

# Crawford County Commission on Aging & Senior Center

## FY 2014-2016 Community Plan



**Submitted by:**  
**Alice Snyder, Director**  
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# Who We Are.....

The Crawford County Commission on Aging & Senior Center (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 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, fitness and crafts. The Senior Center also offers a trip program which includes one day and now overnight excursions.

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. Many programs/services are provided through a public/private sponsorship from the surrounding business community.

Services include but aren't limited to the following:

- Senior Center Activities & Trips
- Congregate Meals including Soup & Salad Bar
- Home Delivered Meals
- Liquid Nutrition Supplements
- Food Assistance with Senior Commodities & TEFAP
- Community Garden
- Senior Project Fresh
- In-Home Homemaking
- In-Home Personal Care
- In-Home Respite
- Caregiver Support
- Blood Pressure/Sugar Checks
- Foot Clinic
- Hearing Clinic
- Medical Equipment Loan Closet
- Incontinence Supplies
- Medical Transportation
- Medicaid/Medicare Assistance Program
- Information & Assistance
- Outreach
- Telephone Reassurance
- Classes including Matter of Balance, PATH – Personal Action Toward Health
- Senior Resource Center including internet access
- Monthly Senior Gazette
- 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 & Senior Center (COA) successfully mailed out a five page Older Adult Needs Assessment Survey on February 22, 2013 (Attachment A) to 2,249 older adults age 60+ living in Crawford County based on current voter registration and COA records. New this year, we also created an electronic survey and emailed it out to 200 older adults. One survey was mailed per household and emailed surveys could have been duplicated. 524 paper surveys and 16 electronic surveys were returned which is a 24% response rate for this survey.

In reviewing the results, it continues to show 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). The majority was retired and in the age range of 60-80 with the highest number in the 65-69 age category. The highest level of responses came from those with total household incomes of \$34,471-\$50,000 and are high school graduates or have some college/trade school. Sixty four percent (64%) of respondents were below 300% of the Federal Poverty Level (FPL). It is also worthy to note that 22% of the respondents income was below 125% of the FPL. The majority state they have enough money to meet their basic needs, do not get help to pay for things they need, are not supporting others in the home and are not a caregiver. Sixty three percent (63%) own a computer or other device to connect to the internet. Only around half of the respondents have end of life legal documents prepared. 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 has remained constant from the 2009 survey.

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 2009 survey done.

## 2013 Survey

- #1 Minor Home Maintenance 16%
- #2 Assistance with Yard Work 16%
- #3 Information & Assistance 14%
- #4 Major Home Repair 13%
- #5 Assistance with Snow Removal 13%
- #6 Utility Costs/Wood for Heating 12%
- #7 Heavy House Cleaning 12%
- #8 Paying for Medical Costs 10%
- #9 Legal Aid 10%

## 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%

This is the largest group of unmet needs among the 2006, 2009 and 2013 surveys. As shown above, 4 additional needs were identified since the previous survey. Legal Aid is new and has never been on the unmet needs list. Paying for medical costs, Information & Assistance and Heavy Housecleaning have returned from previous years. Nothing has dropped off of the list this year.

A similar electronic survey was emailed to 151 Community Partners serving seniors in Crawford County (Attachment B). Twenty one (21) responses were received which is a 14% response rate. In looking at the percentages of Community Partners who find older adults that need help, but it is not available, the following needs ranked the highest (50% or above). Needs are ranked in order of priority.

- #1 Paying for Pet Food or Vet Bills 71%
- #2 Assistance with Yard Work 67%
- #3 Adult Day Care 62%
- #4 Major Home Repair 62%
- #5 Minor Home Maintenance 57%
- #6 Assistance with Snow Removal 55%

Four of these identified needs are repetitive from the older adult list. The two new needs identified are Paying for Pet Expenses and Adult Day Care.

## Community Plan

The Crawford County Commission on Aging & Senior Center (COA) operates with a .72 senior millage which for FY12-13 only amounts to \$373,746. It provides support for all of the programs listed on page 3 of this report. This millage expires in year 2015.

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.

In January 2013, the Crawford County Commission on Aging Board adopted a 3 year Strategic Plan. Within this plan both Adult Day Care and Heavy House Cleaning are identified as initiatives (Attachment C). These two services are being explored, so depending on the feasibility they might become available.

Information and Assistance is currently a service offered. An additional effort should be put together to “get the word out” that seniors can contact the COA for assistance in finding resources. Minor Home Maintenance referrals can be made to Habitat for Humanity’s Brush with Kindness program which is a new COA partnership developed in the last couple of years. Just recently, we have been working with the new energy assistance program, Truenorth Community Services as new monies have become available for utility assistance.

Any new service lines created would be for older adults age 60 and over of Crawford County. If an Adult Day Care was opened, it could theoretically be open to those under 60 or out of county, but they would have to pay the full cost of the service. Currently, information and referral services are open to anyone who contacts our agency. The COA Comments/Complaints and Appeals Procedure (Attachment D) would apply to any current or new service as an avenue for dissatisfied consumers.

