

IONIA COUNTY BOARD OF COMMISSIONERS
BOARD OF COMMISSIONERS MEETING
OCTOBER 25, 2022 - 7:00 P.M.
101 WEST MAIN STREET
IONIA, MICHIGAN

THIS MEETING WILL BE HELD IN PERSON AND ZOOM

AGENDA

- I. Call to Order**
- II. Pledge of Allegiance**
- III. Invocation**
- IV. Approval of Agenda**
 - A. Consideration of additional items
- V. Public Comment** (Three-minute time limit per-speaker – please state name/organization)
- VI. Action on Consent Calendar**
 - A. Approve minutes of the previous meeting (s)
 - B. Approve per diem and mileage
 - C. Approve payments of General Fund Payroll and accounts payable for the month of September 2022- \$ 1,546,988.60
 - D. Approve payments of Health Department payroll and accounts payable for the month of September 2022-\$ \$624,953.91
 - E. Approve payments of Road Department payroll and accounts payable for the month of September 2022-\$ 1,225,998.32
- VII. Unfinished Business**
- VIII. New Business**
 - A. Request Approval to Schedule Special Meetings for FY23 Budget Review- Jason Eppler
 - B. Approval of Resolution Setting Revolving Drain Fund Amount-Jason Eppler
 - C. Approval of agreement with Central Square for Telephone Changes-Lance Langdon
- IX. Department Reports**
 - Commission on Aging
- X. Reports of Officers, Boards, and Standing Committees**
 - A. Chairperson
 - B. Board of Commissioners
 - C. County Administrator

XI. Reports of Special or Ad Hoc Committees

XII. Public Comment (3-minute time limit per speaker)

XIII. Adjournment

Board and/or Commission Vacancies

- Economic Development Corporation/Brownfield Redevelopment Authority – Four- three-year terms.
- Board of Public Works-Two-three-year terms
- Central Dispatch-One-two-year Emergency Medical Representative and one-two-year Township Board Representative
- Parks Advisory Board- Two-Two-year terms, Member-at-Large from Lyons Area
- West Michigan Regional Planning Commission-Two-One-year term
- Land Bank Authority- two-three-year term
- Solid Waste Planning Committee-three-two-year term, one serving as industrial waste generator representative, one management industry, and one regional Solid Waste Planning Agency rep.

Appointments for consideration in the month of October 2022:

- Department of Human Services Board

Appointments for consideration in the month of November 2022:

- NONE

County of Ionia Request for Per Diem and Mileage

Commissioner Shattuck

Sept. 2022

Board/Commission	Date	Hours	Per Diem	Miles	Mileage
Commissioners Afternoon Meeting	9-13		50 ⁰⁰		11 ⁰⁰
Commissioners Evening Meeting	9-27		50 ⁰⁰		11 ⁰⁰
Department Report Meeting	9-20		0		
Special Board Meeting					
Airport Board					
Airport Zoning Board					
Bargaining Committee Representative					
MAC Workers' Comp Board					
Road Advisory Board	9-12		50 ⁰⁰		10 ⁰⁰
SMART					
Parks Advisory Board	9-14		50 ⁰⁰		
Audit Committee	?				
Other:					
Solid Waste	9-13		50 ⁰⁰		0
administrator interview	9-24		75 ⁰⁰		11 ⁰⁰

Total Per Diem Requested: 325⁰⁰

Total Mileage Requested: 43⁰⁰

Signed *Jack Shattuck*

Date 10-11-22

Per Diem Rates: Board of Commissioner Meetings are \$50; Committee and all other meetings are \$25 for up to one hour, \$50 for one to three hours, and \$75 for more than three hours.
Mileage for 2022 is 58.5 cents per mile.

