

## Senior Millage Allocation Committee (SMAC)

Friday, October 6, 2017 8:00 a.m.

Marshall Regional Law Enforcement Center  
714 US Hwy 27 N, Marshall, MI 49068

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### MINUTES

1. **Call to Order/Roll Call:** Chair Vic Potter at 8:15 a.m. and roll called.

**Attending:** Rod Auton, Jill Booth, Tom Hunsdorfer, Art Kale, Dianne (Willy) Kalnins, Richard Lindsey, Ralph Moore, Vic Potter, Jim Powers (8:40), Jason Rapelje, Teresa Schell, and Gary Tompkins.

**Absent Excused:** Willy Tabb

**County Personnel:** Kelli Scott, County Administrator; Brad Wilcox, County Assistant Administrator; Jim Dyer, Corporation Counsel; Michelle Johnson, Finance Director; Jen Bomba, Community Development Director; Helen Guzzo, Senior Service Manager; Rodna Stealy and Lora Stevens, Senior Services staff.

**Visitors:** Linda Grap, CEO of Senior Health Partners (SHP); Karla Fales, CEO for CareWell Services SW; Laura Miller and Kitty Knoll, CareWell Services staff; Barb Baggerly, Secretary for the Marshall Lions Club; Tauhric Brown, Senior Services of SouthWest Mi., Bob Copeland, Guardian Finance and Advocacy Services; and Eddie Williams, Director for Forks Senior Center Board.

2. **Approval of Agenda for October 6, 2017:**

**Motion to accept Agenda – Moore and Lindsey:** Motion, Second and Approved - *Motion Carried*

3. **Approval of Minutes for September 1, 2017:**

**Motion to accept Minutes – Lindsey and Moore:** Motion, Second and Approved - *Motion Carried*

4. **Introduction of Visitors:**

Linda Grap stated Senior Health Partners (SHP) is working with the YMCA in Battle Creek. SHP will soon have an office in the YMCA building and should become a partner with SHP in the near future.

Kitty Knoll stated the Heritage Commons (HC) had 80 people attending programs this week (excluding meals program). HC is currently holding 2 to 3 programs a day. HC is open Tuesday, Wednesday and Thursday 9am to 3pm weekly.

Eddie Williams is one of the volunteers filling in for Luann Sommers at Forks Senior Center during her absence. Karla Fales discussed Luann's accident.

5. **Manager's Report: (Helen Guzzo)**

- a. **Meetings/Senior Services Community Presentation**

- b. **Habitat for Humanity Ramps** – possible \$20,000 grant request in the future to fill in the gaps when they cannot get funding elsewhere.

- c. **Guzzo is the Co-Coordinator for the 2017 Homeless Health Fair and VA Stand Down:**

- Friday, October 20th at Full Blast Downtown Battle Creek starting at 9:00am till 1:00pm
- 26% of the people attending the Health Fair over the last two years have been over 62 years of age. Statewide, providers are an increase in homelessness among the elderly.
- Funding for transportation county-wide has been a goal of the event in the past. Community Action (CA) is providing rides this year. Senior Services will pay for transportation for anyone 60 and over, MDOT will paying for disabled riders and anyone else will be covered by Homeless Coalition. CA has vans scheduled to go to Albion and Marshall and return. Flyers have been posted.

- d. **Still working on contract amendments for past SMAC decisions in September.**

- e. **Forks Senior Center Strategic Planning still in progress.**

- f. **RFP review process:**

- Completed and recommendations to SMAC at the end of meeting

- g. **Future Events:**

- *Elder Law Presentation, State Bar of Michigan, Wednesday, October 11, 3pm-5pm, Marshall County Building, Garden Level Conference Room,*
- *Winslow Lecture, The Art of Dying Well, Tuesday, October 17, 6pm, Kellogg Foundation*  
RSVP to the Battle Creek Community Foundation, 269-962-2181
- *2017 Homeless Health Fair & VA Stand Down, Fri., October 20, 2017, 9am-1pm, Full Blast, Battle Creek*
- *Keep Calhoun County Smiling, Fountain Clinic Dental Program fundraiser, Sunday, October 29*  
3pm-5pm, Wilder Creek Conservation Club
- *Homer Hoe Down, Monday, October 30, 2017, 2pm-5pm, Homer Community House*

