

# Agenda

Thursday, June 7, 2018 at 8 am Alaska Pioneer Homes Advisory Board Meeting

Teleconference Call in Conference No: 1-800-315-6338, Access code 54784#, Chairperson (Bob) 1399

**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.

**Public Comment:** Public comment will be accepted during the first 15 minutes of the meeting. Please state your name and location before commenting. Thank you.

## 1. Attendance

Att	Type	First	Last	Location/Title	Representing
x	Member	David	Blacketer	Juneau	Alaska Commission on Aging Designee
	Member	Gordon	Glaser	Anchorage	New Alaska Commission on Aging Designee
x	Member	Rosemary	Hagevig	Douglas	Public
x	Member	Gordon	Severson	Anchorage	Public
	Member	Teri	Holderman	Ketchikan	Public
x	Member	Phil	Hokenson	Fairbanks	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 Pr Coord	Central Office
x	Division	Megan	Bauman	Admin Assistant	Central Office
x	Division	Amanda	Lofgren	Director	Director's Office

## 2. Call to Order

A. Meeting start time: 8:02am

## 3. Discussion and approval of minutes from previous meeting.

A. David moves to approve, Gordon second. None opposed.

## 4. Declaration and verification of any conflicts of interest.

5. Public Comment: None

## 6. Unfinished/Old Business

A. None

## 7. New Business

A. Facilities and Maintenance Update - Michael Frawley

i. Bob- Appreciate all of the hard work in maintaining the facilities

ii. Mike- Finished RFP to look at phase 2 for the Ketchikan Pioneer Home, put out best value competitive RFP. First best value competitive RFP. Only received one response, Wolverine Construction. We have used them on many projects with great results, so we are pleased to be working with them. We should be getting a schedule soon.

iii. Mike - We just completed the Spring in-person building condition audit. Met with all of the Homes, Amanda was involved in several of these which was very helpful. Very

comprehensive with a list of projects which creates an accurate and well thought out list.

- iv. Appropriated \$20M for all departments, and each department had to identify their top 5 projects. DHSS is working on this, as all of our facilities fall under DHSS. We don't know how much we will get, if anything, but we are hopeful.
- v. We requested \$2M for 2 projects: \$1.2M for KPH seismic refitting and \$750K for APH remodel for ADRD neighborhood. We received \$1M, so we will need to figure out which project to move forward with
- vi. Bob- I like the best value approach. Ketchikan has been trying this with other city projects, but haven't gotten a lot of responses from this.
- vii. Mike- Even with the recession, there are a lot of construction projects going on keeping contractors busy.
- viii. Bob- Top 5 strategy?
- ix. Mike- Have to make sure not to ask for too much or too little to maximize the request. \$20M will not go very far across the state.
- x. Mike- Deferred maintenance across state is \$1.3 billion, and DHSS has \$40M. It is clear that we are falling very far behind over the past 4 years. This will continue to grow.
- xi. Bob- Would like a list with funding estimates that we can include in our report to the Governor's Office. Someone will need to draft this letter, but it needs to include some information on facility and health and safety.
- xii. Rosemary - The facilities are aging, regardless of the harsh environments
- xiii. Amanda- It was incredible to walk through the buildings from the maintenance perspective. I hope that we can have conversations this fall to look at Mike's reports. We have done a good job with band-aids, but now the costs only get higher. 10-15 years down the road we need to talk about renovation vs. replacement.
- xiv. Mike can send the report that was done 10 years ago to discuss replacements. Will send to Amanda. Will have a list prepared by end of July, which he will also send to Amanda. Can discuss at August meeting.
- xv. Mike- Happy to forward list out but wants everyone to know there is a very specific tool and formula in place that they use to develop the prioritized list. Want to avoid discussions that would lead to shifting the list around – it is created that way for a specific reason.
- xvi. Bob- The Advisory Board wants to advocate but does not have the expertise to discuss prioritizations, that is left to Mike's folks.
- xvii. Mike- We are the only department that uses the tools and the formulas we do, which has lead us to be more successful in getting funds for projects
- xviii. Dave- Is there money available for emergencies that come up?
- xix. Mike- Yes, we have an Emergency Contingency Fund, it is a balance of funds to use for this. We pull a percentage off the top of money received to fund projects that come up that are emergent or emergency needs. We have funded several of these for the Homes, like a new boiler at APH, and Wanderguard system upgrades that had to be replaced immediately. This fund is getting smaller every year, so this should also be included to the governor. The new way of disseminating funds does not allow for these contingency balances. These may no longer be available.
- xx. Rosemary- isn't there something for all 24 hour facilities?

