

P.O. Box 3069, Vallejo, CA 94590

707-644-6612

ADVISORY COUNCIL, September 3, 2015, 1:00 PM

**Area Agency on Aging Serving Napa and Solano
Comprehensive Services for Older Adults (CSOA) Main Conference Room
650 Imperial Way, Napa, CA 94559**

Minutes

- I. The meeting was called to order at 1:05 pm by, Steven Rozensky, Chair, with the pledge of Allegiance. Guests were introduced.
 - A. Members Present, Steven Rozensky, Carroll Cotten, Betty Lou Mukerji, Nieves Fernandez, Lois Harper, Sally Livingston, Carl Bunch, Teri Ruggiero.
 - B. Staff Present: Leanne Martinsen – AAoA Executive Director, Ruth Feigel, Program Assistant.
 - C. Members Absent/Excused: Suzanne Blakeley, Susan Okun, Patricia Scarcelli.
 - D. Board Members Present: Carolyn Wrage.
 - E. Guests Present: Fran Rosenberg & Judy Pfister, Molly's Angels.
- II. Consent Agenda
 - A. **Motion by Carl Bunch, seconded by Sally Livingston, to approve the agenda for September 3, 2015 meeting minutes as presented.**
 - B. **Motion by Sally Livingston, seconded by Carl Bunch, to approve the August 6, 2015 meeting minutes as presented, motion carried.**
- III. Correspondence: None.
- IV. Presentation: Fran Rosenberg shared information about the Volunteer Transportation and Telephone Reassurance programs at Molly's Angels. She shared concerns about the number of late cancelations (30, about 10%, in August), and how that inconveniences volunteers and reduces the number of trips provided, as it takes significant time to set up these trips and other clients could have been served. Some of the Doctors have cancelled appointments, and sometimes it is that clients forget or change their minds. There was discussion regarding setting a policy that a certain number of cancellations (without good cause) could result in the client having to make other arrangements. This is consistent with how paratransit and Title III nutrition programs treat "no-shows". They also shared information about the Telephone Reassurance program, which is down to 37 (from 43) clients, and volunteers made 134 calls last month. The volunteers go above and beyond the scheduled phone calls to look out for the clients. They discussed how the referrals and intake process works, and indicated that they would share their volunteer recruitment flyer.

- V. Community Input I –Sally Livingston reported that the Solano Senior Fitness Fair will be on September 16 and the Senior Coalition of Solano County will be hosting the Centenarian Celebration on September 22 at the Board of Supervisor's meeting.
- VI. AAoA Board Liaison Report Carolyn Wrage reported that the Board of Directors had not met in August, and she was happy to bring greetings from the Board.
- VII. Committee Reports:
- A. Program Performance Monitoring Committee – Teri Ruggiero reviewed the Program Monitoring Summary report and recommendations, including a proposed schedule of meetings for this fiscal year (copy attached to these minutes). **Motion by Carroll Cotten seconded by Sally Livingston, to accept the report of the Program Monitoring subcommittee and recommendations to the Board of Directors.**
 - B. Legislative Committee CSL Report – There were no members present to report on Legislative Activity. Leanne Martinsen reported that the state legislature had been called back into special session. One of the bills that is under consideration is the end of life options bill, and information about that bill is available as a handout.
 - C. Advocacy Committee – Suzanne Blakeley was not present to report.
 - D. Membership Committee – Lois Harper indicated that there had not been any applications. Leanne Martinsen indicated that she had sent agendas to three individuals who had inquired about membership.
 - E. TACC Report -- Steven Rozensky reported on the Triple-A Council of California (TACC) meeting on August 11-12, 2015 in Sacramento. He indicated that he had not yet prepared a written report, but would do so before next month's meeting. He shared information from one of the speakers at the TACC meeting who had participated in the White House Conference on Aging in July. He mentioned that there had been discussion regarding a possible initiative to legalize marijuana with a portion of the revenue to be designated for community-based services for seniors. He also reported that the Elder Abuse Prevention booklet that was developed in Riverside County was being reviewed by some members of the Advisory Council, with the goal of adapting it for publication and distribution in Napa and Solano counties.
- VIII. AAoA Executive Director & Staff Report.
- A. Leanne Martinsen reported on AAoA activity, including the following items:
 - Staffing: Posted positions for Planner, Direct Service Supervisor. This will be the last meeting for Ruth Feigel, as she will be moving to another opportunity, but she has recommended a candidate for the Program Assistant-MIS position.
 - Area Plan submitted to CDA on May 1, additional information was requested and provided last week, awaiting approval.
 - The Budget revision with additional funds for LTCO has been submitted to CDA,
 - Provider Contracts for 2015-16 have been issued.
 - The Solano Long-Term Care Ombudsman has moved into office space at the AAoA main office in Vallejo.

