

**Northeast Michigan Regional Council on Aging  
December 9, 2019 at 1:00 pm  
NEMCSA Large Conference Room – Alpena**

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The meeting was called to order by President E. Corpe at 1:00 pm

**Roll Call**

R. Schulte, D. Huff, R. Matelski, T. Dutcher, M. Tappan, C. Proulx, D. Burdine, E. Howell, V. Ward, J. Mathis, M. Downs, D. Fay, C. Corwin, M. Hiller

Excused: E. Corpe, B. Kaye, V. Zygiel, C. Wilder, E. Ableidinger

Unexcused: J. Mathis, V. Ward

Guests: Ron Kaye as alternate for Barbara, Emil Bellenbaum, Mary Mitchell, Mrs. Schulte

AAA Staff: L. Sauer, C. McQuarrie, K. Robinette, B. Mainville, C. Glomski, B. Hawks, S. Gusler

**Approval of Agenda** – A motion was made by D. Huff with support from D. Burdine to approve the agenda as presented. Motion carried.

**Approval of Minutes** – A motion was made by D. Fay with support from M. Hiller to approve the minutes of October 28, 2019. Motion carried.

**Nominating Committee** - D. Fay reported Ann Lange has resigned as the Alpena Delegate. A motion was made by D. Fay with support from D. Huff to accept the resignation and send a letter of appreciation. Motion carried. Barbara Kaye has been reappointed as the Iosco Delegate. A motion was made by D. Fay with support from M. Hiller to accept the reappoint. Motion carried. The Presque Isle COA has reappointed Mitzi as Delegate. A motion was made by D. Fay with support from D. Burdine to accept the reappoint. Motion carried.

**Speaker – Dave Bisgrove, Legal Services of Northern Michigan**

Dave reported they have two legal offices; one in Alpena and one in Gaylord. The Alpena office recently moved one block away. He will get us a supply of updated brochures and business cards for our next meeting. He gave a brief overview of Legal Services of Northern Michigan. Grant funds they receive from the AAA allows them to provide services for persons age 60 and over. Services include providing legal advice, estate planning, domestic violence/divorce cases, wills, collection and other legal documents. They address whatever questions and issues come into the office. Debt collection activity has dropped recently. Erica Demstetter who was working on elder abuse cases through two separate grants, one for domestic violence and another for elder abuse, recently left. An employee in the Gaylord office will take on the task beginning in March. Dave shared information on the recent trends he's been seeing regarding four main topics: Quick Claim Deeds, Avoiding Probate, Ladybird Deeds and Land Contracts.

Quick Claim Deeds – He had a client who went to the township office to file something and was told she needed a quick claim deed. No explanation, she just needed one. Realtors have also suggested deeds. Situations like this have led to a lot of bad results from seniors making bad real estate deals. There is a lot of misinformation out there by individuals and on the Internet. Everyone does not need a quick claim deed. A Warranty Deed states that you have all the rights, except whatever reservations come with the property. The document must be recorded, and specific language included in the deed. A quick claim deed however, transfers everything stated in the deed to the other party listed. Sometimes a realtor will draw one up thinking the client will avoid estate recovery, etc. Typically, this is not the case. Once signed by all parties, the deed is documented and enforceable. A lot of them are just done wrong.

Avoiding Probate – The first question I ask is why do you want to avoid probate and how do you want to do it? Realistically, if you deed property to your child or several children, what happens if one of them goes bankrupt. Guess who can access that portion, the Bankruptcy Court. If one of the children doesn't pay their taxes, the IRS can come after the property. If you deed an interest to someone who's on SSI, disability, or any kind of assistance, it will be affected because it is used as a countable asset. The state will find out and use it when determining eligibility for assistance. If the mom deeds an interest to her daughter and her daughter is married to bum who files for divorce, he can claim the property was deeded to them as a couple and he is entitled to a portion of it. That argument doesn't typically get a lot of traction in Michigan, but people will try.

Ladybird Deeds – This type of deed conveys the persons interests to their children while retaining the right to live in the home, sell it, etc., while they are still alive. Michigan recognizes this type of deed as valid. This type of deed is useful to avoid an estate recovery lien on the property for Medicaid services. Currently that type of lien is not attached to the deed in Michigan, but that could change. Liens could apply to waiver and other Medicaid services. There are no restrictions on changes to the deed while the person is alive. They can revoke a Ladybird deed at any time. The worst thing the recipient can do after the deed owner dies is not fill out the form and report to DHS. Not doing so will cause problems.

Land Contracts – We are seeing a lot of home brewed forms. Some of these are not valid in Michigan. They have bad interest rates, no insurance, etc. Sometimes they can be corrected, but other times there's nothing we can do. Discussion followed.

M. Downs – What do you mean by home brewed, do it yourself? Dave – Yes, the document could very well be legal but is it Michigan specific? Can the buyer forfeit the contract, sue for money, or go to circuit court and file to foreclose? In Michigan, these things all must be spelled out in the document.

M. Downs – What about the booklet with the “do it yourself” wills? Dave – They're not bad. There are some things that aren't spelled out. In Michigan if you have kids and grandkids, the kids will each get 1/3 of the estate and the grandkids will get 1/6 if it is not specifically written otherwise. You can specify that certain heirs do not get money for reasons that are personal to you. There is no wrong answer when it comes to wills, whatever the person decides. The will in the booklet does not address specific bequests. In Michigan you have to attach a separate sheet in writing, signed by the person making the will. The will also must have a clause that says there is a list of bequeaths so you know to look for another document. That list wouldn't be enforceable unless everyone agrees.

C. Corwin – For elder abuse issues should you have a specified elder law attorney or a general attorney to represent the case? One is obviously specifically trained on elder law issues. Dave – Yes, lawyers are generally very competent to handle most legal documents and issues. There are those who have a special fund of knowledge when it comes to understanding Medicaid rules, Medicaid law for second marriages, Medicaid when there is a nuptial agreement, when there is a need for a trust, etc. Sometimes a specialty attorney is needed. Trusts can be dangerous and disqualify people for Medicaid exemptions. A trust is useful if you need one. It's likely you do if you have a lot of assets, own a business, have one or more special needs children, or a house or estate worth over \$1 million.

## **Director's Report**

State budget – An agreement was reached last week between the governor and legislature, but it is not quite finalized. They are holding up the waiver increase of \$40.5 million which amounts to an extra 1000 slots and a 5% increase in the capitation rates. With all the delays, if the budget

is not resolved soon, we will have the slots and increased funds to spend in a shorter amount of time which could be difficult. If we can't fill the slots and spend the money, it could end up looking like we don't need it which will not look good to the legislators who supported the increase.

Federal Budget - The Continuing Resolution is set to expire on December 20<sup>th</sup>. There have been no updates. It's likely another continuing resolution will be issued. We are also working on the reauthorization of the Older Americans Act, which includes a 7% increase of funds over the next five years.

MI Choice Satisfaction Survey – The results are in from the survey conducted by MSU. We are happy with this year's positive results. MDHHS subcontracts with MSU to conduct a statewide survey. They only take a small client sampling per agency to see how participants feel about their services, care, etc. We had 120 eligible participants, they only surveyed 30. The telephone survey covered 11 domains. Our agency does a full survey with both waiver and care management programs to get more solid numbers.

Older Michiganians Day – The next one is scheduled for May 12, 2020 at the Capitol in Lansing. Please plan to join us. It's an important day to hear from legislators as well as other informative presentations.

MSAC – We are still in need of a representative for this monthly meeting in Lansing. Conference call meetings are also an option.

Area Agencies on Aging Association of Michigan Conference – This year's conference is scheduled for April 21-22 at the Lansing Center. New Director, Dave LaLumia is doing a good job.

Escheats Respite – The Escheats is a pot of money from uncashed checks from BCBS designated for AAAs to use for respite services. In 2020 we expect that funding to decrease by \$600,000. It's currently at \$1.6 million. We will be advocating for a supplemental bill to cover the loss. Dan – The amount of funds goes up and down every year. It just got really low this year.

State Advisory Council Report – The latest report was distributed. We are thankful to Chuck and the committee for all their work in providing the document and all the great information.

Census – We really need everyone to complete the census. Funding for programs is determined by the numbers. \$1,800 in federal funding will be lost on each person that doesn't report. That trickles down to state funds since most state allocations are based on census data. So please help educate your communities on the importance of participating.

Michigan Health Policy Forum - Laurie, Gina and Jenna attended the forum in Lansing last month. The focus was on Michigan's Aging Population with presentations from the University of Michigan Institute for Health Care Policy Innovation, Representative Angela Witwer, AARP, Impart Alliance, St. Mary Hospital, and AASA. We learned the average life expectancy is now 79. Our 80+ client base is growing. 1.3 million caregivers are providing 1.2 million hours of care which is equal to \$14.5 billion in uncompensated care annually. If diabetes is decreased by 1% it will save \$32.5 million and if nursing home placement is delayed by 1%, it saves \$3.5 million in the general fund. It also contributes to Michigan's goal to become an Age Friendly State.

AASA Goals – AASA's goals include; making AAAs a household name, address the care worker shortage, reduce wait lists, prioritize those being released from hospitals, improve information and assistance services by creating a central access hub and central registry for direct care workers, increase public and private partnerships, and focus on dementia. Currently 28% of people with dementia live alone.

Region 9er Meeting – We have scheduled a AAA/COA Directors meeting for Thursday, December 19<sup>th</sup>. So far, the number attending is low so we're not sure if it will happen.

Social Security Increase – You will see an increase of 1.6% in your Social Security checks for 2020. Of course, this will be offset by an increase in Medicare deductibles and coinsurance.

Mileage Sheet – We have a revised form that eliminates the need for odometer readings. You just need to report your total miles.

## **Program Reports**

**Legal Services Board** – No report.

**Region 9 Directors Report** – Merianne had nothing to report. She will not be able to attend the scheduled COA Directors meeting next week but will get a report from one of the other directors for our next meeting.

**Long Term Care Ombudsman Program Report** - Sara distributed a copy of the “No Excuse for Elder Abuse” brochure put out by the Elder Abuse Task Force. She has a large supply if you want more for distribution in your counties. Laurie – Our new Attorney General is very aggressive and supportive of stopping elder abuse. Sara reported the Elder Abuse Task Force is taking on long standing cases from every region in the state. She gave examples of cases that were turned around successfully. If you have any information, concerns, etc. for the task force, Sara will pass them along. A public guardian was recently arrested in Presque Isle county, no further details have been released. Discussion followed on the function and need in some cases for a guardian.

D. Fay - Are they sending the brochures to the COAs? Laurie – We will distribute a supply to each one at the Directors meeting next week or by mail.

Nursing Home Compare Website – Nursing homes are now tagged with a red hand if they have abuse or neglect substantiated by LARA. Please be advised that the survey information on the website is not always current. For the most recent survey information to the LARA SPOTS public portal at: [https://spots\\_public.apps.lara.state.mi.us/#/](https://spots_public.apps.lara.state.mi.us/#/). There is an issue with law enforcement not being contacted when instances of abuse in a nursing home are reported. LARA doesn't follow-up with law enforcement, they assume it is done. The nursing home does their own investigation.

PREVNT – The AAA received a PREVNT grant for 2020 and will work to train law enforcement in the region on dementia and various diseases and how to communicate with that population. Nancy Szejbach was recently hired to assist with this project. A portion of the training will cover the rules of nursing homes. A nursing home cannot prevent a patient from calling 9-1-1. Law enforcement must actually investigate the call and turn the findings in to local prosecutors rather than just talking to nursing home staff. Our goal is for law enforcement to understand the differences between dementia, delirium, mental illness, etc. Discussion followed.

