



Semi-Annual Report

October 17, 2017

The goal of the Ionia County Commission on Aging is to strengthen the well-being of all Ionia County Senior Citizens and to be the cornerstone of support services for their continued independence.

Ionia County Commission on Aging

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IMPACT OF SENIOR POPULATION GROWTH IN IONIA COUNTY

- The population of Seniors age 60+ in Ionia County grew 27% - from 8,240 in 2000 to 10,500 in 2011
- While the senior population grew by 27%, the number of school age children decreased by 5%
- The senior population in Ionia County is the only age group projected to grow between now and 2040

From the Ionia County Data Toolkit (full text follows) prepared by the Area Agency on Aging of Western Michigan

COA ANNUAL BUDGET

Agency Budget 2017	\$1,349,539
Agency Budget 2016	\$1,291,266

COA CLIENT PROFILE

Registered Clients • Average Age

Fiscal year 2017	1,454	74.1
Fiscal year 2016	1,413	74.8

FULL CLIENT ASSESSMENTS COMPLETED

Fiscal year 2017	663
Fiscal year 2016	621

KEY STATISTICS

51% of clients assessed are not always physically able to shop, cook and/or feed themselves

67% take 3 or more different prescribed or over-the-counter drugs a day

50% are not able or need assistance with heavy cleaning

49% have issues of mobility

43% are unable, have difficulty or need assistance walking

CORE SERVICES DELIVERED

2017 numbers are preliminary as our fiscal year (Oct 1, 2016 – Sept 30, 2017) has only just closed

Home Delivered Meals (meals)

Fiscal year 2017	68,305
Fiscal year 2016	73,071

Friendship Luncheon Sites (meals)

Fiscal year 2017	8,491
Fiscal year 2016	8,515

Senior Project Fresh (Coupons Purchased/Distributed)

Fiscal year 2017	8,670
Fiscal year 2016	8,560

In-Home Services: Respite Care, Home Maker & Home Health Aides (hours)

Fiscal year 2017	7,030
Fiscal year 2016	7,058

Transportation (one-way trips)

Fiscal year 2017	6,660
Fiscal year 2016	6,220

Health & Wellness (class sessions)

Fiscal year 2017	4,043
Fiscal year 2016	4,459

Review of COA Departments and Staff

Nutrition

Including Home Delivered Meals, Friendship Luncheon Sites and Senior Project Fresh

Our Nutrition Department remains a cornerstone of the agency and of services provided to the county. While total Home Delivered Meals delivered fell approximately 6% compared to Fiscal Year 2016, Friendship Meal Sites, also known as Congregate Meals, turned in numbers nearly identical to FY 2016 and our agency spend on Senior Project Fresh Coupons, which allow seniors to purchase their own fresh produce at farms and farm markets, continues to increase in popularity, growing from 4,600 coupons purchased for distribution in 2014 to 8,670 coupons purchased for distribution in 2017.

Our Nutrition Department is fully staffed per county allocations and includes: 1 full-time Nutrition Director, 2 full-time Cooks, 3 part-time Food Service Aides, 5 part-time Meal Delivery Drivers, 1 substitute Meal Delivery Driver and 6 part-time Site Hostesses (with some staff filling more than 1 position). Paid staff are complemented by many volunteers, both longstanding and those who assist for shorter periods, who assist in the kitchen, serving meals and as Home Delivered Meals drivers.

Our change in the past year from 1 part-time Site Hostess at the Ionia Senior Center to two has provided a measure of relief for the Nutrition Director and Cooks who would otherwise have to cover the position in the event of absence. To note as well is the continued success of our COA Lunch to Go weekly fundraiser which raised \$9,981 in fiscal year 2016 and \$13,632 in fiscal year 2017.

In Home Services

Including Respite, Home Maker and Home Health Aide Services as well as Community Living Support and Senior Assist

The In Home Services Department has rebounded from the absence of its Director Deb Steele and the number of hours of services delivered is growing in the right direction.

