



# BOARD OF COMMISSIONERS

1 S. Main St., 9th Floor  
Mount Clemens, Michigan 48043  
586-469-5125 FAX 586-469-5993  
macombcountymi.gov/boardofcommissioners

## SENIOR SERVICES COMMITTEE

THURSDAY, APRIL 22, 2010

### AGENDA

1. Call to Order
2. Pledge of Allegiance
3. Adoption of Agenda
4. Approval of Minutes dated March 18, 2010 (previously distributed)
5. Public Participation (five minutes maximum per speaker, or longer at the discretion of the Chairperson related only to issues contained on the agenda)
6. Report from Area Agency on Aging 1-B (mailed)
7. Senior Services Department Director's Report (mailed)
8. New Business
9. Public Participation (five minutes maximum per speaker or longer at the discretion of the Chairperson)
10. Adjournment

**MEMBERS:** Rocca-Chair, Mocerri-Vice Chair, Brown, Rengert, Vosburg, Brdak, Camphous-Peterson, Torrice, Kepler and Gielegem (ex-officio)

### MACOMB COUNTY BOARD OF COMMISSIONERS

Andrey Duzy - District 1  
Marvin E. Sauger - District 2  
Phillip A. DiMaria - District 3  
Tom Mocerri - District 4  
Susan L. Doherty - District 5

Sue Rocca - District 7  
David Flynn - District 8  
Robert Mijac - District 9  
Ken Lampar - District 10  
Ed Szezepanski - District 11

James L. Carabelli - District 12  
Don Brown - District 13  
Brian Brdak - District 14  
Keith Rengert - District 15  
Carey Torrice - District 16

Paul Gielegem  
District 19  
Chairman

Ed Bruley - District 17  
Dana Camphous-Peterson - District 18  
Irene M. Kepler - District 21  
Frank Accavitti Jr. - District 22

Karby Tocca  
District 20  
Vice Chair

Joan Flynn  
District 6  
Sergeant-At-Arms

William A. Crouchman - District 23  
Michael A. Boyle - District 24  
Kathy D. Vosburg - District 25  
Jeffery S. Sprys - District 26

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FULL BOARD MEETING DATE: \_\_\_\_\_

AGENDA ITEM: \_\_\_\_\_

MACOMB COUNTY, MICHIGAN

RESOLUTION receive and file report from representative of AAA 1-B.

\_\_\_\_\_  
\_\_\_\_\_

INTRODUCED BY: Commissioner Sue Rocca, Chair, Senior Services Committee.

PRESENTED BY: Representative of AAA 1-B

COMMITTEE/MEETING DATE

Senior Services 4-22-10

\_\_\_\_\_  
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# **RECYCLABLE PAPER**

RESOLUTION NO. \_\_\_\_\_

FULL BOARD MEETING DATE: \_\_\_\_\_

AGENDA ITEM: \_\_\_\_\_

MACOMB COUNTY, MICHIGAN

RESOLUTION: receive and file report from Director.

\_\_\_\_\_

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INTRODUCED BY: Commissioner Sue Roeca, Chair, Senior Services Committee.

PRESENTED BY: Angela Willis, Director of Senior Services

COMMITTEE/MEETING DATE

Senior Services 4-22-10

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**MACOMB COUNTY DEPARTMENT OF SENIOR SERVICES**

**DIRECTOR'S REPORT**

**April 22, 2010**

Item # 7

Senior Services  
4-22-10

distributed  
→

**DEPARTMENT STATUS:**

1. **Resource Advocacy Program:**
  - a. Senior Resource Advocate was hired
  - b. Review of 2<sup>nd</sup> Qtr Programmatic Report (attached)
  
2. **Grandparents Raising Grandchildren**
  - a. PT Clerk Typist I was hired
  - b. Currently serving 518 families in Program
  - c. GRG Camp 2010: Received \$4,250 in donations for Camp
  
3. **Legal Assistance Program**
  - a. May 12, 2010: Retirement of Managing Attorney
  - b. 1<sup>st</sup> and 2<sup>nd</sup> Quarters: 894 unduplicated clients served
  
