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OTSEGO COUNTY COMMISSION ON AGING

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BOARD OF DIRECTORS MEETING MINUTES Wednesday, September 9, 2020 University Center, Room U-105

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

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Absent Voting Members: G. Mertz, 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

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Call to Order

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- The president, Mary Sanders, called the meeting to order at 9:08 a.m. and welcomed those in attendance. A quorum was present.

Consent Agenda

- M. Sanders made a request for a motion to approve the Consent Agenda, which includes a revised agenda submitted by D. Wishart. The revision noted that, in addition to the December 9, 2020 board meeting, an October 14, 2020 board meeting is planned as noted on the 2020-2021 OCCOA Board Meetings schedule that board members received.

A motion was made by J. Camiller and seconded by B. Bowen to approve the Consent Agenda with the noted revision. Motion carried.

Open Forum

- Nothing was reported.

Executive Board Reports to the Board

President's Report

The president, Mary Sanders, briefly noted the following:

- OCCOA Board Membership
 - J. Mathis will be retiring from the board at the end of the year. Board members were encouraged to forward names of qualified and interested board members to her.
 - Next year there will be four board members whose terms will be up for renewal.
 - J. Duff announced that the October 14, 2020 meeting will be his last.
- AAA Regional Council Representative – C. Messina has voiced an interest in serving on the AAA Council.

Vice President's Report

The vice president, George Mertz, shared no report.

Treasurer's Report

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

- Cash with the county as noted on the balance sheet
- Revenues and expenses as noted on the Year-to-Date Totals Compared to Prior Year-to-Date Totals report:
 - Revenues are down slightly this year. This is attributable to a decline in donations and contracted services.
 - Total expenses were down. Many line-item expenses have decreased for the year due to COVID-19. Raw foods costs are down but delivery costs are up for home-delivered meals, as would be expected.
 - Net income is up compared to last year. The PPE loan revenue will drive this number up even higher once it is approved and added to the report.
- Budget vs. Year-to-Date Totals report:
 - Actual revenues are a little under budget.
 - Expenses are also down, due to COVID-19.
 - Everything will look more exciting once the PPE loan is approved and added to the reports. Discussion followed.

1 **Secretary’s Report**

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

- 3 • A letter from the Gaylord Area Chamber of Commerce that thanked the agency
4 for renewing its membership.
 - 5 • At D. Wishart’s request, R. Edel and C. Messina briefly shared a report, as
6 follows, on their experience as volunteers for a new agency activity called
7 S’more Camp Stories:
 - 8 ○ R. Edel noted that the activity incorporates group reminiscing around a given
9 topic and takes place at the Vanderbilt Trailhead Park. He noted that the
10 August session was wonderful, and the attendees loved it. S’mores were
11 offered at the end. The next session is scheduled on September 22, 2020.
 - 12 ○ C. Messina shared her surprise at the large turnout, adding that people loved
13 it and that it was a lot of fun. Discussion followed.
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15 **AASA Network Reports to the Board**

- 16 • News from the Aging & Adult Services Agency (AASA) – D. Wishart briefly
17 shared the following:
 - 18 ○ Per the Older Americans Act, every state is required to have at least one state
19 unit on aging. Our state elected to also have 16 regional area agencies on
20 aging. Under these agencies are all the service providers.
 - 21 ○ D. Wishart shared a sample of the types of communications that come from
22 the Aging and Adult Service Agency. It included updates on: COVID cases
23 in Michigan, the state’s revised and stronger background check policy, state
24 programs that will now be offered virtually, and the USDA food box
25 program.
 - 26 ○ She also shared a newsletter that she recently received from the Region 9
27 Area Agency on Aging (AAA) outlining the types of items and updates that
28 are typically included.
 - 29 ○ On October 1, 2020, there will be a virtual presentation of the state plan on
30 aging. It is in line with the “pillars” of the Administration on Community
31 Living. The funding and operating standards flow to the OCCOA per the
32 federal and state plans, followed by the area implementation plans from the
33 Region 9 AAA. The OCCOA needs to stay attuned to this information for
34 guidance on current and future funding and programing.
- 35 • Region 9 Area Agency on Aging Region Council – D. Wishart briefly shared the
36 following:
 - 37 ○ J. Mathis has stepped away from council meetings [due to his recently
38 announced retirement from the OCCOA Board of Directors].
 - 39 ○ C. Messina has showed interest in joining the AAA Regional Council.
 - 40 ○ D. Wishart shared an article with C. Messina regarding the council and will

1 forward information to her on the council’s upcoming meeting. Discussion
2 followed.

