

Minutes:

Friday, July 28, 2017 at 1:15pm Alaska Pioneer Homes Advisory Board Meeting

Teleconference Call in Conference No: 1-907-269-3000, meeting ID 800 309 897
(Please note this is a WebEx meeting, see additional instructions, but you can call in without an internet connection, you just won't get to see PowerPoint presentations)

Teleconference guidelines: Please mute your phone unless you are speaking. When speaking, state your name first. Soon after the meeting, be ready to receive a copy of the draft minutes to review and provide input within a short period of time. Thanks.

1. Attendance

Att	Type	First	Last	Location/Title	Representing
x	Member	David	Blacketer	Juneau	Alaska Commission on Aging Designee
x	Member	Rosemary	Hagevig	Douglas	Public
x	Member	Gordon	Severson	Anchorage	Public
x	Member	Teri	Holderman	Ketchikan	Public
	Member	Jim	Hastings	Wasilla	Alaska Veterans Advisory Council Designee
x	Member	Jana	Shockman	Anchorage	Public
x	Member	Ronald	Siebels	Anchorage	Public/Restricted/Veterans representative
x	Member, Ch	Bob	Sivertsen	Ketchikan	Public
x	Division	Clinton	Lasley	Adm Ops Mgr	Central Office
x	Division	Emily	Palmer	Soc Svcs Pro Coor	Central Office
x	Division	Amanda	Lofgren	Director	Director's Office

2. Call to Order Bob at 115pm

3. Discussion and approval of minutes from previous meeting. No discussion, motion to approve by Ron, second by Jana, no opposed, minutes approved

4. Declaration and verification of any conflicts of interest.

- None (Bob)

5. Unfinished/Old Business

a. Annual Advisory Board Report.

i. (Bob and Jana) The last one was in 2012 (like posted on the website http://dhss.alaska.gov/daph/Documents/docs/201209advisoryboard_report.pdf

-Bob and Jana, last report done in 2012, have received updates from homes, will discuss format at the next meeting.

-Emily assigned to formatting

-want the report to make sure it is sending the right message, document to tell our story and give some efficacy for the funding and management of homes

- get information from Central Office

ii. Outline has been sent out to all of the homes for completion

6. Reports

a. Bob- Review the statue and purpose of the advisory board, review board authority

–purpose is to inspect properties and review procedures, make recommendations to the governor

-Historically the Board met twice per year (face to face), one for northern homes, one for southern homes

- Also had open teleconference for general public to attend annually

-Met with Administrators and staff to help come up with requests for funding for maintenance, capital projects, etc.

- Composition of board, 5 members are general public, 1 from veterans association, one ACOA, one from AK veteran’s advisory counsel

- 4 year terms, cannot serve more than 2 consecutive terms

- All serve as pleasure of the governor

-Entitled to travel and periderm expenses

- Transition with new directors, change in direction to build another home, enrollment, etc. One thing the board can do is to be a sounding board and information gathering to help facilitate transitions and make positive recommendations for the residents and the state

b. Division Director’s Report

i. Clinton will introduce Division Director – Amanda Lofgren. Vicki retired at the end of May after being with us for 19 years. Amanda brings a wealth of experience to Alaska Pioneer Homes. She previously worked for Alaska Mental Trust Authority as a Program Officer. In this position, Amanda had an emphasis on Housing and Long Term Services and Supports, Beneficiary Employment and Engagement and Medicaid Expansion and Redesign. Prior to her time at the Trust, she was with the Division of Senior and Disabilities Services as the Rural Long Term Care Coordinator to ensure home and community based services were available in rural Alaska and then with Alzheimer’s Resource of AK directly providing services and supports to individuals with Alzheimer’s disease and Related Dementia and their caregivers. She holds both a graduate and undergraduate degree in Gerontology.

ii. Amanda- Humbled to be the Director, I have been working in senior services for last 12-13 years, have respected and appreciated quality of care and the niche Pioneer Homes fulfills, One of the opportunities is the longevity to staff with great Administrators and a staff with a passion for serving residents. There are

still fiscal challenges ahead to. We have established a lot of goals and need to do more short term and long term goals. The role of advisory board is liaison with community is really important.

