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# ALLEGAN COUNTY COMMISSION ON AGING

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3255 122nd Avenue, Suite 200  
Allegan, MI 49010  
269.673.3333 - Office  
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[www.allegancounty.org/seniors](http://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  
269-870-3710  
Plainwell

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, July 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 – 6/18/25
- Directors Report
- Marketing Report – April (*GreenStreet*)
- Finance & Service Delivery Metrics Report – May
- COA Planning Calendar
- Subcommittee Reports (*Reports received AAAWM Advisory Council & Additional Committees – J. VerBeek; AAAWM Board of Directors – M. Campbell; Senior Workgroup – R. Butler*)

### **PRESENTATIONS:**

### **PUBLIC PARTICIPATION:**

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### **ACTION ITEMS:**

### **DISCUSSION ITEMS:**

- Senior Expo Debrief
- Senior Day at the Fair Planning
- Allegan County Library Association Presentation 9/17/25

### **FUTURE AGENDA ITEMS:**

- In Home Support Contractor Recommendation

### **ROUND TABLE:**

### **ADJOURNMENT:**

Next meeting: Wednesday, August 20, 2025 at 9:00AM, Human Services Building, Zimmerman Room

## Commission on Aging Meeting

### **Attendance Options & Joining Instructions:**

**1) In Person: Allegan County Human Services Building – Zimmerman Room, 3255  
122<sup>nd</sup> Ave., Allegan**

**2) Online: Connect via Zoom (see connection instructions below)**

**• OPTION 1: Zoom over Web browser**

- Open Internet Explorer or Chrome
- Click the link to join the meeting direct:  
<https://us02web.zoom.us/j/82375478232?pwd=NnNsUEhwZnhWVlFpNjAyNkRZNjkzZz09>
- Or navigate to Zoom: <https://app.zoom.us/wc/home>
  - Click Join+
  - Type in Meeting ID: 823 7547 8232
  - Type in Meeting Password: 622040

**• OPTION 2: Zoom over Telephone**

- Call 1-312-626-6799
- Type in Meeting ID: 823 7547 8232, then #, then # again
- Type in Meeting Password: 622040, then #
- To raise your hand to speak, press \*9
- To Mute and Unmute, press 6\*

# Allegan County Commission on Aging



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<http://www.allegancounty.org>

**Chairperson: Rich Butler**  
**Vice Chairperson: Sally Heavener**

## **COMMISSION ON AGING - MINUTES**

Chair Rich Bulter called the meeting to order at 9:02 am on June 18, 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, Chairperson Rich Butler, Vice Chairperson Sally Heavener, Mary Campbell, Larry Ladenburger, Pat Petersen, Lue Phelps, Jim Storey, Jo VerBeek

EXCUSED ABSENT: None

OTHERS: Director Jen Garcia and Teresa Galloway, Senior Services; Sallie Prins with Holland PHO; Judy Habetler, public attendee from Allegan.

**COMMUNICATIONS:** None

### **APPROVAL OF CONSENT AGENDA- ADOPTED AS PRESENTED**

Approval of the agenda moved by Jim Storey, supported by Sally Heavener. All in favor, motion carried.

**PRESENTATIONS:** Susan Evans, Program Manager, Alzheimer's Association Michigan Chapter; Presented virtually

### **PUBLIC PARTICIPATION:**

Sallie Prins with Holland PHO an entity of Holland Hospital. Judy Habetler, public member on the COA Senior Workgroup, from Allegan.

### **ACTION ITEMS:**

Motion made by Larry Ladenburger, supported by Pat Petersen. All in favor, motion carried.

- Motion to recommend Board of Commissioner approval of AAAMW FY26 Annual Implementation Plan (Attachment \_\_) as received.

### **DISCUSSION ITEMS:**

-2026 Draft Budget Review (ACSS): Director Jen Garcia reviewed proposed 2026 budget for millage contracted services (Adult Day Services, In Home Support, Home Delivered Meals, Personal Emergency Response Devices, and Senior Transportation.

-Home Delivered Meal (HDM) Service: Vice Chairperson Sally Heavener, Chair of the COA Policy & Procedure Committee, led a member discussion around current HDM service with contractors Milestone's Senior Services for meal preparation, and Community Action of Allegan County for meal delivery. Heavener documented satisfaction and/or feedback received and member feedback on meal type (frozen vs. ready to eat). Policy & Procedure Committee will continue work towards HDM year-end contracting and report back to COA.

### **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"

-Senior Workgroup Goals: Chairperson Rich Butler led a discussion with a handout provided to members that included intended Senior Workgroup Goals and objectives. The handout included a listing of Allegan County libraries and local Township contact information.