County of Ionia Request for Per Diem and Mileage

Commissioner Wirtz
September 2022

Board/Commission	Date	Hours	Per Diem	Miles	Mileage
Commissioners Afternoon Meeting	9-13-22		50		6.25
Commissioners Evening Meeting	9-27-22		50		6.25
Department Report Meeting	9-20-22		50		
Special Board Meeting	9-24-22		75		6.25
Personnel Committee					
Airport Board	9-20-22		25		6.25
Community Correction Advisory Board	9-16-22		25		6.25
Long Lake Board					
Other:					
Weber Dam Public Meeting	9-15-22	1.5	---	22	
Weber Dam Elected Officials Meeting ISO	9-16-22	1.5	---	13	

Total Per Diem Requested: \$275

Total Mileage Requested: \$31.25

Signed Scott Wirtz

Date 10-20-22

Per Diem Rates: Board of Commissioner Meetings are \$50; Committee and all other meetings are \$25 for up to one hour, \$50 for one to three hours, and \$75 for more than three hours.
Mileage for 2022 is .58.5 cents

**IONIA COUNTY BOARD OF COMMISSIONERS
REQUEST FOR DISCUSSION/ACTION**

MEETING DATE: October 25, 2022

Schedule Special Meetings for FY23 Budget Review

CONTACT: Jason Eppler, Interim County Administrator

DESCRIPTION: Administration has been working with the various County departments and is close to having a draft budget prepared for review by the Commissioners. As in the past, it is proposed that the budget be reviewed through a series of special meetings. Specifically, the following dates and times are proposed for this purpose (meetings to occur in the Board Room):

Thursday, November 17, 2022 @ 3 pm

Tuesday, November 29, 2022 @ 3 pm

Wednesday, November 30, 2022 @ 3 pm

OTHER DEPARTMENTS/AGENCIES AFFECTED:

All – as needed to review with the Board the budget requests, if so desired by the Board.

SPECIFIC ACTION REQUESTED (PROPOSED BOARD MOTION):

I move to schedule special Board of Commissioner meetings for the following dates and times for the purpose of reviewing the proposed FY23 County budget:

Thursday, November 17, 2022 @ 3 pm

Tuesday, November 29, 2022 @ 3 pm

Wednesday, November 30, 2022 @ 3 pm

ADMINISTRATOR'S RECOMMENDATION:

The Administrator recommends approval.

**IONIA COUNTY BOARD OF COMMISSIONERS
REQUEST FOR DISCUSSION/ACTION**

MEETING DATE: October 25, 2022

Resolution Setting Revolving Drain Fund Amount

CONTACT: Jason Eppler, Interim County Administrator

DESCRIPTION: At the October 18, 2022 Board Meeting, the Drain Commissioner, while giving his annual report, requested that the amount of money in the revolving drain fund be increased by \$55,000 to \$100,000. This increase will address current cash flow/operational issues. The additional \$45,000 will come from the unassigned fund balance in the General Fund.

OTHER DEPARTMENTS/AGENCIES AFFECTED:

None.

SPECIFIC ACTION REQUESTED (PROPOSED BOARD MOTION):

I move to approve a prepared Resolution increasing the amount of money in the revolving drain fund from \$55,000 to \$100,000 effective November 1, 2022.

ADMINISTRATOR'S RECOMMENDATION:

The Administrator recommends approval.

**STATE OF MICHIGAN
COUNTY OF IONIA
BOARD OF COMMISSIONERS**

RESOLUTION

WHEREAS, Section 301 of the Michigan Drain Code, Public Act 40 of 1956, as amended (“Drain Code”) allows the Board of Commissioners for the County of Ionia to set a revolving drain fund at an amount that “said board may deem necessary;” and

WHEREAS, the County Board of Commissioners of the County of Ionia wishes to increase the currently established revolving drain fund to one hundred thousand dollars (\$100,000).

NOW, THEREFORE BE IT RESOLVED by the Board of Commissioners for the County of Ionia, pursuant to Section 301 of the Drain Code, that the revolving drain fund for the county is hereby set at \$100,000. This increase shall take effect on November 1, 2022.

RESOLUTION approved this ____ day of _____, 2022, by the Board of Commissioners of the County of Ionia.

FOR:

AGAINST:

ABSENT:

ABSTAINING:

I hereby certify that the above Resolution was adopted at the Ionia County Board of Commissioners regular meeting of the ____ day of _____, 2022.

Greg Geiger
Ionia County Clerk

**IONIA COUNTY BOARD OF COMMISSIONERS
REQUEST FOR DISCUSSION/ACTION**

Approval of agreement with Central Square for Telephone Changes
October 25, 2022

CONTACT:

Lance Langdon, EN P, Director Ionia County Central Dispatch

DESCRIPTION:

In working with the vendors to move away from AT&T phone services, Central Square our Dispatch phone system provider has in working with PFN (Peninsula Fiber Network) developed a quote for the hardware and services fees to move the administrative lines to their system with the change from AT&T to PFN circuits.

