

Allegan County Commission on Aging



3255 122nd Avenue, Suite 200
Allegan, MI 49010
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<http://www.allegancounty.org>

Chairperson: Larry Ladenburger
Vice Chairperson: Alice Kelsey

COMMISSION ON AGING MEETING - AGENDA

Wednesday, June 16, 2021

COMMISSIONERS

Rick Cain
269-744-7918
Shelbyville

Dean Kapenga
616-218-2599
Hamilton

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

Vice Chairperson
Alice Kelsey
(Member At Large)
269-366-0431
Martin

SENIOR
MEMBERS
Stuart Peet
269-672-9520
Shelbyville

Lou Phelps
269-870-3710
Plainwell

Natalie Van Houten
269-672-9359
Shelbyville

MEMBERS AT LARGE

Richard Butler
616 902-0046
Plainwell

Patricia Petersen
616-644-8059
Allegan

Sally Heavener
616-355-3494
Holland

Vacant

STAFF
Sherry Owens
269-686-5144
Director

Havilah MacInnes
269-673-3333 x 2495
Senior Services
Counselor

9:00 -11:00 am

VIA ZOOM link below unless otherwise notified

<https://us02web.zoom.us/j/82375478232?pwd=NnNsUEhwZnhWVlFPNjAyNkRZNjkzZz09>

CALL TO ORDER:

PLEDGE OF ALLEGIANCE:

CONFIRMATION OF QUORUM

ROLL CALL:

COMMUNICATIONS:

APPROVAL OF MINUTES: (Attachment A – May)

PUBLIC PARTICIPATION:

APPROVAL OF AGENDA:

PRESENTATIONS: Introduction– Laura Hosler, Greenstreet Marketing & Design

ADMINISTRATIVE REPORTS:

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

-Financial Reports (**Attachment C**)

-Outreach Report (**Attachment D**)

ACTION ITEMS:

1. In-Home Supports – Paragon Home Health Care (Attachment F)

Sample Motion: Recommend the BOC authorize and agreement with Paragon Home Health Care to contract with the County as an additional In-Home Supports Provider at the current unit rate (\$26.52 – 2021 and \$27.32 – 2022)

2. 2022 budget review and support

a. Review Position Request for Senior Services Counselor (Attachment G)

Sample Motion: Support the Position Request as presented

b. Review Projected Revenue and Expenditure documents (Attachment H)

Sample Motion: Support the 2022 budget as presented

DISCUSSION ITEMS:

1. Senior Day at the Fair

NOTICE OF APPOINTMENTS: 1 At Large seats vacant

FUTURE AGENDA ITEMS:

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”

SUBCOMMITTEE REPORTS:

AAAWM Board of Directors

AAAWM Advisory Council

Outreach Sub-Committee

ROUND TABLE (COA MEMBER TIME):

ADJOURNMENT:

Next Meeting – July 21, 2021, 9 – 11 am via Zoom unless otherwise notified

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COMMISSION ON AGING MEETING - Minutes

Wednesday May 19, 2021

9:00 -11:00 am

VIA ZOOM

COMMISSIONERS

Rick Cain

269-744-7918
Shelbyville

Dean Kapenga

616-218-2599
Hamilton

Chairperson

Larry Ladenburger
(Senior Representative)

269-673-6200
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Director

Havilah MacInnes

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Senior Services
Counselor

CALL TO ORDER: Called to order by chairperson, Larry Ladenburger at 9:08am.

CONFIRMATION OF QUORUM

ATTENDANCE ROLL CALL

Members Present: Dean Kapenga, Larry Ladeburger, Alice Kelsey, Stuart Peet, Luesettie Phelps, Natalie Van Houten, Rich Butler

Others Present: Sherry Owens, Havilah MacInnes, Dan Wedge and Rob Sarro

Absent: Rick Cain, Patricia Petersen and Sally Heavener

COMMUNICATIONS: None

APPROVAL OF APRIL MINUTES: Dean Kapenga moved. Stuart Peet supported. All in favor. Motion carried.

PUBLIC PARTICIPATION: none

APPROVAL OF AGENDA: Alice Keley moved. Rich Butler supported. All in favor, motion carried.

PRESENTATIONS: NONE

ADMINISTRATIVE REPORTS:

Director's Report

Goal #1: Develop RFP for In-Home Supports:

- The RFP for In-Home Supports providers (in addition to our current providers and at the same unit rate) was released on April 26th. The timeline is as follows:
 - Deadline for questions to be submitted is May 6, 2021 (no questions)
 - Deadline for County response to questions is May 10, 2021
 - Due date for proposal submissions is May 20, 2021

Goal #2: Pre Plan Millage Renewal

- Develop contingency plan for each service as a back up to current service delivery.

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"

Atchmt A

As you are aware, we began this initiative with In-Home supports and to date have:

- Finalized the P&P manual
- Revised service limits
- Established eligibility criteria

To increase the capacity for this service, a RFP has been released; however if the RFP does not result in suitable vendors, we will continue to consider other options with current providers

- Fund Balance Spend Down

Provide supports for seniors who need assistance with COVID Vaccine registration and transportation.

- The call center is now in its third month
- In April, we assisted 57 seniors in registering for their COVID vaccine. That is 47% decrease from March when we served 119.
- Only the Allegan site (Fridays) and the Hamilton site (Saturdays) are currently operational due to the decrease in demand for appointments
- As we have done since the beginning, the callers are asked if they would like information regarding other Millage Services, and if they request it, a brochure is sent to their address

- Increase Marketing and Outreach

The RFP for the marketing project resulted in seven submissions. On May 5th, the review team consisting of Valdis Kalnins (Project Manager), Kristin Vanatter (Project Specialist) and I met to review the proposal content. We each scored the submissions separately and then when we met, it was discovered that we each selected the same proposal.