- Have transitioned Napa Caregiver Permit Application Processing duties to staff member working at Napa office on Main St. effective August 1.
 - Submitted full application for Auction Napa Valley to support Napa programs (StopFalls and Healthy Minds-Healthy Aging), awaiting response.
 - A contract with Solano Co. Public Health to deliver evidence-based (“Stepping on” and “Tai Chi for Better Balance”) for at risk seniors in Solano County.
 - Partners In Care, the organization that we have a contract with for Chronic Disease Self-Management Education (CDSMP/CDSME), has funding for two more years, and another grant that will train leaders to provide other evidence-based programs related to fall prevention (Matter of Balance and Home Meds) in both counties:
 - A new community benefit grant from SCAN Health Plan (\$15,000) to establish an Emergency Assistance Fund that can be accessed by Care Managers for clients with needs that cannot be covered by other program funds.
- B. There are a number of health fairs and other events that are outreach opportunities for the AAoA. A list of 11 events scheduled in September and October was distributed and individual members were encouraged to sign up to join staff at these events. Information about AAoA and other senior services are typically disseminated at these events, and Advisory Council membership recruitment materials will be included.

IX. Action Items: were included under committee reports earlier in the agenda

X. Information Items:

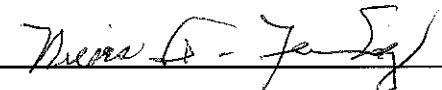
A. Teri Ruggiero shared information regarding the status of the overtime regulations for IHSS workers, and the appeal that is being made to the Supreme Court, as the federal law also impacts private home-care agencies. She also mentioned the C4A annual conference in November.

.XI. Communication with AAoA Board: Teri Ruggiero will present information from the Advisory Council at the Board meeting on September 15 in Napa.

XII Community Input II: Betty Lou Mukerji shared information about fraud, and how she nearly lost money from her bank account in a scam.

XIII. The meeting was adjourned at 2:35 PM. With thanks to Steven Rozensky for providing cookies.

Submitted by: Leanne Martinsen, Executive Director

Approved by , Advisory Council Secretary

Date: October 1, 2015

AAoA Advisory Council Program Monitoring Summary
Approved by Advisory Council on 9/3/2015

The Advisory Council Program Monitoring Subcommittee met on August 6, 2015 with Agency staff to review the results of the Service Delivery Report for July 2014 through June 2015 and to discuss various program monitoring issues. All contractors who report monthly should be at 100% of their yearly goal. This report provides a summary of the issues and the subcommittee's recommendations in regards to services being delivered.

