



The Source for Seniors.

November 16, 2022

**EXECUTIVE
COMMITTEE**

CHAIRPERSON
Bill Routley

VICE CHAIRPERSON
Marilyn Burns

SECRETARY
Carol Hennessy

TREASURER
Ron Bacon

MEMBER-AT-LARGE
Nancy Nielsen

**ADVISORY COUNCIL
CHAIRPERSON**
Barbara Hazlett

EXECUTIVE DIRECTOR
Kendrick Heinlein

BOARD OF DIRECTORS

ALLEGAN COUNTY
Com. Rick Cain
Stuart Peet

IONIA COUNTY
Com. Larry Tiejema
Dennis Sitzer

KENT COUNTY
Com. Carol Hennessy
Nancy Nielsen

LAKE COUNTY
Com. Betty Dermeyer
Marilyn Burns

MASON COUNTY
Com. Ron Bacon
Kim Halladay

MECOSTA COUNTY
Com. Bill Routley
Sharon Bongard

MONTCALM COUNTY
Com. Kathy Bresnahan
Chuck Hazekamp

NEWAYGO COUNTY
Com. Ken DeLaat

OSCEOLA COUNTY
Com. Timothy Michell

CITY OF GRAND RAPIDS
Com. Milinda Ysasi
Jane DeVries

Dear Board Member:

The AAAMM Board of Directors meeting will be held:

DATE: Monday, November 28, 2022

Board Meeting TIME: 1:30 p.m.

PLACE: AAAMM Office
3215 Eaglecrest Drive NE
Grand Rapids MI 49525

Enclosed with this meeting notice is the Board packet. Please bring the full packet to the meeting.

If you will be absent from the meeting, please leave me a message at 616.222.7018 or KendrickH@aaawm.org. Thank you.

Sincerely,

Kendrick Heinlein
Executive Director

Enclosure

Dear Executive Committee Members:

The November 28, 2022 Executive Committee meeting is cancelled.

3215 EAGLECREST DR NE
GRAND RAPIDS, MI
49525-7005
Ph: 616.456.5664
Fx: 616.456.5692
1.888.456.5664
www.aaawm.org

Mission: Provide older persons and persons with a disability an array of services designed to promote independence and dignity in their homes and their communities.

AGENDA
Area Agency on Aging of Western Michigan
Board of Directors

November 28, 2022 – 1:30 P.M.
 3215 Eaglecrest Drive NE, Grand Rapids MI 49525

	Item/Topic	Action Items	Staff or Presenter
I.	Roll Call		Jessica Torpey
II.	Agenda Approval	X	
III.	Minutes of the October 24, 2022 Meeting	X	
IV.	Reports		
A.	Advisory Council Report		Barb Hazlett
B.	Finance Reports		Vince Lambert
	<i>FY 2022 October Financial Reports</i>		
	<i>AAAWM Investment Policy</i>	X	
	<i>AAAWM Bank Change</i>		
C.	Human Resources Update on Policies		Holly Williams
D.	FY 2023 Program Assessment Guide		Sally Andreatta
E.	Healthy Aging Update		Barb Nelson
F.	Public Relations and Communications		Emily Armstrong
G.	FY 2023 CM Department Strategic Plan		Suzanne Filby-Clark
E.	Executive Director's Report		Kendrick Heinlein
	<i>Board Appointments</i>		
	<i>2023 Board Meetings</i>		
	<i>ADP Upgrade</i>		
	<i>New Legislators</i>		
	<i>Board Questionnaires</i>		
V.	Other		
A.	Bureau of Aging, Community Living and Supports		Ashley Ellsworth
B.	Public Comments – Three Minute Limit		
C.	<i>Board Member scheduled to attend the next Advisory Council meeting December 5, 2022 at 1:00 pm. – Jane DeVries and Milinda Ysasi</i>		
D.	Next Meeting – February 27, 2023		



Provides older persons and persons with a disability an array of services designed to promote independence and dignity in their homes and communities.

EXECUTIVE COMMITTEE

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

EXECUTIVE COMMITTEE MEMBERS PRESENT

Bill Routley	Chair
Marilyn Burns	Vice Chair
Carol Hennessy	Secretary
Ron Bacon	Treasurer
Nancy Nielsen	Member-at-Large
Barbara Hazlet	Advisory Council Chair

STAFF PRESENT

Kendrick Heinlein	Executive Director
Vince Lambert*	Finance Director
Sally Andreatta*	Director of Contract Services
Holly Williams*	Director of Human Resources
Jessica Torpey	Office Manager/Emergency Preparedness Coordinator

*These individuals were present only for their report.

Guests Present:

I. Roll Call and Agenda Approval

Chair Bill Routley called the meeting to order at 10:35 am.

Ron Bacon moved, and Barbara Hazlett seconded the approval of the Agenda. Motion carried.

II. Minutes of the September 26, 2022 Meetings

Nancy Nielsen moved and Ron Bacon 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. They are in need of two new members from Allegan

County. Michelle Hoitenga is tentatively scheduled as the next presenter for the group. There was discussion about the Advocates meetings as a whole, more specifically feedback from Mecosta County. A Board member received feedback that there isn't much going on in the program anymore. Barb shared she feels it's just a slowdown period and the program is very much alive and well. Jerry Lynn functions as a main pillar and is recovering from surgery, the group is hopeful that will help things flow more smoothly. 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, AAAWM must perform an annual assessment, financial questionnaire and audit reports with all partners. This year, all partners passed. From Vince's point of view, this is a double and triple check on the partner's fiscal responsibility and due diligence. 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 2 – Expenses by Program – At 96% for the fiscal year, the total Program Administration expenses and all program services are at 99.59% for the year and 99.42% of the total budget.

Report 3 – Contractor Expenses - The Older Americans Act (OAA) Service Partner expenses are typically a month behind but spending is at 87.6%, Vince anticipates this landing closer to 94-95% for the FY.

Report 4 – Revenues – AAAWM has received 98.22% of the budgeted revenue and we anticipate receiving over budget as the FY settles out.