- The team's recommendation for the marketing campaign is Greenstreet Marketing and Design from Kalamazoo.

In addition to cost, the following information was used in the final determination:

- Company experience (in business since 1995)
- Demonstrated experience marketing to seniors having provided similar services to Kalamazoo's Friendship Village
- Examples of similar campaigns to our project
- Creative team consists of 10 people which allows for the project to remain on track regardless of unforeseen issues (i.e. COVID, etc.)
- The firm has the ability to provide all of the components that were requested without having to subcontract work to third parties
- The RFP was well designed, concise and easily understood which are qualities that will be desirable for our marketing materials

It is important to develop what success looks like for this project. Success is measured by meeting or exceeding expectations at the end of the project. While there are many considerations, Sherry would recommend (at a minimum) the following:

- Increase in seniors using millage services
- Project completed within reasonable budget

Increase to services: The millage is currently providing services to 1,402 unduplicated seniors. Raising public awareness of the services will result in increased requests for these services; however eligibility requirements will still need to be met.

The RFP requested that the various components be broken down into tasks with costs associated for each as follows:

Task 1: Develop brand recognition in marketing materials

Task 2: Develop strategic marketing campaign (mass mailing, Social Media, commercial advertisements, etc.)

Task 3: Develop additional marketing and communication materials (post cards, Facebook post schedule, video productions, etc.)

Task 4: Develop advertisement materials (TV and Radio commercials)

Goal #3: Develop a Multi-Level Communication Plan

- The COA decided to put this committee on hold until the Marketing Plan is underway

Financial Reports

Sherry reviewed underspending and overspending in each service creating balance among the spending. Additionally, Sherry covers how spending is recovering from service interruptions last year due to Covid. Right now we appear to be in a position to spend from the fund balance account. We expect to be in the \$800k range for unallocated funds. This does not include the marketing RFP.

- Rob Sarro requests clarification on the fund balance funds breakdown. Sherry confirms what is being reported.

Outreach Report

- There have been multiple occasions where vaccinated staff and/or millage clients have contracted and tested positive for COVID19. Situations like this are creating very unstable staffing for direct care services such as our in-home supports. Currently we have a moderate wait for in-home supports
- In March Havilah spoke of the Eleanor L. Nielson Legacy Fund. Jen Garcia, the Foundation Director, reached out looking for a resource and at the same time, she shared a success story. Previously we mentioned the Legacy Fund has limits but generally will partner with other resources. In this instance, a senior was in desperate need of a stair lift. Those are quite expensive and while the Legacy fund could help with a good portion, there would be a great deal left to cover. The Community Action Agency of SW Michigan block grant program was able to commit \$2,500 toward this project.

ACTION ITEMS:

1. Marketing RFP Final Selection: two part

Recommend the Board of Commissioners accept the selection of Greenstreet Marketing and Design Firm

COMMISSION ON AGING ROLL CALL VOTE										
DATE:		May 19, 2021								
MOTION:		Recommend the Board of Commissioners accept the selection of Greenstreet Marketing and Design Firm								
MOVED BY:		Rich Butler								
SECONDED BY:		Dean Kapenga								
RICH BUTLER	RICK CAIN	SALLY HEAVENER	DEAN KAPENGA	ALICE KELSEY	LARRY LADENBURGER	STUART PEET	PATRICIA PETERSON	LOU PHELPS	NATALIE VAN HOUTEN	VACANT
Y	A	A	Y	Y	Y	Y	A	Y	Y	

Recommend the Board of Commissioners approve an amount not to exceed \$95,000 for all components of the marketing and advertising

COMMISSION ON AGING ROLL CALL VOTE										
DATE:		May 19, 2021								
MOTION:		Recommend the Board of Commissioners approve an amount not to exceed \$95,000 for all components of the marketing and advertising								
MOVED BY:		Alice Kelsey								
SECONDED BY:		Natalie VanHouten								
RICH BUTLER	RICK CAIN	SALLY HEAVENER	DEAN KAPENGA	ALICE KELSEY	LARRY LADENBURGER	STUART PEET	PATRICIA PETERSON	LOU PHELPS	NATALIE VAN HOUTEN	VACANT
Y	A	A	Y	Y	Y	Y	A	Y	Y	

2. By-Laws final review

Recommend the Board of Commissioners approve the Commission on Aging By-Law revisions

COMMISSION ON AGING ROLL CALL VOTE										
DATE:		May 19, 2021								
MOTION:		Recommend the Board of Commissioners approve the Commission on Aging By-Law revisions								
MOVED BY:		Dean Kapenga								
SECONDED BY:		Stuart Peet								
RICH BUTLER	RICK CAIN	SALLY HEAVENER	DEAN KAPENGA	ALICE KELSEY	LARRY LADENBURGER	STUART PEET	PATRICIA PETERSON	LOU PHELPS	NATALIE VAN HOUTEN	VACANT
Y	A	A	Y	Y	Y	Y	A	Y	Y	

DISCUSSION ITEMS:

1. Marketing RFP Final Selection

- Dean asked where the 95k number came from, concern for the 'best bang for our buck' and who is making this determination?
 - Dan had Sherry pull up the breakdown of pricing from Greenstreet Marketing. This broke down the initial cost to start and design. From there it gives us an à la carte options to pick and choose what marketing and advertising would work best for us as the COA. This will give the COA a variety of options on different types of services that the COA will be available to choose from.
 - Rob replies with the contract states that the county will have to authorize these expenditures and the county will pay upon different executions and milestones

3. Proposal Review process for In-Home Supports RFP

- Larry asks for any volunteers from the COA Board for this process. Sherry, Valdis and Havilah are already on this board. Sherry anticipates only a few RFP's coming back.
- Dean Kapenga, Natalie VanHouten and Larry Landenburger volunteered to be on this committee.
- Sherry states that if we have an even number of people on the committee, then Valdis can take a step back and not score. He prefers this in fact so we'll keep the three volunteers for this committee.
 - Rob states he is confused by the need for an odd number for tie breaker. Typically, that method is used when voting and not scoring. Sherry responds that she agrees but if a tie breaker was needed she would like to have that available.

NOTICE OF APPOINTMENTS: One At Large seat vacant.

Dean states he received an application from a resident in the Laketown area and he will get that submitted.

SUBCOMMITTEE REPORTS:

AAAWM Board of Directors: Rick Cain and Stuart Peet

- Stuart states there was a good financial report. Diversity, Equity and Inclusion were a topic at their last meeting.

AAAWM Advisory Council: Natalie VanHouten

- Natalie reports there are currently 6,100 seniors on waiting lists, 6.4 million to offset in home services and 1 million to offset HDM needs. Direct care workers are in poverty themselves, 35% are receiving food stamps, 34% need affordable housing, and 22% live below the poverty line. Support the Governor's request to make the \$2 per hour wage increase permanent in FY 2022.

Outreach Sub-Committee: Rich Butler

- Rich states as discussed this is temporarily on hold as we are just starting up with Greenstreet.

ADJOURNMENT: Motion to adjourn made by Dean Kapenga and seconded by Stuart Peet. Motion carried. Meeting adjourned by Larry Ladenburger at 10:46am.

Next Meeting –June 16, 2021, 9:00am – 11:00am via ZOOM

**Commission on Aging
Director's Report
June 2021**

Greetings Friends!

Finally we are beginning to see some good weather! I hope you are all able to get out and enjoy the sunshine.

Also with the great weather, comes the announcement that the Allegan County Fair will be having Senior Day at the Fair on Tuesday, September 14, 2021!! I spoke with Mr. Haarsma (the pancake guy) and he is ready to make the pancakes! For our newer members, the COA hosts this event and helps serve and get seniors to their tables with their food. This is a great outreach for the Commission on Aging and I hope you will all join me at 7:15 am in the big tent on top of the hill. More information to follow!

Below is an update on the Strategic Goals adopted at the January meeting. As you can see, there is a great deal of coordination going on between meetings.

Goal #1: Develop RFP for In-Home Supports:

- The RFP for In-Home Supports providers (in addition to our current providers and at the same unit rate) was released on April 26th. We received one submission from Paragon Home Health Care. They are located in Portage, Michigan and have been in business since 2007.
- My thanks to the Proposal Review Committee (Larry, Dean, Natalie, and Havilah) who reviewed the proposal and asked some great questions of this provider. The questions are due on Monday 6/7, and a Zoom call will be scheduled for next week with the Review Committee to review the answers and reach consensus.

Goal #2: Pre Plan millage renewal

- Develop contingency plan for each service as a back up to current service delivery.
 - As you are aware, we began this initiative with In-Home supports and to date have:
 - Finalized the P&P manual
 - Revised service limits
 - Established eligibility criteria
- Fund Balance spend down:
 - Provide supports for seniors who need assistance with COVID Vaccine registration and transportation.
 - The call center ended at the end of May due to a sharp decline in the number of calls. As you will see in Call Report (**Attachment E**), in total, we assisted 179 seniors in registering for their COVID vaccine who may not have been able to get one otherwise.

- Transportation was also provided to the vaccine clinics. To date, here are the number of trips:
 - February – 14 trips
 - March – 24 trips
 - April – 32 trips
 - May – 6 trips
- Overall, this was a very successful project. To be able to call 24/7 and speak to an operator to schedule your vaccine clinic and a no-cost ride to the clinic are invaluable resources to many seniors in our county. Our staff will continue to provide information to callers on vaccine sites and provide transportation if needed.
- Increase marketing and outreach to “get the word out” on the millage services.
 - On May 27th, the Board of Commissioners accepted the COA recommendation to award the contract for the Marketing Campaign to Greenstreet Marketing and Design.
 - Laura Hosler, President of Greenstreet Marketing and Design will join us for the June meeting along with their videographer for a meet and greet and discussion of the upcoming project.

Goal #3: Develop a Multi-Level Communication Plan.

The COA decided to put this committee on hold until the Marketing Plan is underway.

Membership: We still have one At-Large seat vacant. If you know of anyone, please have them contact our team and we will provide them with an application.

STRATEGIC AREA OF FOCUS – CUSTOMER SERVICE: (Millage services during COVID-19)

In-Home Supports: This service continues to experience staffing shortages that hopefully will be alleviated by adding the additional provider. The changes to eligibility and service levels in the most recent Policy and Procedure Manual will provide more guidance during intake and re-assessments.

Adult Day Care: This program continues to operate at a limited capacity that aligns with the State requirements for indoor spaces and practices social distancing and health screens occur daily.

Home Delivered Meals: This service has no issues

PERS: This service requires no change to normal operations during this Crisis or any need for PPE.

