

**AGENDA**  
**ADVISORY COMMITTEE ON AGING**  
**FRIDAY, FEBRUARY 21, 2020**  
**11:00 a.m. – 1:30 p.m.**  
**1001 17<sup>TH</sup> STREET**  
**ASPEN CONFERENCE ROOM**

1. 11:00 Call to Order and Introductions
2. 11:05 Public Comment  
Up to 45 minutes is allocated now for public comment and each speaker will be limited to 3 minutes. If there are additional requests from the public to address the Committee, time will be allocated at the end of the meeting to complete public comment.
3. 11:20 Report of the AAA Director
4. 11:45 Report of the Chair

**CONSENT AGENDA**

5. 11:55 Move to Approve Consent Agenda
  - Minutes of November 15, 2019  
(Attachment A-C)

**INFORMATIONAL BRIEFINGS**

6. 12:00 DRCOG AAA Reimagined?
7. 12:30 Update on the Transportation Voucher Pilot Program
8. 1:00 County Reports

**ADMINISTRATIVE ITEMS**

9. Next Meeting – March 20, 2020
10. Other Matters by Members
11. 1:30 Adjourn

Persons in need of auxiliary aids or services, such as interpretation services or assisted listening devices, are asked to contact DRCOG at least 48 hours in advance of the meeting by calling (303) 480-6701.



## AAA Acronym Quick List

ACL/AOA	Administration for Community Living/Administration on Aging
ACO	Accountable Care Organization
ADA	Americans with Disabilities Act
ADL	Activities of Daily Living
ADRC	Aging and Disability Resource Center
AHC	Accountable Health Communities
CAC	Citizens Advisory Committee
CASOA	Community Assessment Survey for Older Adults
CCT	Colorado Choice Transitions
CMS	Centers for Medicare and Medicaid Services
COA	Council on Aging
DCOA	Denver Commission on Aging
DORA	Department of Regulatory Agencies
DOLA	Department of Local Affairs
DRMAC	Denver Regional Mobility and Access Council
ETS	Extended Transitions Services
F&B	Finance and Budget Committee
GIS	Geographic Information System
HB	House Bill
HCPF	Health Care Policy and Financing
HIPAA	Health Insurance Portability and Accountability Act
I & A	Information and Assistance
JBC	Joint Budget Committee
LTC	Long Term Care
MIPPA	Medicare Improvement for Patient and Providers Act
MOU	Memorandum of Understanding
National Association of States United for Aging and Disabilities	
OAA	Older Americans Act
PACE	Program of All-Inclusive Care for the Elderly
PHI	Personal Health Information
RFP	Request for Proposal
RFQ	Request for Qualifications
ROD	Record of Decision
RTC	Regional Transitions Committee (Aging)
RTC	Regional Transportation Committee*(Transportation)
SAPGA	Strategic Action Planning Group on Aging
SHIP	State Health Insurance Assistance Program
SMP	Senior Medicare Patrol
SRC	Seniors' Resource Center
SUA	State Unit on Aging
VDC	Veterans Directed Care
VOA	Volunteers of America

# ATTACH A

**ADVISORY COMMITTEE ON AGING  
MEETING SUMMARY  
Friday, November 15, 2019**

**Members Present**

Ada Anderson	Douglas County
Anne Gross	Arapahoe County
Bob Brocker	At Large Denver
Bob Davis	City and County of Broomfield
Cary Johnson	Jefferson County
Cathy Noon	At Large Arapahoe County
Houston "Tex" Elam	At Large Arapahoe County
Joyce Gallagher	Adams County
Karie Erickson	Douglas County
Larry Strock	DRCOG Board
Mary Ellen Makosky	Gilpin County
Perla Gheiler	City and County of Denver
Phil Cernanec	At Large Arapahoe County
Sharon Perea	Gilpin County

**Guests Present**

Valerie Robison, Douglas County, Chris Lynn, CEO Seniors' Resource Center

**Others Present**

Douglas Rex Executive Director, Jayla Sanchez-Warren, AAA Director, Mindy Patton, Division Assistant, Heather Kamper Manager Transitions and Veterans Programs, AJ Diamontopoulos, Manager Accountable Health Communities, Ryan McGee, Transition Counselor, Amy Pulley, Manager Aging and Disability Resource Center, Rich Mauro, Senior Policy and Legislative Analyst, Sharon Day, Program Manager AAA Business Operations, Kelly Roberts, Community Resource Specialist, DRCOG

Phil Cernanec – Called the meeting to order at 11:01 p.m.

