

# Allegan County Commission on Aging



3255 122<sup>nd</sup> Avenue, Suite 200  
Allegan, MI 49010  
269.673.3333  
877.673.5333  
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<http://www.allegancounty.org>

**Chairperson: George Waden**  
**Vice Chairperson: Larry Ladenburger**

## COMMISSION ON AGING REGULAR MEETING - AGENDA

Wednesday, October 21, 2020

**9:00 – 11:00 am**  
**VIA ZOOM**

### COMMISSIONERS

**Rick Cain**  
269.744.7918  
Shelbyville

**Dean Kapenga**  
616.218.2599  
Hamilton

Chairperson  
**George Waden**  
(Senior Representative)  
269.857.3472  
Douglas

Vice Chairperson  
**Larry Ladenburger**  
(Senior Representative)  
269.673.6200  
Allegan

### SENIOR MEMBERS

**Stuart Peet**  
269.672.9520  
Shelbyville

**Thomas Peelle**  
616.283.8898  
Allegan

VACANT

### MEMBERS AT

LARGE

**Alice Kelsey**  
269.366.0431  
Martin

**Patricia Petersen**  
616.644.8059  
Allegan

**Darlene DeWitt**  
616.395.0306  
Holland

VACANT

STAFF

**Sherry Owens**  
269.686.5144  
Director

**Havilah MacInnes**  
269.673.3333 x 2495  
Senior Services  
Counselor

### CALL TO ORDER:

### CONFIRMATION OF QUORUM

### ROLL CALL:

### APPROVAL OF SEP MINUTES: (*Attachment A*)

### APPROVAL OF AGENDA:

### ADMINISTRATIVE REPORTS:

- Director's Report (*Attachment B*)
- Financial Report (*Attachment C*)
- Outreach Report (*Attachment D*)

### DISCUSSION ITEMS

1. Resignation (Mare` Westin) (*Attachment E*)
2. Email to T. Peelle (*Attachment F*)
3. Provider Training
4. Quality Reviews for 2021(*Attachment G*)
5. Remainder of 2020 COA Calendar

### ACTION ITEMS:

1. Accept Mare` Westin's resignation and request appointment of new member(s)
2. Approve Desk Audits in lieu of Quality Reviews for 2020 (*Attachment G*)

### NOTICE OF APPOINTMENTS:

### FUTURE AGENDA ITEMS:

### SUBCOMMITTEE REPORTS:

### ROUND TABLE (COA MEMBER TIME):

### ADJOURNMENT:

Next Meeting –

**TBA Based on Agenda content but will be via ZOOM**

### 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”

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## COMMISSION ON AGING ANNUAL MEETING - MINUTES

### COMMISSIONERS

September 16, 2020

**9:00 – 11:00 am**

**VIA ZOOM**

**Rick Cain**  
269.744.7918  
Shelbyville

**Dean Kapenga**  
616.218.2599  
Hamilton

Chairperson  
**George Waden**  
(Senior Representative)  
269.857.3472  
Douglas

Vice Chairperson  
**Larry Ladenburger**  
(Senior Representative)  
269.673.6200  
Allegan

### SENIOR MEMBERS

**Marè Westin**  
269.270.1876  
Otsego

**Stuart Peet**  
269.672.9520  
Shelbyville

**Thomas Peelle**  
616.283.8898  
Allegan

### MEMBERS AT

#### LARGE

**Alice Kelsey**  
269.366.0431  
Martin

**Patricia Petersen**  
616.644.8059  
Allegan

**Darlene DeWitt**  
616.395.0306  
Holland

### STAFF

**Sherry Owens**  
269.686.5144  
Director

**Havilah MacInnes**  
269.673.3333 x 2495  
Senior Services  
Counselor

**CALL TO ORDER:** Called to order by Chairperson George Waden at 9:10a.m.

### CONFIRMATION OF QUORUM

**ATTENDANCE ROLL CALL:** George Waden, Larry Ladenburger (late), Rick Cain, Dean Kapenga, Marè Westin, Alice Kelsey, Patricia Petersen, Darlene DeWitt, Stuart Pete

**Members Absent:** Thomas Peelle

**Others Present:** Sherry Owens and Havilah MacInnes

**COMMUNICATIONS:** None

**APPROVAL OF FEBRUARY & MARCH MINUTES:** Dean Kapenga moved, Alice Kelsey supported. Motion carried.

**PUBLIC PARTICIPATION:** None

**APPROVAL OF AGENDA:** Rick Cain motioned, Patricia Petersen supported. Motion carried.

### ADMINISTRATIVE REPORTS:

-Director's Report: All services going well. MMAP is the biggest focus at this time.

-Financial Report: Included in packet for review

-Outreach Report: Included in packet for review

### DISCUSSION ITEMS:

#### 1. Vacancy (Paul Visscher)

- Tom Peele may be moving out of the county- no update on this at this time. Sherry will send him a letter for an update
- Possibility two vacancies on the COA board. No new applications at this 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"

2. MMAP Training and Open Enrollment (*Attachment E*)

- Currently creating a mailing list to send out a flyer with all new COVID-19 meeting retractions and information. All MMAP meetings will be done over the phone. No in person meetings. Open enrollment is October 15 to December 7. COA board members will also distribute flyers in their local areas.

