



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

Mary Gantzios

Larry Gramlich

Wayne Meehean

Cynthia McIlvain

Paul Simonton

Donald Spencer

Mary Ann
Wertenberger

Monroe County Commission on Aging Regular Board Meeting December 8, 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- None
8. Consent Agenda
 - A. Approval of Minutes of the November 10, 2021 Meeting
 - B. Strategic Planning Committee Notes – No meeting held
 - C. Finance Reports
 - D. Correspondence- None
 - E. Formal Agency Reports- None
9. Director's Report
10. Old Business- None
11. New Business
 - A. 2022 Proposed Budget Calendar
 - B. Proposed MCCOA Policy 11-02 Revision
 - C. Senior Center Meal Unit Rate Change Request
12. Public Comment
13. Commission Members' Comments
14. Adjournment

The next Regular Board meeting will be on Wednesday, January 12, 2022, 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



Commission On Aging

www.co.monroe.mi.us/commonaging

A Division of the Monroe County
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
Chairperson

Martin Kaufman
Vice-Chairman

Larry Gramlich

Cynthia McIlvain

Wayne Meehean

Paul Simonton

Donald Spencer

Mary Gantzoz

Mary Ann Wertenberger

Monroe County Commission on Aging

Regular Board Meeting Minutes

November 10, 2021

Commission on Aging Conference Room

Cheryl Rivard, the Chairperson, called the meeting to order at 1:01 p.m.

Members present Mary Gantzoz, Larry Gramlich, Martin Kaufman, Wayne Meehean, Cheryl Rivard, and Paul Simonton

Members excused Cynthia McIlvain and Mary Ann Wertenberger

Cheryl Rivard, the Chairperson, announced that Pam LaPan passed away early this morning. Pam has been a board member since 2010.

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

Approval of the Agenda:

Wayne Meehean made a motion to approve *November 10, 2021*, Regular Board Meeting Agenda as presented. Support by Larry Gramlich. **Motion carried.**

Public Comment:

Sandie Pierce, Executive Director, Monroe Center for Healthy Aging, stated that she has worked with Pam over the past 40 years, and she has unselfishly helped many people.

Special Presentations: None

Consent Agenda:

- A. Approval of Regular Meeting Minutes of October 13, 2021
- B. Strategic Planning Committee Notes - No Meeting Held
- C. Finance Reports of October 2021
- D. Correspondence Report – None
- E. Formal Agency Reports – None

Martin Kaufman made a motion to approve the Consent Agenda as presented and place on file. Supported by Wayne Meehean. **Motion carried.**

Directors' Report:

Jeff McBee reported the following:

➤ Common Measures Report

The September 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.



Commission On Aging

www.co.monroe.mi.us/commonaging

A Division of the Monroe County
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
Chairperson

Martin Kaufman
Vice-Chairman

Larry Gramlich

Cynthia McIlvain

Wayne Meehean

Paul Simonton

Donald Spencer

Mary Gantz

Mary Ann Wertenberger

➤ COA Website Views

The monthly analytics snapshot shows how many hits the COA website received and the category most visited. During September 2021, 809 individuals visited the site, with Services as the most visited category.

➤ Waitlist/Service Not Provided Summary

Mr. McBee reported that from September 25, 2021, through October 25, 2021, there are 26 seniors placed on the following waitlist.

- RSVP 1
- Ramp Program 25

The Ramp Program has been working and has secured workers for next year.

➤ RSVP Volunteer Driver Data

The Monroe Center for Healthy Aging - Sunshine Drivers Volunteers pick up, drop off and or stay with, then bring home patients from appointments or essential errands. The program has been a success and is another viable option for transportation.

Old Business: None

New Business:

A. Monroe County Opportunity Program Request for Additional Funding for the Home Care Program

Wayne Meehean made a motion to grant the Monroe County Opportunity Program request to move \$1500.00 from Utility Assistance to unmet Needs to continue to service the emergency needs as they arise. Supported by Larry Gramlich.

Roll call

Mary Ann Wertenberger – Yes Larry Gramlich – Yes Cheryl Rivard – Yes
Martin Kaufman – Yes Wayne Meehean – Yes

Motion carried.

B. 2022 Board Meeting Schedule Approval

Wayne Meehean made a motion to accept and place on file the 2022 Board Meeting Schedule as presented. Mary Gantz. **Motion carried.**

Public Comment: None

Commission Members Comments:

Many members expressed their sadness on the passing of Pam LaPan.

Adjournment:

Wayne Meehean made a motion to adjourn. Supported by Mary Gantz. **Motion carried.** Meeting adjourned at 1:17 p.m.

The next Regular Board meeting takes place on Wednesday, December 8, 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

