



GOVERNOR'S ADVISORY COUNCIL ON AGING

**Council Meeting Minutes**

**September 24, 2010**

**9:00 a.m. – 1:30 p.m.**

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

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

Kati Bates, Charles Brown, George Evanoff (Chair), Joyce Finkelstein, Bernadine Hoffman, Noreen Nickerson-Cruz (Secretary), Barry Spiker, Joe Woods (Vice Chair), Larry Woods, Karen Zanzucchi, Christine Estes-Werther, Laraine Stewart for Jill Harrison and Mary Lynn Kasunic, Sara Allred for Mike Normand, P.J. Schoenstene, Melanie Starns, and Pam Stevenson

**Council Members Absent**

Dana Campbell Saylor, Marilyn Johnson, Simone Kelsh, Lou-Ann Preble

**Council Staff Present**

Cathy De Lisa, Elsa Gaynor, and Shawn Trobia

**Guests Present and Signing In**

Nancy Gilliam

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

Council Chair George Evanoff called the meeting to order at 9:09 a.m. A welcome and introduction period followed.

**Review and Approval of Minutes**

Minutes from the July 9, 2010 meeting were reviewed. *Council Member Joyce Finkelstein made a motion to approve the minutes as presented; Charles Brown seconded the motion. The motion passed unanimously.*

**Council Chair Report**

Council Chair George Evanoff provided an overview of discussions he has participated in regarding the potential for a vote & inoculation type project in the state. According to Mr. Evanoff, since the July Council meeting, the brainstorming group decided it wasn't feasible to offer immunizations at the polls due to the high percentage of older Arizona voters utilizing early ballot voting. According to public health staff, the best way to protect seniors from illness is to ensure their grandchildren and other small children receive their immunizations. Mr. Evanoff reported that the state pharmacy association will be taking the lead on this project with a focus on obtaining vaccine and promoting immunizations for seniors as well as other vulnerable populations. Mr. Evanoff stated he would keep the Council updated on the work of this informal, brainstorming group.

Council Chair Evanoff also reported he had asked the Committee Chairs to solicit input from their members on ideas for projects, speakers or new initiatives as part of the Council's planning process. Council Chair Evanoff stated that while Committee Chair reports later in this meeting will provide more information, he wanted to emphasize how important it will be for the Committee Chairs to ensure that information is expanded and refined at the November Council meetings. He stated that he would be providing an update on discussions by the Executive Committee on Senior Action Day 2011 during his Executive Committee report later in the meeting.

### **On-going Business – Proposed By-Law Changes**

Proposed by-law changes, as presented to the Council in writing more than 30 days in advance, were reviewed with the group by Council Chair George Evanoff who stated the proposed revisions went through review with the Governor's staff. Following discussion of proposed changes, *Charles Brown made a motion to adopt the revised by-laws as presented. Bernadine Hoffman seconded the motion and the motion carried unanimously.*

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

Deputy Executive Director Cathy De Lisa began her report with a thank you to the Area Agency on Aging, Region One for their hard work and leadership to ensure the success of the Arizona Fall Prevention Coalition's September 22, 2010 national fall prevention event and their on-going efforts to build awareness of and support for fall prevention in the state. Ms. De Lisa stated the Social, Health & Alzheimer's Committee report would provide more details on this event as well as efforts to move the Alzheimer's Statewide Task Force forward. Ms. De Lisa reported on a request to the Governor's Office on Aging and the Advisory Council on Aging from the Banner Alzheimer's Institute to provide a table display and staffing at the 7<sup>th</sup> Annual Conference on Alzheimer's Disease and Dementia in Native Americans on September 24, 2010. Since this event fell on the same day and time as the September Council meeting and office staffing has been impacted by illness, the request was not able to be met. Ms. De Lisa reported that the Aging 2020 group of state agency leads will meet again in November to consider what adjustments need to be made to the agencies' strategies in lieu of the state's economic situation. Agencies will then be asked to submit updates on their 2009 and 2010 activities that will be compiled then posted in a report on the Office on Aging website sometime in January 2011. At the request of the Council Chair, Ms. De Lisa reported logistical planning for the Council's December 9, 10 Annual Planning Meeting is underway and will be provided at the November meeting. Ms. De Lisa stated that Council Chair Evanoff had also asked her to remind Council members that draft committee agendas provided to them with an invitation for them to respond with input or recommendations to GACA staff also includes a deadline for that submission. According to Ms. De Lisa, the deadline for submission of input or recommendations is crucial since staff must finalize the agendas, format for posting, then work with the Governor's IT staff to get the materials posted by mandatory deadlines.

