



Semi-Annual Report

October 2019

Ionia County Commission on Aging

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INVESTING IN THE FUTURE

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.

The Ionia County Commission on Aging, founded in 1973, is a dynamic agency which continues to move forward and adapt to the changing needs of seniors and the community in reaching this goal.

With increased longevity and the coming “silver tsunami,” our agency looks to develop programming and services to serve the needs of today’s seniors and of generations to come. With almost 80% of retirees wanting to “age in place” in their own homes and communities¹, ICCOA looks to help seniors and their families meet this goal while maintaining both their dignity and independence.

Agency goals for the new fiscal year include:

- Facility Improvement and expansion
- Open doors on our new Adult Day Services program
- Expanded equipment closet and equipment exchange program
- Identify solutions to address hiring challenges
- Additional Emergency Preparedness planning

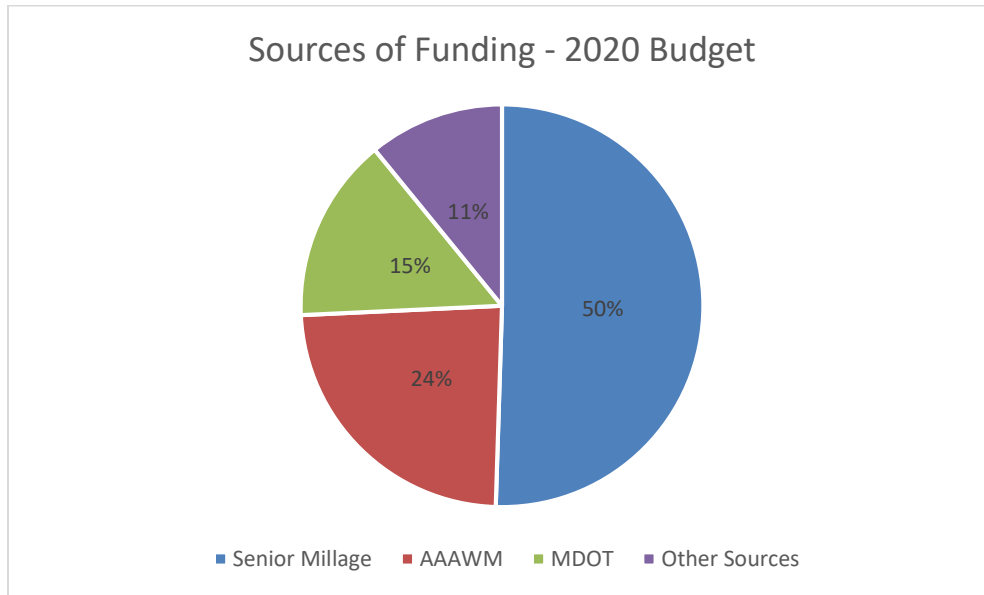
BUDGET AND FUNDING

Estimated Annual Budget

Agency Budget 2020	\$1,578,452	initial budget
Agency Budget 2019	\$1,540,615	amended budget to date
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

¹ <https://www.aarp.org/retirement/planning-for-retirement/info-2018/retirees-age-in-place-aarp-study.html>

Revenues and Funding • 2020 Budget



The Ionia County Senior Millage continues to be the single most important source of revenue for our agency, providing half of all revenues.

Older Americans Act funding, received through the Area Agency on Aging of West Michigan, also plays a crucial role in providing services to Ionia County Seniors. As our numbers have risen – translated into more meals served, more transportation trips provided and more hours of In Home Services delivered – our funding from AAAM has also risen.

