



# Crawford County Commission on Aging

## FY 2010-2012 Community Plan



**Submitted by:**  
**Alice Snyder, Director**  
**February 27, 2009**

# **Who We Are.....**

The Crawford County Commission on Aging (COA) is a local governmental agency established in 1973 charged with serving seniors age 60 and older throughout Crawford County. The agency is governed by a 7 member Board appointed by the Crawford County Commissioners. One of these members is a County Commissioner who serves as a liaison to the County.

## **Our Vision**

A community of active, informed, healthy, and caring seniors living and aging together.

## **Our Mission**

The mission of the Commission on Aging is to advocate and promote the well-being and independence of all senior citizens in Crawford County by providing and initiating programs and services.

## **Our Values**

To treat all people with compassion, dignity and respect.

To encourage and welcome diversity and individuality.

To assist seniors in making and implementing choices that maximize their independence and quality of life.

To protect a senior's life, health and property while preserving their right to self determination.

To encourage intergenerational understanding and promotion of shared activities.

The COA currently operates the only senior recreational facility in Crawford County – the Grayling Senior Center. The Senior Center is generally open Monday through Friday from 8:30am to 6:00pm. In addition to serving both lunch and dinner, the Senior Center offers a wide variety of activities including card games, exercise, bingo, bible study, pool league, line dancing and crafts. The Senior Center also offers a trip program which includes one day excursions and regional shopping trips.

The COA brings together federal, state and local grant funds as well as local millage dollars to make up their budget. These monies are used to provide a variety of services to seniors throughout the county. Services include but aren't limited to the following:

- Senior Center Activities & Trips
- Congregate Meals
- Home Delivered Meals
- Liquid Nutrition Supplements
- Food Assistance with Senior Commodities & TEFAP
- In-Home Homemaking
- In-Home Personal Care
- In-Home Respite
- Caregiver Support Group & Quarterly Informational/Educational Mailings
- Grandparents Raising Grandchildren Group
- Blood Pressure/Sugar Checks
- Foot Clinic
- Hearing Clinic
- Medical Equipment Loan Closet
- Transportation
- Medicaid/Medicare Assistance Program
- Information & Assistance
- Outreach
- TRIAD – Crime Prevention
- Telephone Reassurance
- Computer Classes
- Senior Resource Library
- Volunteer Opportunities

Although seniors are not charged a set fee for most services, the COA greatly depends on suggested donations to help maintain their programs.

We strive to make our role in the community a focal point for seniors to come for information, service, socialization, advocacy and support.

## Needs Assessment

The Crawford County Commission on Aging (COA) mailed out a four page Consumer Needs Assessment on February 12, 2009 (Attachment A) to 2,177 seniors age 60+ living in Crawford County based on current voter registration and COA records. We received a 15% response rate for this survey.

In reviewing the results, it shows that the majority of respondents rely on their family, friends and neighbors when help is needed. The majority of respondents were females who lived with another person(s). Half of respondents were in the age range of 65-74. The highest level of responses (18%) came from those with total household incomes of \$32,491-\$50,000. Sixty eight percent (68%) of respondents were below 300% of the Federal Poverty Level (FPL). It is also worthy to note that 24% of the respondents income was below 125% of the FPL. Responses from all townships were received with the highest response coming from Grayling Township.

All of the needs presented had a large majority (76% and above) answering that they "did not need help". This figure is up some from 72% so the assumption can be made that seniors in Crawford County are becoming more independent as more of those answering the survey do not need additional services.

In looking at the percentages for those that indicated they did need help, the following needs ranked the highest (10% or above). Needs are ranked in order of priority. Comparisons are also made with the 2006 survey done.

### 2009 Survey

- #1 Minor Home Maintenance 14%
- #2 Utility Costs/Wood for Heating 11%
- #3 Major Home Repair 11%
- #4 Assistance with Snow Removal 11%
- #5 Assistance with Yard Work 10%

### 2006 Survey

- #1 Assistance with Yard Work 18%
- #2 Minor Home Maintenance 17%
- #3 Heavy House Cleaning 16%
- #4 Major Home Repair 15%
- #5 Assistance with Snow Removal 14%
- #6 Utility Costs/Wood for Heating 12%
- #7 Paying for Medical Costs 10%
- #8 Information and Assistance 10%

There are not any new unmet needs that float to the top in this year's survey although the ranking has changed. Heavy House Cleaning dropped off the list this year coming in at 9%.

