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# OTSEGO COUNTY COMMISSION ON AGING

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## BOARD OF DIRECTORS MEETING MINUTES Wednesday, October 14, 2020 University Center, Room U-105

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**Attending Voting Members:** M. Sanders (by phone), J. Camiller, R. Edel,  
B. Bowen (by phone), J. Duff, R. Smith

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**Absent Voting Members:** G. Mertz, J. Mathis, C. Messina

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**Absent 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

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### Call to Order

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- The president, Mary Sanders, called the meeting to order at 9:10 a.m. and welcomed those in attendance. A quorum was present.

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### Consent Agenda

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

*A motion was made by R. Edel and seconded by R. Smith to approve the Consent Agenda. Motion carried.*

### Open Forum

- Nothing was reported.

### Executive Board Reports to the Board

### President's Report

The president, Mary Sanders, did not present a report.

## 1 **Vice President's Report**

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

## 4 **Treasurer's Report**

5 The treasurer, James Camiller, CPA, briefly presented the following highlights from  
6 the financial reports ending August 31, 2020:

- 7 • Revenues and expenses as noted on the Year-to-Date Totals Compared to Prior  
8 Year-to-Date Totals report:
  - 9 ○ The downward trends noted at the September meeting for revenues and  
10 expenses continued. This is attributable to COVID. Because expenses were  
11 down even more than revenues, the agency is better off compared to the prior  
12 year.
- 13 • Budget vs. Year-to-Date Totals report:
  - 14 ○ Revenues were at 91% of budget, but expenses were only at 80%, as the  
15 agency was not able to spend as much money on its programs as was  
16 budgeted due to COVID. Revenues were not as affected by COVID as  
17 expenses were, so the agency is in good financial shape.

## 19 **Secretary's Report**

20 The secretary, R. Edel, briefly shared the following correspondence:

- 21 • A letter from MMAP notifying the agency that Advocacy Counselor Kelsey  
22 Helton received the MMAP Team Member of the Year award. She saw over 600  
23 clients, resulting in total client savings of \$250,000.
- 24 • The OCCOA received a grant from DTE for \$1,550 to be applied to the Meal  
25 Program.
- 26 • A report from the Region 9 Area Agency on Aging (AAA) on the Otsego Haus  
27 assessment conducted on September 2, 2020. The program was found to be  
28 compliant in all standards. The agency was congratulated for instituting this  
29 valuable program for the citizens of Otsego County. Otsego Haus was found to  
30 provide a safe and inviting atmosphere for adult-day center clientele. The staff  
31 was found to be accommodating and friendly which provides an overall sense of  
32 comfort to its participants and caregivers.

## 34 **AASA Network Reports to the Board**

- 35 • News from the Aging & Adult Services Agency (AASA) – D. Wishart briefly  
36 shared the following:
  - 37 ○ The state plan has been submitted to the Administration on Community  
38 Living and approved. The four guiding goals and overall objectives are to:
    - 39 ▪ Improve information and assistance across the state

- 1           ▪ Improve connectively
- 2           ▪ Increase the number of direct care workers
- 3           ▪ Insure that older adults have choices for aging in place
- 4       ○ An addendum to the plan addresses initial impacts across the state from
- 5       COVID-19.
- 6       ○ This plan, in addition to the Region 9 AAA’s annual implementation plan,
- 7       serves as the agency’s guide for programs supported by grant funding from
- 8       these sources.
- 9       D. Wishart will send a copy of the state plan to board members. She
- 10       recommended that goals and objectives be reviewed in terms of what the
- 11       agency is currently doing and what it still can and should do.
- 12   ● Region 9 Area Agency on Aging Regional Council – D. Wishart briefly shared
- 13   the following:
- 14   ○ C. Messina attended the first of her regional council meetings. She noted that
- 15   the meeting, which was virtual, was informative and efficient.
- 16   ● Region 9 Area on Aging Information – D. Wishart briefly shared the following:
- 17   ○ The agency has received its statement of grant awards.
- 18   ○ It has also received some additional assessments. D. Wishart will send out
- 19   more information on these. Every year, the agency’s core programs are
- 20   assessed, including the Meal Program, the In-Home Services Program, and
- 21   the Adult Day Program, which was mentioned earlier. There is also a general
- 22   assessment. The assessments are coming in reasonably well with some
- 23   hiccups regarding the Congregate Meal Program standards, due to COVID.
- 24   These will be addressed.
- 25

