



GOVERNOR'S ADVISORY COUNCIL ON AGING

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Council Meeting Minutes

March 11, 2010

9:00 a.m. – 1:30 p.m.

Executive Tower

1<sup>st</sup> Floor Conference Room

1700 West Washington

Phoenix, AZ 85007

**Council Members, Liaisons, and Participants Present**

Charles Brown, Dana Campbell Saylor, Neva Crogan-Pomilla, Bill Engler (telephonic), George Evanoff (Chair), Joyce Finkelstein (telephonic), Bernadine Hoffman, Simone Kelsh (telephonic), Noreen Nickerson-Cruz (telephonic), Barry Spiker, Joe Woods (Vice Chair), Larry Woods, Christina Estes-Werther, Tammy Frazee, Erin Klug, Ramona Rusinak, P.J. Schoenstene, Melanie Starns, and Pam Stevenson

**Council Members Absent**

Kati Bates and Marilyn Johnson

**Council Staff Present**

Cathy De Lisa, Elsa Gaynor, Shawn Trobia, and Claire Parriott

**Guests Present**

None

**Call to Order, Welcome, Introductions & Housekeeping**

Council Chair George Evanoff called the meeting to order at 9:02 a.m. A welcome and introduction period followed.

**Recognition**

Council Chair George Evanoff recognized past Council Chair Joyce Finkelstein for her hard work and dedication to the Council. Mr. Evanoff presented Ms. Finkelstein with a Certificate of Special Recognition.

**Review and Approval of Minutes**

*Minutes from the November 6, 2009 meeting were reviewed. Bernadine Hoffman made a motion to approve the minutes as written, and Larry Woods seconded the motion. The motion passed unanimously. Minutes from the January 8, 2010 meeting were reviewed. Joyce Finkelstein made a motion to approve the minutes as written, and Joe Woods seconded the motion. The motion passed unanimously.*

### **Council Chair Report, Discussion and Action**

Council Chair George Evanoff reported gathering information on the Vote & Vax vaccination program ([www.voteandvax.org](http://www.voteandvax.org).) to explore the potential for the Council's participation and/or endorsement of such a project. According to Mr. Evanoff, the Vote & Vax began with a group that offered inoculations near voting polls; the program is open to people of all ages but it is especially beneficial to seniors as the Centers for Disease Control and Prevention (CDC) has concerns about senior's access to vaccinations. Mr. Evanoff stated he would like to explore the feasibility of attracting sponsors and having the program in place for the November 2010 elections, and that he has been in contact with staff at the School of Pharmacy at the University of Arizona who would be interested in participating and exploring whether or not the Pharmacists Association might sponsor the program. Mr. Evanoff shared that since pharmacists are now able to give certain inoculations and there is generally one in every town, this might be a good way to ensure statewide coverage. According to Mr. Evanoff, recipients would still have to pay the local amount for a vaccine but this is an additional opportunity to help vaccinate people. Ramona Rusinak, liaison from the State Department of Health Services, informed the Council that a study on the program showed that 47.7% of vaccination recipients were new users who had not planned to be vaccinated prior to receiving the vaccination at their polling site. Dr. Rusinak stated that the true aim of the program was to offer another opportunity and site for people to be vaccinated, not to replace any other existing programs. According to Mr. Evanoff, the Council would not be monetarily supporting the drive but would be endorsing the program to help facilitate having it offered in Arizona communities. The Council offered discussion about the merits of this program. Council member Simone Kelsh suggested that the Vote & Vax program would take away from the work of the local senior centers. Other members thought the program was beneficial, would raise awareness of the need for vaccinations, and help homebound seniors who do arrange for transportation to the polls. *Council Member Joe Woods offered a motion to explore and accept the program, if feasible and Council member Charles Brown seconded the motion. The motion passed 11 in favor, 1 against, with Council member Simone Kelsh dissenting.*

### **Deputy Executive Director's Updates**

Prior to her report, Ms. De Lisa deferred to Shawn Trobia who invited the Council to sign a card for Mature Workforce Committee member Jan Davie.