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**ACTION ITEMS:**

1. PERS Contract Extension

Recommend the BOC accept the contact extension that Connect America provided to extend current contract at the same price for two additional years

Date	09/16/2020								
Motion	Recommend the BOC accept the contact extension that Connect America (personal emergency response system) provided to extend current contract at the same price for two additional years								
Moved	Rick Cain								
Seconded	Dean Kapenga								
Rick Cain	Dean Kapenga	George Waden	Larry Ladenburger	Marè Westin	Stuart Peet	Thomas Peelle	Alice Kelsey	Patricia Petersen	Darlene Dewitt
Y	Y	Y	A	Y	Y	A	Y	Y	Y

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**NOTICE OF APPOINTMENTS:**

**FUTURE AGENDA ITEMS:**

**SUBCOMMITTEE REPORTS:**

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

- Pat questions resolution regarding governor’s nursing home resident’s restrictions.  
Mare has input on this as well. Visitation goes a lot further than isolation. Sherry urges members to contact the government to express their point of views. General consensus it’s all overboard the way we are currently

**ADJOURNMENT:** Rick Cain moved, Patricia Petersen Supported. All in favor.Motion carried.

Next Meeting – **TBD**

**Commission on Aging  
Director's Report  
October 21, 2020**

Greetings Friends!

It's hard to believe its October already, but all you have to do is look out a window! It's gorgeous out there and it's going to get even better. Take a moment to go outside and breathe the fall air and enjoy the beauty!

As you may recall, at the May 2020 meeting (via Zoom), you considered a request from Alliance Home Health Care to increase the unit rate due to COVID-19, which was not approved. As you will see at **Attachment H**, Alliance has again requested an increase to their unit rate. I am working with the Provider to seek solutions to maintain service delivery within the constraints of their current contract and will update you on any progress we are able to make.

Havilah and I are working on the Fall Provider Training. It will be via Zoom this year, and we are looking at November. In addition to the normal Service Delivery and ServTracker presentations and discussions, we are also focusing on any efficiencies or service improvement now that we are entering into the winter months.

As you see in the Agenda, Mare` Westin has resigned due to personal reasons. Additionally you will find an email sent to Thomas Peelle inquiring as to whether he is still in Allegan County and/or interested in remaining part of the COA. I received a voice mail from Tom on Friday, stating that he had moved out of County and is resigning from both the COA and the AAAMW Advisory Counsel.

Here is what is happening with services:

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

**In-Home Supports:** This program is experiencing staffing concerns. It has been an on-going industry problem, and COVID has not made it any easier. Due to staffing issues, new referrals are waiting a week to 10 days longer than the usual 5 business days to start services. Both providers are working hard, and the lag time has shortened.

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**Adult Day Care:** This program continues to operate on a very limited basis to ensure social distancing. Generations staff continue to support clients that are not attending through wellness calls and things seem to be going well.

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**Meals:** This service has no issues. The HDM Team (CAAC, Senior Services, INC, and our team) will meet virtually October 13, 2020. These are quarterly meetings to discuss any coordination, quality, or delivery issues.

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**PERS:** This service requires no change to normal operations during this Crisis or any need for PPE. The extension for this contract was approved by Administration.

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**Senior Transportation:** This service is offering shopping and other less essential trips providing there is space in the schedule after all medical trips have been scheduled. Both client and driver will continue to use a mask, and hand sanitation.

**STRATEGIC AREA OF FOCUS- FINANCIAL:**

Attached you will find the updated financial reports to be included in the next Board of Commissioners update.

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

**MMAP Certification:** Open enrollment starts October 15, 2020. I'll let Havilah talk about this in her outreach report. You will find the Open Enrollment Flyer for 2020 at **Attachment I**.

**Annual Quality Reviews:** At **Attachment G**, we are developing alternate options for reviewing our Service Providers for 2020. These two documents can be used as a “desk audit” (and have been used by the AAA and MI Choice Waiver Organizations in the past) to ensure there are no glaring issues with service delivery that aligns with the P&P Manual. It's not as effective as physically going into the facility and reviewing the records in person, but we have not had any significant issues with any of our providers in years, so under the circumstances, I think this will be an acceptable option. I look forward to hearing your comments and suggestions as well.

I look forward to Zooming with you next week – take care until then - we MISS YOU!!!!