## 26 **OCCOA Building & Space Committee Report**

- 27   ● M. Sanders briefly shared the following overview:
- 28   ○ The committee continues to explore a space opportunity for the agency and
- 29   met last week to review the status of assignments tasked to members. The
- 30   committee’s intention is to review everything about the venture as thoroughly
- 31   as possible.
- 32   ○ Members of the committee met with several County officials to apprise them
- 33   of the committee and the status of its explorations. The County provided
- 34   guidance regarding possible funding options and their timing.
- 35   ● Building Information – R. Edel briefly noted that the committee is reviewing the
- 36   affordability of the space opportunity, including the purchase cost, necessary
- 37   updates, and ongoing maintenance costs.
- 38   ● Financial Proposal
- 39   ○ J. Duff briefly shared the following:
- 40   ▪ A report on improvements that would need to be made to the space, and
- 41   an outline of options to fund them. He also provided an overview of the

1 ongoing maintenance contracts and equipment replacements that would be  
2 needed over time and possible options to fund them.

3 ○ Brett Bowen briefly shared the following:

- 4 ■ An update on his communications with a private financial investment  
5 firm, Signet Capital, that the agency is considering partnering with to  
6 purchase the space, make the necessary improvements, and sell it back to  
7 the agency over time. He noted that the pricing is fair, financing rates are  
8 good, the deal structure is solid, and several financing packages are  
9 available. He also provided guidance on crucial considerations and next  
10 steps.
- 11 ■ He will work with committee members and OCCOA Accountant and  
12 Finance Coordinator Ann Mayer to compile an expense forecast.

13 ○ D. Wishart thanked B. Bowen for all his work and conversations with Signet  
14 Capital.

15 ○ D. Wishart will send board members the minutes from the Building  
16 Committee's recent meeting and B. Bowen's meeting with Signet Capital.

17 ● Q & A – Committee Members and Board - Board members were given time to  
18 make comments about the possible venture and voice questions.

19 ● Next Steps – M. Sanders briefly noted the following:

- 20 ○ The committee's decision on the venture will depend on its affordability.
- 21 ○ The committee will meet, again, in November to go over the projections and  
22 further discuss the venture.
- 23 ○ A decision will be made in December as to whether it is the right time to  
24 move forward with the venture.
- 25 ○ She thanked board members for their input and the committee and staff for  
26 their due diligence in evaluating the venture to reach the best decision. The  
27 full board will be appraised of anything that comes out of the committee's  
28 meeting in November.

## 30 **OCCOA Executive Director Report**

31 ● D. Wishart briefly presented the following:

32 ○ Accounting

- 33 ■ Year End/New Year –Dan Smith, CPA, will be at the office with agency  
34 staff this month for the annual audit and will present his report at the  
35 December 9 board meeting.

36 ○ Advocacy

- 37 ■ Open Enrollment Underway – The Advocacy Department is prepared. At  
38 this point, counselors are only allowed to do phone or video appointments  
39 due to COVID. Appointments are filled and hundreds of people will be  
40 receiving help. Each one will receive a satisfaction survey from Research  
41 Coordinator E. Godek to assess their satisfaction with their appointments.

