



GOVERNOR'S ADVISORY COUNCIL ON AGING

GOVERNOR'S ADVISORY COUNCIL ON AGING (GACA) MEETING MINUTES

July 15, 2011

10:00 a.m. – 12:30 p.m.

Executive Tower, Second Floor Conference Room
1700 W. Washington Street, Phoenix, Arizona 85007

Council Members, Liaisons, and Participants Present

George Evanoff (Council Chair), Noreen Nickerson-Cruz (Secretary), Kati Bates, Bernadine Hoffman (telephonic) Marilyn Johnson, Anne Morrison, Allison Crissman Perrin, Nancy Stump, C.T. Wright, Karen Zanzucchi, Debra Boehlke, Loretta Crimi, Nancy Gilliam, Dana Kennedy, Ramona Rusinak, Melanie Starns, Tammy Frazee.

Council Members Absent

Charles Brown, Joe Woods (Vice Chair), Joyce Finkelstein, Elizabeth Rohn-Nelson.

Council Staff Present

Cathy De Lisa, Deneen Dantimo, and Jena Grady, Intern.

Guests Present and Signing In

Cindy Saverino and Nancy Swetnam.

Call to Order & Welcome

Council Chair George Evanoff called the meeting to order at 9:59 a.m. A welcome and introduction period followed.

Review and Approval of Minutes

Minutes from the May 6, 2011 meeting were reviewed. Debra Boehlke noted a correction needed to be made to Page 5, under the section Arizona Attorney General's Office, as Taskforce Against Senior Abuse (TASA). *Allison Perrin made a motion to approve the minutes as corrected; C.T. Wright seconded the motion. The motion passed unanimously.*

Council Chair Report

Council Chair George Evanoff stated that he would be covering all aspects of his report in the Committee Reports later in the agenda.

Deputy Executive Director's Update

Deputy Executive Director Cathy De Lisa welcomed Deneen Dantimo, Administrative Assistant III to the Council and the Office on Aging and reported that the hiring process is moving forward related to the Program & Project Specialist II staff position. Ms. De Lisa stated she looks forward to arranging both certification and recertification of Mature Worker Friendly Employers with the new staff in the months ahead. Ms. De Lisa reported that the Aging 2020 agency staff

leads recently met, and Governor's Office on Aging Intern, Jena Grady, is working to finalize the Aging 2020 updates for posting at the Governor's Office on Aging website. Ms. De Lisa thanked Council Chair George Evanoff and those who assisted her in June during extra challenges in keeping the office running with one full-time staff member.

Committee Reports

Executive Committee – Council Chair George Evanoff reported that the Council would go forward with Senior Action Day in communities around the state as part of the Council's statutory obligations. He stated the information gathered from older Arizonans and legislators is crucial for Council planning, and it is important to share with state agencies to use as they desire. According to Council Chair Evanoff, an event is planned on October 14, 2011 in Prescott at the Yavapai College Performance Hall. Other locations planned include Parker which Marilyn Johnson agreed to facilitate, north Phoenix/Scottsdale/Fountain Hills area which C.T. Wright agreed to facilitate, Sun City which Noreen Nickerson-Cruz and Elizabeth Rohn-Nelson will be invited to facilitate, and a location in the East Valley. Council Chair Evanoff reminded members that in addition to facilitating the meetings, Council members hosting the events would be responsible for finding venues, arranging for donations of simple refreshments, and making sure notes from the meetings are produced.

Council Chair Evanoff reported that interest in a potential rural health project continues, and that he had asked Council member C.T. Wright to head up exploratory efforts and Dr. Allison Crissman Perrin had agreed to work with Mr. Wright on the research of best practices in rural health across the nation. Council Chair George Evanoff stated the Council might produce a document of what could be considered best practices to build awareness and make available to other entities. *Council Chair George Evanoff made a motion to start a rural health study; Anne Morrison seconded the motion. The motion passed unanimously.* Council Chair George Evanoff suggested Nancy Stump include transportation and best practices around rural health as part of outreach to legislators relating to Senior Action Day. Council Chair George Evanoff stated he had spoken with Dr. Allison Hughes, retired University of Arizona faculty and head of the Women's Commission for the City of Tucson, regarding this project. Melanie Starns, Department of Economic Security (DES) Liaison stated the Division of Aging and Adult Services (DAAS) had a connection to rural health that she would share with Dr. Perrin for her research; the connection is Dennis Dudley with the U.S. Dept of Health and Human Services, Administration on Aging.

