



**Approved Minutes of the  
Virtual Meeting  
of the  
PSA 2 Area Agency on Aging  
EXECUTIVE BOARD**

**April 19, 2021**

**1. Call to Order & Flag Salute**

Executive Board Chairman, Supervisor Valenzuela, called the meeting to order at 10:30 a.m. followed by the flag salute.

**2. Roll Call**

Executive Board Members Present:

Supervisor Jeff Hemphill, Supervisor Pat Cullins, Roberta Hohman, Supervisor Les Baugh, Ann Morningstar, Supervisor Ed Valenzuela, Marie Ingram, and Supervisor Nancy Ogren (alt.), Supervisor Liam Gogan, and Supervisor Jill Cox. A quorum was established.

Executive Board Members Absent:

Supervisor Tom Hammond (alt., EX.), Supervisor Ned Coe (alt. EX.), and Supervisor Patrick Jones.

Guests Present:

Teri Gabriel, PSA 2 Executive Director; Andrea Sutton, PSA 2 Fiscal Analyst; Cheryl Rushton, PSA 2 Administrative Clerk; Dave Wallace, PSA 2 Forensic CPA; Julie Sessions, PSA 2 LTC Ombudsman Program Manager; Penny Artz, Lassen Senior Services Executive Director; Martha Horan, Board Chairman, Lassen Senior Services; Cathy Maggard, Board Member, Lassen Senior Services; Lindsay Ritchie, Office Assistant, Lassen Senior Services; Kay White, Lassen Co. resident and PSA 2 Advisory Council Member; Nancy Quirus, CalFresh Healthy Living for Shasta & Trinity Co. and PSA 2 Advisory Council Vice-Chairman; and Emilio Siaz, Center for Healthy Communities, Chico State Enterprises.

**3. Approval of Agenda\***

**MSP: Supervisor Cullins motioned for the approval of the agenda, seconded by Supervisor Hemphill, all aye, motion carried.**

**4. Approval of Consent Agenda\***

**MSP: Supervisor Baugh motioned for the approval of the consent agenda, seconded by Supervisor Cullins, all aye, motion carried.**

**5. Open Session**

Nancy Quirus announced the Trinity Co. Virtual Health Fair which offers a full agenda of healthcare activities throughout the week. Friday's presentations will focus on senior specific needs including nutrition education and promoting physical activity. The event will be hosted on Facebook Live and Executive Board members were invited to participate.

Emilio Siaz with the Center for Healthy Communities announced the Bingosize program which is funded with PSA 2 Title III D funding. This program promotes health education and physical activity for older adults and can be accessed via Zoom and via telephone.

**6. Executive Board's Report**

Director Gabriel noted that vacancies remain in Lassen and Trinity Counties on the Executive Board. Supervisor Cox from Trinity Co. announced that David Albiez has been appointed to the Executive Board as a member of the public.

**7. Advisory Council Report**

In the Advisory Council Chairman's absence, Director Gabriel reported that the Advisory Council supported a letter of support for AB 383 regarding Mental Health for older adults with Mental Health Services Act (MHSA) funding as mental health services for older adults has been a focused interest of the Advisory Council in the past years. Director Gabriel acknowledged Shasta Co. for unanimously approving a combined effort to offer older adult and youth mental health services in Shasta Co. with MHSA funding.

Director Gabriel also noted that with recent resignations of Advisory Council members, the two PSA 2 California Senior Legislature positions are now vacant. Efforts to fill those vacancies are underway including a presentation at the Advisory Council's next meeting by a CSL member from PSA 3. The Parkinson's Association of No. California will also make a presentation to the Advisory Council in an effort to raise awareness of the services offered to those suffering from Parkinson's Disease.

Advisory Council vacancies were filled in Lassen Co. Vacancies remain in Siskiyou, Modoc and Trinity Counties.

