

**ADVISORY COMMITTEE ON AGING
MEETING SUMMARY
September 18, 2015**

MEMBERS PRESENT

Cary Johnson	Jefferson County
Bob Lanky	Jefferson County
Bob Davis	Broomfield County
Fabyan Watrous	Clear Creek County
Janet Romarine	Clear Creek County
Douglas Bowen	Arapahoe County
Muriel Arvay	Denver County
Dawn Perez	Adams County
Sharon Perea	Gilpin County
Donna Mullins	Jefferson County
Maureen Spiegleman	Denver Office on Aging
Maxine Seyforth	Adams County
Houston "Tex" Elam	at large
Cathy Noon	Arapahoe County
Linda Haley	Arapahoe County Senior Resources
Danelle Hubbard	
Hank	Seniors Resource Center

OTHERS PRESENT

Shannon Gimbel, Hendrik Kopperl, AJ Diamontopoulos, Mindy Patton, Jill Eelkema, and Kelly Roberts

Call to Order and Introductions

Bob Davis called the meeting to order at 12:13 pm.

Public Comment Period

No public comment was given.

Approval of the August 21, 2015 meeting summaries.

Sharon Perea made a motion to accept the summaries. Doug Bowen seconded. Tex Elam made the comment that he is "At Large" to remove Arapahoe County. Summaries were accepted with noted change.

Directors Report - Jayla Warren-Sanchez

- Nation Research Center (NRC) was unable to make today's meeting. Jayla is working with them on County reports as done in previous years; NRC will provide a price quote.
- Mindy Patton is now part-time Administrative Assistant for AAA and will be ACA contact.
- Jayla will be on the program Active Generation, channel 6, October 18, 2015 at 4:00 p.m. This program will be targeted for the Boomer generation to let them know how to

get information and assistance. Jayla is finding that there is a big need to get this information out according to recent surveys, the CASOA Reports and through the community conversations she has participated in.

- Information and assistance and transportation are the issues Jayla wants to work on this year. There is a need to speak with the public and find out their needs and listen rather than overwhelm them with every service available to them. Governors' planning group will work on transportation, DRCOG will watch and see what they do and then see how to apply to our region.
- Jayla met with Senator Steadman and Rich Mauro.
 - Discussed Tabor refund, there is not much optimism for getting money this year. She noted this is Steadman's last year.
 - Other discussion topics at the meeting were Elder Refugee program, program is successful but could be more so if given more money to invest in the program. Also a concern with influx of new refugees coming in. The Senator said he would keep an ear out for anyone with an interest for the program.
 - Wanted to get money to serve 50 to 60 year old age group who are not on Medicaid or Medicare to get services they need.
 - Asked for 2nd year funding for Governor's Planning Group the Senator was looking forward to seeing results for the first year. Senator was very open to our concerns but said that there are many factors involved and no one really knows what money will be available.
 - Also spoke to Senator Steadman about bed bugs and how serious the problem is for seniors.
- Shannon is working on a collaborative effort with Denver Forensics to address bed bug issues.
- Debrief on the US of Aging event. Event was good the survey helpful.
 - Promised partnerships with United Health Care and opportunities that haven't happened.
 - N4A will meet with Jayla and AJ to discuss partnerships.
 - United Health Care agenda is to have Colorado be a managed care state.
- Strategic planning process is underway at DRCOG.
 - AAA is currently working on objectives and Jerry Stigall will present when plan is completed.
 - The plan shows how AAA fits in with DRCOG.
- Jayla will be going to Washington with our Chair and Vice Chair of DRCOG Board, our lobbyist, and our Transportation Director.
 - Will be discussing transportation issues the reauthorization of the "Older Americans Act" specifically the funding formula. Past the Senate now at the House level. Congressman Polis agreed to take on the issue.
 - Colorado is taking and has taken a loss for 10 years with current funding formula.

- Risk of bigger cuts if sequester is implemented in 2016 .because we will be under the old funding formula
- DRCOG would take the highest cut in the nation because Colorado has the biggest cuts in the country and DRCOG is the largest AAA.
- Advocacy Summit will be held October 15th from 8:30 a.m. to 10:30 a.m. Leaders will discuss meeting the challenges of Colorado's fast-growing aging population. Leadership will consist of congressman, delegates, elected officials, the Governor's Planning Group, DRCOG Board, providers, ACA and the Governor may attend.