4. **2010 Census:**
  - a. Walk to the Mail Box
    - Quail Run Mobile Home Park, Lenox Township
    - Mt. Clemens / Clinton Township cooperative with North Broadway Church of Christ and NAACP
  - b. Macomb Participation rate: 79%
  - c. State Participation rate: 74%
  
5. **2010 1<sup>st</sup> Quarter Department Statistics (see attached)**
  
6. **Upcoming Events:**
  - a. May 6, 2010: Vendor Fair in VerKuijen Bld., Auditorium. Proceeds to benefit Project Fresh / Food Commodities
  - b. May 20, 2010: Happy Birthday 65! In VerKuijen Bldg. Auditorium
  - c. June 10, 2010: Older Michigianian's Day (Lansing)
  - d. June 16, 2010: Senior Fun Festival
  - e. June 18, 2010: The Second Annual Legislative Breakfast – Alzheimer's Association in Southfield
  
7. **Past Events:**
  - a. **Shred-It and RX Disposal Day – April 6, 2010:**
    - 8 tons of documents were shredded
    - 90 pounds of medications were collected
    - 256 cars were served
  - b. **Taking the Mystery Out of Retirement at MISD**
    - 140 attendees braved the storm and hail
    - 10 Exhibitors covered the cost of the event



## QUARTERLY PROGRAMMATIC CLIENT UNIT REPORT

Due 10<sup>th</sup> of the month – January, April, July, October

Cumulative Year-to-Date Unduplicated Clients Served Under Title III/State Funds

**Fiscal Year:** FY 2010

**Quarter:** 2

**Service:** Resource Advocacy

**Agency Name:** Macomb County Senior Citizen Services

**Name of Person Preparing Report:** Jamie Rossmann- jamie.rossmann@macombcountymi.gov

**Telephone #:** 586.469.7382    **Fax #:** 586.469.5578    **Email:**

		1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Cumulative Total Year-to-Date
<b>A.</b>	<b>Total Number of Unduplicated Clients (Participants) Served</b>	2713	462			3175
<b>B.</b>	<b>Total Number of Units Served</b>	1488	836			2324
<b>C.</b>	<b>Title III Unduplicated Client Count by Characteristic</b>					
	<b>1. Client Race/Ethnicity</b>					
	a. Black or African American	123	69			192
	b. American Indian, Eskimo, Aleut	0	3			3
	c. Asian/Pacific Islander	56	5			61
	d. Total Minority (add 1a. through 1c.)	179	77			256
	e. White	2532	128			2660
	f. Hispanic or Latino (included under 1e.)	56	1			57
	g. Not Hispanic or Latino	0	0			0
	h. Total Non-Minority (subtract 1d. from A.)	2534	385			2919
	<b>2. Clients in Poverty (100% of Federal Level)</b>	74	177			251
	<b>3. Clients in Poverty &amp; Minority</b>	102	49			151

**Reminders**

- ✓ E-mail to: [NDreports@aaa1b.com](mailto:NDreports@aaa1b.com) by reporting due date.
- ✓ Late reports may result in loss of funding.
- ✓ QUARTERLY PROGRAMMATIC CLIENT UNIT REPORT available at [www.aaa1b.com](http://www.aaa1b.com) click on *Doing Business With Us/Contracts*.
- ✓ Chore, Legal, and Ombudsman service providers are not required to submit this form.
- ✓ Please contact the service specific Contracts Manager for questions



## RESOURCE ADVOCATES OUTCOMES REPORT

Use this report to document Resource Advocate's monthly activities and outcomes. This report is not cumulative and must represent the monthly activity of all Resource Advocates for each agency. The report is due by the 10<sup>th</sup> of the following month to the contract supervisor.

