



ALLEGAN COUNTY COMMISSION ON AGING

3255 122nd Avenue, Suite 200
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www.allegancounty.org/seniors

Chair: Richard Butler
Vice Chair: Sally Heavener

COUNTY COMMISSIONER

Mark DeYoung
616-318-9612
Dorr

SENIOR MEMBERS

Mary Campbell
269-655-8000
Pullman

Larry Ladenburger
269-673-6200
Allegan

Luesettie Phelps
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Jim Storey
616-848-9767
344 W 35th St.
Holland

MEMBERS AT LARGE

Richard Butler
616 902-0046
Plainwell

Sally Heavener
616-355-3494
Holland

Patricia Petersen
616-644-8059
Allegan

Jo VerBeek
616-403-9319
Hamilton

DIRECTOR

Jen Garcia
269-686-5144

COMMISSION ON AGING MEETING - AGENDA

Wednesday, April 16, 2025 | 9:00 am – 11:00 am
Attendance Options Attached

CALL TO ORDER:

ROLL CALL:

PLEDGE OF ALLEGIANCE:

COMMUNICATIONS:

CONSENT AGENDA: (Approve)

- Meeting Minutes – 2/19/25
- Directors Report
- Marketing Report – February & March
- Finance & Service Delivery Metrics Report – January & February
- COA Planning Calendar
- Subcommittee Reports (Report received AAAMW Advisory Council – J. VerBeek; Policy & Procedure Committee – S. Heavener)

PRESENTATIONS:

PUBLIC PARTICIPATION:

ACTION ITEMS:

-Adult Day Service Contracts:

- **SAMPLE MOTION:** Recommend the approval of contracting with Evergreen Commons/The Day Center for Adult Day Services beginning on or before 5/1/25 thru 12/31/27 as stated in the proposal.
- **SAMPLE MOTION:** Recommend the approval of contracting with Generations Adult Day Services beginning on or before 5/1/25 thru 12/31/27 as stated in the proposal.
- **SAMPLE MOTION:** Recommend to approve the revised Adult Day Service Scope of Service & Appendix L of the Policy & Procedure Manual

DISCUSSION ITEMS:

- Review of COA Bylaws & Member Expectations
- Senior Workgroup Direction & Objectives
- ACCF Volunteer Fair: March 19, 12:00-2:00p, The Silo, Allegan

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT:

Next meeting: Wednesday, May 21, 2025 at 9:00AM, Human Services Building, Zimmerman Room

Allegan County Commission on Aging



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Chairperson: Rich Butler
Vice Chairperson: Sally Heavener

COMMISSION ON AGING - MINUTES

Vice Chairperson Sally Heavener called the meeting to order at 9:00am on February 19, 2025 - Pledge of Allegiance, Roll call

The Commission of Aging met in the Zimmerman Room of the Human Services Building.

ROLL CALL:

PRESENT: Commissioner Mark DeYoung, Vice Chairperson Sally Heavener, Lue Phelps, Mary Campbell, Jo VerBeek

ZOOM: Chairperson Rich Butler and Dan Wedge, Allegan County Executive Director of Services

ABSENT: Larry Ladenburger, Jim Storey, Pat Peterson

OTHERS: Allegan County Senior Service Director Jen Garcia, Teresa Galloway

PUBLIC: Judy Habetler and Becky Carten-Crandell, Interurban Transit Authority

COMMUNICATION:

Director Jen Garcia stated that COA received three advertisement letters from Medallion Management, Inc. for properties available to rent in Allegan, Otsego and Plainwell.

PRESENTATIONS:

Lisa Gulch, Nancy Kanoza & Jackie Gensler with Wayland Leisure Life provided a presentation on their senior organization, highlighting monthly programming and events, along with how their organization has grown since inception with the support of Wayland Union School District and local businesses.

APPROVAL OF CONSENT AGENDA- ADOPTED WITH ITEMS PULLED OUT FOR DISCUSSION

Approval of the consent agenda moved by Mary Campbell, supported by Lue Phelps. All in favor, motion carried.

ACTION ITEMS:

Election of Officers

Chair: Motion to approve the results of the member vote performed 1/15/25 to appoint Richard Butler to Chairperson position was made by Mary Campbell and Supported by Jo VerBeek. All in favor, motion carried.

Vice Chair: Motion to approve the results of the member vote performed 1/15/25 to appoint Sally Heavener to Vice Chairperson position was made by Mary Campbell and Supported by Lue Phelps. All in favor, motion carried.

DISCUSSION ITEMS:

-January 15 Meeting Minutes Amended

-Finance & Service Delivery Metrics Report – question for explanation regarding the waitlist for In-Home Supports.

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”

- ACCF Volunteer Fair: March 19, 12:00 – 2:00p, The Silo, Allegan
- Holland Senior Community Day: May 30, 8:30a -2:00p, Central Wesleyan Church, Holland
- Allegan County Senior Expo (formerly Boomer Bash): June 26, 8:00a-1:00p, First Baptist Church, Allegan
- RFP Update: Adult Day Services/In Home Support Services
- Director Leave: March 6-24

APPROVAL OF MINUTES- ADOPTED AS AMENDED

Approval of minutes from 1/15/25 moved by Mary Campbell with amendment, supported by Lue Phelps. All in favor, motion carried.

APPROVAL OF FINANCE & SERVICE DELIVERY METRICS REPORT- ADOPTED AFTER DISCUSSION

Approval of Finance & Service Delivery Metrics Report moved by Lue Phelps, supported by Commissioner Mark DeYoung. All in favor, motion carried.

ROUND TABLE (COA MEMBER TIME):

Director Jen Garcia showed a video about Adult Day Services through Area Agency on Aging of Western Michigan.

FUTURE AGENDA ITEMS: None

ROUND TABLE (COA MEMBER TIME): None

ADJOURNMENT UNTIL: April 17, 2025

Motion to adjourn by Lue Phelps, supported by Mary Campbell. All favor, motion carried.

The meeting adjourned at 10:24am.

It was voted that the Consent Agenda for March 19, 2025 meeting be included on the April 16, 2025 Consent Agenda – No meeting scheduled for March 19, 2025.

Next Meeting April 16, 2025 from 9:00 am-11:00 am in the Zimmerman Room at the Human Services Building.

Commission on Aging - Director's Report

April 16, 2025

Provider Updates:

The Senior Service team will host Spring Provider Training on April 23 in the Zimmerman Room at Human Services. This training day allows for contracted senior service providers to come onsite to engage with other providers and Senior Services to discuss industry trends, Allegan County customer service standards, and provide necessary training.

Home Delivered Meals (HDM): Seals on the meal trays continue to be an issue with lifting up/releasing, allowing spillage. Milestones Senior Services are working with their sealing machine to ensure it is sealing at the proper heat and pressure. ACSS will be onsite April 14, 2025 at Community Action of Allegan County to observe the meal transfer from the Milestones truck to the meal delivery driver vehicles and allow for hands-on education and evaluation of equipment. The contracted providers are coming together collaboratively to resolve this concern. To date, undeliverable meals have been reimbursed by Milestones to the senior millage.

Personal Emergency Response Devices (PERS): A process improvement strategy has been implemented with Connect America to help alleviate the backlog of clients who have not tested their device properly. As a requirement of millage service and PERS, clients with a device must test their device monthly to ensure proper emergency functionality; client pushes the button and informed operator with Connect America that they are "testing"; ACSS receives a test report monthly along with a signal report if signal is disconnected. Clients who do not test are sent reminder letters from ACSS and will eventually be disconnected from service if not tested. Connect America is on track with sending monthly reminder postcards to PERS clients reminding to test by the 20th of each month (postcard enclosed). We have received overall positive feedback regarding the new On the Go Mini devices and the rollout starting January 2025. Connect America product design continues to work on the wristband functionality; current model is difficult to latch according to client feedback. Lanyard devices are the optimal choice at this time.

It's time for your PERS check in!

We are contacting you on behalf of **Allegan County Senior Services & Connect America**. For service, it is a requirement that you test your device by the 20th of each month. To ensure your personal emergency device is functioning properly, we ask you to **test your device monthly**.

Please press your button and inform the operator that you are testing your device. If you need assistance, please call us at **1-800-215-4206** and press **option 3**.

Thank you for placing your trust and confidence in Allegan County Senior Services.



PERS Monthly Postcard

In Home Supports (IHS): Most contracted providers are doing their best to take on new clients as quickly as possible, however a short waitlist continues. Average wait time could be 1-2 months, however in some circumstances a client could get picked up in a few days to a few weeks. Following the closing of the ADS RFP process, my team will look to move into IHS provider expansion with intended timeline for contract execution by May 30, 2025.

Adult Day Services (ADS): Service continues with Generations through the contract timeframe of April 30, 2025. Contracting is underway to extend the contract with Generations through 12/31/27 at a newly proposed unit rate, once reviewed and recommended by COA. New contract set to begin 5/1/25 once approved.

