



POLICY BOARD MEETING

Kool Family Community Center, Burnham Brook Board Room, 2nd Floor

Monday, October 24, 2022, 5:30 pm

OUR MISSION: *Promoting health, independence, and choice for seniors, persons with disabilities, and caregivers*

OUR VISION: *A community where people are cared for with dignity and respect*

OUR VALUES: *Integrity, quality, commitment, financial responsibility, and advocacy*

AGENDA

- I. Call to Order and Approval of Action Items
 - A. Introductions
 - B. **Action item:** Approval of October 24, 2022, Policy Board Agenda, and September 26, 2022, Policy Board Meeting Minutes – *(Attachment A)*
- II. Public Comment/Open Meeting
- III. Executive Team Reports/Updates
 - A. CEO Report
 - 1. Conflict of Interest Forms
 - 2. Caregiver Resource Center *(Attachment B)*
 - 3. Update on USAging Region V meeting
 - 4. Bylaws Update
 - 5. 4am Concept Paper *(Attachment C)*
 - 6. Collaborations
- IV. Policy Board Committee Reports
 - A. Executive/Personnel Membership Committee (Marzolf)
 - 1. **Action Item:** Open Meetings Act Calendar *(To be sent under separate email)* - Marzolf
 - 2. **Action Item:** Approval of Employee Handbook *(Attachment E)* - Winsor
 - B. Finance/Audit Committee (Board: Baldwin; Staff: Gelletich)
 - 1. **Action Item:** Approval of Financial Statements for month ending September 2022 *(Gelletich)* – *(Attachment F)*
 - 2. Benchmarking Report *(Gelletich)* – *(Attachment F)*
 - C. Compliance, Quality, Waiver (Aucunas)
 - 1. Waiver Report, Quality Report, Compliance Report – *(Attachment G)*
 - D. Advocacy and Outreach Updates
 - 1. Michigan Senior Advocates Council (O'Dell/Whitfield)
 - 2. Outreach Activities (Porter)
- V. Adjournment – Next meeting, as scheduled, on November 28, 2022, at 5:30 pm



**Policy Board Meeting Minutes
Monday, September 26, 2022**

Meeting Location: In-Person Meeting; Held in Burnham Brook Boardroom, Second Floor

Members Present: Jim Baldwin, Lyn Briel, Allen Byam, Barbara Frederick, Steve Marzolf, Corally O'Dell, Sherii Sherban, Deana Spencer, Thomas Unger

Members Absent: Nancy Mullett, Jose Orozco, Jr., Linda Whitfield

Staff Present: John Gelletich, Vera Prince, Stacy Wines, Glin Winsor

Staff Absent: Brandy Aucunas, Paulette Porter

Guests Present: Tom Hunsdorfer on behalf of Helen Guzzo, Senior Services of Calhoun County; Annette Gamez, Field Representative, State of Michigan Department of Health & Human Services, Bureau of Aging, Community Living, and Supports (ACLS)

I. Call to Order/Public Comment

Chair Marzolf called meeting to order at 5:32 pm. Quorum met. Wines noted one addition to the Agenda under Finance/Audit Committee. Glin Winsor will discuss Honor Credit Union CDs.

II. Action Items

- A. Approval of Consent Agenda for September 26, 2022, and Approval of Policy Board Meeting Minutes for August 29, 2022

Motion to approve Consent Agenda for September 26, 2022, and approval of Policy Board Meeting Minutes for August 29, 2022; supported by Baldwin; seconded by Unger. Motion: CARRIED.

I. Public Comment/Open Meeting

Mr. Tom Hunsdorfer made introduction to Policy Board. Hunsdorfer attended meeting on behalf of Helen Guzzo, Senior Services of Calhoun County. He is a resident of Albion, and the Interim Chair of the Senior Millage Allocation Committee. Hunsdorfer had no additional comments for the Board.

II. Executive Team Reports/Updates

- A. Networking Updates

Wines reported she attended the Area Agency on Aging Association of Michigan's Annual Conference last week. She also attended the Hispanic Heritage Festival and the Miles for

Memories Community Stroll. Wines participated in her first Battle Creek Rotary Meeting held today in the Valentine Room of the Kool Family Community Center. Additionally, she was asked to join the Coordinating Council Leadership Cabinet in Battle Creek, as well as the Bronson Care Coordination Committee. Wines will also attend the Union Center Senior Center Open House.

B. ACLS BPHASA Annual CWS's Assessment

Wines reported CareWell's annual assessment has been completed by the ACLS Bureau. There were areas that needed to be addressed, as outlined by Gamez. Wines forwarded a follow up letter with responses to Gamez and will wait to hear back regarding Gamez's review. Also noted, several areas needing policies and procedures written will be addressed. Wines will provide additional update pending final response regarding the assessment.

C. 2023-2025 Multi-Year Plan Update

Wines reported she presented the 2023-2025 Multi-Year (MYP) Plan to the State Commission on Aging in Lansing. Gelletich, Director of Accounting, was also present to address any financial inquiries. The 2023-2025 Multi-Year Plan was approved on Friday, September 16, 2022.

D. Senior Centers

Wines reported the senior centers are going well. The Heritage Commons Senior Enrichment Center (HCSEC) in Marshall has excelled in program participation. One of the highlight programs is a cooking class taught by Jen Rice, the new coordinator at HCSEC. Fork's Senior Center is still doing magnificent work and visits to the Center are consistent.

E. Marian Burch Adult Day Care Reopening

Wines reported on the reopening of the Marian Burch Adult Day Care Center. A press release from the facility was distributed to the Board as Attachment B regarding the reopening, which is targeted by the end of the year.

F. Facilities

Wines shared there was not much to report regarding facilities but noted some staff will be returning to the office and preparations are being made to paint/clean walls. Also noted, Wines' door has been moved and her office is now completed for move in.

G. Programming at Kool Family Community Center

Lunch and Learn sessions at Kool Family Community Center are continuing every Friday at 11:30 in the Valentine Room and the exercise classes are continuing to go well. The new WERQ dance cardio classes, scheduled on Wednesdays at 3:00, have also been well-received.

H. MMAP Update

Wines reported Karen Courtney will be managing the MMAP Department due to Lynn Moss' resignation. She will mentor the volunteers during the busy upcoming open enrollment

period. Wines expressed her gratitude for Courtney to step up and take on additional duties to meet the needs of the community during Open Enrollment.

I. Provider Rates

Wines reported that she and key staff members are reviewing the provider rates and will be making recommendation for increases.

J. Innovation in Action

Chair Marzolf discussed the \$1 million to distributed in grants. Awarded to date is \$843,607. Barry County received \$20,181, reflecting 98% of grant money given to Calhoun County versus 2% to Barry County. There remains a balance of \$136,212. Chair Marzolf proposed to the Board issuing a new Request for Proposals specifically targeted to Barry County, granting the remaining \$136,212. The deadline for submission is the end of January. Wines noted she will clarify with Porter regarding the remaining funds.

Motion to issue an RFP to Barry County for the remaining funds in the Innovation in Actions fund, with the deadline for submission being January 31, 2023; supported by Unger, seconded by Baldwin. Motion Carried.

Wines also noted Porter has been working on the Innovation in Action project and has conducted site visits. Porter was not present at Board meeting; however, she will provide additional information as to the site visits at next month's meeting.

K. Handbook

Winsor reported he has developed an Employee Handbook. The Executive staff is reviewing it. The Handbook will be available for review at next month's Board meeting. Winsor also completed a Health and Safety manual along with numerous policies.

III. Policy Board Committee Reports

A. Executive/Personnel Membership Committee

1. **Action Item:** Approval of Bureau of ACL FY 2023-2025 Request for Proposals (RFPs) as recommended by RFP Review Committee

Briel provided a summary of the RFPs submitted to CareWell and reviewed by the RFP Review Committee. On September 19, 2022, the Advisory Council approved the RFP Review Committee's recommendation and voted to recommend said funding, per the allowable matrix, to the Policy Board. Organizations receiving funding are Barry County Transit, Family Support Center of Barry County, Barry County Commission on Aging, Senior Health Partners, Legal Services of South Central Michigan, Marian Burch Adult Day Care (MBADC) and Milestone Senior Services.

Briel also noted there were still questions regarding when Marian Burch Adult Day Care would be reopening in Calhoun County. The RFP Committee agreed to allow funds prorated for the number of months the day care is open. The Committee also agreed to give CEO Wines the authority to work with MBADC regarding using funds for startup costs for reopening, if needed.

Also noted, Family Enrichment Center did not submit a RFP as in previous years. The RFP Committee advised Wines to request another RFP for Calhoun County specifically for kinship care.

Motion to approve FY 2023-2025 Request for Proposals (RFP) as recommended by RFP Review Committee; supported by Sherban; seconded by Unger. Motion: CARRIED.

2. **Action Item:** Approval of Shirley Tuggle as new member of CareWell Services Advisory Council

Wines reported she spoke with Tuggle regarding the conflict of interest serving as a member of SMAC and serving on CareWell's Policy Board. Tuggle would like to remain as a member of SMAC. Since there is not be a conflict of interest to serve as a member of the Advisory Council, Tuggle requested to stay on the Council. At a previous meeting, her application as a member of the Advisory Council was approved and recommendation was made to have the Policy Board approve said action.