Deputy Executive Director Cathy De Lisa updated the Council on HB 2026, the Council's continuation legislation and the Arizona Alzheimer's Consortium Conference. According to Ms. De Lisa, HB 2026, the Council's continuation legislation, is scheduled to be heard in the Senate Healthcare and Medical Liability Reform Committee on Wednesday, March 17, 2010. Ms. De Lisa provided a copy of the committee agenda and reminded those in attendance that persons wishing to register a position or request to speak regarding the Council are required to first register at the kiosks located in the House or Senate. Once a password is received, they can then provide input remotely via the Arizona State Legislature's website. A copy of the March 17, 2010 Senate Healthcare and Medical Liability Reform Committee agenda is available through the Council on Aging Office.

Deputy Executive Director Cathy De Lisa reminded those in attendance that the Governor's Office on Aging is partnering with the Arizona Alzheimer's Consortium and the Alzheimer's Association to provide afternoon sessions at the 2010 Arizona Alzheimer's Consortium Annual Conference. These sessions will be focused on caregivers, persons with early-onset Alzheimer's Disease and their advocates. Ms. De Lisa encouraged those wishing to attend to register soon as

the free event reached capacity quickly last year. Information for registering was provided via the 2010 Arizona Alzheimer's Consortium Annual Conference flyer distributed to the group. A copy of the 2010 Arizona Alzheimer's Consortium Annual Conference flyer is available through the Council on Aging Office.

According to Ms. De Lisa, the Office on Aging has been in discussion with the Alzheimer's Association regarding their efforts to develop an Alzheimer's plan for the State recommending the Association explore ways to work in tandem with the DES/Division of Aging & Adult Services (DAAS) efforts on updating the State Plan on Aging.

### **Committee Reports**

**Executive Committee** – Council Chair George Evanoff reported that the Executive Committee met, discussed new members and orientation, the current roles and responsibilities of staff related to the Governor's Advisory Council on Aging and the Governor's Office on Aging. A discussion ensued about the Council's statutory purpose, the Council's Bylaws and the revenue funding flow. *No recommendations made or action taken.*

**Legislative & Policy Coordinating Committee (LPCC)** – Council Chair George Evanoff reporting for Committee Chair Bill Engler, stated that the Committee discussed the current list of legislation being tracked by the Council, heard a presentation by Teresa Brice, Executive Director of Local Initiatives Support Corporation (LISC) on transit as it relates to sustainable communities and discussed doing outreach to attract additional Committee Members. According to Mr. Evanoff, the Committee also reviewed the statutory requirements of the Council and indicated it has been determined that reporting concerns impacting older Arizonans directly to federal legislators is not a part of the Council's statutory mandate but alerting the Governor and state legislators is part of the Council's statutory role. *No recommendations or action taken.*

**Mature Workforce Committee (MWC)** – Committee Chair Joyce Finkelstein reported that the MWC discussed the recertification process for the 2008 Mature Worker Friendly Certified Employers, whose initial certification will expire in late 2010. The Committee identified a recertification process to follow, which will include obtaining statistics, and requesting information on the employer's best practices, as well as their biggest challenges, within their organizations. The Committee also heard results of a recently conducted survey of the 2008 Certified Employers. Ms. Finkelstein thanked DES/DAAS for their assistance with the Survey Monkey program. The survey of the 2008 Certified Employers was successful in that a 70% response rate was achieved and the employers were overall very pleased with the Certification process. It was noted that all but one of the responding employers stated that they planned to apply for recertification. Blogging for the Mature Workers Website, hosted by *Jobing.com*, continues on a twice monthly basis. The website attracted 22,000 new visitors in January, and over 80,000 pages were viewed. Maricopa Community Colleges and Pima Community College continue to work on the recertification curriculum for the Mature Worker Friendly Employers, and minimum competencies for the curriculum have been identified. The Committee is now planning for the opening of the application process for the newest group of applying employers, the 2010 Mature Worker Friendly Employers, which is scheduled for sometime in May. Additionally, the Committee worked on identifying "talking points" for Council Members to use to encourage employers in their communities to become Mature Worker Friendly Certified. Those "talking points" will be provided to the Council Members within the next four weeks.