### **Committee Reports**

**Executive Committee** – Council Chair George Evanoff reported he is appointing the Executive Committee to work on the Senior Action Day project and stated the group discussed participation of legislators and seniors in 2009 vs. 2007 during their meeting. According to Council Chair Evanoff, better participation for better input is the goal in 2011, and Council members will be asked to take a leadership role helping coordinate and facilitate meetings in their communities.

The Executive Committee, according to Mr. Evanoff, is suggesting shorter length of Senior Action Day meetings (than those held in 2007).

**Legislative & Policy Coordinating Committee (LPCC)** – Committee Chair Charles Brown reported that the Committee approved the minutes from the July 8, 2010 meeting; follow up provided on actions requested included: (1) Distribution of the *Notification of National Criminal Background Check Federal Matching Grants Solicitation under Section 6201 of the Affordable Care Act*, as announced by the U.S. Department of Health & Human Services, Centers for Medicare & Medicaid Services and provided by LPCC member Tammy Frazee of the Department of Economic Security (DES) Division of Aging and Adult Services (DAAS). The information was provided to LPCC members electronically immediately following the July meeting. (2) Research and vetting continue by the Deputy Executive Director on suggestions received for LPCC speakers and presentations in consultation with the LPCC Chair and Council Chair. (3) Recent research on older driver safety programs included conversations with staff at the National Center on Senior Transportation (NCST) who have provided two of their newest brochures – distributed to Council members today – one focused at the mature drive and the other for the aging network. The materials are available at the NCST website: [www.seniortransportation.net](http://www.seniortransportation.net).

Committee Chair Charles Brown reported that Mary Pekas of AAA, Arizona joined the meeting via conference call and provided an update on the *Keeping the Keys* program provided by AAA which discusses how age impacts driving and helps older drivers deal with stigma and obstacles with age (changes in vision, mobility, hearing and medication interactions). Ms. Pekas also provided information on the *Roadwise Review*, an online or CD ROM computer software program and *Drive Sharp* – a computer software game that helps drivers focus on more than one thing at once. According to Ms. Pekas, they host “Car Fit” events – assessments for older drivers to see if indeed the vehicle fits the older driver using a 15-minute checklist that includes taking measurements and possible recommendations to occupational therapy all aimed at having vehicles comfortable and safe. While most programs are free and open to the public, according to Ms. Pekas, the computer software is provided at a fee.

Committee Chair Brown stated the group discussed ideas for the 2010 Council planning meeting and suggestions included such topics as follow up on the GACA legislative tracking list from last legislative session, reviewing the process for moving recommendations from GACA to the legislature, the need for care transition coaches due to difficult hospital discharges by seniors, updates on efforts to provide inoculations for seniors, building awareness by legislators of concerns of seniors, presentations on how the propositions impacted the budget (once outcome is known) and health insurance updates. In addition, the group discussed ideas for Senior Action Day such as holding events around the state in 2011 on Fridays, hosted and facilitated by Council members and engaging the Area Agencies on Aging in planning and implementation.

Copies of the NCST brochures *Older Driver Safety and Transition for the Aging Network* and *Older Driver Safety and Transition for the Mature Driver* are available for review through the Council on Aging office.

