

***DAIL Advisory Board Meeting
January 8, 2015
Hilltop Inn, Berlin VT***

Attendees:

Board Members: John Pierce, Jim Coutts, Nancy Breiden, Linda Berger, Peter Cobb, Gini Milkey, Nick McCardle, Steve Pouliot, Diane Novak, Robert Borden, Janet Cramer

Guests: Jenne Kern, Jackie Majoros, Marlys Waller, Kirsten Murphy, Matt McMahon

State Employees: Stuart Schurr, Lisa Parro, Susan Wehry, Will Rowe, Susan Bartlett, Cheryle Bilodeau, Greg Voorheis

A roll call for the Board was completed. Steve Pouliot made a motion to accept the DAIL Advisory Board meeting minutes from November, seconded by Diane Novak. The Board approved the minutes.

Commissioner Wehry's Updates

The Governor's Inaugural Address is this afternoon and Commissioner Wehry will be in attendance. The Governor's Budget Address is January 15th. DAIL will be meeting with the Legislature about Budget Adjustment between now and January 15th (possibly January 12th) and will have the SFY16 budget testimony the week of February 2nd.

DAIL continues to work on redesigning its website for easier use.

The Legislature has re-elected Governor Shumlin.

Personnel Updates

Suzanne Leavitt has moved back to the Division of Licensing and Protection as the Assistant Director and will also serve as Director of the State Survey Agency. Fran Keeler, who was in this position, has retired. Rob Farrell has been hired for Suzanne's old position in the Adult Services Division. Peter Kopsco and Kim Velk shared an attorney position in DAIL. Kim has taken a job in the Department of Mental Health and Peter has moved on. Megan Campbell has been hired full time to fill this position. Greg Voorheis has been hired as the Mature Worker Coordinator.

DAIL continues to have a Vermont Health Care Innovation Project (VHCIP) Policy Analyst position under recruitment. The paperwork for the Director of Operations position has just been finalized and this job will be posted for recruitment. In the Adult Services Division, there has

been some changing of positions, leaving the Supervisor's position and two Long Term Clinical Coordinator positions under recruitment. The Division of Licensing and Protection has one vacancy for an Adult Protective Services (APS) Investigator and one vacancy for a Nurse Surveyor.

Health Reform Updates

The Governor has placed a freeze on publically financed health care, but the focus on payment reform and service reform continues. The State Innovation Model (SIM) projects are continuing. There is a collaborative learning effort in Burlington, St. Johnsbury and in Brattleboro or Bennington, about how to improve care coordination and integration between acute chronic care and social services. The Area Agencies on Aging, Home Health, and SASH, as well as acute care from the designated agencies, are actively participating. With the new approaches and strategies, it is expected there will be a better experience and outcome, reduced utilization, and better customer satisfaction scores.

In year three, if there are any savings, the Accountable Care Organizations get to share in the savings. How much an organization gets will depend on how well they perform. There have been some contentious conversations about the quality measurements that will be used and the amount of information that may be requested from the organizations.

School-based Medicaid programs were going to be considered in year 3. The status of this is unknown.

Fair Labor Standards Act Update

In the past 2 weeks, there has been a lot of development around the Department of Labor rule (DOL).

The Home Care Association of America filed a case in the District Court in the District of Columbia. The District Court vacated 1 of the 2 counts, and issued a ruling on the 3rd party exemption. On New Year's Eve, an emergency injunction was filed by the complainants on a second ruling to stay the application of the rule until there was a new definition of companionship. The court will issue a ruling before January 15th, and DOL could appeal if they disagree with the court. At this time overtime payments are not being processed. DAIL has been in contact with ARIS and has reached out to agencies about the injunction. To prevent confusion, DAIL did not send a second memo to the employers about the injunction; however, if anything changes from the injunction, a memo will be sent at that time.

Integrated Family Services (IFS) – Susan Bartlett, Special Projects Coordinator, Agency of Human Services (AHS); and Cheryl Bilodeau, Policy and Operations Manager, AHS (*See handout*)

Cheryl Bilodeau, Director; Carol Maloney; and Susan Bartlett, Special Projects Coordinator, are the IFS Management Team.

