

Agenda
Alamo Area Council of Governments
Alamo Senior Advisory Committee Meeting
Thursday, July 14, 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 2), Jane Paccione, Managing Director of Collective Impact San Antonio Area Foundation.
5. Consider and act upon approval of the May 12, 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. Membership Development and Advocacy - Lisa Senteno, Chair.
 - E. Ad Hoc Subcommittee - Long Term Care Services.
9. Alamo AAA Staff Reports.
 - A. ADRC - Tony Martinez.
 - 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.
10. Announcements.
11. Next Meeting Date: Thursday, September 8, 2022 at 10:00 A.M.
12. 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: 07/14/2022

Title: Minutes

Presented by: Paula Riggs, Support Services Coordinator

AGENDA ITEM DESCRIPTION:

Consider and act upon approval of the May 12, 2022 minutes.

Attachments

May 2022 Minutes

Minutes
Alamo Area Council of Governments
Alamo Senior Advisory Committee
Thursday, May 12, 2022 – 10:00 A.M.
2700 NE Loop 410, Suite 110
San Antonio, TX 78217

CATEGORY	MEMBERS	ALTERNATES		
Atascosa Co.	Arthur Troell	E		
	Patsy Troell	E		
Bandera Co.	Art Crawford			
Comal Co.	Nancy Stout	E		
	Jason Derscheid			
Frio Co.				
Gillespie Co.	Denise Usener	X		
Guadalupe Co.	Richard Hetzel	X		
Karnes Co.	Margaret Ryan	E		
Kendall Co.				
Kerr Co				
McMullen Co.	Jayne Varga	X		
Medina Co.	David Coble	X		
Wilson Co.	Veronica Arriaga	X	Kathy Brown	
	Nicole Demmer	E		
TSHL	Ed Rogers	E		
Provider	Olivia Burdick	E		
Provider	Beth Collier		Jean Larson	
Provider	Ginny Funk, Chair	X		
Provider	Brenda Thompson	X		
Provider	Marycela Barron	X	Ileana Martinez	
At-Large Rep.	Bobby Deike	X	Carol Delgado	
At-Large Rep.	Mary Garr	E	Laura Mata-Delgado	X
At-Large Rep.	Darryl Greer	E		
At-Large Rep.	Sara Lozano, Secretary	E	Carol Ann Villareal	X
At-Large Rep.	Derek Morton			
At-Large Rep.	Antonio Patron			
At-Large Rep	Lisa Senteno	X		

AAA STAFF	
Jo Ann Tobias-Molina, Director	X
Trina Cortez, Assistant Dir.	X
Tony Martinez, Manager	X
Heather Armstrong	X
Sonya Barrera-Medrano	
Cindy Boyum	
Michael Darilek	
Juan Flores	X
Kelley Gallant	
Gloria Givilancz	X
Cyndee Pierce	X
Paula Riggs	X
Laura Ramos	X

AACOG STAFF	
Diane Rath, Executive Director	
Rick Bluntzer, Senior Director	

GUEST(S) PRESENT	

1. Meeting Called to Order at 10:05 A.M. by Ginny Funk, Chair.
2. Roll Call by Paula Riggs, Recording Secretary; a quorum was established.

3. Public Comment – Ms. Diane Rath, Executive Director of AACOG, introduced the new Senior Director of Operations for AACOG, Mr. Rick Bluntzer.
4. Presentation – Tina Smith, Director of Caregiver Operations for WellMed Charitable Foundation, gave a presentation on “Compassion Fatigue”.
5. Approval of the Minutes from March 11, 2022 – David Coble made a motion to approve the minutes as written, seconded by Jayne Varga; there being no further discussion, motion carried.
6. Chair’s Report – Ginny Funk, Chair, shared some information about Older Americans Month and encouraged all to be active in celebrating the special month.
7. Director’s Report – Jo Ann Tobias-Molina, Director of Aging Programs, reported the following:
 - A. May is Older Americans Month and is being acknowledged through various proclamations.
 - B. June is Elder Abuse Awareness Month. AACOG will be participating in “Go Purple Day” for World Elder Abuse Awareness Day on June 15th. Anyone wanting to wear purple and be included in the photo is invited to do so. Photo will be taken at 10am. AACOG will also be host to the South Texas APS Community Board and Silver Sabbath’s joint educational symposium “Aging Well...Informed and Engaged” on July 16.
 - C. Requests for Application (RFAs) for additional services have been released in an effort to secure vendors for the entire AACOG region. Any interested vendors should contact AACOG’s Procurement department.
 - D. AACOG’s Foster Grandparent Program begins July 1 in three counties: Medina, Wilson, and Bandera.
8. Subcommittee Reports:
 - A. Alamo Service Connection (ASC) Steering Committee – Marycela Barron, Chair, reported that the Committee continues to work on vision/priorities and membership. A survey will be sent to members of the Steering Committee to get input. Staff is working on a Constant Contact campaign to promote information and awareness throughout Older Americans Month.
 - B. Allocations & Monitoring – no report.
 - C. Information, Special Events – no report.

