



GRAND TRAVERSE COUNTY
COMMISSION ON AGING
520 W. FRONT STREET, SUITE B
TRAVERSE CITY, MI 49684-2237
(231) 922-4688 • (231) 929-1645
E-MAIL ADDRESS: gtcoa@grandtraverse.org
HOMEPAGE: www.gtcoa.org

COMMITTEE OF THE WHOLE AGENDA

**Tuesday, March 1, 2016 at 9:00 a.m.
520 West Front Street
Traverse City, MI 49684**

Chair: Rodetta Harrand/Executive, Chair: Bill Rokos/Finance

Chair: Sandra Busch/Program

Conference Call: 922-4859

Mission Statement: The mission of the Grand Traverse County Commission on Aging is to offer home and community based services to maintain and improve the quality of life for resident senior citizens.

1. Approval of Agenda
2. Approval of Minutes **(2-5)**

EXECUTIVE/FINANCE

3. Endowment Summary **(6-9)**
4. Client Appeal **(10-12)**

PROGRAM/COMMUNITY RELATIONS

5. January Program Report **(13-26)**
6. 2016 Public Relations Plan **(27-28)**
7. Thank you letter, Long Lake Township **(29)**
7. Medication Management Proposal
8. 2015 Home Chore Voucher/Service Survey Results **(30-42)**

9. Old Business
10. New Business
11. Public comment

Minutes available by contacting the Grand Traverse County Commission on Aging office by phone at (231) 922-4688 or by mail at the following address: 520 West Front Street Suite B, Traverse City MI. 49684. If you need auxiliary assistance under ADA, contact the Administrator at (231) 922-4780 or TDD (231) 922-4412.

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Committee of the Whole Committee Meeting ~ Minutes ~

GRAND TRAVERSE COUNTY COMMISSION ON AGING

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Tuesday, February 2, 2016

9:00 AM

GTCOA Meeting Room

DRAFT: 2/2/16

APPROVED:

Call to Order

Chair Harrand called the meeting to order at the Commission on Aging Meeting Room, 520 West Front Street, Traverse City, MI.

Attendee Name	Title	Status	Arrived
Rodetta Harrand	Chair	Present	
Sandra Busch	Vice Chair	Present	
Bill Rokos	Treasurer	Present	
Shirley Zerafa	Secretary	Present	
Christine Maxbauer	County Commissioner	Present	
Kory Hansen	Member	Present	
Carl Kucera	Member	Present	
Michelle Mercer	Member	Present	
Carol Sullivan	Member	Present	
David Taylor	Member	Present	

Staff Present: Georgia Durga, Director
Cyndie F., Office Specialist
Laura Green, IHS Deputy Director

Guests Present: Heidi Gustine, Community Outreach Coordinator, AAANM
(Area Agency on Aging of Northwest Michigan)

Approval of Agenda

Motion to approve the agenda as presented

RESULT:	APPROVED [UNANIMOUS]
MOVED:	Sullivan
SECONDED:	Mercer
AYES:	Busch, Hansen, Harrand, Kucera, Maxbauer, Mercer, Rokos, Sullivan, Taylor, Zerafa
NAYS:	None

Aging Demographics in the 10 County Region

Heidi Gustine, AAANM, Community Outreach Coordinator provided a presentation on the demographics in the 10 County region.

EXECUTIVE/FINANCE

Approval of Executive/Finance Committee December Minutes

No changes to the minutes requested, and were approved as presented.

Finance Reports

November In-Home Services

Rokos noted that the Finance Reports are November's numbers, and that December's Financials are not yet available. No comments or questions.

Rokos relayed that he reviewed the preliminary December information and noted that GTCOA will likely end the year with a substantial increase to fund balance. Discussion on the budgeted use of fund balance, wait lists, universal aides, acceptable fund balance goals, medication management and pension debt.

November Senior Center Network

No comments or questions.

Acceptance of the November In-Home Services and Senior Center Network Finance Reports as presented.

RESULT:	APPROVED [UNANIMOUS]
MOVED:	Busch
SECONDED:	Hansen
AYES:	Busch, Hansen, Harrand, Kucera, Maxbauer, Mercer, Rokos, Sullivan, Taylor, Zerafa
NAYS:	None

November Budget Adjustment Report

No questions or comments

December Budget Adjustment Report

Green reviewed several items on the report. Members discussed whether it was correct to accept the reports for adjustments past year end. Decision that the adjustments, as presented, are for information only as the year is over. Green asked how members would like to proceed with adjustments on a go forward basis. Members requested presenting the budget adjustments as needed at each meeting.

PROGRAM/COMMUNITY RELATIONS

Approval of Program Committee December Minutes

Approval of the December Program Committee minutes as presented.

RESULT:	APPROVED [UNANIMOUS]
MOVED:	Kucera
SECONDED:	Sullivan
AYES:	Busch, Hansen, Harrand, Kucera, Maxbauer, Mercer, Rokos, Sullivan, Taylor, Zerafa
NAYS:	None

Program Reports

December Program Report IHS

Green reviewed the reports for members and explained AAANM and CMH (Community Mental Health) contracts. Discussion on the potential of a misunderstanding that programs overlap (CARE and PACE.) Green reviewed the Unduplicated Client numbers for the year. Discussion on the HC (Home Chore) program clients and employees, and explanation by Green of changes to the HC staffing for this plowing season. Discussion on budget not expended due to loss of employees.

December Program Report SCN

Green provided a short review of the numbers.

Acceptance of the December In-Home Services and Senior Center Network Program Reports as presented.

RESULT:	APPROVED [UNANIMOUS]
MOVED:	Zerafa
SECONDED:	Mercer
AYES:	Busch, Hansen, Harrand, Kucera, Maxbauer, Mercer, Rokos, Sullivan, Taylor, Zerafa
NAYS:	None

Donor Letter Thank You

Green relayed that clients providing a donation, with their bills, had not been receiving thank you letters; and that this has now been rectified.

Baskets of Bounty

Green reviewed that 112 baskets were delivered, and provided a short synopsis of the items given to clients and donated for the cause.

Old Business

Members asked if a comparison of the Voucher Program has been completed. Green relayed it has not, but staff will be working on that.

Green relayed that AARP Taxes started Monday, and discussed the press release for the same.

Green updated members on the combined newsletter with the Senior Center Network and Parks and Recreation. She handed out a copy of the upcoming cover and GTCOA section. She noted that the May/June cover would belong to GTCOA and asked for suggestions. Discussion on the mailing of newsletters this year.

New Business

Harrand left 10:15 am

Green relayed information on Medication Management, explaining the cost, how and why staff would proceed with this option for a client. Green relayed information about a contracting discussion with AAANM on the subject.

Green updated members on Valentine's Day bags for clients, and noted that Hagerty Insurance is helping GTCOA with that again. Green provided information regarding a smoke alarm placement. Commissioner Maxbauer relayed information on an emergency trust fund for veterans.

Public comment

Kucera thanked the Chairs for a great meeting.

Adjournment

Meeting adjourned at 10:32 am

Minutes available by contacting the Grand Traverse County Commission on Aging office by phone at (231) 922-4688 or by mail at the following address: 520 West Front Street, Suite B, Traverse City, MI. 49684.

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Endowment Summary 2015

	2015	2014	2013	2012	2011
Beginning Total Fund Balance	\$177,103	\$177,015	\$163,008	\$152,650	\$163,467
Endowment Gifts/Contributions	\$400	\$0	\$550	\$460	\$850
Investment Returns/ Losses	(\$5,358)	\$6,510	\$19,743	\$16,038	(\$3,353)
Fund Expenses and Transfers, Fees Total:					(1,985)
Grants Awarded	(6,702)	(6,422)	(6,286)	(6,140)	(6,329)
Current Year Fund Balance - Ending	\$165,443	\$177,103	\$177,015	\$163,008	\$152,650
Total Assets	\$165,443	\$177,103	\$177,015	\$163,008	\$152,650
Net Change	(\$11,660)	\$88	\$14,007	\$10,358	(\$10,817)

Note: Items in grey are not called out on Statement from GTRCF

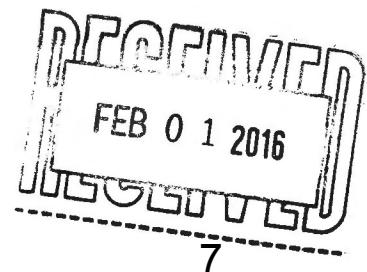


ANTRIM . BENZIE . GRAND TRAVERSE . KALKASKA . LEELANAU

Georgia Durga
Grand Traverse Commission on Aging
520 W. Front St., Suite B
Traverse City, MI 49684

Grand Traverse Co. Commission on Aging Endowment
2015 Fund Report – through December 31

Gifts	400.00
<i>January 1 – December 31, 2015</i>	
Grants	-6,702.00
<i>January 1 – December 31, 2015</i>	
Internal Gifts and/or Grants <i>within Community Foundation funds</i>	0.00
Fund Balance <i>as of December 31, 2015</i>	165,442.88
Amount Available for Grants in 2016	6,824.00



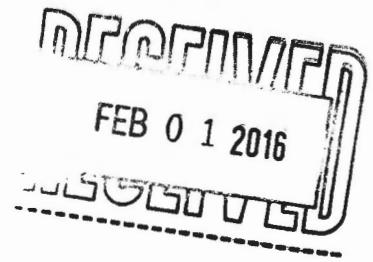
Grand Traverse Co. Commission on Aging Endowment
Gift and Grant Detail
January 1, 2015 to December 31, 2015

Gift Listing:

Donor	Date	Amount
Charlene Bowen	12/01/2015	<u>400.00</u>
*** Total Gifts:		400.00

Grant Listing:

Grantee	Date	Amount
GT Commission on Aging	03/30/2015	<u>6,702.00</u>
*** Total Grants:		6,702.00



250 E FRONT STREET, STE 310 . TRAVERSE CITY, MI 49684
P 231.935.4066 . F 231.941.0021 . INFO@GTRCF.ORG . GTRCF.ORG



ANTRIM . BENZIE . GRAND TRAVERSE . KALKASKA . LEEFLANAU

January 27, 2016

Dear Fund Advisor,

Enclosed you will find the 2015 Year End Report for the Community Foundation endowment to benefit your agency. The enclosed report includes a record of contributions made in 2015 to the Community Foundation, as well as the amount available for grants in 2016.

The 2016 Community Foundation grant will be made to your agency on March 31; please contact us prior to March 16 if you would like to request alternate arrangements. In addition, we welcome the opportunity to talk with you about this endowment, as well as to answer any questions you have about the enclosed report.

As a designated grantee of a Community Foundation endowment, you are a valued and important partner. With this in mind, we wanted to highlight a couple of notable items from the past year. In our role as *the local giving partner*, we match donor passion with purpose through grant awards to agencies like yours. We are also committed to ensuring *lasting community impact*. This is partially accomplished through our investment strategies, which are balanced for minimizing risk and ensuring that we can match donor passion with purpose, awarding meaningful grants both now and for generations to come.

Like many, we experienced market losses in 2015 – our endowment is down 2.2 percent for the year of 2015. Though we are disappointed by this, we continue to have confidence in our investment strategy and are satisfied with our performance related to our benchmarks. Despite this market performance, we are proud of the good work we were able to support last year – offering more than \$2 million in grants for the benefit of our communities. *And*, we look forward to continuing this work into 2016 and anticipate awarding a similar amount in the coming year.