**8. Executive Director's Report – Teri Gabriel, Executive Director**

**a. Update on Program Services due to COVID-19 pandemic**

Director Gabriel reported that there were no major changes to altered services at this time due to the pandemic. While discussions are taking place at the state level regarding the reopening of the dining centers, there has been no known interest locally to reopen the centers for indoor meal services.

The remote program and fiscal monitoring process continues with monitoring tools being released to service providers as a self-assessment measure. PSA 2 staff will be addressing findings via a Corrective Action Plan process as conducted in the past.

The HICAP program continues tele-appointments to successfully offer counseling services over the phone. Volunteer training and volunteer appreciation efforts have taken place to keep program volunteers engaged in the HICAP program.

The Ombudsman Program has initiated efforts toward Elder Abuse Awareness and Prevention Month activities in June. Julie Session, Ombudsman Program Manager, announced the release of the new PSA 2 Ombudsman Program website which offers program information serving all 5 counties.

Director Gabriel reported that a notice provided by Justice in Aging indicates the Older Americans Act programs impacted by the American Rescue Plan including Title III B Supportive Services, Title III D Evidence-Based Health Promotion services, Title III E Family Caregiver Support Program, Long-Term Care Ombudsman Program, Elder Abuse Prevention services and Transportation services.

**b. Planning Estimate for FY 2021/2022**

Director Gabriel reported that the Planning Estimate for FY 2021/2022 was received from the California Department of Aging (CDA). Director Gabriel explained that the Planning Estimate is CDA's best guess of the funding available to the AAAs for program and administrative operations in the coming fiscal year. A brief summary of program funding variances was provided by Director Gabriel. She further noted that the next meeting in May will include contract and budget review for the Executive Board's consideration and approval.

**c. Update on Trinity County Request for Proposal (RFP) Process**

Director Gabriel reported that an RFP process has been launched in Trinity Co. for the remaining funding available in the 2021-2024 funding period for C-1 Congregate, C-2 Home Delivered Meal and III B Transportation services. The funding available is based on the FY 2021/2022 Planning Estimate in the amount of \$47,554. A member from the Executive Board will be recruited to serve on the RFP Review Committee. Advisory Council members have already been approved to serve on the RFP Review Committee. Marie Ingram stated she could be available for the review of applications. Supervisors Cox and Gogen from Trinity Co. will also discuss the possibility of participating on the RFP Review Committee.

**d. Other Agency Activity**

Director Gabriel reported that plans continue for scheduling senior resource ride-thru

events in Siskiyou Co. to share resource and service materials with the older adult population during the pandemic. Staff and community partners such as the Siskiyou Alliance Against the Abuse of Aging and At-Risk Adults (SA6) are working to bring these events to the McCloud, Dorris, Tulelake and Happy Camp communities. In Shasta Co., PSA 2 will partner with community organizations to host an Elder Abuse Symposium featuring Paul Greenwood, Retired Deputy District Attorney from San Diego, to bring Elder Abuse Awareness and Prevention education to the region in a virtual platform. The AAA also provided a Public Service Announcement on the Fall Prevention Program for the Trinity Co. Virtual Health Fair. Elder Abuse Awareness overall has expanded to include bus signs, more banners and flags in the service areas, and lawn signs with the KNOW ABUSE/REPORT ABUSE logo. The displays offer a photo opportunity in each community to support Elder Abuse Awareness and Prevention efforts.

**9. Approval of Proposed FY 2021/2022 Area Plan Update\***

Director Gabriel addressed the 2020-2024 Area Plan included in the meeting packet. She further explained the annual Area Plan Update process which follows the release of the 4-year Area Plan. For the Executive Board's consideration and approval, the FY 2021/2022 Area Plan Update is also included in the meeting packet. Only changes to the 2020-2024 Area Plan are included in the update, unless required by CDA. Director Gabriel reported that the changes in the Area Plan Update include additional Advisory Council priorities in Goals 2 & 3 on Fall Prevention education & awareness, end-of-life planning and transportation advocacy. PSA 2's addition to Goal 2 includes efforts to address the Digital Divide which was a suggestion addressed at the related Public Hearing held on March 23<sup>rd</sup>. Service unit plans were also updated in the Area Plan Update as the information is based on the prior year's activity. The services of the Ombudsman Program, Legal Services and Family Caregiver Support Program were also updated. Updates to the Executive Board and Advisory Council membership were also reflected in the Area Plan Update.

