

MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
Regular Board Meeting
November 24, 2010 @ Grayling Senior Center

The meeting was called to order at 1:15 p.m. by Chairman, Jack Mahank.

Board members in attendance: Kathy Rogers, Linda Munsey, Jack Mahank, Helen Nolan, Don Williams, and Dean McCray

Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

FISCAL YEAR END REPORT- September 30, 2010 The report shows COA finished \$7,031.76 in the red which was better than projected. An explanation is noted in the Director's report. Motion by Munsey, supported by Rogers, to receive and file the fiscal year end report ending September 30, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

Sunday at 1pm and no responses for Sunday at 5pm. The cost of the ticket would be for the entertainment and the dinner would be the same as for a congregate meal. The survey showed the majority of the people would pay \$10 a ticket. The dining room has limited seating and would comfortably, with entertainment, seat around 75. The most revenue generated would \$750 if the entertainment was at no cost to the COA. The cost of the admission was discussed, suggestion of \$25 per person including a buffet. A buffet wouldn't be able to be counted as a congregate meal. An evening throughout the weekday was discussed. We already serve a congregate meal and it would be difficult to separate just regular meal people from the dinner and entertainment event according to Director Snyder. McCray stated people won't come if you have to pay for admission. Director Snyder reported the GPA stopped their dinner and entertainment due to loss of revenue. Different locations were explored to get away from the stigma of the senior center. The cost would increase if the event was taken off site due to having to pay for the rental of the building. It is also a lot of work for the kitchen staff to prepare the meal, transportation of food and any equipment needed. Director Snyder asked the board for direction regarding the weekend meal and entertainment. At this time Director Snyder recommended to give it try with the \$10 admission for entertainment and congregate meal on a Saturday night. Board members agreed. Advertising would have to include limited seating, tickets available at the door until exhausted. Director Snyder stated she would work on putting it together for January or February.

An adjustment in the cost of the congregate meal donation and HDM was discussed. Director Snyder educated the board regarding the process to alter the suggested donation rate which included surveying participants, board action and recommendation to the AAA. Mahank reported we will be seeing more reductions from Lansing and we should act now. **Howard Taylor entered the meeting at 1:51pm.**

Director Snyder reported beginning of next week we will be offering soup for a \$1.00, soup/ salad bar will increase to \$2.50 and dessert will be added when dessert is on the menu. An average of 7 people pay for salad bar. The board asked is it worth preparing for an average of seven people. Some seniors may see a soup and salad as a nutritious meal, but are we leading seniors to a non nutritious meal? Some seniors eat a lighter meal for lunch and that's why they get the salad bar. Motion By Munsey and supported by McCray to receive and file the directors report. Ayes (7) seven, nays (0).

B. NEMCSA/AAA Melissa Timmrick reported regarding a workshop on advocacy, one on one. The next region 9 meeting is December 1st in Mio.

C. Area Agency on Aging Advisory Council No report available. Mahank asked to have our representative, Barb or Earl, submit a report or attend the board meeting for a report. Director Snyder agreed to talk with the representatives and ask for one of their attendance or report submitted at board meetings.

D. Gazette Advertising Mahank expressed concern regarding the lack of gazette advertising the board has produced. Munsey reported she has made contact with realtors and few seemed interested. She encouraged them to contact Director Snyder for further questions that she didn't feel knowledgeable enough about. Board members were encouraged to be creative when soliciting for advertising. Let the consumer know how it will benefit them and the support they will give to the seniors. At this time the Gazette is not taking enough revenue to continue to support the publication of the Gazette. Mahank asked are there any board members that think we shouldn't be soliciting for advertising? Williams stated the economy is bad the money isn't there. Director Snyder reported the ads need to support the Gazette and we are now in the red. Director Snyder stated the Gazette could be reduced to 12 pages but reminded the board when that was

done in the past there is no reading material, just advertisements and people were unhappy with the Gazette. According to Director Snyder she will put an article in the January Gazette describing the trouble the Gazette is in. Mahank stated he will continue to sell ads and encouraged board members to do so.

OLD BUSINESS None

NEW BUSINESS

A. Policy Governance Calendar-Agency Evaluation & Evaluation of Ends – Munsey made an observation regarding the lack of grant funding that has decreased over the years according to the years comparison literature provided to the board.

End #1, Motion by Williams supported by McCray the board finds the Director 100% in compliance of End #1. Ayes (7) seven, nays (0). Motion carried.

End #2, Director Snyder's report shows she served 1,404 unduplicated seniors. Measurement for Achievement is 1,595 which identifies Director Snyder achieved 88% of the end. Director Snyder identified there were additional Crawford County under 60 people that were served along with out of County for a total of 203 with 120 being Crawford county residents. The total of 60 and over individuals that was served that lived outside of Crawford county is 101. When combining all the over 60 individuals that were served in and out of County the percentage of 60 and over raises to 94%. Discussion regarding including all 60 and over participants when evaluating end #2. If we are to include the out of County 60 and over then we should reevaluate the end and the measurement requirements stated the Director. Board member comments included the residents of Crawford county are the taxpayers that support the millage, the COA staff is doing more than serving people out of County and maybe looking at only the IHS when evaluating end #2. Motion by Don supported by McCray find the director 94% in compliance with end #2. Ayes (5) five, nays (2) two. Motion Carried.

Additional discussion regarding changing End #2 to all served is accessible to all seniors in the Crawford County area. Suggestion was made to have a membership fee for out of County seniors. Then millage monies wouldn't be used to support the out of County seniors participating in activities. Director Snyder reported our agency offers a lot of activities that out of County centers do not that has brought the seniors to Crawford County along with our good food. The ends are up to the Director to measure as she deems appropriate.

End #3, Mahank stated the measurement didn't include people who stated fair in the survey and we may want to include these results in the total percentage of satisfied individuals. That would increase the percentage of satisfied customers to 95% congregate, 88% HDM and 96% IHS. Discussion regarding the % that should be used in evaluating End #3. Board determined they should utilize the Director's evaluation. Mahank informed the Board that next month the evaluation of the agency will be presented. Motion by Williams supported by Taylor to accept the End as Director Snyder has written and finds the Director in compliance with end #3. Ayes (7) seven, nays (0). Motion carried.

