

Advisory Council meeting minutes

August 24, 2023

Present: Judi Hertle, Marianne Hanshaw, Don Kline, Kay Fisk, Evans Waller, Lisa Tallman, Larry Kudej
Staff: Harrison March

Evans Waller called the meeting to order at 1 p.m. Those present introduced themselves.

Acceptance of Agenda

Judi Hertle motioned to accept the agenda, Kay Fisk second. Motion passed, 7-0.

Consideration of the meeting minutes for May 2023

Kay motioned to approve the meeting minutes for May 2023 as presented, Judi second. Motion passed, 7-0.

Agency Report

Harrison March provided the agency report:

- Staff updates: Angie Wright started as an Options Counselor earlier this week. She replaces Kimi Hambright, who was promoted earlier this summer. Angie Guss, Elder Rights Specialist, has resigned her position effective next Friday. Heritage wishes her the best on her next chapter.
- Heritage will host a satellite site for the Older Iowans Legislature on 9/18, including light breakfast and box lunch. The room can hold up to 12 people so registration will be required – contact Harrison to do so. Kay suggested contacting the Southeast Linn Community Center about this opportunity. Larry Kudej noted that all who wish to participate and vote must still register to be OIL members.
- Look for more information about Caregiver Wellness Day in the next couple of weeks. Heritage hopes to open registration around Labor Day.

Program Report – Nutrition

Tim Getty, Regional Nutrition Coordinator, was unavailable due to a consumer crisis. Harrison will provide some updates later in the data report.

Annual Orientation

Harrison presented the Annual Orientation in place of Kellie Elliott-Kapparos. The presentation will be shared with members afterward. Discussion included:

- Evans would like to add more engagement with politicians to the Advisory Council's Roles. Harrison said this might be a consideration for when ByLaws are updated, as the official "Roles" are prescribed by Iowa State Code.
- Kay noted that when we refer to "the state," that now means Iowa Dept. of Health and Human Services. She served on the hiring committee for the Director who now oversees Aging and Disability Services and feels he will excel in the role.
- Evans recommended keeping paper forms available for the annual Advisory Council and Task Force forms to sign.

FY 2023 Program Data

Harrison reviewed FY 2023 Program Data for Congregate Dining, Elder Rights, Options Counseling and Case Management. If specific services are desired please let him know at least one week before the meeting. Discussion included:

- Trends of steady or increasing numbers of Unique Consumers served, as well as greatly increased service units (meals or hours spent with consumers) over the past five years.
- Kay asked the group's interpretation of why service units are increasing so much. Harrison suggested the complexity of cases is increasing and Judi wondered if many family caregivers returning to work after COVID created more need for services.

Election of Officers

Judi motioned to keep officers the same as last fiscal year: Evans as Chair, Kay as Vice-Chair. Don Kline second. Motion passed, 6-0.

County Task Force Updates

- Benton: Judi provided Heritage information at the county fair and a recent veterans Stand Down event.
- Cedar: Evans and other volunteers provided information on Heritage, senior dining and volunteer transportation at the county fair. Heritage staff also worked the Health Fair.
- Johnson: Harrison reported the Johnson County is encouraging members' active involvement in OIL and is considering goals for the coming year.
- Jones: Lisa Tallman deferred to Harrison, who shared that the Task Force and a group of service providers are considering starting a resource fair for seniors and caregivers. More to come.
- Linn: Kay shared positive reports about the Life Enrichment Center and its recent one year anniversary. They are currently planning fall activities.
- Washington: Don saw Harrison and Tim working at the farmers market earlier this summer. Encore is averaging 50-60 diners per meal.
- Iowa: Harrison is developing relationships with senior dining sites and hopes to meet with a local hospital soon, too.

Open Agenda

Evans asked if the group could do a brief roundtable and provided a prompt: What is something you think Heritage does well, and what is something you'd like to see expanded?

- Evans: more transportation available, perhaps having a regional van or bus
- Judi: Heritage has good relationships with local food banks
- Kay: feels comfortable and confident referring people to Heritage for accurate information
- Marianne: outreach is going well, but more radio interviews in Washington would help reach more seniors
- Lisa: appreciates Heritage's support for nutrition subcontractors
- Don: offering many services is great, but also means there are plenty that people could use more. Keep up the outreach.
- Judi suggested a generic brochure to post at churches and stores, with contact information for a local person to learn more. Kay echoed that Advisory Council members could serve as conduits for information on Heritage to their communities.
- Evans thanked members for their thoughts and suggested doing a roundtable type discussion again in the future.

Adjournment

Don motioned to adjourn the meeting, Marianne second. Meeting adjourned at 2:09 p.m.