Senior Transportation: This service has no issues.

STRATEGIC AREA OF FOCUS- FINANCIAL:

- Attached you will find the monthly financials at **Attachment C.**
- The following 2022 budget documents are attached:

- **Position Request** – For some time, the COA has discussed increasing the staffing levels to align with the increase to services over the last millage cycle. After much discussion with our team, we have formally requested another Senior Services Counselor as part of the 2022 budget. **Attachment G.**
- **2022 Revenue and Expenditure documents** – Please note that the totals in expenditures do not include compensation – these are added as part of the budget approval process and will affect the overall expenditures and necessary use of fund balance. **Attachment H.**

STRATEGIC AREA OF FOCUS – PROCESS & INNOVATION: (COA INITIATIVES)

On May 27, 2021 the BOC also approved the revision of the By-Laws.

I look forward to Zooming with you! If you have not done so, **PLEASE sign up for your COVID vaccine!!! Use our call center and let us know how it went for you!!!**

Warm Regards,

Sherry

2021 SENIOR MILLAGE BUDGET PROJECTIONS

	BUDGET	JAN ACTUAL	FEB ACTUAL	MAR ACTUAL	APR PROJ.	MAY PROJ.	JUN PROJ.	JUL PROJ.	AUG PROJ.	SEP PROJ.	OCT PROJ.	NOV PROJ.	DEC PROJ.	TOTAL PROJECTED	BUD VS ACTUAL
ADMINISTRATIVE	\$308,241	\$24,172	\$19,668	\$19,626	\$20,392	\$20,392	\$20,392	\$20,392	\$20,392	\$20,392	\$20,392	\$20,392	\$20,392	\$246,992	\$61,249
ADULT DAY CARE	\$232,627														
CLIENTS SERVED		16	16	16	19	0	0	0	0	0	0	0	0		
UNITS SERVED	29,197	815	777	818	797	797	797	797	797	797	797	797	797	9,583	19,614
TOTAL COST MONTHLY	\$19,386	\$6,724	\$6,749	\$6,749	\$6,575	\$6,575	\$6,575	\$6,575	\$6,575	\$6,575	\$6,575	\$6,575	\$6,575	\$79,397	\$153,230
HOME DEL. MEALS	\$702,285														
CLIENTS SERVED		312	299	307	302	0	0	0	0	0	0	0	0		
UNITS SERVED	98,636	7,278	7,291	8,228	5,601	5,601	5,601	5,601	5,601	5,601	5,601	5,601	5,601	73,206	25,430
TOTAL COST MONTHLY	\$58,523	\$51,819	\$58,532	\$58,532	\$39,879	\$58,532	\$58,532	\$58,532	\$58,532	\$58,532	\$58,532	\$58,532	\$58,532	\$677,018	\$25,267
IN HOME SUPPORTS	\$1,367,590														
CLIENTS SERVED		536	518	507	516	0	0	0	0	0	0	0	0		
UNITS SERVED	51,568	3,694	3,561	4,093	3,697	3,697	3,697	3,697	3,697	3,697	3,697	3,697	3,697	44,620	6,948
TOTAL COST MONTHLY	\$113,966	\$97,958	\$94,431	\$108,533	\$98,051	\$98,044	\$98,044	\$98,044	\$98,044	\$98,044	\$98,044	\$98,044	\$98,044	\$1,183,329	\$184,261
PERS. EMERG. RESP.	\$148,743														
CLIENTS SERVED		715	715	710	711	0	0	0	0	0	0	0	0		
UNITS SERVED	7,083	718	715	710	711	711	711	711	711	711	711	711	711	8,542	(1,459)
TOTAL COST MONTHLY	\$12,395.25	\$14,167	\$14,154	\$14,094	\$14,122	\$14,122	\$14,122	\$14,122	\$14,122	\$14,122	\$14,122	\$14,122	\$14,122	\$169,513	(\$20,770)
TRANSPORTATION	\$166,611														
CLIENTS SERVED		83	82	90	83	0	0	0	0	0	0	0	0		
UNITS SERVED	123,285	9,556	9,368	8,901	7,675	7,675	7,675	7,675	7,675	7,675	7,675	7,675	7,675	96,900	26,384
ADD'L TRANS. COSTS		\$7,343	\$7,795	\$12,117	\$7,676	\$7,676	\$7,676	\$7,676	\$7,676	\$7,676	\$7,676	\$7,676	\$7,676	\$96,339	
TOTAL COST MONTHLY	\$11,406	\$12,694	\$13,042	\$17,102	\$11,974	\$11,974	\$11,974	\$11,974	\$11,974	\$11,974	\$11,974	\$11,974	\$11,974	150,604	\$16,007
UNMET RIDES		1	0	1	0	0	0	0	0	0	0	0	0	2	
TOTAL EXPENDITURES	\$2,926,097	\$207,535	\$206,576	\$224,637	\$190,993	\$209,639	\$209,639	\$209,639	\$209,639	\$209,639	\$209,639	\$209,639	\$209,639	\$2,506,853	\$419,244
DONATIONS		\$35	\$50	\$765	\$359	\$0	\$0	\$0	\$0	\$0	\$82	\$186	\$116	\$1,593	
REVENUE	\$2,686,463	\$974,648	\$718,550	\$595,205	\$0	\$265	\$97,343	\$17,912	\$454	\$162	\$40	\$0	\$185,412	\$2,589,991	
TOTAL REVENUE		\$974,683	\$718,600	\$595,970	\$359	\$265	\$97,343	\$17,912	\$454	\$162	\$122	\$186	\$185,528	\$2,591,584	\$94,879

RED = DECREASE FROM 2020 FIGURES

GREEN = INCREASE FROM 2020 FIGURES

Please note: The numbers represented in this report reflect expenses accrued by month.

