

Minutes
Ashtabula County Senior Services Levy Advisory Board
January 18, 2017

Present

Patrick Arcaro
Neroy Carter
Paul Fuller
Susan Hill
Sandy John
Mary Pepperney
Michelle Thomas
Virginia Walker
Jane Wallace
Pam Zack

Absent

Jerome Brockway
Randy Jones

Staff

Tayana Pannell
Ronald Smith
Rebecca Eloph

BOCC

JP Ducro

Call to Order

Michelle Thomas called the meeting to order.

Approval of minutes

Michelle asked the Board to review the minutes from November 18, 2016 and December 12, 2016. After the Board read over the minutes, Mary Pepperney made the motion to approve the minutes from November 18, 2016 and Virginia Walker seconded the motion. Mary Pepperney made the motion to approve the minutes from December 12, 2016 and Paul Fuller seconded the motion. All in favor.

Chair's Report

Michelle welcomed Commissioner JP Ducro and had people present go around the room and introduce themselves. Michelle asked everyone to sign their Conflict of Interest form and advised it needed to be turned in by the end of the meeting. The Board Member Term and Contact Information form also needs updated. We are still looking for representation from Conneaut. A board member suggested someone from Glenbeigh and then said that the invitation to Jan Walsch was sent out but not received back as of yet. Dr. Brockway to advise if they would be present today. Patrick Arcaro will follow up with Dr. Brockway on the possible new members. Elaine Christianson was asked to join the Board but has declined. Any other people interested in becoming a Board member should fill out an application with the Commissioner's Office.

Funding

Ron Smith presented the Revenue & Expense Report as of December 31 2016. We began the year with a cash balance of \$639,929.12, and collected \$1,838,334.65 in taxes from our Senior Levy for a total available amount of \$2,478,263.77. Total expenses for 2016 were \$1,679,389.72 with an ending cash balance of \$798,874.05. Someone asked about the Reserve and Ron gave a quick history for the new members. When we first started the levy in 2001, we wanted to keep a reserve, in case at some period the

levy did not pass and we had enough money to phase out the program instead of stopping it. So initially it was \$700,000, meaning we don't go below that and keep \$700,000 in cash. About 7-8 years ago, the board decided to lower the reserve to \$400,000. This is Board designated, not by law and we could change it at any time. Patrick advised this was three months at the time the Board set the \$400,000 in case the levy didn't pass it could be phased out.

The second handout Ron had was the projected budget for the upcoming year. 2017 Proposed Budget includes beginning cash balance of \$798,874 plus the 2017 estimated tax revenue of \$1,835,000 for a total available of \$2,633,874. The budget items that we have are all of the provider contracts and we are going to ask for \$5,000 today for the Senior Conference, \$5,000 for Area Agency on Aging and another \$85,000 for Administration. Included in the Transportation budget, Protective Services budget and Admin are the three staff paid out of this program which includes wages and fringes in those line items. The \$1,821,142 estimated budget this year is based on our commitments. The maximum for 2016 invoices that we still have to pay is \$288,105, and less the reserve of \$400,000, still leaves \$124,627 in cash. Patrick advised that without Sr. Levy to supplement are APA staff, we probably would not it. Commissioner Ducro had a couple of questions. Is the increase in the Home Delivered Meals contract of \$112,000 from 2015 to 2016 and now 2017 from us serving more meals, or did the cost of food go up? Ron advised the cost per meal actually went down to \$8.13 from \$8.33, we are just serving a lot more people. The Board wanted to provide what the County needed. County Neighbor also opened a congregate meal site in Andover. JP also asked how many meals that was a day and Rebecca advised we would get to that later. The second question JP asked is why Administration jumped \$20,000 in one year. Ron advised that is just an estimate and we had a vacant staff position for part of last year. Rebecca Eloph's salary and wages are in Admin. Ron also said the \$85,000 is an estimate and could be lower. Some of the costs in Administration is advertising/handouts. Patrick also wanted to mention that the home delivered meals is a very fluid number because Conneaut is in the process of updating their kitchen and will be providing meals also. JP stated he saw big jumps in the categories of Education and Wellness, so what are the seniors getting for the additional \$100,000? Michelle stated we had Prescription Assistance funded and what we were hearing from the senior programs was it was too mandated, i.e., if someone came in and wanted to talk about VA benefits, they could not bill Prescription Assistance because it was not Prescription Assistance. So what we did was turn the program into Education and Wellness and gave the centers a little more, so if you came in and said I need help with my medicine and help with veterans benefits, they could clock the hours and bill accordingly. Each senior center had a case manager that is knowledgeable in all these areas which eliminated Prescription Assistance and rolled it into the Education and Wellness. They could still get Prescription Assistance, it would just fall under Education and Wellness. Prescription Assistance has changed over the years with the changes in Medicare Part D. It is more case management and follow through now. Tayana mentioned there is also an increase because one provider was cutting costs by using Mature Services for their employees and they only allow for 4 years.

