

Advisory Council

April 11, 2007

Area 1 Agency on Aging, (208) 667-3179

ATTENDEES

ICOA Commissioner:
John Albee

Council Members:
Rose Spencer – Benewah
Esther Gilchrist – Bonner
Irma Merrifield – Boundary
Tari Yourzek – Boundary
Clyde Boatright – Kootenai
Joanna Adams – Kootenai
Marla Lewis – Kootenai
Carey Spears – Kootenai
Dorothy Zakrajsek – Kootenai

Service Providers:
Erma Williams
Helen Stephens
Barbara Tenney

Staff:
Marilyn Anders
Pearl Bouchard
Fran Hunsaker
Mary Jacobsen
Bill Langer
Jan Noyes
Carrie Reese
Bobbie Sailor
Kaye Wilson

The Advisory Council meeting was called to order at 9:33 by outgoing president Clyde Boatright. After introduction all around, Pearl Bouchard suggested adjustments to the agenda. They included additional information that would be given during County Council report for Benewah and Kootenai counties.

Presidents Report:

Clyde reviewed events and accomplishments that have transpired during his six years of service with the council. Beginning in 2001, he related changes in Aging & Adult Services and ICOA key management positions, and National Family Caregiver Support added to Older Americans Act funding. The Hall of Fame recipients were Norma Jean White and Lester Hauk, and the conference theme was *Odyssey in Caregiving*. This was also the year of the horrendous events of the 9/11 terrorist attack, which left several staff and Advisory Council members stranded in Boise when flights were grounded. Bobbie Sailor receives the Governor's award for Outstanding Employee.

2002 brought the initiation of county councils, the urban designation for Coeur d'Alene, Hayden and Post Falls after the 2000 census, and Foundation Northwest funding to train Senior Center boards. Jeanne Wright received the Hall of Fame award, and the conference theme was *The Healing Arts*. Area Agency on Aging challenges ICOA revised funding distribution.

In 2003 Clyde was elected as President of the Advisory Council. This year also brought the publication of *Clyde's Corner* in the Coeur d'Alene Press which included tips for senior citizens, the initiation of a temporary 5¢ tax by Idaho Legislature, one-time funding of \$20,000 for equipment purchases at senior centers, and special recognition of Rose Spencer for years of service. The conference theme was *Building Bridges to Healthy Aging*. This year the Idaho Legislature held back 3.5% of funding.

After a lot of time and effort, the Post Falls Senior Center receives accreditation in 2004. Clyde attended the Governors Conference on Aging in Boise. The U of I Extension Nutrition Program receives the ASA award for program innovation. The 2004 conference theme was *Osteoporosis: What you need to know*.

In 2005 the Homemaker program converted from a single provider program to one of consumer choice. Dick Compton attended the White House Conference on Aging held in Washington, DC, and the Medicare Prescription Drug Program is implemented. The Area Agency on Aging receives a Robert Wood Johnson Foundation Planning Grant. The conference theme was *Aging Well: State of Being, State of Mind*.

Finally 2006 brought an increase of state funding for adult protection and other aging programs by the Idaho Legislature, and the opening of a satellite office in Sandpoint. Featured presentations included the Post Falls Police Department Volunteers on Patrol and Health Care Financing Administration. The conference theme was *Aging Well: Success in our Golden Years*.

On behalf of the Advisory Council, Bobbie Sailor presented Clyde with a plaque expressing their appreciation of his many years of service and dedication to the seniors in northern Idaho.



Director's Report: Pearl Bouchard

Pearl will be attending a leadership round table in Boise, with the Association of Area Agencies on Aging and the management staff of Idaho Commission on Aging to address key issues. One topic they will address is the possibility that Older American's Act funding will be reduced. This funding currently represents about 40% of the funding we receive. A reduction in these funds would be significant. Funding losses often leads to a lower quality of services offered. Agencies would benefit with a process in place that allows them to commit to a better quality of service even if that means ending other services to accomplish it (i.e.: CHORE Program).