D. Member Development and Advocacy – Lisa Senteno, Chair, reported that there was no new business.

9. Alamo AAA Staff Reports.

A. ADRC. Tony Martinez, AAA Manager, reported that the Coordinator position is still vacant and there are call center vacancies as well. He also reported that the ADRC received the 2021 HHSC Innovator in Aging Award for the Vaccine PSAs that initiated in October 2021.

B. BENEFITS COUNSELING. Laura Ramos reported on behalf of Sonya Barrera-Medrano, BC Coordinator. Diana Garza transferred from Alamo Service Connection staff to join the Benefits Counseling team on April 16. Outreach is continuing to increase as more and more locations are open to in-person presentations. The Benefits Enrollment Center metric of 500 applications was met within the first six months of the grant year, but staff continues to assist anyone needing help with application submissions.

C. CARE SERVICES. Juan Flores, Care Services Coordinator, reported that the team has one vacancy. Chore Maintenance has been added as a new service.

D. CAREGIVER SERVICES. Cyndee Pierce, Caregiver Services Coordinator, gave an overview of Health & Wellness and Caregiver classes being offered. Any interested individuals in attending, or agencies interested in hosting, should contact AAA staff.

Cyndee also reported on the Caregiver Coalition which has an impact and reach well beyond Bexar County. Meetings are being held as hybrid meetings, making attendance flexible for in-person or virtual.

Cyndee also reported on the upcoming Older Relative Caregiver Back-to-School program which will offer backpacks and school supplies to children being raised by grandparents or older relative caregivers.

E. LONG-TERM CARE OMBUDSMAN: Heather Armstrong, Managing Local Ombudsman, reported on events offered for the volunteers in celebration of volunteer appreciation week in April. There was a virtual event as well as an in-person event for those who could attend. Both were well received and were great for team building. Dave Coble was recognized for his 5-year service as a Volunteer Ombudsman.

Heather shared a story about a resident who had expressed an interest in wanting to get out and about and go to the mall. Ombudsman and staff worked together to make it possible, arranging for transportation for her and her motorized chair, setting checkpoint measures to ensure

accountability, and the resident was so happy to be able to get out after COVID restrictions kept her in for so long.

10. Announcements – Marycela Barron shared that the Meals on Wheels conference and wanted to express her thanks for the staff. Bobby Deike reported that May is also Community Action Month. Jayne Varga announced that McMullen County will be hosting a “roadshow” for information and services on October 14 and will be looking for exhibitors.
11. Next Meeting Date – Thursday, July 14, 2022, 10:00 A.M.
12. There being no further business, Brenda Thompson made a motion for adjournment, seconded by Jayne Varga; meeting was adjourned.

Alamo Senior Advisory Committee

8. E.

Meeting Date: 07/14/2022

Title: Long Term Care Services 5/31/2022

MEMBERSHIP:

<input type="checkbox"/>	Beth Nixon, Chair	<input type="checkbox"/>	Elaine Talarski
<input checked="" type="checkbox"/>	Brett Bonney	<input checked="" type="checkbox"/>	Cindy Boyum, Staff Liaison
<input type="checkbox"/>	Dave Coble, ASAC	<input checked="" type="checkbox"/>	Heather Armstrong ASAC, Staff Liaison
<input type="checkbox"/>		<input type="checkbox"/>	Ryan McGuire, ex officio

2022 GOALS:

1. Volunteer Recruitment
2. Education on Ombudsman Program
3. Best Practices in Facilities

TOPICS DISCUSSED:

Brett Bonney, Cindy Boyum and ASAC's staff liaison, Heather Armstrong, met to discuss BSAC and ASAC combining their focus on ways to support the LTC Ombudsman program with additional volunteer recruitment efforts and opportunities.