**Mature Workforce Committee (MWC)** – Committee Chair Larry Woods reported that the Committee heard a presentation from Roger Forrester of the Mature Worker Connection, a job referral service of Pima Council on Aging. According to Committee Chair Woods, Mr. Forrester and two of his volunteers who work directly with mature workers, outlined in great detail the

various ways they strive to help connect mature workers with employers who recognize the value of older workers. Mr. Woods reported that the Mature Worker Connection has partnered with 607 employers in Pima County. In a report on the 2010 Mature Worker Friendly Employer Certification, Mr. Woods indicated the total number of employer applicants is 31 and all but ten have completed the training to date with the last training offered on September 29, 2010. He stated the Committee continues to consider how to increase the number of employers being certified, to offer the training more than once a year, and how to offer computer based training and other training options. Committee Chair Woods provided an overview of Mature Worker website visitors since April of 2010 stating the views have steadily increased and ranged from an average of 55,000 views last spring to more than 151,000 views in one month during the summer. He stated GACA staff member, Shawn Trobia continuously works at keeping the website updated and of interest to both employers and mature workers. The Committee will be discussing possible activities for the year 2011, which will then be presented to the Council at the Annual Planning Meeting.

**Social, Health & Alzheimer's Committee (SHAC)** – Committee Chair Bernadine Hoffman reported the Committee approved the minutes of the July SHAC meeting and follow up to the last meeting included the scheduling of the Oral Health Sub-Committee meeting on September 9, 2010 and arranging to have Deborah Schaus of the Alzheimer's Association return and talk about the Alzheimer's Priority Plan Statewide Task Force. Committee Chair Hoffman also reported on the following information:

- Michele Michaels of the Arizona Commission for the Deaf and Hard of Hearing included a report back on the distribution of the Fast Facts and Fast Resources on Hearing Loss sheets developed in conjunction with the Advisory Council on Aging. According to Ms. Michaels, more than 300,000 seniors in Arizona have hearing loss.
- David Besst of the DES/Division of Aging and Adult Services provided an update on the Arizona Caregiver Coalition. He stated that a Call to Action is underway as follow up to development of the Coalition's mission and structure at the Governor's Conference on Aging in 2008. According to Mr. Besst, the Coalition intends to create an Advisory Board, finalize a Memorandum of understanding with DES/Division of Aging and Adult Services, and examine the possibility of becoming a non-profit. Other intended actions include partnering with the Foundation for Senior Living, establishing a statewide hotline, conducting an awareness campaign, working with the Alzheimer's Priority Plan, and coordinating with Arizona SERVES to ensure faith-based organizations are a part of the Coalition's work as well.
- An overview of the Arizona Fall Prevention Coalition's celebration of national fall prevention day – an event on September 23, 2010 - was provided by SHAC members. Teams representing all three aspects of fall prevention - physical activity, medication management and home modification - provided displays, information and resources. An activity video was also posted on the Coalition's website: [www.azstopfalls.org](http://www.azstopfalls.org) so those wishing to participate at home or in congregate setting could do so that day.
- Deborah Schaus of the Alzheimer's Association provided an update on efforts to staff the Alzheimer's Priority Plan Statewide Task Force. While accomplishment of this goal has been delayed due to funding, it is anticipated that a solution will result from a partnership with DES/Division of Aging and Adults Services. Ms. Schaus also provided recent statistics on the prevalence of Alzheimer's disease in our state: 100,000 individuals in our state have Alzheimer's; one of eight by 65 years of age and one half of those 85 years of age and older. Worldwide statistics shared: the worldwide cost of dementia totaled

\$604 billion in 2010, the international population with Alzheimer's will double in 10 years, and the cost of dementia care ranks as the 18<sup>th</sup> largest economy in the world.