**h. Financial Report:**

- Allocation amounts have increased to reflect the approvals from September SMAC meeting
- There is a waiting list for hearing and we approved last month to have funds moved from vision to hearing.
- FSC Renovations are almost completed and will be paid when invoiced by the County
- Money Management is having a hard time using their allocated funds. Moving money (\$7,000) from Money Management to the Guardian/Payee will help this program as they need more funds and changes will reflect this in the future for the programs.
- Discussed Senior Services advertising budget has been over spent this year. Scene Mag and Senior Times was handed out and ads were discussed in each one. Advertising is very important part of getting the word out. SMAC agrees and said Senior Service’s staff is doing a great job getting the message out to citizens of Calhoun County.

**6. NEW BUSINESS:**

**A. 2018-2020 Request for Proposals-SMAC (RFP) Review Sub-Committee Recommendations. Same Matrix and review process was used for each proposal. Chart below shows vendors submitting proposals, highlighted vendors were recommended for funding, crossed out vendors were not recommended for funding.**

<b>VENDOR</b>	<b>BENEFITS COUNSELING</b>	<b>CHORE</b>	<b>COMMUNITY CARE OPTIONS</b>	<b>PERS</b>	<b>PRESCRIPTION ASSISTANCE</b>
CareWell SW (Region 3B Area Agency on Aging)	\$ 50,000				
Senior Services, Inc.		40,000			
Senior Health Partners (Comprehensive Senior Care Corp.)			\$300,000		
CareWell SW (Region 3B Area Agency on Aging)			\$300,000		
CareWell SW (Region 3B Area Agency on Aging)				\$57,300	
Critical Signal Technologies, Inc.				\$50,000	
Fountain Clinic					\$30,000

**1. CareWell Services SW (Region 3b Area Agency on Aging) for Benefits Counseling \$50,000 each year for 3 year contract:**

**Motion to accept RFP Review Sub-Committee recommendation to award CareWell Services (Region 3b Area Agency on Aging) – Tompkins and Lindsey: Motion, Second and Roll Call – 12 YES - *Motion Carried***

**2. CareWell Services SW (Region 3b Area Agency on Aging) for Personal Emergency Response (PERS) \$57,300 (2018); \$59,208 (2019); and \$61,884 (2020) for a 3-year contract:**

**Motion to accept RFP Review Sub-Committee recommendation to award CareWell Services (Region 3b Area Agency on Aging) – Kale and Booth: Motion, Second and Roll Call – 12 YES - *Motion Carried***

**3. Senior Services SWMi, Inc. for Chore Services \$40,000 each year for 3 year contract:**

**Motion to accept RFP Review Sub-Committee recommendation to award Senior Services SWMi Inc., – Kalnins and Auton: Motion, Second and Roll Call – 12 YES - *Motion Carried***

**4. Fountain Clinic for Prescription Program \$30,000 each year for 3 year contract:**

**Motion to accept RFP Review Sub-Committee recommendation to award Fountain Clinic – Lindsey and Kalnins: Motion, Second and Roll Call – 12 YES - *Motion Carried***

**B. Appeal from CareWell Services SW for RFP - Community Care Option (CCO) program \$300,000 each year for a 3 year contract**

- 1. Karla Fales, CEO, CareWell Services SW presenting an Appeal: describing the successes, problems & issues encountered and how they are resolved (15 minutes)**
  - Stated the RFP process is in question, Service Standard and lack of spending does not show the evidence of quality of the program.
  - Lack of environmental attention of the RFP
  - Order of priority in the RFP; organizational capacity; demonstration of needs; quality of program plan; budget plan; and feasibility and evaluation; outcome and target population.
  - Stated that services provided are of a high quality and the program did not have a wait list until the last 6 months.
  - They had 14 providers and because we don’t pay transportation, we went down to 1 provider and we are now up to 12 and have a wait list of 100 people. Increase in minimum wage has increased workers. CareWell plans on spending all the money and then some.
  - Fales stated that SNP, who does not have a record with this program and indicated that they are using CareWell’s model.
  - We should be using the spending as the reason why you are approving a new vendor for this and it will negatively affect the people currently on this program.