Paying for Medical Costs also dropped off the list with the largest reduction down to 7%. There are three factors which could have influenced this reduction. First, the COA had just begun the Michigan Medicare/Medicaid Assistance Program (MMAAP) in November 2005. Since that time, there have been hundreds of seniors who have been assisted in obtaining more cost effective insurance. Second, the Medicare Prescription Drug Program began paying for prescription drugs in January 2006. Although not everyone has realized a cost savings, many seniors have decreased their drug costs since it's inception. Last, the AuSable Free Clinic opened in August 2005 which serves uninsured patients at no cost. This undoubtedly has helped to decrease the unmet need for medical care.

The other unmet need which dropped out of the 10%+ list was Information and Assistance (I&A) which lowered to 9%. This was the unmet need that was focused on for improvement in the 2006 Community Plan. The measurement was to see a reduction in this year's Needs Assessment which was accomplished. And although we only met 3 of our 7 objectives because of a staffing cut, we continue to work on them as time allows.

A similar survey was mailed to 413 Community Partners serving seniors in Crawford County. Only 13 responses were received – 3%. Because this response was not statistically significant, survey results are not presented in this Community Plan.

## **Community Plan**

The Crawford County Commission on Aging (COA) operates with a .50 senior millage which for FY 08-09 amounts to \$270,458. It provides support for all of the programs listed on page 3 of this report. This millage expires in year 2012. Conversations have begun about the possibilities of renewing and/or increasing our senior millage in the 2010 election year. If an increase in millage is sought and received, it would provide additional monies for staffing which could be used to plan, create and supervise additional programs.

Currently, the COA does not receive any specific funding for any of the top unmet needs listed in the Needs Assessment. Chore service is a program funded by the Area Agency on Aging, but monies would have to be reduced in another program in order to fund Chore services. Although seniors were not probed about making choices between reducing current services so that Chore services could be added, the assumption used here is that they would not want current services reduced. Questions surrounding making these kinds of choices should be included in the next Needs Assessment since the same needs have been identified in the last two surveys.

This year's Community Plan will focus on the expansion of our volunteer base with the creation of structured programs to address assistance with major/minor home repairs/maintenance and yard work. The success of this plan will rely 100% on the

availability of staff to create and maintain the programs. In addition, volunteer availability will also dramatically affect the accomplishment of this goal.

Goal #1: Our goal over the next 3 years would be to create a structured program which would address the need for major/minor home repairs and maintenance.

Objectives:

#1: To research and learn about the Tuesday Toolmen volunteer program in Michigan.

#2: To identify individuals or organizations who would be willing to create a Tuesday Toolmen program.

#3: To create a program structure to operate the Tuesday Toolmen program.

#4: To develop public relations materials to promote the Tuesday Toolmen program.

#5: To inform potential referral sources about the Tuesday Toolmen program.

#6: To monitor and evaluate the Tuesday Toolmen program.

Measurement: This goal will be measured by the successful creation of a program that addresses the major/minor home repairs/maintenance needs identified in this survey. In addition, this goal will be measured by a reduction in the identification of this as a need in our next Needs Assessment.

Goal #2: Our goal over the next 3 years would be to create a structured program which would address the need for yard work.

Objectives:

#1: To identify individuals or organizations who would be willing to create a yard work referral program.

#3: To create a program structure to operate a yard work referral program.

#4: To develop public relations materials to promote a yard work referral program.

#5: To inform potential referral sources about a yard work referral program.

#6: To monitor and evaluate the yard work referral program.

Measurement: This goal will be measured by the successful creation of a program that addresses the yard work needs identified in this survey. In addition, this goal will be measured by a reduction in the identification of this as a need in our next Needs Assessment.

These services addressed in Goal #1 & #2 would be offered to any senior living in Crawford County who was responsible for the maintenance of their home. The number of seniors served would be based on the availability of volunteers. Services would be provided as available based on the current COA Prioritization Policy for In-Home Service Clients (Attachment B). Each client would be eligible to receive assistance once per year unless additional resources were available.