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

Discussion led by Kendrick around learning more about AAAWM's comfort with how much should be kept in savings, etc. (Region 4 does something similar to this.) There is no set industry standard for minimum holdings but most seem to be around 3-4 months' worth of expenses. Once this is established, Kendrick will look to the Board for guidance on what to do with anything above-investing in staff and the community are two examples of how these surplus funds could be used. Based on previous experience, OAA is pretty set for the next three years so AAAWM will need to look for funding from another source.

C. Kent County Senior Millage

Action Item: Approval of FY 2023 Funding Recommendations

Sally Andreatta, Director of Contract Services shared partners did a great job with their presentations that began on October 10th. On October 17th the staff came back together to review the presentations and provide recommendations. They made only a couple of suggestions-she gave examples of the Alzheimer's Association and ABVI. They will be looking for new partners to take the place of the CPA program that's ending and Moxie whose partnership will be ending with AAAWM soon. There is a \$260,958 surplus as of now in the Funding Recommendations.

Ron Bacon moved and Carol Hennessy seconded the motion to approve the FY 2023 KCSM Funding Recommendations. Motion carried.

Kendrick shared that historically, the Funding Recommendations have only been shared with the Executive Committee but no solid reason why. There was consensus from the Executive Committee to share this item with the full Board-the October Board agenda was changed to reflect Sally presenting the KCSM Funding Recommendations.

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 if Board members could participate in the Relias videos as well. Holly said if he wanted to move forward with this, she could help him coordinate.

E. Executive Director's Report

Kendrick Heinlein, Executive Director opened his report by expressing his need for support from the Board. He anticipates having lots of questions for the Board and Executive Committee and high expectations for support and involvement. He asked for transparency and feedback, both positive and needs for improvement-he can't help or get the agency involved if he doesn't know about it. While he will never put AAAWM in financial risk, he will always advocate for our staff as they are our greatest asset. Bill asked that the Strategic Plan be added to the agenda going forward to keep it at the forefront for everyone. 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 for the needs assessment.

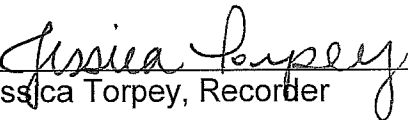
AAAWM Staffing Policy Changes-10/13 AAWM rolled out a 5% wage increase for staff. Once the wage survey results are back, Kendrick will present them to the Board with recommendations.

Healthy Aging Programs-Classes began in-person on 10/18 in the building. The Open House had a great turn out and it's nice to see the building alive again!

Bill Routley shared with the committee that a vehicle allowance was offered to Kendrick to help offset some of his travel but at this time, Kendrick does not feel the need for this additional benefit. He will continue to monitor and come back to the Board with the request if it is needed. His main reasoning is taking into consideration the amount of travel staff do across the agency, he feels the Federal reimbursement rate covers what he spends at this time.

IV. Other

- A. **Executive Committee Comments:** Ron Bacon would like more information on the Broadband initiative-Mason County is far behind some of the others and he would like to advocate for a solution.
- B. **Next Meeting Date:** Chair Bill Routley stated the next Executive Committee meeting will be on November 28, 2022 at the AAWM Office Building. The meeting adjourned at 12:11 p.m.



Jessica Torpey, Recorder

Carol Hennessy, Secretary

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 Dermyer	
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 10th. On October 17th 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.

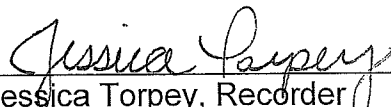
Needs Assessment-AAAWM will be facilitating a needs assessment in 2023 for Region 8, the last one was completed in 2019. Kendrick would like the Board to form a subcommittee to help determine what they would like tracked and to include county specific questions. The tentative meeting dates for the subcommittee 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. AAWM 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 AAWM Office Building. The meeting adjourned at 2:34 p.m.



Jessica Torpey, Recorder

Carol Hennessy, Secretary

Area Agency On Aging of Western Michigan Inc.

BOARD OF DIRECTORS - EXPENSES (REPORT 5)

FISCAL YEAR ENDING 09/30/2023 - CURRENT PERIOD ENDING 10/31/2022

	ANNUAL BUDGET	8.33% OF FISCAL YEAR		REMAINING BALANCE
		YTD EXPENSES	YTD %	
OPERATING EXPENSES				
SALARIES & WAGES	\$7,124,410	\$575,850	8.08%	\$6,548,561
FRINGES - INSURANCE	\$2,567,363	\$200,568	7.81%	\$2,366,795
STAFF TRAVEL	\$119,284	\$9,250	7.75%	\$110,034
ACCRUED VACATION & SICK	\$171,090	\$21,641	12.65%	\$149,449
SUPPLIES & MISCELLANEOUS	\$167,466	\$6,100	3.64%	\$161,365
DEPRECIATION	\$127,637	\$10,848	8.50%	\$116,789
MAINTENANCE & UTILITIES	\$134,675	\$11,631	8.64%	\$123,044
TELEPHONE & INTERNET	\$84,682	\$2,716	3.21%	\$81,966
MARKETING & PROMOTION	\$29,587	\$2,172	7.34%	\$27,415
POSTAGE	\$32,683	\$1,411	4.32%	\$31,272
COPYING & PRINTING	\$27,103	\$2,914	10.75%	\$24,188
INSURANCE & BOND	\$24,138	\$2,301	9.53%	\$21,837
PAYROLL SERVICE	\$19,997	\$1,201	6.01%	\$18,796
CONTRACTUAL & CONSULTANTS	\$359,953	\$88,814	24.67%	\$271,139
MEMBERSHIP & DUES	\$20,583	\$1,143	5.55%	\$19,439
STAFF DEVELOPMENT	\$20,144	\$1,076	5.34%	\$19,068
AUDIT & LEGAL	\$38,730	\$0	0.00%	\$38,730
ADVOCACY	\$26,473	\$0	0.00%	\$26,473
VOLUNTEERS & PARTICIPANT EXP.	\$6,849	\$592	8.65%	\$6,257
VOLUNTEERS' TIME & DONATIONS	\$67,626	\$6,113	9.04%	\$61,514
UNALLOCATED	\$0	\$0	0.00%	\$0
SUBTOTAL EXPENSES	\$11,170,474	\$946,342	8.47%	\$10,224,132
TOTAL ADMIN. & DIRECT SERVICE EXPENSE	\$11,170,474	\$946,342	8.47%	\$10,224,132

Area Agency On Aging of Western Michigan Inc.