*Sherry*

Revenue and Expenditure by Fund

Allegan County

Fiscal Year: 2020 Through Period: 8

	2020 Budget	8 - 8 Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>FUND: 2950 SENIOR MILLAGE</b>						
<b>REVENUES</b>						
2950.672.403.00.00 CURRENT PROPERTY TAX	2,409,906.00	0.00	2,414,588.05	0.00	(4,682.05)	100.19
2950.672.427.00.00 PAYMENTS IN LIEU OF TAXES	33,000.00	0.00	8,375.01	0.00	24,624.99	25.38
2950.672.573.00.00 State Grant - Local Comm Stabilization	130,000.00	0.00	96,553.21	0.00	33,446.79	74.27
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	454.00	2,891.00	0.00	(1,891.00)	289.10
<b>TOTAL REVENUES</b>	<b>2,588,406.00</b>	<b>454.00</b>	<b>2,522,407.27</b>	<b>0.00</b>	<b>65,998.73</b>	<b>97.45</b>
<b>EXPENDITURES</b>						
2950.672.703.00.00 SALARIES & WAGES - PERMANENT	126,906.00	14,839.63	84,470.14	0.00	42,435.86	66.56
2950.672.706.00.00 SALARIES & WAGES - PER DIEM	2,756.00	455.00	1,015.00	0.00	1,741.00	36.83
2950.672.710.01.00 Stipend	554.00	92.40	415.80	0.00	138.20	75.05
2950.672.715.01.00 SOCIAL SECURITY -FICA TAXES-	9,672.00	1,133.66	6,336.67	0.00	3,335.33	65.52
2950.672.716.00.00 HOSP INSURANCE - EMPLOYER	35,100.00	5,710.49	26,293.18	0.00	8,806.82	74.91
2950.672.718.00.00 RET. FUND CONT. - EMPLOYER	8,883.00	1,038.74	5,912.90	0.00	2,970.10	66.56
2950.672.718.04.57 457 RET. FUND CONT. - EMPLOYER	1,326.00	0.00	0.00	0.00	1,326.00	0.00
2950.672.722.00.00 LIFE INSURANCE	174.00	29.05	130.72	0.00	43.28	75.13
2950.672.724.00.00 WORKERS COMPENSATION INS.	140.00	16.40	96.75	0.00	43.25	69.11
2950.672.725.00.00 DISABILITY INSURANCE	835.00	145.84	645.52	0.00	189.48	77.31
2950.672.727.00.00 OFFICE SUPPLIES	626.00	46.00	239.90	0.00	386.10	38.32
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	0.55	50.86	0.00	499.14	9.25
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	0.00	0.00	6,096.00	0.00	(6,096.00)	0.00
2950.672.818.01.00 Outside Contractual Service	15,000.00	0.00	4,768.50	0.00	10,231.50	31.79
2950.672.818.02.00 Outside Contractual Serv - Adult Daycare	231,127.00	12,020.25	71,867.81	0.00	159,259.19	31.09
2950.672.818.03.00 Outside Contractual Serv - Hm Del Meals	676,229.00	52,378.39	416,064.07	0.00	260,164.93	61.53
2950.672.818.04.00 Outside Contract Serv - In Hm Support	1,277,478.00	116,731.19	665,869.28	0.00	611,608.72	52.12
2950.672.818.05.00 Outside Contract Serv - Per Emery Respo	145,243.00	13,030.00	91,123.00	0.00	54,120.00	62.74
2950.672.818.06.00 Outside Contract Serv - Transportation	136,874.00	8,249.00	59,641.55	0.00	77,232.45	43.57

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

Revenue and Expenditure by Fund

Allegan County

Fiscal Year: 2020 Through Period: 8

	2020 Budget	8 - 8 Actual	Year-To-Date Actual	Encumbrances	Balance	Expend %
<b>FUND: 2950 SENIOR MILLLAGE</b>						
<b>EXPENDITURES</b>						
2950.672.820.00.00 Indirect Cost Allocation	56,265.00	4,585.92	36,687.36	0.00	19,577.64	65.20
2950.672.861.00.00 TRAVEL EXPENSES-ROUTINE/OPERATING	2,000.00	155.25	212.75	0.00	1,787.25	10.64
2950.672.861.01.00 Educ/Train Rm & Bd	1,000.00	0.00	577.40	0.00	422.60	57.74
2950.672.861.02.00 Educ/Train/Conf Travel	600.00	0.00	221.16	0.00	378.84	36.86
2950.672.861.03.00 Educ/Train/Conf - Registration	800.00	0.00	173.00	0.00	627.00	21.63
2950.672.901.00.00 ADVERTISING	3,500.00	0.00	141.62	0.00	3,358.38	4.05
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	0.00	0.00	0.00	2,500.00	0.00
2950.672.964.00.00 REFUNDS AND REBATES	0.00	0.00	327.51	0.00	(327.51)	0.00
<b>TOTAL EXPENDITURES</b>	<b>2,747,613.00</b>	<b>230,657.76</b>	<b>1,479,378.45</b>	<b>0.00</b>	<b>1,268,234.55</b>	<b>53.84</b>
<b>EXCESS OF REVENUES OVER EXPENDITURES</b>	<b>(159,207.00)</b>	<b>(230,203.76)</b>	<b>1,043,028.82</b>	<b>0.00</b>	<b>(1,202,235.82)</b>	<b>(655.14)</b>
<b>GRAND TOTAL REVENUES</b>	<b>2,588,406.00</b>	<b>454.00</b>	<b>2,522,407.27</b>	<b>0.00</b>	<b>65,998.73</b>	<b>97.45</b>
<b>GRAND TOTAL EXPENDITURES</b>	<b>2,747,613.00</b>	<b>230,657.76</b>	<b>1,479,378.45</b>	<b>0.00</b>	<b>1,268,234.55</b>	<b>53.84</b>
<b>GRAND EXCESS OF REVENUES OVER EXPENDITURES</b>	<b>(159,207.00)</b>	<b>(230,203.76)</b>	<b>1,043,028.82</b>	<b>0.00</b>	<b>(1,202,235.82)</b>	<b>(655.14)</b>

