

AGENDA
ADVISORY COMMITTEE ON AGING
Friday, November 19, 2021
11:00 p.m. – 1:15 p.m.
Via Webinar

- 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 11:15 Report of the Chair
- 4 11:20 Report of the AAA Director

CONSENT AGENDA

- 5 11:40 Move to Approve Consent Agenda
 - Minutes of August 20, 2021, and October 15, 2021 (Attachment A)

ACTION ITEMS

- 6 11:45 Approval of AAA Contractor Allocations for SFY2022 6-Month Contracts (Attachment B)
- 7 12:05 Approval to Cancel December 17, 2021 ACA Meeting (Attachment C)

INFORMATIONAL BRIEFINGS

- 8 12:15 Homelessness and Seniors – Jayla Sanchez-Warren (Attachment D)
- 9 12:35 Update on Veterans Program – Ines Rosas (Attachment E)
- 10 12:55 County Reports



ADMINISTRATIVE ITEMS

- 11 **Next Meeting – January 21, 2022 if December meeting is cancelled**
- 12 Other Matters by Members
- 13 1:15 Adjourn
- 14

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) 480-6763.



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
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
HTP	Hospital Transformation Project
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
NASUAD	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
SB	Senate Bill
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, August 20, 2021**

Members Present

Ada Anderson	Douglas County
Anne Gross	Arapahoe County
Bob Davis	City and County of Broomfield
Bob Brocker	At Large Denver
Cary Johnson	Jefferson County
Cathy Noon	Arapahoe County
Connie Ward	Jefferson County
Dawn Perez	Adams County
Houston "Tex" Elam	At Large Arapahoe County
Jim Dale	DRCOG Board - Golden
Karie Erickson	Douglas County
Perla Gheiler	City and County of Denver
Phil Cernanec	At Large Arapahoe County
Wynne Shaw	DRCOG Board - Lone Tree

Guests Present

Debbi Haynie, Director Castle Rock Senior Center, Kristine Burrows, Jewish Family Services, Dr. Mark Levine, DRCOG Consultant, Allison Cutting

DRCOG Staff Present

Alejandra Lerma, Ombudsman, Ana Lilia Lahowetz, Case Manager, Cassie Scott, I&A Manager, Jayla Sanchez-Warren, AAA Division Director, Joel Sauerstrom, Community Resource Specialist, Kelsey Cable, Transportation Coordinator, Liv Bergman, Community Resource Specialist, Mindy Patton, AAA Division Assistant, Rachana Bhattarai, SHIP Counselor, Rich Mauro, Director Legislative Affairs, Travis Noon, Senior Program Specialist, Yacob Nayte, AHC Navigator

Cathy Noon Committee Chair – Called the meeting to order at 11:04 a.m.

Public Comment Period (Non-ACA Members)

There was no Public Comment.

Report of the Chair

- Cathy gave brief update on the Transportation Subcommittee.
 - The subcommittee has been meeting and doing a lot of work getting up to speed. Transportation has become even more critical during COVID, it is a little trickier now with staffing issues.
 - The subcommittee has been reviewing the RTD Accountability.
 - The subcommittee is also looking at what other partners are doing to see what is out there in the world.

Report of the AAA Director

- Jayla worked a case for someone that was going to be homeless. She said her involvement made her appreciate how hard DRCOG's AAA staff work.
 - She found out there is money and opportunity but there is no actual housing and was told there is a three to five year waiting list for monthly slots at mobile home parks.

Discussion

Jim Dale mentioned that Golden has established a new housing position. He also mentioned that those who live in mobile/manufactured homes must pay personal property taxes verses real estate taxes which is very costly for these individuals.

Phil Cernanec said there has been a little work going on in the legislature. There was a bill passed regarding a vendor fee tax that generates a fair amount of dollars but was diverted towards the reinsurance program. He said homelessness is not just a metro area issue it's a state issue but needs to be addressed at a regional level.

- Jayla, Brad Calvert and Rich Mauro are working with other stakeholders to develop a policy for housing. She has asked them to hear from AAA staff about some of the frontline issues
- Jayla also worked on a fraud abuse case with the Denver District Attorney. The person was a victim of crypto currency investment fraud which is a growing problem, according to the DAs office. There were 7,000 reported bogus cryptocurrency investment scams last year costing more than \$80 million. Carey Johnson affirmed that crooks will use things older adults are not familiar with such as bitcoin and gift cards. Karie Erickson added they are seeing a lot of caregiver fraud.
- Jayla mentioned that the AAAs still don't have a lot of information on when they will receive the next round of funding for ARPA or SB290. DRCOG is also expecting funds to help get older adults vaccinated.
- Jayla provided a general update about COVID and service delivery:
 - Providers are again seeing a lot of people staying home not going to meal sites or getting transportation services.
 - Meal sites must have a protocol for exposure in their sites to include how they will notify people. Providers are working on those protocols.
 - They are seeing more breakthrough cases, masks are back on in most services areas, people are asking if it is safe to go to the grocery store.
 - Transportation providers have reached out and are willing to do food deliveries again this helps them stay open

Discussion

Jim Dale asked if the governor's office vaccine outreach staff was touching base with the AAA. He also heard about \$100 gift certificates to Walmart and wondered if there was any collaborating that could be done there or with transporting people to places such as senior care facilities that could become vaccination sites.

