

Middle Alabama Area Agency on Aging (M4A)  
Board Meeting Minutes  
Tuesday, March 3, 2015

The M4A Board of Directors met on Tuesday, March 3, 2015. Board members in attendance: Mr. Richard Lovelady (Chairman), Mr. Billy Luster, Mr. Dan Acker (Secretary), Rev. Glenn Bynum (Vice-Chairman), Mr. Reggie Holloway, Mr. Red Turnipseed, Judge Chris Green, Ms. Doris Jones, and Ms. Gaye West. M4A Staff members in attendance: Ms. Carolyn Fortner (Executive Director), Ms. Crystal Crim (HR/Operations Manager), Ms. Aileen Hill (Fiscal Director), and Ms. Sheila Hogge (Fiscal Officer). Auditors Scott Grier and Jessica Hudson from Aldridge Borden were also present.

The meeting was called to order by Chairman Richard Lovelady at 10:42 am. A quorum was declared. There were no proxies.

- A. A motion to approve the agenda was made by Mr. Turnipseed and seconded by Mr. Holloway. All others were in favor; no one opposed.
- B. A motion to approve the minutes from the November 12, 2014, Board meeting was made by Mr. Turnipseed and seconded by Mr. Holloway. All others were in favor; no one opposed.
- C. Executive Director's Report by Carolyn Fortner
  1. FY 2015-2017 Area Operating Plan: The Alabama Department of Senior Services approved M4A's FY2015-2017 Area Plan. M4A's FY15 Annual Operating Plan has not been approved by ADSS yet; however, the Board will be notified when this occurs.
  2. FY 2014 EDW/530 Audit Report: Last October, ADSS audited M4A's Elderly & Disabled Waiver and 530 Waiver Programs. Recently, M4A receive the audit reports and M4A drafted a response to the audit reports (handout provided with copies of audit and M4A response). The major errors occurred in the case files, specifically with case managers' documentation. ADSS's audit report emphasized the importance of the narratives supporting the time that a case manager bills to Medicaid. For example, if a case manager bills for one hour but the client's narrative only shows that the case manager "made an appointment with the client," then the narrative does not justify the one hour that is billed. What ADSS would like to see is for case managers to explain thoroughly in their narratives all work done for the client. Also, ADSS explained that if there is a health and safety concern documented in the narrative, then how this health or safety concern is addressed must be documented in the narrative, too. The client's files must show that follow up took place and explain how the situation was rectified. To address ADSS's concerns, M4A had two meetings with ADSS Waiver staff members, as well as requested that ADSS visit M4A and provide additional training or re-training to M4A's Medicaid Waiver staff. M4A also responded to specific findings which have been corrected. M4A has implemented ongoing training and monitoring procedures with the Medicaid Waiver staff to ensure that all case managers are trained not only by ADSS upon hire, but also that they receive ongoing training and peer review during employment. Every Monday, the Medicaid Waiver staff go through a section of the case manager guide and a

pop quiz is given on the section taught the previous week. M4A has also set aside one day a month for the case managers to complete their own billing. It is important for the case managers to go through their own billing because it helps them keep track of missed visits. M4A is also conducting once a month peer reviews. For peer reviews, the case managers are going back and reviewing the last three months of a peer's client files. By the end of the fiscal year, each client file will have been read at least three times. M4A is putting its case managers in the position of auditing their files and their coworker's files. This allows the case managers to identify and correct their own mistakes. M4A has sent its audit response to ADSS but at this time ADSS has not responded. ADSS has also begun to authorize the recoupment of funds from Direct Service Providers. As a result, M4A has lost two Direct Service Providers. The recoupment process is new for both ADSS and the AAAs.

