

**Older Adult Services Advisory Council
Meeting & Public Hearing Minutes
June 12, 2019 — 3:30 PM
HCS Dept., 311 E. Alcott St., Kalamazoo, MI**

Members Present: Chairman Don Ryan, Vice-Chair John Hilliard, Tim Charron, Kimberly Middleton, Kim Phillips, Beulah Price, Kelly Quardokus, Ros Robbert, Dawn Shilts

Staff: Director Samantha Carlson, Program Manager Don Saldia, Janice Bonita, Ana Gonzalez, Jordan Watson, HCS Health Officer Jim Rutherford, Kal. Co. Deputy Administrator, Lisa Henthorn, Kal. Co. Deputy Finance Director Denise Ulrich

AASA Rep: Cindy Albrecht

Guests/Public: Rod Anton, Bob Copeland, Danna Downing, Joyce Ryan, John Streeter, Amanda Willer

- **Welcome & Introductions** –Chairman Ryan opened the meeting with welcome and introductions.

- **Public Hearing for FY2020-22 Multi-Year Plan – at 3:38 PM.**

Samantha Carlson presented.



JUNE 2019
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Don Saldia reviewed the Care Management program and Case Coordination & Support (see slide 8). Distributed Access and Service Coordination Continuum document. Samantha picked up with Contracted Providers.

Ros Robbert asked how we were planning to do the Needs Assessment; will we do an RFP to research companies? Samantha: We are going to address that at the July OASAC meeting.

Kelly Quardokus: thought there would be something built into the millage to do this?

Amanda Willer: Brien Brockway had a meeting here on with Communities for a Lifetime (CFaL), and she wanted to know what was happening with that initiative. Cindy Albrecht indicated that Dan Dozema from the State can come and do a presentation on CFaL.

Danna Downing: Can there be multiple municipalities for CFaL? Samantha: Absolutely.

Kimberly Middleton: attended the CFaL meeting, and there were one or two areas, like Texas Corners, but there are not a lot of bodies in Kalamazoo who are as passionate as the people around this room. They are more focused on young people. They aren't focused on those young people who have kids who are/will be taking care of their parents. John Hilliard: would like to hear a presentation on CFaL. What interest is there in the County?

Samantha: Would you like to invite Dan Dozema come and present? [members voiced

agreement] Kelly Q., Suggested we invite township officials to that presentation. Samantha: Great idea.

Samantha resumed discussion on expanded service lines we plan to provide, and asked for thoughts on these expansion lines? Kimberly M.: expressed her agreement of Options Counseling service. Kelly Q.: When you're first exposed to a loved one with needs, it's a whole other world; "what do I do, where do I start?" That's why the options counseling is really important. Caregiver counseling is needed too; so many caregivers are burned out to the extreme by the time they ask for help. Any type of caregiver counseling you can do would be extremely important. Dawn Shilts: A caregiver might not be a position to ask for support, but the support people around them are looking to help for them. John H.: What's more critical is getting people to take action, dealing with family member with dementia, when it comes time to deal with a family member with dementia, it can be too late. We need media or PR to tell the public that they need to take action. Kelly Q.: That may be reach out to the ancillary folks, as they are the one who see the caregiver in extreme circumstances. Kimberly M.: Not everyone is into support groups, though, and a one-on-one option would be better. Samantha: A lot of people say they want support groups, but people can be embarrassed. What are being turned to are workshops like our Creating Confident Caregivers class—that psychosocial approach.

Ros R.: brought up training manuals, and the suggestion that they need improvement. Don S.: there are a lot of parts to AAA, not just in-home care; such as billing, etc. There are standards in place, but we're trying to have training manuals that can be easily taught for future staff members.

Kelly Q.: In the "Mission," page 3, no "older adults" appears. Samantha: That is the Kalamazoo County's Mission, but it is not the AAA's. Kelly Q. thinks we should have a line explaining that. Tim Charron: Does AAA have its own Mission Statement? Samantha: Yesterday we had a staff meeting where we discussed what we want to focus on; and Samantha thinks we need to put that in there. Kelly Q.: Under "Strategic Plan," page 14, #2, it doesn't say "funding." If you were to be a waiver agent you would be impacted. Chairman Ryan commented that the membership will vote on the approval of the Multi-Year Plan draft at the end of the OASAC meeting.