End #4, Motion by Dean supported by Munsey to find the Director in compliance with End #4 as serving 80%. Ayes (7) seven, nays (0). Motion carried

End #5, Motion by Munsey supported by Rogers to find the Director 95% in compliance with End #5. The Director has corrected any citations immediately. Therefore the Director is in compliance with the end. Ayes (7) seven, nays (0). Motion carried

End #6, The comparable costs has not been conducted to gather the information to evaluate the End. Director Snyder reported the information will be available in about 6 months. An evaluation of the End will be conducted at that time.

End #7, Motion by Munsey supported by Nolan that the Director is 100% in compliance with End #7 with increasing amount of revenue each year. Ayes (7) seven, nays (0). Motion carried.

End #8, Motion by Taylor supported by McCray to find the Director 100% in compliance with administrative costs being at 10% of the total budget. Ayes (7) seven, nays (0). Motion carried. Next board meeting Mahank will present a summary of the ends and the agency evaluation.

B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

Jack Mahank, Chairperson

Melanie Conway, Recording Secretary

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AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

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BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

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B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

Jack Mahank, Chairperson

Melanie Conway, Recording Secretary

MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
Regular Board Meeting
November 24, 2010 @ Grayling Senior Center

The meeting was called to order at 1:15 p.m. by Chairman, Jack Mahank.

Board members in attendance: Kathy Rogers, Linda Munsey, Jack Mahank, Helen Nolan, Don Williams, and Dean McCray

Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

FISCAL YEAR END REPORT- September 30, 2010 The report shows COA finished \$7,031.76 in the red which was better than projected. An explanation is noted in the Director's report. Motion by Munsey, supported by Rogers, to receive and file the fiscal year end report ending September 30, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

Sunday at 1pm and no responses for Sunday at 5pm. The cost of the ticket would be for the entertainment and the dinner would be the same as for a congregate meal. The survey showed the majority of the people would pay \$10 a ticket. The dining room has limited seating and would comfortably, with entertainment, seat around 75. The most revenue generated would \$750 if the entertainment was at no cost to the COA. The cost of the admission was discussed, suggestion of \$25 per person including a buffet. A buffet wouldn't be able to be counted as a congregate meal. An evening throughout the weekday was discussed. We already serve a congregate meal and it would be difficult to separate just regular meal people from the dinner and entertainment event according to Director Snyder. McCray stated people won't come if you have to pay for admission. Director Snyder reported the GPA stopped their dinner and entertainment due to loss of revenue. Different locations were explored to get away from the stigma of the senior center. The cost would increase if the event was taken off site due to having to pay for the rental of the building. It is also a lot of work for the kitchen staff to prepare the meal, transportation of food and any equipment needed. Director Snyder asked the board for direction regarding the weekend meal and entertainment. At this time Director Snyder recommended to give it try with the \$10 admission for entertainment and congregate meal on a Saturday night. Board members agreed. Advertising would have to include limited seating, tickets available at the door until exhausted. Director Snyder stated she would work on putting it together for January or February.

An adjustment in the cost of the congregate meal donation and HDM was discussed. Director Snyder educated the board regarding the process to alter the suggested donation rate which included surveying participants, board action and recommendation to the AAA. Mahank reported we will be seeing more reductions from Lansing and we should act now. **Howard Taylor entered the meeting at 1:51pm.**

Director Snyder reported beginning of next week we will be offering soup for a \$1.00, soup/ salad bar will increase to \$2.50 and dessert will be added when dessert is on the menu. An average of 7 people pay for salad bar. The board asked is it worth preparing for an average of seven people. Some seniors may see a soup and salad as a nutritious meal, but are we leading seniors to a non nutritious meal? Some seniors eat a lighter meal for lunch and that's why they get the salad bar. Motion By Munsey and supported by McCray to receive and file the directors report. Ayes (7) seven, nays (0).

B. NEMCSA/AAA Melissa Timmrick reported regarding a workshop on advocacy, one on one. The next region 9 meeting is December 1st in Mio.

C. Area Agency on Aging Advisory Council No report available. Mahank asked to have our representative, Barb or Earl, submit a report or attend the board meeting for a report. Director Snyder agreed to talk with the representatives and ask for one of their attendance or report submitted at board meetings.

D. Gazette Advertising Mahank expressed concern regarding the lack of gazette advertising the board has produced. Munsey reported she has made contact with realtors and few seemed interested. She encouraged them to contact Director Snyder for further questions that she didn't feel knowledgeable enough about. Board members were encouraged to be creative when soliciting for advertising. Let the consumer know how it will benefit them and the support they will give to the seniors. At this time the Gazette is not taking enough revenue to continue to support the publication of the Gazette. Mahank asked are there any board members that think we shouldn't be soliciting for advertising? Williams stated the economy is bad the money isn't there. Director Snyder reported the ads need to support the Gazette and we are now in the red. Director Snyder stated the Gazette could be reduced to 12 pages but reminded the board when that was

done in the past there is no reading material, just advertisements and people were unhappy with the Gazette. According to Director Snyder she will put an article in the January Gazette describing the trouble the Gazette is in. Mahank stated he will continue to sell ads and encouraged board members to do so.

OLD BUSINESS None

NEW BUSINESS

A. Policy Governance Calendar-Agency Evaluation & Evaluation of Ends – Munsey made an observation regarding the lack of grant funding that has decreased over the years according to the years comparison literature provided to the board.

End #1, Motion by Williams supported by McCray the board finds the Director 100% in compliance of End #1. Ayes (7) seven, nays (0). Motion carried.

