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# ALLEGAN COUNTY COMMISSION ON AGING

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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, August 20, 2025 | 9:00 am – 11:00 am  
Attendance Options Attached

### **CALL TO ORDER:**

### **ROLL CALL:**

### **PLEDGE OF ALLEGIANCE:**

### **COMMUNICATIONS:**

### **CONSENT AGENDA: (Approve)**

- Meeting Minutes – 7/16/25
- Directors Report
- Marketing Report – July (*GreenStreet*)
- Finance & Service Delivery Metrics Report – June
- COA Planning Calendar
- Subcommittee Reports (*Reports received AAAWM Advisory Council & Additional Committees – J. VerBeek; AAAWM Board of Directors – M. Campbell; Policy & Procedure Committee – S. Heavener; Senior Workgroup – L. Ladenburger*)

### **PRESENTATIONS:** ACSS Presentation, Jen Garcia, Director

### **PUBLIC PARTICIPATION:**

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### **ACTION ITEMS: In Home Support Services Contracting**

-SAMPLE MOTION: The motion is to amend the current and future contracts for In Home Support Services to reflect a minimum 3-hour service window when appropriate effective 9/1/25 with transitional period to 12/31/25.

-SAMPLE MOTION: Recommend the approval of contracting with Comfort Keepers and Continuum Home Health for In Home Support Services effective 9/1/25 thru 12/31/26 as stated in the proposal.

### **DISCUSSION ITEMS:**

- Allegan County Libraries Presentation 9/17/25
- ACSS County Website Enhancements
- Senior Day at the Fair 9/9/25

### **FUTURE AGENDA ITEMS:**

### **ROUND TABLE:**

### **ADJOURNMENT:**

Next meeting: Wednesday, September 17, 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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Allegan, MI 49010  
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<http://www.allegancounty.org>

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

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## **COMMISSION ON AGING - MINUTES**

Chair Rich Butler called the meeting to order at 9:00 am on July 16, 2025

Pledge of Allegiance, Roll call

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

### **ROLL CALL:**

PRESENT: Commissioner Mark DeYoung, Chairperson Rich Butler, Larry Ladenburger, Lue Phelps, Mary Campbell, Jo VerBeek, Jim Storey, Pat Petersen

ZOOM: Vice-Chairperson Sally Heavener, Dan Wedge, Sallie Prins (public participant, Holland PHO)

OTHERS: Director Jen Garcia, Teresa Galloway

### **COMMUNICATIONS:**

Director Jen Garcia stated that Golden Orchards located in Fennville, MI (Senior Living Establishment) provided a letter to the COA announcing they have joined forces with Common Wealth Senior Living as of June 24<sup>th</sup>.

Director Jen Garcia referenced her recent email communication to the COA regarding the

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

Approval of the agenda moved by Jim Storey, supported by Mary Campbell. All in favor, motion carried. With correction on the Marketing Report, should say April, May and June reports. An addition to the Consent Agenda from the Policy and Procedure work group there is a report added from Vice-Chair Sally Heavener, there is no updates at this time.

**PRESENTATIONS:** None

**PUBLIC PARTICIPATION:** Sallie Prins, Holland PHO

**ACTION ITEMS:** None

### **DISCUSSION ITEMS:**

-Senior Expo Debrief

-Senior Day at the Fair Planning: Save the Date for 9/9/25 to host COA breakfast for Senior Day at the Fair

-Allegan County Library Presentation 9/17/25

### **FUTURE AGENDA ITEMS:**

-In Home Support Contractor Recommendation

-ACSS County website enhancements

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

#### **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”

**ADJOURNMENT UNTIL:**

The meeting adjourned at 10:33am.

Motion to adjourn by Pat Petersen, supported by Larry Ladenburger. All favor, motion carried.

Next Meeting August 20, 2025 from 9:00 am-11:00 am in the Zimmerman Room at the Human Services Building

DRAFT

**Commission on Aging - Director's Report  
August 20, 2025**

**Greetings COA Members –**

Next up, Senior Day at the Fair on Tuesday, September 9, 2025! Please see the enclosed flyer promoting the breakfast and vendor fair hosted by Allegan County Senior Services and the Commission on Aging. Promotions have begun on the ACSS Facebook page and over 30 vendors have already registered to participate in the free vendor fair; we have capacity for 40 total. We are asking COA members to arrive for Senior Day at the Fair by 6:45/7:00AM – the event will begin at 8:00AM and conclude at 10:00AM under the big top on the hill. Please reach out to Jen or Teresa with any questions you may have.