Jayla said she heard about the hundred-dollar Walmart card. The AAA was thinking about partnering with King Soopers to use CARES money to offer a gift card, taking care of some nutrition needs as well as receiving a vaccine at King Soopers. She is reaching out to the state to see if that's something that they would approve. They want to know what messages work what messages don't work and reach out to non-English speaking populations.

Ana Lilia Lahowetz said gift cards is a good idea for the refugee population because it is harder for them due to food restrictions. When she has delivered gift cards in the past even though they were only \$20 or \$25, they could buy fresh vegetables.

Karie Erickson asked when the word would go out to providers to continue delivering food boxes. Travis said this has never been stopped and many providers are continuing to offer this service.

Cathy Noon would like to figure out how to get the vaccine to those that are home bound.

There was discussion about when the new census data becomes available could DRCOG's planners generate a map that will show pockets of the region to focus on need. One area of concern is the eastern plains.

Move to approve consent agenda

Items on the consent agenda included: Summary of the June 18, 2021, meeting.

- Bob Davis motioned to approve the minutes of the last meeting with the addition of adding Bob to the list of attendees. Tex Elam seconded the motion. Minutes were unanimously approved with change.
- Agendas and summaries are posted on the DRCOG website located at <https://drcog.org/calendar> from there choose the month and date of the meeting, click on the event. Once clicked you will find the link to the meeting for that month.

Action Items

Election of ACA Officers

Cathy Noon asked the committee if they would like for her and Karie Erickson to continue for another year, or if anyone would like to step up and be the Chair and Vice Chair.

- Bob Davis made the motion for Cathy and Karie to serve for another year, Cathy Noon seconded the motion. The committee unanimously agreed for Cathy and Karie to serve another year as Chair and Vice Chair.

Informational Briefings

Update on Transportation Voucher and AAA Funded Transportation Programs

- Travis Noon provided a PowerPoint with an overview of the AAA transportation program at DRCOG. Some highlights were that DRCOG receives three funding streams to fund transportation services for older adults and individuals with disabilities:
 - Older Americans Act/State Funding for Senior Services (OAA/SFSS) approximately 30 million
 - Federal Transit Administration (FTA) Section 5310 Denver-Aurora a little less than \$2 million per year
 - Human Services Transportation Improvement Program Set-Aside (HST-TIP Set-Aside) the tip is million dollars per year

- DRCOG has 10 providers that are funded through these funding sources. Slides seven through sixteen go over each provider and ride costs.
- Travis spoke about the service trends throughout the pandemic and provided these statistics on rides provided:
 - Total one-way trips provided: 46,784
 - July – December 2020: 15,414
 - January – June 2021: 31,370
 - Total COVID Related Services: 34,247
 - Total units provided: 81,031
 - Total Unduplicated Clients: 3,286
- Travis then spoke about each transportation providers receiving funds through DRCOG's voucher program:

HopSkipDrive

- Initially began providing rides to children
- Will provide assistance beyond curb
- During pandemic made food deliveries and assisted with vaccine transportation
- DRCOG staff schedule rides within a 20-mile radius
- Requires a 3-business day notice to schedule
- Rate is \$16.64 for scheduling a ride with \$2.08 per mile charge and \$18 flat fee for wait time exceeding 15 minutes
- Average ride cost \$31.23.
- Provided 12,570 trips, 231 vaccine trips, average 7.7 miles per trip with a 5% cancellation rate if less than 8 hours

Uber

- DRCOG started using in April 2021
- Clients are tied into DRCOG business account
- Each client is allocated a maximum of \$150/month for rides in DRCOG region, tips are not included, client must tip with their own funds
- Clients schedule rides themselves
- Limited to using Uber X or Uber X Pet
- Since April they have provided 203 trips, 25 clients currently enrolled.
- Average cost per unit is \$18.10 average trip is 7.5 miles and lasts 15 minutes.

RTD

- DRCOG offers free bus tickets for Access-A-Ride, discount local and regular local fair tickets
- Limit of 30 tickets per month
- Mailed to clients weekly by AAA staff

- Also distributed by Senior Support Services and Southwest Improvement Council providers as part of their grant
- Costs for Access-A-Ride: \$5.00, regular \$2.80 for age 60-64, discount \$1.40 for age 65+
- DRCOG reimburses Southwest Improvement Council \$1.40 per ticket and Senior Support Services \$57 for a monthly pass
- In 2020 DRCOG distributed 4,542 Access-A-Ride Tickets, 2,470 regular tickets, 4,690 discount tickets
- Reimbursed Senior Support Services for 2,400 tickets and 818 monthly passes and Southwest Improvement Council for 714 tickets
- In July, 50% of tickets mailed by AAA were for Access-A-Ride, 50% to 60+ clients
- The state consumer satisfaction survey results which are required by the state for the voucher program were completed in February 2021. Results were excellent with positive comments from clients.

