

**ADVISORY COMMITTEE ON AGING
MEETING SUMMARY
April 19, 2019**

Members Present

Ada Anderson	Douglas County	
Anne Gross	At Large Arapahoe County	
Barbara Boyer	At Large Arapahoe County	
Bob Brocker	At Large Denver	
Bob Davis	City and County of Broomfield	
Cathy Noon	Arapahoe County	
Connie Ward	Jefferson County	
Dawn Perez	Adams County	
Houston "Tex" Elam	At Large Arapahoe County	
Larry Strock	DRCOG Board	
Mary Ellen Makosky	Gilpin County Phil Cernanec	At Large Arapahoe County
Sharon Perea	Gilpin County	

Guests Present

Maureen McDonald – SAPGA and Jarrett Hughes - SAPGA

Others Present

Travis Noon, Sharon Day, Matthew Helfant, AJ Diamontopoulos, Missy Griggs, Leslie Ojeda, Amy Pulley, Heather Kamper, Zayra Ordonez

Call to Order and Introductions.

Phil Cernanec – Called the meeting to order at 12:14 p.m.

Public Comment Period (Non-ACA Members)

No Public Comment

Approval of the March 15, 2019 Meeting Summary

Barbara Boyer made the motion to accept the summaries, Bob Davis 2nd the motion, summaries were approved.

Case Management Latino Report – Leslie Ojeda

Amy Pulley introduced Leslie, she is one of two Latino Case Managers and has been with DRCOG for 4-years.

- DRCOGs Case Management team provide intensive, customized service specific to the client's needs including face to face home visits
- Leslie told the group what makes the DRCOG program different than other public programs
 - Latino clients have sensitive circumstances such as sponsorship and citizenship
 - Case Managers assist clients with sponsorships and citizenship
 - Case Managers will advocate for them, assist with paperwork and translation

- The Case Managers attend interviews with Social Security, accompany them to doctor appointments, insurance interviews and with county advocacy
- It is very hard to find programs where staff are Spanish speakers
 - Programs are needed to provide interpretation and translation
 - There is a need to have cultural understanding and Latino family dynamic experience
 - Other programs lack experience with legal barriers the Latino community faces
- In 2019 the Case Management team will focus on community outreach
 - For the Latino population government has a negative connotation, the team would like to educate the population; DRCOG really wants to assist them through the hard times
 - Because so many programs require proof of sponsorship there needs to be a real push to educate the population on following through with sponsorships
- The Latino population doesn't like to reach out for help due to the language barrier oftentimes they are referred by a family member or a friend.

Leslie provided an example of a client she helped when she first started at DRCOG. The client needed help with transportation, chore services, a CNA, receiving her old age pension and lower rent. Leslie was able to help the woman lower her rent until she could get her benefits restored. The woman then reached out to Leslie again in February to let her know she received her citizenship but was still unable to get her other benefits. Since then Leslie was able to accompany her to a county interview, has scheduled her SSI interview and she has her Medicaid benefits restored.

Maureen McDonald asked how many clients were served in a month. Leslie explained that it didn't necessarily work that way but said that from July 1, 2018 through December 31, 2018 the Case Management team had provided services to 204 clients; 80 of the 204 were Latino clients.

Phil Cernanec asked about the challenges of citizenship. Leslie said that at both county and federal level if the client is a legal resident must provide information from both sponsors and cosponsors. This may mean that with the income of both sponsors they make too much money and are ineligible for benefits. When this happens the Case Managers help the client follow through on their citizenship process. Once they have their interview, have been approved and issued their citizenship they still must apply for benefits. It can take 4 to 6 months to receive these benefits.

Larry Strock asked if there was a financial hurdle as well. Leslie stated that there was a \$700 fee associated with becoming a citizen. These are people who have no income, programs like Littleton Immigration Resource Center are very important, they can get a waiver of the fee if the county provides a denial.

SAPGA Report – Maureen McDonald and Jarrett Hughes

Maureen serves as the Vice Chair for SAPGA, Jarrett is the Administrative Manager.

- Maureen said SAPGA is more about planning and not doing.
- SAPGAs role is about learning of programs and ideas from various forums and bringing them forward into the state.
- This helps the state be coordinated within themselves.
- There is a lot of collaborate and strategy with programs and communities.

Maureen and Jarrett provided a copy of the “2018 Strategic Action Plan on Aging” and handouts. The publication can be found on their website, <https://www.colorado.gov/agingstrategy>. The handouts are attached.

Goal 1: Colorado seniors will be able to live and fully participate in their communities of choice for as long as possible.

- Working with the changing demographics as they change to prepare for the future.
- Reached goals from the 2016 plan.
- Wade Buchanan was promoted, Janis Blanchard is the new Senior Advisor on Aging.

Goal 2: Older adults will be able to stay engaged in the labor force and volunteer sector for as long as they want or need.

Goal 3: Colorado seniors and their families will be more financially secure and prepared to meet the challenges of aging.

Goal 4: Coloradans will be prepared for the challenges of caring for aging loved-one and will be able to do so without endangering their own health or well-being or the health and well-being of the recipient of care.