M. Hiller – Will you include 9-1-1 dispatchers? Laurie – We may consider that for next year. Sara has to develop the training first. We want to make sure we accomplish the grant objectives for this grant first.

C. Proulx – Introduced her friend Mary Mitchell who is the only caregiver of her 95-year-old husband. She's here today to gather information.

**Planning and Volunteer Coordinator Report** – Kitty reported that as of Saturday, open enrollment for Medicare Part D has ended. It was a challenging season due to a new Medicare planning tool which was launched before it was ready. The counselors pushed through and were able to meet with 2,551 clients saving \$2,240,000. This year there were 30 prescription plans to choose from and 19 advantage plans. There was some concern about people who enrolled themselves because Medicare put the plans in premium-cost order instead of including the drugs. We expect to hear about issues once plans start in 2020.

Social Security - The Social Security Part B Premium will increase from \$135.50 a month to \$144.60 and the Part B deductible will increase from \$185 to \$198. Part A hospital coverage will increase from \$1,364 to \$1,408. These are some substantial increases.

New to Medicare - Kitty will be working with counselors to schedule “New to Medicare” presentations for 2020 in every county. This is valuable information for those becoming eligible for Medicare and will meet the need for new beneficiaries.

Recruitment - A region-wide media campaign is being planned for in March to recruit more counselors for the new counselor training scheduled for July 29-31, 2020 at the AAA in Alpena.

New Scams – Be wary of calls from people representing Medicare or Social Security. They say you need a new card. One couple in our region had their Social Security card compromised which Kitty reported to Medicare. Please don’t give any information over the phone, it’s best not to answer or hang up. Laurie – Some phones now indicate that the call is a potential scam.

MMAAP, Inc. – The state MMAAP office has requested examples of MMAAP cases we handled to express to legislators how important this program is. Our region 9 goal is to collect one story from each counselor giving us 48 stories to send in. This will be the first time that any region has completely covered all the counselors and counties.

**Special Projects Coordinator Report** – Brooke reported her Caregiver Wellness Conference will take place in April. She had twelve Kinship requests helping 17 individual youth in four counties. She is also in the process of creating a Kinship Resource Manual. If you have anything to add as a resource for your county, please let her know. The state is revising the standards for Adult Day Services. She is working on adult day center best practices for staff that work with the service for completion sometime in the spring or summer. She has developed a presentation on the various evidence-based programs available to share with the COA Directors at the December meeting. The Developing Dementia Dexterity grant continues. She has conducted a presentation on brain health in most of our counties. If you would like a presentation conducted in your county, please call her. She is also a Certified Dementia Specialist. If you have any dementia caregivers in need of one on one consultations contact Brooke. The grant is available through September 2020.

C. Proulx - Do you have a summary or something I can get on your brain health presentation?  
Brooke – Yes, I will get something to you.

### **Advocacy Reports**

MSAC – No report.

**State Advisory Council** – Chuck reported the State Advisory Council on Aging Report focused on three significant issues facing older adults across the state: Direct Care Workforce, Elder Abuse Prevention and Transportation.

### **State Updates**

**State Commission on Aging** – No report.

**Aging and Adult Services Agency (AASA)** – Dan Doezema reported the adult day standards will take a while to revise. AASA is already working on the 2021 Area Plan structure. The plan will be pretty streamlined with very little changes. An executive summary and minority information will be added.

### **Local Updates From Council Members**

C. Corwin – There is a new program called the Society of Certified Senior Advisors. They educate and certify professionals who work with seniors. The Certified Senior Advisor (CSA) credential applies to professionals who can demonstrate their competence and knowledge of working with older adults into their professional practices. Cost for the live class and exam bundle is \$1,290, the same online bundle costs \$1,190 and \$400 for certification only. Michigan has a network of 98 CSAs in the state with 3 in Roscommon County. CSAs typically act as social workers to provide guidance for seniors with whatever they may need. Services provided include; referral, social services, senior housing, counseling, senior services, healthcare services, senior transition, geriatric care and management and senior placement. Chuck has personal experience as a direct care worker and knows how difficult the job is and how horribly under-paid workers are.

Visitors - Visitors present today include Mrs. Schulte and Emil Bellenbaum from Roscommon county who is interested in COA activities, where the funding comes from and how it all works.

### **Action Items**

MSAC Representative – Addressed in the Director's Report.

### **Question or Comments**

None

### **Adjourn**

A motion was made by D. Huff with support from M. Hiller to adjourn the meeting. Motion carried. The meeting was adjourned at 2:47pm. by Vice Chair C. Proulx.



**Northeast Michigan Regional Council on Aging**  
**March 25, 2019 at 10:00 am**  
**NEMCSA Large Conference Room – Alpena**

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The meeting was called to order by President E. Corpe at 10:00 am

**Roll Call**

Alan Fischer, Ann Lange, Darlene Huff, Virginia Zygiel, Roberta Matelski, Earl Corpe, Carol Wilder, Barbara Kaye, Merianne Tappan, Elaine Ableidinger, Corleen Proulx, David Burdine, Violet Ward, Dennis Fay, Chuck Corwin and Madeline Hiller

Excused: Terry Dutcher, Jim Mathis, Paul Knaus

Unexcused: Mitzi Downs, Eileen Howell

Guests: Dan Doezema, John Briggs, Gary Carol

AAA Staff: Yvette Smigelski, Connie McQuarrie, Kelly Robinette, Kitty Glomski, Brooke Mainville, Sara Gusler and Heidi Powers

**Approval of Agenda** – A motion was made by V. Zygiel with support from M. Hiller to approve the revised agenda as presented. Motion carried.

**Approval of Minutes** – A motion was made by M. Hiller with support from D. Huff to approve the minutes of December 3, 2018. Motion carried.

**Nominating Committee** - D. Fay reported Jim Mathis has been reappointed as Otsego Delegate and made a motion to accept the reappointment with support by D. Huff. Motion carried. Roberta Mitalski has been appointed as Delegate for Cheboygan. A motion was made by D. Fay with support from E. Ableidinger to accept the appointment. Motion carried. D. Fay also made a motion with support from E. Ableidinger to send a letter of appreciation to Michael Neumann. for his time on the Council. Motion carried.

**Election of Officers** – A motion was made by D. Fay to close the meeting and open it up for election of officers. The motion was supported by C. Corwin. Motion carried.

**Chairperson** - D. Fay reported E. Corpe is currently running unopposed. He called for nominations from the floor three times. There being no further nominations, D. Fay made a motion by purpose of acclamation, to elect E. Corpe as Chair. The motion was supported by B. Kaye. Motion carried. A motion was made by D. Faye with support from M. Hiller to close the election for Chairperson. Motion carried unanimously.

**Vice Chair** – D. Fay reported C. Proulx is currently running unopposed. He called for nominations from the floor three times. There being no further nominations, a motion was made by E. Ableidinger with support from D. Huff to elect C. Proulx as Vice Chair. Motion carried unanimously.

A motion was made by D. Fay with support from D. Huff to close the elections and reopen the meeting. Motion carried unanimously.

## **Speaker – Heidi Powers, Project Director – Senior Companion and Foster Grandparent Programs**

Heidi last reported to this council a couple of years ago where she discussed the need to recruit for the Foster Grandparent Program (FGP). Today, that enrollment is now very healthy. If it continues, she may need to go to a wait list. The Senior Companion Program (SCP) however, is struggling a little with enrollment. They are just on the edge of meeting their federal requirements. Program flyers and brochures for the SCP were distributed. Please post in your communities. Heidi is also available to speak about both programs at your organizations if you're interested.

Both programs were reviewed. Foster Grandparents serve an average of 29 hours per week, and the average age is 72. The SCP provides peer to peer companionship with other seniors.

C. Proulx – Do senior companions go into nursing homes? Heidi - Yes, we have a strong component of senior companions going in.

C. Proulx – Is there a way to send program information to retired teachers or other groups of retirees to boost enrollment? Heidi – The problem with those groups is they typically receive a modest pension which puts them over income. If I get applicants who aren't eligible for my programs I send them to the Retired and Senior Volunteer Program (RSVP). Senior Corps programs are in all 12 of our counties.

A study was conducted on these volunteer programs and results showed that 84% of older adults who participated in volunteering had improved or stable health after just two years of service. 78% feel significantly less depressed. 88% reported improved mental health and depression. 80% of households earn less than \$20,000 year. We do offer a \$2.65 hourly stipend for both the FGP and SCP along with mileage reimbursement. The RSVP doesn't have a stipend. If you would like a copy of the press release of the study call Heidi at 989-358-4632.

Senior Companions on average serve 22 hours a week, with an average age of 76. We would like to bring the average age down to improve retention. We hope the study will lead to providing program evidence based designation. The current budget proposed by President Trump eliminates all funding for both programs.

There are changes that went into effect in January. The 20% administration rule has been eliminated. Programs have been flat funded for over seven years. This will allow us to do a lot more advertising, etc. The 20-hour a week requirement has also been lifted which allows more flexibility in managing the program. Annual physicals are no longer required and the number of in-service hours has been reduced. Discussion followed.

A. Lange – So would you not advertise the 20 hours a week? Heidi – I think we still need the expectations.

A. Lange – That is a real commitment. I think the number will stay small if the 20 hours is advertised.

C. Proulx – Is there some way you could have a college or high school produce your flyers, etc. as a project? Heidi – We could, that's a good idea.

C. Corwin – Once you drift away from the 20 hours, doesn't that get to be a nightmare in terms of documentation? Heidi – Yes. Managing timesheets would be difficult. They're very complicated now and require a lot of staff time.

C. Corwin – Is your grant capped for mileage? Heidi – Not yet. The first portion of the budget I work on is volunteer. I make sure mileage is always reimbursable. SCP mileage is reimbursed from the home to the client to a second client if there is one, then back home.

V. Ward – Is the 20 hours just for visiting one person? Heidi – For every five hours of service, the volunteer visits one client. There are adjustments if they are seeing clients in a nursing home.

A. Lange – Is there a stipulation on them taking a client to the doctor? Heidi – Some of our volunteer stations and COAs may have that restriction.

## **Director's Report**

Yvette started with introductions for new members of the Council.

Conflict of Interest – Please complete the Conflict of Interest form and turn it into Connie.

Handouts – The following were distributed: Updated NEMCSA Guide to Programs, Care Management and MI Choice Waiver and AAA brochures. An article on the minimum wage increase to \$9.45 per hour. Serenity Day Lodge brochure. Congratulations to the Roscommon COA on the opening of their new adult day center. A schedule of upcoming evidence based classes. Any county wanting classes please help recruit participants and notify Brooke to schedule. A white paper put out by the State Commission on Services to the Aging. We encourage everyone to read this. Caregiver Conference flyer. We would appreciate your attendance and help in spreading the word.

Quality Assessment Review – Results of the review were distributed. This is the result of the Fiscal Year 2018 Clinical Quality Assessment Review conducted on the MI Choice Program. Once again our staff reached the highest possible score from the state. Our staff continues to work hard to bring the highest quality of care to our participants and this demonstrates their success.

Michigan State Advisory Council – We have received notice from AASA that Susan Vick has been appointed to the State Advisory Council for another 3-year term. Chuck Corwin continues to serve on the Council until 2022.

