



**Board of Directors  
Tuesday, August 17, 2017**

The Board of Directors met Thursday, August 17, 2017 at 10:00 AM at the Ainsworth Four Corner Restaurant and Fuel Stop, 3112 Hwy 92, Ainsworth, Iowa

Board President, Bob Howard, called the meeting to order at 10:00 a.m.

**Present:** Jeri Dean, Lynelle Diers, Bob Howard, Jim Howell, Duffy Kester, Lee McClure, Julie Schilling, Stephen Swisher, and Bill Thom.

**Staff Present:** Kim Goering, Dawn Carstensen, Pam Taylor, Tina Jaegers, Jeri Swisher, and Peggy Dykes

Bob Howard asked for comments or changes to the board minutes from June 27 and August 1, 2017. Motion made by Bill Thom, seconded by Duffy Kester, to accept both minutes into record. Motion carried unanimously.

Tina Jaegers presented the Financial Report. The board presented questions regarding entries on the check register and credit card statements. Specific questions centered around health insurance, IT support, Chamber of Commerce membership, travel expense and the Sunshine Fund. All questions were answered to the board's satisfaction by the staff who were in attendance. Lynelle Diers offered some cost saving suggestions. Tina Jaegers pointed out the addition of a bad debt expense line item that was added per the auditor's suggestion. Tina Jaegers said that the Fiscal Department works to decrease bad debt by actively calling Managed Care Organizations (MCOs) to collect over-due invoices for both meals and case management billables. Tina Jaegers feels the agency will reclaim the bad debt recovery. Pam Taylor noted that collecting for elderly waiver meals has been a challenge. Bob Howard asked Pam Taylor to provide a synopsis of the challenges that he can share with state legislators regarding the cause and effect of the MCO process as it relates to the care of the elderly and the delivery/payment of services. Board discussion followed.

Motion made by Jim Howell, seconded by Steve Swisher, to accept the financial report as presented. Motion carried unanimously.

**CALL TO ORDER**

**ROLL CALL**

**APPROVAL OF MINUTES**

**REPORTS**

**Financial Report**

## **Milestones AAA Board of Directors Meeting**

**August 17, 2017**

**Page 2**

Pam Taylor presented and reviewed the year-end reports for the nutrition program. Average yearly donation per congregate meal is \$2.17 and \$1.61 for home-delivered. Volunteers are very important to the program with 40,000 hours donated for the year. A total of 165,797 congregate meals were served with an additional 176,076 delivered to the homes of clients. Pam reviewed the raw food costs and noted that they are within goal. Pam continually monitors this expense and works with program coordinators to keep costs within goal. Pam explained the Senior Produce Box pilot project in the Burlington area. It is a collaboration between the Iowa Department of Public Health, the Iowa Department on Aging and Milestones. SNAP-Ed funds support planning and coordination. Produce donations can be made by individual home gardens, farmer's market growers and grocery stores. Donations are delivered to the Burlington office on Thursdays with boxes of food going to seniors on Fridays. Volunteers help sort and deliver the produce.

### **Nutrition Report**

Kim Goering reported on the Case Management program. Milestones has not received official acknowledgement from AmeriHealth as to when they will be terminating the agency's case management contract. Milestones will continue providing care coordination until a determination is made. Kim stated that we currently have 19 case managers, some of which have had their hours reduced as their caseloads grow smaller. Caseloads are also adjusted as case managers find other jobs and move on, replacements are not being hired.

### **Case Management Report**

Dawn Carstensen reported that the LifeLong Links numbers are looking good. Elder Rights clients are on the increase with referrals coming from the Department of Human Services, hospitals, family members, law enforcement, social workers and neighbors. Dawn shared that the agency is moving into the private pay model of services with a sliding scale payment schedule. The business acumen will include case management and options counselling. Other AAAs across the state are looking for gaps in services and developing those needs into both traditional and non-traditional paid services. Dawn feels that caregivers would pay for many of these services.

### **LifeLong Links Report**

Peggy Dykes reviewed the marketing performance for the past few months.