Advisory Council meeting minutes

October 26, 2023

Present: Shirley Gadelmann, Don Kline, Marianne Hanshaw, Judi Hertle, Kay Fisk, Evans Waller, Art Staed, Larry Kudej

Staff: Harrison March, Laura Kriegermeier, Uriel Moorer

Evans Waller called the meeting to order at 1 p.m. Those present introduced themselves.

Acceptance of Agenda

Judi Hertle motioned to accept the agenda, Shirley Gadelmann second. Motion passed, 7-0.

Consideration of the meeting minutes for May 2023

Don Kline motioned to approve the meeting minutes for August 2023 as presented, Marianne Hanshaw second. Motion passed, 7-0.

Agency Report

Harrison March provided the agency report:

- Caregiver Wellness Day registration is full at 165. A wait list has been started in case of cancellations. The event is Monday, Nov. 6 in Cedar Rapids.
- Uriel Moorer joined the Heritage team as an Elder Rights Specialist. Uriel introduced himself to the group.
- Heritage has two interns this fall: DeLaney from the University of Iowa has worked with Heritage previously and is continuing her focus on Disaster PrepWise. Natasha from Mount Mercy is working alongside Laura Kriegermeier in the Elder Rights Program.
- Evans asked if Heritage has seen any increase in homelessness among seniors, as is the case in other parts of the country. Laura reported that age 65+ is the highest growing rate of homelessness in general and first-time homelessness. Medical and mobility issues create added problems. Heritage does not have housing services, but collaborates with other agencies that provide shelter and then provides services to assist with aging issues.

Program Report – Elder Rights

Laura provided the Elder Rights Program report covering:

- Process from consultation to assessment to intervention
- Funding from Older Americans Act and Victims of Crime Act
- Program data from Fiscal Year 2021 – 2023
- Trending issues: self-neglect considerably higher in recent years, financial exploitation is second
- Discharge statistics: 80% are when services are no longer needed
- How to make referrals/contact Laura. Harrison will send this information to members.

First Quarter Program Data

Harrison provided a data report from the first quarter covering Information & Assistance, Options Counseling and Case Management. He will send this information to members.

County Updates

- Benton: Judi attended Veterans Stand Down event and is working with Extension office's garden
- Cedar: Shirley reported that elected officials recently attended lunch at Tipton Senior Dining to talk with seniors. Fill the Plate Fundraiser is coming up next month.
- Johnson: Larry Kudej said the Task Force meets next month and anticipates discussing membership recruitment
- Jones: Harrison reported the renewed Elderly Consortium in Jones County and that collaboration is likely in the future to promote senior services
- Linn: Kay Fisk shared the Task Force meets again next month. The Life Enrichment Center is changing its program times to better meet attendee interests

- Washington: Don reported the interest in creating flyers for senior services to post around town. Encore Express had 80+ diners today.
- Iowa: Harrison is developing relationships with senior dining sites and hopes to meet with a local hospital soon, too. Tai Chi has been a helpful open door for participants to learn about Heritage.

Open Agenda

Brief discussion regarding COVID-19 outbreaks at senior living facilities in Keystone, Robins and Wellman. It's an unfortunate reminder that seniors are still susceptible to worse outcomes and being vigilant this winter is important.

Adjournment

Shirley motioned to adjourn the meeting, Larry second. Meeting adjourned at 2:20 p.m.

Advisory Council meeting minutes

February 22, 2024

Present: Shirley Gadelmann, Evans Waller, Lisa Tallman, Larry Kudej, Marianne Hanshaw, Don Kline
Staff: Harrison March, Kimi Hambright, Jill Sindt

Evans Waller called the meeting to order shortly after 1 p.m. Those present introduced themselves.

Acceptance of Agenda

Don Kline motioned to accept the meeting agenda, Larry Kudej second. Motion passed, 6-0.

Consideration of the meeting minutes for October 2023

No changes proposed. Larry motioned to approve, Don second. Motion passed, 6-0.

Agency Report

Harrison March provided the agency report:

- Heritage is working on two Area Plans: an update for the final year of the current plan and beginning work on the next four-year plan that begins July 2025. The Advisory Council will hear about both as work progresses, including an update later today.
- Caregiver 101 educational programs are ongoing. The next installment is March 6 at noon regarding in-home care.
- Heritage has opened registration for Powerful Tools for Caregivers, a small group class for family caregivers of older adults. Anyone interested should contact the agency.
- DeLaney, an AmeriCorps intern is still with the agency and plans to do outreach for Disaster PrepWise this spring. Contact Heritage or Harrison to learn more. Shirley Gadelmann suggested disaster preparedness as part of the Caregiver Wellness Day program.
- Heritage and the other Area Agencies on Aging are helping recognize Iowa's centenarians along with the Iowa Dept. of Health and Human Services. If anyone knows an Iowan age 100+, they can submit their information online or Harrison can do it on their behalf via phone call.

