

ElderSource
Planning and Programs Committee Agenda
February 28, 2024
11:00 AM

1. Call to Order
2. Approval of Minutes: December 21, 2023
3. Contract Services
4. Community Services Report
5. Direct Services Report
6. Old Business
7. New Business
8. Comments and Announcements
9. Adjournment

**Programs Committee Minutes
10688 Old St Augustine Rd
Thursday December 21, 2023
11:00 AM
Via Zoom**

Present

Barbara Greene
Grady Williams
Walette Stanford, Chair

Staff

Linda Levin, CEO
Tameka G. Holly, COO
Neil Ambrus, VP, Planning and Programs
Katherine Arnold, Programs Manager
Janet Dickinson, Planner
Elena Perez, Administrative Assistant
Sherry Holmes, Administrative Assistant

Meeting Called to Order

Walette Stanford called the meeting to order at 11:05 AM.

Approval of Minutes

A motion to accept the October 31, 2023, minutes was made by Grady Williams and seconded by Barbara Greene. Motion was unanimously approved.

Contract Services

Neil Ambrus, VP of Planning and Programs reported that ElderSource was asked by the Gainesville VA Medical Center if we could serve Veterans in Southern Georgia. The Area Agencies on Aging there do not have capacity to participate at this time and VA Medical Center has nine Veterans currently interested in the program.

Haley Wigley, Veterans Directed Care (VDC) Program Manager noted that the VDC program allows the Veteran to remain at home to age with dignity and independence by allowing them to select their own caregiver(s) to prevent them from going into a nursing home. Haley presented a plan and ROI analysis for implementation if approved by the Board.

Linda Levin, CEO, reiterated that the VA Medical Center approached us and explained that the VA Medical Center confirmed with the other Area Agency on Aging that they understand a different Area Agency would be serving in their area and that they are okay with that. Should that Georgia agency decide to get involved in the program, ElderSource would transition out. If approved by the Board, Linda will have a separate meeting with the Georgia AAA Director.

Motion

A motion to accept the recommended proposed expansion South Georgia was made by Grady Williams and seconded by Barbara Greene. Motion passed unanimously.

Neil and James Lee, Chief Financial Officer, are working on providing the 2024 Older Americans Act (OAA) contracts to the providers by the end of the year.

The American Rescue Plan Act (ARPA) has been operational over the last three years, and we are releasing the last of these funds to the providers in January 2024. The program ends on September 30, 2024. Staff are working with the Department of Elder Affairs (DOEA) and the providers on a transition plan so that the clients will have the services that they need once the program ends.

Neil noted that next year we are looking at using an On-Line Request for Proposal (RFP) Platform. The past process of bidding was a paper process. 2024 will be an online process. The bidding process starts in May of 2024 for OAA contracts that begin on January 1, 2025 through December 2025. This would be the beginning of a no paper process. The goal is to make both the application process and the review process more efficient.

Contract Monitoring

Katherine Arnold, Programs Manager updated the committee on contracts monitoring and highlighted that they will wrap up by year-end. Baker, Flagler, and Clay counties are in the final stages of monitoring.

The City of Jacksonville and Aging True corrective action observation reviews are currently taking place this week.

Two new staff contract managers have been hired and the department is fully staffed.

Amendments for OAA Carry Forward and Title Transfer funds and the OAA 2024 contracts will be going out to the providers before the end of the year.

Surplus Deficit

Katherine shared her chart with the committee showing an overview for October 2023. Reports reflected where all of the PS4 providers were in spending funds. The OAA Title Transfer funding being delayed from the State resulted in a reduced amount of time for the providers to spend. Overall, the PSA is doing well. We are in the middle of the contract cycle for State General Revenue funds. Katherine stated that we will be evaluating with our new team where some adjustments will be made to the providers if money needs to be reallocated.

Direct Services Report

Neil reviewed the attached report with the Committee members.

Senior to Senior

This program has seen an increase in rental and utilities assistance because of the major housing crisis and the limited income of seniors.

