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OTSEGO COUNTY COMMISSION ON AGING

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BOARD OF DIRECTORS MEETING MINUTES

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Wednesday, February 20, 2019
(Rescheduled from February 13, 2019)
University Center, Room U-105

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Attending Voting Members: M. Sanders, R. Edel, J. Duff, C. Messina

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Absent Voting Members: G. Mertz, J. Camiller, B. Bowen, J. Mathis,
R. Smith

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Non-Voting Member: D. Johnson, Otsego County Board of
Commissioners Liaison

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Attending Staff: D. Wishart, Executive Director
E. Godek, Research and Volunteer Coordinator
A. Mayer, Accountant and Finance Coordinator

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Guests: Laurie Sauer, Executive Director, Region 9 Area
Agency on Aging
Bill VanCurler, Director, Otsego County United
Way Board of Directors
Laurie Andrews, Director, Otsego County RSVP

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Call to Order

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- The president, M. Sanders, called the meeting to order at 9:05 a.m. A quorum was not present. The board paused for a silent moment of reflection.

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Consent Agenda

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- M. Sanders suggested that the members present follow the consent agenda provided for the meeting, and due to lack of quorum, consider this an “informational meeting” rather than an official board meeting.

Open Forum

- Nothing was reported.

Executive Board Reports to the Board

President's Report

The president, Mary Sanders, briefly presented the following:

- Annual Meeting Tasks – The annual meeting tasks of providing board members with the Slate of Directors and Slate of Officers was incorporated into today's meeting packet.
- Special Presentations
 - United Way/RSVP Reports
 - United Way Report – B. VanCurler reported that the Otsego County United Way Board will be seeking a new executive director.
 - RSVP Report – L. Andrews briefly reported the following:
 - Medical Transportation Program – This is the primary program on which RSVP partners with the OCCOA.
 - She described the program, noting that some clients have been transported for years as they have no other means of transportation to get to their appointments. Drivers and clients often become friends through the program.
 - The needs for clients to be transported to dialysis has increased this past year.
 - RSVP loses 40% of its drivers in the winter, due to volunteer discomfort in driving on snowy roads.
 - The program seeks to address the individual needs of the clients and has a lot of impact. Both agencies understand the necessity and impact of getting people to their appointments.
 - D. Wishart noted that the AASA (Aging and Adult Services Agency) Advisory Council has been tasked with putting together a compendium of model programs that could, or should, be replicated across the state. She is confident that the medical transportation partnership program between RSVP and the OCCOA will be highlighted. Discussion followed.
 - T.A.C.K.L.E. Van Program – The United Way oversees the T.A.C.K.L.E. Van for which there are 50 volunteers available to drive cancer patients to Petoskey for radiation treatments, between 11 a.m. to 3 p.m., Monday through Friday. Each patient typically needs 40-50 treatments. Volunteers take turns driving the van every four to six weeks. Last year, 425 transports were provided.
 - AARP Smart Driver Courses – In 2017 and 2018, RSVP partnered with the OCCOA to offer AARP Smart Driver courses for volunteer drivers in the Medical Transport and T.A.C.K.L.E. Van Programs. A total of 15 to 20 drivers have attended the courses and another one is planned for August 2019 at the United Way Building. Discussion followed.
 - Tool Time Program – Volunteers in this program take care of “honey do” lists on Tuesdays for elderly, homebound, or disabled residents. There are 10 to 12 volunteers assisting with this program. Volunteers

1 go to residents' homes in groups of two, according to the skills they
2 possess that are needed to complete a given job. Volunteers stick to
3 jobs that don't require a ladder or a permit. L. Andrews suggested that
4 board members read the beautiful Gaylord Herald Times' Prime Times
5 article on the Tool Time Program that she handed out to them.

