

**ADVISORY COMMITTEE ON AGING
MEETING SUMMARY
August 19, 2016**

Members Present

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| Amanda Gregg | City and County of Denver |
| Barbara Boyer | Arapahoe County |
| Bob Davis | Broomfield County |
| Bob Lanky | Jefferson County |
| Cary Johnson | Jefferson County |
| Cathy Noon | Arapahoe County |
| Dawn Perez | Adams County |
| Donna Mullins | Jefferson County |
| Douglas Bowen | Arapahoe County |
| Janet Romarine | Clear Creek County |
| Joyce Gallagher | Guest for Adams County, |
| Houston "Tex" Elam | At Large |
| Karie Erickson | Douglas County |
| Linda Tate | Adams County |
| Muriel Arvay | Denver County |
| Phil Cernanec | DRCOG Board (City of Littleton) |
| Shakti | Lakewood |
| Tricia Stevens | Congress Woman Diana DeGette's Office |
| Vivian Stovall | At Large |

Guests Present

Keith Hughes – Inhabitech, Karen Brown – Strategic Action Planning Group on Aging (SAPGA)

Others Present

Jayla Sanchez-Warren, Sharon Day, Kelly Roberts, Amy Pulley, Mindy Patton, Jill Eelkema,

Call to Order and Introductions

Phil Cernanec, Chair called the meeting to order @ 12:10 p.m.

Public Comment

- Tricia Stevens announced that they just had a successful Resource Fair for Seniors and Caregivers. She also let the group know she has a Safety Net tool for resources she has developed would share with anyone interested. Contact Tricia.

Approval of the June 17, 2016 Meeting Summary

- Bob Davis made a motion to accept the summaries. Bob Lanky seconded, summaries were approved.

Informational Briefings

Status Update on May Workshop - Kelly Roberts

Kelly gave a short background on the workshop letting the group know that everyone contributed to the May workshop the desired outcome was to extend the value of the ACA and come up with ideas to change it up. Jayla, Mindy and Kelly have met several times to make sure that actions are put in place to reach the goals established in the workshop. Wanted to expand the role of ACA and have the ACA have more of a presence and peer exchange.

- Outcome 1 - Was for a representative from each jurisdiction to provide information on their entity each month. To expand knowledge of other AAAs, ACA will hear from other AAAs in the region. Jayla wanted a representative from Boulder, Weld, and Colorado Springs AAAs. In the October meeting a panel with representatives will be at the meeting to their structure and how they make things happen in their areas.
- Outcome 2 - Develop key messages and communication plan for getting messages out to public.
 - Jill sits on the board of 9 News Senior Resource
 - We have No Copay Radio show
 - ADRC group
 - Do Tank

It was decided that at this time this was driven by DRCOG staff and they will share how ACA can be better involved at a later date.

- Outcome 3 – Advocacy for legislation and policy.
 - Jayla said advocacy was needed at both Federal and State levels.
 - Before developing a subcommittee, it is best to meet with Rich and Mickey our liaisons to explore areas ACA can assist with in the future.
 - In September Rich and Mickey will facilitate that conversation.
- Outcome 4 – Reconfiguring the ACA, Amanda will provide update later in the meeting.
- Outcome 5 – Need for orienting also referred to as on-boarding of new AAA staff and ACA members on a regular basis.
 - On-boarding process is being worked on by DRCOG for the whole organization.
 - Kelly and Mindy met with Steve Erickson to talk about the overall plan to prevent recreating things that may already be in place.
 - Mindy and Kelly will have a mini focus group of the ACA to get your feedback and ideas about the process.

Phil added that as a part of the DRCOG Board orientation/onboarding is needed so they know what the expectations and responsibilities are required and to advocate for AAA. He also mentioned that we are half way through the reauthorization period for the Older Americans Act and we need to begin advocating for an equitable funding formula now.

ACA Reconfiguration Subcommittee Update - Amanda Gregg

- Original workshop group consisted of Donna, Tex, Maureen, Barbara and Amanda.
- Jayla and Amanda met in July.

