

ElderSource
Planning and Programs Committee Agenda
November 18, 2020
11:00 AM

- I. Old Business
 - A. Minutes
 - October 21, 2020
 - B. ElderSource Programs
 - Programs Report
 - ADRC Report
- II. New Business - 2020 Older Americans Act Final Allocations
- III. Old Business

Programs Committee Minutes
10688 Old St Augustine Rd
Wednesday October 21, 2020
11:00 AM
Via Zoom

Present

Ray Parkhurst - Chair
Dr. Lauri Wright
Dr. Vanessa Jones-Briscoe
Jackie Whyte
Joseph Francis-Zimmerman

Staff

Linda Levin, CEO
Nancy Tufts, VP of Planning and Programs
Renee Knight, VP of Community Services
Kyle Sanchez, Contract Manager
Sherry Holmes, Administrative Assistant

Absent

Coley Jones
Sybil Dodson-Lucas

Meeting Called to Order

Ray Parkhurst called the meeting to order at 11:05 AM.

Approval of Minutes

A motion to approve the August 18, 2020 minutes was made by Dr. Lauri Wright and seconded by Jackie Whyte. Motion was unanimously approved.

Programs Report

Nancy Tufts, VP of Planning and Programs, began the reporting with program highlights including:

- *Adult Protective Services (APS):* Nancy noted that this past reporting period all of the referrals were accepted.
- *Aging Out Clients:* There was only one individual who aged out of the Department of Children and Families (DCF) Home and Community Services programs and aged into the Aging Network Services. ElderSource staff will work with the Provider to facilitate a smooth transition between programs.
- *Mental Health Counseling:* Mental Health Counseling continues to be offered in every county. This counseling can now be provided to caregivers.
- *Wait List:* The majority of providers have spent out their CARES Act funding. As a result, the number of individuals who are on the wait list for services may begin to increase.
- *Veterans Directed Home and Community Based Services:* There were 54 active Veterans as of July.
- *Client Information/Registration Tracking* - This report does not contain the number of active clients. Nancy is working with the CIRT Administrator and hopes to produce the report by the next meeting.

ADRC Report

Renee Knight, VP of Community Services reviewed the dashboard with the Committee (see report pages 15-31 for details).

Renee presented information on the following:

- 2019-2020 Assessments
- PSA4 Reassessments
- PSA4 Significant Changes by Month
- Helpline Calls
- MAC Referrals
- SHINE/SMP/MIPPA/BEC Benchmarks

New Business

2021 Older Americans Act (OAA) Allocations

Nancy noted that we are approaching the 2021 Older Americans Act (OAA) contract that runs from January to December. Nancy presented the allocations that will be distributed by formula to each of the providers.

Motion

A motion to accept the 2021 Older Americans Act (OAA) recommended allocations by staff was made by Jackie Whyte and seconded by Dr. Lauri Wright. Motion was unanimously approved.

2019 – 2020 Emergency Home Energy Assistance Program (EHEAP) Allocations

Nancy noted that we received an increase in the 2019 fiscal year for the Emergency Home Energy Assistance Program (EHEAP) and presented the new provider allocations.

Motion

A motion to accept the 2019-2020 Emergency Home Energy Assistance Program (EHEAP) recommended allocations was made by Dr. Lauri Wright and seconded by Jackie Whyte. Motion was unanimously approved.

2021 Older Americans Act Unit Rate Negotiations

Nancy discussed the unit rate negotiations process with the committee. The provider requests for unit rate changes, along with justifications, were within acceptable amounts.

Motion

A motion to accept the 2021 Older Americans Act (OAA) provider unit rates as recommended by staff was made by Dr. Lauri Wright and seconded by Joseph Francis-Zimmerman.

There was no further business for discussion and the meeting was adjourned.

Meeting Adjourned at 12:00 PM

Minutes prepared by Sherry Holmes, Administrative Assistant

Adult Protective Services - All high risk referrals were accepted. ElderSource continue to review APS High Risk Referral files monthly and provides technical assistance if errors are identified. ElderSource submitted documentation to DOEA to support all requirements being met for Corrective Action Plan and is waiting for acceptance. One Provider received a finding during their Annual Programmatic Monitoring for the handling of APS Files. Additional training will be provided by ElderSource staff to this Provider.

Aging Out Clients - All Aging Out Client information has been distributed to Providers. Providers are working with Clients to determine continuing service needs and to minimize any disruption in services provided as the Client transitions their care from the Department of Children and Families to DOEA-funded programs.

Mental Health – The quarterly DOEA report displayed 37 number of Clients who are at elevated risks of mental health concerns based on their most recent assessment. Providers were designated with following up with each of these individuals and providing an update on the mental health status. Report was submitted to DOEA and Kudos received for the way the information was handled.

Reopening Plans – Aging True and Volusia County Council on Aging are the only Providers who currently have facilities open. They are following CDC mandates and setting limits on the number of individuals who can attend the center on any given day. Aging True has five adult day care centers open. Volusia County Council on Aging has 2 adult day care facilities and 2 congregate meal sites open.

ADRC NWD – Several projects have been initiated utilizing the ADRC No Wrong Door funding. This funding is to be used for new projects to support agencies in responding to the COVID pandemic. It can also be used for new projects to assist seniors impacted by COVID. Currently, there are six projects funded which include: Uniper, GetSetUp, CHAT, Avaya Phone System, Internet/Mifis and a Volunteer Database.

Surplus Deficit – PSA 4 is slightly underspent in State General Revenue Programs. We completed the fourth month of these contracts and will monitor as we approach the middle of the Contract year for an increase in expenditures. We are projecting a potential surplus in OA3B, O3C2, NSIP and OA3E. This will return as carry forward in 2021. We are on track to spend out EHEAP and EHEAP CARES Funding as well as CARES Act Funding prior to contract end.

Motionable Items

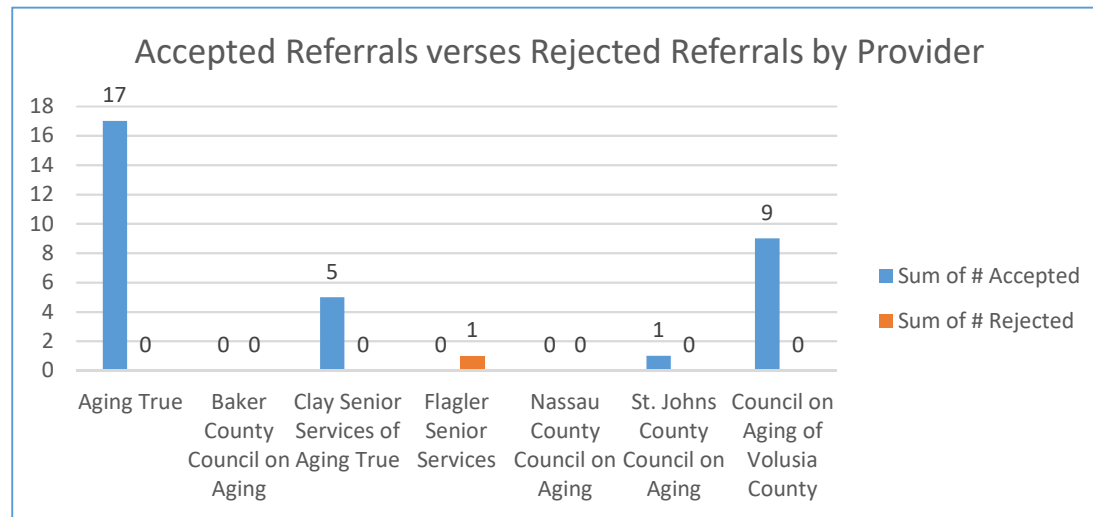
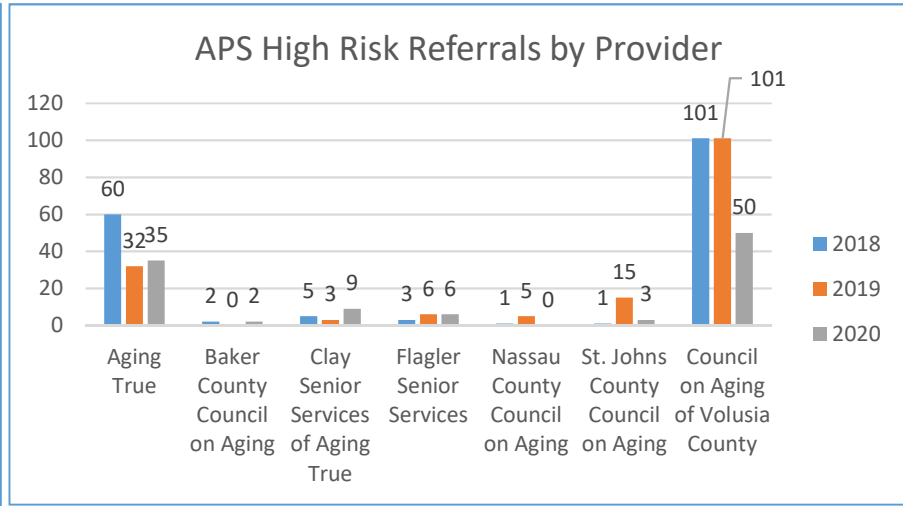
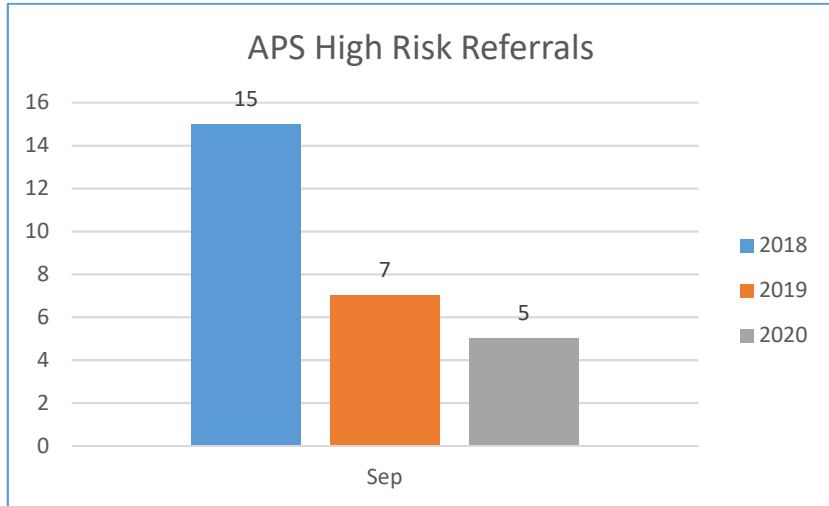
1) 2020 OAA Final Allocations - Allocations are based on formula and surplus/deficits presented in each county.