Council Chair George Evanoff stated Assistant Policy Advisor, Steve Killian had offered to put together a panel that would provide a session on probate reform later this fall; the presentation would be open to the public and provide state agencies with additional information about changes. *Council Chair George Evanoff made a motion for the Governor's Council on Aging to sponsor this activity; Allison Crissman Perrin seconded the motion. The motion passed unanimously.* Discussion about the reason for reform legislation followed. Nancy Stump asked for input from others in attendance and Mrs. Starns stated the DAAS had participated in a committee that Judge Timmer created to look at probate law and enhancing the protection of vulnerable people. Deputy Executive Director Cathy De Lisa stated the Office on Aging had been contacted regarding the reform legislation and had in turn asked for assistance from the Mr. Killian to offer a panel of probate attorneys, judge and possible fiduciaries to discuss the reform.

Legislative & Policy Coordinating Committee (LPCC)

Council Chair George Evanoff reported that Glen Spencer, Benefits Assistance Program Director, Area Agency on Aging (AAA) Region One, Incorporated, provided a PowerPoint presentation on “Preventing Health Care Fraud, Error & Abuse” to the Legislative Policy & Coordinating Committee (LPCC). Mr. Spencer stated the State Health Insurance Program (SHIP) regions in Arizona provide health benefits counseling to consumers seeking help related to Medicare. Mr. Spencer explained different types of Medicare fraud and errors; types of health care fraud including billing for services not provided, billing for non-covered services, upcoding or billing for higher priced treatment than actually provided and unbundling or billing lab services separately instead of one service. Mr. Spencer explained identity theft and how consumers must protect their Medicare card numbers. It was recommended at the LPCC that a checklist be created for seniors who have questions on how to report Medicare fraud and the checklist include what to do as well as contact information. Mr. Spencer offered to submit a draft document to Deputy Executive Director Cathy De Lisa who will forward that to the Advisory Council’s Social Health & Alzheimer’s Committee (SHAC) for discussion and potential distribution.

Council Chair George Evanoff also reported that Jena Grady, intern to the Governor’s Office on Aging, provided an overview of her Older Driver Safety Research Project. The project includes research on nationwide initiatives, statistics, current policies about licensing, public awareness, best practices and policies around unsafe driving reporting, medical advisory board, license renewal, other state campaigns, education for individuals, caregivers, the general public, and driving alternatives and what role insurance plays. Council Chair George Evanoff reported that Ms. Grady plans to submit her project draft to Deputy Executive Director Cathy De Lisa and the Council Chair by August 18, 2011 so that the final version can be completed by August 25, 2011, and any policy recommendations ready for submittal to the Governor’s Office by end of August 2011.

Mature Workforce

Council Chair George Evanoff reported that George Thorne of Jobing.com provided an update to the Committee and encouraged members to continue to blog as part of outreach to mature workers and employers and providing resources on the website.

According to Council Chair George Evanoff, Mr. Roger Forrester provided an update on the Mature Worker Connection Employer Awareness Campaign Survey Summary 2011 and announced that due to Pima Council on Aging budget cuts, the Mature Worker Connection had closed its doors effective June 30, 2011. Mr. Forrester stated that he is currently working to raise funds for continuation of the program.

Joel Millman, Sub-Committee Co-Chair, presented the results of the survey of One-Stop Center staff as conducted by Gateway Community College, discussed the challenges older workers face based on perceptions and outlined action steps as next steps approved in the Work Plan.

Council Chair George Evanoff announced that he is developing a task force to focus on marketing and outreach needs related to the Mature Workforce Committee and other Council initiatives and he had asked Mr. Forrester to take the lead.

Before the next committee report, Council Chair Evanoff welcomed Nancy Swetnam from the Arizona Supreme Court who had joined the meeting and invited her to introduce herself.

Social, Health & Alzheimer's Committee

Anne Morrison, SHAC Chair stated that group heard from Debra Boehlke of the Attorney General's office who reported on the World Elder Abuse Awareness Day event in Phoenix on June 15, 2011. According to Ms. Boehlke, the elder abuse hotline has been very successful; the Attorney General's Office is already working on two cases.

The Arizona Fall Prevention Coalition will celebrate National Fall Prevention Day on September 22, 2011 at Banner Good Samaritan Medical from 9:00 a.m. to 11:30 a.m. The event will be advertised on that website: www.azstopfalls.org .