BOARD OF DIRECTORS - EXPENSES (REPORT 5)

FISCAL YEAR ENDING 09/30/2023 - CURRENT PERIOD ENDING 10/31/2022

	ANNUAL BUDGET	8.33% OF FISCAL YEAR		REMAINING BALANCE
		YTD EXPENSES	YTD %	
SERVICES				
OLDER AMERICANS SERVICES				
UNALLOCATED	\$2,587,985	\$0	0.00%	\$2,587,985
ALZHEIMERS ASSOCIATION	\$77,000	\$0	0.00%	\$77,000
ASSOC. FOR THE BLIND & VISUALLY IMPAI	\$12,511	\$0	0.00%	\$12,511
ATRIO HOME CARE	\$80,000	\$0	0.00%	\$80,000
BALDWIN FAMILY HEALTH CARE	\$105,795	\$0	0.00%	\$105,795
CLAY STREET CENTER	\$64,350	\$0	0.00%	\$64,350
COMMUNITY ACTION ALLEGAN	\$20,000	\$0	0.00%	\$20,000
ELDERS HELPERS	\$80,000	\$0	0.00%	\$80,000
EVERGREEN COMMONS	\$51,720	\$0	0.00%	\$51,720
G.R.C.C. - OLDER LEARNER CENTER	\$9,900	\$0	0.00%	\$9,900
IONIA CO BOARD OF COMMISSIONERS	\$505,758	\$0	0.00%	\$505,758
KENT COUNTY COMMUNITY ACTION	\$50,754	\$0	0.00%	\$50,754
LEGAL AID OF WESTERN MICHIGAN	\$112,000	\$0	0.00%	\$112,000
LIFE THERAPEUTIC SOLUTIONS, INC.	\$30,000	\$0	0.00%	\$30,000
LUDINGTON AREA SENIOR CENTER	\$22,994	\$0	0.00%	\$22,994
LUDINGTON MASS TRANSIT AUTHORITY	\$10,000	\$0	0.00%	\$10,000
MASON CO CENTRAL SCHOOLS	\$274,992	\$0	0.00%	\$274,992
MEALS ON WHEELS WESTERN MICHIGAN	\$2,393,640	\$0	0.00%	\$2,393,640
MECOSTA CO BOARD OF COMMISSIONERS	\$414,557	\$0	0.00%	\$414,557
MONTCALM CO BOARD OF COMMISSIONERS	\$343,865	\$0	0.00%	\$343,865
NEWAYGO CO BOARD OF COMMISSIONER	\$381,749	\$0	0.00%	\$381,749
OCEOLA CO BOARD OF COMMISSIONERS	\$436,845	(\$357)	(0.08%)	\$437,202
SALVATION ARMY	\$5,752	\$0	0.00%	\$5,752
SARAH CARE KNAPP CORNER	\$120,000	\$0	0.00%	\$120,000
SARAH CARE METRO	\$65,000	\$0	0.00%	\$65,000
SENIOR NEIGHBORS, INC	\$254,695	\$0	0.00%	\$254,695
ST ANN'S CHURCH	\$340,236	\$0	0.00%	\$340,236
UNITED METHODIST COMMUNITY HOUSE	\$40,500	\$0	0.00%	\$40,500
WELLSPRING ADULT DAY SERVICES	\$20,000	\$0	0.00%	\$20,000
CITY OF WYOMING	\$11,000	\$0	0.00%	\$11,000
TOTAL CONTRACTED: OAA	\$8,923,598	(\$357)	0.00%	\$8,923,955

Area Agency On Aging of Western Michigan Inc.

BOARD OF DIRECTORS - EXPENSES (REPORT 5)

FISCAL YEAR ENDING 09/30/2023 - CURRENT PERIOD ENDING 10/31/2022

	ANNUAL BUDGET	8.33% OF FISCAL YEAR		REMAINING BALANCE
		YTD EXPENSES	YTD %	
KENT CO. SENIOR MILLAGE SERVICES				
A.B.V.I.	\$83,931	\$0	0.00%	\$83,931
ALTERNATIVES IN MOTION	\$62,000	\$0	0.00%	\$62,000
ATRIO HOME CARE	\$114,667	\$0	0.00%	\$114,667
ALZHEIMER'S ASSOC. OF WEST MI	\$10,000	\$0	0.00%	\$10,000
BETHANY CHRISTIAN SERVICES	\$101,885	\$0	0.00%	\$101,885
CHERRY STREET HEALTH SERVICES	\$161,592	\$0	0.00%	\$161,592
COMMUNITY FOOD CLUBS	\$99,056	\$0	0.00%	\$99,056
DISABILITY ADVOCATES OF KENT CO.	\$383,092	\$0	0.00%	\$383,092
EASTER SEALS	\$4,024	\$0	0.00%	\$4,024
ELDERS' HELPERS	\$426,137	\$0	0.00%	\$426,137
FAIR HOUSEING CENTER OF WEST MI.	\$48,150	\$0	0.00%	\$48,150
GRCC OLDER LEARNER CENTER	\$17,700	\$0	0.00%	\$17,700
HEALTH INTERVENTION SERVICES - DENTA	\$101,798	\$0	0.00%	\$101,798
HOME REPAIR SERVICES	\$662,278	\$0	0.00%	\$662,278
HOPE NETWORK BEHAVIORAL HEALTH	\$41,222	\$0	0.00%	\$41,222
HOPE NETWORK WEST MICHIGAN	\$738,326	\$0	0.00%	\$738,326
KENT CO COMMUNITY ACTION	\$419,640	\$0	0.00%	\$419,640
KENT COUNTY PROBATE COURT	\$283,152	\$0	0.00%	\$283,152
LEGAL AID OF WESTERN MICHIGAN	\$104,555	\$0	0.00%	\$104,555
LIFE THERAPEUTIC SOLUTIONS	\$180,936	\$0	0.00%	\$180,936
MEALS ON WHEELS WESTERN MICHIGAN	\$1,990,090	\$0	0.00%	\$1,990,090
MOXIE LIFE ORGANIZING	\$71,800	\$0	0.00%	\$71,800
THE RAPID	\$321,908	\$0	0.00%	\$321,908
RELIANCE COMMUNITY CARE PARTNERS	\$589,314	\$0	0.00%	\$589,314
ST. ALPHONSUS CATHOLIC CHURCH	\$15,000	\$0	0.00%	\$15,000
SALVATION ARMY	\$72,784	\$0	0.00%	\$72,784
SARAH CARE - KNAPPS CORNER	\$119,800	\$0	0.00%	\$119,800
SARAH CARE - METRO	\$40,500	\$0	0.00%	\$40,500
SENIOR ADVISORY SVCS PLLC	\$55,831	\$0	0.00%	\$55,831
SENIOR NEIGHBORS, INC.	\$1,728,938	\$0	0.00%	\$1,728,938
STEEPLETOWN NEIGHBORHOOD ASSOC.	\$43,902	\$0	0.00%	\$43,902
UNITED METHODIST COMM. HOUSE	\$136,532	\$0	0.00%	\$136,532
UNITED WAY: HEART OF W. MI	\$75,607	\$0	0.00%	\$75,607
VISITING NURSE ASSOCIATION	\$15,059	\$0	0.00%	\$15,059
Total TOTAL CONTRACTED: KCSM	\$9,321,206	\$0	0.00%	\$9,321,206