If objectives cannot be met because of a lack of staff time or available volunteers these programs will not be viable as there is no funding mechanism to support the program structure. Objectives not met for reasons other than staff time or availability of volunteers will be adjusted so that the ultimate goal is still achieved. The COA Comments/Complaints and Appeals Procedure (Attachment C) would apply to this service as it would our other services as an avenue for dissatisfied consumers.

The COA already provides many of the needed services (home delivered meals, homemaking, personal and respite care) to assist seniors in remaining independent in their own homes. With the addition of these new programs, seniors would have a greater opportunity to remain at home, independently. As an indirect benefit, properties within our County may be better kept possibly resulting in increased home values. At the very least, blight issues may decrease thereby making Crawford County a more beautiful place to live.

The other top, unmet needs indicated in our Needs Assessment would fall into a service gap area which has no funding and cannot be easily addressed at this time. As funding opportunities arise for Utility Costs or Wood for Heating, assistance will be provided by the COA. For example, this year the United Way provided some funding in this area. The COA assisted in identifying seniors who may need assistance and completed the application to the United Way on their behalf. Resources for Snow Removal are also not currently available. There may be future opportunities to assist seniors in finding low cost options, but at this time there are not resources available to undertake this project.



## Crawford County Commission on Aging

308 Lawndale St.

Grayling, MI 49738

Phone: (989) 348-7123

Fax: (989) 348-8342

Email: [director@crawfordcoa.org](mailto:director@crawfordcoa.org)

Website: [www.crawfordcoa.org](http://www.crawfordcoa.org)

## Consumer Needs Assessment Survey

### What Services does your Community Need for Seniors?

Every three years, the Crawford County Commission on Aging (COA) seeks to better understand the needs of the senior population it serves.

The COA has been serving seniors in Crawford County since 1973. It provides services to seniors to help them remain living as independently as possible. You have probably heard of and may even use some of these services - Home Delivered Meals, Meals at the Senior Center, In-Home Services, Senior Center Activities, Information and Assistance, Medicare and Medicaid Assistance, Tax Aide and the Family Caregiver Support Program, just to name a few.

We mailed this survey form to you so that you can tell us if the services provided in your community are the ones you need the most. The information collected will help us plan services for your area over the next several years.

Would you please answer the questions on this form and return it to us? It will probably take less than 10 minutes of your time to read the questions and circle your answers. We will keep all of your answers confidential. Your feedback will give us valuable information about specific needs of our community. We will use that input to develop or revise policy and programs as needed and funding allows.

After you finish the survey, you can drop it off in the box located at The Medicine Shoppe, the customer service counter at Glen's Market, bagging counter at Save-A-Lot or at the Senior Center. You can also put it in the enclosed envelope and drop it in the mail. If you have any questions about the survey, please contact us at 348-7123.

Please mail your form by **Tuesday, February 24, 2009.**

**THANK YOU FOR YOUR HELP!**



**Q1. Please indicate whether you do not need help, already receive help, or need help but do not have it at this time for each of the following. (Circle one number for each)**

	<b>DO NOT NEED HELP</b> ▼	<b>RECEIVE HELP</b> ▼	<b>NEED HELP BUT DO NOT HAVE</b> ▼
a. Utility Costs/Wood for Heating.....	86%	3%	11%
b. Paying for Housing Costs.....	94%	1%	5%
c. Paying for Medical Costs.....	85%	8%	7%
d. Paying for Food.....	90%	5%	5%
e. Finding Housing.....	98%	1%	1%
f. Minor Home Repair or Maintenance.....	80%	6%	14%
g. Major Home Repair.....	86%	3%	11%
h. Routine Housekeeping .....	85%	9%	6%
i. Heavy House Cleaning .....	84%	7%	9%
j. Meal Preparation or Cooking.....	96%	2%	2%
k. Taking Medicines on Time and Correct Amount	97%	2%	1%
l. Personal Care - Bathing, Dressing, Grooming	96%	3%	1%
m. Caring for Another Older Family Member...	96%	2%	2%
n. Health Insurance Questions/Issues including Prescription Drugs.....	89%	6%	5%
o. Managing Money or Personal Business Affairs	96%	3%	1%
p. Finding Volunteer Opportunities.....	98%	1%	1%
q. Finding a Job/Employment.....	93%	2%	5%
r. Assistance with Yard work.....	80%	10%	10%
s. Assistance with Snow Removal.....	76%	13%	11%
t. Information and Assistance to Link you with Services.....	89%	2%	9%
u. Hot Meals Delivered to your Home (Meals on Wheels).....	94%	5%	1%
v. Hot Meals at the Senior Center.....	93%	6%	1%
w. Grocery Shopping or Errand Services	92%	7%	1%
x. Transportation for Medical Appointments..	90%	7%	3%
y. Transportation for Grocery Shopping or Other Needs.....	93%	5%	2%
z. Legal Aid Services or Legal Consultation..	93%	2%	5%
aa. Health Screenings to Detect and/or Prevent Illnesses.....	91%	6%	3%
bb. Education/Information to Promote Good Health and Nutrition.....	93%	4%	3%

