



**REGIONAL ADVISORY COUNCIL
MEETING AGENDA**

10:00 a.m. - 12:00 p.m.

September 28, 2017

**Paulson Senior Center
498 Pueblo Street
Calhan, CO 80808**

- 1. Regular Meeting - Call To Order/Establish a Quorum/Introductions**
- 2. Consent items**
 - A. Agenda**
 - B. Minutes – August 31, 2017**
- 3. Public Comments - Items not on the agenda**
- 4. Information Items:**
 - A. Special Presentations**
 - i. Community Outreach Center – The Independence Center staff**
 - ii. Area Agency on Aging – Joe Urban**
 - B. Provider presentations**
 - i. Prospect Homecare & Hospice – Mary Barrowman**
 - ii. UCCS Aging Center – Laura Engleman**
 - C. AAA Director’s report – Joe Urban**

5. Calendar of Events:

A. PPACG AAA events

B. Community information

C. Next RAC Meeting:

October 26, 2017

9:00 AM – 12:00 PM

Main Conference Room

PPACG AAA

14 S. Chestnut Street

Colorado Springs, CO 80905

6. Adjournment



Pikes Peak Area
Council of Governments

Communities Working Together

AREA AGENCY ON AGING

REGIONAL ADVISORY COUNCIL MINUTES
for Thursday, August 31, 2017

MEMBERS PRESENT

Cynthia Aki
Dave Betzler
Barb Caudle
Lucy Crandall
Wendy Farr
Phyllis Huggins
Margaret Hunter
Marylyn Massey
Jerry Novak
Carol Parks
Jo Ruth
Frances St. Germain
Nancy Stannard
Joyce Whittle

STAFF

Carrie Schillinger, PPACG AAA
Lisa Alldridge, PPACG AAA
Lucy Jacobs, PPACG AAA
Scott Bartlett, PPACG AAA

MEMBERS ABSENT

Bea Babbitt
Clint Cooper
Richard Elsner
Norma Garbani
Dixie Herring
Cheryl Schnell

GUESTS

Bobbi Gore
Jenn Nimmo
Mary Barrowman
Jody Barker
Kathy Lowry
Pat Ellis
Gail Gerig
Michele Chamberlain
Dorothy Novak
Ted Borden

1. CALL TO ORDER/QUORUM/ROLL CALL/INTRODUCTIONS

The August meeting of the Regional Advisory Council (RAC) was called to order at 10:03 a.m. by RAC Chairperson, Dave Betzler, at the Woodland Park City Hall in Woodland Park, Colorado. Members, staff, and guests introduced themselves. **Let the records show that a quorum was present.** (Quorum constitutes 30% of members.)

2. AGENDA APPROVAL

The agenda was approved as written.

4. PUBLIC COMMENTS

Bobbi Gore of the Park County Senior Coalition reported to the RAC about the safety modifications made to the home of a Park County senior couple using Older Americans Act funds granted through PPACG AAA. These modifications have resulted in improvements that now enable the older adult homeowners to remain living in their home, independently and safely.

5. MINUTES APPROVAL

A motion to approve minutes from the July 27, 2017 RAC meeting as written was made. The motion passed unanimously.

6. INFORMATION ITEMS

A. PPACG AAA:

- i. Senior Information & Assistance Center – Lucy Jacobs informed the RAC about the services available to older adults and their family members through the PPACG AAA Information & Assistance Center, highlighting the home care voucher program, Network of Care website, Medicaid and Veterans book and the Senior Information & Assistance Directory (the Yellow Book). Ms. Jacobs also took feedback on Yellow Book function and layout from local service providers in the audience.
- ii. Volunteer program – Ms. Jacobs addressed the RAC about the volunteer corps that helps to maintain continuity of service for all those calling the Senior Information and Assistance phone number (719-471-2096) and walking into the PPACG AAA offices. She described the skills required of volunteer applicants and the rewarding experience volunteers report which are fulfilling and keep them engaged, some for over five years.
- iii. Long-term Care Ombudsman – Scott Bartlett gave a presentation on the PPACG AAA Long-term Care Ombudsman program, including a history of national LTC Ombudsman services and the current PPACG AAA Long-term Care Ombudsman program. Mr. Bartlett described the federally mandated LTC Ombudsman program and the services (advocacy, education, conflict resolution, information and referral) the ombudsmen provide to residents (and their families) of area long-term care facilities. Mr. Bartlett also highlighted for RAC members that the LTC Ombudsman program serves all residents of long-term care facilities, and there are increasing numbers of younger adults who live in the residential facilities served by the LTC Ombudsman staff. RAC members were provided with

the annual report from the Colorado Long-term Care Ombudsman office, which highlighted services and annual accomplishments for the statewide program.