Area Agency On Aging of Western Michigan Inc.

BOARD OF DIRECTORS - EXPENSES (REPORT 5)

FISCAL YEAR ENDING 09/30/2023 - CURRENT PERIOD ENDING 10/31/2022

	ANNUAL BUDGET	8.33% OF FISCAL YEAR		REMAINING BALANCE
		YTD EXPENSES	YTD %	
(NOTE: POS = PURCHASE OF SERVICE)				
TOTAL POS: RESPITE CERTIFICATES	\$36,000	\$1,032	2.87%	\$34,968
TOTAL POS: MEDICAID WAIVER	\$26,143,481	\$1,322,836	5.06%	\$24,820,645
TOTAL POS: KENT COUNTY SENIOR MILLAC	\$1,885,148	\$65	0.00%	\$1,885,083
TOTAL POS: OLDER AMERICANS ACT	\$1,360,000	\$1,096	0.08%	\$1,358,904
TOTAL POS: AAAWM RESERVES	\$100,000	\$0	0.00%	\$100,000
SUBTOTAL	\$29,524,629	\$1,325,028	4.49%	\$28,199,601
TOTAL SERVICE EXPENSE (CONTRACT & POS)	\$47,769,433	\$1,324,671	2.77%	\$46,444,762
TOTAL OPERATING & SERVICE EXPENSES	\$58,939,907	\$2,271,014	3.85%	\$56,668,893

TO: Area Agency on Aging of Western Michigan Board of Directors
FROM: Vince Lambert, Finance Director
DATE: 11/28/2022
SUBJECT: ACTION REQUIRED – Updated AAAWM Investment Policy

Investment Policy of Area Agency on Aging of Western Michigan

Purpose

It is the policy of Area Agency on Aging of Western Michigan (AAAWM) to invest its funds in a manner which will provide the highest investment return with the maximum security while meeting the daily cash flow needs of AAAWM and comply with all state statutes governing the investment of public funds.

Scope

This investment policy applies to all financial assets of AAAWM. These assets are accounted for in the various funds of AAAWM and include the operating fund, capital projects fund, reserves fund, and any new fund established by AAAWM.

Objectives

The primary objectives, in priority order, of AAAWM's investment activities shall be:

Safety--Safety of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to insure the preservation of capital in the overall portfolio.

Diversification--The investments will be diversified by security type and institution in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.

Liquidity--The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated.

Return on Investment--The investment portfolio shall be designed with the objective of obtaining a rate of return throughout the budgetary and economic cycles, taking into account the investment risk constraints and the cash flow characteristics of the portfolio.

Delegation of Authority to Make Investments

Authority to manage the investment program is derived from AAAWM Board Resolution pending approval on November 28, 2022. Management responsibility for the investment program is hereby delegated to the Executive Director & AAAWM Leadership Team who shall establish written procedures and internal controls for the operation of the investment program consistent with this investment policy established by AAAWM Board of Directors. The Executive Director and Finance Director shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities or subordinate officials.

AAAWM is limited to investments authorized by the AAAWM Board of Directors and may invest in the following: certificates of deposit, money market accounts, inflation adjusted bonds, securities issued by the U.S Government and its agencies, investment grade corporate bonds, or other types of investments authorized by resolution of AAAWM Board of Directors at a later date.

Safekeeping and Custody

All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by AAAWM shall be on a cash (or delivery vs payment) basis. Securities may be held by a third-party custodian designated by the Executive Director and evidenced by safekeeping receipts as determined by the Executive Director.

Prudence

Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.

No changes in investment policy for FY20 per Dan Travis 6/9/2021.

TO: Area Agency on Aging of Western Michigan Board & Executive Comm
FROM: Paul E. Willis
DATE: 1/24/05
SUBJECT: ACTION REQUIRED –Schwab One Investment Account

Background- We currently invest in certificates of deposit directly with various banks and maintain our cash balance in an interest bearing checking account. Staff met with Carl Gruno and Al Page to discuss their recommendations for conservative investments. The recommendations included certificates of deposit with a wide variety of banks, money market accounts, inflation adjusted bonds, and other U.S. Government debt. One recommendation was to use Charles SCHWAB or another broker to make investing less time consuming.

Staff is recommending that the Board authorize opening and maintaining a Schwab One Organization Account for investing. The following resolution provides the necessary language Schwab requires for the account. The “Further Resolved” establishes the internal rules we will follow.

NOTE: the attached specific Schwab resolutions refer to “duly elected officers of the organization” which Schwab assures us will only include the Board Chairperson so long as we don’t include other Board Officers in the “Authorized Agent” section on page 2 and the list of officers on page 3.