JP asked what Mature Services are. Tayana advised they hire seniors and they pay them to work in non-profit organizations. One of our providers was using Mature Services and at the end of the four years they could not get any additional help so they asked us to pay for their wages. So we asked our Senior Centers to provide more diversity in their programming. And then we saw an increase at one of the Senior Centers to provide more programming. It used to be Senior Aide. The Mature Services are coordinators to provide services in Senior Centers. Ron mentioned we had an increase from our Levy from 2015 to 2016 of over \$300,000 so the Centers was another area that the Board wanted to give more money to. Michelle asked if there were any more questions on the Financial Report before moving on to the Contract Report. Since there were no questions, Neroy Carter made the motion to approve the Financial Report and Susan Hill seconded the motion. All in favor.

Contract Reports

Contract Report: Rebecca Eloph presented the contract report. The report represents payments made against their contracts that began January 1, 2016 and runs through the calendar year. The last column on the right Rebecca represents on average where the providers are supposed to be at this particular time of the year. After eleven months the report reflects where the provider would be expected to be at that time which is 90% of their contract, and after twelve months we would expect the providers to be at 100% of their contract. As you can see, everybody is pretty much where they should be except for the Council on Aging. They were without a handyman for a couple of months and were not able to receive the funds to provide this service. That is why they are at a lower percentage (52%). They have since hired a handyman and are providing this service again. JP asked if a senior needs to have their gutters cleaned or need a screen put on a second floor of a house for example, this would apply to the Chore Handyman type of service. How do they make this type of request or who do they contact. Rebecca advise they contact their Senior Center to arrange for this service. Michelle stated the Ashtabula Senior Center has had a problem keeping a staff person, so throughout the last six months of last year we have been concerned with the number of calls that have gone unanswered because there was no staff person. Michelle stated a lot of the seniors felt their needs were not being met so we need to have a meeting at the next SLAB meeting with Council on Aging on what they provide and what they need. Tayana said they provide snow removal also. Patrick said we can have the meeting, but it's more of an issue of finding someone to do the work. Mary Pepperney mentioned that after the Senior Conference on the evaluation forms one of the top five issues was finding work for retired people. Maybe we could have more than one retired person address the handyman requests. We have a healthy group of seniors from the last conference and there is potential here. Patrick advised the Matured Services program used to be much bigger in Ashtabula County and that is where a lot of Ashtabula Seniors would find those types of jobs. Unfortunately, funding was cut and there are not as many slots available. Tayana advised we couldn't even get Matured Services to come to the Senior Conference and offered them a vendor table for free.

They said the client base was not significant enough for them to come. Patrick also mentioned we actually hired a custodian at JFS that was from Matured Services.

Wait List: Rebecca Eloph reported the wait list includes the number of people served along with the reported number of clients waiting to receive services. This gives us a better picture of the number served against those waiting. On this report each month, you can see we track provider home delivered meals, transportation, personal care home maker and chore. They submit each month to us with their monthly invoice, how many people they have on their wait list, and how many people they served each month. JP asked what the number before and after the slash means. Rebecca advised that for Community Action, the first number is the number of seniors waiting to be served and the second number is low income seniors that are on another program and waiting to go on Senior Levy. Michelle advised once they go through Title XX, then they move to Senior Levy. The goal for Community Action is to remove those people because they are also low income, they are not getting payment anywhere. They want to move them so they are getting dollars from Senior Levy. Michelle advised 256 meals are delivered per month. Tayana advised there are 20 to 23 serving days per month depending on the month.

Committees

Michelle informed the board that Dr. Brockway was absent from the Nominating Committee but advised we are waiting to hear from Jan Walsch, Minister of the New Leaf Church in Conneaut. Lisa Hawkins from the Commissioner's Office sent an application late in the year. She expressed interest, it's just a matter of getting the application back and getting her approved. Patrick advised she was recommended by Tim Krause. Michelle advised Camille Zadar from Glenbeigh has completed her application and we waiting for approval in January.

