

Terri L. Hamad  
Director

## Monroe County Commission on Aging

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Paul Simonton

Monroe County Commission on Aging  
Regular Board Meeting Minutes  
April 08, 2009  
Dundee Senior Citizens Center

John Sledge

Gerald Stone

Loyd Sype

Chairman Martin Kaufman called the meeting to order at 1:06 p.m.

**Members present:** Noel Dentner, Nancy Hamman, Martin Kaufman, Paul Simonton, John Sledge Jr., Gerald Stone.

**Members excused:** Aleta Jackson, Bruce Freimark, and Loyd Sype

Chairman Martin Kaufman led the Pledge of Allegiance and silent prayer.

#### **Approval of the Agenda:**

Noel Dentner made a motion to approve the April 08, 2009 agenda as presented. Supported by Paul Simonton. **Motion carried.**

**Guests Present:** Bob Clark, Executive Director, Dundee Senior Citizens Center; Larry VanWasshenova, Director, Monroe County Senior Legal Services; Floreine Mentel, County Commissioner Area Agency on Aging 1-B Board of Directors; Diane Tackett, Director of Senior Services, Monroe County Opportunity Program; Cheri Boron, Living Independence for Everyone; Jamie Leizerman, Community Health Director, Heather Law, Finance Administrator, Diane Kerr, Registered Nurse, and Emily Stabile, Registered Dietician, Monroe County Health Department.

#### **Public Time:**

Bob Clark addressed the commission on how well the center's activities and meal programs are going.

#### **Approval of the Commission on Aging Regular Meeting Minutes of March 11, 2009.**

Nancy Hamman made a motion to approve the Commission on Aging Regular Minutes of March 11, 2009 as corrected. Supported by Gerald Stone. **Motion carried.**

#### **Approval of the Final Financial Statements of March 2009:**

Ms. Hamad presented the March 2009 Financial Reports. Noel Dentner made a motion to accept and place on file the March 2009 Financial Reports. Supported by Nancy Hamman. **Motion carried.**

#### **Commission Members' Report:**

No member comments at this time.

#### **Correspondence:**

The Commission reviewed the list of correspondence.



**Director's Report:**

Ms. Hamad reported that 95% of the material the auditor needs to start working on the Agreed Upon Procedures Engagements have been sent. Ms. Hamad distributed and reviewed with the commission an information pamphlet she picked up at the Frenchtown Township Hall about "Understanding Proposal A in a Declining Market". The pamphlet provides a good explanation of why homeowner's taxes are going up and property values are going down. In addition, Ms. Hamad reminded everyone of the Sixth Annual Caregivers Fair on Saturday, April 25, 2009 from 9:00 a.m. to 1:00 p.m. in the administration building at the Monroe County Community College.

**Unfinished Business:**

**A. Strategic Planning Committee Reports of April 2, 2009:**

Noel Dentner reported that the committee discussed the need to re-focus and work on the following items.

- Future Planning/Visioning and Funding Concerns
- Addition of an agency vision statement
- Review of the agency's mission statement
- Development of Commission on Aging Board Job Descriptions for County Commissioners
- Reengagement with the agencies on the work of the Blueprint

The goal is to have the blueprint committee co-chairs present on the progress of their committees at the Commission on Aging's regular meeting in May.

**B. Monroe County Senior Legal Services Update:**

Larry VanWasshenova reported that they are trying to comply with everything in the RFP, and that it is working well although there are some adjustments that they will work out as the year progresses. Mr. VanWasshenova commented that the RFP is a workable document that is fair and an accurate statement of what is needed to provide legal services to the seniors.

They are complying with the following standards of performance that is required of the selected firm (s) and such standards shall be deemed to be included in the fee-for-service contract concerning the RFP.

- They will continue to adhere to the highest legal, ethical, and professional standards.
- They will notify the commission if any significant or potentially significant issues of law or a matter including Monroe County and/or Monroe County Commission on Aging arises.
- They will continue to comply by submitting the monthly financial and programmatic status reports to the Commission on Aging director.
- They will continue to maintain a separate file for each case.

His personal comment on that portion of the RFP is that it was well thought out and is something that everyone can comply with as well as them.

Additional requirements they comply with that are in the RFP.

- All of their attorneys are qualified, licensed by the State, and will continue to take educational courses.
- They will continue to have qualified staff.
- For the past thirty-one years, they have performed legal work of the type under consideration.
- They will continue to work with similar populations.
- They currently comply with the commitment of time. Their office hours are from 9:00 a.m. to 5:00 p.m. but it is not unusual to find them at the office at other times.

Mr. VanWasshenova suggested that the commission indicate in the RFP that from time to time, the organization may have to go out on outreaches – they may have to go beyond the normal hours of operation. In regards to the invoicing/billing, they do not bill the commission since they



are not on fee-for-service yet, but suggested integrating the invoicing/billing into PeerPlace since of all the information that needs to be on the invoice is in PeerPlace.

Ms. Hamad commented that she has already had spoke to PeerPlace about that out as well as the cost, however, she is holding off making sure that all the revenue is going to be collected before she makes the decision to purchase that piece of the system.

