



Tri-County Office on Aging Public Transparency Plan

Effective Date: May 18, 2026

Purpose

As an Area Agency on Aging (AAA), Tri-County Office on Aging (TCOA) is committed to serving older adults, adults with disabilities, caregivers, and the broader community with integrity and accountability.

Transparency is a cornerstone of this commitment. This plan outlines how TCOA ensures public access to information about funding, programs, decision-making, and performance, in accordance with the federal, state, and local governance and standards.

Definitions

Advisory Council: A body made up of at least ½ senior citizens and ½ community agencies that acts in an advisory capacity to the TCOA Administrative Board to offer perspectives on aging issues.

Annual Implementation Plan: Approved by the State Commission on Aging to ensure proper implementation of the mandates of the Older Americans Act and the Older Michiganians Act, the Plan outlines the Older Americans Act-funded programs and services TCOA intends to offer during the fiscal year.

Multi Year Plan: Provides for development of a comprehensive and coordinated service delivery system for supportive social services.

Open Meetings Act: An Act that requires certain public bodies to conduct nearly all business at meetings open to the public. [MCL Act 267 of 1976](#).

1. Guiding Principles

Our approach to transparency is built on the following values:

- **Accountability:** We are responsible to the public, our funders, and the communities we serve.



- **Integrity:** We share accurate, complete, and timely information about our operations and use of public funds.
 - **Accessibility:** We present information in clear, understandable language and formats that are easy to access.
 - **Engagement:** We welcome community input and respond to public inquiries respectfully and promptly.
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2. Public Information and Disclosure

TCOA will make the following information publicly available through our website, annual reports, and upon request:

2.1 Organizational Information

- Mission and Core Values.
- Description of services and service area.
- Current Annual Implementation Plan and Multi Year Plan and related updates.
- Contact information for administrative and program inquiries.

2.2 Governance Information

- List of Administrative Board and Advisory Council members.
- Meeting notices and approved minutes (in compliance with the Open Meetings Act.)
- Description of how community members may participate or provide public comment or arrange for special accommodation (in compliance with the Open Meetings Act.)
- Annual calendar of Administrative Board and Advisory Council meetings.
- Code of Ethics: Administrative Board and Advisory Council members sign annually.

2.3 Financial Transparency

To demonstrate responsible stewardship of public funds:

- Annual audited Financial Statements for three years.



- Annual PA 202 Form 5572 Pension Report and Other Post Employment Benefits (OPEB) Report for three years.

2.4 Program and Performance Information

- Annual Reports summarizing accomplishments, service levels, and outcomes for three years as well as summary data on individuals served and services provided (without identifying information.)
- Summary results from consumer satisfaction surveys or needs assessments.

3. Public Communication and Engagement

TCOA will maintain open lines of communication with the public and stakeholders through the following:

- **Website:** Maintained with current programming, funding, and governance information.
- **Annual Public Hearing(s):** To gather community input on the Area Plan and service priorities.
- **Community Forums and Listening Sessions:** Opportunities for older adults, caregivers, and partners to share feedback.
- **E-Newsletters and Reports:** Regular updates highlighting programs, outcomes, and opportunities for involvement.
- **Social Media and Press Releases:** For timely updates and outreach to the broader community.

4. Public Access to Records

Tri-County Office on Aging adheres to Freedom of Information Act (FOIA) Policies and Procedures to comply with updates the Michigan Legislature made as part of 2014 Public Act 563. Members of the public may request records or information by contacting the FOIA Coordinator as outlined at tcoa.org/about.

- Requests may be made via email, mail, or phone.
- Acknowledgment of the request will be provided within **10 business days**.



- Certain records (such as personnel files, protected health information, or proprietary data) may be withheld to comply with privacy laws and contractual obligations.
 - Fees may be charged for extensive document reproduction in accordance with applicable law.
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5. Accountability

- The Administrative Board will review this Public Transparency Plan annually or as needed to ensure continued compliance and relevance.
 - Stakeholder and community feedback will be used to enhance transparency and accessibility.
 - Updates or revisions to this plan will be approved by the Administrative Board and posted publicly.
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6. Contact for Transparency and Public Information

For questions, please contact:

Casey Cooper, Assistant Director

Email: CooperC@tcoa.org

Phone: 517-887-1468

Mailing Address: 5303 S Cedar Street, Building 1, Lansing, MI 48911

Website: tcoa.org

7. Review and Approval

Approved by: TCOA Consortium Board

Next scheduled review: May 2027