



Commission On Aging

www.co.monroe.mi.us/commonaging

A Division of the Monroe County
Community Planning & Engagement Department

965 South Raisinville Rd.
Monroe, MI 48161
734-240-3290

Fax: 734-240-3286
mccoa@monroemi.org

Jeff McBee
Director

Cheryl Rivard
Chair

Martin Kaufman
Vice-Chair

Pam LaPan
Secretary

Larry Gramlich

Wayne Meehan

Kathy Vanderbush

Cynthia McIlvain

Paul Simonton

Mary Ann
Wertenberger

Monroe County Commission on Aging Regular Board Meeting

July 14, 2021

Monroe County Commission on Aging Board Room

1:00 p.m.

AGENDA

1. Call to Order
2. Roll Call
3. Pledge of Allegiance
4. Silent Prayer
5. Approval of Agenda
6. Public Comment
7. Special Presentations- Administering of Oath of Office by Deputy Clerk
8. Consent Agenda
 - A. Approval of Minutes of the June 9, 2021 Meeting
 - B. Strategic Planning Committee Notes of July 8, 2021
 - C. Finance Reports
 - D. Correspondence- None
 - E. Formal Agency Reports- None
9. Director's Report
10. Old Business- None
11. New Business
 - A. Milan Meals on Wheels Request for Additional Funding
 - B. RSVP Compliance Evaluation Response
 - C. Senior Legal Services Grievance Disposition
12. Public Comment
13. Commission Members' Comments
14. Adjournment

The next Regular Board meeting will be on Wednesday, August 11, 2021, in the Monroe County Commission on Aging Board Room.

The County of Monroe will provide necessary auxiliary aids and services, such as signers for the hearing impaired and audiotapes of printed materials being considered at the meeting to individuals with disabilities at the meeting upon one week's notice to the County of Monroe. Individuals with disabilities requiring auxiliary aids or services should contact the County of Monroe by writing or calling the following:

Human Resources

125 East Second Street, Monroe, MI 48161, Voice (734) 240-7295, and TDD (734) 240-7301



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Monroe County Commission on Aging

Regular Board Meeting Minutes

June 9, 2021

Commission on Aging Conference Room

Cheryl Rivard, the Chairperson, called the meeting to order at 1:04 p.m.

Members present Larry Gramlich, Martin Kaufman, Pam LaPan, Wayne Meehean, Cheryl Rivard, Paul Simonton (via telephone), Kathy Vanderbush, and Mary Ann Wertenberger.

Member excused: Cynthia McIlvain

Cheryl Rivard, the Chairperson, led the Pledge of Allegiance and silent prayer.

Approval of the Agenda:

Pam LaPan made a motion to approve *June 9, 2021*, Regular Board Meeting Agenda as amended to add item E under New Business. Support by Wayne Meehean. Motion carried.

Public Comment:

Mike Smith, AFL-CIO Community Service Liaison, United Way of Monroe/Lenawee Counties, announced his leaving United Way effective June 16, 2021.

Sandie Pierce, Executive Director, Monroe Center for Healthy Aging, provided a brief overview of the center's annual report.

Vice-Chairman, Martin Kaufman, arrived at the meeting at 1:05 p.m.

Special Presentations: None

Consent Agenda:

- A. Approval of Regular Meeting Minutes of March 17, 2021
- B. Strategic Planning Committee Notes of June 3, 2021
- C. Finance Reports of December May 2021
- D. Correspondence Report – None
- E. Formal Agency Reports – None

Kathy Vanderbush made a motion to approve the Consent Agenda as presented and place on file. Supported by Mary Ann Wertenberger. **Motion carried.**

Directors' Report:

Jeff McBee reported the following:

➤ Common Measures Report

The April 2021 Common Measures Reports provide the Commission with the provider's Cumulative Units Reported vs. Maximum, Cumulative Unduplicated Clients Served vs. Anticipated, Actual Expenditures vs. Total Budget, Total Budget Cost Per Unduplicated Client, and Actual Revenue vs. Budgeted Revenue.



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➤ COA Website Views

The monthly analytics snapshot shows how many hits the COA website received and the category most visited. During May 2021, 977 individuals visited the site with Emergency Housing and Transportation as the most visited categories.

➤ Waitlist/Service Not Provided Summary

No Waitlist at this time

➤ 2020 Final Zip Code Reports Per Quarter

The report identifies the number of clients receiving COA-funded services by zip code of the recipients. Mr. McBee reported that 7,571 senior residents, 21.3% of the Monroe County senior population, received COA-funded services. That is a decrease of 2.3% from 2019.

➤ Kathy Vanderbush Retirement

Kathy Vanderbush's retirement takes effect on July 2, 2021. Ms. Vanderbush will be missed and it will be hard to find someone who could fill her shoes.

Old Business: None

New Business:

A. Milan Meals on Wheels Request for Additional Funding

Jennifer, Michalak, Executive Director, Milan Center for Healthy Living, submitted a letter of request for the Commissions' consideration granting an additional \$7,947.50 to provide an additional 1,870 units at a reduced rate of \$4.25.

The Commission briefly reviewed the request however Policy #: MCCOA 11-02, section 9, Agencies requesting to be placed on the Commission on Aging agenda at a regular schedule or special meeting must submit their written request along with supporting documents for inclusion into the board packet no later than two weeks in advance of the meeting by 5 p.m. ***A representative of the agency must be present at the meeting for a request to be considered, which resulted in no-action taken.***

B. Consideration of Senior Source Printing Funding

Paul Simonton made a motion to provide additional funding \$9,500.00 to RSVP to produce, print, and deliver 10,000 copies of the 2021-2020 Senior Source & Family Guide with funds out of Contingency.

Roll call

Mary Ann Wertenberger – Yes	Larry Gramlich – Yes	Cheryl Rivard – Yes
Martin Kaufman - Yes	Paul Simonton – Yes	Kathy Vanderbush – Yes
Pam LaPan – Yes	Wayne Meehean – Yes	Motion carried.

C. Commission on Aging Budget Process Discussion

The Commission discussed the need to require budget hearings for all funding applications. After careful deliberation, the Commission came to the consensus to have them only as needed or requested.

D. In-Person Meeting Discussion



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Mary Ann Wertenberger

The June 1st updated order indicates that it would now be possible to hold Board meetings in person.

Beginning on June 1, 2021, the statewide face mask rule will permit in-person meetings as follows:

- All individuals who are not fully vaccinated (ages 2+) must continue to wear a face mask when at indoor establishments.
- Fully vaccinated individuals will not be required to wear a face mask.
- Face masks will not be required outdoors.
- Local health departments, municipalities, establishments, employers, school districts, and event organizers may have additional face mask rules.

All board members are required to attend all in-person meetings unless they fall within one of the following categories:

- ✓ Has a Medical Illness, or are
- ✓ Active-Duty, or a
- ✓ State of Emergency is Declared

The Commission came to the consensus move forward with the in-person meetings in the Commission on Aging Conference Room with the following rules as outlined above.