**Social, Health & Alzheimer's Committee (SHAC)** – Committee Chair Bernadine Hoffman reported the Committee heard an update from Deborah Schaus, Executive Director of the Alzheimer's Association – Desert Southwest Chapter on the trends and statistics with Alzheimer's Disease at both the national and the continuing need for Alzheimer's advocacy. David Besst, Department of Economic Security/Division of Aging and Adult Services (DES/DAAS), updated the Committee on the status of several state care giving programs. Michele Michaels, Arizona Commission for the Deaf and the Hard of Hearing, brought copies of the *Hearing Loss Fast Resource and Fast Fact* sheets, which are being distributed throughout the state and thanked the members of the Hearing Loss Sub-Committee. Cathy De Lisa informed the Committee that the Arizona Fall Prevention Coalition is continuing with the guidance and support of the Area Agency on Aging, Region One. The next Coalition meeting is April 1, 2010 from 9-11:30 a.m. at the Region One office, 1366 E. Thomas Road in Phoenix AZ. The Coalition is launching a website and once that occurs, Ms. De Lisa will get the website address to the committee. The Oral Health Sub-Committee met during their meeting and reported back:

- They approved the February 18, 2010 Sub-Committee minutes which will be presented to SHAC at the May meeting.
- The group discussed the year one goals and provided updates on those goals.
- The Sub-Committee determined that GACA Staff would coordinate another Sub-Committee meeting providing an opportunity for the two teams - those working on Goal #2 - 2.2 - the roll-out of the caregiver training from Washington State and Goal #2 - 2.3 - the Fact Sheet and collection of written materials on oral health - to meet and keep efforts and momentum going.

**Break** – The Council took a 10 minute break.

### **Liaison Reports**

**Arizona Department of Insurance** - Erin Klug, Arizona Department of Insurance (ADOI), reported to the Council on the Long-Term Care Partnership Program (LTCPP) that the Department of Insurance has been working on with the Arizona Healthcare Cost Containment System (AHCCCS) and provided copies of the December 8, 2009 Regulatory Bulletin 2009-05. According to Ms. Klug, the Long-Term Care Partnership Program (LTCPP) allows residents that buy an LTCPP policy to be eligible for certain advantages if/when they later apply for AHCCCS. AHCCCS describes the LTCPP program on its website <http://azahcccs.gov/applicants/Downloads/LTCpartnership.pdf>.

There are two things Arizona consumers must do to ensure they are buying an LTCPP policy eligible for AHCCCS benefits: 1) Buy a certified LTCPP policy from an insurer that has obtained approval from the Arizona Department of Insurance (ADOI) for its LTCPP policy, and 2) Buy the required amount of inflation protection.

**All** long term care insurance policies must meet certain criteria in order to be approved by the ADOI for sale in Arizona. **All** long term care insurance policies solicited in Arizona must offer inflation protection coverage, but in order to make an LTC policy an LTCPP policy the applicant must buy inflation protection coverage. There are three (3) age categories for the inflation protection requirements on an LTCPP policy:

- If an LTC applicant is under the age of 60, they must purchase some compounded inflation protection for the policy to qualify as an LTCPP;

- If an LTC applicant is ages 61-75 they must purchase some inflation protections for it to qualify as an LTCPP policy, but it does not have to be compounded;
- If an LTC applicant is age 76 and older, they do **not** have to purchase any inflation protection (but they can if they want to) in order for the policy to qualify as an LTCPP.

Consumers who bought an LTC policy on or after July 1, 2008, may be able to convert or exchange their policy to an LTCPP policy. In addition, consumers who bought an LTCPP policy in another state may have a reciprocal LTCPP policy (check with AHCCCS). Policyholders cannot eliminate the inflation protection coverage on their LTCPP policy prior to age 76 or they could lose their AHCCCS waiver benefits.

So far, eight LTC insurance companies in Arizona have filed 24 different partnership policies. There will soon be a list on the ADOI website of which insurers have ADOI certified LTCPP policies available in Arizona.

According to AHCCCS Liaison, P J. Schoenstene, Arizonans can have and utilize their long-term care partnership policy benefits without jeopardizing eligibility for AHCCCS' Arizona Long-Term Care System (ALTCS). Ms. Schoenstene provided a copy of *The Long-Term Care Partnership Program* flyer to the Committee Members. A copy of the Regulatory Bulletin 2009-05 and *The Long-Term Care Partnership Program* flyer are available through the Council on Aging office (OR ON THE ADOI'S WEBSITE <http://www.id.state.az.us/bulletin/2009-05.pdf>).

Ms. Klug also shared the news that Fox Insurance Company, a licensed insurance company that sold only Medicare Part D policies, had their contract terminated by the Centers for Medicare and Medicaid (CMS) and the Arizona Department of Insurance recently suspended their license.

