



**BOARD OF DIRECTORS
TUESDAY, March 27, 2018**

The Board of Directors members met Tuesday, March 27, 2018 at 10:05 at the Ainsworth Four Corners Restaurant, Ainsworth Iowa.

CALL TO ORDER

Board Chairperson, Bob Howard, called the meeting to order at 10:05 a.m.

ROLL CALL

Board Members present: Jerri Dean, Bob Howard, Jim Howell, Duffy Kester, and Bill Thom.

Staff Present: Becky Passman, Dawn Carstensen, Tina Jaegers, Jeri Swisher, Pam Taylor, and Peggy Heemsbergen

Bob Howard asked for comments or changes to the board minutes from January 23, 2018. Bob asked for a motion to approve the regular board minutes. Motion was made by Jim Howell, and seconded by Bill Thom. All were in favor.

**APPROVAL OF
MINUTES**

CEO's Report: Becky Passman

REPORTS

Legislative happenings- Meetings in Des Moines with IDA- going over issues the directors were having with IDA- mainly communications and collaboration, hope to see more of that. IDA agreed to and will continue to work together with the triple A's on these issues.

CEO REPORT

Changes in reporting manual and Cost Allocation Report requirements are of concern. IDA and AAA's are working together to come to a compromise that gives both the department what they are looking for and also accommodates AAA operations. It is also a work in process.

Productive day at the Capitol- Shared some feedback on Facebook. Had an exhibit with the paper plates covering tables in the legislator's dining room. Legislators were impressed with how many people the nutrition program impacts.

Budget deal is finally done. De-appropriation for IDA was \$110,000. Unofficial number showed around \$15,000 cut for Milestones. We will have to absorb that over a 3-month period.

Iowa Working Families tax relief act passed the Senate and is stalled in the house. This proposal reduces the general revenue by 1.163 billion dollars by Fiscal 2023, beginning with FY19 state budget reduction of 207.8 million dollars. State budget cuts will be extremely difficult to absorb and even more so in years following.

Iowa Department on Aging happenings

IDA sent out our 2nd quarter data report- We have corrected the nutrition counseling compliance issue from Q1, so that is no longer an issue. There were no compliance issues for the 2nd quarter.

Primary state concern was missing information on intakes forms. We learned that the Harmony software has an issue with unfilled blanks. If a question isn't answered Harmony kicks the whole intake out and none of the data is retained. We had 40% return on intakes and the state requires 90%. Harmony doesn't show a true report because of missing information. A method is being developed to fix the problem so agencies can receive more accurate data reports.

State allocation report still looking for compromise and not much to report. Have been told that the changes to the allocation report and reporting manual are works in progress. AAA Directors and Fiscal Directors continue to work with the State by pooling ideas and presenting them in a united effort.

The area plan is due April 2nd. Submitted a rough draft on March 16th for state review and input. As of meeting time we haven't heard back from IDA. Our goal is to submit a document that meets their satisfaction.

State monitoring visit is scheduled for June 14th and 15th. State does this annually, and since missed last year will have two this year. June visit will be for FY17 operations and information. Another one will take place in the fall to review FY18 operations and information.

Milestones happenings

All temporary Medicaid waiver and non-waiver Case Management clients were handed off on March 16th. Milestones is no longer involved with Medicaid CM Clients.

We have hired an Options Counselor in Burlington and an Area Program Coordinator in Ottumwa. Will also have two staff retiring this summer: Pam O'Leary, Nutrition Supervisor in Ottumwa Area will retire in June; Teresa Sprague, Nutrition Supervisor in the Muscatine Area, will be leaving to take care of her new granddaughter in August.

Still cleaning up the offices with extra office equipment. Clinton office lease ends in June. Ottumwa and Davenport have leftover equipment from when we were a larger operation. Will be meeting over the next couple months organizing the extra equipment, files, and consolidating the items. Our plan is to box up required files and sell off the extra equipment.

The budget update has been a primary recent focus, will talk about that later in the meeting.

There was a question ask about how much we have improved over the 40% of data inputted into Harmony. Becky said that we had no way of

knowing. We know that when the staff enters data if one question isn't answered the software throws out the whole intake. Dick will be looking at this to see what we can recoup; also going forward he is devising a workaround for this issue. One of the questions that is often left unanswered pertains to income. For example, clients don't like to share their income. IDA mentioned the problem to us but are not currently penalizing agencies. We will be working with staff to improve this situation.

Status of Board Replacements was asked. Becky said we are not anywhere with finding replacements. Jeri Dean had a suggestion and gave to Pam Taylor

Bill Thom appreciates all that IDA and Directors are doing for AAA's. Linda Miller from IDA stopped to visit with OIL. The big item was funding. One of the things Linda said was that Governor Reynolds informed the IDA not to request additional funding due to budget shortfalls this last year. Governor Reynolds said we will have to be patient. Bob Howard said if we shouldn't ask for more then they should not give us additional cuts.