End #2, Director Snyder's report shows she served 1,404 unduplicated seniors. Measurement for Achievement is 1,595 which identifies Director Snyder achieved 88% of the end. Director Snyder identified there were additional Crawford County under 60 people that were served along with out of County for a total of 203 with 120 being Crawford county residents. The total of 60 and over individuals that was served that lived outside of Crawford county is 101. When combining all the over 60 individuals that were served in and out of County the percentage of 60 and over raises to 94%. Discussion regarding including all 60 and over participants when evaluating end #2. If we are to include the out of County 60 and over then we should reevaluate the end and the measurement requirements stated the Director. Board member comments included the residents of Crawford county are the taxpayers that support the millage, the COA staff is doing more than serving people out of County and maybe looking at only the IHS when evaluating end #2. Motion by Don supported by McCray find the director 94% in compliance with end #2. Ayes (5) five, nays (2) two. Motion Carried.

Additional discussion regarding changing End #2 to all served is accessible to all seniors in the Crawford County area. Suggestion was made to have a membership fee for out of County seniors. Then millage monies wouldn't be used to support the out of County seniors participating in activities. Director Snyder reported our agency offers a lot of activities that out of County centers do not that has brought the seniors to Crawford County along with our good food. The ends are up to the Director to measure as she deems appropriate.

End #3, Mahank stated the measurement didn't include people who stated fair in the survey and we may want to include these results in the total percentage of satisfied individuals. That would increase the percentage of satisfied customers to 95% congregate, 88% HDM and 96% IHS. Discussion regarding the % that should be used in evaluating End #3. Board determined they should utilize the Director's evaluation. Mahank informed the Board that next month the evaluation of the agency will be presented. Motion by Williams supported by Taylor to accept the End as Director Snyder has written and finds the Director in compliance with end #3. Ayes (7) seven, nays (0). Motion carried.

End #4, Motion by Dean supported by Munsey to find the Director in compliance with End #4 as serving 80%. Ayes (7) seven, nays (0). Motion carried

End #5, Motion by Munsey supported by Rogers to find the Director 95% in compliance with End #5. The Director has corrected any citations immediately. Therefore the Director is in compliance with the end. Ayes (7) seven, nays (0). Motion carried

End #6, The comparable costs has not been conducted to gather the information to evaluate the End. Director Snyder reported the information will be available in about 6 months. An evaluation of the End will be conducted at that time.

End #7, Motion by Munsey supported by Nolan that the Director is 100% in compliance with End #7 with increasing amount of revenue each year. Ayes (7) seven, nays (0). Motion carried.

End #8, Motion by Taylor supported by McCray to find the Director 100% in compliance with administrative costs being at 10% of the total budget. Ayes (7) seven, nays (0). Motion carried. Next board meeting Mahank will present a summary of the ends and the agency evaluation.

B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

Jack Mahank, Chairperson

Melanie Conway, Recording Secretary

MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
Regular Board Meeting
November 24, 2010 @ Grayling Senior Center

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Board members in attendance: Kathy Rogers, Linda Munsey, Jack Mahank, Helen Nolan, Don Williams, and Dean McCray

Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

FISCAL YEAR END REPORT- September 30, 2010 The report shows COA finished \$7,031.76 in the red which was better than projected. An explanation is noted in the Director's report. Motion by Munsey, supported by Rogers, to receive and file the fiscal year end report ending September 30, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

Sunday at 1pm and no responses for Sunday at 5pm. The cost of the ticket would be for the entertainment and the dinner would be the same as for a congregate meal. The survey showed the majority of the people would pay \$10 a ticket. The dining room has limited seating and would comfortably, with entertainment, seat around 75. The most revenue generated would \$750 if the entertainment was at no cost to the COA. The cost of the admission was discussed, suggestion of \$25 per person including a buffet. A buffet wouldn't be able to be counted as a congregate meal. An evening throughout the weekday was discussed. We already serve a congregate meal and it would be difficult to separate just regular meal people from the dinner and entertainment event according to Director Snyder. McCray stated people won't come if you have to pay for admission. Director Snyder reported the GPA stopped their dinner and entertainment due to loss of revenue. Different locations were explored to get away from the stigma of the senior center. The cost would increase if the event was taken off site due to having to pay for the rental of the building. It is also a lot of work for the kitchen staff to prepare the meal, transportation of food and any equipment needed. Director Snyder asked the board for direction regarding the weekend meal and entertainment. At this time Director Snyder recommended to give it try with the \$10 admission for entertainment and congregate meal on a Saturday night. Board members agreed. Advertising would have to include limited seating, tickets available at the door until exhausted. Director Snyder stated she would work on putting it together for January or February.

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Director Snyder reported beginning of next week we will be offering soup for a \$1.00, soup/ salad bar will increase to \$2.50 and dessert will be added when dessert is on the menu. An average of 7 people pay for salad bar. The board asked is it worth preparing for an average of seven people. Some seniors may see a soup and salad as a nutritious meal, but are we leading seniors to a non nutritious meal? Some seniors eat a lighter meal for lunch and that's why they get the salad bar. Motion By Munsey and supported by McCray to receive and file the directors report. Ayes (7) seven, nays (0).

B. NEMCSA/AAA Melissa Timmrick reported regarding a workshop on advocacy, one on one. The next region 9 meeting is December 1st in Mio.

C. Area Agency on Aging Advisory Council No report available. Mahank asked to have our representative, Barb or Earl, submit a report or attend the board meeting for a report. Director Snyder agreed to talk with the representatives and ask for one of their attendance or report submitted at board meetings.

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OLD BUSINESS None

NEW BUSINESS

A. Policy Governance Calendar-Agency Evaluation & Evaluation of Ends – Munsey made an observation regarding the lack of grant funding that has decreased over the years according to the years comparison literature provided to the board.

End #1, Motion by Williams supported by McCray the board finds the Director 100% in compliance of End #1. Ayes (7) seven, nays (0). Motion carried.