Mr. VanWasshenova reported that they do have a cost sharing system that they instituted in January 2009, but their cost share is different from the cost share in the RFP. Their cost share is based upon \$80.00 per hour, which was prepared before they received the RFP. They arrived at the \$80.00 based on their actual cost divided by the attorney's billable hours, which is roughly 60% of their time. They arrived at that rate as they did not want to make money because they thought that was the goal of their organization. They want to serve as many people on the lowest end of the spectrum as they can. However, it would not be difficult for them to adopt the \$150.00 per hour that is in the RFP. However, he requested the commission's consideration to allow them to continue to use the \$80.00 per hour rate for the time being to gather stats to see how it is working for them. In addition, they have fewer breakdown categories than in the RFP such as donations at 25%, 50%, and 75%. They simply do not handle anyone over 200% of poverty other than consultations.

Chairman Kaufman commented he is concerned that the agency will not serve anyone over 200% of poverty. By ruling out seniors that are over 200% of poverty, you are ruling out many people in the county who pay for the senior millage.

Paul Simonton commented that it could be problematic for them to start serving people over 200% from the standpoint of local attorneys that will feel they are using tax dollars to subsidize the agency and compete against them. This was one of the strongest resistances when the agency was originally being formed. They can sit down with a person who has the wherewithal to pay, and listen to what they have to say regarding their case, then refer them to the bar association or a local attorney who is an expert in that area. That is a service.

Mr. VanWasshenova reported that at this point, a person over 200% of poverty can consult with them - however they will not represent them.

Noel Dentner pointed out that there might be times when someone above the 200% level has a senior issue that senior legal services could handle better than a private attorney. This would be an example of when you could take someone who could pay for the service privately.

Mr. VanWasshenova commented that at their board level, they have been discussing a Medicaid Planning service since no one in the area provides this type of service.

Chairman Kaufman commented there might be situations where someone may desire the service of one of senior legal services attorneys including Mr. VanWasshenova himself because the individual may feel that this person would be the most appropriate and experienced person in their area of concern.

Chairman Kaufman questioned Mr. VanWasshenova if in those cases is he planning to charge them the full fee? Mr. VanWasshenova stated that under their guidelines, they would charge them the full fee, which would be \$80.00 per hour. If the RFP is adopted, it would be \$150.00 per hour.

Mr. VanWasshenova suggested a few additional items they thought should be included in the RFP.

- The organization should have a physical facility
- The facility should be handicapped accessible inside and out
- The facility should be on the Lake Erie Transit bus route
- Parking should be available within fifty feet of the facility
- Reimbursed for going to the centers and not seeing anyone



Mr. VanWasshenova commented that the larger senior centers schedule appointments for them but the others do not have staff to preplan the arrangement for them.

Paul Simonton suggested that they follow the lead of the health department that runs the diabetic education program, who find out what services are needed, and how they could accommodate and meet the need of the client. He does not feel that is something the commission can dictate in an RFP.

Mr. VanWasshenova reported that they have tried to collect statistics on the number of clients they are "turning" away due to the guidelines. The first system they tried is when a client called into the office they took the financial information over the telephone because they did not want people who were over 200% of poverty coming in, other than for a consultation.

Since that system was taking too long, they went to a second system where the person came into the office to fill out the form, but that system did not work either because the person did not bring all the information that was needed with them. The current system seems to be the best at this point, which is to send the form to the person to fill out and bring into the office.

Chairman Kaufman questioned if they have been charging people the percentage based upon the \$80.00 that the table shows. Mr. VanWasshenova reported yes. Originally, he thought that they would get many objections but did not. By telling the person up front, what their fair share of the cost would be seems to be working.

Ms. Hamad asked Mr. VanWasshenova to explain where they came up with an \$80.00 rate.

Mr. VanWasshenova explained that they took their whole budget then divided it by four (the number of staff attorneys) then divided that by the number of hours they work per year (1800-2000), then divided that by 60% (attorney's billable hours). The remaining forty percent is administration, education, and other things that cannot be attached to clients. It actually cost \$179.00 per hour to run the operation with four attorneys working each one of those hours. In this industry for every hour you see the client; two to three more hours are spent behind the scene - depending on the type of case.

John Sledge questioned how many new cases they have taken since the commission's March meeting.

Mr. VanWasshenova reported that as of February 17, 2009 to date, they have sent out one hundred and five cost sharing letters to clients that called or came into the office. Of those clients, sixty-six of them have returned the cost share form and have been served or scheduled to be served.

Mr. Sledge questioned how many active case they currently have and the number of closed case since January 2009. Mr. VanWasshenova reported that he was not sure, but will have that information for him at the May meeting.

Chairman Kaufman would like to know how they are doing in terms of people who are not utilizing their service due to not wanting to provide financial information or simply cannot fill out the form, as well as how the collection of the cost share is working.

Mr. Simonton requested that information to include the type of services being provided to each client when he provides the number of currently active cases and the number of closed cases since January 2009.

**New Business:**

**A. Monroe County Health Department Senior Diabetic Program Update:**

Diane Kerr and Emily Stabile updated the commission on the following changes that have been made with the Senior Diabetic program.



