



**BOARD OF DIRECTORS
TUESDAY, JANUARY 23, 2018**

The Board of Directors members met Tuesday, January 23, 2018 at 10:10 a.m. at the Columbus Junction Community Senior Center, 125 E. Walnut St., Columbus Junction, Iowa.

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

CALL TO ORDER

Board Members Present: Jeri Dean, Lynelle Diers, Bob Howard, Jim Howell, Duffy Kester, Stephen Swisher and Bill Thom

ROLL CALL

Staff Present: Becky Passman, Dawn Carstensen, Tina Jaegers, Jeri Swisher, Pam Taylor, and Sharon Schnoor

Bob Howard asked for comments or changes to the board minutes from November 28, 2017. It was noted that Julie Schilling was actually present at the November meeting but her name was not shown. Motion was made by Bill Thom, and seconded by Steve Swisher, to accept the Minutes with the one correction. All were in favor.

**APPROVAL OF
MINUTES**

Bob Howard mentioned that on the Agenda was an item that required a closed session that was item IX of the Agenda. Because we were not in a closed room and because of the possibility of people arriving for the noon meal during the discussion, he suggested we move this item to the next thing on the Agenda. Motion was made by Steve Swisher and seconded by Jeri Dean to move Agenda item IX to be discussed now in a closed session. Staff were required to leave with the exception of HR Director Jeri Swisher and Sharon Schnoor, for recording purposes.

Upon conclusion of the closed session a Motion was made to go back into open session by Bill Thom and seconded by Jeri Dean. All were in favor. Open session resumed at approximately 10:40 a.m.

As the open session resumed Lynelle Diers made a Motion to accept the settlement in the Merritt suit as discussed in closed session. This would represent a full and final settlement of any and all claims that she could assert as a result of her employment with Milestones AAA and the termination thereof, and the dismissal of her Complaint with the Davenport Civil Rights Commission. Jim Howell seconded the Motion. A roll call of all Board Members present was made and all were in agreement.

REPORTS

CEO's Report – Becky Passman said at the State level for the first quarter we received one non-compliance issue. We had a plan of action submitted and all is taken care of. Becky said data for that report is not entirely accurate because we are going into percentages with Harmony. Going

CEO REPORT

forward this first year Becky said it will not be as accurate as we would like after the transition point the data should be good and accurate.

Becky said we got 3 notices by the State regarding appropriation reductions. We are going to have to find other ways to make up the shortage in the budget.

The State is proposing a new cost allocation report which no Directors or Financial Directors are happy about. Tina and Becky have been uniting with other AAA's. The allocation report is really not consistent with how the agency works. We are trying to convey this information with them as it really is a problem for the agency to comply with this. The good news is that all agencies are united in how they are reporting.

One of the things wanted was for the agency to consult with i4a and Becky has been in contact with the CEO, Mary Kaschak and is building a rapport and feels better able to use them as a sounding board for establishing communication.

Becky said they are beginning to work on the Area Plan and were doing monthly program managers meetings but now are doing weekly "huddles." It's a great opportunity for each program manager to go through and show what needs to be considered or what needs to be clarified. All people involved can work on the process. This way we use each other's strengths.

The Agency level of case management services portion ended on the 15th of January We have 35 Medicaid clients and currently have two fee-for-service clients. The 35 clients will end in March. Burlington and Davenport are taking care of these clients.

Becky said we have a couple of new positions to be filled. One for an Options Counselor, which we just filled and she will start on the 31st. The question was asked of Becky as to why we lost the employees and Becky replied that it was because they took other positions that paid better and had better benefits. Becky stated that our present staff are picking up more responsibilities. We also have an Area Program Coordinator in Nutrition starting soon. We have had success using Indeed instead of Monster for advertising for different positions. Indeed cost less than Monster and Indeed actively recruits. Indeed's fee is based on the number of applicants received. The Area Program Coordinator cost in Indeed was \$87 and we can't even get an ad in the newspapers for that amount, and not for 5-7 days. Peggy Dykes said you can start the ad and pause it and then start it up again if you need to.

We are starting up a Guardian Program and have started taking steps toward services. We put in for an RFP for state grants but the State didn't make that award for it. For RFPs it really is a good practice. We are creating a cost table. It would be a service we would provide on our own, and not part of the State. Becky says there is a great deal of effort into just trying to be in compliance with what the state wants us to do and everyone is working very hard.

We have an Evidence Based program and are looking for ways we can help fund the program. We have one staff person for the program.

Duffy Kester mentioned he did not receive the information that Becky had sent to him by e-mail and Becky said she would find it again and mail it out to him.

Lynelle Diers brought up the question of delegation of a second in command if Becky is unable to do her duties for a period of time. Becky replied that the directors all work as a group and she didn't anticipate any problems. She also mentioned that she had been working closely with Dawn Carstensen. Lynelle would like to hear pros and cons and Bob Howard said we probably should have something in writing.

Steve Swisher asked what our present relationship is with Linda Miller. The reply was that there had only been one meeting with Linda present. Becky said as far as she knows everything is positive and that the Area Plan had been approved. Bob Howard said he hadn't heard any more from her.