RUN DATE: 12/01/21 11:11
APPR

County of Monroe
Appropriation Report

PAGE: 00172
FISCAL DATE: 11/30/21 21/NOV

280 SENIOR CITIZENS FUND

Account #	Description	Amended Budget	Committed	Encumbered	MTD Expenditures	YTD Expenditures	Balance	% Exp
89000 CONTINGENCIES								
280-89000-969001	CONTINGENCY-RESTRICTED	0.00	0.00	0.00	0.00	0.00	0.00	0.00
280-89000-969002	CONTINGENCY	12,955.00	0.00	0.00	0.00	0.00	12,955.00	0.00
TOTAL CONTINGENCIES		12,955.00	0.00	0.00	0.00	0.00	12,955.00	0.00
89800 FUND BALANCE CARRYFORWARD								
280-89800-969501	FUND BALANCE CARRYFORW	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL FUND BALANCE CARRYFORW		0.00	0.00	0.00	0.00	0.00	0.00	0.00
97000 SPECIAL EXP/REV-OTHER AGENCIES								
280-97000-861280	CONTRACT SERV-OLDER NE	0.00	0.00	0.00	0.00	0.00	0.00	0.00
280-97000-830060	BOARD PROJECTS	0.00	0.00	0.00	0.00	0.00	0.00	0.00
280-97000-983000	CENTRAL SERVICES/TNDR	23,151.00	0.00	0.00	0.00	23,151.00	0.00	100.00
280-97000-965015	ASH SENIOR CITIZENS CE	22,425.00	0.00	0.00	1,829.75	21,664.98	56,613.98	97.33
280-97000-965028	RETIRED SENIOR VOLUNTE	84,500.00	0.00	0.00	11,635.15	56,894.35	27,605.65	67.32
280-97000-965031	AREA AGENCY ON AGING 1	11,926.00	0.00	0.00	19,932.13	10,932.13	993.87	91.66
280-97000-965033	BEDFORD TRANSITIONATING	54,648.00	0.00	0.00	5,464.80	54,648.00	100.00	100.00
280-97000-965035	BEDFORD SENIOR CITIZEN	240,085.00	0.00	0.00	24,008.50	212,602.00	88,058.50	88.55
280-97000-965045	BERLIN SENIOR CITIZEN	28,850.00	0.00	0.00	1,594.32	13,250.96	15,599.04	45.93
280-97000-965055	CATHOLIC SOCIAL SERVIC	0.00	0.00	0.00	0.00	0.00	0.00	0.00
280-97000-965065	DUNDER SENIOR CITIZEN	181,796.00	0.00	0.00	18,080.00	181,800.00	-4.00	100.00
280-97000-965071	EMERGENCY NEEDS	8,500.00	0.00	0.00	1,805.23	6,497.11	2,002.89	75.64
280-97000-965073	FRENCHTOWN SR CITIZEN	290,050.00	0.00	0.00	28,602.01	219,541.33	70,808.97	75.01
280-97000-965085	LAKE ERIE TRANSIT	250,008.00	0.00	0.00	0.00	225,041.44	24,966.56	90.01
280-97000-965087	MILAN PUBLIC TRANSIT	0.00	0.00	0.00	0.00	0.00	0.00	0.00
280-97000-965088	THE OPPORTUNITY CENTER	63,540.00	0.00	0.00	10,715.63	52,865.06	10,574.94	83.33
280-97000-965091	SENIOR LEGAL SERVICES	232,613.00	0.00	0.00	22,195.32	221,916.27	10,696.73	95.54
280-97000-965098	SELFHEALTH BEHAVIORAL	10,150.00	0.00	0.00	735.00	8,680.00	1,470.00	85.50
280-97000-965105	M.C.O.P. HOME CARE SER	141,857.00	0.00	0.00	0.00	104,787.87	37,069.13	73.88
280-97000-965106	RAMP PROGRAM	116,908.00	0.00	0.00	0.00	32,273.95	84,634.55	27.88
280-97000-965115	M.C.O.P. HOME CHOSE	100,001.00	0.00	0.00	0.00	82,337.10	10,664.90	89.33
280-97000-965121	M.C.O.P. SPEC TRANSPOR	136,000.00	0.00	0.00	16,330.00	68,508.00	50,160.00	50.15
280-97000-965122	M.C.O.P. HOME INTRCY C	6,500.00	0.00	0.00	627.24	6,500.00	0.00	100.00
280-97000-965123	M.C.O.P. FOOD DISTRIB	110,000.00	0.00	0.00	2,752.61	110,000.00	0.00	100.00
280-97000-965125	M.C.O.P. RESOURCE ADVOC	155,442.00	0.00	0.00	10,843.84	81,922.08	73,519.92	52.76
280-97000-965135	LIFE NUTRITION PROGRAM	413,812.00	0.00	0.00	36,656.64	387,813.28	25,998.72	93.72
280-97000-965136	CARING ALTERNATIVES-MZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00
280-97000-965137	HOME INSTAID SENIOR CA	0.00	0.00	0.00	0.00	0.00	0.00	0.00

RUN DATE: 12/01/21 11:11
APPR

County of Monroe
Appropriation Report

PAGE: 00173
FISCAL DATE: 11/30/21 21/NOV

** 280 SENIOR CITIZENS FUND

Account #	Description	Amended Budget	Committed	Encumbered	MTD Expenditures	YTD Expenditures	Balance	% Exp
280-97000-965141	ALZHEIMER PROGRAM	22,848.00	0.00	0.00	0.00	8,602.00	14,246.00	37.65
280-97000-965165	MONROE SENIOR CITIZEN	408,528.00	0.00	0.00	81,704.00	403,596.48	4,923.52	98.79
280-97000-965175	ARTHUR LESLOW 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
280-97000-965201	MILAN SENIOR MEALS ON	13,814.00	0.00	0.00	1,355.75	13,619.45	194.55	98.59
280-97000-965205	EMERGENCY FUEL	15,000.00	0.00	0.00	2,288.05	8,576.34	6,423.66	57.18
280-97000-965215	MILAN SENIOR CENTER	46,550.00	0.00	0.00	4,628.38	46,523.38	26.62	99.94
280-97000-965216	MILAN SENIOR TRANSIT	8,100.00	0.00	0.00	810.00	8,100.00	0.00	100.00
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	6,115.50	61,165.00	0.00	100.00
280-97000-965340	YMCA DIABETES PREVENTI	0.00	0.00	0.00	0.00	0.00	0.00	0.00
280-97000-965380	YMCA	37,795.00	0.00	0.00	2,841.99	32,274.72	5,520.28	85.39
280-97000-965390	MCCP VOLUNTEER CAREGIV	3,000.00	0.00	0.00	188.00	2,108.00	892.00	70.27
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		3,328,591.00	0.00	0.00	308,593.23	2,775,291.38	553,299.62	83.38

