

BOARD OF DIRECTORS

MINUTES

AREA AGENCY ON AGING OF WESTERN MICHIGAN

March 27, 2023

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

Staff Present: Kendrick Heinlein, Vince Lambert, Suzanne Filby-Clark, Stephanie Hecksel, Zakia Ambrose, Brandon Beck, Morgan Lambert, Cassie Caple, Margie Pettit, Jessica Torpey

Guests Present: Barbara Hazlett-Advisory Council Chair

I. Roll Call and Agenda Approval

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

Ron Bacon moved and Ken DeLaat seconded the approval of the Agenda. Motion carried.

II. Minutes of the March 1, 2023 Meetings

It was noted that the BOD did not receive the minutes from the February meeting prior to today's Board meeting. The minutes were passed out during the meeting today and will be on next months' meeting for review and approval.

III. Mission Moment

The Ionia Commission on Aging was highlighted via video.

IV. Reports

A. Advisory Council Report

Barb Hazlett, Advisory Council Chair, gave a report from the March 6th Advisory Committee Meeting. Senator Outman attended and spoke about term limits and the expansion of broadband support. Sabrina Minarik from AAAMW presented on Equity, Diversity and Inclusion and priorities the agency has going currently. Morgan Lambert presented on the OAA funded services as well. Legislature will be providing information on the changes with no fault auto insurance- too many people lost their healthcare due to these changes. Broadband continues to be a stagnant issue with not much movement and no one seems to be taking the project on to make progress. Ashley Ellsworth from the ACLS shared with the group that the Public Health Emergency will be ending May 11th, 2023 and they are working to find ways to keep the service standards open for grab-n-go meals to remain as is.

B. Financial Reports

Vince Lambert, Finance Director, reviewed the following reports:

Report 1- Balance Sheet – No major changes from last month, AAAMW still remains in strong in assets, no cash flow concerns and reserves remain over \$12 million currently.

Chuck Hazekamp asked how AAAMW is safeguarding the agency's financial instability for deposits that are over \$250,000 after the recent Silicon Valley instances. Discussion was had around this, and Vince shared that he has confidence in PNC and Legacy Trust. Any cash that is not needed for payments out of the agency is transferred to Legacy Trust and spread out in \$250,000 increments which safeguards the funds. PNC has been subject to the Federal Reserve Stress Test since the test's inception in 2013 and passed each time. PNC's liquidity percentages are well within the ranges they need to be and have been historically. The other banks with recent financial collapse have not passed the Stress Test and did not have liquidity coverage ratios within the recommended ranges. Chuck suggested AAAMW explore requiring the financial

institutions the agency works with provide insurance to safeguard our funds with them. Vince is going to explore this further.

Report 5 – Summary Expense Report – the Operating Expenses budget is at 39.68% which is slightly under budget for the year. Contracted OAA (currently 24.24% of its budget) and KCSM (currently 23.63% of its budget) lags one month. The total service expense line reflects 37.21% YTD and Vince is very happy with the budget his team put together and AAAWM's spending.

C. Information and Assistance Update

Stephanie Hecksel updated the Executive Committee on the current standing of Intake referrals based on the past fiscal year. Due to growth, AAAWM has been able to add new positions to the Information & Assistance Department as well as the Care Management Department. This allowed for waitlists to be worked on. There are current openings on the Waiver waitlist and the KCSM and OAA lists have around a 3 month wait, which is down from 8 months or longer.

Zakia Ambrose shared information from the Intake department. Currently they are back up to three full-time Access Coordinators. Each call they take averages 20-30 minutes due to the amount of listening that needs to be done. Call volumes can be high. While listening to callers they are also sharing options for services and pre-screening for medical and financial qualifications.

D. FY 2023 Introduction to the Community Resource Liaison Role

Margie Pettit, Community Resource Liaison introduced herself and this new role to the BOD. Kendrick gave a brief overview of the why behind the position. Margie shared a handout with four main scopes of her position-serving as the link between the Reception and Intake Teams, connect with the Contract Administrators, Outreach Specialist and MMAP Teams, connect with partners and continue to serve as a member of the administrative team. She fields and soft-handedly guides conversations with callers and walk-in guests to help connect them into the agency and larger community to help meet their needs.

E. Steepletown Neighborhood Services Probation

Brandon Beck presented short comings on Steepletown Neighborhood Services. Steepletown is a KCSM funded home chore partner who provides lawn care, snow removal and small home repairs.

