



Pikes Peak Area  
Council of Governments  
Communities Working Together

AREA AGENCY ON AGING

**REGIONAL ADVISORY COUNCIL MINUTES**

**Thursday, August 30, 2018**

**MEMBERS PRESENT**

Cynthia Aki  
Bea Babbitt  
Jody Barker  
Dave Betzler  
Andrew Bunn  
Lucy Crandall  
Wendy Farr  
Norma Garbani  
Phyllis Huggins  
Marylyn Massey  
Jerry Novak  
Carol Parks  
Jo Ruth  
Frances St. Germain  
Joyce Whittle

**MEMBERS ABSENT**

Richard Elsner  
Dixie Herring  
Margaret Hunter  
Joanne McCoy  
Jenn Nimmo  
Nancy Stannard

**STAFF**

Lisa Alldridge,  
PPACG AAA  
Karen Morgan,  
PPACG AAA  
Scott Bartlett,  
PPACG AAA  
Jessica Bechtel,  
PPACG  
Gretchen Brinker,  
PPACG AAA  
Kacy Partridge,  
PPACG

**GUESTS**

Lisa Reed  
Dave Somers  
Carmela Schweer  
Bobbi Gore  
P. Ellis  
L. Engleman  
M. Boles

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

The August meeting of the Regional Advisory Council (RAC) was called to order at 9:02 a.m. by Chair Dave Betzler, introductions were made. Let the records show that a quorum was present. (Quorum constitutes 30% of members.)

2. **CONSENT ITEMS**

**A. Agenda**—August 30, 2018

**B. Minutes**—July 26, 2018

Mr. Jody Barker called attention to agenda Item 3, Public Comments on the July 26, 2018 meeting minutes. He explained that it should be corrected to state, “Jody Barker was re-elected as Chair of Colorado Commission on Aging”.

The Consent items were approved unanimously with the included change to the minutes.

3. **PUBLIC COMMENTS**

Ms. Wendy Far provided an update regarding committee member terms. She noted that no matter when a new council member joins, the term always starts in January. A new member may not always serve a full three-year term if they join later in the year. After two three-year terms, members must take a year off before being able to serve for two more three-year terms. She explained that she will send out a spreadsheet to the committee noting the member term expiration dates. She further explained that there will be four spots open for January 2019.

A request was made for the spreadsheet to show geographical area representation.

4. **INFORMATION ITEMS**

**A. Provider presentations**

- i. Park County Senior Coalition – Bobbi Gore
  - Park County Senior Coalition is the only provider in Park County.
  - Eight of their programs were funded by PPACG over the last grant cycle which included:
    1. Assisted Transportation – The voucher program has reported success.
    2. Case Management – Assessments have shown an increase in client satisfaction.
    3. Chore
    4. Respite Care – Service units are measured in 4 hour increments for respite.
    5. Rural Area Meal Program (RAMP)
    6. Homemaking
    7. Nutrition Education
    8. Transportation

Some of Park County Senior Coalition's challenges include:

- Unpredictable or decreased federal funding; when this happens they rely heavily on working with other agencies to provide coverage.
- The Coalition had a reporting system changeover and lost some information.
- Information is hard to access for clients; internet and phone service are not reliable in Park County – Client education, outreach and participation are goals of the Coalition as well as addressing the accessibility issues.

Questions from the Committee:

The service unit breakdown is confusing; please clarify what a service unit is for each service, for example, hours vs. meals.

Where does additional funding come from to cover the "hidden" costs (i.e. driver mileage to client location)? Additional funding comes from grants, agency partnerships, subsidized by participants, and volunteers.

Do you have any thoughts on how the new clinic will affect or assist the community? A positive impact is expected, but all needs will still not be served for seniors. This will more or less be a first stop for some before going to a hospital for care.