The other top, unmet needs indicated in our Needs Assessment would fall into a service gap area and cannot be easily addressed at this time. Unfortunately, we continue to lack the funding to address these unmet needs. Although some of these programs could be heavily staffed with volunteers, we lack the staff resources to initiate and maintain these programs.

**1. 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.**

	Do Not Need Help	Receive Help	Need Help But Do Not Have	Rating Count
a. Utility Costs/Wood for Heating	85.3% (431)	2.4% (12)	12.3% (62)	505
b. Paying for Housing Costs	92.0% (471)	1.4% (7)	6.6% (34)	512
c. Paying for Medical Costs	85.2% (433)	4.9% (25)	9.8% (50)	508
d. Paying for Food	84.4% (429)	8.3% (42)	7.3% (37)	508
e. Assistance with finding Housing including Nursing Home or Assisted Living	97.4% (495)	0.8% (4)	1.8% (9)	508
f. Minor Home Repair or Maintenance	78.2% (398)	5.3% (27)	16.5% (84)	509
g. Major Home Repair	81.2% (411)	5.3% (27)	13.4% (68)	506
h. Routine Housekeeping	83.0% (426)	9.4% (48)	7.6% (39)	513
i. Heavy House Cleaning	82.5% (420)	5.7% (29)	11.8% (60)	509
j. Meal Preparation or Cooking	94.9% (484)	3.1% (16)	2.0% (10)	510
k. Taking Medicines on Time and Correct Amount	96.5% (494)	2.0% (10)	1.6% (8)	512
l. Personal Care - Bathing, Dressing, Grooming	97.3% (496)	1.8% (9)	1.0% (5)	510
m. Caring for Another Older Family Member	96.6% (483)	1.4% (7)	2.0% (10)	500
n. Health Insurance Questions including Medicare, Medicaid and Prescription Drug Coverage	86.5% (441)	6.7% (34)	6.9% (35)	510
o. Managing Money or Personal Business Affairs	95.9% (488)	2.0% (10)	2.2% (11)	509
p. Finding Volunteer Opportunities	95.6% (481)	1.0% (5)	3.4% (17)	503

q. Finding a Job/Employment	<b>92.8% (467)</b>	1.4% (7)	5.8% (29)	503
r. Assistance with Yardwork	<b>76.0% (386)</b>	8.3% (42)	15.7% (80)	508
s. Assistance with Snow Removal	<b>76.8% (393)</b>	10.5% (54)	12.7% (65)	512
t. Information and Assistance to Link you with Services and Benefits	<b>79.7% (404)</b>	5.7% (29)	14.6% (74)	507
u. Hot Meals Delivered to your Home (Meals on Wheels)	<b>93.5% (476)</b>	2.9% (15)	3.5% (18)	509
v. Hot Meals at the Senior Center	<b>90.8% (456)</b>	6.6% (33)	2.6% (13)	502
w. Grocery Shopping or Errand Services	<b>91.4% (465)</b>	5.5% (28)	3.1% (16)	509
x. Transportation for Medical Appointments	<b>87.8% (448)</b>	6.9% (35)	5.3% (27)	510
y. Assistance with your computer or cell phone	<b>88.9% (449)</b>	4.6% (23)	6.5% (33)	505
z. Transportation for Grocery Shopping or Other Needs	<b>93.2% (476)</b>	4.1% (21)	2.7% (14)	511
aa. Legal Aid Services or Legal Consultation	<b>85.4% (434)</b>	5.1% (26)	9.4% (48)	508
bb. Health Screenings to Detect and/or Prevent Illnesses	<b>89.5% (453)</b>	6.1% (31)	4.3% (22)	506
cc. Education/Information to Promote Good Health and Nutrition	<b>90.9% (461)</b>	4.5% (23)	4.5% (23)	507
dd. Paying for Pet Food or Vet Bills	<b>90.6% (463)</b>	0.8% (4)	8.6% (44)	511
ee. Support to Help with Stress, Loneliness, Grief, or Depression	<b>87.9% (445)</b>	4.2% (21)	7.9% (40)	506
ff. Support in your Role as Unpaid Family Caregiver	<b>94.0% (472)</b>	2.4% (12)	3.6% (18)	502
gg. Respite Service for Temporary Relief when Caring for Another Family Member	<b>96.2% (482)</b>	0.6% (3)	3.2% (16)	501
hh. Medical Alert Service to Signal if you Need Help in an Emergency	<b>88.9% (449)</b>	3.0% (15)	8.1% (41)	505