- xxi. Mike- I'm not sure how each department handles that. If it is under \$10K, the facility needs to be able to address it. If it is over \$10K, then it goes to the emergency fund. If the contingency line item funds go away, I won't have any options to get funds. Will also be expressing this concern to OMB.
  - xxii. Ron - Are the Homes aware of the top 5 priority list?
  - xxiii. Amanda- Ron, each administrator and facility manager has a lot of homework to do before the Audits to develop their list (which can be 20 – 40 items long). We talk thru each item together which Facilities' then scores in 3 different areas. The Home administrators are very much involved. Priorities don't always line up initially, but we work through all of this together.
  - xxiv. Bob- Thank you for your report. Looking forward to continuing to work with you and learning more about the top 5 priorities
  - xxv. Amanda- Thanks to Mike and his team for all of their hard work. They go above and beyond to support us and this is very much appreciated!
- B. New Commission on Aging representative introduction, Gordon Glaser – Amanda/Bob
- i. Bob - Gordon Glaser is the new representative, has been on ACoA for several years, very dedicated and keeps up with all projects and bills on the floor.
  - ii. David- Gordon will be a great assets, very through and engaged.
  - iii. Bob- Mary will be the vice chair, leadership will continue as it has with David. Thanks to David for all of his hard work on our Board.
  - iv. Amanda- thank you for all of your hard work over the years David for both AKPH and ACoA, you are a great advocate.
  - v. David- was a big learning curve for me, both Amanda's and Vickie's leadership have been very important. Its hard that the funds have not been available to do all of the needed projects.
- C. Farewell to Bob Siversten, Board Chairman
- i. Bob – I have had 8 wonderful years on the Board and have appreciated all of the support that I have received over the years. It has been very rewarding, and will still be around and will likely listen into board meetings. Will likely re-apply in the future.
  - ii. Ron & Rosemary - You've done great job, it has been a pleasure to work with you. It will be wonderful to have some public participation.
  - iii. Ron- thanks Bob for all of your help and support
  - iv. Gordon - Want to thank you for your great style in handling our meetings with such grace and precision. Been a pleasure working with you.
  - v. Dave- Public comment is limited to 3 minutes! Just some humor for you!
  - vi. Amanda – On behalf of all the Homes, thank you. As a new division director, I can't tell you how much I appreciated your time, your ear and your support and your willingness to tackle the hard things we have in front of us. You have been huge assets for elders state wide and I look forward to you possibly coming back in future.
  - vii. Bob – It's important to stay positive as we work with others as we are more likely to reach our end goals. Everyone has a piece to say and thru these discussions, hopefully we steer ourselves correctly – we have limited funds and abilities so these open discussions are important to make sure we can maximize our efforts for seniors state wide and avoid moving in the wrong direction.

