

IDAHO COMMISSION ON AGING
Teleconference
BOARD OF COMMISSIONERS MEETING MINUTES
Friday, November 15, 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 Fyanes, Michelle Russell, Rachel Kessinger, Scott Carpenter, Susan Bradley

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

Guests: Matthew Bundy,
Cory Christensen, Staff Attorney & Legal Assistance Developer

Excused: Commissioner Milliken, Director Hirschi

Open and Welcome Quorum – Chair Magera

- Chair Magera called Board of Commissioners meeting to order at 8:30AM.

Homemaker, Chore, Transportation– Janet Miller

- Homemaker
 - Total Units of Service
 - Statewide total = 33,084
 - Agency Units- 24,624
 - Consumer Direct Units – 8,359
 - Other – 101
 - Dollars Spent
 - Statewide Total = \$645,683
 - OAA - \$516,958
 - ARPA - \$128,725
 - Cost Per Unit Of Service
 - Consumer Direct
 - AAA I - \$17.61
 - AAA II - \$30.00

- Area III - \$19.26
 - Area VI - \$21.05
 - Agency
 - AAA I - \$30.03
 - Area II - \$10.66
 - Area III - \$20.30
 - Area VI - \$16.38
- Cost Per Hourly of Service
 - AAA I - \$22
 - Area II - \$27
 - Area III - \$20
 - Area IV – \$ 17
 - Area V - \$17
 - Area VI - \$16
 - Average \$20
- Contracted Hourly Homemaker Rates
 - AAA I - \$24
 - Area II - \$30
 - Area III - \$24
 - Area IV – \$ 19
 - Area V - \$19
 - Area VI - \$22
- Comparative Spending
 - 2022 - \$789,211
 - 2023 - \$718,539
 - 2024 - \$645,683
- Overview of Statewide Consumer Direct Demo
 - January 2023 – June 2024
 - Challenges
 - Labor-Intensive Administration
 - Strengths
 - Services to Rural Areas
 - Ability to Serve More People
 - Service to those who do not trust strangers in their homes.
 - Ongoing Discussions
 - Additional GetCare programming
 - Staffing
 - FMS Services
 - Going Forward

- Rolled out Consumer Directed Homemaker Statewide July 1, 2024
 - Having discussions with FMS (Financial Management System)
 - Expand Consumer Direct Clients
 - High Risk
 - Underserved
- Chore
 - Units of Service
 - Area I - 38.25
 - Area VI – 6.5
 - Total Dollars Spent
 - Area I - \$8692 (ARPA)
 - Area VI - \$143 (ARPA)
 - Total \$8835
 - Cost Per Unit
 - Area I - \$227.24
 - Area VI - \$22.00
 - Average - \$197.43
 - Going Forward
 - Each AAA will be required to have reported units of chore/home modifications
 - Key partnerships will be developed
- Transportation
 - Total Boardings
 - AAA I – 20,993
 - Area II – 2,956
 - Area III – 44,986
 - Area IV – 11,286
 - Area V – 11,405
 - Area VI – 15,049
 - Statewide Total 106,681
 - Total Dollars Spent
 - AAA I - \$74,248
 - Area II - \$23,648
 - Area III - \$202,188
 - Area IV – \$72,391
 - Area V - \$57,025
 - Area VI - \$44,631
 - Statewide total \$474,131
 - Historical Spending
 - SFY22 - \$508,876

- SFY23 - \$629,576
 - SFY24 \$474,131
- Contracted Rates per boarding
 - AAA I - \$3.00
 - Area II - \$12.00
 - Area III - \$4.75
 - Area IV – \$6.25
 - Area V - \$5.00
 - Area VI - \$5.00
- Overall cost per boarding
 - AAA I - \$3.54
 - Area II - \$8.00
 - Area III - \$4.49
 - Area IV – \$6.41
 - Area V - \$5.00
 - Area VI - \$2.97
 - Statewide average - \$4.44
- Consumer Direct Transportation
 - Boarding \$11.69
- Public Transportation
 - Boarding \$3.35
- Going Forward
 - AAA 1 is doing a consumer direct transportation pilot.
 - Each AAA will increase transportation options for rural areas and underserved populations.
 - Each AAA will provide education to individuals on utilizing public transportation.