Financial Reports – Tina Jaegers mentioned that the packet had an error in the November totals but she sent a corrected one. She said expenses are up a bit with layoffs that we paid off vacations. A lot were long-term employees. Tina also mentioned that contributions seem to have fallen off a bit. Now that staff is getting leaner and leaner that should help the budget quite a bit. Some of our rural offices have been closed. We are monitoring equipment and supplies very closely. Postage expense is down now that we are not mailing out as much to seniors. Tina said we also have been having some of our billing claims going back to July saying we shouldn't have received payment for them. Our biller is trying to go back to figure out why they are being denied now. Becky mentioned that the data base only was available for a certain amount of time so we don't even have access to it anymore.

FINANCIAL REPORT

Tina said Becky had asked that the check register now show a description. She apologized for it being so small and hard to read and she will work on making it larger. Lynelle Diers also questioned the amount paid on the Wells Fargo credit card to the Spaghetti Works in Des Moines. After further discussion it was mentioned that while a little higher than they would normally pay for lunch, it was in Des Moines and costs for meals there would be a little higher and they were in Des Moines because of a meeting.

A question came up regarding gifts to employees leaving and it was mentioned that this came from the Sunshine Fund and are based on years of service. Lynelle Diers would like to see a Milestones policy brought to a meeting for review.

A Motion was made by Jim Howell and seconded by Lynelle Diers to accept the financial reports. All were in favor.

Nutrition Program – Pam Taylor said she has the November and December information but doesn't have the year-to-date meal report. Pam mentioned that 9 sites are closed.

NUTRITION REPORT

The Board asked if they could receive a report regarding volunteer hours and Tina can get those hours for them.

Pam said raw food costs are down. Pam said she requested that they try and get the raw food costs down under \$2 and they are and she was happy that we made that goal.

Pam said she received information regarding the Farmers Market coupons for the past year. The previous year showed a redemption rate of 78.82% and this year it was 80.49% so it did go up a little bit. The state's average is 79.8%

Lifelong Links – Dawn said they are down two Options Counselors and also have had some illnesses so they are stretched a little thin right now. Elder Rights are taking some of case management rolls. Dawn included the Minutes from her Lifelong Links ADRC Advisory Board. Dawn said she is working on getting more people to the Advisory Board from other regions but right now they are from the Davenport area. Dawn says she is required to have a mixture of organizations. She is using the Ft. Madison meal site for her meetings there. Julie Schilling has offered to be on the Advisory Board there. Dawn asked if Duffy Kester was interested in being on the Board.

LIFELONG LINKS

Marketing/Promotional Updates – Becky presented a chart that Peggy Dykes created showing advertisements, Facebook job information, and news articles to the various media. It also details some of the upcoming events such as February health fairs. The Family Caregiver Conference has been moved to a new site this year – to St. Ambrose Rogalski Center on April 21. Bill Thom asked why there were no events in December and January and Becky replied that typically no one wants to attend or sponsor any events during those months.

MARKETING UPDATES

Bob Howard wanted to mention that Muscatine has a new library facility that has 14 rooms available. The library was a former Hon Building. Bob also said a new conference center is opening up.

Joan Nydle has been doing some media events and does present quite a bit. It was suggested that Peggy be sure to capture her on the report as well.

Burlington has a small health expo in the fall that usually has between 60-70 vendors and there is one in Ottumwa as well. We sponsor but we charge table rental to help offset our costs. Peggy worked hard on getting a new place to hold the Caregiver Conference. It gets good media coverage and over 200 people come and participate in it. St. Ambrose is giving us the use of the space for free and it's helping get a much deeper partnership with physical therapy, social work, etc.

Nutrition Costs Reduction Plan Update - Pam is still working on a nutrition cost reduction plan but says it is really a slow process. Pam says she has one more meal site they might close but hasn't decided as of yet. Pam also says they are considering moving the contract with Milestones and HyVee to First Presbyterian Church. She said she will meet with them on February 12 and if all are in agreement Pam will then notify HyVee of that change. Pam said there will be people that need to be hired.

NUTRITION REDUCTION PLAN

Approval of Wells Fargo credit card for CEO – Becky already signed the necessary paperwork and it is taken care of according to Tina.

OLD BUSINESS

Remote Work Policy – Jeri Swisher presented a copy of the policy she wrote up regarding working from home. All Program Directors had approved it. Lynelle Diers had an objection to the word “permanent” in the second paragraph regarding “work from home arrangements” and also on page two the bullet point about working from home is neither an entitlement nor an agency-wide benefit..... Regarding the entitlement.....Lynelle thought it should be highlighted somehow to show it is not a right of employment. The Board would like to table this and bring it up as Old Business at the next meeting. A Motion was made by Jim Howell and seconded by Bill Thom to table approval of the remote work policy. All were in favor.

Discussion of New Board Member Appointment – Becky said we had an opening in Clinton and are looking for a person that would be interested. In discussion with the Board it was said a new person interested should submit a letter of interest and talk about why they would want to be considered and mention what they would bring to the Board. The Board would look at the application. Some suggestions were someone in law, accounting, mental health leadership. They didn't think age would be part of it. They also said it would be helpful to have someone with a legal background.

OIL REPORT

Bill talked briefly about attending one of the upcoming forums and procedures. Bill also mentioned that there are only two bills presented on health care coverage.

Next Meeting – The next Board of Directors meeting will be March 27 at 10 a.m. in Ainsworth.

The meeting adjourned at 12:30 p.m.