Supervisor Valenzuela inquired on the public participation in the Public Hearing. While the virtual option of the Public Hearing showed an increase in public participation, Director Gabriel agreed that more effort should be made to increase participation by offering virtual and in-person options once public gatherings resume and the AAA will continue to strategize on increasing Public Hearing participation.

**MSP: Marie Ingram motioned for the approval of the FY 2021/2022 Area Plan Update, seconded by Roberta Hohman, all aye, motion carried.**

**10. Approval to Withhold FY 2020/2021 Area Plan Contract with Lassen Senior Services, Inc.\***

Director Gabriel provided a recap of the action taken at the last Executive Board Meeting on March 15, 2021 when Lassen Senior Services, Inc. (LSS) was asked to meet the minimal fiscal operations requirements as recommended by the PSA 2 contracted forensic CPA before a contract could be executed with PSA 2. Following that meeting, a Corrective Action Plan with a summary of findings with recommended action was provided to the Lassen Senior Services Chairman with a deadline of April 15, 2021 to comply and provide for PSA 2's review to consider executing a contract with the organization. In the interim, a check in the amount of \$6,512 was received from LSS for the recovery of funds for the review of FYs 2017/2018 & 2019/2020. On April 12, 2021, PSA 2 received fiscal reports from LSS for March 2021

expenses; however, there was no evidence that efforts were being made to address the requested Corrective Action Plan. On April 13, 2021, PSA 2 received a request from LSS for a Request for Proposal application template. An inquiry was also made on audit requirements and instruction was requested on the month-end closeout process. On April 15, 2021, receipts to substantiate March expenses and Families First Coronavirus Relief Act funding were submitted by LSS. On April 16, 2021, LSS submitted a written response to the Corrective Action Plan to PSA 2 and the Executive Board. Overall, to achieve compliance for eligibility to be reimbursed for allowable FY 2020/2021 expenses, all corrective action was to be completed by the April 18, 2021 deadline. Compliance would be considered complete when adequate documentation proving compliance was submitted and approved by PSA 2 by the April 18<sup>th</sup> date. Director Gabriel explained that the initial recommendation to the Executive Board allowed for consideration of any additional documentation provided by LSS prior to the due date. However, the responses indicated in LSS's Corrective Action Plan response remain incomplete. No Cost Allocation Plan was provided; to date, no corrected RFP application was submitted by LSS; the conflict of interest remains on the LSS board with an employee remaining on the board and as a check signer; and the agreement with the Lassen Transit Service Agency (LTSA) for Transportation services was not provided – only notes from a recent meeting between LSS and LTSA were provided which stated that an agreement with LSS would be made after receiving the findings from PSA 2's forensic review. The agreement between LTSA and LSS is important to determine the level of funding PSA 2 would contribute to LSS transportation services. LTSA is seeking PSA 2's forensic CPA's assistance in addressing the findings related to LSS so an agreement may be reached. In summary, only a few insignificant items in the Corrective Action Plan have been met. LSS's response to the Corrective Action Plan states that requests would be done; however, PSA 2 needed evidence that the requested action had been completed by the indicated due date. No progress has been made by LSS to reach compliance as indicated in the Corrective Action Plan. The minimal action taken by LSS has not reduced the risk in working with LSS as discussed in the last meeting. PSA 2 had hoped to hear from LSS within days of the last Executive Board meeting with evidence that efforts were being made to address the required corrective action. Director Gabriel stated that the corrective action from LSS was not unreasonable and could have been accomplished in only a few weeks. Instead, PSA 2 received inaccurate information and an inadequate response from LSS – only more promises were made by LSS. Director Gabriel stated that a more than generous opportunity was given to LSS to achieve compliance; however, the program has much too far to go to reach compliance with PSA 2 regulations and there is no time left to consider LSS for the FY 2021/2022 contract.