E. Grievance Committee Appointment

Cheryl Rivard, the Chairperson, asked if any members would be willing to volunteer to sit on the committee. Paul Simonton and Mary Ann Wertenberger both volunteered. Cheryl Rivard, the Chairperson, also volunteered to sit on the committee.

The Grievance Committee consists of Paul Simonton, Mary Ann Wertenberger, and Chairperson Cheryl Rivard. The first meeting will take place on Wednesday, June 16 at 1:00 p.m. in the Commission on Aging Conference Room.

Public Comment: None

Commission Members Comments:

Members expressed how happy they are to be meeting in person again. Many expressed their appreciation and contribution Ms. Vanderbush contributed to the Commission on Aging Board. Ms. Vanderbush will be missed.

Adjournment:

Wayne Meehean made a motion to adjourn. Supported by Kathy Vanderbush. **Motion carried.** Meeting adjourned at 1:40 p.m.

The next Regular Board meeting takes place on Wednesday, July 14, 2021, at 1:00 p.m. at the Monroe County Commission on Aging, 965 South Raisinville Road, Monroe, MI 48161.

Vicky L. Terrasi, Recording Secretary

Monroe County Commission on Aging Strategic Planning Committee Meeting Notes

July 8, 2021

Present: Cheryl Rivard, Marty Kaufman, Cynthia McIlvain, Paul Simonton, Vicky Terrasi, and Jeff McBee.

Cynthia McIlvain began the meeting at 2:02 p.m.

1. Milan Meals on Wheels Additional Funding Request:

The Committee reviewed the proposed request and recommends approval to the full Board. It was suggested the funds be transferred from the unused Milan Resource Advocacy account if possible.

2. Grievance Committee Report and Recommendation:

The Committee reviewed the report and recommendation from the Grievance Committee regarding a denial of service by Monroe County Senior Legal Services. The Committee came to the consensus to support the recommendation of the Grievance Committee to uphold Senior Legal Services denial of service.

3. RSVP Evaluation Finding & Response:

The Committee reviewed report and response regarding a finding during a compliance evaluation process. The Committee recommends accepting the response from RSVP.

The meeting adjourned at 2:37 p.m.

The next meeting is scheduled for August 5, 2021 at 2:00 p.m. at the Commission on Aging.

Jeff McBee, Recording Secretary

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County of Monroe
Appropriation Report

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FISCAL DATE: 06/30/21 21/JUN

** 280 SENIOR CITIZENS FUND

Account #	Description	Amended		Committed	Encumbered	MTD		YTD		Balance	Exp
		Budget				Expenditures		Expenditures			
280-97000-965141	ALZHEIMER PROGRAM	22,848.00		0.00	0.00	1,972.00		4,556.00		18,292.00	19.94
280-97000-965165	MONROE SENIOR CITIZEN	408,520.00		0.00	0.00	40,852.00		204,260.00		204,260.00	50.00
280-97000-965175	ARTHUR LESLAW COMMUNIT	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97000-965185	FOSTER GRANDPARENT TRP	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97000-965186	AREA AGENCY ON AGING-M	14,977.00		0.00	0.00	0.00		0.00		14,977.00	0.00
280-97000-965191	DEAF & HEARING IMPAIRE	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97000-965205	EMERGENCY FUHL	5,866.00		0.00	0.00	0.00		5,866.00		0.00	100.00
280-97000-965205	EMERGENCY FUHL	15,000.00		0.00	0.00	824.85		2,416.84		12,583.16	16.11
280-97000-965215	MILAN SENIOR CENTER	46,550.00		0.00	0.00	4,655.00		23,275.00		23,275.00	50.00
280-97000-965216	MILAN SENIOR TRANSIT	8,100.00		0.00	0.00	810.00		4,050.00		4,050.00	50.00
280-97000-965220	MILAN SENIOR RESOURCE	13,760.00		0.00	0.00	0.00		0.00		13,760.00	0.00
280-97000-965225	ADULT DAY CARE SERVICE	61,165.00		0.00	0.00	6,116.50		30,582.50		30,582.50	50.00
280-97000-965340	YMCA	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97000-965380	YMCA DIABETES PREVENTI	37,795.00		0.00	0.00	3,635.72		16,278.90		21,516.10	43.07
280-97000-965390	MCOP VOLUNTEER CAREGIV	3,000.00		0.00	0.00	186.00		1,316.00		1,684.00	43.87
280-97000-965400	AREA AG ON AGING-PURCH	0.00		0.00	0.00	0.00		0.00		0.00	0.00
TOTAL SPECIAL EXP/REV-OTHER		3,271,546.00		0.00	0.00	289,005.67		1,359,750.35		1,911,795.65	41.56
97001 BOARD PROJECTS-OTHER AGENCIES											
280-97001-830060	BOARD PROJECTS	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965035	BEDFORD SENIOR CITIZEN	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965065	DUNDEE SENIOR CITIZEN	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965075	FRENCHTOWN SR CITIZEN	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965085	LAKE ERIE TRANSIT	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965091	SENIOR LEGAL SERVICES	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965140	MONROE COUNTY OPOROTUN	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965165	MONROE SENIOR CITIZEN	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965191	DEAF & HEARING IMPAIRE	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965215	MILAN SENIOR CENTER	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965226	WATER TOWER PARK SENIO	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965261	MONROE HOUSING COMMISS	0.00		0.00	0.00	0.00		0.00		0.00	0.00
280-97001-965310	LIVING INDEP FOR EVERY	0.00		0.00	0.00	0.00		0.00		0.00	0.00
TOTAL BOARD PROJECTS-OTHER A		0.00		0.00	0.00	0.00		0.00		0.00	0.00
97500 SPECIAL APPROP TO OTHER FUNDS											
280-97500-999101	TRANSFER OUT - GENERAL	223,055.00		0.00	0.00	0.00		57,760.17		165,294.83	25.90
TOTAL SPECIAL APPROP TO OTHE		223,055.00		0.00	0.00	0.00		57,760.17		165,294.83	25.90

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APPR

County of Monroe
Appropriation Report

PAGE: 00167
FISCAL DATE: 06/30/21 21/JUN

** 280 SENIOR CITIZENS FUND

Account #	Description	Amended Budget	Committed	Encumbered	MTD Expenditures	YTD Expenditures	Balance	% Exp
TOTAL 280 SENIOR CITIZENS FUND		3,564,601.00	0.00	0.00	289,005.67	1,417,510.52	2,147,090.48	39.77

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County of Monroe
Appropriation Report

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** 101 GENERAL FUND 67200 COMMISSION ON AGING