IFS is asking community partners to change how they provide services, by the way they deliver the services in the community and by providing the services as a team. Instead of talking about programs, the discussions should be around the services a family needs. An important part of IFS is payment reform, as most of the programs we have are money driven and causes silos. There are two early implementers of IFS: In April, Franklin County began the implementation of changing the way they provide services; and 3 years ago, Addison County began the implementation of changing the way services were provided, and they are also doing partial payment reform.

Payment reform is being done by providing payment per member, per month. It is different per contract and per county. There is a debate about what should be done with possible extra funds at the end of the fiscal year.

Previously, individuals struggled to get into programs or were put into a program that was close to what they needed; however, these areas can now currently assess a person and provide the individual the services they need and are able to address any issue before it becomes problematic. As flexible as the program is, there still continue to be some monetary barriers which limit some services.

The Legislature is looking for data to show if the program is effective, which Addison County has been able to collect.

Currently, there are different contracts with providers, based on the program in which the contract is based, and each one is a little different. IFS is “rebooting” the system and is working to create one base contract for all providers. The IFS Management Group and Implementation Team, with the community partners, have collaborated to develop a vision, mission, and outcomes for IFS and are discussing a baseline of services that all providers must provide. Additional meetings are scheduled to continue this work. IFS staff are open to any ideas - please contact Susan Bartlett or Cheryle Bilodeau with any ideas or suggestions.

Mental Health and Aging – Will Rowe, DAIL *(See handouts)*

Mental Health and Aging - There is a collaborative effort by the Area Agencies on Aging (AAAs), Department of Mental Health (DMH), designated agencies (DAs), and mental health (MH) agencies to fill the need of geriatric mental health specialists in the communities. Part of a contract with AAA is for the AAA to work with the local mental health designated agencies. DMH and DAIL will assist with the planning of an evaluating and a monitoring program. There are nine designated mental health agencies that have staff with special training to work with older individuals who have mental health issues. A significant number of the geriatric population will not go to a mental health agency; this program allows staff to go to the homes.

If a client is willing to be referred, the AAAs can make a direct referral to a mental health counselor. There is a challenge about Medicaid billing, as the requirement for billing Medicaid is for a Ph.D or Licensed Social Worker, and not all providers qualify.

The program was started as a project by Commissioner Wehry when she worked for DMH, as she saw the need for improvement in mental health access for older individuals. The program did not get the attention it needed until last year when Will Rowe picked it up and began working on it. Even though there was no point person at DAIL or DMH over the years, the clinicians continued to meet and work on the program throughout this time. With the input from the clinicians, Will and Trish Singer, DMH, are in the final stages of a Results Based Accountability (RBA) plan for the program. It is a well-functioning program with limited resources.

Self-Neglect – The Self-neglect initiative started 2 years ago with a statewide research project about the quantity and need. Year 2 of initiative provided grants to the AAAs for self-neglect managers. This year, the RBA plan with the self-neglect initiative identified two major points: self-neglect severity tool that determines a level of self-neglect that will be administered upon contact with an individual; and later will identify the goals the individual wished to accomplish, whether the goals were completed, and whether the person is better off.

Self-neglect is a syndrome of behaviors that lead to poor care and create a high risk to health and wellness. The literature shows that coordinated community response involving clergy, neighbors, family, etc. is needed to coordinate a program for self-neglect cases. A professional counselor is not necessarily required; therefore, the AAA caseworker does not have to be a mental health professional. Hoarding is a profile of a person who self-neglects. In one community, a community group is ready to assist cleaning out houses, if needed. Town law enforcement is required to get involved if laws are being broken.

Dementia – Beginning in December, each AAA created a resource list for Caregiver Resources for Dementia for their area. These lists will be updated quarterly. This resource information has also been shared with 2-1-1.