Input Sessions – The AAA held two input sessions last week as part of the MYP 2020-2022 development process. Both had good participation and discussions. Thank you to both the Presque Isle and Iosco COAs for hosting. We also have a survey that will give us information for our Needs Assessment. Surveys were distributed. Please be sure to complete one before leaving today. All of our COAs in the region have received them for distribution to their clients. County based reports can be provided once the survey is over on April 12<sup>th</sup> and data has been entered. The survey is also available online at [www.nemcsa.org](http://www.nemcsa.org).

Older American's Act – The OAA is up for reauthorization. Now is the time to let federal legislators know how OAA programs and services impact your community. Laurie, Heidi and Susan met with Congressman Bergman last week to share information. Slated for elimination in the President's budget are the SCP, FGP, RSVP, MMAP, and Long Term Care Ombudsman programs. Your advocacy is needed. Laurie also met with Representative Rendon on March 1<sup>st</sup>. Rendon is Vice Chair of the Families, Children and Seniors Committee and is interested in addressing elder abuse.

Poverty Training – AAA staff were recently trained on a revised process for MI Choice Level of Care Determination and Bridges Out of Poverty. Many of the people we serve are impoverished and this session proved some useful tools and perspectives to staff. We encourage partners to take advantage of this poverty training provided by NEMCSA staff. Please let us know if you are interested and we can help arrange one for your organization.

Michigan Office of the Corporation for National Service – A field representative will be visiting this week to provide technical assistance to Susan with the RSVP.

Older Michiganians Day – We need to know who will be going to Older Michiganians Day on May 15<sup>th</sup>. The platform is not finalized yet, but we need to start planning. Please contact Laurie or Connie of your plans to attend.

Coming Events – April 25, 2019 – Caregiver Conference at the Aplex in Alpena

May 2, 2019 – Best Practices Conference

May 6, 2019 – Draft MYP is available

May 15, 2019 – Older Michiganians Day

May 20, 2019 – Regional Council on Aging meeting and Public Hearing

May 22, 2019 – Public Hearing at the Oscoda COA in Mio

## **Program Reports**

**Legal Services Board** – No report.

**Region 9 Directors Report** – Merianne had nothing to report.

**Ombudsman Program Report** – Sara reported the Best Practices of Northern Michigan Conference will be held on Thursday, May 2, 2019 from 9am – 4pm. Continental breakfast and lunch is provided. On the agenda: 2019 Federal Nursing Home Regulations with Thomas Bissonnette from LARA, Alternative Diet Solution by Sysco, Trauma Informed Care with Stephanie Cleaves from the Department of Health and Human Services, and OBRA 101 with Renee Busby and Kathleen Johnson from AuSable Valley Community Mental Health.

At the federal level, on March 1, 2019, CMS announced that nursing homes with repeated citations will have to pay a penalty. Legislation was introduced related to the observation status in a hospital. It advocates for the observation time to count toward transition into a nursing home for Medicare to cover. Discussion followed.

C. Corwin – Is that an actual fine? Sara – It depends on the citation. They can withhold payment along with a fine.

C. Proulx – Regarding OBRA, is this about mental health issues in nursing homes? Sara – It is about any previous problems prior to entering a nursing home. Any kind of trauma the client experienced whether it be mental health issues, divorce, loss of a spouse, etc. This all plays into their ability to treat the resident. Its trauma informed care.

The Attorney General is starting a new taskforce on elder abuse. I am hoping something good comes out of it and will keep my eye on the work of the taskforce.

When the current administration took over, they decided nursing homes were being battered with the five star rating system by CMS. In April, all the nursing homes get their ratings updated. It is our hope the changes better reflect the care they provide. Anyone can go online and look up

the results for individual nursing homes. Facilities that don't have a registered nurse on staff for four consecutive days automatically go down to a one star rating. Discussion followed.

C. Proulx – Do you have the names of each Resident Council Chair? Sara – Yes, I can get that for you. The Chairpersons tend to change often.

The state has a new system of logging information for the ombudsman program. We have had five trainings on the process of how to document, etc. I hope to be able to give you some statistics on how and where my time is spent at the next meeting.

**Planning and Volunteer Coordinator Report** – Kitty Glomski is our new Planning and Volunteer Coordinator. She has been a MMAP volunteer since 2006 as well as an advocate working in senior housing. Most recently she worked at the Alpena senior center the past five years. She is looking forward to working with the MMAP network. Kitty reported the recertification process starts in April for all MMAP counselors. She plans to focus recruiting efforts in areas we need counselors. MMAP does a lot of work with people new to Medicare as well as provide prescription drug assistance. Fraud and advocacy are large focus areas for the program. Kitty is especially concerned with those dealing with dementia because they are so very willing to share their information in person and over the phone. The hospital observation time mentioned earlier is a huge issue. If you are under observation, it is billed under your medical benefit. We work with a lot of clients to get them their benefit once they're released from the hospital. Kitty has recently met with several groups, as well as attendance at the two input sessions, to talk about aging programs. She will be developing the MYP this year and encourages everyone to complete the survey.

**Special Projects Coordinator Report** – Brooke reported on the 2<sup>nd</sup> Annual Caregiver Conference to be held on April 25<sup>th</sup> from 9am to 3pm and the Apex in Alpena. The conference is free and open for any caregivers or interested individuals. Speakers will be covering the topics of: Caring for the Caregiver, Home Safety and Accessibility, Adaptive Equipment, The Importance of Oral Health and Community Resources. Breakfast and lunch will be provided and several vendors will be present. Door prizes for caregivers include two busy boards and three fidget blankets provided through Thrivent Financial. These are wonderful for dementia clients. We have a RSVP volunteer who actually makes the blankets.

M. Hiller – We have someone who makes a fidget muff for \$5. They do work.

Brooke reported she is currently being trained as a leader for Diabetes PATH. Kelly and Gina will be doing a D-PATH workshop in Alpena in April. She has had 21 Kinship requests approved which provided assistance to 36 youth. She has also been conducting Developing Dementia Dexterity (DDD) training with COA staff as well as clients in their homes.

C. Corwin – How often are you able to update this events list? Brooke – Usually weekly. We can also link to your individual programs.

B. Kaye – I'm not a caregiver but it is open to anyone? Brooke – Yes, absolutely.

B. Kaye – Is the Diabetes PATH for anyone? Brooke – Yes. You must be 18 or older. All classes are free.

## **Advocacy Reports**

**State Advisory Council** – C. Corwin reported they met last week in Lansing. They will have a joint meeting on April 19<sup>th</sup> with the State Commission. The Council has been very busy and productive with this year's task.

**State Commission on Aging** – J. Briggs reported the Commission last met in February. A lot of the work has been routine approval of programs. The Commission also heard from Dan about minimal changes to the MYP process. Another focus is spreading the word about Project Fresh. Each organization or COA receives 100 vouchers to distribute to participants to purchase fresh fruits and veggies. More can be requested. Good nutrition is very important to senior health. The Commission is looking forward to meeting with the State Advisory Council next month. He is also on the committee reviewing applications for Communities for a Lifetime designation. We currently have three designated in our region. Any community can contact Dan Doezema to start the designation process.

**Aging and Adult Services Agency (AASA)** – Dan Doezema reported he is in charge of developing the multi-year plan format. New this year is the listing of outcomes. We haven't had a system of reporting them in the past. We are asking each AAA to record for every answer on satisfaction surveys, was it a positive or negative experience. A question was also added on how their quality of life was before and after receiving our services. Measures in the future will include efficiency measures but also what differences did those services make to the client.

## **Local Updates From Council Members**

There were no updates.

## **Action Items**

**Approval of 2019 Meeting Schedule** – E. Corpe reported on a request to change the April 22<sup>nd</sup> meeting date to April 29<sup>th</sup>. A motion was made by D. Fay with support by D. Huff to approve the change. Motion carried. Please change the date on your copy of the 2019 Annual Meeting Schedule that was distributed.

**Appoint Nominating Committee** – E. Corpe reported the current committee has agreed to continue with D. Fay as Chair and M. Hiller and C. Proulx as members. A motion was made by S. Lange with support from D. Huff to accept the appointments. Motion carried.

**MSAC Appointment** – Corkie reported the meetings are once a month in Lansing and run from about 9:30 am to 2:30 pm. The group meets in the morning to receive and discuss advocacy issues. Each member has a list of legislators to visit during the day to talk about the issues. They meet again after lunch for discussion on the visits and further advocacy. Mileage and hotel are paid for by the AAA. J. Briggs reported on the importance of the senior advocates in getting the message out to local legislators. E. Corpe asked for volunteers.

V. Ward – Where do you get the advocacy issues? Corkie – From the Chair of MSAC. You get information sent prior to the meetings. It's very informative.

Both Ann Lange and Violet Ward volunteered to be our MSAC representatives. Information will be sent to both of them regarding MSAC.

**NEMCSA Board Appointments** – We need to confirm our appointments on an annual basis to the NEMCSA board. Current members are C. Proulx, C. Corwin and E. Corpe. C. Proulx is resigning this month so we need a replacement. The next NEMCSA Board meeting in Friday, April 5<sup>th</sup> at the Ogemaw COA. New members meet at 9:00 am. Elaine Ableidinger expressed interest. A motion was made by D. Huff with support from D. Fay to appoint E. Ableidinger and approve the continuation on the board of E. Corpe and C. Corwin. Motion passed unanimously. This information will be forwarded to K. Godi at NEMCSA for board approval.

### **Question or Comments**

No further questions or comments.

### **Adjourn**

A motion was made by D. Huff with support from M. Hiller to adjourn the meeting. Motion carried. The meeting was adjourned by E. Corpe at noon.



**Northeast Michigan Regional Council on Aging**  
**April 29, 2019 at 1:00 pm**  
**NEMCSA Large Conference Room – Alpena**

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The meeting was called to order by President E. Corpe at 1:00 pm

**Roll Call**

P. Knaus, A. Fischer, A. Lange, D. Huff, V. Zygiel, R. Matelski, E. Corpe, C. Wilder, B. Kaye, T. Dutcher, M. Tappan, E. Ableidinger, C. Proulx, D. Burdine, E. Howell, V. Ward, J. Mathis, M. Downs, D. Fay, C. Corwin, M. Hiller

Excused: None

Unexcused: None

Guests: Tom Pettit, John Briggs, Mr. Kaye and Mr. Wilder

AAA Staff: L. Sauer, Y. Smigelski, C. McQuarrie, K. Robinette, B. Mainville,

**Approval of Agenda** – A motion was made by A. Lange with support from B. Kaye to approve the agenda as presented. Motion carried.

**Approval of Minutes** – A motion was made by D. Fay with support from V. Zygiel to approve the minutes of March 25, 2019. Motion carried.

**Nominating Committee** - D. Fay reported on a motion passed by the Alcona County Commission on Aging Board of Directors at two special meetings held on April 2, 2019 and April 8, 2019. The motion was to remove A. Fischer as their Member-at-Large to this Council. The motion passed by a majority vote at both meetings. Based on this information, A. Fischer will be removed as the Member-at-Large representing the Alcona County Commission on Aging.

**Speaker – Tom Pettit, Director of the Roscommon County Commission on Aging**

Tom reported the COA expanded their Houghton Lake site four years ago and just recently moved their administrative office to a new location in Prudenville. The county sold them the old health department building. They remodeled from June to December adding offices and an adult day care center, the Serenity Day Lodge, which opened on February 9<sup>th</sup>. We are very excited about Serenity Day Lodge. Participation can be slow at times, but that gives us more time to get plans in place. We provided 42 service hours in February for 3 guests and 304 service hours in March for 6 guests. We expect to exceed that in April. We typically have 3 guests all day every day and an additional 3-4 for respite.