Senior Transportation: Through discussions with Allegan County Transportation (ACT), a new program card has been created to help distinguish and bring awareness to the services available for our seniors. Also, as direct result of community conversations around senior needs, ACT has established a new “Go 4 Groceries” daily run to help community members make more frequent trips to local grocers. Enclosed is the flyer with more information on the ACT program for grocery runs.

Senior Transportation Program Card (front & back):



SENIOR TRANSPORTATION PROGRAM

Older adults (60+ years of age) residing in Allegan County are able to access a variety of services through the Senior Millage, including Transportation.



Seniors who are no longer comfortable driving may access this service for:

- Non-Emergency Medical appointments to adjacent counties
- Non-medical appointments
- Shopping and errands

Trips need to be scheduled 3 to 5 business days in advance.

When calling, please provide the following information:

- Full Name
 - Date of Birth
 - Appointment time(s) and location(s)
- Please also specify whether you have a mobility device such as a walker or wheelchair.

For information call (269) 686 - 5164

VOLUNTEER DRIVER PROGRAM

Volunteer transportation is provided by volunteers who use their own private vehicle. Depending on the mobility level of the senior, the service may be provided on a wheelchair-friendly bus through Allegan County Transportation (ACT).

The program is currently in need of more volunteer drivers. Volunteers using their own vehicles are reimbursed for their mileage at the current IRS rate. Individuals can find out more information about volunteering by calling (269) 686- 5164.

ACT BUS SERVICE



Trips that cannot be accommodated by volunteers will be provided by Allegan County Transportation (ACT). When trips are scheduled with the bus, please call the day before travel to confirm pick-up times. All ACT passengers are provided with a pick-up window; please be ready at the start of your pick-up window.

Bus service is available from 5:00 a.m. to 9:00 p.m. on weekdays, and on Saturdays from 7:00 a.m. to 3:00 p.m.

- 269-686-5164
- 750 Airway Drive Allegan, MI 49010
- allegancounty.org/transportation

Go 4 Groceries Flyer:

A flyer for the 'Go 4 Groceries' program. The background is a collage of images: a grocery store aisle with shelves of products, a white bus with the 'ACT' logo, and a close-up of a grocery bag. The text is overlaid on a semi-transparent white circle. At the top, the 'ACT' logo is displayed with 'Allegan County Transportation' written above it. Below the logo, the title 'Go 4 Groceries!' is written in a large, brown, serif font. Underneath, the schedule 'Weekdays 11:00am - 2:00pm' is shown in a bold, black, sans-serif font. The main description follows in a brown, sans-serif font: 'Ride the Allegan County Transportation bus to your favorite grocery location throughout Allegan County. Any day or multiple days of the week during the shopping window - Go 4 Groceries!'. The phone number '(269) 673-4229' is prominently displayed in a large, bold, brown font. At the bottom, a note in a smaller, black font states: 'First time Go4Groceries! riders can receive a free reusable grocery bag to use.'

ACT
Allegan County Transportation

Go 4 Groceries!

Weekdays 11:00am - 2:00pm

Ride the Allegan County Transportation bus to your favorite grocery location throughout Allegan County. Any day or multiple days of the week during the shopping window - Go 4 Groceries!

Call us to schedule your ride
(269) 673-4229

First time **Go4Groceries!** riders can receive a **free** reusable grocery bag to use.

CXM/ServTracker Legacy

PERS and HDM service lines have been transitioned successfully and Ashley Dever is working within the new online CXM system. Adult Day Services has also transitioned and is live in CXM. Katie Cole has gained access to the new system to learn her way around and will transition upon In Home Support

transition completion. Training is ongoing with staff as we work to build best practices within CXM for our team and our contracted providers to utilize the system. In Home Supports service line will transition in early 2025. ServTracker Legacy remains open and accessible at this time. The first provider to transition to CXM will be Community Action for Home Delivered Meals. This training will take place on April 14, 2025 onsite at Community Action.

Outreach & Important Meetings:

In early 2024 a request was made to Heart of West Michigan United Way to re-engage VITA (Volunteer Income Tax Assistance) for Allegan County seniors, a free service that had ceased to exist since COVID in Allegan County. A need was identified for seniors requiring assistance in filing their returns electronically. For 2025, United Way secured Christian Neighbors as the initial VITA program startup in Allegan County and plans are underway for Allegan County libraries to offer VITA as soon as the 2026 tax filing season.

- 2/10: COA Senior Workgroup Virtual Meeting
- 2/20: Christian Neighbors Tour & Meeting with Sharon Carper, Kitchen & Program Manager
- 2/21: Official Judge for Comfort Keepers Holland Caregiver Chili Cookoff
- 2/27: Final Adult Day Service (ADS) RFP Review Meeting prior to Opening Bidding
- 2/28: Michigan Directors of Services to the Aging (MDSA) Membership Meeting
- 2/28: Senior & Veteran Services Team Virtual Meeting
- 3/3: Meeting with Help at Home Branch Manager for IHS
- 3/4: Holland PHO Virtual Touchbase Meeting with Sallie Prins, Population Health Nurse Manager
- 3/6-3/21: *Out on medical leave*
- 3/25: Allegan County Medical Control Advisory Board Meeting
- 3/26: Review of ADS proposals submitted following closing of bidding 3/24/25
- 3/28: Michigan Directors of Services to the Aging (MDSA) Membership Meeting
- 3/28: Senior & Veteran Services Team In-Person Meeting
- 3/31: ADS Site Visits – Generations (Allegan) & Caring Connections (South Haven)
- Allegan County Library Association – Present to Library Association on September 17; Connection made through Pam Armstrong, Allegan District Library & Allegan Rotary Club.

Special note for upcoming Art in the Garden event on April 12 – “Connecting Generations”

Allegan Area Art Council: This year, one of the themes for Allegan Area Art Council’s event Art in the Garden is “Connecting Generations.” With this theme, we are incorporating art, crafts, make-and-takes and Silent Auction items for the whole family by using many different forms of art.

In the Creative Corner for All Ages (free), we have many projects that different generations can do together throughout the day. From decorating a Very Hungry Caterpillar to planting a hanging spider plant, generations will work side by side to create a keepsake. At 10:30, 11:30 and 12:30, there will be children’s book readings and corresponding crafts for the young at heart.

Two of our workshops, Fun with Fabric with Sharon Jager and Watercolor Floral Card Painting with Lori Hibma are specifically designed for multiple generations and skill levels. No experience is necessary to create these unique pieces of art. Our third workshop, Spike’s Improv Theater, is for older teens (15+) and adults who want to try their hand at improv! Participants will play simple impromptu games with instructor Spike Kunez. No experience is necessary- only a willingness to be spontaneous! The cost of each workshop is \$10, with tickets available through the workshop presenters or at the door.



Art in the GARDEN

Saturday, April 12th
Artist Market 10am-4pm

at the Silo

1071 32nd St. (M-40 South)
Allegan, Michigan

Art in the Garden 2025 promises to be a bit different with the theme "Connecting Generations" celebrating artistic expression through multi-generational music, skits, readings and workshops for a nominal fee. Event is FREE to the public.

Workshop Schedule:

- 11:00-Noon** Sharon Jager - Fun with Fabric
Lori Hibma - Floral Watercolor Cards
- 12:30-2:00** Spike Kunetz - Improv Theater

Live Music:

- 2-3:30** Kitten and the Tonics

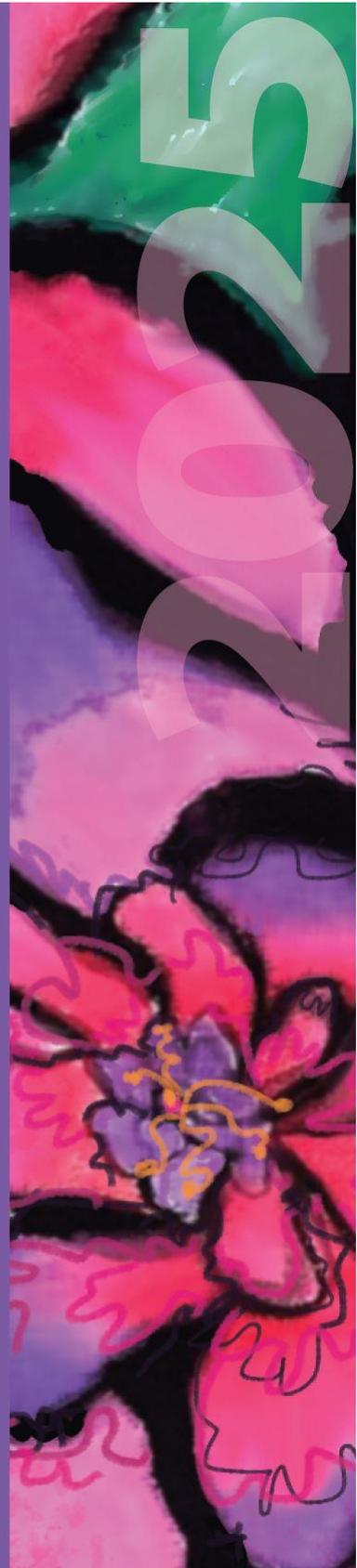
THANK YOU TO OUR SPONSORS:

GOLD: Armintrout's Nursery, Tibbitts Financial Consulting, Waanders Concrete, Co.