#### D. Vote for New Board Chairman

- i. Bob – This Board now has the responsibility of electing a new Board Chairman. There are a lot of worthy candidates among this Board! I have not talked to anyone about this, however I think that there is a person who is very well informed, and I would nominate Rosemary.
- ii. Jana, Gordon and two others agree and second Rosemary as the choice.
- iii. Rosemary accepts the nomination
- iv. No further nominations
- v. Rosemary elected upon unanimous consent

#### 8. Reports

##### A. Division Director's Report – Amanda

- i. Amanda – I just received an email from the Governor's office that they have appointed Bob Pawlowski to the Pioneer Home Advisory Board. I reached out to him this morning and he will be joining us for the next meeting. A big update from the Division is that we've been partnering with the Alaska Mental Health Trust, and have hired a contractor to do a full staffing analysis of all 6 Homes, the Pharmacy and the Central Office. We had 3 contractors who applied, one was turned down to eligibility issues. There is an appeal but we hope to have the contractor on board in the next 10 days. There is a short timeframe for this project, the contractor is supposed to start next week and turn in the first draft of the report on Sept 30, with the final due Nov 26. The reason for aggression timeframe is that we will start making adjustment to the budget based on their recommendations. Timing is tricky but we are very excited to be doing this. The Division has needed this for a long time now. This will help us make some improvements and validate what we were already doing. They will spend a 3-5 days at each home to really get a better understanding of what we do and provide great recommendations for improvements (including recommendations on future changes to neighborhoods individually based on their specific focus). It will be the same team that goes to each Homes.
- ii. Bob- I think this is great! This will help us in many different ways. When you have staffing issues you also have the responsibility in filling those positions. Finding qualified people can also be a challenge. I hope the analysis can make some work force development recommendations in how we might be able to increase the work pool. Filling positions at a government asset is often very difficult as government is not as nimble as private industry and often times can't compete.
- iii. Rosemary – Will this analysis include a salary study?
- iv. Amanda –This phase of study will not. After this portion is complete, I don't think we done. We will need to collaborate and follow up with more studies. HR will be sitting in because we need their support to implement this. Some of you have been following the API process, which is unfortunate, but will help us as they are doing a salary study for those positions.
- v. Amanda – We are struggling with staffing at 2 of the Homes and are working hard to try recruiting using different strategies as a result. We also need to start collaborating externally with job centers and universities, to which they are very board with helping. We have heard from UAF that their CNA classes are getting smaller, which means there are less candidates available which presents a problem for us as we try to recruit for CNA positions. As such, need to start considering how we can perhaps help fill those classes, which will ultimately benefit both organizations. In response to the staffing

issues, we are working with the DHSS Public Affairs folks to begin advertising outside the normal realm to try to reach more qualified candidates – including recruitment platforms such as Indeed, Monster, Facebook, Craigslist, Google and more. We are also looking at other ways to create more flexibility in hiring – such as what we’ve done with several positions in the Juneau Pioneer Home where we have had success in making some positions a flex Assisted Living Aide/CNA slot. These things take time, but we need to follow HR parameters. We are slowly making progress. We are also facing numerous 20 and 30 year retirements from folks in leadership positions. It will be hard but it is an opportunity to get new perspectives and new folks in our organization. We are also looking into working with the Federal Department of Labor and Job Corps to do a joint outreach in July to help with recruitment for the Ketchikan Pioneer Home.

- vi. Rosemary – Do we have a lot of part-time positions available?
- vii. Amanda – We have some part time positions available, but more on-call employees to allow them to take shifts when they can. Also looking at more flexible schedules. Potentially making a room available for people who are willing to travel. Staff have been working really hard, but there is definitely a balance! Looking for the Staffing Analysis to provide us recommendations on how to diversity staffing moving forward
- viii. Amanda - LTC contract: A result of the last legislation audit mandated us to look at the feasibility of contracting out hospitality services at all the Homes, similar to JPH. In the RFP, Lot 2 was similar to the JPH model, but the LTC union felt they were caught off guard. My team did communicate all of this in advance, but there were a lot of higher up meetings regarding it that led to ultimately rescinding Lot 2 from the contract. We will review the methodology on how to comply with legislative content at a later date. We will continue to work with NANA and have added some new things to the contract, such as sensory activities and moving more towards family dining. Once the contract is officially awarded we will do expectation meetings. All of the NANA managers are amazing and are part of our family and we really appreciate that relationship. Looking forward to this new contract with them. The future administrations will likely be visiting this again! It was unfortunate on how it all played out but I am really proud of the integrity of my team throughout the process.