**Arizona Health Care Cost Containment System (AHCCCS) – Arizona Health Care Cost Containment System (AHCCCS)** – P.J. Schoenstene, AHCCCS Liaison, provided the Council Members with a handout of the ALTCS enrollment as of March 1, 2010, divided out by counties and then contractors. Currently, AHCCCS is conducting operational and program reviews, as required by the Federal government. The Operational and Financial Review of Pinal and Gila County were finished this week and the remaining Contractors will be completed by the end of September. The ALTCS Request for Proposals (RFP) will be sent out, possibly in February 2011. A copy of the March 1, 2010 Arizona Long-Term Care System enrollment is available through the Council on Aging Office.

**Department of Economic Security/Division of Aging and Adult Services (DES/DAAS)** – Melanie Starns, DES/DAAS Liaison, told the Council that the State Plan on Aging is due to the United States Department of Health and Human Services in July, 2010. DAAS is beginning to gather public input and will be holding six hearings across the state. If Council Members would like to help with the hearings in their local communities, please contact DAAS. There is no FY 2010 budget passed yet. The Governor has proposed a budget that contains an additional \$1.6 million reduction for aging services in FY 2011. Within DAAS, by July 1, 2011, aging programs and services have been reduced by \$7.5 million since February 2009. As a result, some programs have been eliminated (such as Grandparent Kinship Care and Lifespan Respite Care). There are growing waiting lists for services as a result. The Area Agencies on Aging are affected not only by state funds, but by cuts to city, municipal, and non-profit budgets. A recent review of the data about those served through Independent Living Support dollars indicate that 33% have impairments in three (3) or more activities of daily living (which is equivalent to nursing home

level of care) and more than 50% of those served have incomes below the federal poverty level. DAAS renews their contracts with the AAA's every five years and those contracts are due for renewal this year. The "Scopes of Work" portions of the contracts are being re-written. The Interagency Council on Long Term Care, of which DAAS is a part, is working to professionalize and standardize training of direct care workers who are typically neither licensed nor regulated. The project is using an incentive based approach (turnover reduction, etc), rather than a regulatory approach, to implement the training. Ms. Starns also informed the Council that the Navajo Nation Ombudsman Program has been de-certified by DAAS, as the result of a program audit. The circumstances were reviewed with the U.S. Administration on Aging. The Interim Director for the Navajo Nation has been working collaboratively with DAAS to find an acceptable resolution to the issues.

**Department of Health Services (DHS)** – Ramona Rusinak, DHS Liaison, had two announcements for the Council. DHS is in final negotiations with the Administration on Aging to:

1. Further expand evidence-based program for chronic disease self-management and disseminate existing programs citing Pima Council on Aging's "Healthy Living" as an example.
2. Build infrastructure and systems for on-going delivery of programs and build capacity for programs, evidence-based health programs in the future. The idea is to have an Institute that monitors, does data collection and provides on-going training. Dr. Rusinak provided a flyer for the Arizona Living Well Symposium, April 9, 2010. The Symposium is focused on the latest developments in evidence-based health promotion programs and features national speaker, Nancy Whitelaw from the Center on Healthy Aging at the National Council on Aging. Melanie Starns of DAAS will provide the morning welcome. A copy of the Arizona Living Well Symposium flyer is available through the Council on Aging Office.

**Arizona Attorney General's Office (AG)** – Pam Stevenson, AG Liaison, informed the Council that citizen involvement in the Senior Sleuths and other fraud prevention programs continues to increase. There are now 90 Senior Sleuths helping to staff the Elder Helpline, Consumer Information Line and assisting in other ways. Anti-Crime Universities continue to be very popular with additional events being regularly requested. Ms. Stevenson provided Council Members with a Senior Anti-Crime University brochure with an updated schedule for 2010. Future stops include Sierra Vista, Green Valley in April, Oro Valley, Paradise Valley, Avondale in May, Sedona in June, and Flagstaff, Payson, Pinetop and Show Low in July. Each University has nine classes from which attendees are able to attend three. Ms. Stevenson distributed the "Smart Seniors Avoid Scams" DVD, produced by the AG's Office. The video is an informational tool, about 25 minutes in length, warning users of the different scams and frauds being used in the State. A copy of the Senior Anti-Crime University brochure and the "Smart Seniors Avoid Scams" DVD are available through the Council on Aging Office.

### **Lunch – Birthday Recognitions**

The Council took a 30-minute recess for lunch and recognized Member, Liaison and Staff birthdays during this time.