Update on Transportation Subcommittee –

- Jayla began by providing a presentation outlining what has happened within the committee since February.
 - The purpose of establishing the subcommittee was to understand the growing need, explore new services, review new technology, expand funding partnerships.
 - DRCOG was successful in providing transportation services during the pandemic.
 - They helped providers with additional funds that allowed them to deliver meals which kept many providers from closing.
 - DRCOG made the transition from SRC and Via when SRC could no longer provide transportation services.
 - As indicated by Travis, their satisfaction survey ratings were high and results showed they are accomplishing the goal to provide more choice and independence to clients.
 - With the additional funds from the CARES Act they were able to increase transportation services.
- Current Challenges
 - Providers are finding it hard to find drivers and volunteers and are having catalytic converters stolen decreasing their fleets while they are being repaired.
 - Providers are still not able to provide service as they did pre-pandemic.
- Considerations for the future and ideas for next steps
 - There will be a challenge to provide transportation to an increasing 60+ population
 - More older adults will need assisted transportation as they age, and disabled adults are living longer
 - Will need more transportation options to address need
 - The region footprint will become larger, more funding and stable funding will be needed to accommodate this growth

- Coordinating services depending on where a client needs to go, possibly group transportation
- There was some discussion on autonomous vehicles and how there needs to be more study on the benefits and challenges it may present the older population.
- Some suggestions from Jayla
 - Need to understand current service challenges in underserved areas
 - Identify infrastructure needs
 - Make use of ARPA and SB290 funds
 - Identify potential partners for service expansion and infrastructure
 - Recommend funding projects to the ACA and DRCOG Board
 - In 3 to 5 years, develop a comprehensive mobility/transportation plan, a comprehensive list of infrastructure projects and an advocacy strategy

Discussion

Bob Brocker asked if anybody was looking at how to reduce demand. Possibly combining rides to do three things instead of one.

Cathy Noon said the Transportation Subcommittee was going to try to look deeper into coordinated transit plans to see how we can partner.

County Reports

Adams County – Dawn Perez

- Adams County is now conducting their meetings both live and virtual
- Saturday, October 16th, is the ACAN Conference at the Adams County Fairgrounds. The size will be reduced from previous events.

Arapahoe County – Cathy Noon

- Arapahoe County would like to go to live meetings in September if the senior center will let them.
- The Arapahoe County libraries in conjunction with the Centennial Senior Commission have a good activity schedule that people can sign up to be notified through the city's website of the available programs.

Douglas County - Wynn Shaw

- Wynne said that the Living and Eating Well group is having a potluck outdoors at the Lone Tree Golf Club.

Other Matters by Members

Bob Brocker mentioned Age-Wise Colorado and YouDefineWellness is having a webinar on September 16. There will be three panels, one focused on technologies to help the caregiver, second on self-care for the caregiver, and panel three on caregivers.

Next meeting – **September 17, 2021**

Adjournment

The meeting adjourned at 1:06 p.m.

**ADVISORY COMMITTEE ON AGING
MEETING SUMMARY
Friday, October 15, 2021**

Members Present

Ada Anderson	Douglas County
Barbara Boyer	Arapahoe County
Bob Brocker	At Large Denver
Bob Davis	City and County of Broomfield
Cary Johnson	Jefferson County
Cathy Noon	Arapahoe County
Connie Ward	Jefferson County
Dawn Perez	Adams County
Donna Mullins	Jefferson County
Houston "Tex" Elam	At Large Arapahoe County
Jim Dale	DRCOG Board - Golden
Karie Erickson	Douglas County
Wynne Shaw	DRCOG Board - Lone Tree

Guests Present

Allison Cutting, Douglas County Mobility, Conner McCarthy, Grants Manager Aging Resources of Douglas County, Kristine Burrows, Jewish Family Services, Mark Levine, DRCOG Consultant, Valerie Robson, Aging Resources

DRCOG Staff Present

AJ Diamontopoulos, AHC Manager, Ana Lilia Lahowetz, Case Manager Cassie Scott, I&A Manager, Christine Manikowski, AHC Navigator, Doug Rex, Executive Director, Jayla Sanchez-Warren, AAA Division Director, Marlene Priest, AHC Navigator, Michelle Martinez, Case Manager, Mindy Patton, AAA Division, Assistant Ryan McGee, Transitions Counselor, Sara Beth Ford, Refugee Program, Manager Shannon Gimbel, Ombudsman Manager, Sharon Day, AAA Business Operations Manager, Travis Noon, Senior Program Specialist, Zack Gibbons, Fiscal Specialist, Zayra Ordonez, AHC Administrative Assistant

Cathy Noon Committee Chair – Called the meeting to order at 11:05 a.m.

Public Comment Period (Non-ACA Members)

There was no Public Comment.

Report of the Chair

Cathy participated in the Funding Subcommittee meeting which is in the process of reviewing the RFP application. She commended the subcommittee on the great job they were doing.

Report of the AAA Director

- Program updates
 - AHC team screened over 1,088 cases, 47% of those cases reported meeting at least one need. The top need was food, then housing, followed by transportation.
 - Rebranded the voucher program to Choice Services Program.

