

Middle Alabama Area Agency on Aging (M4A)

Board Meeting Minutes

Wednesday, February 27, 2019

The M4A Board of Directors met on Wednesday, February 27, 2019. Board members in attendance: Rev. Glenn Bynum (Vice-Chairman), Ms. Lee Ann Clark (Secretary), Ms. Gay West, Ms. Sherry Reaves, Mr. Terry Denny, Mr. Tommy Bowers, and Ms. Senta Goldman. M4A Staff members in attendance: Ms. Carolyn Fortner (Executive Director), Ms. Tammy White (Fiscal Director), Ms. Crystal Crim (Administrative Director), Ms. Laura King (Nutrition and Transportation Supervisor), and Ms. Jennifer Fuller (RN Supervisor). Shelby County Commission/County Manager in attendance: Mr. Alex Dudchock. City of Alabaster Mayor in attendance: The Honorable Marty Handlon. ADSS Staff member in attendance: Ms. Mary Ann Ostry. GA Foods Representative in attendance: Ms. Gina Hayes.

The meeting was called to order by Vice-Chairman Rev. Glen Bynum at 10:11 am. There were proxies (Judge Chris Green and Ms. Robyn Cobb). The proxies were given to Rev. Glenn Bynum and Ms. Gay West, respectively. A quorum was declared. Ms. West led the prayer.

- A. Vice-Chairman Bynum asked for a motion to approve the agenda. Mr. Bowers made a motion. It was seconded by Ms. Reaves. All in favor; no one opposed.
- B. Vice-Chairman Bynum asked for a motion to approve the minutes of the previous Board Meeting. Ms. West made a motion. It was seconded by Mr. Denny. All in favor; no one opposed.
- C. Executive Director's Report by Carolyn Fortner
 1. GA Foods Update (handout): Ms. Fortner introduced both Mary Ann Ostrye (RD) from ADSS and Gina Hayes (State Director of Operations) from GA Foods. She shared that both individuals would be discussing Alabama's state bid for the nutrition contract.
 - i. Ms. Ostrye with ADSS provided the Board with background for the Elderly Nutrition Program and its funding through the Older American's Act (OAA). She said Alabama is one of only two states in the US that holds a state nutrition contract. Meals are about \$3.30 each (entree, three sides, milk and dessert) and meet one-third RDA. To follow Ms. Ostrye's presentation, Ms. Fortner directed the Board to their packet to review the Nutrition Survey recently conducted in M4A's region, as well as the price sheet. Ms. Ostrye shared that the AAAs cumulatively serve 16,000 meals per day in the hot meal program and 2,000 meals per day in the frozen meal program. Due to the size of the Elderly Nutrition Program in Alabama, ADSS is required to put out a Request for Bid (RFB). The RFB outlines the needed services and those who bid identify the cost. Once the bids are received, ADSS reviews all bids. The lowest bid, by law, receives the contract. The previous contractor, Valley, held the state contract for over 10 years so that when ADSS awarded the bid to GA Foods in May

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2018, Valley contested. This contest delayed GA's transition process because ADSS was required to follow contest procedures as outlined by the Alabama Department of Finance, Purchasing Division. ADSS had to appear in court as a result of the contest and eventually prevailed allowing the transition with GA to proceed. Regarding the Alabaster production unit specifically, Ms. Ostrye said GA did not receive its certificate of occupancy for the Alabaster Product Unit until 3 days before the kitchen opened on Monday which contributed to a terrible start for this production unit. In order to gauge GA's performance, Ms. Ostrye said ADSS maintained a weekly survey during the fall. Center managers were asked questions about their experience with GA Foods, specifically about the food and the service or delivery. This data was compiled by the AAA Nutrition Coordinators and provided to ADSS. Overall, the initial issues have subsided and ADSS consults with GA Foods daily. There is now a low error rate.

