



Board of Directors Minutes

August 19, 2021

Via Zoom

Board Members Present: Peggy Fisher, Richard Roller, Julie Schilling, Steve Swisher, Bill Thom and Sheri Wilson

Staff Present: Becky Passman, Dawn Peterson, Dawn Carstensen, Mariela Treviño, Mike Mathews, and Sharon Schnoor

I. Call to Order

The meeting was called to order by the Board Chair, Julie Schilling, at 10:00 a.m.

II. Roll Call

Roll call was taken and all were present.

III. Approval of Agenda of August 19, 2021

Becky said she needed to amend the Agenda to add two more sites under "Section VIII. New Business (a) Discontinuation of meal site locations" by adding Buffalo (Scott County) and Stockport (Van Buren County) site locations. Also, under that same section an item (b) was added: consideration of a new board member.

A Motion was made by Steve Swisher, and seconded by Peggy Fisher, to amend the Agenda to include the additional items. All were in favor.

IV. Approval of Board Minutes of June 17, 2021

A Motion was made by Rich Roller, and seconded by Bill Thom, to accept the Minutes as written. All were in favor.

V. CEO Report

Becky said this is the time of year when the Agency is working with I4a to approve and establish legislative priorities for FY22. Some of the areas are:

- (1) Strengthening elder justice in Iowa. There is some progress made but we need more for the elder population.
- (2) Strong COVID response and stability.
- (3) Affordable broadband access. This is needed especially in rural areas.
- (4) Voter access legislation. Older population more likely to have mobility and transportation issues.
- (5) Growing concerns about lack of affordable housing for older Iowans and homeless.

Becky said nothing is finalized yet.

Becky and Dawn Carstensen met with the Scott County Emergency Management Agency about partnering to help register older residents for new enhanced system called Smart911. A person can sign up to get alerts of a variety of topics they wish to be alerted about. The concern was in not being able to get older Iowans registered because of technology issues. We will be partnering with them to help register those 60+ for the service. Current focus is Scott County, but since all counties in Milestones service area have access to the system the hope is that more counties will decide to make greater use of the system's capabilities. Down the road we could help in getting folks registered in these counties as well if they decide to widely implement this.

We have hopes of a more robust RSVP partnership. IDA got a grant for Keokuk, Mahaska, and Louisa Counties and Pam and Becky had a good meeting with those new RSVP staff. We are very much in need of volunteer help, particularly in the home delivered meal category. We appreciate staff member Peggy Heemsbergen and the help she gives. Becky had a visioning meeting with senior management team. We are seeing many ways in which things have changed since the Covid-19 pandemic began. We are seeing that this is quite a transition period and have an eye to the future and how we can increase programming and also ways in which program delivery may need to change in this new normal. Iowa Cafes and community programs are examples, as well as virtual programming. We plan to conduct some client surveys to gauge needs and preferences. We are assessing what is working and what is not working, looking at staffing needs. Hiring and retention are issues of concern for all the AAAs. We are opening meal sites in locations with 70% vaccination rates for 60+. All but two currently meet this criterion. One county cannot open because of staffing issues. Some sites have had low turnout so far. Other agencies are looking at closing sites again. Current protocols remain much the same: hybrid work schedule for staff; we remain closed to the public with meetings by appointment; safety protocols in place. Staff recognition: Pam Taylor is doing a tremendous job dealing with difficult staffing issues, is getting ready to open a new meal site and recruiting Iowa Cafes. Dawn Peterson is taking care of numerous issues and took on the additional project of cleaning up our cell phone

issues. Dawn Carstensen Return to Community set up and has two partnerships in place, hired three new staff that are good additions. Mariela is getting prepared for an audit next week. Sonita has her first in-person class underway, two classes filled. Mike is getting multiple requests and handling everything with great efficiency and professional results.

VI. Fiscal Report

Mariela went over the check listings with the Board. She said she had just closed the year end. She said we spent about 84% of our budget and will have a lot of carryover. We can carry over this money for FY22. She also mentioned we received a lot of Federal money in June. We were waiting on reimbursement money from Medicaid Administrative Claiming and finally received it. Our inventory was updated in June. A lot is nutrition inventory and updated once a year. Next week the auditors are coming in to check and approve reports. There were no questions regarding Mariela's reports.

A Motion was made by Rich Roller and seconded by Bill Thom to approve the fiscal reports as written. All were in favor.

VII. Old Business

No old business.

VIII. New Business

a. Discontinuation of meal sites in Milton, Farmington, and Stockport (Van Buren), Delta (Keokuk), and Buffalo (Scott).