Motion to approve the recommendation of the Advisory Council for Shirley Tuggle to become a new member of CareWell Services Advisory Council; supported by Sherban; seconded by Briel. Motion: CARRIED.

B. Finance/Audit Committee

1. **Action Item:** Approval of Financial Statements for month ending August 2022.

The Agency is still very stable with over \$10 million in assets. Also noted, the largest portion of payables is the Waiver program, which accrues the amount of funds based on what is anticipated. The Income Statement also reflects an impact of surplus in the Waiver program, in addition to expenses this year due to the departure of staff members.

Motion to approve the Financial Statements for month ending August 2022; supported by Unger; seconded by Frederick. Motion: CARRIED.

2. Benchmarking Report

Gelletich reported on Waiver new starts year-to-date, which reflected a total of 95. Also noted, budget versus expenses indicated a \$20,000 difference between actual expenses versus budget due to vendors payment being one month behind.

3. Added Agenda Item: Honor Credit Union CDs

CFO Winsor, discussed depositing \$1 million dollars into a CD account at Honor Credit Union at the rate of 3.5% interest on a 21-month term, including no penalty, and a full return on money investment. Chair Marzolf and Unger agreed if more funds can be deposited, this would be to the Agency's advantage. The Board approved depositing \$2 or \$3 million dollars, contingent upon the Agency's ability to invest a higher dollar amount.

Motion to deposit up to \$3 Million Dollars into CD Accounts at Honor Credit Union; supported by Baldwin; seconded by Unger. Motion: CARRIED. All in Favor. UNANIMOUS.

C. Compliance, Quality, Waiver

1. Wines reported on behalf of Aucunas regarding Compliance, Quality, Waiver Report and noted there were no changes from last months report. Board members were advised to review report and share any questions with Brandy prior to next month's meeting.

D. Advocacy and Outreach Updates

1. Michigan Senior Advocates Council (O'Dell/Whitfield)

Whitfield not present; O'Dell had no updates regarding Advocacy and Outreach.

2. Outreach Activities

Wines reported outreach activities are going well. Calendars regarding activities at HCSEC and Kool Family Community Center were distributed for the Board's review.

IV. Adjournment

Motion for Policy Board to adjourn moved to approve by Briel; supported by Spencer. Motion: CARRIED. With no additional items to discuss, meeting adjourned at 7:08 pm.

Respectfully submitted,

Vera Prince, on behalf of
Recording Secretary Nancy Mullett

B

Wines, Stacy

From: David LaLumia <davelalumia@4ami.org>
Sent: Tuesday, October 4, 2022 7:30 PM
To: Board of Directors
Cc: Jenn Dubey; Samantha Zandee; David LaLumia; Advocacy
Subject: 10/05/22 -- Caregiver Resource Centers Advocacy
Attachments: Caregiverletter100422.docx; Caregiver1pager031022.docx

Board of Directors:

We continue to pursue our proposal establishing Caregiver Resource Centers through a Legislative appropriation. We're not sure when there might be another supplemental appropriation, but we are preparing for a supplemental after the election. We will be working with our Legislative ?champions? to advance the proposal during the remainder of the year. We are requesting your assistance in advancing the proposal. Here's the plan:

- Please send the attached letter to your state senators and representatives. We want to establish a broader awareness of the need for caregiver services and generate broad-based support for the plan.
- Share the letter and request your community partners to be advocates for the plan.
- After the election, please communicate this information to newly elected senators and representatives.
- We will work on supporting our ?champions? in advocating for the plan for the remainder of this Legislative session.
- Jenn will be sharing this information with our MSAC delegates
- Please let us know what feedback you receive to the letter.

We are working this plan with Sam Zandee and our GCSI colleagues.
Also attached is the one page summary of the Caregiver Resource Center proposal.

Please let us know if you have questions or comments.

I'll be out of the office beginning 10/5 and returning 10/11.

Thank you. Dave

David LaLumia, Executive Director

Area Agencies on Aging Association of Michigan

6105 W. St. Joseph Hwy Lansing MI 48917

www.4AMI.org



Dear Senator/Representative_____:

(Name of AAA) is excited to request your support of a Caregiver Resource Center proposal, designed to enhance and ensure ongoing support for the estimated 1.73 million Michiganders who provide unpaid care to family members, friends, and neighbors. Twenty-three percent of Michigan's population are caregivers, providing personal care, activity support, daily living assistance, companionship, and more. These essential and selfless services help so many older adults and persons with disabilities remain in their own home, stay connected with their communities, and enjoy an enhanced quality of life.

There are many ways Area Agencies on Aging and other community partners assist and support caregivers. The federal Older Americans Act finances some of these support services, but this trickle of federal funding is inadequate to support the vast needs of caregivers, and caregiver services are not consistently available across the state.

We have an awesome opportunity to change that! A \$16.8 million investment to create Caregiver Resource Centers would allow Michigan's Area Agencies on Aging to establish and expand information, educational materials, trainings, support groups, respite care, and other resources to support our state's unpaid caregivers. This one-time investment will carry impact for years and decades to come!

Please join us in our call for this important investment. Informal caregivers are a critical, often overlooked, part of Michigan's healthcare and social service infrastructure. They need support and resources to continue their amazing work. This proposal would improve the lives of the millions of Michiganders under their care. Your support of and advocacy for Caregiver Resource Centers will assist some of our most vulnerable citizens.

Thank you for your consideration of support for this proposal. Please feel free to reach out to me, or to the Area Agencies on Aging Association of Michigan through David LaLumia at davelalumia@4ami.org or (517) 420-8319.

Sincerely,



Supporting Michigan Caregivers by Establishing Area Agency on Aging Caregiver Resource Centers

- Family and informal caregivers are increasing in Michigan as the population ages.
- The MI Center for Healthcare Research and Transformation estimates there are 1.73 million Michiganders providing unpaid care to another adult. This is 23 percent of our population. They further report that a significant percentage of caregivers are not accessing caregiver programs.
- The essential role that unpaid family and informal caregivers play in the lives of others is well documented.
- Programs and services help support, educate, and assist caregivers.
- In 2016, the federal Older Americans Act was amended to add Title III-E, creating the National Family Caregiver Support Program (NFCSP). Title III-E recognizes the significant role caregivers occupy in long-term care. Title III-E authorizes services such as information and assistance, individual counseling, support groups, caregiver training, and respite care.
- While Title III-E has provided recognition and some funding for caregiver services, resources remain scarce and there are regional differences in available caregiver services across Michigan.

Area Agency on Aging (AAA) Caregiver Resource Centers (CRC) are proposed to address the growing demand for caregiver services and supports. This proposal will:

- Establish CRCs across the sixteen AAA regions.
- Create a statewide educational resource clearinghouse containing written information, webinars, videos, podcasts, livestream classes and referral capacity.
- Launch a statewide community outreach campaign to identify family and informal caregivers who would benefit from resources to support their caregiving activities.
- Enhance caregiver services at AAAs including information and assistance, assessment, care planning, counseling, support groups, education, respite care and other services and supports
- Adopt a sustainability plan to ensure ongoing services.
- Caregivers include adults (18 and over) caring for individuals sixty and over, individuals with Alzheimer's disease or related disorders, older relatives providing care to children under eighteen, and parents/relatives caring for adults with disabilities.
- Estimated cost for Caregiver Resource Centers is \$16.8 million

David LaLumia
Executive Director
davelalumia@4ami.org
June 13, 2022



AREA AGENCIES ON AGING
ASSOCIATION OF MICHIGAN

Braiding Access in Long-Term Services and Supports

Area Agencies on Aging Association of Michigan

July 2022

TALKING POINTS

- Area Agencies on Aging and their community partners provide an existing platform for future growth of LTSS and the aging network.
- AAAs are uniquely situated to plan to address unmet community needs, fill gaps in local services, provide no wrong door access to a full range of HCBS, connect with other long-term care programs (such as PACE, MI Health Link, nursing facilities), and with other community organizations and service providers.
- The Michigan Model braided funding from the OAA, OMA, and the capitated, at risk, MI Choice program create a seamless HCBS managed care system build on a foundation of person-centered care and preventative community services.
- Home and community-based services are provided to persons eligible for nursing facility care through multiple integrated funding option. Funding from the Older Americans Act, Older Michiganians Act and the Medicaid MI Choice program is braided at the local level to provide access to HCBS regardless of ability to pay or Medicaid eligibility status.
- Recommendations:
 - Expand MI Choice
 - Expand care management and transition services
 - Support local PACE expansion
 - Fill gaps in community services
 - Continue integration with healthcare
 - Build on local trusted information and assistance services

- Pause expansion of MI Health Link and explore alternatives to serving dually eligible population
- Set progressive rebalancing targets for long-term care spending to finance HCBS expansion

BACKGROUND

- AAAs are committed to person-centered choices for older adults and persons with disabilities aimed at promoting health aging, dignity, independence, and aging in place.
- The core mission of AAAs is derived from the federal Older Americans Act of 1965 to create comprehensive, coordinated systems of care designed to allow older adults to remain independent in their own home for as long as possible.
- The OAA prioritizes development of objective, local information and assistance provided by AAAs. The result is a robust statewide system of locally tailored and trusted information services.
- Options counseling provides access to services and resources of the aging network. It is provided with appropriate safeguards and firewalls to assure objectivity.
- What AAAs Bring
 - Seamless access to care regardless of ability to pay and Medicaid eligibility
 - Managed care experience through braided funding Michigan Model
 - Carry out mission and mandates of OAA
 - Annual planning to address unmet community needs
 - Trusted community information services
 - Conduct level of care assessment services
 - Care management and care transition resources
 - Utilization management
 - Integration with healthcare
 - Many others

10/3/2022



EMPLOYEE HANDBOOK

REVISED SEPTEMBER 2022

POLICY BOARD APPROVED

Insert Date:

ABOUT THIS HANDBOOK

The purpose of the Employee Handbook is to provide employees with information about the policies, practices, and procedures of Region 3B Area Agency on Aging CareWell Services Southwest, representatives and associates. "The Agency" or "CWS" shall be defined for the purposes of this Handbook as CareWell Services Southwest, any affiliated entities, their owners and agents. The Handbook is a glance at the overall culture and structure of CWS and the unique and fearless way employees strive to achieve CWS' mission, vision, and values. Everyone who works for CWS contributes to the creation and maintenance of an environment that fosters CWS' mission, vision, and values.