- ii. Ms. Hayes with GA Foods said that there are seven production units: Guntersville, Alabaster, Trinity, Orville, Satsuma, Dothan, and Montgomery. Ms. Hayes is the primary contact for ADSS. Her job is to make sure all contract guidelines are met by GA Foods. Ms. Hayes said that, following the issues in October, GA Foods has made it a point to visit each senior center to speak with consumers and hear firsthand the issues and preferences. Also, test kitchens are trying out new recipes and GA is training production unit kitchen staff on ServSafe.
- iii. The floor was opened for questions.
 1. Mayor Handlon with the City of Alabaster: Did the RFB indicate where production units were to be placed in Alabama? Ms. Ostrye answered that GA Foods determined the unit locations based on a 6-hour window for serving the food (start to finish). Mayor Handlon asked a follow-up question regarding the previous contractor's production units. Ms. Ostrye shared that the Guntersville unit was previously near Attalla, the Trinity unit remains in Lawrence County as they were before, the Alabaster unit was previously in Brent, and the Satsuma unit was in Mobile. The production units in both Dothan and Montgomery were previously in those cities but at different locations. None of the current units are in previously held locations. Orville was a new location. Mr. Dudchock with Shelby County shared his knowledge of issues with GA's Alabaster Production Unit. He asked Mayor Handlon to share the issues the City of Alabaster experienced with this Production Unit. Mayor Handlon shared that in 2015, the City of Alabaster adopted overlay districts for their high traffic corridor in order to make Highway 31 and 119 more attractive. In 2018, GA Foods approached the City for a building license and listed their

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business as a food caterer. Mayor Handlon said that it was not until the City was made aware that GA Foods was making changes to its building that the City realized GA did not have the proper permits for the type of business. The City of Alabaster asked GA Foods to halt changes. The City of Alabaster learned that GA Foods had the state contract for senior meals through one of the employees at the GA Alabaster Production Unit. Although GA did not communicate its correct business type to the City, the City provided GA with a temporary permit so that seniors could be fed. In addition, the City of Alabaster gave GA Foods 45 days to clear up the permit issues. The City has subsequently given GA Foods until July 2019 to vacate the current location in Alabaster. Mayor Handlon shared that the high number of calls from citizens, potential liability from businesses who could sue the City, and the potential of not being able to uphold its established ordinance in the future were the primary reasons for giving notice to GA Foods.

2. Ms. Reaves: How many centers are served through the Alabaster production unit? Ms. Ostrye shared that most of M4A, all of Jefferson County, and some of West Alabama's centers are served by the Alabaster unit.
 3. Mr. Dudchock shared that his office does code enforcement for Shelby County and six cities and that the county is happy to assist GA Foods in finding an alternate location, assistance with the health department, etc. Mr. Dudchock shared that the County would like to keep GA Foods in Alabaster. Mayor Handlon echoed this sentiment. He also shared that there was not proper disclosure by the property owner to the tenant.
 4. Mr. Bowers: What was the rating spread on the survey? Ms. Ostrye replied the rating was 1 to 5 with 5 being the best. Ms. Reaves shared that she identified numerous 4's on the survey. Mr. Bowers noted that there are a few centers that serve less than 25 individual meals per day. He asked if ADSS speaks with these centers. Ms. Ostrye stated that the center managers know having low participation is an issue. Ms. Fortner shared that M4A recently had a merger between Nectar and Locust Fork centers into the Locust Fork center in order to reach the 25 individual meal minimum.
2. M4A Nutrition Program Status (handout): Ms. Fortner discussed the impact of the GA Food transition on M4A's Nutrition Program. She referred the Board to the FY 2019 First Quarter Program Report. She stated that although M4A's Nutrition program saw a decrease in its congregate meals served during Q1, there was an increase in homebound (hot and frozen) meals served. Ms. Fortner shared that Laura King, the Nutrition and Transportation Supervisor, believes the congregate

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members will return as participants hear positive feedback about the food. Ms. Fortner opened the floor to questions. No questions were posed.

