

ElderSource
Planning and Programs Committee Agenda
April 18, 2024
11:00 AM

1. Call to Order
2. Approval of Minutes: February 28, 2024
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
Wednesday February 28, 2024
11:00 AM
Via Zoom

Present

Barbara Greene
Grady Williams
Rev. Adam Anderson
Walette Stanford, Chair

Staff

Linda Levin, CEO
James Lee, CFO
Neil Ambrus, VP Planning and Programs
Katherine Arnold, Programs Manager
Janet Dickinson, Plan. and Compl. Manager
Abigail Costley, Direct Services Manager
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 December 21, 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, provided a brief overview of contracts. Neil reported that the 2023 Older Americans Act (OAA) program has ended. The 2024 OAA contracts have started. Staff are currently completing the American Rescue Plan Act (ARPA) amendments for the final year of this program. These are post COVID monies received in 2021 and they run through September 30, 2024. A final ARPA allocation will be given to the providers and approval is needed from this committee. Final allocations were made based on provider ability to spend.

Motion

A motion to accept the final ARPA allocations to the providers as presented was made by Reverend Adam Anderson and seconded by Grady Williams. Motion passed unanimously.

Neil stated that the Surplus/Deficit spread sheet is ElderSource's method of tracking the expenditure of the providers in each of their contracts. Each month the providers enter their expenditures through the Share Point Drive. Improvements were made to both the providers' and to staff's spread sheets, making this process much simpler.

Final approval of the Area Plan has not been received as of this meeting date. Staff are working implementing the steps outline in the Corrective Action Plan (CAP) from the 2023 DOEA monitoring.

The Veterans Directed Care (VDC) program is doing very well. Currently, we have 119 Veterans in the program. The program is averaging two referrals per week. ElderSource managers are considering bringing on one to two counselors to keep up with the increase in enrollment. Veterans are referred to the program via the Veterans Administration Medical Centers in Gainesville and Orlando.

Surplus Deficit

Katie Arnold, Programs Manager, reviewed the most recent surplus/deficit report with the Committee. Staff are working closely with providers to make sure all funding is fully expended with older adults being removed from waiting lists to the extent possible.

Katie also updated the committee regarding annual provider monitoring. This year, the monitoring of the providers will be conducted with both the Fiscal and Programs department in April through August. Staff will be wrapping up monitoring by September 2024 with the last providers.

Title VII Program

Janet Dickinson informed the group that the Title VII-Elder Abuse Awareness and Prevention program requires certain deliverables every quarter. Janet noted that staff is on track for meeting those deliverables and that report is due to DOEA on April 17, 2024. Included in the corrective action plan resulting from the DOEA monitoring is the need to have all our volunteers trained on Elder Abuse Awareness and Prevention and that will be completed by the end of March. In addition, all volunteers will go through the Medicare Fraud training. Sherry will send information to Program Committee members for their participation. The entire Board of Directors will be offered the Title VII-Elder Abuse training once there is an established schedule.

Area Plan Update

The requested edits were made and submitted to DOEA on January 12, 2024. Once the update has been reviewed and approved, ElderSource will receive an approval letter. Neil informed the group that Janet Dickinson has been promoted to Planning and Compliance Manager.

Direct Services

Abigail Costley, reported on the following programs:

- Caregiver Support - TCARE had 8 new participants enrolled for February.
- Powerful Tools (for Caregivers) - classes have begun and there are 20 participants enrolled.
- Senior to Senior short-term crisis - 21 clients were served, and 17 cases completed. There were 49 referrals received in January for rent and deposits.
- The Telephone Reassurance Program - served 44 clients. The volunteers attempted 327 calls and 203 of those were completed. Danielle Thomas is our new Care Connector for this program and joined the department on February 26.

Old Business

None

New Business

None

Comments and Announcements

None

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

Meeting adjourned at 12:05 PM

Minutes prepared by Sherry Holmes, Administrative Assistant

Program and Planning Report

Program Update: Neil Ambrus

I wanted to provide a short update of the activity in the development of both grants and new initiatives that will benefit Northeast Florida seniors.

