



**Pikes Peak Area  
Council of Governments**

Communities Working Together

**AREA AGENCY ON AGING**

**REGIONAL ADVISORY COUNCIL  
MEETING AGENDA**

**9:00 a.m. - 12:00 p.m.**

**April 26, 2018**

PPACG Main Conference Room  
14 South Chestnut Street  
Colorado Springs, CO 80905

- 1. Call To Order/Establish a Quorum/Introductions**
- 2. Consent items**
  - A. Agenda** – April 26, 2018
  - B. Minutes** – March 29, 2018
- 3. Public Comments** - Items not on the agenda
- 4. Special presentation** – Senior Advisor on Aging, Wade Buchanan
- 5. AAA Director’s report** – Joe Urban
- 6. Special presentation** – Penrose-St. Francis Faith Community Nurses, Velda Baker
- 7. Information Items**
  - A. Provider presentations**
    - i. Mountain Community Senior Services** – Cindy Rush and Lianne Lodwig
      - 1. Chore services**
      - 2. Transportation**
    - ii. Silver Key Senior Services** – Pat Ellis

1. Case management
2. Meals
  - a. Congregate
  - b. Home-delivered
3. SOS – Education and screening
4. Transportation and Assisted Transportation

**B. RAC Chair report – Dave Betzler**

**8. Calendar of Events**

**A. PPACG AAA events**

- i. Medicare 101 and Social Security 101 classes
- ii. Ent Retirement Series

**B. Community information**

**C. Next RAC Meeting – May RAC meeting**

**May 31, 2018, 10:00 a.m. – 12:00 p.m.**

**South Park County Fire Protection District Station 1**

**1745 County Road 102**

**Guffey, Colorado 80820**

**9. Adjournment**

***Please park in the large parking lot on the east side of the building  
and enter the east entrance to the lower level.  
(This entrance faces Chestnut Street.)***



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AREA AGENCY ON AGING

**REGIONAL ADVISORY COUNCIL MINUTES**  
for Thursday, March 29<sup>th</sup>, 2018

**MEMBERS PRESENT**

Cynthia Aki  
Bea Babbitt  
Dave Betzler  
Lucy Crandall  
Norma Garbani  
Dixie Herring  
Phyllis Huggins  
Margaret Hunter  
Joanne McCoy  
Jenn Nimmo  
Jerry Novak  
Jo Ruth  
Frances St. Germain

**STAFF**

Lisa Alldridge, PPACG AAA  
Carrie Schillinger, PPACG AAA  
Joe Urban, PPACG AAA  
Andrew Gunning, PPACG  
Gretchen Bricker, PPACG AAA  
Roma Costanza, PPACG AAA  
Pamela Haugard, PPACG AAA  
Kent Mathews, PPACG AAA

**MEMBERS ABSENT**

Jody Barker  
Richard Elsner  
Wendy Farr  
Marylyn Massey  
Carol Parks  
Nancy Stannard  
Joyce Whittle

**GUESTS**

Pat Ellis  
Michelle Vacha  
Nicole Caduff  
Tricia Thornton  
Kathy Lowry  
April Leary  
Nancy Bzdok  
Emily Drapear  
Paige Whitney  
Frances Treat  
Susan Sanders  
Dennis Crosser

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

The March meeting of the Regional Advisory Council (RAC) was called to order at 9:03 a.m. by RAC Chairperson Dave Betzler at the PPACG offices. 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 unanimously as written.

3. **PUBLIC COMMENTS**

There were no public comments.

4. **MINUTES APPROVAL**

A motion to approve minutes from the February 22<sup>nd</sup>, 2018 RAC meeting as written was made. The motion passed unanimously.

5. **SPECIAL PRESENTATION**

UCCS Health Circle clinics – Paige Whitney, Frances Treat and Tricia Thornton: The team gave an informational presentation about the three different clinics housed in The Lane Center, which are all part of the UC Health system of the University of Colorado. The Center for Active Living provides education and training sessions to help consumers incorporate physical activity as part of a healthy lifestyle. The Peak Nutrition Clinic staff uses medical nutritional therapy to treat a wide variety of medical conditions, and also offers community education and hands-on learning sessions on nutritional meal preparation. The Primary Care Clinic provides medical care, to include behavioral health, geriatric specialty, women’s health, chronic care, and even acute injury treatment. The clinics accept Medicare, Medicaid, Tricare and a number of private insurance plans.