3. **Medicaid Waiver Update (handout):** Ms. Fortner said that, in the past, the AAAs in Alabama provided MWS under a statewide contract with ADSS. ADSS would provide AAAs a set amount of money for Medicaid Waiver; the AAAs would develop a budget for the program; and ADSS would reimburse the AAAs for actual costs which seldom if ever exceeded the budgeted amount. Now, the AAAs are contracted with Alabama Select Network for the Medicaid Waiver Program. Alabama Select Network is comprised primarily of Nursing Home owners and some private insurance, home health and hospice companies. In order to prepare for the new state contract with Alabama Select Network, M4A made a lot of changes in FY 2018 to operate within the parameters of the Fee For Service (FFS) model. Ms. Fortner directed the Board to handout #3 (MWS, ACT and EDW). In Q1 of FY 2019, M4A served 423 individuals in the ACT and EDW. In Q1 FY 2018, M4A served 378 individuals. This means M4A is serving more people: 45 more people from the first quarter of FY 2018 to the first quarter of FY 2019. With this type of increase, M4A can hire a new case manager. In addition, over the first few months of FY 2019, M4A brought in between \$8,000 to \$10,000 per month. For the remainder of FY 2019, M4A expects to bring in \$25,000 per month over expenses. The landscape of Medicaid Waiver changes almost weekly; so, Ms. Fortner will keep the Board updated.
4. **Request Approval for New M4A Staff Position (Caregiver Interventionist):** Ms. Fortner stated that M4A has an opportunity to expand education to caregivers under the Alabama Cares program. The Alabama Cares program provides three primary services to caregivers: respite, supplemental and education services. Recently, M4A has experienced challenges with the program, specifically in finding workers to provide respite services to clients. Without workers to provide respite services, M4A has been unable to spend its Caregiver funds as M4A has done in the past. However, this challenge has created an opportunity for M4A to address caregiver stress which negatively impacts caregivers' emotional and physical health. Ms. Fortner asked the Board for permission to hire a Caregiver Interventionist who will provide evidenced based education to caregivers either one-on-one, in a group format, over the phone or by Skype. The Caregiver Interventionist will identify and provide evidence based support through to caregivers experiencing a higher degree of stress and/or burden. Related to the needs of caregivers, Ms. Fortner reported that M4A has partnered with the Coordinated Community Response to apply for a grant through the Office of Violence Against Women (OVW). The grant addresses abuse in later life. Ms. Fortner opened the floor for questions.
 - i. **Ms. Sherry Reaves:** Will the OVW grant provide the funding for the position or the funding to develop resources? Ms. Fortner replied that the grant would enhance what M4A is planning to do with the interventionist position which is paid for out of Alabama Cares funding.

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- ii. Mr. Alex Dudchock: Are other AAAs working in this area? If not, are they working with their area Mental Health Authority? Ms. Fortner shared that no, at this time, other AAAs are not moving in this direction and that M4A would be the first. She shared that M4A would like to form a partnership with its local Mental Health (MH) Authority. Working with MH would be a great pairing because caregiving impacts mental health.
 - iii. Mr. Dudchock shared that Chilton-Shelby Mental Health Center (CSMH) is a behavioral health center and that CSMH will be strategically moving in the direction of assisting older adults who are experiencing mental health issues. He said there is an increase in older adults moving in with their adult children and beginning to attend the senior centers; these older adults are looking for education and resources about what to expect as they age, as well as information on Dementia Care. He expressed gratitude to M4A for our venture into the Mental Health arena. Ms. Fortner expressed her desire to partner with CSMH.
 - iv. Ms. Sherry Reaves asked if Ms. Fortner would like the Board the vote on the position. Ms. Fortner answered yes. Ms. Reaves made a motion to approve the new position of Caregiver Interventionist. Ms. Clark seconded the motion. All were in favor and no one opposed. The motion was passed.
5. T-Care Model: Ms. Fortner shared about a new web-based program, endorsed by the Administration for Community Living (ACL) to assess and develop care plans for caregivers. This program, called T-Care, will allow the Caregiver Interventionist to create an evidence-based intervention for caregivers.
- D. Living Well Alabama Update by Margaret Grubic: Ms. Margaret Grubic discussed M4A's Living Well Alabama Chronic Disease Self-Management Grant. Ms. Grubic shared that the program is a 6-week class that is open to those who have a chronic condition or disease, caregivers, or friends of someone with a chronic condition. She shared that the classes provide tools for stress management, how to deal with pain and fatigue, healthy eating, how to be more physically active. She provided Board members with a listing of each of the upcoming classes and asked that they share in their communities
1. Ms. Reaves asked for a quick list of topics discussed during the classes. Ms. Grubic shared the following: healthy eating and label reading, exercising and exercises for stress management, decision making and problem solving, communication between the participant and their family, as well as between themselves and their care providers, and how to deal with difficult emotions.
 2. Mr. Dudchock provided an overview of the enrichment opportunities Shelby County has going on at the McWayne Center and the Birmingham Zoo. He encouraged the Board Members to share with the seniors in their respective areas and encourage them to attend any of the upcoming events.
- E. Administrative Director Report by Crystal Crim
1. Marketing Update: Ms. Crystal Crim updated the Board on the Marketing efforts of M4A on behalf of Ms. Robyn James. She shared two flyers with the Board

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regarding M4A's upcoming regional trainings with the Alabama Securities Commission (ASC), as well as the Bessemer training specifically. M4A recently received a \$5,200 grant from ASC in order to coordinate and conduct four regional trainings across the State of Alabama (Birmingham, Montgomery, Huntsville and Mobile). M4A's role in these trainings would be to speak about Dementia Friendly Alabama. We are partnering with both ASC and the Alabama Coalition Against Domestic Violence (ACADV) to conduct these events. Trainings in other AAA regions will include that respective AAA staff.

