



ALLEGAN COUNTY COMMISSION ON AGING

3255 122nd Avenue, Suite 200
Allegan, M 49010
269.673.3333 – Office
877.673.5333 – Toll Free
269.673.0569 – Fax

<http://www.allegancounty.org>

COMMISSIONER

Dean Kapenga
616-218-2599
Hamilton

COMMISSION ON AGING MEETING – MINUTES

Wednesday, May 18, 2022

9:00 -11:00 am

Zimmerman Room, Human Services Building

3255 122nd Avenue – Allegan, MI

Public Zoom Link:

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

ELECTED OFFICERS

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

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

CALL TO ORDER: By Chairman Larry Ladenburger at 9:05am

PLEDGE OF ALLEGIANCE:

SENIOR MEMBERS

Stuart Peet
269-672-9520
Shelbyville

Lou Phelps
269-870-3710
Plainwell

CONFIRMATION OF QUORUM

ROLL CALL: Present: Dean Kapenga, Larry Ladenburger, Stuart Peet, Lou Phelps, Natalie Van Houten, Richard Butler, Patricia Petersen, Sally Heavener
Others: Sherry Owens, Havilah MacInnes, Ashley Dever

Natalie Van Houten
269-672-9359
Shelbyville

ABSENT: Alice Kelsey

MEMBERS AT LARGE

Richard Butler
616 902-0046
Plainwell

Patricia Petersen
616-644-8059
Allegan

Sally Heavener
616-355-3494
Holland

COMMUNICATIONS: Correspondence – Scott (Attachment E)

Senior Services received a card in the mail from a client that ACT was able to meet their early morning needs and were very appreciative of the services.

APPROVAL OF MINUTES: (Attachment A – March)

Moved by Pat Peterson, supported by Dean Kapenga approval of both March minutes and May's special meeting.
Yays: 8 Nays:0 Motion Carried

STAFF

Sherry Owens
269-686-5144
Director

PUBLIC PARTICIPATION: None

Havilah MacInnes
Extension 2495
Senior Services
Counselor

APPROVAL OF AGENDA:

Moved by Dean Kapenga, supported by Pat Peterson.
Yays: 8 Nays: 0 Motion Carried

Ashley Dever
Extension 2498
Senior Services
Counselor

PRESENTATIONS:

Laura Hosler, Greenstreet Marketing (Attachment F)

Laura gave an update on the current marketing strategy areas. The next round of mailers will be going out as soon as next week.

Katie Cole
Extension 2497
Administrative
Assistant

Sally asked about the Facebook ads on Facebook, Sally's not seen any yet. Laura responded, she will add what they look like in the monthly packet moving forward.

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"

Larry asked if she can incorporate the advertising for the current millage renewal that is coming up. Laura responded, we can definitely get some advertising out there for the renewal.

Tom Ryder – Connect America

Tom gave an overview presentation of the different PERS and medication dispensers. These options allow seniors to age in home and not in a facility. Clients laying on the floor for a long period of time can affect their overall health. Connect America is working on new reporting that would show the number of falls, how many did they respond to via ambulance or phone calls and how long it took to respond.

Tom explains why the regular landline devices have decreased. Most land lines are not “true” landlines. They are VOIP (voice over internet protocol-not a true land line) that are powered through another source such as Charter and when the power goes out so does their ability to use their PERS unit.

Cellular units work even if the power has gone out because they use AT&T and Verizon cell towers for service.

One of the GPS options offers a fall detections option that can be turned off and on. The LTE GPS unit is a smaller version that has a separate wristband. This unit has a range of about 600 feet. The charge time in this is fairly short. The chargers are “smart chargers” and cannot over charge the battery. The goal is to reduce falls, but if a fall occurs then to send help immediately to reduce mortality rates by 80%. Loss of body heat and other catastrophic events.

Sherry asked, what the range is.

Tom replied, the direct line of sight is closer to 900ft but generally it’s closer to 600ft.

Pat asked, what if the unit is accidentally pushed?

Tom replied, nothing, Connect America reaches out to clients and resets if false alarm.

Natalie asked, how long does it take to get a response after hitting the button?

Tom replied, it takes seconds to speak with a client and only minutes to get emergency services if and when it’s needed.

Pat asked, what if the client has a stroke and can’t speak?

Tom replied, if they are able to press the button emergency services will come or if the client falls the fall detection will alert and the GPS location will be determined. Connect America will call 911 or the family.

Sally asked, if all units can have a fall detection.

Tom replied, yes they all can have the fall detection.

Sally asked about living in a “dead spot”, how do the units work in the areas?

Tom replied, unfortunately that does occur from time to time but usually between the Verizon and the AT&T towers they can get some signal.

Larry asked, has Nationwide broadband help your services?

Tom replied, yes more coverage in more areas.

Rich asked, what is the average response time?

Tom replied, 90 seconds but from the reports it shows almost immediately getting a response on the button.

Stuart asked, where are the call centers located?

Tom replied, they are in upstate New York, Syracuse, New York and Rhode Island. Connect America also just bought out Phillips Life Line and they have a center in South Carolina.

Dean asked, with the call centers so far away how does that work?

Tom replied, that in each client's profile they have listed local hospitals, 911 centers and what their preferences are such as calling family, hospice or 911. If the button is pushed their prearrange preference will be displayed.