Thank you for being an important partner with us and for the meaningful work you do every day to make life better in our communities.

Sincerely,

Philip L. Ellis, Ph.D., Executive Director
231-935-4066 | plellis@gtrcf.org



GRAND TRAVERSE COUNTY
COMMISSION ON AGING

APPEAL/GRIEVANCE FORM

RECORDED
JAN 25 2016
HHS-2015-0001

Date: 1-21-2016

Signature: 

Name (Print or type): 

Address: 
Traverse City, mi. 49685

Telephone: 

Nature of grievance or issue to be appealed:

This address is my permanent address.
Due to existing health issue I still need assistance but am needing to spend some time at another residence for temporary help.
I changed my address to make sure I would still get all my bills timely.
Please call up if you have questions. I have 2 residence at this time.

DO NOT WRITE BELOW THIS LINE

Resolution: _____

Date: _____

Date letter sent to client/other: _____

Client cancelled HHC, HMA, and went to private pay
on her PERS unit



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February 1, 2016

[REDACTED]
Traverse City, MI 49685

Dear [REDACTED],

I am in receipt of your Appeal Form dated January 21, 2016. You state that you have two residences at this time and specifically that [REDACTED] is your permanent address.

The Commission on Aging policy is clear that a client needs to physically reside in the home that we are providing snow removal and home chore services too. When one of my staff members plows your driveway that means another client remains on the Wait List for services.

The next step in the Appeals Policy is for the Commission on Aging Executive Committee to review the appeal. The date of the review is February 16, 2015, 9:00 a.m. in the Commission Chambers on the second floor of the Governmental Center.

The Governmental Center is located at 400 Boardman Avenue, Traverse City, MI 49685. We will notify you of the decision of the COA Executive Committee in writing within ten days of February 16, 2016.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Laura M. Green".

Laura M. Green
Deputy Director

Redacted for Client Confidentiality

**GRAND TRAVERSE COUNTY
COMMISSION ON AGING
POLICY**

POLICY: APPEALS - CLIENT

DATE: June 21, 1989

REVISED: February 9, 2010
June 26, 2013

POLICY DESCRIPTION:

Any client of the Commission on Aging who is denied service or who has had their service terminated shall have the right to appeal the decision in accordance with the following procedure:

1. The client must:
 - a. Be 60 years of age or older.
 - b. Have requested services.
 - c. File a written request within 5 business days of receiving the notice denying or terminating the service. (See Attached APPEAL/GRIEVANCE form).
2. The Commission on Aging will provide acknowledgment of receipt of the appeal in writing within ten (10) business days to the client.
3. The Commission on Aging Executive Committee will review the appeal. The client will be notified in writing of the date and time so they may attend. The Commission on Aging will respond to the client with results of the appeal in writing within ten days from the time the committee meets.

Send appeals to: Grand Traverse County
Commission On Aging
520 W. Front Street, Suite B
Traverse City, MI 49684
Telephone: 1-231-922-4688
Toll Free 1-877-686-4688



PROGRAM REPORT

In-Home Services

2016

January

Dated: 2/8/2016

Rev: _____

Prepared by: CF

Grand Traverse County
In-Home Services
Program Report
2016

CLIENTS - UNDUPLICATED
YEAR TO DATE CLIENTS SERVED

	Home-maker	Home Health	Respite	Home Chore	PERS	Foot Care	HC Vouch	Heat Assist.	Loan Closet	BATA	Transp.
JAN	584	73	45	400	564	133	54	2	12	49	106
FEB											
MAR											
APR											
MAY											
JUN											
JUL											
AUG											
SEPT											
OCT											
NOV											
DEC											
TOTAL:	584	73	45	400	564	133	54	2	12	49	106

TOTAL UNDUPLICATED CLIENT COUNT = 1,213

Average Client Pre-Screen Score: 19.79

▪ Unduplicated = Unique, individual clients

Average Client Income:

Two Person: \$2,432

One Person: \$1,612

Grand Traverse County
In-Home Services
Program Report
2016
WAIT LISTS

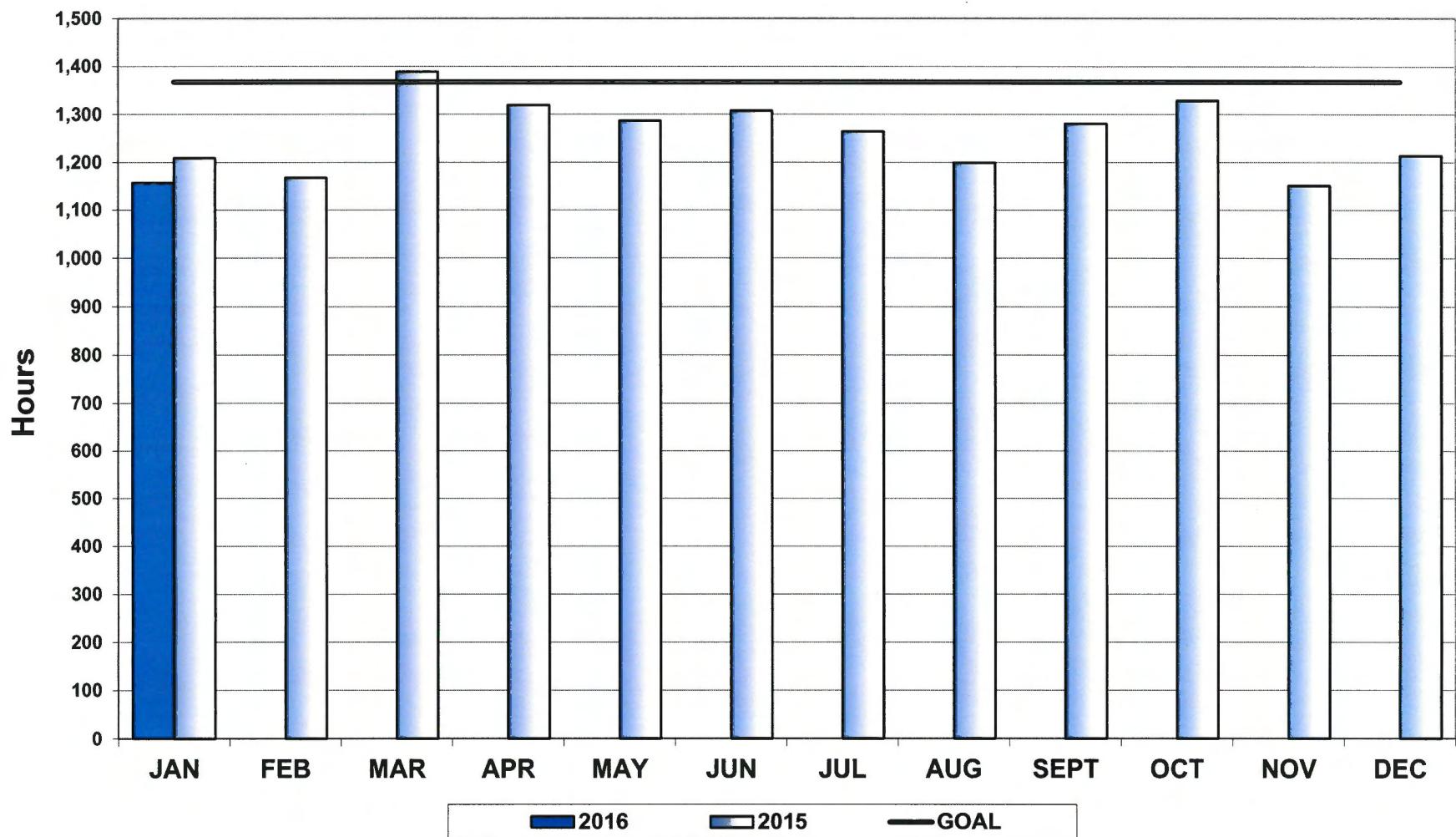
HOME CHORE								
	Homemaker	Home Health	Lawn	Windows	Snow	Respite	Foot Care	PERS
JAN	57	5	0	0	0	9	0	0
FEB								
MAR								
APR								
MAY								
JUN								
JUL								
AUG								
SEPT								
OCT								
NOV								
DEC								

▪ Month end totals - NOT cumulative

Footnotes:

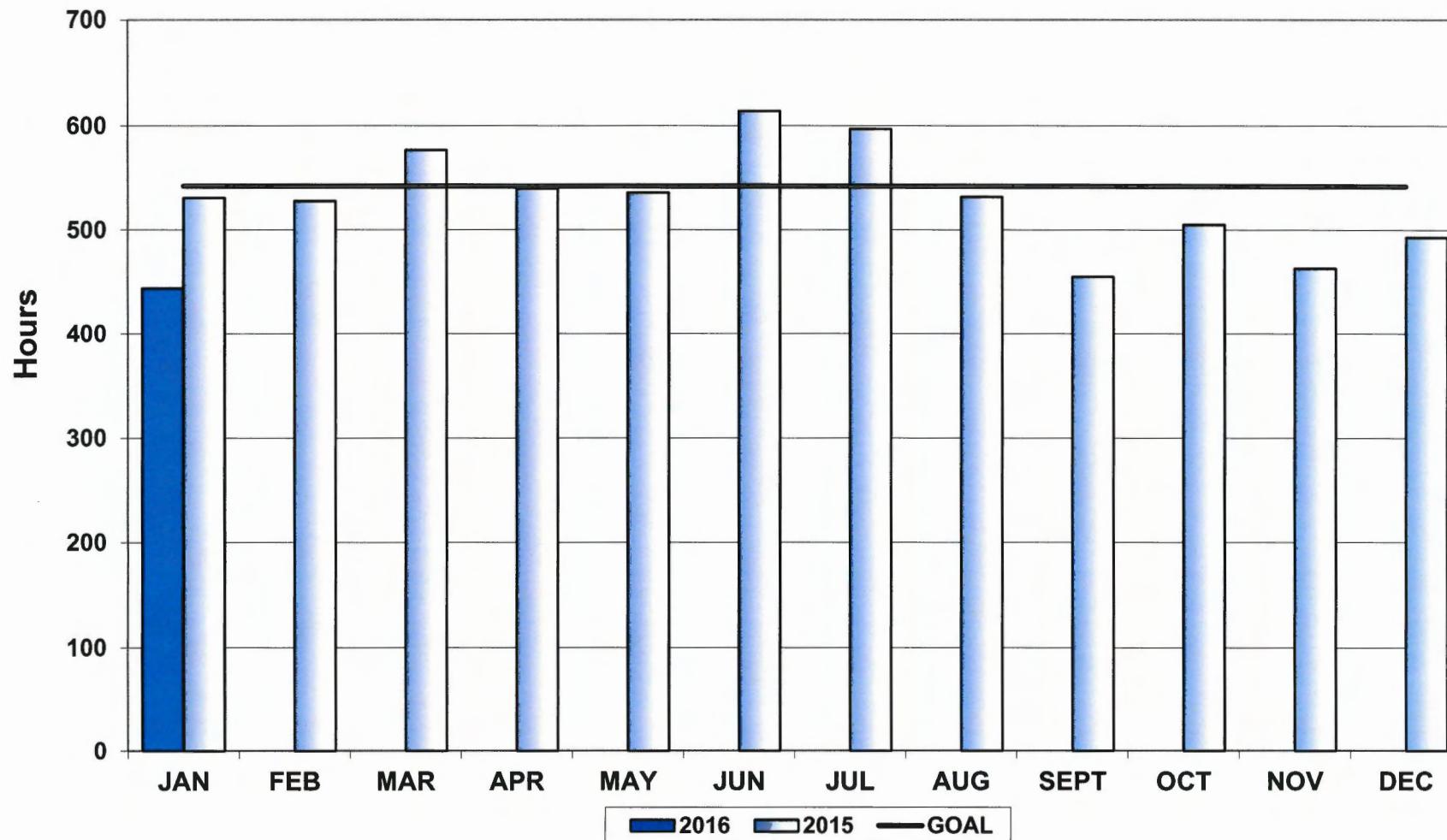
Jan	HMA/HHC/Respite: Awaiting hiring of employees
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**In-Home Services
Homemaker**



