

Older Adult Services Advisory Council
January 8, 2019 – 3:30 PM
Meeting Minutes

Attendance:

OASAC Members: Vice-Chair John Hilliard, Tim Charron, Kimberly Middleton, Kelly Quardokus, Commissioner Mike Quinn, Ros Robbert, Dawn Shilts

Absent: Kim Phillips (excused), Beulah Price (excused), Chair Don Ryan (excused)

AAA IIIA Staff: Samantha Carlson, Older Adult Services Director; Brien Brockway, Quality Assurance & Planning Coordinator; Don Saldia, CFI Program Manager; Jim Rutherford, Public Health Officer; Deb Lenz, Deputy Health Officer; Lisa Henthorn, Kalamazoo County Deputy Administrator; Denise Ulrich and Tim Meeker, Kalamazoo County Finance Department; Janice Bonita, Administrative Assistant

AASA Field Rep.: Cindy Albrecht

Guests: Teresa Anderson, Senior Services; Danna Downing, Richard Kline, Senior Services; Cyndi Thomas, Park Place Assisted Living; Allan Wilke, MSAC Representative; Amanda Willer, Vineyard Assisted Living

Announcements:

- 3:36pm: Meeting called to order by Vice-Chair John Hilliard.
- Pledge of Allegiance
- Introductions
- Samantha Carlson announced this is a voice-recorded meeting per the Public Meetings Act.

- **Vice-Chair called for a motion to excuse absent Council members and approve Beulah Price for medical leave.
Kimberly Middleton Moved, Tim Charron seconded
Approved**

- **December 2019 Minutes Approved
Kimberly Middleton moved, Tim Charron seconded**

AAA Team Reports:



January 2020.pptx

- **Director's Report – Samantha Carlson**

Old business- follow up from December 2020 OASAC meeting:

- Letter from OASAC to APS recommending online reporting component drafted. Signed by Chair Don Ryan. Should be sent mid-January pending finding the appropriate destination at DHHS.
- Elder Abuse Prevention outreach Courts & Clergy event pending timeframe for schedule, potentially March 2020. Looking for location; probably will be at Probate Court or in the Justice Complex on Gull Road. More information will be shared. Elder Abuse Prevention Coalition is working on outreach and community education.
- Centenarian Luncheon –possibility that it will be moved to another host organization. If it goes external we will assist in smooth transition. Time sensitive for projected event date in late spring.
- First Fiscal Quarter Statistics/Programmatic Reports – will have at next regular OASAC meeting (March 2020).

Director's Report:

- **Special interest groups (SIG)** – (refer to slide for five SIGs). AAA is dividing the team into Special Interest Groups (SIGs). Staff divided into groups for the purpose of engagement in AAA IIIA mission, evolution of progress with projects, increase diversity in their skill sets, and build teamwork.
- Groups for 2020 include: Marketing Materials, Older Adult Speaking Engagements (education on older adults to other professionals) AAA Speakers Bureau (clients recruitment), Senior Expo, Christmas Donations, and Centenarian Luncheon (if it continues through KCG).
- Groups are limited to eight members, and will run for one calendar year. AAA invites OASAC council members to consider attending one group to participate in an advisory capacity. Up to two OASAC members per SIG, with a limit of one SIG group per OASAC member.
- OASAC Role: each OASAC member can choose one group to join. Limit of two OASAC members per group. OASAC member will be responsible for reporting back to OASAC during member time.
- Information for OASAC members will be provided once the groups are established. OASAC members expressed interest and would like more information. More information will be provided by next regular OASAC meeting (March 2020).

Senior Millage Update:

Marketing & Advertising:

- Review of Kalamazoo County Senior Millage Programs draft brochure distributed for OASAC review and input
- Discussion of content and format- minor revisions. Purposeful simple design for ease of reproduction. PDF will be accessible on AAA website. The document can be emailed and reproduced for distribution to the public once final version is complete.
- Providers listed in the Brochure have reviewed the document, and have been given the Provider Meeting deadline of 1/16 for any revisions.
- OASAC members discussed adding a disclaimer on brochure noting dated material and that AAA is not endorsing services. Director reiterated the purpose of the brochure is to outline for the public programs funded by the Kalamazoo County Senior Millage.
- OASAC discussed having all calls for Kalamazoo County Senior Millage services call AAA I & A phone line. Director clarified AAA does not have the staffing or infrastructure to address volume of calls. Also, funded providers are responsible for evaluating eligibility for programming and coordinating care for Senior Millage funded programs. Individuals looking for services should call the provider directly to alleviate extra steps to get to service.
- Discussion on language of direction of directions to readers of changing “should call” to “may call,”
- Purpose of brochure is to highlight Senior Millage funded programs, and provide a tool of communication, and transparency. The brochure will be accessible on the Kalamazoo County Government Health & Community Services Older Adult Services Division/AAA website.
- OASAC members’ suggested distribution:
 - Community groups, family groups, senior groups, Retirement organizations such as teachers (KARSP), Restaurants that have a high senior clientele, Caregivers, support groups, Senior housing, such as Friendship Village, Coffee shops, Social services agencies such as DHS, Gerontology departments, Doctors Offices, Legislators events for “coffee”
- OASAC requests copies of the brochure to distribute- they will be supplied at next OASAC meeting with the final draft if not before by email.