Veterans Directed Care (VDC)

This program is doing very well as there are 98 Veterans enrolled in the program. There are 5 Veterans completing their enrollment and 11 pending. Usually, we enroll 1-2 new clients a week.

Area Plan

Janet Dickinson, Planner, updated the Committee regarding the Area Plan. She noted that she is over the Title VII Program (Elder Abuse, Awareness, Neglect, and Financial Exploitation) and on track with meeting the deliverables for the program. We are implementing a training program for our SHINE, S&P, Telephone Reassurance, and all volunteers who will be offered the training once a year.

Last September the January 2024-December 2027 Area Plan was submitted to DOEA. The DOEA recommended fine tuning measures, how to measure our strategies and to ensure that all had time frames. Janet will make corrections to be reviewed by Linda and Neil and the documentation will be resubmitted to the DOEA on January 12.

The contract module was approved and there were no changes necessary.

Janet clarified what the new Abuse, Neglect, and Exploitation collaborative relationship would appear like. She explained that this could be a new relationship that we never had or an existing relationship that we never collaborated with educating their people on Elderly Abuse, Neglect and Financial Exploitation. The training could be presented by our staff, or we provide the tools, and the organization would do their own training.

There was a brief discussion regarding JEA's employees being able to spot if an elder is experiencing abuse or neglect. Walette noted that their customer service phone representatives could be involved in this effort, and she is eager to collaborate with ElderSource.

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

Meeting adjourned at 11:45 AM

Minutes prepared by Sherry Holmes, Administrative Assistant

Program and Planning Report

Contract Management:

Contracts: OAA (Older Americans Act) 2024 contracts were executed with all providers, and spending is planned to continue services to current clients and create financial opportunities for providers to add new clients. One goal of the Programs this year is to significantly *decrease* the number of people on the OAA waitlist in each of the services. Contract Specialists are working on getting the final ARP (American Rescue Plan) contract amendments executed. The contract amendments are part of an ARP Spend Down and Transition Plan which ElderSource developed with the providers to make sure that there was a solid plan to make sure that all ARP funding would be spent and clients transitioned to other programs (if needed) prior to the end of the ARP contract which is 9/30/24. Contract Specialists are working with the providers to sustain a positive spending trend that includes both OAA and ARP dollars to mitigate any potential impact on services once the ARP contract expires. This is a federal program and there is no plan to continue this program after the contract expires on 9/30/24.

Final ARP Allocations to Providers

	Final \$ Allocation	\$ Increase
Aging True	\$1,297,044.71	\$352,467.73
Baker	204,766.91	140,000.00
Clay	594,145.53	246,801.83
Flagler	248,759.01	120,000.00
Nassau	530,865.95	306,582.87
St. Johns	421,317.64	0
Volusia	1,466,222.86	100,000.00
JALA	128,483.15	51,586.91
CLSMF	96,102.93	51,586.91
AHEC	195,588.00	129,434.12

The 2024 monitoring schedule has been proposed with Programs and Fiscal doing joint monitoring of the providers in 2024. This coordination is a product of the Programs and Planning Department now being a part of Fiscal. Monitoring will begin in April and be completed by September.

Surplus/Deficit:

State General Revenue funding (Alzheimer's Disease Initiative, Community Care for the Elderly and Home care for the Elderly Programs) is past the halfway point for spending, with the contract closing June 30, 2024. The spending trends are well established, which will allow contract specialists to amend contracts with providers who have a surplus to redirect money to providers with projected deficits. This will allow for a balance of spending throughout the PSA so that providers will maximize their services to clients in programs such as ADI, CCE, and HCE.

PSA 4 Surplus Deficit: An Overview for PSA 4 January 2024				
Contract	Contract Amount	Projected S/D (based on Current Monthly Spending)	Projected S/D (Based on Average Monthly Spending)	Comments
HCE	\$1,011,065.99	\$320,037.68	\$282,282.32	PSA 4 is slightly behind spending at this time. Providers will be increasing their client care plan services and will be opening more clients in the next 6 weeks. As we move through the 3rd Qtr, providers will be serving additional clients. Transferring funds to providers with deficits will be considered.
ADI	\$4,066,752.84	-\$3,302,672.48	-\$851,881.66	ADI fund is slightly underspent at this time. Contract specialists will work with providers to determine how much in transfer funds will be required to assist with deficits prior to the close out of the contract. PSA 4 will spend out this contract period close to 1%.
CCE	\$7,592,155.98	\$159,836.18	\$639,186.95	PSA4 is currently underspent in this CCE funding. Providers are entering the final quarter of spending. Contract specialists and providers are planning for budget corrections through transfers, additional client spending, and increasing new client care plans to match spending goals.