- In August, DRCOG provided 3,378 rides an increase of 37% from the previous month.
- Home voucher program provided over 1,000 hours of service in August.
- The veterans' program has 133 clients. They plan to add another staff person to the team at the beginning of the year.
- There were 45 facilities with COVID outbreaks with more assisted living facilities than previously.
 - The Attorney General will be opening an investigation regarding Innovage the PACE program. Shannon Gimbel provided this link https://gazette.com/premium/colorado-attorney-general-launches-probe-of-denver-based-home-health-provider/article_e63bc8bc-2883-11ec-be09-eb2a86b003cc.html. An audit was conducted in May, and they are awaiting results for possible legal action.
- Jayla was invited to be a part of a panel at a recent Golden city council study session which included Dale Elliott from Volunteers of America, Karen Stewart from Age Friendly Jefferson County and ACA member Donna Mullins. It was an unprecedented opportunity to do a 90-minute study session with the Golden City Council.

Jim Dale said he and City Councilman Paul Haseman were working to help the Golden senior population with a referral system and would like to dedicate some funding for the referrals.
- DRCOG is currently airing 15 second spots on PBS advertising SHIP open enrollment.
- SAPGA is making the following recommendations:
 - Continue funding for the Senior Policy Advisor, which is held currently by Jarett Hughes
 - Funding for statewide broadband access to include technology, training, and education.
 - Funding for an age-friendly public health initiative which brings groups together that are working on older adult health issues including health maintenance and disease prevention
 - Transportation infrastructure and design pilot focused on funding for dialysis transportation for older adults.

Bob Brocker added that they were getting closer to a pilot program with an expectation of starting in a few months and hope to work with DRCOG, CDOT and RTD. Jayla is interested in a cost-sharing model. Jim Dale suggested a provider fee to assist dialysis patients.

 - Secure funding for savings education and outreach to help older adults prepare for retirement.
- SAPGA introduced an equity tool that will frame and develop opportunities to equalize resources and opportunities for all older adults
- There is more and more talk of equity, diversity, and inclusion in several meetings Jayla attended. There will be new regulations coming from the Administration on Aging that will include this.
- Jayla attended the National Association of Legal Services Developer meeting where they encouraged targeting services to specific groups such as LGBTQ+, immigration, Native American, Latino and Black populations. Inclusion of language and access for visually and hearing impaired
- The Administration of Community Living is asking for more data to support better health outcomes and support AAA services.

Move to approve consent agenda

Items on the consent agenda included: Summary of the October 15, 2021, meeting.

Agendas and summaries are posted on the DRCOG website located at <https://drcog.org/calendar> from there choose the month and date of the meeting, click on the event. Once clicked you will find the link to the meeting for that month.

Action Items

Status of ACA Transportation Subcommittee

- The goal of the Transportation Subcommittee was to prepare for an aging population, plan for the growth of the population and develop an infrastructure.
- The committee met six times and educated the group on all aspects of the program.
- The next step was to add members and begin to look at data gaps, what was working, what wasn't working. Initially there was no way to know how COVID would impact transportation providers who are now struggling with increased service requests and less staff.
- Jayla recommended delaying the work of the subcommittee until the spring of 2022 due to these staff shortages and increased service requests. She did not feel this was a good time to have providers pull data that may not be reliable due to COVID or take valuable time to participate in a committee.
- By the spring, staff will also know the status of the ARPA and Senate Bill 290 funding.

Discussion

There was discussion of expanding services to unserved areas such as Byers, Gilpin County and Clear Creek.

Motion

Tex Elam made the motion to postpone the Transportation Subcommittee until spring of 2022. Bob Davis 2nd the motion. Motion was unanimously approved.

Informational Briefings

Homeless and Housing Update

- Jayla said 30% of the AAA calls have been related to housing in the last month.
- Jayla, Rich Mauro, and others have been working to bring attention to the older adult homeless issue. They have met with elected officials, representatives from Senator Hickenlooper's office, the Governor's staff, and AARP
 - A Denver Post article from Alex Burnett generated a report on Channel 7 news.
 - DRGOG is producing a White Paper to send to elected officials and Jayla did an interview on Colorado Public Radio related to the issue.
- Jayla is working with the owner of the White Swan hotel in Lakewood to see if they would consider serving older adults who are homeless. Jayla spoke with the State Unit on Aging to see if some of the COVID funding could be used for housing vouchers, they said it could be done. Jayla is now working on internal processes and she hopes to have the program in place at the beginning of 2022

- There is another hotel further west on Colfax that may be bought. The buyer is interested in helping provide temporary housing for homeless older adults. Temporary housing would allow the homeless to get services and long-term housing.

Discussion

Carey Johnson mentioned there were people living in their cars at Walmart parking lots. Jayla said there is work going on with police and others to develop resources for safe parking lots that will have extra police patrols.

Jim Dale said that Golden now has a homeless coordinator and affordable housing coordinator on board.

There was more discussion regarding the cost of mobile home parks and how many are being sold or are renting at a premium. They are also being taxed as personal property rather than real estate.

Cathy said both Denver and Aurora have dedicated funding for the homeless. She suggested DRCOG begin to advocate and raise awareness within those systems.