- B. AAA Director's report – Carrie Schillinger
- i. PPACG AAA is awaiting the receipt of the Option Letter from the State of Colorado, authorizing the expenditure of the FY17 carryover funding. PPACG AAA staff will be establishing a TRS meeting schedule soon, to address the allocation of the FY17 carryover funds. PPACG AAA expects to receive the FY18 federal allocation soon and also expects that it will be very close to the federal FY17 allocation.
 - ii. PPACG AAA staff has been participating in the working group meetings supporting SB17-011, regarding the use of technology in assistive transportation for adults with disabilities. The last meeting in a series of three will be held this afternoon in Woodland Park, with PPACG AAA staff in attendance.
 - iii. The summer listening tour conducted by the Colorado Department of Human Services has gathered significant feedback, which has led to a drive to review the state's nutritional guidelines. The State Unit on Aging will be reviewing the guidelines and possibly making changes to the regulations governing the administration of nutrition programs in Colorado upon completion of the review.
 - iv. AAA Director Joe Urban attended the National Association of Area Agencies on Aging Conference in late-July. Nationally, AAAs have been moving toward partnerships with healthcare systems (hospitals, HMOs, etc.) to provide more evidence-based classes, such as chronic disease self-management and falls prevention. PPACG AAA will explore this model locally with an eye to expanding OAA/OCA funded evidence-based classes in the future.
- C. RAC Chair report – Dave Betzler: Is volunteering to promote the proposed mill levy in the Tri-Lakes area for the next election cycle, which is intended to raise funds for the Tri-Lakes Fire Department, leading to improved service to the community. Fire fighters report that many of the medical/non-fire calls they respond to are from older adults who require assistance in their homes.
- D. Community Information
- i. The Gazette's Senior Expo will be held on Saturday, October 7th.
 - ii. Walk to End Alzheimer's will be Saturday, September 16th in America the Beautiful Park.
 - iii. The Race Against Suicide 10K/5K will be held on Sunday, September 17th.

7.	<u>NEXT RAC EVENT</u>	<u>September RAC meeting</u>
	DATE:	Thursday, September 28th, 2017
	TIME:	10:00AM – 12:00PM
	LOCATION:	TBD

Calhan, CO 80808

8. ADJOURNMENT

The meeting was adjourned by Chair Dave Betzler 11:58PM.



Pikes Peak Area
Council of Governments
Communities Working Together

AREA AGENCY ON AGING

**REGIONAL ADVISORY COUNCIL
AAA PROVIDER PRESENTATION**

**September 28, 2017
10:00 A.M.-12:00 P.M.**

**Paulson Senior Center
498 Pueblo Street
Calhan, CO 80808**

NW Corner of Hwy 24 and Pueblo Street

PROVIDER NAME:	UCCS Aging Center
REPRESENTATIVE:	Sara Qualls, Director Aging and Gerontology Centers
ADDRESS:	Third Floor, Suite 321 4863 North Nevada Avenue Colorado Springs, CO 80918
SERVICE AREA:	El Paso and Teller Counties
PHONE:	719-255-8002
EMAIL:	squalls@uccs.edu

PPACG Area Agency on Aging Funded 2016/2017 SERVICE(S):

Service	FY2016/17 Clients	FY2016/17 Service Units
Family Caregiver— Counseling	87	1,576
Family Caregiver— Information Services	2,765	2,810
Senior Outreach Services (SOS)—Case Management	89	24
Senior Outreach Services (SOS)—Counseling	41	445

Address your agency’s accomplishments, challenges, and unmet needs for each PPACG Area Agency on Aging funded service provided.

ACCOMPLISHMENTS:

Family Caregiver— Counseling	We are happy to report that our waitlist is very low, as we have been working diligently to meet clients’ needs as quickly as possible. Our monthly follow-up support group has added a number of
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	new participants (compared to previous years with the same participants), and we are seeing the benefits of our caregiver counseling extend to improve family dynamics, thus reducing the burden on caregivers and helping care recipients.
Family Caregiver— Information Services	We have increased our outreach efforts to include our own caregiver workshops in addition to community presentations at senior living communities, special events, community fairs, and health fairs as well as the Penrose Cancer Center. Our volunteer Community Development Committee also is doing an excellent job of distributing our new brochures throughout Colorado Springs.
Senior Outreach Services (SOS)—Case Management	Our case management team (Aging Center and Silver Key) has become more effective in identifying cases suitable for Aging Center services. Thanks to increased outreach by Silver Key, the number of referrals also continues to grow.
Senior Outreach Services (SOS)—Counseling	As referrals have increased, the number of clients receiving SOS counseling services also has grown. Based on feedback surveys, clients report a high level of satisfaction with services. Some clients have had their mental health issues resolved entirely or agreed to engage in other services. The availability of mental health services, including the provision of cognitive assessments, has helped the case management team be more successful.

CHALLENGES:

Family Caregiver— Counseling	We are mindful of keeping our waitlist as low as possible, and this is an ongoing challenge. At the same time, many caregivers are unaware of these valuable services in our community. We are working to increase that awareness and to help potential clients break through the barriers that prevent them from seeking care (such as believing they should be strong enough to cope without help).
Family Caregiver— Information Services	We have more requests for community presentations than we can accommodate, given staff and trainee availability. Increasing our brochure distribution also increases printing costs.
Senior Outreach Services (SOS)—Case Management	Some case management clients are not appropriate for a short-term behavioral health intervention.
Senior Outreach Services (SOS)—Counseling	Clients can be difficult to reach by phone to set up counseling appointments. Our clinician also cannot see some clients in their homes if those residences

	are unsafe. In addition, many clients need more intensive services than we can provide and do not want to see Medicaid providers.
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UNMET NEEDS/WAITLIST (PLEASE PROVIDE NUMBERS):

Family Caregiver— Counseling	3 individual counseling; 12 group
Family Caregiver— Information Services	N/A
Senior Outreach Services (SOS)—Case Management	N/A
Senior Outreach Services (SOS)—Counseling	3

**Non-PPACG Area Agency on Aging Funded 2016/2017
SERVICE(S) and Activities:**

What else would you like for the RAC to know?

We are very grateful for the PPACG’s support to continue these critical services for caregivers and at-risk older adults who otherwise would not receive the help they need. Thank you for improving the quality of life for seniors in the Pikes Peak region.