RESOLVED – that the Board of Directors of Area Agency on Aging of Western Michigan (AAAWM) adopt the specific resolutions labeled as FIRST through SEVENTH in section 3 and as RESOLVED and FURTHER RESOLVED in section 4 of the attached Organization Account Agreement (Form A) which are summarized below:

- First- to authorize the Chairperson of the Board (Chair) to establish and maintain an investment account with Charles Schwab.
 - Second- to grant full authority to the Chair, the Executive Director and the Financial Director to transact business in the account.
 - Third- Charles Schwab may consider dealings with the Chair, Executive Director, or Finance Director as dealing directly with AAWM.
 - Fourth- the Board Secretary is empowered and directed to certify a true copy of these resolutions, signatures of the three authorized in “Second” above, and that AAWM is duly organized and has no limitations prohibiting the adoption of these resolutions.
 - Fifth- Schwab may rely on these certifications.
 - Sixth- the Board Secretary will notify Schwab of any changes to the persons holding the positions authorized in “Second” above.
 - Seventh- the certifications and resolutions are in effect until Schwab receives written changes from the Board Secretary.
- Section 4 RESOLVED- names the persons in the positions authorized in “Second” above and restates that they have full authority to transact business in this account.
- Section 4 FURTHER RESOLVED (2 resolutions) - Schwab is authorized to investigate credit worthiness of AAWM and those individuals authorized to transact business in

this account and any changes to the account will include a certification by the Board Secretary of the names and signatures of those authorized to transact business in this account at the time of the change.

FURTHER RESOLVED- that the individuals authorized to transact business in the Schwab account will not establish a second account, write a check against the account to any payee other than AAAWM, or invest the assets of the account in other than certificates of deposit, inflation adjusted bonds, U.S. Government debt, money market funds, Schwab interest bearing accounts, or other types of investment authorized by a resolution of the Board of Directors at a later date.

TO: Area Agency on Aging of Western Michigan Board & Executive Committee
FROM: Paul E. Willis
DATE: 1/24/05
SUBJECT: ACTION REQUIRED –Schwab Power of Attorney

Background- Al Page and Carl Gruno have helped staff with ideas and recommendations for conservative investments of available cash. Al has offered to monitor our Schwab investments and give staff his recommendations. Staff would like to accept this generous offer.

We would need to give Schwab a limited power of attorney certificate naming Al in order for him to receive statements and view our account on-line. The limited power of attorney would not allow Al to withdraw funds but it would give Schwab the authority to allow Al to make trades in our account. Since the intent is for Al to advise us but not make trades himself, the “FURTHER RESOLVED” states that Al is prohibited from transacting business in the Schwab account.

RESOLVED – that Al Page be named as having “limited power of attorney” on our Schwab One Organization Account until such time as may be determined by the Chairperson of the Board of Directors.

~~FURTHER RESOLVED- that Al Page be prohibited from transacting business in our Schwab One Organization Account other than business needed for him to monitor our investments.~~



Area Agency on Aging of Western Michigan

Banking Services Presentation and Proposal

October 12, 2022



Support of Education and Community Development in West Michigan



Enhance educational opportunities for children, particularly underserved preschool children, through our signature PNC Grow Up Great program.

Promote the growth of targeted communities through economic development initiatives including affordable housing, community development, community services, neighborhood revitalization and arts and culture.



Your Dedicated Relationship Team



Executive Management Team

Sean Welsh
Regional President Western Michigan

Key Relationship Team

Mike Stolsonburg
Relationship Manager

Sheila Marable
Treasury Management Officer

Marlena Stevens
Liquidity Investments Group

Day-to-day and general account management resources

Denita Bailey
Client Solution Advisor
(Maintenance/Service Support)

Treasury Management Client Care – (800) 669-1518
Option #1 – PINACLE & Technical Support; Option #6 – General Inquiries

Banking Services Proposal Summary

Current State vs Future State



	CURRENT STATE	FUTURE STATE
Account Structure	<ul style="list-style-type: none"> 4 total accounts between 2 banks managed at branch level Receivables account and MMDA at Mercantile and Payables and Flex accounts at Fifth Third Only MMDA earning interest 	<ul style="list-style-type: none"> 1 bank with 3 accounts managed by relationship team consisting of RM and TMO Consolidation of Receivables and Payables accounts into one General account All balances offer benefit in terms of Earnings Credit or Interest Earned maximizing interest income
Interest Income (net of fees)	\$3,336.18	\$12,329.43
Information Reporting	Unknown	All accounts available on PINACLE, a top-rated corporate online and mobile banking portal with previous day and current day reporting, security controls, admin functionality, and ability to integrate with most accounting software
Fraud Protection	None	<ul style="list-style-type: none"> Check Positive Pay ACH Positive Pay Account Verification Services
Deposit Options	Branch	<ul style="list-style-type: none"> Branch – Teller window, Night Drop, ATM Deposit On-Site – Scanner, Mobile Lockbox

To: AAAWM Board of Directors
From: Holly Williams, Director of Human Resources & Corporate Compliance Officer
Date: November 28, 2022
Re: Human Resources Update Report

Conflict of Interest and Fraud Policies – In prior years the Fraud Policy and acknowledgment had been distributed to Board members in the fall and the Conflict of Interest Policy and acknowledgment was distributed in February. Both of these forms will now be presented and distributed in February going forward. By making this timing change to the Fraud Policy distribution, it allows HR to present and distribute both policies and acknowledgments at the same time. This change makes it easier for us to capture the new Board members who joined due to the election or were newly appointed. This will also make it easier to track receipt of these documents if we are receiving them all in February.

TO: AAWM Board of Directors
FROM: Sally Andreatta, Director of Contracted Services
DATE: November 14, 2022
RE: FY 23 Assessment Schedule

Attached is the FY 23 Assessment Schedule for your review. The service partners are highlighted by color to reflect the Contract Administrator that manages the contract.

Board members are invited to sit in on the assessment visit. Contract Administrators' contact information is included at the bottom of the schedule so you can connect with them directly for the specific date and time. It is advised to talk with the Contract Administrator well in advance, as sometimes the assessment can take place in a different month than listed on the schedule.