2021 BEGINNING FUND BALANCE \$920,776

MANDATORY 10% RESERVE \$292,610

UNALLOCATED FUND BALANCE \$628,166

NET RESULT OF CURRENT OPERATIONS \$83,138

ESTIMATED UNALLOCATED FUNDS YEAR END \$711,304

Revenue and Expenditure by Fund

Allegan County

Fiscal Year: 2021 Through Period: 5

	2021 Budget	5 - 5 Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
FUND: 2950 SENIOR MILLAGE						
REVENUES						
2950.672.403.00.00 CURRENT PROPERTY TAX	2,507,963.00	0.00	2,511,089.85	0.00	(3,126.85)	100.12
2950.672.427.00.00 PAYMENTS IN LIEU OF TAXES	33,000.00	0.00	(5,579.72)	0.00	38,579.72	(16.91)
2950.672.573.00.00 State Grant - Local Comm Stabilization	130,000.00	0.00	0.00	0.00	130,000.00	0.00
2950.672.665.00.00 INTEREST EARNED - DEPOSITS	14,500.00	0.00	0.00	0.00	14,500.00	0.00
2950.672.675.00.00 CONTRIBUTIONS & DONATIONS	1,000.00	359.00	2,049.80	0.00	(1,049.80)	204.98
2950.672.694.00.00 OTHER REVENUE	0.00	0.00	137.50	0.00	(137.50)	0.00
TOTAL REVENUES	2,686,463.00	359.00	2,507,697.43	0.00	178,765.57	93.35
EXPENDITURES						
2950.672.703.00.00 SALARIES & WAGES - PERMANENT	133,638.00	10,192.88	51,460.53	0.00	82,177.47	38.51
2950.672.706.00.00 SALARIES & WAGES - PER DIEM	2,730.00	210.00	1,400.00	0.00	1,330.00	51.28
2950.672.710.00.00 OTHER COMPENSATION	0.00	0.00	173.53	0.00	(173.53)	0.00
2950.672.710.01.00 Stipend	554.00	46.20	231.00	0.00	323.00	41.70
2950.672.715.01.00 SOCIAL SECURITY -FICA TAXES-	10,131.00	763.08	3,903.59	0.00	6,227.41	38.53
2950.672.716.00.00 HOSP INSURANCE - EMPLOYER	36,295.00	3,019.01	15,219.30	0.00	21,075.70	41.93
2950.672.718.00.00 RET. FUND CONT. - EMPLOYER	9,355.00	713.52	3,602.27	0.00	5,752.73	38.51
2950.672.722.00.00 LIFE INSURANCE	174.00	12.54	62.70	0.00	111.30	36.03
2950.672.724.00.00 WORKERS COMPENSATION INS.	147.00	9.16	51.75	0.00	95.25	35.20
2950.672.725.00.00 DISABILITY INSURANCE	901.00	67.59	336.64	0.00	564.36	37.36
2950.672.727.00.00 OFFICE SUPPLIES	626.00	133.29	169.78	0.00	456.22	27.12
2950.672.728.00.00 PRINTING & BINDING	262.00	0.00	0.00	0.00	262.00	0.00
2950.672.730.00.00 POSTAGE	550.00	0.00	0.00	0.00	550.00	0.00
2950.672.811.00.00 MEMBERSHIPS & SUBSCRIPTIONS	100.00	0.00	0.00	0.00	100.00	0.00
2950.672.818.00.00 Outside Contractual Services	15,000.00	218.85	7,786.63	0.00	7,213.37	51.91
2950.672.818.01.00 Outside Contractual Service	0.00	0.00	4,992.50	0.00	(4,992.50)	0.00
2950.672.818.02.00 Outside Contractual Serv - Adult Dayca	232,627.00	6,575.25	26,453.63	0.00	206,173.37	11.37
2950.672.818.03.00 Outside Contractual Serv - Hm Del Mea	702,285.00	39,879.12	206,679.36	0.00	495,605.64	29.43
2950.672.818.04.00 Outside Contract Serv - In Hm Support	1,367,590.00	96,459.87	397,382.31	0.00	970,207.69	29.06
2950.672.818.05.00 Outside Contract Serv - Per Emeryg Re	148,743.00	14,122.00	56,537.00	0.00	92,206.00	38.01

Please note: This report includes actual payments for the current month.