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

## 2020 SENIOR MILLAGE BUDGET PROJECTIONS

	BUDGET	JAN ACTUAL	FEB ACTUAL	MAR ACTUAL	APR ACTUAL	MAY ACTUAL	JUN ACTUAL	JUL ACTUAL	AUG ACTUAL	SEP PROJ	OCT PROJ	NOV PROJ	DEC PROJ	TOTAL ACTUAL	BUD VS ACTUAL
<b>ADMINISTRATIVE</b>	<b>\$280,662</b>	\$26,566	\$19,509	\$22,835	\$19,283	\$11,409	\$18,793	\$18,939	<b>\$28,249</b>	\$28,249	\$28,249	\$28,249	\$28,249	\$278,580	\$2,082
<b>ADULT DAY CARE</b>	<b>\$231,127</b>														
CLIENTS SERVED		41	41	37	9	10	12	12	15					0	
UNITS SERVED	28,015	2,239	1,936	1,247	710	726	973	484	805	805	805	805	805	12,340	15,675
TOTAL COST MONTHLY	\$19,261	\$18,472	\$15,997	\$10,288	\$5,858	\$5,990	\$8,027	\$3,993	<b>\$6,641</b>	\$6,641	\$6,641	\$6,641	\$6,641	\$101,830	\$129,297
<b>HOME DEL. MEALS</b>	<b>\$676,229</b>														
CLIENTS SERVED		298	296	310	323	312	316	316	318						
UNITS SERVED	97,976	7,564	7,105	12,092	8,175	7,709	8,229	7,357	<b>8,134</b>	8,134	8,134	8,134	8,134	98,901	(925)
TOTAL COST MONTHLY	\$56,352	\$53,856	\$50,588	\$87,558	\$58,206	\$54,888	\$58,590	\$52,382	<b>\$57,914</b>	\$57,914	\$57,914	\$57,914	\$57,914	\$705,638	(\$29,409)
<b>IN HOME SUPPORTS</b>	<b>\$1,277,478</b>														
CLIENTS SERVED		619	621	601	181	290	531	596	590						
UNITS SERVED	49,611	4,577	4,155	3,680	2,107	2,533	3,581	4,533	4,148	4,148	4,148	4,148	4,148	45,902	3,709
TOTAL COST MONTHLY	\$106,457	\$117,845	\$106,978	\$94,747	\$54,255	\$65,212	\$92,217	\$116,731	<b>\$106,798</b>	\$106,798	\$106,798	\$106,798	\$106,798	\$1,181,975	\$95,503
<b>PERS. EMERG. RESP.</b>	<b>\$145,243</b>														
CLIENTS SERVED		708	666	674	674	672	669	667	684						
UNITS SERVED	6,755	708	664	674	674	672	669	667	684	684	684	684	684	8,148	(1,393)
TOTAL COST MONTHLY	\$12,104	\$13,413	\$12,940	\$13,136	\$13,136	\$13,100	\$12,943	\$13,030	<b>\$13,405</b>	\$13,405	\$13,405	\$13,405	\$13,405	\$158,723	(\$13,480)
<b>TRANSPORTATION</b>	<b>\$136,874</b>														
CLIENTS SERVED		108	95	82	21	37	64	56	68						
UNITS SERVED	235,990	11,115	9,174	6,775	3,436	4,124	6,443	8,961	9,448	9,448	9,448	9,448	9,448	97,269	138,721
ADD'L TRANS. COSTS		\$6,782	\$6,693	\$4,514	\$3,559	\$3,590	\$5,581	\$4,599	<b>\$4,720</b>	\$4,720	\$4,720	\$4,720	\$4,720	\$4,720	
TOTAL COST MONTHLY	\$11,406	\$13,173	\$11,968	\$8,410	\$5,535	\$5,962	\$9,286	\$9,752	<b>\$10,153</b>	\$10,153	\$10,153	\$10,153	\$10,153	114,851	\$22,023
<b>TOTAL EXPENDITURES</b>	<b>\$2,747,613</b>	<b>\$243,325</b>	<b>\$217,980</b>	<b>\$236,974</b>	<b>\$156,273</b>	<b>\$156,561</b>	<b>\$199,856</b>	<b>\$214,827</b>	<b>\$223,160</b>	<b>\$223,160</b>	<b>\$223,160</b>	<b>\$223,160</b>	<b>\$223,160</b>	<b>\$2,541,597</b>	<b>\$206,016</b>
DONATIONS		\$158	\$57	\$52	\$450	\$0	\$0	\$0	\$0					\$717	
REVENUE	\$2,588,406	\$1,055,377	\$590,959	\$474,665	\$285,431	\$265	\$97,343	\$17,912	<b>\$454</b>					\$2,522,407	
TOTAL REVENUE		\$1,055,535	\$591,016	\$474,717	\$285,881	\$265	\$97,343	\$17,912	<b>\$454</b>	\$0	\$0	\$0	\$0	\$2,523,124	<b>\$65,282</b>