Goal 5: There will be enough skilled, educated and trained workers, paid commensurate to their abilities and training, to meet the needs of the employers and industries serving Colorado’s growing senior population.

Goal 6: Older Coloradans will stay healthier longer through access to quality and affordable person-centered care that aligns with their preferences and values.

Goal 7: All levels of government will meet their commitments to support older Coloradans and their families.

Goal 8: Colorado will empower and protect seniors from abuse, neglect, and exploitation.

Jarrett introduced himself to the group and provided his background.

Jarrett went through the sections of the 2018 Action Plan, please see the link above for access to the plan.

Donna Mullens asked if she wanted more information or wanted to help, who could she reach out to? Jarrett said he would be a point of contact, his email is jarettughes@gmail.com. Maureen also said that SAPGA meetings are open to the public, they meet the second Monday of the month at the DRCOG office, 1001 17th St., in the Aspen conference room on the first floor.

Phil mentioned that there was a lot in the plan about what government can do but, what was missing is for people to be planning for themselves. Maureen said she works for the National Council on Aging and one of their big missions is around wellness for adults as they age which includes financial wellness.

Transportation Update – Heather Kamper and Matthew Helfant

Call for Projects – Matthew Helfant

- DRCOG and CDOT will conduct a joint project call for two transportation funding sources:
 - The new Human Service Transportation (HST) set-aside
 - Denver-Aurora Urbanized Area Federal Transit Authority (FTA) 5310.
 - The funds will be awarded for calendar year 2020.
 - The anticipated release date of the Call for Projects is April 26.

Background

- Last summer the DRCOG Board set-aside \$4 million over four years for HST as part of the FY 2020-2023 TIP Policy.
 - HST will provide a dedicated funding source to improve mobility for vulnerable populations, including older adults, low-income individuals, veterans, and individuals with disabilities.
- Includes addressing identified gaps such as underfunded and underserved trips and vehicle expansion.
- This set-aside is intended to complement FTA 5310 Enhanced Mobility of Seniors & Individuals with Disabilities and Older Americans Act/Older Coloradans Act dollars by funding identified needs that are underfunded or underserved by those sources.
- It is the intent of the HST to be coordinated with these other funding sources to reduce duplication, provide more needed trips, and help maximize the effectiveness of all three funding sources through an integrated and coordinated approach to funding human service transportation.
- Both DRCOG and CDOT will jointly evaluate project applications for both funding sources.
 - Project sponsors could apply for one or both funding sources.
 - Will provide opportunity for projects that integrate both funding sources to achieve better outcomes in meeting the mobility needs of vulnerable populations that could not be achieved separately.
- The HST funds will be “swapped” for FASTER funds and maintain the eligibility criteria for FASTER funds.
 - HST funds may be used as local match for FTA-5310 projects.
 - Applicants must provide local match to the FASTER grant.
 - For proposed projects inside the DRCOG transportation boundaries, but outside the Denver-Aurora Urbanized Area boundaries, applicants submitting for CDOT’s Small Urban FTA 5310 call may use HST funding as local match for FTA 5310 if applicants apply for HST funding in this call also.
 - Since both FTA 5310 calls will be conducted close together, funding decisions can be made holistically by considering both proposals together.
- Explanation of 3 Funding Areas
 - 5310 funds are for the Denver/Aurora urbanized area, excludes Boulder, mountain areas and the plains. Rural areas have a separate process.
 - HST funds cover the urbanized areas within DRCOG transportation boundaries, includes Boulder but does not cover the mountains or the plains.
 - The third area that is covered is the AAA DRCOG area.
 - Maps will be included in Call for Projects information for clarification

Discussion

Phil asked: What does it take to be project sponsor?

Matthew response: These would be transportation providers that comply with the Older Americans Act/Older Coloradans Act.

Cathy Noon asked: What portion of funds were TIP money.

Matthew response: The TIP funds were \$4M over 4 years, this Call for Projects will be for one year at \$1M to see how the pilot works.

Cathy asked: What figure was for the 5310 funds?

Matthew responded: Approximately \$1.7M per year.

Matthew said when they are considering applicants they will help them figure out how to best serve these areas.

Deadline will be 4 to 6 weeks out from the issuance of the Call for Projects.

Veteran Transportation and Community Living Initiative (VTCLI) – Heather Kamper

Heather provided a handout which is attached

- The project has a new name it will change from VTCLI to Ride Alliance.
 - The approach will be collaborative, this will be a way for transportation providers to exchange trips
 - The program will be internet based the technology should be more efficient for contractors to provide rides
 - DRCOG will get the client into the trip exchange via Route Match.
 - The idea is to have the client do one call and then a one click for DRCOG to get them into the Hub to find transportation.
 - Pilot will begin with veterans.
 - Benefits for providers will be client introduction to their service, assist with dead head rides, fill up empty space in larger vans making them more efficient
 - Hiring a consultant to get the framework started over the next few months

Bob Davis asked if this would reduce a ride from 7 days to less. Heather said that was one of the goals of the program to get rides for people sooner.

Matthew said that with the CDOT funds there is less regulatory restriction, so rides can be for other things beside medical appointments.

Information and Assistance Report – Cassie Scott

Cassie provided a presentation that is attached.