CareWell Services Southwest Statement of Our Core Values:

Mission

Promoting health, independence, and choice for seniors, persons with disabilities, and caregivers

Company Vision

A community where people are cared for with dignity and respect

Values

Integrity, quality, commitment, financial responsibility, and advocacy

Employees are expected to foster a context for work that brings out the best in every member of the CWS' team. This Handbook is intended to highlight some important policies, and direct employees on where to find additional information.

While this Handbook contains the most current information about CWS, the organization is dedicated to innovation and change. Therefore, this Handbook may not answer every question concerning employee policies, procedures, benefits, and services. Employees are made aware of any policy and procedure changes, additions or deletions and have immediate access to all CWS' up-to-date policies electronically on the Infinity/Arcoro portal.

This Handbook applies to all CWS' employees, unless otherwise noted. The Handbook is a guide to explain key programs, policies, and procedures. It is expressly understood that the handbook does not constitute any contract of employment. No employee or representative of CWS, other than the CEO or their designee, has any authority to enter into any agreement for employment for any specific or definite period of time, or to make any agreement contrary to the terms of this Handbook. Any such agreement must be made in writing and signed by the CEO to be effective. CWS reserves the right to alter, modify, amend, or terminate Agency policies and benefits in a manner we believe to be in the Agency's and our employee's best interest. Any such changes or modifications shall only be effective prospectively. In addition, in any situation where insurance, earnings participation, or retirement provisions are concerned, the terms of the policy or official plan document control regardless of any statements contained in this handbook to the contrary.

Effective: Board Approval date:

Who CareWell Services Southwest Serves:

CareWell Services Southwest was designated to serve Barry and Calhoun counties as an area agency on aging by the Michigan Office of Services to the Aging in 1996. We are a private, not-for-profit agency, serving Barry and Calhoun counties. Created under The Older Americans Act of 1965, area agencies on aging like CareWell Services administer programs that help older adults maintain their health and independence in their homes and communities.

Our mission is to promote health, independence, and choice for seniors, persons with disabilities and caregivers. We envision a community where people are cared for with dignity and respect. CareWell Services Southwest is one of sixteen area agencies on aging in Michigan created by the Older Americans Act and designated by the Michigan Bureau of Administration for Community Living. As an area agency on aging, we are charged to identify the needs of seniors and develop plans to enable older adults to maintain their independence with dignity through person-centered services.

CareWell Services also:

- Advocates on behalf of older adults and their caregivers
- Serves as the primary focal point for services for seniors, persons with disabilities and caregivers.
- Administers federal, state, local and private funds to support services and programs for older adults.
- Funds programs that serve older adults in Barry and Calhoun counties.

As an area agency on aging, our mission is to promote health, independence, and choice for seniors, persons with disabilities and caregivers. We envision a community where people are cared for with dignity and respect. CareWell Services Southwest is governed by a Policy Board of Directors made up of representatives from Barry and Calhoun counties. The Policy Board obtains insight into the needs of older adults and caregivers in our region from the Advisory Council, which is made up of at least 50% older adults as well as elected officials and representatives from the community and aging network. We identify the needs of seniors and develop plans to enable older adults to maintain their independence with dignity through person-centered services.

Due to our mission, governance and funding sources, the majority of persons we serve are seniors 60 years of age or older and persons with disabilities aged 18 years of age or older. We refer persons whose age or health is outside the demographic scope of our mission to appropriate agencies, programs, or services for their needs.

CWS provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Effective: Board Approval date:

Certain programs or services, MI Choice Waiver, may be subject to age, health, income, and asset eligibility criteria. Most services are free of charge; however, donations and cost sharing help us extend our services to as many people as possible.

INTEGRITY – CareWell Services Southwest Agency COMPLIANCE PROGRAM

CWS is committed to operating with a dedication to integrity and in full compliance with all applicable legal requirements relevant to its operations. This requires commitment from the organization's leadership to guide and promote a culture of compliance through professionalism and ethical actions, to mentor staff, and demonstrate the values to business partners and the community in every action. CWS has developed an Agency Compliance Plan detailing seven core elements necessary for an effective compliance program and policies and procedures that allow the organization to adhere to the plan on a continuous basis.

Integrity underlies every action taken, both as individual employees and as an organization. Compliance with the law is not just "something CWS has to do" but rather, an ethical responsibility of the organization that is taken very seriously. CWS ALWAYS conducts business in accordance with all applicable laws and regulations, as well as within all ethical guidelines. Legal and ethical compliance provides the minimum, absolute, essential condition for performance of all duties.

Integrity is also a key principle for the selection and retention of those individuals and businesses that join and partner with CWS. Physicians, facilities, representatives, or consultants must certify their willingness to comply with CWS' policies and procedures and must never be allowed to circumvent values and principles. Through an integrated and unique training and education program, CWS communicates its values and ethics to members in a variety of ways. Employees play an important role in the program by understanding and demonstrating the culture of integrity to every member or business associate with which they interact.

CWS has developed a Code of Ethics and Business Conduct that further details the compliance program. Employees are provided with this code and expected to adhere to it and embrace it as a foundation for every action taken as a part of the job. Additionally, CWS' employees have a duty to ensure that everyone else complies to the Code of Ethics and Business Conduct. Employees are expected to report any suspicions, allegations, or violations of the Code of which they have knowledge. Retaliation against an employee for reporting suspicions, allegations, or violations of the Code is strictly prohibited and is not tolerated. Employees are the eyes, ears, heart, and soul of CWS' compliance program, and therefore must be willing to take an active role in ensuring that integrity is never compromised.

HANDBOOK APPLICATION

Except as set forth in this section, the language in this Handbook is not intended to establish a contract between CWS and any of its employees for either employment or the providing of any term, condition, compensation, or benefit of employment. You have the right to terminate your employment with or without cause and with or without notice at any time and CWS retains the same right.

See policy HR. EMP.010 Handbook Application for more information.

COMMUNICATION

Employee Communications

CWS communicates to employees in a variety of ways. All managers at CWS maintain open door policies. Employees are encouraged to communicate with management and staff regarding CWS information through the use of face-to-face discussions, email, or any of the routinely scheduled one-on-one, or monthly staff meetings.

CWS maintains confidential reporting mechanisms such as the employee hotline and the online reporting system, which is accessible through CWS' website. Employees are also encouraged to use these communication methods as an alternative for confidential matters intended for the Compliance Officer. You may also contact the Compliance Officer directly via email.

Bulletin Boards

CWS' bulletin boards are in the break area and back hallway. Employees are encouraged to review the posted agency information. These boards provide employees with information regarding organization related activities and CWS' compliance with legal requirements, such as the location of Safety Data Sheets (SDS) and wage and hour laws.

Electronic Communication/Information

Electronic communication and information gathering is used only for business purposes of the organization. Any other use is strictly prohibited. While CWS may grant employees use of multiple forms of electronic communication and information gathering, the organization reserves the right to monitor compliance with the established guidelines contained in CWS' policies.

Human Resource Policies

Human Resource (HR) policies are located in the Human Resources Manual. Additionally, an electronic copy of the Handbook and all HR policies and procedures are on the Infinity/Arcoro portal. It is the employee's responsibility to read, review and become familiar with all HR policies. Furthermore, it is the employee's responsibility to remain aware of changes in policies and procedures adopted by CWS and participate in the development of new changes. Employees are encouraged to bring any questions, concerns, suggestions, or ideas to their manager's attention.

EMPLOYMENT

Classification of Exempt/Non-Exempt Employee Status

CWS classifies employees as follows:

- *Non-Exempt* employees do not meet the minimum salary requirements, or the job duty tests for any of the three exemptions (Executive, Administrative or Professional) as defined in the Fair Labor Standards Act (FLSA). These employees are paid on an hourly basis and receive overtime in accordance with CWS' policy and the FLSA.
- *Exempt* employees are paid on a salary basis, receive the minimum weekly salary, and meet the job duty criteria for one of the three exemptions (Executive, Administrative or Professional) as defined in the FLSA. These employees are exempt from the overtime provisions of the FLSA. Being paid on a salary basis means the employee is paid a minimum amount of money for any work week in which he/she performs work, regardless of the number of hours worked.

See policy HR. EMP.070 FLSA for more information.