- Oral Health Sub-Committee – Emma Violante of the Dental Hygienist's Association and Ginger Froncek, Executive Director of the Arizona Dental Foundation provided a report back to SHAC on behalf of the Sub-Committee Co-Chair, Dr. Birdwell. They reiterated the importance of oral health to overall health and shared the Committee's concern for the lack of or limited dental coverage in most programs offered to seniors. Accomplishments of the group to date highlighted include the Oral Health Fact Sheet and updating of the Reduced Fee and AHCCCS Dental Clinic resource list. As part of planned outreach, a survey from the Arizona Dental Foundation will be used to solicit input from dental and hygiene schools, medical, nursing, physician assistant and nurse practitioner programs about community education or services provided by students and/or the potential for services to be provided by students.

The Committee Chair stated that a motion carried from the Oral Health Sub-Committee to adopt the Oral Health Fact Sheet passed in SHAC. *Bernadine Hoffman made a motion for the Council to approve the fact sheet developed by the Oral Health Sub-Committee. Joyce Finkelstein seconded the motion; motion passed unanimously.*

A copy of the Oral Health Fact sheet, *Healthy Smiles Forever*, is available for review through the Council on Aging office.

**Ad Hoc Committee** – Shawn Trobia, staff member, provided a report on the Ad Hoc Committee. According to Ms. Trobia, the group attended the Governor's Commission for Service and Volunteerism's Adult Engagement Committee meeting on June 23, 2010. The Committee's work is focused on increasing Americorps assignments and involvement of those 55 years of age and older. An overview of the Advisory Council on Aging's Social, Health & Alzheimer's Committee was provided to the Committee by SHAC Chair, Bernadine Hoffman. Ms. Trobia reported the Ad Hoc Committee of the Governor's Advisory of the Council on Aging was asked by the group to continue to participate with the Adult Engagement Committee and provide information for their email distribution lists.

### **Liaison Reports**

**Arizona Health Care Cost Containment System (AHCCCS)** – Arizona Health Care Cost Containment System (AHCCCS) – P.J. Schoenstene, AHCCCS Liaison, provided the Council with the most current Arizona Long-Term Care System (ALTCS) enrollment figures. As of September 1, 2010, there are 50,441 enrollees in long-term care. In response to a question about benefit changes, Ms. Schoenstene indicated that all benefit changes are posted at the AHCCCS website: [www.azahcccs.gov](http://www.azahcccs.gov), program contractors have been provided with a resource guide for each area, and case managers have received information to give to their clients. The Arizona Long-Term Care Request for Proposals will be out in late February or early March 2011. Public meetings were held and input can be submitted at the AHCCCS website. In response to a question regarding copayments, Ms. Schoenstene stated acute care copayments have increased but not ALTCS.

A copy of the *ALTCS Enrollment by County as of September 1, 2010* handout is available for review through the Council on Aging office.

**Arizona Department of Transportation (ADOT)** - Sara Allred, attending on behalf of Mike Normand, provided an update on three of the programs that ADOT Transit administers:

5310—Elderly Individuals & Individuals with Disabilities

5316—JARC—Job Access / Reverse Commute

5317—New Freedom Program which provides services beyond ADA and must be new services

According to Ms. Allred, ADOT has an annual grant cycle. The grant workshops will begin in January. Vans are being delivered now. ADOT works with the Metropolitan Planning Organization (MPO) / Council of Governments (COG) for help in reaching out to the communities to find those eligible for the programs and places approximately 120 vans annually working with more than 125 agencies statewide. The program is administered by Loretta Crimi who can be reached at 602-712-7106.

Ms. Allred mentioned that Multimodal Planning Division is working on the Long-Range Transportation Plan which is considering various scenarios including transit. People can find out more information and get involved in the planning process at: [www.whatmovesyouarizona.gov](http://www.whatmovesyouarizona.gov). She also stated that it was good that the NCST pamphlets distributed at the meeting discussing Older Driver Safety and Transition recommends testing transit before you need it as trying transit can be the biggest hurdle to using. In answer to a question raised about the match ratio for the 5310 program, Ms. Allred indicated it is 90/10.

