

Middle Alabama Area Agency on Aging (M4A)

Board Meeting Minutes

Wednesday, June 27, 2018

The M4A Board of Directors met on Wednesday, June 27, 2018. Board members in attendance: Mr. Richard Lovelady (Chairman), Rev. Glenn Bynum (Vice-Chairman), Ms. Gay West (Secretary), Ms. Lee Ann Clark, Ms. Sherry Reaves, Commissioner Dean Calvert, Mr. Terry Denny, Ms. Senta Goldman and Ms. Robyn Cobb. Ms. Karen Gossett accompanied Commissioner Dean Calvert but was not a voting member. M4A Staff members in attendance: Ms. Carolyn Fortner (Executive Director), Ms. Tammy White (Fiscal Director), Ms. Crystal Crim (Administrative Director), Ms. Maranda Johnson (Director of Programs), and Ms. Robyn James (Marketing & Operations Director).

The meeting was called to order by Chairman Richard Lovelady at 10:10 am. A quorum was declared. Rev. Glenn Bynum led the prayer.

- A. Chairman Lovelady asked for a motion to approve the agenda. Rev. Bynum made a motion. It was seconded by Commissioner Calvert. All in favor; no one opposed.
- B. Chairman Lovelady asked for a motion to approve the minutes of the previous Board Meeting. Commissioner Calvert made a motion. It was seconded by Ms. Clark. All in favor; no one opposed.
 1. Executive Director's Report by Carolyn Fortner
 1. ICN Update (handout): Ms. Carolyn Fortner explained the Integrated Care Network (ICN) to the Board, as well as the key focus areas, the ICN's role in Medicaid long term services and supports (LTSS), and the importance of the ICN in Alabama. Ms. Fortner discussed Medicaid's timeline to begin implementing the ICN, such as the award announcement, readiness assessments, and October 1st start date. Ms. Fortner opened for questions.
 - i. How does M4A get the word out about E&D Services? Ms. Fortner expressed that M4A current has no issues getting the word out about E&D services, as evidenced by a waiting list of over 800 individuals across the M4A region.
 - ii. Is Medicaid funding the ICN's? Ms. Fortner explained that the ICN will be risk-bearing, contract with Alabama Medicaid according to a set per member per month (PMPM) rate and will be paid according to this rate. The ICNs are not funded like the RCOs.
 - iii. Will M4A be making agency changes to deal with shortfalls? Ms. Fortner explained that changes have already been made to make the MWS program more competitive (for example, in line with the state norm). In addition, M4A already runs lean. We are obtaining grants, fundraising and continuing to look for ways to diversify our funding via private pay contracts.

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- iv. Will the ICN contract with each AAA? Ms. Fortner explained that the ICN is required to contract with each AAA for two years in some capacity. Each AAA will contract individually with the ICN. Following the first two years, Alabama Medicaid has three 1-year options for renewing the ICN contract with each AAA, provided that that AAA is performing. The ICN will continue to work the AAAs if they are meeting goals.
2. NCQA Update (handout): Ms. Fortner discussed the National Council for Quality Assurance (NCQA) with the Board, as well as M4A's progress with securing NCQA accreditation. She shared why this accreditation is important, what it will mean for M4A, as well as what standards M4A and other AAA's will need to meet in order to be accredited. As the population ages, and more states require integrated, person-centered, managed LTSS, NCQA accreditation opens that door of opportunity. For example, this accreditation will allow M4A, and other AAA's in the state, to contract with healthcare organizations for community care transitions and other evidence-based interventions designed to decrease hospital readmission rates and to increase coordination and quality of care for Medicaid beneficiaries. All documents supporting M4A's completion of the standards must be input into the NCQA data base by September 18th. M4A is set to complete the accreditation process in November 2018.
3. FY2017 Audit: Ms. Fortner shared that she has invited and confirmed Aldridge Borden's attendance at the next Board Meeting. M4A had no findings.
4. Additional Older Americans Act (OAA) (handout): Ms. Fortner discussed that Congress signed a \$1.3 trillion omnibus appropriation bill. This translates to a one-time increase in funding for many Older Americans Act (OAA) programs. M4A received a total of \$216,001. This will impact the following programs:
 - i. Part B Admin- one-time increase of \$13,737
 - ii. Part E Admin- one-time increase of \$4,314
 - iii. Part B Social Services- one-time increase of \$34,798
 - iv. Part C-1 Congregate Meals- one-time increase of \$77,322
 - v. Part C-2 Homebound Meals- one-time increase of \$30,802
 - vi. Part D Health- one-time increase of \$6,701
 - vii. Part E Cares- one-time increase of \$46,249
 - viii. Title VII OMB- one-time increase of \$2,078
5. Board Vacancies: Ms. Fortner discussed with the Board that there are several vacancies that need to be filled, specifically in Chilton and Walker Counties. Ms. Fortner also informed the Board that during the next Board meeting in September, Board Officers will be elected. Board Chairman, Mr. Richard Lovelady,