- Information & Assistance is the first entry point for resources.
- Slide 4 - shows the percentage of referrals that are sent internally to DRCOG staff.

- Information & Assistance – General informational questions such as housing
 - Community Options Counseling – Staff provide home visits and are a short-term case management for those who can follow a plan. This program is meant to be less intensive than the regular case management.
 - Community Choice Transitions – Person is in a facility but may not need to be.
 - State Health Insurance Assistance (SHIP) – Medicare questions.
- Slide 5 - shows a breakdown of where calls are referred
 - Slide 6 - indicates how many people the Community Resource team serves
 - Slide 7 - shows how the contacts are broken down by consumers, caregivers and professionals from 2012 through 2018.
 - Slide 8 - has the incoming contacts and how many are unduplicated

Cassie stressed that there is a lot of follow up and coordination involved with the calls. This has all become more complicated than previously because more seniors need to be served and the issues are more serious.

- Slide 9 - shows the new colors used on the Network of Care website after suggestions from the ACA
- Slide 10 - is broken down by visits to the website;
 - The left side refers to the Aging and Disability visits
 - The right other areas visited.
 - Aging and Disability has tens of thousands of visits a month where the other areas are only visited a hundreds of times per month.
 - The sites on the right are new areas that were recently added.
- Slide 11 outlines the plans, goals for 2019 and accomplishments

Chair Report – Phil Cernanec

Phil asked that the group pay attention to the legislative Bills regarding abandonment and compensation for caregivers. He said the Long Bill has been signed.

Information Sharing – (ACA members)

Sharon Perea mentioned that Gilpin County's new medical alerts provided by the ambulance service don't have to be connected to a land line and how helpful this was for those with only cell phones.

Adjournment

Adjourned at 2:58 p.m.



Strategic Action Planning Group on Aging

Convening, collaborating, and catalyzing efforts to improve the lives of older Coloradans

Primary Goal: Older Coloradans will be able to live and participate in their communities of choice for as long as possible and the state, our communities, and our families will be prepared for challenges and opportunities associated with our changing demographics.



Update on Initial Recommendations from 2016

Senior Advisor on Aging
State Budget on Aging
Colorado PERA Sustainability

Financial Security for Older Coloradans Task Force
Colorado Workforce Development Council
County and Municipal Age-Friendly Planning

2018 Action Plan Update Focus

Improved Outreach and Increased Awareness
Housing for Older Coloradans
Mobility and Transportation

Support Age-Friendly Communities
Senior Property Tax Exemption
Workforce Development

2019 Strategic Priority Areas

- 1) Overall focus on studying, planning, and providing recommendations related to the area of health and wellness, including best practices for age-friendly planning and implementation.
- 2) Workforce Development and Transportation Committees to continue work, with emphasis on advancing 2018 recommendations.
- 3) Support efforts related to financial and retirement security.
- 4) Engage with key stakeholders around current recommendations and aging issues, in general.

Meetings: 2nd Monday of the month at 1001 17th Street Denver, CO in Aspen Conference Noon – 3pm

Questions? Please, contact Jarett Hughes at agingstrategy@state.co.us

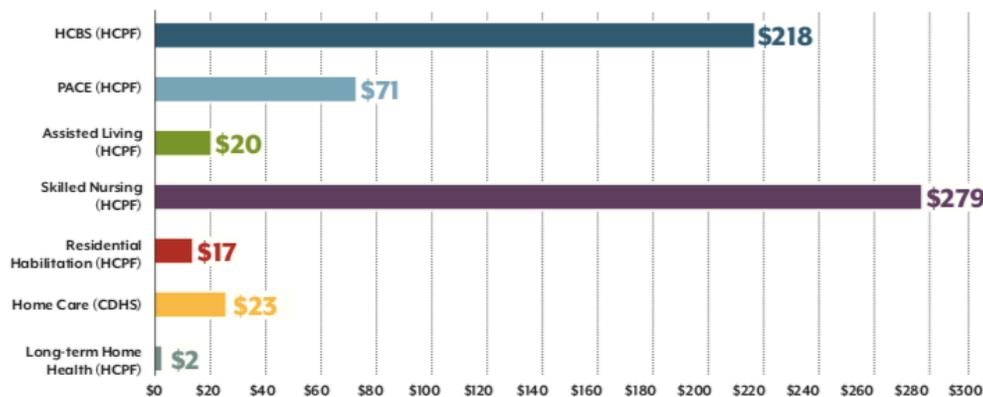
State Costs and Revenue Related to Long-Term Services and Supports for Older Coloradans

In August of 2018, the Strategic Action Planning Group on Aging (SAPGA) contracted with the Colorado Health Institute to address key questions related to long-term services and supports (LTSS) in Colorado. LTSS are utilized by individuals of all ages with functional limitations and/or chronic illness – ranging from basic activities of daily living to medically complicated care. This research focused on state-funded LTSS for Coloradans aged 65+. The guiding research questions were:

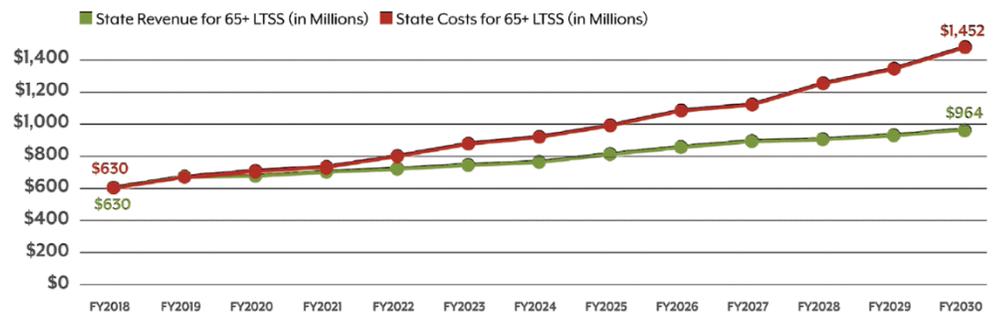
1. What types of LTSS care are older Coloradans utilizing?
2. What are the expected state LTSS expenditures from 2018 through 2030?
3. What is the expected state LTSS revenue from 2018 through 2030?
4. What is the expected gap between state LTSS revenue and expenditures from 2018 through 2030?
5. What changes to state-funded LTSS demand, care settings, and workforce may reduce or eliminate this gap?

Settings of care included: home and community-based services (HCBS), program of all-inclusive care for the elderly (PACE), assisted living, skilled nursing, residential rehabilitation, home care, and long-term home health.

Figure 2. State Funding for LTSS by Program (in Millions), FY 2018



The projected gap between state LTSS costs and revenue is \$488 million in FY 2030. This funding gap represents the additional funding that would be needed to continue providing LTSS for older Coloradans at the 2018 level of service.



Key Takeaways:

1. In 2018, \$630 million in state funds went to long-term services and support for older Coloradans.
2. Spending on these services will increase to nearly \$1.5 billion by 2030, exceeding expected revenue by \$488 million.
3. Approaches to address this gap may include shifting the settings of care for older Coloradans, capitalizing on opportunities related to innovations in technology, and the implementation of value-based payment models.
4. As care settings shift to home and community-based care, individual acuity level (or the level of care required by each patient) and availability of a well-trained caregiver workforce must be considered when addressing LTSS.

Full report available at: <https://bit.ly/2SpyNtV>

The Challenge:

- Transportation coordination is HARD
- Transportation providers do not all use the same technology to schedule trips making it difficult to coordinate with each other
- Transportation providers have different requirements, different eligibility criteria, different rates, different boundaries, etc.
- Limited funding for transportation
- Colorado demographics are rapidly changing

Goals of VTCLI:

- Create a trip exchange where transportation providers can exchange rides
- “One Call – One Click” system for veterans, older adults, and people with disabilities to access a variety of transportation options
- Hope to create a win/win/win situation where transportation providers, social service providers, and the general population can all benefit

VTCLI timelines – *very tentative!*

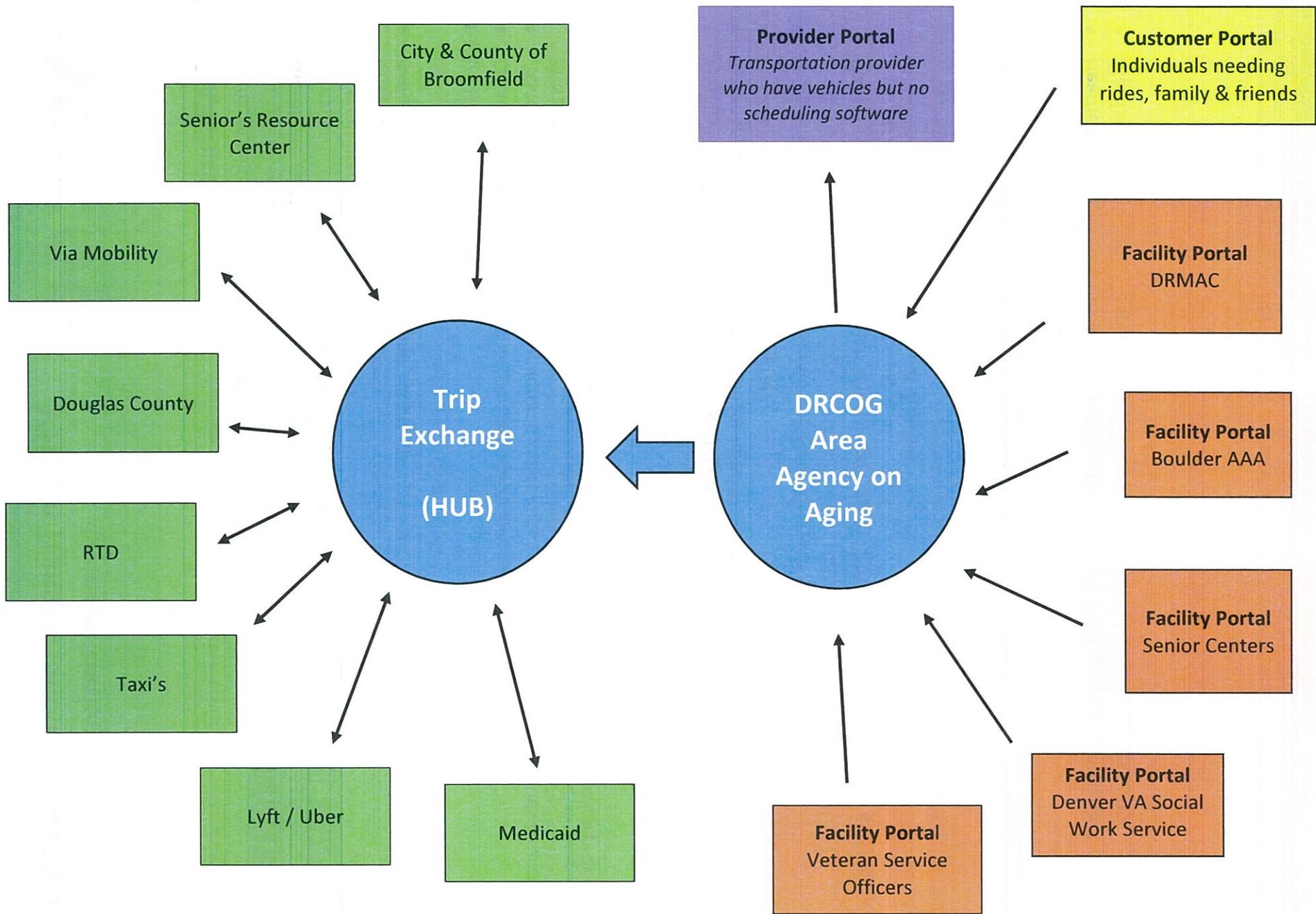
- Spring 2019 – Complete technology build out and test the system
- Summer 2019 – Complete VTCLI business rules
- Fall 2019 – Implement a pilot program