**Public Comment Period (Non-ACA Members)**

No Public Comment

**Move to approve the October 16, 2019 Meeting Summary**

Sharon Perea **moved** to accept the summary, Bob Davis **seconded** the motion, summaries were **approved**.

**Census Update**

Kelly Roberts stated DRCOG was awarded the census grant and received the full requested amount of \$270K on November 1st.

- Work on the census is being completed by all DRCOG divisions.
- Preparation of marketing materials and tool kits is being done from December through February for an early March kick-off.

Through resources the AAA already has they have the ability to reach low income, frail, those in rural areas, homeless and transient, homebound, native American and Latinos populations.

- The expectation is for all AAA providers to help distribute census information. The providers have been asked to take the roll of being a safe site where people can go to receive technical support to complete census and will be reimbursed for providing the service. There are 6 sites that have the equipment and ability to comply with HIPAA requirements
- In January the census committee anticipates getting together with other grant recipients and compare plans making sure there is no overlap and share ideas.
- DRCOG Communications and Marketing team is working on a tool kit with information about the census and target individuals who have visual challenges, need larger print, and will translated materials into certain languages.
- Timeline:
  - November and December
    - Grant training in
  - November through February
    - Produce materials to distribute in March
    - Planning and implementing
    - Plan and contract for advertising
    - Organize outreach outlets
  - March and April census will be live
    - Go online or fill out hardcopy forms
    - Monitor providers
    - Convene a work group halfway through the process for lessons learned
  - May and June
    - Another work group meeting
    - Depending on census results additional outreach to those who haven't completed the form
    - All funds need to be spent by June 30th
- The committee discussed places to expand distribution, outreach, nonduplication of message and fraud concerns

### Wellness Fund

AJ Diamontopoulos showed a presentation on the Wellness Fund and discussed the effect it will have on the AAA. (Attachment B) key points in the presentation were:

- In the U.S. 19% of its Gross Domestic Product is spent on clinical services approximately \$3.2 trillion and 22% on social services and spends more on clinical services than other developed nations.
- DRCOG AHC program identifies and addresses the health-related social needs of Medicare and Medicaid beneficiaries to improve quality of care and reduce health care. Jayla Sanchez-Warren emphasized that this included all of the community-based services the AAA provides not just traditional social services.
- There is a new Hospital Transformation Program that began in 2019 and paid \$407,091,481 to hospitals that served Medicaid Beneficiaries. This program will increase referrals to community-based organizations.
- The problem is community organizations are at capacity, there are wait lists and limited funding for community-based services statewide. Referrals alone don't lower health care costs, services must be provided to be effective.

- There is a need to engage with Community-based organizations and the Colorado Hospital Transformation Program, the State Health Information Exchange, the State Medicaid Office and insurance companies.
- A potential solution would be a DRCOG-led Wellness Program designed to enable community organizations to supply services at the capacity needed. This would decrease limitations and enhance services and service delivery as needed to Improve lives in the community
- DRCOG would like to see investments by the state and health care providers to support meeting the demand for these community services.
- To date DRCOG has attended a national event hosted by the Funders Forum on Accountable Health to learn about similar efforts, developed a strategy and action plan and met with the governor's staff, staff from the Office of Saving People Money on Healthcare. Were encouraged by the governor's office to meet with the director of Health Care Policy and Financing.

### Report and Update Seniors' Resource Center

Chris Lynn from Senior's Resource Center (SRC) gave the group a presentation on the different programs their organization provides and updates to the changes they have made since he became the CEO. (Presentation is Attachment C)

- SRC has 55 vehicles 75% of the vehicles are driven by paid drivers remaining 25% are volunteers, they made 1,419,433 trip miles in 2018
- Operate 4 Adult Day program locations and 1 location for developmentally disabled adults
- Their organization has in-home care services, chore and cleaning services that assist with hoarding clean up
- In 2018 they had 772 volunteers working for them, provided 150,000 service hours and support seniors in 6 counties

Chris stated in his update on the status of the organization that they have wait lists, and currently have staff shortages. Internal processes have been reevaluated, he made staff changes with a focus on the finance department.