RUN DATE: 12/01/21 11:11
APPR

County of Monroe
Appropriation Report

PAGE: 00058
FISCAL DATE: 11/30/21 21/NOV

** 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	6,362.40	75,417.51	4,986.49	93.80
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	150.00	1,475.00	4,525.00	24.58
101-67200-715000	SOCIAL SECURITY	6,610.00	0.00	0.00	470.61	5,552.57	1,057.43	84.00
101-67200-716001	EMPLOYERS-RETIREMENT	24,238.00	0.00	0.00	1,936.08	22,946.56	1,289.44	94.68
101-67200-716012	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	26,978.35	1,418.65	95.00
101-67200-716012	EMPLOYERS-HCS	0.00	0.00	0.00	35.80	652.39	-652.39	0.00
101-67200-717000	UNEMPLOYMENT INSURANCE	86.00	0.00	0.00	6.54	77.21	8.79	89.78
101-67200-718000	WORKERS COMPENSATION I	48.00	0.00	0.00	3.56	42.19	5.81	87.90
101-67200-718000	HEALTH INSURANCE	16,433.00	0.00	0.00	1,264.00	15,168.00	1,265.00	92.30
101-67200-720000	LIFE INSURANCE	133.00	0.00	0.00	10.94	131.28	1.72	92.71
101-67200-721000	OPTICAL INSURANCE	113.00	0.00	0.00	9.06	108.72	9.28	92.14
101-67200-722000	DENTAL INSURANCE	895.00	0.00	0.00	68.84	826.08	68.92	92.30
101-67200-723000	DISABILITY INSURANCE	730.00	0.00	0.00	55.28	690.69	39.31	94.62
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	36.09	0.00	247.71	1,716.20	14.19
101-67200-729000	PRINTING AND IMAGING	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101-67200-730000	POSTAGE AND MAILING FE	1,500.00	0.00	0.00	3.12	15.48	1,484.52	1.03
101-67200-731000	COMPUTER & DATA PROC S	1,600.00	0.00	0.00	0.00	0.00	1,600.00	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	71.68	825.44	2,424.56	23.40
101-67200-814015	SOFTWARE LICENSE FEE	20,651.00	0.00	0.00	0.00	19,352.75	1,298.25	93.71
101-67200-814016	PAYROLL SERVICES	815.00	0.00	0.00	72.06	563.77	251.23	69.17
101-67200-826000	LEGAL AND PROFESSIONAL	2,400.00	0.00	0.00	0.00	0.00	2,400.00	0.00
101-67200-830000	ASSOCIATION & MEMBERSH	225.00	0.00	0.00	23.00	312.50	-87.50	138.89
101-67200-851000	TELEPHONE	515.00	0.00	0.00	25.00	335.05	179.95	65.06
101-67200-861000	TRAVEL	850.00	0.00	0.00	0.00	0.00	850.00	0.00
101-67200-864000	CONFERENCE AND CONVENT	300.00	0.00	0.00	0.00	0.00	300.00	0.00
101-67200-864080	CONF/CONVENTION BOARD	100.00	0.00	0.00	0.00	0.00	100.00	0.00
101-67200-911000	GENERAL LIABILITY INSU	1,354.00	0.00	0.00	108.10	1,281.23	72.77	94.63
101-67200-921000	ELECTRICITY	1,500.00	0.00	0.00	79.47	1,276.21	223.79	85.08
101-67200-922000	WATER AND SEWAGE	200.00	0.00	0.00	10.55	114.00	85.92	57.04
101-67200-923000	HEATING FUEL	600.00	0.00	0.00	53.15	385.58	214.42	64.26
101-67200-933000	MAINT-OFFICE EQUIP AND	100.00	0.00	0.00	0.00	0.00	100.00	0.00
101-67200-942000	COPIER EXPENSE/LEASE	2,000.00	0.00	0.00	121.95	659.15	1,340.85	32.96
101-67200-963000	CENTRAL SERVICES/INDIR	19,002.00	0.00	0.00	0.00	19,002.00	0.00	100.00
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		223,655.00	0.00	36.09	13,218.13	194,440.50	29,178.41	86.95

RUN DATE: 12/01/21 11:13
REVEN

County of Monroe
Revenue Report

PAGE: 00067
FISCAL DATE: 11/30/21 21/NOV

** 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	0.00	5,817.80	16,932.20	25.57
280-97000-428000 DELINQUENT PERSONAL PROP TAXES		-3,500.00	-311.75	-3,389.27	-110.73	96.84
280-97000-434020 OTH TAXES-PRVT IN LIEU OF TAX		-7,500.00	0.00	-7,608.41	108.41	101.45
280-97000-437000 INDUSTRIAL FACILITY TAX		-11,500.00	-42.47	-9,578.93	-1,921.07	83.30
280-97000-445000 TAXES-PENALTIES & INT ON TAXES		-250.00	-37.26	-86.44	-163.56	34.58
280-97000-573000 IC STABIL SHARE TAX 2014 PASO		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
280-97000-666000 INTEREST INCOME		-2,000.00	-255.55	-2,370.73	370.73	118.54
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	-647.03	-2,948,532.56	-50,884.44	98.30

COA Director's Report Items (12/8/21)

1. Common Measures Reports – Included in Packet
2. COA Website Views – Included in Packet
3. Waitlist/Service not Provided Summary – Included in Packet

Table A.
Cumulative Units Reported vs. Unit Maximum
 (Goal is to be between 78% - 88%)