Who is the Denver Regional Council of Governments (DRCOG)?

- DRCOG is a planning organization where local governments collaborate to establish guidelines, set policy and allocate funding in the areas of:
 - Transportation and Personal Mobility
 - Growth & Development
 - Aging and Disability Resources
- For more information about DRCOG, visit: www.drcog.org

For more information on VTCLI, please contact:

- Heather Kamper, Transitions & Veterans Manager, 303-480-6766, hkamper@drcog.org
- Matthew Helfant, Senior Transportation Planner, 303-480-6731, mhelfant@drcog.org



— ◆ —
April 19, 2019
— ◆ —

The ADRC's Community Resource Team: An Update

Presented by:

Cassie Scott, MA, LPCC
Acting Aging Supervisor
cscott@drcog.org
303-480-6834



The new Aging & Disability Resource Center structure

Jayla Sanchez-Warren
Director

Amy Pulley
ADRC Manager

Missy Griggs
Case Manager Supervisor

Jennifer Solms
Case Manager I

Leslie Ojeda
Case Manager I

Linda Powell
Case Manager I

Alejandra Lerma
Case Manager I

Adriana Francis
Case Manager I

Brandon Davis
Aging Services Supervisor

Lauren Bell
Aging Services Counselor

Jean Anhalt
Aging Services Counselor

Sara Beth Ford
Refugee Program Coordinator

Jenny Castle
Administrative Assistant

Cassie Scott
Acting Aging Supervisor

Bridget O'Connor
Options Counselor I

Will Cummings
Community Resource Specialist

Alma Avelar
Community Resource Specialist

Eva Groom
Options Counselor I





The Community Resource Team

Cassie Scott
Acting Aging Supervisor

Bridget O'Connor
Options Counselor I

Will Cummings
Community Resource
Specialist

Alma Avelar
Community Resource
Specialist

Eva Groom
Options Counselor I

The Community Resource Team continues the traditional work of DRCOG's ADRC

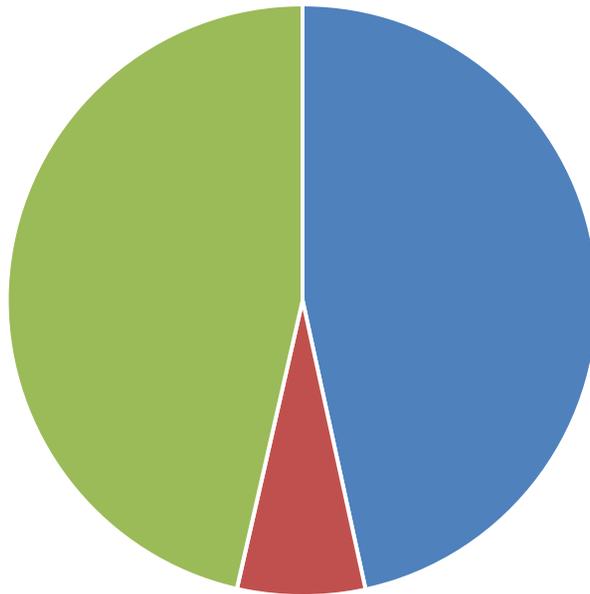
- Information and Assistance
- Community Options Counseling
 - Network of Care
 - Community Outreach