- Currently hiring a controller, AP and AR staff that have contract and grant funding backgrounds. He has hired a development director and marketing director.
- The moral of staff was low Chris is working on building a new culture within the organization
- To attract staff SRC has added PTO benefits, insurance benefits with health & wellness and a physical fitness program.
- Implemented staff raises, some had been discontinued under the previous CEO.
- Looking into using interns from Metropolitan State University and Anschutz

There was some discussion regarding transportation services under the City of Aurora contract brought up by Cathy Noon. Chris was going to look into the concerns and get back to Cathy. Perla Gheiler also had concerns for the City of Denver Chris will address those as well.

### Move to cancel December meeting

Cancellation of December meeting was approved unanimously, (the motion and second were inaudible)

## Showing of Videos

DRCOGs SHIP program conducted interviews on CBS Channel 4 and ABC Denver 7 that were shown to the group, links are listed below. Bob Brocker wanted a video from YouTube titled “No One Over 40” shown to the group the link is also listed below.

CBS 4

<https://denver.cbslocal.com/2019/11/12/medicare-colorado-drcog-health-insurance-assistance/>

Denver 7

<https://www.youtube.com/watch?v=skzhpCLzpog>

No One Over 40

<https://www.youtube.com/watch?v=UYCxAlqjyCA>

## Report of the Chair

- Chair Cernanec stated that Boomers are not planning for retirement or frailty, that home ownership for Millennials is hard with young people finding it hard to obtain work due to seniors working in those jobs causing all age groups frustration with workforce changes.
- Phil mentioned the Colorado Changing the Narrative website see this link <https://changingthenarrativeco.org/>.
- The Chair would like the committee to pay attention to elected officials, do they mention seniors or talk about older adults, affordable housing across generations. He remarked that they are uncomfortable with the conversation and avoid talking about these issues. Many elected officials are young, their parents are still working, and they have yet to experience an aging parent. In addition, the State has pushed the issues onto the counties but the counties haven't the funding and are not equipped to handle the population.

## Report of the AAA Director

Jayla has attended many meetings since October.

- She spoke at the CCOA meeting that morning and updated them on what is going on at DRCOG. CCOA was concerned with why the AAA was focusing on business acumen and not with just providing services. Jayla explained that business acumen was important so the AAA could get other funding aside from state and federal funds.
  - Many were surprised that DRCOG was on this journey. The State is focused on what they are required to do and not with expanding and looking at creative ways to provide services to the increased population
- Jayla, Rich and AJ are meeting with governor staff and policy people to remind them not to forget the AAAs and all the efforts to save Coloradoans money on healthcare. Letting them know that the AAAs can help them to save healthcare dollars and about the Wellness Fund and how it can help the state save money.
- Jewish Family Services has a new Executive Director and Deputy Director. Jayla met with them and talked about aging in the future and how they could partner with DRCOG. They asked for recommendations on expanding their services.
- The AAA completed the state audit, there were 5 site visits with only small items noted. A very comprehensive and successful State Ombudsman audit was also completed with review of records, documentation and systems.
- DRCOG met with Denver Chamber of Commerce. Steve Ericson spoke about his Way to Go program; Brad Calvert spoke on planning and Jayla talked about the Wellness Fund. Jayla had

to educate them on basic information regarding the aging population, she felt that there wasn't much of a response from them.

- Sharon Day conducted the quarterly contractor meeting at Volunteers of America. Jayla asked the providers what issues they were facing. The comments were surprising. Popular comments were, how hard it was to provide transportation due to traffic congestion and the lack of internet and broadband access in all areas.
- Jayla continues to cohost the No CoPay Radio program, Karie Erickson the ACA representative from Douglas County will be on No CoPay Radio November 16<sup>th</sup>.

#### Committee Comment

Bob Brocker provided information on Colorado Senior Lobby activities. Details can be found on their website <https://www.coloradoseniorlobby.org/>. The Senior Lobby is meeting with Senator Rankin who is on the Joint Budget Committee.