- The group would like to develop subcommittees in the areas of legislative advocacy, communication (speaker's bureau, key messaging and CCOA exchange as mentioned previously by Kelly), and continuation of the Funding Subcommittee.
- Want to have an Adhoc committee to get this put together but will disband after things get going possibly sometime in January.
- There will be an introduction to each subcommittee, first will be legislative advocacy with Rich and Mickey in September. As each committee is discussed with the ACA seek volunteers from the group for participation on that subcommittee.
- The meetings will consist of subcommittee meetings from 12:00 to 1:00 with a working lunch then continue with the regular meeting from 1:00 to 3:00.
- In the regular meeting discussions may be don on what the subcommittees need from the full group to move forward. Presentations from DRCOG staff that will either relate to the subcommittees or a more in-depth report from select programs.

Phil asked, as we reorganize do we need to update the bylaws. Jayla explained that our bylaws are more laxed because they are guided by Older Americans Act (OAA). The OAA also requires other committees. These committees can have a representative update the group and someone from the group can attend their meetings.

Phil asked a second question, he wanted to know if the participants in the subcommittee were limited to joining only one subcommittee. Amanda said that was the expectation.

Jefferson County Report – Cary Johnson

- Jefferson County has the largest population of older adults in Colorado with 186,00 over 60.
- It is the oldest county council in Colorado.
- Meet once a month on the second Thursday of the month at the Das office.
- They have and Executive Committee meeting before the regular meeting consisting of the President, Vice President, Secretary and Treasurer and committee chairs.
- The committee has broad powers.
 - Membership of 65 to 70 who represent themselves and then their agency.
 - Members go through a one-hour orientation that they have been doing for the past 2 or 3 years.
 - Seniors make up about half the membership with the rest younger. The younger members bring a vitality to the group and are able to do more of the follow through on tasks. They also relieve some of the acrimony between the young and old.
 - Members are asked to participate in one subcommittee.
- Meetings are 2 hours and 1 hour of training on information and issues.
- Last year they implemented a forum of Jefferson County elected representatives (4) and senators (1) to see how Jefferson County could support them and asking for their support of Jefferson County. It was a huge success and will do this again next year. They also did a similar forum with the county commissioners.
- The first meeting of the year is their annual meeting where they spend 4 to 5 hours together to plan out the year.
- They have 2 signature events each year.

- The Senior Heroes event which recognizes senior volunteers who did well. They take 7 or 8 senior volunteers and honor them for their service and a legislator of the year for their contributions to the senior community.
- Every other year they have a legislative forum usually a voting year to get as many representatives from the national down to county level to tell what they are doing for older adults. This is a no campaigning forum.
- Jefferson County also provides most of the volunteer help for Senior Day where about 520 seniors attend. They have a booth and show people around.
- Also have DA Safety Day that they just completed this past weekend.
- Jefferson County Committee provides a report to the county commissioners.

Jayla suggested the Jeffco committee have council members meet with them because they sit on the DRCOG Board educate them on senior issues so it gives credence to what DRCOG AAA does and to build relationships.

It was asked how do you enlist members for the Jefferson County committee. Cary told them they go to community events and pass out brochures.

Jayla reminded the group about the requirements of the OAA on establishing a county council on aging and that they must have input by seniors.

Link to Jefferson County annual report:

<http://jeffco.us/search/?searchterm=committee%20on%20aging>

Director's Report – Jayla Sanchez-Warren

Jayla passed out a summary of her activities for the past month she went over some of the key activities. See attached list passed out at the meeting.