As of: October

Provider/Program	Cumulative Units	Unit Maximum	Percentage
Area Agency on Aging 1-B	0.00	550.00	0%
Milan Seniors for Healthy Living	2,177.75	9,500.00	23%
United Way Project Ramp of MC	32,573.45	116,908.00	28%
Frenchtown Adult Day Services	2,572.25	7,262.00	35%
Dundee Area Senior Citizens Center	11,985.75	31,950.00	38%
Memory Lane Care Services	126.50	336.00	38%
Bedford Senior Community Center	17,795.84	45,044.00	40%
Berlin Township Senior Citizens Group	2,269.00	4,940.00	46%
Lake Erie Transportation Commission	9,803.00	20,834.00	47%
MCOP-Specialized Transportation	4,848.00	8,500.00	57%
Frenchtown Senior Citizens Center	21,213.75	35,000.00	61%
MCOP-Resource Advocacy	5,813.50	9,430.00	62%
Monroe County Senior Legal Services	2,057.80	3,189.54	65%
MCOP-Utility Assistance Program	9,988.38	15,000.00	67%
Health Van	1,959.00	2,700.00	73%
Ash Senior Citizens	1,719.00	2,353.00	73%
RSVP	46,156.00	60,000.00	77%
MCOP-Volunteer Caregiver Program	292.50	375.00	78%
MCOP-Home Care	6,582.30	7,925.00	83%
MCOP-The Opportunity Center at ALCC	7,062.00	8,472.00	83%
Monroe Family YMCA Enhanced Fitness	784.15	918.00	85%
Self and Family Behavioral Healthcare	124.00	145.00	86%
MCOP-Unmet Emergency Needs	7,274.11	8,500.00	86%
Living Independence for Everyone	131,871.00	140,000.00	94%
MCOP-Home Chore	4,154.25	4,386.00	95%
Monroe Senior Citizens Center	55,842.75	58,360.00	96%
Milan Seniors Meals on Wheels	3,158.00	2,963.00	107%
MCOP-Home Injury Control	6,957.43	6,500.00	107%
MCOP-Food Assistance Program	337,151.10	314,285.00	107%
Milan Seniors Transportation	679.00	600.00	113%

Table B.
Unduplicated Clients Served vs. Anticipated Clients Served
 (Goal is to be at least 78%)

As of: October

Provider/Program	Cumulative Unduplicated Clients	Anticipated Clients Served	Percentage
Area Agency on Aging 1-B	0	450	0%
MCOP-Volunteer Caregiver Program	2	10	20%
Monroe Family YMCA Enhanced Fitness	93	400	23%
Frenchtown Adult Day Services	9	35	26%
Memory Lane Care Services	4	10	40%
Milan Seniors for Healthy Living	114	250	46%
MCOP-Utility Assistance Program	20	41	49%
United Way Project Ramp of MC	10	20	50%
Lake Erie Transportation Commission	391	750	52%
Ash Senior Citizens	72	120	60%
Milan Seniors Transportation	22	35	63%
Bedford Senior Community Center	754	1,130	67%
MCOP-Unmet Emergency Needs	13	19	68%
RSVP	246	350	70%
Health Van	132	175	75%
MCOP-Specialized Transportation	159	210	76%
Monroe County Senior Legal Services	761	1,000	76%
MCOP-Home Chore	346	430	80%
MCOP-Home Care	117	143	82%
MCOP-Food Assistance Program	1,178	1,404	84%
Living Independence for Everyone	1,023	1,200	85%
Monroe Senior Citizens Center	1,299	1,500	87%
Berlin Township Senior Citizens Group	116	130	89%
Frenchtown Senior Citizens Center	1,023	1,050	97%
MCOP-Home Injury Control	86	85	101%
Self and Family Behavioral Healthcare	41	40	103%
MCOP-Resource Advocacy	1,496	1,400	107%
MCOP-The Opportunity Center at ALCC	92	80	115%
Milan Seniors Meals on Wheels	20	15	133%
Dundee Area Senior Citizens Center	438	300	146%

Table C.
Actual Expenditures vs. Total Budget
 (Goal is to be between 78% - 88%)

As of: October

Provider/Program	Actual Expenditures	Total Budget	Percentage
Area Agency on Aging 1-B	\$0.00	\$31,376.50	0%
United Way Project Ramp of MC	\$42,797.70	\$139,293.00	31%
Self and Family Behavioral Healthcare	\$26,463.00	\$70,700.00	37%
MCOP-Utility Assistance Program	\$12,989.37	\$30,882.24	42%
MCOP-Specialized Transportation	\$196,721.57	\$447,239.87	44%
Berlin Township Senior Citizens Group	\$23,672.75	\$48,605.00	49%
Bedford Senior Community Center	\$226,942.00	\$392,584.00	58%
Memory Lane Care Services	\$26,413.69	\$42,417.61	62%
Lake Erie Transportation Commission	\$378,141.00	\$603,773.00	63%
Ash Senior Citizens	\$24,733.83	\$37,894.00	65%
Milan Seniors Meals on Wheels	\$68,872.86	\$98,730.00	70%
MCOP-Home Injury Control	\$13,183.01	\$18,737.00	70%
RSVP	\$129,461.75	\$180,942.00	72%
MCOP-Volunteer Caregiver Program	\$17,268.12	\$23,733.00	73%
Monroe County Senior Legal Services	\$237,666.07	\$324,220.00	73%
Health Van	\$180,442.00	\$245,798.00	73%
Monroe Family YMCA Enhanced Fitness	\$30,835.50	\$41,469.05	74%
Frenchtown Adult Day Services	\$142,114.00	\$190,777.00	74%
MCOP-Home Chore	\$152,514.86	\$203,900.80	75%
Frenchtown Senior Citizens Center	\$250,278.00	\$331,550.00	75%
MCOP-The Opportunity Center at ALCC	\$49,974.84	\$65,658.00	76%
Monroe Senior Citizens Center	\$457,858.39	\$595,192.00	77%
MCOP-Unmet Emergency Needs	\$8,292.56	\$10,632.24	78%
Milan Seniors Transportation	\$85,039.70	\$107,991.00	79%
MCOP-Home Care	\$208,848.49	\$261,950.50	80%
Milan Seniors for Healthy Living	\$81,666.91	\$98,549.00	83%
MCOP-Resource Advocacy	\$192,056.15	\$228,982.35	84%
Living Independence for Everyone	\$1,084,534.65	\$1,264,961.10	86%
Dundee Area Senior Citizens Center	\$268,984.12	\$312,230.00	86%
MCOP-Food Assistance Program	\$230,355.19	\$242,144.00	95%