- iii. Bob- Welcome, has worked w/ Amanda in the past, has great credentials and fits well with the population the Pioneer Homes serves

c. Administrative Operation Manager's Budget Report

i. Legislative session recap

1. Lots of ups and downs during session, thanks to board for advocating to support us, which helped us avoid a 6 million cut. Outpouring of support from state and board was amazing and it made a huge difference. We had an increase of 400K to cover our increased cost of providing health insurance for employees. We did not gain or lose any positions.
2. Each year gets more challenging to provide our level of care, people are aging, coming in late with higher level of need.
3. Now required to earn more of our budget,
4. FY2017 budget spent 5.3 million less than authority, but we did not earn all of the money that we needed. We earn money from other agencies, federal agencies, pharmacy, and residents.
5. Budget presentation recording, slide show with voice over. Can give presentation or I can send it out if you would like. It is a useful tool.
6. Bob- that would be great, thanks
7. Clint- At the end of day, Pioneer Homes overspent our budget by 360K. Administrators did a great job making up a lot of the difference. New measures in place to help avoid this and we are moving forward.

ii. Budget report

1. For this year, we created a new budget that breaks down expenses into chief components
2. 81 percent of the total budget is spent on personnel services, so any cost savings have to be made here.
3. Our challenge is not the authority but not earning our potential revenues. We currently have 47 residents that could potentially qualify for Medicaid waiver, which reimburse about 5000 a month. We know not everyone will qualify, but it won't be hard to start making up the 5.3 million deficit by being more efficient at some of these.
4. Also need to look at staffing levels, the leadership level is looking at ways to increase revenues.
5. Did not lose any positions in FY18, but we were asked to give up 14 positions for FY19. We used some of these positions to help manage the budget. We will be giving up 2 central office positions and there is a request to keep the other 12 positions. Will continue to ask for flat funding for FY19.
6. Bob- thanks Clinton- when discussing increase revenue, natives in a pioneer home do not get the same reimbursement, but there may be a way to get this.

7. Teri- past member of board, the threat of lost budget, should be looking at state funding, the foundation trend to make up some difference, but we aren't helping the people that need it the most.
8. Rosemary- getting people qualified for Medicaid waiver, this process takes forever, often people died before approval happened. This is important but is the process any better?
9. Clinton- the process has improved slightly, the challenge is getting the medical assessment, not all communities have providers who can do it.
10. Rosemary- this hasn't changed then, had a hard time getting assessments done in Hoonah, doesn't sound there is much progress here.
11. Amanda- In addition to the delay in assessment (some improvement and telehealth), guardians getting paperwork done also creates delays. Clinton is working on cleaning up some reports, so now I can tell every month where people are in the application process and help troubleshoot. This is a priority for everyone. There is room for improvement but hope to see some movement in the right direction soon.
12. Amanda – We are working on a Care coordination agreement between us and the tribes. We hope to have something in place by the end of the year.
13. Bob- other questions for Clinton? None-

d. Alaska Veterans Advisory Council Report

- i. Ron- no updates at this time, I don't know of any problems, I do talk to veterans frequently. Sue Novak (Alaska Veteran's Museum) has great historic reports. Have visited all of the homes and residents are very happy, which is a good thing to hear.
- ii. Amanda- currently in the works for Palmer, veterans affairs wants to have an office available for staff person to assist veterans with paperwork and benefits. We are very excited about this and will keep you posted.
- iii. Ron- Josh is very helpful with the families, making space available, etc

e. Alaska Commission on Aging (ACoA) Report – David

- i. Very busy with current legislation on state and national level
- ii. David: Welcome Amanda, thanks to Clinton and Emily for helping organize everything and Bob as working as Chair
- iii. Advocate at a minimum of weekly for all seniors which also effects pioneer homes
- iv. Federally- a lot of confusion with what is happening, lots of outreach to Murkowski and Sullivan. Not sure where the feds are going with healthcare, costs in AK are a huge concern. Will have to wait and see, but this will effect most Alaskans
- v. Always looking out for our seniors and all AK citizens

f. Board Chairman's Report- Bob

- i. Thanks to Burt and Hollis Hall who have done a lot of tremendous work and services, welcome to Gordon and Teri, looking forward to working with you.

