

**IDAHO COMMISSION ON AGING**  
**Teleconference**  
**BOARD OF COMMISSIONERS MEETING MINUTES**  
**Thursday, November 14, 2024 BOISE, IDAHO**

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

**ICOA Staff:** Judy Taylor, Bettina Briscoe, Vicki Yanzuk, Birgit Luebeck, Brandi Waselewski, Deedra Hunt, Erin Olsen, Fanny Rodriguez-Melnikosky, Janet Miller, Jenny Hill, Lisa Johnson, Lynn Fyans, Michelle Russell, Rachel Kessinger, Scott Carpenter, Susan Bradley

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

**Guests:** Matthew Bundy  
Jahaira Faber, Council for the Deaf and Hard of Hearing  
Leah McElwee, Rachel Miller – ASL Interpreters

**Excused:** Commissioner Milliken

**Open and Welcome Quorum – Chair Magera**

- Chair Magera called Board of Commissioners meeting to order at 8:00AM.
- Motion was made and carried to approve November 14<sup>th</sup> and 15<sup>th</sup>, 2024 agenda.
- Motion was made and carried to approve August 15<sup>th</sup> 2024 minutes.
- Approval of 2025 Meeting Dates: February 20, May 22<sup>nd</sup> & 23<sup>rd</sup>, August 21, November 20<sup>th</sup> & 21<sup>st</sup>.

**Director's Update– Judy Taylor**

- Recent Accomplishments
  - State Plan accepted without revisions
  - On site reviews completed
  - Annual Report in Final Draft
  - Budget Submitted
- Work to Come
  - RFP Creation
  - Year one plan activities
  - At Idaho Department of Vocational Rehabilitation until 3-14-2025

- Conclusion
  - The Aging Network has made great improvements this last fiscal year.
  - We are embarking on hard and complicated work to be prepared for the future.
  - Being older and wiser I have complete faith this time next year we will be in even a better place to thrive and serve older and disabled Idahoans with compassion and excellence.

### **Project Manager Report – Vicki Yanzuk**

- Review of Older Americans Act Federal Funding 2024
  - Top 5 States
  - Idaho #39 Ranking at \$8,952,555 – above the minimum funding
- Federal Fiscal 2025 Older American’s Act Regulation Changes
  - Meeting the mission and vision of the OAA by holistic program management
    - Program, fiscal, data, evaluation, training, communications, policies & procedures all in alignment
    - Maintaining integrity of advocacy activities
    - Targeted, effective, efficient activity
  - Coincides with the first comprehensive update to OAA program regulations in 36 years
    - Emerging from COVID-19 pandemic
    - Recent spate of retirements
    - New and developing business opportunities
    - Increased interest in stewardship of public funds
- Federal Fiscal 2025 Older American’s Act 45 CFR 1321 Changes
  - State agencies may reallocate funding within the State when an area agency on aging voluntarily or otherwise returns funds
    - (i) If an area agency voluntarily returns funds, the area agency on aging must provide evidence that its governing board or chief elected official approves the return of funds
    - (ii) Funds must be made available to all area agencies on aging who request funds available for reallocation
    - (iii) The intrastate funding formula shall be proportionally adjusted based on area agencies on aging that request redistributed allocations
    - (iv) Title III funds subject to reallocation may only be reallocated to area agencies on aging via the proportionally adjusted intrastate funding
  - The State agency shall, through the area plan or other process, develop policies and procedures for area agencies on aging and service providers to receive approval to establish contracts and commercial relationships and participate in activities related to contracts and commercial relationships.
  - Contracts
    - Section 212 of the OAA and now guidance in 1321