Aging and Disability Resources

Internal Referrals



■ Information and Assistance ■ Transitions ■ SHIP

Information And Assistance/Community Options Counseling

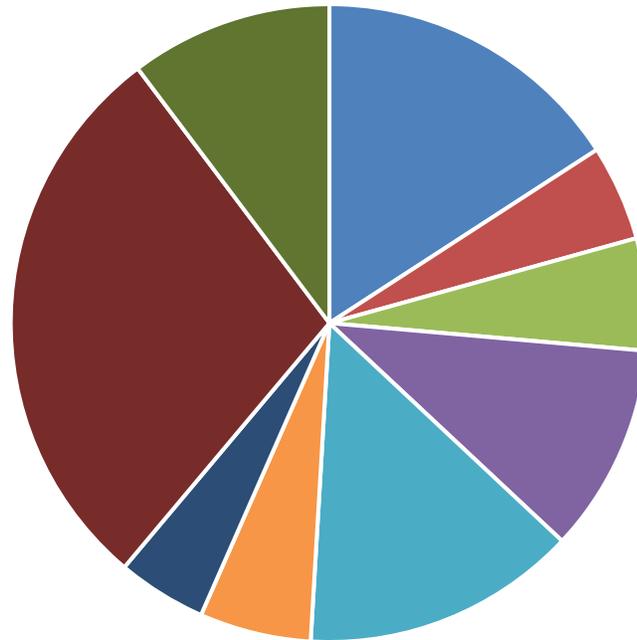
Community Choice Transitions

State Health Insurance Assistance Program



Community Referrals

Community Referrals



- Advocacy
- In Home Services
- Medical

- Caregiver Support
- Housing/shelter
- Public Benefits/Social Security

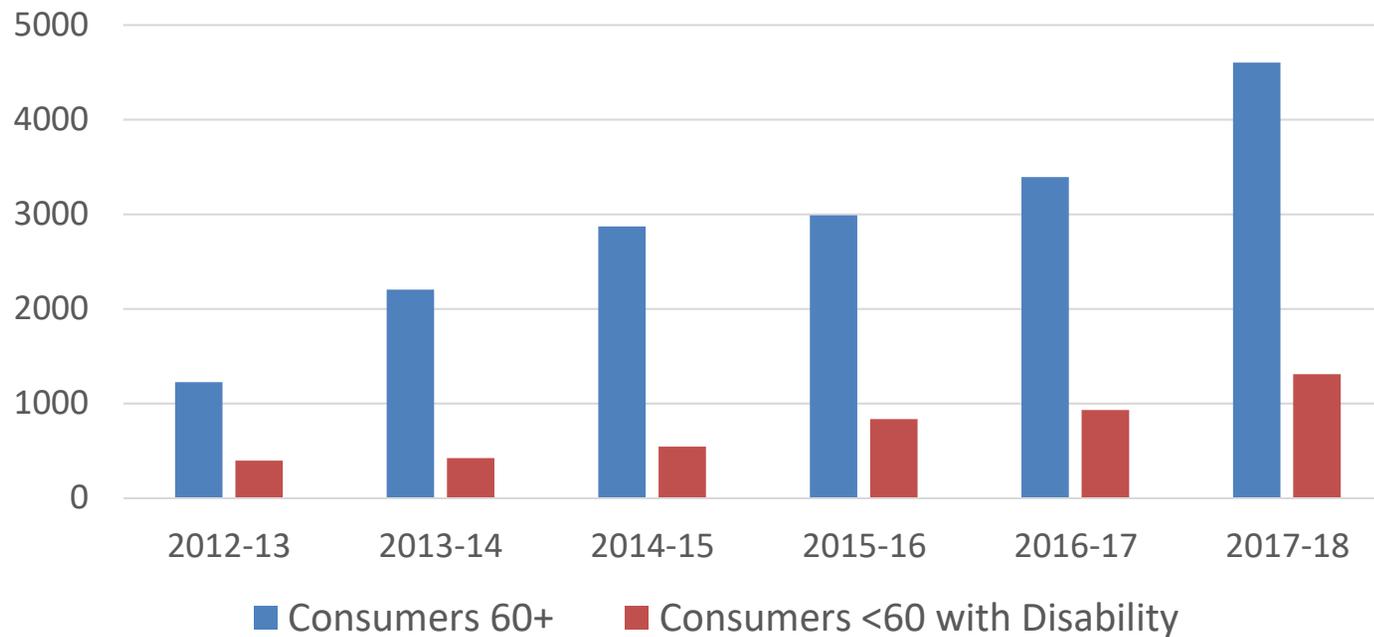
- Home Repair/Modification/Chore
- Long Term Care Medicaid
- Transportation





