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OTSEGO COUNTY COMMISSION ON AGING

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BOARD OF DIRECTORS MEETING MINUTES Wednesday, June 10, 2015 University Center, Room U-105

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Attending Voting Members: J. Thompson, M. Sanders, R. Edel, P. Carroll,
J. Duff, J. Mathis, G. Mertz

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Absent Voting Members: J. Camiller

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Non-Voting Member: L. Olsen, Otsego County Board of
Commissioners

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Attending Staff: D. Wishart, Executive Director
D. Gehman, Director
E. Godek, Research & Volunteer Coordinator
S. Skowronski, OCCOA/KMG Service
Coordinator and MMAP Counselor

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Guests: Joel Ackerman, BeBloomin Founder and
Entrepreneur

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Visitor: Trish Jachym

Call to Order

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President Thompson called the meeting to order at 10:04 a.m. The board paused for a moment of silence, including remembering recently deceased Otsego County Commissioner, Richard Sumerix. The guest, Joel Ackerman, and Otsego County resident, Trish Jachym, were welcomed.

Agenda

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A request for a motion to approve the Consent Agenda was made by J. Thompson.

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

Open Forum

- Visitor, Trish Jachym, requested permission to address the board about three concerns she has: 1.) The need to reduce the congregate meal costs, 2.) The possibility of investigating the use of local food co-ops to provide fresh fruits

1 and vegetables at the Congregate Meal Program, and 3.) The need to educate
2 older adults about the meth problem in Otsego County.
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4 **President's Report**

5 The president, J. Thompson, did not present a report.
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7 **Vice President's Report**

8 The vice president, M. Sanders, did not present a report.
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10 **Treasurer's Report**

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

- 12 • D. Wishart noted that board members might have noticed in the financial reports
13 they received that actual line item percentages for raw foods, office supplies,
14 and training are over budget. However, these increases are offset, as the agency
15 is significantly under budget for payroll. Overall, the agency is doing pretty
16 well. Discussion followed.
17

18 **Secretary's Report**

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

- 20 • A card from a caregiver thanking the agency for the services provided to her
21 father when he was ill
- 22 • A card of appreciation from an Alpine Alten Zimmer resident, on behalf of the
23 other residents, thanking the agency for the Irish Luncheon
- 24 • A letter from Otsego Memorial Hospital (OMH), thanking the agency for its
25 donation for the use of OMH facilities by the agency's Creating Confident
26 Caregivers (CCC) and the PATH programs
27

28 **OCCOA Board Committees**

- 29 • Executive Committee – No report was presented.
- 30 • Board Membership Committee – One application has been received through the
31 county commissioners from a person with future interest in serving on the
32 OCCOA Board. The committee is especially interested in adding a board
33 member with financial planning expertise.
- 34 • Building and Space Committee – No report was presented.
35

36 **NEMCSA Reports**

- 37 • NEMCSA Board Information – No report was given.
- 38 • AAA Region 9 –Regional Council Member J. Mathis did not present a report, as
39 there was no meeting in April. D. Wishart thanked him for his service to the

1 AAA Region 9 board and the good information he has brought back to the
2 OCCOA board.

- 3 • AAA Staff Report – No report was given, although D. Wishart noted that she
4 and AAA Region 9 Executive Director Laurie Sauer recently discussed the
5 challenge of getting the public to attend meetings and programs. J. Thompson
6 has continued to be a proponent of utilizing technology to broadcast meetings
7 and programs in order to save on travel time and expense. D. Wishart will work
8 with the AAA to move this suggestion forward. Discussion followed.
9