- This is a preventative program in nature; seniors stay year after year and don't go anywhere. We keep them at home until they pass away.
  - By approving CareWell Services there will not be a stoppage of the program for the current clients. And it will be negatively affect the clients they are currently servicing by changing to a different company and there will be a lack of services to these people.
2. **Helen Guzzo**, Director for Calhoun County Senior Services response to Appeal (15 minutes)
- Presented the score sheets and discussed them at length
  - Presented funding history for Community Care Options for the past three years
  - Discussed the waiting list that CareWell submitted in their reports since late 2015 grew from 130 to 150 clients
  - Discussed transition issues and how problems can be prevented in not having any Senior go without services
  - Discussed Lindsey removing himself from the RFP Sub-Committee as he is employed by Oaklawn and this is a concern as a conflict of interest. Rod Auton was discussed and does not have a conflict of interest as being paid by an employer that would cause a conflict of interest.
  - Guzzo stands by the discussion of the RFP Sub-Committee
3. **Brad Wilcox**, Assistant County Administrator response to Appeal
- Wilcox worked with SS for over 20 years and supports the RFP process. He is committed to using the RFP process and matrix with all his RFP bids.
  - Competition is good, but can cause conflict and you need to be prepared for the results. It is rare with Senior Services RFP to have more than one bidder and it been hard to develop this. Normally there is has only been one bidder and we have a process and matrix that we used and have a balanced discussion, he was not a voting interest as he is in most of them. The process was correct, transparent and he attended all the RFP Sub-Committee meetings.
  - Wilcox is a decision maker for this process as this is his job. He agrees with the RFP Sub-Committee decision and the process was solid and consistent. Wilcox stated that the County Administration and Corporation Counsel agrees with the RFP Sub-Committee decision.
4. **SMAC members** Deliberation about the Appeal (15 minutes)
- Lindsey - questioned the change in providers; was there communication about spending the funds; and was there decision about why they have not been spending the funds? CareWell has financial constraints and that will be liberated with SHP. SHP doesn't have the same constraints when it comes to offering a reimbursement rate to home care agencies.
  - Powers – Wilcox has been invaluable in this process. CareWell's inability to crank up this program and they have not spent the funds since they have been award this RFP. Collaboration is needed now between both agencies during this change. Powers factors – spending the money shows how you are working within any program.
  - Hunsdorfer/Rapelje - Will there be lapse in services, information and referrals as the source is at CareWell. We will need collaboration during the transition of these current 150 people being served.
  - Schell - Doesn't understand how 150 people can be on the waiting list while there significant funding not being used each year. There is a huge need for people that are under 200% poverty for this service in the community. SMAC will need to review the revised service standard.

<b>Funding History, 2012-2016, Community Care Options &amp; Care Management</b>					
<b>Region 3B Area Agency on Aging</b>					
Year	Total	Used	Remaining	% Remaining	Notes
<b>2017</b>	\$ 300,000	\$ 142,889	\$ 157,111	52%	As of 8/31/2017
<b>2016</b>	\$ 350,000	\$ 265,128	\$ 84,872	24%	Community Care Options
<b>2015</b>	\$ 350,000	\$ 227,575	\$ 122,425	35%	Community Care Options
<b>2014</b>	\$ 350,000	\$ 240,007	\$ 109,993	31%	Community Care Options
<b>2013</b>	\$ 600,000	\$ 544,419	\$ 55,581	9%	Care Management
<b>2012</b>	\$ 600,000	\$ 594,743	\$ 5,257	1%	Care Management

**Motion to accept RFP Review Subcommittee recommendation to award Senior Health Partners (SHP) – Schelle and Kalnins: Motion, Second and Roll Call – 10 YES (Hunsdorfer-Abstained and Lindsey-No) - *Motion Carried***

SMAC Committee thanked the RFP Sub-Committee and Brad Wilcox for all their hard work.