-Allegan County Senior Expo, June 26: Director Jen Garcia provided an update on Senior Expo to date, with over 250 pre-registered participants and over 45 senior-focused vendors for the vendor fair. John Dudley will be the Emcee and entertainment, providing a magic show at 12:30PM during the lunch service. All workshop sessions are completely full. COA volunteer roles will be emailed out prior to June 26; members are asked to arrive by 7:00AM wearing COA shirt/smock, or Allegan County apparel. Commissioner Mark DeYoung noted that June 26 is a Board of Commissioners meeting day. Commissioner DeYoung has asked fellow members to adjourn for lunch attendance at Senior Expo.

**FUTURE AGENDA ITEMS:**

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

Director Jen Garcia provided an update and response from a question presented at the May 21 COA meeting directly related to COA Bylaws, Article III, Member section. Boards and Commissions were discussed at the June 12 Board of Commissioners meeting. One of the Board Strategic Plan items is to review all the Boards and Commissions Bylaws and update for consistency across the organization.

**ADJOURNMENT UNTIL:** July 16, 2025

Motion to adjourn by Vice Chairperson Heavener, supported by Jim Storey. All in favor, motion carried. The meeting adjourned at 10:51am. Next Meeting July 16, 2025 from 9:00 am-11:00 am in the Zimmerman Room at the Human Services Building.

## Commission on Aging - Director's Report July 16, 2025

### Greetings COA Members –

Thank you ALL for your commitment and hours put in to help make our 2025 Senior Expo a HUGE success!! This was indeed an “all hands on deck” event and my team and I couldn't have pulled it off without your tireless efforts. Below are some highlights from this year's event along with some fun photos.

- 254 pre-registered seniors; 90 did not attend the event; 20 seniors walked in and registered the day of Expo; some seniors entered the basement doors without registering. These numbers are an increase of 100+ in attendance from 2024.
- 48 vendors for the Senior Vendor Fair; this was an increase of 15 more vendors from 2024.
- 6 workshops offered were all full to capacity; some highlighted Allegan County services & offerings
- Magician and Emcee, John Dudley, was a positive addition to this year's event



Next up, Senior Day at the Fair on Tuesday, September 9, 2025! The Fairgrounds have already begun planning and reached out to confirm ACSS/COA's commitment to Senior Day at the Fair. We will begin discussions around the event at the July meeting.

### Service Contracts

Below is the Senior Services contract schedule:

Project #	Service	Contract Began	Contract Expires	Notes
1431	<b>Adult Day Services</b>			
	Generations	5/1/2025	12/31/2027	2-year contract thru 12/31/27
	Evergreen Commons	5/1/2025	12/31/2027	2-year contract thru 12/31/27
1432	<b>Home Delivered Meals</b>			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	<b>In-Home Supports</b>			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; Q3 2025				
14047	<b>PERS</b>			Sole source provider
	Connect America	4/1/2016	12/31/2027	3-year contract thru 12/31/27
14033	<b>Senior Transportation</b>			Sole source provider
	Allegan County Transportation	Direct Service - No Contract		
	<b>Case Worthy/SERV Tracker</b>	7/1/2024	6/30/2027	3-year contract thru 6/30/27
	Internal Client Database			

### CXM/ServTracker Legacy

Community Action of Allegan County were the first ACSS providers to transition from ServTracker Legacy to CXM, the cloud-based database platform. Transition was successful; In Home Support providers and Senior Transportation will transition by July 31. Given the nature of Adult Day Services (ADS) and how the programs are executed, ADS providers will no longer be required to chart in CXM. Access to provider files on all ACSS millage clients, including provider staffing files, will remain in effect for auditing purposes. ServTracker Legacy is scheduled to sunset on August 30, 2025.

### Senior Service Counselor Position Posting

Work is underway to post the Senior Service Counselor position by July 31. This position will be responsible for overseeing two service delivery lines: Home Delivered Meals and Personal Emergency Response Systems. The goal is to have staff transitioned and fully onboarded by September 30, 2025.

