



CAN Community Council Meeting Minutes, 3/9/2015

Community Council Members in Attendance: Christopher Auruaajo, Michelle Casanova, Rolando Delgado, Anne H. Harutunian, Kirsha Haverlah, Molly Latham, Ara Merjanian, Stephan Molina, Blythe Plunkett, Laura Poskochil, Eileen Schrandt, Ken Ripperger-Suhler, Clint Smith, Gloria Souhami, Michelle Zadrozny,

Community Council Members unable to attend: Sylvia Blanco, Cathy Brandewie, Crystal Crawford, Rhonda Douglas, Nancy Gilliam, Monica Guzman, Vincent Harding, Knox Kimberly, Carmen Luevanos, Stacey Mather, Melissa Orren, Ruthie Redmond, Terry Wilt

Staff in Attendance: Mary Dodd, Kevin Paris, Catie Bialick

Others in Attendance: Guest Speakers: Amy Temperley, Kent Herring, Mary Teeters

Call to Order and Introductions: Anne H. Harutunian called the meeting to order at 5:36 p.m. Announcements: Gloria Souhami announced that CAN staff will share information from the CAN Dashboard with the Under Age Drinking Prevention Task Force in April. Michelle Zadrozny announced there will be a march on the capitol on April 1st to support higher wages for personal care attendants. The effort, spearheaded by H.A.N.D. seeks Medicaid reimbursement of \$10 an hour for personal care attendants. Kevin Paris announced that CAN will host a Language Access Forum at Austin County Integral Care's Large Training Room and invited interested Community Council members to attend. At the forum, CAN will share results of a Language Access Survey on how agencies are currently providing translation and interpretation services to their clients, and a list of additional resources necessary to expand services. Panelists for the event include Esther Diaz of Austin Area Translators Interpreters Association, Douglas Mathews from the City of Austin Public Information Office, and Laura DeGrush with Caritas of Austin.

Citizens Communication: None.

Approval of Minutes from January 12, 2015: Michelle Casanova made a motion to approve the minutes. Gloria Souhami seconded the motion. The minutes were approved unanimously.

Updates from Community Council Chair: Anne Harutunian provided several announcements and updates.

- **Board Meeting:** Community Council representatives introduced concepts regarding reentry and generated great conversation, especially regarding transitions between the criminal justice system and Austin Travis County Integral Care. Community Council leaders will provide more updates as we progress. Mike Clark Madison with Hahn Publications will be providing pro bono services for CAN to develop a new communications strategy. The Executive Director search is ongoing. Ara Merjanian and Anne Harutunian will attend the CAN Cultural Competency and Leadership Training. The training was developed by a CAN Board Work Group and consists of four sessions. Christopher King with Ray Marshall Center and William Ready from United Way presented a two-generation approach to delivering integrated services to serve both parents and children. The City of Austin Economic Development Department was scheduled to present the Einstein Project but ran out of time. Meetings are recorded and can be accessed on the City of Austin's ATXN website: <http://austintexas.gov/page/watch-atxn-live>
- **Sub Committee Reports:** Ara Merjanian provided an update the Summit Planning Committee. The Committee met to plan for the person-centered care summit in October. All Community Council members who are interested in helping to plan for the summit are welcome to serve on the Sub Committee which meets on the Wednesday evening following Community Council meetings.
- **Central Health Meeting:** Stefan Molina and Michelle Zadrozny attended Friday's Central Health/Brackenridge Campus Community Forum. The forum discussion included an update on the forthcoming campus, stakeholders, and community insights. Plans for the development and funding were also presented. It was suggested that Central Health could present to the Community Council later in the year.

Michelle Zadrozny organized the evenings' panel on a person-centered approach to serving aging population. Guest speakers included:

- **Mary Teeters**, Vice President for Client Services, Meals on Wheels and More
- **Kent Hearing**, Chief Executive Officer, Family Eldercare
- **Amy Temperley**, Executive Director, H.A.N.D.

Presentations are available at http://www.canatx.org/CAN-Councils/Community_Council/Presentations/.