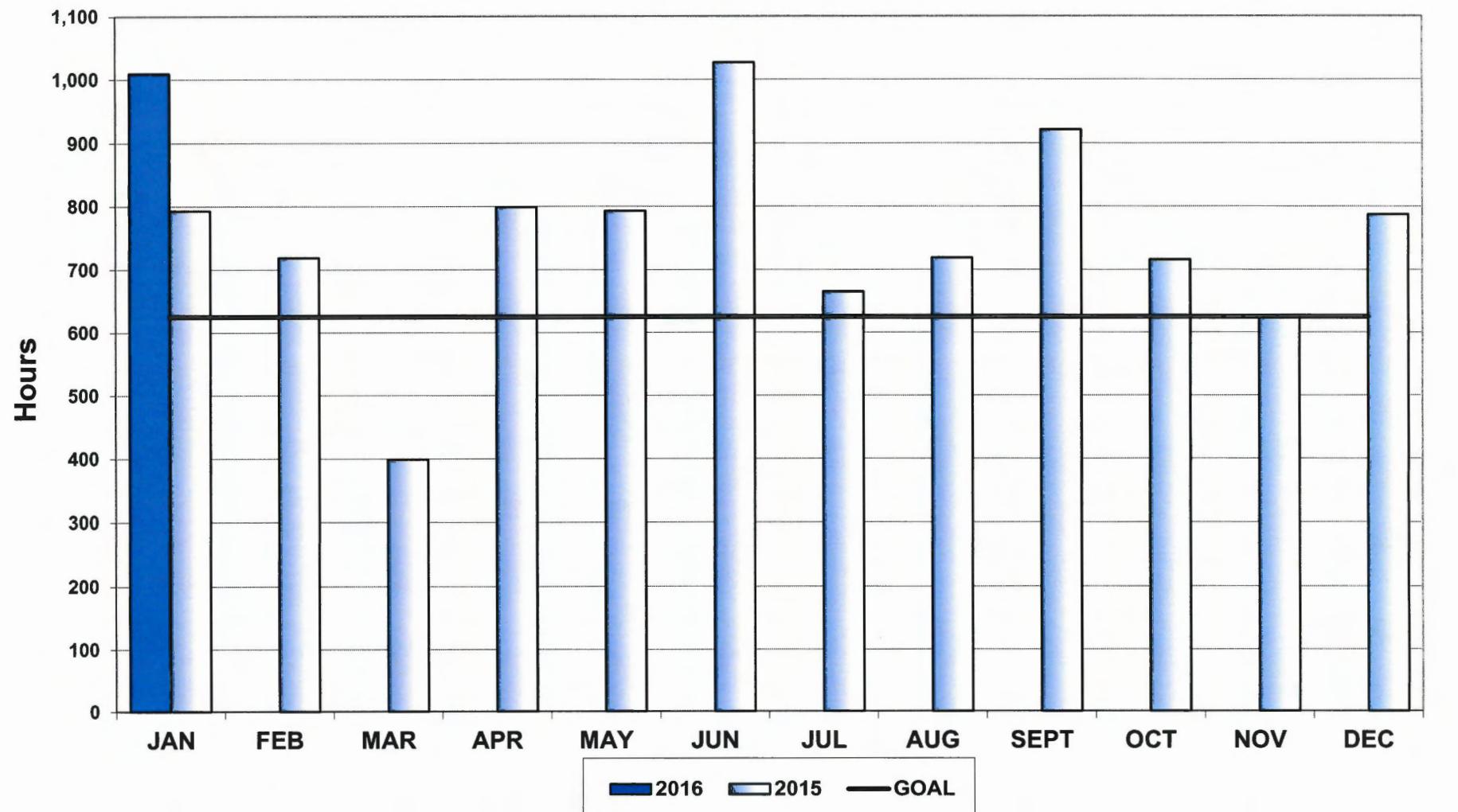
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	1,157											
2015	1,209	1,168	1,389	1,320	1,287	1,308	1,265	1,199	1,281	1,329	1,151	1,214
JAN	HMA Short Staff .67 FTE Medical Leave, County Training Day, Holiday											

**In-Home Services
Home Health**



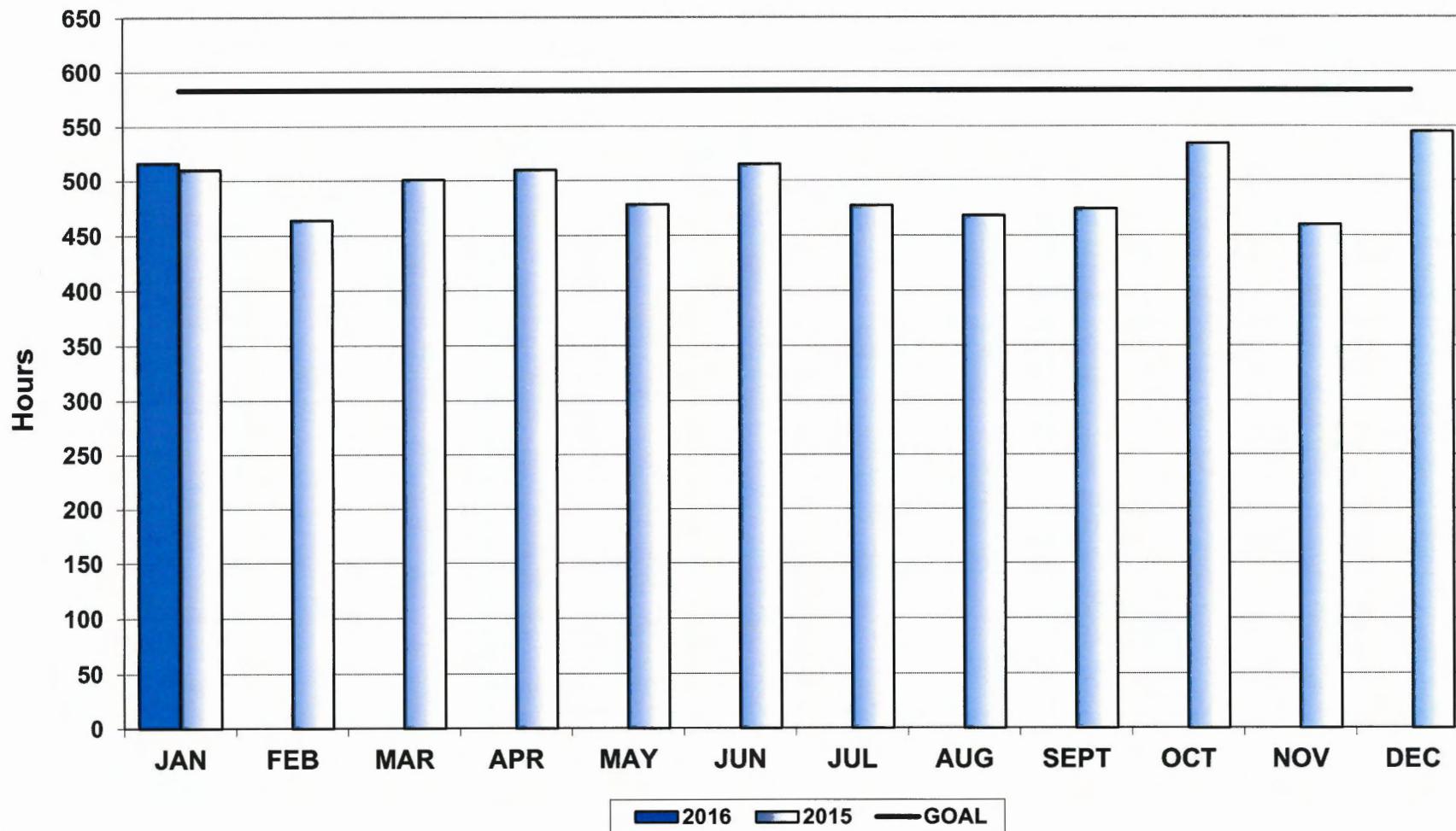
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	444											
2015	531	528	577	540	536	614	597	532	455	505	463	493
JAN	HHC/Respite: Short Staff, 1 FTE, County Training Day, Holiday											

In-Home Services
Home Chore



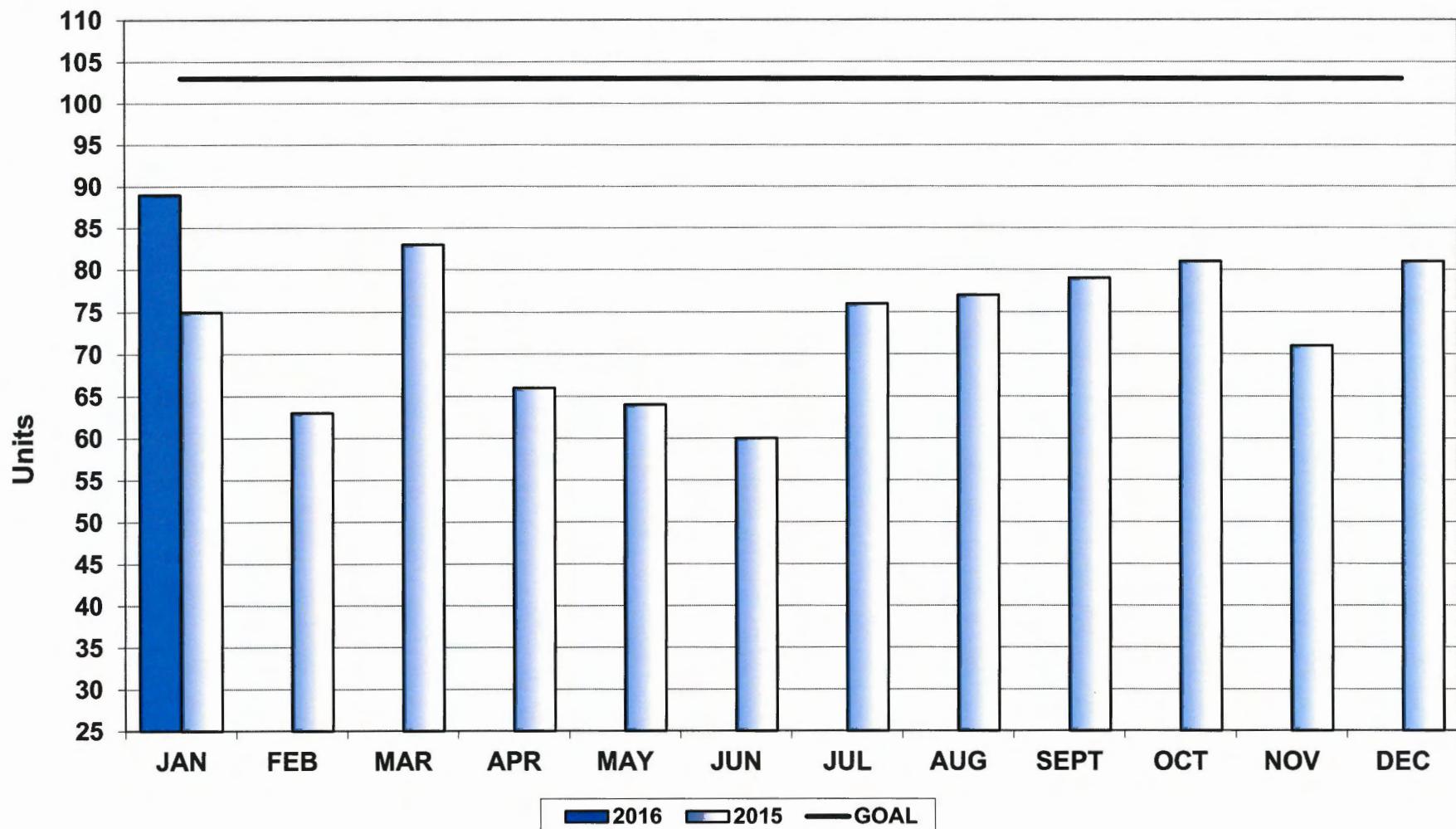
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	1,009											
2015	793	719	399	799	793	1,027	665	719	921	716	627	787
JAN	Exceeded Goal.											