	<b>Date:</b> 4/9/2010
<b>Email to:</b> <a href="mailto:NDreports@aaa1b.com">NDreports@aaa1b.com</a>	<b>Mail Address:</b> Area Agency on Aging 1-B 29100 Northwestern Hwy., Ste. 400 Southfield, MI 48034
<b>Phone:</b> 248-357-2255	

**FROM: Name of Agency:** Macomb County Senior Citizens Services

**Individual Completing Report:** Jamie Rossmann **Phone:** 586-469-7382

**Activities for Month of:** March **Year:** 2010 **Number of Resource Advocates Represented:** 3

ACTIVITY		OUTCOMES			
		(A) PERSONS DEEMED ELIGIBLE & ENROLLED	(B) PRACTICAL ASSISTANCE PROVIDED	(C) INFORMATION & REFERRAL ONLY	(D) FOLLOW-UP
1.	Referral to AAA 1-B – ISP/CCM/RR/MAW	1	1	1	
2.	DHS – Community Medicaid Simby/Qmby (Q1/Q2)	6	6	59	3
3.	RX Assistance	24	31	59	3
4.	MMAF*	3	3	3	3
5.	Medicare Part D*	4	4	4	4
6.	EMERGENCY NEEDS	25	17	20	11
7.	FOOD: Focus Hope/Pantry	23	24	25	22
	Home Delivered Meals	6	25	67	2
	Food Stamps/ Bridge Program (SNAP)	16	64	93	13
8.	HOUSING ASSISTANCE	12	26	48	14
9.	OTHER:	272	272	272	44
	COUNSELING	19	17	33	15
	LEGAL	3	3	3	0
	TAXES	220	220	220	47
	TRANSPORTATION	15	13	17	
	CHORE	18	18	18	6
	HIC				
<b>TOTAL</b>		<b>667</b>	<b>744</b>	<b>942</b>	<b>187</b>

\* Must match number of MMAF Counseling forms submitted

### DEFINITIONS OF OUTCOMES CATEGORIES

**Persons Deemed Eligible & Enrolled:** To determine/ verify the client/caregiver is eligible for services. (Examples include receiving food stamps, obtaining low-interest housing loan, enrolling in Medicaid). Eligibility/enrollment is always documented in the client file.

**Practical Assistance:** To arrange or provide service to clients/caregivers (Examples include: Assistance completing the Medicaid application, arranging transportation, filling out tax forms, obtaining food stuffs). Practical assistance is always documented in the client file.

**Information & Referral:** To provide oral or written information to clients/caregivers in need of service. This may or may not be documented in the client file.



## QUARTERLY PROGRAMMATIC NARRATIVE REPORT

Due 10<sup>TH</sup> of the month — January, April, July, October

**Fiscal Year:** FY 2010

**Quarter:** 2

<b>All Services:</b> Resource Advocacy			
<b>Agency Name:</b>		Macomb County Senior Citizen Services	
<b>Report Prepared By:</b>		Jamie Rossmann	
<b>Telephone #:</b>	586.469.7382	<b>Email:</b>	Jamie.Rossmann@macombcountymi.gov

Complete Below. Attach separate sheet(s) if needed.

1. Describe: a) significant service developments, b) staffing changes/updates, c) recommendations implemented d) service needs, service gaps or e) other significant activities experienced in your funded service to date.

Staff remains constant with 3 Resource Advocates. New Senior Resource Advocate started in Mid-March 2010 and new Resource Advocate started in late February.

2. Contract status items: a) current contract stipulations b) compliance issues c) over/under serving.

See attachment.

3. Social Service contractors only. List number of clients currently waiting for service and the reason why (e.g., funding limitations, staffing problems). Required if applicable.

n/a

4. Describe the length of stay for individuals on the waiting list:

a. Less than 30 days:	
b. 30-60 days:	
c. Greater than 60 days:	
d. Greater than 180 days:	

5. Describe any assistance/referrals provided to individuals that are placed on the waiting lists:

<input type="checkbox"/>	Referred to a local non-AAA funded food assistance program (e.g. MiCAFE, Project FRESH) that is currently accepting clients.	<input type="checkbox"/>	Referred to local DHS office
<input type="checkbox"/>	Referred to a local food bank/pantry shelf	<input type="checkbox"/>	Referred to CLP for service options
<input type="checkbox"/>	Referred to HCBS/ED Waiver Program	<input type="checkbox"/>	
<input type="checkbox"/>	Referred to private pay program	<input type="checkbox"/>	
<input type="checkbox"/>	Other assistance (please describe):	<input type="checkbox"/>	



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6. Submit Targeting Plan(s) goals/objectives chart electronically with this report and identify cultural/ethnic minority populations in the service area.
  7. Submit goals/objectives (charts) electronically describing progress in achieving annual goals and objectives.