Program Report – Iowa Return to Community

Kimi Hambright of Heritage AAA reported on Iowa Return to Community, a pilot program at Heritage. It is a partnership with Mercy Medical Center in Cedar Rapids that assists adults 60+ during their transition from the hospital back to home. The goal is to prevent readmission by reestablishing a healthy life at home with maximum independence. Harrison will send Kimi's presentation to the Advisory Council.

Questions included:

- Larry: How is the program funded? Jill Sindt of Heritage said it is funded by the state of Iowa but only for a pilot period. Heritage is hopeful that the success of IRTC will lead to another round of funding when the pilot ends.
- Evans shared about a program in Arizona in which the state assists Medicaid-eligible seniors with rent payments to prevent premature nursing home placements. Kimi noted that rent payments are not included in Heritage's IRTC program, but understands how Arizona's version of the program would be beneficial.
- Don: Is there anything like this in Washington? Kimi said that at this time, but she would like to see the program expanded if the resources (namely staff and funding) were available.

Area Plan Update

Jill Sindt presented on Heritage's Area Plan Update for the coming Fiscal Year, FY2025. This Update only covers the one year at the end of Heritage's current Area Plan that started in July 2021. A copy of her presentation was mailed to members earlier in the week. Questions included:

- Evans: there seems to be a need to reach more seniors in rural areas. Is that reflected in the Update? Jill said yes and that it is emphasized in various goals Heritage set throughout the plan.

Don motioned to approve the Area Plan Update as presented, Marianne Hanshaw second. Motion passed, 6-0.

County Updates

Benton: Harrison plans to attend the Benton County Health Fair next Saturday for outreach. It is usually the biggest such event in the county each year.

Cedar: Shirley and Evans reported the senior center's plans to host a pancake breakfast fundraiser in April. HACAP has also been a big help in the county with various pantries.

Johnson: Larry shared about a forum regarding Wills that is planned for April 8. Speaker will be Len Sandler from the University of Iowa College of Law. The Task Force is thinking of ways to honor Bob Welsh's legacy with the program.

Jones: the Task Force has teamed up with the local Elderly Consortium and would like to bring back the county's annual Health Fair that ended during the pandemic.

Linn: Harrison said the next meeting is coming up soon so nothing big to report at this time. The Life Enrichment Center that is often reported on sounds like it is doing well with increased participation.

Washington: Don and Marianne said it was a great day at Encore Express in Washington with a HACAP produce pantry and a speaker on 'good fats.' Attendance remains strong.

Iowa: Harrison spent a day earlier this week doing outreach in Iowa County: visiting Heritage's three dining sites, churches, banks and libraries.

Open Agenda

Evans asked Larry if he had any updates from the legislature. Larry has been travelling so he still has some catching up to do, but he has seen that Senate File 295 will probably make changes to guardianships with final details to-be-determined. Many other bills are still floating around, but hard to say how many will find the finish line.

Evans shared concerns in Arizona regarding immigration and noted it's less of an issue in Iowa. He asked for opinions regarding services provided to non-citizens and shared his feelings that US citizens should be prioritized. Harrison noted that Heritage AAA follows the rules set forth at federal and state levels, which currently do not require the agency to consider immigration status when determining eligibility. Lisa Tallman noted her family's history as immigrants from Europe and feels that it's important to remember the vast majority of current US citizens can be traced back to immigrants as well.

Larry shared that AARP and Fraud Fighters are hosting a statewide series of presentations, including Coralville on March 5 and Cedar Rapids on May 9.

Harrison observed that the past couple meetings have gone beyond the one hour scheduled. He asked for permission to schedule 90 minutes for the next meeting, proposing that it's better to end early than run late and cause conflicts for others. No formal vote was required, but all present agreed to this.

Adjournment

Lisa motioned to adjourn the meeting, Larry second. Meeting adjourned at 2:21 p.m.

Advisory Council meeting minutes

March 28, 2024

Present: Evans Waller, Don Kline, Larry Kudej, Shirley Gadelmann, Kay Fisk, Marianne Hanshaw
Staff: Harrison March, Paul Swanson

Evans Waller called the meeting to order shortly after 1 p.m. Those present introduced themselves.

Acceptance of Agenda

Shirley Gadelmann motioned to approve the agenda, Kay Fisk second. Motion passed, 6-0.

Consideration of the meeting minutes for February 2024

Kay motioned to approve the minutes as presented, Larry Kudej second. Motion passed, 6-0.