End #2, Director Snyder's report shows she served 1,404 unduplicated seniors. Measurement for Achievement is 1,595 which identifies Director Snyder achieved 88% of the end. Director Snyder identified there were additional Crawford County under 60 people that were served along with out of County for a total of 203 with 120 being Crawford county residents. The total of 60 and over individuals that was served that lived outside of Crawford county is 101. When combining all the over 60 individuals that were served in and out of County the percentage of 60 and over raises to 94%. Discussion regarding including all 60 and over participants when evaluating end #2. If we are to include the out of County 60 and over then we should reevaluate the end and the measurement requirements stated the Director. Board member comments included the residents of Crawford county are the taxpayers that support the millage, the COA staff is doing more than serving people out of County and maybe looking at only the IHS when evaluating end #2. Motion by Don supported by McCray find the director 94% in compliance with end #2. Ayes (5) five, nays (2) two. Motion Carried.

Additional discussion regarding changing End #2 to all served is accessible to all seniors in the Crawford County area. Suggestion was made to have a membership fee for out of County seniors. Then millage monies wouldn't be used to support the out of County seniors participating in activities. Director Snyder reported our agency offers a lot of activities that out of County centers do not that has brought the seniors to Crawford County along with our good food. The ends are up to the Director to measure as she deems appropriate.

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End #4, Motion by Dean supported by Munsey to find the Director in compliance with End #4 as serving 80%. Ayes (7) seven, nays (0). Motion carried

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B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

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MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
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Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

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CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

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OLD BUSINESS None

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End #5, Motion by Munsey supported by Rogers to find the Director 95% in compliance with End #5. The Director has corrected any citations immediately. Therefore the Director is in compliance with the end. Ayes (7) seven, nays (0). Motion carried

End #6, The comparable costs has not been conducted to gather the information to evaluate the End. Director Snyder reported the information will be available in about 6 months. An evaluation of the End will be conducted at that time.

End #7, Motion by Munsey supported by Nolan that the Director is 100% in compliance with End #7 with increasing amount of revenue each year. Ayes (7) seven, nays (0). Motion carried.

End #8, Motion by Taylor supported by McCray to find the Director 100% in compliance with administrative costs being at 10% of the total budget. Ayes (7) seven, nays (0). Motion carried. Next board meeting Mahank will present a summary of the ends and the agency evaluation.

B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

Jack Mahank, Chairperson

Melanie Conway, Recording Secretary

MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
Regular Board Meeting
November 24, 2010 @ Grayling Senior Center

The meeting was called to order at 1:15 p.m. by Chairman, Jack Mahank.

Board members in attendance: Kathy Rogers, Linda Munsey, Jack Mahank, Helen Nolan, Don Williams, and Dean McCray

Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

FISCAL YEAR END REPORT- September 30, 2010 The report shows COA finished \$7,031.76 in the red which was better than projected. An explanation is noted in the Director's report. Motion by Munsey, supported by Rogers, to receive and file the fiscal year end report ending September 30, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

Sunday at 1pm and no responses for Sunday at 5pm. The cost of the ticket would be for the entertainment and the dinner would be the same as for a congregate meal. The survey showed the majority of the people would pay \$10 a ticket. The dining room has limited seating and would comfortably, with entertainment, seat around 75. The most revenue generated would \$750 if the entertainment was at no cost to the COA. The cost of the admission was discussed, suggestion of \$25 per person including a buffet. A buffet wouldn't be able to be counted as a congregate meal. An evening throughout the weekday was discussed. We already serve a congregate meal and it would be difficult to separate just regular meal people from the dinner and entertainment event according to Director Snyder. McCray stated people won't come if you have to pay for admission. Director Snyder reported the GPA stopped their dinner and entertainment due to loss of revenue. Different locations were explored to get away from the stigma of the senior center. The cost would increase if the event was taken off site due to having to pay for the rental of the building. It is also a lot of work for the kitchen staff to prepare the meal, transportation of food and any equipment needed. Director Snyder asked the board for direction regarding the weekend meal and entertainment. At this time Director Snyder recommended to give it try with the \$10 admission for entertainment and congregate meal on a Saturday night. Board members agreed. Advertising would have to include limited seating, tickets available at the door until exhausted. Director Snyder stated she would work on putting it together for January or February.

An adjustment in the cost of the congregate meal donation and HDM was discussed. Director Snyder educated the board regarding the process to alter the suggested donation rate which included surveying participants, board action and recommendation to the AAA. Mahank reported we will be seeing more reductions from Lansing and we should act now. **Howard Taylor entered the meeting at 1:51pm.**

Director Snyder reported beginning of next week we will be offering soup for a \$1.00, soup/ salad bar will increase to \$2.50 and dessert will be added when dessert is on the menu. An average of 7 people pay for salad bar. The board asked is it worth preparing for an average of seven people. Some seniors may see a soup and salad as a nutritious meal, but are we leading seniors to a non nutritious meal? Some seniors eat a lighter meal for lunch and that's why they get the salad bar. Motion By Munsey and supported by McCray to receive and file the directors report. Ayes (7) seven, nays (0).

B. NEMCSA/AAA Melissa Timmrick reported regarding a workshop on advocacy, one on one. The next region 9 meeting is December 1st in Mio.

C. Area Agency on Aging Advisory Council No report available. Mahank asked to have our representative, Barb or Earl, submit a report or attend the board meeting for a report. Director Snyder agreed to talk with the representatives and ask for one of their attendance or report submitted at board meetings.

D. Gazette Advertising Mahank expressed concern regarding the lack of gazette advertising the board has produced. Munsey reported she has made contact with realtors and few seemed interested. She encouraged them to contact Director Snyder for further questions that she didn't feel knowledgeable enough about. Board members were encouraged to be creative when soliciting for advertising. Let the consumer know how it will benefit them and the support they will give to the seniors. At this time the Gazette is not taking enough revenue to continue to support the publication of the Gazette. Mahank asked are there any board members that think we shouldn't be soliciting for advertising? Williams stated the economy is bad the money isn't there. Director Snyder reported the ads need to support the Gazette and we are now in the red. Director Snyder stated the Gazette could be reduced to 12 pages but reminded the board when that was

done in the past there is no reading material, just advertisements and people were unhappy with the Gazette. According to Director Snyder she will put an article in the January Gazette describing the trouble the Gazette is in. Mahank stated he will continue to sell ads and encouraged board members to do so.