Also covered in Boise will be a review of the White Paper (2004) on long-term care and the recommendations that came out of that paper. Mary Aulcott, from the Boise City Library, will be speaking to the group about grant writing, and also building local community resources to make up for funding losses.

County Council Reports

Benewah..... Rose Spencer

Benewah County Council meeting was held on 3/26, with 5 attendees. Robert Bartlett, an attorney for the Board of Guardians in Benewah County, was invited to discuss the status of the board. He reported that the board is short members; how to apply to serve on the board; and the process that a referral for guardianship would go through. Marilyn MacGregor reviewed the status of case management waiting lists.

At the end of March, 2007, Valley Vista sent a letter to Area Agency on Aging stating that they were no longer interested in being the provider for the nutrition program in Benewah County. Meetings have been held with seniors at all of the affected meal sites. Although some ideas are being pursued as alternatives, there will be no quick fix. It is going to take time. Valley Vista has offered to continue the home delivered meals and that option is being reviewed.

Bonner Esther Gilchrist

Bonner County Council meeting was held on 3/12, with 8 attendees. Bonner County Board of Guardians members, Dr Dean Hackett, President, and Jackie Warren, Secretary, were present. Instead of a formal presentation, the meeting was opened up for questions. They reviewed the membership of the board, the budget allowed to assist clients unable to cover legal costs, and the steps taken to process a guardianship referral.

Marilyn Anders updated the council on case management waiting lists, and the implementation of the mail campaign, while Bobbie advised everyone of AAA's 8th annual conference to be held on May 24th. County Commissioners were brought up to date.

Boundary Irma Merrifield

Boundary County Council meeting was held on 3/19, with 7 attendees. After a brief explanation of the guardianship process, Richard Hollenbeck presented information on the history of the Board of Guardians, and current status of the board. Bill Langer reviewed the current status of the waiting lists, and the AAA's efforts to supplement funds through the use of a mail campaign. Mary informed everyone of the upcoming AAA conference on aging.

Meeting with the County Commissioners were the entire membership of the newly appointed Board of Guardians. The County Commissioners were updated on what was discussed in the county council meeting.

Kootenai Carey Spears

Kootenai County Council meeting was held on 3/29, with 20 attendees. Alan Wasserman, Idaho Legal Aide, provided information on guardianships and conservatorships. He stated that an emergency order could be obtained in as little as 48 hours. Most in attendance were surprised to hear that ALL of an individual's rights are transferred in a guardianship. Are there lesser restrictions that could be pursued? Peggy Fairfield of Kootenai Medical Center spoke about the Board of Guardians, and Alan and Mary Jacobsen provided information about the Guardianship Monitoring Program.

Pearl informed the group about waiting lists. Fund raising suggestions were discussed. Conference updates were also given, and Zak reported about the Bayview community center. Later the County Commissioners were updated about the topics discussed at the County Council meeting.

In addition to the Kootenai County Council report, a request was made by Barbara Tennery of the Hayden Senior Center to be considered as a possible meal site. Barbara gave a brief history of the senior center and the challenges they have overcome with the help of a very supportive community. This topic will be addressed again at a later date.

Shoshone.....Bill Langer

Shoshone County Council meeting was held on 3/15, with 10 attendees. The history of the Shoshone County Board of Guardians was reviewed, as well as current efforts and future needs. Shoshone County currently has no Board of Guardians. They are reviewing the possibility of sharing a board with Benewah County.

Bobbie Sailor reported on the current status of the waiting list. She also briefed the group on the upcoming Area Agency on Aging Annual Conference. The topic of this year's conference is elder abuse and exploitation.

Linda Beecher of Aging Connections, informed the council about the 211 program in northern Idaho and its' expansion into the Silver Valley, while Helen Stephens, NICE/KATS reported that two vans would shortly be added to their fleet.

Recommendations..... Pearl Bouchard

The Board of Guardians is considered the board of last resort, when no family or friends are available to take responsibility. Pearl suggested that an alternative to guardianship, which removes ALL rights, would be a less invasive alternative like a representative payee. Erma Williams, of Idaho Legal Aide, stated that many seniors are in facilities which require a guardianship be in place. Carey Spears suggested that education be available well ahead of the need. Mary Jacobsen stated that Aging Connections is the tool already in place to help with that education.