**COME &  
JOIN US FOR**

**SENIOR DAY  
AT THE FAIR**

**TUESDAY, SEPTEMBER 9 8:00 am – 10:00 am**

**COMPLIMENTARY  
CONTINENTAL BREAKFAST,  
PRIZES, AND  
SENIOR-FOCUSED  
VENDOR FAIR!**

**ON THE  
HILLTOP  
UNDER THE  
BIG TOP**

**ALLEGAN COUNTY  
FAIRGROUNDS**  
150 Allegan County Fair Drive, Allegan

**FAIR ADMISSION:**  
\$5 until Noon; \$5 for Parking

**Breakfast & Vendor Fair Hosted by  
Allegan County Senior Services & Commission on Aging**

## 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	
*HDM Standards are being revised; Targeting Sept. for RFP.				
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 contractors opened 7/24, closed 8/14.				
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>Caseworthy CXM (ST Legacy)</b>	7/1/2024	6/30/2027	3-year contract thru 6/30/27
*Internal Client Database; Transitioned from Legacy to CXM, cloud-based platform; Sunset Legacy 8/31/25.				

### CXM/ServTracker Legacy

All ACSS contractors/providers have been trained and onboarded with Caseworthy CXM, a cloud-based client management platform. The Senior Services team will continue to monitor and evaluate this transition, incorporating operational efficiencies and creating standard operational procedures for the use of CXM. ServTracker Legacy is scheduled to sunset on August 31, 2025. We are working with 12 active licenses for CXM, providing access to ACSS staff and contracted providers.

### Senior Service Counselor Position Posting

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 trained and transitioned by September 30, 2025.

### Senior Expo Follow Up Report

Allegan County Senior Expo 2025 secured \$9,610 in revenue from vendor registration fees and expended \$6,430.81 to support the event with food, facility rental, entertainment, and signage.

### Outreach & Important Meetings:

- 7/16: COA Senior Workgroup Meeting
- 7/22: COA Policy & Procedure Committee Meeting
- 7/22: Heart of West Michigan United Way Board of Directors Meeting
- 7/22: Allegan County Medical Control Advisory Board Meeting
- 7/23: HomeJoy ServTracker to CXM Training & Transition
- 7/24: Help at Home ServTracker to CXM Training & Transition; Help at Home Transitions & Client Management Discussion

- 7/24: In Home Support Request for Proposal Opened; Closing for bids on 8/14
- 7/25: Michigan Directors of Services to the Aging Board of Directors Meeting
- 7/29: Atrio ServTracker to CXM Training & Transition; Atrio Client Intake Discussion
- 7/30: Generations ServTracker to CXM Training & Transition
- 7/31: Senior Transportation ServTracker to CXM Training & Transition
- 8/4: Senior Day at the Fair Planning Meeting
- 8/5: Senior & Veteran Services Team Meeting with Dan Wedge
- 8/6: Help at Home Leadership Transition Discussion with Interim Allegan Managers and State Director
- 8/11: Allegan Rotary Club Senior Services Presentation (Rich Butler present with Larry Ladenburger, Rotarian)