We have applied for refunding of the George Baldwin grant and will be a partner in grant applications with both MapHabit and Lutheran Social Services. ElderSource has applied for a grant from the George Baldwin Foundation, through United Way of Northeast Florida, for \$100,000 to provide 8,664 home delivered meals to 96 frail, home-bound seniors in Clay, Duval, Baker and Nassau counties from 7/1/24 to 6/30/25. This funding would be an increase of 15% over last year which was a reduction due to investment income being lower. We have been providing this program since 2015 and has good results over the years. MapHabit is applying for a grant from the Center for Dementia Respite Innovation for \$250,000 to implement a pilot program to get it's proprietary visual mapping program utilized by 100 seniors with Alzheimers in Northeast Florida from 8/1/24 to 7/30/25. ElderSource will manage referrals from both in-house programs and contracted provider agencies that provide respite and other services to seniors with Alzheimer's Disease in Northeast Florida. Finally, ElderSource will support the application of Lutheran Social Services to the Florida Blue Foundation for a 4 year grant to impact food insecurity through the development of a sustainable solution. They propose to develop a mobile food pantry that will get the food to at-risk, food insecure residents living in the 322206 zipcode. This will complement the food pantry they already have M-F at their building on the Phillips Highway. ElderSource will provide support through the provision of data for the grant application and the provision of information and referrals to participants in the food distribution events in the targeted area.

ElderSource is also going to participate in the DOEA Senior Farmers Market Nutrition Program as a provider this year. We will work with City of Jacksonville and distribute fresh produce to seniors who are eligible at the Mary Singleton Senior Center in October. At the event, participants will be able to get information regarding other community resources.

The OAA RFP WorkGroup has drafted a timeline and work process for completing the OAA RFP process. Submittable has been chosen by Florida Community Care to provide custom software development and training that will be the basis for the on-line OAA application process for our applicants. Providers will access the RFP application webpage through the ElderSource website. This draft timeline and process is included below for your approval. The end goal is for all Grantees to receive final notification in October that they have had their RFP bid accepted and they will be providing contracted services starting January 1, 2025.

RFP Deadlines and Key Action Dates;

1. Request for Proposal advertised and documents available on agency website: 6/10/24
2. Pre-Proposal Conference to provide information for potential applicants: 6/24/24
3. Notice of Intent to Submit a Proposal 7/1/24
4. RFP website is open to submit applications 7/12/24

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| 5. Last day applications accepted through the RFP website | 8/2/24 |
| 6. Proposals reviewed by Planning and Programs Committee | 8/30/24 |
| 7. Board of Directors vote on recommendations from P & P Committee | 9/18/24 |
| 8. Notice of Intent to Award announced | 9/19/24 |
| 9. Written appeals due | 9/26/24 |
| 10. Appeals resolved | 10/11/24 |
| 11. Announcement of final awards | 10/16/24 |

Contract Management Update: Katherine Arnold

Contracts: The Programs team has completed the final amendments to the EHEAP contracts which will be the final amendments prior to the end of the contract period on June 30, 2024. New contracts will be issued to the seven EHEAP providers beginning July 1, 2024, ending the multiple-year contract which started in April 2021. St. Johns County, Volusia County, the City of Jacksonville, Nassau County COA, Clay County Senior Services, Flagler County COA, and Baker Co COA will be issued new contracts.

Monitoring begins in April and will be completed by September.

Contract Specialists have reviewed all of the State General Revenue (ADI, CCE and HCE programs) grantees and evaluated their spending pace to reconcile with spending goals. At this time, it appears that ElderSource and the SGR providers are on track to spend down this grant.

Surplus/Deficit:

State General Revenue funding (Alzheimer’s Disease Initiative, Community Care for the Elderly and Home Care for the Elderly Programs) is into the 4th Qtr for spending, with the contract closing June 30, 2024. The Contract Specialists are preparing to amend contracts between three providers to balance spending goals: providers who have a surplus are redirecting 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.

Fiscal and Programs has received approval from DOEA to match the services rates that providers are receiving in the APR budgets with the current rates being charged in their current OAA budgets which began Jan. 1. The current OAA rates are higher than the original ARP rates, so the permission to match/level those rates will allow providers to receive the increased (OAA) rates that are being billed for the same (ARP) exact services and spend down the rates at more evenly matched pace between the programs.

The following data is provided as of FEB 2024 and does not reflect the most current data, which has an overlapping due date that conflicts with the submission of MARCH spending for this report.

