

IDAHO COMMISSION ON AGING
Teleconference
BOARD OF COMMISSIONERS MEETING MINUTES
Thursday, November 18, 2022
BOISE, IDAHO

Commissioner Members: Chair Morley, Vice-Chair Magera, Commissioner Ohrtman, Commissioner Elfering, Commissioner Reiland, Commissioner Nielson, Commissioner Milliken

ICOA Staff: Judy Taylor, Bettina Briscoe, Vicki Yanzuk, Admir Selimovic, Amanda Scott, Birgit Luebeck, David Brandt, Deedra Hunt, Erin Olsen, Janet Miller, Jenny Hill, Lynn Fyanes, Rachel Kessinger, Scott Carpenter, Susan Bradley

I4A Members: Director Stoddard, Director Schmidt, Director Enriquez, Interim-Director Underwood, Director Hirschi, Interim-Director Ballard

ADRC Representative: Dr. Jennifer Palagi – IDHW

Guests: Jenna Furman – ILA Director of Development and Special Projects

Excused: Joe Zaher

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.
- Erin handed out the Military Vet services flyers.

Administrative Services Manager Report – Bettina Briscoe

- Demonstrated how to locate the ICOA Program Manual and the Annual Report on the ICOA website.
- Updated on the status of the Adult Protective Services Rules and Statues.
- Questions and discussion followed.

SMP, MIPPA, and SCSEP – Admir Selimovic

- Presented an overview of the Senior Medicare Patrol program (SMP).
- SMP team members prevent, recognize, and report health care fraud, errors, and abuse.
- They provide one-on-one counseling.
- Group presentations.

- Outreach events.
- Shared SMP program outcomes:
 - Number of active SMP team members is 39.
 - Number of SMP team member hours is 4,592.33.
 - Number of group outreach and education events is 83.
 - Estimated number of people reach through group outreach and education events is 4,060.
 - Number of individual interactions with, or on behalf of, a beneficiary is 1,224.
 - Cost of avoidance on behalf of Medicare, Medicaid, beneficiaries, or others is \$0.00.
 - Expected Medicare recoveries attributed to the projects is \$0.00.
 - Expected Medicaid recoveries attributed to the projects is \$0.00.
 - Actual saving to beneficiaries attributable to the projects is \$0.00.
- Presented an overview of the Medicare Improvements for Patients and Providers Act program (MIPPA).
- Goal of the MIPPA program is to enhance outreach efforts to beneficiaries likely to be eligible for the Low Income Subsidy program, Medicare Savings program, Medicare Prescription Drug Coverage program, and assist beneficiaries to apply for benefits.
- ICOA partners with the Senior Health Insurance Benefits Advisors (SHIBA) at the Idaho Department of Insurance.
- SHIBA provides free, unbiased counseling on Medicare benefits to beneficiaries or those looking to sign up.
- AAAs provide outreach about SHIBA.
- Discussed lessons learned for the SMP/MIPPA programs.
- Presented an overview of the Senior Community Service Employment program (SCSEP).
 - The SCSEP program provides training for low-income, unemployed seniors 55 and older who want to re-enter the workforce.
 - The target demographic for SCSEP is:
 - Low-income (no more than 125% of the federal poverty level).
 - 55+ years old and unemployed.
 - SCSEP grantees:
 - National nonprofit grantees.
 - State grantees (ICOA).
- Discussed lessons learned for the SCSEP program.
- ✓ Admir will send out the outcome of the performance measure to the Commissioners and Directors. This information comes from SHIBA.
- Questions and discussion followed.

Loneliness, Transportation, Homemaker, and Chore – Janet Miller

- Presented an overview of the Loneliness program.