Agency Report

Harrison March provided the agency report:

- Heritage's run of Caregiver 101 sessions wrapped up in March with a discussion on choosing in-home care providers. There are no future sessions currently planned, but there will likely be more in the coming fiscal year that begins in July. Shirley said she enjoyed the March program and made sure to bring the information she learned back to her church group.
- Heritage's Area Plan Update for the coming fiscal year has been submitted to the state, and Harrison thanked members for their time and input at last month's meeting to review the plan. Attention now turns to the bigger 4-year plan that will cover FY25-29. The Advisory Council will again be important to that process, with more information to come.
- Harrison assured members that the agency is monitoring changes at the state level regarding the structure of the Iowa Department of Health and Human Services. There is no current need for concern, but as with all changes at that high of level it is important for the agency to closely follow the situation. Kay Fisk asked if Heritage is still getting the same level of support as before, and Harrison said yes.

Program Report – Older Workers Employment Program

Paul Swanson introduced himself and reported on the Older Workers Employment Program (OWEP):

- OWEP is a partnership between the AAAs and Iowa Vocational Rehab Services (IVRS). works with older adults seeking to enter or reenter the workforce. Paul assists with creating resumes, job hunting and securing interviews. An ideal discharge is a consumer earning a job or internship in their desired field.
- Last fiscal year (FY23) Paul had about 20 placements in fields including manual labor, sales, medical, manufacturing and self-employment.
- Unfortunately, at the state level it was decided to end the grant funding OWEP. Paul is now on a job hunt of his own while still supporting his caseload either until his last day or until the end of the grant in September 2024.
- Paul noted that Heritage management and the Board of Directors were very supportive in advocating to maintain the grant, which has been successful at Heritage. Ultimately the decision was out of the agency's hands.

Discussion included:

- Larry: any chance the grant/state funding renews? Who funded the grant? Paul said it was previously funded by the Iowa Dept. on Aging and IVRS, then just IVRS. He thinks it is unlikely to be renewed.
- Evans: can Heritage pay for the program entirely to keep it going? Harrison said that while this was discussed briefly, it is not possible for the coming fiscal year. So many funds that come into Heritage from governmental sources, grants and private supporters are designated for specific programs. This is helpful for those programs, but lessens the flexibility to address a situation like this one. Paul added that Heritage has been supportive during this stressful process.

- Kay suggested looking into county-level grants to see if services could be provided part-time or in the certain areas willing to support.
- Evans thanked Paul for this years of service at Heritage and his professionalism in a difficult time. All members wished him well.

Q2 Data Report

Harrison reviewed data from the first half of the current fiscal year. He will include the charts with the meeting minutes for later reference. Questions included:

- Karri: does higher amount of time per consumer correlate with more home visits? Harrison said that is one factor, though many consumers still prefer phone calls or Zoom meetings. Heritage's policy, however, is an attempted home visit at least every three months. Sometimes it is more frequent based on the severity of the case.
- Evans: how often do people refuse help from Heritage? Harrison has it's not very common because most cases are initiated by the consumer themselves or someone who was given the consumer's blessing (family, friend, doctor, etc.). The rare cases are most common for Elder Rights, where Heritage gets some anonymous referrals as well as people worried that accepting help will mean their abuser, who is often family, will get in trouble.

County Updates

Benton: Harrison recently attended the VGH Health Fair, which was very well attended.

Cedar: Shirley said the senior center in Tipton has its pancake breakfast coming up soon in April. This was a popular event last year and should hopefully raise a nice amount for the senior center.

Johnson: Larry shared the Task Force is planning a forum on updating you Wills for April 8. The event will be in honor of Bob Welsh.

Jones: Harrison shared that Lisa and her staff have been collecting donations in memory of a diner who recently passed away from a car crash. The donations will support that diner's favorite local animal hospital.

Linn: Kay said the Life Enrichment Center is going steady for attendance. They may be on the move soon as the facility was recently purchased. New location is TBD.

Marianne Hanshaw: Encore in Washington continues having tremendous turnouts, which she attributes to a great program put on by staff and volunteers.

Iowa: Harrison is in talks with a local bank that has a few locations to do some outreach and education on fraud and scams.

Open Agenda

Members shared anecdotes about their experiences with attempted fraud and scams, including an increase in gift card scams.

Evans asked Larry about any developments in the legislature related to older Iowans. Larry said:

- A bill updating guardianship laws has passed and is awaiting the governor's signature.
- Several bills are still on the floor with uncertain futures. Overall, not an active session for laws pertaining to older adults.
- The budget has not yet passed, which is a big factor in having several bills still undecided.