Revenue and Expenditure by Fund

Allegan County

Fiscal Year: 2021 Through Period: 5

	2021 Budget	5 - 5 Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
FUND: 2950 SENIOR MILLAGE						
EXPENDITURES						
2950.672.818.06.00 Outside Contract Serv - Transportation	166,611.00	5,617.61	51,828.69	0.00	114,782.31	31.11
2950.672.820.00.00 Indirect Cost Allocation	56,265.00	4,782.00	23,910.00	0.00	32,355.00	42.50
2950.672.861.00.00 TRAVEL EXPENSES-ROUTINE/OPER.	2,000.00	0.00	0.00	0.00	2,000.00	0.00
2950.672.861.01.00 Educ/Train Rm & Bd	1,000.00	0.00	0.00	0.00	1,000.00	0.00
2950.672.861.02.00 Educ/Train/Conf Travel	600.00	0.00	0.00	0.00	600.00	0.00
2950.672.861.03.00 Educ/Train/Conf - Registration	800.00	0.00	0.00	0.00	800.00	0.00
2950.672.901.00.00 ADVERTISING	23,500.00	0.00	0.00	0.00	23,500.00	0.00
2950.672.917.00.00 LIABILITY INSURANCE	11,113.00	0.00	0.00	0.00	11,113.00	0.00
2950.672.954.00.00 EQUIPMENT	2,500.00	36.03	144.10	0.00	2,355.90	5.76
2950.672.964.00.00 REFUNDS AND REBATES	0.00	187.68	267.01	0.00	(267.01)	0.00
TOTAL EXPENDITURES	2,926,097.00	183,045.68	852,592.32	0.00	2,073,504.68	29.14
EXCESS OF REVENUES OVER EXPENDITURES	(239,634.00)	(182,686.68)	1,655,105.11	0.00	(1,894,739.11)	(690.68)
GRAND TOTAL REVENUES	2,686,463.00	359.00	2,507,697.43	0.00	178,765.57	93.35
GRAND TOTAL EXPENDITURES	2,926,097.00	183,045.68	852,592.32	0.00	2,073,504.68	29.14
GRAND EXCESS OF REVENUES OVER EXPENDITURES	(239,634.00)	(182,686.68)	1,655,105.11	0.00	(1,894,739.11)	(690.68)

Please note: This report includes actual payments for the current month.

Outreach and Assistance Report

June 2021

Greetings, Everyone!

I hope this finds you all well and ready for summer to finally be here—I know I am! I could hardly believe it was 38 degrees overnight Memorial Day weekend- love Michigan. The almost 90 degree days nearly make me forget, though!

Currently, in home supports is the highest demanded service followed closely by home delivered meals and personal emergency response system/ Life Alert. With such high demands coming in, we've recently compiled data with regard to the service requests over the past few years and it is remarkable how quickly our services have grown. Thankfully the requests seem to be trickling in at a rather steady rate that makes it easier to keep up with new client requests.

The service I anticipate will continue seeing a significant increase in demand is MMAP. Open Enrollment 2022 is still four months away but experience tells me that will be here before we know it. The oldest boomers are turning 75 this year and the youngest will be 65 by 2030 with the majority of this generation reaching full retirement age by 2031. The top three common health conditions among Baby Boomers are Arthritis, Type 2 Diabetes and heart disease. Medical costs will continue to be problematic for many as they enter Medicare. For anyone who has the time and desire to become MMAP certified, this is an opportunity to do a lot of good for many years to come.

There are still a couple of opportunities to complete the initial training this year. The remaining two sessions for this are listed below. Please share this and my contact information with anyone you know of who may be interested.

Dates of initial training	Time	Location	Application deadline
July 26/27/28, 2021	9a-4p	Virtual	June 14th
September 8/9/10, 2021	9a-4p	Virtual	July 28 th

I hope you are all staying well and I look forward to hearing from you on June 16th!

Kindest regards,

Havisah MacInnes

FINAL CALL REPORT – ANSWER CONNECT

Reports

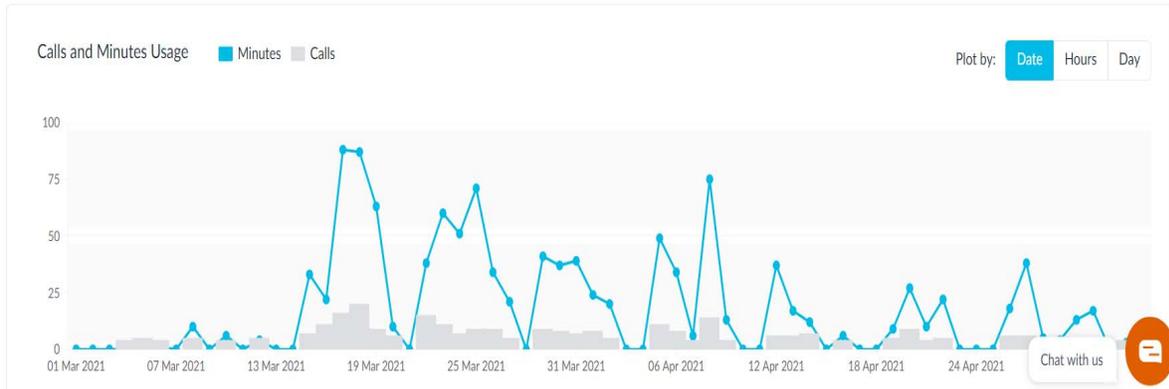
Filter by: 01 Mar 2021 - 03 May 2021 All Calls



179
Total Calls

1176
Total Minutes

6.6
Avg Duration (Mins)



Calls by month:

March: 109 calls

April: 59 calls

May: 11 calls

EXECUTIVE SUMMARY
IN-HOME SUPPORTS RFP

At the request of the Commission on Aging, on April 26, 2021 an RFP was released to increase the capacity of In-Home Supports. The RFP resulted in one submission from Paragon Home Health Care.

A Proposal Review Committee (PRC) (consisting of Larry Ladenburger, Dean Kapenga, Natalie Van Houten, Havilah MacInnes and Sherry Owens) was appointed to review the proposal and make a recommendation.

After careful review of the submitted proposal, the committee sent nine question to Paragon for clarification on general policy and procedure items, use of our data base to manage millage client services, and most importantly, to clarify how they plan to recruit, hire and train staff to allow them to provide the 800 – 1,000 units per month specified in their proposal given today's employment challenges.