Tex spoke about RTD changes and his concerns regarding the Reimagine campaign. Cathy Noon mentioned that when a route is cut you lose Access-a-Ride within  $\frac{3}{4}$  of a mile of that route and the negative effect on older adults. Jayla will try getting someone to speak to the ACA regarding the current RTD issues and concerns.

#### Adjournment

The meeting adjourned at 2:05 p.m.

**ATTACH B**

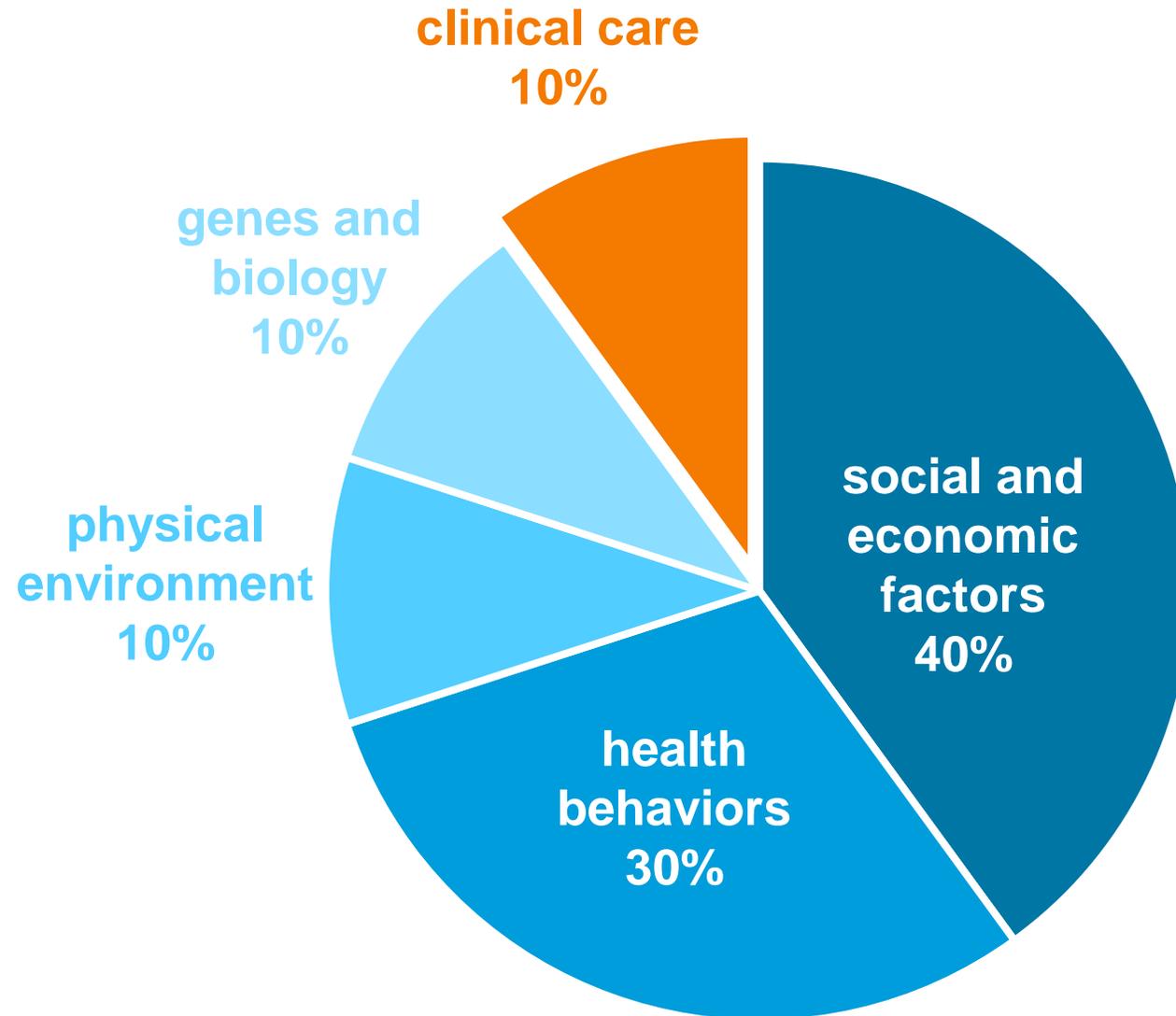


Advisory Committee on Aging  
Nov. 15, 2019

# Wellness Fund

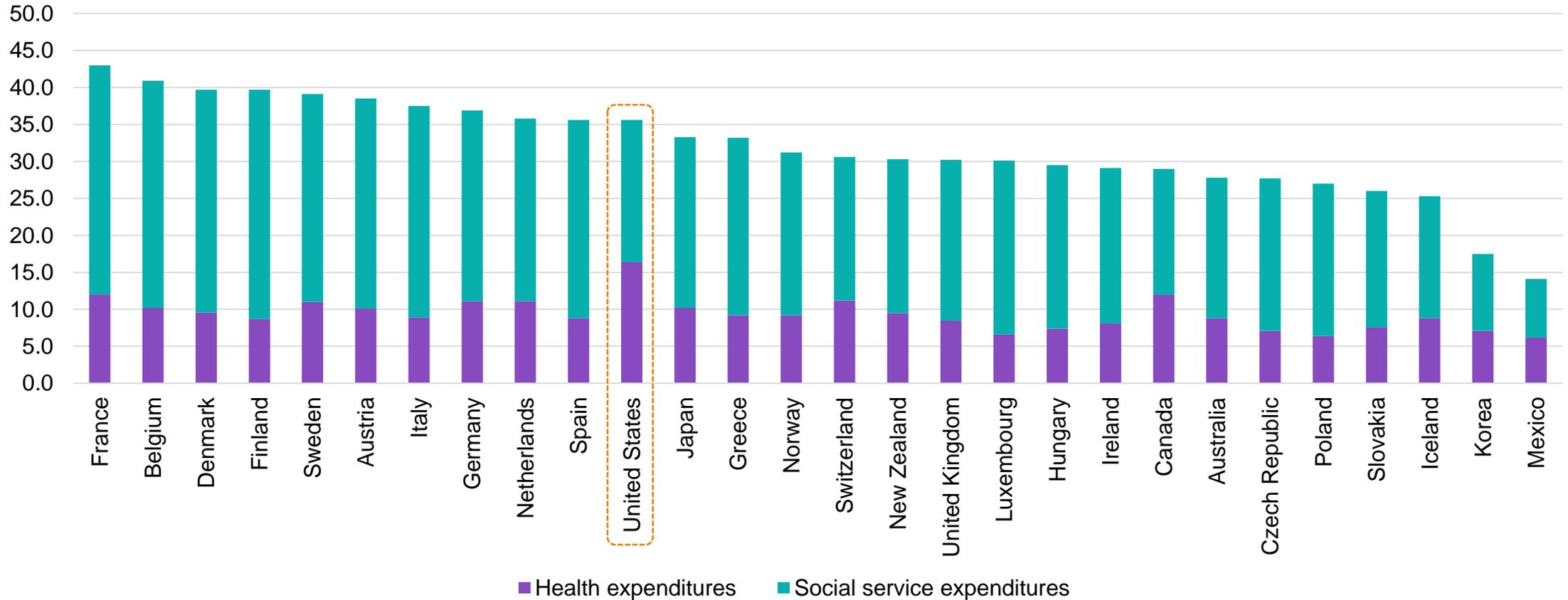
AJ Diamontopoulos  
Accountable Health Communities Manager

# Background: Factors driving health outcomes



# Background: the U.S. is an outlier

Expenditure as a percent of gross domestic product



# Background: Health-related social needs



## Denver Regional Accountable Health Community

- began in May 2017
- \$4.51 million in funding over five years from the Centers for Medicare and Medicaid Innovation

### Purpose:

- identify and address the **health-related social needs** of Medicare and Medicaid beneficiaries to **improve quality of care** and **reduce health care costs**



# IDENTIFYING THE CHALLENGES



# Challenge: New health care initiatives



The establishment of several new health care initiatives will **dramatically increase the number of referrals** to community organizations, which are already at capacity.