### Outreach & Important Meetings:

-6/5: Teresa Galloway, Administrative Assistant, graduates from inaugural Allegan County Leadership Cohort, hosted through the Allegan County Community Foundation

-6/11: Access to Medical Care CHIP Workgroup Meeting

-6/17: ADS Caring Connections Paw Paw Site Visit (Sally Heavener/Jo VerBeek)

- 6/26: Allegan County Senior Expo
- 6/27: FY26-FY30 Allegan County Budgets Due into Eden
- 6/28: Dan Wedge, Deputy County Administrator for Services celebrated 35 years with Allegan County
- 6/30: Senior Workgroup Leadership Discussion (Rich Butler/Larry Ladenburger)
- 7/2: Holland PHO Touchbase, Sallie Prins

### **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: [Senior Services Workgroup; ACSS Team Responsible](#)
  - 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: 4/1-4/28



**ALLEGAN COUNTY**  
**Senior Services**

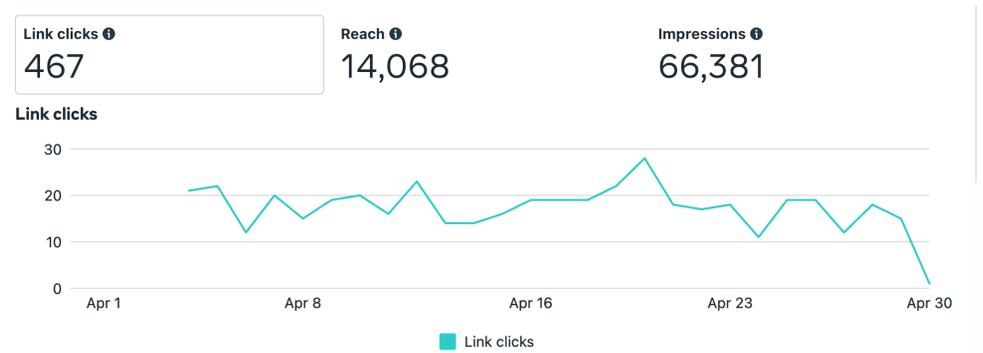
# Peace of mind for you and your loved ones

**Personal Emergency Response System (PERS)**  
With the push of a button, help is available 24/7—so you're never alone in an emergency. Stay safe and independent at home with a Personal Emergency Response System.

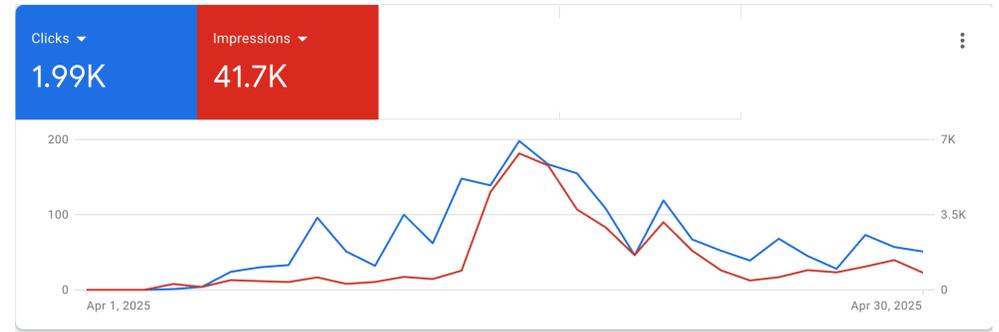
## YouTube Results

Views	Watch time (hours)	Subscribers
2.1K	15.8	—

## Facebook Results



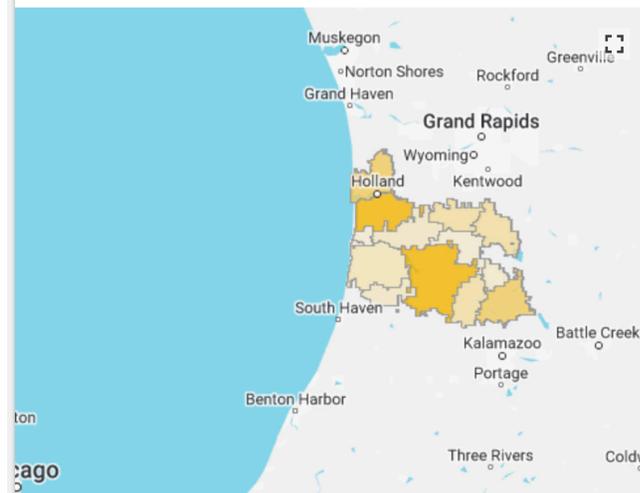
## Google Ad Results



## Geographic location of people who interacted with your ads

Targeting

Allegan County, Holland



Location Name	Clicks
49010	316
49070	29
49078	83
49080	184
49323	90
49328	20
49348	93
49406	17
49408	55
49419	39
49423	312
49424	183
49450	36
49453	14

### Allegan County Senior Services: MAY Service Delivery Report

ADULT DAY SERVICES (ADS) - Two Providers							WAITLIST* GEN   EGC
	CLIENTS	REFERRAL	INTAKE	DC	UNITS #1 GEN	UNITS #2 EGC	
2024 YE	33	40	12	8	11,488	-	17
APRIL	23	4	1	1	871	-	22
MAY	31	14	7	2	778	106	7*
2025 YTD	32	31	9	5	4,038	106	8   2

