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OTSEGO COUNTY COMMISSION ON AGING

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BOARD OF DIRECTORS MEETING MINUTES Wednesday, August 12, 2020 University Center, Room U-105

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Attending Voting Members: M. Sanders, J. Camiller, B. Bowen (phone),
J. Duff, C. Messina

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Absent Voting Members: G. Mertz, R. Edel, J. Mathis, R. Smith

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

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

Call to Order

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- The president, Mary Sanders, called the meeting to order at 9:09 a.m. and welcomed those in attendance. A quorum was present.

Consent Agenda

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- M. Sanders made a request for a motion to approve the Consent Agenda.

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A motion was made by C. Messina and seconded by J. Camiller to approve the Consent Agenda. Motion carried.

Open Forum

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- Nothing was reported.

Executive Board Reports to the Board

President's Report

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The president, Mary Sanders, briefly presented the following:

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- Board Membership – She will present a report at the end of the year.

- AAA Regional Council Representative – She noted that C. Messina voiced interest at the February 12, 2020 board meeting in serving on this council. D. Wishart will assist her in connecting with the council.

Vice President’s Report

The vice president, George Mertz, did not present a report.

Treasurer’s Report

The treasurer, James Camiller, CPA, briefly presented the following:

- Financial Reports as of year ending June 30, 2020, the end of the third quarter of the agency’s fiscal year:
 - Total revenues are running 17 percent below budget. Property tax revenues are over budget, but donations and grants are below budget. Donations are down due to COVID-19, while grant revenues are down due to the timing of the receipt of the funds. Revenues are currently in better shape, compared to June, as the agency received a large lump-sum of grant funds in early July.
 - The \$246,000 PPP (Paycheck Protection Program) loan that the agency received during the COVID-19 Pandemic, which was authorized by the CARES (Coronavirus Aid, Relief, and Economic Security) Act, is not included in the financial reports, yet. The PPP loan is forgivable, provided the agency spends the funds according to the guidelines, which it did. OCCOA Accountant and Finance Coordinator A. Mayer will soon submit the PPP loan forgiveness application. The loan is expected to be forgiven. Once the agency receives word that the loan has been forgiven, the \$246,000 received will be included in the agency’s financial statements as a revenue. The statements will then show that the agency is running well compared to budget and the prior year.
 - Total expenses – Wages are running six percent under budget and raw foods are 18 percent under budget. Total expenses are six percent under budget. The decreases are related to the COVID-19 pandemic. There is a time lag in replacing some employees who retired or resigned during the pandemic and congregate meals are not being offered.
 - Revenues over Expenses through June 30 show that the agency is in good shape thanks to the forgivable PPP loan. Discussion followed.
 - D. Wishart thanked B. Bowen, J. Camiller, and A. Mayer, for their teamwork in securing the PPP loan.

Secretary’s Report

The secretary, R. Edel, did not present a report.

- 1 • D. Wishart noted that the agency has been receiving correspondence from
2 clients who have been sharing their satisfaction with the agency’s direct care
3 workforce.
4

5 **AASA Network Reports to the Board**

- 6 • News from the Aging & Adult Services Agency (AASA) – D. Wishart briefly
7 shared the following:
8 ○ She continues to chair this commission. There are new commissioners and
9 some reappointments. Work is continuing on the state plan, which is a
10 collaborative effort with the Michigan Health Public Health Institute.
11 ○ The Area Agencies on Aging (AAAs), including our Region 9 AAA, will
12 present their multiyear plans in August and September. This will serve as a
13 roadmap for the new fiscal year.
14 ○ Senator Stamas was very helpful in proposing a COVID-related wage
15 increase for the state’s direct care workforce (SB 690). This will bring a
16 temporary \$2.00 per hour increase for the direct care workforce. Discussion
17 followed.
18 ○ USDA Food boxes (500 lbs. of food) are being distributed every week in
19 Otsego County through help from the agency’s partners, United Way and
20 RSVP.
21 ○ The State Advisory Council continues to research social isolation and
22 emotional loneliness.
23 ○ Don Ryan, a veteran, and stellar volunteer in the state and who was very
24 helpful for many years on the State Advisory council, passed away this past
25 week.
26 • Region 9 Area Agency on Aging Region Council – J. Mathis did not share a
27 report.
28 ○ D. Wishart noted that J. Mathis informed her that he will need to resign from
29 the OCCOA board and the Regional Council. She will assist C. Messina in
30 joining the Regional Council to ensure continued county representation.
31 J. Mathis also served on the Northern Legal Services Council.
32 ○ D. Wishart will work on securing a new OCCOA board member.
33 ○ D. Wishart noted that as of July 20, 2020, there were 6,119 deaths in
34 Michigan. Of those, 5,328 were adults over age 60.
35 ○ Region 9 Area on Aging Information – No report was shared.
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37 **OCCOA Executive Director Report**