**In-Home Services
Respite**



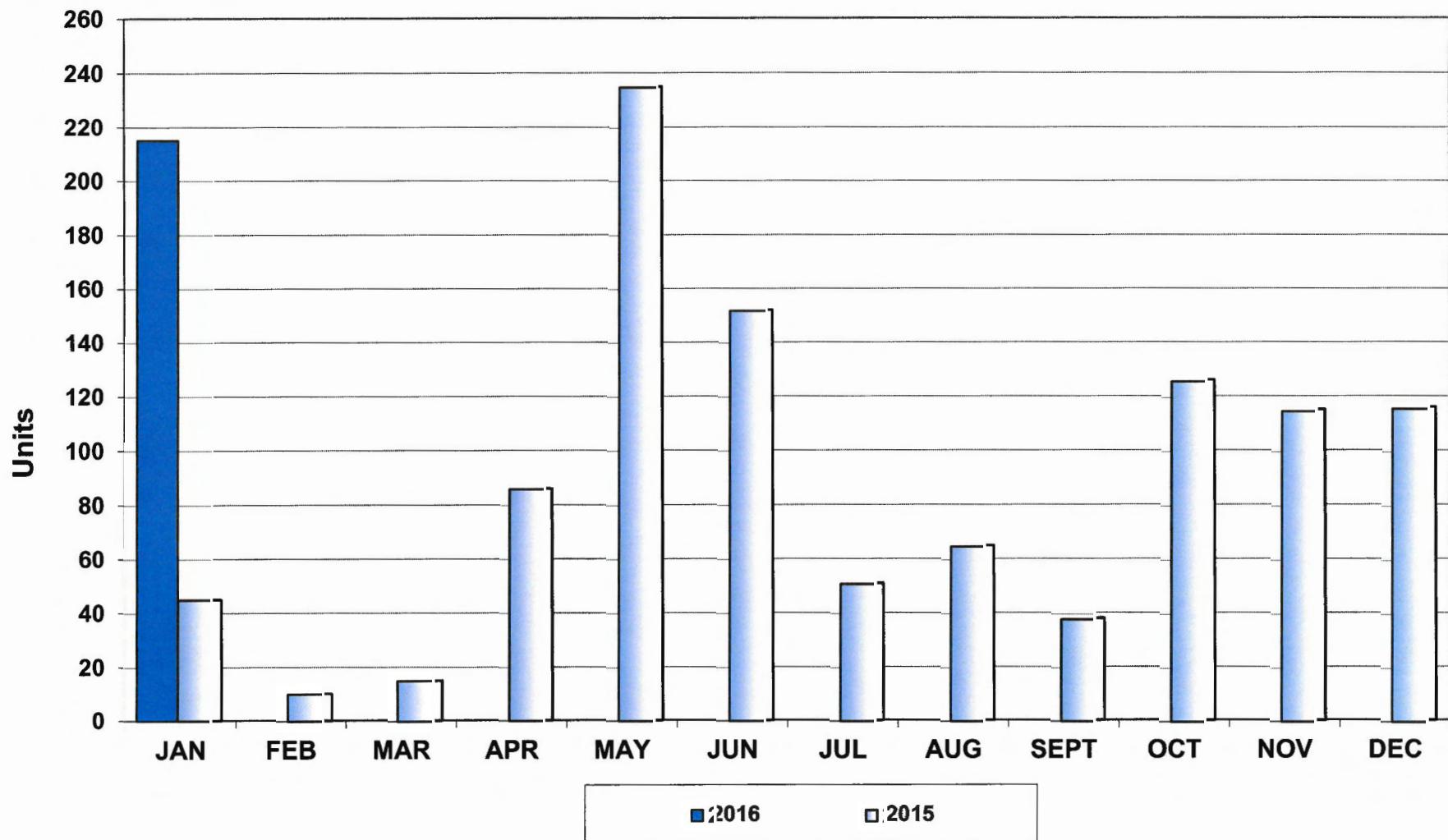
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	516											
2015	510	464	501	510	478	515	477	468	474	534	460	545
JAN	HHC/Respite: Short Staff, 1 FTE, County Training Day, Holiday											

**In-Home Services
Foot Care**



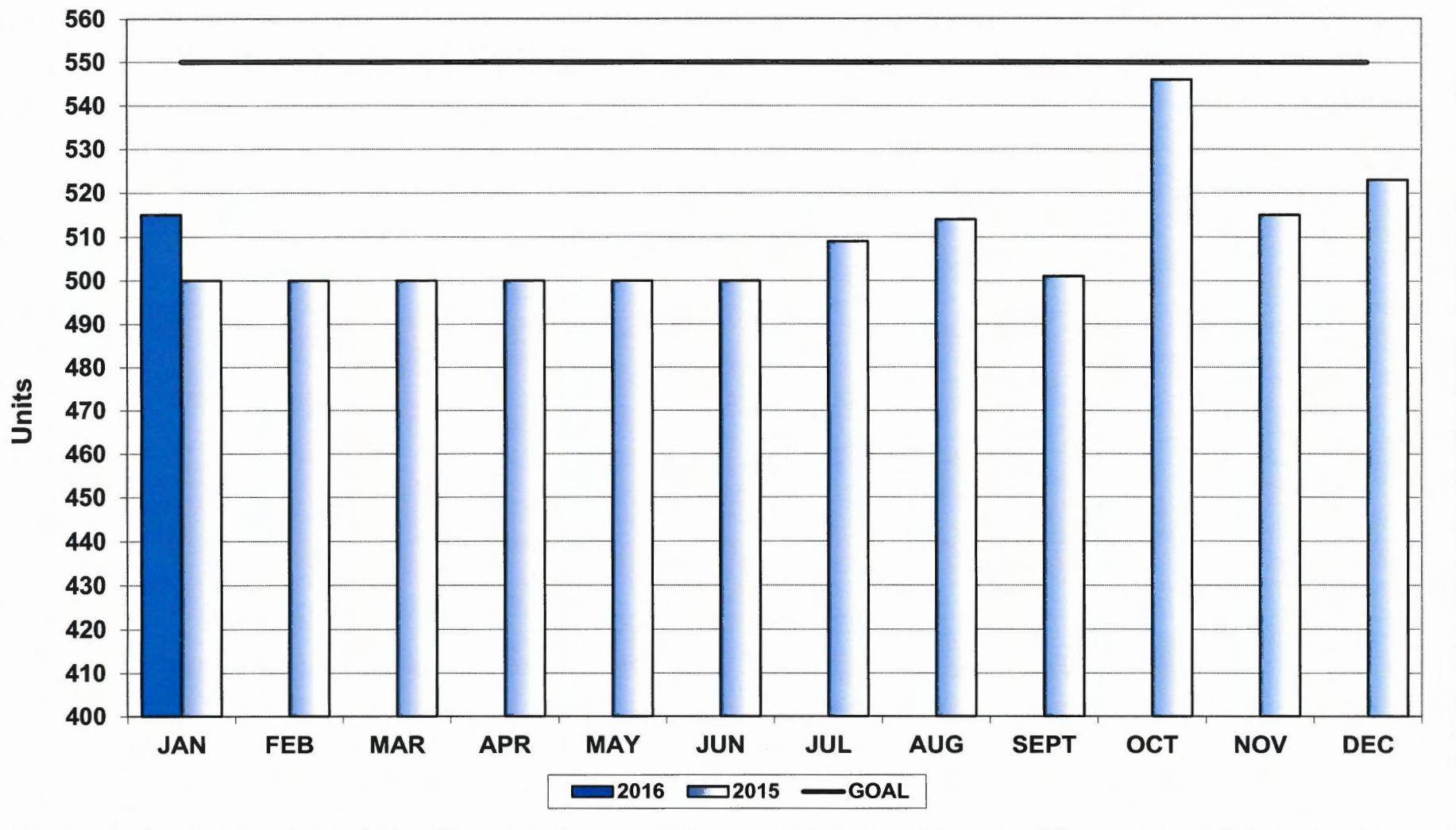
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	89											
2015	75	63	83	66	64	60	76	77	79	81	71	81
JAN	No Wait List-met demand. Vacation Day, County Training Day, Holiday											