**Reminders**

- ✓ E-mail reports to: [NDreports@aaa1b.com](mailto:NDreports@aaa1b.com) by reporting due date.
- ✓ Late reports may result in loss of funding.
- ✓ QUARTERLY PROGRAMMATIC NARRATIVE REPORT available at [www.aaa1b.com](http://www.aaa1b.com) click on *Doing Business With Us/Contracts*.
- ✓ Please contact the service specific Contracts Manager for questions.

**QUARTERLY PROGRAMMATIC REPORT  
MACOMB COUNTY SENIOR SERVICES RESOURCE ADVOCACY  
2<sup>nd</sup> QUARTER**

(Attachment to Narrative Report)

1. Increased participation of minority populations.
  - Resource Advocates are working in the northern end of Macomb County with the Hispanic population there. Networking with churches and connecting with community agencies to participate in events geared for the Hispanic population.
  - The Director of Senior Services is working closely with the Ministerial Alliance in Mt. Clemens, Michigan to ensure the senior African-American population is aware of the services offered in the County. Outreaches are being set up at the senior center in Mt. Clemens.
  - Resource Advocates do presentations at Nutrition sites, housing units and senior centers concentrating on those areas with minorities and low income individuals.
  
2. Assist clients with Medicare D Program
  - Walk-In and Phone-In clients are made aware of the Medicare D program and are then encouraged to come into the office or do a phone interview to help seniors sign up for Medicare D Program.
  
3. Obtain information concerning current services.
  - Resource Advocates are networking with other local and county-wide agencies to learn of services that are available to seniors.
  
4. Increase Awareness of the Tax Credit Assistance Program
  - Resource Advocates have expanded their outreach sites to office tax credit assistance and by doing so they were able to serve more clients over a two day period instead of just a one time visit.



## CONTRACTOR TARGETING PLAN GOAL AND OBJECTIVES CHART

<b>Agency Name:</b>	Macomb County Dept. of Senior Citizen Services		
<b>Service:</b>	Resource Advocacy	<b>Date:</b>	3/09/2010

*Please write one (1) targeting goal per page. Attach extra sheets if needed.*

<b>Goal:</b> Improve client access to current services as well as identify on-going service needs.	
<b>Objective:</b> Evaluate our presentations and accumulate information concerning future needs	
<b>Time frame:</b> September 30	<b>Person Responsible:</b> Resource Advocates
<b>Specific steps to implement the objective:</b> <ol style="list-style-type: none"> <li>1. Distribute and collect informational surveys at each presentation given by a Resource Advocate.</li> <li>2. Continue working with the Advisory Board for resource advocacy.</li> <li>3. Mail surveys to clients seen by Resource Advocates for evaluation of services and performance.</li> <li>4. Continue to actively participate in other not-for-profits and for-profit community programs and boards.</li> </ol>	
<b>Specific steps to measure objective:</b> <ol style="list-style-type: none"> <li>1. Track all the information and evaluate comments and new initiatives.</li> </ol>	
<b>Quarterly Update:</b> Resource Advocates are networkign with local and county service agencies to retrieve up to date informtion that can be utilized by seniors.	



# CONTRACTOR TARGETING PLAN GOAL AND OBJECTIVES CHART

<b>Agency Name:</b>	Macomb County Dept. of Senior Citizen Services		
<b>Service:</b>	Resource Advocacy	<b>Date:</b>	03/09/2010

*Please write one (1) targeting goal per page. Attach extra sheets if needed.*

<b>Goal:</b> Increase awareness of the tax credit assistance program and the free Federal / State tax assistance for low-income individuals	
<b>Objective:</b> Increase the number of information flyers and educational programs	
<b>Time frame:</b> September 30	<b>Person Responsible:</b> Resource Advocates
<b>Specific steps to implement the objective:</b> <ol style="list-style-type: none"> <li>1. Update and distribute flyers and information regarding tax assistance to all service providers, housing units and senior centers.</li> <li>2. Actively work with the Tax Coalition Group to continue to expand free tax sites</li> <li>3. Increase outreach sites to provide this information and service to clients.</li> </ol>	
<b>Specific steps to measure objective:</b> <ol style="list-style-type: none"> <li>1. Track the number of communications tools utilized or distributed each year.</li> </ol>	
<b>Quarterly Update:</b> Resource Advocates expanded outreach sites to provide tax assistance to seniors.	



