

Agenda
Alamo Area Council of Governments
Alamo Senior Advisory Committee Meeting
Thursday, March 10, 2022 - 10:00 a.m.
2700 NE Loop 410, Suite 101
San Antonio, TX 78217

1. Meeting called to Order.
2. Roll Call.
3. Public Comments
This time is for anyone to comment to the Advisory Committee on issues and items of concern. There will be no deliberation or action on these comments. Time allowed is at the discretion of the Chairman, with three (3) minutes being customary.
4. Presentation: Reframing Aging (Part 1).
5. Consider and act upon approval of the November 4, 2021 and January 13, 2022 minutes.
6. Chairperson's Report - Ginny Funk, Chair.
7. Director's Report - Jo Ann Tobias-Molina, Aging Programs Director.
8. Subcommittee Reports.
 - A. Alamo Service Connection Steering Committee - Marycela Barron, Chair.
 - B. Allocations and Monitoring - David Coble, Chair.
 - C. Information, Special Events.
 - D. Member Development and Advocacy - Lisa Senteno, Chair.
 1. Consider and act upon approval of ASAC Member and Alternate nominations.
9. Ad Hoc Subcommittees Update.
10. Alamo AAA Staff Reports.
 - A. ADRC.
 - B. Benefits Counseling - Sonya Barrera-Medrano.
 - C. Care Services - Juan Flores.
 - D. Caregiver Services and Health & Wellness Programs - Cyndee S. Pierce.
 - E. Long-term Care Ombudsman Program - Heather Armstrong.
11. Announcements.
12. Next Meeting Date: May 12, 2022 at 10:00 A.M., AACOG Board Room.
13. Adjournment.

This meeting is accessible to people with disabilities. The accessible entrance is located at the front entrance of 2700 NE Loop 410, San Antonio, TX 78217. Accessible parking spaces are also available. Please contact ACOG for auxiliary aids and services for the hearing impaired, including interpreters for the deaf, at 210-362-5200 at least 48 hours prior to the meeting or by calling Texas Relay at 7-1-1 for assistance.

Alamo Senior Advisory Committee

5.

Meeting Date: 03/10/2022

Title: Minutes

Presented by: Paula Riggs, Support Services Coordinator

AGENDA ITEM DESCRIPTION:

Consider and act upon approval of the November 4, 2021 and January 13, 2022 minutes.

Attachments

Nov 2021 ASAC Minutes

Jan 2022 ASAC Retreat Minutes

4. Presentation – Ginny Funk gave a presentation on latest developments in the treatment for Alzheimer’s Disease.
5. Approval of the Minutes from September 9, 2021 – Veronica Arriaga made a motion to approve the minutes as written, seconded by Sara Lozano; motion carried.
6. Chair’s Report – Dave Coble, Chair, mentioned that this meeting would be the last of his two term position as Chair, two years that were dominated by the pandemic and all of the challenges it brought (noting that his first and last meetings were the only two in-person meetings held during his tenure). It has been a time which changed processes (like having virtual meetings) and brought loss. He thanked everyone for continuing to serve this organization through it all. He shared a quote from Zig Ziglar: “Positive thinking will let you do everything better than negative thinking will.”
7. Director’s Report – Trina Cortez, Assistant Director, reported on behalf of Jo Ann Tobias-Molina, Director.
 - A. FY22 Budget has been approved.
 - B. ARPA Funding: the anticipated additional relief funding has been received, to be spent over a period of three years.
 - C. Vaccine Funding: funds have been awarded (for both Alamo and Bexar AAAs and ADRCs) for education and outreach relative to vaccination access. PSAs are running on TV and radio.
 - D. TEMAP: Texas Emergency Mortgage Assistance Program is now available to those behind or in forbearance with their mortgage living in the Alamo AAA region. Anyone needing this assistance should contact Alamo Service Connection. This program helps with up to 11 months in arrears.
 - E. Senior Companion Program: the Senior Companion Program will be expanding outside of Bexar County, to include Atascosa, Guadalupe and Wilson Counties. Anyone interested in representing the rural counties on the Advisory Committee for this program should contact Paula Riggs or Kelley Gallant.
 - F. FY21 Closeout: closeout with the State is due November 30.

Trina also agreed with Dave and thanked everyone for their support over the past two years challenging years.