Presentation.....Jan Noyes, VISTA, Ombudsman Volunteer Program

Jan presented a brief history of the evolution of the ombudsman and VISTA programs. In 1964 President Johnson initiated the Economic Opportunity Act, under which the VISTA (Volunteers in Service to America) was activated. Nursing Home scams during the 60's and 70's led President Nixon to initiate the Older American Act, which in turn led to the creation of the long-term care ombudsman, advocates for seniors in facilities.

Jan Young is the Ombudsman for the five northern Idaho counties. She has developed a program for training volunteers to work with the ombudsman program. Jan Noyes' assignment with the Ombudsman Volunteer Program is to recruit, train, and supervise volunteers. The first training session has produced four assistant ombudsmen. After assistant ombudsmen are cleared for service, three hours of service per week are requested. Volunteers will visit long-term care facilities, identify concerns, and assist in resolving those concerns under the supervision of the ombudsman. It is hoped that there will eventually be one assistant ombudsman assigned to each facility in the five northern counties.

Older adults do not lose their rights when they move into long-term facilities. Ombudsmen always advocate on the side of residents by enforcing residents' rights. They include the right of citizenship, dignity, privacy, personal property, information, freedom, care, expression.

Jan Noyes is also developing the "Making the Link" program, designed to connect older adults and caregivers with services through physicians and pharmacies by utilizing and expanding a core of local volunteers in each of the five northern counties.

CARE MATTERS
Submitted by Kathryne Corbin, Charlotte Patterson, & Shirley Berg
Angelic Arms, Senior Assisted Living, Taneytown, Maryland

Comfort that our families have, knowing we are taken care of
Appreciate that someone is willing to help us
Respect is shown for visitors and family when they come
Each one of us still feels like an individual

Makes us feel at home
Always someone there when you need them
Things we cannot handle, we are helped with
Trust is gained between resident and caretaker
Everyone cares and looks out for each other
Residents learn to respect one another
Shows us that we are not alone

Approval of Minutes Clyde Boatright

Clyde asked for a motion to accept the minutes of the October 11th, 2006 meeting as mailed. Zak so motioned and Esther Gilchrist seconded the motion. All voting members were in favor so the motion carried.

Idaho Commission on Aging John Albee

John reported that the JFAC committee and senate supported the governor’s recommendation, so we will receive a slight increase in funding this year. The commissioners will be meeting May 2nd & 3rd to review legislative actions, to begin reviewing revisions for the 2009-2012 State Plan, and to review the state funding formula, among other things.

John also reported on Coeur d’Alene Homes new dementia ward – still has openings.

Discussion Items

Fiscal Year 2007 Budget Bobbie Sailor

Bobbie reviewed the AAA Programs’ Budget. This form compares the projected 2007 budget to the actual funds used in 2006. Carryover from previous years is not shown on this form. As of this date the budget has not yet been approved by ICOA.

In answer to a question about how many of the program funds can be transferred to areas of greater need, Bobbie stated that it would depend on the funding source. Many programs receive dedicated funding, while others allow more flexibility. Bobbie passed out ballots, asking the council members to prioritize (1-4) where they would like to see any additional funds used. The categories on the ballot included: Senior Companion Respite (waiting list, 20), Family Caregiver Respite (waiting list, 30), Homemaker Services (waiting list, 99), and Case Management (waiting list, 132).

Approval of Proposed 2007 Budget Clyde Boatright

Clyde asked for a motion to accept the proposed 2007 budget. Erma Williams so motioned and Irma Merrifield seconded the motion. All voting members were in favor so the motion carried.

2006 Annual Report Highlights Pearl Bouchard

Pearl shared additional insight about the annual report.

RSVP (pg. 4): The chart shows a trend of increasing volunteer hours, but the department has been operating with the same number of staff for quite a few years. There is an ever greater need for more volunteers, and the growing senior population provides a pool to draw from. However, the RSVP staff is already coordinating over 500 volunteers. This number cannot increase without additional staff.