PSA 4 Surplus Deficit: An Overview for PSA 4 February 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	\$222,619.36	\$282,282.32	PSA 4 is underspent in HCE dollars at this time. Providers have increased their RTA requests; however, they are finding that around half of the clients released to them are not eligible for HCE under current guidelines, causing delays in opening care plans. Contract Specialists are working on strategies to correct this and increase the number of care plans that providers can open.
ADI	\$4,195,351.00	\$477,283.93	\$750,476.22	PSA 4 is slightly behind in spending goals for ADI at the 8 month spending mark. Providers report an increasingly high divide between RTA clients and actual care plans able to be opened from the list. Several of them have reported submitting new RTAs for clients to be opened prior to the end of the 3rd quarter. Contract specialists are working on amendments to address any provider's surplus to address deficits in other possible locations. Determinations on spending amendments will be made in April after March 2024 spending numbers are reviewed.

CCE	\$7,772,015.00	\$324,315.74	\$680,160.71	PSA 4 is very close to meeting the ideal spending rate for this contract. We will expend 100% of the funds prior to the end of the contract term.
RELIEF	\$486,368.00	-\$7,099.76	\$2,304.31	ES is within 1% of the spending goal for this program.
Title VII	\$21,266.91	-\$16,401.91	-\$7,923.09	Title VII is billed quarterly and spending accuracy will reflect a true ideal rate after the first billing.
OA3B	\$3,438,115.23	\$316,992.31	\$576,339.51	In the second month of the contract period, ElderSource is close to the expenditure rate for this contract. We will continue to assist providers in meeting their contract goals and expend all of the OAA dollars by the end of the term
O3C1	\$2,634,268.88	\$577,396.51	\$1,063,738.46	PSA 4 is behind in O3C1 spending at the start of the contract cycle. Most providers are focusing on spending their ARP dollars and increasing strategies for meeting client needs between both OAA and ARP funds. We are confident that the PSA will achieve its spending goals prior to the end of the contract period.
O3C2	\$2,025,232.89	\$924,808.29	\$912,091.34	At the start of the contract period, PSA 4 is slightly more than halfway to the ideal spending rate, which is due to providers focusing their spending in APR contracts at the start of

				<p>this year. As those ARP dollars spend down, we expect that the rate of spending for this contract will increase, likely close to the early summer. Contract Specialists are working with providers to maintain a balanced spending trend and provide clients with services that will retain continuity of care.</p>
OA3E	\$1,144,178.12	\$151,847.32	\$139,492.57	<p>PSA 4 is almost 1% within the spending goal for OA3E.</p>

Planning and Compliance Update: Janet Dickinson

2024-2027 Area Plan:

On 2/29/2024, the final Approval letter for the 2024-2027 Area Plan Program Module was received from the DOEA. We are compiling information throughout the year on progress made on the Plan's goals, objectives and strategies. An annual update to the plan is submitted each year in September (typically due to the DOEA on September 15th). Over the next 2 meetings we will be providing summary information to the Programs and Planning Committee on what is being updated and will be gathering your feedback. The committee will receive the final draft for approval prior to submission in September 2024.

Training:

26 SHINE and SMP program volunteers have completed training on how to identify and report abuse, neglect and exploitation.

28 Telephone Reassurance program and 10 ElderSource Advisory Council members have received Medicare Fraud Training. Of note, Telephone Reassurance volunteers receive training on how to identify and report abuse, neglect and exploitation when they are on-boarded as volunteers.

This action step will be on-going into the future- to have volunteers receive training on how to identify elder abuse, neglect and exploitation and training on Medicare Fraud as part of onboarding process and on an annual basis. Please contact Janet at 904-391-6651 or Janet.Dickinson@myEldersource.org if you would like to receive the link to the pre-recorded Abuse Neglect and Exploitation (ANE) training, and/or the next Medicare Fraud training opportunities (which is required by the DOEA to be a live virtual event).

Direct Services Program Update: Abigail Costley

Caregiver Support- TCARE

- Submitted a large grant application at the end of February, will receive answer at the end of May.
 - If approved grant will fund:
 - TCARE renewal (caregiver burnout prevention)
 - Set hours of paid respite.
 - Vivo online exercise classes

Powerful Tools

- The first two classes ended in March.
- 10 caregivers completely finished the class and received a certificate of completion.

