



ALLEGAN COUNTY COMMISSION ON AGING

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Chair: Richard Butler
Vice Chair: Sally Heavener

COUNTY COMMISSIONER

Mark DeYoung
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Dorr

SENIOR MEMBERS

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Jo VerBeek
616-403-9319
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DIRECTOR

Jen Garcia
269-686-5144

COMMISSION ON AGING MEETING - AGENDA

Wednesday, December 3, 2025 | 9:00 AM – 10:00 AM
Attendance Options Attached

CALL TO ORDER:

ROLL CALL:

PLEDGE OF ALLEGIANCE:

COMMUNICATIONS:

CONSENT AGENDA: (Approve)

- Meeting Minutes – 11/19/25
- Directors Report
- Finance & Service Delivery Metrics Report – October
- COA Planning Calendar
- Subcommittee Reports (*Policy & Procedure Committee – S. Heavener*)

PRESENTATIONS:

PUBLIC PARTICIPATION:

ACTION ITEMS:

DISCUSSION ITEMS:

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT:

Next meeting: Wednesday, January 21, 2026 at 9:00 AM
Human Services Building, Zimmerman Room

Commission on Aging Meeting

Attendance Options & Joining Instructions:

1) **In Person: Allegan County Human Services Building – Zimmerman Room, 3255 122nd Ave., Allegan MI, 49010**

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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Chairperson: Rich Butler
Vice Chairperson: Sally Heavener

COMMISSION ON AGING - MINUTES

Chair Rich Butler called the meeting to order at 9:00 am on November 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, Chairperson Rich Butler, Vice-Chairperson Sally Heavener, Larry Ladenburger, Lue Phelps, Mary Campbell, Pat Petersen, Jo VerBeek

ABSENT: Jim Storey

OTHERS: Director Jen Garcia, Admin Asst Teresa Galloway, Senior Service Coordinator Hailey Pearson, Allegan County Finance Specialists Diane Gomez and Kim Bowe, Deputy County Administrator of Services Dan Wedge, Lisa Evans Community Action of Allegan County

ZOOM: Brenda Molendyk Community Action of Allegan County, Sallie Prins Holland PHO, Senior Service Coordinator Katie Cole

COMMUNICATIONS: Director Jen Garcia introduced Hailey Pearson as the new Senior Service Coordinator; Hailey joined Senior Services on November 3, 2025.

APPROVAL OF CONSENT AGENDA-

Jo VerBeek submitted a question on the Finance & Service Delivery Metrics Report-September, moved to discussion items. With that removed the consent agenda was moved by Sally Heavener, supported by Larry Ladenburger. All in favor, motion carried.

PRESENTATIONS: Community Action of Allegan County proposed a Senior Home Repair Program to be funded through support of the senior millage, presented by Lisa Evans and Brenda Molendyk.

PUBLIC PARTICIPATION: None

ACTION ITEMS: None

DISCUSSION ITEMS:

Senior Services Finance Review – Director Jen Garcia introduced our current County Financial Specialists Diane Gomez, who then introduced Kim Bowe who is in training and will eventually support Senior & Veteran Services as the Designated Financial Specialist. Director Jen Garcia walked through five years of historical revenues and expenditures specific for Contractual Services. In the discussion it was mentioned that we need to report units not clients, per service. Mary Campbell asked to do a breakdown by township, by service in the future when information becomes available.

Strategic planning – Vice Chair Sally Heavener emailed Strategic Planning surveys to COA members; meeting date is set for December 3. Election of officers discussion was had. Dan Wedge told about the

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”

bi-laws being rewritten regarding standardizing across the county; this is a strategic project of the Board of Commissioners for 2026. Commissioner Mark DeYoung stated how the Board of Commissioners elect officers at the January meeting and the Chair that is elected takes over the running of the current meeting. It was agreed upon to hold a meeting on January 21st, 2026 with Election of Officers taking place at that meeting. Jo VerBeek would like a copy of the approved Senior Service budget for FY2026.

FUTURE AGENDA ITEMS:

Transportation/Bus Buddy – ACT on the road. Potential presentation or update on ways to enhance senior transportation across Allegan County.

ROUND TABLE (COA MEMBER TIME): Deputy County Administrator of Services Dan Wedge, shared a special thank you to Jo VerBeek & Sally Heavener for all their hard work that has gone into Policy & Procedure Committee, including RFPs and standardization of policies.