#### **PPACG Programs –**

##### **ii. Area Agency on Aging – Scott Bartlett, LTC Ombudsmen**

Mr. Bartlett explained that Ombudsmen are federally mandated advocacy persons that investigate complaints and solve problems for seniors in assisted living situations. They support the public with education on long term care as well as aid in selecting long term care for family.

He explained that facility visits are tracked, with notably 676 visits between 2016 and 2017. 2,856 activities completed were completed during that time, which included consultations with family, educating family members on options, interpretation of regulations, trainings for staff and the community.

The resident is always the client.

Accomplishments:

- Program Assessment - Audited by state ombudsmen every other year; 2018 was successful.
- Systemic Advocacy - Advocacy done in this office is often replicated in other areas in the state as well as nationally.
- Committee Participation - Part of a strategic planning group – along with state agencies, they assess regulations and statutes, hiring of care givers and staff, and converse around long term community ethics.
- Guardianship Training – National Guardianship Association Conference
- Ombudsmen perform investigations of civil rights issues. For example, power of attorney and surrogate decision makers overstepping, as well as exploitation issues.

- June 15 is World Elder Abuse Awareness Day; a community event held in Teller County.
- His vision for the Lead ombudsmen is to advocate for education of what the problems are that are causing issues in the first place.

Questions from the Committee:

Can you give examples of surrogate decision making that have been problems? Mr. Bartlett shared about an individual with a brain injury who had a paid guardian that did things such as disallowing access to property or family, was disruptive to his healthcare. Power of attorney does not give control to override the individual.

Are ombudsmen allowed to be involved in court hearings?

They are not allowed; they cannot be subpoenaed to court because they may inadvertently advocate against the person who is the client. Mandatory reporting does not apply to ombudsmen.

**iii.** Area Agency on Aging – Karen Morgan, SHIP Program

Ms. Morgan shared that the SHIP program stands for State Health Insurance Program – Advocates for seniors with Medicare.

They provide insurance counseling which is the most requested program in the AAA. There are currently five case managers to cover nine counties which include: El Paso, Park, Teller, Custer, Fremont, Lake, Chaffee, Huerfano and las Animas. The program provides tools and materials to rural counties for education about their healthcare.

Accomplishments:

- SHIP helped seniors collectively save over \$1M in prescription costs by reviewing coverages and making changes.
- Increased outreach to rural counties by creating relationships with other AAA's.
- Medicare 101 classes are provided monthly.

Challenges:

- Funding is limited; not enough to meet the needs of the growing senior populations.
- Awareness – always an issue with finding effective ways to make the community aware of programs and services available through the AAA.

Questions from the Committee:

Is there a new rating system for the Medicare program and supplements? AAA staff can provide information on where to find this information online.

**B. AAA Director's Report—Lisa Alldridge**

- Ms. Alldridge shared that Mr. Joe Urban is on vacation. She noted that AAA is in the course of gearing up for the four-year planning process; this includes multiple community visits to gather input. The plan is what drives future funding. If interested in hosting or attending, contact Joe Urban.
- Currently working with state funding; federal dollars will be unreliable again for the next grant cycle.

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

Mr. Dave Betzler stressed the importance of finding quality committee members to join the RAC further explaining that it is beneficial to share about the AAA in your respective entities and areas.

5. **CALENDAR OF EVENTS/COMMUNITY INFORMATION**

A. AAA Medicare and Social Security 101 - September 6<sup>th</sup> - 21C Library

B. PPACG Board of Directors Meeting – September 12<sup>th</sup>

C. September 15 – Walk to End Alzheimer's– 11:15 AM at America the Beautiful. Get involved and please donate!

D. Sept 15 – Family History workshops – noon – 5PM Centennial

E. Health and education fair – Community Outreach Center October 6<sup>th</sup>, 9 am - 2 pm at the Calhan county fairgrounds.

F. Next RAC Meeting:

Thursday, September 27th, 2018

10:00 a.m. – 12:00 p.m.

Teller County

John Wesley Ranch and Retreat Center

21285 CO-67

Divide, CO 80814

6. **ADJOURNMENT**

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