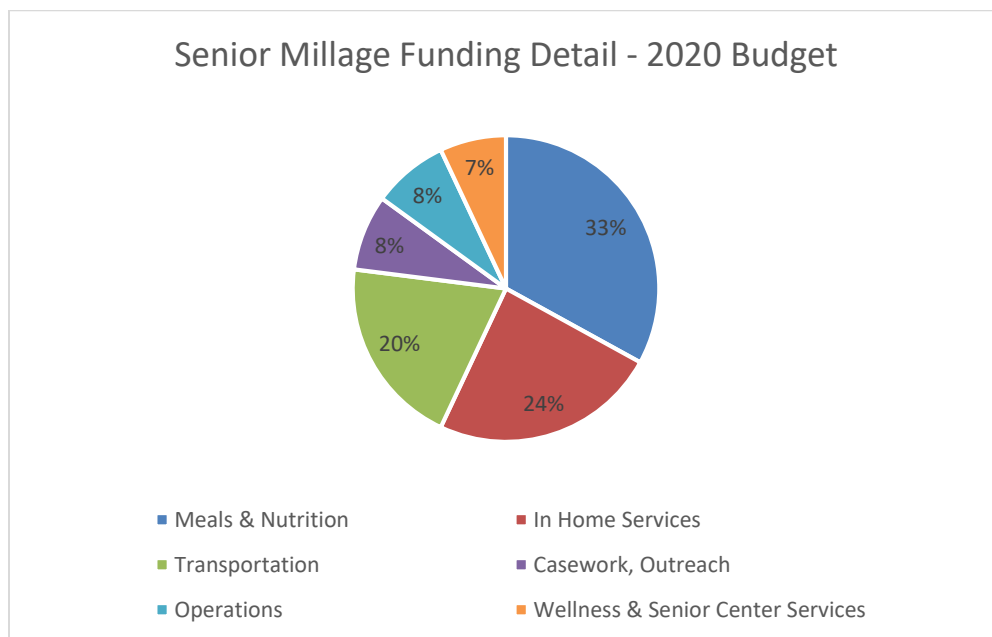
Seed funding for new Adult Day Services has also been contracted from AAAM and from the Caregiver Respite program funds received through Reliance Community Care Partners. Funding here also provides an important proof of concept endorsement for this important service for which we anticipate a growing need in years to come.

Our 2020 Budget also includes a substantial amount of both carryover and new funding from MDOT for capital purchases, including vehicles and dispatch software, which is not anticipated to arrive before the end of the current calendar year. Thanks to MDOT funding, our entire fleet should be replaced by the end of the next fiscal year, and will have expanded from 5 to 7 vehicles.

Other revenue sources include fundraising, client cost shares, fares and donations, memorial contributions, purchase of services (ie, Medicaid Waiver) and private pay.

New revenue streams are continually sought to provide additional support and resources to our growing senior population and to benefit our local community.

Ionia County Senior Millage • A Closer Look



Funding from the Ionia County Senior Millage is crucial to each Commission on Aging Department in providing services in Ionia County. In addition to core services, such as Meals on Wheels™, In Home Services and Transportation, senior millage funding allows the COA to provide services with little or no other revenue sources.

Programs such as Senior Project Fresh coupons, foot and toenail care, showering assistance, counseling under the Medicare and Medicaid Assistance Program, assistance with filing Homestead Property Credits and Home Heating Credits and support and coordination for our AARP Tax Prep Team all rely on funding from the Ionia County Senior Millage. It also provides funding for such programs as Armchair Exercise, our equipment exchange program, enriching educational programming, support groups and information & referral services.

Senior Millage funding will also make it possible for our agency to make much needed improvements to our Senior Center at 115 Hudson Street, our agency’s home since the late 1980’s. Changes planned include in particular amendments to our restrooms -- including wider stalls, grab bars and automatic doors, making the building ready for decades to come.

Preparing for the future also includes agency plans to expand our agency footprint to the ground floor of 101 West Main. This additional space will allow us to provide multiple services and programs simultaneously, where we now find we need to cancel one service to provide another.

It will also provide a home for our newest service to be launched in 2020, our Blue Skies Adult Day Services Program. Blue Skies will provide a safe, enriching experience for Seniors who need a helping hand during the day. When family is at work, or a spouse is out for errands or medical care, Blue Skies will provide support for participants and caregivers.

A large multi-purpose room will be available for Blue Skies participants as well as other Senior Center programming such as wellness, educational and social programming, MMAP counseling, Tax Preparation assistance, support group sessions and so forth.

The main area for the Adult Day Program will include a kitchenette and eating area. And a large showering area will be available to program participants and other seniors who would benefit from assistance in bathing.

Our Senior Millage funding is crucial to these plans both for area seniors and our community as a whole. In providing support to Seniors who age in place in our communities, the community at large also benefits from this investment. Seniors purchase goods and services locally in the community, increase local tax revenues and contribute their knowledge and expertise as volunteers, as employees and as individuals in other roles.

Fiscal Year 2019 Recap

Numbers and Units are preliminary as our fiscal year (Oct 1, 2018 – Sept 30, 2019) has only just closed

COA Client Profile

Registered Clients	•	Average Age
Fiscal year 2019	2,175²	73.8
Fiscal year 2018	1,409	74.1
Fiscal year 2017	1,454	74.1
Fiscal year 2016	1,413	74.8

² We are investigating this sizable increase in client registrations. Moving newsletter registrations back to CAREeVantage, our client database program, has likely contributed to the increase.