Current  
waitlist:  
7/1/2025

\*Evergreen Commons started transitioning clients in May; Contract effective 5/1/25

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

PERSONAL EMERGENCY RESPONSE SYSTEM (PERS) - Sole Provider						
	CLIENTS	REFERRAL	INTAKE	DC	UNITS	NO TEST*
2024 YE	1,115	378	430	356	1,115	-
APRIL	740	41	37	30	740	118
MAY	811	33	32	33	811	51
2025 YTD	883	189	233	188	883	-

\*Monthly postcards are sent reminding clients to test units every month

HOME DELIVERED MEALS (HDM) - Sole Provider						
	CLIENTS	REFERRAL	INTAKE	DC	UNITS	DONATIONS
2024 YE	535	293	198	260	84,399	\$976.00
APRIL	317	27	17	30	7,604	\$140.00
MAY	313	20	22	29	6,939	\$300.00
2025 YTD	401	117	85	121	35,864	\$643.80

IN HOME SUPPORTS (IHS) - Three Providers								WAITLIST*
	CLIENTS	REFERRAL	INTAKE	DC	UNITS #1 HAH	UNITS #2 ATRIO	UNITS #3 HOMEJOY	
2024 YE	466	363	164	134	20,583	6,386	5,417	34
APRIL	326	35	14	7	1,926	414	803	0
MAY	331	33	19	24	1,855	392	858	1
2025 YTD	391	167	71	64	9,002	2,009	3,889	11

Current  
waitlist:  
7/1/2025

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
APRIL	72	7	0	233	135	\$13,005.00	6,409	\$4,486.30	\$179.00	\$0.00
MAY	77	4	2	209	180	\$12,650.00	8,194	\$5,735.80	\$179.00	\$30.00
2025 YTD	368	31	5	1,056	733	\$59,916.00	34,605	\$24,223.50	\$895.00	\$145.00

\*Waitlist numbers reported end of every month

2025 YTD

Clients = January 2024 Starting # + Total 2025 Intake

Riders = Total Monthly 2025 Riders

**Expenditure Status Report**

Allegan County  
 1/1/2025 through 5/31/2025

**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	185,763.00	65,249.78	65,249.78	0.00	120,513.22	35.13
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	3,816.00	2,240.45	2,240.45	0.00	1,575.55	58.71
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	252.00	84.00	84.00	0.00	168.00	33.33
298-672.000-710.030 OPT OUT	0.00	0.00	0.00	0.00	0.00	0.00
298-672.000-715.010 FICA TAXES	14,287.00	5,054.75	5,054.75	0.00	9,232.25	35.38
298-672.000-716.000 HEALTH INSURANCE	58,162.00	19,840.01	19,840.01	0.00	38,321.99	34.11
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	13,108.00	4,567.41	4,567.41	0.00	8,540.59	34.84
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	1,490.00	0.00	0.00	0.00	1,490.00	0.00
298-672.000-722.000 LIFE INSURANCE	179.00	59.66	59.66	0.00	119.34	33.33
298-672.000-724.000 WORKERS COMPENSATION INS.	150.00	33.32	33.32	0.00	116.68	22.21
298-672.000-725.000 DISABILITY INSURANCE	1,108.00	376.74	376.74	0.00	731.26	34.00
298-672.000-727.000 OFFICE SUPPLIES	1,060.00	95.82	95.82	0.00	964.18	9.04
298-672.000-730.000 POSTAGE	750.00	216.53	216.53	0.00	533.47	28.87
298-672.000-818.000 CONTRACTUAL SERVICES	10,000.00	157.20	157.20	0.00	9,842.80	1.57
298-672.000-818.010 CONTRACTUAL SERVICES	0.00	3,193.51	3,193.51	0.00	-3,193.51	0.00
298-672.000-818.020 CONTRACTUAL - Adult Daycare	225,000.00	48,302.08	48,302.08	0.00	176,697.92	21.47
298-672.000-818.030 CONTRACTUAL - Home Del Meals	820,800.00	376,589.77	376,589.77	0.00	444,210.23	45.88
298-672.000-818.040 CONTRACTUAL - In Home Support	1,657,800.00	535,390.20	535,390.20	0.00	1,122,409.80	32.30
298-672.000-818.050 CONTRACTUAL - Pers Emerg Response System	218,400.00	77,826.00	77,826.00	0.00	140,574.00	35.63
298-672.000-818.060 CONTRACTUAL - Transportation	246,240.00	90,010.60	90,010.60	0.00	156,229.40	36.55
298-672.000-861.000 TRAVEL EXPENSES	2,820.00	0.00	0.00	0.00	2,820.00	0.00
298-672.000-861.010 TRAVEL - ROOM/BOARD	3,795.00	0.00	0.00	0.00	3,795.00	0.00
298-672.000-861.020 TRAVEL - MILEAGE/FUEL	3,572.00	0.00	0.00	0.00	3,572.00	0.00

