



Milestones
AREA AGENCY ON AGING
Advisory Council Meeting
March 13, 2018

The Advisory Council met on Tuesday, March 13, 2018 at 10:00 AM at the Fairfield Senior Center in Fairfield, IA.

Jim Howell, Chairperson, called the meeting to order at 10:10 AM.

Call to Order

Members Present: Jeri Dean, Ray Doser, Lillian Frizzell, Matt Greiner, Jim Howell, Duffy Kester, Steve Laing, Rodney Robinson, Julie Schilling, Patricia Steiner, Bill Thom, and Bob Waugh

Roll Call

Members Excused: Christy Davis, Lynelle Diers, Bob Howard, Kris Laurson, and Stephen Swisher

Members Absent: Janet Bindewald, Liz Sherwin

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

The Minutes of the Advisory Council meeting held on December 12, 2017 were included in the packet. The Chair asked if the Minutes were accepted as written and it was mentioned that Jim Howell was nominated for Chairperson and Bob Waugh was nominated for Vice-Chairperson but that an effective date was not given in the Minutes. Motion made by Matt Greiner, seconded by Bob Waugh to approve the Minutes with the amendment to add the effective date of March 13, 2018. The Motion was carried unanimously.

Approval of Minutes

Becky Passman was in Des Moines for a meeting and was unable to attend so Jeri Swisher gave the following report on behalf of Becky:

CEO Report

All Case Management staff have been let go, and case management is now classified by Milestones as service rather than as an entire program area in its own right. We have been servicing 35 temporary clients who needed services during the transition period from Amerihealth to United Health Care, and also maintain 2 IME fee-for-service clients. We will end responsibility for these clients no later than March 31. Due to the low number of fee-for-service IME clients (only 2), Becky has sent a letter to Director Foxhoven stating: "Due to the low client count, the high level of administrative oversight required, and level of unbillable expenses the Agency incurs to meet all administrative requirements, our agency can no longer sustain the financial costs involved with

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participating in servicing Medicaid clients. For this reason, as of the close of business on March 31, 2018, any obligation for all Medicaid clients assumed by Milestones Area Agency on Aging will terminate.”

Jeri went on to state that Becky said the State sent out a series of deallocation notices. The most recent notice received in late January indicated that Milestones would have \$30,000 deducted from the current year’s funding. A subsequent bill offered in the Senate File would have significantly increased this amount. There have been other dollar amounts submitted and debated since that time. At the present moment, a final deallocation amount has not been determined.

Becky also said, on a happier note, in response to the budget concerns a Paper Plate Campaign was launched and the response was tremendous. Becky has stacks and stacks of paper plates upon which meals (and Tai Chi) consumers have written heartfelt messages to legislators. They praise the programs, share how much it means to them, and request financial support for the agency and its mission. Becky said she read a good share of them and has been truly touched. Staff and a good many board and advisory members have also done a tremendous job of advocating for the agency, its programs, and clients we serve, and we have received a good amount of media attention, which has helped our story be told to the communities at large.

Jeri mentioned that Becky was currently in Des Moines meeting with other AAA Directors as well as the Iowa Department on Aging. In addition to the budget cut issues, IDA is also in the midst of adding some new requirements related to data reporting and program services, and are trying to work through some of the challenging areas that these changes present from the agency perspective, particularly in light of decreased funding.

And it was also mentioned that staff have been hard at work on the Area Plan Update, which is due on April 2, and which will be spoken of in more detail later in the meeting. We have been forced to make some very hard decisions in order to balance decreased revenues with demand for services. This will be a subject of much analysis in the coming weeks.

Tina reviewed the handouts she had sent in the board packets. Tina mentioned that we had gotten a few grants from various places. We received a \$2,000 grant from the Senior 60+ Group, Grace Bott Miller Charitable Foundation through Connection Bank for \$3,400, and will be receiving a one-month donation from a store called Stage for the month of April. Dawn did a presentation at Our Lady of Victory. Each year during the time of Lent the church picks a charitable organization to donate money to. They have picked us this Lenten season. We do not know what the total donation will be but in the past they have donated over \$2,000 to other organizations.

Financial Report

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Tina did bring the Board's attention to the fact that as of January we have a negative balance. She also mentioned that we are still working hard on the outstanding receivables to clear up past due bills. She said it has been quite a battle to collect from the MCO's and that Ann has been working very hard to collect these amounts. A question was asked about the prepaid expenses and Tina mentioned two in particular would be large amounts due and they would be the health insurance and dental insurance. This also brought up the question of the amounts paid for insurance and Tina and Jeri said at present for employees it is 80/20 and employee and spouse or dependent would be 60/40. We will be looking at this when it comes up for renewal next month. By law we are required to pay a certain percentage for employees only. We are going out to get bids next year to see if we can find something cheaper. We will look for another broker. Right now we work with Mike White with Acumen. We do need to make sure employees have access to a good insurance plan.

Tina also mentioned that we are billing between \$68,000 to \$70,000 a month in charges to the MCO's.

A Motion was made by Julie Schilling and seconded by Bill Thom to accept the financial reports. The Motion carried unanimously.