- 38 • Budget 2020-2021 – D. Wishart briefly presented the following:
39 ○ Board members received a copy of the agency’s 2020/2021 fiscal year
40 budget. It needs to be put in place by the start of the new fiscal year, which
41 begins October 1, 2020. This reflects some impact by COVID-related

1 revenues and expenses. The agency is confident that the agency will have
2 PPP funding coming in for service provision and programs. For financial
3 stability and strength, the agency's goal is to preserve fund equity at 32
4 percent against the operating budget. Discussion followed.

- 5 ○ D. Wishart noted that because G. Mertz and R. Smith could not be present at
6 this meeting, she discussed the budget with each and secured their comments
7 for later discussion. She requested that M. Sanders call for a motion to
8 approve the budget. Discussion followed, after which M. Sanders called for a
9 motion to approve the FY 2020-2021 Otsego County Commission on Aging
10 Budget of \$1,945,748.00 that will be submitted to the Otsego County Board
11 of Commissioners for review and approval.

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13 *A motion was made by J. Camiller and seconded by B. Bowen to approve the FY*
14 *2020-2021 Otsego County Commission on Aging Budget of \$1,945,748.00 that will*
15 *be submitted to the Otsego County Board of Commissioners. Motion carried.*
16

- 17 ○ M. Sanders noted that the budget will be submitted to the Otsego County
18 Board of Commissioners for their review and approval because the OCCOA
19 is a component unit of the county.
- 20 ○ D. Wishart noted that Judge Mertz and R. Smith also supported the budget
21 via the phone conversations she had with them.
- 22 ● **Pandemic Updates**
 - 23 ○ The agency has followed all the federal, state, and county orders. Initially,
24 the agency was under stay-at-home orders but was still able to offer the
25 Home-Delivered Meal Program, uninterrupted, by following special safety
26 protocols, honored by our contract partners, Gaylord Community Schools
27 kitchen staff and Alpine Taxi.
 - 28 ○ The OCCOA was eventually able to relaunch essential services with safety
29 protocols, PPE (personal protection equipment), and special training in place.
30 The agency's direct care workers are providing in-home services, and the
31 Otsego Haus Program is open.
 - 32 ○ D. Wishart talked with staff about the importance of being resilient and
33 reinventing programs, as needed, so Young at Heart, Life is a Balancing Act,
34 Boomers Bootcamp were moved outdoors. Exploring Technology and Chair
35 YOGA are being offered virtually thanks to the agency's CommunO₂ project.
 - 36 ○ Additionally, the staff has video meeting opportunities available through the
37 CommunO₂ platform.
 - 38 ○ The Advocacy Department is and has been meeting with clients via phone.
39 They have also been meeting with priority clients at the office, adhering to
40 specific safety protocols and building rules.

- 1 ○ It is not safe enough for congregate meals to start back up, but early on Mill
- 2 Street Diner and The Old Depot provided takeout meals and are now
- 3 providing Dining Out congregate meals with safety protocols in place.
- 4 ○ Additionally, the agency is partnering with the USDA to deliver various
- 5 types of food boxes to 50 recipients every week. The food includes dairy
- 6 products, fruits, and vegetables and is delivered on a rotating basis.
- 7 ○ D. Wishart voiced her appreciation for Joyce Butcher, who has been a key
- 8 volunteer in distributing USDA food boxes at the Food Pantry.
- 9 ○ Agency volunteers, many of whom were in the high-risk category of 55 and
- 10 older, voiced their appreciation for agency's decision to stop their volunteer
- 11 work for their safety during COVID-19.
- 12 ○ Office Team volunteers, with safety protocols in place, are assisting as
- 13 needed.
- 14 ● **Building and Space Updates** – D. Wishart briefly presented the following:
- 15 ○ A Building and Space Committee was established at the February 12, 2020
- 16 board meeting to explore opportunities for additional space for the agency. It
- 17 consists of M. Sanders, Hon. G. Mertz, B. Bowen, J. Duff, and R. Edel.
- 18 ○ Since then, the committee toured a building that holds the opportunity to
- 19 provide additional space for the agency. An audit and assessment of the
- 20 building is underway. Preliminary reports were completed and have been
- 21 distributed to committee members for review.
- 22 ○ The committee also met with two community leaders for guidance and
- 23 support.
- 24 ○ D. Wishart requested that a committee meeting be scheduled the week of
- 25 August 17–21, 2020, to discuss the audit findings and explore financial
- 26 possibilities for funding the building.
- 27 ○ D. Wishart reminded board members that the agency has been challenged
- 28 over the years with limited space, with safety concerns in the building and,
- 29 now with the pandemic, the agency's service provisions are very limited due
- 30 to COVID-19 restrictions placed on the Alpine Alten Zimmer, a residential
- 31 facility, where the OCCOA's main office is located.
- 32 ○ D. Wishart noted that she is encouraged by this opportunity. She thanked the
- 33 committee for their work. Discussion followed.