- The goal is to build awareness of the issues surrounding loneliness.
- Resources have been put on the ICOA website to help combat loneliness.
- Shared some inspirational videos regarding the topic of loneliness.
- The loneliness campaign is in February and will include:
 - Social media posts will be made providing helpful information.
 - Press releases.
 - Public presentations.
- Discussed letters from schools with home delivered meals.
- Discussed youth cleaning up yards of Seniors through WICAP and schools.
- Provided stats on the Friendly Caller program outcomes.
- Reviewed the lessons learned in SFY22.
- Presented an overview of the Transportation program.
- Shared stats and outcomes.
- Touched on the lessons learned in SFY22.
- Shared future plans:
 - Statewide Consumer Direction Demo.
- Presented an overview of the Homemaker program.
- Shared outcomes for each of the AAAs.
- Touched on the lessons learned in SFY22.
- Presented an overview of the Chore program.
- Share stats and explanation of variances.
- Touched on the lessons learned in SFY22.
- Shared future plans:
 - Development of Consumer Direct programming.
 - Consumer Direction demo may give all AAAs an opportunity to provide chore services for the State of Idaho.
- Questions and discussion followed.

Legal Assistance Developer – Jenna Furman

- Presented on the Legal Assistance Developer program (LAD).
- Reviewed what the Older Americans Act (OAA) says about LAD:
 - State leadership in securing and maintaining the legal rights of older individuals.
 - State capacity for coordinating provision of legal assistance.
 - State capacity to provide technical assistance, training, and other supportive functions to AAAs, legal assistance providers, Ombudsmen, and other persons as appropriate.
 - State capacity to promote financial management services to older individuals at risk of conservatorship.
 - State capacity to assist older individuals in understanding their rights, exercising choices, benefitting from services and opportunities authorized by law, and maintaining the rights of older individuals at risk of guardianship.
 - State capacity to improve opportunities for leadership.

- Shared some empowerment tools used by LADs.
- Discussed environmental findings and gaps.
- Compared Idaho Legal Aid Services (ILAS) 2021 case data to 2022 case data.
- Discussed priority interventions.
- Discussed senior legal services initiatives:
 - Exploring new grant opportunities:
 - ILAS recently awarded a grant for our Idaho Falls office to work specifically with seniors seeking minor guardianship of their grandchildren.
 - ILAS recently awarded a grant in collaboration with the Nampa Family Justice Center for enhanced training and services to end abuse later in life.
 - A large federal senior grant, the Legal Assistance Enhancement program, ended in August 2022. ILAS will need to fill this funding gap moving forward.
 - Senior legal risk detector outreach, awareness, and training.
 - LAD network, National Center on Law and Elder Rights (NCLER), and other national-level opportunities.
- Questions and discussion followed.

Ombudsman Program – Amanda Scott

- Discussed how the Ombudsman get their authority and responsibility through the Older American’s Act.
- Discussed the function of Ombudsmen:
 - Provide advocacy and ensure health, safety, welfare, and rights of residents.
 - Ensure that the residents have regular, timely, private, and unimpeded access to the services provided by the Ombudsmen program.
 - Educate residents, family, staff, and community at large on senior issues and the rights of the residents.
- Reviewed program statistics and outcomes.
- Touched on complaints received regarding nursing home and assisted living residents.
- Reviewed lessons learned this year.
- Discussed Ombudsman program goals for FY2023.
- Questions and discussion followed.

Adult Protective Services – Deedra Hunt

- Discussed program statistics for each AAA.
- Directed where mandated reporters could go to make online reporting for APS complaints.
- Expressed the importance of critical time intervention through the Focus Care Coordination program.
- Touched on education and training provided to the community and providers.

- Discussed the new APS Legal Services through Idaho Legal Aid that provided legal services to support APS clients and family caregivers of APS clients to support the needs of the vulnerable adults they care for.
- Shared success stories from the APS Intervention Aid program.

Presented on the Caregiver Care Coordination program whose services aim to reduce the risk of maltreatment to APS clients who are cared for by overwhelmed unpaid caregivers.

- Touched on APS goals moving forward:
 - APS budget formula.
 - Purchase of new cars for APS.
 - Outreach and training.
 - Idaho APS staff ID cards.
 - Safety kits.
 - Educational brochures.
 - National APS conference.

I4A/Area Reports: Directors

- Roundtable discussion of highlights from reports, events, and challenges in their areas.
- Questions and discussion followed.

Commissioners' Reports – ICOA Commissioners

- Roundtable discussion of highlights from reports, events, and challenges in their areas.
- Questions and discussion followed.

Other Business – Chair Morley

- Meeting adjourned at 3:25PM.