SMP, MIPPA, and SCSEP – Brandi Waselewski

- SMP/MIPPA: Overview & Improvement
 - Risk analysis/mitigation
 - SWOT analysis
 - Gap analysis
 - Tools used to analyze program gaps
 - SMP end-of-year performance reports PY24
 - Onsite audits/qualitative interviews
 - Gap analysis
 - Prioritization
 - Strengths
 - Direct impact/intervention for Medicare fraud
 - Supportive national network

- Collaborative partnerships
 - Increased cost avoidance/recoveries year over year
- Weaknesses
 - Low staffing
 - Volunteer recruitment
 - Public awareness
 - New coordinators/lack of training
- SMP Expenditures
 - SFY 23 - \$245,386
 - SFY 24 - \$204, 120
- MIPPA Expenditures
 - SFY 23 - \$112,289
 - SFY 24 - \$85,240
- National SMP Performance Measure Report June 1, 2023 - May 31, 2024
 - Active SMP Members – 5,532
 - Outreach & Education Events – 22,356
 - People reached – 1,244,697
 - Individual interactions – 270,348
 - Cost Avoidance - \$111,277,683
- Idaho Performance Measure Report 2023-2024
 - Active SMP Members – 31
 - Outreach & Education Events – 86
 - People reached – 2,433
 - Individual interactions – 844
 - Cost Avoidance - \$0
- Opportunities
 - Collaboration with local healthcare providers, tribes, Hispanic population
 - Technology adoption among seniors
 - Documenting expected Medicare recoveries and cost avoidance
 - New contracts signed with AAAIV
- Threats
 - Changing fraud schemes
 - Sustainability and long-term funding (MIPPA)
 - Limited reach in rural areas
 - Changing demographic
- Gap Analysis: What specific issues or challenges do we focus on?
 - Outreach to rural and/or diverse populations
 - Volunteer recruitment & management
 - Fraud prevention & education
- What are current actions being taken to address gaps?
 - New SMP Coordinator

- AAA III: In house volunteer coordinators
 - AAA IV: Now participating
 - Emphasis on rural outreach
 - ISJA & Virtual Scam Jams, Staffing in all AAA
 - Messaging with new fraud schemes
 - Telehealth fraud/robocalls/AI
 - Romance Scams
 - Durable Medical Equipment
 - Outreach to Hispanic and Tribal Outreach
 - AAA III: In house volunteer coordinators
 - AAA IV: Now participating
 - Expanded SHIBA training
 - Emphasis on partnership with colleges for Volunteer recruitment
- SCSEP: Overview & Improvement
 - Risk analysis/mitigation
 - SWOT analysis
 - Gap analysis and prioritization
 - Tools used to analyze program gaps
 - SCSEP: participant customer satisfaction surveys
 - Nationwide survey conducted between 10/2023-1/2024 for PY2022
 - SCSEP end-of-year performance reports
 - Strengths
 - Support for participants most in need
 - Community impact
 - Transition to unsubsidized employment
 - Skills development
 - Weaknesses
 - Participant wages
 - Low participation
 - Misalignment in skills and job sectors
 - Limited geographic availability
 - Underserved counties
 - Client demographic
 - Reasons for Enrolling
 - 27% Increase my income
 - 17% Provide service to my community
 - 67% male – 33% female
 - 65% age 65 older – 7% age 75+
 - 17% veteran
 - 28% rural

- 39% disability
- 8% severe disability
- 17% low literacy skills
- 56% homelessness or at risk
- 100% poor employment prospects
- 6% limited English proficiency
- 39% some college
- 61% HS diploma or less
- Comparison to Nationwide Averages
 - At the time I enrolled, the SCSEP staff told me what I needed to know about how the program worked and what to expect. Nationwide: 8.8 Idaho: 8.4
 - SCSEP staff gave me a host agency assignment that matched my employment interests and needs. Nationwide: 8.6 Idaho: 7.7
 - Overall, how helpful has SCSEP been in preparing you for success in the workforce? Nationwide: 8.2 Idaho: 7.4
- Additional Survey Results
 - Experience with Computer training
 - 18% received the computer training needed
 - 24% training didn't meet their needs
 - 24% little or no training was offered but they needed it
 - 18% didn't need training but they received it
 - Host agency assignment matched my employment interests & needs
 - Idaho: 7.7 score
 - I feel comfortable at my host agency assignment
 - Idaho: 8.6 score
 - 44% of participants said that compared to before they started working in the SCSEP program their outlook on life was much more positive
 - 24% of participants said that their physical health is better compared to before they started working with the SCSEP program
 - 50% of participants said that they strongly agree that the income they receive from the SCSEP program is important for meeting their basic needs
- Opportunities
 - Skill enhancement
 - Strategic host agency partnerships
 - Age diversity benefits
 - Digital literacy training/access to technology
- Threats
 - Digital literacy gaps

