

Committee on Aging MEETING MINUTES - September 14, 2018

Committee Members participating in person: Gene Hysjulien, Deborah Melby, Merry Green, Delores Rath, and Madonna White Bear Azure

Committee Members participating via telephone: Barbara Danks

Ex-Officio participating in person: Nancy Nikolas-Maier, Aging Services Division, Shelly K. Haugen, Governor's Office

Presenter: Jessica Juma, Investigator, Consumer Protection & Antitrust Division of the North Dakota Attorney General's Office.

Others participating in person: Mike Chaussee, AARP, Michelle Gayette, Aging Services Division, Amy Johnson, Aging Services Division and Jaclyn Seefeldt, Aging Services Division.

Others participating via telephone: None.

Call to Order, Welcome and Introductions & Approval of Minutes: The meeting was called to order by Gene Hysjulien, Chairperson. Gene welcomed all committee members and guests and introductions were made of all non-committee members in attendance. A motion to approve the June meeting minutes was made by Delores Rath; seconded by Merry Green.

Committee Member Updates: Gene indicated that due to medical issues he missed the ND Vision West Committee meeting and was disappointed to do so. He is working with that Committee to look at new memberships.

Deborah indicated their Assisted Living in Crosby is full, but there are still several vacancies in skilled care – they are down 10. It is quiet in her region and providers are keeping people at home.

Merry indicated they are hiring a new look for the Center and elders will pick from the 2 local candidates. They had visitors from Ft. Peck and other MT locations to visit senior center to see what activities they utilize and for information on how to get people to the center. There were 20 visitors total. Community Health Representative (CHR) does the elderly care such as transport and foot care. They are hiring a CHR but are having issues due to low pay and limited to 40 hours per week. Transportation can take a lot of that time. CHRs do meal deliveries as well. Pay is only \$15/hour and it is competitive in that area especially when others are getting paid better to do other work. CHRs transport people to Minot, Williston and Billings. They are trying to figure out ways to get more CHR applicants through more means than just a job advertisement. Everyone is on a fixed income and there is no economic development going on.

Madonna stated she has been told that within a year the Community Health Representative (tribal program) will no longer be funded. President Trump has identified

this program to be cut. This program has been in effect for 30+ years and she is not as involved as she used to be with tribal policies, but she is not sure what the tribe's plan is when the program is no longer available. She will find out for sure. Madonna has seen through listservs that there may be movement forward to try and prevent the cuts. Delores asked that Madonna try to get more information so that the Committee on Aging could start to advocate with national leaders. Madonna stated she will get more information and bring it back to the Committee. She will send an email to Nancy, so it can be forwarded to the Committee. Gene stated he would raise the issue with the Vision West Committee as well.

Madonna also reported she has had some issues that have limited her involvement and is trying to get back into the swing of things. She stated last year Dr. Chris Bird asked her to assist in some training of elders at Spirit Lake to train recipients in the JOBS program. The individuals who attended the training were very receptive and liked the information. She went back a few times to provide updates and learned some of the elders had become CNAs and some QSPs. The director of the JOBS program wanted to continue this program and a grant was written and awarded through Bremer Bank and this training program will continue. They will partner with Heather Lawrence's program and JOBS program. Training will be held two times per month. She believes every reservation has the JOBS program and this could be replicated. Participants were asked what they would like to see, and this was shared with Heather and the JOBS program. A lot of the participants were already caring for someone at home, so they were provided more information as a care provider. She was able to share vegetables from her own garden with the White Shield and Parshall senior centers.

Delores stated they are also having staffing issues, and their salary is \$17/hour. The problem is retention due to higher pay elsewhere. She is back to serving the volunteer OMB at Ava Maria as they were struggling to find someone. They had found someone else, but the time commitment was too much for her.

Mike Chausee from AARP stated they have been very busy. He indicated there has been a lot of movement in the HCBS world. Mike wants more information on the possible loss of the CHR program as well, as AARP has a new national focus on cultural issues and can be an advocate for the program. If they are not engaged already, he will send it up the ladder and he feels like they will get involved.

Barbara had a few observations she wanted to share: 1) Observing the people providing the services to the elderly are showing a strong, caring attitude to those they serve. She likes to see this. 2) Challenge at the senior centers – seeing personalities that may cause others not to come to the senior center. If someone doesn't enjoy being around someone else, they tend to avoid. 3) People who are remote do not have access to senior meals. Way out in the boonies of Slope County, there is no home delivery, so people must drive a distance to get a meal; this is an obstacle. Marmoth has meals on Tuesdays and Thursdays and people go to a local restaurant and that seems to help. Maybe finding more drivers willing to go further distances. Frozen meal delivery would also be a good thing.