- 3 • Region 9 Area on Aging Information – No report was shared.
- 4 • Other – A formal recognition presentation is planned for outgoing board
5 members at the OCCOA’s December 9, 2020 board meeting.

7 **OCCOA Building & Space Committee Report**

- 8 • M. Sanders briefly shared the following:
 - 9 ○ M. Sanders, G. Mertz, B. Bowen, and R. Edel are on the Building & Space
10 Committee that is exploring a space opportunity for the agency.
 - 11 ○ A recent committee meeting included a plan for “next steps” that included
12 setting up another meeting for September 28 or 29, 2020, with the committee
13 and several county administrators and commissioners, to provide updates on
14 the committee’s efforts.
 - 15 ○ She provided updates on some of the committee’s recent findings, noting that
16 some members have been given assignments to help move action items
17 forward. Discussion followed.
 - 18 ○ D. Wishart noted that, ultimately, the committee will need to review the
19 information being gathered and decide upon recommendations to bring back
20 to the OCCOA’s full board. She stressed the need for keeping momentum
21 going, as there is time sensitivity regarding the space opportunity. Discussion
22 followed.

24 **OCCOA Executive Director Report**

- 25 • D. Wishart briefly presented the following:
 - 26 ○ Agency Holiday & Meeting Schedule – Board members received a copy. It
27 shows the dates and times that the agency staff have their various meetings.
28 She noted that each department is headed by a strong leader.
 - 29 ○ Accounting
 - 30 ▪ Payroll Protection Program (PPP) – Report submitted – She noted her
31 appreciation for A. Mayer’s assistance with the PPP loan paperwork and
32 continued excellence with her work. M. Sanders added her appreciation
33 for B. Bowen’s assistance to A. Mayer and the agency during the process.
 - 34 ○ Advocacy - MMAP Exemption Request
 - 35 ▪ A message was issued from MMAP that due to the pandemic, no face-to-
36 face appointments between counselors and clients would be allowed
37 during this year’s open enrollment for Medicare Part D Prescription Drug
38 Plans. The agency has over 900 pre-arranged appointments scheduled
39 during this time. Agencies, such as ours who are providing MMAP
40 services, could submit a request for an exemption from this directive.