In-Home Services
Home Chore Vouchers



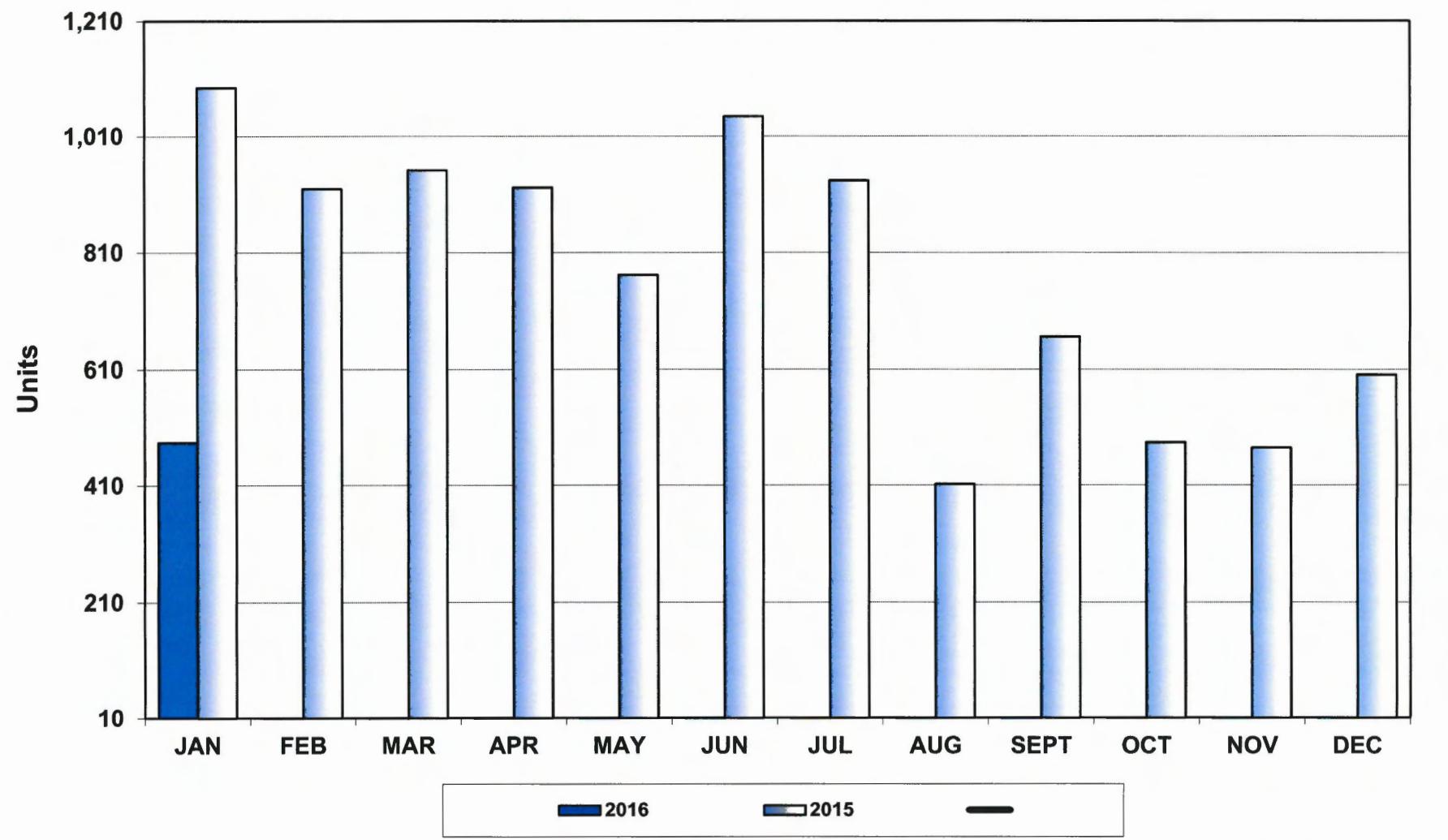
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	215											
2015	45	10	15	86	235	152	51	65	38	126	115	116
JAN	Based on Demand											

In-Home Services
Personal Emergency Response System Units



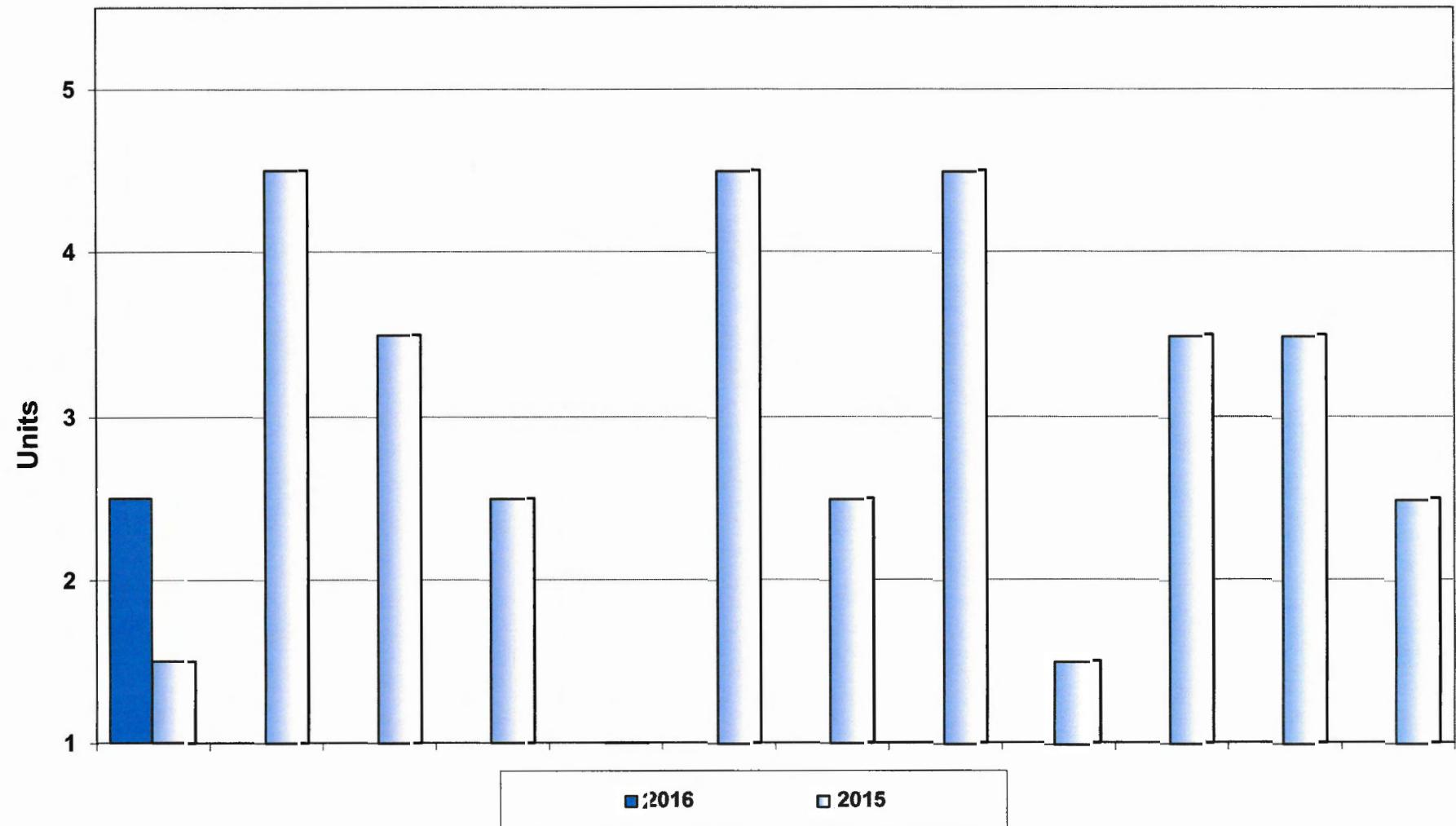
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	515											
2015	500	500	500	500	500	500	509	514	501	546	515	523
JAN	No Wait List-Met Demand. GSM Units in use.											

In-Home Services
Information and Assistance



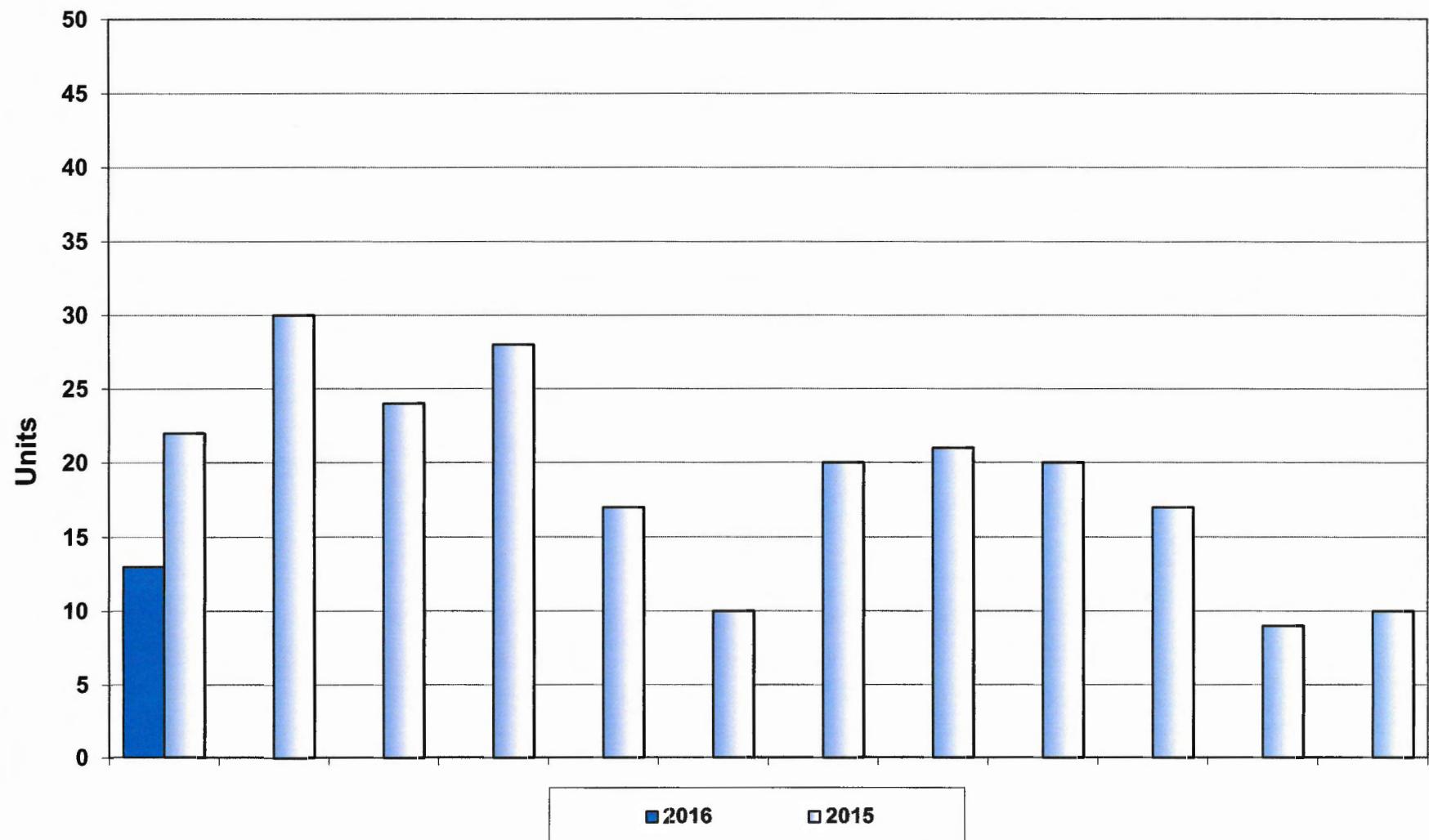
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	484											
2015	1,095	919	951	921	772	1,045	933	412	666	484	475	601
JAN	Based on Demand											