- Ageism
 - Isolation
 - Job displacement
 - Availability of host agencies in rural areas
- Gap Analysis: What specific issues or challenges do we focus on?
 - Funding and slots
 - Wages
 - Host agency assignments
 - Training
 - Digital literacy
- What are current actions being taken to address gaps?
 - Easterseals-Goodwill
 - Increased emphasis to educate SCSEP participants to utilize available technology
 - Program model strategy change: Employment specialists in each area vs. state-wide
 - Strategic partnership focus through job fairs and recruiting events

Adult Protective Services – Deedra Hunt

- APS State Funds
 - Statewide
 - Budget \$1,421,328
 - Expenditures \$1,275,988
 - Remaining \$145,400 (10%)
 - SFY23 to SFY24
 - Increase Budget \$213,934
 - Only Area III had a decrease in expenditures by \$9,111
- APS Reports: SFY 23 to SFY 24
 - Statewide Totals
 - SFY 23 – 4,929
 - SFY 24 – 5,176
- SFY 24 APS Statewide Reports, Investigations, Substantiations
 - Reports – 5,176
 - Investigations – 1,789
 - Substantiations – 297
 - 35% of reports were investigated
 - 17% of Investigations were substantiated
 - Allegations – 1,996
 - Substantiated Age 18-59: 90
 - Substantiated Age 60+: 237

- SFY24, APS Local Education and Training Presentations.
 - AAA I: Exceeds (19)
 - AAA II: Meets (15)
 - AAA III: Meets (15)
 - AAA IV: Does Not Meet (08)
 - AAA V: Exceeds (19)
 - AAA VI: Does Not Meet (05)
 - Total of 81
- APS achievements
 - APS Intervention Aid- Year 3
 - 52 Clients aided
 - \$164,285 Spent
 - APS- Legal Aid Services
 - Clients Served: 549
 - Legal Service Hours: 1,877.9
 - 1,630.4 hrs. spent on case-related activities
 - 247.5 hrs. spent on grant management, training, community education, travel & outreach, creating legal materials.
 - SFY 2024 Monitoring
 - Exceeded the target of 75% compliance with ICOA Standards
 - AAA I: 98.51%
 - AAA II: 92.54%
 - AAA III: 92.54%
 - AAA IV: 94.03%
 - AAA V: 86.57%
 - AAA VI: 94.03%
 - SFY 2024 June Campaign
 - Idaho Statewide Elder Abuse Awareness Campaign
 - External Outreach: Provided local APS presentations
 - Internal Outreach: Displayed and distributed materials
 - Promote World Elder Abuse Awareness Day (WEAAD): Walk to raise awareness, wear purple, proclamation
 - Share Information: Social media posts and email signature line, elder abuse proclamation
 - ICOA-APS Elder Abuse Awareness Partners
 - Area Agencies on Aging
 - Idaho Department of Finance
 - Bankers Association
 - Local Law Enforcement
 - Justice and Victim Centers

- AARP Idaho
- Utility Service Providers
- Health Care Providers
- Idaho Legal Aid
- Disability Rights Idaho
- Integrated Mission Team
 - Build Strong Partnerships to Expand Capacity for Elder Justice
 - Idaho Department of Finance and Idaho Commission on Aging collaborated to establish an Integrated Mission Team.
 - IDOF/ICOA Senior Fraud and Financial Exploitation Prevention
Current focus: Idaho Report and Hold Legislation

Legal Assistance Development: Cory Christensen, Staff Attorney & Legal Assistance Developer

- IDAHO LEGAL AID SERVICES, INC.
 - ILAS is a nonprofit statewide organization dedicated to providing equal access to justice for low-income people through quality advocacy and education.
 - No-cost civil legal services
 - Seven offices throughout Idaho, covering each judicial district.
 - Approximately 24 FTE attorneys statewide
- No-cost civil legal services
 - 2023 total cases closed 3,544
 - 944 cases involving seniors
 - 296 households with veterans
- The legal assistance developer (lad)
 - The Older Americans Act (OAA)
 - Each state required to have a LAD.
 - LAD role differs from state to state.
 - “From advocating for resources critical to legal providers, to helping an older adult find an attorney with proper expertise, the LAD is critical to championing the rights of older adults and ensuring that the vision of OAA legal assistance is fulfilled.” - National Center on Law and Elder Rights (NCLER)
 - 45 CFR §1324.303 – LEGAL ASSISTANCE DEVELOPER
 - State Agency shall designate an individual who shall be known as a State Legal Assistance Developer, and other personal, sufficient to ensure:
 - 1. State leadership in securing and maintaining the legal rights of older individuals
 - 2. State capacity for coordinating the provision of legal assistance... to include prioritizing such services provided to individuals with greatest economic need, or greatest social need