Expenditure Status Report

Allegan County  
 1/1/2025 through 5/31/2025

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	3,042.00	0.00	0.00	0.00	3,042.00	0.00
298-672.000-900.000 PRINTING & BINDING	1,060.00	160.90	160.90	0.00	899.10	15.18
298-672.000-901.000 ADVERTISING	50,000.00	17,912.92	17,912.92	0.00	32,087.08	35.83
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	1,590.00	658.25	658.25	0.00	931.75	41.40
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	530.00	0.00	0.00	0.00	530.00	0.00
298-672.000-960.000 INDIRECT EXP	99,846.00	32,492.10	32,492.10	0.00	67,353.90	32.54
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	782.80	782.80	0.00	-782.80	0.00
298-672.000-986.000 COMPUTER SOFTWARE	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total SENIOR SERVICES FUND</b>	<b>3,624,620.00</b>	<b>1,281,294.80</b>	<b>1,281,294.80</b>	<b>0.00</b>	<b>2,343,325.20</b>	<b>35.35</b>
<b>Grand Total</b>	<b>3,624,620.00</b>	<b>1,281,294.80</b>	<b>1,281,294.80</b>	<b>0.00</b>	<b>2,343,325.20</b>	<b>35.35</b>

# COA CALENDAR OF 2025 COMMITMENTS AS OF: 7/1/2025

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
COA MEETING 1/15/2025	COA MEETING 2/19/2025	MEETING CANCELED	COA MEETING 4/16/2025	COA MEETING 5/21/2025	COA MEETING 6/18/2025
<p><i>COA Election of Officers</i></p>	<p><b>ACSS &amp; AAAMW PRESENTATION</b> Thursday, February 6 4p   Saugatuck Douglas Library</p> <p><i>Boomer Bash Planning Begins</i></p>	<p><b>ACCF VOLUNTEER</b> Wednesday, March 19 12-2p   The Silo</p>	<p><i>Spring ACSS Provider Training</i></p>	<p><b>KENT CO. SENIOR EXPO 5/20   10:00AM - 1:00PM</b> Frederik Meijer Gardens</p> <p><b>HOLLAND SENIOR COMMUNITY DAY 5/30</b> Friday, May 30   8:30a-2p Central Wesleyan Church \$250 Fee</p> <p><b>Gun Lake Tribe Health Fair 5/31   10a-2p @ Camp Jijak</b></p>	<p><b>ALLEGAN COUNTY SENIOR EXPO 6/26</b> Thursday, June 26   8a-1p First Baptist Church</p> <p><i>AAAWM FY25 Annual Implementation Plan Review</i></p>
<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
COA MEETING 7/16/2025	COA MEETING 8/20/2025	COA MEETING 9/17/2025	COA MEETING 10/15/2025	COA MEETING 11/19/2025	COA STRATEGIC PLANNING
<p><i>Finalize IHS RFP</i></p> <p><i>Post Senior Service Counselor Position - HDM &amp; PERS Service Lines</i></p> <p><i>Senior Day at the Fair Planning Begins</i></p>	<p><b>COA Senior Workgroup Presentation @ COA Mtg.</b> <i>In preparation of ACLA in September</i></p> <p><i>TBD - Possible MMAP Senior Seminar</i></p>	<p><b>SENIOR DAY @ FAIR 9/9</b> 6:30AM COA SETUP Breakfast 8-10AM</p> <p><b>VETERAN DAY @ FAIR 9/11</b></p> <p><b>ACSS Director Presentation to ACLA   9/17 @ 2p Camp Jijak</b></p>	<p><b>ALLEGAN COUNTY VETERAN STAND DOWN 10/23</b> 10:00 AM - 1:00 PM First Baptist Church</p> <p><b>KENT CO. SENIOR EXPO 10/7   10:00AM-1:00PM</b> Frederik Meijer Gardens</p> <p><b>KZOO SENIOR EXPO 10/7   9:00AM-3:00PM</b> Kalamazoo Expo Center <i>No vendor fee</i> <i>Finalize HDM RFP</i> <i>COA Board Member Term Renewal*</i></p>	<p>THANKSGIVING 11/27-28 COUNTY CLOSED</p> <p><i>ACSS Provider Audits</i></p> <p><i>AAAWM Invoice Approval</i></p> <p><i>Finalize HDM RFP</i> <i>MMAP Open Enroll. 11/1</i></p>	<p>CHRISTMAS 12/24-25 COUNTY CLOSED</p> <p><i>HDM Contracts Expire 12/31/25</i></p>
<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>	<u>COMMITTEE MEETINGS:</u>

