



Older Adult Services Advisory Council  
November 13, 2019 3:30pm  
Meeting Minutes

**Attendance:**

**OASAC members:** Chair Don Ryan, Dawn Shilts, Kimberly Middleton, Tim Charron, Kelly Quardokus, Beulah Price, Commissioner Mike Quinn

**AAA IIIA Staff:** Samantha Carlson Older Adult Services Director, Brien Brockway Quality Assurance & Planning Coordinator, Jim Rutherford Public Health Officer, Janice Bonita Administrative Assistant, Denise Ulrich Deputy Director Finance Management & Administration

**Absent:** Vice-Chair John Hilliard (excused), Ros Roberts (excused), Kim Phillips (excused)

**Announcements:**

- 15:30: to order by Chair Ryan.
- Older Adult Services Advisory Council (OASAC) meetings will be audio recorded today and moving forward with all meetings. This meeting is subject to the Open Meetings Act.
  - Minutes are published on the Kalamazoo County Government website for the public.
  - Don Ryan provided a copy of the Michigan Open Meetings Act.
- Minutes from October 2019 Reviewed. Requested approval:  
Tim moved, Kimberly Middleton Seconded.

**Expo Survey Results highlighted: Brien Brockway** Survey Information from the d Data from Senior Expo reviewed. Slides attached. Data will be used in review of Senior Expo planning for 2020, as well as AAA IIIA programming. This information will be shared with the consultants for the Community Needs Assessment.

- 571 responses to the survey out of approximately 1600-1900 attendees to Senior Expo. Home maintenance – highest need.
- Of those surveyed, 15.8% veterans responded to the questionnaire.
- All municipalities in Kalamazoo County were represented in the data collected.
- Majority Kalamazoo City, City of Portage, Comstock, Oshtemo, Kalamazoo Township.
- Data collected was similar to other counties.
- Out of county attendance to Senior Expo was higher than expected.
- Lawn care and snow removal (home maintenance) calls coming in recently for I & A.
- Surveyed individuals are aware then can call AAA for support and assistance
- Older adults are detoured to accessing assistance by funding and cost of assistance, concern of strangers in the home, and not needing assistance as of yet.
- Homemaking services is the highest service utilized, followed by meals.
- Desired assistance with transportation, cleaning, housework, smart phone and computer noted.
- 463 responses regarding recommendation for allocation of senior millage funding: in-home services, transportation, networking and social events for caregivers, education, and low cost housing, legal services for estate planning, medication.
- Trends noted older adults are seeking improvement in quality of life by attending Senior Expo, pursuing or requesting continuing education.

**I & A Process update: Brien Brockway**

- Required to survey consumers AASA Standard
- Customer service survey 100% callers are offered the survey either by mail or email.



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- 4 weeks ago implemented
- 15 responses, more than last year.
- Helpful, constructive, positive feedback.
- AAA IIIA does not have the ability for an automated customer service survey.

**Data Reporting Process Standardization: Brien Brockway**

- Review of current processes reveals multiple methods for providers and AAA team members to report required data.
- Mapping and review of all processes, streamlining for efficiency and quality assurance
- Writing the procedure and process
- Establishing one process
- Combining enrollment forms to one form to collect required information
- Utilizing numerous perspectives of the team with IT systems, AASA
- Update data collection that is required and useful.
- Deadline for completion of end December.

**Waiting List and Program Enrollment: Samantha Carlson**

- Review of slides
  - Current Waitlist # as of 11/12/19: **79**
  - Waitlist at end of 2018-2019 FY: **65**
  - Added during 2018-2019 FY: **174**
  - Removed during 2018-2019 FY: **240**
  - Current Enrollment #: **307**
  - Grant Funded: 168
  - Millage Funded: 139
- This will be a regular update at OASAC for the purposes of reviewing the flow of client inquiry, processing, referrals to other appropriate organizations.
- We are increasing our community outreach to network with other organizations to address client needs to connect them to resources that will be helpful to them rather than housing potential clients on a list while their needs are still prevalent.