Provider	IIIB	IIIC1	IIIC2	IIIE	IIID	NSIP	OAA Contract
Aging True	360,672.85	116,980.15	562,159.31	299,133.90	92,343.25	121,055.99	\$1,947,453.57
Baker	92,774.53	35,279.49	50,180.45	16,169.40	-	14,526.72	\$262,792.62
Clay	127,873.85	237,766.31	103,753.59	64,677.60	-	38,737.92	\$701,057.69
COJ	329,662.94	753,766.75	-	-	-	150,109.42	\$1,423,288.78
Flagler	184,507.08	38,574.09	123,148.36	48,508.20	-	24,211.20	\$511,182.23
Nassau	167,503.26	44,859.60	115,792.19	40,423.50	-	14,526.72	\$449,973.81
St. Johns	283,385.82	136,960.25	150,201.71	80,847.00	-	24,211.20	\$808,825.91
Volusia	665,563.76	280,065.50	839,451.27	242,541.00	-	96,841.83	\$2,537,473.53
CLSMF	87,843.04	-	-	27,727.70	-	-	\$115,570.74
JALA	180,994.61	-	-	24,199.70	-	-	\$205,194.31
AHEC	-	-	-	-	174,535.84	-	\$174,535.84

Adult Protective Services (APS) High Risk Referrals

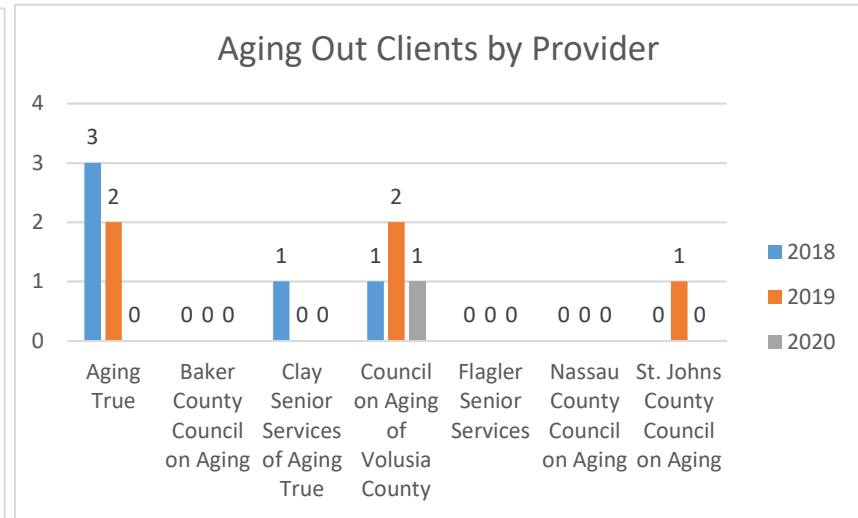
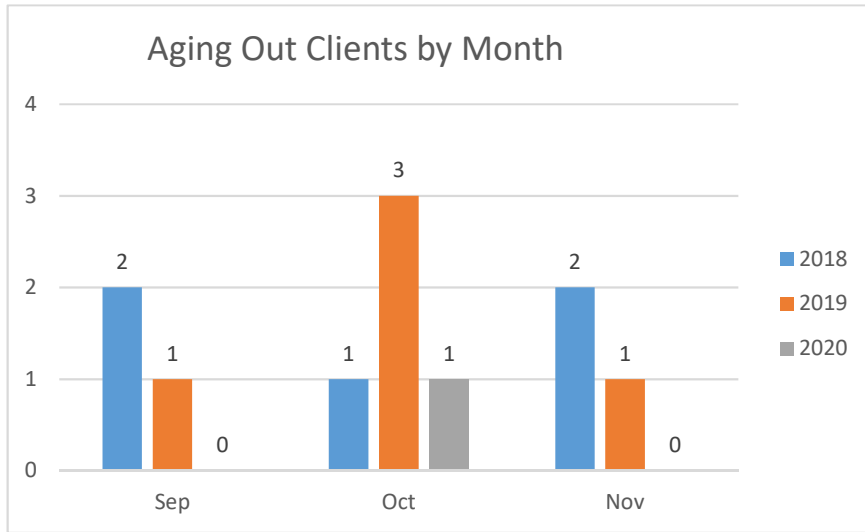
Overview: APS High Risk Referrals occur when there is a person, over the age of 60, who needs immediate protection from further harm due to abuse, neglect or exploitation and this can be accomplished completely or in part through the provision of home and community-based services. ElderSource is currently under a corrective action plan with DOEA for the handling of APS High Risk Referrals.

There is no designated funding source for the handling of APS High Risk Referrals. Lead Agencies use funds from the Community Care for the Elderly (CCE) to support these Clients. This impacts the ability to add new Clients to the CCE program.



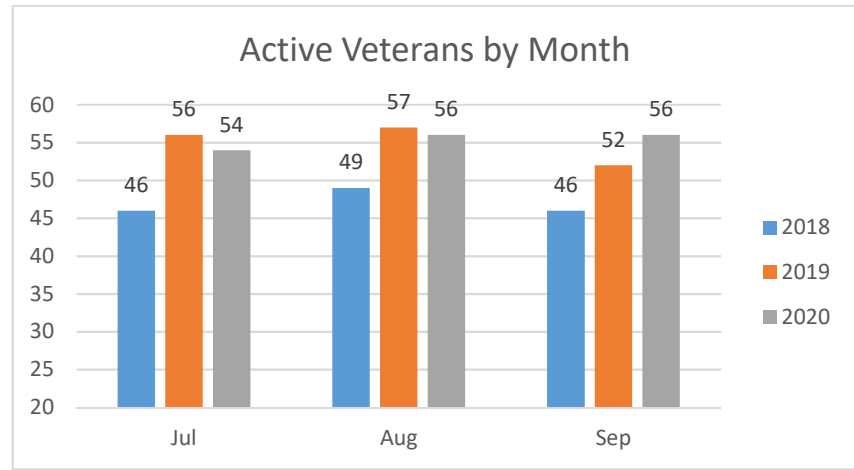
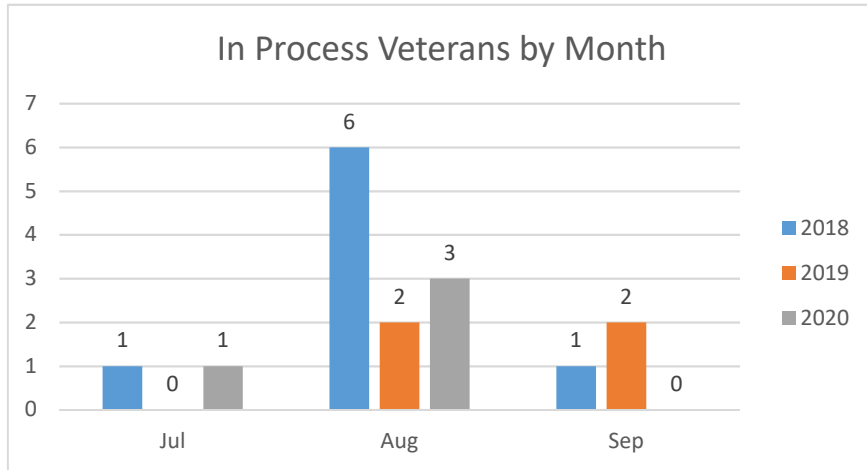
Aging Out Clients

Overview: Aging Out occurs when an individual who has received home and community-based services through the Department of Children and Families turns 60 and needs to begin receiving services through the Aging Network.



Veterans Directed Home and Community Based Services

Overview: The VD-HCBS Program is a program through the Veterans Administration which allows veterans to remain in their home and direct their own services and supports. Veterans are referred through the VA Offices in Gainesville and in Orlando. "In Process" Veterans represent new Veterans who are added to the Program.



Report Highlights:

Helpline

During September and October, the Helpline continued to operate efficiently. The productivity was slightly lower due to the promotion of a Customer Service Specialist to ElderSource Volunteer Coordinator. The top reasons for contacting the Helpline continues to be:

- Individual support/in-home services
- Housing
- Utility assistance
- Food
- Transportation

ADRC (Intake & Screening and Medicaid)

The intake and screening team was on target with no significant changes in productivity and was fully staffed. The Medicaid team is in the process of filling one vacancy and assisting clients as per contract.

SHINE/SMP/MIPAA

In preparation for Medicare Open Enrollment, ElderSource developed and implemented a media campaign to increase awareness and referrals. As a result, in November we met the SHINE contract benchmark requirement for SHINE and SMP grants. One of the six MIPPA benchmarks was slightly lower than the contract allowance.

The ADRC provides access to and coordination of services to Floridians in the PSA4 service area seeking long-term care resources and assistance with Medicaid eligibility. When someone contacts the ADRC, a Specialist explains resources based on client needs or conducts a screening for long-term care services. If services are not available at the time of the screening, the client will be placed on all appropriate program waitlists. When there is funding available, the clients are released from waitlist and an ADRC Specialist will assist them through the enrollment process and the eligibility steps which must be completed.

Monthly Analysis: The Screening and Intake team is fully staffed and the Eligibility team has one opening. The number of screenings completed for the month of November was lower than previous months, partly due to 3 holidays and partly due to staff PTO. The HelpLine team scheduled 706 MAC assessment appointments with appointment and scheduled out 8 to 10 days. At the end of November, there was a backlog of reassessments due of 417 and 342 reassessments due in December.

