

**Advisory Council on Aging Planning Committee  
January 7, 2020, Minutes of the Meeting**

**Call to Order:** Ron Tervelt called the meeting to order at 9:30 a.m.

**Present:** Arthur Kee, Dennis Yee, Debbie Card, Ron Tervelt, Susan Frederick

**Absent:** Kevin Donovan

**Staff Present:** Glenda Pacha, Anthony Macias

**Public Comment:** None

**Approval of January Agenda:**

Arthur moved to approve today's agenda; Debbie seconded the motion, and the motion passed.

**Approval of December Minutes:**

Arthur moved to approve December meeting minutes; Debbie seconded the motion; motion passed.

**Contractor's Presentations:**

**Ombudsman Services** - Nicole Howell, Executive Director and Tondenisha Coleman, Operations Manager; Susan Frederick recuses herself from discussion of this contractor as she serves on its board.

- Program has Grown significantly.
- State database for reporting is unavailable at this time.
- Developed a resident empowerment program w/Senior legal services.
- Healthcare career pathway was launched in 2019 with funding from John Muir community health fund.
- Development of a 12 week training program for nursing home healthcare workers; wrap around services for students; working closely with industry health partners; 15 in each cohort of students.
- Continued focus is being in facilities on a daily basis.
- An upcoming meeting with Master Plan on Aging stakeholders workgroup.
- Have begun training volunteers for outreach to the community on Ombudsman services.
- Adding outreach coordinator is dependnet on funding.
- New focus will be on Emergency preparedness in facilities.
- Ron Tervelt: Harder and Company eveluation firm built into process for data analysis.
- Title III B and Title VII A fund Long Term Care Ombudsman Services.
- \$491,457 current contract amount
- Service Plan: insure 80-90% of complaints are satisfied vs. 93% of self imposed goal.
- Most current State monitoring review- No Findings for Ombudsman program
- Glenda Pacha: discussed RFP and amendments and budget funding streams.
- Dennis Yee: what state agency does ombudsman report to- Office of State Longterm Care Ombudsman; database ODEN; under CDA
- Debbie: any trends that are appearing? Inappropriate discharges; facility closures

- Dennis Yee: is this due to funds/Medi-Cal? Medi-Care has a finite amount of time and coverage for long term care.
- Glenda: proactive for emergency planning regarding power outages; making sure facilities are prepared; delivery of head lamps and lanterns; food and activities; Fire season; receipt of residents from other counties- what needs to happen; industry is creating more emergency plans and drills as well; not required at this time to have a generator
- Debbie: States plan to incorporate CalAim; Glenda read email regarding this new proposal.

**Contra Costa Senior Legal Services – Verna Haas, Executive Director**

- 11,000 clients were assisted in 2019.
- A large amount of outreach efforts were made, with attending fairs and community events in past year.
- Many county seniors/older adults are unaware of availability of these services.
- Targeting: reach people with the greatest need; partnership with ombudsman has helped with reaching these people; people at risk of disability; food banks; dialysis treatment centers;
- Highest and best use of staff members; how many cases are closed at the highest level of service; some cases-housing, hoarding, elder abuse- intensive hours are used (level of service);
- Dennis Yee- asks for example of case that is more difficult, no one wants?

*Examples: Housing case was litigated and required over 200 hours and had a positive result; elder abuse case- quickly need response, restraining orders; diminished financial circumstances sued by creditors and can get help if there is a defense; senior housing will decline them if there is a judgement on their record.*

*Phone call from female- mentally ill adult son had been living in structure behind home, believed home belonged to him (delusional); CCLSS assisted in getting a restraining order in place and son was stopped from going into home;*

- Debbie Card- thank you for reaching out to dialysis patients
- Discussion: delusional son case; Arthur Kee had a question about what assistance will the son receive?

Ron Tervelt: more work for Glenda how do you compensate for single client who utilizes high hours of service. Contracts on what services are provided as detailed by CDA; line items has service units for a variety of funding depending on the service.

**Discussion of OTO and Amendments:**

- Glenda: Funds for this fiscal year's AAA contracts must be spent by June 30, 2020. Original contracts have been executed but the CDA has still not released information about the baseline and One-Time Only amendment funds (usually this information is released in October).
- Contractors are not allowed to spend money until the amendment is fully executed. Since we don't have information about increased funding yet and it takes several months to process an amendment, the Contractors may only have a month or two to spend their additional funds.
- We will ask EHSD for permission for Contractors to start spending their additional funds while the amendment is being processed.
- Baseline Amendment funding is additional money for contracted services in the current fiscal year. One-Time Only funds are unused funds from last fiscal year that can be used in the current year.

We amend contracts with the additional funding when we are notified about the amounts (usually in October).

- Ron: what about spending OTO headlamps for MOW and IHSS clients, for disaster or PG&E power shutoffs?
- Arthur: print more outreach brochures for services available.

**Community Connect:** Debbie Card

- On Dec 17 CC program had a full staff meeting; presentations to the staff by Public Health managers; various programs offered by the Public Health Department; Discussion of CalAIM program for changes to Medi-Cal program?
- Ron: anything specific for Seniors? Nothing specific, across whole age spectrum..

**AAA Report:** Laura Cepoi (absent)

- None.

**Older Adults Survey update:**

- Analysis of data has begun on 1,850+ surveys received. This will profiles of each major area in Contra Costa County. After some initial analysis, information for the 60+ population is available for: Martinez, Walnut Creek, Concord, Richmond, Pittsburg, and Antioch. We can also do one for the county as a whole since so much wouldn't be covered by only the cities listed.

**Items for Executive Committee:**

- None

**Public Comment:**

Movement with contract for Fiscal Agent for senior coalitions- Not yet finalized.

**Next Meeting:**

Next Planned Meeting: Tuesday, February 4, 2020 9:30-11:30.

Presentations: MOWDR in March 2020.

**Adjourn:** 11:10 a.m.