OTHER DEPARTMENTS/AGENCIES AFFECTED:

IT will be involved as access to equipment and locations are needed to connect the lines and equipment.

FINANCIAL ANALYSIS:

The cost for Central Square includes hardware and services in the amount of \$6,111.50. The project that was approved in December, reduces our phone line costs from the current AT&T charges are approx. \$2270.00 per month to monthly charges for PFN will be \$398.00, for a savings of \$1872.00 a month. The savings from the change would offset the costs from Central Square after about 3 1/2 months, after which we would then see the cost benefits of the change.

With the large increase in AT&T costs our current telephone services has been overspent in our budget. The cost for Central Squares work would require use of 911 fund balance.

LEGAL REVIEW:

None currently

DEADLINE:

As soon as possible to make the change from AT&T to PFN.

SPECIFIC ACTION REQUESTED (PROPOSED BOARD MOTION):

To approve Director Langdon to sign the quotes the purchase of equipment and services from Central Squared to accommodate the change of telecommunication lines from AT&T to PFN. To also approve for the services and hardware equipment in the amount of \$6111.50 from the 911 fund balance.

ADMINISTRATOR'S RECOMMENDATION:

Administrator Recommends Approval of this request.



Quote prepared on:

October 17, 2022

Quote prepared by:

Dustin DeVoe

dustin.devoe@centralsquare.com

Quote #: Q-114040

Primary Quoted Solution: 911

Quote expires on: December 16, 2022

Quote prepared for:

Lance Langdon

Ionia County Central Dispatch

545 Apple Tree Drive

Ionia, MI 48846

6165275611

Thank you for your interest in CentralSquare. CentralSquare provides software that powers over 8,000 communities. More about our products can be found at www.centralsquare.com.

WHAT SERVICES ARE INCLUDED?

DESCRIPTION	TOTAL
1. Public Safety Project Management Services - Fixed Fee	780.00
2. Public Safety Technical Services - Fixed Fee	3,900.00
3. Public Safety Travel & Living Expenses Estimate	0.00
Services Total	4,680.00 USD

WHAT HARDWARE IS INCLUDED?

PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
1. 911 System Hardware	1	1,400.30	1,400.30
2. Shipping & Handling TTZ	1	31.20	31.20
Hardware Total			1,431.50 USD

QUOTE SUMMARY

Services Subtotal 4,680.00 USD

Hardware Subtotal 1,431.50 USD

Quote Subtotal 6,111.50 USD

Quote Total 6,111.50 USD

WHAT ARE THE RECURRING FEES?

TYPE	AMOUNT
FIRST YEAR MAINTENANCE TOTAL	228.80
FIRST YEAR SUBSCRIPTION TOTAL	0.00

The amount totals for Maintenance and/or Subscription on this quote include only the first year of software use and maintenance. Renewal invoices will include this total plus any applicable uplift amount as outlined in the relevant purchase agreement.



Quote prepared on:
October 17, 2022

Quote prepared by:
Dustin DeVoe
dustin.devoe@centralsquare.com

PURCHASE ORDER INFORMATION

Is a Purchase Order (PO) required for the purchase or payment of the products on this Quote Form? (Customer to complete)

Yes [] No []

Customer's purchase order terms will be governed by the parties' existing mutually executed agreement, or in the absence of such, are void and will have no legal effect.

PO Number:

Initials:

Ionia County Central Dispatch

Signature:

Name:

Date:

Title:

BILLING INFORMATION

Fees will be payable within 30 days of invoicing.

Please note that the Unit Price shown above has been rounded to the nearest two decimal places for display purposes only. The actual price may include as many as five decimal places. For example, an actual price of \$21.37656 will be shown as a Unit Price of \$21.38. The Total for this quote has been calculated using the actual prices for the product and/or service, rather than the Unit Price displayed above.

Prices shown do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States or Canada, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on the Quote Form.