**Reporting with impact of the Senior Millage: Samantha Carlson**

- Discussion of data review of fiscal year 2019 in January for grant funded programming

**Community outreach: Samantha Carlson**

- Meeting with Kalamazoo Older Adult Services Providers to coordinate efforts and resources to assist older adults in Kalamazoo.
  - Discussion on PACE, Senior Services, and Disability Network regarding the aging network locally in Kalamazoo to review differences in services, acuity of need of clients and services provided. Each organization provides a different level of care, and perspective of care. Discussion is focused on coordinating efforts for clear and efficient communication to the public and aging professionals.
- Community outreach is being reviewed in systems of access, starting with access. Coordination of targeted, specific discussions on branding, communication, programs, and access will review:
  - Information & Assistance lines
  - Community Based Living Programs
  - Senior Centers



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- Information & Assistance Older Adult Community with AAA IIIA, PACE, Senior Services (MI Waiver), Gryphon Place, Disability Network. All have an Information and Assistance Line. This quarterly community meeting will:
  - Communication (professionals to professionals, and professionals to the public)
  - Enhance professional sharing, relationships and referrals
  - Streamline and update information
  - Assist with efficient referrals to expedite services for older adults in the community
  - Consistent communication to the public on programs

#### **Community Needs Assessment: Samantha Carlson**

- RFP is closed. The contract is being processed with corporate counsel. On target to complete the contract edits this week, with hopes of processing for target Board of Commissioners date of 12/17/19.
- Commissioner Quinn notes there may be delay due to transitions with corporate counsel. Update with the assistant corporate counsel with edits and delays.
- Once contract is processed, OASAC will be engaged with the Community Needs Assessment with the consulting firm.

#### **Senior Millage Update: Samantha Carlson**

- Reporting for first phase of the contracts that have been processed are starting to be submitted by providers.
- Phase II and Phase III contracts are still in process with corporate counsel and submitted to the board.

#### **State of Michigan Older Adult Services Needs Assessment: Samantha Carlson & MSAC Delegate**

- 4AM: All 16 Area Agency on Aging organizations in Michigan belong to an association called 4AM.
- 4 AM completed an Older Adult Needs Assessment for the state of Michigan.
- MSAC Delegate reviewed highlights of the Data Release party, the information and power point was shared with OASAC.
- Discussion of consistent needs throughout the state. Urban and rural areas note similar needs.
- This data will be shared with the AAA IIIA Needs Assessment Consultants.

#### **Advocacy: Samantha Carlson**

- As noted in October, AAA IIIA was awarded the PREVNT grant of \$80,000 to continue initiatives with Elder Abuse Prevention and Multidisciplinary teams.
- January launching initiatives for the community on the Elder Abuse Prevention Coalition
- AAA IIIA is the only AAA currently facilitating an Elder Death Review and Elder Suicide Review in collaboration with the Medical Examiner's office. Several inquiries from other AAAs have been submitted to observe and potentially replicate it in other regions. We will be assisting with professional networking and replication as able.
- The purpose of the review is clinical and systematic in reviewing potential opportunities to prevent death and/or enhance community professional education.

#### **Quality Improvement Initiatives:**

- Process Improvement streamlining processes and procedures.
- Review of the Healthy Living Programs, host sites, and we can reach populations not currently accessing.



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- Review of communication, marketing and outreach to areas that have not been served in rural areas.

#### **Finance Report provided by Denise Ulrich, Samantha Carlson, Jim Rutherford**

- Handouts provided for grant (AASA funding through the state and federal funds) and millage (local).
- End of fiscal year for the 2018-2019 grant year. (Fiscal year is October 1 through September 30).
- Grant page with summary reviewed.
- Senior Millage summary reviewed.
  - Questions regarding salary and fringes refer to AAA staff (not contracted providers).
- **Discussion of Purchase of Service vs. Grant: Samantha Carlson**
  - Purchase of Service:
    - Contracted services, with qualified providers
    - Contracted with qualified providers in a pool waiting for referrals from AAA IIIA.
    - Amount of services provided and amount spent changes with need.
    - How POS works:
      - AAA IIIA clinical team assesses need of AAA IIIA client. Increase in need for services is reviewed through clinical assessment; submits request to the Nursing Supervisor. Nursing Supervisor reviews budget, POS contracts, and coordinates with financial analyst for increased services. Clinical team monitors the need and adjusts accordingly in conjunction with the nursing supervisor and outside entities. POS provider is selected due to several factors (availability to increase the services, cost/budget, current provider, and client preference).
  - Grant Funded
    - Contracted services, qualified providers contracted for a fixed grant amount
    - Funding for the services are spread evenly throughout the year
    - Grant funding is priority to spend prior to utilizing the millage. Finance coordinates budget and funding with clinical team.
  - Senior Millage
    - Senior Millage contracts are a mix of both POS and grant based on budget outlined and submitted to OASAC in 2017.
    - Surplus of millage funding will roll over into the next fiscal year.
    - Financial analysts are working with contracted providers for billing/funding.
    - The budget utilized as an outline for the first year of the senior millage originated from the advocate citizens group, was submitted to OASAC in 2017, was written into the ballot language, and was voted on by the Kalamazoo County Commissioners. The Older Adult Community Needs Assessment will assist in review of that budget and reallocation as gaps in services and needs are identified in the community.
    - Transparency and communication to providers, applicants, and services provided is a priority for communication in this process.
    - Reporting for programmatic expansion, budget and funding, and services provided will be reported consistently in 2020.