ii. Security Assessments for your Home	<b>94.2% (475)</b>	0.8% (4)	5.0% (25)	504
jj. Daily Phone Contact to Make Sure all is Well	<b>92.4% (471)</b>	5.3% (27)	2.4% (12)	510
kk. Weekly Visitations from Peers	<b>94.4% (476)</b>	3.6% (18)	2.0% (10)	504
ll. Adult Day Care (Help in a Supervised Group Setting for Up to 8 Hours a Day)	<b>97.2% (494)</b>	0.4% (2)	2.4% (12)	508
mm. Opportunities for Exercise	<b>86.9% (438)</b>	5.0% (25)	8.1% (41)	504
nn. Recreational Opportunities	<b>89.5% (454)</b>	4.3% (22)	6.1% (31)	507
oo. Spiritual Support	<b>92.1% (468)</b>	5.3% (27)	2.6% (13)	508
pp. Information/Assistance for Hearing Impaired	<b>90.6% (454)</b>	2.8% (14)	6.6% (33)	501
qq. Information/Assistance for Vision Impaired	<b>91.5% (465)</b>	3.3% (17)	5.1% (26)	508
rr. Assistance in Advocating for your Needs	<b>94.1% (475)</b>	3.8% (19)	2.2% (11)	505
ss. Assistance with Addressing Quality of Care at Nursing Homes or Assisted Living	<b>98.0% (491)</b>	0.6% (3)	1.4% (7)	501
tt. Protection from Abuse or Exploitation	<b>98.8% (499)</b>	0.8% (4)	0.4% (2)	505
uu. Support to Help with Raising Grandchildren	<b>98.6% (492)</b>	0.4% (2)	1.0% (5)	499
vv. Other	<b>95.4% (226)</b>	0.0% (0)	4.6% (11)	237

Describe 25

<b>answered question</b>	<b>528</b>
<b>skipped question</b>	<b>12</b>

**2. Please indicate whether or not you ask any of the following for help when you need it.**



	YES	NO	Rating Count
Family Members	<b>75.7% (367)</b>	24.3% (118)	485
Friends/Neighbors	<b>60.1% (270)</b>	39.9% (179)	449
My Church	26.5% (109)	<b>73.5% (303)</b>	412
An Agency or Organization	21.8% (88)	<b>78.2% (316)</b>	404
Volunteers	14.5% (58)	<b>85.5% (342)</b>	400
Other	9.8% (31)	<b>90.2% (286)</b>	317

Describe 17

answered question 493

skipped question 47



**3. Do you have enough money to meet your basic needs (including food, clothing, housing, utilities)?**

		Response Percent	Response Count
Yes		86.0%	431
No		14.0%	70



answered question 501

skipped question 39






#### 4. Does anyone help you pay for things you need?

		Response Percent	Response Count
Yes		13.5%	68
No		86.5%	436
answered question			504
skipped question			36



#### 5. Are you financially supporting adult children, grandchildren or others?

		Response Percent	Response Count
Yes		14.4%	72
No		85.6%	429
answered question			501
skipped question			39



## 6. Please indicate which legal documents you have completed.

		Response Percent	Response Count
I have a will		61.8%	307
I have someone who will manage my finances or a financial power of attorney if I need one		54.7%	272
I have a living will or other health care advance directive		53.3%	265
I have a power of attorney for health care decisions		43.7%	217
I have none of the above		22.1%	110
		<b>answered question</b>	<b>497</b>
		<b>skipped question</b>	<b>43</b>



## 7. Are you male or female?

		Response Percent	Response Count
Male		38.5%	194
Female		61.5%	310
		<b>answered question</b>	<b>504</b>
		<b>skipped question</b>	<b>36</b>






### 8. Do you live alone or with another person or persons?

		Response Percent	Response Count
Live Alone		38.4%	193
Lives with Another Person/Persons		61.6%	310
answered question			503
skipped question			37








### 9. Are you a Caregiver?

		Response Percent	Response Count
Yes		14.6%	73
No		85.4%	428
answered question			501
skipped question			39









## 10. If you are a Caregiver, who do you care for?

		Response Percent	Response Count
Spouse		48.1%	39
Adult, Disabled Child		11.1%	9
Child(ren) 18 or Under		4.9%	4
Parent		21.0%	17
Other		14.8%	12
	Describe		9
answered question			81
skipped question			459







## 11. What is your work status?

		Response Percent	Response Count
Working Full Time		6.6%	33
Working Part Time		7.0%	35
Self-Employed		2.2%	11
Looking for Work		1.2%	6
Not Working, not looking for work		3.8%	19
Retired		78.7%	392
Other		0.4%	2
	Describe		5
answered question			498
skipped question			42

## 12. In which age group do you belong?

		Response Percent	Response Count
60 – 64		20.1%	101
<b>65 – 69</b>		<b>23.1%</b>	<b>116</b>
70 – 74		19.1%	96
75 – 79		16.9%	85
80 – 84		9.9%	50
85 – 89		8.7%	44
90 or Older		1.8%	9
Less than 60		0.4%	2
<b>answered question</b>			<b>503</b>
<b>skipped question</b>			<b>37</b>

## 13. What was the last grade of school you completed?








		Response Percent	Response Count
Grade 1-8		4.0%	20
Grade 9-11		6.3%	32
High School Graduate		33.0%	167
<b>Some college or trade school</b>		<b>35.8%</b>	<b>181</b>
College Graduate		12.1%	61
Graduate Degree(s)		8.9%	45
<b>answered question</b>			<b>506</b>
<b>skipped question</b>			<b>34</b>