PAYMENT TERMS

License Fees & Annual Subscriptions

- 100% Due Upon Contract Execution

Contract Startup

- 100% Due Upon Contract Execution

Hardware & Third-Party Software

- 100% Due Upon Contract Execution

Services

- Fixed Fee: 100% Due Upon Completion
- Time & Material: Due as Incurred
- Services Bundle: Fixed Fee, 100% Due Contract Execution

Third-Party Services

- Fixed Fee: 50% Due Upon Contract Execution; 50% Due Upon Completion

Travel & Living Expenses

- Due as Incurred
-



Semi-Annual Report

October 2022

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

115 Hudson Street Ionia MI 48846

(616) 527-5365 • iccoa@ioniacounty.org

SUPPORTING A GROWING SENIOR POPULATION

Thank you for this opportunity to share an update on the services and operations of the Ionia County Commission on Aging. We have just closed our fiscal year,ⁱ and as we poll our clients, and analyze our performance over the last 12 months, this is a time for us to look to the challenges and opportunities of the new year, and to set a course on how to best deliver for our clients moving forward.

Our goal remains to help as many people as possible and that translates into meals delivered, transportation provided, hours of respite or homemaking service performed, and many other services such as Wellness and Healthy Aging programming, MMAP counseling, caregiver support, information and referral, and much more.

As always, we will look to provide services in a sustainable way and to do our utmost to ensure both the support of our community and the long-term health of our agency.

Our vision for the future is encapsulated in the improvements we have made to our Senior Center in downtown Ionia. To respect our past and plan for the future, our facility is a welcoming destination for social interaction, enriching programming and a hub for information, where seniors have a voice and a hand in both content and community.

Thank you for your support of our agency and the services we provide. At COA it is our privilege to serve Ionia County's seniors and their caregivers. We take real pride in the work we do and the difference we make in the community.

Carol Hanulcik, Director

Agency goals for fiscal year 2023:

- Continue to increase In Home Aide Service Hours– grow to **at least** 75% of allocated hours by Spring 2023. Fill the vacant 4th full-time position.
- Train all In Home Aides in Personal Care Services (ie, bathing assistance) to meet this growing need.
- Resume 5-day-per-week Meals on Wheels delivery by Spring 2023.
- Transfer 2 retired Transportation Vehicles to Meals on Wheels fleet.
- Return to twice weekly, lunchtime meal service at all 6 of our Congregate Meal sites.
- Incrementally add Senior Center programming at satellite sites throughout Ionia County.
- Launch the Blue Skies Adult Day Program, providing a low-to-no-cost option for Ionia County residents, one day per week.
- Develop a small budget for our Equipment Exchange program, to purchase the equipment and supplies that are frequently “out-of-stock.”
- Run new HVAC ductwork to offices and kitchen. Complete due diligence for a kitchen renovation.
- Bring back more volunteers!
- Continue to prepare for the silver tsunami.

It’s projected that the number of Americans ages 65 and older will more than double over the next 40 years. Older Americans are also living longer. The number of adults ages 85 and older, the group most often needing Direct Care Services, or basic personal care, will nearly quadruple between 2000 and 2040.ⁱⁱ

AGENCY BUDGET

Estimated Annual Budget

Agency Budget 2023	TBD	in progress
Agency Budget 2022 ⁱⁱⁱ	\$1,831,305	initial budget/includes CAP of \$233,250
Agency Budget 2021 ^{iv}	\$1,508,977	initial budget/includes CAP of \$140,000
Agency Budget 2021 ^v	\$1,447,477	initial budget, COA board presented
Agency Budget 2020 ^{vi}	\$1,593,543	total revenues, 12/31/20
Agency Budget 2019 ^{vii}	\$1,487,512	total revenues, 12/31/19
Agency Budget 2018	\$1,385,869	total revenues, 12/31/18
Agency Budget 2017	\$1,411,602	total revenues, 12/31/17
Agency Budget 2016	\$1,298,101	total revenues, 12/31/16

Fiscal Goals for the New Year:

- Continue to search for additional funding sources to help COA contribute to the county's general fund without having to dip into our fund balance.
- Work to build predictability in CAP charged to agency, distribute to COA depts, work toward sustainability of contribution.

