



**REGIONAL ADVISORY COUNCIL**

**MEETING AGENDA**

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

**August 30, 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** – August 30, 2018
  - B. Minutes** – July 26, 2018
- 3. Public Comments** - Items not on the agenda
- 4. Information Items**
  - A. Provider presentations**
    - i. Park County Senior Coalition** – Bobbi Gore
      - 1. Case management**
      - 2. Chore**
      - 3. Family Caregiver Support**
      - 4. Homemaker**
      - 5. Nutrition-RAMP, Nutrition Education**
      - 6. Transportation**
    - ii. PPACG AAA** – Scott Bartlett
      - 1. LTC Ombudsman**
    - iii. PPACG AAA** – Karen Morgan

## **1. SHIP Program**

**B. AAA Director Report – Lisa Aldridge**

**C. RAC Chair Report – Dave Betzler**

## **5. Calendar of Events**

**A. PPACG AAA events**

**B. Community information**

**C. Next RAC Meeting –  
September 27, 2018  
10 am  
Teller County  
John Wesley Ranch Retreat Center  
21285 CO-67, Divide, CO 80814**

## **6. 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.)***



**REGIONAL ADVISORY COUNCIL MINUTES**

**Thursday, July 26, 2018**

**MEMBERS PRESENT**

Dave Betzler  
 Jody Barker  
 Cynthia Aki  
 Bea Babbitt  
 Norma Garbani  
 Phyllis Huggins  
 Jerry Novak  
 Frances St. Germain

**MEMBERS ABSENT**

Lucy Crandall  
 Wendy Farr  
 Dixie Herring  
 Margaret Hunter  
 Marylyn Massey  
 Jenn Nimmo  
 Carol Parks  
 Jo Ruth  
 Joyce Whittle  
 Richard Elsner

**STAFF**

Lisa Alldridge,  
 PPACG AAA  
 Gretchen Bricker,  
 PPACG AAA  
 Kent Mathews,  
 PPACG AAA  
 Joe Urban, PPACG  
 AAA

**GUESTS**

Pat Ellis  
 Dave Somers  
 Lauren Engleman  
 Lucy Jacobs  
 Dixie Wodell  
 Norman Wodell  
 Lisa Reed

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

The July meeting of the Regional Advisory Council (RAC) was called to order at 9:03 a.m. by Dave Betzler, staff, and guests introduced themselves. Let the records show that a quorum was present. (Quorum constitutes 30% of members.)

2. **CONSENT ITEMS**

**A. Agenda**—July 26, 2018

Joe Urban made a motion to make a change to the agenda RAC replacement

**B. Minutes**—June 28, 2018

Chair Dave Betzler struck the sentence from item 4 A. Joint Dispatch and Call Center. Remove the motion: After a short discussion, and questions and answers, the RAC unanimously approved the recommendations as presented.

Mr. Joe Urban made a motion to add an item under the Information Items Barbara Sigmon presented the 2017 AAA statistics and the placemat she handed out.

Mr. Jody Baker made a motion to correct the members and guests present and absent.

Mr. Jody Baker moved for approval of the consent items with updated information in both the Agenda and Minutes as discussed, seconded by Ms. Phyllis Huggins. The motion carried unanimously.

3. **PUBLIC COMMENTS**

Norman Wodell Fountain Valley Sr. Center: Dennis Crosser is retiring, open house from 3-7 on Friday July 27, 2018.

Jody Barker was re-elected as Chair of Colorado Springs Commission on Aging

**RAC Member Nomination** – Andrew Bunn

Jody Baker moved for approval, seconded by Ms. Frances St. Germain. The motion carried unanimously.

4. **INFORMATION ITEMS**

**A. Provider presentations**

(1) **Envida** – Dave Sommers

Envida's mission: to promote access and support independent living with dignity.

- The Health Association of the Pikes Peak Region formed in 1971 under the leadership of Barbara Yalich
- Acquired one wheelchair-accessible vehicle called Amblicab to accommodate people with disabilities for medical, grocery, and shopping trips.

**NEW mobile and online access to request rides!**

- Go to the App Store or Google Play and download the free app for Amble. Choose Envida as your provider, then call us to register and begin using mobile tech for your rides.
- Go to [https://amble.routematch.com/login?a=co\\_envida](https://amble.routematch.com/login?a=co_envida) then call us to create an account and begin using online tech for your rides.

