

PIERCE COUNTY HUMAN SERVICES

AGING AND DISABILITY RESOURCES ADVISORY BOARD

10:00 A.M., Tuesday, January 21, 2020
Soundview Bldg – Conference Room 1
3602 Pacific Ave., Tacoma

Attendance: Pat McIntyre, David Friscia, Bruce Dougherty, John Berry, Terri Baker, Hannah Johnson, Stu Maier and Roz Wagner

Absent: Josh Penner

Excused: Senator Steve Conway

Staff: Aaron VanValkenburg, Nellis Kim, Connie Kline, Lynn Merrell, John Mikel, Brian Guthrie and Bob Riler

Guests: Trisha Canzler, Pierce Transit, JoAnn Fritsche, Wendy Morris, Lutheran Community Services, Maria Holt, Lutheran Community Services

Topic/Speaker	Discussion	Action
CALL TO ORDER – Introductions	Pat McIntyre, Board Chair, called the meeting to order at 10:00 a.m. Introductions were made by all.	Informational
APPROVAL OF MINUTES	The minutes were labeled with the year 2020. The date needs to be corrected to 2019. The minutes from the November 19, 2019 meeting were approved with correction.	The minutes from the November 19, 2019 meeting were approved with the correction
ADDITIONS/APPROVAL OF AGENDA	On the agenda the Executive Committee chair needs to be corrected to Pat McIntyre. No report for the Planning Committee. The agenda was approved with corrections.	The agenda was approved with corrections.
PROGRAM: Dementia Friendly Pierce County Project , Maria Holt and Wendy Morris, Lutheran Community Services Northwest	Wendy Morris introduced the new Lutheran Community Services dementia services program. Maria Holt talked about the grant Lutheran Community Services Northwest (LCSNW) received from the U.S. Dept. of Health and Human Services, Administration for Community Living,	Informational

Topic/Speaker	Discussion	Action
	<p>under the Alzheimer’s Disease Initiative. LCSNW will be dispersing over a million dollars during the next three years to provide increased dementia services in Pierce County. The title of the grant is “A Dementia Friendly Pierce County”. The number of people with dementia who will need assistance is growing. Three areas will be targeted:</p> <ul style="list-style-type: none"> • Providing supportive services for people with Alzheimer’s, or other related dementias, who are isolated; • Improving LCSNW’s existing programs; and • Increasing behavior symptom management training for LCSNW staff, as well as family caregivers in the community. <p>Three programs will be implemented:</p> <ul style="list-style-type: none"> • Opening Minds Through Art- People with dementia are paired with college students. A trained art instructor will be guiding them in creating works of art. • Memory Ensemble- Using the principles of improv, people with dementia will be taught how to respond to situations that would typically cause them anxiety. This program will also provide a respite break for the caregiver. • Dementia Friends- LCSNW will be offering partners in the community training on how to be a Dementia Friend. They will also be training the trainers. <p>Maria and Wendy answered questions from the Advisory Board.</p> <ul style="list-style-type: none"> • LCSNW staff intends to ask people from partner organizations to attend a round table discussion regarding immediate goals, needs and gaps. 	
COMMITTEE BUSINESS		
<p><u>EXECUTIVE COMMITTEE: Pat McIntyre, Chair</u> New Advisory Board Candidates</p>	<p>Pat talked about the potential new board members. Dr. JoAnn Fritsche, Trisha Canzler, and Dr. Sara Thompson.</p> <p>Sara resides in District 7. She is a retired family physician and residency program director. She has experience as a family caregiver from caring for her mother. She has served as president for the Mustard Seed Project among other activities.</p> <p>JoAnn resides in District 4. She is a former Executive Director of the Washington Coalition of Citizens with Disabilities. She has volunteered with several organizations related to older adults and people with disabilities. She has accessed ADRC services for herself</p>	<p>Informational</p>