Revenues and Funding • 2023 Budget

COA Funding • A Closer Look

Our budget remains a work in progress at the time this report was completed. However we have received awards from several important funding sources that we can share.

The Ionia County Senior Millage continues to be the single most important source of funding for our agency. Every area of programming receives support from the Senior Millage.

Our funding partners recognize that support for programs and services must also be provided locally.

Ionia County Senior Millage	\$905,000
Area Agency on Aging of West Michigan	\$505,758
MDOT – operating	\$ 35,471
• <i>Includes special, one-time FY2023 ARPA funds of \$10,293</i>	
MDOT – capital expenditures	\$ 21,334
• <i>Carryover from FY 2022^{viii}</i>	
Rural Transit Operating (RTAP)	\$ 5,500

Grant funding is contingent on service delivery. In other words, we receive reimbursement for services only after they are delivered. Or, in the case of MDOT procurement funding, or RTAP funding, we receive reimbursement after approved items are purchased.

Service delivery is further supported through local donations, fundraising, fares, cost shares and billed services.

Our agency continuously seeks and applies for funding and grant opportunities, through new and existing partners, to enhance our ability to provide services. Identifying and seeking additional funding is in fact a requirement of AAAMW funding.

Fiscal Year 2022 Recap

Numbers and Units are preliminary as our fiscal year (Oct 1, 2021 – Sept 30, 2022) has only just closed.

COA Client Profile

Registered Clients	•	Average Age
Fiscal year 2022^{ix}	2,221	75
Fiscal year 2021	2,038	74.7
Fiscal year 2020	2,079	74.1
Fiscal year 2019	2,175	73.8
Fiscal year 2018	1,409	74.1
Fiscal year 2017	1,454	74.1
Fiscal year 2016	1,413	74.8

Full Client & Caregiver Assessments Completed

Fiscal year 2022	895
Fiscal year 2021	880
Fiscal year 2020	894
Fiscal year 2019	846
Fiscal year 2018	744
Fiscal year 2017	663
Fiscal year 2016	621

Assessments by a caseworker are required for Meals on Wheels and In-Home Services. Additionally, we partner with EightCAP Inc. in delivering Senior Companion Services by providing Client Assessments for this program.

Core Services, Departments and Staff

Units delivered are for the period October 1, 2021 – September 30, 2022

Nutrition

Including Home Delivered Meals and Congregate Meals

Home Delivered Meals (meals)

Fiscal year 2022	75,975	464 individual clients
Fiscal year 2021	76,472	481
Fiscal year 2020	74,840	476
Fiscal year 2019	73,810	425
Fiscal year 2018	75,741	408
Fiscal year 2017	68,305	386
Fiscal year 2016	73,071	390

Congregate Meals (meals)

Fiscal year 2022	9,608	436 individual clients
Fiscal year 2021	7,168	355
Fiscal year 2020	5,595	317
Fiscal year 2019	10,110	439
Fiscal year 2018	9,015	356
Fiscal year 2017	8,491	364
Fiscal year 2016	8,515	297

Meals on Wheels continues to sustain the growth we saw during the pandemic and reflects changing demographics in Ionia County, Michigan and the country as a whole. In prior years we served roughly ~400 individuals a year under this program. The last 3 years show an average of 475 individuals served per year. For a continuing service, this is a sizable increase.

the

A key goal of our Nutrition Department is to return MOW to a 5-days-per-week delivery schedule, with service currently at 4 days. The issue is, simply put, staff. We simply do not have the staff hours to cover meal prep, meal service and meal delivery. It's been a shell game and our Nutrition Director, Lisa Insley, has done an excellent job re-establishing and growing the numbers of meals served in both MOW and Congregate in the last couple of years despite

the shortage of staff. But getting back to 5 days, which is needed to provide optimal service to those who are frequently isolated and in most need of support, has been stubbornly elusive.

In-person Congregate Meal service is back at all 6 of our meals sites, in Belding, Clarksville, Ionia, Lake Odessa, Portland and Saranac. And Thursday evening meals in Ionia resumed in September 2022 with a series of special events to launch its return. Regular, twice monthly Thursday evening supper, followed by Grand Valley Strings music, will resume in January 2023.