## 14. What was your total household income, before taxes, in 2012?



		Response Percent	Response Count
Less than \$11,490		12.7%	54
\$11,491 to \$14,363		9.4%	40
\$14,364 to \$17,235		5.6%	24
\$17,236 to \$20,108		7.1%	30
\$20,109 to \$22,980		8.7%	37
\$22,981 to \$28,725		10.8%	46
\$28,726 to \$34,470		9.4%	40
<b>\$34,471 to \$50,000</b>		<b>21.6%</b>	<b>92</b>
\$50,001 to \$75,000		7.8%	33
More than \$75,000		6.8%	29
<b>answered question</b>			<b>425</b>
<b>skipped question</b>			<b>115</b>












### 15. . In which area do you reside?

		Response Percent	Response Count
Grayling Township		49.3%	250
Frederic Township		9.3%	47
Lovells Township		4.7%	24
City of Grayling		13.0%	66
Maple Forest Township		3.6%	18
Beaver Creek Township		10.1%	51
South Branch Township		10.1%	51
		<b>answered question</b>	<b>507</b>
		<b>skipped question</b>	<b>33</b>







### 16. Do you own a computer or other device so you can connect to the internet?

		Response Percent	Response Count
Yes		63.6%	315
No		36.4%	180
		<b>answered question</b>	<b>495</b>
		<b>skipped question</b>	<b>45</b>

**17. How do you hear about meals and activities at the Senior Center and other services available through the COA?**

		<b>Response Percent</b>	<b>Response Count</b>
<b>Senior Gazette</b>		<b>63.9%</b>	<b>308</b>
Friend/Relative		32.2%	155
Crawford County Avalanche		56.2%	271
Weekly Choice – Free Paper		13.5%	65
Other Agency – Which One?		2.1%	10
COA Website <a href="http://www.crawfordcoa.org">www.crawfordcoa.org</a>		5.2%	25
Other Newspaper – Which One?		1.5%	7
Radio – Which Station?		2.7%	13
Charter Cable Access Channel 97		4.1%	20
Which Agency, Newspaper, or Radio Stations?			27
<b>answered question</b>			<b>482</b>
<b>skipped question</b>			<b>58</b>

### 18. What is the best way to get information to you?

		Response Percent	Response Count
U.S. Mail		66.0%	340
E-Mail		12.6%	65
Phone Call		18.6%	96
COA Website		2.1%	11
Facebook		0.4%	2
Twitter		0.0%	0
Texting		0.2%	1
<b>answered question</b>			<b>515</b>
<b>skipped question</b>			<b>25</b>

### 19. Do you have any general comments for the Crawford County Commission on Aging and Senior Center?

	Response Count
	228
<b>answered question</b>	<b>228</b>
<b>skipped question</b>	<b>312</b>

**1. Please indicate whether you think "seniors do not need help", "seniors have help already available", or "seniors need help but none is available at this time" for each of the following.**

	Seniors Do Not Need Help	Help Available	Need Help None Available	Rating Count
a. Utility Costs/Wood for Heating	4.8% (1)	<b>76.2% (16)</b>	19.0% (4)	21
b. Paying for Housing Costs	4.8% (1)	<b>61.9% (13)</b>	33.3% (7)	21
c. Paying for Medical Costs	0.0% (0)	<b>66.7% (14)</b>	33.3% (7)	21
d. Paying for Food	0.0% (0)	<b>71.4% (15)</b>	28.6% (6)	21
e. Assistance with finding Housing including Nursing Home or Assisted Living	0.0% (0)	<b>65.0% (13)</b>	35.0% (7)	20
f. Minor Home Repair or Maintenance	0.0% (0)	42.9% (9)	<b>57.1% (12)</b>	21
g. Major Home Repair	4.8% (1)	33.3% (7)	<b>61.9% (13)</b>	21
h. Routine Housekeeping	0.0% (0)	<b>85.7% (18)</b>	14.3% (3)	21
i. Heavy House Cleaning	0.0% (0)	<b>52.4% (11)</b>	47.6% (10)	21
j. Meal Preparation or Cooking	0.0% (0)	<b>61.9% (13)</b>	38.1% (8)	21
k. Taking Medicines on Time and Correct Amount	0.0% (0)	<b>66.7% (14)</b>	33.3% (7)	21
l. Personal Care - Bathing, Dressing, Grooming	0.0% (0)	<b>85.7% (18)</b>	14.3% (3)	21
m. Caring for Another Older Family Member	0.0% (0)	<b>57.1% (12)</b>	42.9% (9)	21
n. Health Insurance Questions including Medicare, Medicaid and Prescription Drug Coverage	0.0% (0)	<b>90.5% (19)</b>	9.5% (2)	21
o. Managing Money or Personal Business Affairs	0.0% (0)	<b>52.4% (11)</b>	47.6% (10)	21
p. Finding Volunteer Opportunities	10.0% (2)	<b>70.0% (14)</b>	20.0% (4)	20