County Reports

Arapahoe County – Cathy Noon

Centennial Senior Commission gave an update to their city council. They have five initiatives that they are tasked with researching costs. One was an electric shuttle to get seniors back and forth across Arapahoe Road.

Douglas County - Karie Erickson

Douglas County is seeing less participation in their county meeting.

Jayla and Karie had a good conversation with the state regarding the Douglas County kitchen. Due to the equipment shortages, there are waitlists and backorder issues for years with a 30% to 50% up charge. Finding commercial space in Douglas County has been difficult too.

Douglas County has come up with an idea for playgrounds to incorporate equipment for older adults. Older adults could get some physical therapy of their own while taking grandchildren to the playground. They would like to see it statewide. Larkspur is looking at the opportunity.

Jefferson County – Donna Mullins and Cary Johnson

Jefferson County sent out 168 certificates of appreciation in conjunction with their Senior Heals event recognizing frontline workers. They had 5 frontline workers who have gone above and beyond that will be interviewed by a videographer. Six mayors and three commissioners will be interviewed as well.

Carey mentioned that it has been difficult with COVID to get participation in the JCCOA meetings and that he foresees them struggling for quite a while.

Other Matters by Members

Tex Elam announced that he has agreed to serve on the board of Via.

Cathy is pursuing an idea to get vaccines out to people in Gilpin County called "Slots for Shots." It is working with a casino where DRCOG could provide the vaccine, a meal and the casino could donate a \$20 gambling card. Jayla said they could use the COVID vaccine funding, and it would be a good way to address lower vaccine rates.

Next meeting – **November 19, 2021**

Adjournment

The meeting adjourned at 12:47 p.m.

ATTACH B

To: Chair and Members of the Advisory Committee on Aging

From: Sharon Day, Program Manager, AAA Business Operations
(303) 480-6705 or SDay@drcog.org

Meeting Date	Agenda Category	Agenda Item #
November 19, 2021	Action	6

SUBJECT

This item is regarding six-month allocations and contract extensions for AAA providers in state fiscal year 2021-2022 (SFY2022).

PROPOSED ACTION/RECOMMENDATIONS

DRCOG staff recommends approval of six-month allocations and contract extensions for AAA providers in SFY2022.

ACTION BY OTHERS

November 10, 2021 – ACA Funding Subcommittee reviewed contractors' proposed six-month funding requests and made funding recommendations.

SUMMARY

The ACA previously approved six-month funding allocations for several contractors effective in the new state fiscal year starting July 2021. The contracts were initially shorter-term either because 1) the provider or the program was relatively new and untested, or 2) the service proposal was submitted after the deadline for the biannual proposal solicitation. All providers except for Dominican Home Health recently submitted their proposed budgets for the next six months at or below their current level of funding. Dominican did not reapply for funding as it intends to suspend services after the end of the current grant due to the severe impact of staffing shortages.

The ACA funding subcommittee reviewed and discussed all of the proposed contract extensions. In addition, members discussed continued funding for six months for Nymb Science, a contracted vendor for balance training and fall prevention via a mobile app. The committee's recommendations totaling approximately \$612K for the six months ending on June 30, 2022 are summarized on the attached spreadsheet.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

Move to allocate up to \$612,000 to service providers and extend their contracts for an additional six months ending on June 30, 2022.

ATTACHMENT

SFY2022 6-mo contracts review.xls

ADDITIONAL INFORMATION

If you need additional information, please contact Jayla Sanchez-Warren, Director, Area Agency on Aging, at 303-480-6735 or jswarren@drcog.org, or Sharon Day, Program Manager, AAA Business Operations, at 303-480-6705 or sday@drcog.org.

ACA Funding Subcommittee
SFY2022 6-Month Contracts Review

11/10/2021

Contractor	Service	Contract amount		Recommended
		Current	Requested	
1 Blue Spruce Habitat	Chore - home modification	\$ 40,000.00	\$ 40,000.00	\$ -
2 City and County of Denver	Info and assistance	\$ 55,440.00	\$ 55,440.00	\$ 55,440.00
3 Jefferson Center for Mental Health	Counseling	\$ 76,149.00	\$ 64,795.00	\$ 64,795.00
4 Rebuilding Together Metro Denver	Chore - home modification	\$ 40,000.00	\$ 40,000.00	\$ -
5 Senior Hub	Adult day	\$ 49,590.00	\$ -	\$ -
	Caregiver respite - in-home	\$ 93,015.00	\$ 92,160.00	\$ 92,160.00
	Home delivered meals	\$ 409,237.00	\$ 36,225.00	\$ 36,225.00
Other				
6 Nymbi	Education - fall prevention	\$ 363,000.00	\$ 363,000.00	\$ 363,000.00
			Total	\$ 611,620.00

ATTACH C

To: Chair and Members of the Advisory Committee on Aging

From: Jayla Sanchez-Warren, Director Area Agency on Aging, (303) 480-6735 or jswarren@drcog.org

Meeting Date	Agenda Category	Agenda Item #
November 19, 2021	Informational Briefing	8