SILVER: Edward Jones - Rob Marciniak

BRONZE: Allegan Eyecare, Hartman-Ellis Agency, Kinard Financial, Seifferly Dentistry, State Farm-Sarah Ainsworth, TKH Group, PC

Visit us at www.alleganarts.com
for more information on workshops and exciting updates



Below is the Senior Services contract schedule:

Project #	Service	Contract Began	Contract Expires	Notes
1431	Adult Day Services			Sole source provider
	Generations	7/1/2020	4/30/2025	Contracting underway
*RFP to add additional Adult Day Service providers ending Q1 2025				
1432	Home Delivered Meals			3-year contract thru 12/31/25
	Community Action	1/1/2023	12/31/2025	
	Milestones	1/1/2023	12/31/2025	
*Start discussions around HDM service and contracts expiring; Evaluate need for potential RFP by June/July				
1430	In-Home Supports			Three current providers
	Atrio Help at Home	1/1/2019	12/31/2024	2-year contract thru 12/31/26
	Help at Home LLC	1/1/2019	12/31/2024	2-year contract thru 12/31/26
	HomeJoy	9/30/2022	12/31/2024	2-year contract thru 12/31/26
*RFP to add additional In-Home Support providers ending Q2 2025				
14047	PERS			Sole source provider
	Connect America	4/1/2016	12/31/2027	3-year contract thru 12/31/27
14033	Senior Transportation			Sole source provider
	Allegan County Transportation	Direct Service - No Contract		
	Case Worthy/SERV Tracker	7/1/2024	6/30/2027	3-year contract thru 6/30/27
	Internal Client Database			

COA 2025 Identified Goals:

1.) ACSS Operations Review, Enhancement & Service Integration:

- a. Review Allegan County Senior Services Policy & Procedure Manual to ensure policy is relevant to existing service operations. [ACSS Team Responsible; Final review by Policy & Procedure Manual Review Committee.](#)
- b. Scope of Service/Standards/Policy & Procedure Manual Review. [ACSS Team Responsible; Final review by Policy & Procedure Manual Review Committee.](#)
- c. Review senior referral online process; address inroads to services and service execution with contracted providers. [ACSS Team Responsible](#)
- d. Continue service integration with Area Agency of Western Michigan (AAAWM) raising awareness of services available for Allegan County seniors. [ACSS Team Responsible; AAWM Board & Advisory Council COA Representatives.](#)

2.) Continue Engagement & Outreach Efforts:

- a. Identify senior groups (partner agencies) in existence across Allegan County and engage for resource sharing. COA Committee Responsible: [Senior Services Workgroup.](#)
- b. Continue Marketing Efforts with GreenStreet Marketing - E-News launching Q1 [ACSS Team Responsible](#)
- c. Seek purposeful engagement opportunities for ACSS and COA including, but not limited to:
 - i. Ongoing Events: Allegan County Senior Expo (formerly Boomer Bash), Senior Day at the Fair
 - ii. Hosting learning opportunities for topics such as Alzheimer’s & Dementia Training, Parkinson’s & ALS Training, Caregiver Training, Elder Law & MMAP

- iii. Look at school community model for senior engagement, learn for ways to replicate in other school districts (example: Wayland Leisure Life, Lifelong Learners in Plainwell/Otsego).

Respectfully submitted by,
Jen Garcia, Director

MEDIA RESULTS: 2/1-2/28



Facebook Results

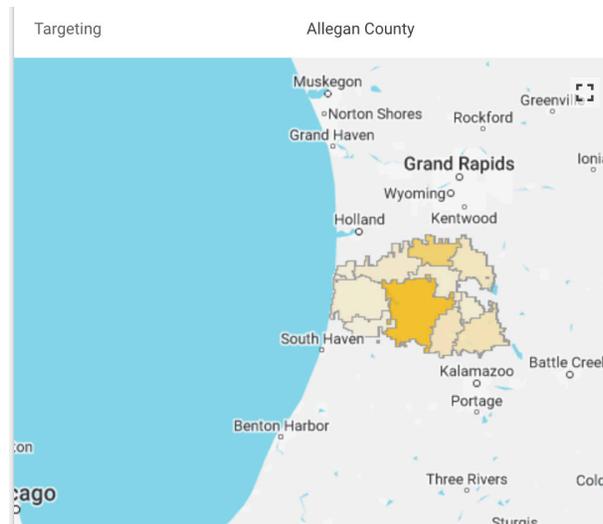


Google Ad Results



YouTube Results

Views 8.7K ↑ <small>7% more than Dec 31, 2022 - Dec 31, 2023</small>	Watch time (hours) 72.1 ↑ <small>6% more than Dec 31, 2022 - Dec 31, 2023</small>	Subscribers —
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Location Name	Clicks
49010	242
49070	17
49078	50
49080	58
49323	157
49328	23
49348	45
49406	16
49408	18
49419	28
49450	7
49453	11
49423	16

MEDIA RESULTS: 3/1-3/31



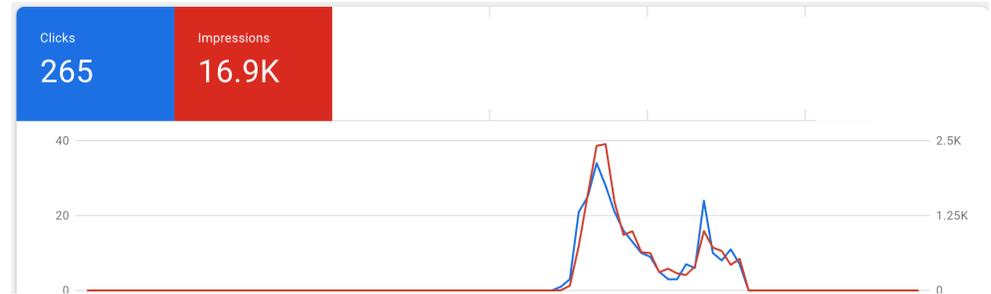
Encouraging independence through support services

Our senior services provide essential support to help older adults maintain independence and quality of life.

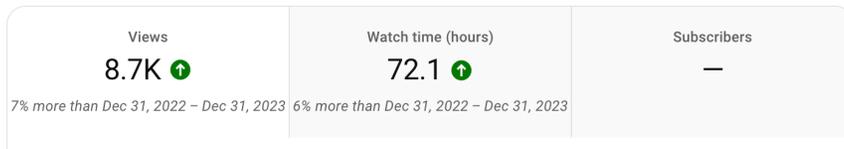
Facebook Results



Google Ad Results



YouTube Results



Geographic location of people who interacted with your ads



Location Name	Clicks
49010	43
49070	6
49078	20
49080	43
49323	22
49328	8
49348	30
49406	10
49408	25
49419	10
49450	5
49453	16

Allegan County Senior Services: JAN & FEB Service Delivery Report

ADULT DAY SERVICES (ADS) - Sole provider

	CLIENTS	REFERRAL	INTAKE	DC	UNITS	WAITLIST	
2024 YE	33	40	12	8	11,488	17	
JANUARY	23	3	0	2	832	18	
FEBRUARY	21	8	0	0	760	19	
2025 YTD	23	11	0	2	1,592	21	3/3/2025

PERSONAL EMERGENCY RESPONSE SYSTEM (PERS) - Sole provider

	CLIENTS	REFERRAL	INTAKE	DC	UNITS	NO TEST
2024 YE	1,115	378	430	356	1,115	-
JANUARY	650	40	38	41	650	170
FEBRUARY	733	37	61	44	733	73
2025 YTD	749	77	99	85	1,115	0

HOME DELIVERED MEALS (HDM) - Sole provider

	CLIENTS	REFERRAL	INTAKE	DC	UNITS	DONATIONS	WAITLIST
2024 YE	535	293	198	260	84,399	\$976.00	0
JANUARY	316	32	19	22	7,150	\$125.00	0
FEBRUARY	315	16	16	24	6,997	\$78.80	0
2025 YTD	351	48	35	46	14,147	\$203.80	0

IN HOME SUPPORTS (IHS) - Three providers

	CLIENTS	REFERRAL	INTAKE	DC	UNITS #1	UNITS #2	UNITS #3	WAITLIST	
2024 YE	466	363	164	134	20,583	6,386	5,417	34	
JANUARY	320	35	11	10	1,808	427	730	24	
FEBRUARY	319	31	15	12	1,617	362	737	19	
2025 YTD	346	66	26	22	3,425	789	1,467	13	3/3/2025

SENIOR/VOLUNTEER TRANSPORTATION (VT) - Sole provider

	# RIDERS	# NEW	UNMET	BUS TRIPS	VT TRIPS	BUS COST	VT UNITS	VT COST	ADDL COSTS	DONATIONS
2024 YE	923	85	9	2,198	3,895	\$115,163.00	84,707	\$98,753.69	\$2,224.40	\$189.00
JANUARY	80	8	2	226	145	\$12,907.00	6,406	\$4,484.20	\$179.00	\$10.00
FEBRUARY	68	6	1	189	131	\$10,032.00	6,403	\$4,482.10	\$179.00	\$35.00
2025 YTD	148	14	3	415	276	\$22,939.00	12,809	\$8,966.30	\$358.00	\$45.00