Full Client & Caregiver Assessments Completed

Fiscal year 2019	846
Fiscal year 2018	744
Fiscal year 2017	663
Fiscal year 2016	621

Core Services Delivered

Home Delivered Meals (meals)

Fiscal year 2019	73,810	425 individual clients
Fiscal year 2018	75,741	408
Fiscal year 2017	68,305	386
Fiscal year 2016	73,071	390

Friendship Luncheon Sites (meals)

Fiscal year 2019	10,110	439 individual clients
Fiscal year 2018	9,015	356
Fiscal year 2017	8,491	364
Fiscal year 2016	8,515	297

Senior Project Fresh (Coupons Distributed)

Fiscal year 2019	8960	470 individual clients
Fiscal year 2018	8,540	
Fiscal year 2017	8,670	
Fiscal year 2016	8,560	

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

Fiscal year 2019	6,916	213 individual clients
Fiscal year 2018	6,267	211
Fiscal year 2017	7,030	171

Fiscal year 2016	7,058	179
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Transportation (one-way trips)

Fiscal year 2019	7,289	233 individual clients
Fiscal year 2018	6,405	216
Fiscal year 2017	6,660	208
Fiscal year 2016	6,220	196

Health & Wellness (client class sessions)

Fiscal year 2019	3,807	143 individual clients
Fiscal year 2018	3,506	163
Fiscal year 2017	4,043	122
Fiscal year 2016	4,459	138

Other Services to Note

Equipment Exchange Program	256 items delivered to 89 individuals
Medicaid Medicare Assistance Program	Provided assistance to 30 clients
Tax Return/MI Credits Assistance	165 individuals assisted

Review of COA Departments and Staff

Nutrition

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

Our Nutrition Department took a big step in FY 2019 by increasing Congregate Meal service an additional three days per week--adding a day in Belding and opening a new site in Portland. This increased the number of meals served at sites to over 10,000, a real milestone for our agency.

For Home Delivered Meals, total meals delivered came in very close to 2018, at nearly 74,000 meals delivered in FY 2019 compared to over 75,741 meals in FY 2018. We continued to reach new clients however and total individual clients served grew from 412 individuals in FY 2018 to 425 individuals in FY 2019.

Nearly 9,000 Senior Project Fresh Coupons were distributed to 470 qualifying seniors in Ionia County, to use for fresh produce purchases at local farms and farm markets.

Another highpoint for the year was the purchase of two new Home Delivered Meals vehicles and the transition of one former Transportation vehicle to provide a sixth, back-up vehicle for meal delivery.

The Nutrition Department is currently staffed by 1 full-time Nutrition Director, 2 full-time Cooks, 3 part-time Food Service Aides with a fourth being added, 5 part-time Meal Delivery Drivers, 3 substitute Meal Delivery Drivers and 7 part-time Site Hostesses (with some staff filling more than 1 position). Several positions are currently vacant. Paid staff is complemented by numerous volunteers.

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

In Home Services increased units delivered in FY 2019, beginning to reverse the trend of declining service hours that has affected the agency over the last few years.

Respite Hours in particular showed a noticeable increase, with the agency delivering almost 1,000 additional hours of service in FY 2019 over FY 2018.

Nevertheless, with increases in the number of clients wishing to receive services, our In Home client waiting list, consisting of clients waiting for services to begin or who are underserved, continues to grow.

A shortage of qualified In Home Aides continues to affect the department. For example, under current funding, we are able to provide minor home repairs or yard work to qualified Respite Clients. And with winter approaching we are especially keen to find an Aide who could assist Seniors with snow removal so that they may leave their homes safely. But we have been unsuccessful in finding an Aide who can do this work.

The highlight for the year was the bringing on board of two, full-time In Home Aides who have stayed with the agency 1+ year and eight months, respectively. Current staff includes 1 full-time In Home Services Director, two full-time In Home Aides and 10 part-time In Home Aides with several positions currently vacant.

A close second was successfully earning 100% of AAAMW funding for both Homemaker and Respite Services.

Transportation Including COA Fleet and Volunteer Drivers

Total trips delivered by COA Transportation increased by 884 in FY 2019 over FY 2018.