Table D.

Total Cost Per Unduplicated Client (Year to Date)

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

As of: October

Provider/Program	Actual Expenses	Y-T-D Unduplicated Clients Served	Cost Per Unduplicated Client	Total Budget	Anticipated Clients Served	Unduplicated Cost Goal	Percent
Area Agency on Aging 1-B	\$0.00	0	#DIV/0!	\$31,376.50	450	\$69.73	0%
Self and Family Behavioral Healthcare	\$26,463.00	41	\$645.44	\$70,700.00	40	\$1,767.50	37%
Milan Seniors Meals on Wheels	\$68,872.86	20	\$3,443.64	\$98,730.00	15	\$6,582.00	52%
Berlin Township Senior Citizens Group	\$23,672.75	116	\$204.08	\$48,605.00	130	\$373.88	55%
MCOP-Specialized Transportation	\$196,721.57	159	\$1,237.24	\$447,239.87	210	\$2,129.71	58%
Dundee Area Senior Citizens Center	\$268,984.12	438	\$614.12	\$312,230.00	300	\$1,040.77	59%
United Way Project Ramp of MC	\$42,797.70	10	\$4,279.77	\$139,293.00	20	\$6,964.65	61%
MCOP-The Opportunity Center at ALCC	\$49,974.84	92	\$543.20	\$65,658.00	80	\$820.73	66%
MCOP-Home Injury Control	\$13,183.01	86	\$153.29	\$18,437.00	85	\$216.91	71%
Frenchtown Senior Citizens Center	\$250,278.00	1,023	\$244.65	\$331,550.00	1,050	\$315.76	77%
MCOP-Resource Advocacy	\$192,056.15	1,496	\$128.38	\$228,982.35	1,400	\$163.56	78%
MCOP-Utility Assistance Program	\$12,989.37	20	\$649.47	\$30,882.24	41	\$753.23	86%
Bedford Senior Community Center	\$226,942.00	754	\$300.98	\$392,584.00	1,130	\$347.42	87%
Monroe Senior Citizens Center	\$457,858.39	1,299	\$352.47	\$595,192.00	1,500	\$396.79	89%
MCOP-Home Chore	\$152,514.86	346	\$440.79	\$203,900.80	430	\$474.19	93%
Monroe County Senior Legal Services	\$237,666.07	761	\$312.31	\$324,220.00	1,000	\$324.22	96%
Health Van	\$180,442.00	132	\$1,366.98	\$245,798.00	175	\$1,404.56	97%
MCOP-Home Care	\$208,848.49	117	\$1,785.03	\$261,950.50	143	\$1,831.82	97%
Living Independence for Everyone	\$1,084,534.65	1,023	\$1,060.15	\$1,264,961.10	1,200	\$1,054.13	101%
RSVP	\$129,461.75	246	\$526.27	\$180,942.00	350	\$516.98	102%
Ash Senior Citizens	\$24,733.43	72	\$343.52	\$37,894.00	120	\$315.78	109%
MCOP-Food Assistance Program	\$230,355.19	1,178	\$195.55	\$242,144.00	1,404	\$172.47	113%
MCOP-Unmet Emergency Needs	\$8,292.56	13	\$637.89	\$10,632.24	19	\$559.59	114%
Lake Erie Transportation Commission	\$378,141.00	391	\$967.11	\$603,773.00	750	\$805.03	120%
Milan Seniors Transportation	\$85,039.70	22	\$3,865.44	\$107,991.00	35	\$3,085.46	125%
Memory Lane Care Services	\$26,413.69	4	\$6,603.42	\$42,417.61	10	\$4,241.76	156%
Milan Seniors for Healthy Living	\$81,666.91	114	\$716.38	\$98,549.00	250	\$394.20	182%
Frenchtown Adult Day Services	\$142,114.00	9	\$15,790.44	\$190,777.00	35	\$5,450.77	290%
Monroe Family YMCA Enhanced Fitness	\$30,835.50	93	\$331.56	\$41,469.05	400	\$103.67	320%
MCOP-Volunteer Caregiver Program	\$17,268.12	2	\$8,634.06	\$23,733.00	10	\$2,373.30	364%

Table E.**Actual Revenue vs. Total Budget****(Goal is to be between 78% - 88%)****As of: October**