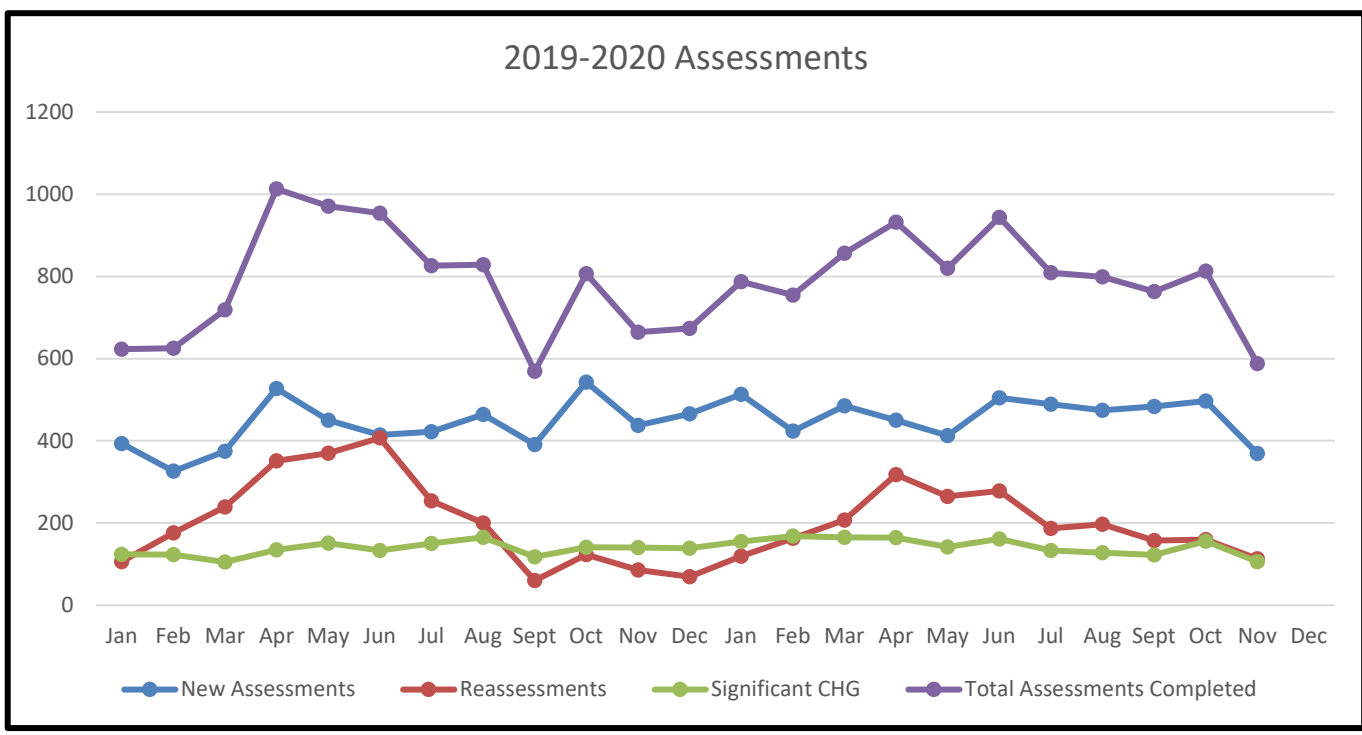
Screenings
588

Screenings YTD
8,867

Sig. Change
22%

Reassmt Due
754

Scheduling
10-12 Days



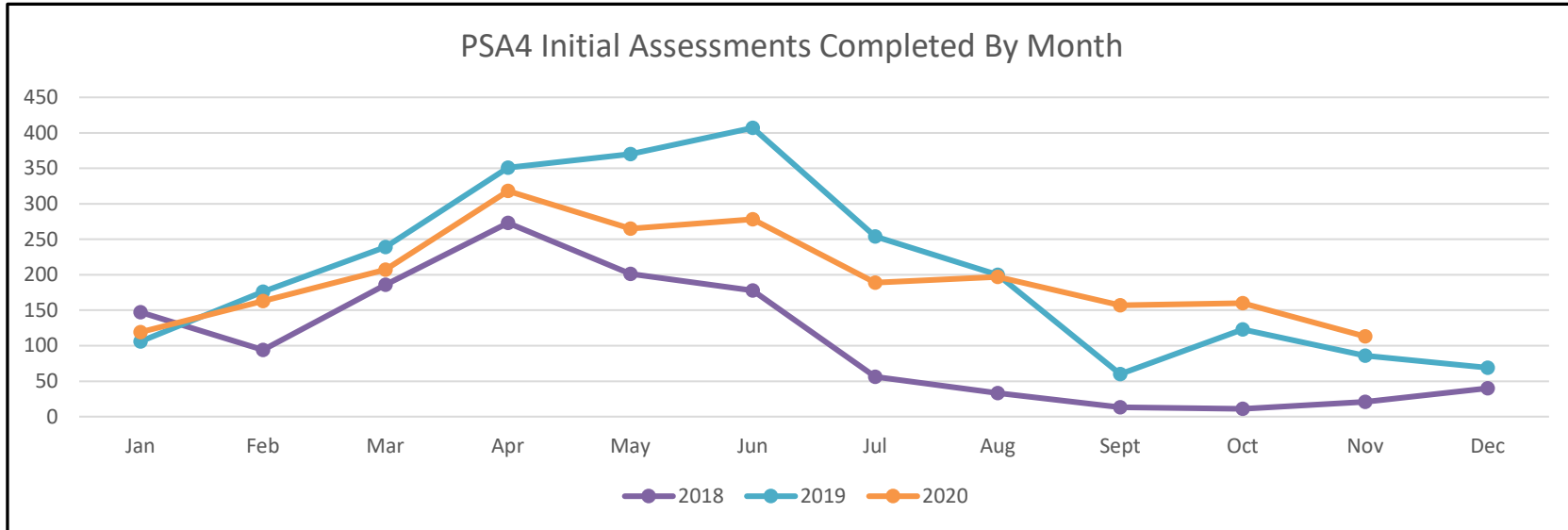
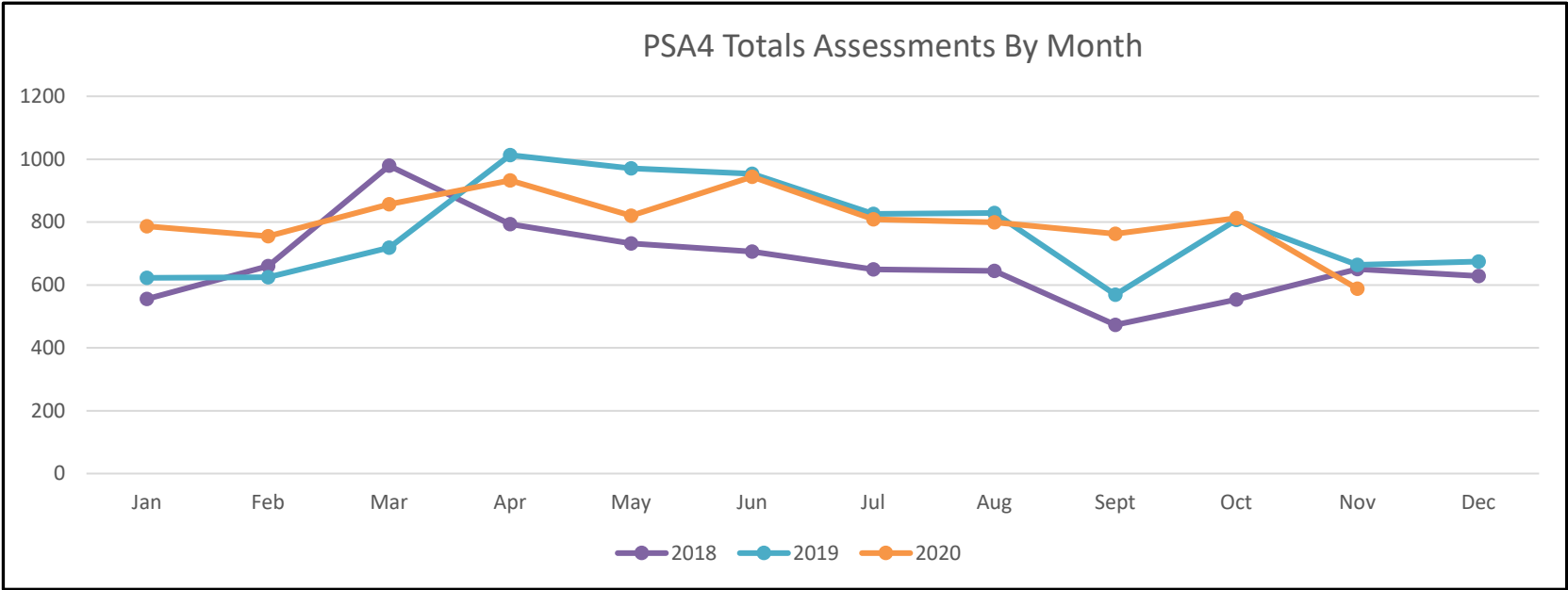
YTD Released
1,579

