

Provider Feedback: Unless otherwise noted, the following comments are verbatim from providers regarding Quarter 1 expenditures.

- **AgeWell Services, Living Word Senior Services, and Volunteer for Dental:** Senior Resources notes that certain providers have the flexibility to transfer funds between related services. AgeWell Services can transfer funds between home-delivered and congregate meals, Living Word Senior Services between snow removal and lawn services, and Volunteer for Dental among its three dental services.
- **Boys & Girls Club:** At this time BGCML has utilized 18% of its funds since October. Our enrollments have been growing since as we grow our name in the community, and we expect a minimum of \$1,000 per month through September, on track to fulfilling the service expenditures.
- **City of Muskegon, City of Muskegon Heights, Love INC, and Trinity Village:** Senior Resources notes that home repair providers submit invoices at varying times, with some providers submitting monthly and others accumulating invoices to maintain an average below \$7,000. This can affect reported expenditure percentages and does not necessarily reflect a lack of ongoing projects or reimbursements due.
- **Fruitport Lions Club:** Senior Resources notes that Senior Power of Produce is seasonal.
- **Living Word Senior Services:** During the winter season of 2024/2025, Muskegon County has experienced a major increase in snowfall from previous years. Our budget gives us the ability to plow for 130 seniors for a total of 17 times in the season. Through partnerships with 3 townships; Dalton, Fruitland and Fruitport, Living Word Senior Services has funding for 60 additional seniors. This brings the total to 190 seniors that receive snow removal services during each snow event.

With the funds rolled over from last season, our budget for 2024/2025 increased to 18 total available pushes. As of January 24th, we have plowed 17 times. This leaves 1 push available with current funds for the remainder of the winter season.

- **Pioneer Resources:** *Northern Recreation* - We have held 4 events to date with 6 additional to be held. Senior Resources notes that the provider is on track to providing all 10 contacted units. *Dynamic Transportation* - Lack of drivers and getting communication out that service is available with the new fiscal year has resulted in lower than expected participation. Numbers have increased thus far for new quarter.

Communications from Senior Resources:

- 22% of the FY25 MCSM awards have been expended, providing services to over 1,600 participants between October 1st and December 31st, 2024. We project near full expenditure of all awarded funds by the end of the fiscal year.
- FY2025 Additional Funding Recommendations: Page 8-10 is a draft of the provider's request for additional funding for FY2025 only. SR recommendations are based on factors such as

whether the service is a priority, FY23 service levels (prior to funding reductions), and a comparison between the amount requested and what's currently awarded. Funding recommendations will be voted on at the April 15th meeting.

- AgeWell Services has initiated a waitlist for Home-Delivered Meals, excluding priority 1 participants. When a person is placed on the waitlist, AgeWell Services will first offer a "Pre-Pay, Full-Pay" option. If the individual indicates that they do not have the financial capacity to pay the full amount per meal, AgeWell Services will provide them with information on other food access programs, such as MDHHS for SNAP benefit enrollment and 211 to receive information on area food pantry and distribution locations.
- Living Word Senior Services transferred \$14,620.50 from Lawn Care to Snow Removal to cover additional plowing that happened during the 2024/2025 winter season. No vote is needed.
- A reminder has been sent to all providers to submit their interest in presenting provider highlights during any of our upcoming meetings through the ongoing Provider Interest Form. This form is available to be used at any time to submit interest for upcoming meetings.
- To ensure all committee members' questions are answered thoroughly, submit them through this link: <https://form.jotform.com/241193668437162> . This form allows us to efficiently collect and address your inquiries, including those requiring clarification from MCSM service providers. Responses to all submitted questions will be shared with the entire committee.

Reimbursement Report









Fiscal Year 2025


Report Date Range: 10/1/2024 - 12/31/2024

Monday, February 3, 2025

This report reflects only the funding that flowed through Senior Resources as the grants administrator, and does not reflect the entirety of the millage funding.