Additionally, this last year we successfully earned 100% of our Respite funding granted by the Area Agency on Aging of West Michigan, as compared to FY 2016 when \$30K in funding was returned. We were also granted an additional \$10K in funding for our Homemaker program.

What's more, with the assistance of the Ionia County Sheriff's Office, 100% of our In Home Staff successfully passed and were certified following CPR/Blood Borne Pathogen training in the past year.

However, the department continues to struggle to hire and retain workers, and our waiting list of assessed clients, who qualify for services which we are unable to provide due to a lack of staff, has climbed to 26 as of a few days ago.

Of the 5 employees who were hired since the start of the year, (of the 8 total which we were authorized to hire), 1 has left and another has taken an indefinite leave of absence. As of now we are able to staff just 61% of the hours available to the department under current county allocations.

Current staff includes 1 full-time In Home Services Director and 15 part-time In Home Aides (one aide currently on leave).

COA staff and board are working together to devise a strategy to meet our needs, the needs of our In Home Staff, as well as the needs of Ionia County Seniors who require our services, so that we will be able to hire the personnel to deliver the services for which there is such a need.

Transportation Including COA Fleet and Volunteer Drivers

Ionia County Seniors benefit from a robust Transportation Department which provides both in county and out of county transportation to meet the needs of our Senior Population.

In the past 12 months we hired, lost and hired again to fill a role which had been left vacant in 2015. The position of Director was replaced with a Coordinator and the decision to hire here is one that has benefitted the agency tremendously. Moving the day to day managing and scheduling to the Coordinator has allowed for some much needed changes.

All Transportation staff received and passed PASS training, medical emergency and blood borne pathogens training and Drug & Alcohol Awareness Training in the last 12 months.

Additionally, we were able to purchase 3 new transportation vehicles with grants from MDOT and received additional grant money for the next 12 months to purchase 3 more vehicles, replacing older vehicles and expanding our fleet from 5 to 6 total vehicles. The grant also includes money to purchase equipment and software for an upgrade to improve efficiency in scheduling drivers and clients.

This will also allow us to transition up to 3 vehicles from Transportation to Nutrition, replacing an aging fleet and providing needed back up.

With our focus on training and procurement, hiring has taken a back seat, however we do expect to add previously authorized additional drivers and volunteers in the next 12 months. Transportation staff include 1 full-time Coordinator, 5 part-time COA staff drivers and our staff of part-time volunteers which only recently moved from 5 to 2 due to staff moving out of the area or taking leave for medical reasons.

Units delivered (one way trips) grew at a respectable rate and the demand is there for additional transportation, we hope to meet the challenge and add the staff as quickly as possible to meet the need.

Health & Wellness Programming

Wellness Classes have a devoted following at our Ionia Senior Center. In the past year, a plan was put in place to bring more Wellness Classes to more areas of Ionia County, hosting minimally 1 class each quarter outside the Ionia Senior Center. To date we have successfully started programs in Portland and Lake Odessa with Belding next on our list. What we have learned is that there is a definite desire for classes in other areas of the county and that our clients appreciate the classes coming to them vs their travelling to us.

In order to deliver on this, in the past year we have trained 3 additional staff to assist in delivery. Staff levels for the department include 1 Certified Wellness Instructor at approximately 20 hours per week along with 3 other COA staff who are able to assist/teach as their schedules allow along with 2 volunteers. We will be looking to add additional trained and certified instructors in the coming year.

Outreach and Administration

Office staff includes 4 full-time positions, the Administrator/COA Director, Nutrition Director, In Home Services Director and the Transportation Coordinator. Part-time positions are 1 part-time Wellness Technician, who also assists with Casework, 2 part-time Caseworkers and 2 part-time Administrative Aides who assist and back up all COA Departments and functions along with working directly with the public providing client outreach and services.

COA Staffing and Volunteers

All told, COA currently employs 46 individuals, 40 part-time and 6 full-time. County allocations are currently at 60, with a FTE equivalent of 27.45, which indicates several positions are open, while some employees do fill more than one role.