8. Subcommittee Reports:

A. Alamo Service Connection (ASC) Steering Committee – Enrique Guerrero reported:

- Respite – Texas Lifespan Respite started again September 1st, for the entire AACOG region. Inquiries should be directed to call ASC.
- Vaccine Funding – The ASC will be providing educational awareness through multi-media and other technologies for the AACOG region. PSAs were initiated October 1.
- TEMAP – inquiries should be directed to call ASC for the mortgage assistance for those impacted by COVID.
- IDD Pilot Program – this program would help coordinate services with HMO with IDD staff. This will be in 2023.
- Resource Guides – as more people are doing in-person outreach, please remember that updated Resource Guides are available.

B. Allocations & Monitoring – no report.

C. Information, Special Events – Brenda Thompson, Chair, reported that gift cards have been purchased through the partnership with Amerigroup. The funds allowed for 21 (\$25) HEB gift cards to be provided to the nine counties in the Alamo AAA region that overlap with the Amerigroup partner. The cards will be available sometime later this month—in hopes of providing extra assistance to those in greatest need, going into the holiday season.

D. Member Development and Advocacy – Lisa Senteno, Chair, reported on the survey results for 2022 commitments, noting the resignation of William Truelove in 2022 due to change in availability. Lisa also presented the slate of member, alternate, and officer nominees. The following nominations were approved unanimously.

County Appointees renewing for additional three-year term:

- Nancy Stout - Comal County
- Richard Hetzel - Guadalupe County
- Margaret Ryan - Karnes County
- David Coble - Medina County
- Nicole Demmer - Wilson County; Alternate - Kathy Brown

Current Members eligible to serve a second three-year term, beginning January 1, 2022:

- Mary Garr (At-Large Member) - Family Service Association; Alternate: Laura Mata-Delgado
- Brenda Thompson (Provider Member) - Dietert Center

Current Member filled an unexpired term, eligible to begin new first three-year term, beginning January 1, 2022:

- Beth Collier (Provider Member) - Bulverde Spring Branch Activity Center; Alternate: Jean Larson

2022 Officers:

CHAIR - Ginny Funk
VICE CHAIR - Sonya Toalson
SECRETARY - Sara Lozano

9. Alamo AAA Staff Reports.

- A. ADRC. Enrique Guerrero, ADRC Coordinator, reported that the Local Contact Agent position has been filled—starting Monday; and that there is a call agent position available.
- B. BENEFITS COUNSELING. Sonya Barrera-Medrano, BC Coordinator, reported Benefits Counselor position vacant, and BC staff continue to seek opportunities for Medicare Open Enrollment outreach, for presentations as well as one-on-one appointments.
- C. CARE SERVICES. Juan Flores reported on three vacancies in the department. One is from the retirement of a tenured Care Services Specialist – Bel Murguia. Juan reported that interviews are underway to fill these positions, as well as staff for the vaccine outreach.

Juan indicated that inquiries for the Warm Hearts, Warm Homes heater distribution program should contact Alamo Service Connection.

- D. CAREGIVER SERVICES. Cyndee Pierce, Caregiver Services Coordinator, reported that staff continue to onboard caregiver clients for Trualta online caregiver education program. Assistance in making referrals for this program is welcomed and appreciated.

Respite services provided by the AAA continues to be one of the most frequently requested services. However, there are a limited number of contracted agencies that cover rural counties. One way the AAA addresses this issue is to offer Respite Vouchers, which allows the family caregiver to identify a trusted individual that AAA will pay up to a pre-determined spending cap.

The Health & Wellness program continues to offer virtual programming, as well as returning to more in-person. Anyone looking to host in-person classes should contact Kimberly Beasley or Cyndee Pierce. Telephone reassurance calls continue to be made to previous class participants as a preventative measure against social isolation. Cyndee also reported that the Health & Wellness program continues to outreach for Opioid Misuse Prevention. DeTerra drug deactivation packs are still available and anyone in need of additional kits should contact Kimberly.

- E. LONG-TERM CARE OMBUDSMAN: Heather Armstrong, Managing Local Ombudsman, reported on the volunteer training the program offers virtually. New session will kick off November 15. As the new fiscal year is underway, the program is on target with performance measures. OMB staff and volunteers have been encouraged by the increased engagement in the assisted living and nursing home communities, with Halloween decoration and activities.
10. Announcements – Ginny Funk mentioned the virtual Caregiver Summit was also being held that day (in English) and in Spanish on November 12.
 11. Next Meeting Date – Annual Planning Retreat on Thursday, January 13, 2022, 9:00 A.M. – 2:30 P.M.
 12. There being no further business, Veronica Arriaga made a motion for adjournment, seconded by Darryl Greer; meeting was adjourned.