ADJOURNMENT UNTIL:

Motion to adjourn by Sally Heavener, supported by Mary Campbell. All favor, motion carried. The meeting adjourned at 11:01 am. Next Meeting December 3, 2025 from 9:00AM to 10:00AM in the Zimmerman Room at the Human Services Building with strategic planning immediately following.

Commission on Aging - Director's Report November 19, 2025

Service Contracts

Below is the Senior Services contract schedule:

Project #	Service	Contract Began	Contract Expires	Notes
1431	Adult Day Services			Two current providers
	Generations	5/1/2025	12/31/2027	
	Evergreen Commons	5/1/2025	12/31/2027	
1432	Home Delivered Meals			Two current providers
	Community Action	1/1/2023	12/31/2025; 3/31/2026	
	Milestones	1/1/2023	12/31/2025; 3/31/2026	
*HDM RFP scheduled to open bidding 12/8/25				
*Contracts extended three months to 3/31/26 – Approved 10/15/25 by COA				
1430	In-Home Supports			Five current providers
	Atrio Help at Home	1/1/2019	12/31/26	2-year contract thru 12/31/26
	Help at Home LLC	1/1/2019	12/31/26	2-year contract thru 12/31/26
	HomeJoy	9/30/2022	12/31/26	2-year contract thru 12/31/26
	Comfort Keepers	9/1/2025	12/31/26	1-year contract thru 12/31/26
	Continuum Home Health Care	9/1/2025	12/31/26	1-year contract thru 12/31/26
*Onboarded Comfort Keepers & Continuum in October; Annual Audits Nov/Dec.				
14047	PERS			Sole source provider
	Connect America	4/1/2016	12/31/2027	
14033	Senior Transportation			Sole source provider
	Allegan County Transportation	Direct Service - No Contract		
	Caseworthy CXM (ST Legacy)	7/1/2024	6/30/2027	
*Internal Client Database; Legacy Platform Sunset Legacy 8/31/25; 14 active licenses				

Much work has gone into the Home Delivered Meals Request for Proposal (RFP) on behalf of the Policy & Procedure Committee. The standards and scope of service were revised in depth and handed over to Project Management for final RFP preparations. Bidding is scheduled to open December 8, 2025 and close January 9, 2026.

ITEM	ORIGINAL	REVISED
Finalize RFP and Standards	11/3-11/12	To 12/5
Bids out	12/1-12/19	12/8-1/9
Bids Due on	12/19/2025	1/9/2026
Evaluate RFP responses	12/20-12/31	1/12-1/23
Evaluate RFP responses	1/5-1/9	1/12-1/23
If needed: Site visits and vendor presentations	1/12-1/23	Not doing
Finalize RFP Recommendation	1/27-1/30	Same
Present Recommendation to COA at meeting on 2/18/26	2/18/2026	Same
Present recommendation to Board of Commissioners if needed	2/26/2026	Same
Bids awarded	3/2/2026	Same
Staff develop plan for onboarding	3/3/2026	Same

Communication of any changes to participants	3/3-3/6	Same
Staff develop plan for onboarding	3/3-3/6	Same
Staff begin steps for onboarding and transition if required	3/9-3/27	Same
New HDM Contracts are effective	4/1/2026	Same

Annual provider audits are scheduled throughout November and into early December. Audits are a time for Senior Service staff to meet onsite at the contractor/provider agency to audit operations and customer service expectations.

Outreach & Important Meetings:

- 11/7: Allegan County Senior & Veteran Services Team Meeting
- 11/13: Allegan County Community Foundation Poverty Panel Discussion, Christian Neighbors
- 11/14: Connect America & ACSS Touchbase; Introduction for Hailey Pearson & Account Mgr.
- 11/19: COA Meeting
- 11/20: Michigan League for Public Policy Advocacy Bootcamp (Rich Butler)
- 11/21: ACSS & Help at Home Quality Meeting
- 11/26: Annual Audit for HomeJoy, In-Home Support Service Contractor
- 12/1: Annual Audit for Community Action, Home Delivered Meals Service Contractor

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

Allegan County Senior Services: October 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
OCT	42	14	6	0	1,206	561	10
2025 YTD	58	73	35	16	8,696	2,385	7 1

Current
waitlist:
11/1/2025

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

PERSONAL EMERGENCY RESPONSE SYSTEM (PERS) - Sole Provider						
	CLIENTS	REFERRAL	INTAKE	DC	UNITS	NO TEST*
2024 YE	1,115	378	430	356	1,115	-
OCT	830	32	44	22	830	62
2025 YTD	1,044	351	394	322	7,755	-