Time and Attendance Management

In order for CWS to achieve its goals, it is essential that each employee recognizes and accepts responsibility for his, her, or their own time and attendance.

CWS acknowledges there may be occasions when an employee may not be able to work on a scheduled day(s), but also that certain standards of attendance must be maintained. CWS has several policies and procedures in place, so employees are aware of responsibilities for tracking time and attendance. CWS has policies and procedures regarding the ability of employees to take time off work.

Please refer to policies HR.EMP.150 Time and Attendance & PTO, HR.EMP.090 Holidays, HR. EMP.100 Leaves of Absence.

Time and Attendance Reporting

All employees are required to record all time worked daily via time management on the Infinity/Arcoro portal which is reviewed and electronically signed by management before submission to Finance Office. CWS prohibits any non-exempt employees to conduct work while considered off-the-clock. All hours conducting business for CWS are considered time worked and are expected to be recorded. Incorrect or inaccurate recording of hours worked may be considered falsifying company documents and may lead to disciplinary action up to and including discharge.

Please refer to policy HR.EMP.150 Time and Attendance & PTO for additional information.

Weekly Schedule

At the time of hire, management advises new employees of their schedule and responsibilities, including meal breaks. Meal periods are unpaid, full-time employees are given the option of a one-hour or thirty-minute break during the day. Schedules are established by management and

Effective: Board Approval date:

may be changed to conform to work volumes or needs of the agency. Any schedule changes or adjustments are worked out between the employee and the manager and decisions are made on a case-by-case basis, depending on the facts and circumstances presented and the needs of the agency.

Please refer to policy HR.EMP.150 Time and Attendance & PTO for additional information.

Overtime

Overtime work, in general, is discouraged and overtime deemed necessary must be limited to minimum levels and pre-approved by a manager. CWS provides overtime pay for non-exempt employees for all work performed in excess of forty (40) hours during any seven (7) day work week at a rate of one and one-half (1 ½) times the employee's regular rate of pay.

Please refer to policy HR.EMP.150 Time and Attendance & PTO for additional information.

Categories of Employment

Each employee's status is determined in accordance with the approved budgeted staffing pattern. The following are the definitions of the categories of employment:

- Regular full-time employees are budgeted to work sixty (80) or more hours in a pay period.
- Regular part-time employees are budgeted less than sixty (64) hours in a pay period.
- Casual employees are not routinely scheduled to work and are not guaranteed a regular schedule. Casual employees may be called in to work for various hours per pay period according to staffing needs and employee availability.
- Temporary employees are employed (and so notified at the time of employment) for a predetermined period of time, not to exceed twelve (12) months, unless an alternate duration of time can be specified for a specific body of work or with a specific and limited body of funding.
- Contractors are not employees of CWS. Contractors and consultants may be used to supplement personnel resources for specific staffing needs, for a specific and pre-determined period of time.

Please refer to policy HR.EMP.030 Categories of Employment for additional information.

At-Will Employment

All employment at CWS is voluntary and is subject to termination by the employee or CWS at will, with or without cause, and with or without notice, at any time. Nothing in CWS's policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment at-will status of CWS' employees. This policy of at-will employment may not be modified in any publication, document, or verbal communication by any employee of CWS. The only exception to this policy is a written employment agreement approved by the CEO.

Please refer to policy HR.EMP.020 At-Will Employment for additional information.

Professional Conduct

All employees are expected to maintain a high level of professionalism in all work they do. The *CWS Context* and *Standards of Behavior* foster favorable interactions among employees, members, and community stakeholders.

Each employee is responsible for maintaining the utmost professionalism regarding:

- Attitude
- Communication
- Respect
- Integrity
- Appearance
- Quality
- Compassion
- Teamwork

Unprofessional Conduct

Each employee represents CWS to participants, visitors, vendors, and other guests, and it is important that each employee maintains the highest standards of professional conduct, courtesy, and respect for the dignity of others at all times. Any concerns regarding unprofessional or improper employee conduct is taken seriously and will be addressed immediately.

Please refer to policy HR.EMP.130 Respectful Work Environment for additional information

Drug and Alcohol-Free Workplace

CWS maintains a drug-free workplace to foster the highest possible level of safety, integrity, productivity, efficiency, and innovation among employees, and to maintain public confidence in the high quality of services offered by CWS and its members. The misuse of drugs and alcohol by employees on and off the job can have serious work-related implications and devastating personal consequences. Illegal use or abuse of drugs and alcohol undermines the mission, vision, and values of CWS, the quality and integrity of participant care, employee performance and productivity, and the image of CWS in the community. As a prominent member in the communities we serve, and a responsible employer, CWS has adopted a policy to maintain a drug-free workplace.

Substance Abuse

CWS has adopted a zero-tolerance substance abuse policy under which an employee may be required to submit to a chemical substance screening test. It is the policy of CWS to prohibit substance abuse behavior or be under the influence while on CWS premises during work hours. Employees who violate this policy will be subject to corrective action, up to and including termination.

Please refer to policy HR.EMP.060 Zero Tolerance – Substance Abuse for more information.

Equal Employment Opportunity

CWS is an equal opportunity employer and does not discriminate against any employee or applicant for employment in a manner that violates the law. Employees are hired, promoted, and compensated according to their qualifications, performance, and potential. Any employee who feels that he or she is being discriminated against in violation of CWS' Equal Employment Opportunity policy should immediately contact his, her, or their manager, HR Department, Compliance Officer, or any executive officer.

Please refer to policies HR.EMP.080 EEO, ADA, ADAAA and HR.EMP.130 Respectful Work Environment for additional information.

Employee Diversity

CWS promotes an atmosphere in which everyone is treated with dignity, respect, and

Effective: Board Approval date:

professionalism. CWS utilizes a mentoring spirit to reach out to every employee, member, and participant regardless of characteristics or cultural backgrounds. It is the responsibility of every member of the CWS team to create and maintain a work environment in which employees are treated with respect, compassion, diversity is valued, and where opportunities are provided for development.

Please refer to policies, HR.EMP.080 EEO, ADA, ADAAA, and HR.EMP.130 Respectful Work Environment and HR.EMP.050 Workplace Violence for more information.

Respectful Work Environment/Offensive Behavior/Harassment

CWS' employees and business partners have the right to expect to be treated with respect, compassion, courtesy, and dignity. Conduct, whether intentional or unintentional, that is disrespectful to others will not be tolerated. Any employee who has witnessed disrespectful, offensive, or harassing behavior, or believes that he, she, or they have been subjected to this type of behavior, should report the alleged act(s) immediately to any director or member of executive team.

To ensure an environment free from issues of discrimination and harassment, CWS has a complaint procedure designed to address allegations of inappropriate conduct. If an employee believes that a potential issue of employment related discrimination or harassment has affected them, they should immediately contact any director or member of executive team or use the confidential Compliance Reporting Process to make a report.

Please refer to policy HR.EMP.130 Respectful Workplace for additional information.

Licensure, Certification, Registration and Education

CWS hires employees with a wide variety of skills, experience, and abilities. Employees whose positions require licensure, certification, or registration by state or other regulatory agencies are responsible for keeping their licensure, certification, or registration current and in effect at their own expense. An employee is required to notify his, her, or their manager immediately when his or her license/certification or registration is renewed, suspended, revoked, placed on probationary status, or put under investigation.

Please refer to policy HR.EMP.180 Licensing, Certification, Registration and Education for additional information.

Expectations

CWS is committed to providing an environment that encourages and assists employees in performing their job duties and responsibilities in an effective and efficient manner, and an environment that motivates and empowers employees to take risks, create change, and fearlessly strive to reach standards above and beyond what is expected. Therefore, it is not only essential for employees to consistently meet job expectations in order for CWS to continue to achieve its vision, but they must also embrace the idea of thinking outside the box, creatively generating solutions, solving problems, and generally exceeding expectations. Should an employee not meet these rigorous standards, his, her or their manager will address the shortcomings through coaching, performance evaluation, competency review, and if necessary, disciplinary action up to and including discharge.

Please refer to policies, HR. EMP.040 Competency, HR. EMP.190 Counseling & Corrective

Effective: Board Approval date:

Action, and HR. EMP. 200 Performance Evaluation for more information.

Culture Development

Employee Orientation and Staff Competency

CWS is committed to assuring that all employees are competent to perform the requirements of the positions for which they were hired. The agency defines required qualifications and competencies of each employee in their respective position job description. Competency assessment is a dynamic process beginning with the pre-screening and hiring process, continuing through the orientation period, and encompassing annual and ongoing assessment and development. The competency review process is based on the job description, scope of employment, risk factors, and new skill requirements.

New Hire orientation to the organization begins on the first day of employment. The orientation is designed to:

- Assist new employees in adjusting to their work environment.
- Promote open communication.
- Reduce employee turnover and absenteeism.
- Make available basic information needed by all employees concerning CWS' policies, procedures, and regulations as well as employee rights and benefits.
- Inform new employees regarding the importance and necessity of their job as they relate to the mission, vision, and values of CWS.
- Emphasize to new employees the importance of CWS' values, and how these underlie the actions taken towards achievement of CWS' vision and mission.

Individual orientation plans for CWS include all important functions and tasks of that specific job and are developed by an employee's manager on an individual basis depending on the requirements of the position.

Please refer to policy HR.EMP.040 Competency and HR.EMP.170 Introductory Period for additional information.

