

# Allegan County Commission on Aging



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

## COMMISSION ON AGING - MINUTES

**Wednesday, September 21, 2022**

9 – 11 am

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

### **Public Zoom Link:**

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

### **COMMISSIONER**

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

### **Chairperson**

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

### **Vice Chairperson**

**Alice Kelsey**  
(At-Large Representative)  
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

### **STAFF**

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

Katie Cole  
269-673-3333 x2495  
Senior Services  
Counselor

**Ashley Dever**  
269-673-3333 x 2498  
Senior Services  
Counselor

**Vacant**  
Administrative  
Assistant

**CALL TO ORDER:** By Chairman Larry Ladenburger at 9:03am

### **CONFIRMATION OF QUORUM**

### **ROLL CALL:**

**Present:** Larry Ladenburger, Alice Kelsey, Stuart Peet,  
Natalie Van Houten, Richard Butler, Patricia Peterson, Sally Heavener  
Dean Kapenga via Zoom

**Absent:** Lou Phelps

**Others:** Sherry Owens, Katie Cole

**COMMUNICATIONS:** None

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

Moved by Patricia Petersen, supported by Richard Butler  
All in favor. Motion carried.

**PUBLIC PARTICIPATION:** Mary Campbell via zoom

### **APPROVAL OF AGENDA:**

Moved by Sally Heavener, supported by Alice Kelsey  
All in favor. Motion carried.

**PRESENTATIONS:** Laura Hosler – Greenstreet Marketing (Attachment D)

### **ADMINISTRATIVE REPORTS:**

**-Director's Report (Attachment B)**

#### **Goal #1- Continue with Marketing Plan**

Things are going well with the Marketing Plan, all mailers have been sent out.  
Laura will continue with rotating the radio stations. We have two print ads in Allegan  
County. Facebook is still doing well. Last quarter we are looking at halting the digital

### **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”

television ads and switching to local channels after the November election. Laura will look into options for local channels.

Pat asked by eliminating billboards how much are we saving.

Laura replied approximately one thousand but that has been placed into other marketing areas.

Sally asked if we were going to exceed our budgeting limit for marketing.

Laura replied no we are still doing well.

### **Goal #2- Stabilize In-Home Supports**

- Increase unit rate to \$35.00 effective January 1<sup>st</sup> 2022.  
**COMPLETE**
- Identify and remove barriers- 5 whys exercise **COMPLETE**
- Divide the County into service areas **COMPLETE**
- Review the RFP documents **COMPLETE**
- **The cutoff for the RFP submissions was 3pm August 9<sup>th</sup>, and there was only on-Home Joy. The proposal was to the Review Committee Monday along with the questions supplied by the Project Management team to evaluate this company when we meet on Monday 9/19.**

### **Goal #3- Earmark Fund Balance to offset planned increase in services**

**COMPLETE MONITORING**

NOTHING NEW TO REPORT AT THIS TIME

### **Goal #4- Continue 2021 goal for contingency plans (ADC, PERS,**

Transportation and revisit In-Home Supports)

NOTHING NEW TO REPORT AT THIS TIME

### **Goal #5- Explore Friendly Visitor Program, Miles for Memories and similar programs as future projects.**

NOTHING NEW TO REPORT AT THIS TIME

### **-Financial Reports (Attachment C)**

Sherry shares financial report for July, things are still looking good.

Richard asked if we could change the color that's representing the variance.

Sherry replied she will make a "key" for red being underspent meaning good.

Sally asked if we could have color constancy throughout the report.

Sherry replied yes

## **ACTION ITEMS:**

### **In-Home Supports RFP recommendation (Attachment E)**

Sherry provided the group with an overview of the results of the Proposal Review Committee. Key items the group felt were reasons to support recommending a contract for this proposal are:

- In business less than a year and they have 18 clients (12 in Allegan County), 16 home health aides, and are billing 220 units monthly
- 16 aides serving 18 clients provides opportunity for availability to add clients almost immediately
- Homejoy states they are willing to make any necessary changes to current operations to align with the Policy and Procedure Manual and Appendix H.
- Homejoy states they are able to provider 80 – 150 units upon award of the contract. That is approximately 5-9 clients in the first weeks

Based on this information, and the discussion, the Proposal Review Committee provided the following answers to the questions provided by Project Management:

1. Do you feel this vendor can provide the service as necessary?
  - Unanimously – yes
2. Do you have any follow up questions?
  - Unanimously – no
3. Is there a need to interview before making the decision?
  - Unanimously – no
4. Is there anything you need clarified and captured in the final contract if we recommend award?
  - Recommend Project Management consider adding the following:

“Homejoy will provide a timeline for aligning their current operations to the Allegan County Senior Services Policy and Procedure Manual and Appendix H within 30 days of their acceptance of the contract.”