- ii. Advisory by nature but takes this task very seriously
- iii. Composition of board helps provide clear and unbiased reporting
- iv. Did not travel last year due to budget concerns, but this does not seem to work. Have met with administrators in past which works a lot better. We have had some great positive accomplishments, due to dedication of everyone within the homes, but still a lot of challenges. Budget definitely effects a variety of things. Our facilities are aging and maintenance becomes a challenge. Less beds available resulting in a longer waitlist for our seniors. Palliative care training needs within the homes. Remember that we have reduced staff, so less people doing more work. These are a 24 hour operation without exception. State budget has been very difficult and hampers the homes within the state making it hard to recruit new employees. Is there a better way to do business, facility redesign or replacement? Lots of work for funding sources, rates to known cost of living increasing, board can help with some of these things but doing nothing is not an option. Senior population continues to grow and the Pioneer Homes provide a valuable resource to this population. Is there a way to stabilize costs so we don't become a political football during legislation? Thanks to everyone who advocated on behalf of Pioneer Homes. Looking forward to helping and the next meeting where we can discuss long term plans to help stabilize the future.
- v. Rosemary- Requests face to face meetings, which are much more effective.
- vi. Bob- yes we need to meet face to face, need to meet with Administrators, at least every couple of years
- vii. Rosemary- yes, I agree, I find that teleconference doesn't work if you haven't met people face to face, not as effective. I think we should try to have two face to face meetings per year
- viii. Gordon, I agree, need to meet face to face
- ix. Ron- also agree, add elements that you can't get on the phone
- x. Dave- yes, much harder to do things via teleconference. More business done on golf course than the board room...ACOA does it 4 times per year.
- xi. Ron- question for Jana, do you have an update on truck exhaust in pharmacy
- xii. Jana- I don't know, I will follow up
- xiii. Bob- windows at ground level, vent is at loading dock, so they get exhaust in the building, they are looking for remedies.
- xiv. Clinton- situation has been remedied, was fixed a couple of months ago

7. New Business

- a. Looking ahead and addressing fiscal challenges – Amanda and Clinton
- b. Amanda- Clinton and I have had budget meeting with each Administrator, presentation to all home staff, agree that everyone should understand our budgets on a basic level. This should to help increase revenue and decrease spending, we want everyone to have some ownership. Making sure we are transitioning residents to Medicaid waiver is a priority, Central Office helping to clean up process of billing with better communication and more transparency. We need to look at our held beds and see if this makes sense. We should not necessarily be holding beds, really trying to evaluate staff needs vs. how many beds to fill at which levels. We are trying to determine our true cost, Pioneer Homes were never intended to be self-sufficient but should know what our costs are. We are also looking at how long it takes to fill our beds. We will

continue to explore more additional revenue sources, may be opportunities in Palmer, and may be different rates we can get. We also need to look at rates and what is a fair and equitable way to have a rate increase. Is this something done annually and give this plan out in advance, etc. Administrators starting to report staff ratios, we do have a low ratio that allows us to give high quality of care, so how do we manage this? Ratios of 1:3/5 for level 3 and 1:8 for level 2. We will be looking at this a lot more this year.

- c. Clint- nothing to add, but next year will be an exciting year to really make some improvements. Our ability to earn revenue is definitely our challenge, Amanda is helping find new ways to do this.
- d. Amanda- We do have two potential capital projects, Ketchikan seismic retrofit and Palmer new roof. Not sure where this will land, but should be kept on the radar.
- e. Bob- Looked at Palmer roof several years ago, my concern is that DOT manages these of over 400K, Makes more sense to have our staff and facilities manage these, could help eliminate doing things twice. Have talked with legislators about this and will continue to do so. May be helpful to have a review of some past projects.

8. Chair's Closing statement

- a. David- Kodiak, VP of Kodiak senior center, also on AcoA, understanding situation for seniors throughout the state, need to start educating people before they become a senior about finances and what they will do with their time, enjoy
- b. Rosemary- 2nd term, retired dept. of education employee for 30 years. Also work at Catholic Community Services, have a lot of programs for senior services. There is a lot the board can do but we need information to do this, really helpful to have face to face meeting.
- c. Gordon- anchorage, glad to be on the board, looking forward to meeting everyone, retired from Corps of Engineers and Alaska DOT&PF, also worked with army and highways. I have visited all of the Homes when attending Pioneer of Alaska conventions and I am looking forward to visiting them again. Member of senior center in Anchorage
- d. Teri- resident in Ketchikan, interested when dad became a resident, he was always interested in funding, passed before got on board, but have remained active with residents in KPH, wants to continue to be involved
- e. Jana- nurse, most career in critical care, but some time in other fields, have been at all levels of senior care. Strong interested in long term care, healthcare in general and senior concerns, located in anchorage
- f. Ron- anchorage, lots of time at APH, AVPH. Got involved as a visitor by visiting residents. Glad to be part of it,
- g. Bob- started with mom as a resident and was impressed with care, got on foundation, retired from city but still on city council and wanted to continue working with AKPH, very fulfilling with immense challenges but we can continue to provide great care for residents.
- h. Gordon, next meeting?
- i. Bob- New director, Amanda and I will start looking at putting together a yearlong schedule, will be given out at a later date.
- j. Amanda- Bob, lets connect next week

9. Adjourn

Motion to adjourn, seconded, and adjourned at 231pm

Cc via email:

Division:

Amanda Lofgren, Director (amanda.lofgren@alaska.gov)

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