- 3. State capacity to provide technical assistance, training, and other supportive functions to area agencies on aging, legal assistance providers, Long-Term Care Ombudsman programs, adult protective services, and other service providers under the Act.
 - 4. State capacity to promote financial management services to older individuals at risk of guardianship, conservatorship, or other fiduciary proceedings.
 - 5. State capacity to assist older individuals in understanding their rights, exercising choices, benefiting from services and opportunities authorized by law, and maintaining the rights of older individuals at risk of guardianship, conservatorship, or other fiduciary proceedings.
 - 6. State capacity to improve the quality and quantity of legal services provided to older individuals.
- SFY 2024 CASEs closed for age 60+ clients (7/1/2023 – 6/30/2024)
 - Housing/eviction: 497
 - Powers of Attorney/Advanced Directives/Wills and Estates: 250
 - Bankruptcy/debt collections/consumer: 189
 - Medicaid/Medicare: 140
 - Family law/guardianships: 131
 - Employment law/income/social security: 77
 - Misc. (civil rights/ abuse and neglect/licenses, etc.): 83
 - Total cases closed with client age 60+: 1,367
- Outreach and education 2024
 - 25 presentations to senior-focused community partners and stakeholders.
 - APS Senior Legal Risk Detector Training and feedback requests.
 - Creation and Development of Community Presentation “Identifying and Responding to Elder Abuse & Neglect.”
 - “Scam Jam Alliance” Community Fraud Presentation Presentations for vulnerable adults, older adults, and caregivers.
 - Updated Senior Legal Guidebook.
 - ILAS Sponsored CLE “Nuts & Bolts of Nursing Home Litigation.”
- Looking Forward into 2025
 - Updated design and print outreach materials/ new postcards for Senior Legal Risk Detector.
 - Create supplemental materials for “Elder Abuse & Neglect” Presentation
 - 7 Statewide community presentations on “Elder Abuse & Neglect.” (by March 2025).
 - Update ILAS Website, publish new legal education materials.
 - Assess and address legal capacity/ legal trends
- Lad affinity group
 - Nationwide working group of LADs from across the country.

- Nationwide Challenges and trends expressed by LADs:
 - Lack of funding and resources
 - Lack of training and staff
 - Limited capacity of legal service providers
 - Legal Deserts – attorneys not moving into Elder law.
 - New Older Americans Act (OAA) Final Rule, released February 14, 2024.
 - First major update since 1988.
- Emerging legal trends/ areas of focus
 - Dramatic increase in number of housing cases. Housing availability and affordability.
 - “Nuts & Bolts of Nursing Home Litigation CLE”
 - Focus on eviction prevention
 - 100% availability and staff capacity for Miller Trusts
 - No senior in the Medicaid gap refused a Miller Trust statewide.
 - Direct referrals from DHW.
 - Alternatives to Guardianship.
 - Empowering seniors and independent decision making
 - Fraud prevention and scam awareness.
- Burgeoning legal trends: Fraud prevention
 - Senior Fraud & Financial Exploitation Prevention Working Group. (SFFEP)
 - “Report and Hold” Legislation
 - Only 8 States do not have.
 - Law does not mandate action
 - Enables/ facilitates cooperation
 - Allows financial institutions to delay/ report.
 - Other upcoming fraud trends
 - Crypto ATMs
 - Money Mule Scams, Romance Scams.
- Moving forward: identify and prioritize legal service areas and gaps
 - Income
 - Health Care and Long-term care
 - Housing and Utilities
 - Protective services and Defense of Guardianships
 - Abuse or Neglect; Age Discrimination
 - Advocacy. Education. Representation
 - Stakeholder feedback