Account #	Description	Amended Budget	Committed	Encumbered	MTD Expenditures	YTD Expenditures	Balance	% Exp
101-67200-705000	SALARIES AND WAGES	80,404.00	0.00	0.00	6,283.20	40,721.29	39,682.71	50.65
101-67200-706500	SICK PAY BANK	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101-67200-707100	PART TIME EMPLOYEES	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101-67200-707200	BD/COM/AUTH PER DIEM	6,000.00	0.00	0.00	0.00	450.00	5,550.00	7.50
101-67200-715000	SOCIAL SECURITY	6,610.00	0.00	0.00	453.20	2,971.16	3,638.84	44.95
101-67200-716000	EMPLOYERS-RETIREMENT	24,239.00	0.00	0.00	1,911.98	12,391.50	11,847.50	51.12
101-67200-716001	DC RETIREMENT	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101-67200-716010	EMPLOYERS-RET HEALTH C	28,397.00	0.00	0.00	2,251.94	14,592.68	13,804.32	51.39
101-67200-716012	EMPLOYER-HEALTH CARE S	0.00	0.00	0.00	34.22	351.46	-351.46	0.00
101-67200-717000	UNEMPLOYMENT INSURANCE	86.00	0.00	0.00	6.30	44.64	44.64	48.09
101-67200-718000	WORKERS COMPENSATION I	48.00	0.00	0.00	3.46	22.61	25.39	47.10
101-67200-719000	HEALTH INSURANCE	16,433.00	0.00	0.00	1,264.00	8,216.00	8,217.00	50.00
101-67200-720000	LIFE INSURANCE	133.00	0.00	0.00	10.94	71.11	61.89	49.47
101-67200-721000	OPTICAL INSURANCE	118.00	0.00	0.00	9.06	58.85	52.11	49.81
101-67200-722000	DENTAL INSURANCE	895.00	0.00	0.00	68.84	447.54	447.54	50.00
101-67200-723000	DISABILITY INSURANCE	730.00	0.00	0.00	57.54	372.92	357.08	51.08
101-67200-725000	ACCURED WAGES AND FRIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101-67200-728000	OFFICE SUPPLIES	2,000.00	0.00	0.00	54.17	54.17	1,945.83	2.71
101-67200-729000	PRINTING AND IMAGING	600.00	0.00	0.00	0.00	0.00	600.00	0.00
101-67200-730000	POSTAGE AND MAILING FE	1,500.00	0.00	0.00	0.00	10.52	1,489.48	0.70
101-67200-731000	COMPUTER & DATA PROC S	1,000.00	0.00	0.00	0.00	0.00	1,000.00	0.00
101-67200-803000	PRE-EMPLOYMENT PHYSICA	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101-67200-810000	BOARD PER DIEM	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101-67200-810020	BOARD MEMBERS TRAVEL	3,250.00	0.00	0.00	0.00	41.44	3,208.56	1.28
101-67200-814015	SOFTWARE LICENSE FEE	20,651.00	0.00	0.00	133.28	19,352.75	1,298.25	93.71
101-67200-814016	PAYROLL SERVICES	813.00	0.00	0.00	26.63	232.72	582.28	28.55
101-67200-826000	LEGAL AND PROFESSIONAL	2,400.00	0.00	0.00	0.00	137.50	2,400.00	61.11
101-67200-830000	ASSOCIATION & MEMBERSH	515.00	0.00	0.00	33.74	212.71	302.29	41.30
101-67200-851000	TELEPHONE	850.00	0.00	0.00	0.00	0.00	850.00	0.00
101-67200-861000	TRAVEL	300.00	0.00	0.00	0.00	0.00	300.00	0.00
101-67200-864000	CONFERENCE AND CONVENT	100.00	0.00	0.00	0.00	0.00	100.00	0.00
101-67200-864800	CONF/CONVENTION BOARD	1,354.00	0.00	0.00	106.74	691.78	662.22	51.09
101-67200-911000	GENERAL LIABILITY INSU	1,500.00	0.00	0.00	78.55	562.88	937.12	37.53
101-67200-921000	ELECTRICITY	200.00	0.00	0.00	10.54	50.55	149.45	25.28
101-67200-922000	WATER AND SEWAGE	600.00	0.00	0.00	13.14	272.86	327.14	45.48
101-67200-923000	HEATING FUEL	100.00	0.00	0.00	0.00	0.00	100.00	0.00
101-67200-933000	MAINT-OFFICE EQUIP AND	2,000.00	0.00	0.00	53.37	239.14	1,760.86	11.96
101-67200-942000	COPIER EXPENSE/LEASE	19,002.00	0.00	0.00	0.00	0.00	19,002.00	0.00
101-67200-963000	CENTRAL SERVICES/INDIR	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101-67200-980575	C.O.-COMPUTER SOFTWARE	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL COMMISSION ON AGING		223,055.00	0.00	0.00	12,884.84	102,567.46	120,487.54	45.98

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REVEN

County of Monroe
Revenue Report

PAGE: 00066
FISCAL DATE: 06/30/21 21/JUN

** 280 SENIOR CITIZENS FUND

Account #	Description	Amended Budget	MTD Receipts	YTD Receipts	Balance	% Coll
89800 FUND BALANCE CARRYFORWARD						
280-89800-695001 FUND BALANCE CARRYFORWARD-REV		-565,184.00	0.00	0.00	-565,184.00	0.00
TOTAL FUND BALANCE CARRYFORWARD		-565,184.00	0.00	0.00	-565,184.00	0.00
97000 SPECIAL EXP/REV-OTHER AGENCIES						
280-97000-402000 CURRENT PROPERTY TAXES		-2,896,417.00	0.00	-2,720,528.55	-175,888.45	93.93
280-97000-415000 PRIOR YEAR TAX ADJUSTMENTS		22,750.00	158.19	3,070.57	19,679.43	13.50
280-97000-420000 DELINQUENT PERSONAL PROP TAXES		-3,500.00	-1,421.66	-1,779.91	-1,720.09	50.85
280-97000-434020 OTH TAXES-PMT IN LIEU OF TAX		-7,500.00	-2,170.78	-5,886.96	-1,613.04	78.49
280-97000-437000 INDUSTRIAL FACILITY TAX		-11,500.00	0.00	-9,536.46	-1,963.54	82.93
280-97000-445000 TAXES-PENALTIES & INT ON TAXES		-250.00	-41.77	-41.90	-208.10	16.76
280-97000-573000 IC STABIL SHARE TAX 2014 PA80		0.00	0.00	-210,026.28	110,026.28	210.03
280-97000-576000 STATE GRANT-REIMB INV LOSS		0.00	0.00	0.00	0.00	0.00
280-97000-665000 INTEREST INCOME		-2,000.00	-2,009.58	-2,024.08	24.08	101.20
280-97000-676070 SPECIAL REVENUE-REIMBURSEMENT		-1,000.00	0.00	-761.75	-238.25	76.18
280-97000-677000 OTHER REVENUE-MISCELLANEOUS		0.00	0.00	0.00	0.00	0.00
280-97000-687030 REBATES-PRESCRIPTION		0.00	0.00	0.00	0.00	0.00
TOTAL SPECIAL EXP/REV-OTHER AGENCIES		-2,999,417.00	-5,485.60	-2,947,515.32	-51,901.68	98.27
99999 FUND LEVEL						
280-99999-688000 DEFAULT DISCOUNT		0.00	0.00	0.00	0.00	0.00
TOTAL FUND LEVEL		0.00	0.00	0.00	0.00	0.00
TOTAL 280 SENIOR CITIZENS FUND		-3,564,601.00	-5,485.60	-2,947,515.32	-617,085.68	82.69

COA Director's Report Items (07/14/21)

1. Common Measures Reports – Included in Packet
2. COA Website Views – Included in Packet
3. Waitlist/Service not Provided Summary – Included in Packet
4. Provider Compliance Evaluation Update – Policy Included in Packet

Table A.