Nov Release
138

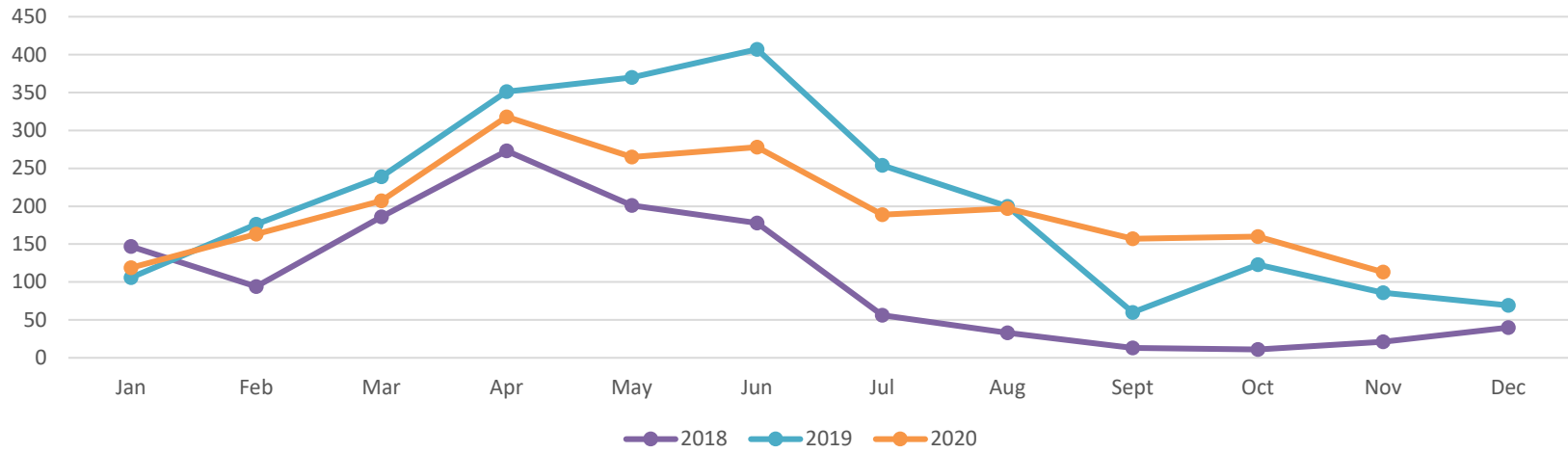
Total APPL
596

CCE Contract
46% vs 32%

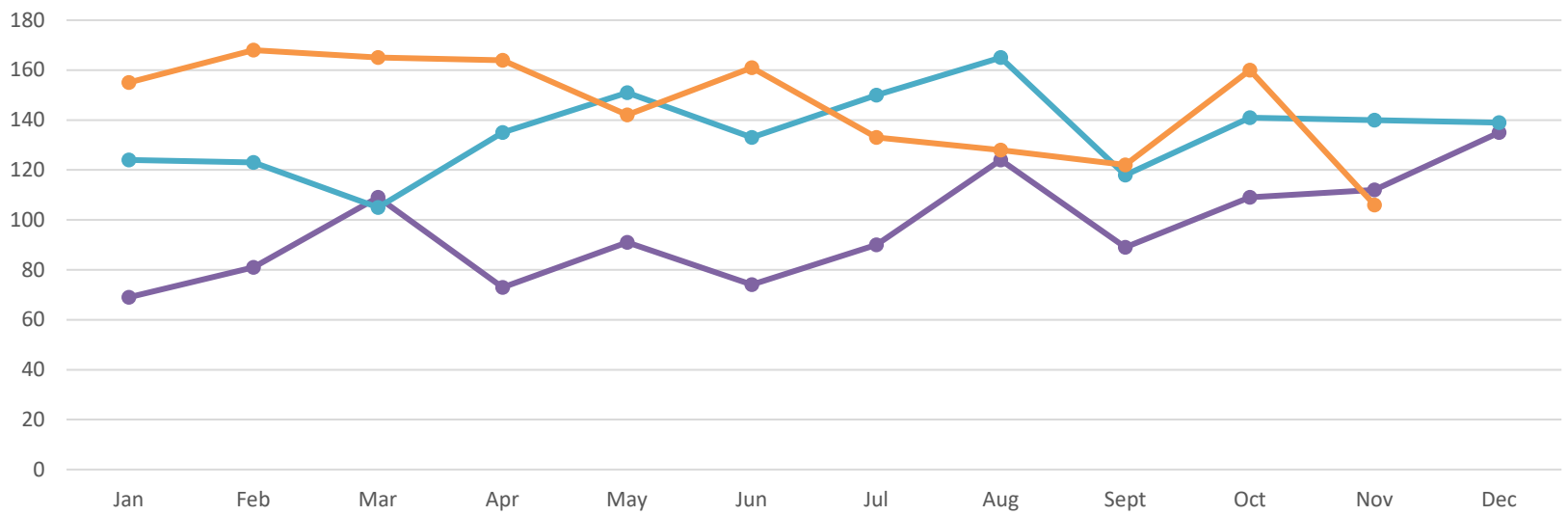
LTCC Waitlist
6,503



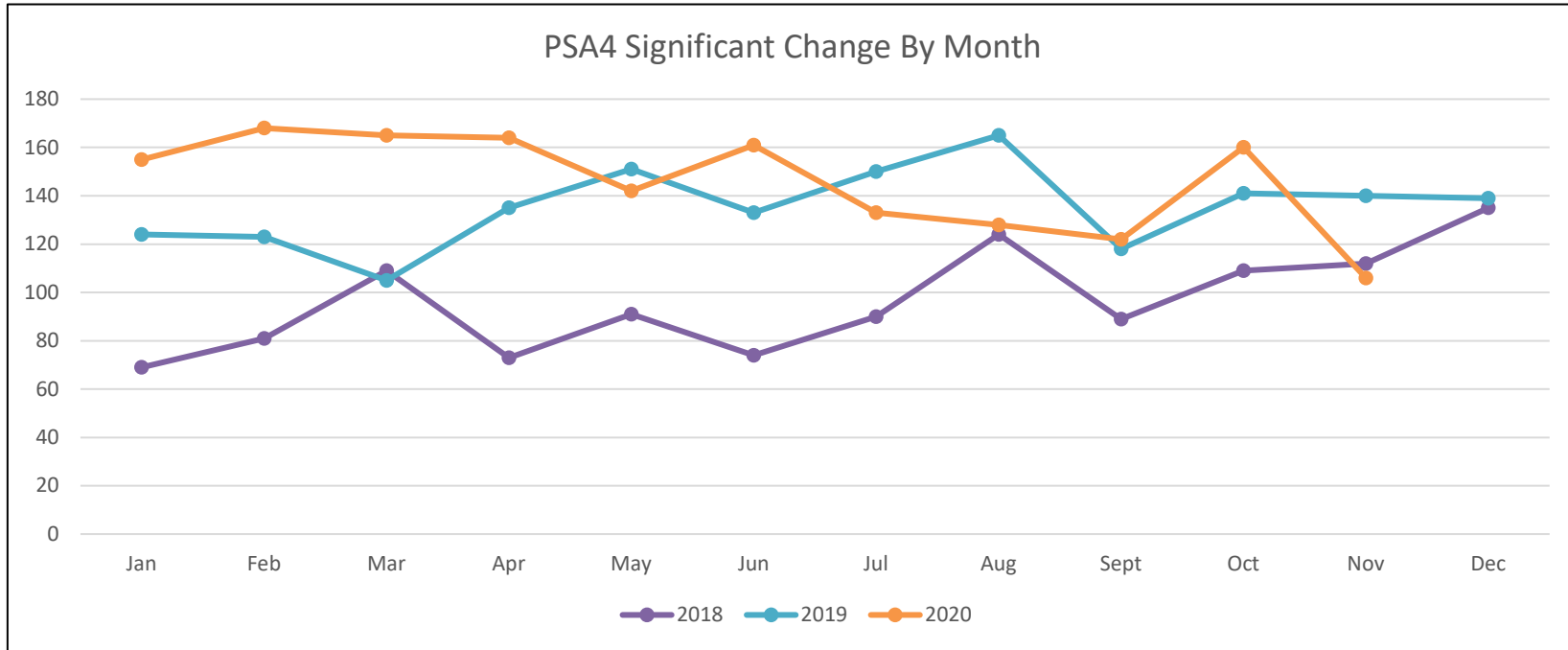
PSA4 Reassessments Completed By Month



PSA4 Significant Change By Month



2018 2019 2020

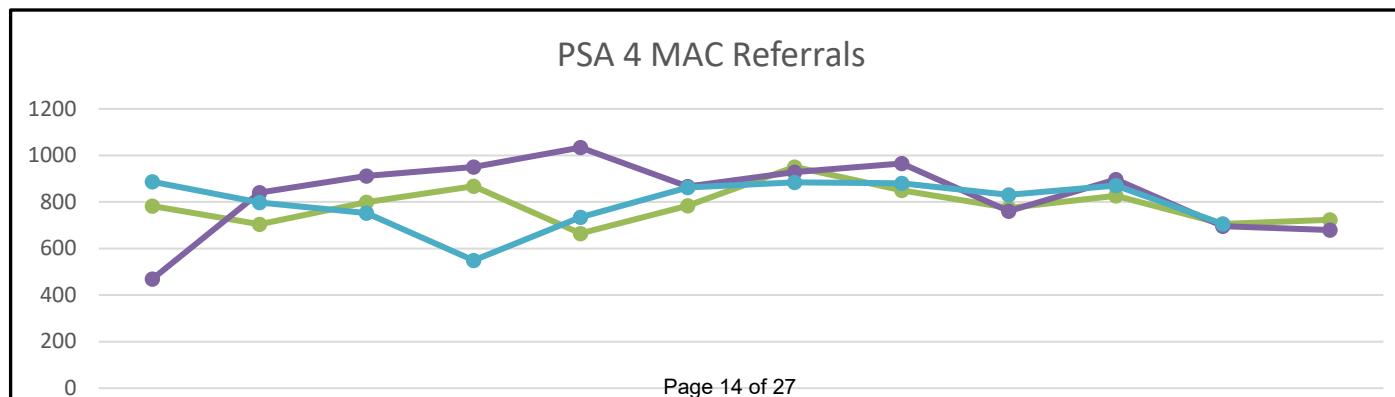
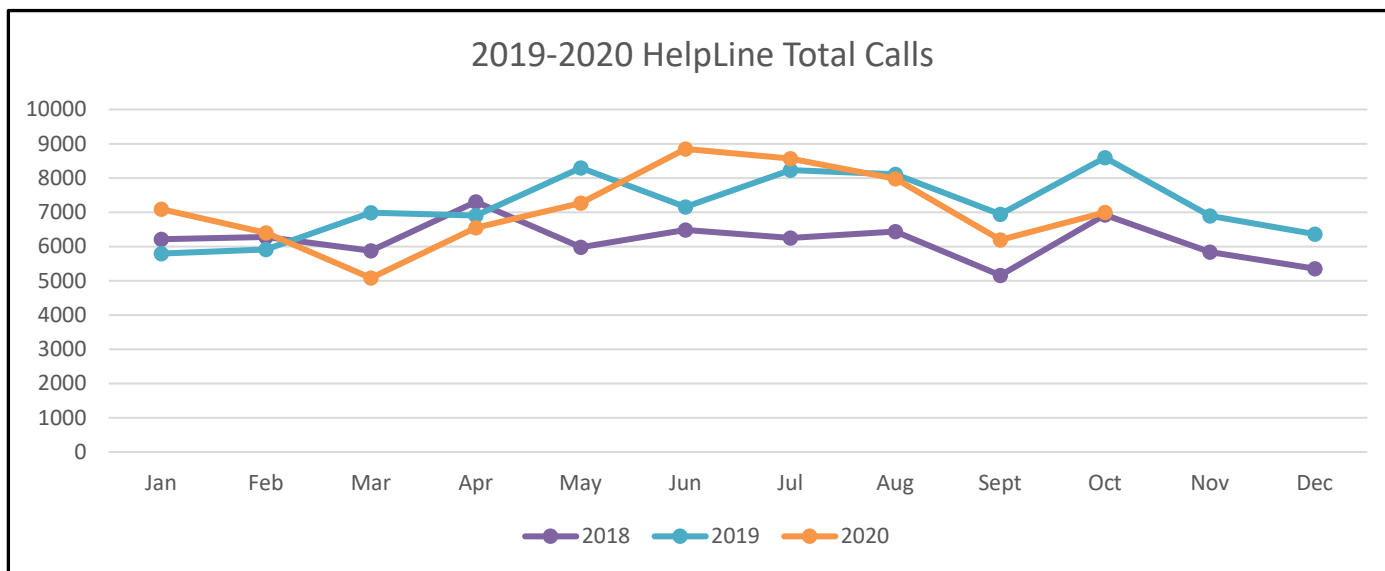


