

IDAHO COMMISSION ON AGING
Teleconference
BOARD OF COMMISSIONERS MEETING MINUTES
Thursday, February 17, 2024 BOISE, IDAHO

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

ICOA Staff: Judy Taylor, Bettina Briscoe, Vicki Yanzuk, Birgit Luebeck, Deedra Hunt, Erin Olsen, Fanny Rodriguez-Melnikosky, Janet Miller, Jenny Hill, Lynn Fyanes, Rachel Kessinger, Scott Carpenter, Susan Bradley

I4A Members: Director Stoddard, Director Holcomb, Director Enriquez, Director Thompson, Director Hirschi, Director Arnold

Guests: Julie Torresani – Community Care Supervisor,
Jennifer Palagi – IDHW

Excused: Admir Selimovic, Joe Zaher

Open and Welcome Quorum – Chair Morley

- Chair Morley called Board of Commissioners meeting to order at 8:59AM.
- Chair Morley introduced AAA VI new Director Tyrell Arnold
- * Motion was made and carried to approve February 15, 2024 agenda.
- * Motion was made and carried to approve November 16-17, 2023 minutes.

Director's Report – Judy Taylor

- Reminder of rules and procedure of meeting
 - Open meeting to all Idahoans
- Legislative Update
 - Vicki Yanzuk & Judy Taylor met with 11 legislators
 - Discussed three financial enhancements
 - Additional statutory allowance of ARPA funds
 - Nutrition funds
 - Additional FTE for Fiscal
 - Presented Budget to JFAC
 - Supporting bill Department of Finance

- Dept of Finance decided to hold off 1 year to move forward to allow for more thorough communication with community/professional stakeholders
 - Subject Matter Expert of bill for Protective Placement
 - Needs Assessment 2023 to be presented to Health & Welfare Committees
 - Probate Code
 - New processes for conservatorships and guardianships
 - In progress
- Strategic Updates
 - Operations Manual updated
 - Onsite Review scheduling in progress
 - State Plan being written
 - RFP Process and implications being refined
- Operational Updates
 - Lifting grant moratorium
 - Participating in grant proposal for Geriatric workforce center with Boise State University
 - Exploring website update
 - Adapting to DHR telecommuting requirements
 - Planning for May 2025 Aging in Idaho Conference

Project Manager Report – Vicki Yanzuk

- Transparent Idaho Project
 - State Agencies now must post contracts on website
 - Can lead to an influx of records request to AAA's from the general public and for-profit companies
- Luma Supplier Portal
 - AAA can track invoice processing
- Initial Procurement Planning
 - State Plan Process – Federal Guidance and OAA Statue
 - Rules – Idaho Requirements
 - Formal Process – Issuing Procurement and Award
- Procurement meets Area Plan
 - PSA 1,2,5,6
 - Current Area Plans will be extended by one-year, new AAA will be asked to submit a 3 year Area Plan
 - Procurement beginning Fall 2024-Spring 2025
 - Award of Contract – July 2025

- Transition - Summer 2025-Spring 2-26
 - New AAA - July 2026
 - PSA 3 and 4
 - Area Plan Guidance Issued – Spring 2025
 - Area Plan Development – Summer 2025- Spring 2026
 - Area Plan Due to ICOA – July 2026
- State Program Report 2024
 - Due yearly in January
 - Submitted in OAAPS
 - Encompasses a federal fiscal year
 - Provides a national average cost per unit on some services
 - Variances over a threshold require explanations
 - Data for nation is then available through ACL website
- Annual Data Report – OAAPS
 - Data Stabilization
 - COVID and ARPA funds disrupted the normal trends
 - National Comparison
 - Came in the middle overall
 - Variance Explanatory
 - Over/Under 10% from previous year has to be explained
- State Program Report Observations
 - Cost per unit up across nearly all programs
 - Service units down
 - Increase in variance in Caregiver
 - Saw the greatest variance across all programs
 - Nearly no variance in meals
 - Dollars without Data
 - Identified gap to improve the invoice system within GetCare
 - System improvements
 - In process
- AAA Yearly Budget Process Reminder
 - AAA Budget Workbook – ICOA Review/Contract – Approved Budget/Contract-Quarterly Updates
- AAA Budget Development Timeline
 - Begins in March with new funding formula
 - April 8th – workbook issued to AAA
 - May 10th – Workbook due back to ICOA
 - May 12+ - Internal Review and AAA Meetings
 - Contract Signed June 7th
- Process Update