The COA also operates three senior centers. Our board is committed to operating all three as long as it's financially feasible. Even though in-home services are most of our budget, the thought is to get the young seniors to come in for meals, activities, and educational classes. This way they become familiar with who we are and then as they age, they'll be comfortable utilizing other services. One of our biggest struggles being in a rural area is transportation. Although Roscommon County Transit is available and provides non-emergency transportation, they don't have a system in place to charge insurance so it's costly. The population of Roscommon County over the age of 60 is 41%, that's more than the population of school age children. Our job is to be there as the community ages. We have to anticipate the need ahead of time as seniors continue to live longer and want to age in place. The influx of baby boomers will change how we offer services. We need to remain viable to provide those services.

We received a millage increase three years ago and rely on those funds to provide services. We are currently halfway through the fiscal year and we're 100% over fund use for homemaking, respite, and personal care. We continue to provide these services because of our millage. Our millage is now our primary source of funding and we are fortunate to have it. Our COA is also very active in providing the Evidence Based programs. We did Matter of Balance, PATH, CCC, and this year, Walk with Ease. We are also doing some capital improvements on two of our centers, improving parking lots and installing generators for two centers and our new location in Prudenville. This makes us more viable during prolonged power outages and we can use the facilities as warming or cooling stations with the ability to provide food. Also, 2 of our providers are attending a BTBQ (Building Training Building Quality) training offered by the Crawford COA. We are also considering having a staff member to become a trainer. We have a 27-passenger bus leaving the Houghton Lake Center at 7:45 am for Older Michiganians Day. We have some seats available, you're welcome to join us. Tom distributed his May newsletter and Serenity Day Lodge brochures.

When we had around 30 employees, a decision was made with our board to no longer provide medical insurance and have them go through the Marketplace. However, we found that took away their motivation to work fulltime. Now that we're approaching 50 employees, we have reinstated agency paid medical insurance. It gives our employees the incentive to work more hours. It is an expense so we do ask for an employee contribution of \$50 per pay. They would have to pay extra for family coverage. It's a good plan through Blue Care Network with a \$500 deductible.

D. Fay – What are the hours and cost for the Day Lodge and do you need a nurse on staff?  
Tom – We're open from 7:30 am – 6:00 pm M-F. We have to have a nurse available and the program overseen by an nurse, but they do not need to physically be there during hours of operation. The cost is a suggested donation based on income using poverty level guidelines because it is a grant funded program. Services are not dependent on your ability to pay.

Yvette – Can you comment on your expansion of the Houghton Lake meal site because you took a different approach? Tom – Our Houghton Lake Center went from a gym style building with no windows and a very small kitchen to an expansion of 5,500 square feet, most of which was dining room, kitchen and three offices. The dining room is restaurant style and looks like upscale dining with a chandelier in the middle of the ceiling and lots of large windows. There are round and square tables in various sizes. We eliminated the booths because the participants were not utilizing them. We did away with the serving window and now serve the meals from a buffet line. The expanded serving time is noon to 1:00 pm to serve more people. We also refer to our sites as centers, not senior centers. I can't say for sure that the renovations caused an increase in meal participation but the atmosphere is different. I invite you all to come down and see it. We also rent it out for weddings, parties, etc. to help offset costs.

C. Corwin – It's hard to tell if it was the dining room because we've had an increase in meals in all three centers.

M. Downs – Do you take reservations? Tom – We ask for them when possible so we know how much to serve but in general, we know roughly how many congregate meals are needed for the day.

C. Proulx – Are there activities at the adult day center? Tom – We have a ping pong table, chair volleyball, ring toss, basketball hoops and various exercises. Our goal is to have therapeutic exercises without being obvious. A lot of these are good for eye hand coordination, it keeps you moving.

Laurie - Do the majority have dementia? Tom – Yes, or some form of cognitive deficit. Chuck - They can't be left alone at home.

M. Hiller – There is also a shower available which is really nice.

C. Corwin – We are providing BTBQ so we know what tasks our staff are able to perform.

## **Director's Report**

Community Education – Laurie reported how important it is to keep reminding your community about what you do. Tom is right, you need to get the word out there far in advance of asking for a millage. May is Older Americans Month. This is a good time to start a strategy for your millages. Materials for Older Americans Month are available in last week's Aging Newsletter.

AARP Safe Driver Course – A full day course from 9:00 am – 5:00 pm will be offered on July 26<sup>th</sup> at our annex office in Alpena. Cost is \$15 for AARP members and \$20 for non-members. You are also asked to bring a lunch. If interested, let Connie know. Some insurance companies will give you a discount for attending so you may want to check into it.

Older Michigianians Day – It's coming quickly. Handouts were distributed. Laurie currently has 3 signed up for Oscoda, 5 for Iosco, and 3 for Roscommon. Our region has 45 lunch tickets available. It's always a great day. This year's platform includes: Rebalance Medicaid Long Term Care, Support the Direct Care Workforce, Support AASA In-Home Services, and Promote a Dementia Capable Michigan. We need the support of our legislators because the governor's budget recommends an \$8.3 million reduction in MI Choice funding and the Silver Key Coalition is requesting a \$6 million increase for in-home services.

2020-2022 Multi-Year Plan – This is our busy time of year. We have completed the needs assessment process and are working to have the draft plan available for May 6. We are a bit behind schedule this year due to a shift in job positions and focus on complaint investigations requiring a lot of extra time and monitoring efforts.

NEMCSA Retirements – We have Jim Robarge, CFO retiring in September and Karen Kelsey, Accounting Director retiring in July. They've each been with NEMCSA over 40 years. The agency is now in the process of getting a finance process optimization bid to look at our accounting operations before hiring replacements.

AAA Staff – We currently have a Case Manager position open in West Branch and Cheboygan.

Senior Community Service Employment Program (SCSEP) Training – All program participants will attend a training tomorrow provided by the Alpena MI Works! The agenda includes; online job search, resume writing and references, interviewing skills, and what employers expect from employees.

P. Knaus - Is this to give them skills? Laurie – Yes, participants must be 55 and older, unemployed, and meet 125% of poverty income guidelines. They work at non-profit host agencies who agree to provide job training. Participants work up to 20 hours per week at minimum wage which is subsidized by us through grant funds.

P. Knaus – Can Alcona get this? Connie – Alcona is not a targeted county for us. You can check with the AARP-SCSEP.

Best Practices Conference – It has been cancelled again this year. It is unlikely we will continue this effort going forward.

Volunteer Programs – All Senior Corps Volunteer Program grants were submitted on time. The RSVP had two grants for Crawford and Roscommon plus the expansion grant was able to merge into one grant this year. RSVP Service Coordinator Rick Houchin was selected to participate in the first Community Engagement Fellowship of the Michigan Community Service Commission. The intent of the program is to provide volunteer managers with professional development training and technical assistance that allows them to more effectively support and engage volunteers. As a Fellow, Rick will receive a one-year membership with VolunteerPro, as well as a year of training and mentoring. Rick also wrote and received a grant for \$935 to provide another Veterans Coffee Hour, this one will be in Alpena. The RSVP office in Roscommon has moved to Tom's new building in Prudenville. Anyone planning to attend the Foster Grandparent Program Recognition on May 14<sup>th</sup> needs to let Heidi Powers know as soon as possible.

Michigan Health Endowment Fund – The AAA Association of Michigan received a grant to implement Connected to Care for the development of technology to receive electronic notice when clients enter hospitals, nursing homes, etc. It's a good opportunity for all of us.

P. Knaus – The Alcona COA does not have a HIPAA compliant computer system. A grant was written and approved and the new computer system will be implemented within a month. These electronic notices will come to you? Laurie – Yes, and we will disseminate the information to others. Paul will send information on the grant through Microsoft if anyone is interested.

MMAP – Region 9 received the SMP McBearlock award for the third quarter of fiscal year 2019. This award is for the most unduplicated number of Senior Medicare Patrol (SMP) interactions. SMP strives to empower and assist Medicare beneficiaries and families to prevent, deter and report fraud, errors and abuse.

Reauthorization of the Older Americans Act (OAA) – Advocacy efforts are needed to address the reauthorization which expires on September 30, 2019. The OAA is the foundation of our aging services.

Social Security – The government warned last week that it won't be able to pay full benefits by 2035. As a result, every retired American will have a 20% cut in benefits if nothing is done and Medicare will only be able to afford to pay 89% of what has been promised to pay hospitals.

Crawford COA – Congratulations on being chosen as the 2018 Organization of the Year by the Chamber of Commerce.

### **Program Reports**

**Legal Services Board** – Jim reported he has been our representative on the board for several years. Because the majority of the board are attorneys and democrats so it's hard to have a voice or feel your opinion matters. Having a financial background would also be helpful as a representative to this Council. Their meetings are held on Saturday mornings and most of the discussion items are regarding finances. He would be willing to continue but is offering the position to anyone else who may be interested or feel we could be better represented. There were no interested Council members. Jim will continue on the board.

V. Ward – What does the Legal Services Board do? Jim – Mostly they have funding for attorneys to provide free legal services to seniors. Laurie – They get a small amount of grant funds from us to help seniors with simple cases and advice. We will contact Dave Bisgrove of Legal Services of Northern Michigan and see if he is available to speak to this group at our next meeting.

**Region 9 Directors Report** – Merianne reported the COA directors are meeting this Wednesday in Alpena. She will have a report next month.

**Ombudsman Program Reported** – Sara is out on a complaint. Laurie reported the new state tracking system shows Sara's time is mostly spent on complaints 25% with another 25% related to autonomy of residents. Care concerns make up another 8% of her time.

P. Knaus – I am very concerned how one person can advocate for all the nursing home residents and respond to complaints in the region and then have her hours cut so she cannot effectively do her job. How can this agency be supported when the need is so great and the support so few? It concerns me that the older population is increasing and there are fewer and fewer supports for them. Laurie – Funding is always threatened with cuts, that's why advocacy is so important. Sara is trying to recruit more volunteers to assist her.

P. Knaus - What about those who aren't in a facility? Laurie – There is a Consumer Advisory Group through the MI Choice Waiver, as well as MSAC and the State Advisory Council.

P. Knaus – What can I do to help? I want to help Sara and her program. Laurie – Become an ombudsman or advocate.

**MMAP Program Report** – Kitty reported she has been busy entering the needs surveys for development of the multi-year plan. She reviewed the survey results which included a total of 518 responses plus those received today. The last survey we conducted was just over 400 so we got a very good response this year. 22% of respondents said they were not familiar with region 9, but I suspect they may have taken the online survey; 80% were age 60 and older with the majority age 70-89. 7% were age 90 and older. Two thirds were female, 43% live alone and 43% live with a spouse. Others live with friend, etc. Congregate meals are very important at 89% and 92% for home delivered meals. For those where services were not important, they indicated they lived with family and their needs were being taken care. Adult Day Services 89% very and somewhat important. Health and wellness 91%. Evidence Based Programs the largest percent was in Matter of Balance at 38%. Caregiver programs, very few respondents participated in. 53% provided care to someone with dementia or Alzheimer's. Chore services, 91% feel the service is important and 93% feel transportation is important.

Highlights of the comments submitted on the survey include: A need for transportation, and respite over the weekends, shortage of caregivers, the need for a handy person to install grab bars, fire alarms, etc., and lack of affordable housing. Overall the survey results confirm the need for services. The survey results will be published soon.

