

**Older Adult Services Advisory Council**  
**Meeting Minutes**  
**March 13, 2019 — 3:30 PM**  
**HCS Dept., 311 E. Alcott St., Kalamazoo, MI**

**Members Present:** Chair Don Ryan, Tim Charron, David Eyke, John Hilliard, Kimberly Middleton, Kelly Quardokus, Ros Robbert

**Members Absent:** Kim Phillips, Beulah Price, Dawn Shilts

**Staff:** Samantha Carlson, Brien Brockway, Don Saldia, Anji Phillips, Janice Bonita, AAAlIIA; Beth Ridge, Finance; Deb Lenz, Jim Rutherford, HCS

**AASA Rep.:** Cindy Albrecht

**Guests:** Danna Downing, Richard Kline, Dan Pontius, Joyce Ryan, Judy Sivak, Dr. Allan Wilke, Amanda Willer

- **Welcome & Introductions** – Chairman Don Ryan opened the meeting with welcome and introductions at 3:31 pm. Don distributed the Guidelines for OASAC members. Don read prepared remarks regarding two items that occurred since the February OASAC meeting. First, he reviewed a meeting he attended with vice-chairman John Hilliard, Director Samantha Carlson, Health Officer Jim Rutherford, HCS Deputy Deb Lenz, and members of the County Finance department. The meeting provided clarification on the Kalamazoo County Government Policies and Procedures regarding the RFPs and selection process for contracted providers through the millage. The information reviewed in the meeting differed from previous experience. Second, Don addressed need for confidentiality; indicating portions of the previous meeting were misinterpreted in the community. He asked for professional courtesy in the closing of his remarks. Those present introduced themselves. Don introduced the new President & CEO of Senior Services– Richard Kline. Samantha introduced Dr. Wilke, MSAC interviewee who has begun the process for final steps of MSAC delegation.

- **Approval of February 2019 Minutes –**  
**Motion            Carried        To Approve February 2019 Minutes**  
**Ros Robbert**  
**John Hilliard**
  
- **Staff Reports** – Samantha showed our revised Organizational Chart with staffing updates: Addition of: AAA’s second Long Term Care Ombudsman Amber Price–Johnson, social worker Christine Shram, and administrative assistant Ana Gonzalez. Deb reviewed the overall organizational structure and promotion of Brenda O’Rourke to the Maternal & Child Health Division Manager position.
  - AAA Program Highlight –Anji Phillips, Investigative Teams Coordinator. Will be continuing past September through the Senior Millage funding. Anji reviewed her role and work in the community with the Elder Death Review Team, Elder Abuse Multidisciplinary Team, Hoarding Multidisciplinary Team, Suicide Death Review, Financial Fraud Investigators Team. She reviewed community awareness, outreach and prevention with numerous organizations. Q&A period.
  - Quality Initiative Project – Samantha outlined part of the role of OASAC is to assist with quality initiatives to improve service delivery. Brien Brockway distributed 1<sup>st</sup> quarter dashboard. HLP Kelly M doing MOB & PATH; glad to have those programs back up and running. KM will be here next month to speak. QIP, Laurie P retired, nothing solid to pass along to new I&A person. Wants input from OSAC on quality survey. Current survey has 5 questions that do not provide sufficient insight and constructive feedback Brien has a questionnaire to give to OASAC members, wants advice at next OASAC meeting. Constructive feedback welcome.
  - Don Saldia. Care Management, in process of hiring new staff. Millage gave AAA opportunity to hire Care Consultants. Reviewed the AAA Org Chart. Kelly M was a CC. Next week Monday, Christine Schram will start; she was an intern with us a while ago. Nurse opening, one resigned. CC and nurses do have a full case load. Training, staff gone to MMAP training, dementia training, suicide and self-harm training. Vendors: working with 2 vendors right now to provide direct care services. Don works with 2 WMU student nurses; and 3 WMed students,

and are helping to interview centenarians for the luncheon.

- Directors Report –Samantha Carlson:
  - Advocacy: Dr. Wilke will be going through the process of becoming a MSAC delegate; we have other applicants for MSAC delegate.
  - Kelly Jonker, LTC Ombudsman, was nominated for the Elder Justice Award for 2019. Kelly is working with the new Ombudsman, Amber, who started on Monday. (Full report attached).
  - Millage update: Yesterday we held our public RFP technical assistance meeting for Phase 1. Phase 1: includes immediate and urgent needs of services through Home Delivered Meals, Respite Services, Volunteer Escorted Transportation, and MMAP. Phase 2: includes community services and new services Reminder– Annual Contracts (triennial) are up this year as well.
    - Timeframe:  
We are timing the RFPs/application process so that all contracts will end at the same time as the grant year cycle for AAA. This allows for providers to understand the two funding sources they can apply for: Senior Millage and AAA Grants/Annuals.
    - Millage contracts will be funded through the following:
      - Phase 1 funding: May 2019– September 2020.
      - Annual (triennial) contracts: June
      - Phase 2 millage: Mid/late July.
      - After the first year of millage is complete, they will be moved to a one– year cycle, then reassessed for longer timeframe.
  - RFP process for the county:
    - Kalamazoo County Government requires Request for Proposals (RFP) for all contracted services.
    - Each Kalamazoo County Government Department writes their own RFP, submits it to the Purchasing Department, assists in the process from start to finish.
    - AAA edited the previous RFP used in the past (65 pages) to a 20 page document with two budget worksheets.

