

**MARQUETTE COUNTY AGING SERVICES
ADVISORY COMMITTEE MEETING
APRIL 8, 2014**

1. Roll Call

Bruce and Angelo excused. All others present.

Others: Susan Vercoe, Julie Shaw (Forsyth), Kristy Basolo and Lindsey Jurecik (Negaunee), Jane Palmer (Marquette), and Amy Mattson (RSVP)

2. Approval of Minutes of February 11, 2014

Jerry/Edith Approved

3. Additions/Corrections to the Agenda

None

4. Discussion with Senior Center Directors

• **Technology (use of technology, challenges, needs)**

Jerry opened the discussion by asking the center directors if there was anything the board should be considering to improve reporting.

Kristy said they do their reports manually, then the data is entered into excel spreadsheets. Perhaps laptops would be beneficial for client visits. Her center had looked at “MySeniorCenter” software, but it was very expensive and designed for much larger centers. Seniors would be issued swipe cards to use whenever they came to the center to log in the service they were there for. That kind of software would help keep track of counts but not assessments, etc.

Julie reported they use paper records and it works for them. While laptops would save time, it would be insulting to the population they currently serve. Their center does have an internet connection.

Jane reported they start with paper reports then input the data into excel. They are trying to eliminate as much paper as possible. The social workers do use laptops to do assessments in the home. Initially, there was a lot of resistance from the social workers and there was a huge learning curve, but it seems to be working well.

Joan asked the committee if there was interest in sending a letter out to see what other agencies are doing. Jerry suggested sending a request to Jonathan Meade at UPCAP to ask for a report on technology used by other senior centers and what is available in technology, software, training, and funding. Motion by Lynn/Edith to draft a letter. Motion approved. Kristy will draft a letter for Joan to sign. Paul suggested stressing the economic benefit.

• **Outreach activities throughout service areas**

Kristy said they define outreach activities as reaching out to seniors not currently connected to services. Using voter registration, they contact 60+ seniors twice a year to let them know about services. They sign them up for the newsletter initially and let them know about

Medicare counseling. Paper files are kept on each contact and they refer to them on subsequent calls.

Julie said most of their outreach results from referrals from neighbors and friends. Local community members call when they notice possible issues. They also keep paper files on all their contacts and try to make contact twice a year. People who need help often don't want it initially. They also make an effort to reach out to the leadership of the various townships served to keep them informed of the services available. They also collaborate with AMCAB to aid with outreach.

Jane said they also use similar methods as Negaunee and Forsyth. In addition, they reach out through Facebook, newsletters, and their website and wait for referrals.

The directors reported the only referrals from 2-1-1 were for Medicare counseling, none for other services.

5. Review 2013 Summary Millage Reports

The committee reviewed a summary of the senior center service reports for 2012. Sue explained that when the county assumed oversight of millage services, the centers were given a list of services that were eligible for reimbursement from the millage. The centers can request reimbursement for their actual cost to provide the service and not a specific unit rate. The reports were designed to provide the county board the information they requested: the services provided by each center, the cost, and they wanted to know the services were being provided throughout the entire county. Lindsey commented that there were differing opinions among the social workers at the various centers as to what costs were allowable and not allowable for reimbursement.

6. Public Comment

None

7. Service Provider Comment

Amy reported that President Obama's proposed budget for FY 2015 reduces funding for RSVP programs across the country by two-thirds. Only 5% of Marquette County's RSVP budget is federal dollars so the impact locally should not be severe. Others, such as Escanaba, whose program is primarily funded by federal dollars, will be dramatically impacted.

Kristy reported that UPCAP had completed their audit. This was the first full face-to-face audit for Kristy; previous audits had been reduced scope "desktop" audits. She said it went very well, and UPCAP personnel were very helpful, particularly providing sample policies to be used. They are busy planning upcoming trips. Two trips to Tiger games have already been scheduled for the summer.

Jane reported that they are now in their last few days of AARP tax preparation. They are partnering with MSU Extension to provide healthy eating cooking classes. Fitness and dance classes are also being offered.

Julie reported that she is very appreciative of the MAP counseling that UPCAP has been providing at her center.

8. Committee Comments

Jerry thanked the providers for educating the committee. He reported that at the state level it is possible that the service areas of Michigan's AAA's would be realigned. There would not be a change to the UP's service area. In June, we should receive a report from the state group reporting on baby boomers and how senior services should be aligned to meet future needs.

Edith commented that it is very important that we keep moving forward to take advantage of computers and technology.

Paul thought the millage reports were confusing and asked if anything could be done to change them. Sue responded that could certainly be discussed at a future workshop.

Joan commented that it would be very helpful if Mary Jane Tremethick would be willing to come to a future workshop to discuss the 2009 survey results, and should we consider doing another survey. Sue said she would contact Mary Jane to see if she would be available.

9. Adjournment

Meeting adjourned at 11:45