Seniors Resource Center (SRC) – Hank Braaksman

- Background
 - SRC was selected by ASCA and formalized by DRCOG Board.
 - First Ride couldn't service Arapahoe County they closed their business
 - Arapahoe County had to select SRC because there was not enough time to complete a formal bid as DRCOG had to wait on Board for a decision before selections could be made.
- First month was a struggle
 - People were not picked up after being dropped off
 - Lack of communication
 - Lack of staff training and unhappy staff
 - Dropped calls and not enough staff to answer calls
 - Some items did not copy over from First Rides system
 - Schedules moved from three days out to seven
 - No capacity to do personal trips
- DRCOG staff, Arapahoe County and SRC are meeting regularly to work on issues
- SRC Remedies
 - Seeking drivers
 - Removed staff from phones who were not good with customer service
 - New phone system, four phones active at all times with a fifth line if needed
 - Spoke with staff and each staff have phone and computer at their desk
 - Most vehicles are equipped with tablets for better scheduling
- Jayla questions
 - Is there a way to flag someone as not picked up to avoid risk of being left?
Hank: SRC provides a card with contact number to client when dropped off. This gives the client an option to call and let SRC know if they are running late or have finished early.
 - Is there a backup plan for van shortage due to breakdowns or in for service?

Hank: Nothing formal but do have a company that SRC can rent vans when needed. But it does take a few days to install dispatching equipment in rented vans.

- Linda Haley question

- Can you flag one way and roundtrip rides?

Hank: SRC does not book one way rides unless a direct request from client. Do have volunteers to assist.

- ACA Comments

- Hendrik confirmed changes as Hank indicated.
- Tex: We have two years to plan for next contract, Next time make sure the agency has the ability to handle some of the problems that have come about this time. Emphasized the importance of communication. Take a better look at what type of on boarding necessary.
- Donna: Commented on how well everyone is working together to resolve issues.
- Bob Davis: Need a better exit strategy for ongoing contractors.

Ombudsman Program – Shannon Gimbel

- 454 facilities in the region, approximately 100 are nursing homes. Many unlicensed homes in the region. These are homes that service three or more individuals that are not related and must be licensed by law.
- Shannon is in annual reporting period.
- Elderly individuals are using marijuana as a medication alternative. The Colorado law creates a problem because Federal law prohibits use and nursing homes want to comply with Federal regulation because of Medicare. Assisted living homes are more lenient. Alzheimer's and chemo therapy patients are exploring the option.

Business Development Coordinator Report - AJ Diamontopoulos

- Received the Colorado Health Foundation grant to build business acumen.
- Working on how to make not for profit work to profit. Using profits to assist other programs.
- Approached by Health South for a case management program, first private venture.

CCT Report – Jill Eelkema

- Due to time constraints Jill had no new business to discuss she suggested that we move onto Hendrik's report.

Community Resources Report – Hendrik Kopperl

Hendrik quickly went through the DRCOG AAA Funding Allocation report he passed out to the group. Points of interest were:

- Increase from \$10,446,201 in 2015 to \$12,040,271 in 2016.

- Decrease in Nutrition Services from 42.42% in 2015 to 37.91% in 2016 due to VOA contract amount. Overall funding had gone up but VOA proposal was lower.
- Fund allocation by county. Gilpin County was down because the homemaker contract dollars were lowered for 2016. Jefferson County was up for 2016 due to an increase in services and new contractors focusing on Jefferson County. Denver has gone down, SRC contract is \$127,000 less than the 2015 First Ride contract. Douglas is up in 2016 due to funding Adult Daycare and Homemaker services.
- Hendrik is wrapping up a manual for his position. And a budget for 2016/2017. Shared how much he appreciated working with the group and the work that the AAA does for the region.

Chair Report

Bob had nothing to report.

Information Sharing

- Commission on Aging held their second annual Senior's in September event. There was a 50% increase in attendance prove to be a very useful event.
- Broomfield will hold their Living in Balance Senior Resource Fair on October 2nd from 8:00 am to 2:00 pm.

Adjournment

Meeting was adjourned.