**\*Member Terms Expiring 12/31/25:** Commissioner Mark DeYoung, Larry Ladenburger (Senior Member), Sally Heavener (Member at Large)

## July 2025 Reports from Jo VerBeek

### State Advisory Council: Meeting June 12<sup>th</sup>

- 1) ACLS Bureau Update; Scott Werner, Director OANS Division
  - The Federal Funding award for the year 2025 came the week of Memorial Day with a continue resolution. OAA funding without any proposed cuts for 2026
  - Update 2026 State Budget – stable funding from the Governor’s proposed budget – Senate proposed a 1.2 million increase for HDM
- 2) State Budget Office; Matthew Ellsworth, Director Office of Health and Human Services for the State Budget Office
  - Presented a PowerPoint presentation on the State Budget process
    - ✓ Decreased of \$300 million from January Revenue Conference to the May Revenue Conference
    - ✓ Total Budget 83.5 billion, Federal revenue 41.7%
- 3) Medicaid Data
  - 2.7 million people covered by Medicaid in Michigan 1 of 4
  - 1 million children
  - 300,000 people with disabilities
  - 168,000 seniors
  - 740,000 adults on the Healthy MI Plan
  - 45% of births in MI are covered
- 4) SNAP Data
  - 1 of 7 individuals use SNAP
  - 59% Families
  - 46% of working families
  - 39% are elderly
- 5) Research projects
  - Housing projects completed and sent on to the ACLS Bureau, then to Commission on Aging, and then to the legislature
  - Next project is Respite Care

### CSA Advocacy Committee: June 25, 2025

1. Dementia Issues — Guest: Greg Bird
  - **Dementia training for first responders:** Alzheimer’s Association (AA) is working to get legislative sponsors for a 3 bill package of statutory changes to require periodic dementia training for first responders (i.e., police, fire, EMS); likely introduction in the Senate; Greg will keep us informed
  - Background: MCOLES currently provides some dementia training at job entry and would likely support additional optional dementia training, but is hesitant to mandate training; AA currently provides in-person or online dementia training upon request; Greg will share training package with the committee
  - Committee recommends that we wait until after bill introduction before taking the issue to the full CSA for potential support

- **Status of FY 2026 \$2M funding request:** requested funding will include a dementia navigation program, as well as a dementia awareness campaign; funding was included in Governor’s Executive Budget Recommendation, but was not included in Senate bill; no action yet in the House; potential House allies include Reps Green and Bollin — Advocacy Committee will remind legislators of our support for this funding in any budget-related advocacy
- 2. Federal Advocacy regarding HR 1 (One Big Beautiful Bill)**
    - Correspondence has been sent to Michigan Congressional delegation opposing any cuts to programs supporting seniors, including Medicaid —
    - Commission has formally joined the Protect MI Care Coalition; additional correspondence has been sent to Congress via the Coalition online system —
    - Senate action expected this week or next, with a Congressional goal of passage by July 4; all Commissioners and SAC members will be asked to communicate with MI delegation as soon as possible (email was sent to all subsequent to this meeting)
  - 3. Status of State Budget**
    - Senate passed its DHHS budget in May, but there has been no action in the House; final passage unlikely before September
    - Nancy will draft correspondence with the Legislature reiterating CSA budget priorities and urging swift passage
  - 4. State appropriation of federal ARPA HCBS funding**
    - funding has not yet been appropriated; Nancy will urge appropriation of these funds as part of letter referenced in #3 above
  - 5. Other issues**
    - Kristi will work with Kelly to resolve some technical issues with links between 4AM and DHHS websites — proposed agenda item for next meeting: Strategies for Promotion of CSA Public Hearings

NEXT MEETING — Thursday, July 24, 2025 at 9:00 a.m.