- 6 • Blood Drives – The American Red Cross has discontinued the Tip of
7 the Mitt Blood Drives, as it is focusing its blood collection efforts in
8 urban areas. Thirty-three percent of RSVP's volunteers were involved
9 in this program, so it is a big loss of volunteer opportunities for their
10 agency.
- 11 • L. Andrews has one staff person who assists with the scheduling of
12 volunteers for the Medical Transportation and T.A.C.K.L.E. Van
13 Programs. Half of RSVP volunteers use email. This method of
14 communication has been very successful in recruiting volunteers.
- 15 • M. Sanders noted that it has been a great partnership between the
16 OCCOA and RSVP for many years.
- 17 • L. Andrews noted her appreciation for the partnership with the
18 OCCOA. Both M. Sanders and D. Wishart thanked her for all that she
19 does.

20 ○ Otsego Community Foundation – Dana Bensinger, Executive Director

- 21 ■ M. Sanders noted that D. Bensinger had been scheduled to present at the
22 February 13, 2019 OCCOA Board of Directors meeting. That meeting
23 was cancelled due to poor weather. D. Bensinger could not make today's
24 rescheduled meeting, so she will be invited to present her report at
25 OCCOA's April 10, 2019 board meeting.
- 26 ■ M. Sanders noted that the agency has a fund with the Otsego County
27 Community Foundation and would like to use the funding available from
28 it in this grant cycle. The application to access the funds is due in March.
- 29 ■ Wishart noted the following:
 - 30 • The Otsego County Community Foundation has changed its name. It is
31 now called the Otsego Community Foundation.
 - 32 • Board members received a letter and some information in their board
33 packet about the OCCOA's account with the foundation. There is
34 interest income of \$3,485.11 that can be drawn from the account.
 - 35 • D. Wishart noted that the agency's account with the foundation is the
36 result of gift made to the agency by Carl & Morrie Schneider years
37 ago. It was Morrie's desire that any profit from the fund be used for
38 education.
 - 39 • OCCOA is developing a new program, called Gray Matters. It will be
40 a six-week twelve-hour program. It evolved from the former
41 Reminiscence Program. The new program will include brain health
42 activities.
 - 43 • Now that the agency has met its goal of having a social worker on its
44 staff, Sarah Skowronski, the agency is developing a new department,
45 called Integrative Wellness. She will oversee it. The department will

1 have three focus areas. One is to work with clients and difficult client
2 situations. Another is to promote and assist with integrative wellness
3 programs across agency departments to address client needs, and to
4 support staff in other departments. She will be pulling together In-
5 Home Services, Otsego Haus, and the Advocacy Department
6 resources. Finally, Sarah is already working within the community on
7 transitional care issues with the hospital and other key partners. There
8 will be educational opportunities which will draw upon Skowronski's
9 social work background.

- 10 • Per R. Edel, funds are available in the Otsego Community
11 Foundation's other accounts that the agency might apply for to help
12 fund the OCCOA's new programs.
- 13 • D. Wishart noted that the agency will do some cost accounting to
14 determine if additional funding will be needed to support the new
15 programs. She noted that OCCOA will apply for the \$3,485.11 but will
16 possibly write the grant for a higher amount, as needed.
- 17 • D. Wishart requested a motion and support that would allow the
18 agency to draw down \$3,485.11 in interest from its account with the
19 Otsego Community Foundation to be put in the agency's New
20 Programs line item in the budget. She noted that a full vote is not
21 possible at today's informational meeting, due to lack of quorum, but
22 that absent board members would be contacted, electronically, for their
23 support.

24
25 *A motion was made by R. Edel and seconded by C. Messina for the Otsego County*
26 *Commission on Agency to write a grant to draw down \$3,485.11 in interest from the*
27 *agency's fund with the Otsego Community Foundation to be put in the agency's*
28 *New Programs line item in the budget. M. Sanders confirmed that the four members*
29 *present (M. Sanders, R. Edel, J. Duff, and C. Messina) supported this motion.*

30
31 *The motion was tabled until D. Wishart could follow up with the absent board*
32 *members, via email, for their vote on it. D. Wishart received one response and an*
33 *affirmative vote by phone from Rachel Smith on February 20, 2019, to approve the*
34 *motion. D. Wishart's email to the absent board members, as well as James Camiller*
35 *and Brett Bowen's responses are attached. Motion carried.*

- 36
37 • D. Wishart notified the board president of the outcome of the vote.
38 This email is also attached.
- 39 • The grant application is due in March 2019.