The AAAs provide respite grants, from \$300 - \$2,000/per family, to family caregivers whose loved one is diagnosed with Alzheimer's or other related disorders. Survey results show that it does make a difference if a family caregiver is able to get out of the house occasionally. If a family caregiver has to be in the hospital or drawn away for other reasons, these funds can pay for a caregiver to be hired during their absence. The funds can be used for adult day care as well. There are parameters that need to be met in order to qualify for a grant. It is a very small program, with a grant of \$12,000 in 2014; however, it is a very useful program serving 468 families last year.

The Governor's Committee on Alzheimer's Disease and Related Disorders (ADRD) created a statewide plan in 2009 with 54 recommendations. The Commission is currently focusing on 3 of the recommendations: Leadership and public education; early detection and intervention; and expanding caregiver support.

DAIL supported 62 staff from 6 Adult Day Programs to participate in the web-based EssentiALZ Certification training, which included topics such as: Alzheimer's and Dementia; Understanding Behaviors; Communication; and Person-Centered Care.

Housing – A recent study by Bowen National Research recognized the need for housing for older Vermonters. (See handout) The full report can be found on the VT Commerce for Community Development website at:

http://accd.vermont.gov/strong_communities/housing/planning/needs_assessment

Charles Gurney has been hired by DAIL, as the Elder Substance Abuse Policy and Operations Manager, to look at the extent of substance abuse and misuse issues of older Vermonters. This is a significant issue nationally. Charles has developed a plan to change the curve, starting with prevention and education. It will take time for the change to occur.

Senior Community Services Employment Program: Plan Modification – Greg Voorheis, Mature worker coordinator DAIL/VR

The Department of Disabilities, Aging and Independent Living, Vocational Rehabilitation Division (VR), has prepared a draft of the 2014-2018 Senior Community Services Employment Program Plan Modification. The draft 2014-2018 Senior Community Services Employment Program Plan can be found at:

<http://vocrehab.vermont.gov/sites/vocrehab/files/pdf/SCSEP%20Modified%20Plan%20Final%20Draft%2012%2015%2014%20%281%29.pdf> A summary of the changes made is also

available: 2014-2018 Draft Senior Community Services Employment Program Plan - Summary of Changes -

<http://vocrehab.vermont.gov/sites/vocrehab/files/pdf/SCSEP%20Modification%20Changes%2012.15.14.pdf> The final plan will be submitted next week. Greg is eager to hear any input from

the Board. (greg.voorheis@state.vt.us)

Greg's position is a new position in DAIL. Some of the projects he will be working on include:

- The grant that DAIL obtained to look at mobile Information Technology (IT) training among the mature population and enhance training services.
- The recommendations by the Governor's Commission on Successful Aging regarding mature worker initiatives and attracting businesses which would favorably hire mature workers, with annual recognition programs. And looking at the State to see what policies and procedures they may have that get in the way of hiring mature workers.
- Looking at the data from Vocational Rehabilitation about individuals aged 55 and over, and the success rate/closed case rate.

Long-Term Care Ombudsman Program: Conflict of Interest Statement – Jackie Majoros

The Ombudsman Program is required to annually submit a report to the general assembly that includes a statement from the DAIL Commissioner supporting the conflict of interest protocol. Last year, with the Board's support, Commissioner Wehry submitted a letter of support. There have been no changes in the Ombudsman Program protocol about conflict of interest since that time, and volunteers are asked annually to sign a form about any possible conflict of interest and

to notify the LTC Ombudsman if anything changes during the year. There are very strict guidelines in place to resolve any conflicts.

Robert moved, and Diane seconded, that the Ombudsman has satisfied the requirements for the conflict of interest. After further discussion, Robert withdrew his motion, and made a new motion that the Board determines that the Ombudsman is able to carry out all prescribed duties without a conflict of interest, and the committee recommends that the Commissioner convey its assessment to both the General Assembly and the Governor as required by statute. Diane seconded. All Board members that were present were in favor of the motion: 11 - 0 – 0

Board Member Updates

The 50's Expo is at the Sheraton in Burlington on Saturday, January 31st.