2. NCQA Accreditation Update: Ms. Crystal Crim updated the Board the M4A successfully achieved its three-year NCQA Accreditation. She provided the Board with a copy of the certificate received as well. Ms. Crim shared that this accreditation will allow M4A to work with hospitals and other medical professionals who see the value of not only the accreditation itself as a "seal of approval," but also of person-centered care planning. Upon receiving this accreditation, M4A received \$56,000 from ADSS. This funding will go towards supporting our ADRC "No Wrong Door." Also, this accreditation allowed for a \$5.00 increase in M4A's Per Member Per Month rate. The rate is now at \$269.86.
 3. N4A Leadership Institute Update: Ms. Crystal Crim shared with the Board that she and Maranda Johnson recently attended the N4A Leadership Institute in Washington, D.C. Both Crystal and Maranda applied for a spot in the institute in January 2019, as well 80 other individuals across the nation, and were two of 43 applicants selected. The institute was geared towards leadership and provided participants with tools on how to increase their leadership skills and inspire leadership in others. It also focused on teaching attendee's communication techniques they could easily use to get the most out of our teams. Ms. Crim also shared that, prior to attending the institute, each attendee was tasked with taking the DiSC test. This provided attendees with an overview of not only their personality, but also their professional workstyle and communication preferences. The tools learned during the institute not only assisted Crystal and Maranda in learning about themselves, it taught them how to communicate with their team and how to best inspire them to be a leader as well. Ms. Crim shared that she learned that there is no right or wrong way to be a leader, nor is there one type of personality geared towards leadership. Everyone has the potential for leadership.
- F. Fiscal Report by Tammy White: Ms. Tammy White shared the Fiscal Report with the Board. Ms. White also discussed the MWS funding and staff bonuses.
1. No Wrong Door: This is a new funding source for M4A that will support our ADRC.
 2. PeerPlace: Although it is not new, this funding supports the ADRC.

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3. Gateway: Funds can only be spent on the ombudsman program for conducting follow-up surveys provided by the State Ombudsman to the local community ombudsman; therefore, there is an excess in funds in Gateway.
4. Senior Medicare Patrol: Senior Medicare Patrol of SMP is a Medicare fraud education grant which is new to M4A and which M4A will combine with its SHIP program.
5. Dementia Friendly: M4A continues to spend Dementia Friendly funds. These funds include Alabama Securities Commission for travel and training and CAWACO (Resource, Conservation & Development) grant funds for materials.
6. SSAI: M4A is projected to be 7% overbudget in its SSAI program which is normal. Much if not all of this overage will be covered by Host Agency voluntary donations. To date, M4A has received over \$24,000 in donations from Host Agencies.
7. Part E Caregivers: Presently, this program has only spent 13% of its funding. This funding will fund the new Caregiver Interventionist position and the new ACES Intervention training.
8. Summary of MWS activity: Ms. White shared with the Board a breakdown of the MWS programmatic costs to date, as well as how much M4A has moved into savings from the program.
9. Staff Bonuses: Ms. White shared that the last time staff received a bonus or raise was two years ago. She and Carolyn request that the Board approve a bonus for the staff. The bonus consists of a \$200 base plus \$50 for each year of service for full-time employees; \$25 for each of year service for part-time employees. To be eligible, employees must have been with the agency over one year. The funding for the bonuses comes from the EDW savings. Ms. White and Ms. Fortner asked for the Board to vote. Ms. Reaves made a motion that M4A provide a bonus to each employee. Mr. Denny seconded the motion. All were in favor. No one opposed.

G. Old Business: None

H. New Business:

1. Caregiver Interventionist: Ms. Carolyn Fortner asked the Board to vote to approve a new position of Caregiver Interventionist. Ms. Reaves made a motion to approve the new position. Ms. Clark seconded. All were in favor; no one opposed.
2. Bonuses for Staff: Ms. Carolyn Fortner asked the Board to vote to approve providing bonuses to M4A Staff. Ms. Reaves made a motion to approve the bonuses. Mr. Denny seconded. All were in favor; no one opposed.

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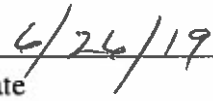
There being no further business, the meeting was adjourned.

The next Board meeting will be on June 26th, 2019 at 10:00am at TBD.

Approved:



Richard Lovelady, M4A Board Chairman



Date