SUBJECT

Initiatives to address homelessness and housing in the region

PROPOSED ACTION/RECOMMENDATIONS

Informational only

ACTION BY OTHERS

N/A

SUMMARY

Older adults are at a greater disadvantage than other adults when seeking and maintaining affordable housing and often find themselves homeless or near homelessness at a greater rate than other adults. There are several efforts in the region to address affordable housing needs and homelessness. We will learn how some are addressing this challenge in their communities. Lana Dalton, City of Aurora, Flo Raitano, DRCOG and a representative from the City and County of Denver.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

NA

ATTACHMENT

N/A

If you need additional information please contact Jayla Sanchez-Warren, Director Area Agency on Aging, 303-480-6735 or jswarren@drcog.org

ATTACH D

To: Chair and Members of the Advisory Committee on Aging

From: Jayla Sanchez-Warren, Director Area Agency on Aging, (303) 480-6735 or jswarren@drcog.org

Meeting Date	Agenda Category	Agenda Item #
November 19, 2021	Information	8

SUBJECT

Initiatives to address homelessness and housing in the region

PROPOSED ACTION/RECOMMENDATIONS

Informational only

ACTION BY OTHERS

N/A

SUMMARY

Older adults are at a greater disadvantage than other adults when seeking and maintaining affordable housing and often find themselves homeless or near homelessness at a greater rate than other adults. There are several efforts in the region to address affordable housing needs and homelessness. We will learn how some are addressing this challenge in their communities. Lana Dalton, City of Aurora, Flo Raitano, DRCOG and City and County of Denver.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

NA

ATTACHMENT

N/A

If you need additional information please contact Jayla Sanchez-Warren, Director Area Agency on Aging, 303-480-6735 or jswarren@drcog.org

ATTACHE

To: Chair and Members of the Advisory Committee on Aging
From: Ines Rosas, Program Manager, Veteran Directed Care Program
303-480-5654 or irosas@drcoq.org

Meeting Date	Agenda Category	Agenda Item #
November 19, 2021	Informational Briefing	9

SUBJECT

Briefing on AAA Veteran Directed Care Program

PROPOSED ACTION/RECOMMENDATIONS

N/A

ACTION BY OTHERS

N/A

SUMMARY

The Veteran Directed Care (VDC) program offers veterans and their caregivers greater access, choice, and control over long-term services and supports that help veterans live at home and remain a part of their community. Veterans in the program decide for themselves what mix of goods and services best meet their needs, which includes the ability to hire, schedule and supervise their caregivers.

The VDC program was developed by the U.S. Department of Veterans Affairs, Veterans Health Administration (VHA) and the U.S. Department of Health and Human Services Administration for Community Living in 2008. It is currently offered at 70 VA Medical Centers across the country. All veterans, regardless of age, who are enrolled in the VA healthcare system and meet the clinical need for the services, are eligible to participate in VDC if offered at their local VA Medical Center.

In 2015, the AAA started developing and partnering with the Rocky Mountain Regional VA Medical Center, and the program was implemented and active in the fall of 2016. The VDC team currently serves a total of 122 veterans in the Denver metropolitan area and continues to grow. We receive an average of 6 referrals per month and since March 2020, enrollments have increased by 22%.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

N/A

ATTACHMENT

VDC Presentation

ADDITIONAL INFORMATION

If you need additional information, please contact Ines Rosas, Program Manager, at 303-480-5654 or irosas@drcoq.org; or Jennifer Reeves, Manager, at 303-480-6755 or jreeves@drcoq.org.



Area Agency on Aging

Presented by:

Ines Rosas

November 19, 2021





Area Agency on Aging

Aging and Disability Resource Center (ADRC) for Colorado

The ADRC provides older adults and adults with disabilities streamlined access to long-term services and supports to remain independent in the community. Information & Assistance and options counseling help individuals manage their health issues, remain independent and understand long-term care support and service options.

Information & Assistance

Community resource specialists provide information and assistance by phone and email to older adults, people with disabilities and their families. Topics include referrals to local service providers, guidance and tips on accessing services. Using priorities outlined in its four-year Area Plan on Aging, DRCOG also funds community services for residents 60 and older.

Options Counseling

Options counseling is available for older adults, people with disabilities and their caregivers. Options counseling begins with an in-person interview and a strengths-based assessment. Counselors work with consumers to explore individualized options and resources for long-term services and supports; provide decision-making support; establish an action plan; and ensure access to desired services.

Case Management

The Area Agency on Aging provides intensive short-term case management services for people 60 and older, including a comprehensive needs assessment to help develop a care plan. Case managers also coordinate and monitor services.

Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman Program is an advocacy program that protects the rights of residents of nursing homes and assisted living residences. Ombudsmen investigate complaints, help facility staff solve or mediate problems, provide education about long-term care communities and residents' rights, and help consumers select care communities appropriate for their needs.

Program of All-Inclusive Care for the Elderly (PACE) Ombudsman

The Program of All-Inclusive Care for the Elderly Ombudsman is an advocate for participants in programs beyond long-term care facilities. Ombudsmen help resolve issues related to care, health, safety or participants' rights. Ombudsmen resolve complaints from quality-of-care issues (such as a participant's preferred time to receive care) to abuse and neglect.