### **Presentation - State Plan on Aging**

Melanie Starns and Tammy Frazee, DES/DAAS, presented a PowerPoint overview of the State Plan on Aging 2011-2013. The State Plan on Aging outlines DAAS goals and objectives, and

guides service delivery to the aging population. The State Plan on Aging is a requirement of the Older Americans Act. DAAS works with the Governor's Advisory Council on Aging and the Area Agencies on Aging to develop and update the plan every three years. Advocacy groups and the public provide feedback on the proposed plan. Per statutory mandate, the Governor's Advisory Council on Aging monitors the State Plan on Aging for Arizona.

The State Plan on Aging adopted eight of the goals of Aging 2020 and outlines DAAS' responsibilities in support of the Aging 2020 Plan. It was noted the Aging 2020 representatives continue to meet at least semi-annually and updates are posted to the Governor's Office on Aging's website.

The Area Plans on Aging are versions of the State Plan, completed at the local level by Area Agencies on Aging throughout Arizona. The Area Plan tells DAAS how Area Agencies will use monies they have received from DAAS. The Area Agencies on Aging are separated into eight regions across the state, and they provide the service delivery for the majority of services offered in Arizona.

#### Overview of the State Plan on Aging 2011-2013

The State Plan on Aging encompasses eight goals:

Goal 1 – *Make it easier for older Arizonans to access an integrated array of state and aging services –*

- Develop One-Stop resource centers across the state to make it easier to access information on a variety of aging-related topics, issues and services.
- Utilize existing resources, such as SHIP, to expand life choices and information on benefit programs.

Goal 2 – *Increase awareness and understanding of aging issues and help prepare Arizona for an aging population –*

- Develop culturally appropriate awareness to education communities, professionals and others on the aspects of aging.

Goal 3 – *Increase the ability of older adults to remain active, healthy and living independently in their communities –*

- Create partnerships with community resources to deliver age specific wellness programs designed to assure active lifestyles and independency.
- Promote independence through the availability and accessibility of non-medical home and community based services.

Goal 4 – *Increase the safety and well-being of older Arizonans –*

- Continue to provide education to the community on how to prevent elder abuse and heighten awareness to recognize the signs of elder abuse.
- Promote respite to mitigate abuse by caregiver, utilizing the Arizona Lifespan Respite Care program grant.

Goal 5 – *Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce –*

- Facilitate and support education and ongoing access to services that will be useful to the working caregiver.

- Continue to work with the Mature Workforce Committee to educate employers and local employment agencies on the benefits of using mature workers.

Goal 6 – *Enhance the State’s capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner –*

- Identify partnerships and programs to enhance services that are accessible, practical, user-friendly and culturally competent.
- Develop and strengthen affiliations with Faith Based Organizations across the state.

Goal 7 – *Promote quality of care in all aging services –*

- Review and revise policy and procedure manuals for internal use and the provider network as necessary.
- Ensure health and wellness policies balance the needs of older adults with respect to wellness and independence.

Goal 8 – *Promote effective and responsive management for all aging services –*

- Integrate departmental services in order to effectively serve the family unit.
- Improve the Divisions ability to obtain better access to client data and program reports.

The 2011-2013 State Plan on Aging has been drafted, shared with the AAA’s and will go to public forums through the end of April 2010. DAAS will be planning to present the updated Plan to the Council at the May meeting. The Plan will then go to the federal government for approval on July 1, 2010 and will become official on October 1, 2010.

### **Announcements**

Christina Estes- Werther, Governor’s Policy Advisor for Human Services, introduced herself to the Council and announced:

- Governor Brewer launched ArizonaSERVES to connect faith-based and non-profit organizations with existing agencies and programs to address five specific areas of need that have been affected by the budget crisis:
  - Foster care participation
  - Free or reduced-cost child care services for low-income working families
  - Supervised visitation for families involved with Child Protective Services
  - Elder independence and grandparents raising their grandchildren
  - Transportation for underserved populations

### **Next Steps**

Council Chairman George Evanoff reminded Council Members that LPCC is wishing to increase its membership. Suggestions for groups or individuals that may have an interest in participating should be forwarded to the Council office.

### **Adjournment**

*The meeting was adjourned by Council Chair George Evanoff at 1:03 p.m.*

### **Next Meeting**

**The next meeting of the Governor's Advisory Council on Aging is scheduled for May 7, 2010 in the Executive Tower 2<sup>nd</sup> Floor Conference Room. These meetings are open to the public.**