Idaho State Long Term Care Ombudsman – Fanny Rodriguez-Melnikovskiy

- Virtual Family Council
 - Education

- Advocacy
- Empowerment
- Monthly meetings
- Range of Subjects
- Issues affecting LTC Residents
- Ombudsman Volunteer Program
 - Regular facility visits
 - Variety of roles available
 - Evening and weekend Ombudsman access
 - Ombudsman Program Access
 - Modified training
- State Operations Manual & Monitoring Tool Kit
 - Bridge Gaps
 - Consistency
 - Alignment
 - Accountability
 - Regulatory Compliance
- Advocacy
 - Successful advocacy can be defined as the effective promotion and support of a cause or policy, leading to positive outcomes and influence in the decision-making process.
 - Advocacy in LTC is important because it puts the interests of the resident first and focuses of empowering residents through their voice and choice.
 - October was Resident Rights Month, it was a time for staff, families, Ombudsmen, residents, and other advocates to focus on resident-directed care and emphasize self-determination, choice and quality of life of each resident. Ombudsman across the state celebrated with residents in different ways – by reading and obtaining proclamations from government officials, hosting a resident’s rights bingo, and empowering residents to use their voice.
- SFY 24: Ombudsman Program Activities
 - Presentations: 129
 - Resident Council: 148
 - I & A: 4,096
 - Routine Access: 1,986
- Top Complaints Received: SFY 23-24
 - Nursing Facilities
 - Discharge Eviction
 - Gross Neglect
 - Medications
 - Rights & Preferences

- Dignity and Respect
 - Assisted Living Facility
 - Discharge/Evictions
 - Gross Neglect
 - Medication
 - Rights & Preferences
 - Abuse: Psychological
 - 93% Complaints resolved
- Number of Licensed Facilities & Beds
 - Statewide
 - RALF
 - Licensed facilities: 259
 - Number of buildings: 344
 - Bed Count: 10,637
 - Nursing Facilities
 - Licensed facilities: 80
 - Bed count: 6,071
- Ombudsman are under staffed
- SFY 24 Financials
 - Total Budget: \$860,239
 - Total Expenditures: \$835,021
 - 3% Remaining

Local Plan Updates Area IV- David Thompson

- Focus Area: Information & Assistance Services & Disability Resource Center
 - Community Education:
 - 40 presentations
 - 839 people
 - Audiences:
 - Local Emergency Planning Committees
 - Kiwanis, Rotary, Lions Club, Others
 - Service Provider Meetings
 - Health Organizations, Senior Centers, Resident and Community Councils
- Focus Area: Congregate Meals
 - Visits and evaluations of sixteen senior centers - 18 meals sites
 - Compliance
 - Improvement Opportunities
 - Training provided and Expectations Set
 - Positive Working Relationship
 - Analysis for intended rate increase

- Gathering cost of meal data
 - Complete analysis in November
 - Goal to implement a new rate 12/1/2024
- Focus Area: Health Promotion
 - Falls Prevention Campaign Highlight
 - Bingo game play at 12 exercise sites during the month
 - Bingo squares = simple things to around the house to reduce risk of falls
 - Senior who complete the tasks for Bingo put into a prize drawing
 - Took advantage of existing popular exercise program
 - Positive feedback from participants
- Focus Area: Loneliness Reduction / Multigenerational Socialization
 - Website and Facebook promoting of Senior Centers
 - Upgraded website and social media
 - Gathered Information from Senior Centers
 - Promote Volunteer Opportunities
 - Promote Activities and Menus
 - Publish health and education materials for seniors
- Focus Area: Family Caregivers/Respite/ Grandparents raising grandchildren
 - Caregiver Support
 - Facilitated the start of an Alzheimer's Support Group
 - Grant for Consumer Direct Respite Program (IDHW) *\$12,860 but could go up to \$25,000
- Focus Area: Transportation
 - Transportation to truly meet the client needs
 - Solid partnership with IVC renewed
 - Looking for a grant opportunity to utilize senior volunteers – January time frame
- Focus Area: Home Delivered Meals
 - Implemented HDM Meals for Gap Areas
 - New Contract with Homestyle Direct
 - Process created
 - One client so far
 - New Contract with Mom's Meals
 - Process created, No clients yet
 - Analysis for intended rate increase
 - Gathering cost of meal data
 - Complete analysis in November
 - Goal to implement a new rate 12/1/2024
- Focus Area: Commodity Supplemental Food Program

