AREA AGENCY ON AGING OF WESTERN MICHIGAN

BOARD OF DIRECTORS

MINUTES

November 22, 2021

Area Agency on Aging of Western Michigan Office
3215 Eaglecrest Drive NE, Grand Rapids MI 49525

UNIT OF GOVERNMENT	MEMBERS PRESENT	MEMBERS ABSENT
ALLEGAN COUNTY	Stuart Peet - Zoom	Rick Cain
GRAND RAPIDS, CITY	Milinda Ysasi - Zoom Jane DeVries - Zoom	
IONIA COUNTY	David Hodges - Zoom	Dennis Sitzer
KENT COUNTY	Carol Hennessy Nancy Nielsen - Zoom	
LAKE COUNTY	Betty Dermyer - Zoom	Marilyn Burns
MASON COUNTY	Ron Bacon - Zoom Kim Halladay - Zoom	
MECOSTA COUNTY	Bill Routley	Sharon Bongard
MONTCALM COUNTY	Linda Weger - Zoom	Michael Beach
NEWAYGO COUNTY	Kenneth DeLaat - Zoom Cindy LaBelle	
OSCEOLA COUNTY	Tim Michell - Zoom	Richard Karns

Staff Present (Zoom): Emily Armstrong, Hannah Huggett, Jennifer Ludwick, Barb Nelson-Jandernoa; Bridget McGovern, Jackie O'Connor, Sarah Sobel and Jessica Torpey.

Guests: Anne Domanski – public guest; Ashley Ellsworth – Health and Aging Services Administration (HASA); Chuck Havekamp – Montcalm County; Laura McMurtry – HASA; Robert Sundholm – AAAWM Advisory Council Chairperson;

I. Roll Call and Agenda Approval

Chair Bill Routley called the meeting to order at 1:30 pm. Quorum was present.

Bill Routley added an additional agenda item under "Other": Executive Director Search Update. Ron Bacon moved and Betty Dermyer seconded the motion to approve the agenda.

II. Minutes of the October 25, 2021 Meeting

Kenneth DeLaat moved and Linda Weger seconded the motion to approve the October 25, 2021 minutes. Motion carried.

III. Reports

A. Advisory Council (AC) Report

Bob Sundholm, Advisory Council Chair gave a report of the November 1, 2021 Advisory Council Meeting. Harold Mast provided an audio presentation on Michigan's Direct Care Worker (DCW) issues by Emily Dieppa, Director of Workforce Development with Michigan Public Health Institute. Sarah Sobel, Contract Administrator, spoke about the various caregiver support services. Lengthy discussion on Auto no Fault Insurance with Senator Nesbitt to attend December meeting to further discussion.

B. Financial Report

Jennifer Ludwick, Deputy Finance Director, reviewed the October Financials.

Report 1- Balance Sheet – Assets – Assets are up from outstanding revenue from grants. Starting off year with a small deficit. Now paying Direct Care Worker wages but have not received any funds to cover them.

Report 5 – Summary Expense Report – Administration or operating expenses are at 9.23%. All Service Partners are at 5.71%, primarily representing the Purchase of Service Partners expenses. OAA and Kent County Senior Millage expenses for October are submitted in November.

C. Care Management Department

Hannah Huggett, Compliance Manager for the Care Management Department discussed staff work on the NCQA – National Committee for Quality Assurance accreditation. Hannah is the lead on this project. Documentation has been submitted and Hannah has received questions for more clarification. The NCQA survey will take place on December 13, 2021. NCQA is more relevant to the Care Management

services and replaces our previous CARF accreditation. We should know by the third week of January the result of the survey.

D. Supportive and In-Home Services

Sarah Sobel, Caregiver Services Contract Administrator, discussed the variety of programs available that support caregivers – both personal and professional. Programs continue to be provided virtually which easily allows for participation across the nine county Region, but attendance has declined a bit due to "Zoom fatigue". Many of the programs have been recorded and can be accessed on our website. Sarah answered questions regarding classes. Bill Routley suggested recorded classes be shared with Board members.

Barb Nelson Jandernoa, Healthy Aging Contract Administrator, provided a regional update on the status of healthy aging classes. Classes are being presented virtually and in-person, inside and out of doors. A new evidence based class began called Active Living for Every Day, a behavioral change program that offers exercise program options. This can be done virtually and in-person. Conducted Tai Chi in the parking lot and a walk-a-thon in parks.

E. Public Relations and Communications

Emily Armstrong, Public Relations and Communication Specialist, continues striving to address her main marketing goals even during a pandemic. Her goal is to provide more press releases in all the counties. She has increased community awareness of services through media partnerships with WGVU radio, WZZM tv and several print partners. She provides community awareness and data to drive AAAWM Facebook and website postings. Her monthly email newsletter continues to grow, and the open rate and click-through rate is almost double the non-profit average. Emily answered questions for Board member.

F. Executive Director's Report

Jackie O'Connor, Executive Director, reviewed the process for the consumer appointment from each county. The 2022 Board meeting schedule was discussed. Based on the Board Survey, Jackie reviewed the Board structural pattern and how it ties into the AAAWM Organizational Chart. The State office that oversees AAAWM has changed its name to Health and Aging Services Administration and is now part of same department as the Medical Services Administration which oversees the Medicaid Waiver program. Jackie reviewed the current status of the Federal and State funding.

Jackie also shared what staff do for the agency Giving Tree program for our clients.

IV. Other

A. Other

Linda Weger announced that this will be her last Board meeting as her term is up and introduced Chuck Havekamp as the new consumer from Montcalm County. Bill Routley thanked Linda for her service on the Board and the OAA Proposal Review Committee.

Bill Routley gave an update on the Executive Director search. Executive Committee set criteria for Executive Director Search Committee, which will consist of 7 members made up as follows: 2 Board members (1 commissioner and 1 consumer), 2 Executive Committee members, Board Chair, 1 Advisory Committee member and 1 AAAWM Leadership staff member. Any Board member interested in joining this committee, email Bill or Jackie. If more than one consumer or commissioner expresses interest, a random lottery draw will decide. Executive Director job description will be reviewed and finalized by February Board meeting; timeline of process to be approved at February Board meeting. An Executive search company will be utilized.

B. Aging and Adult Services Agency:

Laura McMurtry, AAAWM Field Representative with Health and Aging Services Administration, introduced Ashley Ellsworth as the new Region 8 Field Representative. Laura gave an update on the All Star meeting, where Multi Year Plan (MYP) was discussed and the process is being improved. FY22 Fiscal Assessment module will be updated.

Laura congratulated Jackie O'Connor on her 2022 retirement.

C. Public Comments

Anne Domanski requested that the Board look into the Michigan Open Meetings Act to ensure the meetings are properly following the policies set by this Act.

D. Next Meeting Date:

Bill Routley announced Board members scheduled to attend December 6, 2021 Advisory Council meeting via Zoom are Stuart Peet and Rick Cain.

Next Board of Directors meeting will be February 28, 2022. Meeting adjourned at 2:36 p.m.

Bridget McGovern, Recorder

Carol Hennessey, Secretary