Old Business

Michelle advised the RFP Evaluation Score Sheets and the Attendance Pre-Proposal Conference question. We have had lots of discussion regarding the Score Sheets. Basically, what we have done for the Pre-Proposal Conference is blacked out a score and it's either a yes/no question. If they do not attend it's an automatic no and this is purely for our information that someone submitted a proposal, they did not attend the conference and didn't make it through Stage 1 of the proposal process. We wanted to make sure as a Board that we knew who submitted an RFP and then we wanted to know if they did not attend that it was an automatic no further scoring because they didn't pass Stage 1. Patrick asked if JP understood this part of the conversation because the Commissioners often get a call and he replied no. Michelle advised what we do is a pre-conference period when they submit their RFP where they come and we go over the process, we talk about the expectation and they can ask questions. JP asked for an example when Community Action comes in and they submit an RFP on what the providing meal service would be. Michelle stated yes, and if they do not attend the pre-conference hearing, then they are automatically

excluded from continuing the process. JP said so if I get a call on how come I did not get the bid with you I can say because you did not show up, you are automatically excluded. After that is Stage 2 when we review the RFP as a Board and that is when the scoring comes in to play. Patrick said it used to be that if they didn't show up we charged them five points so we softened it to say that the head of the agency or their designee could come. For example, for Council on Aging, I believe Diana Brook (who is on their Board) she was here representing Community Action, she did not sign for Council on Aging, so Council on Aging's proposal was thrown out and did not pass Stage 1. JP asked if this was a competitive thing and Michelle stated it's not so much a competitive thing, but Patrick said although it could be a competitive thing because the Senior Levy money is a large portion of the Senior Center's budget. Geneva, for example, it is 80% of their budget. Ron stated we do the RFP process every year and we do about 20 contracts for the Senior Levy and there is quite a few vendors out there. Patrick stated the Board has also softened the way the Centers use their money so we are heading down a path where we are giving them money for a particular program but it's almost a lump sum allocation because they can use that money and it filters into say Chore and/or Education and Wellness. If they see the need to offset the Chore program then can use the money from Education and Wellness. Patrick stated we are trying to work with them since we have had a lot of issues in the past. JP asked that if you monitor it so that they do not take \$50,000 that is identified for Senior Services and then they all of a sudden say, we have an awesome Executive Director and give them a \$50,000 raise. Patrick stated, yes they still have to provide a detailed invoice of what the money is used for. Michelle stated we need to include in the letter that attendance is mandatory for Stage 1. JP suggested that every agency has an email address and have the email sent to show a response has been read. Then you have an electronic record that could not be challenged. Patrick stated that is why we have them sign in and we can verify they were or were not there. Michelle likes the idea of sending a letter and an email and then this shows we have done everything we can do. JP asked when we start the RFP cycle. Tayana advised it will start hopefully in May of this year, because if we don't like what we see in the bids, we rebid and rebid. JP asked at what point do we determine the amount that we will commit to each of these categories. Ron stated the funding is pretty much fixed and we have obligated almost all of our revenue. Paul asked when do we have a discussion for the 2018 cycle about how we breakdown that \$1.8 million. Patrick stated that we have attempted that was the long needs assessment process because we were getting an additional \$300,000 for the replacement levy and I think at the end of the day, everything pretty much stayed the same. Before the RFP's go out, I would suggest we spend part of the meeting discussing the categories. Paul said we should start the budget discussion before the May RFP process. That would be the next meeting and Michelle stated that is why she would like the Chore services to come because we need to look at that and hear what they need. In Conneaut they are mowing lawns, but maybe we need to look at that and see what other calls they are getting and who handles that. Michelle agrees with Paul that maybe we need to look at allocating money differently. Patrick stated that when we look at home delivered

meals, personal care, they always seem to overshadow things like Chore (the health and safety aspects). It will be an interesting conversation. Mary stated we struggle with the Chore Service and making it really known and available. Patrick stated he didn't disagree, but one of the other programs would have to suffer if you take money and put it towards Chore. Patrick stated he has been director for 13 years and we always have this conversation and end up in the same spot because the categories don't change that much. Tayana mentioned if the providers don't provide snow removal then they can't deliver home meals, so they have to have that service. Tayana also mentioned she noticed one client received eight hours of service from Council on Aging and when she questioned it, they said remember, the goal is to keep the senior in the home. There were several small hazards in the home that needed fixed and that's what took so long. Patrick suggested maybe the Senior Levy Board put an RFP together for a handyman and tries to handle the situation ourselves instead of going through Senior Centers. Mary thought this was a good idea from Patrick. Michelle stated she needed a motion to accept the new Scoring Sheet for the Pre-Proposal Conference to add yes or no question. No score if they don't attend conference and do not pass Stage 1. Susan Hill made a motion to approve and Sandy John seconded. All in favor.