Introductory Period

The first (ninety) 90 calendar days of employment are considered an introductory period to give newly hired employees a period of learning and adjustment as they become part of the agency and begin performing their new job duties. This introductory period gives management the opportunity to demonstrate a mentoring spirit by assessing work performance; providing feedback and coaching; and evaluating whether or not they embrace the mission, vision, and values of CWS. The introductory period coincides with the employee's orientation plan and is a dynamic, challenging, and learning-intensive time. Employees are encouraged to ask questions, offer ideas, and commit to learning and adapting.

Please refer to policy HR.EMP.170 Introductory Period for more information.

Performance Evaluation

The performance evaluation is a tool used to provide employees with a formal communication method through which job objectives, performance expectations, required competencies, and

Effective: Board Approval date:

job-specific criteria are discussed. The performance evaluation process aids in ensuring agency progress is achieved through the establishment of goals and the plans by which employees can achieve these goals. The performance evaluation process ensures that employees are rated and rewarded in a fair and consistent manner and employees receive timely feedback regarding performance. All employees are evaluated on an annual basis with periodic review sessions scheduled throughout the year including updates on the progress of the employee's goals and or challenges the employee may be facing. The goals of the performance evaluation process include open communication and feedback between the employee and the manager that allows for optimal achievement of professional goals of both the employee and the agency.

Please refer to policy HR.EMP. 210 Performance Evaluation for additional information.

Workplace Violence Prevention

CWS is committed to providing all persons occupying its premises an environment that is secure and free from harassment, threats, abusive behavior, intimidation, and violence. Violent behavior, malicious behavior, and threats are not tolerated and are investigated and addressed immediately up to and including discharge.

CWS does not permit employees to have weapons of any kind on CWS' property. Even though employees may have obtained legal permits to carry weapons, they are not permitted to carry them on the job or on CWS' property.

Please refer to policy HR.EMP.050 Workplace Violence for additional information.

COMPENSATION

Philosophy

CWS recognizes the high quality of employees and the high expectations for members of its organization. CWS provides competitive compensation and benefit programs to employees in order to foster a productive and positive work environment, attract and retain the highest qualified employees, and to maintain employee dedication and motivation.

Direct Paycheck Deposit

Employees have the option of participating in the direct deposit system which deposits employees' paychecks directly into their checking or saving accounts. Contact the HR Coordinator for more information on the direct deposit program.

Holiday Pay

As a benefit of employment CWS' full time employees receive time off with pay on certain holidays throughout the calendar year.

Please refer to policy HR.EMP.090 Holidays for additional information.

Paid Time Off

CWS provides employees a consolidated paid time off benefit, which incorporates vacation, sick time, and personal leave into one collective benefit of Paid Time Off (PTO). An employee shall use PTO for any time off from work; however, use and approval of any time off, whether paid or unpaid, is based on the discretion of the employee's manager or HR Department.

Effective: Board Approval date:

CWS encourages all staff to seek balance between the demands of work and the need to take time away from work. CWS provides regular employees with paid time off, which we believe is important for physical and mental health. Employees may not take PTO leave until after the 91st day of employment, except with special approval from their manager or the HR Department. Employees may use one floating holiday before the 91st day. Allowing staff to take time away from normally scheduled work is subject to the needs and the operation of the agency as determined by workload and managerial assessment. Employees must maintain 24 hours in PTO to allow for unexpected illness.

Please refer to policy HR.EMP.150 Time and Attendance & PTO for additional information.

Pay Periods and Pay Days

CWS uses a fourteen (14) day pay period, which runs from Monday through Sunday. Payday is the Friday following the end of the pay period. Paycheck stubs are available online through the payroll Infinity/Arcoro website. It is the responsibility of the employee to print their own check stubs as needed.

Unemployment Compensation

CWS complies with applicable unemployment compensation laws.

Worker's Compensation

CWS participates in the Michigan Worker's Compensation Program. Any work-related injuries or accidents must be reported to management, Chief Financial Officer, or the Compliance Officer immediately. Failure to do so could result in a denial of benefits. CWS strives to work with employees to accommodate work restrictions, as appropriate, allowing the employee to return to work as early as possible following a workplace injury with a release to return to work.

Please refer to policy HR.EMP.100 Leaves of Absence for additional information.

BENEFITS

CWS offers a flexible benefits package for eligible employees. New or revised benefit plans always take precedence over information contained in this handbook. When questions arise concerning benefits or eligibility, it is the employee's responsibility to obtain information from the HR Coordinator.

When employees change from one employment status to another (i.e., casual to part-time or full-time), benefits may be affected. It is the employee's responsibility to contact the HR Coordinator regarding changes in individual benefits or to get additional information concerning benefit changes.

Please refer to policy HR.EMP. 120 Employee Benefits for additional information.

Consolidated Omnibus Budget Reconciliation Act (COBRA)

The Consolidated Omnibus Budget Reconciliation Act (COBRA) is federal legislation requiring employers with twenty or more employees to offer continuation of group health coverage to employees and their dependents when benefits are lost due to certain specific events, such as divorce, legal separation, termination of employment, reduction of hours, death, or a dependent

Effective: Board Approval date:

reaching ineligible age. CWS complies with COBRA and provides qualifying individuals with COBRA benefits.

Please refer to policy HR. EMP. 110 COBRA for additional information.

Medical Leave/Short-Term Disability

CWS provides employees with Short-Term Disability insurance in the event that an employee experiences a medical situation that prohibits him or her from working.

Please refer to policy HR.EMP.100 Leave of Absence for additional information.

Bereavement Leave

An employee may receive up to three working days off with pay in case of a death of a family member.

Please refer to policy HR. EMP.100 Leaves of Absence for additional information.

Jury Duty Leave

CWS encourages employees to fulfill their civic duty requirements and therefore, CWS pays employees at their regular rate of pay for any jury duty service, provided CWS is supplied with appropriate documentation.

Please refer to policy HR.EMP.100 Leaves of Absence for additional information.

Military Leave and Re-Employment

CWS recognizes that circumstances may arise in which employees who are members of the military services may find it necessary to be away from work for an extended period of time to fulfill military orders. CWS provides a leave of absence program, which complies with federal regulations, regarding the treatment of individuals serving a period of active military duty or inactive military training.

Please refer to policy HR.EMP.100 Leaves of Absence for additional information.

Social Security

CWS matches normal contribution to Social Security each month. For more detailed information, refer to your bi-weekly paycheck stub or contact the Social Security office.

HEALTH & SAFETY

Philosophy

CWS believes in and promotes the health and safety of all CWS' employees. For the benefit of all, organization-wide safety policies are established. Safety must begin with each individual. Employees can assist by being alert to health and safety problems and making suggestions for improvement.

Work-Related Injuries or Hazards

The immediate reporting of work-related injuries or exposures is necessary to assure timely coordination of your treatment and Workers' Compensation benefits. Failure to report accidents, injuries and/or exposures can result in disciplinary action and potential denial of certain benefits.

Effective: Board Approval date:

SECURITY

Philosophy

All employees share in the responsibility of providing a safe and secure environment for our employees and visitors, as well as protecting CWS.

Employee Responsibilities

Security is the responsibility of each and every employee. Employees should be familiar with their work environment and report suspicious persons and/or activities.

Key Fobs and Keys

Key fobs, office keys, employee identification cards, and desk keys are assigned by the HR Coordinator. Lost key fobs, office keys, employee identification cards should be reported immediately to the employee's manager and HR Coordinator. A new key fob will be assigned to the individual at a cost of \$10.

Personal/Agency Property

Offices and files must be locked when left unattended. Personal valuables should be kept in a secure location such as a locked desk drawer.

Property Inspection/Search

To provide for the safety and security of CWS, its staff, members, visitors, property, etc., in response to actual or suspected threats (including, but not limited to, larceny, vandalism, unauthorized use, etc.), CWS reserves the right to enter, search, or inspect property/equipment owned by, leased by, or in the custody and control of CWS, and the contents of this property or equipment at any time. Examples of property/equipment are desks, workstations, file cabinets, boxes, etc. To prevent misunderstandings from occurring, an employee must obtain written permission from his, her or their manager before removing supplies, equipment, or other items from the premises.

EMPLOYEE RESPONSIBILITIES

Change of Personal Information

Each employee is responsible for ensuring that current address, emergency contact, and phone number are always on file with CWS. CWS should also be notified of any change in status, including but not limited to marriage, divorce, birth or adoption of a child, and the death of a dependent within 30 days of the event as these changes may affect benefits.

Confidentiality

CWS' employees are expected to insure the strictest confidence of participants, board members, and fellow employees personal, family, partner, social, financial, and medical information. Employees are prohibited from releasing this information except where the exchange of such information is required for the performance of job duties. CWS respects both national and state health care laws, and as part of a commitment to integrity in every action taken.

For more information see policies HR. EMP.140 Physical Security, HR. EMP. 310 Appropriate Use or Disclosure and/or the HIPAA or Compliance Officer.

Effective: Board Approval date:

Conflict of Interest

Employees are expected to exercise good faith in all transactions involving their duties for CWS. Whenever an employee is engaged in a transaction with CWS, and a potential exists for a conflict of interest there must be complete disclosure and the utmost integrity in all actions involving that situation. Employees cannot accept any favor or gift that is meant to influence their actions at CWS. CWS does not refer participants to specific providers nor does CWS engage in any practices that may give the appearance that CWS affiliation may be bought through the use of gifts and entertainment.