- Encourages AAAs to leverage non-OAA resources to meet need
    - Collective interest in AAAs relationships to provide services
    - Any business represented or entered into by the AAA
    - Protect integrity of the network
    - Incorporate into the Area Plan approval process – AAA will have to collect some contract information well in advance
  - Evaluation of Risk
    - Evaluating each subrecipient's risk of noncompliance to ensure proper accountability and compliance with program requirements and achievement of performance goals
  - Conflict of interest
    - Policies and procedures for State Unit on Aging and AAA's woven throughout
- State Plan – Year 1 Activities started October 1, 2024
- Title III State Fiscal Year 2024 Aggregate Program Expenditures
  - 6% Returned to ICOA
  - 66% in Contracted services
    - Homemaker, Transportation, Respite, Congregate, Home delivered meals, Legal services, Consumer directed
  - 18,053 Clients received registered services
    - Largest age group 85+ 22%
    - At/Below 100% Federal Poverty Level
      - Yes 21%, No 58%, Declined to State 18% (up 3% from SFY23)
    - Urban 46%, Rural 53% (up 2% from SFY2023)
    - Living Alone: Yes 40%, No 60%
    - Race: 7% declined to state
    - Ethnicity: 6.9% declined to state
- AAA's ability to transfer between AAA's
  - New regulatory guidelines requires tweaking of current process in place
  - ICOA will work with AAA directors to ensure process
- Review of RFP timeline and process for PSA redesignation

**Congregate Meals, NSIP, Home Delivered Meals Report – Birgit Luebeck**

- Congregate Meals served outcome data
  - From SFY23 to SFY24: Area I & V saw a decline. Area II, III, IV, VI saw an increase. Statewide 17,212 more meals served
  - Non registered meals: range from AAA 5.25% - 15.82%
- Clients Served CM
  - From SFY23 to SFY24: Area I,II, IV, VI increase. Area III, V decreased. Statewide 102 more clients served

- CM Reimbursement Rate
  - From SFY23 to SFY24: Area I, IV, V, VI no change. Area II, III increased. Statewide average increased from \$3.48 to \$3.55
- Review of Client demographics by AAA and Statewide
  - Statewide averages
    - Age group 75-79 20%
    - Rural 57%
- Nutritional Health Risk Survey Outcome Data 2024
  - Success rate ranged by AAA from 74% to 95%
- Review of Congregate Meal Budget and Expenditures
  - Including ARPA
- NSIP Funds received Federal Fiscal Year 2024
  - Total \$510,549. Reduced from FFY 2023
- Idaho Senior Nutrition Pilot Program
  - July 2023-Judy asked all AAAs about their shortfall in the nutrition program
  - Funding request to the Governors office was drafted
  - Workbook was created and shared for edits and suggestion with leadership team
  - Governor grants \$805,000 trustee and benefit nutrition state funds each year to ICOA effective July 2024
  - ICOA hosted training meeting
  - Finalized guidance after some suggestions from all AAAs were implemented
- Purpose of State Funding
  - Reduce the current waitlist for meal delivery services
  - Increase the AAA meal reimbursement rate by \$0.25
  - Support an increase in number of meals provided
  - Provide program administration on the AAA level
- Senior Nutrition Program Monthly Campaign After Action Review
- Achievements in SFY 2024
  - Spent 94% of the C ARPA funds
  - Receiving the first nutrition pilot funds and developed technical guidance for the 1<sup>st</sup> Idaho senior nutrition pilot program, including calculations
  - Senior nutrition program campaign after action review (Handout)
  - Conducted spending meetings with each AAA that led to more accurate and timely data
  - Nutrition risk survey data improved for CM
  - Served more CM in SFY 2024
  - Served more clients in SFY 2024
  - Wrote nutrition part of the new 4-year state plan
  - Participated in the road show that was very successful
- Home Delivered Meals

- SFY 23 to SFY 24 Comparison: Statewide
  - Meals Served
    - SFY23: 620,098
    - SFY24: 533,700
    - 86,398 decrease in SFY24
  - Clients Served
    - SFY23: 4,648
    - SFY24: 4,310
    - 338 decrease in SFY24
  - Reimbursement Rate
    - SFY23: \$3.95
    - SFY24: \$3.98
- Demographics
  - 36% Over 85 years of age
  - 45% Rural, 55% Urban
  - 3+ADL most prevalent
- Nutritional Health Risk Survey Outcome Data 2024
  - 98-99% Success Rate for all AAA
- Financials
  - AAA I: Budget \$369,586 – Expenditures \$360,071
  - AAA II: Budget \$165,820 – Expenditures \$136,626
  - AAA III: Budget \$706,820 – Expenditures \$706,820
  - AAA IV: Budget \$314,615 – Expenditures \$314,615
  - AAA V: Budget \$246,545 – Expenditures \$202,211
  - AAA VI: Budget \$391,326 – Expenditures \$385,982
- Purpose of Funding
  - Reduce the current waitlist for meal delivery services
  - Increase the AAA meal reimbursement rate by \$0.25
  - Support an increase in number of meals provided
  - Provide program administration on the AAA level
- Waitlist
  - All AAA's (except for Area VI) have waitlists, counts varying depending on month/year
- Developing the State Nutrition Pilot Spending Sheet Projections
  - Projected Total Count for CM and HDM SFY 2024 = 1,028,368
  - Projected Total of all distributions = \$714,332
- Commodity Supplemental Food Program Outcome Data
  - The IFB delivered 25,666 food boxes for FFY 2024.
- Achievements in 2024
  - CSFP