M. Downs - How often is this done? Laurie – Every 3 years.

C. Corwin – Will the results be given to us. Laurie – Yes, and by county to each COA director.

**Special Projects Coordinator Report** – Brooke is out of the office so Yvette reported on the Caregiver Conference held at the Apex in Alpena. It was well attended with good speakers and vendors. D. Huff - I enjoyed the whole conference except the first speaker. I didn't feel we got the information she was supposed to give. Next year the conference will be held in a new

location to spread the exposure around the region. Brooke has been master trained in Matter of Balance and leader trained in Diabetes PATH and Chronic Pain PATH. She is providing DDD presentations in Ogemaw and Arenac. Creating Confident Caregivers (CCC) refresher trainings will be offered in Alpena, Otsego and Roscommon. They are scheduled but so far we have no registrants.

### **Advocacy Reports**

**MSAC** – Ann Lange reported she and Violet attended their first meeting this month. There were about 25 people in the group discussing three main topics. It is a lot to comprehend and both felt the other members were very dedicated and experienced. They talked about roads and no-fault insurance. A lot of people purchase personal insurance protection which isn't worth what you pay for. Many don't understand the policy and are very under insured. The group also discussed the Silver Key Coalition which is asking for \$6 million more for in-home services for 2020. The waiver program is the way of the future to stay at home. There is a projected \$850,000 increase to provide meals to an additional 1,194 more seniors in 2020. Violet reported the meeting was very informative. Transportation is a big issue for rural areas. A letter was sent to the subcommittee to support a \$3.9 million increase in funds. The focus is on door-to-door service, private vehicle use, physical assistance when necessary, and group appointment options. Also the ability to lease and use specialized vehicles. The Silver Key Coalition is a strong advocacy effort to keep people at home. It is proven that they live longer and happier lives. Violet also feels MSAC is too much for one person, she feels going as a group to legislators would be more beneficial.

Laurie - Typically with MSAC, you spend a lot of time with the group to learn about the issues. That comes with time. I think you'll be more comfortable with time.

A. Lange – You meet in the morning for discussion and then they give you a handout to leave with the legislators. It was hard trying to learn the issue and then speaking on that with legislators. I would suggest making appointments with their aides ahead of time.

P. Knaus – I feel very strongly about giving a voice to those that don't have one.

C. Proulx – It is a lot of information, my problem was getting it condensed to present it. I didn't feel comfortable to express that to strangers. I needed to educate myself before speaking. I felt inferior at the meetings and felt there was no room for different opinions.

C. Wilder – Would it be helpful to get the information prior? C. Proulx – That was the problem, I couldn't open the emailed information. V. Ward – You definitely need to have more knowledge on the subjects to talk to people.

**State Advisory Council** – Chuck Corwin reported they met on April 19<sup>th</sup> in Lansing. The primary focus was on transportation, direct care staff, and policies and programs to minimize neglect and abuse. They are scheduled to meet again next month.

### **State Updates**

**State Commission on Aging** – John Briggs reported the Commission met in April. They discussed the same advocacy areas as the State Advisory Council. Dan was also there to update them on the requirements added to the Multi-Year Plan. They also acted on some reallocation of RSVP and SCSEP funds. Ferndale is the newest applicant for a Community for a Lifetime. AASA is still searching for a new Executive Director. Scott Wamsley is acting. It would make

sense for him to take it. The federal funding budget looks flat. The state budget is expected the end of May. Senior programs could see some moderate increases. Our saving graces are the COA millages and fundraisers. Also, housing is difficult to find for those on a moderate income or above. Advocacy is extremely important, go talk to your legislators when they visit your community. You can get on their mailing list so you'll know their schedule. Our next meeting is next month in Negaunee. I also attended the Caregiver Conference and thought it was great.

**Aging and Adult Services Agency (AASA)** – Dan Doezema reported the multi-year plan format is now approved. He and Kitty attended the AASA All Star meeting in Lansing last week. Dan is the lead for the state office for Adult Day Services. Starting and running one is not easy to do.

### **Local Updates From Council Members**

E. Howell – All of our counties are working very hard to provide services. I looked into housekeeping in Florida. When the wait list is open, the cost is \$18 per hour with a two hour minimum. I think we need to pat ourselves on the back for the good work we do and services we provide.

C. Proulx – Can we get a speaker on different types of dementia? Laurie – Sara will be able to provide that.

B. Kaye – I received a complaint about a RSVP volunteer delivering meals who is not getting their checks on a timely basis. They would also like to see an increase in the reimbursement rate. Laurie – I will relay that to Susan. Payment is dependent on when the mileage sheets are turned in.

C. Wilder – NEMCSA pays every two weeks, maybe it's a matter of education on due dates.

C. Corwin – Today's mileage will get paid in two weeks. RSVP comes at the end of the month that I submit the voucher in. Laurie – I will check into it and get a response back to you Barbara.

### **Action Items**

None

### **Question or Comments**

Nothing further

### **Adjourn**

Our next meeting will be held on Monday, May 20<sup>th</sup> with a public hearing on the multi-year plan as part of it. Your attendance is crucial for support. A motion was made by D. Huff with support from B. Kaye to adjourn the meeting. Motion carried. The meeting was adjourned at 3:30 pm by Chairman E. Corpe.



**Northeast Michigan Regional Council on Aging  
Public Hearing - FY 2020-2022 Multi-Year Plan  
May 20, 2019 at 1:00 pm  
NEMCSA Large Conference Room - Alpena**

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The meeting was called to order by President E. Corpe at 1:00 pm

**Roll Call**

A. Lange, D. Huff, V. Zygiel, R. Matelski, E. Corpe, C. Wilder, B. Kaye, T. Dutcher, E. Ableidinger, D. Burdine, E. Howell, V. Ward, J. Mathis, M. Tappan, M. Downs, D. Fay, M. Hiller

Excused: C. Corwin, C. Proulx, P. Knaus, T. Dutcher

Unexcused:

Guests: Dan Doezema, John Briggs, Gary Wilder

Aging Staff: Laurie Sauer, Connie McQuarrie, Kelly Robinette, Yvette Smigelski, Kitty Glomski, Brooke Mainville, Sara Gusler

**Approval of Agenda**

A motion was made by V. Zygiel with support from C. Wilder to approve the agenda as presented. Motion carried.

**Approval of Minutes**

A motion was made by D. Fay with support from M. Hiller to approve the minutes of April 22, 2019. Motion carried.

**Nominating Committee**

Nothing to report.

**Meeting Closed** – A motion was made by D. Fay with support from D. Huff to close the meeting and open the public hearing. Motion carried.

**Public Hearing – FY 2020-2022 Multi-Year Plan**

Copies of the draft plan were distributed as well as a copy of the PowerPoint presentation. Kitty Glomski reported we are in a new three year cycle beginning in fiscal year 2020. This begins our 2020-2022 Multi-Year Plan (MYP) process. The MYP is required by the Aging and Adult Services Agency of the Michigan Department of Health and Human Services. It must be approved by the Michigan Commission on Aging. The MYP highlights our accomplishments, includes program priorities, planned services, program development objectives, advocacy efforts and budgets. It outlines the direction the AAA will take over the next three years through goals, projects and OAA funding. The OAA (Older Americans Act) funds critical services that keep our nation's seniors healthy and independent in their own homes and communities. The OAA is up for reauthorization in 2020.

Kitty also reviewed the results of the Needs Assessment conducted by the AAA. 530 surveys were completed, of that, 43% live alone, 43% live with a spouse and 11% live with family or friends. The age range of participants shows 33% age 70-79, 24% age 60-69, 22% age 80-89,

8% under age 55, 7% age 90 and older and 4% age 55-59. Most of the respondents were from Alpena County. Congregate, home delivered meals, in-home care and adult day care services were rated as very important to seniors.

The core functions of the AAA are to concentrate resources to develop capacity, develop a comprehensive and coordinated service delivery system, provide planning, program development, administration and monitoring, and advocate for a vulnerable population. The AAA organizational chart was reviewed.

B. Kaye - Can we get the organizational chart as a separate document? Laurie – Yes we can get that for you. There is an organizational chart for each division of NEMCSA.

Our planning and service area covers 12 counties and approximately 7,000 square miles. One community focal point is designated for each of the 12 counties. In our region they are the COAs. Our COA partners leveraged \$795,736 to provide additional services such as Outreach, Transportation and Information & Assistance.

Region 9 has set goals to align with the four state specified goals as follows:

State Goal #1 Advocate, inform, and empower those we serve. Region 9 Goals: Host an annual legislative town hall style meeting with state and federal elected officials and Promote caregiver wellness and empowerment by providing education to enhance the caregiver experience.

D. Doezema – I just want to clarify that we don't require you to do the state goals. Those are set for our state plan. If your regional goal matches up with the state that's great, it makes sense that we do.

State Goal #2 Help older adults maintain their health and independence at home and in their community. Region 9 Goals: Hold a caregiver wellness and empowerment conference to provide a supportive and educational environment for learning and skill enhancement, Expand opportunities for seniors to participate in Evidence-Based Disease Prevention (EBDP) programs and Promote independent living and self-choice in developing care programs by offering long-term supports and services.

State Goal #3 Promote elder and vulnerable adult rights and justice. Region 9 Goals: Provide education on Medicare and Medicare-Fraud awareness, and Increase public awareness of signs of abuse, neglect and financial exploitation among senior populations.

State Goal #4 Conduct responsible, quality management and coordination of Michigan's aging network. Region 9 Goals: Foster development of new collaborations & enhance current partnerships to build the aging continuum and Improve the quality and effectiveness of services provided through the regional aging network and Region 9 Area Agency on Aging partners.

The AAA provides five direct services: Long Term Care Ombudsman, Outreach for Kinship Care, Care Management, Medicare/Medicaid Assistance Program (MMAP) and Dementia Consultation. The last one is a new program Brooke is providing. The grant is ending but we want to continue the program. Our priorities are to: Promote Evidence-Based Disease Prevention Programs, Continue person-centered thinking education and training, Provide technical assistance to COAs and other partners, Effective stewardship of funding and Caregiver and dementia education and services. Purchase of service is available primarily for Care Management clients for Medication Management, Specialized Respite, and Personal Emergency

Response Systems (PERS). The area plan budget of \$5,278,462 is broken down with 2% in purchase of services, 16% in direct services, and 82% in contracted services.

Advocacy Strategy is also very important. The AAA holds membership at the local, state and federal levels, has representation on six advisory councils, the Michigan Senior Advocates Council, the State Advisory Council and various senior organizations. The AAA will continue to support a coordinated system of information, referral and access to services. Support MMAP, Senior Corps Programs and the Long Term Care Ombudsman as well as Community Based Care Programs – long-term care rebalancing. Advocacy efforts are also conducted annually by attending Older Michiganiaan's Day which was held this year on May 15, 2019 at the State Capitol in Lansing.

The deadline to accept written or electronic testimony is June 10, 2019. Send testimony or comments to Laurie Sauer at 2375 Gordon Road, Alpena or [sauerl@nemcsa.org](mailto:sauerl@nemcsa.org)

### Questions/Comments

Laurie – Regarding core services, while we are the central entity to develop programs and services, we are not alone in this effort. The COAs are phenomenal partners. We have a great team dedicated to making this system work.

There were no further questions.

A motion was made by V. Zygiel with support from D. Huff to close the public hearing and resume the Regional Council on Aging meeting. Motion carried.

**Speaker – Dave Bisgrove, Legal Services of Northern Michigan.** Due to time constraints, we have invited Dave to speak at our July meeting if he is available.

### **Director's Report**

July Meeting – Our next meeting will require action on the RFP recommendations for funding so a quorum will be very important to keep the process moving forward.