2025 YTD

Clients = January 2024 Starting # + Total 2024 Intake

Riders = Total Monthly 2024 Riders

SENIOR SERVICE METRICS KEY

CLIENTS: # of clients being served

WAITLIST: # of clients waiting for service

REFERRAL: # of clients requesting service

INTAKE: # of clients being connected to service

DC: Discharged - # of clients being discharged from service

VT: Volunteer Driver

UNITS: Unit of measurement varies per service (see below)

ADS - # of ADS hours provided to clients

PERS - # of PERS units in service

HDM - # of HDM meals delivered

IHS - # of IHS hours provided to clients

VT - # of VT miles driven

Expenditure Status Report

Allegan County
 1/1/2024 through 2/29/2024

298 SENIOR SERVICES FUND

<u>Account Number</u>	<u>Adjusted Appropriation</u>	<u>Expenditures</u>	<u>Year-to-date Expenditures</u>	<u>Year-to-date Encumbrances</u>	<u>Balance</u>	<u>Prct Used</u>
298-672.000 SENIOR SERVICES						
298-672.000 SENIOR SERVICES						
298-672.000-701.000 TOTAL COMP	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-703.000 SALARIES & WAGES - FULL TIME	168,156.00	26,929.91	26,929.91	0.00	141,226.09	16.01
298-672.000-705.010 SALARIES & WAGES - Comp Time Payout	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-706.000 SALARIES & WAGES - PER DIEM	3,691.00	1,014.21	1,014.21	0.00	2,676.79	27.48
298-672.000-708.000 SALARIES & WAGES - TEMPORARY	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-710.000 OTHER COMPENSATION	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-710.010 STIPEND	0.00	42.00	42.00	0.00	-42.00	0.00
298-672.000-710.030 OPT OUT	1,495.00	0.00	0.00	0.00	1,495.00	0.00
298-672.000-715.010 FICA TAXES	12,995.00	2,094.44	2,094.44	0.00	10,900.56	16.12
298-672.000-716.000 HEALTH INSURANCE	68,152.00	9,360.27	9,360.27	0.00	58,791.73	13.73
298-672.000-717.000 DENTAL INSURANCE - EMPLOYER	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-718.000 RETIREMENT DEFINED CONTRIBUTION	11,860.00	1,885.13	1,885.13	0.00	9,974.87	15.89
298-672.000-718.045 457 RETIREMENT FUND	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-721.000 LONGEVITY	1,269.00	0.00	0.00	0.00	1,269.00	0.00
298-672.000-722.000 LIFE INSURANCE	179.00	29.36	29.36	0.00	149.64	16.40
298-672.000-724.000 WORKERS COMPENSATION INS.	135.00	21.52	21.52	0.00	113.48	15.94
298-672.000-725.000 DISABILITY INSURANCE	1,192.00	174.33	174.33	0.00	1,017.67	14.63
298-672.000-727.000 OFFICE SUPPLIES	1,000.00	40.58	40.58	0.00	959.42	4.06
298-672.000-730.000 POSTAGE	700.00	0.00	0.00	0.00	700.00	0.00
298-672.000-818.000 CONTRACTUAL SERVICES	20,000.00	5,334.00	5,334.00	0.00	14,666.00	26.67
298-672.000-818.010 CONTRACTUAL SERVICES	0.00	3,244.50	3,244.50	0.00	-3,244.50	0.00
298-672.000-818.020 CONTRACTUAL - Adult Daycare	125,000.00	8,774.00	8,774.00	0.00	116,226.00	7.02
298-672.000-818.030 CONTRACTUAL - Home Del Meals	760,000.00	64,642.24	64,642.24	0.00	695,357.76	8.51
298-672.000-818.040 CONTRACTUAL - In Home Support	1,535,000.00	86,478.70	86,478.70	0.00	1,448,521.30	5.63
298-672.000-818.050 CONTRACTUAL - Pers Emerg Response System	210,000.00	13,620.00	13,620.00	0.00	196,380.00	6.49
298-672.000-818.060 CONTRACTUAL - Transportation	228,000.00	25,320.89	25,320.89	0.00	202,679.11	11.11
298-672.000-861.000 TRAVEL EXPENSES	2,660.00	0.00	0.00	0.00	2,660.00	0.00
298-672.000-861.010 TRAVEL - ROOM/BOARD	3,580.00	0.00	0.00	0.00	3,580.00	0.00
298-672.000-861.020 TRAVEL - MILEAGE/FUEL	3,370.00	0.00	0.00	0.00	3,370.00	0.00

Expenditure Status Report

Allegan County
 1/1/2024 through 2/29/2024

298 SENIOR SERVICES FUND

<u>Account Number</u>	<u>Adjusted Appropriation</u>	<u>Expenditures</u>	<u>Year-to-date Expenditures</u>	<u>Year-to-date Encumbrances</u>	<u>Balance</u>	<u>Prct Used</u>
298-672.000-861.030 TRAVEL - CONF/REGISTRATION/TRAINING	2,870.00	0.00	0.00	0.00	2,870.00	0.00
298-672.000-900.000 PRINTING & BINDING	1,000.00	0.00	0.00	0.00	1,000.00	0.00
298-672.000-901.000 ADVERTISING	100,000.00	700.00	700.00	0.00	99,300.00	0.70
298-672.000-920.000 PUBLIC UTILITIES	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-934.000 OFFICE EQUIP. REPAIRS & MAINT.	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-955.000 LOW VALUE EQUIPMENT	1,500.00	0.00	0.00	0.00	1,500.00	0.00
298-672.000-956.000 MISCELLANEOUS	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-956.010 MISCELLANEOUS	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-958.000 MEMBERSHIPS & SUBSCRIPTIONS	500.00	0.00	0.00	0.00	500.00	0.00
298-672.000-960.000 INDIRECT EXP	66,510.00	16,641.00	16,641.00	0.00	49,869.00	25.02
298-672.000-961.000 LIABILITY INSURANCE	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-964.000 REFUNDS AND REBATES	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-986.000 COMPUTER SOFTWARE	0.00	0.00	0.00	0.00	0.00	0.00
Total SENIOR SERVICES FUND	3,330,814.00	266,347.08	266,347.08	0.00	3,064,466.92	8.00
Grand Total	3,330,814.00	266,347.08	266,347.08	0.00	3,064,466.92	8.00

Expenditure Status Report

Allegan County
 1/1/2024 through 1/31/2024

298 SENIOR SERVICES FUND

<u>Account Number</u>	<u>Adjusted Appropriation</u>	<u>Expenditures</u>	<u>Year-to-date Expenditures</u>	<u>Year-to-date Encumbrances</u>	<u>Balance</u>	<u>Prct Used</u>
298-672.000 SENIOR SERVICES						
298-672.000 SENIOR SERVICES						
298-672.000-701.000 TOTAL COMP	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-703.000 SALARIES & WAGES - FULL TIME	168,156.00	13,615.11	13,615.11	0.00	154,540.89	8.10
298-672.000-705.010 SALARIES & WAGES - Comp Time Payout	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-706.000 SALARIES & WAGES - PER DIEM	3,691.00	1,014.21	1,014.21	0.00	2,676.79	27.48
298-672.000-708.000 SALARIES & WAGES - TEMPORARY	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-710.000 OTHER COMPENSATION	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-710.010 STIPEND	0.00	21.00	21.00	0.00	-21.00	0.00
298-672.000-710.030 OPT OUT	1,495.00	0.00	0.00	0.00	1,495.00	0.00
298-672.000-715.010 FICA TAXES	12,995.00	1,096.84	1,096.84	0.00	11,898.16	8.44
298-672.000-716.000 HEALTH INSURANCE	68,152.00	4,632.56	4,632.56	0.00	63,519.44	6.80
298-672.000-717.000 DENTAL INSURANCE - EMPLOYER	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-718.000 RETIREMENT DEFINED CONTRIBUTION	11,860.00	953.08	953.08	0.00	10,906.92	8.04
298-672.000-718.045 457 RETIREMENT FUND	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-721.000 LONGEVITY	1,269.00	0.00	0.00	0.00	1,269.00	0.00
298-672.000-722.000 LIFE INSURANCE	179.00	14.44	14.44	0.00	164.56	8.07
298-672.000-724.000 WORKERS COMPENSATION INS.	135.00	10.89	10.89	0.00	124.11	8.07
298-672.000-725.000 DISABILITY INSURANCE	1,192.00	86.00	86.00	0.00	1,106.00	7.21
298-672.000-727.000 OFFICE SUPPLIES	1,000.00	0.00	0.00	0.00	1,000.00	0.00
298-672.000-730.000 POSTAGE	700.00	0.00	0.00	0.00	700.00	0.00
298-672.000-818.000 CONTRACTUAL SERVICES	20,000.00	5,334.00	5,334.00	0.00	14,666.00	26.67
298-672.000-818.010 CONTRACTUAL SERVICES	0.00	3,244.50	3,244.50	0.00	-3,244.50	0.00
298-672.000-818.020 CONTRACTUAL - Adult Daycare	125,000.00	0.00	0.00	0.00	125,000.00	0.00
298-672.000-818.030 CONTRACTUAL - Home Del Meals	760,000.00	0.00	0.00	0.00	760,000.00	0.00
298-672.000-818.040 CONTRACTUAL - In Home Support	1,535,000.00	0.00	0.00	0.00	1,535,000.00	0.00
298-672.000-818.050 CONTRACTUAL - Pers Emerg Response System	210,000.00	0.00	0.00	0.00	210,000.00	0.00
298-672.000-818.060 CONTRACTUAL - Transportation	228,000.00	11,409.32	11,409.32	0.00	216,590.68	5.00
298-672.000-861.000 TRAVEL EXPENSES	2,660.00	0.00	0.00	0.00	2,660.00	0.00
298-672.000-861.010 TRAVEL - ROOM/BOARD	3,580.00	0.00	0.00	0.00	3,580.00	0.00
298-672.000-861.020 TRAVEL - MILEAGE/FUEL	3,370.00	0.00	0.00	0.00	3,370.00	0.00