6. **INFORMATION ITEMS**

A. Provider presentations

- i. Community Dental Health (formerly Senior Mobile Dental) – Michelle Vacha informed the RAC about the evidence-based dental health services Community Dental Health provides to area seniors through dental cleanings and exams which are supported by Older Americans Act and Older Coloradoans Act funding. Additionally, Ms. Vacha highlighted that her agency has other funding sources which allow her team to expand their services to other populations not served by PPACG AAA funding. This additional funding has become more critical for area veterans, who often do not have dental health coverage through their Veterans Administration benefit. Despite dropping the word mobile from the agency name, Community Dental Health still travels outside of the Colorado Springs area to provide dental hygiene services.
- ii. Fountain Valley Senior Services: Dennis Crosser, Executive Director, introduced April Leary and Nancy Bzdok, who spoke to RAC members. Ms. Leary gave a presentation to RAC members about the rural area meal program (RAMP), and Ms. Bzdok continued with a presentation about the

transportation services the agency provides to El Paso County residents using funds allocated by PPACG AAA. Additionally, programs hosted by the Fountain Valley Senior Center provide opportunities for older adults to come together. These programs reduce social isolation in the participating seniors and are another way in which Fountain Valley Senior Services serves the older adults in El Paso County.

- B. AAA Director's report – Joe Urban:
- i. The State Unit on Aging is in the testing phase for the new reporting software, Peer Place. Data migration from the current system (SAMS) is in process and is expected to be completed in April. During the final stage of migration there will be a period of two weeks when staff will be unable to access either SAMS or Peer Place and we are preparing for the challenge that will create.
  - ii. The Colorado state controller has announced that his office has encumbered the state funds necessary to cover the much-delayed federal funding to the AAA network. We do not yet know what that exact amount will be, but expect it to be very close to last year's figure.
  - iii. The Technical Review Subcommittee will begin their series of meetings to allocate funds for SFY19 at 8:30 a.m. on Friday, April 6<sup>th</sup>. All RAC members are invited to sit in on these meetings.
  - iv. New bills are working their way through the state legislature's committee processes and onto the floor of both houses for votes. The AAA is watching several bills and will continue to provide updates on this potential legislation to the RAC at future meetings. For anyone wishing to have more up-to-date information, it is recommended that they visit the Colorado Senior Lobby website, which is updated frequently.
  - v. The 2018 Senior Day at the Capitol was held on Wednesday, March 21<sup>st</sup> and was well attended by seniors and professionals, including three RAC members and two AAA staff.
- C. RAC Chair report – Dave Betzler: Senior Day at the Capitol was a very worthwhile event again this year and well-attended. Governor John Hickenlooper addressed attendees about many topics, including age-friendly communities, bi-partisan progress on healthcare and the fact that Colorado currently has the #1 economy of the 50 states. Lieutenant Governor Donna Lynne also spoke to those in attendance, focusing on government effectiveness as well as the need for accountability. Denver Mayor Michael Hancock pointed out that Denver is ranked #3 nationally for its population of Baby Boomers, which is a great motivator for innovations in service delivery. Additionally, 20% of the people experiencing homelessness in Denver are senior women, a very concerning issue which is complicated to address.
- D. Community Information
- i. The Alzheimer's Association's Reason to Hope fundraising luncheon will be held on Tuesday, April 3rd at The Antler's Hotel.
  - ii. The Manitou Springs Health Fair will be held on Saturday, April 21st.
  - iii. The annual Octogenarian Golf Tournament will be held on Monday, June 18th at the Colorado Springs Country Club.

7. **NEXT RAC EVENT:** **April RAC meeting**  
**DATE:** **Thursday, April 26<sup>th</sup>, 2018**
- TIME:** **9:00 a.m. – 12:00 p.m.**
- LOCATION:** **PPACG Area Aging on Aging**  
**14 S. Chestnut Street**  
**Colorado Springs, CO 80905**

8. **ADJOURNMENT**

The meeting was adjourned by Chair Dave Betzler at 10:48 a.m.