The COA benefits from the good will and hard work of an army of volunteers who do everything from kitchen work, to transportation, to office work, to social activities, to fundraising and we truly could not deliver all that we do without them. **Nearly 200 volunteers were registered in the prior fiscal year, with over 7,000 volunteer hours documented.**

Key Accomplishments

The past fiscal year saw several key accomplishments at COA, including:

- The hire of a full-time Transportation Coordinator to manage the scheduling of transportation and maintenance of vehicles
- Purchase of 3 new Transportation Vehicles, fully funded by MDOT
- An additional \$173K in Transportation funding approved for FY 2018, for vehicles and computer hardware and software
- Earned 100% of Respite funding in FY 2017, received \$10K in additional funding for Homemaker Program
- 100% of transportation drivers successfully completed certified PASS (Passenger Service and Safety) Training course
- 100% of In Home Aides successfully completed First Aid, CPR and Blood Borne Pathogens training
- Proposal written to expand successful pilot on-site Respite Program, started in FY 2017 with just 2 clients, received funding for modest expansion in FY 2018

Looking Ahead

Staff, Technology, Facilities, Services Expansion

Staff

Without a doubt, within the past year the biggest challenge for our agency was in hiring adequate staff to perform the work required at the agency – both in delivering services and in meeting our obligations as far as documentation and other requirements.

While we have made progress in the last year, moving forward an important task will be to fill the vacant positions we currently have in In Home Aide work, Casework and Transportation Drivers.

Additionally, given the experience of the last year, it is important that staff levels are adequate to meet client needs and funding source requirements in the event of staff absences due to illness or departure.

Technology

Our 2018 budget includes funds for new desktops for most office staff. Upgrades were advised by both the prior and current Ionia County IT staff. Funding from MDOT will also be used to purchase transportation routing software which we anticipate will increase both efficiency and productivity along with satisfaction for clients and staff alike.

Facilities

We hope to make real gains in 2018 in facilities improvement: painting interior public rooms and adding an additional barrier free, automatic door activator to our entrance on Kidd St. We also hope to

make our public bathrooms more easily accessible to clients with automatic doors or with other technologies.

Services Expansion

I have been told by one of our major funding sources, that Ionia County is a good county in which to be a Senior, thanks to the robust suite of services offered at the COA. We owe this in a very large part to our former Administrator, Lynette Seiler, who greatly expanded services.

Lynette did all this under difficult financial conditions, often struggling to provide services while running short on funding, sometimes needing to ration services, adding Seniors to a waiting list, due to a lack of funding. In 2012 the Ionia County Senior Millage passed at an increased rate and Lynette stayed on as Administrator until 2015, the first year that the Senior Millage was received by our agency.

Thankfully, we now have the additional funding to be able to both hire additional, needed staff, but also to bring to Ionia County additional services for which there is a need.

Our staff and board feel that there is an area where there is both a great need and virtually no alternate provider of services. This would be in the area of Adult Day Programming.

Adult Day Programs are available in many neighboring counties – Montcalm, Barry, Gratiot, Isabella, etc. In Ionia County, the one program available is provided at the Easton United Methodist Church, for just 1 five hour period per week.

In our new fiscal year, we have already begun the process of research and development . Funding for a small, pilot program was granted. And plans and logistics are being worked on to identify and develop additional funding sources. We are actively seeking a location for the program which will correlate with our funding and other projections. We feel the ground floor level (basement) of the current District Court Building would be an ideal location.

We hope to bring you additional exciting news on this much needed expansion of services for Ionia County Seniors in the coming year.

Thank you for your attention and support. It is truly a pleasure to serve Ionia County and the needs of our older adults and caregivers!

Carol Hanulcik, Administrator

Mel Haga, Chairperson of the COA Board of Directors

THE IMPACT OF SENIOR POPULATION GROWTH IN IONIA COUNTY



THE POPULATION AGE 60+ GREW 27% FROM 8,240 IN 2000 TO 10,500 IN 2011 (ACS DP1-2000, S0101-2011)

- While the senior population grew by 27%, the number of school age children decreased by 5%.
- The senior population is the only age group projected to grow between now and 2040.