Buffalo meal site in Scott County participation prior to closing just has not picked up. Scott County home delivered meals not impacted. Milton staff person left and was never replaced. Milton is getting some home delivered meals, but participation is just not there. Farmington hasn't had anyone there for quite some time. Stockport and Delta were always a volunteer basis. We will send out communication to let them know what we are doing at this time. Could look at Iowa Cafes for some locations or maybe reopening on a soup and sandwich basis in the future if it is feasible and there is community interest.

A Motion was made by Rich Roller to discontinue the meal sites and seconded by Peggy Fisher. All were in favor.

b. Consideration of New Board Member

Terry Wilson submitted an application expressing interest in joining the Board of Directors for Milestones.

A Motion was made by Steve Swisher and seconded by Rich Roller to accept Terry Wilson into the board membership. All were in favor.

IX. Program Reports and Updates

a. Nutrition Report

We are in the process of looking at 5 new meal site locations opening. Meal counts are holding steady at about 6500 meals each month. Regarding the Milestones Iowa Cafes, we have the following signed: Savor by Chef D in West Liberty; Lucky Frog in McCausland. Still in the works are Dad's Place in Charlotte and Wayne County Hospital in Corydon. New Milestones Community meal site is Grace United Methodist Church in Burlington, which is a soup and sandwich meal. We are hoping to increase participant diversity. We hired part-time staff for the site, and he is also helping with food transport. Muscatine Diversity Center meal site is reopening. Fresh Conversations will end in September.

b. Lifelong Links

Number of clients served FY21 is a bit lower than FY20 for some LLL services due to pandemic. The Older Worker Program is still seeing a lot of concerns regarding COVID and people not interested in getting back in the work force right now. We are returning to community programs. Met with Mercy One in Centerville for Return to Community and they are sending us referrals. Medication management is a needed service with few agencies willing to do that on a regular basis. Trying to find solutions. Really need oversight for people using medications. Hoping to get two more IRTC contracts by the end of the year. Saturday presenting virtually at Iowa National Federation for the Blind conference. Our Caregiver Conference is November 20. Hoping we can have it. We have concerns about the variant surging. Trying to coordinate booster shot clinic that day. Dawn said they are fully staffed at Lifelong Links and a position was added. Things are going well. July numbers are really increasing in clients served. Carryover money for caregiver programs, so open to ideas for reaching more caregivers, requested Board input. We want to put the money toward caregivers themselves and make that program successful. DeWitt doing a caregiver program and it's been successful. We have reached out for respite care for caregivers, difficulty is that organizations are short staffed.

c. Marketing Update

Mike is working on materials for reopening of meal sites and rebranding efforts to community cafes. Had informational materials sent to 10-mile radius of Lucky Frog for Iowa Café promotion. West Liberty is the next one ready to go. Elder Abuse Awareness – had a drive through at the Davenport HyVee. Want to get back into planning for November Caregiver Conference with Alternatives. Evidence Based Programs – getting a lot more information out about the programs. Working on MIPPA promotion and material for Shred Event August 28. This is a drive-thru event. Publishing Milestones e-minutes. Prepared County Fact Sheets for FY2020 – home delivered meals, congregate meals, consumer services, and some of our other services.

d. Evidence Based Program

Sonita conducted her first in-person class since March 2020 last Friday. The Fall Symposium in Des Moines is in September and virtual. Including caregiver aspect as

well. Evidence based finally starting back up again. Looking for ways to expand programming.

X. Items of Interest

a. Oil Report

Bill said the State meeting is September 27 via zoom. It will run about 4 hours. Contacting the Governor and the Department of Human Services and Linda Miller - all people that have worked with the subjects that are on the agenda. Similar agenda to last year, several priorities have been passed by the legislature with the Senate or the House. All have been in committees. They will be able to continue with: (1) senior rights committee – passed the Senate, taken up by the House; (2) quality of life – primarily foreclosing on livable homes, home remodeling, and cost of drugs; (3) Work force – delivering meals and hiring.

Bill said anyone can participate in the meeting. Go to the website for information, registration fee \$25. Said there might be scholarships available to pay the \$25 fee. One of the things talked about is trying to increase participation. Speakers start at about 9 AM. After that can go to 3 different “rooms” depending on the interest. The first session is open to everyone. Next OIL meeting September 1 via zoom.

XI. Next meeting

The next Board of Directors meeting is October 21 via zoom at 10:00 a.m.

Before adjournment Becky said they have money for vaccination support and promotions. Regarding advertising and marketing, Becky asked if any of the board members had reservations about Milestones advocating for vaccine and booster support. Marketing strategy would include a variety of methods. There were no objections from the board members.

XII. Adjournment

The meeting adjourned at 11:30 a.m.