OLD BUSINESS None

NEW BUSINESS

A. Policy Governance Calendar-Agency Evaluation & Evaluation of Ends – Munsey made an observation regarding the lack of grant funding that has decreased over the years according to the years comparison literature provided to the board.

End #1, Motion by Williams supported by McCray the board finds the Director 100% in compliance of End #1. Ayes (7) seven, nays (0). Motion carried.

End #2, Director Snyder's report shows she served 1,404 unduplicated seniors. Measurement for Achievement is 1,595 which identifies Director Snyder achieved 88% of the end. Director Snyder identified there were additional Crawford County under 60 people that were served along with out of County for a total of 203 with 120 being Crawford county residents. The total of 60 and over individuals that was served that lived outside of Crawford county is 101. When combining all the over 60 individuals that were served in and out of County the percentage of 60 and over raises to 94%. Discussion regarding including all 60 and over participants when evaluating end #2. If we are to include the out of County 60 and over then we should reevaluate the end and the measurement requirements stated the Director. Board member comments included the residents of Crawford county are the taxpayers that support the millage, the COA staff is doing more than serving people out of County and maybe looking at only the IHS when evaluating end #2. Motion by Don supported by McCray find the director 94% in compliance with end #2. Ayes (5) five, nays (2) two. Motion Carried.

Additional discussion regarding changing End #2 to all served is accessible to all seniors in the Crawford County area. Suggestion was made to have a membership fee for out of County seniors. Then millage monies wouldn't be used to support the out of County seniors participating in activities. Director Snyder reported our agency offers a lot of activities that out of County centers do not that has brought the seniors to Crawford County along with our good food. The ends are up to the Director to measure as she deems appropriate.

End #3, Mahank stated the measurement didn't include people who stated fair in the survey and we may want to include these results in the total percentage of satisfied individuals. That would increase the percentage of satisfied customers to 95% congregate, 88% HDM and 96% IHS. Discussion regarding the % that should be used in evaluating End #3. Board determined they should utilize the Director's evaluation. Mahank informed the Board that next month the evaluation of the agency will be presented. Motion by Williams supported by Taylor to accept the End as Director Snyder has written and finds the Director in compliance with end #3. Ayes (7) seven, nays (0). Motion carried.

End #4, Motion by Dean supported by Munsey to find the Director in compliance with End #4 as serving 80%. Ayes (7) seven, nays (0). Motion carried

End #5, Motion by Munsey supported by Rogers to find the Director 95% in compliance with End #5. The Director has corrected any citations immediately. Therefore the Director is in compliance with the end. Ayes (7) seven, nays (0). Motion carried

End #6, The comparable costs has not been conducted to gather the information to evaluate the End. Director Snyder reported the information will be available in about 6 months. An evaluation of the End will be conducted at that time.

End #7, Motion by Munsey supported by Nolan that the Director is 100% in compliance with End #7 with increasing amount of revenue each year. Ayes (7) seven, nays (0). Motion carried.

End #8, Motion by Taylor supported by McCray to find the Director 100% in compliance with administrative costs being at 10% of the total budget. Ayes (7) seven, nays (0). Motion carried. Next board meeting Mahank will present a summary of the ends and the agency evaluation.

B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

Jack Mahank, Chairperson

Melanie Conway, Recording Secretary

MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
Regular Board Meeting
November 24, 2010 @ Grayling Senior Center

The meeting was called to order at 1:15 p.m. by Chairman, Jack Mahank.

Board members in attendance: Kathy Rogers, Linda Munsey, Jack Mahank, Helen Nolan, Don Williams, and Dean McCray

Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

FISCAL YEAR END REPORT- September 30, 2010 The report shows COA finished \$7,031.76 in the red which was better than projected. An explanation is noted in the Director's report. Motion by Munsey, supported by Rogers, to receive and file the fiscal year end report ending September 30, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

Sunday at 1pm and no responses for Sunday at 5pm. The cost of the ticket would be for the entertainment and the dinner would be the same as for a congregate meal. The survey showed the majority of the people would pay \$10 a ticket. The dining room has limited seating and would comfortably, with entertainment, seat around 75. The most revenue generated would \$750 if the entertainment was at no cost to the COA. The cost of the admission was discussed, suggestion of \$25 per person including a buffet. A buffet wouldn't be able to be counted as a congregate meal. An evening throughout the weekday was discussed. We already serve a congregate meal and it would be difficult to separate just regular meal people from the dinner and entertainment event according to Director Snyder. McCray stated people won't come if you have to pay for admission. Director Snyder reported the GPA stopped their dinner and entertainment due to loss of revenue. Different locations were explored to get away from the stigma of the senior center. The cost would increase if the event was taken off site due to having to pay for the rental of the building. It is also a lot of work for the kitchen staff to prepare the meal, transportation of food and any equipment needed. Director Snyder asked the board for direction regarding the weekend meal and entertainment. At this time Director Snyder recommended to give it try with the \$10 admission for entertainment and congregate meal on a Saturday night. Board members agreed. Advertising would have to include limited seating, tickets available at the door until exhausted. Director Snyder stated she would work on putting it together for January or February.

An adjustment in the cost of the congregate meal donation and HDM was discussed. Director Snyder educated the board regarding the process to alter the suggested donation rate which included surveying participants, board action and recommendation to the AAA. Mahank reported we will be seeing more reductions from Lansing and we should act now. **Howard Taylor entered the meeting at 1:51pm.**

Director Snyder reported beginning of next week we will be offering soup for a \$1.00, soup/ salad bar will increase to \$2.50 and dessert will be added when dessert is on the menu. An average of 7 people pay for salad bar. The board asked is it worth preparing for an average of seven people. Some seniors may see a soup and salad as a nutritious meal, but are we leading seniors to a non nutritious meal? Some seniors eat a lighter meal for lunch and that's why they get the salad bar. Motion By Munsey and supported by McCray to receive and file the directors report. Ayes (7) seven, nays (0).