Highlights for the year included bringing on a new volunteer, with a second imminent. And while we recently lost one driver due to retirement, we are in process of bringing a qualified replacement on board along with a second to serve as back up for drivers who need time off.

On the procurement side, we were able to order 2 new minivans with wheelchair ramps to replace our two older (2012) accessible minivans fully funded by MDOT. These vehicles are expected to arrive in January 2020.

We are also moving forward to finish specs and issue a request for quotes for an all-wheel drive vehicle, routing software and iPad or smartphones to move from paper to electronic schedules, all with funding through MDOT.

And just last month we received a grant to purchase one additional, new vehicle officially expanding our transportation fleet to 7. We foresee this helping us to meet transportation needs for both our upcoming Adult Day Program as well as for other transportation trips.

Transportation staff stands at: 1 full-time Coordinator/dispatcher, 5 part-time COA staff drivers, 4 part-time volunteer drivers and 1 part-time office assistant who assists with data entry on transportation and HDM vehicles. Two additional drivers should be brought on board in the near future, to replace a recent retirement and for a sub driver position.

Wellness and Healthy Aging + Senior Center Activities

Wellness and Healthy Aging continues to expand its focus. We continued to deliver evidence-based programming in Ionia, Lake Odessa, Portland and Saranac this year which included EnhanceFitness™, Matter of Balance, Tai Chi and Arthritis Exercise Classes as well as our own Armchair Exercise class.

We are expanding on this programming to offer other valuable content and information of interest to clients. Training and support topics in the past year included: Fall Prevention and Awareness, Osteoporosis, Association for the Blind and Visually Impaired Workshop, AARP Smart Driving Course, Caregiver Support Group, Parkinson's Support Group and special events such as our recent Caregiver Appreciation Day and regular programming provided by the Alzheimer's Association. We also invested in training a staff member in Dealing with Dementia programming offered by the Rosalyn Carter Institute to offer to clients, staff and local agencies or groups.

Senior Center Activities also include programming directed by Seniors themselves which provides engagement and a chance to make new friends. Activities in the prior year have included Grand Valley Strings Country Music Jam, Bridge and Euchre groups, spring/summer Art Group and Exhibition, a yarn circle, clogging group and quilting group.

Programming is provided by 5 certified wellness instructors (4 staff, 1 volunteer). Additional support and expertise includes 2 trained Caregiver Support Group Facilitators and is supported and coordinated by our Administrative Aides and several volunteers. (Several staff fill more than one role at COA).

Administration • Outreach

Office staff includes 5 full-time positions, the Administrator/COA Director, Nutrition Director, In Home Services Director, Transportation Coordinator and one full-time position split between Casework/Outreach, Administrative Support and Wellness.

Part-time positions include our part-time Wellness Technician, who also assists with Outreach and Senior Center Activities, 2 additional part-time Caseworkers and 3 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.

Direct Client Services delivered by our outreach and administrative staff include: MMAP counseling, MI Tax Credits preparation assistance, coordination of AARP Tax Preparation services, Equipment Exchange program, assistance under the IHS Cancer Fund, client assessments for the EightCAP Senior Companion program along with information and referral to multiple outside resources and partners.

COA Staffing and Volunteers

Current staff levels show COA employs 41 individuals, 32 part-time and 9 full-time. Several positions are currently vacant and are seeking to be filled.

We are fortunate to have a veritable army of volunteers who assist in the delivery of services on a daily basis. We truly could not do what we do without them. **Just under 4,700 volunteer hours have been documented so far in fiscal year 2019.**

Key Accomplishments

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

- Increased Congregate Meals service by 3 days per week and a sixth meal site added in Portland
- Secured funding to expand transportation fleet to 7 vehicles
- Purchase of two Meals on Wheels vehicles under State of Michigan's MiDeal Program
- Successfully finished upgrade of all office computers along with redundant printing capabilities
- Earned 100% of Homemaker and Respite funding from AAAMW. Delivered nearly 1,000 additional Respite Units in FY 2019 over FY 2018.
- Seed funding for our new Adult Day Services program received from AAAMW, and the Caregiver Respite Program administered by Reliance Community Care Partners.

Looking Ahead

With both services and facilities expansion in our plans for the new year, this will be an exciting and busy time ahead for our agency. We are thrilled to have the opportunity to deliver on this challenge and to provide value to our seniors and our community with the funds entrusted to us.

Thank you for your continued support of the Ionia County Commission on Aging. 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