## **Hospital Transformation Program**

- The former hospital provider fee is now the Colorado Hospital Transformation Program.
- In 2019, it paid \$407,091,481 to hospitals that served Medicaid Beneficiaries

# Challenge: New health care initiatives (cont.)



## **State Health Information Exchange** (public-private partnership)

- Front Range: **Colorado Regional Health Information Organization**
- Western Slope: **Quality Health Network**

## **Colorado Office of eHealth Innovation**

- \$64 million in federal funds to plan and implement *Colorado's Health IT Roadmap*

## **Medicaid payments**

- some clinicians receive payments to identify social needs and **refer patients to community-based services**

# Challenge: New health care initiatives (cont.)



## Thrive by Kaiser Permanente

- The **Thrive Local** network launched in summer 2019.
- Within three years, it will be available to all of Kaiser Permanente's **12.3 million members**, as well as **68 million residents** in the communities Kaiser Permanente serves.
- Will increase **referrals to community-based organizations**.

# Problem: Community organizations are at capacity.



- **Waiting lists:** Most community organizations are at service capacity.
- **limited funding** for community-based services (statewide, annual)
  - **\$46 million** spending on area agency on aging services
  - **\$7.9 billion** spending for Medicaid

# Problem: Referrals alone don't lower health care costs.



## **Community-based organizations need to engage with:**

- the Colorado Hospital Transformation Program.
- the State Health Information Exchange.
- the State Medicaid Office.
- Kaiser Permanente and other insurance companies.

# Potential Solution: Wellness Fund



## Wellness Fund

- a DRCOG-led program designed to enable community organizations to supply services at the capacity needed

## Responsibilities:

1. convene stakeholders
2. identify community services that have a positive effect on health care costs
3. invest in the capacity of community services
4. pay for the delivery of community services

# Potential solution: Wellness Fund



## Funding

DRCOG would like to see investments by the state and health care providers to support meeting the demand for these vital community services.

# Similar initiatives (Source: Funders Forum on Accountable Health)



# DRCOG's efforts to date



1. attended a national event hosted by the Funders Forum on Accountable Health to learn about similar efforts
2. developed a strategy and action plan
3. met with the governor's staff
  - encouraged to meet with the director of **Health Care Policy and Financing**
4. met with staff from the **Office of Saving People Money on Healthcare**



**THANK YOU!**  
**QUESTIONS?**

AJ Diamontopoulos  
Manager, Accountable Health Communities  
[adiamontopoulos@drcog.org](mailto:adiamontopoulos@drcog.org)  
303-480-6767

**ATTACH C**



# SENIORS' RESOURCE CENTER



**The Denver  
Area's Largest  
Nonprofit for  
Senior Services**





SENIORS' RESOURCE  
CENTER

# Transportation for Seniors

**1,419,433**  
2018 Rider Miles



**1,419,433 Miles in 2018 =  
3 Round Trips to the Moon**



SENIORS' RESOURCE  
CENTER



# Adult Day Programs

**99%**

Adult Day Satisfaction





SENIORS' RESOURCE  
CENTER

# Day Program for Developmentally Disabled Adults

**97.64%**

SRC Improved the  
Quality of My Life

(2018/19 Client Survey)



SENIORS' RESOURCE  
CENTER

# Chores & Cleaning

**99.15%**

Would Recommend SRC to  
a Family Member or Friend

*(2018/19 Client Survey)*





SENIORS' RESOURCE  
CENTER

# In-Home Care Services



**40+ Years**

Founded in 1978





SENIORS' RESOURCE  
CENTER

# Answers for Seniors

**99.15%**

Would Recommend SRC to  
a Family Member or Friend

(2018/19 Client Survey)





# Volunteer Services

**772**  
Volunteers



# Helping Seniors Avoid Isolation

**150,000 +**  
2018 Service Hours





# Keeping Seniors Active

**97.64%**

SRC Improved the  
Quality of My Life

(2018/19 Client Survey)



SENIORS' RESOURCE  
CENTER

# Honoring Those That Served Us





SENIORS' RESOURCE  
CENTER

# Supporting Seniors in 6 Counties

**\$10 Million**  
Support & Revenues



# Helping Those That Need it Most

**150,000 +**  
2018 Service Hours





# SENIORS' RESOURCE CENTER

*Wheat Ridge, Englewood, Evergreen,  
Lakewood and Littleton locations*

## **Main Agency Office:**

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