Board Member Commitment Form – The form has been revised to include a signature line and the addition of #10 -To take information from the meeting back to my community and report to my nominating organization. It's our hope that what you hear at this meeting is taken back to your COA to keep everyone updated.

AAA Staff – We have a new case manager starting in Cheboygan on June 3<sup>rd</sup>, two new case managers starting in West Branch and one case manager in Alpena will be leaving in July.

Foster Grandparent Program – The FGP Recognition was held on May 14<sup>th</sup> both Earl and Elaine attended. E. Ableidinger reported the luncheon was very nice, good food and well attended.

Older Michiganiaans Day – Laurie attended the event in Lansing along with 13 other participants representing 7 of our counties. Three legislators stopped by; Senators Stamas and Schmidt and Representative Rendon. When arranging visits, the legislators always ask if constituents from their counties will be there. They want to hear from you.

RSVP – A grant was received to provide another Veterans Coffee Hour. This one starts this Thursday in Alpena at 8:30 am at the Great Lakes Maritime Center. The United Way has partnered with us to pay for the coffee and donuts.

Federal Budget Proposals – A handout was distributed of the FY 2020 Labor-HHS Budget and Appropriations. The House budget shows increases to: IIB funding by 10%, Congregate Meals 6%, Home Delivered Meals 21%, National Family Caregiver Support 10%, Long Term Care Ombudsman 9%, Elder Justice 33%, SHIP which is our MMAP \$55 million which restores the 2016 cut, Senior Corps 6%, SCSEP 16%, as well as increases in CSBG and LIHEAP funding. These increases are all great news for senior programs. The recommendations now go to the Senate then on to the president.

Age-Friendly Communities Act – A handout was distributed. This bill, introduced by Senator Peters, would amend the Older Americans Act to support healthy aging and age-friendly communities similar to our current Communities for a Lifetime. The bill directs federal agencies that impact senior living in the U.S. to come together and create a national set of goals on healthy aging and age-friendly communities. It's a positive move for all ages.

Senior of the Year – Laurie shared a story in the Alpena News naming Pat Rondeau as the Outstanding Senior of the Year. Pat Rondeau has been very involved over the years in every aspect of aging services. She was instrumental in getting the adult day care started in Alpena as well as bringing the Alzheimer's Association into this area. She has been involved with the senior center board and is the Vice Chair of the NEMCSA Board of Directors. Congratulations to Pat on this well-deserved award.

### **Program Reports**

**Legal Services Board** – Jim Mathis reported they will meet next month. E. Corpe reminded the Council that if anyone is interested in taking Jim's place, let him know.

**Region 9 Directors Report** – Merianne reported the COA director's met with the AAA on May 1<sup>st</sup> following the RFP Pre-Bidders Conference. It was a very good meeting which included a training on the I-9 form by HR staff at NEMCSA and MI Choice Waiver program updates. We learned we need to keep files for ten years. Sara gave an Ombudsman update and we had a review by Kristina Warner of the new NAPIS system which was developed to allow each COA to enter their own information. The system looks great. We also had program updates from Brooke and Kelly. One issue arose regarding the rough winter we had and how many senior centers were closed for a lot of days leaving seniors without hot meals or services. We discussed the need to brainstorm as a group to resolve this issue.

Mitzi – Did you provide emergency meals or shelf stable meals? Merianne – Yes, but nothing prepared us to be closed a full week. We just couldn't keep up. The food wasn't the only issue, it was contact with the homebound. We need a policy in place for next time. Laurie – She didn't share this but Merianne delivered meals and checked on folks along with her staff.

**Ombudsman Program Report** – Sara reported a success story with a nursing home resident in need of an electric wheelchair. She is unable to move but can talk and move her fingers. She currently relies on staff for everything, the wheelchair would greatly improve her quality of life. There have been multiple excuses and denials by Medicaid and the DME company. They kept saying the paperwork was not submitted or wasn't filled out correctly, etc. Finally, she is getting her chair and I'm looking forward to seeing her in her chair in the Fourth of July parade.

C. Wilder – How did you find out Medicaid didn't get the paperwork? Sara – I requested a copy from them to verify what I sent. There were just a lot of a little technical things that kept the process stalled. I finally sent the entire patient chart to the durable medical equipment company.

**MMAP Program Report** – Kitty reported that MMAP Counselor Recertification is underway. A little over half of our counselors have completed the online process. They have through June to complete. To help meet their requirements, Lansing provides free one-hour webinars relevant to counselors. The new counselor training scheduled for August has now been changed to September 16-18.

**Developmental Projects Coordinator Report** – Brooke reported she is working on a new Kinship flyer for the holidays and wanted input from the Council. This program helps persons age 55 and older who are taking care of related children i.e. grandchildren, nieces and nephews to purchase clothing or supplies for school, pay to attend camp, etc. A sample Kinship flyer for the holidays was shown. Input was given as follows:

A. Lange – It should all be white or brightened up. It makes me think of baking Christmas cookies.

Laurie – Our biggest concern looking at this example is, do you think by looking at this you will get help with Christmas presents? Council members – No.

B. Kaye – Can you list the assistance being provided? What are you looking for?

A. Lange – The original program was grandparent focused. Laurie – Yes, now it's sometimes another family member such as an aunt that meets the criteria.

J. Mathis – Does kinship mean relative to most people, it's too big of a word. I wouldn't have thought that's what the program was.

C. Wilder – I still don't know what "extra assistance" means. Laurie – This flyer is intended to be a small screenshot of the program to catch your attention on Facebook and other media.

D. Fay – I think you need to list a few examples of assistance.

B. Kaye – Is it just for the holiday? Brooke - This one in particular would be used during the holiday season. I wanted to keep it broad so they will call me for items to consider.

E. Howell – There are so many programs offering assistance around the holidays. I wonder if this will just get lost. Brooke – Maybe the focus should be on back to school time. Thank you all for your input.

Brooke also distributed two approved, county specific, Kinship flyers to council members to take back to their COAs.

B. Kaye – Could you include an address on this flyer to allow someone to send a check for donations? Laurie – Yes, we always accept donations.

Brooke is also looking for two volunteers to fill vacancies on her Diabetes Accreditation Program Advisory Board. Meetings are held twice a year prior to a Regional Advisory Council meeting. Both C. Wilder and D. Huff volunteered.

## **Advocacy Reports**

**MSAC** – A. Lang reported the group is to meet this Wednesday, but she will not be attending.

**State Advisory Council** – No report.

## **State Updates**

**State Commission on Aging** – John Briggs reported last Friday the Commission met at the Negaunee Senior Center. There were two very interesting presentations; one by John Mead, Director of the U.P. AAA and one on the Chronic Care program. This is a telephone and email-based system to provide advice. The BRI (Benjamin Rhode Institute of Aging) has some promise for us. Bob Brown, R-7 AAA Director, has a pharmacist on staff through the Health Endowment Fund. They provide medication review face to face with clients using Skype. It's working out well and reducing re-admissions to the hospital due to drug interactions, etc. They have a physician on staff as well. They are taking more of a Tele-Med business approach. Scott Wamsley from AASA gave a draft copy of the NAPIS report. Total Administrative costs of 5.2% show very good control. During the public hearing portion of the meeting, comments came up regarding the lack of transportation in rural areas and the disconnect from county to county. There was also discussion on the shortage of direct care workers due to the lack of fair wages. It's a challenge. Their next meeting will be in Kalamazoo.

**Aging and Adult Services Agency (AASA)** – Dan Doezema reported he's working on the plans and hoping to submit them soon.

## **Local Updates From Council Members**

Nothing to report.

## **Action Items**

**Endorsement of the FY 2020-2022 Multi-Year Plan** - A motion was made by D. Fay with support from D. Huff to endorse the Multi-Year Plan. The motion passed unanimously.

## **Question or Comments**

Our next meeting is scheduled for Monday, July 22, 2019 at 1:00 pm.

## **Adjourn**

A motion was made by M. Hiller with support from D. Huff to adjourn the meeting. The motion passed. The meeting was adjourned at 2:33 pm by Chairman E. Corpe.



**Northeast Michigan Regional Council on Aging**  
**July 22, 2019 at 1:00 pm**  
**NEMCSA Large Conference Room – Alpena**

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The meeting was called to order by President E. Corpe at 1:00 pm

**Roll Call**

A. Lange, D. Huff, E. Corpe, C. Wilder, B. Kaye, T. Dutcher, M. Tappan, E. Ableidinger, D. Burdine, E. Howell, V. Ward, J. Mathis, M. Downs, D. Fay, C. Corwin, M. Hiller

Excused: V. Zygiel, R. Matelski, C. Proulx

Unexcused: P. Knaus, J Mathis,

Guests: John Briggs, Mr. Kaye, Mr. Wilder, Mrs. Corpe

AAA Staff: L. Sauer, Y. Smigelski, C. McQuarrie, K. Robinette, B. Mainville, C. Glomski, B. Hawks, Sara Gusler

**Approval of Agenda** – A motion was made by C. Wilder with support from T. Dutcher to approve the agenda as presented. Motion carried.

**Approval of Minutes** – A motion was made by D. Faye with support from D. Huff to approve the minutes of May 20, 2019. Motion carried.

**Nominating Committee** - D. Fay had nothing to report.

**Mileage Sheet Review – Becky Hawks**

Becky gave a quick overview on how to complete the mileage form properly. If you have a change of address, be sure to check the box at the top. Odometer readings are from start to return, add your return trip to the odometer reading. List the vehicle driven, sign and date.

**Speaker – Sara Gusler, LTC Ombudsman - Dementia**

Sara gave a PowerPoint presentation, copies distributed. Dementia itself is not a disease, it is a group of symptoms that accompany a number of diseases and disorders. There are many different types of dementia. Some can improve while others can't. With normal aging you may experience slower recall or forget parts of an event, you are able to follow spoken and written instructions. You may have some difficulty concentrating and require fewer distraction and less noise. You still have the capacity to learn.

Alzheimer's disease is the most familiar type of dementia in large part because of media focus. You would get a diagnosis from a doctor. It used to be that the only way to know for sure was to have an autopsy performed, now you can have a blood test for specific bio markers but it's very expensive. Alzheimer's accounts for 2/3 of dementia cases. The number of persons with Alzheimer's is expected to double in the next fifteen to twenty years. Alzheimer's is caused by amyloid plaques and neurofibrillary tangles which create deposits of dead and dying nerve cells and twisted protein fragments inside nerve cells not typically present in the brain. Early, middle and late stage characteristics of the disease were reviewed.

Vascular Dementia is the second most common cause of dementia. This is caused by brain tissue dying as a result of lack of blood flow to the brain such as from a stroke, aneurysm, etc. Memory problems are secondary in this case and improvement can occur.

Lewy Body Dementia causes wide fluctuations in cognitive abilities including concentration, communication, memory, visual hallucinations and Parkinson's-like symptoms. The symptoms are very unique. A person can be acting normal and moments later be unable to move or speak. People with this type of dementia have extreme mood changes, trouble swallowing, dizziness and falls.

B. Kaye –How do they diagnosis it? Sara - Lewy bodies grow inside the brain cells causing a buildup of protein. This is also found in people with Parkinson's and Alzheimer's disease.

Wernicke-Korsakoff Dementia is caused by a Thiamine deficiency (Vitamin B1) more frequently seen in those who suffer from alcoholism. Wernicke's encephalopathy causes brain damage in lower parts of the brain. Korsakoff syndrome tends to develop as Wernicke's symptoms begin to improve, and results from damage to areas of the brain involved with memory. The symptoms mimic those of being drunk; confusion, loss of muscle coordination, drooping eyelids, leg tremors, memory loss, making up stories, and hallucinations. Some people can and do get better.