41 **Vice President's Report**

42 The vice president, G. Mertz, did not present a report.

1 **Treasurer’s Report**

2 The treasurer, J. Camiller, did not present a report.

3 **Secretary’s Report**

4 There was no correspondence for R. Edel to share.

5 **Aging and Adult Services (AASA) – Network**

6 **Reports to the Board**

- 7 • News from the Aging and Adult Services Agency – AASA – D. Wishart briefly
8 reported the following:
 - 9 ○ The AASA continues to work towards legislative priorities. Board members
10 received a handout from D. Wishart, entitled “The Older Michigianians Act
11 and Michigan’s Aging Network.” Within it, four legislative priorities are
12 outlined. These include transportation, elder abuse, wait list, and direct care
13 workforce issues. The governor, the transition team, and the entire legislation
14 have received this report. There are also four workgroups working on each of
15 the priorities. This work will be highlighted at Older Michigianians Day on
16 May 15, 2019 at the state capitol. Board members are invited to attend.
 - 17 ○ The AASA will be presenting Senior Citizen Volunteer of the Year awards at
18 Older Michigianians Day.
 - 19 ○ Work at the commission level is going well. The senior deputy director,
20 Richard Kline, is leaving his position on March 4, 2019, but will remain in
21 the Aging Network, going to Senior Services of Southwest Michigan in
22 Kalamazoo.
- 23 • Region 9 Area Agency on Aging (AAA) - The regional council member,
24 J. Mathis, did not present a report.
- 25 • Region 9 Area Agency on Aging (AAA) Information – L. Sauer briefly
26 presented the following after D. Wishart welcomed her:
 - 27 ○ She noted that she was happy to be here.
 - 28 ○ She provided board members with a flyer, Upcoming Events, on evidence-
29 based disease-prevention programs that are being offered in various
30 communities in the region, several of which, are being held in Gaylord. She
31 noted that the OCCOA has always been a wonderful partner to help Region 9
32 pull them off.
 - 33 ○ She highlighted a newer program, Powerful Tools for Caregivers. It differs
34 from Creating Confident Caregivers in that it is targeted toward all
35 caregivers, not just those caring for people with dementia in their homes. She
36 also highlighted the Diabetes Self-Management Program. It helps diabetics
37 manage their diabetes. Both programs will be offered in Otsego County.
 - 38 ○ D. Wishart respectfully requested that the OCCOA’s name be added to the
39 flyer for the Matter of Balance and Creating Confident Caregivers program
40
41

1 listings that the agency hosts. L. Sauer apologized for the oversight and noted
2 that the flyer would be updated and reissued.

- 3 ○ L. Sauer also highlighted the Caregiver Empowerment & Wellness
4 Conference which will be held at the Alpena Events Complex on Thursday,
5 April 25, 2019, from 9 a.m. to 3 p.m. M. Sanders noted that she attended the
6 conference that was held in Gaylord last year. It was very good and well
7 attended.
- 8 ○ L. Sauer highlighted a new Dementia Consultation service that Region 9 is
9 offering, which consists of dementia consultation visits. To qualify,
10 caregivers can contact the Region 9 office to set up a screening to determine
11 if a person they are caring for has cognitive issues. If so, they could have
12 three consultations with a Region 9 staff member to discuss resources, tools,
13 or techniques that might be helpful to them in their caregiving.
- 14 ○ She noted that it was nice to hear the RSVP report. Her agency is always
15 impressed with what is going on. She noted that Region 9 received an
16 expansion grant for the RSVP program from the Corporation for National
17 Service. Region 9 has sponsored an RSVP in Crawford and Roscommon
18 Counties for many years. Thanks to the grant, Region 9 has expanded RSVPs
19 to all but one of the 12 counties in the region - Otsego County, which already
20 has its own RSVP. The program is growing by leaps and bounds. The former
21 RSVP director decided to leave so Susan Bowen, who was the MMAP
22 volunteer and annual planning coordinator, has stepped into the RSVP
23 position. They are now looking to fill her former duties. Discussion followed.
- 24 ○ M. Sanders asked if additional funds are available from their expansion grant
25 to help fund Otsego County's RSVP. L. Sauer noted that there is no
26 additional money for existing RSVPs.
- 27 ○ Region 9 hopes to have a new process for the three-year grant applications. If
28 it remains that only COAs apply for the grants this year, they plan to
29 streamline the application process.
- 30 ○ She also invited board members to attend Older Michigianians Day. She
31 noted that legislators prefer to hear from constituents.
- 32 ○ L. Sauer noted that the Region 9 AAA appreciates the work that D. Wishart
33 is doing at the commission level. She does a great job of representing all
34 areas across the state and remains unbiased.

