Marketing Plan
- Stabilize In-Home Supports
- Earmark available Fund Balance to offset costs of planned increase in services due to marketing campaign
- Friendly Visitor Program

- Miles for Memories\* Need to look into Connect America to see what they have available.

The board discusses the current wait list for in home supports, and what services are currently being offered. With this increase to the unit rate they are hoping that our current wait list will see a decrease in February.

Pat expressed her experience with our home delivered meal service, she asked if we pay by the meal or mile? Our current contract states that we pay per unit (meal) delivered. Pat would like to discuss this is the next RFP at the end of 2022.

**-Financial Reports (Attachment C)**

Sherry discussed the current financial reports showing projected budget and the actual revenue and expenditure funds.

**-Outreach Report (Attachment D)**

Havilah discusses Medicare and Medicaid assistance. She also explained how she helps seniors apply for Extra Help when they do not qualify for Medicaid. Havilah also explains Part B Medicare as well as different pharmaceutical costs.

**ACTION ITEMS:**

1. Review and finalize the 2022 Strategic Plan (**Attachment E**)  
Move to except the 6 points of the Strategic Plans for 2022 as presented.  
Moved by Alice Kelsey, supported by Stuart Peet. All in favor. Motion carried.
2. Review/revision of by-laws (**Attachment F**)  
Recommend revision of Commission on Aging By-Laws, article III to reduce the number of members from 11 to 9 as follows; 1 County Commissioner, 4 Senior Representatives, 4 At Large Representatives. Moved by Dean Kapenga,  
Supported by Pat Petersen. Yeas: 8. Nays: 0

**DISCUSSION ITEMS:**

**In-Home Supports Update (Attachment G)**

Rob Sarro gave reporting update on changes to the current in-home support contract. When presented to the BOC there were no questions or concerns. Administration has allowed for these price adjustments. The new current rate is \$35.00 with an effective date of January 1, 2022. Alliance signed a one year contract at this rate. Atrio also signed a two year contract at this rate. This will give us the opportunity to stabilize our current in home support service.

**NOTICE OF APPOINTMENTS:**

**FUTURE AGENDA ITEMS:**

Dean asked if we are properly marketing ourselves in house and asked how this could be improved. Sherry states that she gives monthly updates on Rob's administrators report and can supply this information to this board as well.

**SUBCOMMITTEE REPORTS:**

AAAWM Board of Directors

AAAWM Advisory Council

**ROUND TABLE (COA MEMBER TIME):**

**ADJOURNMENT:** Meeting adjourned at 11:17am. Moved by Dean Kapenga, supported by Stuart Peet. All in favor. Motion carried.

Next Meeting –Wednesday, February 16, 2022 - Zimmerman Room