Stuart asked how many providers they have had in the past for this service. Sherry stated that Alliance and Evergreen Commons were the two original providers, and then Evergreen Commons combined the home care portion of that business with two others to create “Atrio”. She further explained that there was a third company- Premier from Grand Rapids, for approximately 4-6 months in 2014, but they closed. Paragon was briefly under contract in 2021 but not able to staff. Sherry explained the difference with the other attempts was the providers did not have sufficient staff coming into the contract.

Sally asked if they plan to have an office in Allegan County, and Sherry answered the proposal didn’t include that information, but it was not a requirement providing they are able to support their staff, manage the intake, and maintain the supervisory visits. She compared this agency to Alliance, stating they are very similar in that Alliance was one small branch in Holland, but moved a second branch into Allegan when they contracted with the Millage, and eventually had multiple offices prior to selling to Help at Home.

Natalie asked if this meant that we would be serving in VanBuren County as well. Sherry stated that would not happen – we only serve Allegan County.

Seeing no further discussion, the Chair asked for a motion.

Rich Butler moved to: Recommend the County enter into an Agreement with HomeJoy of Allegan and Van Burren Counties, so as to allow Senior Services to meet growing demand for In-Home Support Services that can't be satisfied by the County's two existing providers. Seconded by Stuart Peet. No further discussion. All voted favorably. Motion passed.

Rich asked if Homejoy would be able to come and meet the COA and provide some information on how things were going in November. Sherry explained that the COA typically doesn't meet in November, and the Strategic Planning day is typically in December. Larry asked the group to come to the October meeting with their schedules to plan the December meeting since its all day.

#### **DISCUSSION ITEMS:**

1. Contract Extension for PERS (**Attachment F**)  
Sherry explained that the team had begun the quality reviews, and the PERS contract was the first of this year. Some billing discrepancies were identified, and Connect America is working with the Senior Services team to resolve the issues. Sherry explained that it is not uncommon during this process, because that is what it is designed to do – find gaps to improve efficiencies. Larry asked if they would be presenting in October, and Sherry stated this was the plan as of this moment.
2. Senior Day at the Fair recap  
Senior Day at the Fair was a great success, we made approximately 260 pancake breakfasts. Sherry thanked everyone for their help with making this day a great success.
3. In-Home Supports wait list update  
Sherry reported she was able to group together clients into geographical locations, instead of chonical locations. We had approximately 57 clients on the waitlist, Alliance was able to remove 32 clients from the waitlist.

**NOTICE OF APPOINTMENTS:** None

**FUTURE AGENDA ITEMS:** None

#### **SUBCOMMITTEE REPORTS:**

AAAWM Board of Directors- No August Meeting  
AAAWM Advisory Council- No August Meeting  
Millage Renewal Committee- Rich Butler

Rich thanked everyone for their work and support, and explained that he was winding down all the remaining work on this committee such as closing old bank accounts, paying

bills, etc. He suggested that this be a Standing Committee Item beginning in January of the next election year, with regular monthly meetings. All agreed.

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

Larry explained to the group that the COA had voted to reduce the number of members from 11 to 9 when the re-apportionment reduced the number of Commissioners due to their need to reduce their committee work with larger Districts. Larry explained that we have a new Director of the Senior Services program in Casco, (Mary Campbell) that has expressed an interest in joining the Commission on Aging. He explained that if we wished to add her to the group, it would require requesting the Board of Commissioners re-establish the original 11 members since there always has to be an odd number.

Sherry stated that when they had 11 members, it was difficult to maintain that large of a number and there was almost always at least one empty seat. Larry and Pat asked if that was a bad thing, then when a good candidate comes along, there is space available. Larry asked the group to think about this and it would be a topic of discussion in October.

That led the group to ask when the individual terms are up. Natalie stated that she had only been on committee for 2 years, but Sherry explained that it depends on who she replaced and how much of that term was left.

Sherry stated that she sends notices to those who need to renew in September, but will send the entire group the list. Anyone that is due for renewal will also receive another application, but they can change the dates on the old one and resubmit.

Sally asked about the status of MMAP. Sherry stated that with new staff, we are not actively participating in this year's open enrollment, and that Bob Callery (MMAP Coordinator) had been notified. Sally asked what happens to the clients that have previously been seen in our office, and Sherry explained that the phone number on the MMAP website had been changed to Grand Rapids and they would assign MMAP counselors from their pool to provide the service. Sally stated that MMAP was part of the millage renewal and should continue. Sherry explained that her staff was learning their jobs for this year, and then the team would identify the level of service that is appropriate going forward at the next strategic planning meeting for the team.

**ADJOURNMENT:**

Alice Kelsey moved. Richard Butler supported. All in favor 10:35am

Next Meeting –Wednesday, October 19, 2022 - Zimmerman Room