

IDAHO COMMISSION ON AGING
Teleconference
BOARD OF COMMISSIONERS MEETING MINUTES
Thursday, November 18, 2021
BOISE, IDAHO

Commissioner Members: Chair Morley, Commissioner Magera, Commissioner Elfering, Commissioner Reiland, Commissioner Nielson

Excused:

ICOA Staff: Judy Taylor, Bettina Briscoe, Vicki Yanzuk, Amanda Scott, Birgit Luebeck, Deedra Hunt, Erin Olsen, Janet Miller, Jenny Hill, Lynn Fyans, Scott Carpenter, Susan Bradley

I4A Members: Director Stoddard, Director Schmidt, Director Enriquez, Director Stokesberry, Director Hirschi, Director Early

Guests: Dr. Jennifer Palagi-IDHW, Jenna Furman-ILAS

Open and Welcome Quorum – Chair Morley

- Chair Morley called Board of Commissioners meeting to order at 8:30AM.
- Attendance was taken and a quorum was established.
- Questions and discussion followed.

Director’s Message – Judy Taylor

- Reminded meeting attendees of Robert’s Rules of Order.
- Reviewed resources on the ICOA website.
- Questions and discussion followed.

Crisis Programs – Amanda Scott

- Discussed the function of the Ombudsman program:
 - Ombudsmen identify, investigate, and resolve complaints made by or on behalf of residents in nursing homes and assisted living facilities.
 - Ombudsmen provide regular access to advocacy and education for residents through unannounced visits to each licensed nursing homes and assisted living facility.
- Reviewed a case data chart showing case data for each AAA.
- Discussed top nursing home complaints:

- Personal property
- Response for assistance
- Personal hygiene
- Dignity and respect
- Medications
- Discussed top assisted living facility complaints:
 - Discharges and evictions
 - Dignity and respect
 - Medications
 - Food services
 - Housekeeping
 - Staffing
- Talked about the benefits of volunteers, challenges COVID has placed on the Ombudsman, and the benefits of technology in fulfilling Ombudsmen responsibilities when they are unable to go visit facilities in person.
- Questions and discussion followed.

Crisis Programs – Jenna Furman

- Presented on the Legal Assistance Development (LAD) program.
- Reviewed the Older Americans Act (OAA) requirements for the LAD program.
- Discussed environmental scan findings and gaps analysis.
- Summarized the priority interventions.
- Noted other related senior legal services initiatives:
 - LAEP grant through Idaho Legal Aid
 - Senior legal risk detector
 - Emphasis on housing legal issues during the pandemic
 - Justice in aging partnership on improper long-term care facility discharges
 - LAD network, NCLER, and other national-level opportunities
 - COVID-related adjustments to services
- Questions and discussion followed.

Crisis Programs – Deedra Hunt

- Presented on the function of the Adult Protective Services (APS) program:
 - APS serves adults, 18+ years, who are the alleged victims of an APS report and are vulnerable and at high risk of adult maltreatment.
 - APS also aids caregiving families experiencing difficulties in maintaining the health or safety of a person who is vulnerable to adult maltreatment.
- Reviewed case data charts showing case data for each AAA.

- Noted the benefits of the online reporting tool.
- Discussed COVID restrictions and how despite those restrictions APS tasks were still fulfilled.
- Reviewed current and future plans for APS:
 - APS COVID and ARPA funding will support the expansion of services to APS clients and overwhelmed caregivers of APS clients.
 - APS clients who are experiencing abuse, neglect, or exploitation may receive legal support at no cost to them.
 - APS clients who are at high risk of crisis or are currently in a crisis may have goods and services purchased to improve their safety, support, and stabilization.
 - Overwhelmed caregivers of APS clients may receive care coordination or legal assistance services.
- Questions and discussion followed.

Universal and Targeted Programs – Admir Selimovic

- Presented the Senior Medicare Patrol (SMP) program goals and outcomes by AAA.
- Presented on the Medicare Improvements for Patients and Providers Act (MIPPA) program.
- Overviewed lessons learned, challenges and future outlooks for the SMP and MIPPA programs.
- Presented on the Senior Community Service Employment program (SCSEP).
- Shared program data charts showing employment outcome information.
- Overviewed lessons learned, challenges and future outlooks for the SCSEP program.
- Questions and discussion followed.

Commissioners’ Reports – Commissioners

- Discussed reports and events in their areas.
- Questions and discussion followed.

Area Dialogue – Directors and I4A Chair, Raul Enriquez

- Discussed reports, events, and challenges in their areas.
- Noted topics discussed during the I4A meeting:
 - Area Plans
 - Housing crisis
 - Frontline staff
 - Provider shortages
- Questions and discussion followed.

Targeted Programs – Lynn Fyanes

- Presented on Alzheimer’s Disease support services and program outcomes.
- Presented on Lifespan Respite services and program outcomes.

- Outlined the seven Respite providers.
- Shared charts about care recipients and family caregivers.
- Presented on Idaho Family Caregiver support services and SFY21 program outcomes.
- Reviewed lessons learned and current & future plans:
 - Centralization
 - Specialization
 - Many people unaware of Respite care services
 - Some regions and populations have slow internet and low computer literacy
 - COVID resulted in cancellation of numerous gatherings and outreach events
 - Strong community partnerships and philanthropy
- Questions and discussion followed.

Targeted Programs – Janet Miller

- Presented on Transportation services and qualifications for the services.
- Presented on Homemaker services such as housekeeping, meal preparation, essential shopping and errands, banking, and medication management.
- Presented on Chore services such as safety improvements to homes, seasonal yard work, heavy cleaning, and minor home maintenance.
- Reviewed lessons learned:
 - Unfolding best practices for Consumer Direction
 - Transportation scheduling software
 - Unexpected challenges such as COVID, driver shortages, service providers closing, staffing concerns, and tracking inconsistencies in GetCare
- Current implementation:
 - Consumer Direction pilot
 - Increased rates in several AAAs
- Future plans:
 - Statewide Consumer Direction demo beginning January 2022
 - ITN Country Software
 - Assess tracking hours vs actual expense
- Questions and discussion followed.

Other Business – Chair Morley

- * Motion was made and carried to approve a one-day meeting schedule for the February and August meetings and a two-day meeting schedule for the May and November meetings.
- * Motion was made and carried to approve the following 2022 meeting dates:

- February 17, 2022
- May 19, 2022 & May 20, 2022
- August 18, 2022
- November 17, 2022 & November 18, 2022
- Meeting adjourned at 2:05PM.