**Area Agencies on Aging** – Laraine Stewart, representing Jill Harrison and Mary Lynn Kasunic, indicated the Arizona Association of Area Agencies on Aging wished to share the following key points with the Council on Aging:

- Since 2008, the Area Agencies have had \$6.1 million in cuts in state funding
- Kinship Care – a program for grandparents raising grandkids has been cut from Home and Community Based Services (HCBS)

Ms. Stewart also provided an update on the Arizona Fall Prevention Coalition which is coordinated through Area Agency on Aging, Region One, Inc and indicated that her organization was very pleased with the event held in recognition of national fall prevention day. Ms. Stewart reported that with the end of the Virginia G. Piper Charitable Trust fall prevention grant in December, Region One is looking at ways to match any leverage funding that may be forthcoming to extend the work of the Coalition throughout the state. St. Luke's Health Initiative is considering how to put fall prevention in prevention measures at the federal level. Ms. Stewart stated that Maricopa County received a five-year grant for emergency preparedness with a focus on the elderly through public health which includes toolkits with emphasis on flu. Surveys have been conducted with parish nurses and center sites to get feedback from seniors on how likely they are to get the flu vaccination again. Those results will be forthcoming. Also, Regions I, III V, and VI, are now providing Enhanced Fitness as part of chronic disease management along with Matter of Balance classes. Ms. Stewart stated that an Americorps grant is providing 40 members as part of Enhanced Fitness for training caregivers, and due to waiting lists for HCBS, they are looking at light work – shopping, meal preparations, and other tasks to supplement formal services and keep people in their homes.

**Department of Economic Security/Division of Aging and Adult Services (DES/DAAS)** – Melanie Starns reported that the State Plan on Aging was submitted on July 1, 2010 and becomes effective October 1, 2010. During this process, all new contracts are issued for five years and changes in the contracts include scope of work, performance measures, policies and procedures

and incorporation of comments from the Area Agencies on Aging as appropriate. A series of iLinc webinars are planned on the changes in policies and procedures. Ms. Starns reported that the Area Agencies on Aging and Community Action Programs have completed the mandatory fingerprint clearance background checks and vendors are re-doing those not clear enough; 3,500 have been processed. According to Ms. Starns, the U.S. Department of Labor paid a visit to DAAS to review the Senior Community Service Employment Program (SCSEP) and were very please with Joel Millman's leadership and that she had received feedback from other states that they rely on his leadership. The Interagency Council on Long-Term Care (IACLTC), which Ms. Starns chairs on behalf of the Director of DES, is going through the sunset process; the packet has been submitted. While IACLTC has accomplished the goals for which it was established, it is unknown if it will continue according to Ms. Starns. IACLTC will participate in the Committee of Reference hearing in the fall. Ms. Starns stated the Community Action Programs (CAP) have been overwhelmed with requests for assistance. The anti poverty, poverty reduction programs provide emergency assistance with housing, energy assistance, and in the City of Phoenix alone, 17,000 requests were submitted to a program that has capacity to handle 1,200 applications indicating the need is strong out there. Change in weather will be the best solution to need for energy assistance.

**Arizona Attorney General's Office (AG)** –Pam Stevenson, AG Liaison, reported that the office had a busy summer with education, Senior Anti-Crime Universities and working with the City of Phoenix Neighborhood Housing Services and seven senior centers on consumer scams, elder abuse and Senior Medicare Patrol. Ms. Stevenson provided two brochures – *Charity Scams, Get the Facts* and *Smart Seniors...Avoid Scams and Fraud* and two DVDs – *Protecting Elders From Exploitation, Abuse & Neglect* and *Smart Seniors Avoid Scams & Fraud* for distribution to those in attendance and stated more copies were available for those wishing to receive them by contacting her office. According to Ms. Stevenson, based on limited numbers of the DVDs, those wishing to have them are asked to agree to show them and share the information with others. Ms. Stevenson indicated that continuation of the senior programs is an unknown at this time until the election is over and the new Attorney General takes office. In response to a question who to contact regarding scams, Ms. Stevenson stated that if it is local, report to the Attorney General's office and if it is an internet or email scam, residents can utilize the <http://www.ic3.gov> or <http://www.ic3.gov/default.aspx> website for internet reporting purposes. Ms. Stevenson reminded the group that Operation Sunset continues to monitor and investigate activities related to the sunset of the payday loan industry.