Expenditure Status Report

Allegan County
 1/1/2024 through 1/31/2024

298 SENIOR SERVICES FUND

<u>Account Number</u>	<u>Adjusted Appropriation</u>	<u>Expenditures</u>	<u>Year-to-date Expenditures</u>	<u>Year-to-date Encumbrances</u>	<u>Balance</u>	<u>Prct Used</u>
298-672.000-861.030 TRAVEL - CONF/REGISTRATION/TRAINING	2,870.00	0.00	0.00	0.00	2,870.00	0.00
298-672.000-900.000 PRINTING & BINDING	1,000.00	0.00	0.00	0.00	1,000.00	0.00
298-672.000-901.000 ADVERTISING	100,000.00	0.00	0.00	0.00	100,000.00	0.00
298-672.000-920.000 PUBLIC UTILITIES	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-934.000 OFFICE EQUIP. REPAIRS & MAINT.	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-955.000 LOW VALUE EQUIPMENT	1,500.00	0.00	0.00	0.00	1,500.00	0.00
298-672.000-956.000 MISCELLANEOUS	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-956.010 MISCELLANEOUS	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-958.000 MEMBERSHIPS & SUBSCRIPTIONS	500.00	0.00	0.00	0.00	500.00	0.00
298-672.000-960.000 INDIRECT EXP	66,510.00	8,320.50	8,320.50	0.00	58,189.50	12.51
298-672.000-961.000 LIABILITY INSURANCE	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-964.000 REFUNDS AND REBATES	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-986.000 COMPUTER SOFTWARE	0.00	0.00	0.00	0.00	0.00	0.00
Total SENIOR SERVICES FUND	3,330,814.00	49,752.45	49,752.45	0.00	3,281,061.55	1.49
Grand Total	3,330,814.00	49,752.45	49,752.45	0.00	3,281,061.55	1.49

Jo's reports

AAAWM: March 3, 2025

- 1) Services Presentation:
 - Human Resource update
 - Conflict of Interest Agreement, Code of Ethics Policy, Compliance/Fraud policy - Hiring 2 new Ombudsman staff – additional 4,00 beds
 - Annual staff trainings
 - Sick time mandate
 - Options Counseling Update – Margie Pettit, Allegan County may make referrals
 - Administrative Assistant - Ashley Schwartz
- 2) Legislative Advocacy – need advocacy from all **“Stand Up for Seniors – Essential Services for Seniors and Caregivers – they are not luxuries, they are lifelines”**

Impact: 18,000 older adults will lose services, waitlists will grow (some having 8+ months wait times), effective programs will be cut despite proven impact (every \$1 invested helps prevent costly hospitalizations and long-term care placements)

- MI Choice Waiver
 - OAA Reauthorization – funding freeze will cause a problem - Millage is supplemental and will not cover the need
 - FY25 Budget – questions extension of resolution
- 3) AAWM Update – Kendrick Heinlein
 - Leasing upstairs of the building starting in June
 - LTC Ombudsman – 2 new staff
 - Essential Care @ Home to start in May – going slow as already have several referrals
 - Continuing with Implementation Plan and DEI – doesn't put funding @ risk

State Advisory Council on Aging: February 20, 2025

- 1) ACLS Bureau Update: Scott Wamsley - missed due to time change
- 2) By-Laws Update:
- 3) Presentation: Michigan Elder Justice Initiative
- 4) Team Reports: Draft of Housing and Older Adults to be finalized by April

CSA Advocacy Committee Meeting: February 27, 2025

- 1) Brochure
 - Approved latest draft
 - Plan for distribution and usage
 - CSA at meetings, DHHS with a cover letter to other agencies, public meetings, 4AM – AAAs web sites, send to Congressional members, State legislature, SAC to share locally
- 2) Advocacy Tool Kit for Commissioners and SAC
 - Review the 2023 tool kit at the next CSA meeting and prepare for presentation at April CSA/SAC meeting
- 3) Discuss federal strategy to ensure that senior services are protected – wait and see what is happening. Asking the Bureau of ACLS; are they prepared for the worse and what is their strategy

- 4) Update on Governor's FY 2026 budget recommendation
 - Protecting seniors, particularly those in nursing homes or relying on Medicaid, is essential. This budget recommendation enhances oversight of hundreds of state-licensed retirement homes and increases the state's ability to conduct investigations to ensure seniors receive the care they need. The FY26 budget recommendation proposes supporting those with a significant need, especially aging individuals who rely on long-term services and supports and those who rely on mental health services, by changing the income threshold and broadening access to Medicaid. The budget recommendation also expands services for Michiganders experiencing dementia to ensure they receive comprehensive care and family support.
- 5) Strategies to improve public hearings
 - Introduce at the beginning of the meeting "who we are and what we do"
 - Develop a template for the local agency to put in their newsletters or handout as flyers
 - Possibly have some questions or topics to discuss (i.e. What would happen here with the cuts?)
- 6) Update on business cards for Commissioners
- 7) Continue discussion of strategies to strengthen advocacy
 - * Relationship with Governor's Office; keeping Governor apprised of our concerns
 - * Relationship with Legislature
 - * CSA visibility, in person advocacy, relationship to DHHS leadership, target audiences, liaison with other groups, etc8)
- 8) Future presentations
 - Dementia training for First Responders
 - Update on Elder Abuse taskforce

NEXT MEETING — Thursday, March 27, 2025

Jo Ver Beek's Reports for March/April

AAAWM April 7, 2025

- 1) **Presentation** from O'Nealya Gronstal – Executive Director of Lakeshore Food Club – located in Mason County
 - Non-Profit Grocery Store – Membership \$12 – Qualify 200% poverty or below ,the income thresholds are as follows: **single individual: \$30,000, family of 2: \$40,000, family of 4: \$60,000.**

The Store is based on a point system: single person has 60 points, family of 4 has 150 points. 1 can of green beans = 1 point, Oreo cookies 4 points – promotes healthy choices. Community Action House in Ottawa County is a "Store". On the web site it states it covers Allegan County (???) Other food pantries are available. *I'm not sure if they are "feeling" the effects of the cuts.*

USDA Food canceled 32 truckloads to Feeding America in West Michigan. Next food truck scheduled for Tuesday, May 6th. All trucks canceled for April except 2 trucks to Oceana County and 3 Lake County on the 9th & 10th in Luther for seniors and the 22nd to Baldwin for the public. This amount of food only covers food for a family of 4 for less than one week. Plus, realize the communities pay for the trucks

Lakeshore Food Club received \$253,000 from Local Food Purchase Assistance Cooperative (LFPAC) in the past year. This funding has stopped and the purchase supplies came mostly from small farmers within a 400-mile radius.

- Example: O'Nealya, ordered large amounts of asparagus from a farmer for the club and a pantry this spring. The farmer is upset as he already planted it and where is his reimbursement coming from now.

Questions asked in Washington DC last week of John Molenaar (only able to talk to staff) and the USDA.

1. Where did the food go? 32+ truck loads
2. Paul Knight reported "They will not tell us"
3. Are schools also being cut? How much

Advocate for this service: John Molenaar – Farm Bill & Gary Peters

- 2) Morgan Lambert – **FY2024 OAA & KCSM Report**
 - Total seniors served through OAA in Allegan County = 821
 - HDM = 276
 - Congregate Meals = 103
 - Caregiver Education = 47
 - Support Group = 8
 - Adult Day Service = 6
 - Homemaker= 51
 - LTC ombudsman = 160
- 3) See letter to MI legislature – please sign, Platform for Legislative Action, and Restructure the MI Choice Risk Pool to Better Support Participants and Providers.
- 4) Urgent Policy News

Commission of Service to the Aging CSA) Advocacy Committee, March 27

- 1) Area Agency on Aging Association, Michigan (4AM) gave a presentation on their advocacy tools on the web site.
Check this out and see how you can initiate a letter to your legislature by entering your address.
- 2) Advocacy Tool Kit for Commissioners and SAC
I will give copies of this next month.
- 3) Older Americans Act Reauthorization – discussed potential action steps
- 4) Older Michiganians Day (May 7, 2025) – see handout on AAAWM bus ride
 - It starts at 9:30am and presentation at 10:00am. 5 Legislatures will be present and speak

State Advisory Council (SAC)

- No meeting in March will meet jointly with CSA on April 18th

Policy & Procedure Committee Update - 3/31/2025
Jo VerBeek, Jen Garcia, & Sally Heavener

It has been a busy couple of months. The RFP for Adult Day Services was posted and sent to providers. Three providers responded. Our committee along with Valdis Kalnins, from Project Management met to go through the responses. Questions were developed for each of the responses.