Mary Teeters, Meals on Wheels and More

Meals on Wheels and More seeks to nourish and enrich the lives of the homebound and other people in need through programs that promote dignity and independent living.

Generalist v. Person Centered

- Generalist Approach: social workers on staff did everything; ratio of social worker to client was 1:500 (very limited in terms of time and help able to be offered); all social workers saw all clients
- In 2009, Meals on Wheels adopted a Holistic Approach to help individuals problem-solve and address their personal goals, which requires highly skilled social workers. This is done with a two-tier approach. Basic case management and social work is provided to all clients, and those with more advanced needs receive a higher level of case management services and care.

Meals on Wheels and More's home delivered meal program opens the doors to a variety of different meal services including:

- Financial Services
- Emotional and Mental Health Support: The organization incorporated depression screening into assessment to identify situational vs. more severe depression; Mike's Place supports care givers and individuals with Alzheimer's disease; Pets Assisting the Lives of Seniors (PALS) provides dog food, cat food and veterinarian services; the Congregate Meals Program focuses on activities, socialization, congregation, and applies academic research to incorporate best practices into all programs
- Physical Safety: Provides home repair including grab bars, home modifications, and a volunteer delivering a meal on a daily basis

Support the Care Giver

- This Safety Net Component provides services that include checking on individuals on a daily basis. Survey results found that checking on a loved one was more important to the care giver than the delivery of the daily meal.

Defining Success

- Evaluating Survey Results
- Less Calls: Case managers no longer receive emergency calls on Friday afternoons. Meals on Wheels and More attributes this to the new case management model and collaborative nature of working with other social service agencies that provide care.
- Ending unintentional weight loss

Two organizational wishes expressed were: Increased funding at all levels and increased community emphasis on overall good health outcomes and improved nutrition; good nutrition has a great impact on health

Kent Herring, Family Elder Care

Family Eldercare provides essential services to seniors, adults with disabilities, and caregivers. Family Eldercare is a non-profit that has been serving Central Texas since 1982. Their mission is to ensure that all older adults receive the care they need to remain independent and living in the comfort of their own homes for as long as possible. Their focus is serving the underserved. The organization has offices in both Georgetown and Travis County.

Services Provided include:

- In-Home Care (a little more independence): focus on personal assistance

- Money Management (a little less independence): services include bill pay, representative payee, and fiduciary services for veterans. The goal is to help keep residents in their homes and to help vets access benefits.
- Guardianship Program (even less independence): happens through the court system; the organization must manage client and family dynamics

Ways in which organization takes a person-centered approach include: Case managers typically have 25 – 35 clients; they work to involve the whole family, not just the clients.

Amy Temperley, H.A.N.D

H.A.N.D. is a nonprofit that is dedicated to serving its neighbors in Central Texas. They provide in-home care attendants so that older adults and people with disabilities can live independently in the comfort of their own homes. Temperley shared a new Caregiver Guide that was produced by the Aging Services Council of Central Texas in partnership with the Gray Panthers. The care guide is available at www.aging-services-council.org.

Ways in which organization takes a person-centered approach include: H.A.N.D. considers their care-giving staff to be a very important part of the work they do. Their staff is reflective of the organization's client base. They earn low wages due to the low Medicaid reimbursement allowed for caregiving staff. H.A.N.D. supplements the hourly wage above what is paid by Medicaid, but it is still a poverty wage. The focus is placed on looking at people more holistically by getting to know the individual and what is going on in their environment.

Services provided include:

- In-home personal care: bathing, dressing, grooming, housekeeping, and shopping. Most clients just need a little extra help.
- Social Work: A social worker goes to see clients to refer them to other agencies and provide additional services
- Transportation: This is one of the biggest problems for older adults in community.
- Volunteers: The organization provides a robust home safety program, examining clients' homes to assess safety, then providing recommendations and home safety kits.
- Hays County Resource Center: This is a one stop shop in Hays County (based in Kyle) where people can come in and find out what resources are available to them. They also host community education sessions.
- Aspire Workforce Development Program: This is an attempt to work towards addressing the high needs of the work force. The program provides employees with the ability to stabilize their world so coming to work isn't a problem.