New Business

Michelle stated the longer legal sized paper is not on the agenda. This is the active client summary for 2016. Tayana advised the providers are required to send a client database, which is how many people they are serving and receiving services. We were able to get the first three quarters and are still waiting for Decembers invoices to come in so we can report the last quarter. There are some problems we are finding in there reporting. Some of the issues are there are only two requirements, you have to live in Ashtabula County and you have to be at least 60 years old. What we are finding in their database is that they are not getting their date of birth, so they are not verifying their age. Some of the senior centers said they are verifying by how they look. Also, some seniors did not want to provide their driver's license because they said you can tell I am over 60. We are also finding some of the people in the database are under 60 and not living in Ashtabula County (i.e. Brookfield). Total clients served was 2,013 and they received 1,466 services and that is because they are active or inactive. Next column over is 2,949 that they qualified for and signed up for but did not actually receive in that month. Once you are in the database you stay on for an entire year and remain active or inactive. If a client is in the hospital and cannot receive the service, they are reported as inactive at that time. The numbers you are looking at will fluctuate and what you are looking at is through September. There are issues we need to work out in the database i.e. same name different cities, but same birthdate to make it accurate. We need to get all providers on board to provide the correct information consistently (month by month). Rebecca sent a new template out to the providers to use going forward and to have uniformity. Tayana stated the majority of our clients are only receiving one service, but there is no limitation on services. It is also important to know that Education and Wellness is not billed like other programs because they do not bill us per client,

they bill us per service. So if 1 or 50 people are playing Bingo, we are only billed for the one service. Patrick stated that in the Adult Protective Service Program JFS keeps numbers on clients served. He would like those numbers to start being reported to the Board so they are aware of how many people we are serving. Michelle asked for attendance records at the senior centers. Tayana mentioned that Council on Aging reported that their database at one time can be 700 people. People also do not come out as much in the winter so the numbers fluctuate. Michelle stated sometimes there are six people in the center, so how do we know what we are funding so the programs are drawing the people in. We need to know the actual attendance. It will be easier to track this year because you approved the SSAID software, which is the same software Country Neighbor has. Now Council on Aging has this software, but not sure if Geneva has it. Attendance is an issue, for example if attendance is low, why do we offer Bingo three times a week. Tayana read the list of activity from Council on Aging – paint, sew/quilt, play cards, Bingo, yoga, Presque Isle Casino, Bridge Club, auto craft, deep breathing. Four people participated in deep breathing for an hour and Bingo was the most attended. Upper Crust had good attendance (lunch at a restaurant). Birthday Bash had a great attendance also. Michelle stated we need to keep this item on the agenda and determine how we are going to look at the funds going forward. Paul advised that the Ohio General Assembly is looking at a bill to provide a tax credit to care givers (such as giving care to an elderly parent). Is it with our definition of being to be involved in something like that? Can we support this? Paul mentioned concern about social security and the impact it would have going forward. Michelle asked Paul to get more information on this and add to the next agenda.

Tayana advised the Senior Conference is budgeted at \$12,410, which is about a \$4,000 increase over last year and that is due to the expected rise in attendance, as well as adding \$2.00 to the lunch bill and adding a Continental breakfast in the morning. Also, we need to rent all our table and chairs now. Patrick said he would make a call and see if they would give us the table and chairs like they did last year. If so, then our budget decreases. With that, Tayana would like to ask the Board for \$5,000 from the Senior Levy for the Conference. Paul made a motion to approve the \$5,000 request and Virginia approved. All in favor. The Senior Conference is scheduled for June 9 2017.

Public Comment

No public available for comment.

Adjourn

Mary made the motion to adjourn the meeting. Paul seconded. The meeting was adjourned.

Next Board Meeting

March 15, 2017

Ohio Means Jobs