### **Coming in Fall 2018**

Public Transportation, M-W-F

- Routes: Hwy 24 and SH 94
- Connects with Mountain Metro fixed route in Briargate

Questions by members: will there be a priority list in retrospect to medical needs over other errand type rides? Mr. Sommers stated that there would not be a prioritized list. It will be a first come first serve.

It was asked how the service would be advertised or how public awareness would be made? Mr. Sommers said through various health fairs and Sr. centers, VFW's, etc.

### **(2) PPACG Programs –**

Area Agency on Aging – Gretchen Bricker, Direct Services Team, we do more of Short Term Services. Case Management team assists seniors and their families as they navigate the aging process. Holistic assessments are completed with each senior served to identify and resolve any barriers to their continued independence and safety. They are able to help and assist with applications for Medicaid. Giving seniors the tools they need to fill out the forms and be successful with getting approval without charging. They are also a Certified SHIP Program and provide assistance to 9 counties. Outreach program quarterly and semi-annually. We offer Medicare 101 and Social Security 101 Classes. Our Reassurance Program, for seniors that allows them to feel safe in their homes. It is a service that is a device that goes around your neck and in an emergency the senior can push a button and connect to emergency services. There is a wait list for this program.

Area Agency on Aging – Lucy Jacobs Volunteer Coordinator, INA is the first stop for our seniors who come into AAA. INA currently has 22 volunteers, 4 in the senior insurance counseling program, 3 in the care giver family support and the remaining 15 are in the information and assistance program. Last year the volunteers donated over 3,800 hours which was equivalent to \$91,000 dollars and drove over 16,000 miles to get to AAA.

### **B. AAA Director's Report—Joe Urban**

- Mr. Urban gave an update stating-We are on the final phases of the contracting cycle. They are about 12 sitting on Mr. Gunnings desk and 5 that need details worked on and should be signed in the next few days.
- We have one new provider this year, an eyesight provider Eyesight Rehab Services, who will be doing some counseling material aid.
- Housing counseling with Brothers Redevelopment
- Outreach Services SHIP covers a lot more than just the Pikes Peak area.
- The Long Term Care Ombudsman Annual Assessment singled out the Pikes Peak Area AAA as serving as a model for Colorado and the nation with its highly regarded long term care in its Ethics Program

- Still considering what we are going to do with Carrie's position.
- We have an opportunity for a grant to be utilized in the AAA insurance counseling. If we have anyone who is familiar with grant writing please step forward.

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

We're very encouraged with the presentations today. The cross communication about services provided to seniors is key.

The value of volunteers is critical in this day and age. It is a tribute to AAA to be able to attract and maintain such a qualified and stable group of volunteers.

Mr. Betzler would be happy to help edit the draft minutes. I can just email them to him prior to submitting them for the board.

Jerry Novak asked for information as he looks for his replacement as his term is coming to an end in November 2018

5. **CALENDAR OF EVENTS COMMUNITY INFORMATION**

**A. PPACG AAA events**

Medicare 101 and Social Security 101 Classes

**B. Community Information**

New Senior Independent Resident Living- 1, 2, & 3 BR at Powers and Woodman

**C. Next RAC Meeting**

DATE: Thursday, August 30, 2018

TIME: 9:00 a.m. – 12:00 p.m.

LOCATION: Teller County

Location TBD

6. **ADJOURNMENT**

The meeting was adjourned by RAC Chairperson David Betzler at 10:33 a.m.



**REGIONAL ADVISORY COUNCIL  
AAA PROVIDER PRESENTATION**

**August 30, 2018  
9:00 AM  
Main Conference Room  
PPACG Area Agency on Aging  
14 S. Chestnut St  
Colorado Springs, CO 80905**

<b>PROVIDER NAME:</b>	PPACG AAA Ombudsman Program
<b>REPRESENTATIVE:</b>	Scott Bartlett, Lead Ombudsman
<b>ADDRESS:</b>	PPACG
<b>SERVICE AREA:</b>	Park, Teller, El Paso
<b>PHONE:</b>	719-471-7080 x113
<b>EMAIL:</b>	sbartlett@ppacg.org