q. Finding a Job/Employment	4.8% (1)	<b>66.7% (14)</b>	28.6% (6)	21
r. Assistance with Yardwork	0.0% (0)	33.3% (7)	<b>66.7% (14)</b>	21
s. Assistance with Snow Removal	0.0% (0)	45.0% (9)	<b>55.0% (11)</b>	20
t. Information and Assistance to Link you with Services and Benefits	0.0% (0)	<b>90.5% (19)</b>	9.5% (2)	21
u. Hot Meals Delivered to your Home (Meals on Wheels)	0.0% (0)	<b>95.2% (20)</b>	4.8% (1)	21
v. Hot Meals at the Senior Center	0.0% (0)	<b>95.2% (20)</b>	4.8% (1)	21
w. Grocery Shopping or Errand Services	0.0% (0)	<b>71.4% (15)</b>	28.6% (6)	21
x. Transportation for Medical Appointments.	0.0% (0)	<b>90.0% (18)</b>	10.0% (2)	20
y. Assistance with your computer or cell phone	0.0% (0)	<b>60.0% (12)</b>	40.0% (8)	20
z. Transportation for Grocery Shopping or Other Needs	0.0% (0)	<b>76.2% (16)</b>	23.8% (5)	21
aa. Legal Aid Services or Legal Consultation	0.0% (0)	<b>71.4% (15)</b>	28.6% (6)	21
bb. Health Screenings to Detect and/or Prevent Illnesses	0.0% (0)	<b>66.7% (14)</b>	33.3% (7)	21
cc. Education/Information to Promote Good Health and Nutrition	0.0% (0)	<b>95.2% (20)</b>	4.8% (1)	21
dd. Paying for Pet Food or Vet Bills	9.5% (2)	19.0% (4)	<b>71.4% (15)</b>	21
ee. Support to Help with Stress, Loneliness, Grief, or Depression	4.8% (1)	<b>66.7% (14)</b>	28.6% (6)	21
ff. Support in your Role as Unpaid Family Caregiver	0.0% (0)	<b>65.0% (13)</b>	35.0% (7)	20
gg. Respite Service for Temporary Relief when Caring for Another Family Member	0.0% (0)	<b>57.1% (12)</b>	42.9% (9)	21
hh. Medical Alert Service to Signal if you Need Help in an Emergency	0.0% (0)	<b>60.0% (12)</b>	40.0% (8)	20

ii. Security Assessments for your Home	4.8% (1)	<b>47.6% (10)</b>	<b>47.6% (10)</b>	21
jj. Daily Phone Contact to Make Sure all is Well	0.0% (0)	<b>71.4% (15)</b>	28.6% (6)	21
kk. Weekly Visitations from Peers	4.8% (1)	<b>61.9% (13)</b>	33.3% (7)	21
ll. Adult Day Care (Help in a Supervised Group Setting for Up to 8 Hours a Day)	0.0% (0)	38.1% (8)	<b>61.9% (13)</b>	21
mm. Opportunities for Exercise	0.0% (0)	<b>95.2% (20)</b>	4.8% (1)	21
nn. Recreational Opportunities	0.0% (0)	<b>95.2% (20)</b>	4.8% (1)	21
oo. Spiritual Support	0.0% (0)	<b>90.5% (19)</b>	9.5% (2)	21
pp. Information/Assistance for Hearing Impaired	0.0% (0)	<b>81.0% (17)</b>	19.0% (4)	21
qq. Information/Assistance for Vision Impaired	0.0% (0)	<b>81.0% (17)</b>	19.0% (4)	21
rr. Assistance in Advocating for your Needs	0.0% (0)	<b>66.7% (14)</b>	33.3% (7)	21
ss. Assistance with Addressing Quality of Care at Nursing Homes or Assisted Living	0.0% (0)	<b>66.7% (14)</b>	33.3% (7)	21
tt. Protection from Abuse or Exploitation	0.0% (0)	<b>71.4% (15)</b>	28.6% (6)	21
uu. Support to Help with Raising Grandchildren	0.0% (0)	<b>65.0% (13)</b>	35.0% (7)	20
vv. Other	12.5% (1)	37.5% (3)	<b>50.0% (4)</b>	8
			Describe	4
<b>answered question</b>				<b>21</b>
<b>skipped question</b>				<b>0</b>

**2. Please indicate whether or not you think seniors ask any of the following for help when they need it.**

	YES	NO	Rating Count
Family Members	<b>85.7% (18)</b>	14.3% (3)	21
Friends/Neighbors	<b>81.0% (17)</b>	19.0% (4)	21
My Church	<b>71.4% (15)</b>	28.6% (6)	21
An Agency or Organization	<b>66.7% (14)</b>	33.3% (7)	21
Volunteers	47.6% (10)	<b>52.4% (11)</b>	21
Other	30.0% (3)	<b>70.0% (7)</b>	10
<b>answered question</b>			<b>21</b>
<b>skipped question</b>			<b>0</b>

**3. Which role do you identify with most closely?**

		Response Percent	Response Count
Medical Professional		25.0%	5
<b>Social Worker</b>		<b>30.0%</b>	<b>6</b>
Governmental Agency Staff		15.0%	3
Religious Affiliated Staff		5.0%	1
Service Organization/Club		5.0%	1
Other		20.0%	4
<b>answered question</b>			<b>20</b>
<b>skipped question</b>			<b>1</b>