Cumulative Units Reported vs. Unit Maximum

(Goal is to be between 36% - 43%)

As of: May

Provider/Program	Cumulative Units	Unit Maximum	Percentage
Area Agency on Aging 1-B	0.00	550.00	0%
Milan Seniors Resource Advocacy	0.00	13,760.00	0%
United Way Project Ramp of MC	5,761.10	116,908.00	5%
Milan Seniors for Healthy Living	565.00	9,500.00	6%
Frenchtown Adult Day Services	724.25	7,262.00	10%
Berlin Township Senior Citizens Group	684.00	4,940.00	14%
Bedford Senior Community Center	7,001.50	45,044.00	16%
Dundee Area Senior Citizens Center	5,043.25	31,950.00	16%
MCOP-Utility Assistance Program	2,416.84	15,000.00	16%
Frenchtown Senior Citizens Center	6,747.50	35,000.00	19%
Memory Lane Care Services	67.00	336.00	20%
Lake Erie Transportation Commission	4,484.00	20,834.00	22%
MCOP-Specialized Transportation	2,322.00	8,500.00	27%
MCOP-Unmet Emergency Needs	2,405.25	8,500.00	28%
MCOP-Resource Advocacy	2,861.50	9,430.00	30%
Monroe County Senior Legal Services	992.70	3,189.54	31%
Ash Senior Citizens	736.00	2,353.00	31%
MCOP-Home Chore	1,405.75	4,386.00	32%
RSVP	19,280.91	60,000.00	32%
Health Van	900.00	2,700.00	33%
Monroe Senior Citizens Center	22,199.00	58,360.00	38%
MCOP-Home Care	2,965.75	7,000.00	42%
Monroe Family YMCA Enhanced Fitness	395.62	918.00	43%
MCOP-Volunteer Caregiver Program	164.50	375.00	44%
Self and Family Behavioral Healthcare	64.00	145.00	44%
Living Independence for Everyone	68,001.00	140,000.00	49%
Milan Seniors Transportation	318.00	600.00	53%
MCOP-Home Injury Control	3,503.52	6,500.00	54%
MCOP-Food Assistance Program	181,705.25	314,285.00	58%
MCOP-The Opportunity Center at ALCC	3,438.50	5,400.00	64%
Milan Seniors Meals on Wheels	1,729.00	1,336.00	129%

Table B.

Unduplicated Clients Served vs. Anticipated Clients Served

(Goal is to be at least 36%)

As of: May

Provider/Program	Cumulative Unduplicated Clients	Anticipated Clients Served	Percentage
Area Agency on Aging 1-B	0	450	0%
Milan Seniors for Healthy Living RA	0	135	0%
Monroe Family YMCA Enhanced Fitness	56	400	14%
Frenchtown Adult Day Services	5	35	14%
MCOP-Utility Assistance Program	6	41	15%
MCOP-Unmet Emergency Needs	5	19	26%
Milan Seniors for Healthy Living	73	250	29%
Memory Lane Care Services	3	10	30%
Lake Erie Transportation Commission	240	750	32%
MCOP-Volunteer Caregiver Program	4	10	40%
Milan Seniors Transportation	14	35	40%
Monroe County Senior Legal Services	436	1,000	44%
United Way Project Ramp of MC	9	20	45%
MCOP-Specialized Transportation	98	210	47%
Health Van	82	175	47%
Bedford Senior Community Center	561	1,130	50%
Ash Senior Citizens	65	120	54%
MCOP-Resource Advocacy	785	1,400	56%
RSVP	199	350	57%
MCOP-Home Injury Control	49	85	58%
MCOP-Home Care	85	143	59%
MCOP-Home Chore	293	430	68%
Living Independence for Everyone	850	1,200	71%
MCOP-Food Assistance Program	996	1,404	71%
Self and Family Behavioral Healthcare	29	40	73%
Monroe Senior Citizens Center	1,140	1,500	76%
Berlin Township Senior Citizens Group	107	130	82%
Frenchtown Senior Citizens Center	869	1,050	83%
MCOP-The Opportunity Center at ALCC	79	80	99%
Milan Seniors Meals on Wheels	17	15	113%
Dundee Area Senior Citizens Center	342	300	114%

Table C.

Actual Expenditures vs. Total Budget

(Goal is to be between 36% - 43%)

As of: May

Provider/Program	Actual Expenditures	Total Budget	Percentage
Area Agency on Aging 1-B	\$0.00	\$31,376.50	0%
Milan Seniors Resource Advocacy	\$0.00	\$16,590.00	0%
Self and Family Behavioral Healthcare	\$2,555.00	\$70,700.00	4%
United Way Project Ramp of MC	\$5,262.45	\$139,293.00	4%
MCOP-Home Injury Control	\$2,110.66	\$18,737.00	11%
Berlin Township Senior Citizens Group	\$6,355.00	\$48,605.00	13%
MCOP-Utility Assistance Program	\$4,424.14	\$30,882.24	14%
MCOP-Specialized Transportation	\$100,752.91	\$447,239.87	23%
MCOP-Unmet Emergency Needs	\$2,473.08	\$10,632.24	23%
Bedford Senior Community Center	\$102,573.00	\$392,584.00	26%
Frenchtown Adult Day Services	\$53,659.00	\$190,777.00	28%
Lake Erie Transportation Commission	\$174,450.00	\$603,773.00	29%
Health Van	\$73,671.00	\$245,798.00	30%
Ash Senior Citizens	\$11,673.10	\$37,894.00	31%
MCOP-Home Care	\$83,126.07	\$254,930.00	33%
RSVP	\$57,661.68	\$171,442.00	34%
Milan Seniors Transportation	\$36,743.80	\$107,991.00	34%
Memory Lane Care Services	\$14,644.71	\$42,417.61	35%
Frenchtown Senior Citizens Center	\$116,008.00	\$331,550.00	35%
Monroe Family YMCA Enhanced Fitness	\$15,431.75	\$41,469.05	37%
Monroe County Senior Legal Services	\$120,692.38	\$324,220.00	37%
Milan Seniors Meals on Wheels	\$34,103.30	\$90,782.00	38%
Monroe Senior Citizens Center	\$230,295.31	\$595,192.00	39%
MCOP-Food Assistance Program	\$98,173.82	\$242,144.00	41%
Living Independence for Everyone	\$518,849.37	\$1,264,961.10	41%
Dundee Area Senior Citizens Center	\$133,604.74	\$312,230.00	43%
MCOP-Volunteer Caregiver Program	\$10,333.78	\$23,733.00	44%
MCOP-Resource Advocacy	\$102,455.59	\$228,982.35	45%
Milan Seniors for Healthy Living	\$46,077.18	\$98,549.00	47%
MCOP-Home Chore	\$77,414.78	\$103,900.80	75%
MCOP-The Opportunity Center at ALCC	\$32,248.41	\$42,618.80	76%

Table D.

