



# Pikes Peak Area Council of Governments

Communities Working Together

**AREA AGENCY ON AGING**

**MEETING AGENDA  
REGIONAL ADVISORY COUNCIL  
9:00 AM - 12:00 PM  
January 31, 2019  
PPACG Main Conference Room**

**1. CALL TO ORDER/ESTABLISH A QUORUM/INTRODUCTIONS**

**2. CONSENT ITEMS**

- A. **Agenda** – January 31, 2019
- B. **Minutes** – November 29, 2018 ☒

**3. PUBLIC COMMENTS** (Items not on the agenda)

**4. INFORMATION ITEMS**

**A. Provider presentations**

- i. UCCS Aging Center – Magdalene Lim ☒
- ii. YMCA – Mary Swantek, Jamie Clayton, Rebecca Janecek ☒

**B. AAA Director's report** – Joe Urban

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

**5. CALENDAR OF EVENTS**

**A. PPACG AAA events**

- i. Annual Provider Fair

**6. MEETING SCHEDULE**

**Annual Provider Fair**

February 28, 2019, 9 a.m. – 12 p.m.

PPACG Area Agency on Aging Main Conference Room

14 S. Chestnut St., Colorado Springs, CO 80905

**7. 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, November 29, 2018**

**Tri-Lakes Silver Alliance (Monument)**

**MEMBERS PRESENT**

Bea Babbitt  
Jody Barker  
Dave Betzler  
Wendy Farr  
Norma Garbani  
Dixie Herring  
Phyllis Huggins  
Margaret Hunter  
Jenn Nimmo  
Jerry Novak  
Carol Parks  
Frances St. Germain

**MEMBERS ABSENT**

Andrew Bunn  
Joanne McCoy  
Joyce Whittle  
Nancy Stannard  
Richard Elsner

**STAFF**

Joe Urban, PPACG AAA  
Jessica Bechtel, PPACG

**GUESTS**

Bill Boles  
Amy Cutler  
Laura Engleman  
Marianne Hamilton  
Bregitta Hughes  
Kathy Lowry  
Roland Obering  
Lisa Reed  
Sarah Rubin  
Dave Somers  
Steven Walsh  
Patty Wagner  
Dixie Wodell  
Pat Ellis

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

The November meeting of the Regional Advisory Council (RAC) was called to order at 9:05 a.m. by Chair Dave Betzler. Introductions were made. Let the records show that a quorum (i.e., minimum 30% of members) was present.

2. **CONSENT ITEMS**

**A. Agenda**—November 29, 2018

The Agenda was modified to reorder the information items (5E, Provider Presentations moved to first item in Section 5).

**B. Minutes**— October 25, 2018

The Minutes were corrected to show Mr. Jody Barker being present for the October 25<sup>th</sup> meeting. The corrected Agenda and Minutes were approved by consent.

3. **PUBLIC COMMENTS**

Ms. Jessica McMullen, PPACG Policy and Communications Manager, provided a follow-up explanation on how council member feedback and suggestions were addressed in the Strategic Plan. The *comments received* section of the Plan did not specifically reference the RAC comments, though most were in fact incorporated into the final document. A member suggested that on future document reviews, staff provide RAC with a disposition list for submitted comments and recommendations.

Ms. Lisa Alldridge, PPACG Program Services and Contract Administrator, highlighted the recently emailed prioritization survey of the services within the Four-Year plan. The survey will be resent to ensure all received it; responses are due by December 7.

4. **ACTION ITEMS**

**A. 2018 Carryover Funding Recommendations** - Ms. Dixie Herring, Chair, TRS subcommittee  
The TRS subcommittee met and reviewed provider proposals on Tuesday, November 27. Requested funds totaled \$554,881, with the subcommittee recommending \$471,081. The subcommittee reviewed all requests in developing their recommendations. A caveat was that more complete provider data was required before a funding determination and recommendation could be made. That provider's request will be reconsidered in the next round of TRS review of additional carryover funds, expected in early 2019. Ms. Dixie Herring moved and Ms. Carol Parks seconded a motion for RAC to endorse and forward the Carryover Funding Recommendation to the PPACG Board of Directors. The motion was carried unanimously.