Bob Howard asked about Board training. Becky stated that at the state level there is a requirement of 4 hours training of board members. Becky will be scouting out to see who we can bring to train us on being an active, productive, progressive board member. Duffy mentioned Gayla Harrison as a possibility for doing the training. Let Becky know if you have a special topic of interest for the training. Dawn mentioned that Ottumwa region does a free nonprofit summit once a year that is put on by the Chamber of Commerce and has the topic on board training.

Board members that were in attendance of the closed session at last board meeting signed their name to the minutes.

Financial Report-Tina

FINANCIAL REPORT

Board Report- at the end of February our YTD Revenues were at \$4,366,775 million and expenses were \$4,394,132 million. Budget is at 66.67%. We are a little under in our revenue and are about fine with our expenses. We are still trying to achieve a zero balance. Professional services are still over but should be back in line by end of fiscal year. Tina stated that we are keeping an eye on the line items that we can control to bring them back or stay on budget.

Pam Taylor is working with the Nutrition Sites to stay within Raw Food S/S Cost. Pam Taylor mentioned that the food bank contacted her. We purchase a lot of food from the food bank to keep cost down, usually we can purchase the food at .14 cents per pound. If Food Bank has an overabundance of something they give the food to us for free or .07 cents per pound.

Becky asked about the "Other" category on the Board Report. We are over quite a bit. Tina said it was a legal matter. It has to stay in a non-state program because it is nothing we can absorb so Milestones will

have to absorb that. Becky requested and received confirmation that we will have a budget deficit for this amount at end of year.

Tina went over the Statement of Financial position. We have a deficit of \$27,356.35 which isn't nearly as bad as it has been previously. The \$15,000 cut will be added to the balance as it is not reflected in the \$27,356.35. Becky stated that Liabilities have gone down; Tina explained that at year end we have to accrue the items Milestones hasn't yet received, and which are sitting in our Payables. By end of February we should be running closer to normal.

Tina mentioned that our Accrued Payroll and payroll taxes and Accrued Benefits are much lower because we are missing several staff members and paid off the vacations. These line items should stay down.

Bob Howard asked about how we are addressing the bad debt in Receivables. We are trying to get the information MCO's are requesting but it is a challenge.

Bob Howard asked how much out of the receivables are the dollars we are having difficulty getting reimbursed from the MCO's or IME. Tina said that we have not received any state money from the Federal funds from the State in February so she accrued over \$200,000 in that amount we are down to \$400,000. Tina said we are a few months behind in the reimbursement because the staff who process the claims might have to reprocess. Below Receivable there is Allowance for Uncollectible, which could be the number we are short based on what we collected and what is outstanding. Figures were based on December collection and outstanding numbers.

January check list and Wells Fargo statements were included in packet.

Jim Howell questioned RK Dixon \$10,000 a month. Becky stated that RK Dixon is down to \$8,500 per month. The question was asked if they provided the internet service. RK Dixon doesn't provide that service but houses our servers and takes care of our computer service.

Duffy Kester asked about Kozlowski Law Group, LLC. Dawn stated that is a VOCA (Elder Rights Specialist), we used to help a consumer revoke her Power of Attorney. The money will come out of the federal grant we received to fund the program.

Bill Thom asked about a \$1,100 credit card charged for damage to the company car in Burlington. Pam explained that the car was hit while she was in Muscatine. The expense for repairs was reimbursed by the at-fault insurance company.

A motion was made by Bill Thom and seconded by Jim Howell to accept the financial reports. All were in favor.

Nutrition Program: Pam Taylor

NUTRITION REPORT

Raw Food Cost Report- At the end of January, the average raw food cost was \$1.43 and remained the same at the end of February. The \$1.70 per meal food cost is what is allowed for the current FY. Tina and Pam reduced the per meal food cost for the next fiscal year to \$1.55, so care needs to be taken to not exceed that cost. The \$1.55 allows a little less than 10% increase in grocery bills.

The YTD meal count reports show home delivered contributions average \$1.80 and congregate contributions average \$2.18. Average meals per day: 2,120 meals served through Senior Centers and Home Delivered Meal Program on average daily. Last year at this time the count was 2,595. Average number has dropped due to meal site closings and reducing number of days served per week. However, if a participant is a waiver client they can still receive up to 31 meals per month.

Jim Howell requested a per site meal average contribution and meal count report.