Total Cost Per Unduplicated Client (Year to Date)

(Goal is to be less than 110% at year end)

As of: May

Provider/Program	Actual Expenses	Y-T-D Unduplicated Clients Served	Cost Per Unduplicated Client	Total Budget	Anticipated Clients Served	Unduplicated Cost Goal	Percent
Self and Family Behavioral Healthcare	\$2,555.00	29	\$88.10	\$70,700.00	40	\$1,767.50	5%
United Way Project Ramp of MC	\$5,761.10	9	\$640.12	\$139,293.00	20	\$6,964.65	9%
Berlin Township Senior Citizens Group	\$6,355.00	107	\$59.39	\$48,605.00	130	\$373.88	16%
MCOP-Home Injury Control	\$2,110.66	49	\$43.07	\$18,437.00	85	\$216.91	20%
Milan Seniors Meals on Wheels	\$34,103.30	17	\$2,006.08	\$90,782.00	15	\$6,052.13	33%
Dundee Area Senior Citizens Center	\$133,604.74	342	\$390.66	\$312,230.00	300	\$1,040.77	38%
Frenchtown Senior Citizens Center	\$116,008.00	869	\$133.50	\$331,550.00	1,050	\$315.76	42%
MCOP-Specialized Transportation	\$100,752.91	98	\$1,028.09	\$447,239.87	210	\$2,129.71	48%
Monroe Senior Citizens Center	\$230,295.31	1,140	\$202.01	\$595,192.00	1,500	\$396.79	51%
Bedford Senior Community Center	\$102,573.00	561	\$182.84	\$392,584.00	1,130	\$347.42	53%
MCOP-Home Care	\$83,126.07	85	\$977.95	\$254,930.00	143	\$1,782.73	55%
Ash Senior Citizens	\$11,673.10	65	\$179.59	\$37,894.00	120	\$315.78	57%
MCOP-Food Assistance Program	\$98,173.62	996	\$98.57	\$242,144.00	1,404	\$172.47	57%
Living Independence for Everyone	\$518,849.37	850	\$610.41	\$1,264,961.10	1,200	\$1,054.13	58%
RSVP	\$57,661.68	199	\$289.76	\$171,442.00	350	\$489.83	59%
Health Van	\$73,571.00	82	\$897.21	\$245,798.00	175	\$1,404.56	64%
MCOP-The Opportunity Center at ALCC	\$32,248.41	79	\$408.21	\$42,618.80	80	\$532.74	77%
MCOP-Resource Advocacy	\$102,455.59	785	\$130.52	\$228,982.35	1,400	\$163.56	80%
Milan Seniors Transportation	\$36,743.80	14	\$2,624.56	\$107,991.00	35	\$3,085.46	85%
Monroe County Senior Legal Services	\$120,692.38	436	\$276.82	\$324,220.00	1,000	\$324.22	85%
MCOP-Unmet Emergency Needs	\$2,473.08	5	\$494.62	\$10,632.24	19	\$559.59	88%
Lake Erie Transportation Commission	\$174,450.00	240	\$726.88	\$603,773.00	750	\$805.03	90%
MCOP-Utility Assistance Program	\$4,424.14	6	\$737.36	\$30,882.24	41	\$753.23	98%
MCOP-Volunteer Caregiver Program	\$10,333.78	4	\$2,583.45	\$23,733.00	10	\$2,373.30	109%
MCOP-Home Chore	\$77,414.78	293	\$264.21	\$103,900.80	430	\$241.63	109%
Memory Lane Care Services	\$14,644.71	3	\$4,881.57	\$42,417.61	10	\$4,241.76	115%
Milan Seniors for Healthy Living	\$46,077.18	73	\$631.19	\$98,549.00	250	\$394.20	160%
Frenchtown Adult Day Services	\$53,659.00	5	\$10,731.80	\$190,777.00	35	\$5,450.77	197%
Monroe Family YMCA Enhanced Fitness	\$15,431.75	56	\$275.57	\$41,469.05	400	\$103.67	266%
Area Agency on Aging 1-B	\$0.00	0	#DIV/0!	\$31,376.50	450	\$69.73	#DIV/0!
Milan Seniors Resource Advocacy	\$0.00	0	#DIV/0!	\$16,590.00	135	\$122.89	#DIV/0!

Table E.

Actual Revenue vs. Total Budget

(Goal is to be between 36% - 43%)

As of: May

Provider/Program	Actual Revenue	Total Budget	Percentage
Area Agency on Aging 1-B	\$0.00	\$31,376.50	0%
Milan Seniors Resource Advocacy	\$0.00	\$16,590.00	0%
United Way Project Ramp of MC	\$570.06	\$139,293.00	0%
MCOP-Utility Assistance Program	\$1,726.90	\$30,882.24	6%
Memory Lane Care Services	\$2,972.83	\$42,417.61	7%
Berlin Township Senior Citizens Group	\$4,817.28	\$48,605.00	10%
MCOP-Home Injury Control	\$3,280.82	\$18,437.00	18%
MCOP-Specialized Transportation	\$84,635.65	\$447,239.87	19%
MCOP-Unmet Emergency Needs	\$2,295.39	\$10,632.24	22%
Monroe Family YMCA Enhanced Fitness	\$12,231.72	\$41,469.05	29%
Milan Seniors Transportation	\$31,880.34	\$107,991.00	30%
MCOP-Resource Advocacy	\$69,775.76	\$228,982.35	30%
Frenchtown Adult Day Services	\$60,369.00	\$190,777.00	32%
Bedford Senior Community Center	\$125,510.00	\$392,584.00	32%
MCOP-The Opportunity Center at ALCC	\$15,508.18	\$42,618.80	36%
RSVP	\$62,624.31	\$171,442.00	37%
Health Van	\$91,196.00	\$245,798.00	37%
Frenchtown Senior Citizens Center	\$132,148.00	\$331,550.00	40%
Monroe County Senior Legal Services	\$130,704.89	\$324,220.00	40%
Living Independence for Everyone	\$531,145.16	\$1,264,961.10	42%
MCOP-Home Care	\$107,401.08	\$254,930.00	42%
Milan Seniors Meals on Wheels	\$39,809.10	\$90,782.00	44%
Monroe Senior Citizens Center	\$263,926.67	\$595,192.00	44%
MCOP-Food Assistance Program	\$108,151.24	\$242,144.00	45%
Lake Erie Transportation Commission	\$270,097.80	\$603,773.00	45%
Dundee Area Senior Citizens Center	\$146,933.44	\$312,230.00	47%
Self and Family Behavioral Healthcare	\$35,787.00	\$70,700.00	51%
Milan Seniors for Healthy Living	\$51,607.90	\$98,549.00	52%
Ash Senior Citizens	\$20,824.50	\$37,894.00	55%
MCOP-Home Chore	\$59,346.16	\$103,900.80	57%
MCOP-Volunteer Caregiver Program	\$15,003.00	\$23,733.00	63%