Topic/Speaker	Discussion	Action
Point in Time Count	<p>and referred others in the community.</p> <p>Trisha resides in District 2. She is employed with Pierce Transit and has fourteen years of experience working with older adults and people with disabilities experiencing mobility issues. She has been an advocate for people experience homelessness.</p> <p>Pat asked for a motion to recommend the three candidates for the advisory board. A motion was made. The motion passed.</p> <p>The Point in Time Count will be held Thursday night through Friday morning. A video was shared explaining the Point in Time Count and why it is held. It is a one day count where outreach workers and volunteers survey people experiencing homelessness. The survey data is used in a variety of ways, including to better understand the reasons people become homeless, to plan programs that respond to their needs, and to look at trends to better understand homelessness over time.</p>	A motion was made and passed to recommend Sara, JoAnn and Trisha for appointment to the Advisory Board.
<u>PLANNING AND ALLOCATIONS COMMITTEE: Terri Baker, Chair</u>	The December 2019 meeting was cancelled – no report.	Informational
<u>ED/PA COMMITTEE: Bruce Dougherty, Chair</u> Nominations for Committee Officers Holiday Recognition Nominations	<p>Bruce Dougherty was nominated for the position of Committee Chair, and Pat McIntyre was nominated for the position of Committee Vice Chair. Both nominations were seconded, and the candidates were voted in unanimously with Pat abstaining.</p> <p>Three organizational and four individual nominations were submitted and reviewed by the committee. After some discussion, it was recommended that the three organizations – Pt. Defiance-Ruston Senior Center, Valentine Yoga, and Tacoma Older LGBT – be recognized as part of a larger collaboration to support and deliver LGBTQIA+ services to the Pierce County community. Individual nominations for Anita Kent for her work with families living with dementia, and for John and JoAnne Fletcher and Jamie Dobosz for their role in establishing the Pierce County Cancer Survivorship Conference were recommended for approval. The nomination to recognize former State Senator Rosa Franklin was also recommended for approval, but the committee asked Senator Conway, who submitted the nomination, to</p>	Informational

Topic/Speaker	Discussion	Action
f.	provide more detail about her service to older adults and priorities. A nomination to recognize State Representative Laurie Jenkins was withdrawn after some discussion about the potential conflicts involved with County recognition of an active State legislator.	
Holiday Party Planning	This year's recognition event will be held at St. Mark's Lutheran Church by the Narrows. Draft event posters were shared, and Board members were encouraged to bring both a potluck food item and small gift bags of no more than \$5 in value for the raffle.	
g.	ADRC Activities June 2 nd will be ADR's second family caregiver day with the Tacoma Rainiers.	
State Council on Aging Update	SCOA met during the W4A/Senior Lobby conference in Tacoma. November is National Family Caregiver month and Pat will again submit a letter to the editor of the News Tribune as a SCOA member, and also asked about a family caregiver resolution from the County Council.	
Senior Lobby Update/Conference	Senior Lobby Update/Conference – October saw the Senior Lobby holding its annual State Conference at the Hotel Murano in Tacoma. Some interesting takeaways include: Washington State is rank first in its long-term care services, but 34 th for long-term care costs, and 41 st in provision of care to people with disabilities; new standards for qualifying for property tax exemptions should provide relief to more households; there is an effort underway to develop a pipeline for skilled, certified caregivers that begins in high school; and Senior Lobby Day will be on February 20 th .	
c.	Misc. Legislative News Nellis shared some highlights from the U.S. House of Representative's reauthorization of the OAA, including the shift to a five year cycle, significant increases in funding that amount to a 35% increase over five years, the ability for AAAs to engage in private pay/fee-for-service work, and the elimination of the cap on using Title III E funds for kinship caregiver services. Now the OAA needs to get through the Senate.	
d.	Senator Conway shared that the State Legislature will be convening on January 13 th to start a short session of 60 days duration. Among the priorities relevant to our service population in this short session is a proposal to increase the reimbursement rate for long-term care facilities.	
e.	Statewide, we are seeing a shortage of Medicaid nursing home and assisted living beds due to poor reimbursement rates.	