Senior to Senior

- February and March: 30 clients served/approved; 31 cases paid for/completed
 - Rent/Deposit: 15 = 50%
 - Utilities: 7 = 23%
 - Moving: 2 = 7%
 - Dental: 1 = 3%
 - Assistive Devices: 1 = 3%
 - Furniture: 2 = 7%
 - Misc. (Hotel, towing): 2 = 7%
- Received **60** referrals in February, and **63** referrals in March.
- FEMA grant application submitted April 4th.
 - If approved, it will cover housing, shelter (hotel/motel), and utilities for Older Adults in Duval County.

Telephone Reassurance

- February 2024
 - 41 different clients were served
 - 171 completed calls – 276 attempted calls
- March 2024
 - 43 different clients were served
 - 165 completed calls – 281 attempted calls
- New staff member Danielle Thomas started 2/26/2024
 - Decline was expected due to changes in staff. Danielle has been working diligently and has enrolled many new participants over the past few weeks.

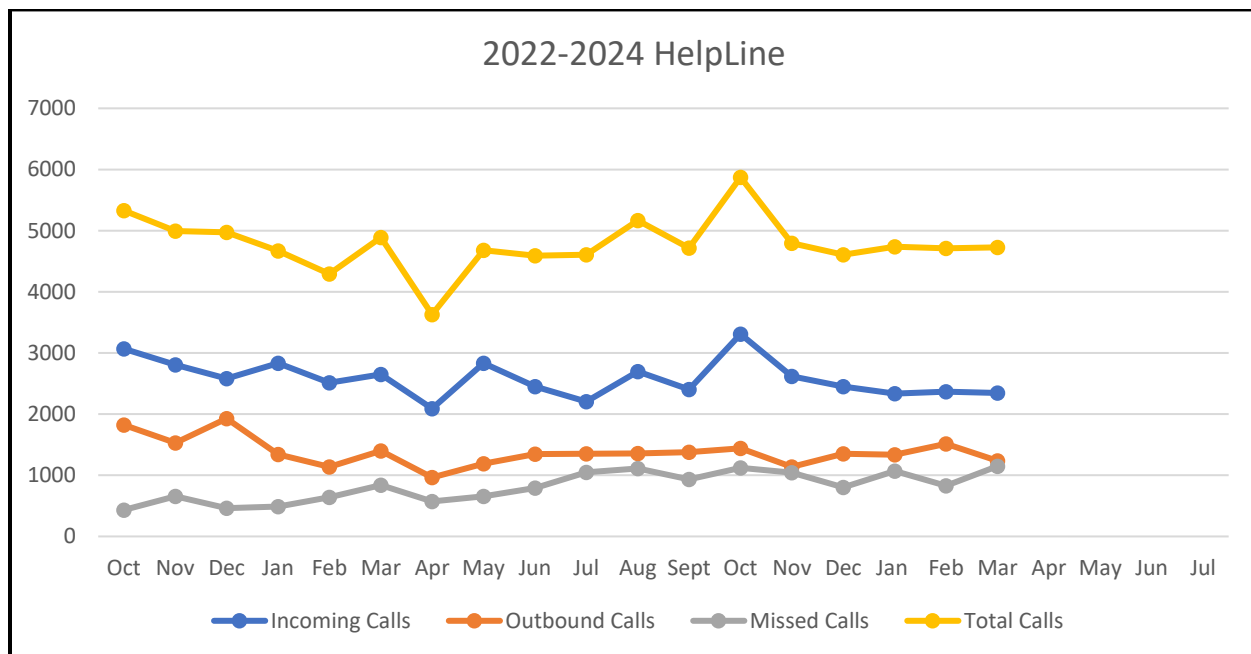
Veterans Directed Care Program Update: Haley Wigley

We are currently serving 51 Veterans in Orlando, 1 Veteran from Tampa VAMC and 80 Veterans in Gainesville (3 are in South Georgia / Camden County). ElderSource's VDC program collectively grew by 10.92%. Below are the increases from February 2024 to April 2024 VAMC: Orlando VAMC: +13.33%, Tampa VAMC: +100% Gainesville VAMC: +8.11%.

ADRC Dashboard Summary: Reports through March – Renee Knight

HelpLine

The HelpLine is fully staffed as of this week. The new Customer Service Specialist will spend approximately 5-6 weeks in training before she manages calls from the queue. 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). She leads a workgroup of her peers each week on understanding and working in the statewide client database.