Pam reviewed the handouts included in the board packets. Regarding the raw food cost report, Pam mentioned that the budget figure for raw food costs was \$1.70 but is only costing us \$1.43. A question was asked regarding Keokuk and Pam said that is the only cooking kitchen for Keokuk and there are no satellite places that they send out food to. Pam also mentioned they use a lot of canned goods to keep costs down. She also mentioned it is a lot cheaper to use canned goods rather than have the costs of being able to supply a freezer large enough to accommodate frozen items. Pam also went over information regarding meal contributions. She noted the average meals to date delivered per day compared to the previous year. She said the difference is on purpose because of the fact that we had to close some meal sites. She also mentioned that the average contribution of congregate meals to date is \$2.18 and home delivered meals is \$1.84.

Nutrition Report

Pam also briefly discussed the handouts she had included regarding the Iowa Senior Hunger Partnership and Food Research and Action Center and AARP Foundation. She thought the Board would be interested in seeing that there are other agencies that do screenings to identify adults with food insecurities.

Pam had also included a copy of the suggested contribution donation letter that goes out to people that received our meals. There was a lot of discussion regarding this form. Pam reiterated that this is only a suggested contribution and people pay what they can afford or nothing at all. Pam said each Site Manager takes care of their own database and they should indicate in the database if a client has already paid for their meals for the month. Then that donation letter would not be sent. The State has asked us to provide a range of

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donated amounts so that is why the three different amounts show on the copy. Pam will re-evaluate the letter for ease of understanding by our meal participants.

Pam said we have been reaching out trying to get more people to volunteer to help reduce our costs. She handed out a News Release that Peggy Dykes had prepared. Pam also passed out volunteer written testimonials on those that help volunteer for the meal deliveries. Pam also mentioned that we have had to implement waiting lists because of the budget cuts. Pam said meal cost for home delivery are \$9.15 and for waiver \$9.34. We have been supplementing this because we can only bill \$8.10 to the MCO's.

Dawn updated the Board regarding Lifelong Links. Dawn said they are hiring for the Burlington options counseling position and are in their third round of interviews for a replacement. She said the recent hire of the counselor for the Ottumwa office is going very well and she is getting out and meeting people. It was asked why Dawn had to have a separate board for Lifelong Links and she said she is required to do so. Dawn said she is presently working on expanding the board numbers. Presently most are from the Quad City area. Dawn says her budget comes from State and Federal dollars. Dawn said they did get a small grant to serve individuals under 65 years of age. Dawn said we are trying to provide coverage for 17 counties.

Lifelong Links Report

Dawn said the Employment Program is a grant fully funded as part of Vocational Rehab. They have to be 55+ with a disability and want to get back into the work force. They have to be in vocational rehab to be in our program.

Dawn was asked to provide a map of her services and numbers served and she will present that at the next meeting.

Jeri presented information for Peggy Dykes regarding marketing. The handout contained information regarding the events we were part of in February as well as different places we had news articles in and advertisements. We will be having the QC Caregiver Conference April 21 and this year Peggy managed to get a new location, the St. Ambrose Rogalski Center, and they are giving us the use of the room for free, which saves us quite a bit of money. Peggy is working very hard on this venue.

Marketing & Promotional Updates

At this point the Board broke for lunch at 11:30 and resumed at 12:25.

When the meeting resumed Pam Taylor had created a chart of the different director positions and what programs we presently serve. During the discussion the Board asked about nutrition counseling and Pam said that we contract for it. She said so far we have 2 units and are trying to get more. The Board was interested in seeing an updated organizational chart for the next meeting that would also show the number of employees in each position.

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There was continued discussion regarding the minimum number of delegates on the Advisory Board and the total number of delegates. Matt Grenier presented the Board with a map with numbers he had created strictly based on meals for the different counties. And there was also discussion regarding having 4 joint meetings with the Board of Directors and then two separate meeting a year for the Board. This will be discussed at the next board meeting.

The Board was presented with a handout showing the number of delegates on the Advisory Council that had been previously discussed. There was quite a bit of discussion regarding this and the Board would like to see how other AAA's handled the Advisory Boards after the merger took place. Jeri is to try and get this information for them.

Matt presented the changes to the By-laws that he, Duffy, and Jim Howell had been appointed to work on. They suggested that we change the number of delegates to read a minimum of 17 and no more than 20. All present members agreed with this change. The other By-law change suggested was to remove the "3 unexcused" absences to just three absences in a 12-month period for removal from the Advisory Board. All present members agreed with this change also. Because there was not a quorum present they did not vote on these two issues. It will need to be brought up again at the next meeting.

Dawn updated the Board on the Area Plan for the year. She said we did not get the original approved until last fall. Some of the areas we are working on are elder awareness program and meeting the needs of seniors. Dawn said we are still working on some statistics. We did send it out to the State to get their feedback. A lot of our service numbers have had to be decreased because of staffing and hours they were providing. Pam said the State pretty much sets our goals.

There was further discussion about needing more income and the issue of none of the counties sending in any contributions as they had done in the past. Many felt that it doesn't seem fair that some of the small counties provide money to Milestones, yet the larger counties don't contribute at all. Plus, they feel that the amount each county should donate would be based on population of the counties. The larger counties should contribute more than the smaller ones.

There were some questions and brief discussion regarding the process for hiring for the CEO position.

Bill Thom gave an update on the Older Iowans' Legislation.

The next meeting is scheduled for June 12, 2018 at Fairfield. Both Bob Waugh and Ray Doser will be unable to attend that meeting.

The meeting adjourned at 2:10 p.m.

Old Business

Oil Report

Next Meeting

Adjournment

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