### **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*

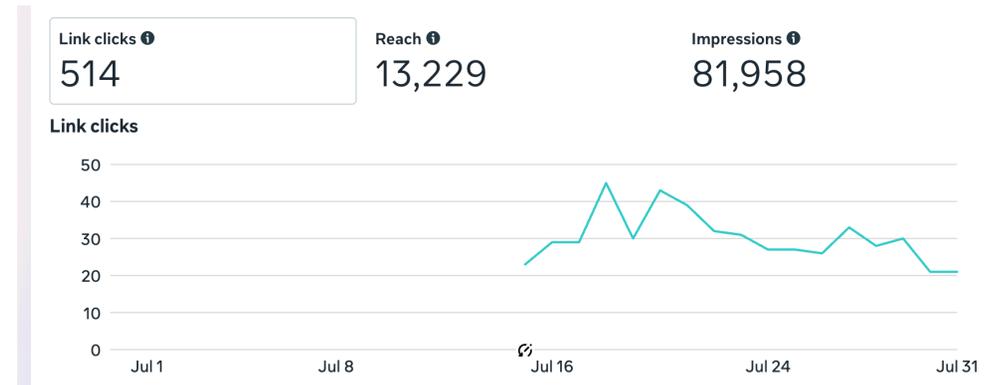
## MEDIA RESULTS: 7/1-7/31



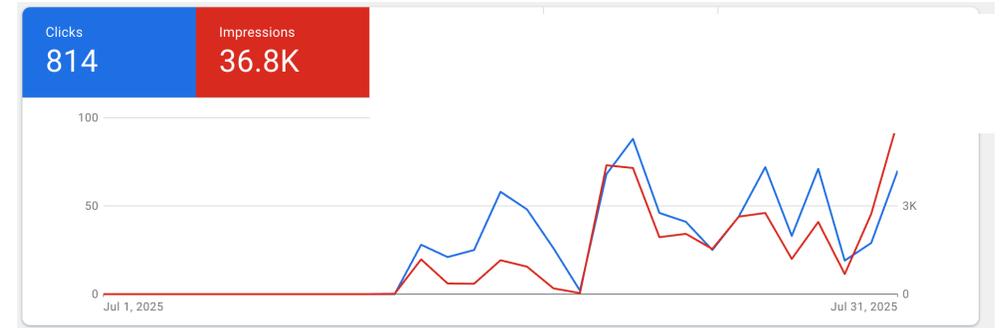

**Encouraging independence through support services**

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

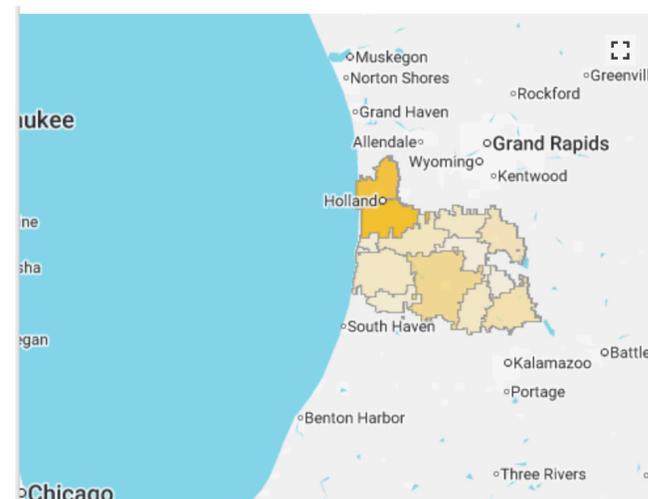
## Facebook Results



## Google Ad Results



## YouTube Results



Location Name	Clicks
49010	88
49070	5
49078	31
49080	54
49323	30
49328	4
49348	43
49406	6
49408	29
49419	34
49423	199
49424	182
49450	16
49453	13

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

ADULT DAY SERVICES (ADS) - Two Providers							WAITLIST GEN   EGC
	CLIENTS	REFERRAL	INTAKE	DC	UNITS #1 Generations	UNITS #2 Evergreen	
2024 YE	33	40	12	8	11,488	-	17
MAY	31	14	7	2	778	106	7*
JUNE	42	10	7	3	855	349	10
2025 YTD	39	41	16	8	4,893	455	5   0

Current  
waitlist:  
8/1/2025

\*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	-
MAY	811	33	32	33	811	51
JUNE	806	29	31	15	806	72
2025 YTD	914	218	264	203	4,512	-

\*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
MAY	313	20	22	29	6,939	\$300.00
JUNE	303	17	18	20	7,311	\$302.00
2025 YTD	419	134	103	141	43,175	\$945.80

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
MAY	331	33	19	24	1,855	392	858	1
JUNE	321	30	14	16	1,832	345	881	13
2025 YTD	405	197	85	80	10,834	2,354	4,770	15