B. NEMCSA/AAA Melissa Timmrick reported regarding a workshop on advocacy, one on one. The next region 9 meeting is December 1st in Mio.

C. Area Agency on Aging Advisory Council No report available. Mahank asked to have our representative, Barb or Earl, submit a report or attend the board meeting for a report. Director Snyder agreed to talk with the representatives and ask for one of their attendance or report submitted at board meetings.

D. Gazette Advertising Mahank expressed concern regarding the lack of gazette advertising the board has produced. Munsey reported she has made contact with realtors and few seemed interested. She encouraged them to contact Director Snyder for further questions that she didn't feel knowledgeable enough about. Board members were encouraged to be creative when soliciting for advertising. Let the consumer know how it will benefit them and the support they will give to the seniors. At this time the Gazette is not taking enough revenue to continue to support the publication of the Gazette. Mahank asked are there any board members that think we shouldn't be soliciting for advertising? Williams stated the economy is bad the money isn't there. Director Snyder reported the ads need to support the Gazette and we are now in the red. Director Snyder stated the Gazette could be reduced to 12 pages but reminded the board when that was

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OLD BUSINESS None

NEW BUSINESS

A. Policy Governance Calendar-Agency Evaluation & Evaluation of Ends – Munsey made an observation regarding the lack of grant funding that has decreased over the years according to the years comparison literature provided to the board.

End #1, Motion by Williams supported by McCray the board finds the Director 100% in compliance of End #1. Ayes (7) seven, nays (0). Motion carried.

End #2, Director Snyder's report shows she served 1,404 unduplicated seniors. Measurement for Achievement is 1,595 which identifies Director Snyder achieved 88% of the end. Director Snyder identified there were additional Crawford County under 60 people that were served along with out of County for a total of 203 with 120 being Crawford county residents. The total of 60 and over individuals that was served that lived outside of Crawford county is 101. When combining all the over 60 individuals that were served in and out of County the percentage of 60 and over raises to 94%. Discussion regarding including all 60 and over participants when evaluating end #2. If we are to include the out of County 60 and over then we should reevaluate the end and the measurement requirements stated the Director. Board member comments included the residents of Crawford county are the taxpayers that support the millage, the COA staff is doing more than serving people out of County and maybe looking at only the IHS when evaluating end #2. Motion by Don supported by McCray find the director 94% in compliance with end #2. Ayes (5) five, nays (2) two. Motion Carried.

Additional discussion regarding changing End #2 to all served is accessible to all seniors in the Crawford County area. Suggestion was made to have a membership fee for out of County seniors. Then millage monies wouldn't be used to support the out of County seniors participating in activities. Director Snyder reported our agency offers a lot of activities that out of County centers do not that has brought the seniors to Crawford County along with our good food. The ends are up to the Director to measure as she deems appropriate.

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End #4, Motion by Dean supported by Munsey to find the Director in compliance with End #4 as serving 80%. Ayes (7) seven, nays (0). Motion carried

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End #7, Motion by Munsey supported by Nolan that the Director is 100% in compliance with End #7 with increasing amount of revenue each year. Ayes (7) seven, nays (0). Motion carried.

End #8, Motion by Taylor supported by McCray to find the Director 100% in compliance with administrative costs being at 10% of the total budget. Ayes (7) seven, nays (0). Motion carried. Next board meeting Mahank will present a summary of the ends and the agency evaluation.

B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

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MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
Regular Board Meeting
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Board members in attendance: Kathy Rogers, Linda Munsey, Jack Mahank, Helen Nolan, Don Williams, and Dean McCray

Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

FISCAL YEAR END REPORT- September 30, 2010 The report shows COA finished \$7,031.76 in the red which was better than projected. An explanation is noted in the Director's report. Motion by Munsey, supported by Rogers, to receive and file the fiscal year end report ending September 30, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

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OLD BUSINESS None

NEW BUSINESS

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End #2, Director Snyder's report shows she served 1,404 unduplicated seniors. Measurement for Achievement is 1,595 which identifies Director Snyder achieved 88% of the end. Director Snyder identified there were additional Crawford County under 60 people that were served along with out of County for a total of 203 with 120 being Crawford county residents. The total of 60 and over individuals that was served that lived outside of Crawford county is 101. When combining all the over 60 individuals that were served in and out of County the percentage of 60 and over raises to 94%. Discussion regarding including all 60 and over participants when evaluating end #2. If we are to include the out of County 60 and over then we should reevaluate the end and the measurement requirements stated the Director. Board member comments included the residents of Crawford county are the taxpayers that support the millage, the COA staff is doing more than serving people out of County and maybe looking at only the IHS when evaluating end #2. Motion by Don supported by McCray find the director 94% in compliance with end #2. Ayes (5) five, nays (2) two. Motion Carried.

Additional discussion regarding changing End #2 to all served is accessible to all seniors in the Crawford County area. Suggestion was made to have a membership fee for out of County seniors. Then millage monies wouldn't be used to support the out of County seniors participating in activities. Director Snyder reported our agency offers a lot of activities that out of County centers do not that has brought the seniors to Crawford County along with our good food. The ends are up to the Director to measure as she deems appropriate.

End #3, Mahank stated the measurement didn't include people who stated fair in the survey and we may want to include these results in the total percentage of satisfied individuals. That would increase the percentage of satisfied customers to 95% congregate, 88% HDM and 96% IHS. Discussion regarding the % that should be used in evaluating End #3. Board determined they should utilize the Director's evaluation. Mahank informed the Board that next month the evaluation of the agency will be presented. Motion by Williams supported by Taylor to accept the End as Director Snyder has written and finds the Director in compliance with end #3. Ayes (7) seven, nays (0). Motion carried.

End #4, Motion by Dean supported by Munsey to find the Director in compliance with End #4 as serving 80%. Ayes (7) seven, nays (0). Motion carried

End #5, Motion by Munsey supported by Rogers to find the Director 95% in compliance with End #5. The Director has corrected any citations immediately. Therefore the Director is in compliance with the end. Ayes (7) seven, nays (0). Motion carried

End #6, The comparable costs has not been conducted to gather the information to evaluate the End. Director Snyder reported the information will be available in about 6 months. An evaluation of the End will be conducted at that time.