B. Administrative Operation Manager’s Budget Report, Budget updates – Clinton

- i. Clinton – I agree with Amanda, we are really happy with the NANA contract that we have. We are hoping to have a signed contract for that agreement soon. At a future date, we will still need to evaluate how to explore the option of having all food and housekeeping services provided by a contractor and determine whether that is a viable cost savings option. It may very well have been a blessing in disguise that exploration did not pan out at this time, as such, we will plan on revisiting the investigation of that contract option at another time. Moving on to our budget update, we now have our FY19 budget, of which we received \$525K (in Personal Services) + the additional increases due to the overall increase of the cost of personnel services. In total, we ended up with a \$1.5 million increase over FY18 (all of that in personnel services). Most of that increase will not be realized immediately as it comes from different sources (i.e. the Veteran’s Administration, parts we have to generate our selves, etc.), and probably not all of it in FY19. Overall, this is going to help us for next year. Having said that, there was a change in the Supervisors Union (SU) and personnel will be changing to a 40 work week (from a 37.5 hour work week), so part of the increase in our FY19 budget was in response to that. That change will not really affect our operations as many of the supervisors were already working far more than 37.5 hours a week. The LTC contract has also changed, though I have not heard whether it’s been ratified yet, and it will also include changing over to a 40 hr work week (from 37.5 hrs), which is also part

of the \$1.5M budget increase. The LTC contract change goes into effect this October. As such, there will be changes in scheduling across Division that we will have to look at. Over the last year, we've talked a lot about the struggle with the budget, and unfortunately we didn't earn everything we had the authority too (\$5.5M) – we ended up with a deficit of \$500K. As Amanda mentioned we worked really hard with the Homes to try to close that deficit gap – as the message we received from the DHSS Commissioner's Office was that we would come within budget. We talked with the Administrators about ways to fill positions creatively and try to drive down the gap. Right now, with only one month left, we reduced down the deficit to \$200K and we think we can close it more – every year the final contractual costs are unknown as they are out of our control and non-negotiable, but we really think there may be room for improvement there. Over the last two months we have frozen non-essential spending last 2 months (though that has pretty much been the motto for whole year) and really just concentrated on life, health and safety and that has been really tough for the Homes. It has been extremely hard, but we are trying to get back in line with the deficit – we had a lot of ground to make up because of the way accounting was done previously but we have since corrected it. For example, there was \$400K in bills that have been misappropriated every year. The NANA contract always had June's bills been applied in July which is an entirely different fiscal year - we cleaned that up this year, which has us paying 13 months of NANA contract in one year so that next year we can start clean and on the right page. We also had to pay a \$176K settlement from 2013 that was just settled in the last month – so that also had to be covered under the FY18 budget. The Homes did an amazing job, with Amanda's help, to tightened their belts and make hard decisions. We think they have done a great job and as a result are in a good place for starting FY19.

- ii. Rosemary – Whose budget would the API elders fall under in the Anchorage Pioneer Home?
- iii. Amanda – Interagency receipt authority – basically Medicaid. There are renovations that would need to be made first. These individuals may not be in API, they may be at home or in other locations that are at risk of being placed outside because of complicated behaviors. We are still working on a business plan to look at that over the next year and it will also be part of the staffing analysis taking place this summer. My vision is to go through a business plan process for just that neighborhood over the next 12 – 18 months.
- iv. Rosemary – Are we going to take any elders out of the mental health system?
- v. Amanda – That has not been talked about at this time. The safety of our elders is our number one priority.

C. Alaska Veterans Advisory Council Report- Phil

- i. Phil – I don't have anything new at this point. I have been looking into Aide and Attendance (?), and what the right /left limits are with that system, but I have been receiving mixed signals from the Veteran's Administration. I was able to stop by the Anchorage Pioneer Home and will hopefully be able to do the same at the Fairbanks Pioneer Home.
- ii. Bob – In the future, as we have a couple of new board members, is there an opportunity to bring someone in from the Veteran's Administration to talk about the intent of the roles and responsibilities of the Veteran's Advisory Council and how it interfaces with the AKPH Advisory Board?
- iii. Phil – I think that is possible. A potential person may be the social worker who runs their long term care, as she was very interested in seeing the Palmer Alaska Veterans &

Pioneer Home receive their designation as a VA nursing home. Although she is mostly the administrative side, so she might not be the best fit.