Current  
waitlist:  
8/1/2025

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
MAY	77	4	2	209	180	\$12,650.00	8,194	\$5,735.80	\$179.00	\$30.00
JUNE	77	10	0	233	167	\$12,635.00	9,339	\$6,537.30	\$179.00	\$20.00
2025 YTD	444	41	5	1,289	900	\$72,551.00	43,944	\$30,760.80	\$1,074.00	\$165.00

\*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  
 6/1/2025 through 6/30/2025

**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	21,297.76	86,547.54	0.00	99,215.46	46.59
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	0.00	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	42.00	126.00	0.00	126.00	50.00
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	1,596.11	6,650.86	0.00	7,636.14	46.55
298-672.000-716.000 HEALTH INSURANCE	58,162.00	9,463.47	29,303.48	0.00	28,858.52	50.38
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	1,490.83	6,058.24	0.00	7,049.76	46.22
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	29.83	89.49	0.00	89.51	49.99
298-672.000-724.000 WORKERS COMPENSATION INS.	150.00	10.70	44.02	0.00	105.98	29.35
298-672.000-725.000 DISABILITY INSURANCE	1,108.00	188.37	565.11	0.00	542.89	51.00
298-672.000-727.000 OFFICE SUPPLIES	1,060.00	37.72	133.54	0.00	926.46	12.60
298-672.000-730.000 POSTAGE	750.00	194.14	410.67	0.00	339.33	54.76
298-672.000-818.000 CONTRACTUAL SERVICES	10,000.00	0.00	157.20	0.00	9,842.80	1.57
298-672.000-818.010 CONTRACTUAL SERVICES	0.00	0.00	3,193.51	0.00	-3,193.51	0.00
298-672.000-818.020 CONTRACTUAL - Adult Daycare	225,000.00	20,908.88	69,210.96	0.00	155,789.04	30.76
298-672.000-818.030 CONTRACTUAL - Home Del Meals	820,800.00	76,773.21	453,362.98	0.00	367,437.02	55.23
298-672.000-818.040 CONTRACTUAL - In Home Support	1,657,800.00	110,097.00	646,279.20	0.00	1,011,520.80	38.98
298-672.000-818.050 CONTRACTUAL - Pers Emerg Response System	218,400.00	16,716.00	94,542.00	0.00	123,858.00	43.29
298-672.000-818.060 CONTRACTUAL - Transportation	246,240.00	6,767.40	96,778.00	0.00	149,462.00	39.30
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  
 6/1/2025 through 6/30/2025

**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	0.00	160.90	0.00	899.10	15.18
298-672.000-901.000 ADVERTISING	50,000.00	6,401.34	24,314.26	0.00	25,685.74	48.63
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	0.00	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	6,498.42	38,990.52	0.00	60,855.48	39.05
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	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>278,513.18</b>	<b>1,560,599.98</b>	<b>0.00</b>	<b>2,064,020.02</b>	<b>43.06</b>
<b>Grand Total</b>	<b>3,624,620.00</b>	<b>278,513.18</b>	<b>1,560,599.98</b>	<b>0.00</b>	<b>2,064,020.02</b>	<b>43.06</b>

**298 Senior Fund Balance 7/31/25:  
 \$2,118,112.57**



### **Policy & Procedure Committee Update – 8/14/2025**

Jo VerBeek, Jen Garcia, & Sally Heavener

We met on 7/22/2025 covering the following:

#### **I. Home Delivered Meals**

We went with the RFP verbiage updating it to todays standards. Also discussed the timeline for RFP. Jen was going to work this through with Projects.

#### **II. In Home Support**

Went over timeline for adding additional providers. Expect to have additional providers on the August agenda for approval. Also discussed how to proceed with providers who were not following all aspects of the contract.

Submitted by: Sally Heavener

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### **Area Agency on Aging West Michigan Board of Directors Update – 8/13/25**

No meeting in July. AAAMW Board will meet in August.

Submitted by: Mary Campbell

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### **Area Agency on Aging West Michigan Advocacy Committee & Other Committees – 8/6/25**

No AAAMW Advisory Meeting this month

No SAC Meeting last month

CSA meeting - nothing new to report

Submitted by: Jo VerBeek

### **COA Workgroup - 8/14/25**

COA Workgroup continues to gather information on local libraries and orgazations across Allegan County

Submitted by Larry Ladenburer