Frontotemporal Dementia is a clinical syndrome associated with shrinking of the frontal and temporal anterior lobes of the brain. The primary symptoms are significant behavioral changes and problems with language. There are also other diseases with dementia symptoms including Huntington's Disease, Multiple Sclerosis, chronic alcohol or drug use, traumatic brain injury, some viruses and infections including meningitis, syphilis, HIV, and Creutzfeldt-Jakob disease, and Hydrocephalus (excess fluid on the brain). Some forms of dementia are treatable and reversible such as those caused by tumors, blood clots, low blood sugar, vitamin deficiencies, and depression. Go to a doctor specialized in dementia or these various diseases, for testing and diagnosis.

### **Director's Report**

AAA Staff – The AAA has hired a new case manager for the Cheboygan office, Erica Sias. We have also hired two case managers, Kathy Miner and Sara Parrott, for the West Branch office. One case manager position is currently vacant in the Alpena office and the one for the Gaylord office will be reposted.

Senior Companion Program – The SCP recently held their recognition luncheon, it went very well.

MMAF- The annual MMAF Volunteer Recognition was held in Lansing. This is a statewide event. Congratulations to Susan Bowen who received the team spirit award.

Elder Justice Summit – Laurie attended the summit held in Novi. Jeanetta Dawson, APS worker in Cheboygan, received the APS Award. She is a great advocate and has helped us with clients, our Elder Abuse Conference, and was instrumental in the effort to have Cheboygan designated a Community for a Lifetime.

AASA Director – Alexis Travis has been appointed the new AASA Director. She has expressed that she has some new ideas on how to expand the aging network. It will be interesting to see what she does. She's very focused on outcomes and measurements.

Area Agencies on Aging Association of Michigan (4AM) – The position of director has been offered to Dave LaLumia. He has accepted and will begin in August. He will be a good fit. The 4AM is going down a path to become a LLC and MSO to better align itself for the future. This will improve our chances for other business opportunities.

Elder Law of Michigan – ELM recently announced The Legal Hotline, which has been in operation for almost 30 years, has been discontinued due to funding issues.

AAA Annual Report – A copy of the report was distributed. The budget information is not much different from last year. On the cover is one of our nurses, Carey Steinke, and a client who graciously gave permission to use her photo.

Budgets – We are still uncertain of the federal and state funding levels. Laurie received a letter from Senator Stamas in response to correspondence she sent. He said her points will be taken into consideration. A lot is riding on the gas tax which isn't settled yet. There is a meeting scheduled this week to discuss the Waiver rates.

AAA Assessment – The CQAR clinical review for the waiver program has started. Dan Doezema was here today as well for his monitoring assessment of the AAA. We also have a financial assessment scheduled for the end of the month and an assessment of the SCSEP in August. The AAA received renewal of the AADE accreditation for the Diabetes PATH. It is our intent to have a meeting of that advisory committee prior to our next meeting.

Michigan Health Endowment Fund Grant – Our grant application was submitted last week and the application for the PREVNT grant will go in this week.

AAA Director Evaluation – Copies were distributed for council members to complete.

Extreme Heat – Please be sure to check on your neighbors and the homebound during periods of extreme heat. Many of the senior centers and schools are open as cooling centers.

### **Program Reports**

**Legal Services Board** – Jim was not present, no report. E. Corpe reminded the group we are still looking for a volunteer to take his place on this board. Please consider.

**Region 9 Directors Report** – Merianne, no report.

**Long Term Care Ombudsman Program Report** - Sara reported work continues to get the nursing home client she talked about previously, her electric wheelchair. She attended a couple of successful court hearings where guardianship was rescinded. Sara also attended the Bridges Out of Poverty Training in Texas. It's a different way of looking at and understanding poverty. It's about the way our culture is. She is excited for it to be brought to our communities. Laurie – We can bring a training to one of our council meetings as well.

C. Wilder – Who was the woman who initially gave the training on poverty who came from Portland? Laurie – Donna Beegle. In regards to guardianship issues, the new attorney general is holding input sessions around the state to listen to people give their stories of elder abuse. The state is looking at Michigan’s Guardianship Laws to develop more stringent guidelines. Unfortunately, none of the input sessions were scheduled on our side of the state.

**Planning and Volunteer Coordinator Report** – Kitty reported she attended the MMAP Recognition in Lansing and was happy Susan got her penguin back by receiving the spirit award. The award was very well deserved for all her work with MMAP. Kitty is currently working to recruit new MMAP volunteers. There are currently 13 slated for the training in the fall but we can always use more.

C. Corwin - Which counties are underrepresented? Kitty – Alcona, Iosco, and Ogemaw. We also have some ideas for educating those new to Medicare and scam presentations, prior to the Part D annual enrollment period.

**Special Projects Coordinator Report** – Brooke reported she is teaching Matter of Balance classes in Otsego. She will do a Powerful Tools for Caregivers workshop beginning August 2<sup>nd</sup> through September 13<sup>th</sup> in Ogemaw. Copies of the updated events flyer were available and can also be found on the NEMCSA website. Two Matter of Balance refresher trainings for leaders are coming up, one in Roscommon and one in Alpena. This two-hour refresher is mandatory for all leaders.

### **Advocacy Reports**

**MSAC** – Ann Lange reported no meetings are held during the summer. The next will be in September. Ann is retiring and will become a snowbird, leaving in December, so she can no longer continue on MSAC. Violet is stepping down as well. Laurie asked the council members to think about volunteering. MSAC is hosting a legislative event on September 11<sup>th</sup>, this would be a good time to get started.

**State Advisory Council** – Chuck Corwin reported their last meeting was in June. They are wrapping up this year’s charge to develop solutions relative to the direct care workforce, elder abuse, wait list elimination and transportation. The council will get a new charge at their next meeting with the State Commission on Aging.

### **State Updates**

**State Commission on Aging** – J. Briggs reported the Commission met in St. Joseph this month. There are five new appointments to the Commission. John did not get reappointed. He very much enjoyed his experience on the Commission and only missed one out of 30 meetings. C. Wilder – Did they replace you with anyone from our region? Laurie – No. John – We still have representation. Dona Wishart, Executive Director of the Otsego Commission on Aging continues as chair of the Commission. John also met the new AASA Director, Alexis Travis. She is very data driven. It will be exciting to see what she does.

**Aging and Adult Services Agency (AASA)** – Dan Doezema is here in Alpena working on the AAA assessment.

### **Local Updates From Council Members**

B. Kaye – During days of extreme heat, the Hale Center is open from 3-9 pm as a cooling center. She suggested to the board that they do the same at the other sites but has not received a response. E. Howell – Was staff available? Barbara – Yes, at least one staff person.

### **Action Items**

Recommendations for Funding – Fiscal Year 2020-2022 Contracts. Handouts were distributed prior to the meeting for review.

C. Corwin reported due to program involvement, he will abstain from voting on the funding for Titles IIID and IIIE.

E. Howell – For Ogemaw, why didn't they get the enhancement for Adult Day Service? Becky – The request was for mileage which is already included in ongoing support so no enhancement was needed.

There being no further questions, a motion was made by D. Huff with support for M. Hiller to approve the recommendations as presented. Motion carried.

AAA Director Evaluation – Completed forms were collected.

### **Question or Comments**

None

### **Adjourn**

A motion was made by D. Huff with support from A. Lange to adjourn the meeting. Motion carried. The meeting was adjourned at 2:50 pm by Chairman E. Corpe.

Our next meeting is scheduled for Monday, October 28, 2019 however, we may schedule one for September.



**Northeast Michigan Regional Council on Aging  
Monday, October 28, 2019 at 1:00 pm  
NEMCSA Large Conference Room – Alpena**

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The meeting was called to order by President E. Corpe at 1:03 pm

**Roll Call**

R. Schulte, D. Huff, R. Matelski, E. Corpe, C. Wilder, T. Dutcher, M. Tappan, E. Ableidinger, C. Proulx, D. Burdine, E. Howell, V. Ward, J. Mathis, M. Downs, D. Fay, C. Corwin, M. Hiller

Excused: A. Lange, V. Zygiel,

Unexcused: None

Guests: Emil Bellenbaum, Kim Warner, Gary Wilder, Sherri Zeitler, Judith Schulte, and D. Doezema

AAA Staff: L. Sauer, C. McQuarrie, K. Robinette, B. Mainville, C. Glomski, B. Hawks

**Approval of Agenda** – A motion was made by T. Dutcher with support from M. Hiller to approve the agenda as presented. Motion carried.

**Approval of Minutes** – A motion was made by D. Fay with support from D. Huff to approve the minutes of July 22, 2019. Motion carried.

**Nominating Committee** - D. Fay reported that Alcona Delegate, Paul Knaus, has resigned his position on the Council as well as Iosco Delegate, Barbara Kaye. A motion was made by D. Fay with support from M. Hiller to accept the resignations and send a letter of appreciation. Motion carried. D. Fay also made a motion to accept the nomination of Roger Schulte as the new Alcona Delegate. Support was provided by D. Huff. Motion carried.

**Speaker – Susan Bowen, RSVP Director** - Susan has been the director for ten months and gave a PowerPoint presentation on the Senior Corps Retired and Senior Volunteer Program. A handout was distributed. The mission of RSVP is to improve lives, strengthen communities and foster civic participation through service and volunteering. The program takes people over the age of 55 and matches them with volunteer opportunities in their communities. The program operates on three funding sources: Corporation for National and Community Service (CNCS), Aging and Adult Services Agency (AASA), and NEMCSA. Match is also received from community partners. The program did receive an increase of \$10,000 this year. The RSVP program year runs from July 1<sup>st</sup> through June 30<sup>th</sup>. NEMCSA sponsors three of the CNCS programs; FGP, SCP, and RSVP.

Focus - Community need drives the focus for RSVP programs. Focus areas must have performance measure outcomes. Unduplicated volunteers are placed in focus areas with measurable outcomes. The Primary Focus Area is Healthy Futures and includes; Food Security, Non-Emergency Medical Transportation, Companionship, Access to Care and Education. The focus is the same across all 11 counties served. Food security includes preparing home delivered meals, delivering meals, and commodity food distribution. We currently have 27 volunteers providing the non-emergency medical transportation. Most use their own vehicles. Companionship is provided through telephone reassurance or home visits through the local COAs or VA coffee hours. Roscommon has a Veteran's Coffee Hour that last month hosted approximately 58 veterans. A coffee hour was started in Alpena in May at the Marine Sanctuary. Access to Care is a counseling category. Volunteers at the Health Park in Houghton Lake help

individuals with their prescription plans. Two MMAP counselors have signed on with RSVP to help with it this year. We also have two programs for education, one is for tutoring K-6 students and the other works with Head Start School Readiness.

Other Community Priorities – Volunteers also impact the community without measurable outcomes in areas such as libraries, senior centers, museums, youth programs, thrift stores, adult literacy, after school programs, shelters, hospitals, etc.

Fiscal year 2020 Performance Measures/Outcomes – For Nutrition/Food Support, 107 unduplicated volunteers served 2,000 individuals with 750 of them reporting increased food security as a result. Non-Emergency Medical Transportation, 25 unduplicated volunteers served 50 individuals with 50% of them reporting missing fewer medical appointments and feeling less lonely. Companionship – 10 unduplicated volunteers served 40 individuals and six unduplicated volunteers served 60 veterans. Access to Care (Counseling) – eight unduplicated volunteers served 150 individuals. Education – 8 unduplicated volunteers served 150 individuals. Examples of the impact of volunteers in the community include distribution of 12,314 diapers, 199 people were transported to doctor appointments 255 times, 47,506 boxes of commodity foods were distributed, 535 people received 67,771 meals, and 4,434 people were helped by food pantries.