	<b>DO NOT NEED HELP</b>	<b>RECEIVE HELP</b>	<b>NEED HELP BUT DO NOT HAVE</b>
cc. Support to Help with Stress, Loneliness, Grief, or Depression.....	▼ 88%	▼ 7%	▼ 5%
dd. Support in your Role as Unpaid Family Caregiver..	97%	1%	2%
ee. Respite Service for Temporary Relief when Caring for Another Family Member.....	96%	1%	3%
ff. Medical Alert Service to Signal if you Need Help in an Emergency.....	89%	3%	8%
gg. Security Assessments for your Home.....	93%	3%	4%
hh. Daily Phone Contact to Make Sure all is Well	95%	4%	1%
ii. Weekly Visitations from Peers.....	95%	4%	1%
jj. Adult Day Care (Help in a Supervised Group Setting for Up to 8 Hours a Day).....	98%	1%	1%
kk. Opportunities for Exercise.....	89%	5%	6%
ll. Spiritual Support.....	92%	6%	2%
mm. Information/Assistance for Hearing Impaired	92%	3%	5%
nn. Information/Assistance for Vision Impaired	93%	3%	4%
oo. Assistance in Advocating for your Needs....	95%	3%	2%
pp. Protection from Abuse or Exploitation.....	98%	1%	1%
qq. Support to Help with Raising Grandchildren	100%	0%	0%
rr. Other.....	0%	0%	0%
(Describe _____)			

**Q2. Please indicate, by circling YES or NO, whether or not you ask any of the following for help when you need it. (Circle one number for each)**

	<b>YES</b>	<b>NO</b>
a. Family Members.....	▼ 75%	▼ 25%
b. Friends/Neighbors.....	66%	34%
c. My Church.....	26%	74%
d. An Agency or Organization	21%	79%
e. Volunteers.....	16%	84%
f. Other .....	41%	59%

(Describe \_\_\_\_\_)

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**The following questions are being asked for statistical purposes.**

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**Q1. Are you male or female? (Circle one number)**

42% Male      58% Female

**Q2. Do you live alone or with another person or persons? (Circle one number)**

42% Live Alone      58% Live with Another Person/Persons

**Q3. In which age group do you belong? (Circle one number)**

16% 60 – 64      13% 75 – 79      4% 90 OR OLDER  
27% 65 – 69      12% 80 – 84  
21% 70 – 74      7% 85 – 89

**Q4. What was your total household income, before taxes, in 2008 (Circle one number)**

10%	LESS THAN \$10,830	12%	\$21,661 TO \$27,075
14%	\$10,831 TO \$13,538	10%	\$27,076 TO \$32,490
7%	\$13,539 TO \$16,245	18%	\$32,491 TO \$50,000
7%	\$16,246 TO \$18,953	8%	\$50,001 TO \$75,000
8%	\$18,954 TO \$21,660	6%	MORE THAN \$75,000

**Q5. In which area do you reside? (Circle one number)**

42%	Grayling Township	3%	Maple Forest Township
7%	Frederic Township	16%	Beaver Creek Township
5%	Lovells Township	12%	South Branch Township
15%	City of Grayling		

**Q6. Do you have any general comments for the Crawford County Commission on Aging?**

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If you would like information on our current programs and services,  
please contact us at one of the following:

**CALL: (989) 348-7123**

**E-MAIL: [director@crawfordcoa.org](mailto:director@crawfordcoa.org)**

**Visit our WEB PAGE: [www.crawfordcoa.org](http://www.crawfordcoa.org)**

Please Mail or Drop Off Your Completed Survey In .....