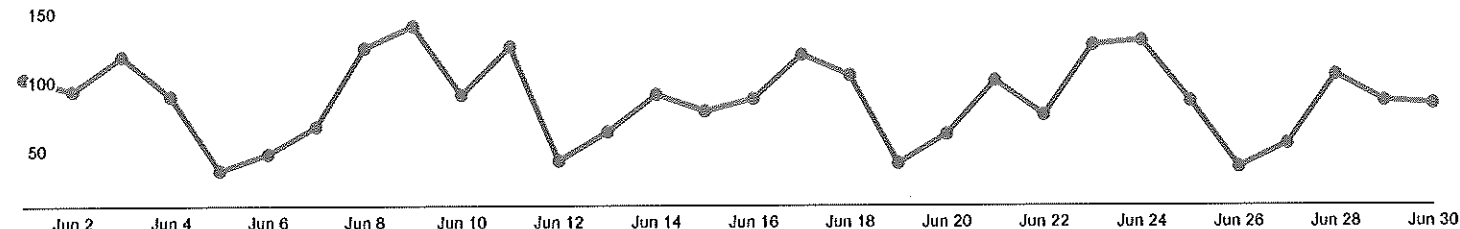
Commission on Aging

Jun 1, 2021 - Jun 30, 2021

All Users
1.95% Pageviews

Report Tab

Pageviews



Page

	Pageviews	Users
	2,322	1,020
	% of Total:	% of
	1.95%	Total:
	(119,248)	3.11%
		(32,812)
1. /officials_and_departments/departments/commission_on_aging/index.php	659	217
	(28.38%)	(16.13%)
2. /officials_and_departments/departments/commission_on_aging/community_based_services/emergency_housing_shelters_homelessnes s.php	144	117
	(6.20%)	(8.70%)
3. /officials_and_departments/departments/commission_on_aging/community_based_services/transportation_services.php	120	86
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4. /officials_and_departments/departments/commission_on_aging/in-home_services/home_delivered_meals.php	98	65
	(4.22%)	(4.83%)
5. /officials_and_departments/departments/commission_on_aging/multi-purpose_senior_centers.php	78	28
	(3.36%)	(2.08%)
6. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/housing_commissions.php	71	45
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7. /officials_and_departments/departments/commission_on_aging/in-home_services/home_care_services.php	67	49
	(2.89%)	(3.64%)
8. /officials_and_departments/departments/commission_on_aging/resource_guldes.php	62	24
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9. /officials_and_departments/departments/commission_on_aging/community_based_services/legal_service.php	56	34
	(2.41%)	(2.53%)
10. /officials_and_departments/departments/commission_on_aging/other_resource.php	56	18
	(2.41%)	(1.34%)
11. /officials_and_departments/departments/commission_on_aging/medical_services/hospitals.php	53	41
	(2.28%)	(3.05%)
12. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/apartments.php	51	33
	(2.20%)	(2.45%)
13. /officials_and_departments/departments/commission_on_aging/community_based_services/counseling.php	47	40
	(2.02%)	(2.97%)
14. /officials_and_departments/departments/commission_on_aging/community_based_services/meals_and_nutrition.php	41	36
	(1.77%)	(2.68%)
15. /officials_and_departments/departments/commission_on_aging/community_based_services/support_groups.php	39	32
	(1.68%)	(2.38%)
16. /officials_and_departments/departments/commission_on_aging/community_based_services/domestic_violence.php	37	27
	(1.59%)	(2.01%)
17. /officials_and_departments/departments/commission_on_aging/community_based_services/volunteer_services.php	37	30
	(1.59%)	(2.23%)
18. /officials_and_departments/departments/commission_on_aging/in-home_services/home_chore_services.php	36	28
	(1.55%)	(2.08%)
19. /officials_and_departments/departments/commission_on_aging/community_based_services/abuse_and_neglect.php	34	28
	(1.46%)	(2.08%)
20. /officials_and_departments/departments/commission_on_aging/community_based_services/clothing_resources_household_goods.php	33	26
	(1.42%)	(1.93%)