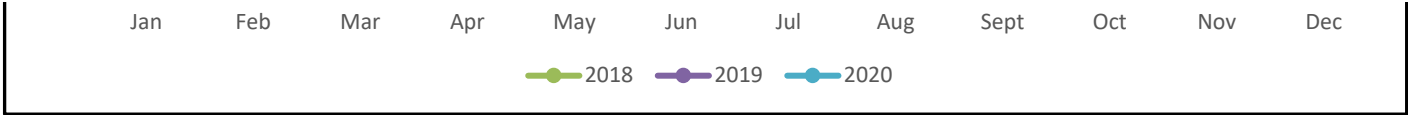
Reassessments Due													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
2020 - Backlog	341	210	77	55	211	131	61	202	207	218	250	417	2380
2020	304	320	413	455	540	585	443	424	297	403	334	337	4855
2020 Total	645	530	490	510	751	716	504	626	504	621	584	754	7235

Reassessments in Progress													
2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
1st						57	57	39	31	51	32		
2nd						27	23	18	25	33	12		

2110						21	23	10			13		
3rd						139	79	119	89	102	77		
Letter/30 Days						152	92	121	98	109	85		
Total	0	0	0	0	0	375	171	240	187	211	207		

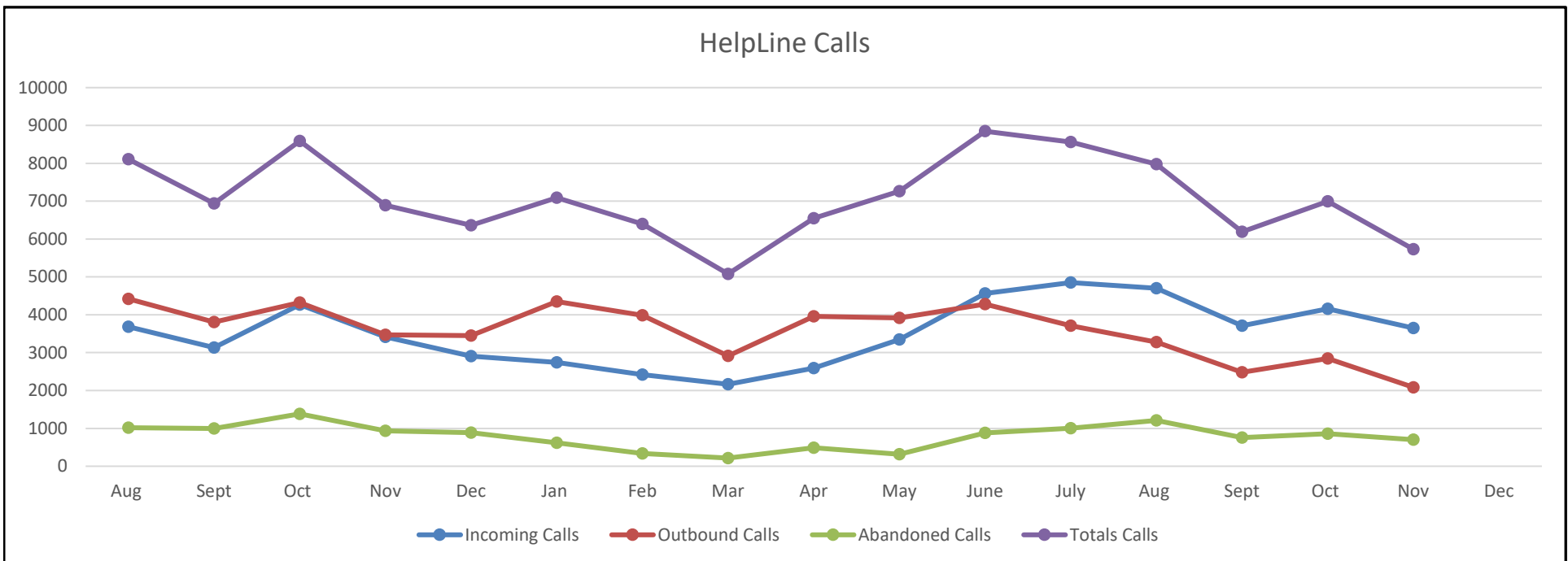
The ADRC HelpLine The Aging and Disability Resource Center (ADRC) HelpLine is the place to start for help if you are a senior, an adult living with a disability or a caregiver. ElderSource Customer Service Specialists are available to listen to client concerns and are trained to help them access local agencies, services and programs. They work with the clients to explain what resources are available, provide information about Medicaid programs for elders and adults. The HelpLine processes the referral for the assessments, schedule the assessment appointments and make appointment reminder calls the day before the appointment.





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Monthly Analysis: The total call volume for the ADRC HelpLine was 5,735 which was the second lowest month of 2020. The HelpLine filled the open position in November with new Specialist in training. The HelpLine made 705 referrals for screenings in November which was much lower than the 841 in October. The abandoned calls rate remains at 11%. SHINE referrals for November was 350 which was slightly lower than October at 360.



Calls Answered
5,735

InBound Calls
3,650

OutBound Calls
2,085

Call Wait Time
2:37

Abandonment
11%

Voicemails
283

MAC Referrals
706

SHINE Referrals
350

APS Referrals
7

Silver Alerts
0

OAA Contract Contacts
Jan-Dec (91.6% Nov)

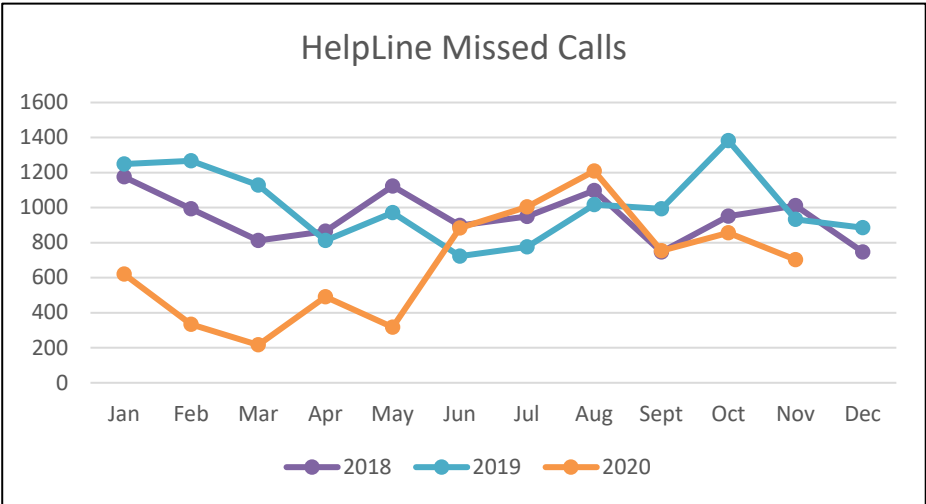
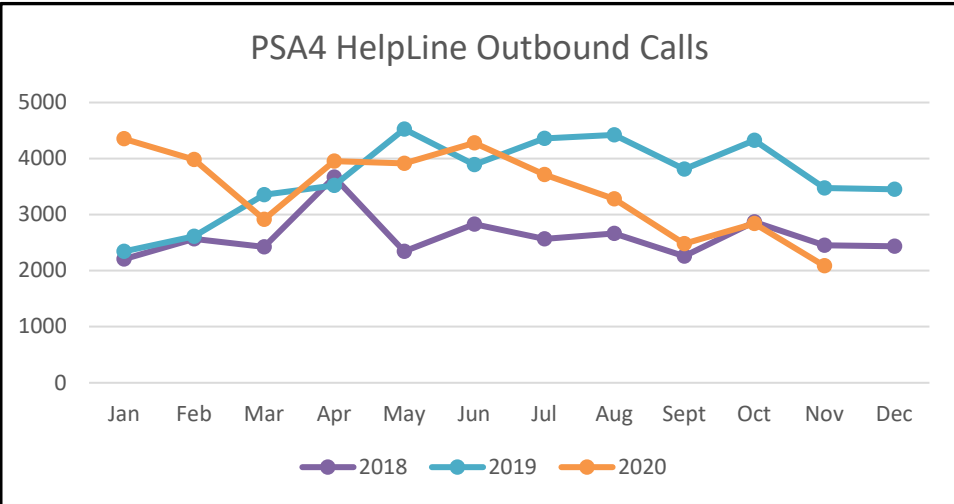
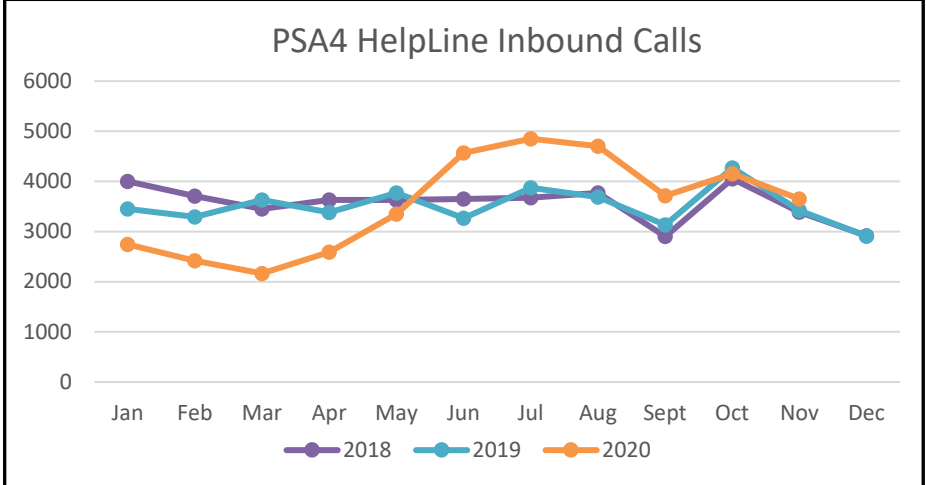
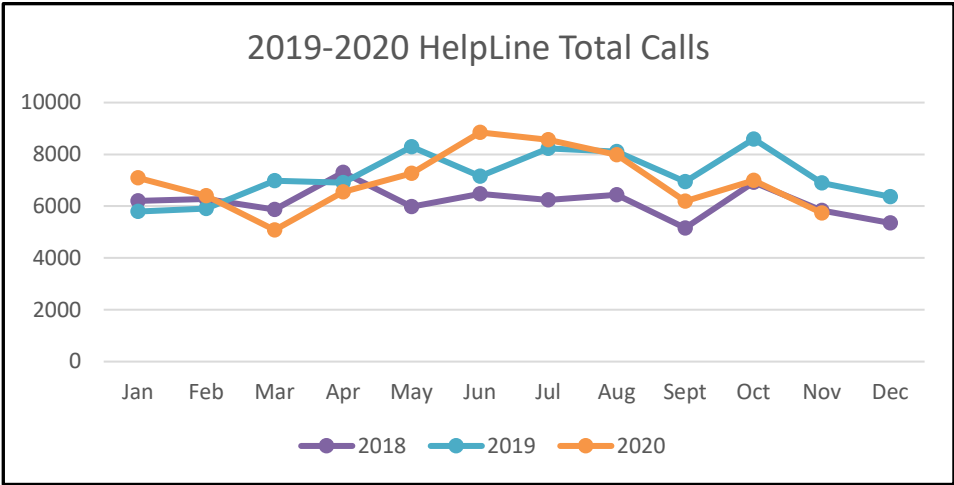
Information
Referral