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**AREA AGENCY ON AGING**

**REGIONAL ADVISORY COUNCIL  
AAA PROVIDER PRESENTATION**

**April 26, 2018**

**PPACG Area Agency on Aging  
14 S. Chestnut St  
Colorado Springs, CO 80905**

**9:00 AM**

**Main Conference Room**

<b>PROVIDER NAME:</b>	Mountain Community Senior Services
<b>REPRESENTATIVE:</b>	Carrie Commerford
<b>ADDRESS:</b>	PO Box 502 Palmer Lake, CO 80133
<b>SERVICE AREA:</b>	Northern El Paso County
<b>PHONE:</b>	719-488-0076
<b>EMAIL:</b>	carrie@coloradoseniorhelp.com

**PPACG Area Agency on Aging Funded SERVICE(S):**

<b>Service</b>	<b>CY2017 Clients</b>	<b>CY2017 Service Units</b>
Chore—Handyman	39	311
Transportation	76	3,230

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

**ACCOMPLISHMENTS:**

Transportation	
Chore—Handyman	

**CHALLENGES:**

Transportation	
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Chore—Handyman	
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**UNMET NEEDS/WAITLIST (PLEASE PROVIDE NUMBERS):**

**Non-PPACG Area Agency on Aging Funded CY2017 SERVICE(S)  
and Activities:**

**What else would you like for the RAC to know?**





**REGIONAL ADVISORY COUNCIL  
AAA PROVIDER PRESENTATION  
April 26, 2018  
PPACG Main Conference Room  
9:00 AM**

<b>PROVIDER NAME:</b>	Silver Key Senior Services
<b>REPRESENTATIVE:</b>	Pat Ellis
<b>ADDRESS:</b>	1625 S. Murray Blvd. Colorado Springs, CO 80916
<b>SERVICE AREA:</b>	El Paso County
<b>PHONE:</b>	719-884-2300
<b>EMAIL:</b>	pellis@silverkey.org

**PPACG Area Agency on Aging Funded CY2017 SERVICE(S):**

<b>Service</b>	<b>CY2017 Clients</b>	<b>CY2017 Service Units</b>
Assisted Transportation/Transportation	1,207	27,684
Case Management	547	1,567
Congregate Meals	1,777	109,527
Home Delivered Meals	41	7,314
Nutrition Counseling	9	12
Nutrition Education	21,054	21,054
Senior Reach—Education	827	76
Senior Reach—Screening	171	906

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

**ACCOMPLISHMENTS:**

Assisted Transportation/Transportation	Volunteer drivers provided 50% of the rides enabling us to provide 1,188 unfunded rides. Received a grant for a feasibility study to determine if we can increase capacity by having volunteers drive their own vehicles.
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Case Management	Implementation of a new client database system with improved reporting capabilities. Increased direct client service by 50%.
Congregate Meals	Increased meals provided; decreased waste; significant quality improvement.
Home Delivered Meals	Maximized number to fulfill funding. 5 of the individuals served were able to remain in their home until they passed and still receive hot nutritious meals.
Nutrition Counseling	Contracted with new dietician to provide service; increased marketing to improve awareness and reach.
Nutrition Education	Brought in-house to improve responsiveness and awareness of client needs.
Senior Reach--Education	Increased effectiveness of presentations resulting in improved community response and referrals.
Senior—Screening	Used all of the units by the end of Nov.

**CHALLENGES:**

Assisted Transportation/Transportation	Declines due to limited funding. Inability to fulfill the number of requests for service received.
Case Management	Growing demand for assistance in finding affordable housing. Increased number of clients needing emergency financial assistance.
Congregate Meals	Locating new sites in underserved areas of the community.
Home Delivered Meals	We do not market this program as demand exceeds capacity.
Nutrition Counseling	Client willingness to participate
Nutrition Education	Ensuring implementation by recipients. Keeping the information relevant.
Senior Reach--Education	Fulfilling the growing number of requests.
Senior—Screening	Funding limitations – increasing demand

**UNMET NEEDS/WAITLIST (PLEASE PROVIDE NUMBERS):**

Assisted Transportation/Transportation	2,246 rides unfulfilled the first 9 months of the fiscal year. 12 month projection 2,995
Case Management	0 we schedule beyond what the contract provides
Congregate Meals	0 still growing the program
Home Delivered Meals	0 we have not advertised beyond what is reimbursed
Nutrition Counseling	0 we do not create waitlists for this program
Nutrition Education	0 we do not create waitlists for this program
Senior Reach--Education	0 we continue to schedule sessions beyond contract
Senior—Screening	0 we continue to schedule and reevaluate periodically to determine if we need to develop a waitlist.

**Non-PPACG Area Agency on Aging Funded CY2017 SERVICE(S) and Activities:**

We seek other funding for all of the contracted services. At this time, AAA funding provides approximately 30% of our overall funding. The only services we provide that are not funded by PPAAA are guardianship and food pantry. These 2 programs serve over 1,000 individuals each month.

**What else would you like for the RAC to know?**

We continue to experience a trend of our median age being older and our clients are more frail. Transportation services are an area of increasing concern. The need is exceeding the ability to respond.