- Hiring 5 new staff
 - 2 Ombudsman, 1 to fill Sara Friesen's vacant position due to her promotion to ombudsman supervisor and a newly created position. They will help cover the now over 470 facilities.
 - 1 Information Specialist. To assist with the I&A calls. The I&A line received over 1,000 calls which is up over three times from this time last year due to more need among the senior community.
 - 1 I&A/Options Counselor
 - 1 Case Aide
 - 1 VA Case Manager
- Jayla met with Sandy Markwood. She asked Jayla to participate in the national work committee for the OAA.
- Jayla presented at the Faith Leaders in Lakewood to help support their efforts with seniors.
- PACE program is going to be for profit.
 - Jayla has concerns about people falling through the cracks now that they are for profit.
 - Currently there are 3 PACE organizations with applications for 4 more in the works.

- There was a need for a community ombudsman, Jayla is advocating for the AAA to serve as the ombudsman since they are already qualified. Jayla and Shannon are on the committee to advocate for a community ombudsman.
- They will also need a state ombudsman position. The job posting for this position will be up soon.
- DRCOG AAA gets many complaints about PACE, the incidents are complicated and not easy to solve.
- Sharon informed Funding Subcommittee, that there was a \$100,000 that could not be used by a provider before the end of FY16.
 - She found out 8 days before the end of the year. Because it was state money it needed to be spent and not carry over into the next year. The money was reallocated and was spent in time.
 - Jayla and Sharon will be doing extra monitoring to prevent this from happening again. One step is to have ongoing transportation meetings with providers and counties to discuss transportation issues, and make it understood that compliance is in order as the money must be used for this vital service.

Bob Davis reiterated what a service problem this was because there were a lot of seniors that lost out on transportation and that this was a great need for them.

Cathy Noon wanted people to understand that some people pay for rides in Arapahoe County and this may not mean they didn't necessarily not get rides just that they paid for them on their own.

Jayla said that in both Adams and Arapahoe counties there were not enough drivers so vans did not get used to provide rides. Arapahoe County did notify DRCOG in advance that they could not use all their funds this allowed the money to be reallocated early to avoid the problem.

- Received the grant from the Colorado Refugee program and met with them to establish goals.
- Jewish Family Services is undergoing many changes, Jayla had a meeting to discuss programs and meals.
- Jayla attended DRCOG Board workshop. Learned more outreach is needed by her for new board members. The Board was surprised at all the AAA does and were very interested in Boomer Bond.
- Jayla taped 6 new programs for No Copay Radio. Cary Johnson, Mayor Noon and Phil Cernanec have all been on the show. The ratings are good and it is the number one show on Saturdays for the region.
- It is performance evaluation time; staff will be completing their evaluations.
- Jayla conducted a salary survey and is working on implementation. She is losing staff because of insufficient salaries to cover staff's cost of living. DRCOG is now doing a salary survey for the whole organization. She noted that there are providers who are also having problems keeping staff due to low salaries and high costs of living in Denver.
- The Linkage Lab is helping to work on service packaging and pricing to be sure provider and AAA costs are covered.

Jayla attended SRC fundraising event. Enjoyed dancing and the food trucks.

There was further discussion regarding the PACE program. Phil wanted to have a discussion in the future on quality of care in capitated programs.

Cary mentioned that non-profit funds must go to non-profit use, they cannot go to profit. So PACE would have to use their non-profit funds in this way.

Guest Presentation – Inhabitech, Keith Hughes

See attached presentation.

Compliance and Finance Report – Sharon Day

As Jayla mentioned the FY2016 ended on June 30th, It was a little bumpy with some of the providers but Sharon is working on a plan to prevent problems from occurring in the future.

The \$100,00 was offered to providers with waitlists. Colorado Legal Services, Colorado Gerontological Society, and Senior Support Specialist. All the funds were spent.

We have renewed 50 contracts for FY2017. Have 12.9 M of pass through dollars, a 7% increase over last year.

Implementing use of the Homestead money.

Sharon had a contractor training for updates, new requirements and policy and procedures.

40/60 rate with larger funding coming from the state that is why it is very important to spend all the state funds.

Pre planning discussion are going on with the Funding Subcommittee for new RFP. Would like to establish better parameters on what we will be looking for in next contracting process. There have also been upgrades to the Chocolate Software program for more efficient way of retrieving information.