## **AAAWM Advisory Council Meeting: July 7, 2025**

- 1. Laura Dobrzelewski – Office of Inspector General**
  - a) MI Choice Program Integrity Overview is the detection of the following Medicaid dollars:**
    - Fraud – Billing for goods or services that were not rendered. Submitting false service records like time sheets for work that were not completed. Submitting a time sheet for work done by another.
    - Waste – Authorizing the use of Waiver funds when Medicare or another payer should pay. Providing services or items that are not medically necessary. Misappropriation of funds, supplies or other assets.
    - Abuse – Billing for a non-covered service. Overpayment due to lack of documentation. Maintaining enrollment for an individual that does not meet MI Choice eligibility criteria
  - b) What are some ways AAWM MI Choice identifies Fraud?**
    - Claims Team review of service authorizations, what was ordered versus what was billed.
      - Overpayments – example paying for service when the participant was in the hospital
      - Data Mining – example bills on dates participant not at home

- Tips/Grievances – example the participant telling their Supports Coordinator their worker came to their home, but did not perform any work
  - 30-day monitoring contacts by the Supports Coordinator
  - 90 day and annual reassessments
  - Provider Audits conducted by Contract Management staff
- c) What type of reporting is required to the OIG?
- Quarterly Data Mining and Tips/Grievances
  - Any Fraud referral over \$5,000 that was committed with intent
  - Monthly Overpayment reporting
  - An Annual Program Integrity report
  - Proof of the multiple policies and procedures related to FWA requirements were met.
- d) **When questioned how many FWA reported this year? Less than 20 None that required OIG involvement.**

## 2. Legislative Advocacy

### a) State Issues

- Expand Access to MI Choice Medicaid Waiver (increase reimbursement as AAAWM is losing \$250 per month on each participant)
- Increase Home and Community Based Services
- Support Family and Informal Caregivers – the shortage of direct pay staff caregivers in MI is 10,000 personnel, thus the need and importance of supporting families and informal caregivers

### b) Federal Issues

- OAA Reauthorization
- FY26 Budget

## 3. AAAWM Update – Kendrick Heinlein

Waiting for information on the impact of HR1 on Michigan before forecasting any changes.

**Next Meeting September 8, 2025**

Report on the AAAWM Board of Directors Meeting from June 23, 2025  
Provided by Mary Campbell

There was no May meeting of the Board of Directors. The June Meeting prep consisted of a review of almost 100 pages of financial information. These consisted of the FY 2024 Financial Reports, a draft FY 2025 audit report, Kent County Senior Millage Funding recommendations.

The auditors presented their draft report and indicated no significant findings. They were available to answer questions after the presentation.

Advocacy and the actions taken by the Area Agency on Aging relative to the older Americans Act were discussed again. Everyone was encouraged to write letters in support of senior benefits and needs.

Older Americans Act Funding Requested  
FY 2026 Older Americans Act Funding  
Regular OAA dollars: \$7,767,307 (no NSIP)  
Carryover dollars: \$1,148,810

Kendrick Heinlein, the CEO, reported on Essential Care at Home. Although it was initially planned to be available in Allegan County, it is not as yet available there.

They are working on an impact brochure. File was not available yet so I captured photos with my phone to share. See attached photos below.

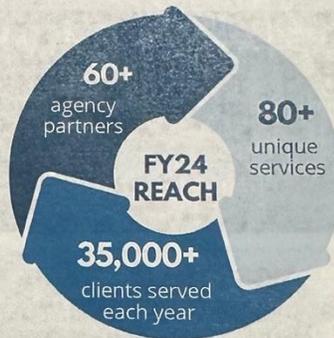
There is no meeting in Board Meeting in July.

# FY2024 IMPACT REPORT



An overview of services made possible by the **Older Americans Act** and **Kent County Senior Millage**

## REGION



## EMPOWERING AGING IN WEST MICHIGAN

For more than 50 years, we've championed the right to age with dignity, because aging is personal, and it matters to all of us.



From home-delivered meals to a ride to the doctor, or a moment of respite for a caregiver, the services from the Area Agency on Aging of Western Michigan and its partners help older adults live safely and independently, right where they want to be—home. In this year's report, learn how we support **aging in place**, the **value** of local and federal funding, and the **greater impact** on older adults and caregivers.

3215 Eaglecrest Drive NE  
Grand Rapids, MI 49525

(616) 456-5664

www.aaawm.org

## SERVICES MAINTAIN

### ADULT DAY: A LIFELINE FOR FAMILIES



Rick's worsening dementia overwhelmed his family. With support from a day center through the Kent County Senior Millage, he's more engaged, and his wife Gail gets rest. "Our quality of life is 150% better."

### OUTREACH & ASSISTANCE: SUPPORT STEPS IN

After a job loss, a client faced food insecurity and couldn't navigate SSI. Now she's enrolled in benefits, receives monthly food boxes, and feels seen and culturally understood.