Provider / Service	Award	Reimbursement	Expended%	Participants	Participation
AgeWell Services					
Congregate Meals	\$23,070	\$2,573	11%	37	284
Home Delivered Meals	\$167,059	\$48,908	29%	206	5,773
Senior Medical Transportation	\$120,000	\$26,077	22%	154	1,085
SafeSeniors Muskegon County	\$112,500	\$29,948	27%		
SafeSeniors - Investigative				32	32
SafeSeniors - Outreach/Prevention**				105	105
Senior Center Activities	\$76,000	\$15,121	20%	185	500
Association for the Blind & Visually Impaired					
Low Vision Services	\$11,050	\$3,543	32%	13	17
Peer Support Groups	\$2,228	\$668	30%	8	13
Vision Loss Counseling	\$4,208	\$1,216	29%	2	4
Boys & Girls Club of the Muskegon Lakeshore					
Energize & Thrive: Senior Recreation and Fitness	\$12,800	\$2,282	18%	12	274
Casnovia Township					
Senior Lunch	\$12,000	\$3,000	25%	71	176
Catholic Charities West Michigan					
Senior Companion Program	\$12,500	\$3,172	25%	26	1,327

Provider / Service	Award	Reimbursement	Expended%		Participants	Participation
City of Muskegon						
Home Repair	\$70,000	\$8,055	12%		2	2
City of Muskegon Heights						
Major Home Repair	\$63,000					
Disability Network of West Michigan						
Senior Transportation Voucher Program	\$11,006	\$4,634	42%		17	566
Fair Housing Center of West Michigan						
Fair Housing Services	\$8,000	\$1,237	15%		1	1
Fruitport Lions Club						
Senior Power of Produce	\$33,000					
Legal Aid of Western Michigan						
Legal Services	\$19,000	\$3,270	17%		16	35
Living Word Senior Services						
Lawn Care	\$45,500	\$4,060	9%		116	116
 Snow Removal	\$89,753	\$34,766	39%		131	903
Love INC						
Wheelchair Ramp Builds	\$42,000	\$4,953	12%		1	1
Muskegon YMCA						
Veggie Van	\$85,400	\$17,420	20%		135	389
Orchard View Community Education						
Senior Center Activities	\$45,000	\$11,478	26%		74	311
Pioneer Resources						
Senior Dynamic Transportation	\$43,172	\$1,419	3%		4	26
Eastern Senior Enrichment Program	\$44,996	\$11,701	26%		49	100
Northern Senior Enrichment Program	\$26,750	\$10,380	39%		43	91

Provider / Service	Award	Reimbursement	Expended%	Participants	Participation
Ravenna Township					
Meal & Activity	\$8,100	\$2,025	25%	62	131
Grocery Trip	\$4,200	\$1,050	25%	8	17
Senior Resources Contracted Service					
* Award Total	\$346,350		19%		
Adult Day Services					
Case Coordination and Support		\$21,500		90	239
Home Delivered Meals		\$2,868		8	396
Homemaker		\$9,712		36	497
Medication Management		\$355		3	36
MMAP Services (Non-Contracted Service)***		\$5,600		359	359
Nutritional Supplements		\$2,806		9	1,287
Outdoor Chore Services		\$3,588		15	180
Personal Care		\$18,253		18	792
Personal Emergency Response System		\$2,713		36	103
Respite Care					
Trinity Village Nonprofit Housing Corp.					
Major Home Repair	\$63,000	\$33,966	54%	5	5
VFW Post 7729 Senior Program					
Monthly Dinner	\$21,600	\$5,400	25%	348	734
Volunteer for Dental					
Dental Care	\$30,600	\$8,910	29%	11	11
Dentures 	\$7,300	\$664	9%	1	1
Preventative Care	\$2,650	\$1,060	40%	4	4

Provider / Service	Award	Reimbursement	Expended%	Participants	Participation
White Lake Senior Center					
Monthly Social Activity	\$3,000	\$750	25%	60	329
Totals	\$1,666,792	\$371,103	22%		

**Total participant counts are not unduplicated and reflects information relevant to the municipal allocations and the MCSM grant.



Unique Participant Count

Report Date Range: 10/1/2024 - 12/31/2024

This report reflects only the funding that flowed through Senior Resources as the grants administrator, and does not reflect the entirety of the millage funding.