Please refer to policy HR.EMP.300 Conflict of Interest for additional information.

Dressing and Grooming

Employees are required to present a clean, well-groomed, and professional appearance and are expected to wear clothing that is appropriate, with respect and consideration for safety and modesty in their particular job.

Please refer to policy HR.EMP.0160 Employee Appearance for additional information.

Other Employment

Employees of CWS may also be employed elsewhere, as long as other employment does not create a conflict of interest, interfere with, or detract from the performance of duties and responsibilities at CWS.

Please refer to policy HR.EMP.300 Conflict of Interest for additional information.

Tobacco Use

Use of tobacco products is prohibited at all CWS' offices, functions, and events.

Employee Activities

CWS offers various activities throughout the year in which employees are encouraged to participate. Information about programs and activities is communicated to employees through various communication methods, such as staff meetings, posters, bulletin boards and e-mail.

Employee Assistance Program (EAP)

CWS provides an employee assistance program through HelpNet to assist employees and their family members in the resolution of issues affecting their lives. Licensed professionals can provide assessment, advice, counseling, and referrals to help individuals address specific concerns. This service is strictly confidential.

Effective: January 1, 2020

Region 3B Area Agency on Aging

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Balance Sheet

	9/30/2022
Assets	
Current Assets	
Cash	\$8,714,904
Receivables	\$1,154,617
Prepaid Expenses	\$123,121
Total Current Assets	<u>\$9,992,642</u>
Fixed Assets	
Software	\$64,457
Leasehold Improvements	\$96,617
Furniture and Equipment	\$382,475
Capital in Progress	\$7,475
Less: Accumulated Depreciation	-\$448,844
Total Fixed Assets	<u>\$102,180</u>
Other Assets	
Investments - Long Term	\$118,419
Total Other Assets	<u>\$118,419</u>
Total Assets	<u><u>\$10,213,240</u></u>
Liabilities & Net Assets	
Liabilities	
Current Liabilities	
Accounts Payable	\$1,017,629
Payroll Accruals and Liabilities	\$327,448
Deferred Revenues	\$188,182
MHEF AMPs	42,129
MHEF CATCHS	807
MHEF CCSDI	97,355
Other	47,892
Total Current Liabilities	<u>\$1,533,260</u>
Total Liabilities	<u>\$1,533,260</u>
Net Assets	
Unrestricted Net Assets	
Unrestricted Net Assets 10/1	\$8,679,981
Total Unrestricted Net Assets	<u>\$8,679,981</u>
Temporarily Restricted Net Assets	
Temporarily Restricted Net Assets	<u>\$0</u>
Total Temporarily Restricted Net Assets	<u>\$0</u>
Total Net Assets	<u>\$8,679,981</u>
Total Liabilities & Net Assets	<u><u>\$10,213,240</u></u>

Region 3B Area Agency on Aging

Income Statement

Fiscal 2022 - Year to Date through September 30 2022

ESTIMATE not Final

	Waiver	AASA	Millage	MI Health Link & Contracts	Grants	Innovation Grants	Other Programs	Total All
REVENUES								
Administrative Revenue				\$159,919			\$13,592	\$173,511
Interest Income							\$12,968	\$12,968
Innovation Grant Program Reinvestment						\$799,738	\$200,000	\$999,738
Donations/Program Income	\$350	\$200			\$16,228			\$16,778
Grants				\$2,064,368	\$761,294			\$2,825,662
Medicaid Waiver	\$14,978,060							\$14,978,060
Aging & Adult Services Agency		\$1,846,436						\$1,846,436
Calhoun County Millage			\$983,881					\$983,881
MDOT/MMAP					\$41,376			\$41,376
Accrued/(Deferred)	\$31,439				-\$18,900			\$12,539
Total REVENUES	\$15,009,849	\$1,846,636	\$983,881	\$2,224,287	\$799,998	\$799,738	\$226,560	\$21,890,950
EXPENSES								
Salaries	\$1,790,103	\$242,298	\$71,836	\$43,346	\$84,196		\$296,557	\$2,528,337
Fringes	\$539,187	\$65,060	\$21,386	\$13,342	\$26,669		\$56,896	\$722,540
Telephone	\$1,106			\$152	\$1,256			\$2,515
Postage	\$1,547	\$5,300			\$434			\$7,281
Printing					\$57			\$57
Professional Fees		\$22,355			\$11,908			\$34,263
Supplies	\$984	\$3,180			\$92,607			\$96,771
Technology	\$208				\$12,291			\$12,498
Travel, Meals, Event Meals	\$905	\$3,941			\$6,610		\$396	\$11,853
Lease Hold Expenses					\$313,069			\$313,069
Occupancy, Room Rentals	\$129,554	\$15,664	\$21,401	\$3,907	\$101,904		\$13,548	\$285,978
Vehicle Expense					\$89			\$89
Advertising	\$6,779	\$6,481			\$31,498			\$44,758
Misc Expense		\$2,100			\$4,389		\$18,105	\$24,594
Community Support (Innovation Grant)						\$799,738		\$799,738
Temp Fees/Casual Labor	\$2,119	\$95			\$1,163			\$1,163
Allocated Travel	\$457	\$23						\$2,214
Allocated Professional								\$479
Allocated Contractual	\$147,167	\$10,369	\$1,735	\$1,766	\$2,304		\$6,142	\$169,483
Other Allocated Costs	\$180,679	\$16,274	\$4,137	\$3,697	\$5,141		\$12,302	\$222,229
Indirect Admin	\$722,187	\$71,634	\$30,718	\$17,487	\$24,319		\$48,873	\$915,219
Purchase of Services	\$11,238,252	\$365,786	\$223,074	\$2,153,247			\$22,460	\$14,002,819
Contracted Services	\$14,761,235	\$1,016,078	\$609,595		\$302,868			\$1,928,541
Total EXPENSES	\$14,761,235	\$1,846,637	\$983,882	\$2,236,945	\$1,022,772	\$799,738	\$475,280	\$22,126,488
NET SURPLUS/(DEFICIT)	\$248,615	-\$1	\$0	-\$12,658	-\$222,774	\$0	-\$248,720	-\$235,538