In-Home Services
Heat Assistance



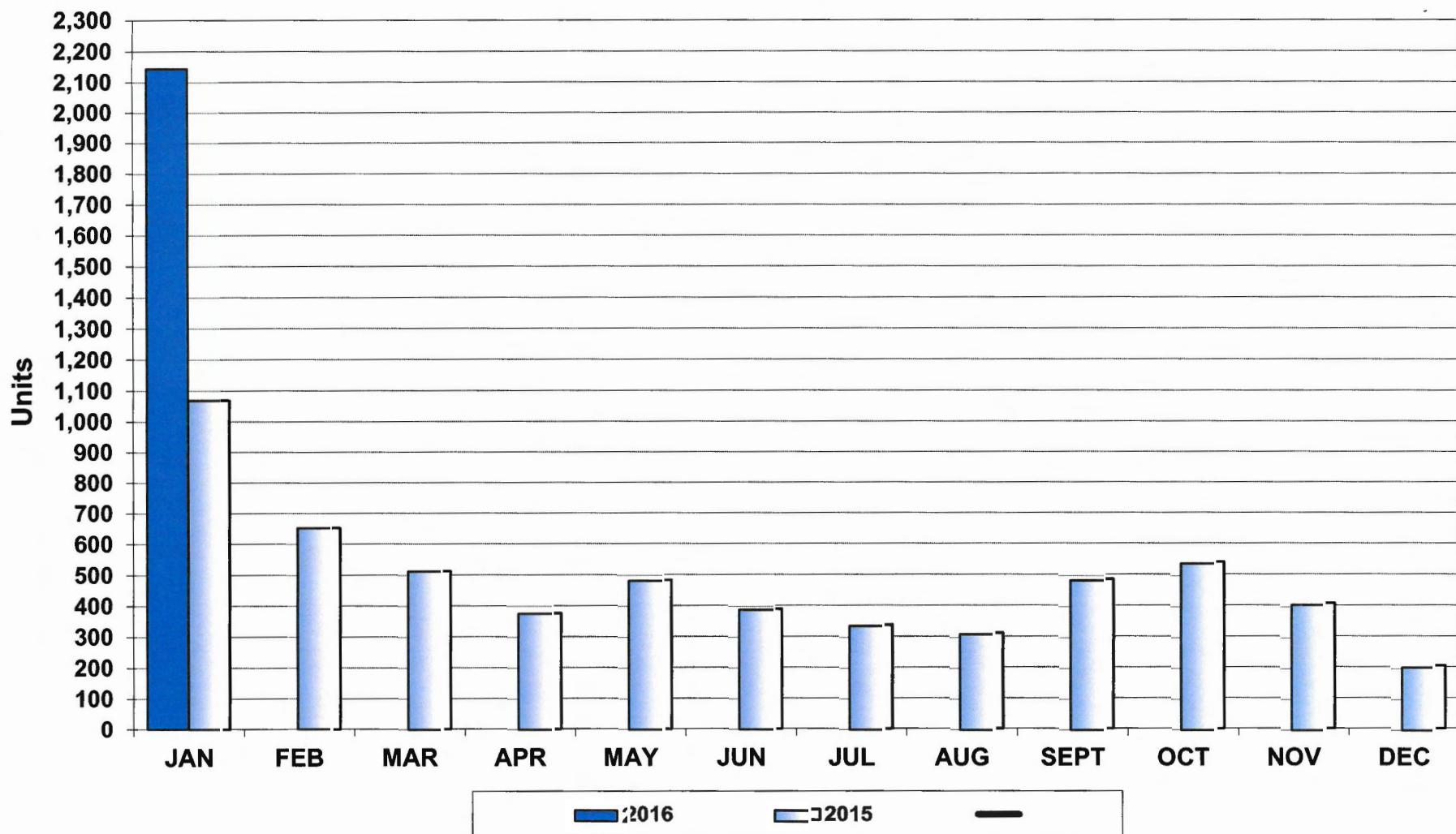
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	2											
2015	1	4	3	2	0	4	2	4	1	3	3	2
JAN	Based on Demand											

**In-Home Services
Loan Closet**



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	13											
2015	22	30	24	28	17	10	20	21	20	17	9	10
JAN	Based on Demand											

In-Home Services
Transportation



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	2,145											
2015	1,069	653	513	376	483	389	337	311	485	540	407	205
JAN	Based on Demand											

OBJECTIVE

Define, create and implement a year-long public relations strategy that will reflect the time honored mission of the GTCOA:

“Offering home and community based services to maintain and improve quality of life for Grand Traverse county’s age 60 and over population.”

THE PLAN

Refresh the current COA brochure to establish the now separate brands (identities) of the COA and Senior Center Network (SCN).

Contact countywide multi-media (print, TV, radio, online) explaining that the former conjoined COA/SCN are now separate, and defining the distinction in services.

Consider redesigning the current GTCOA logo by reviewing the former long standing logo.

Establish a theme (*colors, look and feel*) for all COA communications (online as well as print) and collateral. This theme will be distinctly different from the “blue and green” the SCN will be adapting, which will reflect its new affiliation with the county’s parks and rec department.

Facilitate as needed the drafting and distribution of media releases for special COA events.

Engage media contacts for news worthy COA events. (*Example: The recent Valentine’s bag distribution to COA clients.*)

Reproduce the current GTCOA 30-second PSA which has received unlimited air play on regional television (network and cable). The current version showcases services of both the COA and SCN.

Consider refreshing the current slide presentation used by COA presenters. Several new initiatives have been introduced by Laura Green that deserve public awareness and will strengthen the COA brand. This presentation can also be displayed on our website.

Offer newsletter insights and contribute editorial material when needed. This is especially timely in view of the August primary millage vote.

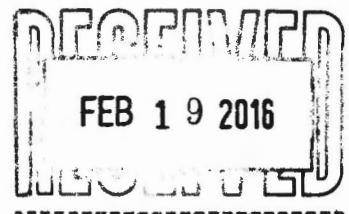
Provide assistance as needed in drafting communication pieces emanating from the COA. (*Example: Deputy Director Laura Green writing a guest Forum piece for the Record-Eagle's op/ed page. Topic: "Older Americans' Month and the changing country metrics and how they compare nationwide; and what that means for the future?"*)

These are just some of the 2016 tactics for your consideration. We look forward to further discussion and rendering quotes for potential future implementation.

Thank you.



8870 North Long Lake Rd., Traverse City, MI 49685
PH (231) 946-2249 • FAX (231) 946-4573



February 16, 2016

Grand Traverse County
Commission on Aging
520 W. Front Street, Ste. B
Traverse City, Mi. 49684
Attn: Cyndie Forster

Dear Cyndie:

Thank you so much for the \$1200.00 check for our senior's Programs at Long Lake Township. With your continued support, we have been able to provide programs and outings that many of our seniors would not have been able to be a part of. Thank you again for your generous support.

Sincerely,

Karen J. Rosa
Township Supervisor

Ps: Please share this with the Board

LAWN MAINTENANCE Home Chore
CLIENT SATISFACTION SURVEY
JUNE 2015

1). What COA Staff member is providing your lawn mower services?

	# of Clients		# of Clients		# of Clients
Curt	5	Mike	4	Rob	0
Dean	7	Norm	5	Unknown	29
Jim	5	Richard	3		

2). On a scale of 1-10, how satisfied are you with your lawn mower service so far?

1	2	3	4	5	6	7	8	9	10	N/A
1	1	0	0	1	0	4	7	8	34	1

Please tell me why you gave them a score of (1-10)

1-Dug up 2 parts of new lawn "twice", take's about 15 seconds for him to mow. Between garden shed & garage, does not mow. (Please note this person is no longer employed.)

2-Takes 10 minutes to mow an acre not happy.

5-Doing better, doesn't cut close enough, "flies" around.

7-Very happy doing a wonderful job. *Does good job; no trim work. *Compared to the job she used to do but overall is very pleased.

8-Wants COA to trim again. *Cuts too high, when he turning around drags up grass. *Getting late start in season. *Length too long and no trimming. *Good job, hard worker, never stands around.

*Happy but is unhappy with the lack of trim work

9-He mowed and did ok due to lack of trimming. *Would like trimming. *He's nice, great job. *Tree rings, knocked into a couple but worker was so humble about it *Looks OK. *If trimming were done, would have scored a 10. *He is very friendly and very communicative, very helpful. *Very good job, cuts lawn a bit short.

10-Great job friendly quick, looks really good! *Does wonderful work. *Sweetest person, friendly, very trustworthy. *Very satisfied. *Very nice, friendly, helpful. *Very efficient gets right to work. *Very friendly, does a good job. *Good job. *Well satisfied. *He does a good job. *Lawn looks good, worker does all he instructs and more. *Norm is very careful, good job, he is safety conscious. *Great Job. *Very Happy. * He gets a slight ditch in front when others have not. *He is great, does good job, friendly. *He is punctual and on time. *Good job, perfect length, very courteous! Always stops and chats when he sees her out. *Pleased. *He is always kind and courteous, shows up on day he is scheduled. She appreciates how he treats her. *He does a great job. *Good work, knows what he's doing, client never has to point out what needs to be done.. *He takes a lot of time and is cautious and is always there when he is supposed to be very conscientious. *Real nice guy, very friendly very cooperative. *Show ups when supposed to, have had experience with services in the past with them not showing up as promised. *Very thankful for service. *Nice man, considerate, does a good job, quick, very considerate. *Very happy with him. *He is very thoughtful and really nice guy, easy to talk to, always on time, very conscientious. *He is very kind and acts like he enjoys working and his clients, very personable.. *Amazing, he is fast, efficient, and he can do it all.. *Really good job.

N/A-What he did was good, when worker showed up client was leaving home didn't have time to show him what needed mowing. *

20-So good, friendly yes it says 20

3. How many times has your lawn been mowed this year?

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	N/A
1	16	19	12	4	3	0	1									

4. Do we provide services in a timely manner to keep your lawn trim.

Yes	No	Unsure Yet
56	0	1

5. Would you recommend our lawn mowing services to a neighbor or friend?

Yes	No
53	1*

If yes, why _____

Very happy with service. *If someone can't mow are the dependent. COA is Wonderful. *Already has. *Very happy, doing wonderful job. *Very good job, unbeatable. * Already done. *Looks good, neighbors compliment her. *Very satisfied. *She thinks we provide good service but she would explain that we don't do lawn like she would do. *He's very nice, friendly helpful. *Very efficient, gets right to work. *Nice to have service, husband can't do, Curt's dependable and conscientious. *Price and the need. *Went right to work. *Prompt and honest. *Quick. *Norm is really good and friendly. *Very happy. *Has already done, will continue to do very happy with Dean. *Relieves a lot of pressure. *Already has, as she is pleased. *Very Satisfied. *Punctual, very friendly, great service, attitude of worker is so positive! *Very Happy. *Great job. *So pleased. *Thrilled. *Very Happy. *Not sure yet. *Wonderful for people who cannot do anymore. *Have already. Too many seniors try to do things they shouldn't any COA service is great. *Does good job, really reliable. *Reliability, comforting to know they will help. *Always there when he is supposed to be, won't cut it if it genuinely does not need it. *Satisfied. *Very happy with service. *Already has done so. *For a senior that has problems walking, this is a godsend. *She has a rough yard and he does a good job. *About every 2 weeks. *Weekly schedule. *Very satisfied. *Happy with service, meets her needs and she thinks it would meet other's needs. *Really nice job. *Worker is nice and friendly. *Helpful. *Excellent job.

If No, why _____

Not too particular, missing strips. _____

6. When you contacted the COA office staff how would you rate:

a. Receptionist's staff professionalism, politeness and helpfulness on a scale of 1-10.

1	2	3	4	5	6	7	8	9	10	N/A
0	0	0	0	3	1	0	5	6	38	5

b. When you contacted the office how would you rate the staff's responsiveness to your concerns or requests for services on a scale of 1-10

1	2	3	4	5	6	7	8	9	10	N/A
				2	0	1	3	6	36	4

c. Do you recall who you spoke to last?