End #7, Motion by Munsey supported by Nolan that the Director is 100% in compliance with End #7 with increasing amount of revenue each year. Ayes (7) seven, nays (0). Motion carried.

End #8, Motion by Taylor supported by McCray to find the Director 100% in compliance with administrative costs being at 10% of the total budget. Ayes (7) seven, nays (0). Motion carried. Next board meeting Mahank will present a summary of the ends and the agency evaluation.

B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

Jack Mahank, Chairperson

Melanie Conway, Recording Secretary

MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
Regular Board Meeting
November 24, 2010 @ Grayling Senior Center

The meeting was called to order at 1:15 p.m. by Chairman, Jack Mahank.

Board members in attendance: Kathy Rogers, Linda Munsey, Jack Mahank, Helen Nolan, Don Williams, and Dean McCray

Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

FISCAL YEAR END REPORT- September 30, 2010 The report shows COA finished \$7,031.76 in the red which was better than projected. An explanation is noted in the Director's report. Motion by Munsey, supported by Rogers, to receive and file the fiscal year end report ending September 30, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

Sunday at 1pm and no responses for Sunday at 5pm. The cost of the ticket would be for the entertainment and the dinner would be the same as for a congregate meal. The survey showed the majority of the people would pay \$10 a ticket. The dining room has limited seating and would comfortably, with entertainment, seat around 75. The most revenue generated would \$750 if the entertainment was at no cost to the COA. The cost of the admission was discussed, suggestion of \$25 per person including a buffet. A buffet wouldn't be able to be counted as a congregate meal. An evening throughout the weekday was discussed. We already serve a congregate meal and it would be difficult to separate just regular meal people from the dinner and entertainment event according to Director Snyder. McCray stated people won't come if you have to pay for admission. Director Snyder reported the GPA stopped their dinner and entertainment due to loss of revenue. Different locations were explored to get away from the stigma of the senior center. The cost would increase if the event was taken off site due to having to pay for the rental of the building. It is also a lot of work for the kitchen staff to prepare the meal, transportation of food and any equipment needed. Director Snyder asked the board for direction regarding the weekend meal and entertainment. At this time Director Snyder recommended to give it try with the \$10 admission for entertainment and congregate meal on a Saturday night. Board members agreed. Advertising would have to include limited seating, tickets available at the door until exhausted. Director Snyder stated she would work on putting it together for January or February.

An adjustment in the cost of the congregate meal donation and HDM was discussed. Director Snyder educated the board regarding the process to alter the suggested donation rate which included surveying participants, board action and recommendation to the AAA. Mahank reported we will be seeing more reductions from Lansing and we should act now. **Howard Taylor entered the meeting at 1:51pm.**

Director Snyder reported beginning of next week we will be offering soup for a \$1.00, soup/ salad bar will increase to \$2.50 and dessert will be added when dessert is on the menu. An average of 7 people pay for salad bar. The board asked is it worth preparing for an average of seven people. Some seniors may see a soup and salad as a nutritious meal, but are we leading seniors to a non nutritious meal? Some seniors eat a lighter meal for lunch and that's why they get the salad bar. Motion By Munsey and supported by McCray to receive and file the directors report. Ayes (7) seven, nays (0).

B. NEMCSA/AAA Melissa Timmrick reported regarding a workshop on advocacy, one on one. The next region 9 meeting is December 1st in Mio.

C. Area Agency on Aging Advisory Council No report available. Mahank asked to have our representative, Barb or Earl, submit a report or attend the board meeting for a report. Director Snyder agreed to talk with the representatives and ask for one of their attendance or report submitted at board meetings.

D. Gazette Advertising Mahank expressed concern regarding the lack of gazette advertising the board has produced. Munsey reported she has made contact with realtors and few seemed interested. She encouraged them to contact Director Snyder for further questions that she didn't feel knowledgeable enough about. Board members were encouraged to be creative when soliciting for advertising. Let the consumer know how it will benefit them and the support they will give to the seniors. At this time the Gazette is not taking enough revenue to continue to support the publication of the Gazette. Mahank asked are there any board members that think we shouldn't be soliciting for advertising? Williams stated the economy is bad the money isn't there. Director Snyder reported the ads need to support the Gazette and we are now in the red. Director Snyder stated the Gazette could be reduced to 12 pages but reminded the board when that was

done in the past there is no reading material, just advertisements and people were unhappy with the Gazette. According to Director Snyder she will put an article in the January Gazette describing the trouble the Gazette is in. Mahank stated he will continue to sell ads and encouraged board members to do so.

OLD BUSINESS None

NEW BUSINESS

A. Policy Governance Calendar-Agency Evaluation & Evaluation of Ends – Munsey made an observation regarding the lack of grant funding that has decreased over the years according to the years comparison literature provided to the board.

End #1, Motion by Williams supported by McCray the board finds the Director 100% in compliance of End #1. Ayes (7) seven, nays (0). Motion carried.

End #2, Director Snyder's report shows she served 1,404 unduplicated seniors. Measurement for Achievement is 1,595 which identifies Director Snyder achieved 88% of the end. Director Snyder identified there were additional Crawford County under 60 people that were served along with out of County for a total of 203 with 120 being Crawford county residents. The total of 60 and over individuals that was served that lived outside of Crawford county is 101. When combining all the over 60 individuals that were served in and out of County the percentage of 60 and over raises to 94%. Discussion regarding including all 60 and over participants when evaluating end #2. If we are to include the out of County 60 and over then we should reevaluate the end and the measurement requirements stated the Director. Board member comments included the residents of Crawford county are the taxpayers that support the millage, the COA staff is doing more than serving people out of County and maybe looking at only the IHS when evaluating end #2. Motion by Don supported by McCray find the director 94% in compliance with end #2. Ayes (5) five, nays (2) two. Motion Carried.