**4. Do you have any general comments for the Crawford County Commission on Aging and Senior Center?**

**Response  
Count**

9

**answered question**

**9**

**skipped question**

**12**



**Q1. Please indicate whether you think "seniors do not need help", "seniors have help already available", or "seniors need help but none is available at this time" for each of the following.**

1	not real sure about a lot of these...don't need yet so don't know	Mar 6, 2013 8:35 AM
2	should be a choice that says help available but not with sufficient resources	Mar 5, 2013 7:22 AM
3	the staff a Crawford County COA can either assistance with or steer the client to services to help with all of the above topics	Mar 2, 2013 8:11 AM
4	Some of these services are inplace, but not for the economically challenged or homebound. Communication in getting needs out is huge.	Mar 1, 2013 1:14 PM

**Q4. Do you have any general comments for the Crawford County Commission on Aging and Senior Center?**

1	You go a great program for services and outreach. Some people just will not come forward no matter what you do or provide. Government can't provide everything and should not try to do so.	Mar 5, 2013 7:22 AM
2	One of the choices could have been: Help is available but not enough (usually) money to go around and are the seniors willing to ask for help when needed. CCCoA does a great job and we are appreciative of services.	Mar 4, 2013 8:55 AM
3	Offer excellent service for excellent price - proactive - doing the best they can with space available to service an ever increasing number of seniors and their needs.	Mar 3, 2013 2:38 PM
4	Crawford Co. COA offers many programs monthly to help seniors with problems they are having and to keep them informed of issues that are of concern to them.	Mar 3, 2013 10:44 AM
5	I believe improved facilities would enable greater access and welcoming atmosphere, as well as an increase in the number of overall services. For example, a real classroom is better (than a corner of the cafeteria or activity room) for an interactive instructional presentation to adults. A real lobby where people could meet with friends and hear conversations could improve socialization and quality of life. Having a separate art, crafting, or woodworking room separate from the gym would certainly make all those activities more efficient and accessible. In addition, I have found that something as simple one organized storage area makes all employees more efficient and makes a positive impact on operational costs. Greater access and utilization of any of the COA services means a better quality of life for all.	Mar 2, 2013 8:11 AM
6	you are doing an absolutely amazing job. :)	Mar 1, 2013 2:43 PM
7	Services provided at center are very good but I would like to see more utilize the services that are available.	Mar 1, 2013 1:36 PM
8	My personal exsperience is they do a excellant Job !	Mar 1, 2013 1:31 PM
9	I see needs unmet on a daily basis and with so many cutbacks they are diminishing far too quickly. Finances are always an issue as is pride and dignity. Generationally, and sometimes d/t ltd. and/or no support or socialization, a person cannot secure help on their own, or will not ask for it. You do a fine job, but are only one such community organization. In addition to that fact, we serve surrounding communities who lack said services. Thank you for this survey.	Mar 1, 2013 1:14 PM



# 2013 Strategic Plan

In late October 2012, the board members and management of the Crawford County Commission on Aging & Senior Center embarked on the development of a strategic plan to secure the future of the agency. Over the next several months, one main challenge continued to present itself – Funding. To that end, two strategic objectives have been developed:

**Achieve Operational Financial Growth and Stability.**

**Attain Capital Necessary to Meet Physical Needs.**

As the population of older adults continues to climb, it is imperative that the organization position itself so that it will be prepared to meet the potential greater demands. In the next 3 years, the board and its management are committed to working with all stakeholders to ensure the needs of the community will be met both today and into the future.

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #1**

Achieve Operational Financial Growth and Stability

**Initiative #1:** Produce Profit for the Senior Gazette (Current Profit \$643 – thru February 2013 Issue)

**Owner:** Jack Mahank, Board Chair

**Target Completion Date:** September 30, 2013

**Task #1:** Increase number of individual advertisers.

Owner: COA Board Members

Review Date: May 22, 2013

Target Completion Date: September 30, 2013

Date Completed:

Current Status: In Progress

- Chris to report number of individual advertisers in FY 11-12 for a baseline.  
**# of individual advertisers in FY 11-12 = 33**
- Chris to tally and report number of individual advertisers to date.  
**# of individual advertisers this fiscal year to date = 36**
- COA Board members will set goal for FY 12-13  
**Board set goal of 45 for individual advertisers in FY 12-13**
- COA Board member will approach new advertisers.  
**New advertisers were presented and Board members will seek advertising.**

## Crawford County Commission on Aging & Senior Center 2013 Strategic Plan

Task #2: Reduce cost of publishing the Gazette.

Owner: Laurel Marshall

Review Date: April 24, 2013

Target Completion Date: July 2013 Issue

Date Completed:

Current Status: In Progress

- Laurel attempting to submit 1<sup>st</sup> dummy draft to Avalanche for a printed proof to have available at the February 27<sup>th</sup> board meeting. If not, a paper copy of the layout will be presented.
- Review draft with COA staff for input March 4<sup>th</sup>.  
**Draft was reviewed at staff meeting on March 4<sup>th</sup>.**
- Continue to research best practices for senior news publications.