5. **INFORMATION ITEMS**

**A. Provider Presentations**

**I. Peak Vista – Ms. Marianne Hamilton: Material Aid – Audiology**

Ms. Hamilton presented on the Peak Vista Audiology Program highlighting the importance and value of AAA funding especially in light of rapid technology advancements. One senior with difficult-to-fit hearing loss benefited directly from AAA funding which equipped her with a new device, the Contralateral Routing of a Signal (CROS) wireless hearing aid. Ms. Hamilton noted that donations of hearing aids and devices are urgently needed. RAC member comments included: a suggestion to reach out to the Boy Scouts of America and solicit development of an Eagle Scout project to coordinate and collect donations of hearing aid devices; and recommendations to contact

Fountain Valley Senior Center, Colorado Springs Senior Center and Independence Center as potential donation site drop off locations. RAC chair's closing comment noted that this discussion revealed the true value of provider presentations and how communities can come together through the RAC.

## **II. iSight Rehab - Ms. Patty Wagner: Material Aid – Assistance for the Blind and Visually Impaired**

iSight Rehab is a new provider and this is their first AAA Grant. They currently serve ten clients and are nationally certified to offer programs and assistance to the blind and visually impaired. PAT Services are provided in the patient's home in order to better assess their environment and personal needs. iSight training includes: Orientation and Mobility, Daily Living Skills, Adaptive Communication, Assistive Technology, and Recreation and Leisure.

### **A. 2019 Officer Nominations – Ms. Wendy Farr, Chair Membership Subcommittee**

Ms. Farr highlighted member terms and procedures: terms are three years and follow a calendar year; two terms may be served consecutively; there must be a one year hiatus before a previously serving officer can again become a member. The Membership Subcommittee proposed the following slate of Officers: Mr. Dave Betzler to continue as Chair, Ms. Bea Babbitt as First Vice Chair, and Ms. Phyllis Huggins as Second Vice Chair. Additionally, the Membership Subcommittee noted receipt of an application from Ms. Dixie Wodell and endorsed her as a new member. By consent motion, the RAC unanimously approved the slate of officers and the membership appointment for Ms. Dixie Wodell. Members were encouraged to identify and forward names of potential new members to Ms. Wendy Farr or Mr. Dave Betzler.

### **B. Four-Year Plan Review Process – Mr. Dave Betzler, Chair RAC**

Brief review of RAC bylaws, highlighted assigned responsibilities: *advise* on all matters relating to the development and implementation of the 4 year plan, annual update and revisions related to the same; *advise and recommend* on policies and procedures manual of the AAA; and *review and comment* on policies, programs and actions affecting older individuals. Three approaches were identified for RAC review of the new Four-Year Plan: informal (individual members submit comments), ad hoc (small group of members collects and forwards comments), and structured (temporary subcommittee reviews and forwards recommendation to RAC). After discussion, member consensus was to establish a temporary subcommittee, and the following volunteered: Jenn Nimmo, Jody Barker, and Bea Babbitt. As Chair, Mr. Betzler *announced formation of a temporary subcommittee* to focus on review of Four Year Plan, and noted this will be highlighted at the next PPACG Board meeting.

### **C. Director's Report – Mr Joe Urban, Director AAA**

The position description for a replacement staff person has been posted on the PPACG website. Colorado State Demographer population estimates have recently been released; revealing that Denver County is now the largest county and that Jefferson County has the largest over sixty population in the state. Colorado is second in both categories. Mr. Urban urged members to research the Colorado Senior Lobby which monitors and advocates on issues and topics impacting seniors, and highlighted that AAA is working with Innovations in Aging which is taking a leadership role in the process of creating a portal as an information landing page.