4. Opening Remarks – Ginny Funk, Chair, reviewed the rest of the day’s agenda and thanked everyone for attending and their commitment to serve in the new year.
5. Ice Breaker – Lisa Hurst, Chief Creative Officer, Improv to Grow, led the group through an ice breaker exercise.
6. Orientation – Paula Riggs, Support Services Coordinator, led all members through an overview of the orientation manual, including the completion of the annual Conflict of Interest form and job description review.
7. Area Plan – Jo Ann Tobias-Molina shared the major goals and objectives as outlined in the Alamo AAA Area Plan. This is a document that is compiled by AAA staff and submitted to the State for review and approval. This document is the guiding document for all agency activities.
8. Subcommittee work – through and during lunch Ginny Funk led a discussion on how ASAC can respond to the goals of the Area Plan through activities planned by subcommittees.
9. After sharing a few closing remarks, Ginny Funk adjourned the meeting. Next ASAC meeting will be held Thursday, March 10, 2022 at 10:00 a.m., at AACOG.

Alamo Senior Advisory Committee

8. D.

Meeting Date: 03/10/2022

Title: Membership Development and Advocacy Report

MEMBERSHIP:

Lisa Senteno, Chair	X	Patsy Troell	
Mary Garr		Denise Usener	X
Antonio Patron		Jayne Varga	X
Ed Rogers	X	Carol Ann Villareal	X
Nancy Stout		Ginny Funk (ex officio, ASAC Chair)	X
Brenda Thompson	X	Paula Riggs, Staff Liaison	

TOPICS DISCUSSED:

- * Resignations
- * Nominations
- * Speaker Presentations

DECISIONS MADE:

RESIGNATIONS: Resignations were received and accepted from Monica Zuniga, Emily Perry and Sonya Toalson.

NOMINATIONS: Nominations were reviewed and accepted to move forward.

ACTIONS NEEDED:

ASAC review and approval is needed for Member and Alternate nominations, to send to AACOG Board for final approval. (See Agenda Item 8.D.1.)

NEXT MEETING DATE:

TBD

STAFF LIAISON CONTACT INFORMATION:

Paula Riggs
Support Services Coordinator, AACOG Area Agencies on Aging
priggs@aacog.com or (210) 362-5273

Alamo Senior Advisory Committee

8. D. 1.

Meeting Date: 03/10/2022

Title: ASAC Member/Alternate Nominations

Presented by: Paula Riggs, Support Services Coordinator

AGENDA ITEM DESCRIPTION:

Consider and act upon approval of ASAC Member and Alternate nominations.

BACKGROUND/HISTORY:

n/a

DISCUSSION:

MEMBERS:

- Marycela Barron (Provider Member) - Meals on Wheels Director; Marycela has been serving as alternate to William Truelove and is being moved to member.
- Derek Morton (At-Large Member) - Derek is business owner and CEO of Medi-Ryde, LLC. He is also an active (20+ year) member of the US Army, soon to be retired. Derek is a resident of Comal County.

ALTERNATE:

- Ileana Martinez is the Director of Client Services at Meals on Wheels San Antonio, and will be serving as alternate to Marycela Barron.
- Jonathan Rivera is the Nutrition Program Director at Kronkosky Place and will be serving as alternate to Olivia Burdick.

FINANCIAL IMPACT:

n/a

STAFF RECOMMENDATION:

The Member Development and Advocacy Subcommittee members recommend approval of the Member and Alternate nominations to be forwarded to the AACOG Board of Directors for approval.

Questions can be directed to staff liaison, Paula Riggs, at (210) 362-5273 or priggs@aacog.com.

Alamo Senior Advisory Committee

10. B.

Meeting Date: 03/10/2022

Benefits Counseling - Sonya Barrera-Medrano

TITLE:

Benefits Counseling - Sonya Barrera-Medrano.

PROGRAM REPORT:

1. On 12/1/2021 - Benefits Counseling added a new Senior Medicare Patrol Outreach Specialist, Lydia Alejos. Lydia came to AACOG as a retired HHSC Eligibility Specialist with 30 years of State service. She is extremely knowledgeable in MEPD, CAS and TW policy and case management.
2. Benefits Counselors (BC) have been conducting outreach during Vaccine Pop-up Events, Senior Medicare Patrol Presentations, food distributions and assisting County Community Service Centers in the Alamo area. The goal is to connect and educate adult adults / Medicare beneficiaries to services in the five core benefits available: Medicaid, Medicare Cost Sharing (MSP), Low Income Subsidy (LIS), Supplemental Nutrition Assistance Program (SNAP), Liheap and Weatherization.
3. The Benefits Counselors (BC) Team have accomplished the following from Oct 2021 through February 28, 2022: Completed and processed 369 applications for older adults/Medicare Beneficiaries, Unduplicated referrals of 1,279 in both Bexar and Alamo and 66 outreach events.
4. As a reminder to all - Benefits Counselors continue to educate and to older adults/Medicare Beneficiaries about eligibility services for multiple federal and state benefit programs. The BC team assists with completing, submitting applications and compiling necessary documents. BC provides counseling on Medicare Benefits, Medicaid, Medicare Cost Sharing (MSP), Low Income Subsidy (LIS), Supplemental Nutrition (SNAP), Li-heap/Weatherization, Nursing Facility and Community Attendant Services. The BC team is available to provide presentations and education to older adults/Medicare Beneficiaries. Legal Assistance is also available to adults over 60 through Benefits Counseling "free" legal assistance in wills, power of attorney, probate, advanced directives, divorce, Transfer on Death Deed, adoptions, custody for children being raised by a relative over the age of 55, adult guardianship and Qualified Income Trust for the purpose of Medicaid eligibility.