All Older Americans Act (OAA) and Kent County Senior Millage (KCSM) service partners receive an annual assessment. The assessment tool is completed by the service partner prior to the visit and the Contract Administrator reviews the assessment tool along with verifying reported units and reviewing client files during the onsite visit.

**Area Agency on Aging of Western Michigan
FY 2023 Assessment Schedule**

Month	Older Americans Act	Kent County Senior Millage	
December	Ionia County COA		
	Clay Street Center		
January	Community Action of Allegan County	Steepletown Neighborhood Services	
	Wyoming, City of	Grand Rapids Nehemiah Project	
	Mecosta CoA		
	St. Ann's Senior Center		
	Baldwin Family Health Care		
	Atrio Help at Home		
	Montcalm CoA	St. Alphonsus	
	Newaygo CoA		
United Methodist Community House (UMCH)			
February	Meals on Wheels Western Michigan		
	Evergreen Commons		
	Ludington Senior Center		
	Ludington Mass Transit Authority	Cherry Health	
		CPA for Seniors	
		Disability Advocates of Kent County	
		Home Repair Services	
	Elders Helpers		
	Grand Rapids Community College		
	March	Osceola CoA	Revive and Thrive
Kent County Community Action (KCCA)			
Senior Neighbors			
Association for the Blind and Visually Impaired			
		Heart of West MI United Way	
Legal Aid of Western Michigan			
		Fair Housing	
		Renew Mobility	
Wellspring Adult Day Services		Exalta Health	
Alzheimer's Association			
Life Therapeutic Solutions			
April		MCCS - Scottville Senior Center	Grand Rapids Nehemiah Project
			KC Guardianship
		Deaf and Hard of Hearing Services	
		Hope Network Transportation	
	Wellspring Adult Day Services	The Rapid	
	Hope Network Behavioral Health Services		
	SarahCare - Knapp's & Metro		
		Community Food Club	
	Salvation Army		
May		Reliance Community Care Partners	
	Barb & Staci	Sabrina Minarik 616- 222-7014	
	Barb Nelson Jandernoa 616-222-7011	Staci Gerken 616-222-7007	
	Brandon Beck 616-222-7024	Sarah Sobel 616-588-2732	
	Cassie Caple 616-222-7025	*Note: Sally will be handling Cassie's assessments until Cassie returns from maternity leave in March.	

To: AAAWM Board of Directors
From: Barbara Nelson-Jandernoa, Healthy Aging Contract Administrator
Date: November 28, 2022
Re: Engaging Wellness



Area Agency on Aging of Western Michigan has created a new brand name "Engaging Wellness" to encompass the suite of healthy aging programs in our region. Classes include the evidence-based programs, such as EnhanceFitness, A Matter of Balance, Tai Chi, Arthritis Foundation aquatic and land-based classes and Active Living Every Day. Along with Silver Sneakers certified programming such as Yoga, Boom Muscle and Circuit are offered.

The landscape of physical activity programming has changed. **The data shows that the Boomer Generation (age 57-70) is the most active of other generations, exercising for an average of 215 minutes each week.** In contrast, Gen Z - those aged 18-24 - were the most inactive, with a weekly average of 111 minutes of exercise. Yet, fitness and health outlets cater to the young, as more than 75% of health club members are under the age of 55. Less than one out of four health club members come from the Baby Boomer and Silent (1928 to 1945) generations. Older adults have nowhere to go to get affective, safe, targeted physical activity.

Opportunity: Older adults form an underserved market. There is little emphasis put on this niche, yet it is full of potential to make an impact on the physical and mental health of older adults. The Engaging Wellness brand will be a "boutique" model that will be replicated and disseminated throughout our region, reaching more older adults and meeting their fitness needs and reducing social isolation.

This will bring a holistic, full-circle approach to healthy aging programming on nutrition, fall prevention and fitness. Our purpose for creating the new brand is to:

- Better able to be responsive to community and future funder needs ultimately serving more older adults
- Streamline and strengthen existing programs that are silo-ed and could work better if well-integrated
- Increase expansion and name recognition
- Region wide marketing under one umbrella
- More comprehensive training for instructors

Up next will be coordinated flyers and marketing materials with offerings to help older adults stay active and build a community together. Wherever they live or attend class, we want participants to recognized they are part of this engaging wellness collective that is committed to the same set of standards and quality classes while meeting older adults where they are on their fitness journey.

To: AAWM Board of Directors
From: Emily Armstrong, Public Relations and Communications Specialist
Date: November 28, 2022
RE: Marketing Report: July 2022 – October 2022

In my role, I work to build brand awareness for the Area Agency on Aging of Western Michigan (AAWM). This is done through a wide range of content (social media posts, email newsletters, articles, events, etc.), which will ensure a number of different marketing tactics are being utilized. In connection to the strategic plan, these marketing initiatives directly correlate to *increase community awareness in our nine-county region* and *utilize data to drive performance and best practices*. I am regularly reviewing how our different marketing mediums have performed and use these statistics to plan out future content. Overall, the focus is still on promoting the Area Agency on Aging of Western Michigan (AAWM) programs as well as those of our Older Americans Act (OAA) and Kent County Senior Millage (KCSM) partner networks.

Media Partnerships- Increase Community Awareness

AAWM continues its relationship with WGVU, where we are monthly guests on Shelley Irwin's Morning Show "Senior Concerns" segment (the third Wednesday of each month at 10:30 am on 88.5 FM). Recent interview topics have included "Connecting to Community", "MMAAP Open Enrollment", and "National Caregiver Support Month". We also wrapped up a five-month program with WZZM 13 On Your Side in October 2022. This program featured a 30 second commercial, interviews, and branded content to direct users to our website. Notable statistics include 643,297 impressions for the campaign overall and 5,512 clicks through to our website from the branded articles and interviews. I continue to write an article each month for outside publication in Mature Lifestyles (Mlive), The Pioneer Group, the Scottville Senior Center newsletter, and WKTV, in addition to our email newsletter. Article topics have included "Supporting Those with Dementia" (July), "Tackling Tech: Tips for Seniors" (August), "Staying Active While Aging-Avoiding Falls" (September), and "Helpful Tips for Open Enrollment" (October). Additional content has included resources to celebrate the diversity of our community from National Hispanic Heritage Month (September 15 - October 15) and Indigenous/Native American Heritage Month (November).