Municipality	Participant Count
Blue Lake Township	9
Casnovia Township	66
Cedar Creek Township	21
City of Montague	29
City of Muskegon	538
City of Muskegon Heights	114
City of North Muskegon	10
City of Norton Shores	124
City of Roosevelt Park	19
City of Whitehall	28
Dalton Township	32
Egelston Township	221
Fruitland Township	18
Fruitport Township	42
Holton Township	11
Laketon Township	12
Montague Township	15
Moorland Township	21
Muskegon Township	205
Ravenna Township	23
Sullivan Township	15
Village of Fruitport	7
Village of Casnovia	4
Village of Lakewood Club	3
Village of Ravenna	38
White River Township	6
Whitehall Township	6
Grand Total	1,637

¹ Participant numbers may be lower than anticipated in some municipalities; however, municipal funding allocations guarantees that each area is served.

² Providers are responsible for promoting their own programs and services to ensure outreach.

FY 2025 Additional Funding Recommendations

Motions Carried August 2022:

- Look at increases only after the 6-month (midpoint) term has past and consider those requests at the 7th month.
- To recommend keeping a minimum of 5% in the fund balance.

	Provider Requested Amount	SR Recommended Amount ²
Health & Education		
Volunteer for Dental		
<i>Dentures</i>		
A Unit rate increase from \$663.64 to \$1200 would benefit 9 seniors who need dentures to smile, chew, and talk. Lab fees are \$1000 for dentures and \$1400 for partial dentures now. Without the increase VFD will reduce the number of denture cases/access to no cost dentures in Muskegon County.	\$4,827	\$4,827
Health & Education Total¹	\$4,827	\$4,827
Housing		
City of Muskegon		
<i>Home Repair Program</i>		
Currently, including applicants with signed contracts that work hasn't started, we have a balance of \$5,400 for this fiscal year. We have 3 applications approved that will go unfunded without additional funds. We receive an average of 2 applications a week. All will go unfunded without additional funds.	\$105,000	\$42,000
City of Muskegon Heights		
<i>Home Repair: Major</i>		
displaced from their homes, provide for energy-efficiency, and reduce financial cost-burdens. Funding is essential, due to overwhelming need, and decreased funding allocations and depletion of resources.	\$140,000	\$49,000
Trinity Village		
<i>Major Home repair</i>		
Low income senior citizens throughout Muskegon County who need major home repairs, including accessibility modifications, to allow them to continue to live in their own homes as they age. Trinity Village will be able to provide home repairs to an additional three clients already on the waiting list.	\$21,000	\$21,000
Housing Total¹	\$266,000	\$112,000
Legal		
Fair Housing		
<i>Fair Housing Services</i>		
Provide 30 hours of fair housing services to benefit Muskegon County older adults. Outcomes: number of older adults served through testing, counseling, outreach, assessments, education, or enforcement activities. This funding is essential for FY25 due to high demand for services and recent cuts in federal funds.	\$3,210	\$3,210
Legal Total¹	\$3,210	\$3,210

FY 2025 Additional Funding Recommendations

	Provider Requested Amount	SR Recommended Amount ²
Mobility		
AgeWell Services		
<i>Senior Medical Transportation</i>		
Reduces current Senior Medical Transportation program deficit and would provide 400 additional consistent, no-cost, door-to-door one-way rides for low-income Muskegon County older adults to non-emergency medical appointments through September 2025.	\$10,000	\$10,000
Pioneer Resources		
<i>Senior Dynamic Transportation</i>		
Provide 100 additional one way rides for aging adults that qualify for this service	\$5,456	\$5,456
Disability Network West Michigan		
<i>Senior Transportation Voucher reimbursement</i>		
Provide an additional 725 one way trips for seniors to medical, faith based and social outings. On track for 13,800 miles, with expenses surpassing the current budgeted amount. Funding will be depleted early summer '25 based on averages used this year.	\$5,893	\$5,893
Love INC		
<i>Ramps</i>		
This additional funding would provide 2-5 ramps for our disabled low income residents who are in need of ramps (variable ramp numbers depending on whether they are wood or aluminum ramps). We are always looking for funding for the ramps we provide at no cost to our clients. Thank you!	\$10,000	\$10,000
Mobility Total¹	\$31,349	\$31,349
Nutritional		
AgeWell Services		
<i>Home Delivered Meals</i>		
Reduces current Home Delivered Meals program deficit and participant waitlist, ensuring an additional 2,696 meals would be delivered to Muskegon County older adults who are homebound with food access, healthy food and social connection.	\$25,000	\$25,000
Fruitport Lions Club		
<i>Senior Power of Produce</i>		
Our funding has been cut and if we are able to add \$20,000 to our 2025 budget, then we would be able to extend the program 2-3 weeks. Many Muskegon County seniors rely on our program to purchase fresh produce at farmer's market.	\$20,004	\$10,782
Muskegon YMCA		
<i>Veggie Van</i>		
Provide 16 more stops per month beginning in March for the YMCA Veggie Van providing a mobile farmers market to senior housing throughout Muskegon County. Our new van is up and running and we are ready to bring healthy options to seniors.	\$37,520	\$18,760
Nutritional Total¹	\$82,524	\$54,542