After much discussion, the PRC voted unanimously to proceed with the recommendation on add this company to our current providers to increase capacity for this service. The PRC understands that it will likely take more than 30 days (Paragon's timeline in their proposal), to have sufficient staff for that level of service; however even at lower service levels, clients who are waiting for our current providers to have staff will be able to access services sooner.

Some key factors in this decision are:

- Paragon HHC has been in business for many years and has managed to survive the Pandemic, making them a relatively stable company
- Paragon HHC has agreed to utilize the County's data base (ServTracker), County forms (incident reports, etc.) and to comply with the P&P manual and Appendix H
- Although Paragon HHC will have the same challenges as our current providers in recruiting staff, any additional capacity they can provide to our current service levels would improve our ability to serve more clients
- Paragon HHC has expressed no concerns with the current unit rate which will provide consistency throughout the remainder of the current contract
- Paragon HHC has participated in Boomer Bash and Senior Day at the Fair for many years so they are familiar with Allegan County, millage services, and our team
- Having an additional provider will align with the Strategic Plan developed by the COA in January for Goal #2 (Develop contingency plan for each service as a back up to current service delivery in the event of a loss of our current provider(s)).

In summary, Paragon HHC is a reputable company who has provided services to seniors in Allegan County prior to the Pandemic. Currently, they have no clients in the County; however they know the County, and they are familiar with the millage services. While it is anticipated that there will be challenges in having sufficient staffing to provide the number of units listed in the proposal, any increase to the overall capacity of this program improves the service we are able to provide to our clients. As the COVID numbers decline and people begin to return to the work force, it is anticipated that capacities for Paragon along with Alliance and Atrio will increase.

Position Request/Change

2022 - 2026 Budget Worksheet

Complete one form for each position action. This form is used to capture preliminary request information. HR will contact you for additional information as needed.

Submitter Sherry Owens Fund: 2950
Service Area: Senior Services Activity: 672

CHECK ONE ONLY

Budget Year 2022 Budget Year 2024 Budget Year 2026
 Budget Year 2023 Budget Year 2025

CHECK ONE ONLY

New Position Reclassification Inactivate / Delete Position

Position Name:

CHECK ONE BLOCK ONLY (TYPE OF EMPLOYEE AFFECTED OR REQUESTED)

Full-Time Irregular Part-Time Summer / Seasonal
 Regular Part-Time Co-Op Intern

of hours per week

COST ESTIMATED FOR SUPPORT OF THE POSITION

Supplies	<u>0</u>	office is already set up
Office furniture needs	<u>0</u>	office is already set up
Technology (PC, peripherals, etc.)	<u>\$1,700</u>	one time purchase of equipment to include software purchases (\$250) which are annual costs
Total	\$1,700	

Provide a brief narrative describing the need for this request.

Please see attached

**BUDGET JUSTIFICATION
SENIOR SERVICES COUNSELOR**

Although the millage was approved in 2006, it took several years for the department to mature into its current state. This document will focus on 2010 to current state.

The January 2010 COA Board packet reflects the following:

- The millage provided services to 682 unduplicated clients (clients are counted once regardless of the number of services received) in 2009
- 478 active clients (clients currently receiving services) at the end of 2009
- 57 MMAP clients were seen in 2009 (This was the first year for this service)
- 22 referrals were received and processed (for all services) in January 2010

The following was also true in January 2010:

- There were four services: Adult Day Care, Home Delivered Meals, In-Home Supports and Volunteer Transportation (in 2014 Personal Emergency Response Systems (PERS) was added as a fifth service)
- Staffing consisted of: Director (FT), Outreach Counselor (FT), and Senior Services Secretary (irregular PT 19 hours a week through a temp agency)

Since 2010, the number of unduplicated clients has grown to 3,473 (to date). The current operations for the Senior Services team is below. Since 2020 was not a typical year, and will not appropriately show the growth, 2019 totals are also provided.

	2019	2020
• Number of unduplicated clients:	3,055	3,375
• Number of active clients at year end:	924	704
• The average number of monthly referrals	118	83

Note: Referrals were very low during the pandemic as most seniors and their families did not want people in the home.

Additionally, with the creation of team walls and improvements to the quarterly reports, the Senior Services Team also began to track the following:

	2017	2018	2019	2020	2021 (1st qtr)
• Phone Calls	2,012	2,162	2,236	3,455	973
• SS Clients seen	81	123	108	0	0
• MMAP*	41	92	190	230	261

*MMAP metrics are taken from the State on-line tool

What has not increased is the staffing for this team. In 2017 the hours for the Administrative Supports Specialist increased from 20 hours to 36 hours weekly to include assistance to Veteran Services as well. The other positions have remained the same.