The shortage of staff has also prevented us from resuming 2 day-per-week congregate meal service at all 6 of our meal sites. We're getting there though! We just filled our 6th Meal Driver position which had been covered for more than a year by one of our Site Hosts. This will allow us to open our Belding Congregate Meal site back up for 2-day-per-week service in November 2022. Another key goal for our nutrition department is to resume twice weekly congregate meal service at all sites.

The option for take-out meals continues to be supported by funding sources but will likely not continue indefinitely. This option has without doubt led to increased numbers of meals served and introduced us to new clients who we hope will transition to in-person meals.

The goal of congregate meal service is two-part, to support nutrition and physical health of seniors but also, and importantly, to promote socialization and well-being. For these reasons we are looking to incrementally add Senior Center programming at various sites in the new year. We feel this will also encourage clients to join us for a meal with programming following.

Our Nutrition Department is led by our Nutrition Director, Lisa Insley, who brings years of experience to this major role at our agency. She leads a team of roughly 20 staff (2 FT, balance part-time, total FTE of appx 7.7) plus volunteers. The roster includes 2 full-time Cooks, (1 position recently became vacant) 2 part-time Food Service Aides, 6 part-time MOW Drivers + 3 sub meals drivers (one sub position vacant) and 7 part-time Site Hostesses (2 positions vacant).

Direct Care Services and In Home Services
Including Respite, Homemaker, Home Health Aide Services, Adult Day Services

In-Home Services (hours)

Fiscal year 2022	4,385	235 individual clients
Fiscal year 2021	2,953	174
Fiscal year 2020	4,165	210
Fiscal year 2019	6,916	213
Fiscal year 2018	6,267	211
Fiscal year 2017	7,030	171
Fiscal year 2016	7,058	179

Direct Care Service delivery is beginning to move in the right direction and Ionia County Seniors are benefitting!

Monthly units delivered for Homemaker Service grew from a low of 113 in December 2021 to a high of 432 in August 2022. Respite Service hours went from 85 in October 2021 to 139 in September. Clients served increased to the highest level since 2016.

These increases were possible through increased staff hours, thanks to major efforts in hiring and retention. In Home Aide positions were reclassified from Grade 4 to Grade 5. All COA employees Grades 4 to 9 saw a 10% pay increase in their rate of pay. Additionally, the Direct Care Worker increase of \$2.35 per hour was added to the hourly wage of our aides.

The full-time positions, carved out of existing allocations for this COA Department, have created real careers for those who have the calling for this important, hands-on work, the demand for which is **soaring**.

Our key goal for this COA Department will be continued growth in staff hours available to service clients – with our target to reach 75% of allocated hours worked per pay period by Spring 2023.

We see now this goal is realistic and achievable although it is possible further work may need to be done as far as compensation. Across all providers of these types of services – our

Commission on Aging, Medicaid Waiver providers, for-profit businesses, etc. – when seniors look to obtain these services they are finding waiting lists and providers who are short-handed. Finding, recruiting and retaining workers is important work.

COA is effectively transforming this department under the leadership of its Director Emily Higbee. We are bringing in staff who might not have considered this field in the past and training them to provide compassionate and skilled care for clients who are frequently of a more advanced age and with increased needs. A key goal for this department will be training staff for Personal Care Services (ie, providing bathing assistance) in the new year.

The direction we have been taking – adding full-time positions, providing personal and vacation time, increasing wages, increasing training and pride in the profession, are paying dividends. We likely have further to go in this area, but it is a major win to be moving in the right direction.

Adult Day Services

We see the relaunch of our Adult Day Program, formerly staffed by the Right Door, as an integral part of caregiver support for our clients. Staffing the program with Direct Care staff will foster team building for our aides and help grow skills. Adding it under the umbrella of Direct Care Services will help keep costs lower.

This program will offer a number of advantages to COA and to our clients. It will give Direct Care staff the option of assisting here when cancellations for In Home Services occur that cannot be filled by other clients. It will present an opportunity for our agency to serve more Respite clients with fewer staff, as an option to 1-to-1 care. It will also offer senior clients who have cognitive challenges a chance to engage and socialize with a group where they are at home.

Our existing programming and services – Wellness classes, Meals on Wheels, Transportation will all be leveraged to add value. Utilizing staff from other COA departments and volunteers will help keep costs manageable. We feel Adult Day Services will be key in preparing for the silver tsunami another key goal for FY 2023.