- Updated CSFP State Plan
- Updated CSFP Civil Rights
- Updated CSFP Manual
- Created new onsite review tool kit for the CSFP program
- Sustained caseload besides the two months delivery delays
- Training of new Idaho Foodbank staff
- HDM
  - Nutrition Risk Survey Data improved for HDM
  - Minimized waitlist in almost all Areas by the end of June
  - ACL Grant Review

### **Disease Prevention and Health Promotion: Erin Olsen**

- What we will discuss
  - Overall Programming
  - Fiscal Performance
  - Service Delivery
  - Population Needs
  - Summation Analysis
  - Planning Alignment
- Program Offerings
  - ACL-Approved Health Promotion Workshops
    - Chronic Disease Self-Management Program (CDSMP)
    - Chronic Pain Self-Management (CPSMP)
    - Diabetes Prevention Program (DPP)
    - Diabetes Self-Management Program (DSMP)
    - Viviendo Sano con Diabetes
    - Mind over Matter (MOM)
    - Powerful Tools for Caregivers (PTC)
  - Partner Exercise/Falls prevention Programs
    - Fit and Fall Proof<sup>®</sup> (FFP-local health districts)
    - Over 60 and Feeling Fit (CSI)
- Program Highlights
  - All AAAs active
  - Diverse programming
  - Building Partnerships
- Fiscal Review
  - From SFY23 to SFY24 Comparison
    - Budget: decreased from \$316,448 to \$220,845
    - Expenditures: decreased from \$227,922 to \$136,675
    - Amount Remaining: 10% increase

- Review of 2024 Clients and Units from GetCare
  - Funding based on IIF
  - 2 programs run on continual basis
  - Some programs 3 sessions, others 6
  - Will be adding some that are 1 and 2 sessions
- 2024 Clients and Units from Submitted Spreadsheets
  - Area I and IV documented that 48 total workshops held and 3,158 participants completed
- Variables - In order to hold workshops, we need certified facilitators
  - 51 facilitators reported for all programs
  - 30 (18 + 12) are for FFP and over 60
  - 21 for remaining programs
  - Most AAAs have only the number required to hold the workshops (two)
  - Some have one additional person but it takes two to facilitate.
  - Offering virtual workshops allows AAAs to share their facilitators and make scheduling easier.
- Population Needs
  - Programs for additional chronic conditions
  - Expanding falls prevention education
  - Delivery via different modalities
  - Scheduling varied days/time
  - Supporting broadband access and technology training
  - Improving overall perception of health and well-being
- Summation Analysis
  - For AAAs, costs have gone up
    - Materials, Postage, Travel, Outreach, Facilitator certification
  - For many, cost per workshop or per participant is high
  - Using staff instead of volunteers as facilitators is primary cause
  - Staff as program coordinators and volunteers as facilitators provides better cost per outcome
  - Waiting to see results of AAA consolidation
  - Coordination of virtual workshop promotion statewide, through all AAAs partners, and the public
  - Coordination of facilitators between AAAs for virtual workshop delivery
  - Development of robust local volunteer facilitators
  - Partnering with all local health districts for FFP (5 additional districts)
  - Providing workshops:
    - In each senior center throughout the year (98 potential)
    - At each library throughout the year (at least 44)
    - Through service organizations (Kiwanis, Lions etc.)