### HOUSING: SAFETY AT HOME



Mobility challenges made Angie's apartment unsafe. KCSM support helped her secure a nearby parking space, thereby enhancing her independence.

### MORE THAN A MEAL

After a fall, she couldn't reach for help. Her home-delivered meals driver noticed something was wrong and alerted the family. That knock at the door saved her life.



### HOME CHORE: SECURITY THROUGH SIMPLICITY



Lawn and snow services help Mike stay home safely. "This service helps me keep my home, and I support the program however I can."

“ [CLIENT] STORIES REFLECT THE COMPASSION, DIGNITY, AND SENSE OF COMMUNITY THAT MAKE OUR PROGRAMS NOT ONLY NECESSARY—BUT TRULY IMPACTFUL. ”

— Hispanic Center of Western



## TWO PROGRAMS. ONE MISSION. A COMMUNITY OF CARE.

Federal, state, and local dollars work together to form a safety net for aging West Michigan seniors and their families. These services aren't just compassionate, they're cost-effective, responsive, and rooted in local priorities.

Older Americans Act	Kent County Senior Millage
Federal + state support	Local voter approved property tax
Serves a 9 county region	Kent County only
Prioritizes equity, rural access, and vulnerable older adults	Expands service access and fills local gaps
Area Agencies on Aging created by Congress in 1974	Voter passed first senior millage and services began in 1999
Funding decisions are determined by a Review Committee of local consumers and commissioners	Funding decisions are determined by a Review Committee of local consumers and commissioners



# REACH & RESULTS FY24

## OLDER AMERICANS ACT



**15,708**

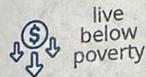
unduplicated clients

unique services

**23**



27 contracted partners,  
31 purchase of service



live below poverty

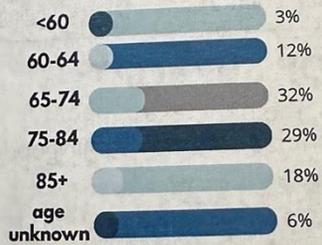
**23%**

**41%**



live alone

### clients by age



## KENT COUNTY SENIOR MILLAGE



**20,439**

unduplicated clients

unique services

**45**



30 contracted partners,  
24 purchase of service

**45%**

Receive Priority Services  
(meals, transportation, in-home care)

**36%**

Receive at least 2 millage services



low income

**34%**

**31%**

veteran



live alone

**15%**

## ★ KEY PROGRAMS

### PREVENTATIVE

resources provided in the home and community for individuals and their caregivers that empower aging in place

 Disease Prevention & Health Promotion

Adult Day 

 Transportation

Nutrition 

### PROTECTIVE

services to protect and advocate for older adults with a focus on prevention and education

Long Term Care Ombudsman 

 Insurance Education

Elder Abuse Prevention 

 Home Repairs & Mobility Equipment

### PROACTIVE

practical supports for those with a higher level of care need, some care is based on income and asset qualifications

 In-home Care

Respite Care 

 Medicaid

Outreach & Assistance 

## REAL IMPACT: THE POWER OF A PARTNER NETWORK

When a 60-year-old Kent County resident with an above-the-knee amputation prepared for knee surgery on his remaining leg, he asked if there was a safer alternative to his wooden shower stool. That simple question set a powerful collaboration into motion, one that demonstrates the strength of the aging services network.

**A home assessment by an occupational therapist led to:**



**Home Repair Services,** adding a ramp and widening doorways



**Renew Mobility** replacing his unsafe, duct-taped wheelchair



**Disability Advocates of Kent County** providing a tub transfer bench, hand-held shower, & mounting system

These supports enabled him to bathe safely, recover at home, and avoid facility placement after surgery.



**3 out of 4** individuals want to age in the setting of their choice. Our work makes this possible.

## **Senior Workgroup Update, provided by Rich Butler, COA Chair**

Larry Ladenburger has joined the Senior Service Workgroup (SSW) group as lead and has scheduled the next SSW meeting for 7-16-25, after the July Board meeting. Larry and Jen are in process of completing a Jan-Dec. 2025 Schedule of Events Timeline. This will give the SSW Team/Board a picture of what has been accomplished to date and presentation events focus, for the next 5 months.

The next major opportunity will be in September, as Jen will be presenting at the Allegan County Library Assoc. (ACLA) training event on September 17, 2025. Larry, Jen, Mary, Pat and Rich will be finalizing Changes to Jen's current COA Services Presentation to now include COA's reach out program, and how we would like to partner with the local Libraries, to enhance communication, transparency, and workgroup opportunities in our Communities. SSW team plans to present and discuss these changes and Jen's presentation at the August Board Meeting.