Emily Higbee assumed the role of In Home Services Director in February 2021. Emily has increased both staff service hours and retention and currently supervises a staff of 10 aides - 3 full-time and 7 part-time. Percent of allocated hours worked has increased from just 18% in

January 2022 to just shy of 60% in September 2022. Total allocated FTE for this COA Dept is just under 8.

**Transportation
Including COA Fleet and Volunteer Drivers**

Transportation (one-way trips)

Fiscal year 2022	5,013^x	149	individual clients
Fiscal year 2021	3,343	263	
Fiscal year 2020	3,979	429	
Fiscal year 2019	7,289	233	
Fiscal year 2018	6,405	216	
Fiscal year 2017	6,660	208	
Fiscal year 2016	6,220	196	

On average, Americans outlive their ability to drive by 7 to 10 years. When we stop driving this can lead to isolation which can negatively affect health. Seniors are still able to be active in their community without driving and transportation can be key. Transportation is a need that seniors and their families regularly mention as an important part of care.

Our Transportation Department is rebounding back from lowered service delivery during the pandemic. As things continue to open up, we anticipate requests for transportation will continue to increase in FY 2023 with another large increase over FY 2022.

One way we'll meet this need is by leveraging the increased efficiency provided by dispatch software and driver tablets deployed in August 2022. Another way we'll increase numbers is by bringing on more volunteer drivers. Happily we are starting to see volunteers reaching out.

Our Transportation Fleet will be receiving 2 replacement vehicles on October 27, which will move our fleet composition to 6 of 7 vehicles wheelchair accessible! With the receipt of these new vehicles, we also anticipate transferring the vans being replaced to our Meals on Wheels program.

Due to FTA changes we will be required to return any value per vehicle over \$5K at time of transfer. However, we recognize this will still result in significant cost savings for our agency vs purchasing a new vehicle. And this will be a welcome refresh to our MOW fleet!

Our Transportation Department is ably led by Mary Petrovich, Transportation Coordinator. Mary oversees a team of 8 part-time COA staff drivers (appx FTE 4.64) + 1 active volunteer driver and with 2 volunteers currently in vetting/training. Mary assumed her role in November 2021 and along with transportation she also manages our MOW fleet. Mary brought with her significant transportation experience which makes her an excellent leader of her team, where she brings knowledge and insight into maintenance, procurements, safety and training. A major accomplishment for Mary was leading the rollout of tablets with our drivers.

Senior Center

Wellness & Healthy Aging (client class sessions)

Fiscal year 2022	3,072	99 individual clients
Fiscal year 2021	1,718^{xi}	41
Fiscal year 2020	2,301	115
Fiscal year 2019	3,807	143
Fiscal year 2018	3,506	163
Fiscal year 2017	4,043	122
Fiscal year 2016	4,459	138

Wellness and Healthy Aging programming and participation has been rebounding back significantly since we reopened for in-person classes in April 2022. Classes have been added incrementally ever since to where we are currently hosting multiple classes at 3 different sites – Ionia, Portland and Lake Odessa - with Belding soon to follow. The numbers indicated above are fantastic when you consider we only rolled out full services for about half the prior fiscal year.

Wellness and Healthy Aging programming is an integral part of programming at our Ionia Senior Center. One of our key goals for FY 2023 is to roll out more of these activities in other parts of Ionia County.

Our Wellness and Healthy Aging specialist, Rachel Yenchar, will be key to these efforts. Thankfully Rachel transitioned to full-time recently, in July 2022. These additional hours are essential to provide that additional reach in other parts of the county.

We are looking for key partners in other locations in Ionia County, who can join with us to help provide wellness programming, socialization, special meals, and other activities that seniors are

interested in. More activities at more locations will also help increase awareness of our core services and help us reach those seniors who could most benefit from our assistance.

Rachel coordinates a team of 4 other staff who are trained to lead these disciplines in Ionia and at other sites: EnhanceFitness™, Tai Chi, A Matter of Balance, Walk With Ease and Armchair Exercise.