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

2020 BEGINNING FUND BALANCE \$642,557  
MANDATORY 10% RESERVE \$258,840  
UNALLOCATED FUND BALANCE \$383,717  
NET RESULT OF CURRENT OPERATIONS (\$19,190)  
ESTIMATED UNALLOCATED FUNDS YEAR END \$364,527

## Outreach and Assistance Report

October 2020

Happy Fall!

My favorite season by far is finally upon us. Not even the crazy turn 2020 has taken can prevent me from enjoying this time of year when I put all the flower beds to rest and prepare for cooler weather that seems to be fast approaching. Just this past weekend the kids were thrilled when roses and were swapped out for mums and the yard was officially decorated for Halloween!

The changing weather is also a reminder that it will soon be the end of 2020 and Medicare plans will soon be changing. Open Enrollment 2021 is officially here. There are so many changes this year that it is difficult to keep them all straight. Thankfully we have an amazing MMAP leadership team hard at work in Grand Rapids and Lansing making sure we have all the necessary tools and knowledge going into Open Enrollment. It's been an incredibly busy past few weeks of Zoom trainings and webinars to prepare for the latest plan changes. This year all meetings, trainings and appointments for Open Enrollment are by phone only which is noted on the MMAP Open Enrollment flyer. The need for continued social distancing has created some extra steps necessary to record and protect information of Medicare recipients we counsel as well as effectively communicate answers to their growing concerns about their medications, covered doctor visits and everything else associated with health care and aging. While this will make the process a bit slower, I anticipate the newest MMAP-qualified counselors from our area will help maintain numbers we have served in previous years. Thank you once again to all of the board members and community partners who managed to squeeze into that August or September training!

I hope you are staying well and look forward to our next meeting!

Kindest regards,

*Havisah MacInnes*



## Sherry Owens

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**From:** Maré Westin <cacmdr@icloud.com>  
**Sent:** Saturday, October 3, 2020 1:49 PM  
**To:** Sherry Owens  
**Subject:** Resignation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sherry & COA,

This is to inform you that I will need to step away from COA.

My daughter past away in August. She was my right hand which allowed me to volunteer for several community services.

I will be going back to work at my company full time.

You all have been wonderful to meet and work with.

Respectfully, Mare' Westin

Sent from my iPhone

## Sherry Owens

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**From:** Sherry Owens  
**Sent:** Monday, October 5, 2020 9:03 AM  
**To:** 'gauging@charter.net'  
**Cc:** 'george@homebodieswm.com'; Larry Ladenburger  
**Subject:** COA

Good morning Tom,

It's been awhile since we have spoken and you indicated that you were considering moving to VB County and leaving the COA. I am just checking in to see if that happened, or are you still planning to be part of the COA?

If you are still an AC resident and wish to be part of the COA, please note that we will have a Zoom meeting on 10/21. Meeting information and board packets will go out the week before electronically.

If you have moved or no longer want to be part of the COA, please reply to this email so the group can formally accept your resignation and request the Commissioners appoint a new member. Please also consider joining us for a few minutes at the 10/21 meeting to say goodbye to the gang.

I wish you and Judy the best in your new adventure, and hope you both are safe and well. I hope to hear from you soon.

Warm regards,

*Sherry Owens*

*Sherry Owens,  
Director, Allegan County Senior and Veteran Services  
269.686.5144 - Direct Line  
877.673.5333 - Toll Free  
269.673.0569 - Fax*

***"Never Let a Good Crisis Go to Waste"..... Winston Churchill***

**Please tell us how we are doing during this difficult time by clicking on the following link [Customer Survey](#) and then selecting either Senior or Veteran Services. We look forward to your input!**



**Allegan County Senior Services Annual Quality Review  
Written Portion – General Requirements**

**A. CONFIDENTIALITY (P&P Manual (2019) – Section 2.1.6)**

1. With regards to your agency's policies and procedures to protect the confidentiality of client information as required by the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) of 1997. Which of the following align with your current practice:
  - Client files are locked and only designated staff have keys
  - Computers are password protected and only designated staff have passwords
  - Passwords are changed when key staff changes and periodically throughout the year
  - Personal Health Information (PHI) is not collected and recorded in files or in ServTracker unless the information is needed for service delivery and HIPAA
  - Release of Information (ROI) forms are signed annually and maintained in client file
  - Client name been removed from **all documentation** in personnel files?
2. Please provide detailed information for any items listed above that are NOT in compliance, along with a plan and timeline for corrective action.

