

Aging Partners Areawide Advisory Council Minutes

February 23, 2017

Lincoln Northeast Senior Center
6310 Platte Ave.
Lincoln, Nebraska 68507

Present: Esther Bailey, Dorothy Schultz, Gloria Aron, Shari Busch, Harold Simpson, Keith Larsen, Vern Schulte, Kathy Stokebrand, Ardee Rut, Marsha Ward, Cathy Rauch, Steven Eggland

~~**Audio Conference:**~~ Alan Gissler, Marty Stones, JoAnn Sieck (Phone not working)

Absent: Linda Heinisch, Paul Barnett, John Wyvill, Jacob Kruse, Gerry Merck

Staff: Randall Jones, Martha Hakenkamp, Denise Boyd, David Chapelle, Sandy Lutz, Susan Keese

I. Marsha Ward welcomed everyone and called the meeting to order at 1:00 p.m. Self-introductions followed.

II. Marsha Ward asked for a motion to approve the minutes of October 27, 2016. Keith Larsen made the motion and Harold Simpson seconded. All were in favor and the motion was adopted.

III. Lincoln Northeast Senior Center: led by David Chapelle

Randy Jones introduced David Chapelle to members. David has an extensive history with Aging Partners, first managing the Lincoln Downtown Senior Center before moving to the Lincoln Northeast Senior Center (NEC). Many programs are offered at the NEC including Saturday lunch once a month, live music, Bingo, holiday specials, cards, day trips, and congregate dining. Randy expressed the dedication NEC attendees have for the center.

The NEC is in the middle of a remodeling project thanks to the generous \$140,000 memorial donation. The center which includes new tables, carpeting, paved parking area, and four public-access computers. Upcoming improvements include painting, landscaping, coffee shop area, expanded library/reading room, and new light fixtures.

Q&A:

- Shari Busch asked what hours the coffee shop will be open. David replied it'll be open the same hours as the center (8:00 AM- 4:30 PM).
- Gloria Aron asked what the average attendance is. David replied around 35- with Wednesday's Bingo/Cards and Friday's live music being the busiest days of the week.
- David also noted that the Northeast Center is working on getting the public Wi-Fi working properly.

IV. Results of Single Audit: led by Martha Hakenkamp

The City of Lincoln has an audit every year of programs it financially support and Aging Partners was selected as one to be included in the audit. The City has not gotten the audit findings report back; however, the auditor did share that there will be no findings or recommendations in their audit for Aging Partners.

Randy clarified that the other *Area Agencies on Aging* in Nebraska are required to complete a yearly audit since they are 501c3 organizations. However since Aging Partners is connected to the City of Lincoln, and the size of Federal grants we have, Aging Partners comes up on the list of audits periodically rather than every year based on the Cities priorities which falls in line with Federal guidance. Aging Partners feels confident in our preparedness for all audits.

V. State Policy Change resulting Impact on Lifeline: led by Sandy Lutz

Sandy Lutz reported that the *Nebraska Medicaid Waiver Program* went to reapply to continue services through the Center for Medicaid Services (CMS). CMS decided that Nebraska's Medicaid Waiver Program's interpretation of "conflict of interest" was not up to their liking (even though Nebraska has been using this interpretation for the last 15 years). This impacted the Emergency Response System (Lifeline) Aging Partners has been issuing Medicaid Waiver recipients drastically.

The State's position on a possible "Conflict of Interest" is when an agency provides both the assessment for the need for Medicaid services and also the direct service. Since the agency provides the direct service and it's receiving payment for those services through Medicaid, the state believe it is a conflict to interest for the same agency to conduct the assessment.

The end result is that approximately 100 individuals who were getting their emergency response systems service through Aging Partners can no longer receive both the Lifeline services and receive Medicaid Waiver service coordination at the same time. Clients have been referred to other providers if they wish to have Aging Partners continue their coordination.

ADRC

A new *Aged and Disabled Resource Center* pamphlet available in English and Spanish was created by Aging Partners staff Deb Elrod. The pamphlet is easy to read and its laminated surface makes it durable for repeated use. Distribution of the new ADRC primary focus groups are discharge planners, care facilities and other agencies that may need to refer to Aging Partners and the ADRC on a regular basis.

VI. Monitoring Visit Results-Multi County Report: led by Martha Hakenkamp

Since Aging Partners receives Federal funds (and passes portions of those funds onto various partners including the multi-counties) we are required to monitor, making sure all aspects of the programs are following federal guidelines/regulations and spending moneys appropriately. Each county in Aging Partners service area was visited as well as Tabitha (Lancaster Home Delivered Meals Provider). Four key areas addressed: OAA Regulatory Compliance, Timely Information Sharing, Fiscal Processes, and Performance. No significant or serious compliance issues were found. All of the programs that had recommendations submitted their plan-of-actions to correct those areas and there have been good results. Overall, the monitoring visit was a very pleasing and smooth process.

Denise Boyd added that there were no findings at Tabitha; however, they have been asked for a copy of their contribution statement for Home Delivered Meals. Martha clarified that OAA meals cannot demand payment/charge for meals or deny service based on ability to contribute.