Dave Wallace, forensic CPA for PSA 2, addressed the minimum standards that were asked of LSS at the last Executive Board meeting. The request was not an extra burden on the program. It was simply to meet minimal requirements as those met by other contracted service providers. Mr. Wallace addressed the RFP application submitted by LSS for 2020-2024 and the minimal effort made by LSS to reach compliance with the RFP process. The same lack of effort was used by LSS to address PSA 2's Corrective Action Plan requirements. There was action necessary by LSS to enable PSA 2 to review and consider the corrective action. The invoices submitted by LSS to substantiate expenses still followed the same process with no indication that direction by PSA 2 had been applied. Mr. Wallace concurred that the Corrective Action Plan response was filled with promises to meet compliance; however, contracts cannot be executed without evidence of meeting contractual obligations

since reimbursement for services would be requested by the contractor. He also agreed that the risk in working with LSS remains. Mr. Wallace confirmed that LTSA had reached out to him with several alternatives in working with LSS which may include continuation of funding or discontinuation of funding for LSS transportation services since 85% of the LTSA funds currently used by LSS are actually used to deliver Home Delivered Meals. Without an indirect cost plan, there is a great deal of uncertainty that invoices for transportation expenses could be approved by PSA 2. Mr. Wallace cannot foresee that the corrective action can be implemented for consideration in the current fiscal year and strongly discourages PSA 2 from working with a deficient organization. The RFP process policies and procedures should be followed when considering contractual agreements to avoid risks and issues with the CPA and the state. LSS is still a long way away from the requirements met by other service providers. At Supervisor Valenzuela's suggestion, Director Gabriel explained to the new members the relationship in working with the CPAs mentioned and taking part in the meeting on the LSS matter.

PSA 2's Fiscal Analyst addressed the lack of information available to consider March expenses for LSS since LTSA expenses have not been provided to compare and contrast expenses. The information is necessary to verify that reimbursement for expenses would not be duplicated. Approved menus have not reached PSA 2 to compare against food invoices. Invoices for October, November, December and April were submitted to PSA 2 in support for March expenses which cannot be considered. Expenses continue to be overstated and actual costs indicated on invoices do not matching the expenses reported to PSA 2. The lack of substantiated evidence for expenses prohibits PSA 2 from seeking expense reimbursement from CDA. Director Gabriel added that evidence for Families First Coronavirus Act HR 6201 (FFCRA) funding expenses in March 2021 also could not be considered. PSA 2 Fiscal Analyst explained that the expenses lacked substantiated evidence and the expenses were reported on a data reporting document, rather than a fiscal reporting spreadsheet. Director Gabriel stated that although the FFCRA funding allocated to LSS is available to spend through September 30, 2021, the other seven nutrition service providers could use the FFCRA funds if LSS were unable to provide valid evidence expenditures.

Supervisor Hemphill inquired on the date LSS first responded to PSA 2's request for corrective action to which Director Gabriel replied April 12 – 13, 2021 – the week prior to the meeting. The response to the Corrective Action Plan was received two days before the deadline.

The LSS Executive Director, Penny Artz, commented by suggesting a phone meeting with PSA 2's Fiscal Analyst to discuss the documentation needed for transportation expenses. She further stated she was unsure if a special LSS board meeting would be necessary to acquire board authorization for the RFP process. Director Gabriel replied that a special board meeting would have been suggested to expedite the RFP application process. PSA 2's Fiscal Analyst also stated that the documentation needed to verify transportation expenses would be acquired from LTSA directly.

