

**ADVISORY COMMITTEE ON AGING
MEETING SUMMARY
October 16, 2015**

Members Present

Cary Johnson	Jefferson County
Bob Lanky	Jefferson County
Phil Cernanec	DRCOG Board (City of Littleton)
Bob Davis	Broomfield County
Douglas Bowen	Arapahoe County
Muriel Arvay	Denver County
Dawn Perez	Adams County
Donna Mullins	Jefferson County
Maureen Spiegleman	Denver Office on Aging
Houston "Tex" Elam	At Large
Vivian Stovall	At Large
Cathy Noon	Arapahoe County

Guests Present

John Zabawa	Seniors Resource Center
Daniel Dick	City Council Federal Heights

Others Present

Jayla Sanchez-Warren, Shannon Gimbel, Leslie Ojeda, AJ Diamontopoulos, Mindy Patton, and Jill Eelkema and Brad Calvert

Call to Order and Introductions

Bob Davis called the meeting to order.

Approval of the September 18, 2015 meeting summaries.

Phil Cernanec made a motion to accept the summaries. Changes to minutes; move Linda Haley and Hank Braaksma to "Others Present" and change spelling of Hank's last name page 4. Tex Elam seconded. Summaries were accepted with noted changes.

Public Comment Period

SRC - John Zabawa

- John wanted to make a public apology for being a month late. He explained that he could not attend due to a threat at Seniors' Resource Center (SRC) and described the incident.
- Discussed the transportation issues and resolutions as follows:
- When SRC bid on the Denver contract they had not anticipated the contract with Arapahoe County but accepted hoping to create a greater efficiency.
- Initially they had 21 routes operating, now have 23 routes and want to be at 24.
- A meeting was held with SRC, Linda Haley of Arapahoe County, Jayla Sanchez-Warren with DRCOG and Don Klemi of Arapahoe County.
- Complaints have diminished and SRC has taken complaints seriously.

- Have made staff changes, system changes, and leveraged technology to be more responsive to their new changes.
- John stated that there would probably never be enough transportation available for seniors.
- Expanded service to accommodate more personal trips but have had to prioritize these trips.
- John handed out packet of information to committee.
 - SRC served 19,000 people last year
 - There was a community survey conducted in the first quarter of 2015 starting in November of 2014, prior to obtaining the new contracts. It will be done on an ongoing basis. The next results should contain Arapahoe County results.
- Phil Cernanec asked if there would be a mesh of standard operations with the new acquired territories. For example, how long will people wait for an appointment, what will be done to make sure client is dropped off, helped in and clarify the pick-up time? John said he has addressed the issue of not getting picked up that it was not the normal occurrence and should not happen.
- Phil also wanted to know how DRCOG would follow-up.
 - Jayla clarified that our contract for transportation was with Arapahoe County not SRC.
 - She has had meetings with Nancy Sharp and Linda Hayley to talk about concerns and issues.
 - Talked with John and Hank about issues with the whole area, and has let them know that she is not happy with less personal trips.
 - Jayla has called Jefferson, Denver and Adams Counties to see if they were having any complaints. The counties said they were not having very many.
 - Jayla has directed DRCOG staff to let her know of any complaints they receive.
 - Intends to stay on top of it, that DRCOG has learned from these mistakes and will want to talk with the Subcommittee about contract amendments for the next contract season.
 - Asked Linda Haley if she wanted to continue contract with SRC, Linda said she did, Jayla said let's make it work.
- Phil asked John if his understanding matched with Jayla's and John said that it did.
- Cathy Noon was appreciative of the improvements.
- Donna asked if there was contact information that could be provided to Denver County. John will work with Donna to get information out to people in Denver County.
- Tex agreed with the forward focus he hopes we have more precautions in place next time to avoid this problem in the future.
- Doug asked John if he would have a satellite office that would house vehicles in Arapahoe County within the next 5 years to help with time saving.
 - John stated they have one currently in Jefferson County and have been dispatching vehicles from that site.

- John has talked with Arapahoe County to have at least 1 vehicle in the county that a lot of the problem with timing has been due to traffic congestion and road construction which is out of their control.
- Bob Davis thanked DRCOG, Linda Haley and John for working to solve the problem.

Community Assessment Survey of Older Adults (CASOA)

DRCOG – Jayla Sanchez-Warren

- Jayla presented the report, handout of the reports and a copy of her presentation were provided to the committee.
- Brief synopsis of presentation:
 - DRCOG is the largest AAA in Colorado, serves 8 counties with the largest urban and rural populations.
 - Survey was conducted by National Research Association (NRC)
 - Sent out to 14,000 older adults with 2,500 completed a 19% response rate with a +/- 2 margin of error.
 - Compared to 35,000 older adults in 175 different communities.
 - Report helps Jayla with her 4 year plan, helps direct resources and communities support older adults.
 - 6 areas of study:
 - Quality of community
 - Community and belonging
 - Community information
 - Community activities
 - Health and wellness
 - Community design
- Reports compare 2010 results with 2014
- One item that was disappointing for Jayla is those surveyed did not feel well informed about services. A discussion about how to convey information followed.
- Jayla would like to do more community forums.
- Daily living problems of safe/affordable transportation, enough food to eat and suitable housing were also a concern.

Directors Report - Jayla Warren-Sanchez

Washington Trip

- Jackie Millet (Board Chair), Elise Jones (Vice Chair), Doug Rex (Director of Transportation) and Jayla were there together to advocate on the Highway Bill and Reauthorization of the Older Americans Act (OAA).
- Want the OAA reauthorized.
- The Hold Harmless provision of the OAA funding formula phased out over 3 years.