The organization's foundational belief provides a new way of looking at people in a more holistic way.

The organization measures success through:

- Satisfaction surveys: assessing components including nutrition, financial, care, etc
- New tools are being developed through research with the University of Texas, in order to more fully understand the quality of life for older adults and people with disabilities

Organizational wishes expressed were: Increased awareness and funding – this is a rising and needy population; this is going to be an issue and is going to take more money. Home care is 1/16th the cost of putting someone in a nursing home. Volunteers are a big need to make home repairs and deliver birthday cards. Engaged communities that support older adults and people with disabilities are a critical need- they want to see people helping their neighbors.

How the Community Can Help: Volunteers, Neighborhood Ambassador Program, get to know your elderly neighbors

Q&A

- Do services cease when a person goes into nursing home? HAND: Yes, they do. There is a massive need for services for those in nursing homes. Family Elder Care: Organization does have clients in nursing homes. They actually take people out of nursing homes. Money and services follow the person. Services including bill pay, representation, and guardianship continue through transitions.
- Are veteran services different than services for the general population? Qualifications are not different. Texas Veterans Commission did fund a specialized case manager to allow Meals on Wheels to provide

veteran's services that are unique to the needs of veterans. 35% of veterans they are serving are 85 or over- they are serving a large veteran population in the greatest generation. This population needed specialized case management. They are able to provide a breakfast meal for veterans (funded through TVC). Family Eldercare: Fiduciary services to veterans: are you managing them when they already have compensation or pension or are you helping them file? They do both, also just received a grant from TVC and were able to hire someone who serves just veterans. More so trying to find benefits. Is that individual trained by TVC to find benefits? There is no training involved in this grant.

- Capacity: If you're facing workforce shortages in key areas, is there any thought around what is going to happen when baby boomers start retirement process? Family Eldercare: Shortages include: experience and licensure – they cannot find licensed counselors to provide in-home counseling. Ten people stood up in front of city council and asked the same question. City budget cuts (30%) means they will have to cut clients they are serving. HAND has case managers that have 100 clients, there is not one more person they can take on, they don't have the financial capacity. The personal attendance occupation faces mass shortages and a 90% turnover rate. The Central Texas Home Care Coalition brings in for-profit organizations as well to attempt to address workforce needs, including higher pay, benefits, and time off. They are working with Goodwill to create a home care career path for jobs in the home care industry. Meals on Wheels: The fastest growing segment of their population is the 55-64 age group- as pre-seniors age, there will be a greater demand on services. Meals on Wheels targets whom they are serving and prioritizes services through evidence based assessment.
- Best Single Source Plus is a model that works. Best Single Source assists people on the verge of homelessness and gives them intense case management services and access to emergency funding to help stabilize them and put them on a path to self-sufficiency.
- What proportion of client base could be served by family and to what extent do you try to mobilize the family? HAND: There are a few ways to look at this. We have to think about the individual person-providers always want to get to families, give them skills, provide resources, and assess family need. Family care givers often face financial pressures and difficulties in balancing their own work while caring for a loved one. There is also the emotional and physical stress of caring for an aging family member. It is also important for family caregivers to have access to respite care for their loved ones so the care givers can rest from this demanding work. Coming of Age is a Travis County program that encourages older people to volunteer in the community. The Neighborhood Ambassador Program trains volunteers and distributes a monthly newsletter with resources and information for the elderly population. Other resources include Powerful Tools for Caregivers (which trains family caregivers), Respite Care, Adult Day Care and support groups.
- The Domestic Workers Alliance is organizing immigrant workers who work as caregivers.
- What does it cost not to meet these needs? Gen Worth has some great studies that address this.

Adjournment: Anne H. Harutunian, Chair, adjourned the meeting at 7:30 p.m. Next month, the Community Council will be hearing from organizations that serve the immigrant population. All future meetings will be held in Multipurpose Room B at 700 Lavaca. Future 2015 meeting dates are: May 18, June 15, July 20, August 17, September 21, October 19, November 16, no December meeting.