Senior Millage Showcase –

- AAA will be hosting a Senior Millage Showcase scheduled on January 30th at HCS in room 361. from 10am to 12noon. This will be open to the public. A Press Release is in process.
- This event will allow for all of the providers receiving funding through the Kalamazoo County Senior Millage to highlight how their programs have been expanded. Professionals and public are invited. Professionals such as case managers from other organizations who make referrals or who have clients who could benefit from, for

example, transportation, etc. have been invited. The Press Release will be shared with OASAC when published.

Community Needs Assessment –

- Contract has been signed with Public Sector Consultants (PSC), Michigan-based company based in Lansing.
- Review of their work with non-profits, education, and healthcare. Website: <https://publicsectorconsultants.com/>
- AAA provided PSC with the AAA 2011 Community Needs Assessment report, the data from AAA Senior Expo 2019 survey, the Area Agency on Aging Association of Michigan state wide needs assessment, Bronson Healthcare's Community Needs Assessment, and will provide Borgess/Acension Health's assessment once published.
- PSC is conducting two public forums, two professional focus groups, and will come to OASAC to complete the final focus group February 2020.

Quality Initiative Project – Brien Brockway, Quality Assurance & Planning Coordinator

- Community Needs Assessment Focus Groups – Two, open to the public, on February 5th: South County Community Services at 8:30am, and at Ecumenical Senior Center at 1:30pm.
 - OASAC members inquired as to location selection of these forums. AAA selected the locations due to underserved demographics and location given AAA data. Other locations have been added by AAA staff to facilitate a drop in educational session and assistance with survey distribution. Due to the limit set in the contract by Public Sector Consultants for only public forums, AAA staff is working towards outreach sessions at locations such as Portage Senior Center. A AAA session is scheduled at Portage Senior Center on February 6, 2020 from 9:00am-12:00pm.
 - Consultant will also conduct three smaller focus groups, focusing on professionals serving older adults. Focus groups selected are:
 - Elder Abuse Prevention Coalition & Multi-Disciplinary Team meeting on January 23rd
 - Professionals Focused on Aging, on January 24th
 - OASAC on February 12th The final focus group that will be OASAC. OASAC is scheduled last due to scheduling of the consultants, as well as order of attaining information. Having facilitated the other forums and focus groups prior to OASAC, the content gained will enhance and enrich the discussion.
 - Compressed timeframe for Survey due to various reasons.
 - Focus groups and forums scheduled close together for this reason
 - The information from the survey will be used to inform decisions regarding funding for the Millage in the next contract period.

- Tentative final product by Sunday, March 15th.
 - OASAC members expressed concern at the compressed timeframe; noting it may not reflect true need for services.
 - Reminder HCS administration has noted in previous OASAC meetings commitment and intention for Older Adult Community Needs Assessment will be completed every three years.
- Discussion of the timelines, and timeframe of processing contracts and RFPs, roughly three to four months. Reminder of previous discussions of evaluating the timeframes of contracts, and attaining data prior to funding allocation and RFP posting to ensure needs are met accordingly.
- Reminder the 2020 Senior Millage Funding Application is a two year contract, and will be coordinated with the scheduling of the next Older Adult Community Needs Assessment.
- Reminder the consulting firm has a large team of dedicated, specialized staff committed to this project.
- OASAC member inquiry regarding qualitative and quantitative data are being collected, which was confirmed in the consultants' RFP application, plan of service delivery, and as outlined above with the imitation of the survey, forums, and focus groups.
- Community sites noted for on-site paper copy pick up of the survey, as well as flyers with instruction on how to access it online. Paper copies are limited due to cost and time of return.
- Portage Senior Center is a site for paper copies. List of other sites in process- OASAC encouraged to provide suggestions. Senior Services is being asked for assistance with the home delivered meal population, as well as the meal site locations.
- OASAC inquired as to the survey completed at the 2019 Senior Expo, and if it will be facilitated annually. This will be discussed at the Senior Expo Special Interest Group. OASAC's feedback is welcome to that survey. OASAC members encouraged to join SIGs of their specific interest.