- Hold Harmless relates to the state's population not growing or aging.
- Funding for those states with a lower population 60 and over aren't affected.
- Colorado's population has grown but we get less with the Hold Harmless provision.
- Sequester to go away.
 - Bill #192 went to the Senate.
 - Senator Bennet was very active in finding a compromise, this helped but didn't give us enough. And we still would not get enough funding in the initial allocation and would give us higher cuts if Sequester were to happen.
 - Now working on the Bill in the House with Representative Polis
 - Representative Polis asked for the Congressional Research Service (CRS) to do an actual comparison this was handed out at the meeting and shows that Colorado gets penalized.
 - Even with Senate Bill 192 we aren't talking about huge money probably about \$500K but we need every bit of money we can get.
 - There is a big effort to get more money into the OAA and that is why we want to be proactive with the Bill to prevent us from losing funds.
 - Bernie Sanders is proactive and took a Bill to the Senate last year and wanted to forget the funding formula and raise the OAA to 12%. This still doesn't help us much we would like to see a phase out over 3 years.
- Jayla was not looking forward to going with the resignation of the Speaker of the House but it turned out there was more time for everyone to meet.
- Representative Buck was very supportive of Aging issues but not so much for Transportation.
- Senator Gardner and Representative Perlmutter had VA legislation going on but took time to meet even though they had a Bill on the floor were very supportive of us.
- Representative Polis our lead in the House agreed to help us go forward.
- We are going to other states to join a coalition to see if this can be phased out. Lobbyists were not happy with this approach, they just want to win.
 - Cary Johnson asked if there was a way of getting the Bill authorized without the attachment of other Bills. Jayla said there were a lot of questions with the way the Bill is written now and there is skepticism about passing a bad Bill.
 - Representative Coffman's office has asked that Mickey work on a draft Colorado Legislation Delegation letter for the Hold Harmless provision. They have moved from delegation listening to taking action.
- Still using 2000 data, Sequester is still on, we're holding back money just in case but may end up at the end of the year in a rush to spend.

Other

- Jayla would like to work on a revised AAA orientation for new Advisory members and new staff. Mindy will be in charge of helping develop this project. May have an Advisory member present.

- Sharon Day was off but the committee will meet her next time. Hendrik is still on contract and is assisting with training Sharon and helping Jayla with last minute requests.
- Jennifer is on the Governors Planning Group on Aging she is the Vice Chair on the Executive Committee. She met with AAA staff to hear what they face every day and hopes she can help the Governors Group look at systemic problems in the field.

Ombudsman Program – Shannon Gimbel

- Shannon is working on the Annual report which is due the end of the month.
- She had a joint conference with Adult Protective Services and Ombudsman to let them know AAA can't get information needed so they can assist clients.
- May hear about a nursing home in Castle Rock. The facility had 1 CNA for 70 residents, no social worker, no nurse or acting assistant nurse. Shannon, AAA Ombudsman and State Ombudsman did an impromptu visit to the facility and warned them of the problems at the site. Since the visit they have hired 12 care staff, a Director of Nursing, Assistant Director of Nursing and a new chef. Health Department visited on the 14th and reported that residents were doing OK.
- Health Department is overloaded and can't always respond.
- There was a discussion on slowing the growth of new assisted living facilities.

CCT Report – Jill Eelkema

- ADRC has a new volunteer; Tamra Moore who was an Ombudsman with AAA is getting up to speed.
- Last month had an average of 36 calls a day per call center.
- Rachel our Options Counselor is trying to kick-up outreach and is teaming up with other Option Counselors to cross-train.
- Spoke at the Financial Planning conference many who attended had adults they were caring for and wanted to know what resources were out there to help them.
- Jill is reaching out to other AAAs to see if there is any interest in doing a train-the-trainer seminar for respite care training. The hope is to train others which would be especially beneficial in rural areas where there is a lack of caregivers.
- Jill will have the first draft of the Best Practices for Giving Bad News fact sheet ready for review by the end of the month. Donna was hoping to get a copy to use with her contacts.

Business Development Coordinator Report - AJ Diamontopoulos

- AJ is working with the DRCOG Regional Planning and Operations (RPO) economists on applying for an RFP from the State of Colorado for senior services data study. Study will help with what to do in the future to be better at data collection and the use of data.
- Another data piece is analysis of AAA contracted services provided using data from 2009 through 2014 to show healthcare utilization of clients we have served and not served.
 - Received clearance
 - Will be getting healthcare data within the next few weeks
 - Do a deeper dive on diagnosis of specific concerns, i.e. diabetes, heart disease and amputee disabilities

- Help them have a better outcomes over time
- First time OAA has been tested
- Will have negotiations with Health South next week to see if they would like to hire our case management department.
- Thanked Phil Cernanec for speaking up on behalf of DRCOG on how wonderful we are at a Health South celebration he attended.

Chair Report

Bob went to Health Summit other than that he had nothing to report.

Information Sharing

Cary Johnson:

Cary spoke about the Jefferson County meeting on aging last week. They had been trying to get Jeffco legislators there for a dialog on senior issues and had 3 Representatives and a state Senator come to the meeting. It went very well and they were very responsive. Want to do this at least twice a year.

There was some discussion on this topic.

Douglas Bowen:

In Aurora the police department got a new Police Chief and has put together a group of 4 officers, a Sergeant and Lieutenant and keeping the Senior Resource officer for elder issues which is very import for us. The Senior Resource Officer has battled 1000 calls a year. Jayla has talked with them as well and will be setting up a meeting with Aurora, Shannon, Jill and Amy on how to use our resources better and collaboration.

Adjournment

Meeting was adjourned.