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

HOME DELIVERED MEALS (HDM) - Two Providers						
	CLIENTS	REFERRAL	INTAKE	DC	UNITS	DONATIONS
2024 YE	535	293	198	260	84,399	\$976.00
OCT	306	29	23	12	7,676	\$70.00
2025 YTD	501	239	185	202	72,510	\$1,073.80

IN HOME SUPPORTS (IHS) - Five Providers										
	CLIENTS	REFERRAL	INTAKE	DC	UNITS #1 HAH	UNITS #2 ATRIO	UNITS #3 HOMEJOY	UNITS #4 CHHC	UNITS #5 CC	WAITLIST*
2024 YE	466	363	164	134	20,583	6,386	5,417	-	-	34
OCT	326	33	21	10	2,099	353	949	19	12	4
2025 YTD	479	350	159	122	18,777	3,845	8,307	19	12	6

Current
11/1/2025

*Continuum Home Health Care & Comfort Keepers Holland were onboarded Sept/Oct.

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
SEPT	80	7	1	256	174	\$17,612.00	9,251	\$6,475.70	\$432.63	\$0.00
2025 YTD	689	69	7	2,078	1,435	\$124,180.00	71,494	\$50,045.80	\$1,864.63	\$185.00

*October metrics not yet available.

*Waitlist numbers reported end of every month

2025 YTD

Senior Services Fund Balance 11/10/25:

\$2,118,112.57

Clients = January 2024 Starting # + Total 2025 Intake

Riders = Total Monthly 2025 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
 10/1/2025 through 10/31/2025

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>
298-000.000 FUND BALANCE						
298-000.000 FUND BALANCE						
298-000.000-999.900 ENDING FUND BALANCE	0.00	0.00	0.00	0.00	0.00	0.00
Total FUND BALANCE	0.00	0.00	0.00	0.00	0.00	0.00
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	14,198.50	143,341.58	0.00	42,421.42	77.16
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	1,255.20	5,218.05	0.00	-1,402.05	136.74
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	21.00	189.00	0.00	63.00	75.00
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	1,220.68	11,195.53	0.00	3,091.47	78.36
298-672.000-716.000 HEALTH INSURANCE	58,162.00	4,845.84	44,297.59	0.00	13,864.41	76.16
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	993.89	10,033.81	0.00	3,074.19	76.55
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	14.93	134.28	0.00	44.72	75.02
298-672.000-724.000 WORKERS COMPENSATION INS.	150.00	7.48	72.77	0.00	77.23	48.51
298-672.000-725.000 DISABILITY INSURANCE	1,108.00	94.18	847.64	0.00	260.36	76.50
298-672.000-727.000 OFFICE SUPPLIES	1,060.00	113.29	328.84	0.00	731.16	31.02
298-672.000-730.000 POSTAGE	750.00	0.00	562.65	0.00	187.35	75.02
298-672.000-818.000 CONTRACTUAL SERVICES	10,000.00	1,764.16	6,013.86	0.00	3,986.14	60.14
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	31,037.63	160,725.97	0.00	64,274.03	71.43
298-672.000-818.030 CONTRACTUAL - Home Del Meals	820,800.00	80,624.51	761,455.31	0.00	59,344.69	92.77

Expenditure Status Report

Allegan County
 10/1/2025 through 10/31/2025

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>
298-672.000-818.040 CONTRACTUAL - In Home Support	1,657,800.00	123,525.00	1,032,559.20	0.00	625,240.80	62.28
298-672.000-818.050 CONTRACTUAL - Pers Emerg Response System	218,400.00	17,430.00	162,582.00	0.00	55,818.00	74.44
298-672.000-818.060 CONTRACTUAL - Transportation	246,240.00	7,205.61	200,166.71	0.00	46,073.29	81.29
298-672.000-861.000 TRAVEL EXPENSES	2,820.00	28.00	28.00	0.00	2,792.00	0.99
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	86.10	86.10	0.00	3,485.90	2.41
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	5,114.61	38,553.54	0.00	11,446.46	77.11
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	64,984.20	0.00	34,861.80	65.08
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	289.87	1,002.36	0.00	-1,002.36	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	3,624,620.00	296,368.90	2,648,391.65	0.00	976,228.35	73.07
Grand Total	3,624,620.00	296,368.90	2,648,391.65	0.00	976,228.35	73.07

Policy & Procedure Committee Update – 11/21/2025
Jo VerBeek, Jen Garcia, & Sally Heavener

The information for HDM has been submitted to Projects. Updates from here can be found in Jen's executive report.

Submitted by: Sally Heavener