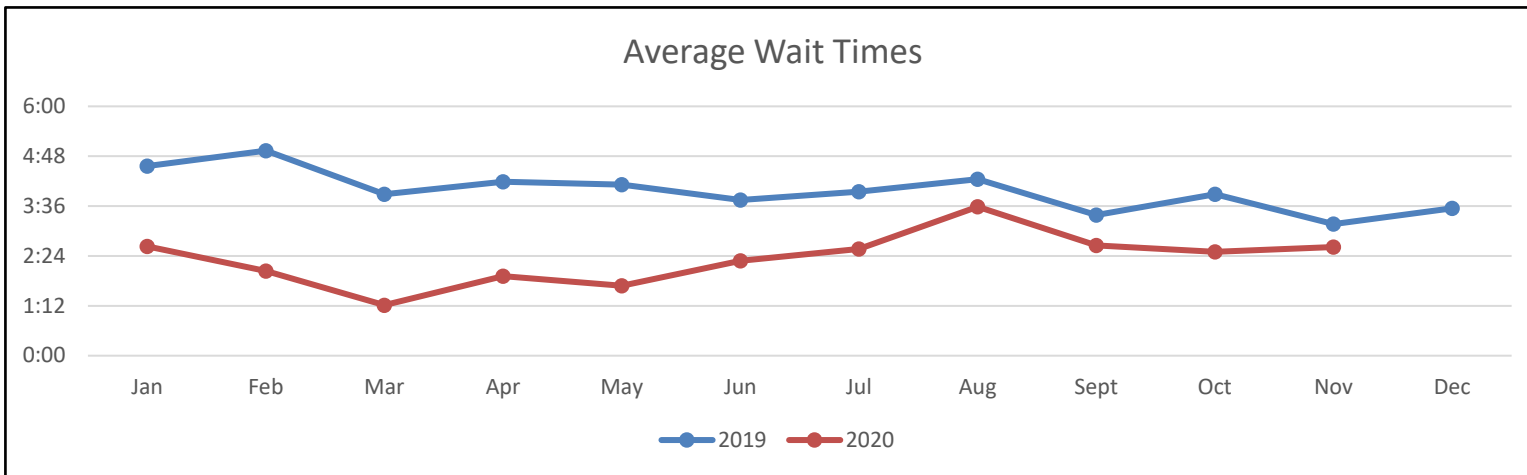
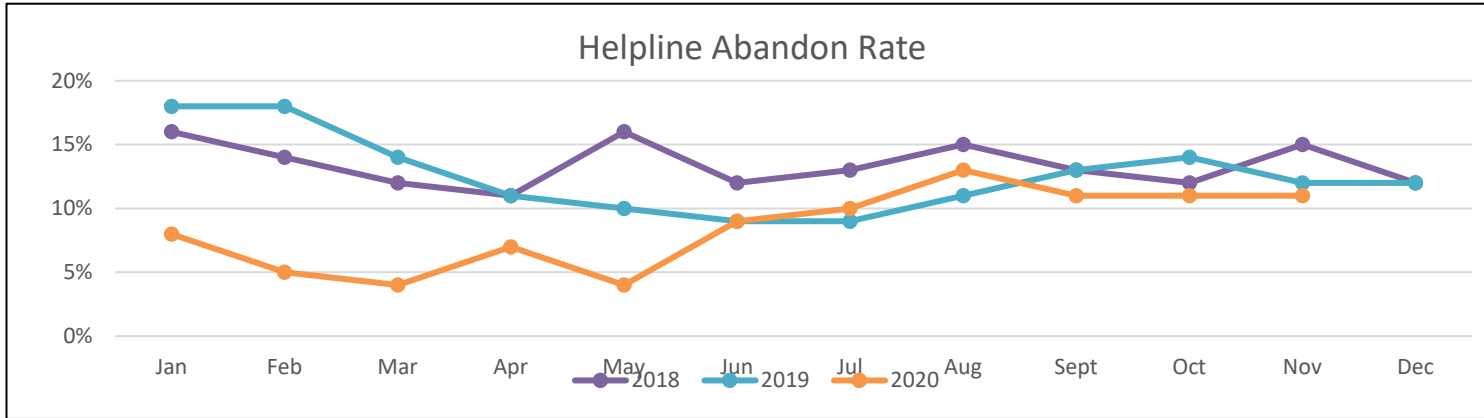
OA3B, OA3E
OA3B, OA3E

147%
141%

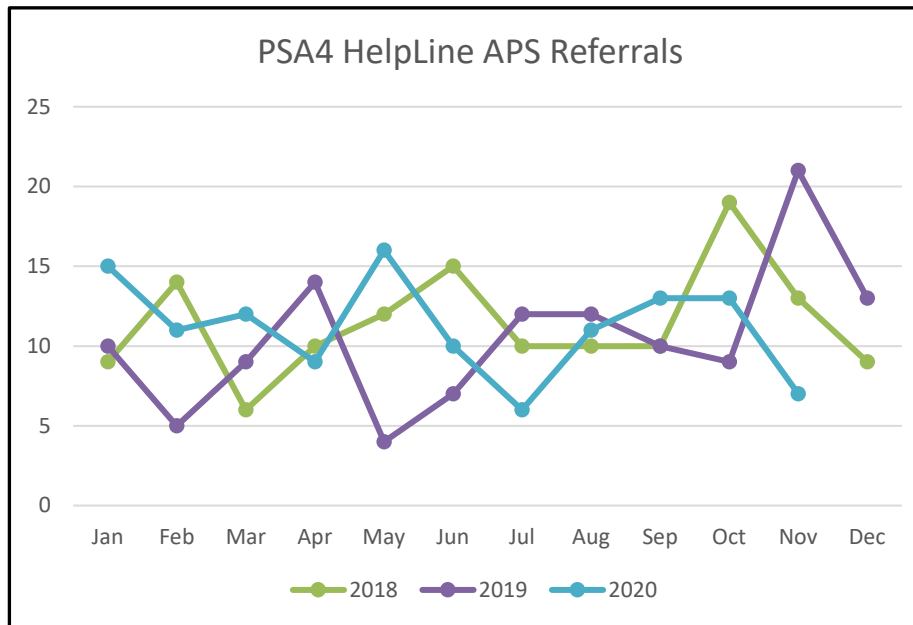
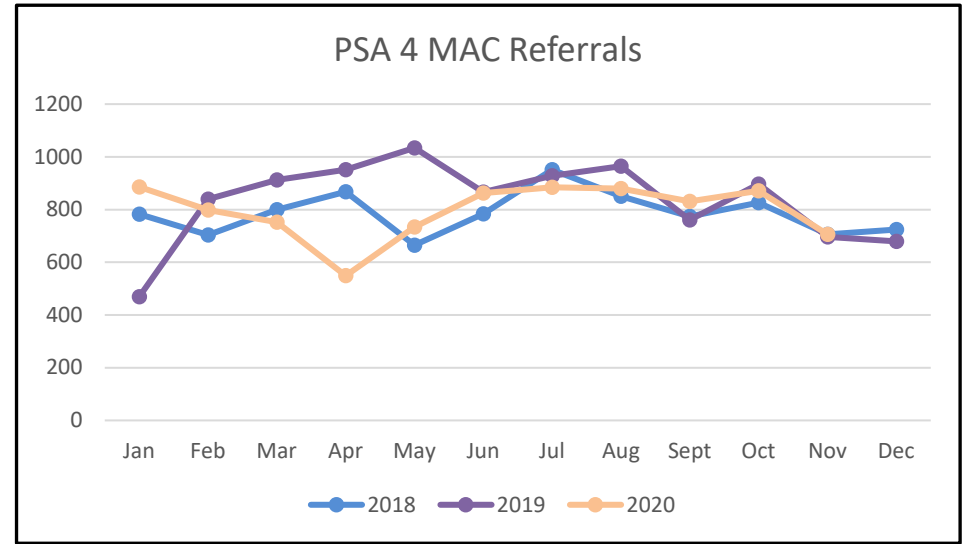
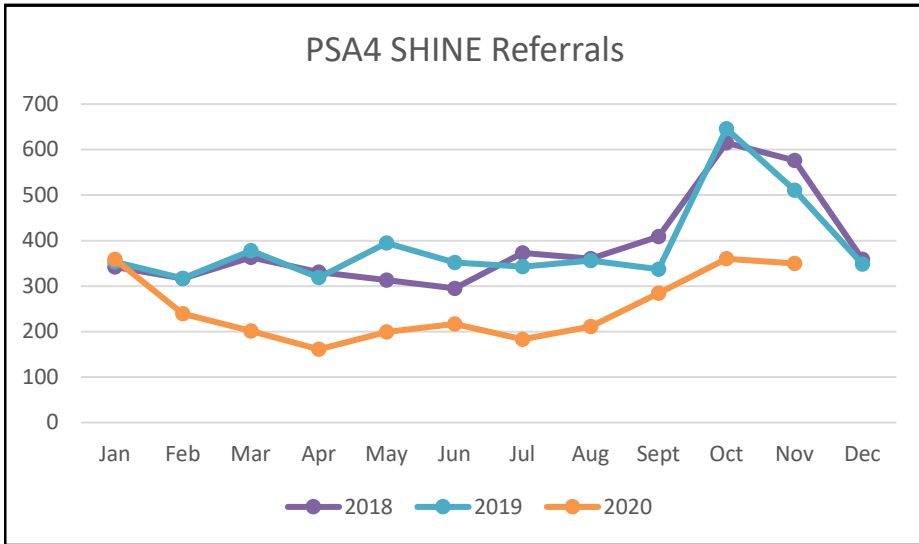
183%
183%

