

BOARD OF DIRECTORS MINUTES

AREA AGENCY ON AGING OF WESTERN MICHIGAN

July 22nd, 2024

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	Mark DeYoung	
GRAND RAPIDS, CITY	Jane DeVries	Lisa Knight
IONIA COUNTY	Larry Tiejema Edna Albert	
KENT COUNTY	Carol Hennessy Nancy Nielsen	
LAKE COUNTY	Marilyn Burns Kristine Raymond	
MASON COUNTY	Ron Bacon	
MECOSTA COUNTY	Sharon Bongard Bill Routley	
MONTCALM COUNTY	Chuck Hazekamp	Ron Baker
NEWAYGO COUNTY	Kenneth DeLaat Richard Fitzpatrick	
OSCEOLA COUNTY	Tim Michell Dawn Montague	

Staff Present: Kendrick Heinlein, Scott Russett, Cassie Caple, Holly Williams, Laura Dobrzelewski, Julie Wagner, Margie Pettit

Guests Present: Barb Hazlett – AAAWM Advisory Council Chairperson, Roxanne Page – Dore Mayhew, Mary Campbell – Advisory Council Member

I. Roll Call and Agenda Approval

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

Ron Bacon moved, and Chuck Hazekamp seconded the approval of the Agenda. Motion carried.

II. Minutes of the June 24th, 2024 Meeting

Larry Tiejema moved and Kristine Raymond seconded the motion to approve the June 24th, 2024 Minutes with the above addition. Motion carried.

III. Reports

A. Advisory Council Report

Barb Hazlett, Advisory Council Chair, gave report from the July 1st Advisory Council Meeting.

Representative Glanville was the guest speaker and she highlighted three takeaways from this meeting. Barb also announced that the \$3M increase for the Ombudsman Program was included in the 2025 Fiscal Year budget along with a .20 increase for the Direct Care wage.

B. Financial Reports

Roxanne Page presented the **FY 2024 AAAWM Audit** by Doren Mayhew.

Roxanne gave an overview of the results of the FY 2024 AAAWM Audit. She discussed 2 audit risks -concentration of revenue and liquidity. She also noted that the efficiency rate of the Agency is 95% while the industry benchmark is 80%. No new accounting standards.

Scott Russett, CFO reviewed the following FY 2024 June Financial Reports:

Report 1- Balance Sheet – This report is in line with what is expected and there are no concerns here. Healthy level of cash and 6.7% investments which is in line.

Report 2 – Income Statement Report – Trending of these figures are as expected based on 75% of the fiscal year being complete. OAA is expected to break even and KCSM may have a slight surplus. The Medicaid Waiver deficit is as expected.

Report 3 – Contractor Expenses – OAA – Tracking as expected.

Report 4 – Summary Expense Report – Tracking as expected.

Action Item: Larry Tiejema made a motion to approve the 2024 AAAWM Audit as presented. Jane DeVries seconded, and the others approved the motion. Motion carried.

C. NCQA & Client Satisfaction Surveys

Laura Dobrzelewski, Director of Care Management Services, and Julie Wagner, Compliance and Quality Improvement Manager presented results from the NCQA and Client Satisfaction Surveys to the committee.

Laura discussed the NCQA Program and showed a Power Point listing what goes into obtaining accreditation. This included reviewing the background, goals, standards and key dates for this Program.

Julie provided a Power Point on the Client Satisfactory Survey which measured participant level of satisfaction with the services and supports that they receive. This is a two-part survey – first being satisfaction with their Support Coordinator and the second refers to their in home services.

D. Older Americans Act (OAA) Funding Reallocations

Cassie Caple, VP of Contract Services and Program Development, shared the following OAA funding reallocation recommendations:

Cassie provided an update on the 9 month review of OAA funding and advised that a Grant was received for a specific funding source. She also explained about the loss of funds for nutrition and meal programs which was a major cut to our funding with NSIP fund being reduced significantly.

Action Item: Chuck Hazekamp made a motion to approve the OAA funding reallocations as presented. Jane DeVries seconded, and the others approved the motion. Motion carried.

E. Kent County Senior Millage (KCSM) Partner Update

Cassie Caple, VP of Contract Services and Program Development, shared the following KCSM partner update.

The St. Alphonsus Young at Heart Program has been terminated by St. Alphonsus as of 6/30/24 due to a recommendation that they received from the Financial Group that they work with.

F. CEO's Report

Kendrick Heinlein, CEO, touched on the following and answered questions from the BOD:

2024 Community Needs Assessment -

Kendrick reviewed the results of this Assessment with the Committee highlighting the top five concerns of the participants who completed the assessment. He discussed how the Agency needs to look at how these services can be adapted to meet the needs of those in the counties that we serve.

Dual Eligible Special Needs Plans (D-SNPs) -

Kendrick explained what D-SNP is and gave background on this Plan being rolled out to all the Michigan AAA's. He emphasized that this Program is in the beginning stages and the timeline for AAAWM to begin this Program is 2026.


Staffing Announcement –

Kendrick announced that Suzanne Filby-Clark will be retiring on 1/20/24 after 39 years of service to the Agency.


IV. Other

A. Public Comments: None

B. Next Meeting Date: Chair, Bill Routley, stated the next Board of Directors meeting will be on September 23rd, 2024 at the AAAM building. The meeting adjourned at 3:02 PM.



Margie Pettit, Recorder



Ron Bacon, Secretary