- For local churches/synagogues/temples etc.
  - With Veteran's groups
- Performance Recommendations
  - Strengthen outreach
  - Create consistent processes and mechanisms for program data storage and sharing
  - Identify and secure local external funding
  - Expand to include small group and self-paced/telephonic falls prevention workshops
  - Collaborate statewide for virtual workshops
  - Train and utilize more volunteers
  - Revise GetCare service sets to better capture program delivery
  - Re-instate reviews (scheduled summer/fall 2025)
- Objectives Met
  - Maintain a strong Title III-D program
  - Meet the needs of at-risk and under-served populations
  - Provide health promotion education
  - Promote falls prevention awareness
- New Objectives Adopted
  - Promoting vaccination(COVID, pneumonia, flu, shingles, CSV)
  - Supporting traumatic brain injury (TBI) screening
  - Coordinating Title III and Title VI Native American programs
  - Disseminating information about assistive technology resources
  - Incorporating innovative practices to increase access for those with mobility and transportation issues, and those in rural areas
  - Serving older adults living with HIV/AIDS
  - Analyze potential alternate program delivery models
- Met ICOA Vision and addressed critical success factors

**Working Lunch: The Council for the Deaf and Hard of Hearing – Jahaira Faber**

- How to hire ASL interpreter in Idaho
  - Effective communication
  - Protects deaf rights
  - Promotes inclusivity and accessibility
- Legal Requirements
  - American disability act
  - Section 504 of rehabilitation act
  - State Laws
- Steps to hiring a ASL interpreter
  - Access the need
  - Contact a reliable agency



- Verify credentials
- Provide details in advance
- Confirm accessibility
- Finding an ASL Interpreter: Contact local agencies to find state specific resources
- Cost and payment
  - Employers/Service providers responsibility
  - Tax exempt
- Resource handout discussed

### **Idaho Connects: Janet Miller**

- SFY24 Activities
  - Loneliness Awareness Month
    - Television Interviews
    - Newspaper Articles
    - US Aging Presentation
  - Presentations
    - Kootenai Health
    - Health Priorities Conference
  - Christmas Letters
  - School Children Letters with home delivered meals
  - Stakeholder group
- Area I
  - Friendly caller program
  - Self-directed transportation program
    - Seniors can use this program to go to social events: ie: congregate meals; church etc.
- Area II
  - Dementia Support Group.
  - Virtual Family support
  - Senior conference at LCSC in May of 2024 called, Roadmap to Aging
  - Promoted and supported family participation with Congregate Meals at all our meal sites
- Area III
  - Organized a senior luncheon group to promote socialization among Hispanic Senior Community. The group meets a couple times a month, we recently started paying for the lunch.
  - Promoted senior center activities on our Facebook page.
  - Recruited seniors at senior centers to volunteer as local ombudsman
  - Provided four Kinship support groups to get grandparents raising grandchildren to socialize and support each other through peer support.

- Hosted a SCSEP participant. SCSEP keeps people socially active by providing them employment opportunities.
- Area IV
  - Friendly Calling
  - Letters sent to friendly caller participants
- Area V
  - ProAge Connections
    - Friendly Calling
    - Postcards – sent to older adults in assisted living and senior living homes
    - Friendly Chat line – Open everyday from 8 AM – 8 PM
    - Robotic Pets – to assist with social isolation and loneliness and to help improve quality of life.
- Area VI
  - Hosted a monthly caregiver’s support group
  - Participated in the Loneliness Awareness campaign.
- Review of Friendly Calling Units
- Going Forward
  - Each AAA will report units of friendly caller by 2025
  - Technology will be used to promote social interaction
  - Senior centers will be utilized as hubs for loneliness reduction
  - Each AAA will participate in a loneliness awareness campaign
  - Each AAA will host nature-based socialization event.

**Family Caregiver Support Program Title IIIIE SFY 2024: Lynn Fyans**

- Statewide SFY 2024 Caregiver Support IIIIE Expenditures \$1,116,668
  - Cost broken down by services and AAA
    - Respite largest cost at 48%
  - SFY 23 to SFY 24 saw small difference of increase of \$10,581
- SFY24 Caregiver Support Respite Expenditures (Adult Day Care & Self-directed)
  - Respite Clients 397 this SFY 2024 providing 31,293 hours
  - Average cost per unit in 2024 \$18.03
  - Average Contracted Respite Rate \$21.69
  - Medicaid DCW 2024 \$17.68 hr
  - 63% (251) Clients used 18,678 hours of Agency Respite
  - 37% (146) Clients used 12,617 consumer-direction
- Title IIIIE Family Caregiver Support SFY 24 Remaining Balances
  - We had over \$189K of Caregiver Support funds remaining across AAAs
- Title IIIIE Caregiver Support National Average Cost per Unit Comparison
  - National Average 2022 vs SFY24 CPU
    - Caregiver Support Groups \$79 vs \$168