RELIEF	\$486,368.00	\$75,717.52	-\$5,274.55	ES is slightly behind the ideal rate of spending. We will monitor this between now and the next report to bring spending into alignment.
Title VII	\$21,266.91	-\$37,113.09	-\$37,113.09	Title VII is billed quarterly and spending accuracy will reflect a true ideal rate after the first billing.
OA3B	\$212,546.59	\$801,131.92	\$1,970,138.17	PSA4 has opened the 1st Qtr of OAA spending close to the ideal rate. Providers are serving OAA clients through this fund and their ARP dollars.
O3C1	\$2,967,799.00	\$1,980,878.92	\$2,433,217.29	PSA4 is in the first quarter of OAA spending. Providers are spending in both OAA and ARP funds to serve the programs in C1. At this time, PSA4 is underspent but will ensure a positive spending rate to close out the contract, fully expended.
O3C2	\$2,025,232.89	\$896,830.99	\$1,414,015.14	At the start of OAA spending, PSA4 is slightly underspent. As we move through the spending cycle, we will maintain a positive spending trend and assist providers in spending this and their ARP dollars for C2 funding.
OA3E	\$968,315.92	-\$45,160.28	\$419,349.65	PSA4 is close to ideal spending rate for the opening of the OAA contract. Spending plans for OAA in provider services are solid. We expect to spend down the contract by the end of the year.

OAA funding for 2024 has started as of January 1, 2024 with an uptick in services provided for mental health, across the board. This seems to have occurred naturally without prompting from ElderSource, which reflects a need in the community for such services for our clients. We will continue to support this in the senior centers and individually and continue to observe if this will become a trend, while looking into other supportive options we can share with providers if they observe a continued increase in demand.

In-home services, Information & Referral, care giver services and nutrition education are on track in positive spending trends. As providers approach the end of the contract year for spending ARP dollars (9/30/2024) we are planning to support the providers in hurricane preparation strategies as the season approaches with preparation kits and shelf stable meals. Congregate site spending was slightly impacted by the carry forward and title transfer amendments delay at the end of 2023 resulting in some providers spending their ARPA dollars in lieu of OAA funds, which can be considered a positive outcome for ARPA dollars spending. A positive impact of the delay in those late 2023 OAA funds being released may result in carry forward dollars being available to providers as their ARP funds are ending. This could greatly help the providers maintain their continuity of care and decrease their waitlist numbers.

The Programs department overhauled the reporting tool used by providers to report their surplus deficit numbers for a simpler and more efficient system for both providers and the Programs team, with positive feedback from users.

eCIRTS:

- We have started on the ARPA budgets. This is our last year for these dollars and providers have been getting their budgets to me. Tasheen and I are entering them in as we get them. I verify that the budgets are the correct amount and then we will enter them into eCIRTS.
- I have been merging clients. When I started this project, we had about 100 clients. I cleared those clients off and now have started looking at our PSA and the other PSA's.
- DOEA sent us a spreadsheet with mismatched programs. I cleaned all our mismatched data. I then started ending the COC2 programs.
- I attend two meetings every week. One is the Task Force with DOEA the other is the Super User meeting. At the task force meeting we discuss the projects that DOEA is working on. In the Super User meeting the data migration for Refer will start in March. We will be able to start looking at data in the Sandbox mid-March. Also, we have been working on the MLTC (Managed Long-Term Care) report. We identified some flaws and WellSky has been correcting them as we find them. Next week we hope to have the latest version for us to look at.

