

BOARD OF DIRECTORS

MINUTES

AREA AGENCY ON AGING OF WESTERN MICHIGAN

October 24, 2022

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	Rick Cain
GRAND RAPIDS, CITY	Milinda Ysasi Jane DeVries	
IONIA COUNTY	Larry Tiejema	Dennis Sitzer
KENT COUNTY	Carol Hennessy Nancy Nielsen	
LAKE COUNTY	Marilyn Burns Betty Dermeyer	
MASON COUNTY	Ron Bacon Kim Halladay	
MECOSTA COUNTY	Sharon Bongard Bill Routley	
MONTCALM COUNTY	Kathy Bresnahan Chuck Hazekamp	
NEWAYGO COUNTY		Kenneth DeLaat
OSCEOLA COUNTY	Tim Michell	

**Staff Present:** Kendrick Heinlein, Vince Lambert, Holly Williams, Sally Andreatta, Jessica Torpey

**Guests Present:** Barbara Hazlett-Advisory Council Representative, Ashley Ellsworth-ACLS Bureau Representative, Andrea Westendorp-AAAWM Intern

**I. Roll Call and Agenda Approval**

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

Bill Routley added an addendum to the agenda to include Sally Andreatta presenting the FY2023 KCSM Funding Recommendations to the Board after the Financial Reports.

Betty Dermeyer moved and Ron Bacon seconded the approval of the Agenda. Motion carried.

**II. Minutes of the September 26, 2022 Meetings**

Barbara Hazlett moved and Stuart Peet seconded the motion to approve the September 26, 2022 Minutes. Motion carried.

**III. Reports**

**A. Advisory Council Report**

Barbara Hazlett, Advisory Council Chair, gave a report of the October 3, 2022 meeting. She shared that it was a busy and productive meeting. Bob Callery was the presenter and answered lots of questions regarding open enrollment and services for older adults. The Advisory group spoke about the needs assessment coming in 2023 and will be a part of the planning process. Priscilla Kimboko is the head of the nominating committee. They are in need of two new members from Allegan County. Michelle Hoitenga is tentatively scheduled as the next presenter for the group. The Broadband issues were added to their State level issues and they will continue to dive into this topic.

**B. Financial Reports**

Vince Lambert, Finance Director, reviewed the Report on Financial Assessments of Service Partners FY2022 Cycle.

These are the operating standards per C-5, AAWM must perform an annual assessment, financial questionnaire and audit reports with all partners. This year, all partners passed. He stressed the importance of remembering this is a soft close on the FY and to anticipate more information coming in, in the next month or two.

Report 1- Balance Sheet – The biggest change on this report is a large change in grants receivable, this was anticipated with the FY close. Bill Routley asked that this report be shared with the full Board going forward-Kendrick confirmed it was sent to them this month and would be ongoing.

Report 5 – Summary Expense Report – the Operating Expenses budget is at 94.56% of the fiscal year. Service expenses are at 100.8%. AAWM has spent 99.56% of the budget.

Vince fielded questions from the Board regarding how the budget was set-up and specifics around programming and how it hits different buckets.

### **C. Kent County Senior Millage**

Sally Andreatta, Director of Contract Services presented the FY2023 Funding Recommendations.

She shared the partners did a great job with their presentations that began on October 10<sup>th</sup>. On October 17<sup>th</sup> the staff came back together to review the presentations and provide recommendations. The staff knew their partners well and this is the first time in awhile that AAAWM has had some KCSM funding left after allocations to help with mid-year adjustments and emerging programming that will come in the next year.

### **D. Corporate Compliance Report**

Holly Williams, Director of Human Resources gave her report with minimal questions from the Board. She confirmed AAAWM asks about fraud on exit surveys as a requirement-no allegations have been reported. Bill asked Board members Kim Halladay and Sharon Bongard to trial Relias with him with the goal to roll some trainings out for Board Members in the near future.

### **E. Executive Director's Report**

Kendrick Heinlein, Executive Director opened his report by asking for transparency and feedback from the Board, both positive and negative-he can't help if he doesn't know about it. He recognized that it's the staff's job to educate the Board so they can provide expertise and encouraged them to ask questions if they need more information or don't understand something. One goal on the Strategic Plan is to be the best AAA in the nation-we have some work to do but we're going to start with being the best in the state and build from there. It's going to take an active Board and staff to get where we're going, and he'll continue to stress that when needed. He covered the following topics:

Board Questionnaire-no questions.

Conflict of Interest and Fraud Statement-tracking of this will be shifting to HR from Finance, the Board can expect updated forms to come from Holly.

Needs Assessment-AAAWM will be facilitating a needs assessment in 2023 for Region 8, the last one was completed in 2019. Kendrick would like the Board to form a subcommittee to help determine what they would like tracked and to include county specific questions. The tentative meeting dates for the subcommittee will be April/May of 2023. Interested members can reach out to Kendrick anytime.


AAAWM Staffing Policy Changes-10/13 AAAWM rolled out a 5% wage increase for staff. Once the wage survey results are back, Kendrick will present them to the Board with recommendations. Kendrick communicated that focusing on staff wellbeing is one of the most important things we can do to stay competitive and increase retention. AAAWM will also be implementing a cross-training program to better support the staff and agency functions.

Healthy Aging Programs-Classes began in-person on 10/18 in the building. The Open House brought over 100 guests to the building and classes have been averaging between 20-30 people. AAAWM is working on a franchise model for wellness programming that will include consistent branding, messaging and ties back to aging services no matter where someone is participating.

#### IV. Other

- A. Bureau of Aging, Community Living and Supports Comments:** Ashley Ellsworth shared that the ACL Program is beginning to look at their nutrition standards, specifically with Grab and Go meals. They do not fall under the current standards and want to see this meal option continue as they were very popular during the pandemic. They are forming work groups, including the AAA's, she encouraged the Board to keep advocating for them on any platform they can. Grab and Go's are meals that participants can pick-up from sites and take home to enjoy, which is different from congregate meals or home delivered meals. Scott Wamsley spoke recently about the interstate funding formula and how it's being looked at for FY2024. Work groups are forming on this as well. Ashley acknowledged to the group that they hear, on a state level, the complaints regarding the Open Meetings Act. They are listening and doing what they can in regard to affecting change with it. Ashley fielded questions on who to reach out to about this topic and she shared that Dave LaLumia would be a great contact.
- B. Committee Comments:** Sharon Bongard brought emergency medical information cards to the meeting that she received from her Senior Center-the Garden Club of Big Rapids sponsored these for seniors in their area. The cards are meant to be hung on refrigerators after personal information is added to aid in the case of an emergency. Group discussion took place around the Broadband concern and certain counties being behind more than others.
- C. Public Comments:** None.
- D. Next Meeting Date:** Chair Bill Routley stated the next Board of Directors meeting will be on November 28, 2022 at the AAAWM Office Building. The meeting adjourned at 2:34 p.m.

  
\_\_\_\_\_  
Jessica Torpey, Recorder

  
\_\_\_\_\_  
Carol Hennessy, Secretary