Geographic Area	60-64 years	65-69 years	70-74 years	75-79 years	80-84 years	85+ years	Total 60+	Total Area Population	% 60+
Ionia County 2011	3,350	2,383	1,610	1,353	966	837	10,500	64,418	16.3%

(ACS S0101 2011-1yr)

- **7,140 or 32% of the households in Ionia County had one or more people 60 years or over in 2010.** (DataDrivenDetroit)
- Also in 2010, there were 2,484 people age 60+ in Ionia County living alone. (DataDrivenDetroit)

Population Projections TOTAL POPULATION	2010	2020	2030
Ionia County	63,905	69,350	74,796

(West Michigan Regional Planning Commission)

- **In 2011 9% of the 65+ population had income below the poverty level, and 22% had income below 150% of the poverty level.** (ACS B17024 2011-1yr)
- The 2011 aggregate income of Ionia County households with a householder age 65+ was estimated to be almost \$182 million. The median household income for householders age 65+ was \$31,636. (ACS B19050, ACS B19049)

IONIA COUNTY DATA TOOLKIT

Prepared by Area Agency on Aging of Western Michigan

- Seniors typically spend about 92% of their monthly income, most locally. **At that rate, they contributed about \$167 million to the county economy in 2011.** (finance.senate.gov, ACS B19050 2011-1yr)
- A national Kaufman Foundation survey suggests that over 11 percent of Baby Boomers plan to start their own business after retirement. This equates to about 1,155 potential new businesses started by Ionia County baby boomers in the next 17 years.

CHALLENGES AND OPPORTUNITIES OF AN AGING POPULATION

Challenge:

80% of adults age 65 and older have at least one chronic health condition; 50% have at least two. In addition, 20% of seniors suffer from depression, and at least 31% do not participate in leisure time physical activities. (CDC, DHHS)

Opportunity:

Support active lifestyles among residents that feature health information, virtual wellness center, age-appropriate fitness environment, and socialization destination of choice

Challenge:

Adults live on average 7 to 10 years beyond their ability to drive. (National Highway Traffic Safety Administration)

Opportunity:

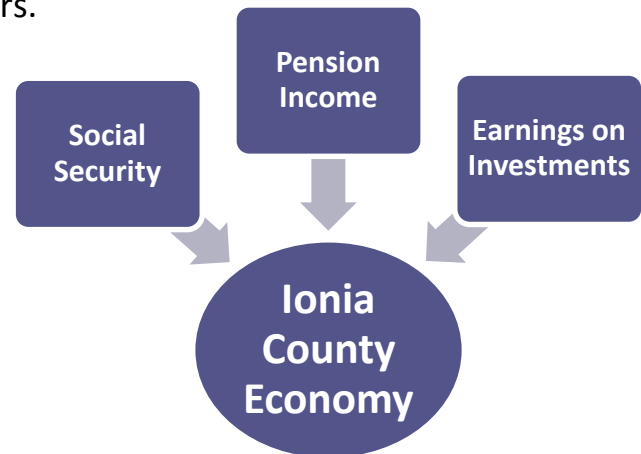
Develop viable options as seniors transition to alternative transportation in a way that is easy to access, easy to use, reliable, and appealing to the senior and their family.

Challenge:

Approximately 70% of seniors will spend the rest of their life in the place where they celebrated their 65th birthday. (seniorresources.com)

Opportunity:

Develop programs that support affordable home modification and maintenance services.



THE BENEFITS OF 100 RETIREES IN A COMMUNITY

- \$4 million more spent in the local economy annually
- \$1.4 million more spent on healthcare annually, creating well-paying jobs
- 82 more homes purchased and occupied
- The personal income impact would be equal to creating 134 new jobs

Retirees generally provide \$4 in revenue for every \$3 they cost in government services, according to University of Florida Bureau of Economic and Business economist David Denslow