- ORC Support Groups \$1,303 vs \$1,521
  - I & A \$18 vs \$101
  - Information Services \$78 vs \$195
- SFY 24 Title III E AAAs Family Caregivers Age 75+ Served with Respite
  - AAA I : (N=99)
  - AAA II: (N=9)
  - AAA III : (N=92)
  - AAA IV: (N=47)
  - AAA V: (N=113)
  - AAA VI = (N=30)
  - Statewide (N=390)
- SFY 24 Title III E Family Caregivers AAAs Served Living in Poverty
  - AAA I : (N=99)
  - AAA II: (N=9)
  - AAA III : (N=92)
  - AAA IV: (N=47)
  - AAA V: (N=113)
  - AAA VI = (N=30)
  - Statewide (N=390)
- SFY 24 Title III E Family Caregiver AAAs Served Living in Rural
  - AAA I : (N=99)
  - AAA II: (N=9)
  - AAA III : (N=92)
  - AAA IV: (N=47)
  - AAA V: (N=113)
  - AAA VI = (N=30)
  - Statewide (N=390)
- SFY 24 Caregiver Month Campaign Highlights
  - AAA 1 Hosted their Brain Education and Assessment Model of Care providing caregivers with Advance Directives, Road Safety for Aging Adults, Fall Prevention, and other Caregiver Support topics
    - Held 1<sup>st</sup> Annual Caregiver Conference in partnership with Alz Association, Blue Cross, Kootenai Health, One Site for Seniors
    - Staffed resource booth at the American Legion Senior Resource Fair at the Golden Years Expo
    - Sent Letters of Recognition to all of their caregivers with stress management techniques and a wallet card for those caring for those with Dementia
    - Social Media and Facebook posts

- AAA IV David Thompson beautiful Letter to the Editor in the Magic Valley news thanking Caregivers
- AAA V – Proclamation signing
- Consumer-Directed Lifespan Respite Statewide Review(Discretionary grant) Sept 2020 – Feb 2024.
  - Total Expenditures \$807,556
  - Caregivers Served 553
  - Hours of Respite 28,043
- Idaho's Community Care Program SFY 2024 Expenditures Compared to SFY 2023
  - ADRD, Community Health Worker Grants 1 & 2
    - SFY23 Total \$392,899
    - SFY24 Total \$899,943
- Idaho's Community Care Program Statistics
  - Caregiver Assessments: SFY 23 = 85 (SFY 24 ) 94% increase
  - Case Mgt: SFY 23 = 52 (SFY 24) 117% increase
  - Respite Clients SFY 23 = 66 (SFY 24) 70% increase
  - Respite Hours SFY 23 2717 = (SFY 24) 128%
  - SFY 23 29% Rural, 71% Urban vs SFY 24 32% Rural, 68% Urban
- Counties served
  - Area I, II – 10
  - Area III – 10
  - Area IV, V, VI – 24
- SFY 24 Community Care Program Caregiver Age Range (N=165)
  - 75+: 46
  - 61-74: 72
  - 60 & Under: 47
- Dementia Capability Resources developed in SFY24
  - Navigating Dementia – Working for Family Caregivers (Idaho Specific)
  - ICOA Dementia Skills Training found on our website
  - Alzheimer’s Foundation of America Idaho seminar
  - Dementia Society of American – Big Umbrella presentation
  - ICOA News and Events calendar

**Local Plan Updates & Goal Attainment Area I- Sage Stoddard**

- Area Plan Year 2 Goals
  - Information and Assistance Services and Aging & Disability Resource Center (ADRC)
    - Provide targeted outreach to health care providers in counties with the highest rate of individuals over the age of 75.
    - Education to the community on regional aging services.
  - Congregate Meals
    - Improve overall quality of congregate meals.
    - Coordinate an all-site promotional campaign for Senior Nutrition Month