Glen's Market Drop Box  
The Medicine Shoppe Drop Box

Senior Center Drop Box  
Save-A-Lot Drop Box

**Deadline is Tuesday, February 24, 2009**

## **Crawford County Commission on Aging In-Home Services Client Prioritization Policy/Procedure**

Clients covered under this policy will be Home Delivered Meal, Homemaking, Personal Care, and Respite Care clients.

When it is necessary to formulate a waiting list for **new clients into the in-home services program**, client's names and services requested will be taken and documented on the In-Home Services Waiting List form in order according to the date of referral. Assessment will be completed as normally scheduled for new clients. At the time of the assessment, a priority rating will be given to the client and documented on the In-Home Services Waiting List. Clients will be served in order of priority. When more than one client seeking the same service is rated at the same priority level, clients will be compared to each other and ranked again according to the same Priority Level Rating.

When it is necessary to formulate a waiting list for access to **established in-home services**, existing clients will be evaluated and prioritized based on the same Priority Level Rating system as new clients. When possible, the agency will take existing resources and divide among clients so that all clients receive some amount of service.

### **Priority Level Rating:**

Priority Level 1: Client has no functional capacity to perform tasks independently, has no available social network to perform tasks for them and no readily available, liquid resources to purchase services privately.

Priority Level 2: Client has no functional capacity to perform tasks, but has a limited social network and/or few readily available, liquid resources which could be used to meet service needs.

Priority Level 3: Client has no functional capacity to perform tasks, has a limited social network and ample resources which could be used to meet service needs.

The Crawford County Commission on Aging does not make in-home services accessible on a first come, first serve basis when drawing clients from a waiting list. The agency will not remove services in place for eligible clients in order to deliver services to a new client. All efforts will be made to address the needs of clients with other available resources and act as facilitators to link these clients with other services while they are on the waiting list.

Revised 06/26/08

Policy Reference: OSA Operating Standards – II. General Requirements – D. Targeting of Participants

## **Crawford County Commission on Aging Comments/Complaints Procedures**

The Crawford County Commission on Aging is here to provide quality services to seniors in Crawford County. If you have any questions, comments, complaints or would like to appeal a decision made by the Commission on Aging, please do not hesitate to contact us. Knowing how you feel about our services helps us to serve you better.

Anyone wishing to make comments, express concerns regarding services provided or appeal decisions made by the Commission on Aging, may contact the Director. This may be done in person, by phone or in writing. Phone messages and written correspondence should contain the name of the individual and their address or phone number if a response is requested. All contacts will remain confidential. If a response is requested, it will be given within 5 working days from receipt.

Send comments, complaints or appeals to:

Alice Snyder, Director  
Crawford County Commission on Aging  
308 Lawndale St.  
Grayling, MI 49738  
Phone: 989-348-7123  
Email: [director@crawfordcoa.org](mailto:director@crawfordcoa.org)

Created 09/05  
Reviewed 05/08

## **Crawford County Commission On Aging Appeals Procedure**

As a participant in any of the Commission On Aging programs, you may appeal decisions regarding services according to the following procedures.

1. Contact the Commission On Aging Director as directed in the Commission on Aging Comments/Complaints procedure. Every attempt will be made to resolve complaints at this level.
2. If you are still not satisfied with the response, you may send your appeal in writing to the Area Agency on Aging, 2375 Gordon Rd, Alpena, MI 49707. The appeal must state the nature of the appeal and provide a name and address. The written appeal must be signed by the individual making the complaint. The Area Agency on Aging will investigate the circumstances relating to the charge and attempt resolution.
3. If no resolution is made, the complainant may forward the appeal to the Michigan Office of Services to the Aging, P.O. Box 30676, Lansing, MI 48909-8176. A copy may also be forwarded to the Michigan Department of Civil Rights and/or the Department of Health and Human Services within 180 days from the date of the alleged discriminatory action.

Confidentiality will be maintained by all persons involved in the appeals process.

We comply with the Federal Civil Rights Act (1964), the Elliot-Larson Civil Rights Act (1976), the Persons With Disabilities Civil Rights Act of 1998 formally known as the Michigan Handicappers Civil Act (1976), Americans With Disabilities Act, Section 504 of Federal Rehabilitation Acts of 1973 and the equal employment opportunity principles in keeping with Executive Order 1979-4 and Civil Rights Compliance in state and federal contracts and verify that there is no discrimination against employees, applicants or recipients of services.

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