



Area Agency on Aging of North Idaho

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Advisory Council *on Aging*

April 10th, 2013

ATTENDEES

ICOA:

Jackie McAvoy

Council Members:

Jonnie Bradley—Bonner
Carol Burroughs—Bonner
Carey Spears—Bonner
Larry Verhei—Bonner
John Albee—Kootenai
Colleen Allison—Kootenai
Linda Beecher—Kootenai
Tanya Chesnut—Kootenai
Lisa Gardom—Kootenai
Steve Hollaway—Kootenai
Dennie Seymour—Kootenai
Charles Williams—Kootenai
Judy Dinger—Shoshone
Peggy White—Shoshone

Service Provider Representatives:

Rosemary Niemier—Benewah
John Smith—Benewah
Erma Williams—Kootenai

Staff:

Marilyn Anders
Pearl Bouchard
Jennifer Giesbrecht
Fran Hunsaker
Bob Small
Carlette Smith

Guests:

Tiffinay Walker—Bonner

The Advisory Council meeting was called to order at 9:32am by the council president, Carey Spears. Colleen Allison motioned for the minutes of the previous meeting to be accepted as submitted; Linda Beecher seconded the motion. All were in favor and the motion carried.

President's Report **Carey Spears**

Carey spoke about the development of the Medicare-Medicaid Coordinated Plan (MMCP) for dual-eligible individuals. This program offers some of the most chronically ill, and subsequently most costly, individuals a single point of contact for healthcare. It is anticipated that this will better coordinate care for the recipient, allowing timely access to all service providers, a reduction of hospital and skilled nursing facility admissions, and increased utilization of home and community based services, all at a greater cost effectiveness.

Few care recipients who qualify for both programs are currently enrolled, however, enrollment may eventually be mandated. It is hoped more than one insurance carrier will be available for patient choice but currently it looks like Blue Cross is the only carrier available in northern Idaho.

Presentation: April is Volunteer Month **Bob Small**

Bob announced the public "Thank you" that will be published in the Coeur d'Alene Press on April 25th. Our seniors have volunteered more than 43,900 hours, representing over \$699,000 of labor.

He also reported the expansion of the tutoring/mentoring program into Boundary County, and an increased number of speaking opportunities throughout northern Idaho.

Future challenges include a change in the primary focus areas of grant reporting. The Corporation for National Community Service re-

porting categories will be condensed to a few focused areas: Education, Healthy Futures, Economic, Environmental Stewardship, Disaster Preparedness, and Veterans & their Families.

The National Governor's Association has identified many benefits of volunteering: •: Improved Physical and Mental Health •: Increased Independence •: Reduced Chronic Pain •: Reduced Depression and Anxiety •: Lower Mortality •: Increased Self Esteem and Confidence •: Improved Quality of Life

Bob was happy to report that RSVP's in-house programs are doing well. The Senior Medicare Patrol (SMP) is ready to go to work. The Friendship Corps is starting a new training class soon, and is on track to have 25 volunteers. Tutoring/Mentoring program is showing growth. Kootenai County is more active, and Boundary County is requesting volunteers in the schools in their community.

Director's Report—Program Updates

Business Plan and Budget:.....**Pearl Bouchard**

There were several components of the Fee for Service program that needed to be explored, including:

- Identifying services that we are already providing that are reimbursable.
- Handling Funds: It is necessary to build a firewall, a clear separation between donations only clients and private pay clients. There can be no co-mingling of funds. Robert Lidke of Kalamazoo, MI has been a great resource. He shared that it is easy to maintain a separation of funds. He says, our first conversation with clients should be "How are you intending to pay for services". If not paying privately, find out whether they have another payment source or whether they will be relying on donations which may necessitate them being placed on our waiting list. It is client's choice how they will proceed.
- Workflow: We are close to knowing how work will flow. We have a diagram laid out and are working on any glitches.
- HIPAA: Since we are entering the health care arena we must meet required standards. This has included HIPAA training for staff, establishing sanctions for violations, naming a privacy officer (Jennifer Giesbrecht) to handle any breaches, define who will have access to the information system, HIPAA forms, managing complaints, coordinating business associate agreements, and records retention and disposal.
- Fee Schedule: based on reimbursable rates established by insurance companies and the current market. Fees are posted on our website. Will follow-up with cost analysis to ensure we are charging enough to have a surplus, cost plus extra to put back into services for those unable to pay.
- Highpoint Medical, Inc. (Skip & Melissa Meyer) has been a great help with billing and scheduling information, as well as making suggestions about support software. Donated 5-6 hours of staff time. Our initial plan is to start small in house with a software called Advanced MD that will be used to schedule patients all the way to send electronic billing to insurance companies.
- Reimbursable Services: currently reimbursing services include Care Coordination, Care Transitions Intervention (CTI), and Care Counseling. CTI has been instrumental in pushing the reimbursing status forward.
- Reimbursements: through insurance companies and Advantage Plans. Dirne Clinic interested in being a sponsor provider (required). CTI services reimbursable through Medicare and discharging from KMC, while Caregiver Counseling are reimbursed through Employee Assistance Plans (EAPs), but they are hard to market. Suggestions were made to contact employers and have our information added to their EAP package. Our goal was to have 72 billable units of service by May 1st. Currently we have 6 billable units for CTI and 2 billable units of Caregiver Counseling.
- Marketing: We have a new brochure outlining our fee for service programs, our website has recently been updated, and is now posted on the CD'A Press website to reach a greater, younger audience who rely on electronic devices to get their news instead of newspapers. Visitors will also be able to leave comments. Larry extended compliments to brochure developers.