- Health Promotions
  - Expand Fit & Fall classes, placing emphasis on its relevance to aging in place.
  - Expand facilitation capacity for Mind-Over Matter: Healthy Bowels, Healthy Bladder Class
- MIPPA/SMP
  - Enhance partnership with Native American groups to promote MIPPA program
  - Increase to SMP/MIPPA connectivity to low-income and remote customers throughout PSA 1
- Loneliness Reduction / Multigenerational Socialization
  - Sustain friendly caller program
  - Create multi-generational program that can be easily replicated throughout PSA 1
- Family Caregivers / Respite/ Grandparents raising grandchildren
  - Increase Consumer Direct Respite in rural areas
  - Increase Consumer Direct Respite in urban areas for Alzheimer's/Dementia related care recipients, or for care recipients who cannot be left unattended.
- Transportation
  - Implement Consumer Directed Transportation Service as allowable
  - Promote Transportation Resources at focal points
- Home Delivered Meals / NSIP
  - Identify Home Delivered Meals providers for those in rural areas outside Senior Center delivery area.
  - Improve overall quality of Home Delivered Meals
- CSFP
  - Support coordination of "all staff" in-service trainings between Senior Centers and Idaho Food Banks
- Homemaker
  - Incorporate consumer-direct as an on-going service for homemaker services.
  - Generate community awareness of consumer directed service option
- Dementia Capability
  - Hold Community Forum on Alzheimer's Disease and Related Dementias
  - Educate area partners on the ICOA Dementia trainings
- Elder Rights and Legal Assistance
  - Community Education on APS policies and function.
  - Promote legal risk detector tool on website and social media
  - Expand the use of preventative programs (Focused Care Coordination & Intervention Aid)

- Ombudsman
  - Recruitment of volunteers
  - Community Education on Ombudsman function
- What Went Well
  - Simple tracking mechanism of AAANI area plan objectives to keep organized.
  - Pre-covid funding levels are giving us the opportunity to learn to do more with less by instituting lean systems & reorganizing staff duties.
  - Consumer Directed Programs have been a great option for customers as formal providers continue to have staffing issues and request higher reimbursement rates. We did raise our reimbursement rates and also went through an RFQ this year hoping to attract new providers. We did get one new provider, but we also had one provider drop. An RFQ will allow us to add providers throughout the year, which is what we are hoping for.
  - We were able to add a consumer direct transportation program to our menu of services. This will help with transportation options in rural parts of our area.
  - Continuing to align community partnerships to help leverage funds.
- What can be Improved
  - Continue to restructure staff duties to match the initiatives in the AAANI area plan and evaluate & realign AAANI processes for efficiency
  - Continue to align and leverage partnerships
  - Continue to enhance internal data tracking systems to help with processes for efficiency.
  - Native American outreach

### **Local Plan Updates Area II – Todd Holcomb**

- Universal Programs
  - Information Assistance & Outreach
    - Created an Elder Resource Coordinator position to provide personalized services concentrated at meal sites.
    - Targeted outreach has led to a 40% increase in I&A contacts.
    - We are in the process of hiring another I&A Specialist.
    - Created a welcome packet for SMP – MIPPA – AAA services.
  - SMP/MIPPA & Volunteers
    - There is a much stronger need for Medicare enrollments than Medicare fraud.
    - We are addressing this need through training and close collaboration with SHIBA of Idaho.
    - Our LCSC internship program was successful and taught us much.
    - Our plan is to leverage internships and outreach volunteers to bolster our programs.

- Congregate Meals
  - Training, education, and cross-pollination of ideas through our annual meal site gathering.
  - Improved connections
  - 2 site visits per year.
  - CEDA Clearwater Corridor Get Healthy Initiative
  - Future collaborations with IFB
  - Improving meals by increasing reimbursement rates
  - FY23: \$3.15
  - FY24: \$3.30
  - FY25: \$3.80
- Health Promotion
  - Fit & Fall Proof classes.
  - LCSC internship programs.
    - Nursing (Health, nutrition)
    - Social work (SMP, LTC)
    - Psychology (Loneliness)
  - CDSMP classes with St. Mary's Health.
  - Art of Living & Aging Well classes
  - Developing our Roadmap to Aging guide.
- Multigenerational Socialization
- Targeted Services
  - Respite & Homemaker Services
    - Increased rates to \$30/hr.
      - Employee makes 50%
      - ID Medicaid pays \$22/hr.
      - WA Medicaid pays \$40+/hr.
      - Industry standard is \$30-\$35/hr.
    - Initiated Self-Directed Services
    - Onboarded LC Companion Care
    - Respite Waitlist: 12
    - Homemaker Waitlist: 73
    - Using Chore for deep cleaning
    - New HUD housing modification program
  - Home Delivered Meals
    - Improving meals by increasing reimbursement rates
      - FY23: \$3.56
      - FY24: \$3.70
      - FY25: \$4.20
    - Improving communication through workbooks, training, consistency