Social Media and Website- Community Awareness and Data to Drive Best Practices

Recently our agency became active on two social media platforms in addition to Facebook; Twitter and LinkedIn. For all three platforms our content has stayed consistent to educate older adults and their caregivers. Our posts have included infographics, event

flyers, community resources, partner spotlights, and more. This content resulted in an increase in our Facebook followers to 2,530 and with the recent activity that began in October, we have 357 LinkedIn followers and 71 on Twitter so far. Over the past year since January 1, 2022 the www.aaawm.org website traffic has increased 15.3% from last year with over 32,340 users and 44,124 sessions so far this calendar year.

Email Newsletter- Community Awareness and Data to Drive Best Practices

Our email newsletter is sent out monthly via the Mailchimp software and has continued to grow. The performance of these monthly newsletters has been strong. For reference, in the non-profit sector, the average open rate (how many people open and read the email) is 25.17%, and the click-through rate (takes action/clicks on links within the email) of 2.79%. We are maintaining an average 47.9% open rate and 12.7% click-through rate for our newsletters overall. This shows that the content remains engaging to readers. We encourage you to sign-up for this newsletter on our website www.aaawm.org/newsletter.

Events and Expos- Outreach/Community Awareness

Summer and fall marked a busy expo season for us and an opportunity for us to share information on our agency throughout the region. Some recent events have included the Advocates for Senior Issues Sponsorship Day, Frederik Meijer Gardens Senior Expo, Veterans Stand Down Event in Allegan, Ionia Block Party, a Trunk or Treat in Newaygo, Allegan Fair Senior Day, and the South Kent Community Expo to name a few.

Looking Ahead

Moving forward into 2023 I am developing an educational campaign focused on answering the question of what an Area Agency on Aging is and how it can help those in our region. This will include several coordinated marketing campaign pieces that will roll out at different times throughout the year. Some examples include a monthly video series, digital and print advertising, commercials, website landing pages, email campaigns, new marketing materials, and social media posts. As this specific campaign moves forward, I will be sure to provide updates.

For more marketing information, or if you have any ideas you'd like to pass along, please feel free to contact me at:

Emily Armstrong, 616.988.5082, emilya@aaawm.org

To: AAAWM Board of Directors
From: Suzanne Filby-Clark, Deputy Director
Date: November 28, 2022
Re: FY 2023 Care Management Department Strategic Plan

The Care Management (CM) Department of AAAWM establishes a department focused Strategic Plan with annual goals as well as quarterly goals and tasks which are updated regularly. The staff that meet and establish the plan and review the quarterly goals are: Suzanne Filby-Clark, CM Services/MI Choice Director; Laura Dobrzelewski, Assistant Director CM Services; Cindy Cole, CM Systems Manager; Ross Ekdorn, Compliance Manager; Martha Anderson, Eligibility Manager; Stephanie Hecksel, Access Manager; Marion McConnon, Services Manager; Kendall Banks, CM Network Administrator.

The following are our established fiscal year goals for 2023.

- Perform NCQA annual activities to maintain accreditation
- Explore options for phone system improvements for Intake/Reception
- Review and implement contract requirement updates from all funders
- Create a QAPI (Quality Assurance/Performance Improvement Plan)
- Direct Care Worker wage pass through Compliance
- COMPASS 4.0 and 4.1 design calls, set-up, testing and deployments
- Plan for redetermination reinstatement and MA closures
- Maximize revenue/balanced caseloads
- Advocate for increase in capitation rates
- Create Dept. staff coverage plans

As a reminder the current Fiscal Year 2023 Annual Goals for the overall AAAWM Strategic Plan are as follows.

- Establish goals to increase outreach and referrals to (Wellness Program and MMAP)
- Find tenant for open office space
- Establish and Utilize measurable indicators and analyze outcomes as required by regulators and funding sources across the agency
- Find tools that will define and measure employee engagement in the ever-changing work environment
- Implement DEI plan
- Identify and develop department working plans
- Implement a smooth transition for new Executive Director
- Review and re-evaluate onboarding process
- Develop one database for partner information