REGION 3B AREA AGENCY ON AGING



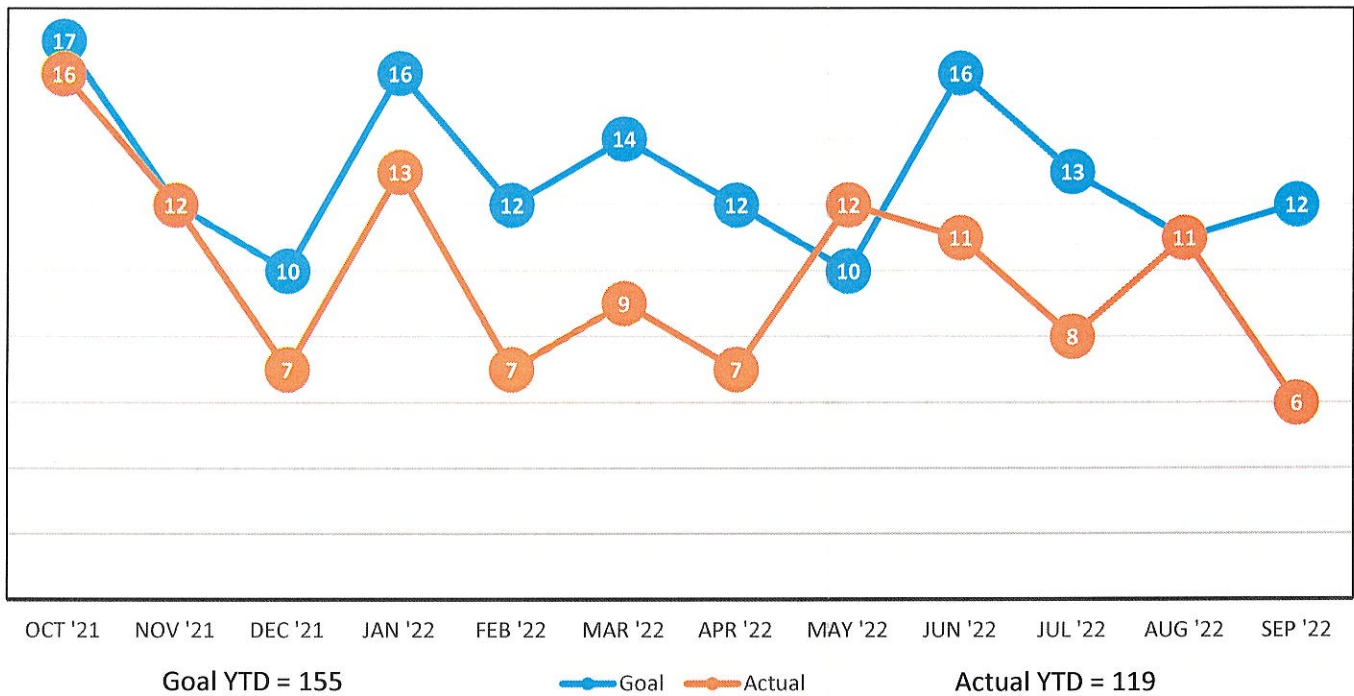
PROMOTING HEALTH • INDEPENDENCE • CHOICE

BENCHMARK REPORT

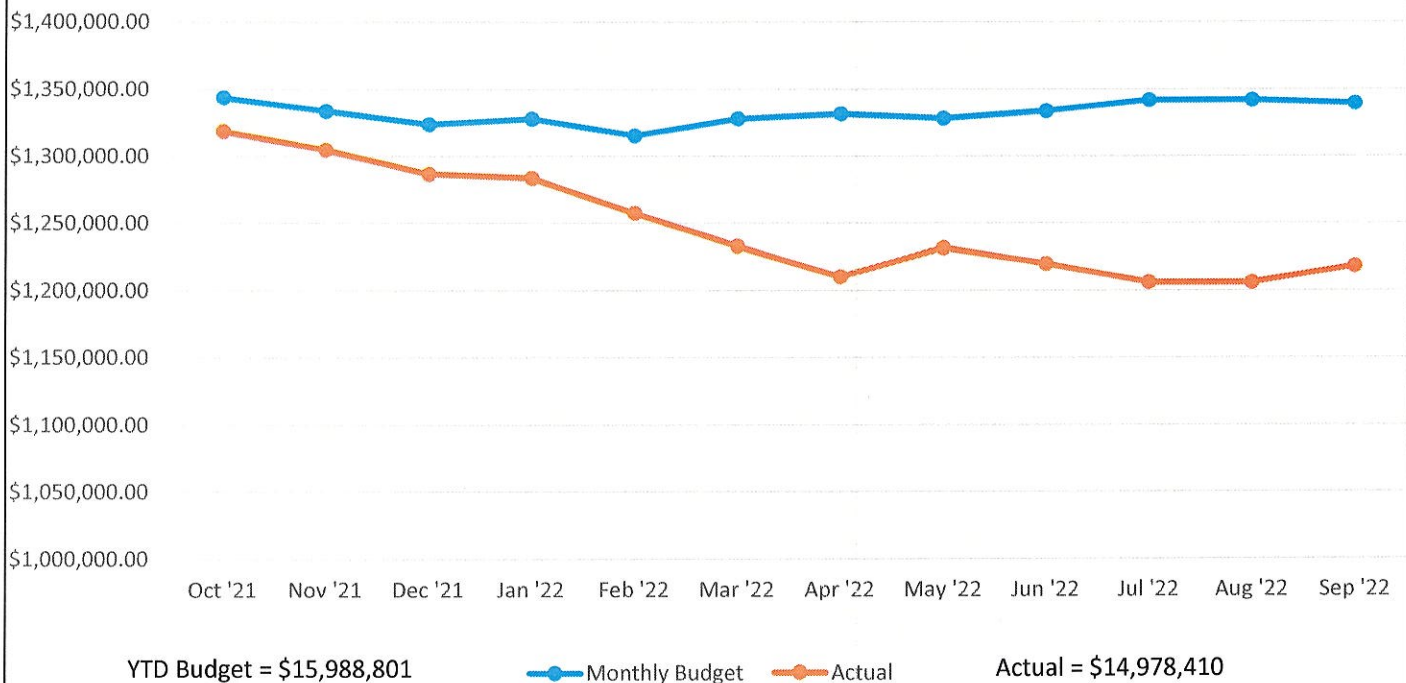
September 2022



Waiver New Starts - FYTD 21-22 Actual versus Budget

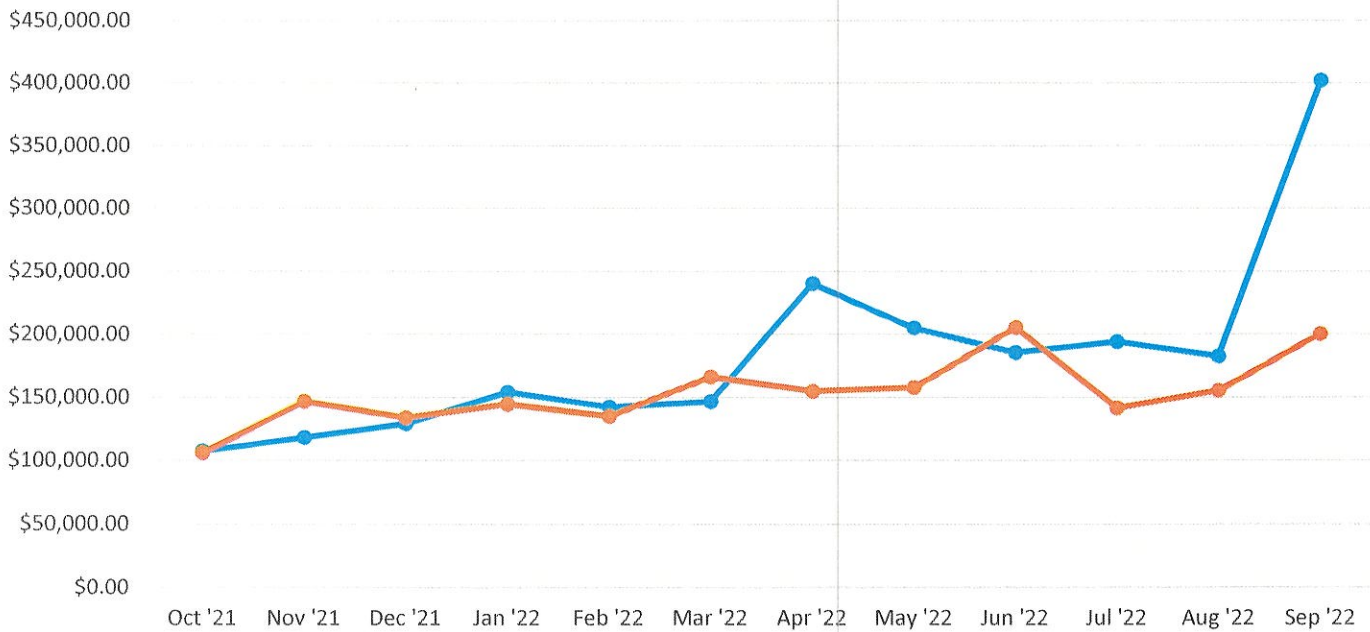


MI Choice Waiver - FYTD 21-22 Budget versus Actual Revenue





AASA FYTD 21-22 Budget versus Actual Expenses

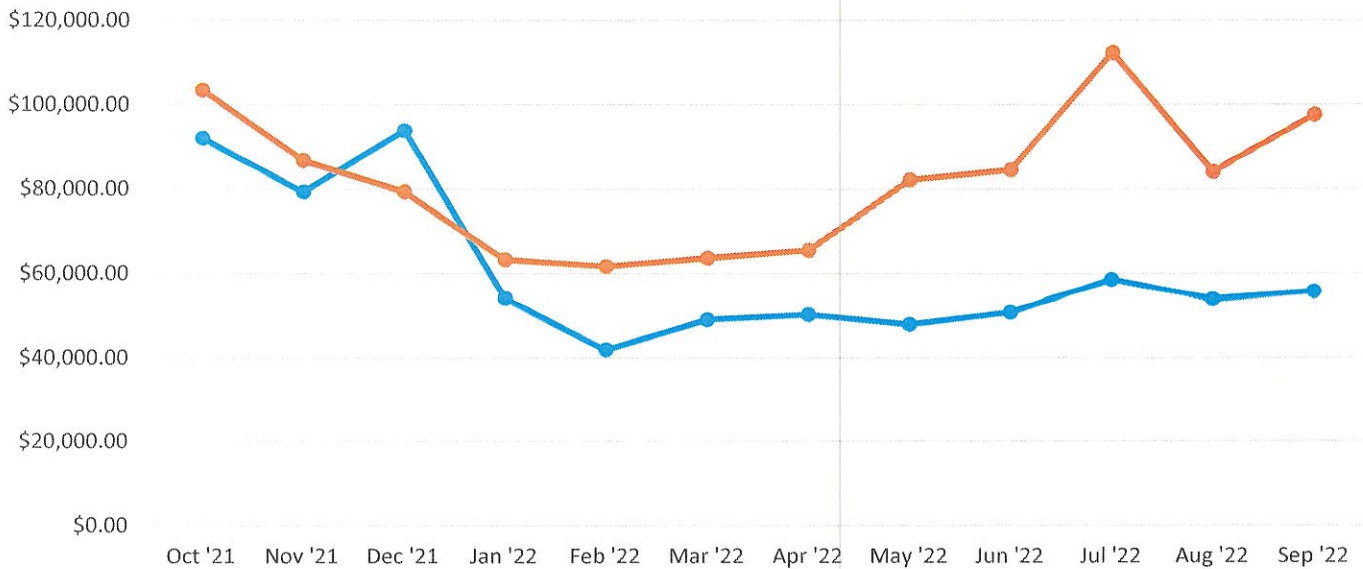


YTD Budget = \$2,204,349

Monthly Budget Actual

YTD Actual = \$1,846,637

Millage FYTD 21-22 Budget versus Actual Expenses



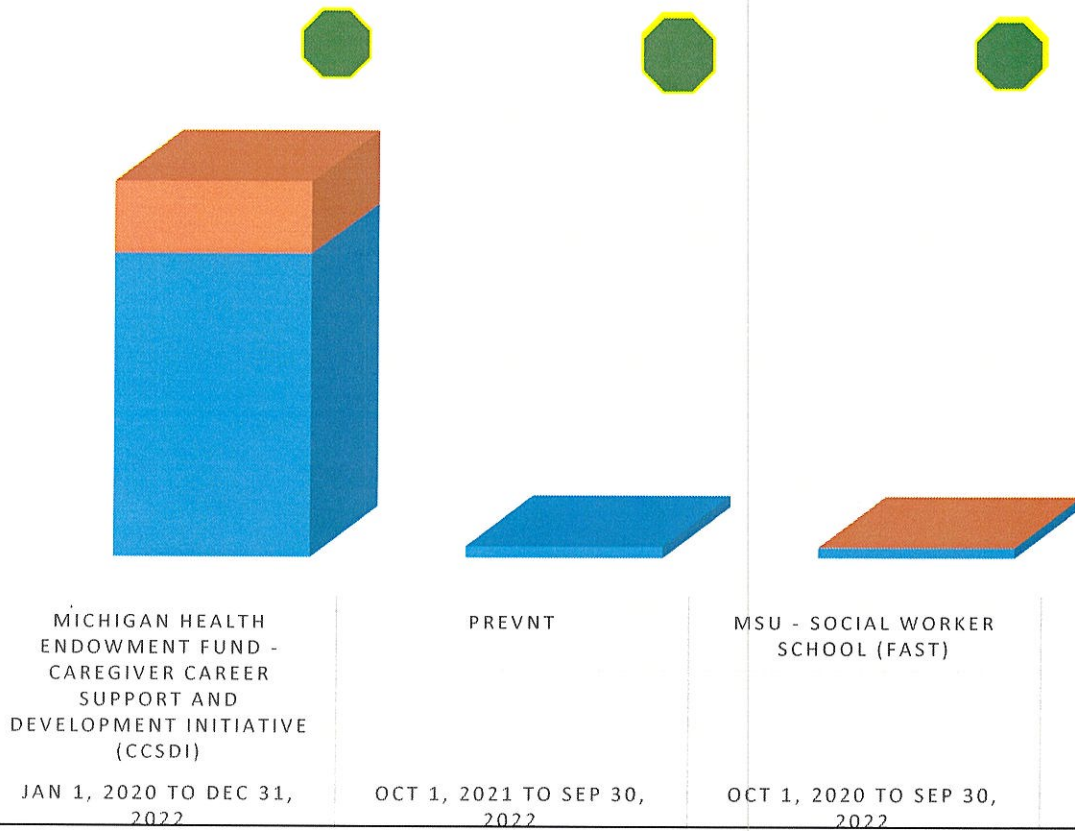
YTD Budget = \$727,288

Monthly Budget Actual

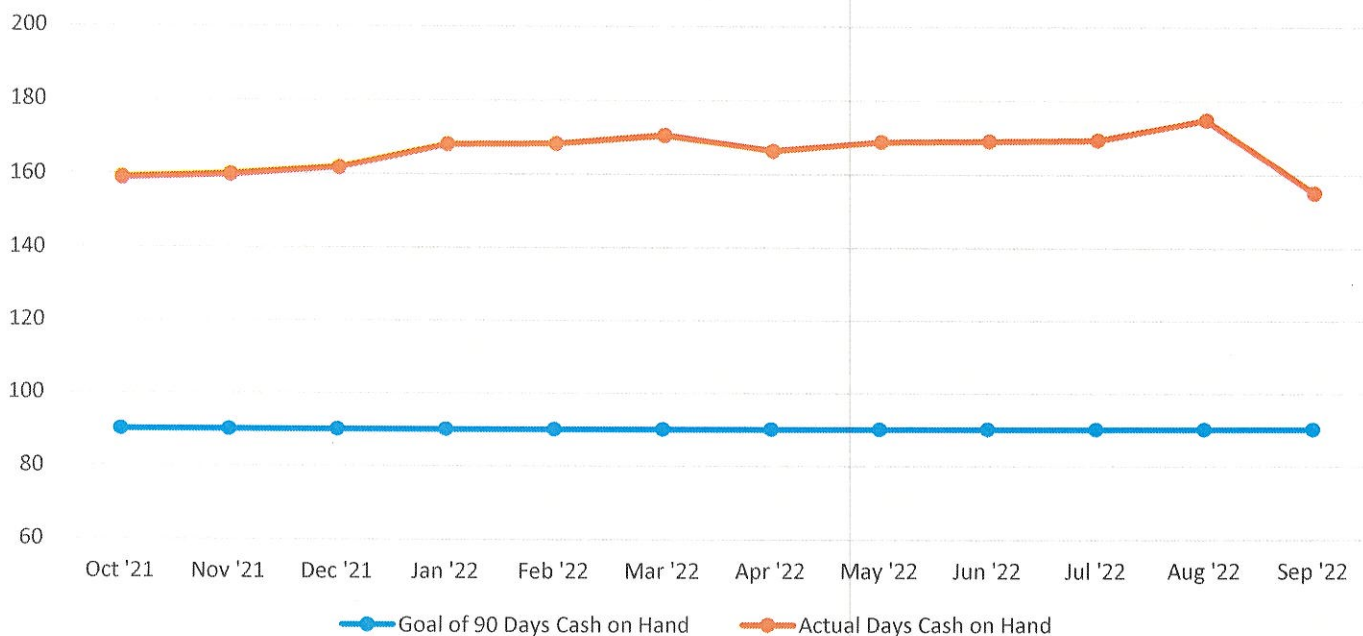
YTD Actual = \$983,883

GRANT STATUS THROUGH SEPTEMBER 2022

■ Spend To Date ■ Amount Remaining



Operating Reserves - Days Cash on Hand October 1, 2021 to September 30, 2022





WAIVER

Waiver Demographics - Data pulled on 9.18.22

	# of Parts	American Indian or Alaskan Native	Asian	Black or African American	White or Caucasian	Hispanic or Latino	Native Hawaiian or other Pacific Islander	Client Refused	Female	Male
BARRY	32	0	0	0	32	0	0	0	23	9
BERRIEN	84	0	0	20	63	1	0	0	55	29
BRANCH	20	0	0	0	19	0	1	0	9	11
CALHOUN	186	0	8	37	134	3	0	4	131	55
CASS	7	0	0	2	5	0	0	0	5	2
KALAMAZOO	83	4	1	15	62	1	0	0	52	31
ST. JOSEPH	22	0	1	2	18	1	0	0	11	11
VAN BUREN	26	1	0	3	19	3	0	0	17	9
TOTALS	460	5	10	79	352	9	1	4	303	157

Medicaid/Intake Waitlist - as of 10/17/2022 -CAREWELL ONLY

	PSA 3 (Barry, Branch, Calhoun, Kalamazoo, St. Joseph)	PSA 4 (Berrien, Cass, Vanburen)	Total on Wait List
EA Completed	14	1	15
EA Pending	19	1	20
Financially Questionable - IN PROCESS WITH MA DEPT	16	1	17
Wait List	77	1	78