Community Options Program

Options counselors help eligible long-term residents of skilled nursing facilities discover their community living options, provide information and support decision-making if moving back into the community is the right alternative.

State Health Insurance Assistance Program (SHIP)

The State Health Insurance Assistance Program provides Medicare beneficiaries in Arapahoe, Douglas and Jefferson counties with information, counseling, and enrollment assistance. SHIP counselors provide free in-depth, one-on-one assistance with Medicare and supplemental insurance policies to beneficiaries, their families and caregivers. They also help eligible people obtain financial assistance.

Senior Medicare Patrol (SMP)

Senior Medicare Patrol provides people with Medicare preventive education and counseling on how to protect, detect and report suspected Medicare fraud, errors and abuse. Certified counselors provide advice on protecting Medicare benefits and detecting irregularities on Medicare Summary Notices. They conduct Medicare fraud prevention classes for groups and providers. They can help individuals with Medicare billing errors or charges for services they did not receive, or who want to report suspected Medicare fraud.

Veteran-Directed Care (VDC)

Veteran-Directed Care helps veterans of all ages live independently in their homes and communities. Area Agency on Aging case managers serve as the veteran's primary source of support, and can provide help for veterans who are isolated or whose caregiver is overburdened. Case managers help veterans obtain services that allow them to live safely at home, including help with bathing, getting dressed, preparing meals and managing medications. Eligibility is determined through the Department of Veterans Affairs.

Network of Care

Network of Care is a comprehensive web directory with easy-to-use community service listings, a library on more than 40,000 health topics and a secure, electronic personal health record.

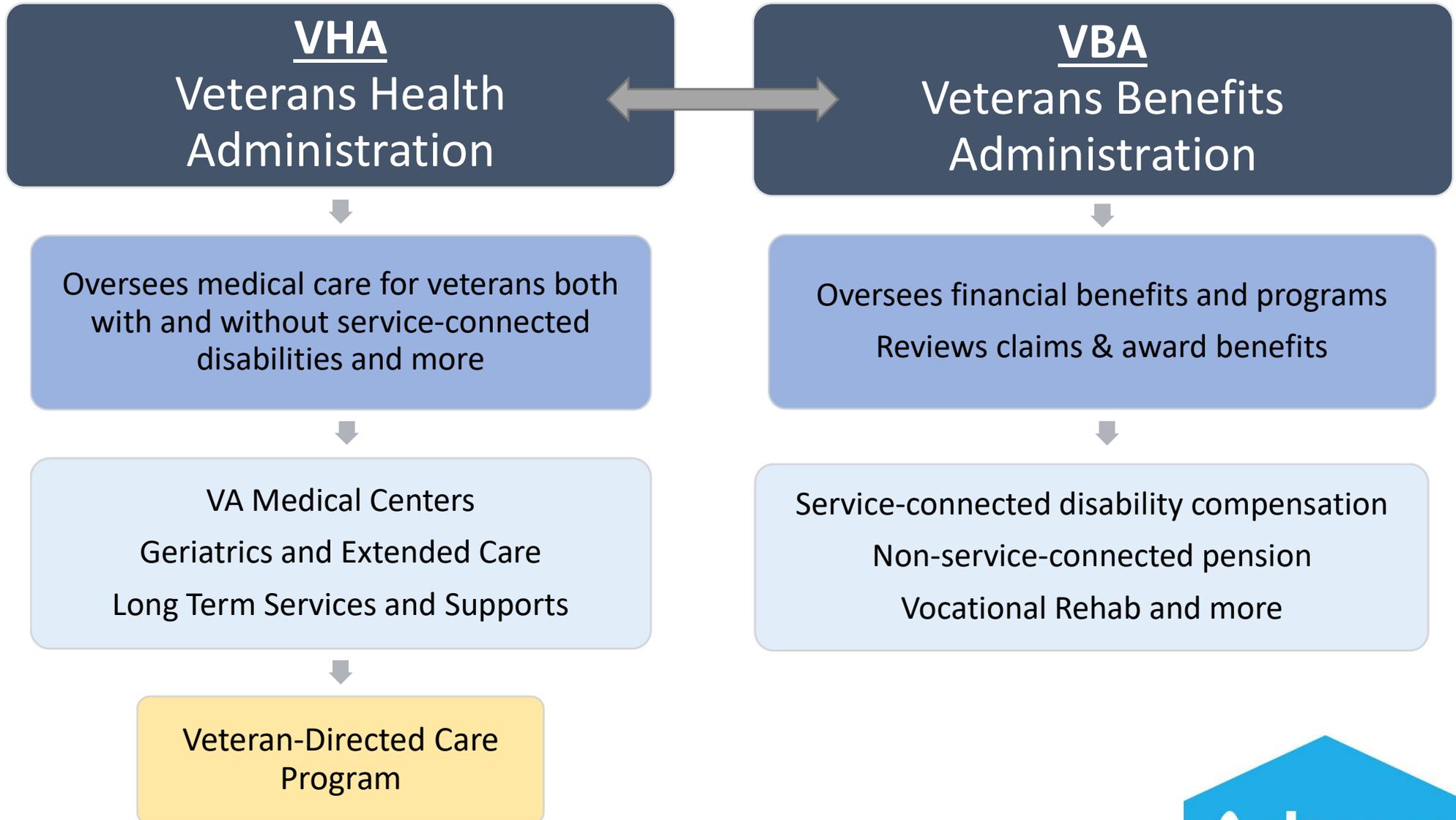
Elder Refugee Program

In partnership with the Colorado Refugee Service Program, DRCOG's elder refugee program helps older adult refugees decrease their social isolation, increase integration experiences and build community connections. Activities promote health, nutrition and wellness. The program partners with the Aurora Center for Active Adults and other recreation centers.