36 **OCCOA Executive Director Report**

37 D. Wishart briefly reported the following:

- 38 ● Agency Updates
- 39 ○ Grants
 - 40 ■ Michigan Health Endowment Fund
 - 41 ● She reminded board members that early on, when the agency made the
42 decision to embrace the super app technology opportunity, it would be
43 good for the agency with the potential, long-term, for revenue
44 opportunities.

- 1 • Regarding the two-year project, CommunO₂ is now active in Otsego
- 2 County, Flint, and Traverse City.
- 3 • Yesterday, D. Wishart met with over 100 people from Flint, who are
- 4 interested in being one of the 25 organizations in that community.
- 5 • She also met with 20 Fathoms in Traverse City and was well received.
- 6 CommunO₂ is off and running in Traverse City with the Pavilions, the
- 7 Pace Program, and other participating organizations.
- 8 • In Otsego County, work is progressing to assist organizations in
- 9 moving forward with live streaming and Instant Video Chat.
- 10 • Meanwhile, there is a new pilot side program with United Way for
- 11 211, with an opportunity to put the first video face on 211 calls
- 12 through Northeast Michigan 211. Sarah Kile, who is the Executive
- 13 Director for Northeast Michigan 211, is very excited about this
- 14 opportunity.
- 15 • The CommunO₂ app has been accepted by Apple for the Apple Store.
- 16 It is now free to end users through the Android and Apple Stores. The
- 17 goal of the app is social connectivity, quality of life, and bringing
- 18 users' communities to them.
- 19 • Each of the 25 organizations will have a site page on the app. City of
- 20 Gaylord, the Historical Society, Arts Council, and other community
- 21 partners are on the app. Florida, Iowa, Portugal, and Finland are
- 22 showing interest in CommunO₂.
- 23 • D. Wishart provided board members with an article that highlighted
- 24 three programs that will help improve Michigan senior's health.
- 25 CommunO₂ is one of the programs highlighted in this article.
- 26 • An article that was written by the Public Sector highlights the
- 27 Commission on Aging and CommunO₂.
- 28 • D. Wishart's mantra is "Every day, progress!"
- 29 ■ DTW – The grant that the OCCOA received for holiday meals was very
- 30 beneficial. The agency provided a wonderful celebration and DTE
- 31 extended gifts to Congregate Meal and Home-Delivered Program clients.
- 32 DTE will be recognized in the spring for their role at AASA's Gatekeeper
- 33 Program in April.
- 34 ■ Otsego Community Foundation – D. Wishart will follow up as noted,
- 35 earlier.
- 36 ○ Staff
- 37 ■ Hiring/Orientation/Training and Certifications – Wanda Cherwinski has
- 38 stepped forward to the Meal Program coordinator position, and is assisted
- 39 by a new staff person, Tammy Goletz.
- 40 ■ The Advocacy Department will soon be hiring two counselors.
- 41 ■ The agency will be holding its Full Staff meeting this afternoon. She
- 42 noted that the OCCOA has an incredible staff of dedicated professionals.
- 43 ○ Programs