Case Management (pg. 6): Referral for In-Home Support – Social workers look at the needs of people still in their homes and make referrals to different services in the community and in our agency. The chart shows how much the number of referrals to ICOA funded services is growing, while funds available to provide services have not grown.

Case Management (pg. 6): Reasons for Discontinuing Service – This chart shows that our services are effective in keeping seniors out of facilities longer and in their homes. However, the longer they receive services, the longer it takes to provide services to new clients, and the longer the waiting lists become. This is another indication that we need more resources in our community to get the job done.

Ombudsman (pg. 8): The chart at the bottom of the page compares top complaints between 2003 and 2006. The top complaint in 2006 relates to discharge/eviction from facilities. Population is growing, but not the number of facilities that are available. The demand being placed on facilities is getting higher, and facilities, like physicians, are limiting the number of Medicaid reimbursable clients they will take. It is common knowledge that if you move to a facility as a private pay client, eventually you will be on Medicaid. Some facilities want to discharge clients from their facilities, because they cannot take any more people on Medicaid.

Facilities can do this, but there is a process that they should be following. They must notify the client, and they should also notify the Ombudsman so that she can intervene and verify all procedures are followed correctly. Pearl said that the good news is that the Ombudsman is being notified more now, but that finding solutions for

those misplaced clients is proving nearly impossible. Our community is reaching a crisis situation. Clients are leaving the hospital with no nursing care facilities available, especially in Bonner and Kootenai counties.

Five Year Revenue Trends: 2002 - 2006 (pg 10): Looking at the graph at the bottom of the page, fourth column, *State Senior Services Act*. After 911 all states went into crisis with their budget – across the board everyone was cut 3.5%. The next year there was an additional 2.5% funding cut. Even though we received an increase last year and will have another increase this year, we still have not reached the 2002 budget with our state money. That is just another indication of the lack of resources into this community.

The Annual Report presented a very positive image in the narrative, but if you really look behind the charts and understand them, it shows how vital it is to get things turned around in support and resources.

Election of OfficersClyde Boatright

Clyde asked if there were any nominations for Advisory Council officers from the floor. Hearing none, Clyde presented the slate of officers presented by the nominating committee. They included Tari Yourzek – Chairman, Rose Spencer – Vice-Chairman, and Carey Spears – Secretary. He asked, if there were no objection to the nominating committee’s suggestions, that they be accepted as submitted. Hearing no objections the committees suggestions were accepted.

For the Good of the OrderClyde Boatright

April is volunteer month. The concensus was that all counties need additional members to fill out the county councils. Clyde suggested it is up to the core members to find new volunteers. John Albee suggested drawing from the RSVP volunteers for new membership.

The meeting was adjourned at 11:26 a.m.

<p style="text-align: center;">THE CARE THAT I GET</p> <p style="text-align: center;">By Irene Zahorian Arnot Health - Elmira, New York</p> <p style="text-align: center;">It is important for me The care that I get, you see For I have seen many years go by And many children grow and fly</p> <p style="text-align: center;">Now I sit by the bouquet of flowers And watch the clock for hours and hours When will they bring that tray of food? Should I ask or will it ruin their mood?</p> <p style="text-align: center;">Questions race through my mind Until I realize that I am in a bind That the bedroom door was closed</p> <p style="text-align: center;"><i>And my family came and went as I dozed</i></p>	<p style="text-align: center;">WE HAVE A VOICE</p> <p style="text-align: center;">Created by the Resident Council of the Harborside Healthcare Willows Woodbridge, Connecticut</p> <p style="text-align: center;">We have a voice and live in the land of the free. Even in a Nursing Home we have our liberties. Our Rights are important, it makes us feel free. To have choices in our daily lives the things that are important to you and to me.</p> <p style="text-align: center;">The way that we are cared for matters in how we feel the entire day. To always be comfortable, protected, and respected in the best loving way.</p>
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Additional poems shared during ombudsman presentation.

Approved By: Carey Spears (Via E-mail). *Respectively submitted by Fran Hunsaker*

Next Meeting: October, 2007