- o For the record: Email regarding Public Hearing held at Portage Senior Center:

From: Samantha A. Carlson

Sent: Thursday, May 30, 2019 1:46 PM

To: 'charrontj@aol.com' <charrontj@aol.com>; 'david.eyke@thermofisher.com' <david.eyke@thermofisher.com>; John Hilliard <jdhilliard@charter.net>; 'Kimberly Middleton' <kmiddleton@lifeems.com>; 'Kimberly Phillips' <phillipk@portagemi.gov>; 'Kelly Quardokus' <Kelly@qelderlaw.com>; 'mikedquinn@sbcglobal.net' <mikedquinn@sbcglobal.net>; 'Robbert, Rosamond' <rrobb1@uis.edu>; 'donald ryan' <dryan0946@gmail.com>; 'dawn@shilts.org' <dawn@shilts.org>

Cc: Janice G. Bonita <jgboni@kalcounty.com>; Brien T. Brockway <btbroc@kalcounty.com>; Don R. Saldia <drsald@kalcounty.com>; Debra L. Lenz <dllenz@kalcounty.com>; Jim A. Rutherford

<jaruth@kalamazoo.org>; 'Albrecht, Cindy (DHHS)' <albrechtc@michigan.gov>; lkwarn@kalamazoo.org>

Subject: Public Meeting 5/30 RE: AAA Multi-Year Plan Draft Discussion

Good afternoon,

Our meeting this morning for the public regarding the MYP Draft went well! We reviewed our:

- **Current services through AAA and the outcomes outlined in the MYP**
 - Services and programs
 - Waiting list status
 - Outreach initiatives
- **Plan for quality enhancements of existing programs**
 - Information & Assistance follow up
 - Required 10 business day follow up per AASA standards
 - Coordination with the colleagues in the Kalamazoo aging network
 - PACE and MiWaiver Programs
 - Enhancing elder abuse, awareness, and advocacy
- **Plans for expansion of services**
 - Options Counseling
 - Will address about 40% of waiting list needs
 - Caregiver Counseling
 - Was an external contract, transitioning to AAA provided
 - Communities for a Lifetime-state initiative
 - Community Needs Assessment for Older Adults in Kalamazoo
 - Last assessment was 2011

There were several Senior Millage related questions and discussion points. While this meeting was specific to the state MYP, the millage questions were relevant and noted.

Great discussion! Brien took notes, and will be submitting in the public comments section of the MYP.

Thank you to Dawn Shilts, Kimberly Middleton, and John Hilliard for attending and participating! We had three other community members, and one additional AAA staff member (10 people total- which apparently is more than in the past).

Lyndi Warner, our Operations Manager at HCS published the press release on May 15th (in accordance with the expected timeframe announcement of the meetings. The meeting today was picked up by the local news through TV, radio, and website: <https://wwmt.com/news/local/county-seeks-public-input-on-how-to-care-for-oldest-members>

Our second public meeting will be the OASAC meeting June 12th at 3:30pm. We are excited to continue the discussion with you as our advisory board.

Please take a few moments to review the report prior to that meeting. It can be found on the HCS portion of the website at

<https://www.kalamazoo.org/userfiles/hcs/hottopics/DRAFT%20MYP%2020120-2022%205.15.2019%20with%20Press%20Release.pdf>

The AAA section of the website is still under construction. Janice mailed this information to OASAC members who do not have email.

No public testimony was put forth, however, comments by the council were updated in the Multi-Year Plan as recommended. The Public Hearing closed 4:15 PM.

- **Approval of May 2019 Minutes –**

Motion	Carried	To approve May 2019 Minutes
	John Hilliard Kelly Quardokus	

- **Staff Reports:**

- AAA Program Highlight - none
- Quality Initiative Project - none
- Directors Report Samantha: resumed presentation with Senior Millage Update. Kelly Q. asked to remind them what is a “POS” contract? Samantha explained, “purchase of service” is like a PRN—as needed. Tim C.: Are you pleased with the RFPs submitted? Samantha: Yes, we are. John H.: Did you get enough? Samantha: There is one service, Transportation, that we did not get any for; and we’re hoping that we can move it into POS. Adult Day Care, she pointed out, that they did receive an RFP for the Senior Millage funds. John H.: Which company did you have a contract with? Samantha: Previously we had Shepherd’s Center. So, we have to evaluate if we can better advertise that. Ros R.: Can we have a presentation for people from either of those services? Don S. talked about how WMU ADC is changing: Western was doing ADC out of a church, and now they are moving to a new facility close by. Oakland ADC is in Portage, quite a few areas, ADC has a RN to give meds if necessary, and CGs can be given respite, such as bathing, other. There are two options that our Care Consultants assess clients “better fit”—WMU or Oakland. Samantha said she talked to Cindy Albrecht about the transportation service: even if we have a contract, there is a huge need, and just because we have been doing it one way, doesn’t mean we need to do it the Samantha e way in the future. Kimberly M.: These providers are experiencing the Samantha e problems with staffing as with direct-care providers, so maybe Metro could be an option. Tim C.: What people don’t realize is that people can be under Medicaid, and DHS is obligated to provide that transportation. Kelly Q.: But PACE or others may need to apply for that funding. Samantha said that in PA they have contracted with Lyft, and she knows that Kalamazoo. is looking into it. Kim P.: The National Council on Aging is looking at piloting a Lyft contract, she thinks there will be an increase. In Kalamazoo there is GoGoGrandparent, and perhaps there is a way to tap into that. Kimberly M.: said she went online and it’s affordable. Chairman Ryan: Grand Rapids is testing contracting with Lyft and Uber—they don’t want the drivers to get waylaid—and after the test they’ll look at contracting with providers.