Caregiver Support

COA has developed programming and provides services which can assist caregivers as they care for loved ones. We host a monthly Alzheimer's Association Caregiver Support Group and have a staff member trained through the Rosalyn Carter Institute for Caregivers. We partner with the Alzheimer's Association to host programming at our Senior Center and other sites. We have numerous information and referral resources which can help caregivers obtain help from other organizations. And we provide Respite Services directly.

As part of our efforts to support caregivers in Ionia County, plans are underway to relaunch a once-per-week Adult Day Program at the Easton United Methodist Church.

Equipment Exchange Program

Growth in this program has really taken off thanks largely to the excellent stewardship of our Administrative Assistants **In FY 2022, COA distributed 2,672 items of Medical Equipment & supplies to 217 individual clients.**

Up to this point, this program has been an exchange of donated items only. Items COA receives are in turn redistributed to others who need them, saving us all money and keeping items such as walkers and shower chairs out of landfills.

Plans for the new year include doing our due diligence to build this program out further. Our goal will be to develop a small budget to purchase those items which we never manage to keep in stock – shower chairs or benches and “Depends,” to name 2 items. Targeted funding, or drives to increase donations, are also in planning stages.

MMAP Counseling

In FY 2022 COA documented 149.25 hours toward Medicare and Medicaid Assistance Program counseling, helping 82 unique clients. This is the highest number recorded by our agency, thanks largely to our trained counselor on staff, Sherry Jones, when this part-time position was created in June 2021.

Sherry has created a plan to provide counseling three days per week during the current “open enrollment” period and we find she is reaching new clients every year. This is a valuable service which helps seniors save money!

Tax Returns and Tax Credits

ICCOA partnered with the United Way to provide free tax return preparation starting in late 2021. One of our Administrative Assistants was trained by UW to be an important part of this team effort, where seniors bring their returns to COA to be scanned, uploaded to a secure site and returns are then completed by a team of trained preparers, virtually. Clients return to pick up a copy and sign paperwork to have the return filed electronically.

Tax Credit Preparation Assistance is provided by one of our staff caseworkers. **In FY 2022, she helped 33 clients in preparing 40 Home Heating Credits and Property Tax Credits.** This assistance puts dollars directly into the pockets of seniors who most need the assistance.

Senior Project Fresh

Senior Project Fresh coupons are distributed to seniors with limited incomes to help them purchase fresh fruits and vegetables at participating farms and farm markets. **In FY 2022 we distributed over 700 coupon booklets to 408 clients.** This program benefits Ionia County seniors and our farmers.

Administration • Outreach

Office staff include 6 full-time positions, the COA Director (Administrator), Nutrition Director, In Home Services Director, Transportation Coordinator, Wellness & Health Aging Specialist and one full-time position split between casework and administrative/program support.

Part-time positions include: 2 additional part-time caseworkers and 3 part-time

administrative/program aides with a focus of roughly 60% of their hours providing or supporting direct client services. Our aides are skilled in virtually all areas of programming and support all COA departments with dedication and care. They are to be commended.

COA Volunteers

COA is actively seeking volunteers in particular for Transportation and Meals on Wheels delivery. Total volunteer hours documented for FY 2022 came in at 955 at the time of this report.

ⁱ With major funding sources AAAWM and MDOT

ⁱⁱ <https://www.urban.org/policy-centers/cross-center-initiatives/program-retirement-policy/projects/data-warehouse/what-future-holds/us-population-aging>

ⁱⁱⁱ *Includes \$139,157 for CAPITAL PURCHASES, will require transfer in from FUND BALANCE OF \$154,540*

^{iv} *Includes \$30,000 for CAPITAL PURCHASES, and requires a transfer in from FUND BALANCE of \$116,420*

^v *Includes \$30,000 for CAPITAL PURCHASES, and requires a transfer in from FUND BALANCE of \$54,020*

^{vi} *Includes \$205,981 for CAPITAL PURCHASES*

^{vii} *Includes \$154,907 for CAPITAL PURCHASES*

^{viii} FY 2023 Capital Awards have not been finalized.

^{ix} As we have just closed our fiscal year, numbers are ESTIMATES. This total has not been reconciled to include all transportation clients which are now managed in a separate software product.

^xTotal includes client trips plus 523 trips for accompanying caregiver trips. Individual clients does not include caregiver count.