Cathy Griner from the Alzheimer's Association Desert Southwest Chapter provided an update on the Alzheimer's Priority Plan & statewide Work Team efforts as well as the National Alzheimer's Project Act (NAPA). Ms. Griner stated there are four work teams consisting of 75 people from throughout the state working on strategies for addressing the goals and objectives now contained in the State Plano on Aging 2011-2014, and a recommendation report will be submitted to the Governor's Office on Aging in 2014.

David Besst reported that planning efforts for the Arizona Caregiver Coalition & National Respite Conference are going very well. The National Conference is scheduled for November 2-3, 2011; a preconference is scheduled for November 1, 2011.

Sub-Committee Co-Chair Mary Busch provided an Oral Health Sub-Committee presentation and highlighted the importance of oral health to seniors who often have no dental benefits to defray costs and may have lost emergency care through the Arizona Health Care Cost Containment System (AHCCCS). Caregivers need to be educated on the importance of a healthy mouth and be trained on effective ways they can assist those for whom they care. One of the goals of the Sub-Committee, according to Ms. Busch, is to increase committee membership to improve statewide participation in the oral health initiative.

Oral Health Sub-Committee member Jay Crosby shared an oral health infomercial he developed with the intent that it might be easily adapted and tailored to specific needs, then shared on emails and website.

Ginger Froncek, Executive Director of the Arizona Dental Foundation reported on the Dental Care Volunteers Campaign and efforts to develop a certificate and letter to be presented to dental care providers donating their time and services on behalf of older and vulnerable adults. She shared information on up-coming events that will provide dental care including the December 2012 Mission of Mercy event as well as Hope Fest and City Fest.

State Plan on Aging Update

Tammy Frazee and Cindy Saverino presented an update on the State Plan on Aging 2011-2014 to the Council. Ms. Frazee stated the mission of DAAS' programs is to provide a safety net of services to the community, and that the Division works to ensure safety and self-sufficiency so that all Arizonans can live with dignity and independence throughout their lives. The State Plan outlines the goals and objectives. The goals include: make it easier for older Arizonans to access an integrated array of state and aging services; increase awareness and understanding of aging issues and help prepare Arizona for an aging population; increase the ability of older adults to remain active, healthy and living independently in their communities; increase the safety and well-being of older Arizonans; strengthen Arizona's economy by capitalizing on an integrated

and well-trained informal, paraprofessional, and professional workforce; enhance the state's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner; promote quality of care in all aging services; and promote effective and responsive management for all aging services. A copy of the presentation is available for review through the Council on Aging office.

Liaison Reports

Arizona Association of Area Agencies on Aging, AZ4A – Dana Kennedy stated the Association is playing a major role in the National Lifespan Respite Conference, researching best practices on home delivered and congregate meal service delivery options, submitting testimonies on behalf of older Arizonans faced with cuts in respite, Section 202 and 811 housing programs for the elderly and persons with disabilities, and in support of reauthorization of the Older Americans Act. In addition, two regions have piloted and drafted procedures for a new Options Counseling program. Four Area Agencies on Aging have been impacted by new awarding of Arizona Long Term Care System (ALTCS) contracts resulting in further reductions in services. A copy of Ms. Kennedy's Bi-Monthly Report is available for review through the GACA office.

DES/DAAS – Melanie Starns reported DAAS is in the process of monitoring all 170 contracts issued by the Division. She also noted that there was a reduction in federal fiscal year 2011 funds from the Older Americans Act in the amount of \$399,000. Notice of this reduction was received by DES in late June, and the AAAs were notified at the end of June 2011; however, this timing made it very difficult for the AAAs as they had already executed their provider contracts in preparation for the new state fiscal year. Due to some administrative consolidations and cost savings, DAAS was able to offset \$300,000 of the reduction, thereby lessening the impact on client services. Mrs. Starns also noted that effective July 20, 2011, a change in statute allows DAAS contactors who work with vulnerable adults and juveniles to obtain fingerprint clearance cards (monitored for six years) instead of the fingerprint background check which a one-time check is. This means that the AAAs and their contractors will work directly with the Fingerprint Clearance Card Board and will no longer need to go through DAAS, which will streamline the process and provide greater protections for vulnerable adults. DAAS is also working with the new census data, and Mrs. Starns will present the new data at the next meeting. Mrs. Starns shared that the Division received approval to fill the Legal Services Developer position in the aging services unit. That position has now been filled and we are looking forward to working with the AAAs to move the program forward. Finally, Mrs. Starns shared that two Adult Protective Services Offices have been consolidated and moved to the DAAS, 1789 W. Jefferson Avenue building, which will generate additional cost savings.