Aging & Disability Resources

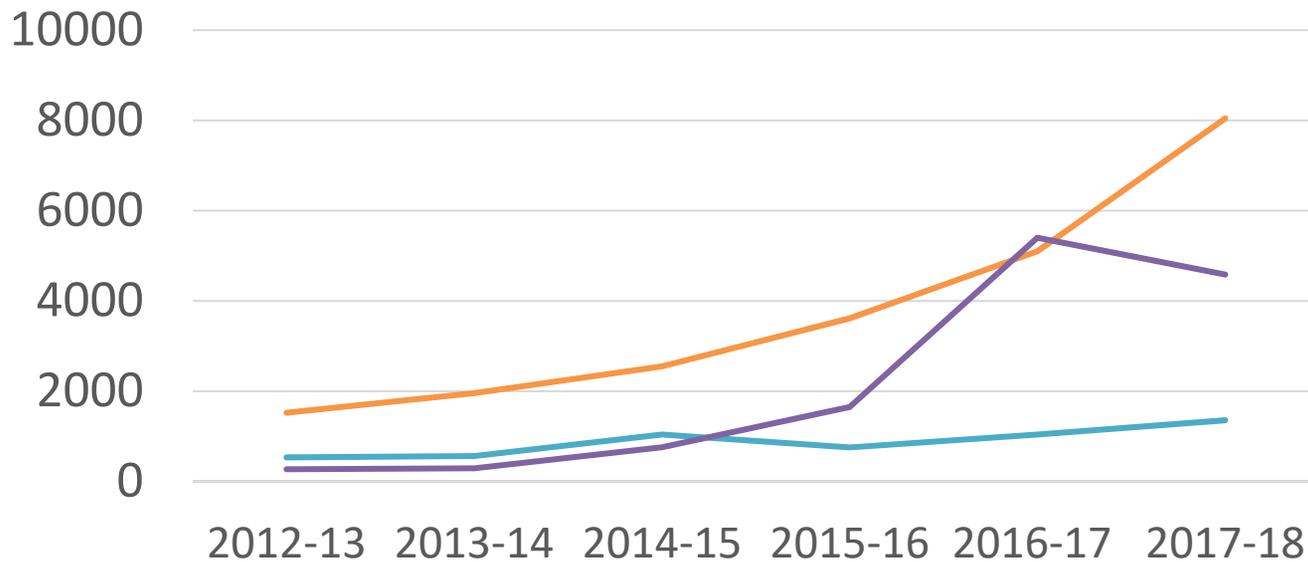
Contacts from Persons 60+ and PWDs





Aging & Disability Resources

ADRC Contacts by Type 2013-2018



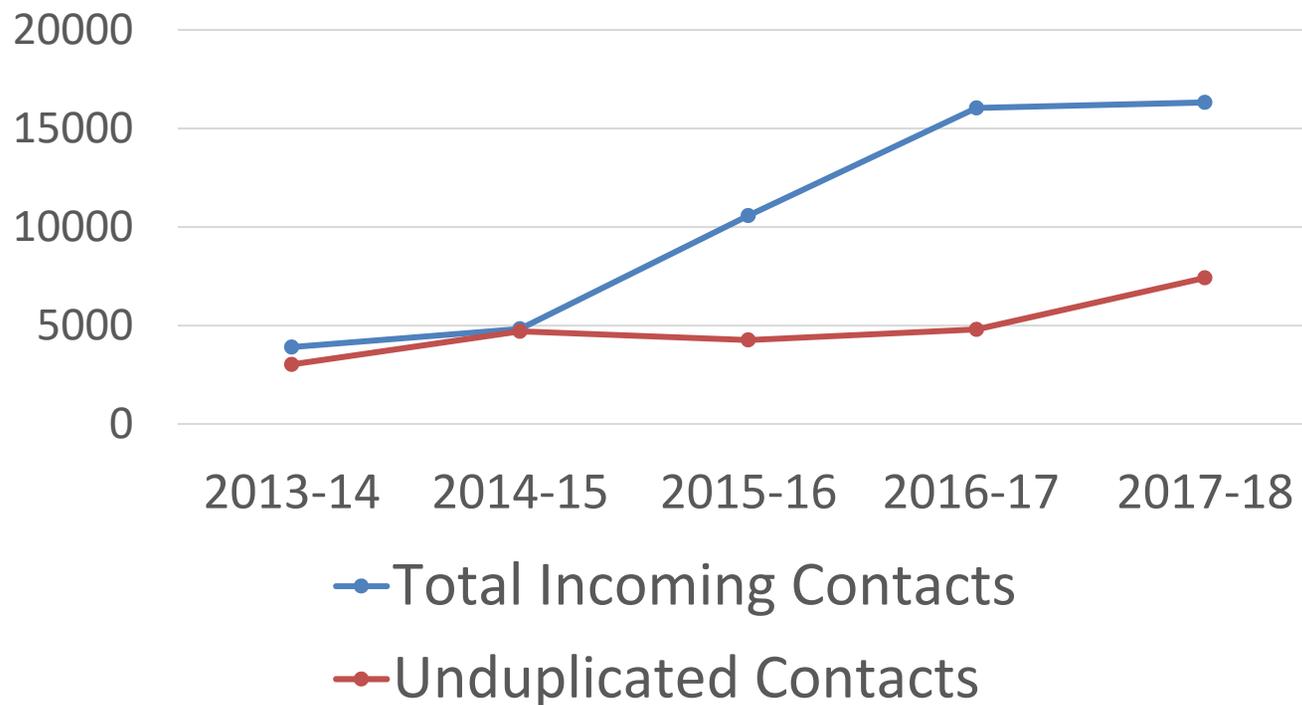
- Contacts from Consumers
- Contacts from Caregivers
- Contacts from Professionals