## CONTRACTOR TARGETING PLAN GOAL AND OBJECTIVES CHART

<b>Agency Name:</b>	Macomb County Dept. of Senior Citizen Services		
<b>Service:</b>	Resource Advocacy	<b>Date:</b>	3/09/2010

*Please write one (1) targeting goal per page. Attach extra sheets if needed.*

<b>Goal:</b> Assist clients with Medicare D program	
<b>Objective:</b> Assist seniors with information and guidance regarding Medicare Part D	
<b>Time frame:</b> September 30	<b>Person Responsible:</b> Resource Advocates
<b>Specific steps to implement the objective:</b> <ol style="list-style-type: none"> <li>1. Develop educational information to assist seniors and their families with Medicare coverage</li> <li>2. Educate seniors and their families with the basics of the Medicare Part D program.</li> <li>3. Assist seniors and family members to navigate through the Medicare website</li> <li>4. Offer Medicare D presentations with questions and answer sessions offered at senior sites, community forums, etc.</li> </ol>	
<b>Specific steps to measure objective:</b> <ol style="list-style-type: none"> <li>1. Track the number of clients assisted with Medicare Part D Program through sign-in sheets</li> <li>2. Track the number of clients attending Medicare D presentations.</li> <li>3. Track the number of clients coming into the office for assistance.</li> </ol>	
<b>Quarterly Update:</b> Resource Advocates track number of clients who have received Medicare D assistance with information from contact sheets and monthly reports.	

**MACOMB COUNTY  
DEPARTMENT OF SENIOR CITIZEN SERVICES**

**2010 MONTHLY COMPARISON CHART**

	JAN	FEB	MAR	TOTAL
<b>TITLE III OUTREACH:</b>				
Total Clients	165	355	462	982
Total Services	613	721	946	2,280
Total Unduplicated Clients (Quarterly)	n/a	n/a	462	462
Taxes	32	174	205	411
*Units (totalled Quarterly)	n/a	n/a	836	836
*Savings to Seniors (# of Units x \$75/hr)	n/a	n/a	\$62,700.00	\$62,700.00
<b>TITLE III COUNSELING:</b>				
Initial Contacts*	26	5	5	36
Sub. & Other Contacts*	0	27	25	52
Groups	24	18	26	68
Total	50	50	56	156
*Savings to Seniors (# of units x \$90/hr)	\$8,572.50	\$11,070.00	\$10,995.00	\$30,637.50
<b>PRN PROGRAM:</b>				
New Clients Enrolled	1	2	3	6
PRN Monies Collected	\$50.00	\$775.00	\$675.00	\$1,500.00
Client Medication Savings	\$34,935.43	\$26,870.26	\$42,187.53	\$103,993.22
<b>ADULT DAY SERVICE:</b>				
North Site Clients Served	23	22	23	68
South Site Clients Served	29	30	30	89
<b>CENTER SERVICES:</b>				
Total Calls Handled by Department	4,312	4,771	6,298	15,381
<b>FOOD PROGRAMS:</b>				
Project Fresh / Clients Served	n/a	n/a	n/a	0
Project Fresh / Value of Food Received	n/a	n/a	n/a	\$0.00
Focus Hope / Clients Served	36	36	36	108
Focus Hope / Value of Food Received	\$1,800.00	\$1,800.00	\$2,475.00	\$6,075.00
Commodities / Clients Served	40	40	45	125
Commodities / Value of Food Received	\$600.00	\$600.00	\$675.00	\$1,875.00
<b>WEBSITE VISITORS:</b>	5,154	4,757	5,948	15,859
<b>ADULT ASSISTANCE PROGRAM:</b>				
Persons Assisted	129	216	252	597
Walk-ins	18	25	36	79
Files Opened	3	0	0	3
Files Closed	1	0	0	1
Presentations/Persons Attending	0 / 0	01 -/17	0 / 0	Jan-00
*Units (Totalled Quarterly)	n/a	n/a	2,455	2,455.00
*Savings to Seniors (# of Units x \$135)	n/a	n/a	\$331,425.00	\$331,425.00