Samantha continued her presentation, at Director’s Report slide.

Chairman Don Ryan announced that on June 21st, 9:00 AM, Michigan State Commission on Aging will meet here at HCS, and you are welcome to attend. If you something to report, like PSC has, you can talk to them about it at the public hearing portion.

Don talked about the Centenarian Luncheon, and the 108 year old in attendance. He told an anecdote about her

Don said the State Committee he is a member of meets on June 20th. They are finalizing this year's report, and looking at next year's selected topics.

- **Financial Report Review** – Denise Ulrich reviewed. Been spending a lot of time on the three-year budget. In addition to regular grant funding, no issues. Senior Millage moving along.

Motion Carried To Accept the Financial Report

Kimberly Middleton

Kim Phillips

- **Member Time** –

Kim Phillips: Portage Senior Center received a Financial Exploitation pilot program grant. PSC is only one of four in the country receiving this grant. Regarding their capital campaign to build a new senior center, PSC is meeting with professional evaluators to do a needs assessment. They have over a million dollars received. It's an over 11 million project, with donated land. It'll be across from Taco Bob's on Centre Street, used to be a Masonic Temple. Kimberly M. thanked Samantha for speaking to Professionals Focused on Aging; she did a really good job. She spoke on what AAA does and provided an update on the senior millage. The next PFA meeting will have a panel on food security.

Don Saldia: On June 20th, at 7:00 PM, Samantha, Kelly Milliman, Healthy Living Programs Coordinator, and he, will be interviewed for public access TV, "Spotlight on the Zoo." He is not sure when it will air.

- **Advocacy Report**

- o MSAC Delegates –
Chair read Dr. Wilke's report. Dr. Wilke was unable to attend OASAC.

- o OASAC Members –

Kelly Q. mentioned that she brought up at previous meeting, HB4260, which language speaks specifically about AAAs having to report, to DHHS or law enforcement, if they witness abuse/exploitation to vulnerable elders, people over 65. Inferring people "over 65" is ageist.

Kim P.: at the June KCASI, Kal. Co. Commissioner Julie Rogers will be speaker.

o Staff—

Jim Rutherford: He knows it's frustration with only one microphone, and wanted group to know that they are purchasing more. For people who use hearing aids, they are looking at using the thing that you put around your neck and plug into.

Another issue: A local physician has been charged with using medical equipment incorrectly. HCS is recommending testing for HIV and Hepatitis; especially focusing on seniors. Testing is done here at HCS. The likelihood of contracting is small, but still...

Kim P. asked if there is a press release. Jim: Yes, he will provide to Samantha. Ros R.:

What was the procedure that the physician was accused of performing incorrectly? Jim: It's outlined in the press release, which also provides when you can come in for testing.

Ros R.: Have you looked at any changes to room 361 regarding sound? Jim: they have looked into it but it is quite costly. Much of the budget has gone to the Clinic which has to be HIPAA compliant. Chair Ryan asked: Do you think the new microphones will be here for the State Commission on Aging meeting? Jim said he would try.

Kelly Q. asked Jim about the needs assessment as part of Senior Millage. Jim: We are institutionalizing a 3-year or 2-year [needs assessment] process, and also looking at how we incorporate this body in the decision-making process. Probably by fall, we'll be looking at rolling out the needs assessment, and will be looking for a contractor to do that. He hasn't forgotten about that, we're taking responsibility for that, however the work with the triennial contracts or the Millage contracts has had to come first. Kelly Q.: Just want to make sure the needs assessments being done are not overlapping. Jim: As you know we have to do a health needs assessment, which is different. Ros R.: We have about four different needs assessments being done. Can we coordinate? Jim: That's a bigger conversation. What Bronson does is not what AAA/OASAC is responsible for. Kim P. said that Portage Senior Center's is a programmatic needs assessment. Jim: We need to do this, and imagine if we do this every 3 years, we heavily rely on that data.

• **Citizen Time —**

Cindy Albrecht: Next Friday, during the Commission on Aging meeting, AASA is also doing the assessment for AAA. In August or September we will have a revised budget. Statement of Grant Awards went out for carryover. A new AASA director started a week ago: Alexia Travis. Samantha added the new director is a PhD in Public Health, with focus on nutrition.

Dawn S. said the slide show is really great, and can this be made an automatic handout for the meeting. Samantha said we embedded it in the minutes. Agreed we can make that available for the meeting also.

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

- o Vote on FY2020-22 Multi-Year Plan — OASAC

Motion **Carried** **To accept the draft FY2020-22 Multi-Year Plan with the changes mentioned to present to the Board of Commissioners**

John Hilliard
Beulah Price

Motion **Carried** **To Adjourn at 4:59 PM**

Kimberly Middleton
Kim Phillips

Respectfully submitted,
Janice Bonita