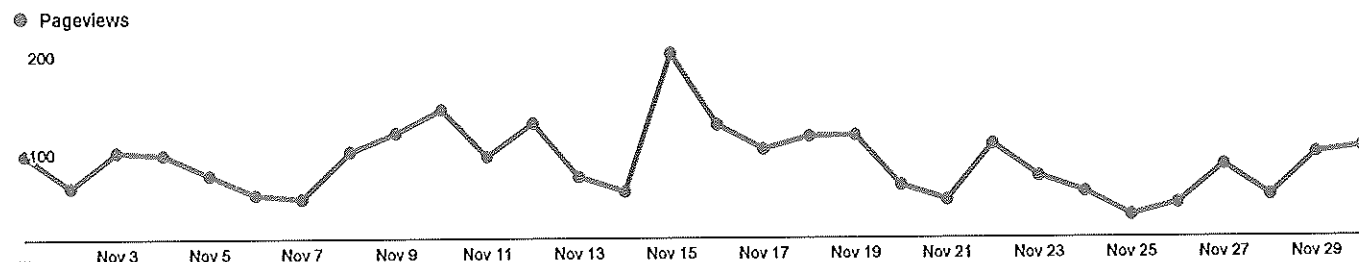
Provider/Program	Actual Revenue	Total Budget	Percentage
Area Agency on Aging 1-B	\$0.00	\$31,376.50	0%
MCOP-Utility Assistance Program	\$5,084.74	\$30,882.24	16%
Memory Lane Care Services	\$12,153.90	\$42,417.61	29%
MCOP-Specialized Transportation	\$142,952.47	\$447,239.87	32%
United Way Project Ramp of MC	\$46,011.76	\$139,293.00	33%
Berlin Township Senior Citizens Group	\$20,585.56	\$48,605.00	42%
MCOP-Unmet Emergency Needs	\$4,856.68	\$10,632.24	46%
MCOP-Resource Advocacy	\$110,531.44	\$228,982.35	48%
Milan Seniors Transportation	\$60,734.44	\$107,991.00	56%
MCOP-Home Injury Control	\$10,551.31	\$18,437.00	57%
MCOP-Home Chore	\$133,213.95	\$203,900.80	65%
Milan Seniors Meals on Wheels	\$65,400.65	\$98,730.00	66%
Milan Seniors for Healthy Living	\$68,993.87	\$98,549.00	70%
RSVP	\$130,284.71	\$180,942.00	72%
Health Van	\$177,979.00	\$245,798.00	72%
Bedford Senior Community Center	\$288,622.00	\$392,584.00	74%
Frenchtown Adult Day Services	\$146,680.00	\$190,777.00	77%
MCOP-Home Care	\$201,980.53	\$261,950.50	77%
Living Independence for Everyone	\$1,026,069.57	\$1,264,961.10	81%
Self and Family Behavioral Healthcare	\$58,239.00	\$70,700.00	82%
Monroe County Senior Legal Services	\$269,770.10	\$324,220.00	83%
Frenchtown Senior Citizens Center	\$280,277.00	\$331,550.00	85%
MCOP-Food Assistance Program	\$209,304.81	\$242,144.00	86%
MCOP-The Opportunity Center at ALCC	\$57,253.55	\$65,658.00	87%
Monroe Senior Citizens Center	\$528,164.69	\$595,192.00	89%
Lake Erie Transportation Commission	\$544,876.80	\$603,773.00	90%
Ash Senior Citizens	\$35,723.17	\$37,894.00	94%
Monroe Family YMCA Enhanced Fitness	\$39,259.45	\$41,469.05	95%
MCOP-Volunteer Caregiver Program	\$22,897.00	\$23,733.00	96%
Dundee Area Senior Citizens Center	\$307,613.29	\$312,230.00	99%

Commission on Aging

Nov 1, 2021 - Nov 30, 2021

All Users
2.03% Pageviews

Report Tab



Page	Pageviews	Users
	2,364 % of Total: 2.03% (116,452)	830 % of Total: 2.42% (34,347)
1. /officials_and_departments/departments/commission_on_aging/index.php	759 (32.11%)	222 (19.73%)
2. /officials_and_departments/departments/commission_on_aging/services.php	444 (18.78%)	146 (12.98%)
3. /officials_and_departments/departments/commission_on_aging/community_based_services/emergency_housing_shelters_homelessnes s.php	121 (5.12%)	61 (5.42%)
4. /officials_and_departments/departments/commission_on_aging/agenda_s_and_minutes.php	94 (3.98%)	45 (4.00%)
5. /officials_and_departments/departments/commission_on_aging/resource_guides.php	68 (2.88%)	26 (2.31%)
6. /officials_and_departments/departments/commission_on_aging/multi-purpose_senior_centers.php	61 (2.58%)	28 (2.49%)
7. /officials_and_departments/departments/commission_on_aging/community_based_services/volunteer_services.php	57 (2.41%)	41 (3.64%)
8. /officials_and_departments/departments/commission_on_aging/community_based_services/meals_and_nutrition.php	53 (2.24%)	44 (3.91%)
9. /officials_and_departments/departments/commission_on_aging/in-home_services/home_delivered_meals.php	53 (2.24%)	39 (3.47%)
10. /officials_and_departments/departments/commission_on_aging/community_based_services/transportation_services.php	52 (2.20%)	39 (3.47%)
11. /officials_and_departments/departments/commission_on_aging/community_based_services/clothing_resources_household_goods.php	44 (1.86%)	36 (3.20%)
12. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/apartments.php	40 (1.69%)	30 (2.67%)
13. /officials_and_departments/departments/commission_on_aging/about_us/index.php	35 (1.48%)	24 (2.13%)
14. /officials_and_departments/departments/commission_on_aging/coa_board_meetings.php	34 (1.44%)	13 (1.16%)
15. /officials_and_departments/departments/commission_on_aging/community_based_services/domestic_violence.php	33 (1.40%)	28 (2.49%)
16. /officials_and_departments/departments/commission_on_aging/community_based_services/counseling.php	32 (1.35%)	27 (2.40%)
17. /officials_and_departments/departments/commission_on_aging/in-home_services/home_care_services.php	31 (1.31%)	21 (1.87%)
18. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/nursing_homes.php	28 (1.18%)	23 (2.04%)
19. /officials_and_departments/departments/commission_on_aging/about_us/board_members.php	24 (1.02%)	20 (1.78%)
20. /officials_and_departments/departments/commission_on_aging/community_based_services/legal_service.php	23 (0.97%)	13 (1.16%)