- 1           ○ Customer Service
- 2           ▪ Medical Loan Closet – It is open but offered “curbside” to protect staff
- 3           and Alten Zimmer building residents from COVID.
- 4           ▪ Holiday Meals – The agency is not allowed to offer large gatherings at
- 5           this time at the Alten Zimmer due to COVID, so the Thanksgiving and
- 6           December holiday meals will be made available through curbside pickup.
- 7           Meals for both occasions will include a small gift.
- 8           ○ In-Home Service
- 9           ▪ Essential Services Update – A former employee, Jackie Marshall, recently
- 10          died. She was a stellar employee.
- 11          ○ Healthy Aging Program
- 12          ▪ Board members received a flyer in their board packets for the redesigned
- 13          Caregiver Support Group, which is now the TLC (Tender Loving Care)
- 14          Support Group – the first meeting went very well. Otsego Haus
- 15          Coordinator Evie Riozzi, LPN, and Healthy Aging Program Coordinator
- 16          Amanda Dobrzelewski, CTRS, are working to move this group forward.
- 17          ○ Meal Program
- 18          ▪ CM Dining Out Contracts – Contracts are signed with the agency’s
- 19          Dining Out partners, Mill Street Diner and The Old Depot, and they are
- 20          offering congregate meals with social distancing. Meanwhile, home-
- 21          delivered meals are the agency’s standard for getting food to older adults.
- 22          ○ Medical Resources
- 23          ▪ Safety, Social Distancing, and PPE – Medical Resources Coordinator
- 24          Pamela Carlson, RN, has done a great job of providing safety information
- 25          to clients, staff, and agency partners during the pandemic, as well as
- 26          social distancing guidelines and PPE.
- 27          ○ Otsego Haus – As mentioned earlier, their annual assessment went well.
- 28          ○ Research and Volunteer
- 29          ▪ Report on 2020 VITA Program – E. Godek briefly reported the following:
- 30           • Two new volunteer preparers joined the VITA (Volunteer Income Tax
- 31           Assistance) program, bringing the total to seven. All earned the IRS’s
- 32           advance certification.
- 33           • The volunteers were able to complete 19 full-day clinics and one half-
- 34           day clinic before the COVID shutdown in March. Four additional
- 35           clinics were offered in early July.
- 36           • Volunteers prepared tax returns and Michigan credits for 226
- 37           households. In total, they e-filed 111 federal returns and 200 Michigan
- 38           returns, including homestead property tax credits. They also e-filed 67
- 39           home heating credits.
- 40           • Collectively, the seven volunteer preparers contributed 552.5 hours to
- 41           the VITA program.

- 1                   • Tax clients were given a satisfaction survey immediately following  
2 their appointments. In total, 82.5 percent of 286 unduplicated clients  
3 completed the survey. Collectively, the volunteers received between  
4 4.9 and 5.0 ratings for five different items that clients were asked to  
5 rate using a 5-point scale where 1 = poor and 5 = Excellent.  
6                   • Clients were also asked to share the types of technology that they use.  
7 Technology usage rose noticeably in 2019 and remained high in 2020.  
8                   • Additionally, seven in ten respondents have Internet access.  
9                   • E. Godek hopes to offer tax appointments at virtual VITA clinics to  
10 clients who have the appropriate technology, should COVID still be  
11 limiting face-to-face appointments in the upcoming tax season.  
12 Discussion followed.  
13

## 14 **Announcements and Q & A**

- 15                   • R. Edel suggested that the agency begin planning on how it will handle  
16 interactions with clients who decline not to get the vaccine once it becomes  
17 available. Discussion followed.  
18                   • M. Sanders noted that the county is doing a flu shot clinic at the fairgrounds.  
19 D. Wishart noted the agency had its drive-thru flu shot clinic in September. E.  
20 Godek noted that she posted a flyer for the fairgrounds flu shot clinic on the  
21 agency's website on its Flu Shot Clinic page.  
22                   • M. Sanders complimented A. Mayer for the extra work she did regarding the  
23 building and space opportunity.  
24                   • She complimented the building committee for all their work.  
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## 26 **Adjournment**

27 The October 14, 2020 Otsego County Commission on Aging Board of Directors  
28 meeting was adjourned at 10:04 a.m. by M. Sanders. The next meeting is scheduled for  
29 December 9, 2020, at 9:00 a.m., with options to participate in person at the University  
30 Center Gaylord with social distancing or via video or phone dial-in.  
31

32 *Eileen K. Godek*

33  
34 Eileen K. Godek  
35 Recorder