- Training Completed and Information Shared
 - Hosted a Zoom training with the CSFP for Area IV staff
 - Hosted a site manager's meeting which included CSFP Zoom training
- Focus Area: Homemaker
 - Efforts being made for Consumer Direct
 - Area IV has 10 service providers
 - Not a lot of \$ left for consumer direct
 - We are looking for the right circumstance and client to get it started
- Focus Area: Dementia / Alzheimer's
 - Training for staff and certification
 - Training Completed: Dementia Friends; PAC Teepa Snow; The Big Umbrella, Staff member certified as Train the Trainer in PAC
- Focus Area: Elder Rights – Legal Services
 - Risk Detector; Training; Intervention Aid
 - Risk detector is on our Website and promoted to clients as needed
 - Participated in training from Idaho Legal Aid and Invited participants to be trained
 - Utilized nearly all the Intervention Aid Budget through APS to assist clients at risk - \$33,953
- Focus Area: Ombudsman
 - Community Education, Council Attendance
 - Completed 16 presentations with more scheduled.
 - Topics included: Ombudsman program, resident rights, admission agreements, phone scams, communicating with individuals and that have dementia.
 - Re-established 2 facility resident councils
- Focus Area: SMP & MIPPA
 - Training, Presentations, Counseling for MIPPA
 - SMP training, 2 of 4 team members have completed all the training
 - Completed 3 training presentations with 1 more scheduled with our advisory council on 11/22.
 - Working on 3 volunteers to get them started.
 - 7 individuals helped with Medicare sign up with 1 more schedule next month

Local Plan Updates Area VI – Tyrell Arnold

- Area Plan Progress
 - Completed: 33%
 - In progress 46%
 - Pending: 21%
- I&A and Aging & Disability Resource Center (ADRC)
 - Provide quarterly resource newsletter to Senior Centers, highlighting resources and programs, to be provided with home delivered meals, congregate meals, and include on EICAP Facebook page
 - In progress. Assigned to staff and currently working on our template. December newsletter target.
 - Provide one Outreach presentation to each focal point per year to provide information and resources to those at risk for placement due to living alone, living in rural areas, low income, and aged 75+
 - Identify liaison in Clark county- where there is no Senior Center- to provide resource information to seniors.
 - Include in outreach materials that translation services are available and have outreach materials translated into Spanish to encourage minorities to reach out for services
 - Provide disability resources and referrals through I&A calls
- Congregate Meals
 - Provide yearly outreach survey to focal points, social media, and community partners that outlines activities seniors would like to participate in and identify barriers to participation in CM. 155 responses were gathered.
 - Coordinate annual focal point presentations in conjunction with congregate meals
- Home Delivered Meals / NSIP
 - Participate in community outreach opportunities to increase awareness of home delivered meals
 - Revise annual satisfaction survey to home delivered meals participants to yield more data
- Commodity Supplemental Food Program
 - Share CSFP information on EICAP website and Facebook page
 - Include CSFP information on quarterly newsletter for nutrition sites
- Health Promotion
 - Participate in focal point presentations to raise awareness of CDSMP classes
 - Provide/ coordinate 3 annual CDSMP
 - Recruit CDSMP class leaders to expand participation in the course across the PSA
 - Provide / Coordinate 3 annual Powerful Tools for Caregivers (PTC) classes
- MIPPA/SMP

- Fill roles
- Recruit Volunteers
- Family Caregivers / Respite/ Grandparents Raising Grandchildren
 - Advertise Caregiver Support Group, Powerful Tools for Caregivers, and Grandparents Raising Grandchildren Groups on EICAP Facebook page and through focal point newsletters
 - Develop self-directed respite program to provide services to seniors in rural areas
- Transportation
 - Collaborate with GIFT to develop process on assessing/scheduling/billing procedures to providing rides to seniors
- Homemaker
 - Increase reimbursement rate to retain contracts with providers and attract new providers. Rate increased July 2023 from \$17.00 to \$22.00
 - Increase number of contractors by improving procurement process in line with regulations. Number of Providers increased from 4 to 6
- Dementia Capability
 - Increase dementia resources in AAA resource database
 - Provide annual dementia training to Area Agency staff
- Elder Rights and Legal Assistance
 - 2 Adult Protection education outreach presentations each quarter to increase understanding of Adult Protection services and limitations
 - Utilization of APS Intervention Aid Grant
 - Participate in Senior Legal Risk Detector training through Legal Aid
- Long-term Care Ombudsman
 - Provide 3 educational in-services each quarter to increase awareness of Ombudsman services
 - Recruit and train Ombudsman volunteers
 - Provide Ombudsman information for facilities to include in their admission packets

Commissioners' Reports – ICOA Commissioners

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

Closing Business/Meeting Adjourns – Chair Magera

- Meeting adjourned 2:22 pm