BSAC and ASAC distributed flyers to the committee members for the upcoming ombudsman training to raise community interest and encourage participation and enrollment.

The subcommittee is continuing to send Ombudsman flyers to community partners. Beth Nixon has arranged a presentation to be done at the next TORCH (Texas Organization of Residential Care Homes) meeting in June - ombudsman staff will be presenting.

Anyone interested in joining the efforts of this subcommittee should contact Beth Nixon or Cindy Boyum (BSAC) or Heather Armstrong (ASAC).

DECISIONS MADE:

n/a

ACTIONS NEEDED:

n/a

NEXT MEETING DATE:

TBD

STAFF LIAISON CONTACT INFORMATION:

BSAC:

Cindy Boyum, Managing Local Ombudsman for Bexar County
Office: 210-362-5226 / Cell: 210-380-3427 / Email: cboyum@aacog.com

ASAC:

Heather Armstrong, Managing Local Ombudsman for Alamo AAA
Office: 210-362-5283 / Cell: 210-250-1065 / Email: harmstrong@aacog.com



Alamo Senior Advisory Committee

9. A.

Meeting Date: 07/14/2022

ADRC Report

TITLE:

ADRC - Tony Martinez.

PROGRAM REPORT:

The mission for the Aging and Disability Resource Centers (ADRCs) is to serve as a highly visible, trusted resource for assistance with access to the full range of community-based Long Term Support and Service (LTSS) options via a “no wrong door” model for all individuals regardless of age, income and disability. AACOG's Alamo Service Connection (ASC) can be reached through the statewide ADRC toll free number: 855-937-2372.

Summary Report of ASC and Rural Counties Calls received by County:

Combined Contact / Call Count June 2022					
	April 2022	May 2022	June 2022	Total	Average
Atascosa	55	47	51	153	51
Bandera	29	14	41	84	28
Comal	54	53	71	178	59
Frio	11	10	20	41	14
Gillespie	9	8	10	27	9
Guadalupe	75	65	83	223	74
Karnes	4	12	5	21	7
Kendall	27	15	18	60	20
Kerr	29	22	43	94	31
McMullen	1	2	2	5	2
Medina	32	32	35	99	33
Wilson	40	34	43	117	39
Total:	366	314	422	1192	367

ADRC call center is fully staffed as of July 5th; the Coordinator position remains vacant.

CONTACT INFORMATION:

Tony Martinez
AAA Manager
tmartinez@aacog.com / (210) 362-5207

Alamo Senior Advisory Committee

9. B.

Meeting Date: 07/14/2022

Benefits Counseling - Sonya Barrera-Medrano

TITLE:

Benefits Counseling - Sonya Barrera-Medrano.

PROGRAM REPORT:

1. Diana Garza completed her BC1 Training course and is on her way to becoming SHIP/HICAP certified.
2. Benefits Counselors (BC) have been conducting outreach during Road Show 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 June 30, 2022: Completed and processed 770 applications for older adults/Medicare Beneficiaries, Unduplicated referrals of 2,226 in both Bexar and Alamo and 109 outreach events.
4. Benefits Counselors will begin scheduling for the 2022 Medicare Open Enrollment/MOE Season throughout the Alamo area. MOE will take place from October 15 thru December 7. This is the time period new and existing Medicare Beneficiaries can change and or have a plan comparison conducted on their current and or new Medicare Advantage and Part D prescription coverages. During these scheduled events the BC Team will 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: 07/14/2022

Care Services Report

TITLE:

Care Services - Juan Flores.

PROGRAM REPORT:

As of 26 May 2022, Care Specialist I, Ms. Nakita Fox, completed her probationary period and is currently managing her own case load.

As of 20 June 2022, the Care Coordination program welcomed the newest member of the team, Care Specialist I Ms. Elaine Garza.

Funding for Chore Maintenance is available, however a vendor to provide these services is still needed in the Alamo 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 June 2022, the Care Coordination team provided assistance to 304 clients in the Alamo Area. The end of the fiscal year is approaching but all Care 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.