A copy of *Charity Scams, Get the Facts* and *Smart Seniors...Avoid Scams and Fraud* as well as the two DVDs – *Protecting Elders From Exploitation, Abuse & Neglect* and *Smart Seniors Avoid Scams & Fraud* are available for review through the Council on Aging office.

### **Interagency Council on Long-Term Care (IACLTC) Annual Report Presentation and Public Input**

Melanie Starns, Chair of IACLTC provided a copy of the draft 2010 Annual Report and reported that the Interagency Council will vote on the report on November 3, 2010 then submit to the Governor, the Senate President and the Speaker of the House of Representatives on November 15, 2010. Ms. Starns walked those in attendance through the draft report highlighting the background, operating guidance of this Council, membership, and key points as bolded throughout the report; no comments were received. Ms. Starns provided examples of how partner agencies have worked together “to help the state achieve a coordinated long term care services delivery system.” (The creation of a Memorandum of Understanding (MOU) between

the Department of Health Services, Adult Protective Services and the Ombudsman Program to coordinate placement of residents at the time of a closure of a licensed facility was provided as one such example.) Next steps for the Interagency Council, according to Ms. Starns, include completion of the sunset review process and building a close collaboration with the Arizona Quality Counts Partnership (AQCP) which shares similar and compatible goals.

A copy of the draft *Interagency Council on Long Term Care 2010 Annual Report* is available for review through the Council on Aging office.

### **Current Event Update – Governor’s Commission on Service and Volunteerism**

Bob Shogren, Director of the Governor’s Commission on Service and Volunteerism (GCOSV) began his update by introducing Mary Mitchell, Adult Recruitment Manager for Girl Scouts – Arizona Cactus-Pine Council, Inc. and one of the GCOSV Commissioners. Mr. Shogren indicated that the Commission is charged with oversight of Americorps at the state level; Americorps is one of the Corporation for National & Community Service (CNCS) network programs and partners. Senior Corps programs out of CNCS include the Foster Grandparent program, Retired and Senior Volunteer Program (RSVP), and Senior Companion Program. The mission of CNCS is to engage Americans of all ages, backgrounds and abilities in service to their neighbors and their nation with service that meets critical human needs such as education, environment, public health, public safety, disaster mitigation and relief and homeland security. Mr. Shogren and Ms. Mitchell then provided a PowerPoint presentation on CNCS that outlined the history of national service, current network programs and partners, descriptions of all of the programs. Mr. Shogren stated that the Commission is especially interested in 50+ engagement because those 50 and older make up 28% of the U.S. population and have the highest volunteer rate, and 10% of funds allocated to Americorps must be directed to programs that engage 50+ individuals. Mr. Shogren stated the Commission would appreciate the Council on Aging’s assistance in getting the word out about Americorps opportunities.

A copy of the CNCS informational packet that includes a copy of the PowerPoint presentation is available for review through the Council on Aging office.

### **Announcements**

Council Member Bernadine Hoffman reported she attended one of the Clean Election Debates and thanked Representative Nancy Barto for her support of the Governor’s Advisory Council on Aging during the Council’s sunset review process last session.

### **Call to the Public**

No public comment received.

### **Adjournment**

*The meeting was adjourned by Council Chair George Evanoff at 1:20 pm.*

### **Next Meeting**

**The next meeting of the Governor’s Advisory Council on Aging is scheduled for November 5, 2010. Location to be determined and announced by public meeting notice posted at the GACA website, [www.azgovernor.gov/gaca](http://www.azgovernor.gov/gaca) .**