Planning:

Title VII- Elder Abuse

This contract requires the submission of a Quarterly Activity Module to the DOEA (and is billed Quarterly to the DOEA). The required deliverables for each include: 1 public service announcement, 6 educational outreach events, 2 professional/semi-professional/caregiver trainings (F4A approved), and to establish 1 new Abuse Neglect and Exploitation (ANE) related collaborative relationship. We are currently within the first quarter of this 2024 calendar contract year, and we are on track to meet or exceed the required deliverables by the end of March 2024 (current quarter started 1/01/2024, and ends 3/31/2024). The quarterly report and billing invoice will be due to DOEA on 4/17/2024. We are continuing to make progress towards getting all of our volunteers (SHINE-SMP and Telephone Reassurance programs) trained on ANE via the F4A /DOEA approved course.

2024-2027 Area Plan

On 11/30/2023, the DOEA sent us their review of our 2024-2027 Area Plan Program Module and overall gave many compliments on the content within that plan. The DOEA did compile a list of "minor" suggestions and required modification (primarily to the wording of the strategies that will be used towards meeting the goals established for the 2024-2027 Plan). The requested edits were made and we submitted the edited version to the DOEA on the required date (1/12/2024). A final Approval letter will be sent out by the DOEA once the update has been reviewed and approved (not received as of 2/26/24).

Direct Services:

Caregiver Support- TCARE

- Final report submitted January 26, 2024
- New grant cycle began 1/12/2024
- o 7 Enrolled so far for the month
- o 6 referrals in January

Powerful Tools (for Caregivers)

- First class started 2/13
- Second cohort: 2/22
- Confirmed Registered: about 20

Senior to Senior

- January: 21 clients served, 17 cases paid for/completed
- o Rent/Deposit: 12 = 57%
- o Well: 1 = 0.5%
- o Moving: 1 = 0.5%
- o Appliance: 1 = 0.5%
- o Dental: 1 = 0.5%
- o Pest Control: 1 = 0.5%
- o Electrical: 1 = 0.5%
- o Utilities: 3 = 14%

- Received 49 referrals in January.
- Weaver funding ending 2/29 and will restart 3/1

Telephone Reassurance

- January 2024
 - o 44 different clients were served
 - o 203 completed calls – 327 attempted calls
- New staff member Danielle Thomas starting 2/26/2024

Veterans Directed Care Program:

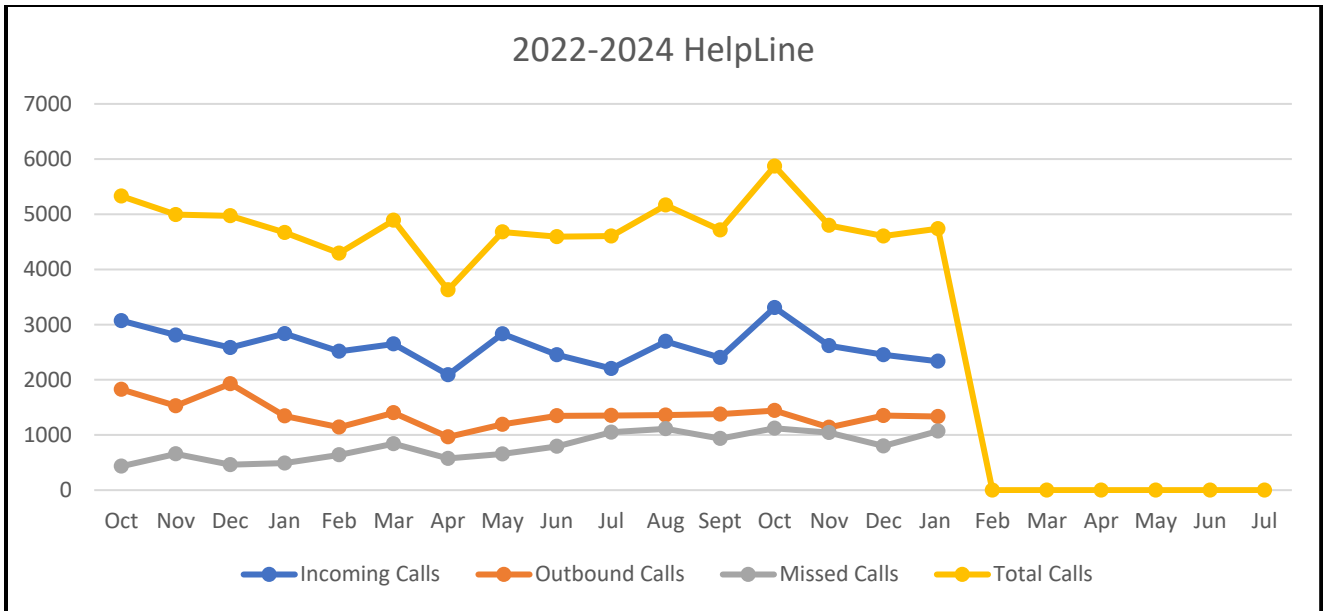
We are currently serving 45 Veterans in Orlando, and 74 Veterans in Gainesville (3 are in South Georgia / Camden County). From December 2023 to February 2024, the Orlando VAMC increase by 40.625%, and the Gainesville VAMC increased by 17.46%. ElderSource's VDC program collectively grew by 27.96%. Unfortunately, we have recently has the loss of three veterans, which is why our numbers are slightly fluctuated. During our call with the Orlando VAMC it was reported that ElderSource is projected to enroll approximately 20 new Veterans in the Orlando area by June due to a recent national increase in the program. The Gainesville VAMC did not provide an estimate of our potential increase; however, it was noted that it is a possibility.