- 1 ▪ The new advocacy coordinator, Jake Rossow, with D. Wishart, applied for
2 an exemption. She noted that in asking for the exemption, the agency has
3 people’s safety in mind, first, but also their financial well-being. In
4 addition to listing the OCCOA’s numerous reasons for the exemption
5 request within the documentation, the agency’s internal procedures for
6 safety were also outlined. She stressed that MMAP appointments can be
7 done in a safe way and that it is critical work.
- 8 ○ Customer Service
- 9 ▪ The medical loan closet was closed during the early days of the pandemic.
10 Four weeks into the pandemic, it was clear that people needed this
11 program, so it was restarted with curbside medical equipment pickups and
12 drop-offs.
- 13 ○ In-Home Service
- 14 ▪ Service providers are back in clients’ homes providing services and are
15 following strict safety protocols.
- 16 ▪ Home-delivered meal clients noted their appreciation for masks that were
17 recently sent with their meals.
- 18 ○ Healthy Aging Activities
- 19 ▪ The department has been doing a lot of reinventing and moved several
20 programs outside. Young at Heart was moved outside for the summer but
21 is back at the PowerHouse Gym with safety protocols in place.
- 22 ○ Meal Program
- 23 ▪ Congregate Meal Dining Out – The agency is no longer offering
24 congregate meals at the meal sites to avoid bringing people together with
25 pre-existing conditions in group settings. The Dining Out program
26 continues to be offered.
- 27 ▪ Home-Delivered Meals – The agency never missed a beat on these.
28 Clients have the same driver and protocols are in place to maintain safety.
29 A meal driver recently noted his appreciation for this program.
- 30 ▪ USDA Food Boxes – Distributions through United Way have restarted
31 after a brief pause. There is hope that the program will continue.
- 32 ▪ Thanksgiving and Christmas Holiday Meals – Current plans are to
33 substitute the Thanksgiving and December holiday meals with curbside
34 pickup meals should pandemic restrictions remain during November and
35 December.
- 36 ○ Medical Resources
- 37 ▪ P. Carlson, who is a registered nurse and the agency’s medical resources
38 coordinator, has been overseeing the agency’s efforts to maintain client
39 and staff safety, social distancing, and the procurement of personal
40 protection equipment (PPE). She has also provided the guidance for the
41 agency’s medical protocols and personal protection plan (PPP).
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- 1 ○ Otsego Haus
- 2 ▪ The facility is open to the public. Clients are limited, due to the pandemic
- 3 and requirements for social distancing, but the client census is increasing.
- 4 Staff and clients use a different entrance from the Health Department's.
- 5 Inside seating has been re-arranged to maintain social distancing and
- 6 protocols are in place for staff and client safety.
- 7 ▪ E. Riozzi recently worked with the AAA Region 9 on the Otsego Haus
- 8 assessment and this went well.
- 9 ○ Volunteer
- 10 ▪ All volunteers were pulled off their shifts at the start of the COVID-19
- 11 shutdown. Essential volunteers are gradually being brought back with
- 12 safety protocols in place, including key office volunteers.
- 13 ▪ The agency has applied for a grant with MSU. Should it be awarded, older
- 14 volunteers with technology skills will be needed to assist.
- 15 ○ Research
- 16 ▪ Report on the Advocacy Department Survey – OCCOA Research &
- 17 Volunteer Coordinator Eileen Godek briefly highlighted the findings from
- 18 a recent Advocacy Department Appointment Exit Survey as follows:
- 19 • The survey ran from October 9, 2019, through January 2020, and was
- 20 conducted among clients who had appointments with one or more of
- 21 the Advocacy counselors. Of the 1,344 clients who had appointments
- 22 during that date range, 926 completed the survey.
- 23 • Clients had the opportunity to rate their satisfaction with their
- 24 counselors on eight items, using a five-point scale where 1=Poor and
- 25 5=Excellent. Collectively the five counselors achieved an overall
- 26 satisfaction rating score of 4.9.
- 27 • E. Godek highlighted the demographics of the survey participants and
- 28 outlined some opportunities that came to light during the survey that
- 29 the agency might want to explore. Discussion followed.
- 30 ▪ D. Wishart noted that the Advocacy team is very strong, and that the
- 31 administrative support staff are MMAP-trained, as well, and will assist
- 32 with some of the easier situations during this year's open enrollment.
- 33 ▪ D. Wishart noted that board members have had an opportunity to see
- 34 A. Mayer's and E. Godek's work, and hear, recently, about
- 35 J. Rossow's work. The agency has an excellent team of leaders with
- 36 them, along with Customer Coordinator Shannon Gapinski, In-Home
- 37 Service Coordinator Marcie May, Healthy Aging Program Coordinator
- 38 Amanda Dobrzelewski, Meal Program Coordinator Wanda
- 39 Cherwinski, Medical Resources Coordinator Pamela Carlson, and
- 40 Otsego Haus Coordinator Evie Riozzi.
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Other

- M. Sanders inquired about the agency’s plans for a flu shot clinic and the possibility to offer COVID vaccines when they become available. She noted the need to plan for addressing client concerns over the safety and necessity of the vaccine. D. Wishart outlined the information that board members received on their Flu Shot Clinic flyers. A drive-thru clinic for a regular flu shot at the Alpine Alten Zimmer is planned for Tuesday, September 29, 2020, in partnership with the Health Department of Northwest Michigan. E. Godek noted that the Health Department has the agency on its radar to possibly offer COVID vaccines once they become available. Discussion followed.
- M. Sanders shared that there will be free COVID testing at the fairgrounds on September 17, 2020.
- M. Sanders requested that the October board meeting offer board members a choice in addition to in-person participation, to connect via video or phone dial-in. Discussion followed. D. Wishart will provide guidance to board members on various choices for participating in the October board meeting.
- D. Wishart noted that she will be in touch with today’s absent board members to provide meeting updates.

Adjournment

The September 9, 2020 Otsego County Commission on Aging Board of Directors meeting was adjourned at 10:10 a.m. by M. Sanders. The next meeting will be conducted October 14, 2020, at 9 a.m., with options to participate in person or via video or phone dial-in.

Eileen K. Godek

Eileen K. Godek
Recorder