CONTACT INFORMATION:

Sonya Barrera-Medrano

Benefits Counseling Coordinator

(210) 918-1281 / SBarrera-Medrano@AACOG.com

Meeting Date: 03/10/2022

Care Services Report

TITLE:

Care Services - Juan Flores.

PROGRAM REPORT:

As of 7 March 2022 Care Coordination Department will be fully staffed.

For Spring 2022 there will be a new service starting up. Chore Maintenance will be available to older adults in the region. Chore Maintenance consists of:

- Heavy cleaning (e.g, scrubbing floors, washing walls, or washing windows inside and outside)
- Moving heavy furniture
- Yard maintenance (e.g. mowing and trimming lawn, hedge trimming, or tree trimming)

From September 2021 through February 2022, the Care Coordination team provided assistance to 233 clients in the Alamo Area. The new fiscal year is underway and all Care Coordination Services are open and available in the Alamo Area.

Priority is given to those who:

- have recently suffered a major illness or health care crisis, or have recently been hospitalized and need additional attention during the recuperation period;
- are moderately to severely impaired in activities of daily living and instrumental activities of daily living;
- have insufficient caregiver support;
- are in greatest economic/social need, particularly low income, minority older adults;
- are frail and live alone.

Warm Hearts, Warm Homes (WHWH) Program has concluded with a total of 311 heaters distributed in the Alamo Region. The success of this program was made possible through partnerships with agencies like Superior HealthPlan and Amerigroup.

CONTACT INFORMATION:

Juan Flores

Care Services Coordinator

jflores@aacog.com or (210) 362-5562

Meeting Date: 03/10/2022

Caregiver Services and Health & Wellness Report

TITLE:

Caregiver Services and Health & Wellness Programs - Cyndee S. Pierce.

PROGRAM REPORT:

Caregivers Served September 2021 - February 2022

Caregiver Support Coordination: 142

Caregiver Support Coordination

During the holidays the Caregiver program was able to collaborate with Gonzaba Foundation and Texas Grandparents Raising Grandchildren to distribute bags of fresh produce to Kinship families in the ACOG service areas.

Alamo AAA is currently working with Texas Diaper Bank to provide 3- or 6-month bulk orders of incontinent supplies to persons 60 and older. If you know someone that is in need, please have them contact the Texas Diaper Bank directly at 210-731-8118.

The Caregiver Services Coordinator, Cyndee Pierce, would like to encourage you to consider joining the Alamo Family Caregiver Coalition. This is a group of professionals, community leaders, and family caregivers with the mission of improving the quality of life for caregivers and care recipients through advocacy, information, support, and access to resources.

The Coalition's goal this year is to be present at no less than four educational events and collaborating on a resource event with coalition members to include a Q & A panel with subject-matter experts in the field of caregiving resources.

The next Coalition meeting will be hybrid via Zoom and in person at San Antonio Oasis, on March 15th 8:30-10:00 A.M. Anyone interested in receiving an invitation should contact Ms. Pierce, Caregiver Services Coordinator.

Caregiver Classes, Workshops, and Outreach

Caregiver Classes and Workshops: Information from community partners is provided to Caregivers through online Caregiver Training, Trualta, as well as a monthly e-Blast.

Caregiver Outreach: The Caregiver volunteer continues to send e-Blasts for upcoming events and informational services to caregivers in all 13 counties. This e-Blast occurs twice a month.

Health and Wellness Classes and Workshops

Virtual and in-person: Bingocize, Texercise, and Matter of Balance.