Sally asked, when her mom got the new updated button she had to set it up and do some testing with the unit. When Connect America calls her the number shows up as unidentified. The clients and I don't answer out of state numbers. Is there a way it can be the same number that always calls? This way it can be saved into the phone of the clients and family members and they will know to answer. Sally stated that she received a call and didn't answer the unknown number calling and it was Connect America. Sally stated when she called back she waited in the Que for 10 minutes. Sally asked "what if this was an emergency".

Tom replied, he will look into this. No one should be in a que when calling in.

Tom also stated he will look into the number and possibility getting a caller ID set that says Connect America.

Natalie asked, How long as Connect America been in business?

Tom replied, 12 years.

Havilah stated some of our clients request Hospice to be called and not 911. The client can also request what Hospital they want to be brought to. Some of our clients have no family, so they have neighbor, apartment complex manager or friend as their emergency contact.

Tom states with the new technology all 3G unites have stopped working and over the last year Connect America has worked on getting all of the clients units upgraded.

Tom talked about dementia clients, and how PERS may not be as effective for them if they can't properly operate the unit or remember to keep it on. They are working on options to close the gap for clients with dementia and memory issues.

Tom presents the medication dispensers and what options Allegan County may be able to obtain. These can be set up in combination with a PERS or by itself.

Med ready unit: Can work as a landline unit or cellular unit. It has 28 compartments that can accommodate 9 standard pills allowing for dispensing up to 4 doses a day for 7 days, 3 doses a day for 9 days, 2 doses a day for 14 days or 1 dose a day for 28 days.

Medication reminder Unit- is a much larger 28 component unit that has individual squares that can hold 10-15 meds. This unit alerts when it is time to take medications and lights ups. You have to pull the cups of medications out for the unit to reset for the next dose. Most come without the screen.

Dean asked, what is the most effective service you have in the home for seniors? Do you have list of the most effective?

Tom replied, not necessarily a list due to each person having their own unique needs, however Tom thinks that the PERS is the most effective overall for most seniors.

Pat asked, what about medication you take multiple times a day. If you take medications 4 times a day would that only be a week of medication in the unit?

Tom replied, yes but there is also a new Hero Unit that has a much larger capacity. It also has many features including counting medications automatically. The Hero Unit is high cost and requires WIFI to operate.

Tom also discussed wellness check. Connect America does have this service. It cost approximately .50 cents a day and it's an auto call to the client. It would say Press 1 if all is okay or Press 2 if you need assistance.

Sherry stated the current contract is up for extension at the end of the year. We have the option to extend for up to 2 years. Here is where we have the opportunity to possibility add the medication dispensers and/or combination services.

Rich asked, what about our website? Can all of this information presented be put into a video for clients to watch?

Tom replied, maybe a link to the website or a how to video.

Tom also talked about lock boxes that can be placed on client's doors at no cost to the clients so the fire department and emergency response teams can enter the home without damaging the door. There are only a few counties in the state of Michigan that offers PERS to seniors as a millage service.

Sherry also mentioned that Connect America is sponsoring the lunch this year at Boomer Bash and the food for Stand Down in August.

ADMINISTRATIVE REPORTS:

Director's Report (Attachment B)

Boomer Bash will have tables with bags, flyers, brochures, menus and maybe put a quality survey in the supper sacks that are being served for lunch.

Financial Reports (Attachment C)

Two of the longest waitlist clients are from February due to their location within the county. Down to 47 total waiting with 14 of those coming in May.

Dean asked, Can we call the waitlist something else? The truth it is not a lack of money to provide the service but other circumstances such as COVID, staffing/employment and maternity leaves.

Marketing campaign- we have spent \$44,924 of the \$95,000 allotted for this.

Outreach Report (Attachment D)

Havilah showed the breakdown by days waiting and in what areas of the county they are in.

Stuart asked, is the Veteran Affairs good about reimbursements to in home care agencies?

Sherry responded, we are unaware of other agencies financial information.

ACTION ITEMS:

1. Appoint Millage Renewal Committee
Larry Ladenburger will be treasure for the committee. Rich Butler volunteered to head the committee. Both Patricia Peterson and Sally Heavener volunteered to be on the committee.
Moved by Dean Kapenga to approve the committee, supported by Stuart Peet.
Yays: 8 Nays: Motion Carried

2. Recommend BOC approval of Adult Day Care Contract Extension

Recommend Board of Commissioners approve the two year Contract Extension with Generations Adult Day Care with unit rate increase of \$10.25.

Moved by Sally Heavener, supported by Natalie VanHouten.

Yays: 8 Nays: 0 Motion Carried

DISCUSSION ITEMS:

1. Boomer Bash participation (Brochures will be available at meeting)

NOTICE OF APPOINTMENTS: None

FUTURE AGENDA ITEMS: None

SUBCOMMITTEE REPORTS:

AAAWM Board of Directors- Stuart Peet gave notes on his last Board of Directors meeting.

AAAWM Advisory Council- Natalie VanHouten gave notes on her last Advisory Council meeting.

ROUND TABLE (COA MEMBER TIME): None

ADJOURNMENT:

Patricia Petersen moved. Stuart Peet supported. All in favor 11:07am

Next Meeting – June 15, 2022, 9–11 am Zimmerman Room