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nominated Judge Chris Green, Ms. Lee Ann Clark and Ms. Gay West to the Nominating Committee.

6. Changes to Nutrition Contract Provider: The Alabama Department of Senior Services (ADSS) put out an RFP for the Nutrition Program meal contract. Effective October 1, 2018, GA Foods-Sun Meadow will be the new meals provider for the State of Alabama. The meals will be the same, aside from offering breakfast as a standalone option. GA Foods will have seven (7) commissaries, but the locations are still being decided. Cold storage will also be placed throughout the state.

C. Administrative Director Report by Crystal Crim

7. Identity Statement Strategy Screen (handouts):

- i. Identity Statement: Ms. Crystal Crim updated the Board on M4A's progress with creating both an Identity Statement and Strategy Screen as part of its Strategic Planning Process. Following the Staff Retreat, M4A created a Strategic Planning Writing Group that has met three times. This group's primary objective is to create M4A's new identity statement which is a culmination of comments and feedback from both Board and Staff. Once created, the Staff and Board will review and offer feedback. A finalized version should be ready for release by August 2018. The Identity Statement is a statement about who M4A is, who we serve, how we serve, what makes M4A different, and what sustains us.
- ii. Strategy Screen: Ms. Crystal Crim discussed the Strategy Screen with the Board. This screen is a list of questions developed by Staff and Board during the Staff Retreat and February Board Meeting respectively. These questions offer a screening mechanism for all projects M4A will take on in the future. This screen will ask the following questions in order to evaluate opportunities presented to the M4A Board and Executive Staff:
 - a. How does this align with M4A's mission?
 - b. How does this play to M4A's competitive advantage?
 - c. What/How does it add to the quality of outcomes/processes?
 - d. How will it be sustainable?
 - e. What impact will it have on ALL served by M4A? (staff, clients, partners)

8. M4A Employee Manual (handout): Ms. Crystal Crim reviewed updates to M4A's Employee Manual. Changes include the following:

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- i. Updated HR Contact information and date of manual update;
- ii. Removed of the Acknowledgement Form due to the manual being electronically acknowledged (i.e., via Compliance Bridge);
- iii. Added the following policies: “Smoke-Free Workplace,” “Social Media” and “Cell Phone Use While Driving for M4A;”
- iv. Added language under the following sections: “Extended Leave” and “Worker’s Compensation” section; and
- v. Updated language under the following sections: “EEO Policies and Procedures,” “Employee Classification Categories,” “Background and Reference Checks,” “Performance Reviews and Self-Appraisals,” “Political Activity,” “Use of Personal Automobile,” “Meals & Incidentals,” “Attire and Grooming,” “M4A Technology,” “Disaster Preparedness,” and “Serious Crisis.”
- vi. Manual will be acknowledged online. Board members asked about Compliance Bridge. Ms. Crim explained the Compliance Bridge (CB) system and that all new policies are placed in CB for staff to review and acknowledge. Each employee has a unique login and password and each policy an employee reviews and acknowledges is tied to the employee’s individual account. Even if a staff member is discharged, HR will still have record of the staff member’s signed documents and acknowledgements in CB.