March

Walk-ins: 28

Voicemail: 1,030

Fax: 47

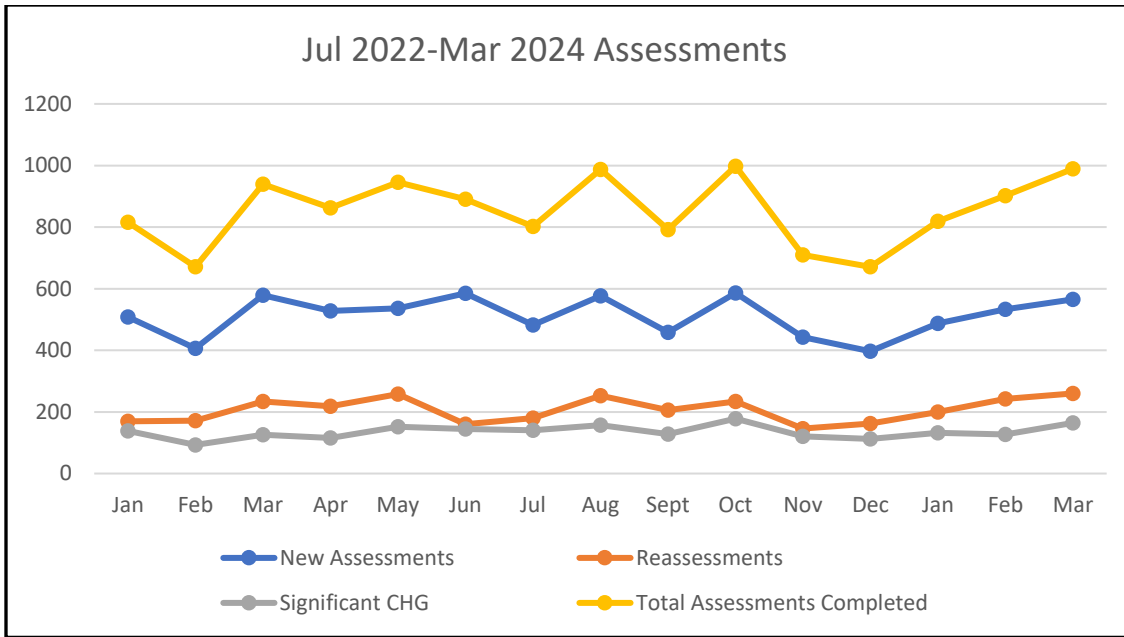
SHINE Referrals: 185

Screening Referrals: 819

APS Referrals: 19

Intake & Screening Team

The Intake and Screening Team is fully staffed. There are 14 screening staff members. Screening appointments are being scheduled out 7 days in advance of the appointments. There are no MLTC overdue assessments.



Percent Screened for Significant Change:
 March: 22%

Medicaid Eligibility Team

The team is fully staffed.

Number of Clients Released for LTC Processing:

February: 157
 March: 208

SHINE/SMP/MIPAA

The SHINE and SMP grants were all on target for February and March. The MIPPA grant did not meet all the benchmarks for February but successfully met all the benchmarks for March. 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 38.

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	262	282
% of Goal	107%	144%	124%	87%	98%	105%	119%	71%	122%	130%	122%	118%
Outreach Events Actual	7	8	11	9	9	13	18	11	6	10	11	10
% of Goal	88%	114%	138%	100%	82%	130%	106%	110%	86%	100%	138%	91%
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	10	9		
% of Goal	145%	100%	118%	191%	126%	85%	75%	90%	125%	90%	0%	0%
Individual One-on-One Actual	195	141	173	203	254	207	175	170	159	160		
% of Goal	119%	85%	87%	106%	93%	59%	124%	65%	62%	96%	0%	0%
People Reached Through	173	165	27	185	395	209	104	199	188	239		
% 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	91	89					
% of Goal	87%	122%	103%	90%	77%	46%	73%	0%	0%	0%	0%	0%
# LIS Benefit Explanation	75	170	115	81	78	66	72					
% of Goal	77%	104%	80%	99%	62%	38%	83%	0%	0%	0%	0%	0%
# MSP Eligibility Activities	125	259	189	134	122	121	115					
% of Goal	103%	126%	96%	120%	83%	62%	113%	0%	0%	0%	0%	0
# MSP Benefit	99	169	118	111	86	104	101					
% of Goal	97%	107%	83%	139%	74%	62%	125%	0%	0%	0%	0%	0
Extra Help/LIS/	21	24	14	5	8	9	9					
% of Goal	162%	141%	108%	63%	80%	113%	100%	0%	0%	0%	0%	0