Topic/Speaker	Discussion	Action
<p>Additions and Announcements</p> <p>Sunshine Committee Report</p>	<p>The Committee thanked Cheryl for her 8+ years of participation on the ADR Advisory Board.</p> <p>Stuart Maier celebrates his birthday on November 29th.</p>	
<p><u>QUALITY IMPROVEMENT / CUSTOMER SERVICE: David Friscia, Chair</u></p> <p>Site Visits</p> <p>Home Delivered Meals Sampling and Evaluation Results</p> <p>c.</p> <p>a.</p> <p>b.</p> <p>Client Interviews. LCSNW Home Delivered Meals Program</p>	<p>Committee members did not visit any community based services/programs since the previous meeting.</p> <p>Committee members provided a summary of their impressions with Catholic Community Services home delivered meals (HDM). Each committee member was provided home delivered meals for sampling during the previous meeting. Committee members evaluated the meals using the following criteria.</p> <ul style="list-style-type: none"> a. Security of packaging b. Ease in opening packaging c. Meal appearance (pre-cooked) d. Color of each food item (pre-cooked) e. Meal odor (pre-cooked) f. Meal prep directions (easily understood) g. Meal cooked per direction h. Meal appearance (post preparation) i. Color of each food item (post prep) j. Meal odor (post prep) k. Meal taste l. Freshness of bread and condiments m. Absence of contaminants in meal <p>Meals were evaluated and assigned a numerical rating ranging from one (needs improvement) to five (outstanding). Ratings for meals sampled ranged from need improvement to outstanding.</p> <p>A summary of issues noted included:</p> <ul style="list-style-type: none"> Meal taste (meal number 3B and E26) rated as need improvement to very good Meal not cooking per directions (3B-overcooked if directions followed), hard toast and not very good Dry mushrooms sticking to packaging (E17) Meal dry (E21) <p>The results of the sampling and evaluation shall be shared with the contracted provider for actions as deemed appropriate.</p> <p>Lutheran Community Services Northwest (LCSNW) Home Delivered Meal Participants Interviews: Committee plans</p>	<p>Informational</p>

Topic/Speaker	Discussion	Action
<p>Quality Improvement and Customer Service Committee Work Plan Update</p> <p><u>Develop 2020 QICS Work Plan</u></p> <p><u>2020 QICS Chair and Vice-Chair Selection</u></p>	<p>to interview 29 select participants receiving home delivered meals through LCSNW.</p> <p>Goals</p> <ol style="list-style-type: none"> 1) To assist Aging and Disability Resources (ADR) in maintaining and improving customer services through periodic review of at least 70 percent of select ADR programs and services during a calendar year if committee size permits. 2) To provide recommendations relative to quality improvements in select community-based services. 3) To review and streamline committee work processes. 4) To increase committee membership. <p>Committee members begin development of the 2020 QICS work plan. The plan shall be finalized and implemented at the committee's first meeting in 2020.</p> <p>Committee members selected the following members to serve as 2020 chair and vice chair.</p> <p>Chair: David Friscia Vice-Chair: Hannah Johnson</p>	
<p><u>ADR Program Report – Admin. Staff</u></p>	<p>Aaron talked about preparing for advocacy day on February the 20th. He ran down the list of priority issues that will be discussed with the legislators.</p> <p>To support cultural and language diversity in ADR services, a Punjabi speaking case manager was just hired. A translator was used in the past. In ADR there are 7 Cambodian speaking case managers, 8 Korean, 2 Laotian, 1 Punjabi, 6 Russian, 2 Samoan with plans to add another, 3 Spanish speaking with 2 recently added, 3 Tagalog, 1 Thai, 6 Vietnamese, and 1 certified sign language interpreter. In 2020 there are plans to add an Arabic speaking case manager, and possibly more in the previous languages.</p>	<p>Informational</p>
<p>Miscellaneous Announcements</p>		<p>Informational</p>