ISSUES AND RECOMMENDATIONS

1. We request the AAOA Board review the chart on page 3 and take note of the status of our Contractors and Direct Services that failed to meet their goals in July 2014 through June 2015. All Contractors have been paid through the end of the fiscal year, and as such, we cannot make any recommendations regarding the withholding of contract monies.
2. **Contract Goal Adjustment** – The Subcommittee discussed the adjustment of goals for Contractors and Direct Services, and are in agreement with the adjustments set for 2015/2016. AAOA staff promised to provide a chart memorializing the discussion showing the contract goals set for 2014/2015, actual goals met for 2014/2015, and goals set for 2015/2016 - this action item is still pending.
3. **Goal Monitoring** – The Subcommittee agreed and recommend that they would continue to monitor the goal through reports on a monthly basis, but would only make recommendations to the Board on a quarterly basis. This recommendation is because some Contractors submit reports only quarterly, and it is easier for the Subcommittee Chair to attend Board quarterly. We also agreed that what we are looking for in regards to goals is a Contractor (or Direct Service) should meet 90% of the goal for each quarter as follows:

July – September	22.5%
October – December	45%
January – March	67.5%

If a Contractor is below 67.5% at the end of Quarter 3, we will make a recommendation to the Board to consider whatever financial remedies are available through the Contract.

4. **Contract Language** – In March 2015, the Board approved that the language from Article III (E) regarding payment in the contract template be stricken from all future contracts. This stricken language seemed to say that a service provider could meet 90% of goals, and still be paid 100% of the contract. At the time, the Board asked for a recommendation to replace this language. Despite subsequent discussions, this item remains outstanding. Once the Board makes a decision regarding this language, the Monitoring Subcommittee will support that decision.

AAoA Advisory Council Program Monitoring Summary
Approved by Advisory Council on 9/3/2015

5. **Meeting Schedule** – A decision was made by the Subcommittee to commit to meeting face to face at the AAoA office in Vallejo for monitoring discussions and formal recommendations to the Board per the following schedule below. Any meetings needed outside of this would occur per teleconference.

Date & Time	Agenda Items
10/26/2015 at 1:30pm	<ul style="list-style-type: none">• Quarter 1 Monitoring Results & Recommendations• RFP Planning
2/1/2016 at 1:30pm	<ul style="list-style-type: none">• Quarter 2 Monitoring Results & Recommendations• RFP Planning
5/2/2016 at 1:30pm	<ul style="list-style-type: none">• Quarter 3 Monitoring Results & Recommendations• RFP Planning
6/1/2016 at 1:30pm	<ul style="list-style-type: none">• RFP Approval & Goal Setting for Contracts
8/1/2016 at 1:30pm	<ul style="list-style-type: none">• Quarter 4 Monitoring Results & Recommendations

AAoA Advisory Council Program Monitoring Summary
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Agency Name & Service Provided	Units Delivered / Contract Goal	%	Comments / Board Action
Meals on Wheels of Solano Co.** --Congregate Meals (\$255,220) --Home Delivered Meals (\$589,963)	22,721 / 24,675 121,182 / 132,870	92.08% 91.2%	Contractor was on a corrective action plan for 50% of the year, and failed to meet goals. Contract was paid at 100%. For Fiscal Year 2015/2016, goals were dropped by 1000 in congregate meals, and 9000 in home delivered meals. Contractor's funding in 2015/2016 also reduced by \$8,000. Goal adjustment and contract amount was approved by the Board in June 2015
North Bay Health Advantage (entire contract for \$40,000) --Caregiver Respite	7,492 / 8,500	88.14%	Contractor was not subject to a corrective action plan for the year. Caregiver respite is the lowest priority of services provided by the Contractor, and subject to caregivers using the service. All other goals in contract EXCEEDED 100%. No adjustment to goals for caregiver respite, contractor's funding reduced by \$5,000 in 2015/2016. Goals and contract amount was approved by the Board in June 2015.
AAoA Direct Services Solano --Outreach (\$15,273) --I&A (\$158,867)	5,500 / 10,000 6,494 / 7,800	55% 83.26%	These Direct Services were on a corrective action plan for 50% of the year, but still failed to meet goals. Staff recommended overall goals for Info & Assistance for Fiscal Year 2015/2016 to be dropped by 2,800, and for Outreach by 1,300. The Subcommittee refers this item to the Board for discussion.

NEXT SUBCOMMITTEE MEETING:
 Monday, October 27 2015 at 1:30pm
 400 Contra Costa Street, Vallejo
In-person only – no teleconference