- C. **Guardian Finance and Advocacy Services** moving \$7,000 from Money Management to the Guardian Payee program. Bob Copeland – CEO/Executive Director discussed the problem using funds in Money Management. Seniors have to ask for the program and they have a lot of pride and hard to ask for help. Guardian is planning to hire a new marketing employee to get the information out this is a FREE service for anyone 200% poverty level, and to hire a person dedicated to the program in Calhoun County instead of splitting the responsibility with a Kalamazoo based staff person.

**Motion to approve Guardian Finance and Advocacy Services moving funds – Booth and Moore:** Motion, Second and Roll Call – 11 YES (Kale left for Township Meeting) – **Motion Carried**

- D. **Senior Services SWMi, Inc.** request to increase Chore Services Program limit from \$250 to \$400 and to change the program name from Chore Services to Handy Helper. Tauhric Brown, Chief Operations Officer stated that in 2016: 49% of unduplicated persons exceeded the \$250 threshold and they feel they can help more people with this increased limit. Brown also stated that Chore Services changing name to Handy Helper would be consistency with that the services they perform. Some seniors think the current name is for around the house tasks, i.e. vacuuming, cleaning and laundry and then they would have to refer them to a different agency. Brown said that they are collaborating with Habitat for Humanity and this helps stretch the funds working with volunteers. Habitat works on Tues, Wed and Saturdays and do not do interior work, only outside work. Auton requested that Senior Services track the program after the changes to see the impact to seniors and how many more can be helped. Hunsdorfer commented that there are retired seniors at the FSC that would volunteer for projects around the Albion area.

**Motion to approve Senior Services SouthWest Michigan increasing limit and program name change – Booth and Moore:** Motion, Second and Roll Call – 11 YES – **Motion Carried**

- E. **RFP for Senior Centers** - \$50,000 to Forks Senior Center (FSC) and \$50,000 to Heritage Commons (HC) – Discussion was made to have a three (3) year contract for FSC and one (1) year for HC as it is a new center and not established.

**Motion to approve \$50,000 to each senior center with three (3) year contract to FSC and one (1) year to HC and– Booth and Power After some discussion - Booth withdrew her original motion.**

**NEW Motion to approve a \$50,000 grant for 3 years from FSC and \$50,000 grant for HC for one year, no RFP will be required.** Each Senior Center will need to send in a grant request – **Powers and Moore:** Motion, Second and Roll Call – 10 YES (Tompkins left for another meeting) – **Motion Carried**

- F. **Renewing Senior Health Partners (SHP) Memo of Understand to be a continuing partner** - \$25,000 for 2018 –

**Motion to Approve 2018 SHP MOU for \$25,000 – Booth and Kalnins** Motion, Second and Roll Call – 10 YES – **Motion Carried**

- G. **Marshall Lions Club** – Mini Grant Application for \$3,000 to fund Senior Citizen’s Day – FREE bus transportation on Dial-A-Ride on Wednesdays (3x per month) for seniors in the Marshall area. Barb Baggerly, Secretary for the Lions Club discussed the grant and the Lions Club match funds which help a lot of people in the Marshall area. 4,000 fares were provided over the last year and Dial-A-Ride had to hire another bus driver because of the ridership increase.

**Motion to approve \$3,000 to Lions Club – Kalnins and Moore** Motion, Second and Roll Call – 10 YES – **Motion Carried**

5. Strategic planning is moved to 2<sup>nd</sup> Friday in January – January 12<sup>th</sup>.
6. Discussion on moving SMAC to the 2<sup>nd</sup> Fridays of the month. This change would not work for SMAC members.
7. Next SMAC meeting: Friday, November 3, 2017, 8:00 - 9:30am, Calhoun County Marshall Building Garden Conference Room
8. Adjournment called at 10:06 am.



ADDITIONAL INFORMATION is always available by contacting  
Calhoun County Senior Services at (269) 781-0846.