### **Marketing Report**

Dawn Carstensen and Kim Goering shared information from their meeting with the Iowa Department on Aging (IDA) staff regarding corrections to Milestones' Area Plan. Dawn and Kim will be working with Linda Hildruth and Shan Sasser in making corrections to the plan encompassing the suggestions provided by the department. There is a clear expectation that available data be used to pinpoint service gaps, define goals and objectives. Kim would like to see everything done and submitted by September 30<sup>th</sup>. Both Kim and Dawn have full confidence that this will be achieved.

### **OLD BUSINESS**

### **Area Plan Update**

General discussion was held regarding cost saving measures that include decreasing mileage allowance and reducing Davenport's monthly rent payment to the Foundation in addition to the possibility of leasing out part of the Davenport office.

### **Budget**

## **Milestones AAA Board of Directors Meeting**

**August 17, 2017**

**Page 3**

A motion was made by Lynelle Diers, seconded by Duffy Kester, to reduce all mileage reimbursement to 39¢ per mile effective September 1, 2017. Motion carried unanimously.

Pam Taylor presented purposed savings to the Nutrition budget with a detailed plan that would limit Older American Act (OAA) meals, restructure providers and reduce cooking kitchens and/or meal centers. Pam is looking at all possible solutions. There were questions and discussion. Pam continued with long term goals of establishing an annual campaign for community participation and awareness to raise individual contributions.

A motion was made by Steve Swisher, seconded by Lynelle Diers, to accept the nutrition budget recommendations as soon as contract agreements allow with the guidance of the Nutrition Director's recommendations. Bob Howard called for any other discussions. Jim Howell would like to see a plan to provide meals to the ones who need them. A discussion followed regarding meal center participation and alternate solutions in providing meals. Pam explained the reasons for specific meal center closures but also gave some solutions for alternative meal deliveries. Jim believes that Pam will make good judgement. The motion was carried unanimously.

Milestones received the findings from the on-site compliance report conducted by the Iowa Department on Aging with two corrections. Tina Jaeger has made the corrections and feels that everything is good to go.

The revised job description for the CEO position was reviewed with a few minor corrections received from board members. The interview questions were reviewed with no changes submitted. The job search process was reviewed. Peggy Dykes proposed placing the help wanted ad through Monster, an on-line job posting service. This is most affordable and should draw the applications that we want. Peggy suggested the opening on Milestones website, Facebook page and email the posting to all aging network contacts that Milestones is a part of. Notification of the opening will also be sent to other Iowa AAA directors. Applications will go to Jeri Swisher and she will forward the qualified candidates to the board. A motion was made by Duffy Kester, seconded by Lee McClure, to move forward with the prescribed job search for the CEO. The motion was carried unanimously.

Members of the board want the opportunity to review the current board by-laws and make changes if necessary. Members were asked to look at them and come back with thoughts, opinions and suggestions at the next scheduled board meeting. Specific topics for review: removal of board member for unethical conduct, insurance coverage, relationship between board members and directors.

It was suggested that an interim assistant director be named who will become the contact person for staff and board members when Kim is not available. Lynelle recommended Dawn Carstensen with Dawn accepting the interim

**Budget (continued)**

**Nutrition Budget Reductions**

**On-Site Compliance Report**

**CEO Job Posting**

**NEW BUSINESS**  
**Review Board By-Laws**

**Chain of Command**

**Milestones AAA Board of Directors Meeting**

**August 17, 2017**

**Page 4**

designation. A motion was made by Duffy Kester, seconded by Lee McClure, to have Dawn Carstensen become the interim second-in-command until said CEO position is filled. Motion carried unanimously.

Bill Thom reported on the Older Iowans Legislature (OIL).

A combined meeting of the Board of Directors and Advisory Board will be held on Tuesday, September 12 starting at 10:00 am at the Columbus Junction City Hall, 232 2nd St, Columbus Junction, IA 52738.

The meeting was adjourned 1:50 p.m.

**Chain of Command** (cont'd)

**ITEM OF INTEREST**

**OIL Report**

**NEXT MEETING**

**ADJOURNMENT**