

OFFICE STATS

MONTH	TRANSPORTS	APPOINTMENTS	RELIEF APPLICATIONS	COMP/PEN CLAIMS SUBMITTED	VA BURIAL CLAIM	COUNTY BURIAL	PACKETS SUBMITTED
January	70	154	12	19	3	6	67
February	60	109	11	25	2	10	84
March	71	147	30	20	5	5	109
April	85	99	9	20	3	3	90
May	75	102	14	11	4	6	57
June	61	208	8	35	6	4	101
July	64	275	9	27	4	9	114

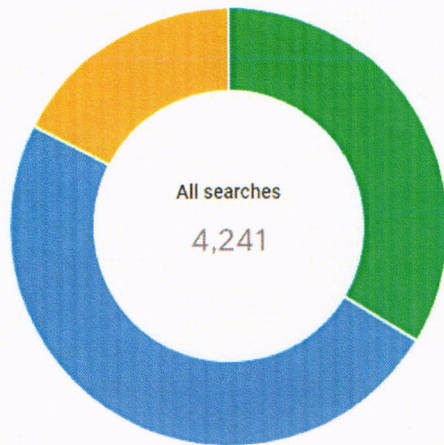
GOOGLE STATISTICS

Report Run 8/13/2021

How customers search for your business



1 quarter



Direct

People who find your Business Profile searching for your business name or address



Discovery

People who find your Business Profile searching for a category, product, or service



Branded

Customers who find your listing searching for a brand related to your business



Mike Beller

★★★★★ 6 weeks ago

The staff is truly remarkable in their knowledge and helpfulness. The process to get benefits approved was long and arduous, without the help from Dena and Mary we would have never succeeded. Thank you very much.



Livingston County Veterans Services (owner)

6 weeks ago

Thanks Mike! You did all the hard work! Thank you for being such a good advocate!

[Edit](#)

[Delete](#)



Nicholas Bellinger

★★★★★ 13 weeks ago

Mary is incredibly helpful and a very nice person. She went above and beyond to help me and was very quick and on top of things. Do not hesitate to let her help you.



Livingston County Veterans Services (owner)

13 weeks ago

Thanks Nicholas! It is always my pleasure helping our vets!

[Edit](#)

[Delete](#)



Randall Soubliere

★★★★★ 16 weeks ago

Very thorough and friendly they make you feel very confident that the system might be working for you. I was very pleased with my meeting with veteran services.



Livingston County Veterans Services (owner)

16 weeks ago

Hi Randall, Thank you for your feedback and review. We understand it can be daunting and overwhelming dealing with all of the VA paperwork. Any time you start feeling that way, give us a call and we will assist any way we can. We will talk again soon!

GOOGLE STATISTICS

Report Run 8/13/2021

MONTH	PROFILE INTERACTIONS	PROFILE VIEWS	GOOGLE CALLS	WEBSITE CLICKS
March	236 (+153.8%)	645 (+18.1%)	78 (+122.9%)	70 (+150%)
April	212 (+168.4%)	627 (+51.4%)	64 (+113.3%)	67 (+179.2%)
May	185 (+24.2%)	607 (+55.6%)	51 (+37.8%)	49 (+104.2%)
June	165 (-2.9%)	808 (+61.6%)	65 (+22.6%)	54 (+35.0%)
July	231 (+22.2%)	840 (+63.4%)	87 (+42.6%)	63 (+80.0%)



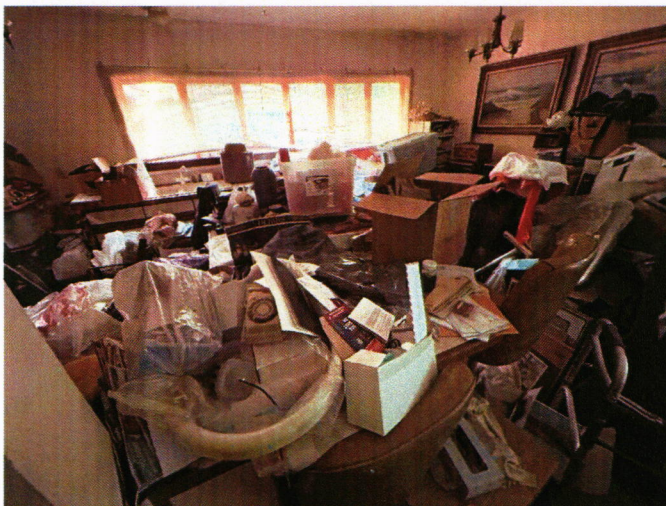
8/13/2021

To: Livingston County Department of Health & Human Services
RE: Adult Protective Services/ [REDACTED]

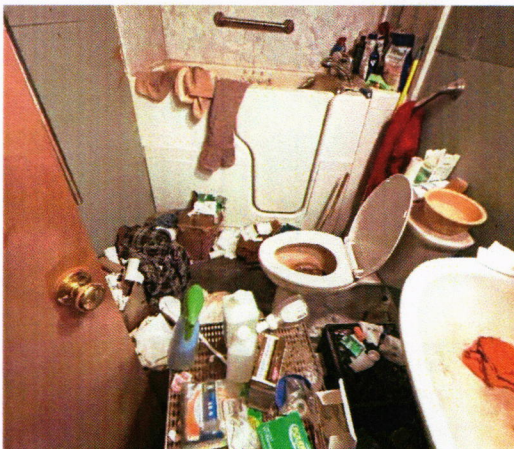
To whom it may concern,

This letter is being written to express the deep concern for the safety and wellbeing of [REDACTED]
[REDACTED] Myself, April Townsend, as well as two other staff members, Mary Durst and Elizabeth Young, visited the home on Wednesday, August 11th as a part of United Way Day of Caring to assist the couple as much as we could. We were there for about 6 hours. Below are pictures of the home:

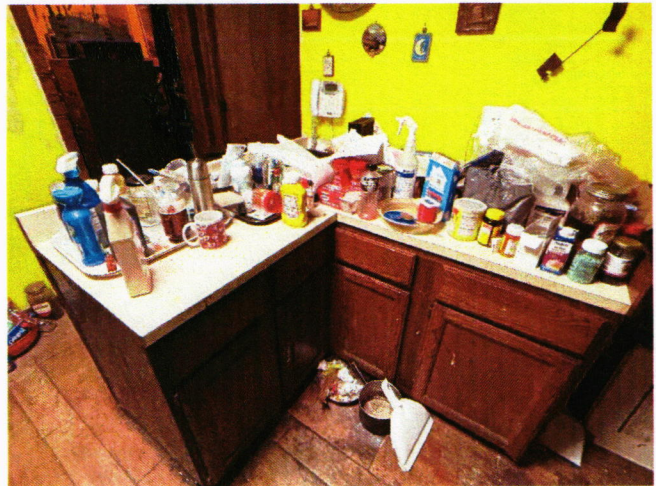
First Floor:



Bathroom:



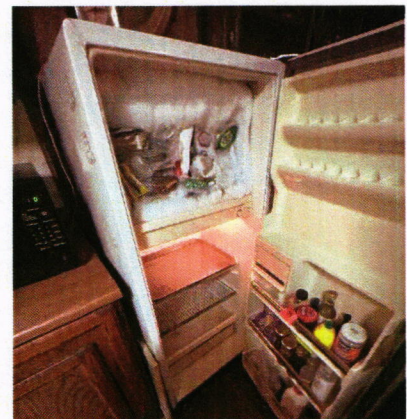
Kitchen (before we cleaned):



The picture on the bottom right shows one of the counters with mouse feces on it. Please note that this was EVERYWHERE...on all of the counters, in dishes, containers, in the fridge, all over the floor, etc.

After evaluating, we decided to tackle the kitchen while we were there as that area poses the most safety and health hazard risk. Below are picture of the kitchen after we attempted to clean. We ended up renting a dumpster and had it delivered. We filled upwards of 12+ large 45 gallon trash bags while there.

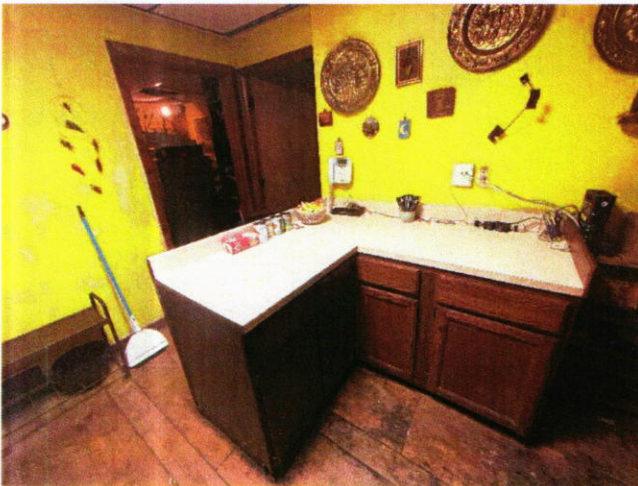
The biggest safety risks in the kitchen were obviously the cleanliness, but also an abundant amount of expired food. The refrigerator and stove are



also broken. Above is a picture of the fridge after we removed expired food and cleaned what we could. As far as the oven goes, the gas stove top burners do not ignite with the switches, so when they use it, they use a match to light the burner and then throw the match into the stove top. When lifting up the stove top to clean it, there were piles of matches under there. They do not use the oven because Angie states that they found a dead mouse in it not too long ago and are too afraid to use it. They somehow got the mouse out as it wasn't in there anymore.

Another major safety concern- there was expired medication all throughout the house. We found medication from as far back as 2007. A lot of the medication was unopened, it was prescribed but never taken. We filled bags of expired medication that we found and with the couple's permission, dropped them off at the red barrel medication disposal site at the Howell Police Department.

Kitchen (after we cleaned):



Although we are very happy that we were able to assist like this as a part of United Way's Day of Caring, we want to make it clear that we do not have the ability or capacity to clean the rest of the [redacted] home or keep up with it. What we did on the 11th was part of a one day service project, it is not a normal service

that we offer.

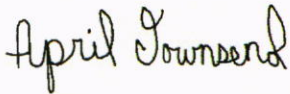
We are VERY concerned for the safety of [REDACTED]. What we find very disheartening about this situation is the fact that the couple has the money to aid their situation. They have quite a significant amount of money in assets and as far as we know, they have a decent monthly income. The couple could purchase themselves a new fridge, oven, and likely would be able to afford regular cleaning services if their place obtained a baseline.

The real issue, in our opinion, lies in the fact that [REDACTED] are not capable of caring for themselves or managing their finances. They are extremely vulnerable to financial exploitation in the position that they are in.

Our office will assist as much as we can with this situation, especially with coordinating with the VA in regard to [REDACTED], however, this situation goes far beyond the scope in which we are capable of assisting in many ways.

We do not believe that [REDACTED] should be living on their own. Both of them have demonstrated that they do not have the capacity to care for themselves. Please assist them as much as you can in improving their situation and in turn their quality of life.

Thank you,



April Townsend, CVSO