Through creative use of grants (Mobility Management), technology (phone trees to route calls directly to staff), and by cross training the Veteran and Senior staff, we have managed to continue to provide the exemplary customer service that our team prides itself on; however we are unable to meet key COA and team goals outside of normal operations. Examples of this are:

- Community presentations – these have ceased to exist since 2019
- Medicare and Medicaid Assistance Program (MMAP) workshops throughout the County during Open Enrollment have also ceased to exist in 2019 due to lack of capacity. Therefore, regardless of where a senior lives, the service is provided in the office (pre COVID) or virtually, which creates a barrier for seniors on the outskirts of the County

- Supporting other community initiatives such as Continuum of Care which also supports seniors throughout the County

Other examples of what can continue to grow with the addition of this position are:

- Marketing campaign: A significant amount of resources (up to (\$95,000) is being expended in 2021 to increase the public awareness of the senior millage and the services it provides. The decision to hire a marketing firm was made in consideration of the fact that there was not sufficient capacity within our team to manage this project. Therefore, a marketing firm was contracted to create the branding and marketing materials and to develop and implement a marketing campaign that can be replicated over the years to come. Once the foundation for these efforts is in place, keeping the momentum going after this project ends will be a significant challenge at the current staffing level. This new position would allow us to continue to build on this foundation through coordination of efforts such as:
 - On-Going calendar of bi-monthly social media posts that highlight services, staff, the Commission on Aging and other annual recognition such as National Family Caregivers Month or Elder Abuse Awareness month
 - Use of the Video(s) created in community presentations to continue the awareness of the services
 - Updating the marketing materials to keep the information relevant
 - Coordination of TV commercials and radio advertisement, etc.
- MMAP Walk in workshops during open enrollment: Now that face to face interaction is beginning to return, the ability to host larger walk in clinics during the open enrollment period will remain a capacity issue at current staffing levels. This new position would allow us to provide this valuable service to more seniors in places convenient to where they live. These workshops can also provide an opportunity for:
 - Annual flu shots on site
 - Any booster COVID vaccines that may be necessary can be coordinated at these events as well
- As requests for services continue to rise, it is challenge for one counselor to review the information for each referral and ensure intake and service initiation are timely for 4 unique services. This new position will provide a division of labor assigning specific services to each counselor allowing them each to become the expert in their respective programs and focus on reducing the lag time between the referral and assignment of the client and oversight of the intake and initiation of services

In summary, the staffing levels we currently have are no longer sufficient to manage the increases these services have seen since its inception. Additionally, the County is expending a significant amount of funds to increase the public awareness of the senior millage the services it provides. To maximize on this initiative, it is imperative that:

- Once the word get out there, there is sufficient capacity to manage the referrals in an efficient and timely manner
- The tools and marketing campaign live on beyond the current project through coordinating the initiatives created by the marketing firm and to seek additional new marketing opportunities

<u>Dept</u>	<u>New/ Change</u>	<u>Job Title</u>	<u>pay grade</u>	<u>Hourly Rate</u>	<u># of hours per Year</u>	<u>Gross Pay</u>	<u>FICA</u>	<u>Retirement</u>	<u>Medical</u>	<u>Life</u>	<u>STD</u>	<u>wk comp</u>	<u>Total Comp</u>	<u>Net Change</u>
2022														
	New	Senior Services Counselor	b22	20.39	2,080	42,411	3,244	2,969	20,917	57	260	38	69,897	69,897
2023														
	New	Senior Services Counselor	b22	21.39	2,080	44,491	3,404	3,114	21,545	57	272	40	72,923	72,923
2024														
	New	Senior Services Counselor	b22	22.43	2,080	46,654	3,569	3,266	22,191	57	286	42	76,065	76,065
2025														
	New	Senior Services Counselor	b22	23.54	2,080	48,963	3,746	3,427	22,857	57	300	44	79,394	79,394
2026														
	New	Senior Services Counselor	b22	24.71	2,080	51,397	3,932	3,598	23,543	57	315	46	82,887	82,887

Medical coverage assumed to be Family coverage (3.7% known increase for 2022, 3% estimate for future years)
Assumes a 2% Across the Board Increase 2022-2026
Estimated to start at step D upon hire

381,166

		2022
<u>Account Number</u>	<u>Department II</u>	
2950	Senior Millage	
672	SENIOR SERVICES	
672.727.00.00	OFFICE SUPPLIES	645
672.728.00.00	PRINTING & BINDING	270
672.730.00.00	POSTAGE	567
672.811.00.00	MEMBERSHIPS & SUBSCRIPTIONS	100
672.818.00.00	Outside Contractual Services	15,450
672.818.02.00	Outside Contractual Serv - Adult Daycare	241,351
672.818.03.00	Outside Contractual Serv - Hm Del Meals	728,621
672.818.04.00	Outside Contract Serv - In Hm Support	1,461,517
672.818.05.00	Outside Contract Serv - Per Emergy Respo	154,321
672.818.06.00	Outside Contract Serv - Transportation	172,859
672.820.00.00	Indirect Cost Allocation	57,953
672.861.00.00	TRAVEL EXPENSES-ROUTINE/OPERATING	2,000
672.861.01.00	Educ/Train Rm & Bd	1,000
672.861.02.00	Educ/Train/Conf Travel	600
672.861.03.00	Educ/Train/Conf - Registration	800
672.901.00.00	ADVERTISING	50,000
672.917.00.00	LIABILITY INSURANCE	11,113
672.954.00.00	EQUIPMENT	2,600
Total	SENIOR SERVICES	2,901,767
Total	Senior Millage	2,901,767
	Grand Total	2,901,767

		2022
<u>Account Number</u>	<u>Department II</u>	
2950	Senior Millage	
672	SENIOR SERVICES	
672.403.00.00	CURRENT PROPERTY TAX	2,601,530
672.427.00.00	PAYMENTS IN LIEU OF TAXES	33,000
672.573.00.00	State Grant - Local Comm Stabilization	130,000
672.665.00.00	INTEREST EARNED - DEPOSITS	14,500
672.675.00.00	CONTRIBUTIONS & DONATIONS	1,000
Total	SENIOR SERVICES	2,780,030
Total	Senior Millage	2,780,030
	Grand Total	2,780,030