Adjournment

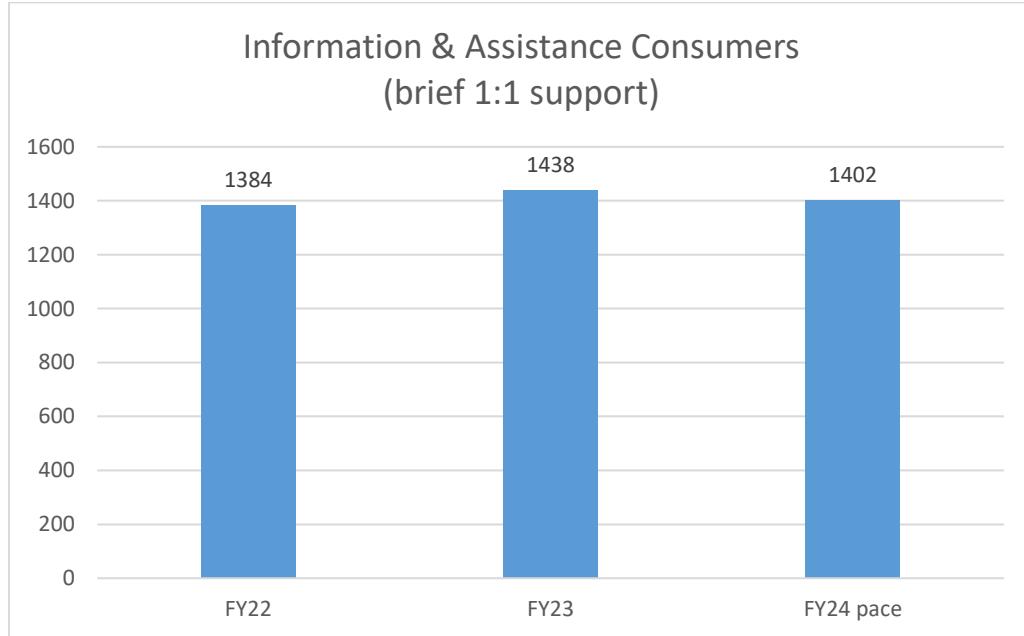
Shirley motioned to adjourn the meeting, Larry second. Meeting adjourned at 2:30 p.m.