Last week Jo, Jen and Sally made site visits to Generations and Caring Connections-South Haven. It was not felt a site visit was required to Evergreen Commons due to the members familiarity with them.

After today's site visits, we will review the remaining questions and the county will send them out for responses.

It is expected that a recommendation regarding contracts for Adult Day Services with various agencies will be presented to the COA at their meeting on 4/16. This will be an agenda item, and particular questions can be addressed at that time. It is also expected that P&P Committee will continue to work with one of the agencies to get our remaining questions answered.

We will be requesting the RFP for In Home Care be issued to the additional agencies that have expressed interest. Goal would be to have those agencies added by end of May.

The contract for home delivered meals is up 12/31/25. This item will be on the June agenda to review criteria for eligibility for home delivered meals, and what the RFP should be requiring.

Submitted by: Sally Heavener

APPENDIX L – ADULT DAY SERVICES

ADDITIONAL SERVICE DELIVERY STANDARDS

Adapted from the Michigan Department of Health and Human Services Operating Standards

1. SERVICE MEASUREMENT AND DEFINITIONS

Adult Day Service (ADS) is measured in one-hour increments of daytime care (any part of a day but less than 24-hour care) provided to an adult 60+ years of age with functional and/or cognitive impairment through a structured program of social and rehabilitative and/or maintenance services in a supportive group setting other than the participant's and/or caregiver's home.

ADS includes required and approved optional services that may be available from the ADS Provider at their ADS Facility as detailed herein.

2. ELIGIBILITY CRITERIA:

To be eligible, participants must:

- a) Be 60 years of age or older
- b) Live within Allegan County
- c) Be able to travel between their residence and the admitting ADS Facility offering services
- d) Travel via independent arrangements or live within 1 hour of the admitting ADS Facility if Allegan County Transportation is to provide transportation
- e) Meet one of more of the following criteria insofar as the participant may:
 - 1) Require ongoing supervision in order to live in their own home or the home of a primary caregiver
 - 2) Require a substitute caregiver while their primary caregiver needs relief, or is otherwise unavailable
 - 3) Have difficulty or be unable to perform activities of daily living (ADLs) without assistance
 - 4) Be socially isolated, lonely and/or distressed as the result of declining social activity
 - 5) Benefit from intervention in the form of enrichment and opportunities for social activities in order to prevent and/or postpone deterioration that would likely lead to institutionalization
 - 6) Be at risk of placement into an institutional setting due to functional level and/or caregiver stress/burnout
 - 7) Have a dementia related diagnosis, display symptoms of a dementia, or be living with a chronic health condition.

3. PARTICIPANT INTAKE AND ASSESSMENT:

When contacted by a potential participant or their caregiver, Allegan County Senior Services (ACSS) shall conduct a preliminary screening and refer millage-eligible individuals with potential ADS needs to the ADS Provider.

The ADS Providers shall then:

- a) Verify acknowledgement of a referral from ACSS within two business days of receipt.
- b) Contact the potential participant/caregiver within seven days of ACSS referral to conduct an intake screening to acquire basic intake information and gain general knowledge about the potential participant.
- c) If the intake screening indicates an individual may be eligible for ADS, an appointment for a tour or a trial visit should be initiated.
- d) Provided the individual then wishes to receive ADS from the ADS Provider and the ADS Provider can meet the individual's needs, the ADS Provider shall complete a comprehensive assessment of the individual's needs in-person with their caregiver, guardian or designated representative present and develop an individualized Care Plan before or at the time of admission to the ADS Facility.
- e) The ADS Provider shall make best efforts to complete this comprehensive assessment and develop a Care Plan within two weeks of completing the intake assessment.
- f) In conducting the comprehensive assessment, an ADS provider may use their own assessment tools and/or forms provided these have been approved for use by ACSS or they may use the ACSS developed Client Assessment/ Reassessment Form found in Appendix B-1 of the P&P Manual.
- g) Assessors must attempt to acquire and/or verify each item of information listed below, but must also recognize, and accept the participant's right to refuse to provide certain information.

1) Basic Information

- a. Individual's name, address, and telephone number
- b. Date of birth
- c. Sexual orientation, gender identity
- d. Marital status
- e. Race and/or ethnicity
- f. Living arrangements
- g. Condition of home environment, if known
- h. Income and expenses, by source (optional however, helps to determine if referral needed to other sources for services)
- i. Previous occupation(s), special interests, and hobbies
- j. Religious affiliation (optional)
- k. Emergency contact(s) – recommend a minimum of two
- l. Medical/health insurance and long-term care insurance information
- m. Guardianship documents, if applicable

2) Functional Status

- a. Vision, Hearing and Speech
- b. Oral status (condition of teeth, gums, mouth, and tongue)
- c. Prostheses
- d. Psychosocial functioning
- e. Cognitive functioning
- f. Difficulties with activities of daily living (ADLs) and instrumental activities of daily living (IADLs)
- g. History of chronic and acute illnesses
- h. List of medications (prescription, over the counter, supplements, herbal remedies)
- i. Physician orders, if applicable
- j. Eating patterns (diet history) and special dietary needs

3) Supporting Resources

- a. Physician's name, address, and telephone number
- b. Preferred pharmacy name, address, and telephone number
- c. Services currently receiving
- d. Extent of family and/or informal support network
- e. Hospitalization history
- f. Preferred hospital
- g. Faith-based support contact name and telephone number (optional)

4) Need identification

- a. Participant perceived
 - b. Caregiver perceived
 - c. Assessor perceived
- h) Following the comprehensive assessment, a participant's admission to the ADS Facility shall be at the final discretion of the ADS Provider and shall be communicated to ACSS.
- i) As part of the comprehensive assessment process, it is recommended that each ADS Provider also perform a baseline Modified Caregiver Strain Index (MCSI) assessment on the participants caregiver and update it on a yearly basis, offering referrals to other support services based on assessment findings.
- j) The ADS Provider shall re-assess each participant and review/update their Care Plan every six months.

4. CARE PLAN:

A Care Plan shall be developed by the ADS Provider for each individual admitted to an ADS program. The Care Plan must be developed in cooperation with, and be approved by, the participant, the participant's guardian, or designated representative. The Care Plan shall at a minimum, contain and document:

- a) The participant's needs, strengths, and resources
- b) The goals and objectives for meeting identified needs
- c) The methods and/or approaches to be used in addressing needs

- d) The standard and optional program services to be provided
- e) Treatment orders of qualified health professionals, when applicable
- f) Medications being administered to participant or that the participant will be reminded to take while in the program
- g) Modifications to environmental cues, communication approach, and task breakdown needed to enhance comprehension and participation in identified activities
- h) Any special supervision needed to maintain personal safety
- i) Hands-on assistance needed with activities of daily living such as, but not limited to toileting, grooming and hygiene

Each ADS Provider shall have a written policy/procedure to govern the development, implementation, and management of Care Plans. Each participant is to be reassessed every six months to determine the results of implementation of the Care Plan. If observation indicates a change in participant status, a reassessment may be necessary before six months have passed.

5. MAXIMUM SERVICE LIMITS:

ADS Services shall be available Monday to Friday (except for nationally recognized holidays or when severe weather conditions make travel unsafe) and scheduled for participants as follows (unless otherwise allowed by ACSS on an exception basis):

- a) Up to 9 hours maximum per day
 - 1) One to two days per week for participants that utilize ADS to reduce isolation.
 - 2) Two to three days per week for participants that also have a personal care component in their Care Plan.

6. PARTICIPANT FILES:

In addition to the general requirements for all Service Providers, each ADS Provider shall also maintain the following documents in the client record:

- a) Details of participant's original referral to Adult Day Services
- b) Annual signed Participant Bill of Rights and Responsibilities (ACSS)
- c) Emergency contact
- d) Recent photograph of participant
- e) Information gathered from preliminary screening
- f) Assessment of participant's need or copy of assessment (and reassessments) from the referring program, if applicable
- g) Care Plan with notation and date of any revisions
- h) Record of participant attendance
- i) Monthly progress notes of participant status indicating maintenance, decline, or improvement
- j) Documentation of all medications taken on premises
- k) Documentation of standard and optional services provided to the participant

- l) Each program shall have a signed release of information form that is time-limited and specific to the information being released

All participant records are to be kept confidential and in controlled access storage.

7. STANDARD SERVICES:

Each ADS Provider shall provide directly or arrange for the provision of the following standard services for each participant.