Q&A:

- Cathy Rauch asked how Tabitha services fit under the "umbrella" of Aging Partners. Martha answered that when OAA came into existence (1970s), Tabitha's Meals on Wheels Program was already in existence. OAA requires sponsored meal programs to partner with existing providers as long as they meet OAA regulations. Aging Partners entered a contractual agreement with Tabitha to provide Home Delivered Meals in Lancaster County to meet OAA's partnership requirement. Aging Partners is then able to subsidize costs of Meals on Wheels/Home Delivered Meals with OAA funding in Lancaster Co.
- Cathy asked then why people are saying Meals on Wheels is expensive. Martha answered that billing turns into a compliance issue. Individuals getting Meals on Wheels need to receive the meal regardless of ability to contribute as long as they are OAA eligible*. The suggested contribution is \$5.50 per meal

in Lincoln, NE. Randy added that not all Tabitha meals are Aging Partners supported.

- Ardee Rut asked how Tabitha receives payment for OAA eligible Home Delivered Meals and where does money come from to cover meal cost. Aging Partners pays \$2.10 (Lancaster County only) the rest of money balances out from people who are able to contribute full amount and contributions sought from donors.
- Cathy asked outside of Lancaster Co. who covers the costs of Meals on Wheels/Home Delivered Meals for their service area. Martha replied each county sets up their own agreements with local food sources to provide meals that meet OAA guidelines at a set rate. OAA money is then filtered down to the multi-counties to help with the cost of these meals as well as other subsidized costs chipped in by various local resources (i.e. County, city, fundraising, and other participants) to balance out costs with their contributions.
- Cathy asked are meals available across state? Martha replied that Lancaster has full coverage, but some of the rural areas do not. However, Denise Boyd has arranged for a prepackaged meal program called *Mom's Meals* that is shipped directly to recipients in rural areas (who are unable to access other OAA subsidized meal programs) which can be utilized in Aging Partners 7 county service area. Randy added that there are many channels of service. A possible meeting item, to share different channels of delivery for meals offered in Aging Partners service area.
- Martha reminded the council that Home Delivered Meals is not merely based on convenience; rather, a designated need (based off OAA indicators) has to be present in order to qualify a person for OAA eligible home delivered meals.

Randy requested that AAC members treat this monitoring visit report as an audit and should be sensitive about sharing its content.

VII. Aging Partners Monitoring Visit from State Unit on Aging: led by Randy Jones

Every year the State Unit on Aging conducts a monitoring visit at Aging Partners which covers all served counties to make sure Aging Partners is in compliance with OAA, Federal, and State guidelines. It was performed in early February, 2017. Eight areas are reviewed involving three key steps: Observations (what they saw during process of meeting with staff); Accommodations (Job well done/pat on the back remarks); and Recommendations (Concerns found that need mandatory addressing within set timeframe). The States findings letter was extremely positive towards the work Aging Partners has done over the year.

1. Governance: Commended for Martha's Risk Assessments in terms of looking at Aging Partners contractors.
2. Fiscal: Being conducted by BKD and will not be released for a couple more months, but should have positive outcome.
3. Title III-C, III-D: Commended for county program monitoring and for ranking cases based on need priorities. Commended for providing Evidence-Based Programing
5. Title III-F: Observations made that Aging Partners needs to be more thorough on giving information to clients about how their private information is used. Also, when doing assessments, to complete more questions on mental health and/or mark clearly the client's refusal to answer such questions in the file.
6. Legal Services: Commended for implementing "pop up centers" and for innovative outreach strategies.

Only two recommendations were made in regards to NAMIS data entry. The State is asking that contractor reimbursement be timelier by having Aging Partners reaching out to the venders when statements have not come in on a timely basis rather than waiting for the bill to show up. Second, data entry has been consolidated in some areas to improve efficiency (i.e. billing and case services); however, the State would like these to be divided into separate steps.

Aging Partners and County Programs were well prepared for the monitoring visit which resulted in a positive outcome. Randy requested that AAC members be sensitive about sharing monitoring visit content and keep it confidential.

VIII. Area Plan Update and Feedback: led by Randy Jones

Staff is working to complete a yearly review and update of Aging Partners Area Plan. The State has requested a progress update. This involves updating units of service numbers and finances. Aging Partners has given the Multi-County Programs areas a focus to grow services based on consumer interests/needs (based on local town hall meetings) which were identified as transportation, services in small towns, caregiver education, awareness of services, financial & legal services as main priorities.

Q&A:

- Randy asked AAC members if the priorities identified seem accurate and of most importance to the greater 8 county area (as deficient and/or increased need). General reply that listed priorities were on point of needs of individual communities.
- Cathy asked if these priorities are expected to be provided for voluntarily or fee basis. Martha replied that it depends upon service; however, we do have many paid providers as well as utilizing volunteers depending on service and location.
- Cathy stressed the importance of engaging with other local agencies to prevent overlap and gaps in services

Other Items

- Keith Larsen would like Dave Norris to send him the ADRC pamphlet electronically.
- April 2017 Areawide Advisory Council date has been changed to **April 13, 2017.**

Adjournment: 2:43 PM

Next Meeting: March 23, 2017 at the **Milford Senior Center** 105 B St. Milford, NE. 68405

Respectfully Submitted,

Susan Keese

2/28/2017

Amended by Randall S. Jones

Handouts: Agenda, October 27th Meeting Minutes, 2016 Multi-County Monitoring Visits Final Report, Federal Goals Performance Measures, SUA Monitoring Visit Findings Letter, ADRC Brochure