Laura P 6

Theresa 7

Jill 2

Emily 0

Marsha 0

Laura G. 0

Cyndie 0

Georgia 0

Unknown 46

7. How did you mow your lawn before joining the COA program as a client?

Paid someone. *Hired maintenance man. *Hand mower self/daughter. *Husband but is not able anymore. *Self/Stepson. *Had kids mowing. *83 year old neighbor or wait for someone to come up. *Children/grandchildren. *Husband, but can't do very well. *Husband. *Gentleman who stays with her but he can no longer do. *Had a friend's grandson, but they moved. *Husband. *Self. *Service. *Son. *Self. *Neighbors. *Self when she could. *Oldest son. *Neighbor. *Daughter. *Did it herself. *Self. *A service, poor quality, financial burden, husband tried, retirement and money, going to service for lawn before COA. *Depended on son, but he moved away. *Daughter. *Neighbors. *Didn't have mowed. COA had to first do a clean up before it was mow-able. *Self, can't do anymore. *Husband did and is now unable. *Herself. *Family or pay service. *Had to wait for children or pay service. *Paid someone. *Lawn Service. *Son. *Self. *Not very often, daughter in law. *Depended on friend and done inconsistently. *Self. *Myself. *Self and paid someone. *Hired service was costly. *Self. *Neighbor. *Herself/neighbor. *She would have vineyard workers come. Not consistent, and had to be right there with them. *Erratically, let it grow out. *Son after work. *I paid for it. *Tried himself. *She did but now has grass allergies and other physical restrictions.

8. If the COA lawn maintenance program was not available how would you mow your lawn this summer?

No idea. *Maintenance man. *Daughter. *Would have to hire out. *Kids \$30 per cut. *Wait for son. *Children/Grandchildren. *Self. *Not Sure. *Have to hire. *Hire it out. *Husband. *Service. *Son. *Son-in-law. *Neighbors. *Client would do a small patch at a time, as his neighbor died. *Self. *No idea. *Find someone and pay. *Pay son \$20 a cut. *Wouldn't have it done, due to cost. *Husband would try, it would be a hardship. *Daughter 52 years old. *Tired hiring young neighbor, didn't work out well. *Beg, borrow, steal or try to get help. *Hire someone as am no longer able to do it. *Paying someone. *?. *?. Can't afford service with lawn care company. *?. *? Can't afford. *Would have to hire someone. *Would have to hire. *Son. *Family or pay service. *Neighbor. *Could only afford once or twice a season. *? Services are all getting too expensive. *Son. *Couldn't. *Could not afford to hire it done very often. *Couldn't afford, would probably be ousted from the mobile home park. *Self, but it would take a long time. *?. *Hire it out. *Have to try to come up with money to hire it out. *Self. *Wouldn't. *Have to pay neighbor. *Depend on help from the vineyard workers. *Probably would have to let it grow. *Son. *Pay for. *?. *Try to find someone to help her.

9. Is there anything else you would like to share regarding the Home Chore Staff program?

*All is good. *Anytime I've had connection with the COA has been wonderful. *Wonderful work with all that Dean does. *So very thankful, couldn't ask for better service. *20-(just) No. *Very satisfied. *Everyone at COA has been real nice. *It's all been good. *Curt is very helpful. *Does a great job on the windows also. *Very satisfied, doing wonderful job. *Would like window washing. *No-happy camper. *Great program. *Very helpful. *No all good and appreciated. *Very satisfied.. *Overall so happy with services and are thrilled with the worker. *Well satisfied with Norm. *Wonderful, can't do herself, it gives her self esteem to see her lawn looking nice. *A savior for her. *Would like to trim grass, but overall is very pleased. *Very grateful for expanded services. *Good program. *Gods blessing to her, wonderful. *Weed trimming needed. *No-they are excellent. *Norm was so considerate when plowing, very, very nice person. *No-works' great. *So thankful for COA. Need is so great. *Really good and very responsive. *All very professional, all very friendly, most appreciative. *No, very impressed. *Can't say enough, get's many compliments from others. *Happy with service. *COA does a great job. *Wonderful service. *Been good to me. *Mike is great, very pleased. *Happy camper, has been a huge mental health taking this off her plate.

**10. What is the greatest benefit to you of our Home Chore programs?
(Snow removal, window washing, lawn mowing, leaf removal, odd jobs)**

Lawn mowing, real satisfied. *All of equal benefit (2). *Snow removal, lawn care (2). *All but windows. *Leaf removal (3). *Snow removal. *Lawn mowing (6). *All of them. *All. *Snow removal, leaf removal (2). *Leaf and lawn. *All of them because he doesn't have to. *Not sure yet. *Windows. *Leaf removal. *Lawn mowing is great. Need snow removal. *Would like snow removal as she still drives.

LAWN MAINTENANCE Voucher
CLIENT SATISFACTION SURVEY
JUNE 2015

1). What company is providing your lawn mower services?

	# of Clients
Leslie's Landscaping	8
TNT Outdoor	2
Cuttin It Close	8
Unsure	2

2). On a scale of 1-10, how satisfied are you with your lawn mower service so far?

1	2	3	4	5	6	7	8	9	10	N/A
<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="10"/>				

Please tell me why you gave them a score of (1-10)

5-Wheel of mower is digging into lawn. Does not want Company to know she complained.

7-Mows very fast, leaves too long.

8-Missed a section, would like shorter, he will talk with her. *Wants more mowed. *Prompt.

9-Pleased. *Very pleased. *Does a nice job.

10-Does all he asks, does a great job. *She was the only one who showed up out of the companies.

*Lawn looks great. *Called back right away, did a good job.. *Great job, really takes their time.

*Fast, friendly. *Only have been there twice. Mower deck too low, scraped sewer cap, she mentioned to company. *Doing good job, very pleased. *Lawn looks great. *Prompt, very well done.

3. How many times has your lawn been mowed this year?

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	N/A
<input type="text" value="3"/>	<input type="text" value="11"/>	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text"/>												

4. How many Vouchers have you used so far this summer

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	N/A
<input type="text" value="2"/>	<input type="text" value="10"/>	<input type="text" value="5"/>	<input type="text" value="2"/>	<input type="text"/>												

5. Does the mowing company provide services in a timely manner to keep your lawn trim.

Yes	No	Unsure
<input type="text" value="16"/>	<input type="text" value="0"/>	<input type="text" value="1"/>

6. Would you recommend using Vouchers for lawn maintenance next summer?

Yes	No	Unsure
<input type="text" value="14"/>	<input type="text" value="0"/>	<input type="text" value="3"/>

If yes, why

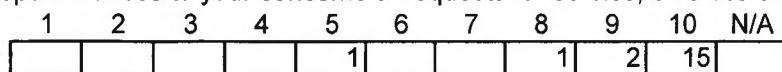
Very pleased and affordable. *Affordable (4). *Affordable, can't afford normal rates. *Affordable and Convenient (2). *Depends on completed year and satisfaction. *Not sure. *Convenient. *Lawn is beautiful. *Great job, really honest. *She needs it, no other options. *Very helpful, difficult for them to do. *Unable to maintain themselves. *Can afford, happy with service.

7. On a scale of 1-10, how easy was it for you to schedule lawn mowing services with the recommended Vendor? (10 = very easy, 1 = very difficult)

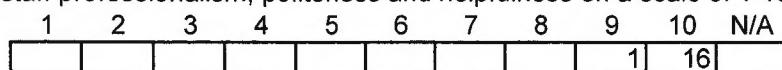
1	2	3	4	5	6	7	8	9	10	N/A
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="3"/>	<input type="text" value="14"/>	<input type="text"/>				

8. When you contacted the Lawn Maintenance Company how would you rate their;

a. Responsiveness to your concerns or requests for service, on a scale of 1-10.



b. When you contracted the Lawn Maintenance Company how would you rate their office staff professionalism, politeness and helpfulness on a scale of 1-10.



9. Did you have to pay the Lawn Maintenance company MORE money in addition to the \$30 Vouchers each time they mowed your lawn?

Yes	No	N/A
4	15	1

Any Explanations

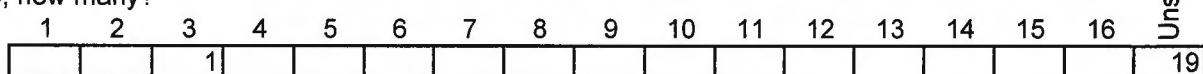
No-Two vouchers.

Yes-\$5.00, hand cutting. *Yes didn't say how much, extra mowing and raking, cleaning out. *Yes-didn't say how much, not clear she thinks because yard took more time than anticipated. *Yes \$10, Yard is \$40 per cut.

10. Of the 16 Vouchers you could purchase this season do you plan to keep several to use in the fall for leaf removal?

Yes	No	Unsure	N/A
12		6	2

If YES, how many?



11. How did you mow your lawn before using the Voucher program?

Self. *Self and struggling. *Husband (2). *Neighbor, he moved. *Neighbor. *Half off special from 7&4 News. *Daughter, she would try herself, wasn't getting done consistently. *Self but is no longer able to do. *Self, tractor broke and can't afford to fix it. *Husband and neighbor. *Neighbor kid. *Hired random people. *Service. *Son in Gaylord tried to mow. *Someone loaned him a tractor, and he no longer has use of it.

12. How will you have your lawn mowed in the future if these Vouchers are not available.

*Has no idea (12). *No idea, will probably try to find a service she could afford. *Self, but would be a physical hardship. *Daughter. *Will have to do himself. *Not sure, will have to try to find someone that he can afford. *Will have to depend on whomever she can get. *Lawn man service. *She would have to learn how to run the tractor.

13. Is there anything else you would like to share with me regarding the Voucher program?

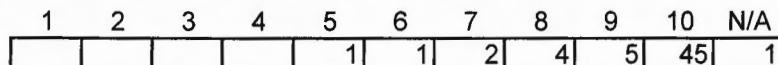
Thank you COA. *Grateful. *Very satisfied with COA and TNT. *Very grateful. *Thankful for help. *It's fine, very helpful to him. *Really appreciates it. *Appreciates any help. *Wonderful program. *Very Happy. *Very appreciated. *Very appreciated, cannot afford. Good program provides great service. *

14. What is the greatest benefit of the Voucher Program?

Can't do it all, getting older comfort level, felt that this company would be trustworthy because of COA. *No more panic when she looks at her lawn. *Makes it affordable, fixed income. *Keeps lawn nice. *She doesn't have to be tied to the house, she leaves coupon and she can be gone. *My yard is very important to me. Now it always looks great. *One less problem for her. Very happy with it. *Can't afford any other option. *Affordability (2). *Availability and affordability. *Lawn gets mowed, frees him up to do other things. *Can't do it himself anymore. *Peace of mind, can't afford it otherwise. *Lawn is taken care of. *Yard looks super, neighbors are happy. *Affordable, since husband's death money is tight. *Not getting fined by the City, looks great, neighbors are happy. *Makes her feel great to have lawn looking good. *Has his lawn mowed.

LAWN MAINTENANCE Home Chore
CLIENT SATISFACTION SURVEY
OCTOBER/NOVEMBER 2015

1). On a scale of 1-10, how satisfied are you with your lawn mower service so far?