Diane Kerr's update:

- In January 2009, they added four new senior sites to their lunch talks (Water Tower Park Center, Sullivan Center, Orchard Center, and River Park Plaza Residential Complex).
- They added a new Diabetes Dialog Support Group at River Park Plaza that has been very well received.
- They also added information tables at three of their sites where they are available to the seniors for three hours.

Emily Stabile's update:

- They added a new evaluation survey to their program to help determine the effectiveness of their presentations at the different sites so they can better serve their population of clients.
- They will survey their lunch talk centers and their support group centers once per quarter.
- During the month of March, they surveyed five of their lunch talk centers and their newest diabetes dialog center in River Park Plaza.
- Out of the lunch talk surveys for all five centers combined, 100 % of those who responded to them said that they enjoyed hearing their talks at lunch.
- Fifty percent or more of those who responded said that the information presented was relevant to their lives.

Ms. Stabile indicated that these statistics show that the audience is learning valuable information related to their diabetes care or diabetes prevention, and are enjoying the presentations in which they are providing that information.

Paul Simonton questioned what percentage of people responded to the survey.

Ms. Stabile stated that the audience ranged at the five senior centers from 16 to 89 in the audience and the completed surveys ranged from six to twenty-one.

Over all the commission thought that was a good percentage from the people who responded to the surveys.

Gerald Stone questioned how they determine how many clients they service based on the number of people at a lunchtime crowd. In other words, do they consider all those people clients?

Ms. Kerr stated that they depend on the center to give them a list at lunch and they take the number from that list since they all listen to the presentation.

Paul Simonton questioned if the people who are coming to the lunch are aware that there is going to be a diabetic presentation.

Ms. Kerr stated that there are people that know when they are presenting at each site and come for lunch to hear the presentation.

Ms. Stabile commented that they go to the same centers the same week of every month so those that do or do not want to hear the presentation know what day to come or not come for lunch.

Ms. Stabile reported that the surveys also ask what information was being learned and for topic suggestions from those individuals who responded to the surveys. The following is what they found from the surveys that people had learned.

- Portion control
- Better meal choices
- General information about diabetes



- Medication information
- Heart disease

All of these things are very important to help control diabetes complications and controlling blood sugars levels to overall lead a healthier life style and manage their diabetes.

Presentations suggested that were reported on the surveys.

- No sugar added foods
- More general information about Type 2 Diabetes
- Signs of developing Diabetes
- Advancement and progression of Diabetes
- Diet suggestions for the prevention of Diabetes

Some of those topics have already been incorporated into their presentations for this month and the others they will present in later months.

Their Diabetes Dialog results were positive as well and participants found the group to be beneficial and would like to continue meeting at this point. They also received some topic suggestions from this group that they are going to include into a group's choice in May.

They will continue the surveys once per quarter in addition to working in new ideas and suggestions to best serve the population.

Ms. Kerr commented that in order to get the word out that she and Ms. Stabile are available for one-on-one counseling. They have developed a flyer with a tear off for people to call them if they have specific questions. The flyers are available at all of the senior centers. In addition, they mailed out eighty doctors letters along with a poster for them to post in their office.

Ms. Stabile distributed a handout that they frequently use at their presentations and activities that is from the American Diabetes Association. They are trying to get the word out on Pre-Diabetes this year, which is now a defined condition by the American Diabetes Association.

The Diabetic Education Program helps with diabetes prevention in addition to helping existing diabetics lead a healthier life style.

**B. Deaf and Hearing Impaired Services Request for Match to AAA 1-B Application:**

In the absence of Linda Booth, Terri Hamad presented the Deaf & Hearing Impaired Services request for a match of \$9,255.00 for their proposed budget request submitted to Area Agency on Aging 1-B for fiscal year 2010.

Paul Simonton made a motion to approve the \$9,255.00 match request for Deaf and Hearing Impaired Services, Inc. to provide services to the deaf in Monroe County during fiscal year 2010 with the stipulation that the funds be used only for the specific line items proposed. Transfers from the approved line items are prohibited without the advance written permission of the Commission. Any funds not used in accordance with the Directive of the Commission shall be returned forthwith. Supported by Nancy Hamman.

**Roll call:**

John Sledge – Yes  
Gerald Stone – Yes

Noel Dentner – Yes  
Paul Simonton – Yes

Martin Kaufman – Yes  
Nancy Hamman – Yes

**Motion carried.**

**Public Time:**

Commissioner Mentel addressed the full board regarding the owners (Forest City) evicting an 89-year-old man from Frenchtown Place.



Nancy Hamman commented that she is having spinal surgery this month and requested to be excused from the May meeting.

**Adjournment:**

Noel Dentner made a motion to adjourn, supported by Paul Simonton. **Motion carried.** Meeting adjourned at 2:36 p.m.

The next regular board meeting will be held on Wednesday, May 13, 2009 at 1:00 p.m. at the Ash Senior Center, 700 Carleton-South Rockwood Road, Carleton, MI 48117

*Vicky L. Terrasi*

Vicky L. Terrasi, Recording Secretary