21. /officials_and_departments/departments/commission_on_aging/medical_services/hospitals.php	23 (0.97%)	22 (1.96%)
22. /officials_and_departments/departments/commission_on_aging/community_based_services/abuse_and_neglect.php	21 (0.89%)	15 (1.33%)
23. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/housing_commissions.php	21 (0.89%)	17 (1.51%)
24. /officials_and_departments/departments/commission_on_aging/community_based_services/loan_closets_(dme).php	20 (0.85%)	14 (1.24%)
25. /officials_and_departments/departments/commission_on_aging/about_us/coa_staff.php	19 (0.80%)	15 (1.33%)
26. /officials_and_departments/departments/commission_on_aging/in-home_services/utility_assistance.php	14 (0.59%)	10 (0.89%)
27. /officials_and_departments/departments/commission_on_aging/community_based_services/support_groups.php	13 (0.55%)	9 (0.80%)
28. /officials_and_departments/departments/commission_on_aging/in-home_services/hospice_and_palliative_care.php	13 (0.55%)	11 (0.98%)
29. /officials_and_departments/departments/commission_on_aging/medical_services/medical_equipment.php	13 (0.55%)	7 (0.62%)
30. /officials_and_departments/departments/commission_on_aging/community_based_services/caregiver_resources.php	11 (0.47%)	8 (0.71%)
31. /officials_and_departments/departments/commission_on_aging/older_adult_needs_assessment.php	10 (0.42%)	3 (0.27%)
32. /officials_and_departments/departments/commission_on_aging/about_us/coa_presentation.php	9 (0.38%)	6 (0.53%)
33. /officials_and_departments/departments/commission_on_aging/other_resources.php	8 (0.34%)	4 (0.36%)
34. /officials_and_departments/departments/commission_on_aging/about_us/annual_reports.php	7 (0.30%)	5 (0.44%)
35. /officials_and_departments/departments/commission_on_aging/about_us/by-laws_and_policies.php	6 (0.25%)	5 (0.44%)
36. /officials_and_departments/departments/commission_on_aging/about_us/service_definitions.php	6 (0.25%)	6 (0.53%)
37. /officials_and_departments/departments/commission_on_aging/historic_minutes.php	6 (0.25%)	3 (0.27%)
38. /officials_and_departments/departments/commission_on_aging/in-home_services/home_repairs_maintenance.php	6 (0.25%)	4 (0.36%)
39. /officials_and_departments/departments/commission_on_aging/in-home_services/home_chore_services.php	5 (0.21%)	4 (0.36%)
40. /officials_and_departments/departments/commission_on_aging/about_us/coa.php	4 (0.17%)	3 (0.27%)
41. /officials_and_departments/departments/commission_on_aging/community_based_services/meals_and_nutrition.php?fbclid=IwAR025ulblFhVXsGBwPTPgEQ7Bkhz6oR6TwKuQXHwOesdHKt-kp_6XdcJt2w	4 (0.17%)	3 (0.27%)
42. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/assisted_living_memory_care.php	4 (0.17%)	3 (0.27%)
43. /officials_and_departments/departments/commission_on_aging/multi-purpose_senior_centers_and_groups.php	4 (0.17%)	2 (0.18%)
44. /officials_and_departments/departments/commission_on_aging/protect_yourself.php	4 (0.17%)	1 (0.09%)
45. /officials_and_departments/departments/commission_on_aging/community_based_services/adult_day_services.php	3 (0.13%)	2 (0.18%)
46. /officials_and_departments/departments/commission_on_aging/community_based_services/meals_and_nutrition.php?fbclid=IwAR3hhlgKFizTisPX9vxOeTxbn2wTu4-zLwE26HlrHZf4LLA6BANjyeneTZI	3 (0.13%)	2 (0.18%)
47. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/senior_living_in_monroe.php	3 (0.13%)	2 (0.18%)
48. /officials_and_departments/departments/commission_on_aging/community_based_services/index.php	2 (0.08%)	2 (0.18%)
49. /officials_and_departments/departments/commission_on_aging/housing_in_monroe_county/index.php	2 (0.08%)	1 (0.09%)
50. /officials_and_departments/departments/commission_on_aging/in-home_services/visiting_nurses_and_physicians.php	2 (0.08%)	2 (0.18%)
51. /officials_and_departments/departments/commission_on_aging/index.php?fbclid=IwAR13gD84Eswfit500GMgTTCGTbEaCUF4w8PkVNHCEwjdH2nlpC88ycaszoM	2 (0.08%)	1 (0.09%)
52. /officials_and_departments/departments/commission_on_aging/index.php?fbclid=IwAR2Y6MpzohuXlCh-kzojGtNDf6FDhzDsf9bXW6x35_HWNzMAYP42sifohA	2 (0.08%)	1 (0.09%)
53. /officials_and_departments/departments/commission_on_aging/medical_services/medical_alert_systems.php	2 (0.08%)	1 (0.09%)
54. /officials_and_departments/departments/commission_on_aging/services.php?fbclid=IwAR1z8Ulk5tcMBHlniVVg2rtbS9l9fsy3e-wjHyIrkMH0fCuAg8Jslp_XZ0	2 (0.08%)	1 (0.09%)
55. /officials_and_departments/departments/commission_on_aging/community_based_services/meals_and_nutrition.php?fbclid=IwAR1G7kvY86tCNrSjEk51L2kcojgSoCxC3CZQ6yG4YKhGHGTaujoeUjE5GdA	1 (0.04%)	1 (0.09%)



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

Mary Gantzios

Larry Gramlich

Wayne Meehean

Cynthia McIlvain

Paul Simonton

Donald Spencer

Mary Ann
Wertenberger

To: Commission on Aging Board Members

From: Jeff McBee

Date: December 1, 2021

RE: Waitlist/Requested Service Not Provided- November 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 October 25th of 2021 through November 25th of 2021:

Retired & Senior Volunteer Program

- 1 senior requested a ride that was not provided because a volunteer driver was not available.