10 **Management Team Updates**

11 The management team, D. Wishart and D. Gehman, briefly presented the following:

- 12 • Client Updates – Medical Transportation, Tax Assistance, Friendly Visitor –
13 Client needs are exceeding volunteer resources for these three programs. There
14 is a need for additional volunteers with the proper skillset to take clients to
15 medical appointments, prepare taxes for low-income older adults, and visit with
16 homebound older adults.
- 17 • Staff Updates
 - 18 ○ Life! Organized Culture of Caring! – Some of the agency’s staff members are
19 dealing with some serious life issues.
 - 20 ○ Hiring, Training and Retention
 - 21 ▪ Plans are being made to provide contract help for the agency’s janitorial
22 needs. The agency has the goal of adding a social worker to its staff and
23 providing additional staff support for E. Godek in the Volunteer and
24 Research Departments.
 - 25 ▪ In October 2015, the agency will have opportunities through the
26 Community Services Network for professional training for its direct
27 service workers.
- 28 • Program Updates
 - 29 ○ Congregate Meals/Dining Out/Budget
 - 30 ▪ D. Gehman reported on the status of the Congregate Meal Site and Dining
31 Out Programs and the possible influencing factors for the overage in the
32 budget for raw food cost. Most of the new clients for the Dining Out
33 Program are eating only at BJs. Some Gaylord Meal Site clients eat at
34 both places. The meals eaten at the Mill Street Diner in Vanderbilt and
35 those eaten at the Johannesburg Meal Site have been holding steady.
36 However, the number of meals eaten at the Gaylord Meal Site has been
37 increasing, contrary to what was anticipated a year ago. What’s on the
38 menu may have some influence, as well as the activities offered around
39 the meals. Additionally, it was found that 12.5% of the meal clients live in
40 the Alten Zimmer and eat 33% of the meals. This would be expected,
41 since they live there. Discussion followed.
 - 42 ▪ The agency just renewed its contract with Gaylord High School for its
43 home-delivered meals. The cost per meal has gone up to \$3.70. The
44 agency is delivering meals to clients for less than \$5 per meal, factoring in

1 the cost to transport the meals to the clients via the Otsego County Bus
2 System. Discussion followed.

- 3 ○ Home-Delivered Meal Survey – E. Godek reported on the status of the
4 current satisfaction survey that was recently delivered to clients who received
5 home-delivered meals in April. As of yesterday, 45% of the 119 surveys
6 mailed had been returned.
- 7 ○ Senior Project FRESH – D. Wishart reported that the program will kick off
8 tomorrow, June 11. The program encourages older adults to eat more fresh
9 fruits and vegetables by providing them with a \$20 coupon booklet
10 containing ten \$2.00 coupons that can be used at the Michigan farmers
11 markets. The program encourages good nutrition and supports local farmers
12 and the DDA. The program has had significant growth over the years. In
13 2005, 36 coupons booklets were available. This year, 300 booklets are
14 available. J. Duff was thanked for his efforts that resulted in a \$500 donation
15 coming from the local chapter of the Ancient Order of Hibernians. Donations
16 have also been received from the OCCOA, LINN Energy, and an anonymous
17 donor.
- 18 ○ Elder Abuse Series – Wrap Up – S. Skowronski provided a recap on the
19 recent Elder Abuse Series that the agency’s Advocacy Department recently
20 hosted. S. Skowronski noted that this year, the agency received a grant from
21 the AAA that was targeted toward educating the public on elder abuse. This
22 funding supported the series, which included five meetings that were each
23 two hours, one day a week, starting on May 6 and running through June 3.
24 Guest presenters included Jody Schlaufman, Matt Soderquist, Chris Curtin,
25 Karra LaMarre, Robin Petruska, Pamela Lynch, Judy Doan, the OCCOA
26 Advocacy Team, and Judge Mike Cooper. Most attendees were community
27 partners and caregivers and were repeat attendees at the meetings. She noted
28 that June 15 is World Elder Abuse Awareness Day. She challenged everyone
29 to take a stand on elder abuse by speaking out against it and attending future
30 elder abuse meetings. Quoting aging industry expert, Fernando Torres-Gil,
31 she noted, “We are all temporarily ‘able!’” Discussion followed.
- 32 ○ Other – E. Godek presented a report on this year’s Free Tax Assistance
33 Program, emphasizing the 18.5% increase in clients served over the past year
34 and the need for additional volunteer tax preparers to meet future needs.
- 35 ○ Other - D. Wishart shared the story of how the OCCOA Advocacy
36 Department quickly helped a person living with cancer restore his lapsed
37 healthcare coverage.
- 38 ● BeBloomin/OCCOA Community Partnership Program – Joel Ackerman,
39 BeBloomin Founder and Entrepreneur, and D. Wishart presented the following
40 report:
 - 41 ○ In total, 155 people have attended the user training sessions and rooms for
42 them have been filled. Meaningful volunteer opportunities were available for
43 the agency’s peer tutors during these sessions.
 - 44 ○ Fourteen community partners have been selected (with one partner backing
45 out, due to a lack of staffing). The community is just beginning to see the

1 work they are doing, with some planning, soon, to live stream church
2 services and programs. Currently 479 users representing 116 zip codes have
3 signed up for a free BeBloomin account through the OCCOA authorization
4 code.

5 The program is having both state and national impact. There are even a few
6 users who are using BeBloomin internationally.