Current Classes

- V-Bingocize, Tue/Thur, 4 January - 10 March, – 10 participants
- AMOB, UMC, Devine, Tue/Thur, 1-24 February, 1:00-3:00 – 7 participants

- V-Bingocize, Mon/Wed, 2 February – 25 April, 1:00 - 2:00 – 16 participants with 8 new
- AMOB, UMC, Poteet, Friday, 11 February – 1 April, 10:00-12:00 – 12 participants

Projected In-Person/Virtual Classes

- V-TXS, Mon/Wed, 7 March – 25 May, 10:30-12:00 – 10 signed up with 6 new

The Health & Wellness Program continues to conduct Telephone Reassurance calls to previous class participants as a preventative measure against social isolation caused by pandemic restrictions. Falls Prevention talks are also conducted through the telephone. These calls are used for education and to encourage clients to take part in a class series.

Staff continue to provide Opioid Misuse Prevention Packs to older adults throughout the Alamo region. These packs include the DeTerra drug deactivation packs. Anyone in need of more kits should contact Ms. Pierce or Mrs. Beasley.

The staff appreciates ASAC's support for all Caregiver and Health & Wellness programs.

CONTACT INFORMATION:

Cyndee S Pierce, Caregiver Services Coordinator
(210) 832-5049 / cpierce@aacog.com or
Kimberly D. Beasley, Health and Wellness Specialist
(210) 918-1279 / kbeasley@aacog.com

Meeting Date: 03/10/2022

Long-term Care Ombudsman Report

TITLE:

Long-term Care Ombudsman Program - Heather Armstrong.

PROGRAM REPORT:

Do you have a passion for helping others, a caring spirit and a willingness to learn? If this describes you, we need you! Become a volunteer Ombudsman and help improve the quality of life and care for residents in a community near you. We provide training, tools and ongoing support. *People who live in nursing homes and assisted living communities may have little or no contact with the outside world. Many feel they lack control over their lives. A volunteer LTC Ombudsman who visits regularly can be the highlight of a resident's day and ensure residents get good care. Volunteer with us today!*

Link to video:

<https://www.youtube.com/watch?v=6VRmetXQVEY&feature=youtu.be>

A Long-term Care Ombudsman means "being an advocate for residents." A Long-term Care Ombudsman (LTCO) listens to and addresses the concerns of nursing home and assisted living residents. At all times, residents decide on the Ombudsman's level of involvement. They can be counted on to respect residents' privacy and confidentiality. Some of the ways in which LTC Ombudsmen serve residents include telling residents about their rights and empowering and supporting residents and their families to discuss concerns with staff.

The Alamo Ombudsman Program has been recruiting volunteers with the use of social media and will continue to do so for 2022. Alamo currently has four interns in class and they will be certified in the late spring. The next training session will start May 5th.

The current Active Certified Ombudsman (ACO) Performance Measure (PM) count is 25, so this PM was met/exceeded in February.

The Alamo Ombudsman Program met/exceeded the Performance Measure for Unduplicated Assisted Living Visits in November 2021. OMB staff and volunteers continue to visit nursing homes and assisted living communities on a regular basis. Over 230 Assisted Living visits and 295 Nursing Home visits were made from September 1st – February 28th.

The Alamo Program hosted a virtual training session on January 18th for all staff and volunteers in the Alamo and Bexar Programs with VITAS Hospice to learn how Hospice and Palliative Care programs work with nursing homes and assisted living communities to provide care. On February 17th the OMB program hosted an hour-long Person Centered Thinking (PCT) training with Master Trainers from AACOG's IDD staff, through which OMB staff and volunteers learned the basics of PCT. Part Two will be held March 10th and several interactive exercises will be taught to staff and volunteer LTCO. PCT helps LTCO to strengthen skills and advocacy for residents.

There have been a few assisted living and nursing homes permanently closed over the past 18 months due to effects of COVID and the winter storm of February 2021.

Heather Armstrong was asked by Julie Porter, Assisted Living Ombudsman, Office of the State Long-Term Care Ombudsman, to present in January with Mindy Kitchens (LTCO in Dallas) on “The Value of Connection” to all State and LTCO staff in Texas.

Heather Armstrong continues to update the OMB Facebook page and Twitter account. Please “Like” and “Follow” The Alamo and Bexar Area Agency on Aging Ombudsman Facebook page <http://www.facebook.com/alamoaaaombudsman> and @alamobexarombud Twitter account.

Heather Armstrong also manages the Facebook Page and Twitter account for NALLTCO as well. Heather Armstrong has held the position of secretary for NALLTCO for over 4 years and was elected to serve for another year.

CONTACT INFORMATION:

Heather Armstrong, MA, CDP, CMDCP, PAC
Alamo Managing Local Ombudsman
harmstrong@aacog.com or 210.362.5283