Director Gabriel revisited the fact that a cost allocation plan would still be needed to verify any expenses submitted by LSS for reimbursement. Although the LSS Executive Director stated she thought the cost allocation plan had been addressed in a prior meeting with the

CPAs, PSA 2 Fiscal Analyst and LSS's fiscal assistant, Director Gabriel verified the cost allocation plan was not addressed in that meeting and the Fiscal Analyst added the meeting was held to address unsubstantiated expenses.

Dave Wallace added that there were more than twenty items on the Corrective Action Plan that needed to be addressed before a contract with LSS could be considered other than a cost allocation plan for which LSS must respond with evidence of completion. He strongly discourages PSA 2 from allowing conditional terms in its contracts. Not just a promise that the work will be done, but proof through minutes, etc. that the work has been done. The waiver of certain requirements may not be accepted by the state. PSA 2 Fiscal Analyst added that CDA has also requested a copy of LSS's cost allocation plan.

**MSP: Marie Ingram motioned to approve Withholding the FY 2021/2022 Area Plan Contract with Lassen Senior Services, Inc., seconded by Supervisor Cullins.**

Director Gabriel reported that since LSS would be required to resubmit an RFP, she is revising the recommendation to the Executive Board to authorize an RFP process in Lassen Co. for unspent funds by LSS. The total unspent funding in FY 2020/2021 was \$224,034 for C-1, C-2 and III B services. Funding available in FY 2021/2022 totals \$219,795. With the slow progress being made by LSS to meet PSA 2 contractual requirements, Director Gabriel requests to board's consideration to allow other applicants to apply for the unused funding to serve Lassen Co.

Supervisor Baugh verified that the requirements being asked of LSS was not punitive, rather the requirements are nothing more than is required by all PSA 2 contracted service providers. Although he has been advocating for LSS throughout this process, Supervisor Baugh feels the opportunity to allow LSS to reach compliance has been provided. While he is concerned about the seniors in Lassen Co., he is unwilling to risk the funding to serve the seniors in Shasta Co. due to misspent dollars. Funding should be reallocated through the RFP process to serve the seniors in Lassen Co. if LSS cannot spend the funding in an allowable manner according to PSA 2 and CDA. He does not see an alternative but to withhold funding to LSS as more than enough time has been given for LSS to respond to PSA 2 requests. Supervisor Baugh expressed his disappointment with the lack of response from LSS and had hoped for a better outcome. PSA 2 Fiscal Analyst added that while unused federal funding is returned to AAAs in the One-Time-Only funding process after every closeout, \$95,918 of the unused state funding this fiscal year is no longer available to PSA 2.

Supervisor Valenzuela asked that the previous motion be rescinded and a new motion be recommended by Director Gabriel.

**MSP: Marie Ingram motioned to approve the amended motion to Withhold the FY 2021/2022 Area Plan Contract with Lassen Senior Services, Inc. and initiate a Request for Proposal process in the subsequent FYs 2021/2022 – 2023/2024, seconded by Supervisor Cullins, all aye, motion carried.**

**11. New Business:**

The next Executive Board virtual meeting is scheduled for Monday, May 17, 2021. Watch

for the board packet to include action items related to the funding allocations for next fiscal year. Also, May is Older Americans Month. Watch for related Proclamations being provided to each county's Clerk of the Board. This year's theme is "Communities of Strength."

12. **Old Business: None**

13. **Correspondence:**

Incoming – None

Outgoing – Letter and Findings Summary to Lassen Senior Services, Inc. Chairman

- Letter of Support to Assemblywoman District 1 re: AB 383 Mental Health: Older Adults

14. **Adjournment**

The Virtual Meeting of the PSA 2 Executive Board adjourned at 11:53 a.m.

Respectfully submitted,

Teri Gabriel,  
Executive Director