Heritage

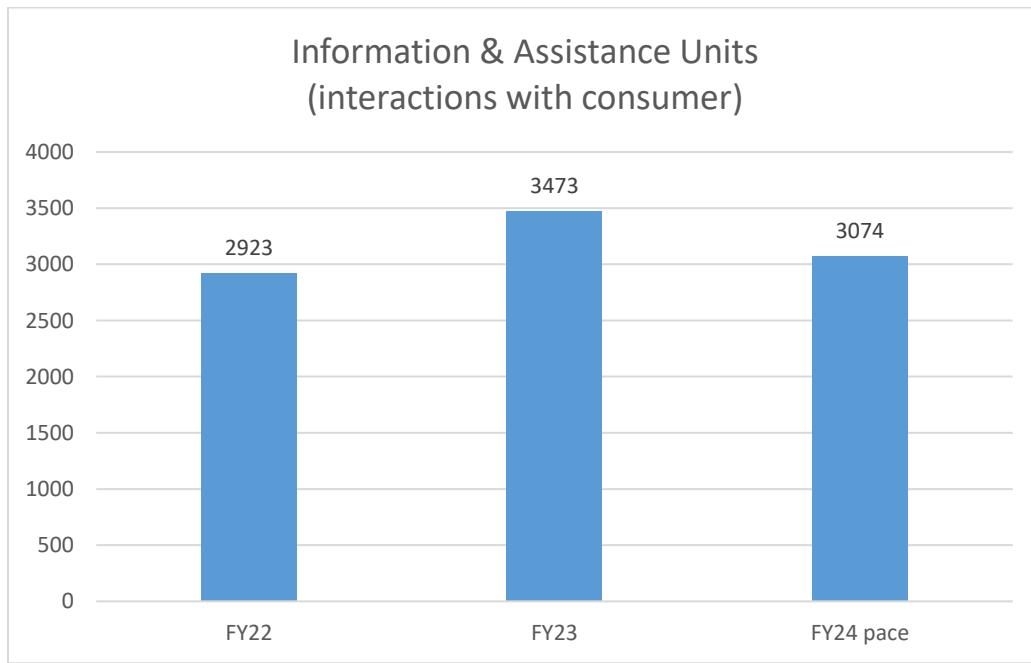
Area Agency on Aging

Advisory Council
March 28, 2024

Service data report as of Feb. 14, 2024



FY24 year-to-date: 876



FY24 year-to-date: 1921

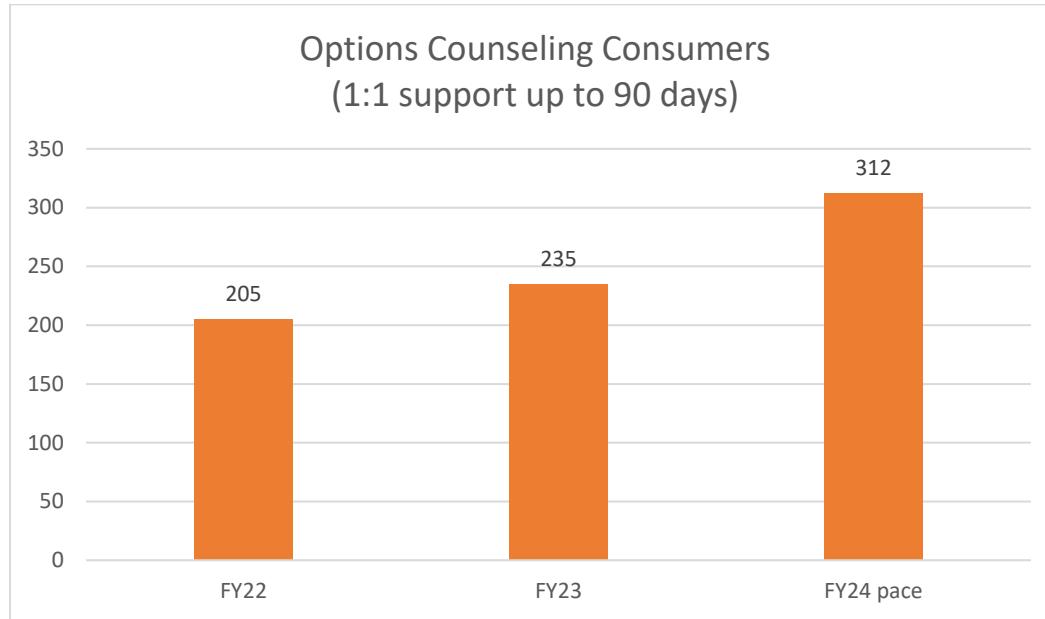
Heritage

Area Agency on Aging

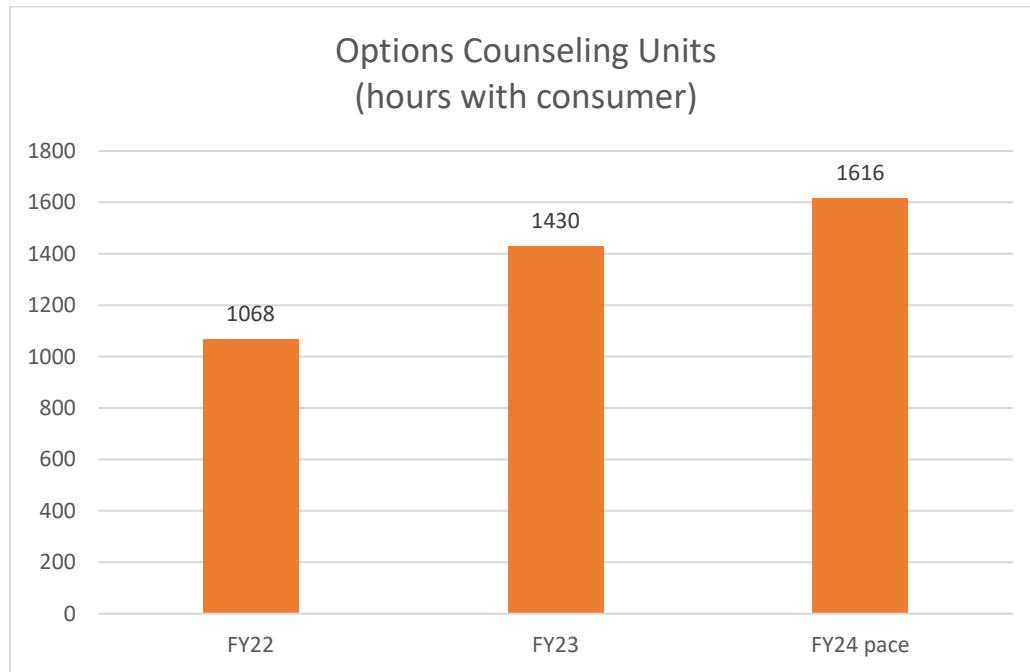
Advisory Council

March 28, 2024

Service data report as of Feb. 14, 2024



FY24 year-to-date: 195



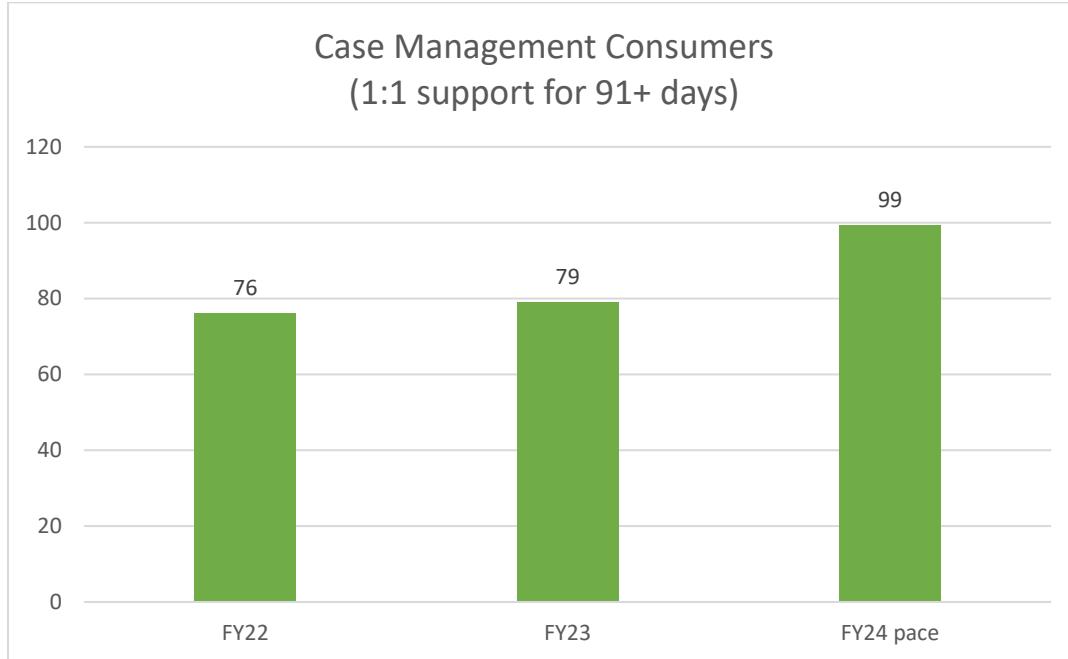
FY24 year-to-date: 1010

Heritage