Jaclyn Seefeldt introduced herself as the new Program Administrator with Aging Services working primarily with the nutrition programs. She shared her background. She is here to meet the Committee members and gather information. Jaclyn asked that Committee members feel free to reach out to her anytime. She has a close working relationship with Brad and Scott from Indian Commission and is happy to reach out to get them the information on the possible cut on CHR program. Gene said the Committee is focused on nutrition and would be happy to hear more. A couple meetings ago they spoke about culturally appropriate nutrition.

Recruitment of New Committee Members Updates: Michelle Gayette provided an updated on the efforts to recruit new Committee members to fill the current vacancies. We just received notice this week from the Governor's office that the following new members have been appointed: 1) Heather Lawrence to Region III – Spirit Lake; 2) Annette Hofstad to Region III; and 3) Craig Knudsvig to Region IV. A copy of the updated members of the Committee on Aging will accompany these minutes. Merry submitted two names for the Turtle Mountain vacancies and because Ellen has not been sent a formal letter we can still seek others. Michelle also asked for potential candidates for the 2nd person in Region VII. Committee members will let Michelle know if they can think of anyone. Michelle also let the members know she asked the local RAPSA for any potential candidates as well.

Jessica Juma Presentation – “Fighting Consumer Fraud in North Dakota”: Jessica Juma, Investigator at the Consumer Protection and Antitrust Division of the North Dakota Attorney General's Office gave a very engaging presentation on Fighting Consumer Fraud in North Dakota. Jessica provided handouts on this presentation which will be recirculated with the Committee Minutes. Jessica spoke about several websites that are important for volunteers, RAPSA, and any educators in the community to know. Those websites/hyperlinks are as follows:

Reporting Internet Crimes: www.IC3.gov

To opt-out of pre-approved credit cards: www.optoutprescreen.com

For a free copy of your credit report: www.annualcreditreport.com

FTC Scam alerts: www.ftc.gov

Jessica also followed up with the website to order free material from the Consumer Financial Protection Bureau: <https://pueblo.gpo.gov/CFPBLibs/CFPBLibsPubs.php>. She states the only downfall to this material is that it is not specific to our State, therefore it does not have our office's contact information on it. She is working with Parrell Grossman to see if he will allow the department to create some type of flyer/placemat that can be given out during home visits, delivery of meals, etc. She has some fear due to budget constraints that he would allow the creation but not fund the printing.

Gene tasked the Committee on what can we do with the information we learned today to get it better out into the elderly community. Jessica stated that the department is more than willing to give presentations throughout the state as their time allows. She

also said we can let educators in their region know that the department does mediate complaints, and in instances where a return policy is not being adhered to they will mediate with local businesses for fraud resolution. She is willing to do webinars. Jessica stated they do already work with VAPs and they would welcome conducting a seminar with the RASPsAs to further educate them as well.

Aging Services Division Report - Presented by Nancy Nikolas Maier: Nancy began her update stating the new Budget Report for the Aging Division will be submitted by next Friday, September 21.

Nancy stated the budget priorities are based on the question of what drives the need – 1) demographics; 2) advances in healthcare; 3) Olmstead Act – to make sure people can stay in a home environment; 4) the desires of the consumer (that they want to age at home; 5) Dementia rates; and 6) the needs of family caregivers.

The budget goals are 1) adequately funding current service programs (nutrition, health maintenance and VAPS, home and community-based services; 2) increasing access to HCBS; 3) increasing staff capacity based on growing needs of VAPS; 4) incentive-based contracting; and 5) simplification of the process.

Nancy stated that the Interim Human services Committee has discussed moving three pieces of legislation forward for next session related to HCBS: 1) updated SPED sliding fee schedule and tie to the consumer price index (inflation) to assist more people; 2) legislation that gives provides legislative intent language that the Department will work with the nursing homes to provide HCBS; and 3) Pilot project to get multiple agencies (non-county agencies) involved in case management for SPED and EXSPED Programs. Nancy stated Lutheran Social Services and Community Living Services is already signed up to do some case management but can only work with the federal Medicaid programs because current administrative rule requires the County to provide case management for SPED & Ex-SPED. They do not have any current clients. The draft bills are online. SB 2206 (Social Services Redesign) was discussed recommendation from the committees will be completed soon. The adult committee has been discussing worker specialization, standardized training and potential certification for HCBS Case Managers. As well as centralized intake and universal assessment.

Nancy updated the members on the RASPsA Regional On-Site Meetings on “Modernizing Delivery of Senior Nutrition Services.” She stated these are special meetings the department is having with the RASPsAs to discuss change and reform of the state’s nutrition services to attract a new generation of older adults. She stated the Department has been holding focus groups, attended a public health meeting and gave a presentation to them regarding the long-term care system and the need to provide high quality affordable care that meets clients need in a setting of their choosing. The presentation emphasized clients should be able to make informed independent choice on their care setting, receive supports aligned to the need regardless of setting, receive affordable care according to level of need and receive high quality care supports which requires transparent measures of high quality care and incentives for providers to deliver high quality of care.