Aging & Disability Resources

Incoming and Unduplicated Contacts to the ADRC 2013-18





Network of Care

 Network of Care

Welcome to
**NETWORK OF CARE, PROVIDED BY THE AREA AGENCY ON
AGING AT THE DENVER REGIONAL COUNCIL OF GOVERNMENTS**



© 2018 - Trilogly Integrated Resources
Image by Rob Hansen

Select a Site Below

AGING AND DISABILITY
RESOURCES

INTELLECTUAL AND
DEVELOPMENTAL DISABILITIES

PUBLIC HEALTH ASSESSMENT
AND WELLNESS

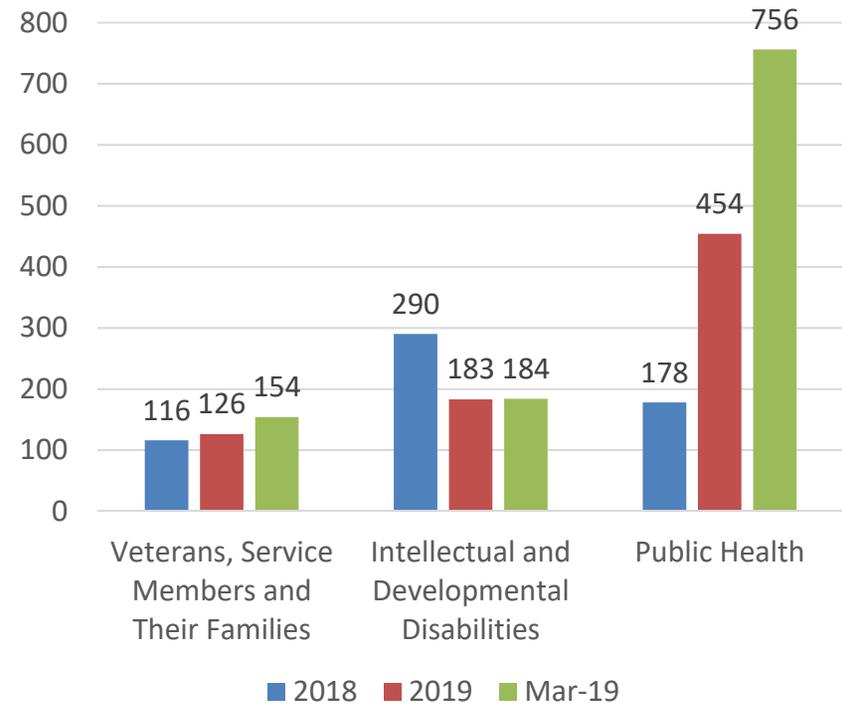
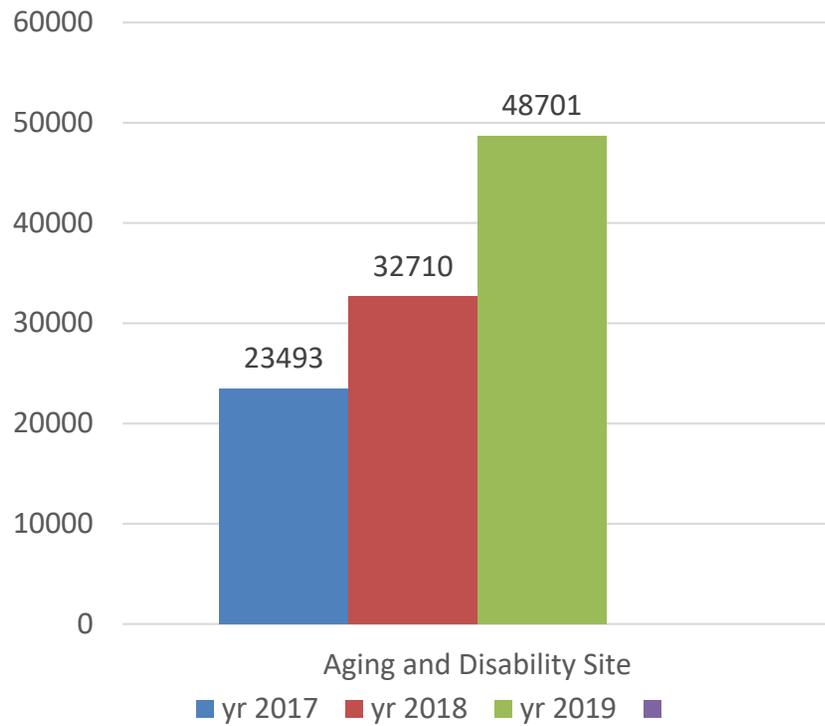
SERVICE MEMBERS, VETERANS &
THEIR FAMILIES





Network of Care

Average Site Visits (Monthly Average)





2019 Plans and Goals

Plans:

- More than tripling resource events from 2018 (estimated 90 events)
- Plans to visit each congregate meal site twice this year
- Visiting each DRCOG Contractor
- Special Outreach Committee

Goals

- Increasing capacity to take more calls live, increasing live call pick up from 5%-30%
- Restructuring of I&A shifts for two staff on phones during peak hours
- Launching voucher program, piloting transportation voucher this summer
- Develop and implement Information Loop for County Councils on Aging

Accomplishments

- Updated all listings on Network of Care
- Started billing for program referrals





Thank you!

QUESTIONS?