

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

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 1st through June 30th. 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 10th 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 15th 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 5th 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 9th 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.