**D. RAC Chair Report**

Mr. Betzler highlighted and thanked the five members whose terms are ending: Mr. Jerry Novak, Ms. Margaret Hunter, Ms. Jo Ruth, Ms. Norma Garbani and Ms. Marylyn Massey. Staff is preparing certificates recognizing their service.

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

**A. PPACG AAA Events**

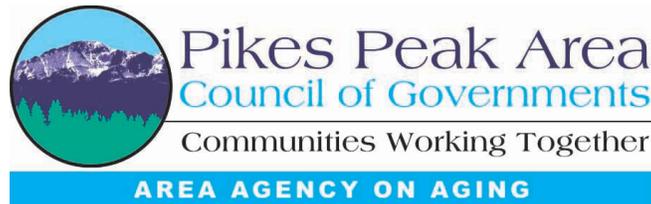
1. December 7 - Medicare open enrollment ends.
2. Pikes Peak Advocation Collaboration Coordination – Advanced Directives Subcommittee: lists the ten best Advanced Directive tools and resources at [palcarenetwork.com](http://palcarenetwork.com).
3. Santa for Seniors – December 20 is last day for donating wrapped fleece blankets for seniors. Contact person is Ms. Wendy Farr.
4. Live nativity and large creche display (Nov 30 – Dec 2) at Church of Jesus Christ of Latter-Day Saints.
5. Mr. Jody Barker thanked members for attending and participating in the Alzheimer’s Association holiday dinner and dance.

**B. Next RAC Meeting:**

January 31st, 2019 9:00 am at PPACG

**8. ADJOURNMENT**

Chair David Betzler adjourned the meeting at 11:00 am.



**REGIONAL ADVISORY COUNCIL AAA PROVIDER PRESENTATION**

<b>AGENCY/PROVIDER NAME:</b>	UCCS Aging Center
<b>REPRESENTATIVE(S):</b>	Magdalene Lim, Director
<b>ADDRESS:</b>	4863 N. Nevada Ave., Suite 321 Colorado Springs, CO 80918
<b>SERVICE AREA:</b>	El Paso and Teller Counties
<b>PHONE:</b>	(719) 255-8002
<b>EMAIL:</b>	mlim@uccs.edu

**PPACG AREA AGENCY ON AGING FUNDED SERVICES PROVIDED (FY 2017-2018)**

Family Caregiver Counseling: 111 unique clients, 2,017 service units

Family Caregiver Information Services: 1,586 clients, 1,589 service units

Senior Outreach Services (SOS) Counseling: 56 unique clients, 640 service units

SOS Case Management: 69 unique clients, 24 service units

*Briefly address your agency's accomplishments, challenges, and unmet needs.*

**ACCOMPLISHMENTS:**

Caregiver Program: We continue to add depth and breadth to our caregiver services, as the community need grows. The monthly caregiver support group is thriving and has inspired a similar group that follows the Aging Center's skills-building modules. We also have collaborated with a local occupational therapist who provides driving evaluations for older adults to help caregivers deal with the sensitive topic of driving cessation with their care recipients. Family dynamics overall have become more salient in caregiver counseling, and we are guiding student clinicians as they help clients navigate the journey. Our free caregiver workshops, offered several times per year, fill to capacity each time, and attendees express their appreciation for the wealth of information provided as well as the connection with peers.

SOS: The SOS program continues to be a lifesaving safety net for our community's most vulnerable older adults. The SOS clinician is able to visit homebound clients who would be unlikely to receive services otherwise, many times connecting them with critical resources in addition to providing therapy. Others who can come to the Aging Center may be referred to another therapist after their eight free AAA-funded sessions have been completed, thus providing continuity of care. Agencies such as Peak Vista also have begun referring clients to SOS, thanks to student trainees embedded in the Lane and Wahsatch clinics. The addition of an AspenPointe clinician to the Aging Center/Silver Key case management team that meets twice monthly has enhanced the team's effectiveness, so that clients who need more intensive services can be identified quickly.