Pearl was sad to report the retirement of Bobbie Sailor from the agency, and thanked Marilyn Anders for stepping up to the challenge of filling in due to her absence. She was happy to report that a 5% Federal Reduction thought to be coming out of our current funds was in fact already subtracted back in July, 2012. Thankfully there will be no additional funds taken from our budget at this time.

Budget shows a little new money, including a grant for \$12,000 from Inland Northwest Community Foundation to help implement an evidence based intervention called Home Meds. Trained staff go to seniors homes and inventory all medications. Information is entered into a web-based software. If there are any contra indications an alert will be sent to Interlake Pharmacy, with whom we have a Business Assoc. Agreement. They will review the alert, and if confirmed will contact the primary care

physician. Has been well received by hospitals, physicians and the Dirne clinic.

We have also received additional funds for the Senior Medicare Patrol (SMP) program.

Pearl report the shifting of funds from areas not being utilized to areas needing funds. Programs that received increased funding included homemaker, home delivered meals and the senior companion respite.

Planning Committee: Carey Spears

The planning committee has been busy identifying common areas of discussion among the counties as a way to combine efforts. One topic discussed was preferred forms of communication. Face-to-face contact is still preferred, with phone contact second. E-mail is acceptable as long as all attachments are in a .pdf format to increase the chance that they can be viewed. The website is an ever increasing source of information.

They suggested some areas for review: Form partnership within the community to avoid the duplication of efforts; promote each other’s achievements, celebrate each other’s successes; advisory council members as ambassadors of the Area Agency on Aging; look at new opportunities to make partnerships; identify strategic advantages, i.e. senior centers, in-home services, and NIC; continue communication with Board of Trustees throughout the year; provide tools to ambassadors so they can be a resource in their communities; continue recruitment of new county council members to increase diversity.

Planned Giving Committee:..... Colleen Allison

Colleen introduced a new handout card that spotlights May as Older American’s month, and challenges the recipient to donate to the Aging Services for North Idaho Endowment . Members of the council were asked to hand out (3) cards to possible donors before the end of April. She also explained the tax benefits of making a donation to the endowment.

Pearl reported an additional \$500 donation from the Eagle’s club of Sandpoint, as well as the receipt of our first online donation for this campaign.

Idaho Commission on Aging Report Jackie McAvoy

Jackie reported her concern on the increased number of calls to seniors about a “new Medicare card”. It is a SCAM. Medicare would never call seniors and ask for sensitive information over the phone; they already have the information they need, and they will never ask for money.

She also reported on the movement to limit government documents for citizens to an “electronic only” format. This would reduce senior’s access to forms and information. Many do not have computers, or the ability to understand how to operate them. Some don’t even have checking accounts.

County Council Updates

Benewah..... Rosemary Niemeyer

Fernwood is still working toward their new building. Plummer was able to acquire two new stoves, however their rent has been raised.

Bonner.....Larry Verhei

They were able to raise money for the endowment through the Eagles club and hospitality industry. Bonner County Daily Bee was unwilling to print the public “thank you” to those who contributed to the fundraising because it included a local hospitality business. The Eagles finally purchased an ad so they could express their thanks. The success of their efforts have been due to a lot of good people in Bonner County.

Paul Graves Geezer Forums have met with great success. A recent presentation reported 40-50 attendees.

Boundary **Bob Small**

They have a new county commissioner, Lee Pinkerton. He seems very interested in senior issues. Boundary has a number of successful senior programs and opportunities to volunteer, including Fit & Fall Proof, Seniors Hospitality Center, and the Trinity Quilters.

Kootenai **No Report**

Shoshone **No Report**

Presentation **Pearl Bouchard**

Pearl made a presentation to Carey Spears in gratitude for her years of dedicated service to north Idaho's seniors. Carey has fulfilled her years as an advisory council member, most recently as the board chair.

ACTION ITEM ► Carey Spears asked for a motion to accept the Advisory Council by-laws as revised. Colleen Allison motioned for the by-laws to be accepted as submitted; Larry Verhei seconded the motion. All were in favor and the motion carried.

2012 Annual Report **Pearl Bouchard**

Pearl shared some highlights from the agency's 2012 Annual Report, including:

- Case Management: small decline in number of clients served, but more hours spent on each client.
- Homemaker Services: decline—case review showed many clients no longer qualified for the program.
- Meal Program: HDM increasing, congregate declining. This is indicative of a national trend which we would like to avoid. Isolation is a growing concern—socialization is important to senior health.
- Website—getting more traffic all the time.

ACTION ITEM ► Carey Spears asked for a motion to accept the slate of officers proposed in the Agenda: Larry Verhei as Chair, Tanya Chesnut as Vice-Chair, and Peggy White as Secretary. Jonnie Bradley so motioned. Carol Burroughs seconded the motion. All were in favor and the motion carried.

For the Good of the Order

- There will be a Fair Lending seminar held at the Post Falls City Hall, April 17th, and at the Coeur d'Alene Library on April 18th.
- Changes in Guardianships will include a full background check for all applicants. Not sure how this will change, and possibly delay, emergency guardianships.
- Larry Verhei suggested holding our next meeting at the Area Agency on Aging Resource Center.

The meeting adjourned at 11:50 a.m.

Approved by: Peggy White (Via E-mail). *Respectively submitted by Fran Hunsaker.*

Next Meeting: October 9th, 2013