- AAA-to-AAA transfers
 - APS not allowed to transfer
 - ARPA are allowed to transfer
 - ACL requires all AAA to agree to a transfer between two AAA's
- Initial 6-month Expenditure overview
 - Data of remaining percent that each AAA is to spend by June 30, 2024
 - Budgets do included nuances for expenditures
 - Goal is to have standardized monthly conversations with AAA directors to ensure spending trends are on track
 - Review of each AAA budget expenditures to date with percent remaining
 - AAA I – 56%
 - AAA II – 64%
 - AAA III - 47%
 - AAA IV – 53%
 - AAA V – 57%
 - AAA VI – 65%
- Contracting and Cost Analysis
 - Cost Analysis
 - AAA's must perform (45 C.F.R 75)
 - May include:
 - a comparison of prices paid on other contracts for the same or similar services; Private pay and/or State Medicaid Rates
 - a review of trade publications for comparability
 - a comparison of prices quoted by other AAAs
 - and any other comparison available to the grantee
 - Contracting Responsibilities
 - Transparency – Fairness – Competition – Standardization
 - AAA Contracting Methods
 - Request for Proposal (RFP)
 - competitive solicitation document used to solicit proposals from service providers and seeks to issue contracts to only the most qualified contractors
 - Request for Qualifications (RFQ)
 - The AAA may implement an ongoing RFQ for service providers if they wish to continually accept applications. The RFQ must contain all information necessary for firms to submit Qualification Statements including and evaluation process and criteria for award. If the AAA chooses to utilize an RFQ, they are open to accepting all qualified vendors.

- Long- term care ombudsman Program Overview
 - Program Origin – 1974
 - Ombudsman Authority
 - Ombudsman Function & Scope
 - Ombudsman Volunteer Program
- Ombudsman Program Activities
 - FFY 2022 vs 2023: By AAA
 - Presentations
 - Resident Council
 - Information and Assistance
 - Routine Access
- Top Complaints Received in Nursing Facilities and Assisted Living Facilities
 - FFY 2021-2022 and FFY 2022-2023
 - Discharge evictions remains the top across years and facilities
 - Other complaints include
 - Medications, Staff Responses, Resident Rights, Staffing, Gross Neglect, Food services, Housekeeping, Dignity and respect.
 - Complaints received in FFY 2023 broken by AAA
 - AAA I: 4%
 - AAA II: 9%
 - AAA III: 33%
 - AAA IV: 26%
 - AAA V 15%
 - AAA VI: 13%
 - Complaints Resolved
 - 2022 70%
 - 2023 77%
- Number of Licensed facilities and beds
 - Statewide and by AAA
 - Staffing Ratio: 13 statewide Ombudsman
 - Considered low staff per building and staff per bed
- Certification of Long-term Care Ombudsman Program expenditures
 - Minimum funding requirements mandated by Older Americans Act
 - FFY 2023 must meet/exceed the base year expenditures
 - Base year is FFY 2019
 - FFY 2023 did not meet two line item expenditures
 - Title III-B Ombudsman State
 - Title III-B Ombudsman AAA
- 2023 Ombudsman Program Outreach