No Contact Letter	3	1	4
TOTAL ON WAIT LIST	129	5	134

CLOSURES	
Moved Out of Service Area	1
Refused Services	1
NH Placement	4
Death	4
TOTAL	10

QUALITY INDICATORS: APRIL - JUNE 2022

		4th Quarter		
		Jul-22	Aug-22	Sep-22
<i>Prevalence of Neglect or Abuse</i>				
Decrease the prevalence of participants who have been neglected/abused, have poor hygiene, are fearful of family member, or have been restrained to less than 3.0% statewide.		2.3%(1 of 44)	1.9% (1 OF 53)	2.3 % (1 of 45)
<i>Prevalence of Falls</i>				
Decrease the prevalence of participants who recorded a fall on follow-up excluding those completely dependent in bed mobility to less than 19.6% statewide.		16.3% (6 of 37)	22.5 % (9 of 40)	23.1% (9 of 39)
<i>Prevalence of any Injuries</i>				
Decrease the percent of participants with fractures or major skin problems, excluding current pressure or stasis ulcers to a statewide average of 3.0% or less.		4.3% (2 of 47)	0% (0 of 53)	2.3% (1 of 45)

Compliance Update FY 22 4th QTR

Topic	Jul-22	Aug-22	Sep-22
HIPAA			1
Provider Concern	2	2	3
Employee Issue			
Participant Concern		1	1
Privacy Concern			
Security			
TOTAL	2	3	5

CRITICAL INCIDENTS FY 2022 4TH QTR

Incident Type	Reported	Reviewed	Reviewed within 48 Hrs	Resolved	Substantiated (S)/Unsubstantiated (U)	On-going (previous Q)
Critical No Show	0	0	0	0	0	0
Exploitation	2	2	2	1	1S	1
Illegal Activity in Home	0	0	0	0	0	0
Medication Error	1	1	1	1	1S	0
Neglect	2	2	2	2	2S	0
Physical Abuse/Sexual	0/0	0	0	0/0	0	0
Suicide Attempts	0	0	0	0	0	0
Theft	0	0	0	0	0	0
Use of Restraints / Restrictive Interventions & Seclusions	0	0	0	0	0	0
Verbal Abuse	0	0	0	0	0	0
Other	11	11	10	6	6S	5
Total Reported Critical Incidents for Quarter	16					