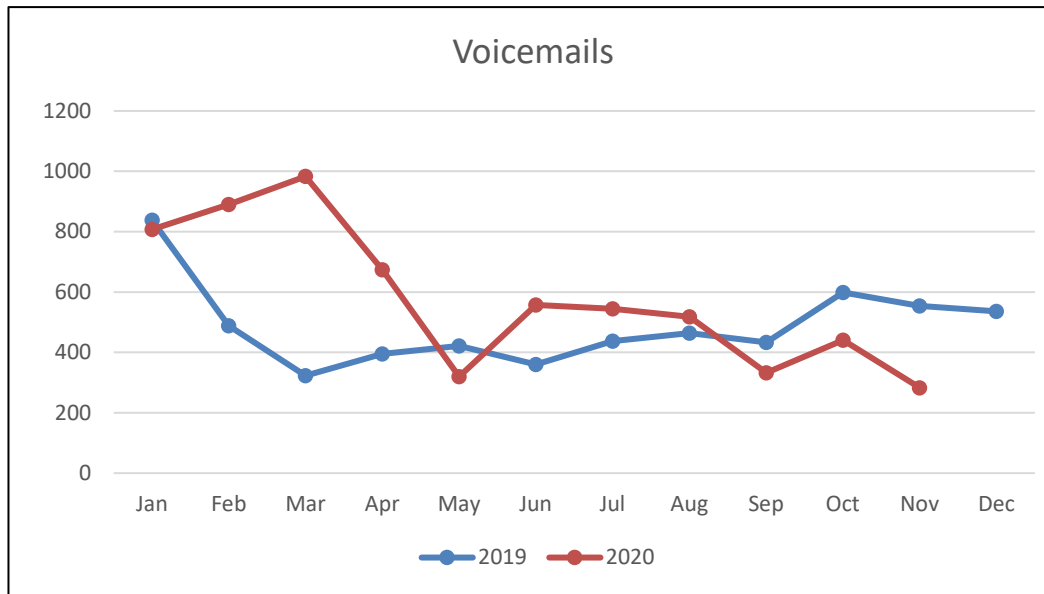
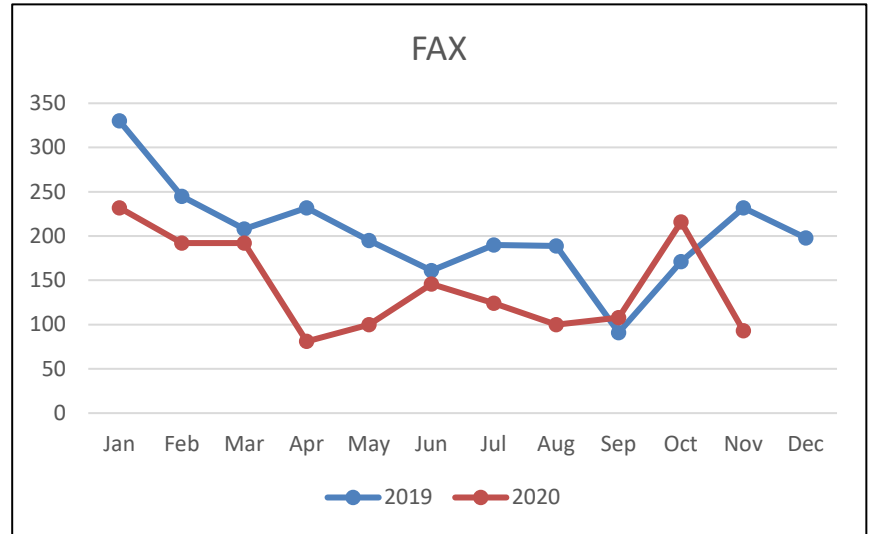
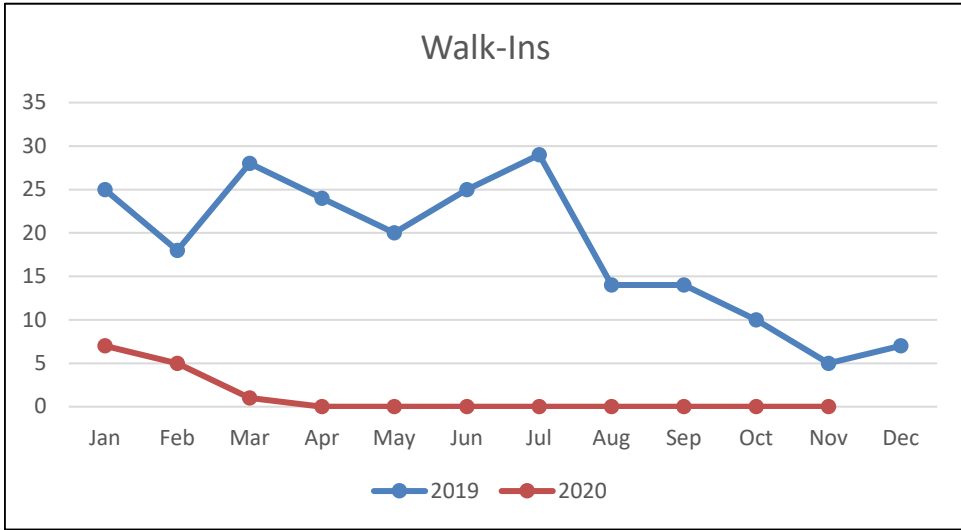
Top Reasons For Contact	
Individual Support/In-home Services	71%
Housing	9%
Utility Assistance	12%
Food	7%
Transportation	1%

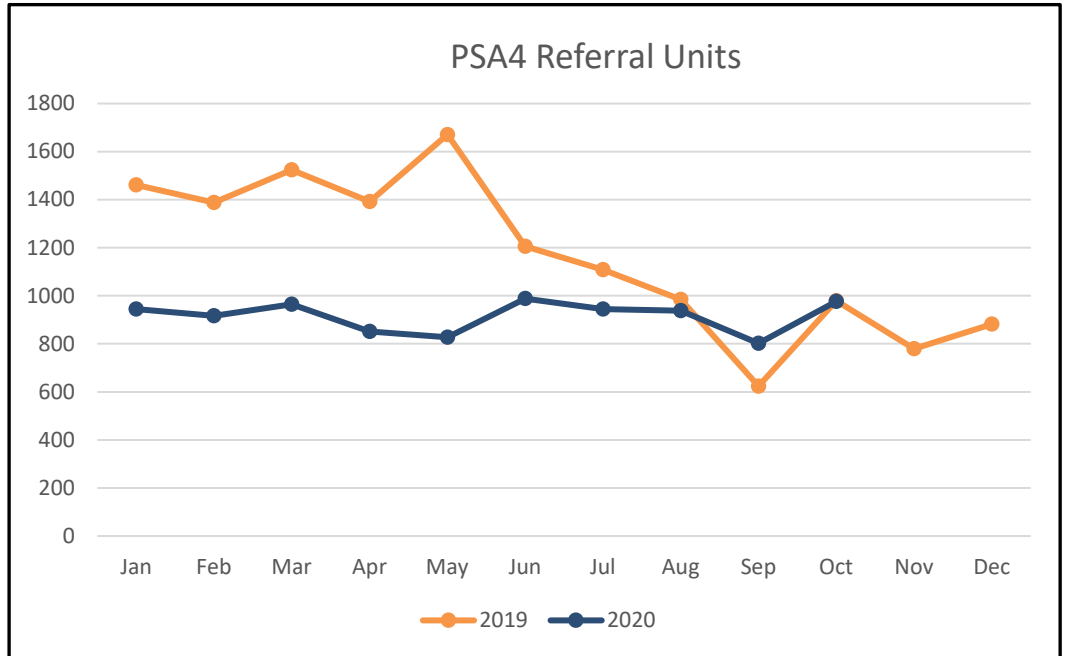
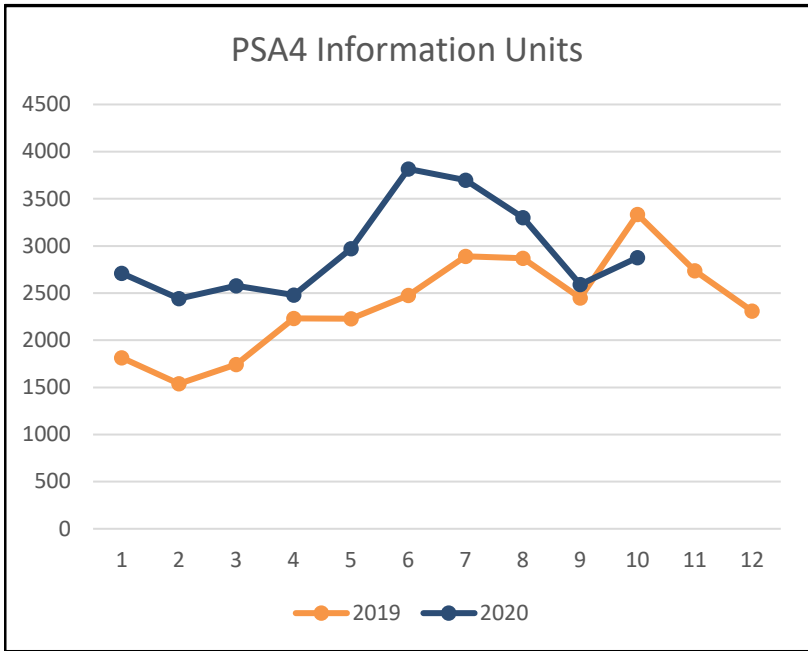