Staff Updates – Don Saldia, CFI Program Manager

- 2019 Care Management year in review to date. Review of slides, statistics, and program growth.
- Waiting list continues to have additions, as well as removals to services. Some increase of waiting list noted to increased awareness of services through the Senior Millage.
- Wait on the list is extremely shortened due to increased services through the Senior Millage.
- We are taking people off wait list more quickly and assigning them to Care Consultant.
- I&A call line received more unique callers. Supporting data provided.
- Some callers are more appropriately served by being referred to Waiver or PACE
- I&A addition of Millage staff person able to handle more callers quicker

- OASAC inquired as to current staffing of AAA.

- Currently eight social workers and two nurses (one on medical leave). One social work position is open, several applications, interviews are being scheduled.

Review of Waiting List Priority triage for AAA requested. As discussed in previous OASAC meetings, AAA Information & Assistance assesses referrals, and scores them according to need with a validated tool.

- Priority 1 and Priority 2 are high acuity (high risk) potential clients
- Priorities 3 and 4 are lower acuity (lower risk)
- 1 & 2—especially APS referrals—are coming off the wait list within a couple of weeks
- 3 & 4 some individuals just need information and assistance
- When we roll out Options Counseling, lower acuity individuals can begin to come off the wait list more quickly.
- More individuals are in the 3 & 4 priority levels
- We are looking forward to more aggressively tack the wait list

Ongoing program improvement with streamlining process and systems.

Community Outreach:

Christmas Baskets – In December AAA provided Christmas Baskets to current AAA IIIA clients who met criteria. AAA sincerely appreciates denotations from OASAC members, staff, and community associations that provided donations. Thank you note from one recipient read. See attached.



Thank you letter
received 12-26-19 (0)

- **Financial Report Update – Denise Ulrich, Deputy Finance Director**



Nov 2019 SrMill
Summary.pdf

- November Grant summary, FY October through September. Review of annual budget on this form, and YTD spent, remaining balance, and per cent used.



Nov 2019 SrMill
Summary.pdf

- The Senior Millage Summary: OASAC requested the actual accrual for calendar year 2019. Finance staff reviewed document. In reviewing the form, at the top is the November reporting. Millage is based on the calendar year, January through December. Contracts are in

- The Senior Millage is a new, and therefore it has taken time for processing of contracts, implementing process, and reporting. As it has impacted the program side being new (AAA hiring new staff, training, client referral process, etc.) the process takes time and the financial report to be implemented.
- Not all contracts have been signed and put in place, and some grantees have not gotten their programs up and running sufficiently to report as of the November report.
- Discussion and clarification on AAA staffing, clarification of line items including Salaries and Fringes. The salaries and fringes line items, 704.00 and 710.00, include direct care service provided by AAA staff to clients, not administrative costs.
 - Reminder one clinical staff member (social worker or nurse) impacts 45-50 clients.
- Question about unspent Millage funding at the end of the contract year. Finance stated “We don’t pay for anything we don’t provide; that funding stays”.
- OASAC inquired as to when reports from providers are due to Finance. Quarterly or monthly; they prefer monthly. “The funding that’s left after December, since we’re now in January, will just be held for the AAA funding”.
- OASAC inquired as to Senior Millage funding, interest accrual, spending, and carry over funds. Finance states the Senior Millage continues to be a new process. They will continue to update OASAC on revisions of policies, procedures, and implementation.

- **MSAC Report – Dr. Allan Wilke, MSAC Delegate**

Allan Wilke reviewed his report. There was a break in Lansing; not much to report.



MSAC Report
20200108.docx



Letter to Dr.
Gordon from Sen. N

Chairperson Report: Vice-Chair Hilliard:

- Voiced concern of extended absence for Beulah Price due to medical issue; and has moved out of state to stay with family temporarily. Recommends a motion to waive bylaw absence issues to allow Beulah Price to stay on OASAC once she is able to return.
- **Kimberly Middleton, Moved to waive the bylaw allowing Beulah Price “sick leave” and her absences will not be held against her participation on the Council**
Ros Robbert, Seconded.
Motion Carried.
- **Chairman’s Report – Vice-Chair read report provided by Chair Don Ryan.**
 - State Advisory Council notes for the Wait List Standardization Report from December 9th meeting. Notes distributed.

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- WASA Planning Committee – first meeting this Thursday. Don will not be attending, but will participate by teleconference.
- Article by Julie Mack, Kalamazoo Gazette, distributed.
- State Advisory Council on Aging Annual Report 2018, distributed

- **Council Members**
 - Kimberly Middleton: After 20 years, Life EMS will be increasing the membership fees. Due to the changes in the landscape of healthcare, the fees are increasing slightly as of May 1st.

- **Citizen Time**
 - Amanda Willer, Vineyard Assisted Living, the owners will be announcing their expansion soon. Studios and 2-bedroom apartments.

Vice-Chair requested a motion to adjourn.

- **Kimberly Middleton, Motion to Adjourn, Kelly Quardokus, Second Carried**
Meeting adjourned at 5:17pm

Respectfully submitted,
Janice Bonita