- iv. Bob – We have a number of vets in other Pioneer Homes that choose not to live away from their home location, and they shouldn't be denied their VA benefits simply because they choose not to live at the Alaska Veterans and Pioneers Home in Palmer. One of the purposes of this Board is to assist and improve the care of those veterans in the system overall – this is just a comment that we should gain more insight on this matter.
- v. The VA Director, Dr. Ballard, would be happy to stop by any Home if we asked, it would just be a matter of speaking with him.
- vi. Phil – I can certainly reach out to any of those folks and see what I can do.
- vii. Bob – Thank you.

#### D. Board Chairman's Report – Bob

- i. Bob - Thank you to the Board, Homes and Home Administrators for all of their hard work with the elders both in the Homes and across the State. We have a wonderful system in place here, and as Pioneer Home Advisory Board members it is important that we share our story and advocate for the continuation of services as it is very important to the State.
- ii. Rosemary – Thank you, Bob, for all of your years of services and we look forward to when you re-apply down the road.

#### 9. Chair's request for comments:

- i. Dave: Thank you all for helping me to learn and allowing me to be on this Board. Gordon Glaser will be a great addition and asset here, and I wish you all well. I look forward to the possibility down the road of applying to be a public member for the Pioneer Home Advisory Board.
- ii. Rosemary: No comment.
- iii. Gordon: Thank you Bob for all of your hard work. Thank you to the rest of the Board members, I look forward to our next meeting.
- iv. Teri: No comment.
- v. Jana: I would like to thank Bob for this service, he has been a great inspirational leader. Rosemary, congrats to your new appointment and look forward to working with you.
- vi. Ron: Thank you Bob and Dave, it has been great knowing and serving with you and if I can be of any help down the road please let me know.
- vii. Phil: No comment.

#### 10. Chair's Closing statement – Bob

- A. Bob – Thank you again for letting me serve as the Chair for this Board, it has been a pleasure working with you all.

#### 11. Adjourn

- A. Motion to adjourn
  - i. Motion by Ron, Gordon second. All approve
- B. Meeting adjourned at 9:21am

Distribution via email:

Division:

Amanda Lofgren, Director ([amanda.lofgren@alaska.gov](mailto:amanda.lofgren@alaska.gov))

Clinton Lasley, Administrative Operations Manager II ([clinton.lasley@alaska.gov](mailto:clinton.lasley@alaska.gov))

Emily Palmer, Social Service Program Coordinator ([emily.palmer@alaska.gov](mailto:emily.palmer@alaska.gov))

Megan Bauman, Administrative Assistant ([megan.bauman@alaska.gov](mailto:megan.bauman@alaska.gov))

Pioneer Homes Advisory Board Members:

David Blacketer ([david.a.blacketer@gmail.com](mailto:david.a.blacketer@gmail.com))

Gordon Glaser ( )

Rosemary Hagevig ([rosemaryhagevig@gmail.com](mailto:rosemaryhagevig@gmail.com))

Gordon Severson ([gordon@ptialaska.net](mailto:gordon@ptialaska.net))

Teri Holderman ([terimo5@yahoo.com](mailto:terimo5@yahoo.com))

Phil Hokenson ([phil.hokenson@gmail.com](mailto:phil.hokenson@gmail.com))

Jana Shockman ([Janetta.Shockman@Providence.org](mailto:Janetta.Shockman@Providence.org))

Ron Siebels ([ronakph@gmail.com](mailto:ronakph@gmail.com))

Bob Sivertsen ([rwsivertsen@gmail.com](mailto:rwsivertsen@gmail.com))