HelpLine Referrals







The SHINE (Serving Health Insurance Needs of Elders) Program provides Medicare and health insurance counseling and information from an unbiased source. The SHINE program, MIPAA, (Medicare Improvements for Patients and Providers Act) and SMP (Senior Medicare Patrol) contract goals are primarily achieved through the commitment and efforts of the team of volunteers. The counselors are committed to helping Medicare beneficiaries make informed choices regarding their Medicare benefits. Contract benchmarks are achieved through the documentation in two national databases used to track counseling activities.

Monthly Analysis: ElderSource met both the SHINE "Client Contacts" benchmark and the "Outreach Events" benchmark for the month of Novmber. Outreach events continue to take place virtually instead of face-to-face and reaching seniors continues to be a challenge. We met all three of the SMP contract benchmarks at 80% or better. Five of the six MIPAA contract benchmarks were achived at 80% or higher. The number of SHINE referrals was higher in October and November due to media campaign and Medicare open enrollment. The number of active volunteers is 40.

SHINE Benchmarks 2 (must be 100% to meet contract)

Client Contacts	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2020-21 Benchmark	252	201	220	261	282	219	347	376	234	220	215	240	3067
2020-21 Actual	244	251	265	276	294	240	349	379					2298
% of Goal	97%	125%	120%	106%	104%	110%	101%	101%	0%	0%	0%	0%	

Outreach Events	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2020-21 Benchmark	12	10	11	11	11	13	17	13	8	8	8	11	133
2020-21 Actual	9	8	11	11	11	13	17	13					93
% of Goal	75%	80%	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	

SMP Benchmarks 3 (must be 80% to meet contract)

Group Outreach	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
2020-21 Benchmark	7	6	9	9	11	7	6	12	8	10	8	6	99
2020-21 Actual	11	11	11	11	19	11							74
% of Goal	157%	183%	122%	122%	173%	157%	0%	0%	0%	0%	0%	0%	

People Reached Through Group	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
2020-21 Benchmark	60	60	53	33	114	43	42	27	121	49	60	60	722
2020-21 Actual	397	250	269	340	305	220							1781
% of Goal	662%	417%	508%	1030%	268%	512%	0%	0%	0%	0%	0%	0%	

Individual One-on-One	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
2020-21 Benchmark	125	125	125	150	130	150	100	120	120	135	125	125	1530
2020-21 Actual	137	162	127	117	204	177							924
% of Goal	110%	130%	102%	78%	157%	118%	0%	0%	0%	0%	0%	0%	

MIPPA Benchmarks 6 (must be 80% to meet contract)

Completion of LIS Apps.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
2020-21 Benchmark	88	84	68	66	48	59	44	43	49	48	59		656
2020-21 Actual	53	55											108
% of Goal	60%	65%	0%	0%	0%	0%	0%	0%	0%	0%	0%		

# LIS Eligibility Activities	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
20-21 Benchmark	174	197	125	132	110	126	97	108	100	100	128		1397
2020-21 Actual	207	196											403
% of Goal	119%	99%	0%	0%	0%	0%	0%	0%	0%	0%	0%		

# LIS Benefit Explanation Activities	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
2020-21 Benchmark	151	155	112	112	96	117	82	96	92	75	110		1198
2020-21 Actual	161	144											305
% of Goal	107%	93%	0%	0%	0%	0%	0%	0%	0%	0%	0%		

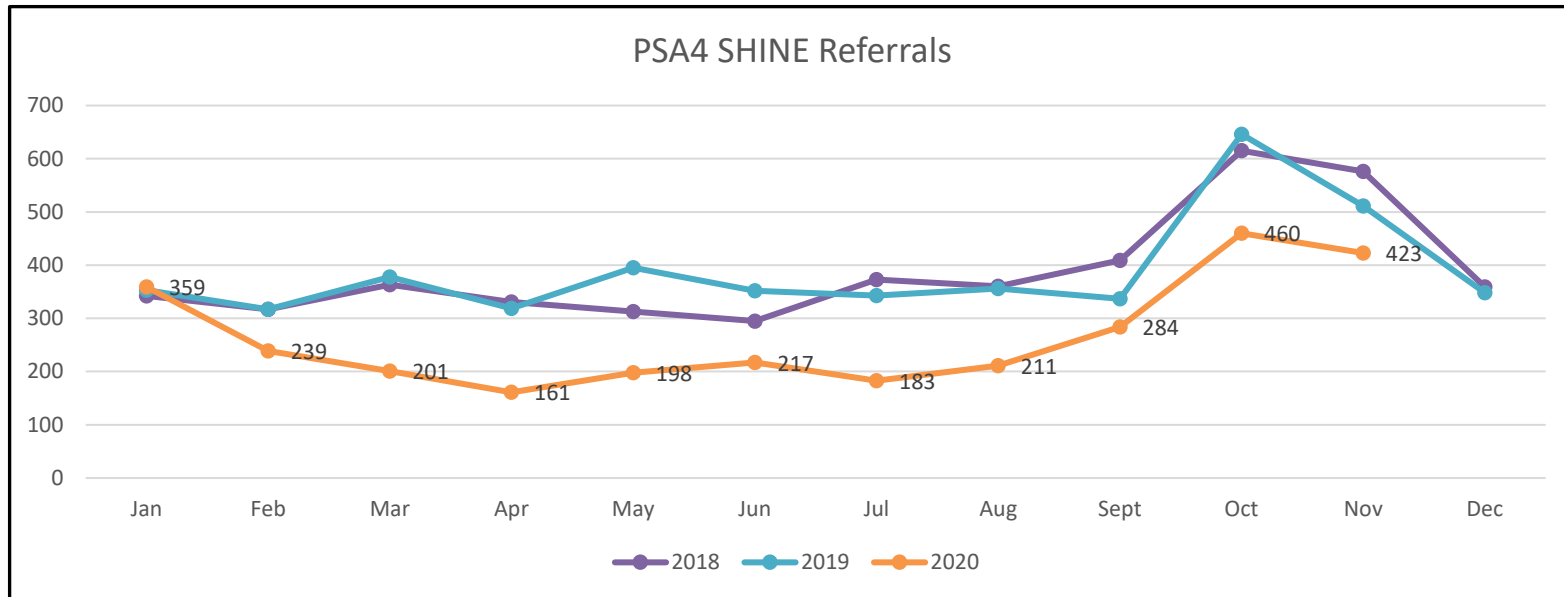
Completion of MSP Apps	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
2020-21 Benchmark	146	146	146	146	146	146	146	146	146	146	93		1553
2020-21 Actual	122	131											253
% of Goal	84%	90%	0%	0%	0%	0%	0%	0%	0%	0%	0%		

MIPPA Benchmarks (con't)

# MSP Eligibility Activities	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
2020-21 Benchmark	212	164	133	133	107	150	119	134	140	141	98		1531
2020-21 Actual	204	197											401
% of Goal	96%	120%	0%	0%	0%	0%	0%	0%	0%	0%	0%		

# MSP Benefit Explanation Activities	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
2020-21 Benchmark	151	155	112	112	96	117	82	96	92	75	110		1198
2020-21 Actual	157	142											299
% of Goal	104%	92%	0%	0%	0%	0%	0%	0%	0%	0%	0%		

Number of Volunteers By County												
2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Baker	0	0	0	0	0	0	0	0	0	0	0	
Clay	2	2	2	2	2	2	2	2	2	2	2	
Duval	18	17	17	17	17	17	16	15	15	15	15	
Flagler	5	5	5	5	5	5	5	5	5	5	5	
Nassau	2	2	2	2	2	2	2	2	2	2	2	
St. Johns	14	14	14	14	14	14	14	14	14	14	14	
Volusia	2	2	2	2	3	3	2	2	2	2	2	
PSA Total	43	42	42	42	43	43	41	40	40	40	40	0



PSA4 HelpLine SHINE													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
2015	341	256	307	276	2	17	3	2	2	403	426	261	2296
2016	284	297	300	316	278	316	370	461	432	565	557	375	4551
2017	419	338	358	270	346	317	288	321	231	541	547	355	4331
2018	342	317	363	331	313	295	373	360	409	615	576	359	4653
2019	353	317	378	319	395	352	343	356	337	646	511	348	4655
2020	359	239	201	161	199	217	183	211	284	460	423		2937