22. /officials_and_departments/departments/commission_on_aging/in-home_services/home_repairs_maintenance.php	32 (1.38%)	22 (1.64%)
23. /officials_and_departments/departments/commission_on_aging/in-home_services/utility_assistance.php	32 (1.38%)	29 (2.16%)
24. /officials_and_departments/departments/commission_on_aging/in-home_services/hospice_and_palliative_care.php	30 (1.29%)	20 (1.49%)
25. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/nursing_homes.php	28 (1.21%)	20 (1.49%)
26. /officials_and_departments/departments/commission_on_aging/older_adult_needs_assessment.php	28 (1.21%)	10 (0.74%)
27. /officials_and_departments/departments/commission_on_aging/in-home_services/visiting_nurses_and_physicians.php	24 (1.03%)	17 (1.26%)
28. /officials_and_departments/departments/commission_on_aging/in-home_services/index.php	23 (0.99%)	13 (0.97%)
29. /officials_and_departments/departments/commission_on_aging/medical_services/medical_equipment.php	23 (0.99%)	17 (1.26%)
30. /officials_and_departments/departments/commission_on_aging/multi-purpose_senior_centers_and_groups.php	22 (0.95%)	9 (0.67%)
31. /officials_and_departments/departments/commission_on_aging/community_based_services/loan_closets_(dme).php	20 (0.86%)	17 (1.26%)
32. /officials_and_departments/departments/commission_on_aging/community_based_services/adult_day_services.php	19 (0.82%)	17 (1.26%)
33. /officials_and_departments/departments/commission_on_aging/community_based_services/index.php	16 (0.69%)	14 (1.04%)
34. /officials_and_departments/departments/commission_on_aging/community_based_services/caregiver_resources.php	15 (0.65%)	12 (0.89%)
35. /officials_and_departments/departments/commission_on_aging/about_us/board_members.php	14 (0.60%)	8 (0.59%)
36. /officials_and_departments/departments/commission_on_aging/other_resources.php	14 (0.60%)	4 (0.30%)
37. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/senior_living_in_monroe.php	13 (0.56%)	10 (0.74%)
38. /officials_and_departments/departments/commission_on_aging/medical_services/medical_care.php	13 (0.56%)	12 (0.89%)
39. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/index.php	11 (0.47%)	10 (0.74%)
40. /officials_and_departments/departments/commission_on_aging/about_us/index.php	10 (0.43%)	9 (0.67%)
41. /officials_and_departments/departments/commission_on_aging/coa_board_meetings.php	10 (0.43%)	5 (0.37%)
42. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/assisted_living_memory_care.php	10 (0.43%)	9 (0.67%)
43. /officials_and_departments/departments/commission_on_aging/about_us/coa_staff.php	9 (0.39%)	9 (0.67%)
44. /officials_and_departments/departments/commission_on_aging/community_based_services/health_and_wellness.php	9 (0.39%)	8 (0.59%)
45. /officials_and_departments/departments/commission_on_aging/events.php	8 (0.34%)	2 (0.15%)
46. /officials_and_departments/departments/commission_on_aging/medical_services/medical_alert_systems.php	6 (0.26%)	3 (0.22%)
47. /officials_and_departments/departments/commission_on_aging/medical_services/index.php	4 (0.17%)	3 (0.22%)
48. /officials_and_departments/departments/commission_on_aging/about_us/annual_reports.php	3 (0.13%)	3 (0.22%)
49. /officials_and_departments/departments/commission_on_aging/	2 (0.09%)	1 (0.07%)
50. /officials_and_departments/departments/commission_on_aging/about_us/coa_presentation.php	2 (0.09%)	2 (0.15%)
51. /officials_and_departments/departments/commission_on_aging/index.php?fbclid=IwAR0-yZTfsDN4QRsL5pAAOxalqBlN46CKGKcLUjWZ8k23Ks7pFEBIkr-uwQ	2 (0.09%)	1 (0.07%)
52. /officials_and_departments/departments/commission_on_aging/index.php?fbclid=IwAR2BIZYOSLC77CRmw-hg-XwD3lYydsYH0XqjN1GMOd7Ev_YsCSTSiWQCLJw	2 (0.09%)	1 (0.07%)
53. /officials_and_departments/departments/commission_on_aging/index.php?fbclid=IwAR2QhK13D34rmb8jXrlnnGGekhlGHOpbwSO_0qbldFllwNTQKlqb0wX_s8	2 (0.09%)	1 (0.07%)
54. /officials_and_departments/departments/commission_on_aging/index.php?fbclid=IwAR397tArvfdcCMyznFZaEDaZc9Q9w25g7ewYMQ8_rzvxuKlg5S_IUwJFs	2 (0.09%)	1 (0.07%)
55. /officials_and_departments/departments/commission_on_aging/multi-purpose_senior_centers.php?back=https://www.google.com/search?client=safari&as_qdr=all&as_occt=any&safe=active&as_q=Senior+Citizen+Center+Monroe+Street+South+Monroe+St.,+Monroe,+MI&chan	2 (0.09%)	1 (0.07%)

56.	/officials_and_departments/departments/commission_on_aging/protect_yourself.php	1 (0.09%)	1 (0.07%)
57.	/officials_and_departments/departments/commission_on_aging/the_opportunity_center_at_alcc.php	2 (0.09%)	1 (0.07%)
58.	/officials_and_departments/departments/commission_on_aging/about_us/agenda_s_and_minutes.php	1 (0.04%)	1 (0.07%)
59.	/officials_and_departments/departments/commission_on_aging/about_us/coa.php	1 (0.04%)	1 (0.07%)
60.	/officials_and_departments/departments/commission_on_aging/about_us/service_definitions.php	1 (0.04%)	1 (0.07%)
61.	/officials_and_departments/departments/commission_on_aging/community_based_services/	1 (0.04%)	1 (0.07%)
62.	/officials_and_departments/departments/commission_on_aging/community_based_services/emergency_housing_shelters_homelessnes s.php?back=https://www.google.com/search?client=safari&as_qdr=all&as_occt=any&safe=active&as_q=Monroe+shelter&channel=aplab&s ource=a-app1&hl=en	1 (0.04%)	1 (0.07%)
63.	/officials_and_departments/departments/commission_on_aging/community_based_services/emergency_housing_shelters_homelessnes s.php?back=https://www.google.com/search?client=safari&as_qdr=all&as_occt=any&safe=active&as_q=shelters+in+Monroe+Michigan&ch annel=aplab&source=a-app1&hl=en	1 (0.04%)	1 (0.07%)
64.	/officials_and_departments/departments/commission_on_aging/medical_services/	1 (0.04%)	1 (0.07%)

Rows 1 - 64 of 64



Commission On Aging

www.co.monroe.mi.us/commonaging

A Division of the Monroe County
Community Planning & Engagement Department

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Director

Cheryl Rivard
Chair

Martin Kaufman
Vice-Chair

Pam LaPan
Secretary

Mary Gantzios

Larry Gramlich

Wayne Meehan

Cynthia McIlvain

Paul Simonton

Mary Ann
Wertenberger

To: Commission on Aging Board Members
From: Jeff McBee
Date: July 7, 2021
RE: Waitlist/Requested Service Not Provided- June 2021

The following is a summary of all reported seniors placed or remaining on a waitlist and seniors requesting service that was not provided from May 25th of 2021 through June 25th of 2021:

Retired & Senior Volunteer Program

- 1 senior requested a ride to a doctor appointment in Brighton that was not provided because the program does not offer rides farther than Ann Arbor.



Commission On Aging

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Mary Ann
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Policy #: MCCOA 15-03

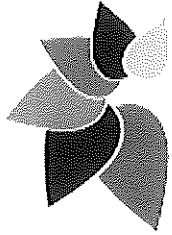
Title: Program Compliance Evaluation

Adopted: 07-08-2015

Revised: N/A

The following procedure will be used to annually evaluate the compliance of COA funded programs regarding supporting documentation for the billing of services.

1. COA staff will determine and utilize a process to randomly select five percent of the clients served by each program and a service billed to the COA for each client selected.
2. The COA Director or his designee will conduct an evaluation requesting that each agency provide agency documentation verifying the following information for each client and service selected:
 - A. The date the service was provided
 - B. The amount of service provided
 - C. The type of service provided
3. Following the evaluation, COA staff will issue a report to the agency evaluated, indicating any instances where billing information was not supported by the agency's documentation, referred to as "findings."
4. Upon issuance of the report, the agency will be given 30 days to offer a "Response" that either A) disputes any findings in the report or B) provides a plan to address any findings in the report. Failure to respond will result in further action.
5. The original COA report and response from the agency will be submitted to the COA Board for review and disposition if necessary.
6. Any findings that result in an unauthorized payment to the agency require re-imbursement to the COA within 30 days of notice.