- 1 ▪ Gray Matters – This has been postponed till spring due to three
- 2 cancellations from to poor weather.
- 3 • Other
- 4 ○ Internal Controls Meeting Report
- 5 ▪ D. Wishart and A. Mayer had a meeting with Dan Smith, as he requested
- 6 during the December 12, 2018 board meeting, to go over internal controls.
- 7 He noted the following:
- 8 • There needs to be a periodic review of payroll.
- 9 • M. Sanders is currently reviewing accounts payable.
- 10 • Daily receipting is “spot on.”
- 11 • A. Mayer and N. Hunt should not receive the mail.
- 12 • He is was pleased that J. Camiller is doing budget and financial
- 13 reviews.
- 14 • There was a discussion of how payroll is processed. Dovico time
- 15 reports and manual time sheets were reviewed.
- 16 • The agency needs to avoid a conflict of interest with grants and
- 17 maintain good documentation. D. Wishart noted that the agency is
- 18 careful on both counts.
- 19 • The meal program was discussed. He was curious about the school and
- 20 the taxi’s partnership with the Home-Delivered Meal Program.
- 21 • Everything needs to be transparent to the board and staff. D. Wishart
- 22 noted that reports will be shared with staff at Full Staff meetings.
- 23 • D. Wishart shared that D. Smith is very professional and heartfelt in
- 24 his remarks. Discussion followed.
- 25 ○ M. Sanders extended the board’s thanks to all the staff members who have
- 26 stepped up to take on the additional responsibilities that were created after
- 27 two staff members left in November.
- 28 ○ There are currently have 36 people on the agency’s staff. Most are part time.
- 29 ○ D. Wishart noted that she wanted the board to know that the agency takes
- 30 safety very seriously on poor-weather days and closes when necessary.
- 31 Home-delivered meal program clients are taken care of through shelf-stable
- 32 meals and many staff, thanks to technology, are able to work from home.
- 33

34 **Adjournment**

35 The February 20, 2019 Otsego County Commission on Aging Board of Directors
36 meeting was adjourned at 10:20 a.m. by M. Sanders. The next meeting is scheduled at
37 the University Center on Wednesday, April 10, 2019, at 9 a.m.

38
39 *Eileen K. Godek*

40
41 Eileen K. Godek
42 Recorder

From: Dona Wishart <DonaWishart@occoaonline.org>

Sent: Thursday, February 21, 2019 9:03 AM

To: james@lewistoncpa.com; Bowen, Brett <Brett.Bowen@chemicalbank.com>; jmathis@gaylordefree.org

Subject: [Ext] OCCOA Board Work

CAUTION EXTERNAL EMAIL: DO NOT open attachments or click links unless you recognize the sender and are expecting this email.

Greetings James, Brett and Jim -

There is a bit of OCCOA Board work following our meeting (rescheduled) yesterday.

The topic is our Community Foundation Fund account. Please call me at your convenience, yet this week, on my cell phone - 989 942-0437.

Thank you -

Dona

*Dona J. Wishart
Executive Director*

Otsego County Commission on Aging (OCCOA)
120 Grandview Boulevard, Gaylord MI 49735
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adds quality and meaning to life!*

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From: Bowen, Brett <Brett.Bowen@chemicalbank.com>
Sent: Thursday, February 21, 2019 9:38 AM
To: Dona Wishart <DonaWishart@occoaonline.org>; james@lewistoncpa.com; jmathis@gaylordefree.org
Cc: msanders@freeway.net
Subject: RE: OCCOA Board Work

Good morning!

Yesterday Mary Sanders properly let me know that I missed the meeting yesterday morning. As I was to be out of town for training and had advised already that I would not attend last week. I see that I did not fully read the snow day cancellation email down to where it said "reschedule". I apologize for this oversight on my part.

Dona Wishart and I just discussed on the telephone this morning the motion to access the interest available from the Otsego Community Foundation fund and deploy for programs, in accordance with the donors' requested usage. I concur and support this, voting "yes". Please let me know if any questions.

Thank you,
Brett

Brett Bowen, CTP
Vice President, Commercial Lender
Chemical Bank, Northern Community
Brett.Bowen@ChemicalBank.com

521 W. Main Street
Gaylord, Michigan | 49735
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Dona Wishart

From: Dona Wishart
Sent: Thursday, February 21, 2019 10:36 AM
To: Bowen, Brett
Cc: msanders@freeway.net; James Camiller; jmathis@gaylordefree.org
Subject: RE: OCCOA Board Work

Brett -

Thank you for this communication and information, indicating your support of the motion made at the OCCOA board meeting by Rudi Edel, supported by Connie Messina, and discussed by board members on Feb. 20th - and explained in our phone conversation this morning.