B. Fiscal Report by Tammy White:

1. Money Market Account: Ms. Tammy White shared that she and Ms. Fortner visited Bryant Bank to discuss M4A’s money market account. Prior to the visit, the account, which has been open for two (2) years, was accruing 0.25% interest annually. This account had just over \$1million dollars at the end of May 2018. Annually, it was earning \$2,554.11 interest. Ms. White and Ms. Fortner made the decision to split the money. She explained that they moved \$800,000 to a 36-Month Certificate of Deposit (CD) account at 1.75% interest annually. This account is projected to earn \$14,112.84 annually. With this CD, Bryant Bank has guaranteed one (1) rate increase during the 36-Months if the rate goes above 1.75%, as well as unlimited withdrawals with no penalties. Both accounts together will gain M4A \$14,634.65 annually.
2. Monthly Financial Report: Ms. White shared with the Board a few highlights in the monthly financial report. Most programs are on target to meet their budget.
 - i. Gateway to Community Living (GCL) Funding: ADSS has provided M4A \$40,540.09 for GCL. Presently, M4A has spent \$2,358.88. The reason is that GSL is split into two categories: Surveys and Outreach. The funds for Outreach are spent fairly easily, but the

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funding does not compound each year. In other words, if M4A has unspent funds during the FY, the funds do not rollover to the next FY. The funds for Surveys, however, do compound (rollover) but cannot be spent unless a client is transitioning from nursing home care back into the community. M4A has no say in this transition. While we are unable to spend down the Survey funds, M4A has created a marketing plan to spend down the remaining \$14,131 Outreach funds. Currently, \$5,909 has been spent and M4A is projected to spend all of the GCL Outreach funds. This is the first time all Outreach funds for this program will have been spent.

- ii. 530 Waiver Changes: Ms. White explained that the 530 Waiver has been rolled into the E&D Waiver program, thus no funding will be shown for that line item.
 - iii. Personal Choices (PC) Program: Ms. White shared that ADSS awarded M4A \$90,000 for the PC Program for FY 2018. This is the grant, plus 10%. At this time, M4A is on track and projected to exceed this budget due to increased efforts of moving clients from E&D Waiver into the PC program. This program is not part of Managed Care.
3. Leave Liability Changes: Ms. White discussed the leave liability changes with the Board. In the past, when employees use their leave (annual and/or sick), the grant they are paid from would be charged for the exact amount of leave they were taking. For example, if an employee earns \$15.00/hour and takes four (4) hours of sick leave, the grant that paid the employee's salary would be charged \$60.00. However, each pay period, every permanent full-time employee also earns four (4) hours sick and four (4) hours annual leave which become liabilities on M4A's books that have not been charged to any funding source. Beginning in October 2018, this time will no longer be able to be charged to the MWS funding stream because it is non-billable time. As of April 30, 2018, M4A had \$207,006.80 of liability sitting on the books unfunded. Ms. White shared that in May 2018, she changed the process for how M4A charges time for grants. She billed both the April and May 2018 accruals and put it into a liability on M4A's books. Ms. White then took what time was used in May 2018 and drew it out of the liability. She has since charged this time to the grants and billed ADSS. She explained that she will continue to bill based on the liability accruals rather than the time actually used. This will make sure the liability is funded and in the bank. Ms. White shared that M4A opened a Money Market Liability Account. A Board

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Member brought up the question of legality. Ms. White explained that it is legal under Financial Accounting Standards Board (FASB).