Concerns with communication and compliance from Steepletown have been consistent for a few years now, off and on. Findings from the 2022 Annual Assessment placed Steepletown on a corrective plan of action that was not sufficiently addressed over the past year. Concerns stem from inadequate communication, inaccurate reporting of units, unqualified clients receiving services and the Outcomes and Financial Questionnaire are past due from their 2023 assessment with no acknowledgement or communication from Steepletown.

Brandon fielded questions from the Board ranging from other funding streams of Steepletown to anticipated timeline and participation for Steepletown to bring themselves into compliance.

Action Item: Ron Bacon made a motion to place Steepletown Neighborhood Services on probation. Jane DeVries seconded and the others approved the motion. Motion carried.

F. FY22 Older American Act Annual Data Report

Morgan Lambert presented the Annual OAA Data Report. The Summary of Funding shows that \$8.7 of funding was awarded this past year. 49% was awarded to nutrition services and 51% to all other services. AAAWM awarded 97% (\$8.4 million) overall-the 3% leftover shows that we awarded more funds than what the partners could spend. 71% was allocated to partners, 23 unique services were funded among 28 partners. The Top 8 funded services from 2022 remain consistent with the Top 8 services funded in 2023. 2020 Census Data was used for calculations tied to population for each county. This is the first year AAAWM is reporting out on Gender and Sexual Orientation of each person served which were recently added by the State.

G. Executive Director's Report

Kendrick Heinlein, Executive Director covered the following topics:

Nominating Committee Formation for Officers-Bill Routley gave a brief overview of how the process works for electing Executive Committee Board Members. Ron Bacon will Chair the committee and will be joined by Jane DeVries and Sharon Bongard. If BOD members have interest in joining the committee, they should email Ron Bacon.

Leadership Title Changes-Kendrick gave an update on title changes that have occurred in the AAAWM Leadership Team. PR & Communications Specialist will change to Director of Public Relations.

Annual Meeting Information-Invitations have been sent out for the event at the Prince Conference Center. The April BOD meeting will be held at 1:30pm following the Annual Meeting at noon. After the April 2023 meeting, Kendrick will be reformatting the meeting, going back to the purpose, who the audience is, venue and more.

Local Match-AAAWM has not increased the total amount of Local Match required of participating units of government since 1980.

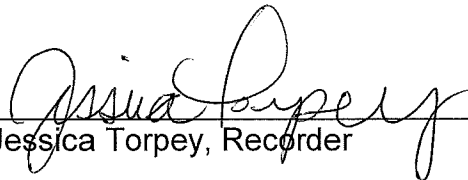
Action Item: Barb Hazlett made a motion to approve the FY24 local match requirement. Ron Bacon seconded and the others approved the motion. Motion carried.

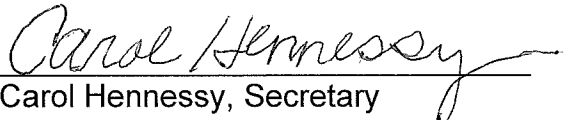
OAA Funding Changes-There is carryover funding from the FY2023 OAA funds. Kendrick is proposing the LTCO funding be increased to \$76,362 and the Elder Abuse Prevention funding be increased to \$15,448 to absorb the carryover funds.

Action Item: Stuart Peet made a motion to approve the suggested allocations of carryover from FY2023 OAA funds, Ken DeLaat seconded and the others approved the motion. Motion carried.

IV. Other

- A. **Bureau of Aging, Community Living and Supports Comments:** Kendrick provided updates on behalf of Ashely Ellsworth who was unable to attend. The ACLS is currently exploring continuation options for COVID flexibilities that were put in place due to the Public Health Emergency ending in May of 2023. The Interstate Funding Formula is currently going through review through CSA to see if changes will be made.
- B. **Committee Comments:** None.
- C. **Public Comments:** Peter Owen from 4545 Leonard St NE, addressed the Board as a member of the community interested in increasing services for seniors with Parkinson's in West Michigan. Mr. Owens indicated that he has Parkinson's himself and would like to see day center/respice options available in the region. He has shared his hopes with Kendrick and is pursuing the development of a 501c3 for these purposes.
- D. **Next Meeting Date:** Chair Bill Routley stated the next Board of Directors meeting will be on April 24, 2023 at the Prince Conference Center. The meeting adjourned at 3:10 p.m.


Jessica Torpey, Recorder


Carol Hennessy, Secretary