Additional discussion regarding changing End #2 to all served is accessible to all seniors in the Crawford County area. Suggestion was made to have a membership fee for out of County seniors. Then millage monies wouldn't be used to support the out of County seniors participating in activities. Director Snyder reported our agency offers a lot of activities that out of County centers do not that has brought the seniors to Crawford County along with our good food. The ends are up to the Director to measure as she deems appropriate.

End #3, Mahank stated the measurement didn't include people who stated fair in the survey and we may want to include these results in the total percentage of satisfied individuals. That would increase the percentage of satisfied customers to 95% congregate, 88% HDM and 96% IHS. Discussion regarding the % that should be used in evaluating End #3. Board determined they should utilize the Director's evaluation. Mahank informed the Board that next month the evaluation of the agency will be presented. Motion by Williams supported by Taylor to accept the End as Director Snyder has written and finds the Director in compliance with end #3. Ayes (7) seven, nays (0). Motion carried.

End #4, Motion by Dean supported by Munsey to find the Director in compliance with End #4 as serving 80%. Ayes (7) seven, nays (0). Motion carried

End #5, Motion by Munsey supported by Rogers to find the Director 95% in compliance with End #5. The Director has corrected any citations immediately. Therefore the Director is in compliance with the end. Ayes (7) seven, nays (0). Motion carried

End #6, The comparable costs has not been conducted to gather the information to evaluate the End. Director Snyder reported the information will be available in about 6 months. An evaluation of the End will be conducted at that time.

End #7, Motion by Munsey supported by Nolan that the Director is 100% in compliance with End #7 with increasing amount of revenue each year. Ayes (7) seven, nays (0). Motion carried.

End #8, Motion by Taylor supported by McCray to find the Director 100% in compliance with administrative costs being at 10% of the total budget. Ayes (7) seven, nays (0). Motion carried. Next board meeting Mahank will present a summary of the ends and the agency evaluation.

B. Policy Governance Calendar-Mission, Vision, Values –Motion by McCray and supported by Taylor to keep the Mission, Vision and Values the same. Ayes (7) seven, Nays (0) Motion carried.

BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

Jack Mahank, Chairperson

Melanie Conway, Recording Secretary

MINUTES

CRAWFORD COUNTY COMMISSION ON AGING
Regular Board Meeting
November 24, 2010 @ Grayling Senior Center

The meeting was called to order at 1:15 p.m. by Chairman, Jack Mahank.

Board members in attendance: Kathy Rogers, Linda Munsey, Jack Mahank, Helen Nolan, Don Williams, and Dean McCray

Board members absent: Howard Taylor

Also in attendance: Director Snyder, Melanie Conway, Melissa Timmlick and 3 guests

The Pledge of Allegiance was led by Dean McCray. The invocation was offered by Helen Nolan.

AGENDA – Motion by McCray supported by Nolan, to approve the agenda. Ayes (6) Six, nay (0), Taylor Absent. Motion carried.

MINUTES

Motion by Nolan, supported by McCray, to approve the minutes for the October 27, 2010 Board meeting. Ayes (6) six, nay (0), Absent Taylor. Motion carried.

FINANCIAL REPORT – October 31, 2010

Financial report shows the COA in the black \$6,819.93. Mahank asked Director Snyder if consideration has been given to show depreciation in any of the line items. Director Snyder stated not at this time. Mahank stated most businesses handle replacement of equipment with depreciation savings. Director Snyder reported the County doesn't depreciate anything under \$5000. Paul Compo, County Administrator and Jim Robarge, NEMCSA CFO suggested we should go with the County policy as we are audited through the County. NEMCSA doesn't want depreciation in the grant funding either. Motion by McCray, supported by Rogers, to receive and file the financial report ending October 31, 2010. Ayes (6) six, nay (0), absent Taylor. Motion carried.

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CORRESPONDENCE - none

REPORTS

A. Director's Report

The Director reported that the AAA gave the green light to try the weekend meal and entertainment. Long term the AAA would require a set day and time for the event. Director Snyder stated a manager would have to be on site for the function which would require scheduling the event around personal schedules. Leaving the date open and scheduling the event from month to month would work better, but not possible under the Congregate program. The results of a survey were examined. Forty one people stated they would attend a dinner and entertainment, nine said no, twenty-six said they would attend on a Saturday evening at 5pm, 13 said they would attend on

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OLD BUSINESS None

NEW BUSINESS

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Additional discussion regarding changing End #2 to all served is accessible to all seniors in the Crawford County area. Suggestion was made to have a membership fee for out of County seniors. Then millage monies wouldn't be used to support the out of County seniors participating in activities. Director Snyder reported our agency offers a lot of activities that out of County centers do not that has brought the seniors to Crawford County along with our good food. The ends are up to the Director to measure as she deems appropriate.

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BOARD MEMBER COMMENTS/CONCERNS None

PUBLIC COMMENT Gary Psneckia complimented Director Snyder on the good job she is doing with being short staffed. He asked with 2 positions open where the money was that is allocated for these positions. Director Snyder described the \$54,000 deficit that the agency is facing for the fiscal year. She stated to help reduce the deficit the Activities position will become part time along with the Administrative Assistant which will save 8 hours pay and money for health benefits. This still in the works as the union must agree to the change. At this time we are looking to contract with Otsego County to streamline and be more efficient in our bookkeeping before hiring. It is more cost effective to make the changes then hire and train the new person once. Director Snyder educated the public on the changes and effective dates thus far that have helped reduce the deficit such as employee health insurance. All activities will be in the daytime due to the reduction of the activities hours according to Director Snyder. Director Snyder stated she is attempting to make small changes with the least amount of impact on seniors as possible, to reduce the deficit. Dean McCray announced that he and Barb have donated a new flat screen TV to the agency as a Christmas gift.

ADJOURNMENT

Motion by Munsey, supported by Williams to adjourn. Ayes (7) seven, nay (0). Motion carried. Meeting adjourned at 3:18 pm.

Jack Mahank, Chairperson

Melanie Conway, Recording Secretary