**CHALLENGES:**

Caregiver Program: Challenges provide the basis for our accomplishments. Caregivers today battle so many difficulties, beginning with the ability to commit to a scheduled appointment at the outset. Once engaged in therapy, clients present complex issues that include communicating with a care recipient who lacks insight, balancing autonomy and safety for their loved ones, and self-care in the face of 24/7 stress. Such family struggles require more patience and preparation time on the part of therapists and additional supervision from Aging Center staff. Keeping our waitlist low while increasing awareness about our services also remains an ongoing quandary.

SOS: Scheduling clients who may not have phones or do not answer phone calls is an exceptional challenge in the SOS program. Clients may agree to counseling and then be unavailable when the clinician knocks on their door. Cognitive and personality issues that are more prevalent among this population sometimes contribute to poor insight regarding the value of the services provided.

### **UNMET NEEDS/WAITLIST:**

Caregiver waitlist: 18 (average wait 2 months)

SOS waitlist: 3-5

### **WHAT ELSE WOULD YOU LIKE THE RAC TO KNOW?**

PPACG is one of the Aging Center's longest funders, dating back more than 15 years. As the Aging Center celebrates its 20<sup>th</sup> anniversary this year, we are very grateful to PPACG for recognizing the value of our caregiver program since its inception and for your willingness to fund an innovative program like SOS. Our clients and staff thank you!



## REGIONAL ADVISORY COUNCIL AAA PROVIDER PRESENTATION

<b>AGENCY/PROVIDER NAME:</b>	YMCA of the Pikes Peak Region
<b>REPRESENTATIVE(S):</b>	Mary Swantek, Jamie Clayton, Rebecca Janecek
<b>ADDRESS:</b>	316 N. Tejon St.
<b>SERVICE AREA:</b>	Evidence Based Program & Education
<b>PHONE:</b>	719-955-3401
<b>EMAIL:</b>	mswantek@ppymca.org

### **PPACG AREA AGENCY ON AGING FUNDED SERVICES PROVIDED:**

**Education:** The Colorado Springs Senior, operated by the YMCA Pikes Peak Region, provides free educational classes designed to assist older adults to better cope with their aging needs. Classes taught fall into the categories of social, emotion, physically, spiritual, occupational, intellectual and financial wellness.

The **Moving for Better Balance (MFBB)** Program offered through the YMCA Pikes Peak Region is a falls prevention program that uses the principles and movements of Tai Chi in helping older adults improve their balance and increase their confidence in doing everyday activities without the fear of falling. Classes are held twice a week for twelve consecutive weeks and each MFBB class serves up to 25 seniors.

*Briefly address your agency's accomplishments, challenges, and unmet needs.*

### **ACCOMPLISHMENTS:**

**Education:** The Colorado Springs Senior is offering a wide variety of classes in educational topics covering all dimensions of wellness. We are proud of the partners we have brought to teach these classes. We are having an impactful amount of participation. Participant evaluations we are receiving not only are providing us with positive feedback but indicate changing lives.

**MFBB:** Six **Moving for Better Balance** classes were completed in the fall of 2018, and to-date, five are scheduled for this spring. We strive to offer the program in a variety of areas in Colorado Springs, and at least once per year in Teller county serving Woodland Park, Divide and Florissant.

## **CHALLENGES:**

**Education:** The amount of in kind donations for participants is low. We are seeking new ways of attracting the younger senior to attend classes. One item of action is to continue to advertise our classes to the community.

**MFBB:** Maintaining enough MFBB instructors this year to offer the number of classes we've projected to serve. This spring, two of our regular instructors are unable to teach a class, and a third left the YMCA last summer right at the beginning of this grant year. We are exploring options to resolve this and be able to offer additional classes/locations.

## **UNMET NEEDS/WAITLIST:**

**Education:** At this time we have no unmet needs and no one on the waitlist.

**MFBB:** Our only unmet need is that of instructors, and everyone on the waitlist has been offered a class. There are a few people who cannot attend at the times offered, so we'll keep offering them other times as they are scheduled.