FY 2025 Additional Funding Recommendations

	Provider Requested Amount	SR Recommended Amount ²
Social, Recreational, & Emotional		
Catholic Charities		
<i>Senior Companion Program</i>		
previously unreported service hours at DayBreak Adult Day Services. This funding is essential to sustaining vital companionship and care for seniors in Muskegon County.	\$10,755	\$5,378
Pioneer Resources		
<i>eastern social recreation</i>		
Provide 3 additional community events that will include transportation, activity and meal.	\$8,999	\$8,999
VFW Post		
<i>VFW Post 7729 Senior Program</i>		
Our congregate meal, with entertainment and educational speakers, continually runs over our allotted grant funding. With these additional funds we could provide 80 additional meals to Muskegon County residents through September 2025. Thank you for your consideration, this would greatly help our program be of service.	\$3,600	\$3,600
Orchard View		
<i>Senior Activities</i>		
Our units given run out early each year. We have seen a dramatic increase in our center activities. We see over 100 participants at our center every week.	\$7,050	\$7,050
Ravenna		
<i>Congregate Meal</i>		
This additional funding would offset the continued rising costs for the meal due to increase cost of groceries. THIS WOULD INCREASE OUR PER UNIT COST \$50 WITHOUT ELIMINATING A MEAL FOR THE 60+ PARTICIPANTS IN THE PROGRAM. THE REQUEST IS BASED ON FUNDING MARCH THROUGH SEPTEMBER.	\$350	\$350
Social, Recreational, & Emotional Total¹	\$30,754	\$25,377
Grand Total	\$418,664	\$231,304

¹The percentage increase of requested additional funding by service category: Health & Educational (9%), Housing (41%), Legal (2%), Mobility (10%), Nutritional (19%), and Social, Recreational & Emotional (9%).

²SR recommendations are based on factors such as whether the service is a priority, FY23 service levels (prior to funding reductions), and a comparison between the amount requested and what's currently awarded.



Dear Muskegon County Senior Resources

During the winter season of 2024/2025, Muskegon County has experienced a major increase in snowfall from previous years. Our budget gives us the ability to plow for 130 seniors for a total of 17 times in the season. Through partnerships with 3 townships; Dalton, Fruitland and Fruitport, Living Word Senior Services has funding for 60 additional seniors. This brings the total to 190 seniors that receive snow removal services during each snow event.

With the funds rolled over from last season, our budget for 2024/2025 increased to 18 total available pushes. As of January 24th, we have plowed 17 times. This leaves 1 push available with current funds for the remainder of the winter season.

We are concerned about the ability to provide this highly important service to the senior constituents for the remainder of the winter season. Our historical average for February and March snow events and subsequent pushes is approximately 4-6 snow events that would be significant enough to necessitate plowing.

Based on our current contract with the county, we have the option of using lawn care funds to help cover additional snow events. To pay the cost of the additional 4-6 snow events would use up over half of our lawn care funds.

We prioritize snow removal over our lawn care but recognize that to use these funds would **reduce our available lawncare slots from 100 to 50 seniors.**

Living Word Senior Services requests \$15,180.50 to cover the additional costs to plow for the remainder of the 2024/2025 season. In the event that we do not need to access that full amount because of fewer snow events, we fully recognize that those funds would not roll over to any additional year.

Thank you
Christopher Cross
Administrator
Living Word Church