Bob Howard asked about any upcoming changes. Pam identified upcoming changes in the Reporting Manual. Becky stated funding is not likely to increase and may well be cut further. One of the changes in the Reporting Manual pertains to a new waiting list procedure developed by the state. Milestones has a Board Approved waiting list protocol in place, but the state has created a different protocol for all AAA's to follow. The procedure centers on client prioritization and scoring, another protocol they have created for all of AAA's. The priority score, along with other criteria, determines where a client falls on the waiting list. There is concern about the high level of maintenance needed to follow the state's waiting list protocol, and the staff time this would require.

Nutrition trends include more reporting restrictions, increasing congregate meal site participants and looking at contracting with restaurants to provide the meals. Much discussion was on how we would maintain clients getting the meal they are supposed to.

Board accepted Nutrition Report for information.

LifeLong Links Program-Dawn Carstensen

LIFELONG LINKS

Dawn presented the Board her report reflecting December, January, and February numbers.

Duffy Kester was wondering if our numbers are where they should be. Dawn said that compared to other AAAs across the state, Milestones numbers fall in the middle.

Dawn broke down how many staff is under the Lifelong Links Program. Information and Assistance- 1 FT staff, Options Counseling- 3 FT staff, Family Caregiver- 3 FT staff, Elder Abuse Prevention and Awareness- 1 FT staff.

Additional Grant Programs Staff: Victims of Crime Assistance (VOCA)-1.5 FT staff; Employment Program- 1 FT staff.

Marketing/Promotional updated in packet- Becky Passman for Peggy Dykes

MARKETING UPDATES

The report showed February events that took place throughout our 17 county area and print ads promoting services. The recap also included Facebook page and Milestones website statistics. Events noted include: Family Feast in Ottumwa (March); Family Caregiver Conference in Davenport (April), and Morning of Generations in Moline, IL (May).

Jim suggested maybe send out letters to local service organization telling them about Milestones.

Board accepted the Marketing/Promotional Updates for information.

Status of Waiver Meal Provision- This will be addressed under New Business with the Area Plan

STATUS OF WAIVER MEAL PROVISION

OLD BUSINESS

Jeri Swisher reviewed policies previously brought before the Board. Requested changes were made and policies are now being brought for approval. Work from Home policy: “permanent” in the second paragraph was replaced with part-time or full-time, as position allows. Much discussion took place concerning the meaning of full-time, working remotely from home, accountability for work quality and quantity, and if status could change from working remotely to working in the office.

Jim Howell made the motion to approve the policy: Work from Home. Jerri Dean seconded. There were 4 ayes and 1 nay.

Policy: Employee Expenses/Reimbursement- The item in question is under Meal Expenses #5-MAAA allows tipping up to 15%. Employee may tip more at their own expense. There was discussion on tipping. Jeri will make the change that tipping will not be covered by Milestones and bring back to next Board Meeting.

Jeri reminded that the Sunshine Fund is not a policy. The form is given out yearly to all employees with guidelines on the back. Employees who don't contribute will still benefit from fund. Board and Advisory Council can participate also.

New Business-

NEW BUSINESS

Area Plan Update-Becky Passman, Tina Jaegers, and Pam Taylor.

A rough draft of the updated Area Plan was included in the Board Packet. The pages included the narrative describing progress on the goals set in November when the Area Plan was approved. Little progress was made toward reaching the goals from November to March.

The Narrative included list of goals and service gaps that were determined to exist and the strategies formulated that were put in place to meet the gap.

Becky went over the Performance and Service Projections. This shows the agency target for SFY2018, results as of 12/31/17, and the SFY2019 Target. Milestones provided explanations for the Progress-to-Date numbers. There was much discussion on the SFY 18 target and how the SFY2019 target percentage was calculated.

Milestones had to submit a balanced budget to go with the Area Plan. Becky explained the Form 3A-1 is our estimation of service units over FY 2019 and projection of consumers receiving those services.

To help bring the budget in line, Milestones initiated a 10% cut on all subcontracts, and will not be renewing inactive service contracts. Other selected contracts will also either be reduced or will not be renewed in order to balance the budget.

Motion was made to accept the Area Plan Update and submit to the state. Jim Howell made the motion and second by Jerri Dean. All were in favor.

Motion was made to approved the FY19 Budget with the 3A-1 units. Bill Thom made the motion and second by Jim Howell. All were in favor.

OIL-Bill Thom-for information only.

OIL REPORT

Bill talked about meeting with some legislators after their advisory meeting. OIL also met with Linda Miller from IDA and Cynthia Peterson from the Long Term Care Ombudsman. OIL sent an open letter to Iowa State Lawmakers on the Care Act. The letter ran as a full page ad in local area papers. Also a Letter to the Editor was in several papers entitled "The Seniors Are Getting the Shaft."

Legislature report from Friday March 23rd. The bill for housing sexual offenders is gone for this year. All of the other bills were concerning the budget and program and activities for the IDA.

Next meeting- June 19, 2018- Ainsworth Nutrition Site

Adjournment- 1:02 pm.