Department of Health Services (DHS) – Ramona Rusinak provided an overview of DHS for new Council members. There are three divisions in DHS: Behavioral Health, Licensing and Public Health. DHS does not provide direct services. In Licensing there is collaboration between state agencies (AHCCCS, DHS Licensing, DAAS) to ensure facilities were able to protect vulnerable seniors, for example evacuating a facility during the recent wildfires. Public Health focuses on health promotion and evidence based programs that support good health and chronic disease self management. Current grant writing has focused on clinical screening and early intervention to promote good health and prevent acute health issues. There is also an initiative in the beginning stages to integrate behavioral health services into primary care settings. All of these grant opportunities include the Stanford Chronic Disease Self Management Program that the Administration on Aging has funded over the past four years in Arizona.

Arizona Department of Transportation (ADOT) – Loretta Crimi reports ADOT Special Needs Transportation has gone through the application and review process and is now waiting on the Federal Transportation (FTA) for blessing and execution of grants to continue. ADOT is waiting to receive vehicles for those that applied last year. Another aspect ADOT is working on is mobility management as part of regional coordination. Staff members receiving grants have to attend regional coordinators meetings. There are ten active mobility management projects; ADOT is attempting to streamline process for appointments including long distance medical to help elders get to and from destinations throughout the state. The most condensed population is Maricopa County, which has three managements, including: Terros in Phoenix; Foothills Caring Corps coordinating efforts in Cave Creek; and the City of Avondale which is starting a circulator system. Ms. Crimi stated planning funds will support a feasibility study in the Sun City/Surprise area and potential partnership with the Maricopa Association of Governments (MAG) to supply local match of funds. Citizens have shown great interest in having a circulatory route that connects Wickenburg, El Mirage, Glendale, Avondale, and Phoenix. Proposals are an annual process; applications are announced in January, are due in March then the review process begins. Loretta stated she would be happy to assist Council member C.T. Wright with efforts to explore rural health transit and compile volunteer transit program throughout Arizona.

Arizona Attorney General's Office (AG) – Debra Boehlke reported on the World Elder Abuse Awareness Day event in Maricopa County on June 15, 2011. The “I Will Prevent Elder Abuse” pledge is mission is to prevent elder abuse and exploitation. The “I Will” goal starts with challenging business, civic, community, and governmental agency leadership to take “The Pledge” and make elder abuse prevention a personal commitment. The Taskforce Against Senior Abuse (TASA) was established to address elder abuse statewide. TASA plans to provide protection for seniors and will mandate prosecution for abuse, neglect, exploitation and scams that target seniors. The Taskforce has established a hotline in which caregivers or family members can report elder abuse. The Taskforce Against Senior Abuse phone number is 602-542-2124 and the email for TASA is seniorabuse@azag.gov. A total of sixteen presentations were shown throughout Arizona for the month of June 2011. In Snowflake, there was an event that focused on the “Granny Scam”, where an unsuspecting senior citizen receives an urgent phone call from someone claiming to be a grandchild. The impostor tells the grandparent that he/she is seriously hurt, or in jail, and desperately needs hundreds or thousands of dollars wired to him/her immediately. Believing the caller to be their grandchild, the frightened grandparents wire money to the scammer. Medicare fraud patrol has been very busy. Consumer attorneys are working on many criminal cases. There is a legislative committee that is working on solutions to non-medical homecare, who are not licensed, and are going into homes to provide services. Although there are budget issues throughout the State, the elderly and disabled still need to be protected.

Announcements

- Kenney Hegland, Law Professor from the University of Arizona, will be presenting on end of life issues at the September Council Meeting.
- Council members were reminded that inserts to the Council orientation manuals and the updated 2011 membership rosters were available.

Call to the Public

No public comment received.

Adjournment

The meeting was adjourned by Council Chair George Evanoff at 11:50 am.

Next Meeting

The next meeting of the Governor's Advisory Council on Aging is scheduled for September 23, 2011. Location to be determined and announced by public meeting notice posted at the GACA website, www.azgovernor.gov/gaca. These meetings are open to the public.