Nancy discussed HCBS ideas being reviewed within the Department such as expanding/modernizing the ADRL, allowing access for needed services and supports for Medicaid recipients, allow for group home model and address issues of medication administration for the aged and disabled population. Madonna discussed the desire and discussion in her region to start a nursing home structure that is specifically for Native Americans, or other indigent communities that are culturally based and provide culturally based services. Nancy stated Jake Reuter is working on a culturally competent waiver where they would have services geared toward traditional healing, etc. that wouldn't be covered in a traditional waiver. Gene stated to Nancy that this would be a good topic for a speaker and we should have Jake Reuter come to a meeting and speak on this.

Nancy then introduced to the Committee the Circles of Aging Project with NDSU and the revitalization of nutrition, senior centers, etc. The findings and conclusions of that survey highlighted 1) the current senior center model does not meet needs and interests of baby boomers; 2) the current nutrition program is not appealing to baby boomers; 3) lack of awareness of local activities and services in the community and at senior center; 4) voucher system was positively received as both meeting needs and providing choice; and 5) lack of critical services in rural areas is a significant problem for older adults to remain living in their homes. Nancy stated in continuing that work and study, the Department held its first meeting, which will become quarterly now, with the regional adult program service administrators (RAPSAs) and getting ideas together of what we could do prior to contracting in January and possibly providing incentive to try new approaches or serve rural areas. Nancy asked if the Committee could help engage and gather local people from their Regions to attend and engage in these rural meetings to further discussions. 51% of people in the study stated that the meal was the important source of daily nutrition for them, 23% have trouble getting to grocery stores. Nancy stated they are working on ideas for these meetings such as what they should be called, who should attend, where should they be held, how do they create momentum to keep projects moving forward and how to get buy-in from the provider community. Nancy stated she will reach out to the Committee as these meetings develop in their areas and more information will be forthcoming. RAPSAs will be the lead on these meetings.

Summary of Public Comment/Priorities from the ND State Plan on Aging – Nancy Nikolas Maier: A handout of the summary of the public comments was prepared by Michelle Gayette and Amy Johnson. That summary will be included with these meeting minutes. Gene asked the Committee to take a moment to look at the comments and is hopeful they will help the Committee develop some new priorities. Nancy discussed many comments are centered around meals and that the state is down 30,000 meals compared to last year. Nancy suggested in the public meetings the Department is looking to hold they could show trends and what those trends can mean for the budget. Gene asked what the best use of the information presented should be - and the Committee agreed it would be good to use this document to develop priorities. Madonna indicated she sees the need for the areas from the survey as they relate to activities and exercise because for any age “what we don't use we lose” and its important elders continue education and physical movement.

Review of Topics for Presentations/Committee Priorities based on Public Priorities – all Committee Members: Gene suggested the Committee keep our first set of priorities to four for this year, so we can keep focused and track effectiveness. Priorities agreed up by the Committee after review of public comment were:

1. Increasing awareness of abuse and exploitations (including scams);
2. Promoting exercise and physical activity. Gene asked how we do that - do we encourage the Division to go in? Nancy stated that might be part of the recommendation - to use preventative health dollars for evidenced-based exercise services and expand programs like Stepping On to include those evidenced-based services. Madonna brought up chair exercises classes they have utilized in her Regional and how well attended those classes were. Madonna also stated on reservations the technical colleges could maybe partner to offer services to educate the elders on things like computers or provide students to help with completion of on-line forms for elders.
3. Gene stated he would like one of the priorities of the Committee to be getting behind HCBS. Madonna agreed with that. Gene believes its important more than Social Services offices are able to work on HCBS and there needs to be an increase in access. Barbara also agrees this is important. Gene wants us to find speakers that can speak to what the Committee can do regarding HCBS.
4. A final topic would be on modernizing delivery system for meals, and for seniors and to coordinate efforts with the regional efforts regarding nutrition to reach those most vulnerable. Madonna agreed and feels there are many in our communities that are not getting the meals they need. Nancy stated we need to bring the providers in and work with them and our goal should be to partner with them. Gene stated there are more than enough people that care, they don't have the same agendas in mind and we need to be tasked to not alienate each other in the process of trying to make change because we may have different agendas. Nancy suggested how we can do that is to start with appreciation within the communities for the work being done, and then task them for how we can take it to the next level. Ask who in the community isn't coming and why, and how can we improve that.

Gene asked if the above four priorities should be adopted as the Committee's priorities for the year, and with no objections Gene confirmed the Committee will move forward as these topics being our roadmap of priorities for the year.

Other Business – Call to the Public: Delores Rath mentioned she and Bill are having a booth at a local arts & crafts fair for mental health and on the 18th of October are going to Ellendale and conducting a workshop on mental illness and the benefits of Medicare/Medicaid and Alzheimer's will be some of their topics.

Next Meeting Date: Friday, December 14, 2018

Adjournment: Madonna moved for adjournment; seconded by Shelly; meeting adjourned at 3:00 pm.

Respectfully submitted,

Amy Johnson