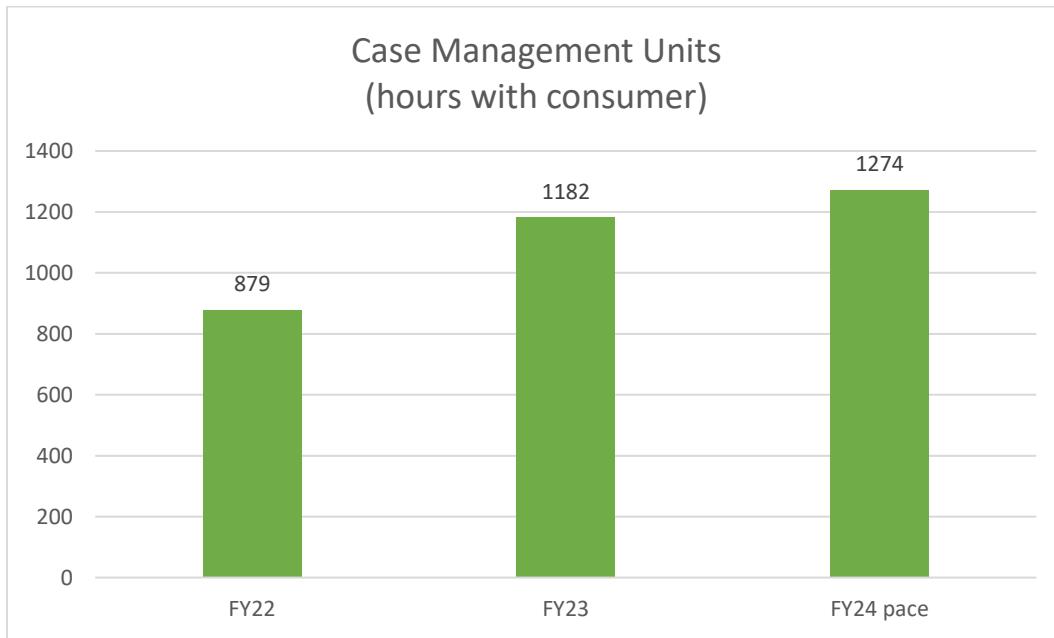
Area Agency on Aging

Advisory Council
March 28, 2024

Service data report as of Feb. 14, 2024



FY24 year-to-date: 62



FY24 year-to-date: 796

Advisory Council meeting minutes

April 25, 2024

Present: Judi Hertle, Done Kline, Kay Fisk, Larry Kudej, Shirley Gadelmann, Marianne Hanshaw

Excused: Evans Waller

Staff: Harrison March, Tim Getty

The Chair being absent, Harrison March called the meeting to order shortly after 1 p.m. Those present introduced themselves.