**Section A – “Confidentiality” Self-Assessment Notes:**

\_\_\_ Provider is in compliance    \_\_\_ Provider is NOT in compliance

**B. FEEDBACK AND COMPLAINT RESOLUTION (P&P Manual (2019) – Section 2.3.7)**

Does your Agency have written procedures in place that provide clients with the opportunity to comment about the quality of services the received? **(Copy available for review)**

Yes     No

If no - please provide corrective action plan and timeline:

**Section B – “Feedback and Complaint Resolution” Self-Assessment Notes:**

\_\_\_ Provider is in compliance    \_\_\_ Provider is NOT in compliance

**C. STAFFING AND STAFF TRAINING (P&P Manual (2019) – Section 4)**

1. Orientation and Staff In-Service Training **(P&P Manual (2019) – Section 4.4.1)**  
Please verify that your agency provides orientation to all new staff (paid and volunteer) and (at minimum) two (2) in services **annually** on (at a minimum) the following topics:

**Mission Statement**

“To serve seniors by developing and coordinating services that support their independence, maintain their dignity, and preserve their quality of life”

- Introduction to millage services
- Local aging network resources
- Millage standards and requirements
- Recordkeeping
- Person Centered Planning
- Client confidentiality
- Cell phone usage in client home
- Incident reporting
- Ethics
- Emergency procedures
- Universal precautions
- The aging process

2. Hiring of staff and Personnel Records (both paid and volunteer): **(P&P Manual (2019) Section 4.2)**

At time of hire (and prior to staff entering a millage client’s home) is the following information collected and placed in the personnel files:

- Two (2) references
- Criminal background check
- Current Michigan driver’s license/ID
- Liability Insurance (if transporting clients)
- Signed copy of Job Description
- Annual performance evaluations
- Orientation/In-service records
- Ethics
- Emergency procedures
- Universal precautions

~~Personnel files may not contain client names/personal information~~

- 3. Do employees entering client homes wear agency picture ID?  Yes  No
- 4. Does the agency have bi-lingual staff or volunteers available?  Yes  No  
(If no, how is service to non-English speaking clients assured?)
- 5. Is there an employee grievance procedure in place?  Yes  No
- 6. Has the grievance procedure been used in the last year? Why?  Yes  No
- 7. Does your agency have an annual training budget?  Yes  No
- 8. Does your agency staff have additional training needs?  Yes  No

Please provide detailed information for any items listed above that are NOT in compliance, along with a plan and timeline for corrective action.

Section C –“Staff and Staff Training” Self Assessment Notes:  
 \_\_\_ **Provider is in compliance**    \_\_\_ **Provider is NOT in compliance**

**D. COMPLIANCE WITH LAWS**

- 1. Has this agency been cited for discrimination against any employee, applicant for employment, or recipient of service pursuant to the Federal Civil Rights Act of 1964 , the Elliot- Larson Civil Rights Act (P.A. of 1976), the Michigan Handicappers Civil Rights Act (P.A. 220 of 1976)?  Yes  No
- 2. Does the service site(s) meet barrier free design specifications of Michigan and local building codes and Section 504 of the Federal Rehabilitation Act of 1973?  
 Yes  No  Not Applicable

**E. INDEMNITY:**

- 1. Does this agency maintain the following insurances? (Please have copies available at audit)

	YES	NO	N/A	Expires
Workers Compensation				
Unemployment				
General Liability (property and theft coverage)				
Facility Insurance				
No-Fault Vehicle (transportation)				
Fidelity Bonding (for persons handling cash)				
Malpractice/Liability				
Professional Liability				
Other:				

Sections D & E – “Compliance” and “Indemnity” Self Assessment Notes:

Provider is in compliance     Provider is NOT in compliance

**F. SERVICE COORDINATION AND MAINTAINING A LOCAL PRESENCE(P&P Manual, section 2.1.2)**

1. What local aging network activities has your agency participated in over the past year:
  - Professionals Focused on Aging (formerly Building Ties)
  - Multi Agency Collaborative Council (MACC)
  - Boomer Bash (Formerly Senior Fest)
  - Senior Day at the Fair
  - Other: \_\_\_\_\_

If you are not participating in these activities, would you like more information or do you have other means of maintaining a local presence? Please explain:

2. Are your Level 1 (at a minimum) clients placed on the Special Needs Registry (needs to be done **annually**)?

**G. SERVICE PROVISION QUALITY**

1. Does this agency conduct a client satisfaction survey?     Yes     No  
(If no, how do you determine you are meeting client needs)
2. Describe any specific changes implemented to improve the quality of services during the last fiscal year:
3. Describe any plans to improve overall agency quality for this current year:
4. Describe any quality issues your agency is currently addressing (to include any assistance needed from ACSS):