- Updated marketing
- ICOA Planning Process 6 Module Course
- Survey statewide
- SWOT Analysis
- Director meeting
- AAA visits
- SWOT Analysis Outcome
 - Strength: low staff turnover, program awareness, strong partnerships, experienced staff
 - Weakness: staff capacity, timeliness of service delivery, financial constraints, insufficient staff, and volunteers
 - Opportunity: innovation and technology, lifestyle trends, revamp volunteer programs, new SLTCO and program managers
 - Threats: access to residents, loss of resources, low staffing ratios, low wages
- 2023 Ombudsman Program Identified Gaps
 - Inconsistency in program operations across the State
 - Family Council – currently there are no active on-going family council committees in LTC facilities
 - Ombudsman Volunteers – pre-COVID there were over 50 volunteers throughout the state. Currently we only have 11 total
 - There is an opportunity for more outreach in the community
 - The Ombudsman Program is not very active on social media
- 2023 Ombudsman Program Identified Goals
 - Provide equal access to Ombudsman Program services to Long–Term Care Residents & their representatives throughout the state
 - Consistency in program operations across the State. Create guidelines for RTZ documentation, develop monitoring tool kit
 - Develop Statewide Ombudsman Program Family Council
 - Hire office of the State part time Volunteer Coordinator
 - Develop and nurture relationships with other agencies
 - Created FB/Instagram accounts, in addition family council group & Volunteer Ombudsman groups
- Questions and discussion followed.

Working Lunch: Educational Presentation – Julie Torresani

- Community Care Program Staff Training
 - Stages
 - Core Competencies

- Staff Certificates
 - Training Platforms
 - Continuous Education
- Trainings
 - Job Descriptions
 - Staff Performance Evaluation & Feedback
 - Self-Evaluation Tools
 - Requirement – Contractors
- How Training is Provided
 - CCP Excel Staff Training Document
 - Extensive list of resources for trainings that are specific target areas within the CCP – tracks supervisor and staff completion
 - Future Improvements
 - Dashboards is a possibility to solve the overly burdensome excel sheet
 - Trainers/Workforce of SME's
 - Model/Standard
 - Assessment Tools
- Questions and discussion followed.

Needs Assessment – Rachel Kessinger

- Summary of events
 - 14 in person events
 - Online, phone, paper surveys
 - Available to complete June 2023 – October 2023
 - Methodology of Analysis
 - Data was divided into four population categories
 - Response of interest were compared within category
 - All n= 1,109
 - High Risk n=229
 - Urban n=594
 - Rural n=470
 - Survey Respondent Demographics
 - Summary of responses by location
 - Six Survey questions data examined
 - What's Next
 - ICOA writing a new 4-year State Plan to close gaps
 - Local AAA's will write local plans

I & A Program Report SFY 23: Scott Carpenter

- Description of I & A
 - Service provides individuals current information on opportunities
 - Assesses problems and capacities of the individual
 - Attempts to ensure that an individual receives the services needed
 - Measured in Get Care as a “contact”
 - Non-registered service
 - Contacts can be a phone call, email, walk-in, or any interaction
- Service Reporting Classifications
 - Non-registered: no client profile
 - Cluster 2: Summary client profile
 - Cluster 1: Detailed client profile (includes ADL’s and IADL’s)
- SFY 2023 Data:
 - Contacts - 22,613
 - APS Intakes – 4,256
 - Annual Reassessments – Client Records Housekeeping
- Gaps & Challenges
 - Trainings at the AAA level
 - Manual is not specific to workload specific to AAA’s is more generic
 - Staff attrition can lose documentation trainings for onboarding staff
 - Limited/Competitive funding
 - Contact metric does not capture full scope of I & A work output
- Case Management
 - Not a “new” service but a possible option
 - Reported in hours vs contacts
 - More appropriate for assessment/enrollment
- Questions and discussion followed.

AAA Dialogue – AAA Directors/I4A Chair/Jennifer Palagi

- Jennifer Palagi
 - Budget recommendations to Legislative Session
 - Transparency in budget through the process – some items may be removed
 - Important line items
 - Lifespan Respite Grant
 - BOLD – Building our Largest Dementia (infrastructure for Alzheimer’s Act)
 - ADRD – Tiffany Robb: OPE report in October 2023 noted improvement from the 2020 report

- Emergency medical services: Goal to make statute of being an essential service
- 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.

Election of Board Chair and Vice Chair – ICOA Commissioners

- * Motion was made and carried to approve Chris Magera as Chair.
- * Motion was made and carried to approve Dennis Ohrtman as Vice-Chair.

Closing Business/Meeting Adjourns – Chair Morley

- Meeting adjourned 3:22pm