As we are completing our visits, we are noting an uptick in family members requesting to be paid as caregivers which is allowing a quicker processing time. It appears more Vietnam and Korea area veterans are enrolling, and at around the same level of care determined by the VA. Veterans are leaning towards more personal care hours instead of housekeeping, chore services, etc. While there are caregivers who are unsatisfied with the maximum pay rate and hours that the budgets sustain, more of the caregivers and families are extremely grateful for the program and the assistance it provides.

ADRC Dashboard Summary: January Information

HelpLine

The HelpLine has one open position due to a promotion of Specialist to Intake & Screening. The ADRC HelpLine Supervisor has modified the voicemail process which has improved the callbacks. The HelpLine Supervisor continues to serve on the eCIRTS committee for the development and design of the HelpLine functionality (deployment planned for late 2024).



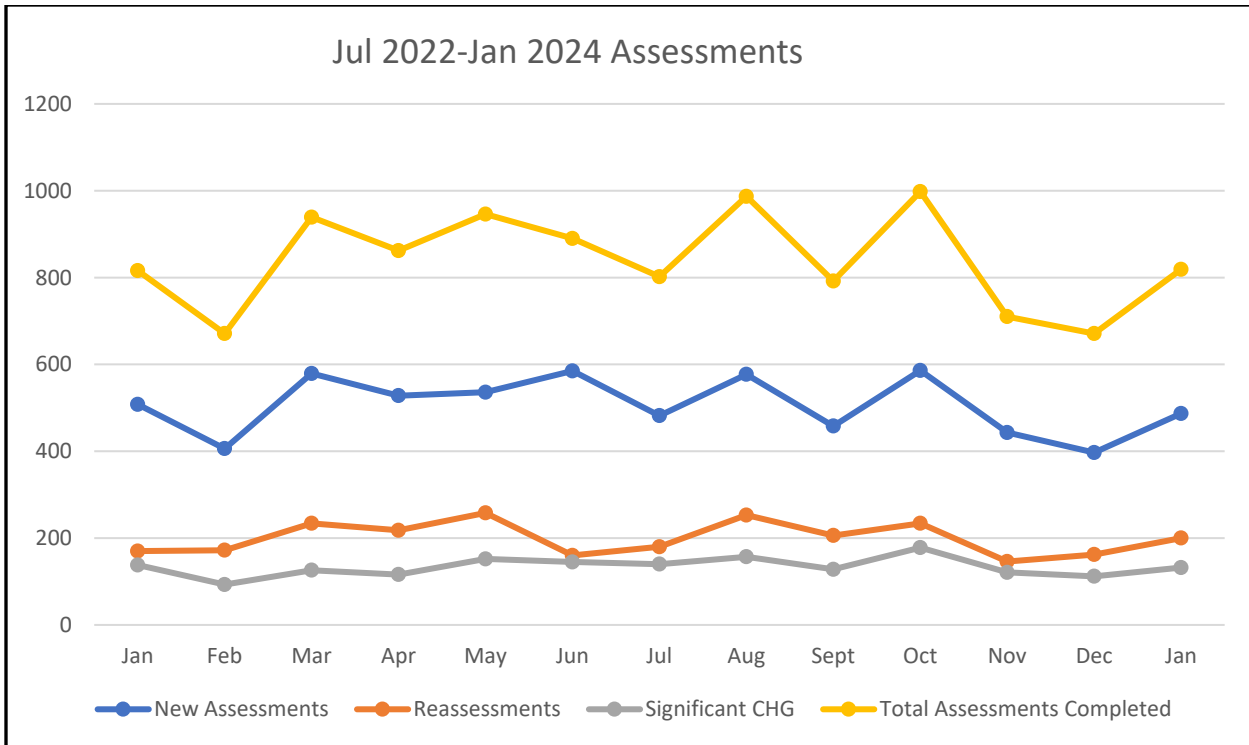
January

Walk-ins: 24
 Voicemail: 1,243
 Fax: 69

SHINE Referrals: 176
 Screening Referrals: 849
 APS Referrals: 6

Intake & Screening Team

The Intake and Screening Team is fully staffed. There are 14 screening staff members. Screening appointments are being scheduled out 7-10 days due. One new position was added to the ADRC 23-24 contract for the EMS team and that position is filled with staff member in training. There are no MLTC overdue assessments.



Percent Screened for Significant Change:
 January: 21%

Medicaid Eligibility Team

The team is fully staffed.

Number of Clients Released for LTC Processing:

December: 140

January: 155