- a) **Personal care:** consisting of assistance with basic ADLs as specified in the participant's Care Plan.
- b) **Program/ Activities:** consisting of an array of planned activities suited to the needs and preferences of the participants designed to encourage physical exercise, maintain, or restore abilities, prevent deterioration, and offer social interaction. Activity choices should be person-centered and allow for each individual to decide whether or not to participate. If a participant declines an activity, an alternative should be offered. A monthly calendar of activities must be prepared and posted in a visible place.
- c) **Nutrition:** consisting of one hot meal per eight-hour day which provides one-third of recommended daily allowances and follows the meal pattern of the *General Requirements for Nutrition Programs* along with regular snacks. Participants in attendance for greater than eight hours shall receive an additional snack or meal. Modified diet menus should be provided, where feasible and appropriate.
- d) **Referrals:** consisting of ongoing observation and evaluation of participant and caregiver needs by ADS Facility staff offering referrals to, and arranging for other support services such as, but not limited to transportation, in-home supports, home delivered meals, Personal Emergency Response System (PERS) etc. as appropriate.

8. OPTIONAL SERVICES:

Each ADS program may provide directly or arrange for the provision of the following optional services for the participant. If arrangements are made for provision of any service at a place other than the program operated facilities, a written agreement specifying supervision requirements and responsibilities shall be in place.

- a) Specialized ADL Services: bathing, etc. where the ADS Facility is appropriately equipped and staffed to provide them.
- b) Rehabilitative services: physical, occupational, speech and hearing therapies provided under order from a physician by licensed practitioners
- c) Medical support: laboratory, x-ray, pharmaceutical services provided under order from a licensed professional
- d) Nursing services: provided by a licensed R.N. or by a licensed L.P.N. under R.N. supervision, or by another staff person under R. N. direction and supervision
- e) Dental services: under the direction of a dentist
- f) Podiatric services: provided or arranged for under the direction of a physician

- g) Ophthalmologic services: provided or arranged for under the direction of an ophthalmologist

9. MEDICATION MANAGEMENT:

Each ADS Provider shall establish a written policy for medication management and must designate which staff are trained and authorized to administer medications. The medication management policy, which must include a medication training program, must be approved by a registered nurse, physician, or pharmacist. Licensed nurses are required to oversee medication administration, however, administering medications can be a delegated task performed by trained staff. The written policy shall also contain the following:

- a) Obtaining written consent from the participant, or participant's guardian, or designated representative, for assistance when taking medications.
- b) Verification of medication regimen, including prescriptions and dosages
- c) Training and authority of staff to assist participants in taking medications
- d) Procedures for medication set up
- e) Medications must be administered from original pharmacy labeled package
Secure storage of medications belonging to and brought in by participants
- f) Proper disposal of unused medications
- g) Instructions for entering medication information in participant files to include:
 - 1) The name of the medication
 - 2) The dosage, frequency, and time each medication is to be taken
 - 3) Actual time each medication dosage was taken and initials of staff person administering or reminding
 - 4) Reason given by the participant if refused
 - 5) Reason for each administration of prescribed PRN medication

10. ADS PROGRAM STAFFING AND TRAINING:

Each ADS Provider shall employ a program director/manager with a minimum of a bachelor's degree or applicable knowledge and experience.

At least one staff member must be present whenever a participant is receiving ADS at the ADS Facility. When two to ten participants are at the ADS Facility, a minimum of two staff members must be present. Thereafter, one staff member shall be added per each additional group of one to five participants (e.g., 3 staff for 11 to 15 participants, 4 staff for 16 to 20 participants, etc. Volunteers may be counted towards the additional staffing minimum provided they have received the minimum level of standard training required for a staff member qualified by the ADS Provider to supervise participants unassisted. Untrained Volunteers may assist in delivering ADS, but cannot be counted towards minimum staffing requirements.

In addition to the training outlined in the P&P Manual, ADS staff and volunteers used to meet minimal staffing requirements shall have received training on the following topics before being considered as having the minimum level of standard training:

- a) Introduction to the ADS program
- b) Normal aging vs. disease symptoms
- c) Techniques for effective communication with program participants
- d) Adult Protective Services law and mandated employee reporting requirements
- e) Participants rights and responsibilities
- f) Confidentiality/HIPAA
- g) First Aid and CPR.
- h) Assessment and management of responsive behavior
- i) Impact of caregiver stress
- j) Regional caregiver supportive services
- k) Therapeutic 1:1 and small group engagement
- l) Physical care techniques related to activities of daily living
- m) Food safety
- n) Information and referral resources in the event of a crisis situation
 - 1) Illness or death of the primary caregiver
 - 2) suicidal ideation of the caregiver or participant,
 - 3) Adverse incident during the delivery of service)
- o) Training to understand, respond to, and address the needs of participants with Alzheimer's disease and other dementias. Including but not limited to:
 - 1) Explanation of Alzheimer's disease and other dementias and their progression
 - 2) Assessing and managing responsive behavior
 - 3) Communication approaches and techniques
 - 4) Effect of environmental factors on the participant
 - 5) Impact of the disease on family caregivers.

ADS Provider staff shall be provided with in-service training at least twice each year. At least one training session per year shall be focused on caregiving for persons with dementia. Additional trainings may include updates, and refresher trainings on any of the above listed orientation training topics, or other pertinent topics related to Adult Day Services which increase staff knowledge and understanding while incorporating new developments and advancements in geriatric and dementia care.

Records shall be maintained which identify the dates of training, topics covered and a list of staff attending.

11. ADS PROVIDER OPERATING ITS OWN VEHICLES FOR TRANSPORTATION:

If the ADS Provider operates its own vehicles for transporting participants to and from its ADS Facility the following transportation minimum standards shall be met:

- a) All drivers and vehicles used by ADS Provider shall be appropriately licensed, and all vehicles used shall be appropriately insured

- b) Each ADS Provider shall develop standards regarding criteria for safe driving records of persons responsible for providing transportation
- c) The ADS Provider will ensure a plan for safe transport is written into the participant's Service Plan noting any level of assistance that might be needed by the participant (e.g., on and off the vehicle, curb to curb, door to door, or door to in-home).

12. MEDICAL EMERGENCIES:

Each ADS Provider shall have a written policy and procedure that addresses medical emergencies. The ADS Provider shall have first aid supplies available at its ADS Facility. A staff person certified in first aid procedures, including CPR, shall be present at all times participants are in the ADS Facility. It is recommended that the ADS Facilities has an AED on-site that is routinely tested and maintained in good working condition.

13. EMERGENCY SITUATIONS:

Each ADS Provider shall have written policies and procedures that address emergency situations. Procedures for evacuation shall be posted in each room of the ADS Facility. Evacuation and tornado drills shall be conducted at least once every six months. The ADS Provider shall maintain a record of all drills held at its ADS Facility.

ADS Provider shall have the right to temporarily suspend a participant's attendance at the ADS Facility should the participant exhibit signs of, or be otherwise known to have, a contagious medical condition (e.g., respiratory illness, fever, etc.) or be carrying a personal infestation (e.g., bed bugs, lice) until such a time as the condition is mitigated and is no longer a threat to other participants and staff.

14. FURNISHINGS:

Each ADS Facility shall have the following:

- a) At least one straight back or sturdy non-folding chair for each participant and staff person.
- b) Lounge chairs and/or day beds as needed for participant naps and rest periods.
- c) Storage space for participants' personal belongings.
- d) Locked storage space to be made available at the request of a participant or the participant's guardian or designated representative.
- e) Tables for both ambulatory and non-ambulatory participants.
- f) A telephone that is accessible to all participants.
- g) Special equipment as needed to assist persons with disabilities such as, but not limited to wheelchairs and walkers for mobility, special utensils and serving dishes for eating, and glasses and magnifiers for reading, etc.
- h) Bathroom facilities to accommodate persons with disabilities with a minimum of one toilet per ten participants recommended.

i) Adequate space allowing for safe arrival and departure.

All equipment and furnishings in use shall be maintained in a safe and functional condition.

15. COMPLIANCE WITH STANDARDS AND CODES:

Each ADS Facility shall have and maintain compliance with fire safety standards and the Michigan Food Code.

S T A T E O F M I C H I G A N

BOARD OF COMMISSIONERS OF THE COUNTY OF ALLEGAN

AMEND COMMISSION ON AGING BYLAWS

BE IT RESOLVED, that the Allegan County Board of Commissioners hereby approves the amended COA By-laws, as attached; and

BE IT FINALLY RESOLVED, that these attached by-laws supersede any previously established action.

Moved by Commissioner Kapenga, seconded by Commissioner DeYoung to approve the resolution as presented. Motion carried by roll call vote.

Yeas: 6 votes. Nays: 0 votes. Absent: 1 vote.

ATTEST, A TRUE COPY



_____, Clerk-Register

APPROVED: February 24, 2022

cc: Admin. - Finance - Human Resources

BY-LAWS OF THE ALLEGAN COUNTY COMMISSION ON AGING

Article I Name

The name of this Commission, created by the Allegan County Board of Commissioners, shall be the Allegan County Commission On Aging, hereinafter referred to as “the COA.”