Section G – “Service Provision Quality” Self Assessment Notes:

Provider is in compliance     Provider is NOT in compliance

**H. CLIENT ACCESS, ELIGIBILITY, PROMOTION AND TARGETING:**

1. Does this agency provide information and referral services?     Yes     No
  - a. List the top three most requested services:
    - (1)
    - (2)
    - (3)
  - b. Is there a service that is not available in the community that is frequently needed or requested? If yes, what? \_\_\_\_\_

2. Is Senior Millage listed on all agency brochures and relevant materials?  
 Yes       No (if no please list date of last printing AND anticipated next printing)

Section H – “Client Access, Eligibility, Promotion and Targeting” Self Assessment Notes:  
 \_\_\_ **Provider is in compliance**    \_\_\_ **Provider is NOT in compliance**

**I. CONTRIBUTIONS AND FUNDRAISING (P&P Manual (2019), section 7.2)**

1. What is the organization’s policy towards encouraging and offering confidential and voluntary opportunities to donate towards the cost of services received?
2. How are contributions for clients and services paid for with millage funds tracked and separated from other contributions made to the agency?

Section I – “Contributions and Fundraising” Self Assessment Notes:

**J. SERVTRACKER USE AND TRAINING:**

1. Has all appropriate agency staff been trained in the use of ServTracker?  
 Yes     No (please explain)
2. Describe your agency’s process for ensuring the information entered into ServTracker is current, accurate and TIMELY:
3. What is your agency’s average timeframe for entering new clients into ServTracker?
4. What is your agency’s average timeframe for discharging clients from ServTracker?
5. Do you have any challenges with ServTracker that can be resolved with ACSS assistance?

Section J – “ServTracker Use and Training” Self Assessment Notes:  
 \_\_\_ **Provider is in compliance**    \_\_\_ **Provider is NOT in compliance**

PROVIDER COMMENTS:

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DATE SENT TO ACSS: \_\_\_\_\_

DATE OF REVIEW: \_\_\_\_\_

**SERVICE: In-Home Supports**

Page 1 of 2

<b>Program Requirements</b>	<b>Yes/No</b>	<b>Comments</b>
Program meets or exceeds number of services and unduplicated senior clients		
Program is operating within budget		
Written eligibility criteria on file		
Written policy/procedure on development, implementation and management of service plans and frequency and duration of services provided to clients		
Written policy/procedure on medication administration on file		
Prioritization process in place with priority given to economic and social disadvantaged		
Written policy/procedure for discharging clients		
Staff receives orientation training plus at least two (2) in-services (detail)		
Full time program director with minimum of bachelor's degree in health/human services		
Comprehensive assessment on file including basic information, functional status, supporting resources		
Necessary treatment orders on file		
Client assessed every six (6) month		
Progress notes up to date		
Signed release of information form – time limited and specific		

Audit Year 2019

**SERVICE: In-Home Supports**

<b>Program Requirements</b>	<b>Yes/No</b>	<b>Comments</b>
Medication documentation and release for administrations		
Documentation of other services provided		
Documentation of time cards reflecting hours of contracted staff		
Emergency Operations Plan on file that meets ACSS requirements		
Level one (at a minimum) clients are added to Special Needs Registry annually (should be in assessment info)		New in 2019 – mandatory in 2020

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Audit done by: \_\_\_\_\_ Date: \_\_\_\_\_



Serving Allegan, Berrien, Cass, Kent, Ottawa,  
Muskegon and Van Buren counties in Michigan

October 7, 2020

Allegan County Commission on Aging Board Members

Dear COA Board Members,

We respectfully request a rate increase to our per unit rate for FY 2021 and FY 2022. For FY 2021 we are requesting a rate of \$29.00 per unit and for FY 2022 a rate \$30.00 per unit. Our current contract FY 2021 rate is \$26.52 per unit and FY 2022 is \$27.32 per unit.

We are requesting this to cover our costs that have significantly increased in providing services under this contract.

A statewide direct care worker shortage has been a problem for many years and it is forecasted to be a problem for many years to come as our population continues to age. In December 2019, MDHHS put out a Policy Brief addressing the Direct Care Workforce Shortage. In this Policy brief it states:

*"By 2020, Michigan will need 34,090 more trained DCWs than we currently have, due in part to a rapidly growing aging population.*

*Low wage levels, lack of affordable comprehensive training, and low job appreciation and respect are all drivers of the DCW shortage.*

*"Various strategies can be employed to build capacity and overcome current challenges including:*

- Recognition and incentive programs*
- Career pathways*
- Accessible trainings*
- Professionalizing the workforce*
- Supporting wage increases*
- Establishing a statewide DCW commission"*

As an employer we took these recommendations serious and have made and continue to make changes to our recruitment, training and retention programs.