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #1**

Achieve Operational Financial Growth and Stability

**Initiative #2:** Research, Plan and Implement Fee for Service In-Home Services (Homemaking, Respite, and/or Personal Care)

**Owner:** Alice Snyder & Melanie Conway

**Target Completion Date:** December 31, 2014

**Task #1:** Create mechanism to track current requests for private services.

Owner: Melanie Conway

Review Date:

Target Completion Date:

Date Completed: February 27, 2013

Current Status: Completed

- Spreadsheet created for agency staff to use to track incoming requests for private, fee for service in-home services. Includes date, name, address, county, phone number, over/under 60, type of service requested, hours and days needed, ability to pay \$25/hr, COA provided service, list of other provider agencies given, day care provided.

## **Crawford County Commission on Aging & Senior Center 2013 Strategic Plan**

Task #2: Determine legal ability for governmental agency to do private, for-profit, fee for service programs.

Owner: Alice Snyder

Review Date:

Target Completion Date: March 31, 2013

Date Completed:

Current Status: Not Started

- Contact other County Government COAs to see if they are running any private programs.
- Contact County attorney to review legal possibilities.

Task #3: Survey MDSA for existing private, fee for service programs and collect information.

Owner: Alice Snyder

Review Date: March 27, 2013

Target Completion Date: April 30, 2013

Date Completed:

Current Status: Not Started

Task #4: Choose a select number of existing programs identified and meet with COA Directors.

Owner: Alice Snyder & Melanie Conway

Review Date: March 27, 2013

Target Completion Date: April 30, 2013

Date Completed:

Current Status: Not Started

- Melanie - Develop questionnaire to use when meeting with Directors.

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #1**

Achieve Operational Financial Growth and Stability

**Initiative #3:** Create a Planned Giving Program

**Owner:** Alice Snyder & Carol Lovely

**Target Completion Date:** September 30, 2015

**Task #1:** Research Planned Giving Program Options

Owner: Alice Snyder & Carol Lovely

Review Date: June 19, 2013

Target Completion Date: September 30, 2013

Date Completed:

Current Status: Just Starting

- Alice – Email MDSA to gather existing documentation of other Michigan COA Planned Giving programs.
- Alice & Carol – Complete independent research on-line to learn about planned giving and how to create a program.
  - ✓ Internet site
- Alice & Carol – Hold a phone conference with the Director of Fund Development at Senior Services, Inc to learn about their extensive program.
- Carol – Meet with Teresa Money at Mercy Grayling Hospital to learn about their program.
  - ✓ Meeting scheduled week of March 18<sup>th</sup>.
- Alice & Carol – Meet with the following businesses to solicit their business in setting up a planned giving program.
  - \* North Central Michigan Community Foundation – Barbara Willyard



- \* Tomlyn Advisors - Tom Ruden
- \* Edward Jones – Rick Grisham

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #1**

Achieve Operational Financial Growth and Stability

**Initiative #4:** Explore Lease Options for Space Rental Opportunities

**Owner:** Alice Snyder

**Target Completion Date:** June 30, 2013

**Task #1:**

Owner:

Review Date:

Target Completion Date:

Date Completed:

Current Status: Not Started

-

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #1**

Achieve Operational Financial Growth and Stability

**Initiative #5:** Research, Plan and Implement Adult Day Care Services

**Owner:** Alice Snyder & Terrie Lockwood

**Target Completion Date:** September 30, 2015

**Task #1:** Create public relations campaign about the benefits of Adult Day Care

Owner: Alice Snyder & Terrie Lockwood

Review Date: March 27, 2013

Target Completion Date: May 31, 2013

Date Completed:

Current Status: Just Starting

- Alice - Contract with Ann Rowland to create article about Adult Day Care.
  - Interview existing Crawford County family who utilizes Adult Day Care at the Otsego Haus.
  - Interview Otsego COA staff regarding Adult Day Care services.
  - Take photos for article at the Otsego Haus.
- Terry – Review and submit existing written articles which Ann could pull information from.
- Laurel – Send completed article to press along with printing in Senior Gazette

## **Crawford County Commission on Aging & Senior Center 2013 Strategic Plan**

### Task #2: Survey Community for Need of Adult Day Care

Owner: Alice Snyder & Terrie Lockwood

Review Date: April 24, 2013

Target Completion Date: June 30, 2013

Date Completed:

Current Status: Not started

- Complete community wide survey to assess need and ability to pay for adult day care services. Survey should be written and on-line and distributed widely.

### Task #3: Review status of current Adult Day Programs in NE Michigan (Otsego, Cheboygan & W. Branch)

Owner: Alice Snyder & Terrie Lockwood

Review Date: May 22, 2013

Target Completion Date: July 31, 2013

Date Completed:

Current Status: Not Started

- Alice – Schedule conference calls with each Director and appropriate Adult Day staff to ascertain the current status of each program. Length of existence, census data of attendees, funding, pay status, etc.