SHINE/SMP/MIPAA

The SHINE, MIPPA and SMP grants were all on target for January. Staff and volunteers are continuing to offer and provide Medicare presentations to the community. Most counseling sessions occur via telephone. The number of active volunteers is 37.

SHINE Contract 2 (Must meet 60% of Benchmark to meet contract)												
2023-24	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Client Contacts Actual	209	235	298	199	262	274	487	381	272	287		
% of Goal	107%	144%	124%	87%	98%	105%	119%	71%	122%	130%	0%	0%
Outreach Events Actual	7	8	11	9	9	13	18	11	6	10		
% of Goal	88%	114%	138%	100%	82%	130%	106%	110%	86%	100%	0%	0%
SMP Benchmarks 3 (Must meet 60% of Benchmark to meet contract)												
2022-23	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Group Outreach Actual	16	11	13	21	24	11	6	9				
% of Goal	145%	100%	118%	191%	126%	85%	75%	90%	0%	0%	0%	0%
Individual One-on-One Actual	195	141	173	203	254	207	175	170				
% of Goal	119%	85%	87%	106%	93%	59%	124%	65%	0%	0%	0%	0%
People Reached Through	173	165	27	185	395	209	104	199				
% of Goal												
MIPPA Benchmarks 5 (Must meet 60% of Benchmark to meet contract)												
2022-24	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
# LIS Eligibility	98	255	202	103	118							
% of Goal	87%	122%	103%	90%	77%	0%	0%	0%	0%	0%	0%	0%
# LIS Benefit Explanation	75	170	115	81	78							
% of Goal	77%	104%	80%	99%	62%	0%	0%	0%	0%	0%	0%	0%
# MSP Eligibility Activities	125	259	189	134	122							
% of Goal	103%	126%	96%	120%	83%	0%	0%	0%	0%	0%	0%	0
# MSP Benefit	99	169	118	111	86							
% of Goal	97%	107%	83%	139%	74%	0%	0%	0%	0%	0%	0%	0
Extra Help/LIS/	21	24	14	5	8							
% of Goal	162%	141%	108%	63%	80%	0%	0%	0%	0%	0%	0%	0