Topic/Speaker	Discussion	Action
<p>PROGRAM: Dementia Friendly Pierce County Project, Maria Holt and Wendy Morris, Lutheran Community Services Northwest</p>	<p>Wendy Morris introduced the new Lutheran Community Services dementia services program. Maria Holt talked about the grant Lutheran Community Services Northwest (LCSNW) received from the U.S. Dept. of Health and Human Services, Administration for Community Living, under the Alzheimer’s Disease Initiative. LCSNW will be dispersing over a million dollars during the next three years to provide increased dementia services in Pierce County. The title of the grant is “A Dementia Friendly Pierce County”. The number of people with dementia who will need assistance is growing. Three areas will be targeted:</p> <ul style="list-style-type: none"> Providing supportive services for people with Alzheimer’s, or other related dementias, who are isolated; Improving LCSNW’s existing programs; and Increasing behavior symptom management training for LCSNW staff, as well as family caregivers in the community. <p>Three programs will be implemented:</p> <ul style="list-style-type: none"> Opening Minds Through Art- People with dementia are paired with college students. A trained art instructor will be guiding them in creating works of art. Memory Ensemble- Using the principles of improv, people with dementia will be taught how to respond to situations that would typically cause them anxiety. This program will also provide a respite break for the caregiver. Dementia Friends- LCSNW will be offering partners in the community training on how to be a Dementia Friend. They will also be training the trainers. <p>Maria and Wendy answered questions from the Advisory Board.</p> <p>LCSNW staff intends to ask people from partner organizations to attend a round table discussion regarding immediate goals, needs and gaps.</p>	<p>Informational</p>

Topic/Speaker	Discussion	Action
	the reasons people become homeless, to plan programs that respond to their needs, and to look at trends to better understand homelessness over time.	
<u>PLANNING AND ALLOCATIONS COMMITTEE: Terri Baker, Chair</u>	The December 2019 meeting was cancelled – no report.	Informational
<u>ED/PA COMMITTEE: Bruce Dougherty, Chair</u> Nominations for Committee Officers Holiday Recognition Nominations Holiday Party Planning ADRC Activities State Council on Aging Update	Bruce Dougherty was nominated for the position of Committee Chair, and Pat McIntyre was nominated for the position of Committee Vice Chair. Both nominations were seconded, and the candidates were voted in unanimously with Pat abstaining. Three organizational and four individual nominations were submitted and reviewed by the committee. After some discussion, it was recommended that the three organizations – Pt. Defiance-Ruston Senior Center, Valentine Yoga, and Tacoma Older LGBT – be recognized as part of a larger collaboration to support and deliver LGBTQIA+ services to the Pierce County community. Individual nominations for Anita Kent for her work with families living with dementia, and for John and JoAnne Fletcher and Jamie Dobosz for their role in establishing the Pierce County Cancer Survivorship Conference were recommended for approval. The nomination to recognize former State Senator Rosa Franklin was also recommended for approval, but the committee asked Senator Conway, who submitted the nomination, to provide more detail about her service to older adults and priorities. A nomination to recognize State Representative Laurie Jenkins was withdrawn after some discussion about the potential conflicts involved with County recognition of an active State legislator. This year’s recognition event will be held at St. Mark’s Lutheran Church by the Narrows. Draft event posters were shared, and Board members were encouraged to bring both a potluck food item and small gift bags of no more than \$5 in value for the raffle. June 2 nd will be ADR’s second family caregiver day with the Tacoma Rainiers. SCOA met during the W4A/Senior Lobby conference in Tacoma. November is National Family Caregiver month and Pat will again submit a letter to the editor of the News Tribune as a SCOA member, and also asked about a family caregiver resolution from the County Council.	Informational

Topic/Speaker	Discussion	Action
Senior Lobby Update/Conference	<p>Senior Lobby Update/Conference – October saw the Senior Lobby holding its annual State Conference at the Hotel Murano in Tacoma. Some interesting takeaways include: Washington State is rank first in its long-term care services, but 34th for long-term care costs, and 41st in provision of care to people with disabilities; new standards for qualifying for property tax exemptions should provide relief to more households; there is an effort underway to develop a pipeline for skilled, certified caregivers that begins in high school; and Senior Lobby Day will be on February 20th.</p>	
Misc. Legislative News	<p>Nellis shared some highlights from the U.S. House of Representative’s reauthorization of the OAA, including the shift to a five year cycle, significant increases in funding that amount to a 35% increase over five years, the ability for AAAs to engage in private pay/fee-for-service work, and the elimination of the cap on using Title III E funds for kinship caregiver services. Now the OAA needs to get through the Senate.</p> <p>Senator Conway shared that the State Legislature will be convening on January 13th to start a short session of 60 days duration. Among the priorities relevant to our service population in this short session is a proposal to increase the reimbursement rate for long-term care facilities. Statewide, we are seeing a shortage of Medicaid nursing home and assisted living beds due to poor reimbursement rates.</p>	
Additions and Announcements	<p>The Committee thanked Cheryl for her 8+ years of participation on the ADR Advisory Board.</p>	
Sunshine Committee Report	<p>Stuart Maier celebrates his birthday on November 29th.</p>	
<p><u>QUALITY IMPROVEMENT / CUSTOMER SERVICE: David Friscia, Chair</u></p>	<p>Committee members did not visit any community based services/programs since the previous meeting.</p> <p>Committee members provided a summary of their impressions with Catholic Community Services home delivered meals (HDM). Each committee member was provided home delivered meals for sampling during the previous meeting. Committee members evaluated the meals using the following criteria.</p> <ul style="list-style-type: none"> a. Security of packaging b. Ease in opening packaging 	<p>Informational</p>
Site Visits		
Home Delivered Meals Sampling and Evaluation Results		