**PPACG Area Agency on Aging Funded FY1617 SERVICE(S):**

<b>Service</b>	<b><u>FY1617</u></b>	
Facility Visits	676	
Activities, Non-Complaint	2,856	
Cases Opened	318	

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

**ACCOMPLISHMENTS:**

Program Assessment	Successful Desk Audit by State Ombudsman
Systemic Advocacy	State Strategic Planning for LTC, Complex Services Solutions Committee
Committee Participation	LTC Ethics, El Paso and Teller Counties APRT, Behavioral Health, Palliative Care, Pikes Peak Elder Abuse Coalition, Transition of Care Committee
Guardianship Training	National Guardianship Association Conference
World Elder Abuse	Community Event in Teller County

**CHALLENGES:**

Facility Discharges	Addressed by individual cases and by systemic advocacy and committee work
Improper Use of Surrogate Decision Making	Training, consultation to facilities and decision makers, Case Investigation
Increasing Need for LTC Behavioral Health Supports	Training, Systemic Advocacy, Investigating Resources, Committee Participation

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

Growing Need for Medicaid Secure units in the Region	Numbers are Unknown, However the Problem is Observable
Lack of Placement for Residents Who Have Significant Behavioral Concerns	Placement Cannot Be Found for a Number of Individuals with Significant Behavioral Concerns

**Non-PPACG Area Agency on Aging Funded FY1617 SERVICE(S) and Activities:**

N/A

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

The Ombudsman Program in Region 4 is considered a leading program in advocacy for consumers of long term care services. This program is recognized for its emphasis on not just solving the individual issues, but the systemic problems behind the complaints as identified by our local Ombudsmen through observation and case investigations. Our Ombudsmen are very involved with our community partners and has developed working relationships with law enforcement, APS units, regulatory agencies and other aging services providers.





**REGIONAL ADVISORY COUNCIL  
AAA PROVIDER PRESENTATION**

**August 30, 2018  
9:00 AM  
Main Conference Room  
PPACG Area Agency on Aging  
14 S. Chestnut St  
Colorado Springs, CO 80905**

<b>PROVIDER NAME:</b>	PPACG AAA SHIP/SMP Program
<b>REPRESENTATIVE:</b>	Karen Morgan
<b>ADDRESS:</b>	
<b>SERVICE AREA:</b>	El Paso, Park, Teller, Custer, Fremont, Lake Chaffee, Huerfano and Las Animas counties
<b>PHONE:</b>	719-471-2096, 888-696-7213
<b>EMAIL:</b>	<a href="mailto:kmorgan@ppacg.org">kmorgan@ppacg.org</a> ; <a href="mailto:rcostanza@ppacg.org">rcostanza@ppacg.org</a>

**PPACG Area Agency on Aging Funded FY1617 SERVICE(S):**

<b>Service</b>	<b><u>FY1617</u> Clients</b>	<b><u>FY1617</u> Service Units</b>
SHIP (State Health Insurance Program)	1877	

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

**ACCOMPLISHMENTS:**

Increased outreach to our rural counties	Created relationships with rural AAA's in our rural counties to be able to partner with the local aging services network to find and target underserved and hard to reach seniors in these communities (LEP, minority, low income, rural).
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Community education on New Medicare Cards	Provided approx. 15 public presentations (primarily at senior lunch sites) to educate seniors on the coming change to Medicare identification cards.
Increase in community partnerships	

**CHALLENGES:**

Funding	Limited funding provided by our grants from CMS and Division of Insurance are not enough to meet the demand of the growing 'Boomer' populations
Awareness	An ongoing issue has always been finding effective ways to make the community aware of our programs and services

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

No waitlists	
Need more rural outreach	Even though we have been able to increase our rural outreach efforts, we are not able to provide our services as often as possible or as needed.

**Non-PPACG Area Agency on Aging Funded FY1617 SERVICE(S) and Activities:**

Rural outreach activities are primarily done in the six counties served by the SHIP program and are outside of the PPACG service area. We are also the Senior Medicare Patrol (SMP) program, through an additional small grant from CMS and DOI, which educates Medicare beneficiaries about how to Detect, Prevent and Report Medicare and related fraud.

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

Our SHIP program is the busiest program in the state with the largest total services area (9 counties total), we have a total of 5 paid staff and and 3 part-time volunteers available to service these counties.