United Way Project Ramp

- There are currently 25 reported seniors awaiting a ramp.



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

Mary Gantz

Larry Gramlich

Wayne Meehan

Cynthia McIlvain

Paul Simonton

Donald Spencer

Mary Ann
Wertenberger

The Monroe County Commission on Aging 2022 Budget Calendar for *Budget Year 2023*

Budget Applications Available

Tuesday, February 1, 2022

Budget Applications Due

Tuesday, March 1, 2022 by 4:00 p.m.

Regular Board Meeting

Wednesday, March 9, 2022 COA Conference Room 1:00 p.m.

COA Budget Workshop

Wednesday, March 16, 2022 COA Conference Room 1:00 p.m.

Hearing Dates

*Wednesday, March 23, 2022 COA Conference Room 1:00 p.m.

*Thursday, March 24, 2022 COA Conference Room 1:00 p.m.

COA Budget Deliberation and/or Initial Recommendations

*Wednesday, March 30, 2022 COA Conference Room 1:00 p.m.

*Thursday, March 31, 2022 COA Conference Room 1:00 p.m.

Appeal Hearing(s) and/or Final Recommendations

*Wednesday, April 6, 2022 COA Conference Room 1:00 p.m.

*Thursday, April 7, 2022 COA Conference Room 1:00 p.m.

*Only to be held if needed

Current Policy #: MCCOA 11-02 Section 4

4. Agencies making staff changes during the year that are funded by the Commission on Aging are required to notify the Commission on Aging of their intent to change or restructure staffing before the changes are implemented. If the change requires a line item transfer, a written line item transfer notification and revised budget spreadsheets must be submitted one week prior to the transfer indicating the issues requiring the redirection of funds. Once transfers are applied, revisions must be entered into PeerPlace. Failure to comply will result in suspension of funding.

Proposed Policy #: MCCOA 11-02 Section 4

4. Agencies seeking additional funding during the course of the year may do so by requesting to be placed on the agenda of a Commission on Aging Board meeting. The request of additional funds requires the inclusion of revised budget spreadsheets. Once transfers are applied, revisions must be entered into PeerPlace.



Jeff McBee <jeff_mcbee@monroemi.org>

Request to Change the Unit Amount for Home Delivered Meals1 message

Sandie Pierce <sandie@monroectr.org>

Tue, Nov 23, 2021 at 12:32 PM

To: Jeff McBee <jeff_mcbee@monroemi.org>

Cc: Dianne Carroll <dcarroll@bedfordctr.org>, Paul Iacoangeli <piacoangeli@frenchtownsenior.com>, Nancy Clark <gobluelc47@yahoo.com>, Jennifer Michalak <jenniferm@milanseniors.org>

Dear Jeff McBee and Commission on Aging Members,

At the November 12 meeting of the COA Directors, discussion was held about the unit amount for home delivered meals (.5 per meal) that is included in the service definition. Because of increased food and container costs, along with a shift to more carry-out meals, Directors stated that it might be time to increase the unit amount. A motion was made by Dianne Carroll, supported by Nancy Clark, to recommend this increase to the Commission on Aging, effective January 1, 2022. Motion carried.

Please consider this our formal request for consideration of increasing the unit amount for home delivered meals that is included in the service definition.

If you have any questions or if you need anything additional, please let me know.

- Sandie Pierce
on behalf of the COA Directors



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 Meehean

Kathy Vanderbush

Cynthia McIlvain

Paul Simonton

Mary Ann
Wertenberger

Service Name: Multi-purpose Senior Centers

Date Adopted: 5/14/2014

Date Revised: 11/9/2016

Service Definition: Multi-purpose activity center where individuals gather for activities, meals, health related activities, information and referral and access to services.

Unit of Service: 1 hour of attendance at the senior center by a Monroe County resident 60 years of age and above (excluding on-duty paid staff). Units over/under an hour are to be reported in 15-minute increments.

Exceptions:

- A) Multi-purpose senior center meals prepared and delivered to homebound Monroe County residents 60 years of age and above may be billed as one-half (.5) of a unit.
- B) Multi-purpose senior center newsletters prepared and sent to Monroe County residents 60 years of age and above may be billed as one-quarter (.25) of a unit.

Minimum Requirements:

1. Each center will have a written policy by which individual member input on program development and evaluation is collected on an annual basis.
2. Each center will provide programming pertinent to their clientele.
3. Each center will have a process in place to make referrals to outside agencies when an individual need is noted.
4. Each center will have an evacuation plan displayed in a prominent area in the center where individuals may review the plan.
5. Each center will make their hours of operation known in a public manner.
6. Units of service based on attendance reported by centers must be based on and supported by documented actual sign-in/sign-out times of center users.
7. If either actual sign-in **OR** sign-out time is not documented for a center user, centers are permitted to bill for up to 2 unit of services per staff discretion.