Topic/Speaker	Discussion	Action
<p>Client Interviews. LCSNW Home Delivered Meals Program</p> <p>Quality Improvement and Customer Service Committee Work Plan Update</p> <p><u>Develop 2020 QICS Work Plan</u></p> <p><u>2020 QICS Chair and Vice-Chair Selection</u></p>	<p>c. Meal appearance (pre-cooked) d. Color of each food item (pre-cooked) e. Meal odor (pre-cooked) f. Meal prep directions (easily understood) g. Meal cooked per direction h. Meal appearance (post preparation) i. Color of each food item (post prep) j. Meal odor (post prep) k. Meal taste l. Freshness of bread and condiments m. Absence of contaminants in meal</p> <p>Meals were evaluated and assigned a numerical rating ranging from one (needs improvement) to five (outstanding). Ratings for meals sampled ranged from need improvement to outstanding.</p> <p>A summary of issues noted included: Meal taste (meal number 3B and E26) rated as need improvement to very good Meal not cooking per directions (3B-overcooked if directions followed), hard toast and not very good Dry mushrooms sticking to packaging (E17) Meal dry (E21)</p> <p>The results of the sampling and evaluation shall be shared with the contracted provider for actions as deemed appropriate.</p> <p>Lutheran Community Services Northwest (LCSNW) Home Delivered Meal Participants Interviews: Committee plans to interview 29 select participants receiving home delivered meals through LCSNW.</p> <p>Goals 1) To assist Aging and Disability Resources (ADR) in maintaining and improving customer services through periodic review of at least 70 percent of select ADR programs and services during a calendar year if committee size permits. 2) To provide recommendations relative to quality improvements in select community-based services. 3) To review and streamline committee work processes. 4) To increase committee membership.</p> <p>Committee members begin development of the 2020 QICS work plan. The plan shall be finalized and implemented at the committee's first meeting in 2020.</p> <p>Committee members selected the following members to serve as 2020 chair and vice chair.</p>	

Topic/Speaker	Discussion	Action
	Chair: David Friscia Vice-Chair: Hannah Johnson	
<u>ADR Program Report – Admin. Staff</u>	<p>Aaron talked about preparing for advocacy day on February the 20th. He ran down the list of priority issues that will be discussed with the legislators.</p> <p>To support cultural and language diversity in ADR services, a Punjabi speaking case manager was just hired. A translator was used in the past. In ADR there are 7 Cambodian speaking case managers, 8 Korean ,2 Laotian, 1 Punjabi, 6 Russian, 2 Samoan with plans to add another, 3 Spanish speaking with 2 recently added, 3 Tagalog, 1 Thai, 6 Vietnamese, and 1 certified sign language interpreter. In 2020 there are plans to add an Arabic speaking case manager, and possibly more in the previous languages.</p>	Informational
Miscellaneous Announcements		Informational
Board & Guests Additions/ Announcements	No other announcements	
Adjournment:	Pat McIntyre adjourned the meeting at 11:27 a.m.	
Next Meeting:	The next ADR Advisory Board meeting will be March 17, 2020, at 10:00 a.m. at the Pierce County Human Services Soundview Building	

Respectfully submitted,

Approved by:

Mickie Brown, Support Staff

Pat McIntyre

N:\ALTC\ADMIN\BOARD\Minutes\2019 Minutes\11 19 2019 AB Minutes.docx