Milan Seniors for Healthy Living

empowering healthy aging & enhancing quality of life

May 15, 2021

Dear Monroe County Commission on Aging Commissioners,

On behalf of Milan Seniors for Healthy Living's Meals on Wheels program, I would like to ask if you'd be willing to consider increasing the number of meals we can serve to our Monroe County clients in 2021.

Currently, we have been allocated 1336 units. As of March, we have already used 1093 (82%) of them and are on track to have our entire 2021 allotted units used by mid-May. There is no denying our service has grown.

Based upon our current trajectory, I'd like to request funding to serve an additional 1870 meals (for a total of 2963 units).

But I do have some good news – I am able to decrease my unit rate from \$4.39 to \$4.25. This ability to decrease the unit rate is due to a wonderful and unexpected offer from AAA1-B to purchase 200 reusable meal trays. Once we receive those trays, which should occur in June, we will be able to save 14 cents per meal in packaging costs.

All these numbers can be confusing, so I created a chart below indicating our current allocation and my requested allocation.

	# of units	Unit rate	Total allocation
current	1336	\$4.39	\$5866.00
increase	1870	\$4.25	\$7947.50
TOTAL	2963		\$13813.50

I have included a revised application and budget.

Thank you for considering my request.

Jennifer Michalak
Executive Director



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Monroe County COA Compliance Verification Evaluation Report

Agency: Monroe County Retired & Senior Volunteer Program

Program: Volunteer Services

Date: 7/01/2021

The Commission on Aging Compliance Verification Evaluation for this program was completed on July 01, 2021. The evaluation consisted of a review of documentation that indicated that reported services reimbursed by the Commission on Aging met all requirements.

The reported services reviewed were determined by COA staff. The number of services reviewed (14) was based on 5% of the number of participants the program served in 2020. In order to meet all requirements, documentation verifying the following was required to be provided at the time of the evaluation:

- The date the service was provided
- The amount of service provided
- The type of service provided

Evaluation Result:

Based on this evaluation, one reported service did not match the supporting documentation:

Finding #1:

Client A was reported for 20 units of service on 7/31/2020 when the submitted documentation indicated that 2 units of service were provided.

Because this program was on an expense reimbursement payment basis at the time the units of service were reported, there was not an overpayment associated with this finding.

Please submit a written response to this finding within 30 days of the date of this report. Responses to findings must include:

- A plan to address the finding.

OR

- Reason(s) for disputing the finding.



AmeriCorps
Seniors

Monroe County RSVP

July 7, 2021

Jeff McBee
Director
Commission On Aging
965 South Raisinville Rd.
Monroe, MI 48161

Hello Jeff,

Monroe County RSVP concurs with your findings on the error found on the July 2020 Peer Place entry for [REDACTED]. Our plan of action to prevent similar errors in the future is as follows:

- RSVP Program Coordinator will total figures provided on volunteer timesheet
- RSVP Program Coordinator will re-add totals on timesheet to verify figures
- RSVP Program Coordinator will enter timesheet totals into Peer Place
- RSVP Program Coordinator will run a unit report to check for accuracy
- RSVP Director will verify totals entered in Peer Place, comparing time sheets to Peer Place entries

Please let me know if you have any questions about our plan or if you need further detail.
Thank you for your support of Monroe County RSVP.

Sincerely,

A handwritten signature in cursive script that reads "Beth Berlin".

Beth Berlin

Monroe RSVP
Program Director
734.241.0404
15275 S. Dixie Hwy
Monroe, MI 48161



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Policy #: MCCOA 11-07

Title: Service Recipients Grievance Procedure

Adopted: 10-11-2017

Revised: N/A

The following serves as the official procedure for grievances from service recipients of all Monroe County Commission on Aging funded agencies:

Service Recipients Grievance Procedure for All Agencies

I. Right to Grievance

- A. Any older adult or his/her representative, who has been denied service, has had service terminated, or perceives unfair treatment by a Monroe County Commission on Aging funded service Agency, may file a complaint or grievance with the organization in question, in accordance with that Agency's established procedure.
- B. Should the matter be unresolved through the service agencies grievance procedure, a grievance may be filed with the Monroe County Commission on Aging. The complainant must submit a written statement of the grievance within ten (10) calendar days of completion of the final step of the service agencies grievance procedure. The statement must include; the date of the incident, the agency/personnel involved in the incident, and an explanation of the incident which led to the complaint.
- C. A grievance filed against a provider of legal services while the complainant's legal case is still open, will be held until the legal case is closed by entry of a final judgment or dismissal with prejudice and the expiration of all appeal periods. In this case, the service agency will be instructed to inform the Monroe County Commission on Aging immediately upon the closure of the case.

II. Grievance Process Informal Inquiry:

1. The Monroe County Commission on Aging staff will meet with the older adult or his/her representative, and a representative of the service agency involved, within ten (10) calendar days of receipt of the written grievance statement, to discuss the issues involved in the complaint. Information on which the grieved action was based will be reviewed at this time, in an effort to resolve the complaint.
2. Should the complaint be unresolved through the informal inquiry, the Director will contact the Chairperson of the Commission on Aging to appoint a three member Grievance Committee for review and recommendation. The Committee must be appointed within 30 calendar days.

III. Formal Complaint Grievance Procedure:

A. Meeting of the Grievance Committee



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Three members of the Commission on Aging (COA), appointed by the Chairperson, will sit on the committee.

B. Investigation of All Written Complaints

1. Copies of the complaint will be provided to this committee.
2. The committee will initiate an investigation as follows:
 - a. Make necessary contact with the complainant
 - b. Make necessary contact with the agency/personnel involved in the complaint
 - c. Document the findings and make a recommendation within 30 calendar days
 - d. Provide a written report of the findings to the Chairperson for action at the next regular scheduled meeting

C. Action of the COA Following the Investigation

1. The written report and recommendation will be reviewed by the COA at their next regular scheduled meeting
2. A decision will be made by roll call vote of the COA
3. The vote of the COA will be final



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To: Cheryl Rivard, Commission on Aging Chair

From: Jeff McBee, Monroe County Commission on Aging Director

Date: June 16, 2021

RE: Grievance Committee Report

On June 16, 2021, a Grievance Committee composed of Commission on Aging Board members Cheryl Rivard, Paul Simonton, and Mary Ann Wertenberger convened at 1:00pm at the Monroe County Commission on Aging office to review a grievance filed against Monroe County Senior Legal Services. The basis for the grievance was that Monroe County Senior Legal Services would not accept the Monroe County address given by the claimant as their current residence. It is Monroe County Legal Services contention that the claimant has provided no evidence that they are a resident of Monroe County.

Following an in-depth review of all materials submitted by the claimant and Monroe County Senior Legal Services, the Grievance Committee came to unanimous agreement that no evidence of the claimant's Monroe County residency was provided and to recommend upholding the decision of Monroe County Senior Legal Services to not provide service. As per policy MCCOA 11-07, this report and recommendation are to be reviewed by the Commission on Aging at the July 14th Regular Board meeting for a roll call vote and final disposition.