- We have increased DCW wages and benefits significantly. The biggest contributing factor has been the wages and associated costs to those providing care.
- We have expanded our training programs and are the only Home Care Provider in the area to offer Personal Care Assistant classes, which are similar to the CNA class but designed specifically for home care employers. We are also updating our orientation program to include more hours of classroom and hands on training.
- In response to other employer offerings, we have enhanced our recognition and incentive programs. We are offering sign on bonuses and employee referral bonuses. We are also giving more perks and showing more appreciation to our staff.

**Allegan:** 633 114th Ave, Suite 2 Allegan, MI 49010 269-673-4946 Fax: 269-673-4979  
**Grandville:** 2976 Ivanrest Ave SW, Suite 230 Grandville, MI 49418 616-433-6070 Fax: 616-649-3766  
**Holland:** 529 East 16th Street Holland, MI 49423 616-355-0100 Fax: 616-355-0617  
**Muskegon:** 427 Seminole Road, Suite 101 Muskegon, MI 49444 231-747-9044 Fax: 231-747-9537  
**St. Joseph:** 2520 South Cleveland Ave, St. Joseph, MI 49085 269-281-7032 Fax: 269-408-8938

- I serve as an advisor to the State DCW taskforce which is a privilege and gives me a bit more insight to the workforce shortage and what Alliance needs to do to be competitive.

The reason we can continue to take new millage clients is because we have taken an active role in ensuring we remain the top home care employer in Allegan County.

We also realized, when homemaking services were suspended in March 2020, how much additional administrative cost was and is required under this contract. Because of Allegan County's large geographic area and much of it being rural, almost all visits are two (2) hours, the mileage and travel time paid to our staff went way down during the suspended period. We also recognized our administrative time and our scheduling staff's time was diminished as well. We have concluded that it takes our staff much more time to schedule hundreds of clients and to coordinate the care with the millage clients who receive four (4) hours of services per month compared to an average Alliance client who receives ten (10) or more hours a week. When making a comparison to our other contracts, the administrative cost of providing millage services is far greater.

Below is a breakdown of the Unit Rate Component which was part of the RFP process.

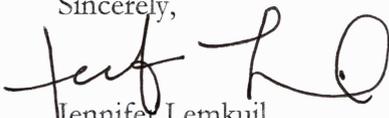
Unit Rate Component	Explain each Component Expense	Unit Rate 2021	Unit Rate 2022
Administration	Cost of wages for scheduling staff, caregiver recruitment costs, overhead expenses including supplies, branch expenses, and other administrative salaries. *Please note administration cost are higher for those clients who have less than 4 hours a week of service.	\$4.89	\$4.99
Direct In-home Supports Service	Cost of direct caregiver compensation including benefits, caregiver mileage and travel time, caregiver payroll taxes, workman's comp and professional liability insurances, and assessor salaries. *Please note mileage and travel time are significantly higher for those clients who have a 2 hour visit and have shopping and errands in their care plans. Cost for intake are also higher for these clients.	\$25.11	\$26.11
Equipment	No additional equipment will be needed	\$0.00	\$0.00
Other	In Kind Donation of administration costs Note: FY 2019 Private Pay rates for this service will be \$1.00 - 6.00 more per unit. This is also an in Kind donation.	(\$1.00)	(\$1.10)
In-Home Supports Total Unit Cost		\$29.00	\$30.00

For your reference the additional cost will be APPROXIMATELY \$50,760.00 for FY 2021 based on projected July 2020 – December 2020 service levels Alliance Home Health Care Services, Inc. provides.

We firmly believe that the services offered through the millage are extremely valuable. We ask our clients during our Supervisory visits “Would you be able to continue to stay in your home if you did not receive services?” The majority say no they would not be able to stay at home or if they answer yes, they add, but family would have to do more. It is a real benefit to have In Home Supports and the other millage services available to Allegan County residents. The services make it more possible for them to stay in their homes and we are honored to be able to provide In Home Supports services through our contract.

Thank you for considering our request. Please feel free to contact me with any questions.

Sincerely,



Jennifer Lemkuil  
President

Cc: Sherry Owens, Director, Allegan County Senior and Veteran Services

<sup>1</sup>[https://www.michigan.gov/documents/osa/DCW\\_Policy\\_Brief\\_FINAL\\_December\\_2019\\_675918\\_7.pdf](https://www.michigan.gov/documents/osa/DCW_Policy_Brief_FINAL_December_2019_675918_7.pdf)

# 2020 MMAAP

## Open Enrollment

**9:00AM-  
3:00PM  
Monday-  
Thursday**

**Phone  
Appointments  
Only**

**Allegan  
County Senior  
Services**

**3255 122<sup>nd</sup> Ave,  
Suite 200**

**Allegan, MI 49010**

MMAAP appointments  
available October 15<sup>th</sup>-  
December 7<sup>th</sup>, please  
call to schedule

**1-877-673-5333**

### What to have available;

1. List of all Prescriptions taken with the dosage
2. Medicare Card &/or current insurance card
3. Proof of ALL income
4. A copy of your DD 214 (if you are a veteran)