AAA-FL-ALLSERVICES-20-01-31-v1



U.S. Department of Veterans Affairs



Veteran-Directed Care

Flexible solutions for your well-being and independence



Veteran-Directed Care serves eligible veterans of any age who are at risk of moving to long-term care facilities. Veteran-Directed Care helps veterans receive home- and community-based services that enable them to continue to live in their homes and communities for as long as possible.

Veteran-Directed Care allows veterans to:

- decide what help they need, when they need it and who provides it
- work with a case manager to develop the spending and service plans
- decide what goods and services will best meet their care needs, and the needs of their caregiver
- manage a flexible, individual budget
- hire and supervise workers, including family or friends
- buy items or acquire services to live independently in the community

Veteran-Directed Care includes:

- case management services
- a flexible monthly budget for goods and services such as:
 - *in-home personal care*
 - *adult day care*
 - *homemaker services*
 - *environmental support*
 - *caregiver support*
 - *transportation*

To apply:

The Department of Veterans Affairs determines veteran eligibility and establishes participant budgets. If you are interested in the program, contact any Veterans Affairs social worker or Brigitte Lee, coordinator, at 720-563-9148 or brigitte.lee@va.gov.





Veteran Directed Care - Statistics

- Developed by Veterans Health Administration and the Administration for Community Living in 2008
- Currently offered at 70 VA Medical Centers - 3,588 veterans are enrolled nationally
- In 2015, the DRCOG AAA started developing and partnering with our local VAMC, Rocky Mountain Regional Medical Center
- VDC enrolled the first veteran in the fall of 2016 and currently serves 122 veterans across 8 counties
 - Adams: 16 Arapahoe: 37 Broomfield: 2
 - Denver: 32 Douglas: 16 Jefferson: 18
- Our team has served a total of 332 total clients since 2016 and enrollments have increased by 22% since March 2020



Veteran Directed Care – Adaptability

- Case manager contacts doubled after the pandemic was declared to support veterans and their caregivers during increased social isolation and labor shortages
- To quote one of our clients: “I know it is your job, but you have such patience with me. To have one single person who is consistent even when I cannot. You are very important in my life, and you have made a tremendous effect. Without you COVID experience would have been detrimental to my life in other ways far worse than illness or death. I'm not just blowing up your skirt. I speak true.”
- The team has stayed creative to meet our clients’ needs. From video calls to caravans, virtual group get-togethers and acapella singing, we have grown stronger together



Veteran Directed Care – Client Stories

- Throughout the last 5 months veteran has been hospitalized at multiple facilities and experienced several health challenges
- During this time, their daughter has been doing her best to navigate the complicated VA health care system to coordinate care for her parent across state lines
- Their VDC case manager has assisted them during this time in advocating with the VA VDC Coordinator and VA Social Workers to assist daughter in accessing all resources available to veteran
- Following a VDC budget decrease, their case manager has been there to answer questions, provide advocacy, assist with appeal options and this family was able to have their budget reinstated
- Their case manager is now assisting the family in applying for Medicaid programs and sent this kind message to them: “I just wanted to remind you that you are an amazing human, woman, and case manager to my mother and I. Thank you for all that you do!”



Veteran Directed Care – Client Stories

- Veteran was experiencing such a significant decline in their health that they were unable to understand the changes due to a TBI (traumatic brain injury)
- Veteran's spouse was under extreme stress trying to manage veteran's behaviors and health. VDC case manager increased contacts with them during this time to check in and provide additional support
- Veteran's spouse called their case manager and thanked them for calling, supporting them, and “just listening”, they shared “I want to let you know that our interaction yesterday changed me. The compassion you showed helped me get through a difficult day”



VDC - Growth & Sustainability

- In the past month, the VA announced that VDC will be funded at the national level, currently VDC is funded through local VA Medical Center budgets
- This is a promising change, since our current VA VDC Coordinator has a caseload of about 300 clients and is overburdened with a high caseload
- We hope that with national funding, the RMR VAMC will be able to fully staff the program and create more streamlined practices to better support our veterans
- In a recent national conference, the VA shared significant statistics regarding the benefits of VDC:
 - “Geriatric Extended Care (GEC) analyses found that Veterans in VDC experience a 37% decrease in nursing home use one year after VDC enrollment”

- You can read the full presentation here:



VA+Update+on+VD
C+Slides+5.18.21.pdf





Thank you!

Questions?

Ines Rosas

Program Manager, Veteran Directed Care

303-480-5654

irosas@drcog.org