- 7 ○ The OCCOA is more advanced, engaged, and committed than any of the
8 other BeBloomin partnership communities. The peer tutors have been
9 fantastic in helping users stay engaged and connected. The users have been
10 helpful in providing feedback, including bug reports and feature requests. It's
11 a great partnership.
- 12 ○ The next stage will involve bringing other types of other organizations, such
13 as retailers, into the BeBloomin community. Their addition has the potential
14 to become a revenue source for the OCCOA. BeBloomin will also be
15 working on bringing local healthcare providers into the BeBloomin
16 community to provide remote healthcare, with the goal of our community
17 becoming a leader in providing telehealth opportunities.
- 18 ○ A small computer that hooks directly into a television will soon be available
19 for people who would like to access BeBloomin directly from their
20 television. It operates much like a remote.
- 21 ○ One of the newest features for BeBloomin includes a video chat button that
22 has been added to the OCCOA website. Clients can now access agency staff
23 through face-to-face calls. The feature was demonstrated during today's
24 board meeting with a video chat with OCCOA Customer Service Coordinator
25 Tracy Burley. Up to six people can be included in one call. D. Wishart noted
26 the benefits of having face-to-face conversations between the agency's staff
27 and its clients and volunteers. T. Burley will soon train several OCCOA staff
28 on how to use this new video chat feature.
- 29 ○ The other twelve community partners will have the opportunity to have the
30 video chat feature installed on their websites for free. The OCCOA will be
31 helping test this latest feature, as will the other community partners.
- 32 ○ BeBloomin and the OCCOA are also in the process of placing some touch
33 screens in the community, including at both funeral homes, RSVP, OCCOA,
34 and in at least one of the local nursing homes.
- 35 ○ Plans are underway to provide live streaming at the Gaylord Elk Park.
- 36 ○ J. Ackerman noted that four more walking tours in London are planned. A
37 camera that can live stream via cellular service will be used. This technology
38 might be appropriate for live streaming from facilities where it is difficult to
39 install Internet.
- 40 ● Agency Updates
 - 41 ○ Otsego County – Budget and Finance – In the upcoming year, the County
42 will be inviting department heads to finance meetings
 - 43 ○ Region 9 Area Agency on Aging RFPs – A. Mayer and D. Gehman are
44 working on RFPs and have done a lot of great work.

- 1 ○ Public Policy
- 2 ▪ Older Americans Act – a lot of work is being done on this.
- 3 ▪ Older Michiganians Day – This took place last week and was very
- 4 successful. Board members received a copy of the platform.
- 5 ▪ Retirement Savings/LTC Insurance Concerns – The state is looking at
- 6 what can be done to encourage people, especially the younger
- 7 generations, to set aside money for retirement.
- 8 ● Community Announcements
- 9 ○ Otsego County Leadership – Next Year’s Students/Donations –
- 10 S. Skowronski recently graduated from the program. They are looking for
- 11 next year’s students and donations to support the program.
- 12 ○ Air Show/Big Band Dance – It will take place on June 20-21. L. Olsen noted
- 13 it will be bigger and better than ever.
- 14 ○ The Great Nature Project – J. Thompson noted that The Great Nature Project
- 15 is the result of collaboration between the University Center and National
- 16 Geographic, and will be held at Treetops on July 25. This is the first time this
- 17 kind of program has been offered. There is a small fee attached to it. There
- 18 are opportunities for individuals and families to be involved.
- 19 ○ Downtown PROUD! – August 4th Vote – there is some controversy
- 20 around the Streetscape Project. Misinformation has been circulated and some
- 21 older adults have been fooled into believing that this project will raise their
- 22 taxes. D. Wishart noted that this project ties into the agency’s Communities
- 23 for a Lifetime, which focuses on making our community walkable, retaining
- 24 and attracting retirees to it, and keeping it vibrant. Discussion followed.
- 25

26 **Other Discussion**

- 27 ● D. Wishart noted that board attendance will be especially important at the
- 28 upcoming August meeting, as the agency’s 2015/2016 fiscal year budget will be
- 29 presented to them for approval.
- 30

31 **Adjournment**

32 The June 10, 2015 Otsego County Commission on Aging Board of Directors meeting
33 was adjourned at 11:34 a.m. by J. Thompson. The next meeting is scheduled on
34 August 5, 2015, at the University Center at 10 a.m. This is a week earlier than it would
35 normally be scheduled.

36
37 *Eileen K. Godek*

38
39 Eileen K. Godek
40 Recorder