



BOARD OF DIRECTORS
Friday, August 17, 2018

The Board of Directors members met Friday, August 17, 2018 at the Ainsworth Four Corners Restaurant, Ainsworth Iowa.

Board Chairperson, Bob Howard, called the meeting to order at 10:02 a.m.

CALL TO ORDER

Board Members present: Lynelle Diers, Bob Howard, Jim Howell, Duffy Kester, Bill Thom and Steve Swisher

ROLL CALL

Excused: Julie Schilling

Staff Present: Becky Passman, Dawn Carstensen, Tina Jaegers, Pam Taylor, and Peggy Dykes

Bob Howard asked for comments or changes to the board minutes from June 19, 2018. Hearing none, Bob asked for a motion to approve the regular board minutes. Motion was made by Lynelle Diers and seconded by Steve Swisher. Vote carried unanimously.

APPROVAL OF MINUTES

CEO REPORT: Becky Passman

CEO REPORT

The state budget allocations were released and are consistent with FY18 funding levels. The report findings from the Department on Aging (IDA) monitoring visit resulted in “zero instances of material non-compliance and no action steps required” for all five review areas. Milestones was commended for its “great work on behalf of older Iowans”. Copy of summary letter provided, individual detail reports will be emailed. IDA has hired a consulting firm, Sellers Dorsey, for help researching Medicaid partnership opportunities; Iowa area agencies on aging are considering hiring them also to review further potential Managed Care Organization (MCO) partnership opportunities. Staff successfully completed the final IDA FY18 data report for this fiscal year ensuring consumer, unit, & service data in SAMS, IAPRS, and IAFRS providing the agency’s best available data for SFY18. It was a big undertaking – kudos to all involved staff for their diligent efforts. Becky shared MCO issues and concerns to IDA Director Miller who conveyed information the Medicaid Director (Randol) and DHS Deputy Director (Stiers). These contacts led to conference calls with both UHC and Amerigroup with result being greatly increased communication, the establishment of a more efficient system, and long-owed reimbursement checks are beginning to flow in. Office updates: The Ottumwa storage unit was emptied out, with last rent payment in July. Muscatine office relocated to Clark House resulting in a reduction of half the rent that was currently paid with utilities included. The Kronos Company has been chosen as the payroll timekeeping system. Transition period will be complete

December 31 for the new system to begin January 1. The agency is currently soliciting print/copy machine quotes for review and consideration. Pam O'Leary and Teresa Sprague retired in June and August, respectively. Christina Wolfe was hired in June to replace Pam O'Leary. Tina Last was hired in July for the Muscatine position, and a new Nutrition Supervisor has at last been hired, and will start in late August. Peggy Dykes is retiring in September and we are in the process of finding a new Community Relations Director. The position will be restructured with the creation, implementation & management of a development program and volunteer recruitment/engagement program added to marketing and public education/outreach. The position will have four areas of responsibility. Becky is working on staff development with a fiscal focus for program directors to achieve a better understanding of fiscal elements and allocation of dollars. Jerri Dean resigned due to health and will present a gratitude gift to her for her service; Julie Schilling is retiring from her work position at the end of September but has asked to stay on as Advisory/Board member. Birdies for Charity initiative had 20 staff participation and solicited 156 pledges. Total contribution amount is not yet known. Becky attended the National Association of Area Agencies on Aging (N4A) Conference in Chicago on July 28 – 31 which was very informative. The Iowa Association of Area Agencies on Aging (I4A) retreat will be September 24 & 25. Board members commented throughout the CEO update with Becky fielding questions and providing additional information to the satisfaction of the board.

CEO REPORT (cont'd)

Tina Jaegers went over the Statement of Financial Position line by line providing clarification for the FY shortfall. Tina pointed out that the agency wrote off \$200,000 last year for uncollectable payments and that this year the amount is \$36,000. Strides have been made in collecting payments from MCO's. Tina also explained that the agency as a whole is looking for other cost saving measures such as securing smaller office spaces to reduce rent, shutting off lights when rooms aren't occupied, reviewing other expenses and making changes in purchasing supplies. Board members reviewed check and credit card statements with all questions answered by staff. The employee meal reimbursement policy was discussed with recommendation to review the policy in a few months. Motion was made by Jim Howell and seconded by Duffy Kester to approve the financial report. Motion passed unanimously.

FINANCIAL REPORT

Pam Taylor reported that Milestones served a total of 413,293 meals in FY18 to include both congregate and home delivered meals funded by the Older Americans' Act and the Elderly Waiver. Last year's total meals served was 450,000 down about 36,700 meals. Average contributions for FY18 are \$2.14 for congregate and \$1.84 for home delivered. Pam shared the newly formatted contribution letter. Board members commended Pam on the information she shares in her written and verbal nutrition reports.

NUTRITION

Dawn Carstensen shared the Lifelong Links program update to include county client reach.

LIFE LONG LINKS

Peggy Dykes reported on events, website, news and social media engagement. And shared a handout.

COMMUNITY RELATIONS

Employee Expense Reimbursement revised policy was submitted for approval. Discussion followed. Bob Howard asked for a motion to approve the Employee Expense Reimbursement policy. Motion was made by Jim Howell and seconded by Bill Thom. Vote carried unanimously.

HUMAN RESOURCES

Update on Guardianship Program: Infrastructure is laid; however, the process is stalled somewhat; waiting on additional information from our insurance company and lawyer to finalize the contract. Clarification is needed on contractual employee versus independent contractor. Dawn explained the infrastructure, charges, procedures and process. Dawn noted that we must give potential choice by producing a list of optional providers for conservatorships. Board members had questions on client records, pay structure and HIPPA concerns. Duff Kester made a motion, seconded by Steve Swisher for the agency to continue moving forward with the guardianship program giving Dawn and Becky a vote of confidence. Motion carried with all ayes.

OLD BUSINESS

Jim Howell was excused from the meeting at 12:04.

Other old business: Bill Thom is a chairman of a local meal site board and wants to know what other senior centers boards are being handled. Pam explained the conception of meal center versus senior center boards. And that there is not a need for meal center boards as it was in the past. Duffy explained their senior center board.

No new business.

NEW BUSINESS

Bill Thom provided the Older Iowans Legislative update.

OIL UPDATE

Bob Howard shared that he sees a switch to the positive and a greater commitment to transparency. He sees a huge improvement from staff and volunteers with everyone showing a recommitment to the program areas.

Meeting was adjourned at 12:35

MEETING ADJOURNED

Next meeting time and place to be determined.