- Waitlist: 33 (21 added in Oct)
  - CSFP & Collaborations
    - Idaho Food Bank
      - Utilizing AAA Outreach volunteers to manage CSFP programs at local meal sites.
      - Sharing IFB Grant funds
      - Conference collaboration
      - Intergenerational cooking class
    - Seniors served with Community Action Partnership
      - LIHEAP (energy assistance): 1,259
      - Nutrition (food boxes): 1,286
      - CSBG services (low-income): 1,797
    - Stabilizing 34 Senior Vets with SSVF
  - Transportation
    - Increased reimbursement rate from \$8 to \$12 one-way.
    - Inviting Genesee City Council members to our Advisory Council meeting to discuss transportation options.
    - May require CEDA participation. (*\*Clearwater Economic Development Association*)
- Crisis Services
  - Elder Rights & Legal Assistance
    - Internal APS training for staff
      - Led to internal training for all programs
    - Numerous community presentations for APS
      - Police, Firefighters, Hospitals
      - Art of Living & Aging Well
      - 5 Wishes Booklet
    - Idaho Legal Aid presentation
    - Idaho Housing & Finance presentation
    -
  - Ombudsman
    - New staff: Bree Bradley
      - Previous experience in LTC
      - Building strong relationships with both residents and administration
    - State Ombudsman
      - Improving communications
      - Improving documentation & processes.
      - Thank you, Fanny!
    - Volunteers



- Suzi is an LCSC psychology student interning with us who recently completed her Ombudsman volunteer training.
- A second volunteer is interested and working with Bree to get started.

### **Local Plan Updates Area III – Raul Enriquez**

- Focal Point Visits
  - “Coordinate program sign up days during the congregate meal, market national months and hold Chronic Disease Self-Management Program (CDSMP) classes at community focal points”
  - Weiser
  - Homedale
  - Mt. Home
  - Nampa
  - Boise
  - Gem County Seniors
- Thrive 4 Life Conference
  - “Collaborate with Native American groups located in the PSA region to promote MIPPA materials”
- Living Well in Idaho
  - “Establish a funding source to support CDSMP classes”; “Provide 8 CDSMP workshops annually”
  - 6 workshops provided
  - 2 out of the 6 were provided in Spanish
  - Intermountain Health Care and United Health Care \$20,000 donation
- Kinship Support Group
  - Establish two additional Idaho Relatives as Parents (IRAP) groups; Maintain four total IRAP groups
  - Two additional IRAP groups
    - Boise
    - Nampa
    - Weiser
    - Mt Home
  - Kinship Unity Agreement
  - Navigators recognized by ACL.
- Community Care Program
  - “Pilot and establish the Community Care Program to provide case management to family caregivers”
  - We are fully implemented statewide.
  - Focused on program improvements

- One Site for Seniors
- Idaho Hispanic Senior of Idaho
  - Events held
- Ombudsman and Friendship Calling Collaboration
  - “Increase the number of referrals between the Ombudsman and the Friend Calling staff to combat against the effects of social isolation”
  - SCSEP Participant Certified as an Ombudsman
  - Increased referrals between Ombudsman and Friendly Caller
- Adult Protective Services Goods and Services Grant
  - Expand the use of preventative programs. (i.e., goods and services, FCC, and C-FCC)
  - \$30,000+ in goods and services distributed
  - SWIA3 Allocates a full time equivalent for FCC
  - SFY22: 52 FCC Only
  - SFY23: 29 FCC Only
  - SFY24: 45 FCC Only
- What went well and Why
  - Follow through on opportunities
  - Leadership engaged in their program goals
  - Review of Goals with Leadership, Advisory Council and Board
- What can be improved
  - Improve staff retention
  - Establish a rolling waitlist for high demand programs.
  - Increase Administration Capacity

**Closing Business/Meeting Adjourns – Chair Magera**

- Meeting adjourned until November 15, 2024 at 8:30am - 2:55 pm