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

Task #4: Conduct Site Visits to each Adult Day Care in NE Michigan

Owner: COA Board Members and COA Management

Review Date: June 19, 2013

Target Completion Date: September 30, 2013

Date Completed:

Current Status: Not Started

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #1**

Achieve Operational Financial Growth and Stability

**Initiative #6:** Develop the COA Food Service Program

**Owner:** Alice Snyder

**Target Completion Date:** September 30, 2015

**Task #1:**

Owner:

Review Date:

Target Completion Date:

Date Completed:

Current Status: Not Started

-

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #2**

Attain Capital Necessary to Meet Physical Needs

**Initiative #1:** Define Vision for New Space

**Owner:** Alice Snyder

**Target Completion Date:** December 31, 2013

**Task #1:** Review Current Space

Owner: Alice Snyder

Review Date:

Target Completion Date: March 30, 2013

Date Completed:

Current Status: Not Started

- Update and present list/powerpoint of existing space issues
- County Commissioners & COA Board Members Tour Space
- Current Floor Plan & Parking Area

## Crawford County Commission on Aging & Senior Center 2013 Strategic Plan

### Task #2: Conduct Needs Assessment of Current & Future Space

Owner: Lifespan Design Studio

Review Date: April 24, 2013

Target Completion Date: June 30, 2013

Date Completed:

Current Status: Not Started

- Set up Agreement with Lifespan Design Studio
- Evaluate Existing Community Needs Assessments
- Review Projected Census Data for Crawford County
- **Service Manager vs. Service Provider (outsourcing) come up with better wording**

### Task #3: Complete Site Visits of Existing Senior Centers

Owner: Alice Snyder

Review Date: March 27, 2013

Target Completion Date: May 31, 2013

Date Completed:

Current Status: Not Started

- Wii Bowlers present their experiences at other Senior Centers
- **Create a Survey-list of questions-for the visits (how did you get funding, how much did it cost, etc.)  
Who were your partners, etc.**
- Trip to Ogemaw County Commission on Aging
- Trip to Isabella County Commission on Aging
- Trip to Cheboygan County Commission on Aging?



## **Crawford County Commission on Aging & Senior Center 2013 Strategic Plan**

### Task #4: Hold Public Input Sessions

Owner: County Commissioners & COA Board

Review Date: April 24, 2013

Target Completion Date: June 30, 2013

Date Completed:

Current Status: Not Started

- **Community's thoughts on community center vs. senior center vs. multi-agency building**
- **Build new vs. Remodel Existing**

### Task #5: Assess Ongoing Operational Costs and develop/compare with Operational Costs for new building

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #2**

Attain Capital Necessary to Meet Physical Needs

**Initiative #2, #3 and #4 – upon completion of Initiative #1?**

**Initiative #2:** Identify Potential Locations

**Owner:** County Commissioners & COA Board

**Target Completion Date:** December 31, 2013

**Task #1:**

Owner:

Review Date:

Target Completion Date:

Date Completed:

Current Status:

- **List of information needed for each identified location (square footage/acreage-potential for expansion), new or used, age of structure, location-ease of access, cost, available utilities (well vs. septic, etc., heating/cooling), grounds maintenance, parking, zoning issues-regulatory issues, turn-key and/or rehab needed, availability, ADA accessible, how many levels**
- **Old Lumber company, Old Hometown, Mayday Window, Build new on fish hatchery property, Fish Hatchery Building**

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #2**

Attain Capital Necessary to Meet Physical Needs

**Initiative #3:** Identify and Pursue Funding Sources

**Owner:** Alice Snyder

**Target Completion Date:** December 31, 2013

Task #1:

Owner:

Review Date:

Target Completion Date:

Date Completed:

Current Status:

-

**Crawford County Commission on Aging & Senior Center  
2013 Strategic Plan**

**Strategic Objective #2**

Attain Capital Necessary to Meet Physical Needs

**Initiative #4:** Identify Potential Partners

**Owner:** Alice Snyder

**Target Completion Date:** December 31, 2013

**Task #1:**

Owner:

Review Date:

Target Completion Date:

Date Completed:

Current Status:

-

## **Crawford County Commission on Aging & Senior Center 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, regarding denial, closure or reduction of services please do not hesitate to contact us. Knowing how you feel about our services helps us to serve you better.

As a participant in any of the Commission on Aging programs, you may appeal decisions regarding denial, closure or reduction of services according to the following procedures.

1. Anyone wishing to make comments, express concerns regarding denial, closure or reduction of services provided or appeal decisions made by the Commission on Aging, may contact the Director within 5 days of the incident. 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. A written response will be given within 5 working days from receipt. Every attempt will be made to resolve complaints at this level.

### Send Comments or Complaints to:

Crawford County Commission on Aging ~ Alice Snyder, Director  
308 Lawndale St., Grayling, MI 49738

Phone: 989-348-7123    Email: [director@crawfordcoa.org](mailto:director@crawfordcoa.org)

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 within 3 days of written COA response. 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, attempt resolution and reply with a written response within 10 days.

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.