In your opinion what could we do to bring that number up to a 10?

N/A-Talked to helper was very nice. Not the best, but didn't want to complain.

5-Lawn scraped up, missed spots, went too fast. Only 1/2 of the windows cleaned.

6-Could not offer what could be done differently.

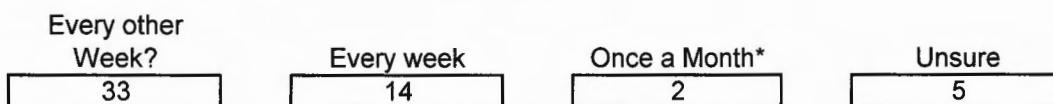
7-He is doing better but she thinks he should be trimming and thinks he goes too fast and needs to slow down and do a better job. *Has repeatedly torn up back lawn.

8-Would like trimming. *Nobody does as good a job as the homeowner. *Guy is nice and does a good job but client would like to know when to expect they are coming so she can be home. *If you could trim.

9-I don't know. *9.5 Equipment (mower) sprays on car, windows, etc. Jim is very good about trying to clean it up. *Does not like when mowed in the rain, it tears up the lawn. *Thinks lawn clippings should be bagged. *Small area is not mowed but that is because mower is too big to get to it. Would like trimming.

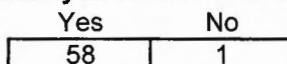
10-We do a good job (3). *Very Satisfied (2). *Would like trimming, however has skirting on the trailer. *Mike is very pleasant. *Dean is very nice and accommodating. *The guy is in and out fast and does a good job. *Very pleased with service. *Likes the way we do the lawn. *Does a super job and very friendly but wishes he did edging. *Good job. *He does a good job -he aims to please. *Dean is very good about asking what extra's need to be done. *Curt is very efficient. *Curt is very nice and accommodating to what needs to be done. *Wonderful service. *What they do is a 10 rating. *No problems. *Wonderful. *10+. *Excellent (6). *Wishes we did trimming. *11.5 YEAH. *But would like it if they could trim. *For Sure. *Wonderful. *10+. *Husband is thrilled.

2). How frequently has your lawn been mowed this year?



*Unlikely-Question asked was every or every other

3). Would you recommend our lawn mowing services to a neighbor or friend?



If No, why not?

Probably no, wasn't the best job.

4). Have you ever needed to contact the Supervisor (or management) of our Home Chore Program regarding a concern or request for lawn maintenance?

Yes	No
3	33

If yes, was it resolved to your satisfaction?

Yes	No
3	

5. Do you recall who you spoke with when you last contacted the office?

Yes	No
1	31

If yes

Laura P		Emily		Cyndie	
Theresa	1	Marsha		Georgia	
Jill		Laura G.		Unknown	31

**6). What was the deciding factor for you to choose the COA for lawn mowing?
i.e. cost, convenience, dependability, not knowing what else to do?**

Cost	Convenience	Dependability	Not knowing
22	3	1	

Other:

7). If the COA lawn maintenance program was not available how would you mow your lawn?

Neighbor. *Would have to find someone would not irrigate as much. *Would have to find someone and it could be a money hardship (2). *Would have to find someone (2). *\$ Issue important in deciding a lawn mowing service. *Cannot depend on neighbor anymore too old. *Probably would not have it done, too expensive. *Fixed income would make it difficult to go elsewhere. *Son would help. *Unknown/Would have to find someone fixed income.(10) *Husband would try. *Daughter would have to do it she is 62. *Good question (2). *Would have to hire a professional service (3). *Would try to do it. *Unsure, to pay more would be a hardship. *Would have to look for someone. *Friend. *Husband would do infrequently. *Would have to find another service like she did when she was on the wait list. *Don't know cannot afford another service. *?. *Good question, on disability not easy to find someone. *Husband would do but would be hard on him (2). *Would be up to the family to try to find another service. *Would not mow lawn. *Good question, maybe she would just let her lawn go. *Client would try to do. *Perhaps a neighbor would help. *It would be hard, so expensive. Client doesn't have family around to help. *Daughter would have to find someone. *Would have to find someone, it is hard to find people. *By goats. *Would have to see if a friend could help, but hates to inconvenience anyone. *Client would do it, it would take a long time, but she would try. *Bring in a cow or burn the lawn. *Have no idea (2). *Hire it out, but it would not be a priority because of cost. *Good question, too costly elsewhere. *Client would do, but mower is in bad shape. *Would have to find another affordable service if there is one. *Would be difficult, but client would try to do it. *Daughter, but inconvenient for her. *Would try to get the neighbor.

8). From Spring through the Fall what Lawn Home Chore program is the greatest benefit to you?

Mowing	Windows	Leaf	Odd Jobs
45	4	18	5

* Note several clients stated more than one

9). What COA Staff member is providing your lawn mower services?

	# of Clients		# of Clients		# of Clients
Curt	4	Mike	5	Rob	
Dean	7	Norm	6	Tod	
Jim	5	Richard		Unknown	21

10). Is there anything else you would like to share regarding the Home Chore Staff program?

*Very efficient in clean up after the storm. *Worker was a great help after the storm and love HMA who helps with her house. *Very happy with all COA Services. *Very pleased with COA services, have made her life easier. *Pleased with COA services. *God bless COA. *Thank you (4). *No, but her cleaning lady does a great job. *Appreciates all COA does (2). *Thanks for the services, happy. *Wanted to let HMA worker know she does a very good job. *Very grateful for services. *Good group, thanks for services. *Great program, glad it is offered. *Appreciates all services. *So glad to be on board with services. *COA is wonderful (2). *Grateful to COA. *Staff member is very professional and does an A+ job. *It works. *Client thinks COA should call all clients to let them know if they cannot make it on a particular day. *Wonderful people. *COA is wonderful. *Thanks to everybody at COA for the great job. *Good job, thank you. *Would love it if we could trim. *Everybody is great. *Very appreciative of COA services. *Will stay with COA as long as possible. *Blessed to have COA but would suggest guys sharpen blades on mower more frequently than they do. *Excellent, excellent job. *Very satisfied. *COA does not always follow through, client has tried numerous times to have the phone number corrected and was not happy. *Very pleased with COA. *What COA does is a blessing. *Very happy, may need more services in the future. *COA does wonderful work, very much appreciated. *Very pleased, very appreciative. *COA is a great program. *Would use a handyman, wonderful staff. *Good job. *Jill is very nice.

**LAWN MAINTENANCE Voucher
CLIENT SATISFACTION SURVEY
OCTOBER/NOVEMBER 2015**

1). What company is providing your lawn mower services?

	# of Clients
Leslie's Landscaping	11
TNT Outdoor	2
Cuttin It Close	11

2). On a scale of 1-10, how satisfied are you with your lawn mower service so far?

1	2	3	4	5	6	7	8	9	10	N/A	NOT
2	2	2	2	2	4	17			1		

Please tell me why you gave them that score

Not-Vendors 14 year old son mowed and didn't do a good job.

3-Was very satisfied with the work that she did but lawn mowing was not as complete as she would have liked. Would not mow sandy areas that did not have much grass because it would clog up the mower. *Tore up sod when made turns.

7-Was not thorough in picking up leaves.

8-Need to improve on trimming. *Was not timely in getting back with client about leaf removal. *Did not pick up leaves in some areas they should have.

10-Extremely pleased. *Excellent. *Very satisfied. *100% satisfied. *Quite the jobster. *Really good. *

3). How frequently has your lawn been mowed this year?

Every other Week?	Every week?
10	2

4). How many Vouchers have you used thus far May-November (16 max)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	N/A
2	2	1		1		2	3	3	2	2	2	2	2	3		

5. Does the mowing company provide services in a timely manner to keep your lawn trim.

Yes	No
21	2

6). On a scale of 1-10, how easy was it for you to schedule lawn mowing service with the Lawn Service?

1	2	3	4	5	6	7	8	9	10	N/A
				1					22	

7). When you contacted the Lawn Service Company how would you rate their;

a. Responsiveness to your concerns or requests for service, on a scale of 1-10.

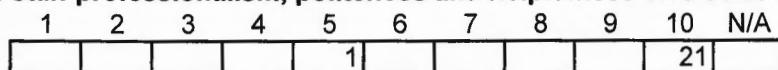
1	2	3	4	5	6	7	8	9	10	N/A
				1					21	

b. Requests for service on a scale of 1-10

1	2	3	4	5	6	7	8	9	10	N/A
				1					21	

8). When you contracted the Lawn Service Company how would you rate their

Office staff professionalism, politeness and helpfulness on a scale of 1-10.



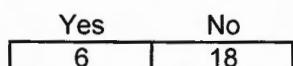
9). Did you have to pay the Lawn Maintenance company MORE money in addition to the \$30 Voucher each time they mowed your lawn?



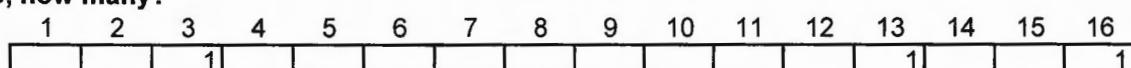
If YES, how much more did you pay? And, for what service.

\$5 trimming. *\$5.00 odd jobs. *\$50 dump leaves. *Answered No- but used two vouchers for each time, has a big lot.

10). Did you purchase any Vouchers specifically just for Leaf Removal?



If YES, how many?



11). How did you mow your lawn before using the Voucher program?

Self, but lawn mower quit and could not afford \$900 to replace it. *Self, but very difficult. *Self. *Self

12). If available, will you use Vouchers for lawn maintenance next summer?



13). How will you mow your lawn in the future if these Vouchers are not available?

Good question. *Will think about it later. *Would have to find someone reasonable, family too busy. *No longer a client, moved. *Don't know, hard to find somebody to help and costly. *Self with help of children. *Would have to hire someone. *Unknown (2). *Hopefully friends again. *Don't know, will probably have to get fined and ticketed because cannot afford to have done elsewhere. *No idea, everywhere else is so expensive. *Would not mow, too costly. *Husband would probably try, but he physically cannot do any more. *Have to find another service. *Good question, it would be difficult to find another affordable service. *Grandchildren (2). *Good question, maybe a neighbor would help.

*

14). In your opinion what is the greatest benefit of the Voucher program?

Keeps lawn looking nice (2). *The help (2). *Cost (9). *Gets the job done. *To have the lawn taken care of is such a relief. *Consistency and not having to worry about the lawn being taken care of. *Cost is reasonable. *Convenient, client didn't have to worry about having correct amount of money. *So reasonable (cost) and taking leaves away so client did not have to figure out what to do with them. *Cost and convenience of giving a voucher vs. writing a check.

15). If offered the option to receive services from the COA home chore full time staff next summer will you switch from the Voucher program?

Yes	No	Maybe
14	5	3

Explanation:

Yes - interim program to get to COA full time. *No, because service came anytime they wanted them to come. *Likes vendor so maybe not. *YES (7). *Maybe. *Yes doesn't want to purchase vouchers and then not use. *Not sure voucher program working for him. *Probably switch. *Hoping to be able to get back to yard work next summer. *Either way. *Probably, but likes vendor, and asked if we could hire him. *Sure. *Would be happy either way. *Only if she had to is very happy with vendor, did a great fall clean up. *Probably. *Not sure, likes the vendor. *No.