The program currently has 278 volunteers, 20 are veterans, 70 stations in 11 counties with 2 staff people, soon to be 3. The volunteer opportunities are endless. The RSVP is also involved in some special projects such as Packing Pals where any volunteer can come to the NEMCSA warehouse once a month and pack commodity boxes. The annual Martin Luther King Project provides little goodie bags to homebound seniors, and a sock drive is being planned.

M. Downs – Do you need a driver’s license to be a volunteer? Susan – No, only if you are providing driving services such as medical transportation. We have lots of volunteers who carpool as well.

C. Proulx – Are the food boxes for all 11 counties? Susan - Yes.

C. Proulx – Are you aware of the food pantries in Montmorency County? Susan – Yes, we’ve worked with Community Sharing.

M. Downs – What makes it measurable? Susan – The number of people served is the output. We conduct surveys to see if there was improvement in food security.

M. Downs – Do you ever get negative replies? Susan – Yes, they mostly have to do with home delivered meals, they don’t like the food.

C. Wilder – In Crawford, one participant said they lost 30 pounds and lowered their blood pressure since they began receiving home delivered meals.

C. Proulx – Would there be any merit to include animals to ease boredom and loneliness? Susan – That is something we would have to research and check the liability.

E. Howell – Who organized the veteran’s coffee hours? Susan – A community committee with RSVP staff started the one in Roscommon two years ago. The \$75 a month cost is covered by community sponsors. The new one in Alpena is sponsored by the Marine Sanctuary and United Way. We will also start one in Presque Isle sometime in the future.

C. Proulx - Do you have a way of knowing how many veterans there are in a county? Susan – Yes, through census information.

## **Director's Report**

PREVNT Grant - Laurie reported Region 9 was awarded the PREVNT grant in the amount of \$73,080 for one year to develop dementia training for law enforcement and emergency personnel. Yvette attended an AASA meeting for the grantees last week in Lansing. Sara will work to develop some basics for the training which puts her back to full-time. We also plan to hire someone part-time for 2 days a week to help her with this project.

Approval of MYP – Our Multi-Year Plan was approved by the State Commission on Aging who asked lots of questions regarding how we reach out and target minority populations. Minorities are less than 2% of the population in our region. If you know of minority populations in your counties, please let us know so we can do outreach and see what they might need in the way of services.

M. Downs – Will the new census help with that? Laurie – The census is very important. We will need to figure out how to locate and contact minorities.

C. Corwin – The new census information won't be available to us for another year after it's conducted.

Merit Award – We also were approved for the Merit Award with funds for adult day care centers and respite.

DDD Grant – We also received \$37,591 in funding for the Developing Dementia Dexterity grant which are activities conducted by Brooke.

CQAR Results – Region 9 scored a 98.18 on the Clinical Quality Assurance Review of our MI Choice Waiver program. This is up from 93.19% last year. We need to adhere to 144 standards. We are very proud of our staff and all their efforts.

AASA - Dr. Alexis Travis, Director of AASA will be scheduling a visit with the AAA sometime in the future. Perhaps we can have some of you attend as well.

Funding Update – Congress approved a six-week funding bill in September and an Older Americans Act reauthorization is headed to the House Floor. Advocacy is needed. In Michigan, a \$40 million increase was approved for the MI Choice Waiver program but there are some challenges in getting the Department to allocate the funds. Legislative intent was to open 1,000 new slots and increase wages for direct care workers. We need to sort out how to get the funds out into the field. Both AAA and non-AAA agencies are collaborating to get things moving. A joint meeting is scheduled for Friday.

Handout – Laurie shared a news article submitted by the Iosco COA to recruit volunteers. It is very well done and may be useful in other counties.

Social Security – A 1.6% increase in Social Security benefits is coming. We don't yet know if it will impact the Medicare deductibles.

## **Program Reports**

**Legal Services Board** – Jim reported he attended the last meeting. Most of the meetings involve financial reports and funding. No problems reported. The board was asked if they would prepare one piece of information that others could take back to their boards. They agreed and hopefully he will have something for our next meeting.

**Region 9 Directors Report** – Merianne had no report. The group has not met.

**Long Term Care Ombudsman Program Report** – No report.

**Planning and Volunteer Coordinator Report** – Kitty reported she held a new volunteer counselor training in September and added five new volunteers. On October 10<sup>th</sup> she held the annual MMAP volunteer training and appreciation meeting. We now have a total of 48 counselors. A new MMAP Reference Guide was developed for use by each counselor. A copy was passed around for review. The guide was well received throughout the region and will be updated every year. Open enrollment has started, this is MMAP's busiest time of year. There is a new Medicare Plan Finder this year which is the basic tool used by all counselors. It's not working well at this point. Recruiting new volunteers is always a goal. Kitty is trying to conduct a coordinated media campaign for recruitment. We need volunteers in Alcona, Arenac, Cheboygan, Iosco and Ogemaw counties. Kitty also provided all 12 counties with a New to Medicare presentation. This informs people that the MMAP as well as how insurance works and how to get the best coverage. Governor Whitmer declared October 15<sup>th</sup> as MMAP Appreciation Day.

C. Wilder – Is the Plan Finder a website anyone can look at? Kitty – Yes, it's located at Medicare.gov. You can create an account and look at plans for 2020.

**Special Projects Coordinator Report** – Brooke gave a PowerPoint presentation to gather input on her revised program flyers. She handed out the new Upcoming Events flyer as well. The majority liked the revised flyers. Discussion followed:

C. Corwin – I like the revised one on the right. The Upcoming Event flyer needs larger print.

D. Huff – Can you make one a 2-sided flyer? Brooke – No, this is for posting up on bulletin boards, etc. so that wouldn't work.

C. Proulx – Can you condense the county information on the Upcoming Events flyer? Brooke – This one is a very fluid document. Programs will be taken off and added frequently.

C. Proulx – I like the old Diabetes PATH flyer. The revised one is too dark.

D. Fay – I think the color makes it stand out more and the font is bigger. It catches the eye.

D. Doezema – The easiest to read for seniors is a light-yellow background with black print.  
Brooke – I'm trying to use the designated NEMCSA colors.

Kinship Program – For fiscal year 2018-2019 Brooke received the following county requests: Alcona 0, Alpena 19, Arenac 0, Cheboygan 2, Crawford 6, Iosco 2, Montmorency 2, Ogemaw 0, Oscoda 0, Otsego 6, Presque Isle 6, and Roscommon 7. A total of \$17,322 was distributed. Last year she provided flyer examples with cookies and mixing bowls for the holidays which caused confusion as to what the flyer was about. The example today has a variety of sports balls.

E. Howell – I would use a variety of pictures not just balls. A variety will draw your attention to read more to see what it's about. I like the tent for summer camps, that's good.

Merianne – I think it should address grandparents on there. Most people don't know what kinship care is. You need something to catch a grandparent's eye. Brooke – Right, but it's not just exclusively for grandparents it also includes relative caregivers.

Carol – I'm confused, there are young grandparents. Brooke – The program is for adults age 55 and up raising relative children. It can be a grandparent or relative such as an aunt.

DDD Consultations – If any of your COAs are interested, Brooke can provide a DDD overview or a 45-minute brain health presentation. She is also available to meet with caregivers of dementia clients up to three times for free.

CCC Flyer - Brooke asked if the group would use the tear off at the bottom for contact information. There was a unanimous yes. She also asked is the group checked public bulletin boards. Some do.

NEMCSA Website – Brooke reported the Senior Services section of the website has been updated with her program information. She reviewed how to find the programs by clicking on Education. To view an individual flyer, click on the highlighted date. There is also a tab section for Leader Training. The NEMCSA site also has an events calendar where classes and other information is posted.

M. Hiller – Who do you contact to get information added? Brooke – Connie

C. Proulx – Do dementia visits cover what's available such as food programs, etc.? Brooke – On the first visit I find out what is going on and provide a resource folder of county information they might need as well as information on dementia. On the second visit I provide resources for issues they're experiencing.

## **Advocacy Reports**

**MSAC** – No report.

**State Advisory Council** – Chuck Corwin reported the task for the council for 2019 was to focus on the direct care workforce shortage and transportation. That task has been completed and a report issued. He will bring copies to the next meeting. The Council's new charge for 2020 is social isolation including looking through the lens of equity. For some homebound seniors, the telephone reassurance of home delivered meal driver is their only contact for the day. The council will look at what leads a person to become isolated and once identified, what services can we offer to get them out. Isolation has been linked to depression and dementia.

## **State Updates**

**State Commission on Aging** – No report.

**Aging and Adult Services Agency (AASA)** – Dan Doezema reported the state office has been working on updating some of the standards. Two input sessions are being held on the standards for adult day services. One has been conducted, the second one is scheduled for next Tuesday. The standards will then be sent out for a 30-day written review. The new AASA director is making visits to all the AAAs in Michigan. Workgroups are looking at wait lists which are tied to the direct care worker shortage. Also being reviewed are the models for TCARE that AASA helped develop in Michigan between 2010 – 2014. The founders made it a self-contained method of assessment that is computerized so you can do it yourself or with a worker. A new consultation model from the Benjamin Rose Institute shows a lot of promise. It looks at caregiver needs. It's good that we're having choices. The UP is in the process of developing this model.

C. Corwin – Where is Tuesday's meeting for the adult day input session? Dan – At the Hanna Center on November 5<sup>th</sup> at 1:00 pm on the second floor. There is no call-in option for this one. You can also send Dan input as well.

### **Local Updates From Council Members**

Vacancies - D. Fay reported on vacancies to this council. Member-at-Large positions are vacant in Alcona, Arenac, Cheboygan, Oscoda and Otsego.

Presque Isle Pet Program – D. Fay reported the Presque Isle COA started a pilot pet program to help seniors with pets to get shots, medicine, food, litter, etc. for their animals. \$2,000 in funds from a grant, donation, bingo sales and bread sales helped 20 people with their pets. There is a form to complete and guidelines to follow.

Hearing Aide Assistance - C. Proulx reported that some seniors are isolated due to a hearing deficit. There must be some way to help with the high cost of hearing aids. Miracle Ear has a grant application for \$150. If accepted, you get two hearing aids with a value of \$5,000 for free.

D. Burdine - Hear USA is another program that helps with hearing aids, but you must be working full time. Laurie – Michigan Rehabilitation Services can also help if you're still working.

K. Glomski – The Lions Club can also help. There is an income threshold and you must be nominated by the local club.

### **Action Items**

MSAC Representative – We continue to ask for volunteers to go to Lansing once a month to advocate for senior issues.

Legal Services Board – The board meets mostly in St. Ignace or Mackinaw City about 6 or 7 times a year in the morning at 9:00 am. C. Proulx is interested and volunteered to go to the next meeting to try it.

November/December Combined Meeting – A motion was made by D. Huff with support from C. Proulx to set Monday, December 9<sup>th</sup> as our next meeting. Motion carried. Oscoda may not make it unless they are able to change their board meeting that day.

**Question or Comments**

None

**Adjourn**

A motion was made by T. Dutcher with support from D. Huff to adjourn the meeting. Motion carried. The meeting was adjourned at 2:41 pm by Chairman E. Corpe.