#### **Discussion of application process for RFP. Samantha Carlson**



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- List of POS providers was listed on the AAA IIIA website, however is no longer on the website due to frequent changing needs and contracts.
- Review of format for application. All RFPs built
- Goal for all applicants to coordinate on the same timetable.
- Review of the application process retrospectively from experiences this year for improvement for next year.

#### **Chairman's Report:**

- State Advisory Council report is being published and will be applied to AASA subcommittees with projects.
- Focus on 2020 Social Isolation with Emphasis with equity (social status, race, age). Four work groups are working through conference calls through March.
- AASA Jennifer Hunt Report overview of the Older Americans Act Revisions.
- Review of increase of social security.
- Review of increase in Medicare premiums and deductibles.

#### **Aging and Adult Services Agency (AASA) Update:**

- State audit for AASA was completed over ten months. One material finding regarding documentation and training. Link provided: <https://audgen.michigan.gov/wp-content/uploads/2019/10/r391064518-2277.pdf>
- Reorganization at AASA (org chart attached in handouts)
- Physical space of office is moving (same building)
- AAA IIIA Annual Implementation Plan (AIP) Budget is due this Friday 11/15/19. Financial analysts and AAA IIIA are working on it.

#### **MSAC Update:**

- Report shared with OASAC- enclosed.
- MI Choice budget increased however there are application issues with the direct care worker wage. This added services for 1,000 extra slots on the MI Choice waiting list, however accessing the funds to directly impact those in need has become complex.
- The US Census is next year. Michiganders who travel to Florida during the winter are at risk for being counted for Florida, not Michigan. This impacts funding and services. Advocacy for engaging older adults in being counted in Michigan.
  - HCS is engaged in the US Census.
- Two MSAC delegate slots are open

#### **Member time:**

- Kimberly Middleton: Professionals Focused on Aging (PFA) update for holiday meeting off site.
  - PFA welcomes AAA IIIA to present in 2020 regarding the Information & Assistance Older Adult Community Network
- Tim Charron: DHHS policies have changed, and may extend to Medicaid program. AAA IIIA staff encouraged to review changes and discuss with clients if needed.
- Kelly Quardokus: MSAC report House Bill 4260- Elder Abuse bill. Definition of the "vulnerable adult" discussed. Elder law BAR and MI Justice Initiative is working with those sponsoring the bill to define elder as "80 years of age and above". Review of the social welfare act definitions of "advanced age". Discussion of definition and changes with the transfer of funds from older adults.



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- Dawn Shilts: Discussed the connections with the AAA IIIA staff with Kelly Milliman as a guest lecturer for Aging Mastery Class (AMC). Kimberly Middleton is assisting with the AMC, notes a lot of interest in Matter of Balance (MOB). They have been advertising for the class. City of Portage is engaging older adults with accessibility in environmental and access updates. This mirrors the initiatives for the Communities of a Lifetime through AASA. Discussion of connecting City of Portage with AASA. Reminder of Dan Dozima's presentation.
- Beula Price: Happy Thanksgiving!

#### **Citizens Time:**

- Questions regarding the US Census and scam concerns. AAA IIIA discussed the initiatives through the Attorney General's office, AARP, and AAA IIIA will make a large push for Census
- Vineyard Assisted Living celebrating one year in Kalamazoo. Holiday Bizarre on November 22<sup>nd</sup>.
- Question on the term of the Kalamazoo County Senior Millage: 6 years.

#### **General Reminders:**

- This is the season for viruses and flu. Please consider getting a flu shot. Information on where to find one can be provided through HCS. Please reach out to Janice Bonita.
- Christmas baskets for AAA IIIA clients are being assembled early December. Clients are identified by the care consultants. Qualification includes no natural supports, extreme limited income. Review of the suggested list of donations if community is interested. Donations of in-kind items and/or gift cards are welcome. AAA IIIA is working on the procedure and process. Please contact Janice Bonita or Samantha Carlson with donations.

#### **Carry over business to review in future meetings:**

- OASAC December:
  - Financial team will review format of reporting with potential suggestions.
  - AAA IIIA Director will assist with educational form of RFP, POS, Grant, and Senior Millage.
  - Original recommended senior millage budget will be provided to OASAC with minutes.
- OASAC January Meeting:
  - Review of fiscal year FY2019 programmatic statistics

**Motion to adjourn:** Kimberly Middleton, Seconded by Kelly Quardokus.

Adjourned: 17:15pm.