The intent is to draw interest in the amount of \$3,485.11 from our Community Foundation account to support education programs at the OCCOA. Two examples will be to support a new program called "Gray Matters" a brain health initiative, and to support other programs developing with our new "Integrative Wellness" initiatives. In all cases we will honor the legacy request of Carl and Morrie to support education through their gift to the agency.

Rudi Edel also suggested we consider asking for a larger grant from the Community Foundation for such purposes.

Please let me know if you have further questions.

With continued thanks for your commitment to the work of the OCCOA board of directors -

Dona

*Dona J. Wishart
Executive Director*

Otsego County Commission on Aging (OCCOA)
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*The capacity to care
adds quality and meaning to life!*

Dona Wishart

From: Dona Wishart
Sent: Friday, February 22, 2019 7:15 AM
To: james@lewistoncpa.com
Subject: Re: OCCOA Board Work
Attachments: image001.png; image002.png

James -

Briefly from my phone:

The amount is \$3,485.11.

You are exactly right, we have and will continue to honor the purpose of the legacy gift with honor to Carl and Morrie.

Thank you for your support of this action.

Dona

*From: James Camiller <james@Lewistoncpa.com>
Sent: Friday, February 22, 2019 12:13:42 AM
To: brett.bowen@chemicalbank.com; Dona Wishart
Cc: msanders@freeway.net; jmathis@gaylordefree.org
Subject: RE: OCCOA Board Work*

I have no objections.

From what I remember, the gift was an endowment so that the principal would remain in perpetuity and the interest would be available for educational programming. If that is true, how much interest is currently in the account that we could access? I wouldn't be opposed to using additional funds for other programming if there was something that OCCOA was interested in doing. People don't give money to have it sit.... They would want it being used to better the lives of older adults.

*From: Bowen, Brett <Brett.Bowen@chemicalbank.com>
Sent: Thursday, February 21, 2019 10:46 AM
To: Dona Wishart <DonaWishart@occoaonline.org>
Cc: msanders@freeway.net; James Camiller <james@Lewistoncpa.com>;
jmathis@gaylordefree.org
Subject: RE: OCCOA Board Work*

Thank you, Dona. Agreed.

Dona Wishart

From: msanders@freeway.net
Sent: Wednesday, April 03, 2019 11:11 AM
To: Dona Wishart
Subject: Re: Documentation of board support

>Thanks, this documentation should be attached to the minutes of that meeting where it can be easily found and evidence given as to the intent and voting opportunity. Mary

> Greetings Mary!

>
> Please consider this notice to you as President of the OCCOA Board of Directors, of your board's support to the following:

>
> A motion was made and tabled by R. Edel and seconded by C. Messina for the Otsego County Commission on Aging to write a grant to draw down \$3,485.11 in interest from the agency's fund with the Otsego Community Foundation to be put in the agency's New Programs line item in the budget.

>
> M. Sanders confirmed that the four board members present (M. Sanders, R. Edel, J. Duff, and C. Messina) support this motion.

>
> The motion was tabled due to lack of a quorum until D. Wishart could follow up with the absent board members, via phone and email, for their vote on this motion.

>
> D. Wishart received one response and an affirmative vote by phone from Rachel Smith to approve this motion. Motion carried.

>
> D. Wishart's email to the absent board members, as well as James Camiller and Bret Bowen's responses are attached to the information meeting minutes of February 20, 2019.

>
> Please consider this notification of the outcome of the vote on this motion, supported by electronic communications and written records.

> With thanks -

> Dona

> Dona J. Wishart
> Executive Director

>
> Otsego County Commission on Aging (OCCOA)
> 120 Grandview Boulevard, Gaylord MI 49735
> [www.OtsegoCountyCOA.org](http://www.otsegocountycoa.org/)<<http://www.otsegocountycoa.org/>>

>
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>
> 989 942-0437 (*cell*)
> donawishart@gmail.com<<mailto:donawishart@gmail.com>>
>
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>
>