- D. Program Report (handout): Ms. Maranda Johnson updated the Board on the programs at M4A.
- a. ADRC: To date in FY 2018, M4A's ADRC program completed 1,838 Universal Intake Forms (UIF). From those intakes, 2,824 referrals were made. This is an increase of 10 intakes and 304 referrals compared to FY 2017.
 - b. AL Cares Program: To date in FY 2018, AL Cares helped 107 caregivers with respite and 47 caregivers with supplemental supplies
 - c. MWS Program: To date in FY 2018, the MWS Program helped 426 EDW consumers, 6 ACT consumers and 78 PC consumers.
 - d. Nutrition: To date in FY 2018, the Nutrition Program 1,577 congregate seniors 95,242 meals and 1,392 homebound seniors 167,386 meals. For congregate meals, this is an increase of 16 clients served. For home delivered meals, this is an increase of 11 clients served.
 - e. SenioRx: To date in FY 2018, the SenioRx program has assisted 546 clients with medication. This is an increase of 144 clients compared to FY 2017.
 - f. SHIP: To date in FY 2018, SHIP has assisted 2,105 clients. This is a decrease of 60 clients compared to FY 2017.
 - g. Legal Services: To date in FY 2018, 252 seniors have received legal assistance and 645 seniors have attended outreach events from Jan Neal Law Firm in M4A's region.
 - h. Ombudsman (OMB) Program: To date in FY 2018, OMB has opened 126 complaint cases to date. This is an increase of 70 cases compared to FY 2018.
- E. Marketing and Development Update (handout): Ms. Robyn James updated the Board on the various initiatives taking place at M4A.
- a. Dementia Friendly: Ms. James shared that in FY 2017, M4A applied for a \$10,000 grant to develop a Dementia Friendly Training Tool-Kit for Law Enforcement and First Responders. M4A was the first agency in the nation to train Law Enforcement and First Responders in Dementia. Over the last nine months, M4A has continued its efforts to educate these groups in our region and we have trained over 475 officers and first responders. Once 75% of the officers complete the training, their station is awarded the Dementia Friendly Department designation. Due to this training, the Project Life Connect-Red Folder Project was created. This project is similar to the Yellow Dot Program; however, this product is placed on the consumer's refrigerator. Should an issue arise, first responders are being trained to look for the file. This file has the consumers medical information, such as prescriptions and doctors' names, as well as emergency contact

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information and M4A's rack card. Regarding both projects, all but one of M4A's Counties has been easily reached. Ms. James encouraged the Board to pass the information out in their communities, as well as encourage local groups in the region to support by way of donations to print more Red Folders.

- b. **Silver Alert Bill:** Ms. James discussed the recent passage of HB 427, Missing Senior Citizen's Act, otherwise known as the Silver Alert Bill. As of June 1, 2018, if an older adult with any form of Dementia goes missing or has wandered, the same procedures for an Amber Alert are started for the individual, media is to be contacted, and the dispatcher is to take the word of the caregiver of the missing individual. A component of this bill requires that law enforcement offices and other emergency personnel complete first responder training for missing persons with any form of Dementia. M4A is working with ADSS to make the Governor's Office aware of our training. M4A recently applied for another \$10,000 grant to further this initiative. Ms. James encouraged the Board to let their local officials and city leaders know about the training.
 - i. A Board member asked if all counties have been reached regarding this training. Ms. James shared that, currently, Chilton County is the only county in M4A's region that has not responded to M4A efforts to train local law enforcement/first responders. She shared that M4A contacted Alabama Law Enforcement Agency (ALEA) and they sent the materials statewide.
 - ii. A Board member from Blount County suggested working with the Alabama County Commission Association (ACCA). Ms. James shared that at this time, they have not been contacted. The Board member shared that the ACCA is interested in such a training due to the high volume of dementia related calls. He expressed that there was a possibility for funding and potential trainers.

F. **Old Business:** None.


G. **New Business:** Request for a 2018 Employee Manual Update: Commissioner Calvert made a motion to approve to approve the 2018 suggested changes to the M4A Employee Manual (changes had previously been mailed/emailed to the Board for review). The motion was seconded by Ms. Reaves. All were in favor; no one opposed. The motion carried.

There being no additional business. The meeting was adjourned.


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The next Board meeting will be in September 26, 2018.

Approved:



Richard Lovelady, M4A Board Chairman


Date