Article II Purposes

The mission of the COA is “Dedicated to serving Allegan County seniors by developing and coordinating services that support their independence, maintain their dignity, and preserve their quality of life.”

- A. Develop, coordinate, and facilitate the delivery of programs and services, public and private that support the independence, maintain the dignity, and preserve the quality of life of Allegan County’s citizens age 60 and over.
- B. Provide leadership, consultation, assistance and outreach to interested groups or individuals to foster the well-being of our aging citizens.
- C. Accumulate, study, and maintain as informational resources data related to aging citizens.
- D. Cooperate and engage in planning with existing public and private organizations to develop and make available needed resources for aging citizens throughout Allegan County.
- E. Disseminate information concerning services and programs related to the social, economic, health, transportation, and housing needs of the aging.
- F. Monitor and evaluate programs and services that support the COA’s purpose.
- G. Recommend how funds are distributed for senior services funded by the Senior Millage and other sources.

- H. Become a member of the Allegan County Multi-Agency Collaborative Council (MACC).
- I. Perform such other actions as identified by the Allegan County Board of Commissioners to further the welfare, well-being, security, and happiness of Allegan County's citizens age 60 and over.

Article III Members

- A. The COA shall consist of nine (9) voting members who shall be responsible for governing its actions and achieving its purposes subject to the authority of the Allegan County Board of Commissioners. The members of the COA shall be elected by the Allegan County Board of Commissioners.
- B. Of the nine (9) COA members, four (4) members shall be members at large, four (4) members shall be senior citizens age 60 or over, and one (1) member shall be a County Commissioner.
- C. To the extent reasonably practical and subject to requirements otherwise herein contained, members of the COA shall also represent the various geographic areas of Allegan County.
- D. All COA members must be residents of Allegan County or representatives of organizations located in Allegan County dedicated to promoting and safeguarding the welfare of Allegan County senior citizens and supportive of these By-Laws and the purpose of the COA as stated herein.
- E. The terms of office shall be three (3) years in duration. There shall be no term limitation upon a member's service. Terms of office begin on January 1 and end on December 31 of the appropriate year. A member shall declare their intentions to reapply for another term not later than the regularly scheduled COA meeting in September of the last year of their term. Any member failing to do so will be presumed to have no interest in serving another term.

- F. All COA members are expected to attend all meetings. If a COA member has three (3) meeting absences during a calendar year, the COA may, at their discretion, recommend the member for removal and replacement by the Allegan County Board of Commissioners. All members shall notify either the Chairperson, Vice-Chairperson or if unavailable, leave a message with the Senior Services Director to inform them of their intended absence from a scheduled meeting.
- G. Members of the COA may be removed at will by the Allegan County Board of Commissioners, provided that a written statement of reasons and an opportunity to be heard thereon are provided.
- H. In the event of a vacancy on the COA, such vacancy shall be filled by the Allegan County Board of Commissioners for the remainder of the unexpired term.
- I. Newly elected members of the COA shall undergo an orientation session. This orientation will include at a minimum, a review of these By-laws, the policy and procedure manual and an overview of the business conducted over the previous six months.

Article IV Officers

- A. During the COA's annual meeting, officers shall elect officers as described below, for the coming year. Nominations will be made from the floor for the following officers:
 - 1. Chairperson: The Chairperson shall preside at all meetings, appoint members to all Special Committees and/or a standing advisory committee once receiving confirmation of all appointments by the COA; and be an ex-officio member of all committees.
 - 2. Vice-Chairperson: The Vice-Chairperson shall perform such duties as may be assigned by the Chairperson; perform the duties of the Chairperson in his/her absence or inability to act
- B. Any officer may be removed from office by a two thirds (2/3) majority vote at a regularly scheduled meeting or a special meeting called for that purpose.

- C. In the event that an office should become vacant prior to the expiration of an officer's term, the COA shall elect a replacement for the unexpired portion of the term by a simple majority vote at the earliest possible meeting.

Article V Committees

- A. The COA may establish Special Committees for defined purposes for specified durations as deemed necessary for the purpose of focusing on development, improvement and/or research of programs and services.
- B. Should the COA determine the need for a special committee; they will, at their inception, have a pre-defined set of vision, mission and values statements. COA members may serve on special committees as they are able; however it is expected that they fully participate and contribute to the project.
- C. All decisions of Special Committees are considered recommendations and must be brought to the COA for recommendation to the Board of Commissioners.

Article VI Meetings

- A. The regular meetings of the COA shall be held once a month at a time and place approved by its members.
- B. A simple majority of the members elected and serving shall constitute a quorum for the transaction of business.
- C. Special meetings may be called by the Chairperson, when deemed necessary. The membership shall receive 24 hours' notice of any special meeting and the reason for it.
- D. There shall be an annual meeting held in January of each year. The purpose of the annual meeting shall be to elect officers, welcome new members, establish the annual meeting calendar, outline progress, review policies and procedures, and conduct any other business as needed.

- E. All meetings of the COA and its committees shall be in accordance with Robert's Rules of Order (official version), unless the By-Laws conflict therewith, in which event the By-Laws shall supersede as long as they are not in conflict with federal or state law.
- F. All meetings of the COA and its committees shall be conducted and noticed in compliance with the Open Meetings Act.
- G. Public comments offered during the public participation portion of regular meetings shall be limited to no more than five (5) minutes per individual with a total of fifteen (15) minutes overall.
- H. Service providers and/or vendors who wish to address the COA may request in advance to be placed on the agenda of a regularly scheduled meeting should time permit; however all presentations shall be limited to no more than fifteen (15) minutes.

Article VII Compensation

- A. All members of the COA that are serving as citizens without compensation or reimbursement by the County or any other organization shall receive a per diem and travel reimbursement at the rate as determined by the Allegan County Board of Commissioners for attending the regular and special meetings of the COA.
- B. Members serving on Special Committees will not receive a per diem or travel reimbursement for attending those meetings.
- C. Members' reimbursement for general travel and other expenses shall be at the rate as determined by the Allegan County Board of Commissioners.

Article VIII Ethics and Conduct

- A. No member of the COA shall be affiliated with a public or private organization that contracts with senior citizens in Allegan County or be involved in any endeavor which would influence the decisions of the

COA unless that affiliation is disclosed to and determined by the Allegan County Board of Commissioners to be consistent with the provisions of Article VIII of these by-laws.

- B. Members of the COA and/or any committee shall neither solicit nor accept gratuities, favors or anything of monetary value from contractors or parties to agreements or sub-agreements. Members of the COA and/or any committee shall comply with all applicable laws and County policies regarding ethics and conflict of interest. No member of the COA and/or any committee shall participate in the selection or award of a contract, grant, or any other monies awarded by or to the COA if a conflict of interest would be present or if the appearance of a conflict of interest could be present. Such a conflict would include, but is not limited to, a situation where a member of the COA and/or any committee, or a family member, partner, employer or potential employer, has a financial or other interest in a firm or agency selected for an award.
- C. In the pursuit of his/her functions or duties as a member of the COA and/or any committee, no member shall discriminate against any individual or group on any basis prohibited by federal or state law.
- D. All members of the COA and/or any committee shall, to the extent permitted by law (including, but not limited to, the Open Meetings Act, the Freedom of Information Act, and Health Insurance Portability and Accountability Act), maintain confidentiality when discussing information that might reveal personal or confidential information about an individual or group.

Article IX Contracts

- A. The COA shall be authorized to recommend contracts for approval by the Allegan County Board of Commissioners with private and public agencies for the purpose of providing services to senior citizens.
- B. The COA shall have the power to establish COA rules, policies, and procedures, except as they may conflict with applicable law, County Policy, or these By-Laws.

**Article X
Director of Senior Services**

- A. Provides expertise, leadership, and support to the COA.
- B. Oversees day-to-day operations of the Department of Senior Services and carries out the goals and objective of the COA, develop programs, prepares grants, and supervise other Department of Senior Services staff. The Director shall be an ex officio member of all COA committees.
- C. The Director of Senior Services is a County employee under the direct supervision of the Executive Director of Services.
- D. The Director of Senior Services shall work with the COA to prepare and recommend an annual budget to the Board of Commissioners Executive Director of Services.

**Article XI
Finances**

- A. The COA shall issue an annual report to the Allegan County Board of Commissioners no later than March outlining activities and services provided during the preceding year.
- B. The Director of Senior Services shall submit its annual budget to the Allegan County Board of Commissioner for approval through the process established by County policy.

**Article XII
Amendments**

These By-Laws may be amended in whole or in part at any time by a two-thirds vote of all members of the COA at any regular or special meeting of the COA, provided that written notice of such proposed amendment shall be given to all members not less than five (5) days prior to such meeting. Any such amendment shall be subject to approval by the Allegan County Board of Commissioners. The Allegan County Board of Commissioners may amend these By-Laws at any time.

**Article XIII
Dissolution**

The COA may recommend dissolution to the Allegan County Board of Commissioners at any time it deems necessary; however the Allegan County Board of Commissioners may dissolve the COA at any time.