Acceptance of Agenda

Judi Hertle motioned to approve the agenda as presented, Larry Kudej second. Motion passed, 6-0.

Consideration of the meeting minutes for March 2024

Don Kline motioned to approve the minutes as presented, Kay Fisk second. Motion passed, 6-0.

Agency Report

Harrison March provided the agency report:

- Caregiver Wellness Day has been scheduled for November 4, 2024, at the Hotel at Kirkwood. More details to be announced as the event nears. The event committee is gathering sponsorships at this time.
- Applications for Senior Farmers Market Nutrition Program open on May 1. No significant changes to report from last year's program. Heritage will mail applications to all participants from last year and new participants are welcome too. Checks will be valid starting June 1.
- Heritage AAA is monitoring changes at the state level regarding the organization of the Iowa Dept. of Health and Human Services. There are no expected changes to services now or in the immediate future.

Program Report – Nutrition

Tim Getty, Regional Nutrition Coordinator, provided the report:

- This fiscal year (July 2023 – June 2024) has seen increased demand for services across the board.
- Seeing big need for socialization at congregate sites along with nutrition needs. Heritage has one of the top-5 fastest growing nutrition programs in the country and is the busiest Area Agency on Aging in Iowa. It poses logistical problems with space, but the agency is making it work.
- North English's site has grown about 30% in participation this year.
- With support from Aging and Disability Services, sites have redesigned their menus and can maximize their flexibility based on food costs and inventory.
- Nutrition Counseling has seen tremendous growth and will use all of its budget this year. High use is attributed to acute, specialized nutrition needs that consumers need to address with a dietician. Hy-Vee is subcontracted to provide this service.
- Biggest area of need right now is assisting without disposable income, but also too high of income for programs like SNAP. It puts people in a tough spot to have consistent, high quality nutrition.
- Encore Express programs are transitioning away from printed vouchers to a card system. This will save staff time and lessen the natural human error that comes with processing tens of thousands of vouchers per year. Iowa City is off to a good start with the new card system.
- Distribution events to provide supplemental food have been very popular. Heritage hoped to average 50 consumers but regularly serves around 90. Care Team members also attend to talk with participants and answer questions about aging services. Aging and Disability Services has visited twice to help the program and learn from its success. Great partnerships with HACAP and Kwik Star are key to the success.
- Tim is providing technical assistance nationwide to 11 senior dining sites hoping to replicate Heritage's success.

Questions and discussion included:

- Larry: What the requirements for participants? How do we reach people with the most need?
Tim: Participants must complete an annual intake form to verify eligibility. The main requirement is being age 60 or being the spouse of someone 60+. Some programs like Encore Express are set up to target specific geographic areas of need, especially related to those with high nutritional risk.
- Kay: What are some successes in the rural areas of the region?
Tim: Washington is a great example of a rural area identified by Heritage and the state as underserved. This led to the creation of Encore Express a couple of years ago. North English's big increase is another example. Heritage will continue monitoring intake forms to identify changing needs and responding with service delivery accordingly.
- Harrison asked Tim to talk about the upcoming site directors training.
Tim: Heritage is organizing a day for all nutrition site directors and their staff to tour one of the food vendors in Cedar Rapids and have a training day in their facility. Speakers will talk about state-level updates, trends in senior nutrition and provide technical training too.

Area Plan – Needs Assessment

Harrison explained the process for starting Heritage's next Area Plan, which will go into effect July 2025. The agency is currently developing the Community Needs Assessment survey that will inform priority issues in the Area Plan. Harrison will update the group as the survey gets close to ready. For now he asks all Advisory Council members to think of a place Heritage could distribute the survey: service clubs, church groups, etc. Larry recommended a local Rotary Club attended by Heritage's Director.

County Updates

Benton: Judi said there is not much new to report in Benton County. She offered to bring Community Needs Assessments to the County Fair booth in June. Harrison said he will get her copies to do so.

Cedar: Shirley Gadelmann said the senior center's pancake breakfast went well with a good turnout. She expects the event will happen again next year.

Johnson: Larry reported a good turnout at the recent program on Wills. There will likely be presentations offered at communities on a periodic basis so long as they remain successful.

Jones: no report from Jones County today

Linn: Kay shared there has been good attendance at the Life Enrichment Center. They will likely abandon the idea of relocating based on member feedback that they prefer to stay. She hopes to plan outdoor activities starting soon.

Washington: Marianne Hanshaw said Encore today was great as usual. Don added that the recent Film Festival had many older attendees and Heritage should consider sponsoring next year.

Iowa: Harrison is planning an event at a bank in Marengo to talk about avoiding scams and fraud.

Open Agenda

Nothing presented.

Adjournment

Shirley motioned to adjourn the meeting, Marianne second. Meeting adjourned at 2:05 p.m.