Trying to find out areas of served and under-served. Jayla is working with Brad Calvert's team to map services currently provided to see where we are now. So we can reach the areas we aren't serving with the new RFP. Would like to find target areas while still following OAA specifications. Jayla will show the group all the information collected.

Tex wanted there to be punishment for not carrying out contract. Jayla said there are some currently. She is going to figure out types of penalties to make sure contracts are fulfilled. DRCOG is wanting stiffer penalties to the extent of not giving them contracts again. But Jayla would like to see if there is a remedy for both sides because of the limited service providers out there.

CCT and Case Management Report – Amy Pulley

- Hiring
 - Amy has interviews scheduled for a Case Aide position which will be part of the Case Manager and part Admin Assistant. They will answer case management line, get them on the waitlist and be the contact for people on waitlist as they wait. They will also need to know resources. She currently has 5 candidates all bilingual.

- Spent this week interviewing for Veterans Program Case Manager. They have found a candidate and need for them to go through second round interviews with Jayla and Jennifer. Upon approval would like to have them start on September 16th. The candidate is a veteran, knows the veteran culture and is passionate about the program.
- Used the Emergency fund provided by DRCOG staff who have the opportunity to donate. The fund is used to help with a one-time need. Can pay for such things as electricity payments, prescriptions, rent (only if they can make rent the following month), etc.
- Veterans
 - Trying to figure out the veteran's system. Must follow chain of command to get to the right person at the right level.
- Work with RTC Advisory Committee this committee is now 2 years old. Will be outlining goals for next year. HCPF wants less programmatic focus and more of a community sustainability and community wide focus.
- The CCT program is looking at getting people transitioned not necessarily at the Medicaid level but more of the housing level or skilled nursing facility to comply and CNA visits.

Ombudsman Program – Shannon Gimbel

- No Ombudsman report

Community Resources Report – Jill Eelkema

- Refugee program
 - Elder refugee grant received full amount of \$97,200. This cycle focus will be on education, integration and social bridging. Contract will come in October.
- Hiring
 - When the Refugee contract comes in October Sara Beth will transition into fulltime Options Counselor. Her role works best when she goes with a navigator to the house. That will open up a position for a Community Resource Specialist. Job is posted and will close on Tuesday. Asking for a Spanish speaking preferred.
 - Also filling a position for an Options Counselor/ Information Resource Specialist.
- Information and Assistance (I&A)
 - July's numbers: 1,142 incoming contacts, 304 were non duplicated consumers
 - Next month we will have first full month of data on the phones and will be able to see average length of calls, incoming and outgoing calls.
 - Updated resource page in Network of Care. Please visit site and let Jill know what you think.
 - Kirsti has received \$4,800 in financial assistance for community members through Jay Caf fund and \$700 from the AAA emergency fund. Funds were used for a hot water heater repair, catching up on rent, prescriptions and air conditioner repair.
- ADRC is working on initiatives. Kelly and Linda working on National Observation days for seniors. Want t get the word out on days of observance.
- Advocate tip – If you have a complaint for such things as unsatisfactory oxygen tank deliveries. There is a call line “A Competitive Bid Acquisition Ombudsman” at 1-800-Medicare. They will see if they are a Medicare preferred provider, if not they will help set

them up with a preferred provider who will be held in compliance. And they will file a complaint against the offending company.

Business Development Coordinator Report – AJ Diamontopoulos

- No Business Development report.

Chair Report – Phil Cernanec

- AARP has done an article on aging well and can be found on their website.
- Regarding development of resources, looking for revenue sources because there may not be as much funding available this year.
- Brad Calvert did a great presentation on Boomer Bond at the DRCOG Board meeting.
- Reminded the committee to continue to advocate for the OAA.

Information Sharing

- Cathy Noon discussed Centennials new program for transportation, article is attached.
- Jayla would like to use Centennial as a pilot program for transportation vouchers.

Adjournment

Meeting adjourned 3:04 p.m.