- Phase 1 and Phase 2 are two different RFPs this year, with categories for specific services. This will be re-assessed for next year.
  - 3/12/19 Kalamazoo County Government Finance/Purchasing department hosted a public RFP meeting for Phase 1 of the millage.
  - RFPs are considered bids. There is an application, budget sheet for vendor/provider to outline the amount they are requesting, and question/answer area regarding service delivery.
  - In the RFP, quality guidelines are outlined in expectations of minimum application criteria to apply. The department requesting the RFP writes the application, the questions, and provides service standards.
  - AAA has used the AASA Operating Standards as quality guidelines.
  - The County Purchasing Department requests the application, and posts on the website for the public. Opportunities are posted to the public on the website to allow for equal opportunity to all interested vendors/providers.
  - To ensure equal opportunity, all questions regarding the RFP need to go through the Purchasing Department. The questions and answers are posted on their website for public and applicants to view. The Purchasing Department oversees the entire process for consistency and standardization for equal opportunity to bidders (providers). AAA is involved in all aspects of application process, selection.
- **Financial Report Review** – Beth reviewed. Ros Robbert expressed concern that training for Kelly J., who now has a colleague (another LTC Ombudsman), how they are going to share the \$250 budgeted for training. It was explained that much of the LTC Ombudsman training is paid for through the State Ombudsman Program. Director will provide detailed educational training information on all staff in future OASAC meetings.

**Motion**                      **Carried**                      **To Accept Financial Report**  
   **Dave Eyke**  
   **Kimberly Middleton**

- **Member Time** – Don Ryan, who is on State council on aging, said they are working

four goals; they have a separate task force addressing wait list (meals on wheels and access services). They are sending a survey for all AAAs regarding insight into all goals, and sharing feedback with the respective councils. Kelly Quardokus mentioned the MiChoice waiver program, and AAA3B, which does do Waiver. Director notes the MiChoice Waiver organizations were provided with the information.

In response to Don Ryan's opening statement to OASAC, OASAC member, Dave Eyke noted in his experience as an attorney, he has not experienced risk of liability of volunteers providing input. (This is in reference to previous years where OASAC members were involved in provider selection. As outlined in previous meetings and reiterated by Don Ryan's opening statement, the millage RFP process will not include OASAC members in the selection for contracts.) He suggests the County insurer can add the advisory boards for small cost. In reference to the opening discussion regarding "confidentiality," he said OASAC is a public meeting. When you have people from the public, you lose that confidentiality; suggests talking to the County's attorney. Bylaws direct members to provide advice, this is what the County has appointed members to OASAC.

John Hilliard added, [the RFPs] should indicate how qualified the organization is, and how can they provide services. He reviewed his experience in the referenced meeting outlined quality expectations as noted in the RFPs (AASA standards). Tim Charron, added that there is a Federal Volunteer Protection Act, and Michigan has a Volunteer Protection Act. Law that extends to volunteers who work with government agencies.

Kelly Quardokus talked elder abuse bills; and increase in penalties, defining an elder as over 65 as "vulnerable"—that may be ageist. Read - "if a local AAA becomes aware of" elder abuse; and, be aware that AAAs are singled out in the proposed bill. You might want to put your "2 cents" in. John Hilliard asked if Kelly would email us what the bills are. Kelly agreed to.

- **Advocacy Report –**

Samantha distributed advocacy reports: n4a Policy Brief and NANASP Washington Bulletin.

- **Citizen Time**

Judy Sivak, spoke on behalf of KCASI (Kalamazoo County Advocates for Senior Issues), encouraging people to join KCASI if they haven't done so; she has applications. Also, she invited everyone to KCASI's Monday meeting at which five of our community centers will speak on what they do and what their needs are. There are six general issues KCASI will support this year, including elder abuse, direct care professionals, aging in community, health and safety, Social Security and Medicare, and government transparency. Judy and Dale Hein have applied to be MSAC delegates through HCS.

Amanda Willer spoke about the Portage Senior Center fund drive.

Joyce Ryan reported on plans for the Celebrate Elderhood Centenarian Luncheon. Joyce distributed the draft luncheon registration form. Joyce reported that Don Saldia is directing WMed interns to do interviews with centenarians; three have been interviewed already. And the interns are also taking photos of the centenarians.

- **Other Business or Additions to the Agenda**

Cindy Albrecht said they have posted Richard Kline's position at AASA. Closing date is this Friday.

Kelly Quardokus congratulated Kelly Jonker for the 2019 Elder Justice award, and stated Judy Sivak also got that award in the past.

Jim Rutherford said that Don's comments at the beginning of the meeting, they were Don's interpretation of the meeting. He reviewed the content of the meeting referenced outlining Kalamazoo County Government Policies & Procedures, and will request the County corporate council to attend OASAC to provide clarification in a future meeting as requested by David Eyke.

**Motion**            **Carried**        **To Adjourn at 4:52 PM**  
                         **Dave Eyke**  
                         **John Hilliard**

Respectfully submitted,  
Janice Bonita