Action: M. Sanders will set up a committee meeting during the week of August 17–21, 2020.

- 34
- 35 ● **Agency Updates** – D. Wishart briefly presented the following:
- 36 ○ Funding/Grants/Donations
- 37 ■ Donations – Pandemic Impact – Some nice things have happened because
- 38 of the COVID-19 pandemic. One client, who wanted to help, recently
- 39 donated \$1,000.00. A couple, who has donated \$500 every year, showed

1 up to donate \$500, once again. D. Wishart was recently notified by the
2 local square dance group that they will be disbanding and will be donating
3 \$900.00 to the agency.

- 4 ■ Today, board members received a report from the Otsego Community
5 Foundation on the agency's fund for their review.
- 6 ■ Potential Grant Opportunities – The agency is awaiting word on two
7 grants that were recently submitted.
- 8 ■ Michigan Health Endowment Fund Proposals – Thanks to the agency's
9 relationship with the Michigan Health Endowment Fund and its current
10 grants, the OCCOA received \$4,000 in value that resulted in four new
11 computers.

12 ○ Programs

- 13 ■ Meal Program – D. Wishart noted that, today, board members received a
14 partial report from the 2019 Home-Delivered Meal (HDM) Survey
15 completed by E. Godek. She briefly presented the findings:
 - 16 ● The OCCOA Research Department has conducted a satisfaction
17 survey among its HDM clients since 2008, about every other year, as
18 is required by the AAA Region 9, for the grant funding that the agency
19 receives.
 - 20 ● As part of the survey, HDM clients are asked to rate their satisfaction
21 with six program factors: friendliness of their meal drivers, quality of
22 the hot meals, frozen meals, and sack lunches, satisfaction with the
23 variety of their meals, and their overall satisfaction with the program.
24 They utilized a five-point rating scale where 1=Poor and 5=Excellent.
 - 25 ● The same six program factors have been rated by meal program clients
26 since 2008. E. Godek noted that the chart in the report easily allows
27 the agency to see the fluctuation in ratings from survey to survey and
28 to be on the lookout for any issues that might need to be addressed.
 - 29 ● She reviewed the rankings of the six satisfaction ratings, noting that
30 the rating for meal driver friendliness came out on top, as has been the
31 case in all survey years. The 2019 ratings for hot meals, frozen meals,
32 and sack lunches did not rebounded since falling in 2017 from the
33 2015 survey. She noted, also, that a noticeable number of the 2019
34 respondents did not indicate that their meals were “always” or
35 “usually” hot. Gaylord Community School food service staff, who
36 prepare the HDMs, were notified of this.
 - 37 ● A matrix measuring levels of awareness by respondents for agency
38 programs showed that most of the respondents were aware of the
39 OCCOA's in-home services. Awareness was low for Exploring the
40 World of Technology, Senior Project FRESH, A Matter of Balance,
41 the Commodities Program, the Advocacy Program, and the Medicare
42 Part D Drug Assistance program and may represent opportunities for

1 staff to explore. E. Godek suggested that a program summary handout
2 be presented during assessments or be included with the HDMs to
3 increase awareness for the lesser-known programs. She also shared
4 some written mentions of appreciation for the agency and the HDM
5 Program that respondents wrote on their surveys. Discussion followed.

- 6 ■ D. Wishart shared that E. Godek will present a report on the Advocacy
7 Department services at the September board meeting. She noted that the
8 agency follows the tenet, “good, better, best,” and appreciates
9 E. Godek’s research background which allows her to conduct surveys in a
10 scientific way so that the data has real meaning. This allows the agency to
11 do its best. M. Sanders noted her appreciation that the agency can
12 professionally quantify its programs in this way.

13 **Adjournment**

14 The August 12, 2020 Otsego County Commission on Aging Board of Directors
15 meeting was adjourned at 10:08 a.m. by M. Sanders. The next meeting is scheduled at
16 the University Center on Wednesday, September 9, 2020, at 9 a.m.

17
18
19 *Eileen K. Godek*

20
21 Eileen K. Godek
22 Recorder