3. FY 2013 Audit Report presented by Aldridge Borden (handout provided).

4. ASU Monitoring Tool for Title III-VII and State Funded Programs: A new monitoring tool has been introduced by ADSS, developed by Alabama State University's Center for Leadership and Public Policy. This monitoring tool is for all of M4A's programs (Title III/VII and State funded) except for Title V. M4A's programs were not audited in FY 2014, but we do anticipate being audited in FY 2015. At this time, we have met with all program coordinators and gone through the monitoring tool to ensure that all documentation requested in the tool is ready when the monitoring takes place. At this time, M4A does not know when monitoring will take place, but once a date is set, the Board will be informed.

5. Grants:

- a. Butho Ncube recently applied for a \$12,000 grant through the Community Foundation of Greater Birmingham and it was recently funded. This project will allow for home safety checks and basic home repair for people living in the community, as well as help M4A continue to uphold its mission of supporting elderly and disabled adults living in their homes safely.
- b. M4A strengthened its relationship with United Way of Central Alabama and Ms. Fortner will be meeting with a representative from United Way to talk about further developing this partnership. M4A has partnered with AARP to sponsor caregiver town hall meetings in all five of M4A's counties. At this time, M4A has developed a caregiver survey and will be receiving that data back soon. The survey data will help M4A to better plan for the caregivers in the M4A region. M4A also submitted a letter of support for a project called the Geriatric Workforce Enhancement Program. The project was developed by Auburn University's School of Pharmacy. If this grant is funded, the project will provide dementia education to caregivers in our service region.
- c. M4A received a \$6,000 grant for the Teaching Elders and Adolescents to Communicate in Harmony (TEACH) Dementia Initiative. This initiative is an intergenerational project that will work with both teens and older adults to help bridge the generation gap. The project will work with residents from Jacob's House in Hayden, Alabama, and students from Southeastern High School in Remlap, Alabama. At this time, M4A is conducting 1 hour classes with students, once a day for three weeks. The classes are structured to teach students about the aging process, dementia, Alzheimer's disease, etc. The goal of the initiative is to break down perceived barriers that young people may have when communicating with older individuals with

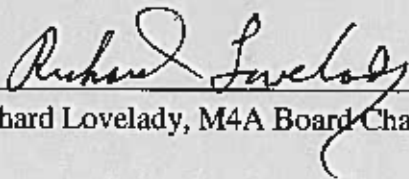
Alzheimer's disease and dementia. After the three week, one hour classes with the students, each student will be paired with an older individual at Jacob's House. The students will work with the older adults to add music to an iPod or mp3 player. The music will be from the older adult's generation. TEACH also seeks to inspire students to go into geriatric professions.

6. **AdvantAge Initiative:** M4A is currently participating in the AdvantAge Initiative. The purpose of AdvantAge Initiative is to measure the resources within the community that allow an elder to age in place. According to AdvantAge Initiative, there are four areas essential to an elder friendly community: basic needs, civic engagement, optimizing physical and mental well-being, and maximizing services for frail and disabled individuals. Ms. Fortner has also been asked to serve as the Chair of the Basic Needs Committee. The Basic Needs Committee will look at affordable housing, safety in homes, assuring no one goes hungry, and providing information about services. Ms. Fortner asked the Board members for suggestions as to who, from M4A's region, would like to serve on the committee. Mr. Holloway and Chairman Billy Luster volunteered to serve on the committee. The rest of the Board members declined but said they would send suggestions to Ms. Fortner. M4A was proactive in this partnership because the data can be used for strategic planning.
- D. Crystal Crim presented the agency's program report. A copy of the report was given to the Board members. The report showed total number of clients served by M4A in each program from October 2014 to January 2015.
- E. The fiscal report was presented by Aileen Hill and Sheila Hogge. A copy of the reports were given to the Board members.
- F. Old Business: None
- G. New Business: None

There being no additional business, Mr. Turnipseed made a motion to adjourn the meeting and it was seconded by Mr. Acker. All were in favor and no one opposed.

The next Board meeting will be on Wednesday, April 22, 2015 at M4A.

Approved:



Richard Lovelady, M4A Board Chairman

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Date