One Page Strategic Plan

CARE MANAGEMENT DEPARTMENT

Goals (Where) 3-5 years	Goals (What) 1 Year	Goals (How) Quarter	Theme Quarter / Year
<p>Future Date: 09/30/2025</p> <p>Structured Training Program</p> <p>Increase participant population</p> <p>Better positioned within the communities we serve as the initial contact for the social determinants of health</p> <p>Consistent review of policies, procedures, and forms</p> <p>Be more participant centered/focused vs high administrative task driven</p>	<p>Year Ending: 09/30/2023</p> <p>Perform NCOA annual activities to maintain accreditation</p> <p>Explore options for phone system improvements for intake/reception</p> <p>Review and implement contract requirement updates from all funders</p> <p>Create a QAPI (Quality Assurance/Performance Improvement Plan)</p> <p>Direct Care Worker wage pass thru</p> <p>Compass 4.0 and 4.1 design calls, set-up, testing, and deployments</p> <p>Plan for re-certification and MA</p> <p>Maximize revenue/balanced caseloads</p> <p>Advocate for an increase in capitation rates</p> <p>Create Dept. staff coverage plans</p>	<p>Quarter #1: 12/31/2022</p> <p>Continue evaluation of the CM hybrid model and in person visits</p> <p>Increase communication between Reception and Intake staff</p> <p>1000 unduplicated participants per month</p> <p>Review and determine impact of capitation rate on CM budget/r/t an increase in provider rate</p> <p>Establish routine meetings between Intake and Reception</p> <p>Process/assess 100 KCSM people from waitlist</p> <p>Learn Community Transition billing process</p> <p>Expand Support Specialists job responsibilities</p>	<p>Annual Theme Name</p> <p>c1 Theme Actions Completed</p>
<p>Key Thustns/Capabilities 5-5 Year Priorities</p> <p>1 Staffing</p> <p>2 Policy, procedures and forms review</p> <p>3 Electronic Health Record</p> <p>4 Active in local and state initiatives around social determinants of health</p>	<p>Key Initiatives Annual Priorities</p> <p>1 Retention, Hiring, Structure</p> <p>2 Policy, procedure, and forms review</p> <p>3 Electronic Health Record - Compass development</p> <p>4 Quality Indicator Dashboard</p> <p>5 Connected 2 Care; Kent County Accountable Health Communities; M-CCSI Community Health Impact Initiative</p>	<p>Rocks & Accountability Quarterly Priorities (Who/When)</p> <p>1 Maintain 985 or more WA participants Laura, Marsha, Stephanie 31-Dec-22</p> <p>2 Process 25-50 people monthly from KCSM wait list Stephanie 31-Dec-22</p> <p>3 Compass Design calls (EHR) & corresponding homework Cindy 31-Dec-22</p> <p>4 Expand job responsibilities of Support Specialists Marion 31-Dec-22</p> <p>5 Hire a second Compliance Specialist Ross 31-Dec-22</p> <p>6 Learn CTS billing process Cindy/Marsha 31-Dec-22</p> <p>7 Implement OIG requirements from 2023 WA Contract Suzanne/Cindy 31-Dec-22</p> <p>8 Record data from unfiled care plans by Support Specialists Marion 31-Dec-22</p> <p>9 Create a Presumptive Eligibility Process Martha/Cindy 31-Dec-22</p> <p>10 Form a group to discuss ideas to balance caseload size/budget capacity Laura, Marsha, Stephanie 31-Dec-22</p>	<p>Scoreboard Design</p>
<p>KPIs (Key Performance Indicators)</p>	<p>Care Management Department Goals Review or more of respondents will report being satisfied with services provided Review or more of respondents will report being satisfied with services provided Review or more of respondents will report being satisfied with services provided Review or more of respondents will report being satisfied with services provided Review or more of respondents will report being satisfied with services provided</p>	<p>KPIs (Key Performance Indicators)</p> <p>Data from NCOA requirements</p>	<p>Celebration/Reward</p>

To: AAAWM Board of Directors
From: Kendrick Heinlein, Executive Director
Date: November 28, 2022
Re: Executive Director's Report

Board Appointments –The Board of Directors has two representatives from each of the nine counties and the city of Grand Rapids. One representative is an elected official and the other is a consumer who is at least 60 years of age. A letter will be sent to the nine counties and the City of Grand Rapids requesting appointments or re-appointments of the elected officials.

2023 Board Meetings –The Board Meeting Schedule is attached. The meetings are always on the fourth Monday of the month. There are only eight meetings a year, taking January, May, August, and December off. Lunch will be provided throughout the year for Board meetings. This will take place at 12:30 and will be indicated in your Board packet.

ADP Upgrade Implementation – AAAWM is upgrading its ADP functions for all staff. This update will streamline the payroll process and allow for better information sharing about wages and benefits. This process will be implemented in FY23. I will discuss more at the Board meeting.

New Legislators – Attached to this email are the Legislators that will be working in Region 8. Sheri Harris, Advocacy Coordinator & Planner, is developing messaging, from AAAWM to educate elected officials on AAAWM and our mission.

Board Questionnaires – Thank you to those who completed and submitted the Board Questionnaire. We have been evaluating and making changes to 2023's Board meetings based on your responses. If you have not done so already, please fill those out and submit to me.

2023 Area Agency on Aging of Western Michigan (AAAWM) Board Meeting Dates

All Board of Directors Meetings are held on the fourth Monday of the month and are scheduled for 1:30 pm. It will be noted in the Board packet if lunch will be provided, which will take place at 12:30 pm.

January 23, 2023 - No Meeting

February 27, 2023 - 1:30 PM

March 27, 2023 - 1:30 PM

April 24, 2023 - Annual Meeting Calvin College Prince Conference Center

May 27, 2023 - No Meeting

June 26, 2023 -1:30 PM

July 24, 2023 -1:30 PM

August 28, 2023 - No Meeting

September 2023 25 - 1:30 PM

October 23, 2023 - 1:30 PM

November 27, 2023 - 1:30 PM

December 25, 2023 - No Meeting

AAAWM phone number is 616.456.5664 or 888.456.5664
3215 Eaglecrest Drive NE, Grand Rapids MI 49525

Kendrick Heinlein, Executive Director
Phone: 616.222.7018
Email: KendrickH@aaawm.org

Jessica Torpey, Office Manager
Phone: 616.222.7013
Email: JessicaT@aaawm.org

Allegan

Congress

4- Bill Huizenga

Senate

18- Thomas Albert

20- Aric Nesbitt

31- Roger Victory

House

38- Joey Andrews

39- Pauline Wendzel

42- Matt Hall

43- Rachelle Smit

79- Angela Rigas

86- Nancy Deboer

Mason

Congress

2- John Moolenar

Senate

32- John Bumstead

House

101- Joseph Fox

102- Curt Vanderwal



The Source for Seniors

Ionia

Congress

2- John Moolenar

Senate

18- Thomas Albert

33- Rick Outman

House

78- Gina Johnsen

91- Pat Outman

93- Graham Filler

Mecosta

Congress

2- John Moolenar

Senate

34- Roger Hauck

House

101- Joseph Fox

102- Curt Vanderwal

Newaygo

Congress

2- John Moolenar

Senate

33- Rick Outman

House

101- Joseph Fox

Kent

Congress

2- John Moolenar;

3- Hillary Scholten

Senate

18- Thomas Albert

20- Aric Nesbitt

29- Winne Brinks

30- Mark Huizenga

33- Rick Outman

House

78- Gina Johnson

79- Angela Rigas

80- Phil Skaggs

81- Rachel Hood

82- Kristian Grant

84- Carol Glanville

90- Bryan Posthumus

91- Pat Outman

Osceola

Congress

1- Jack Bergman

Senate

38- Edward McBroom

House

110- Gregory Markkanen

Lake

Congress

2- John Moolenar

Senate

33- Rick Outman

34- Rodger Hauck

House

100- Tom Kunse

101- Joseph Fox

Montcalm

Congress

2- John Moolenar

Senate

33- Rick Outman

House

91- Pat Outman

93- Graham Filler