CONTACT INFORMATION:

Juan Flores

Care Services Coordinator

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

Meeting Date: 07/14/2022

Caregiver Services and Health & Wellness Report

TITLE:

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

PROGRAM REPORT:

Caregivers Served September 2021 - June 2022

Caregiver Support Coordination: 205

Caregiver Support Coordination

Through AACOG-AAA's Back To School assistance for 2022 approximately 70 children will receive new clothing to start the school year. The referral list is now closed, however, Kinship families can still call the Alamo Service Connection for assistance with Income Support, Health Maintenance, Residential Repair, and Caregiver Training.

Through a generous donation from Amerigroup we will be purchasing 200 backpacks and additional school supplies to complete what we were able to gather through our Big Blue Bins. These filled backpack will be distributed throughout the Alamo region only with the assistance of AACOG contracted vendor, Texas Grandparents Raising Grandchildren

Alamo AAA is still 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 next Coalition meeting will be on July 12th 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.

- Vaccine Outreach event: Atascosa County
- Vaccine Outreach event: Comal County
- Bandera County AACOG Road Show
- Methodist Children's Home Advisory Committee, for Older Relative Caregivers-all Counties

Health and Wellness Classes and Workshops

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

Current Classes

- AMOB, Rainbow Center, 17 Old San Antonio Rd, Boerne, 7 Jun – 7 Jul, – 10 participants
- TXS, Poteet Library, 126 5th St, Poteet, 2 May – 25 July, – 9 participants

Projected In-Person/Virtual Classes

- Bingocize, Brush Country Apartments, 300 Cross Creek, Dilley, Tue/Thur, 12 July – 15 Sept, 1:00-2:00*See Flyer*
- TXS, Cibolo Senior Center, Mon/Wed, 1 Aug – 10 Oct, 10:00-11:30

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

Attachments

2022 Back to School Donations
Dilly- Bingocize

AACOG's Stuff the Bins!

AACOG's Stuff the Bins! *Grandparents Raising Grandchildren*

Benefiting Older Adult Grandparents raising grandchildren served by the Area Agencies on Aging.

WHEN: July 14, 2022 at ASAC Meeting

WHERE: Blue bins will be placed in the AACOG Boardroom during ASAC Meeting

WHAT: New Items only: basic school supplies and backpacks for kindergarten through high school students

****Donations are appreciated; in need of mini Kleenex/tissue, Ziploc bags (quart and gallon), dry erase markers, mini hand sanitizer, wide and narrow ruled paper packs, rulers****



**For More Information
Contact:**

Daisy Milnes
mmilnes@aacog.com
Ext. 5276
Cyndee Pierce
cpierce@aacog.com
Ext. 5049

BINGO! WITH A TWIST!



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Date: Tue & Thur
12 July – 15 Sept 2022

Time: 1:00 – 2:00

Location:
Brush Country
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Free prizes

Limited to 8-15 players

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(830) 965-1251



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Meeting Date: 07/14/2022

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. The Alamo program currently has three interns in class and they will be certified in the late summer. The next training session starts September 8th.

The current Active Certified Ombudsman (ACO) Performance Measure (PM) count is 27 - this PM was met/exceeded in February.

The Alamo Ombudsman Program met/exceeded the Performance Measure for Unduplicated Assisted Living (AL) Visits in November 2021. Visits to nursing homes (NH) and assisted living communities continue on a regular basis. Over 390 AL visits and 500 NH visits from September 1st – June 30th. The Performance Measure for Duplicated Assisted Living Visits is on track to be exceeded early on in the 4th quarter of the State Fiscal Year.

On June 24th Alamo hosted an in-person training session with a focus on Aging Sensitivity and basic dementia skills. Also, hosted in June was Part II PCT (Person Centered Thinking) and several interactive exercises were taught to staff and volunteer LTCO. PCT helps LTCO to strengthen skills and advocacy for our residents.

Ombudsmen will be in Austin on July 13th and 14th for the Ombudsman State Conference hosted by the State Long-Term Care Ombudsman Office. Speakers include Beverly Laubert, National Ombudsman Program Coordinator, Administration for Community Living, and Amity Overall-Laib, Director of the National Long-Term Care Ombudsman Resource Center.

Alamo Staff Ombudsman Emily Gillen and David Keown will attend the 2022 Quality in Long-Term

Care Conference in Austin on August 11th and 12th.

Heather Armstrong continues to update the Facebook Page and Twitter account. Please “Like” and “Follow” The Alamo and Bexar Area Agency on Aging Ombudsman Page 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 four years and was elected to serve for another two years.

CONTACT INFORMATION:

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