



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

**April 18, 2022**

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

Executive Board Chairman, Supervisor Jill Cox, called the meeting to order at 10:30 a.m.

**2. Roll Call**

Executive Board Members Present:

Supervisor Gary Bridges, Kay White, Supervisor Ned Coe, Roberta Hohman, Supervisor Patrick Jones, Ann Morningstar, Supervisor Ed Valenzuela, Supervisor Nancy Ogren (alt.), Supervisor Liam Gogan, Supervisor Jill Cox and David Albiez (alt.). A quorum was established.

Executive Board Members Absent:

Supervisor Jeff Hemphill (alt., EX.), Supervisor Elizabeth Cavasso (alt., EX.), Supervisor Les Baugh (alt., EX.), and Marie Ingram, (EX).

Guests Present:

Teri Gabriel, PSA 2 Executive Director; Andrea Sutton, PSA 2 Fiscal Manager; Cheryl Rushton, PSA 2 Program Coordinator; Pam Smith-Jimison, HICAP Program Manager; Jerry Kirouac, Ombudsman Program Manager; Barbara Longo, Lassen Co. Health and Human Services Director; and Richard Egan, Lassen County Chief Administrative Officer

**3. Approval of Agenda\***

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

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

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

**5. Open Session**

None.

**6. Executive Board's Report**

Director Gabriel noted the letter included in the meeting packet from Supervisor Les Baugh from Shasta Co. thanking the Executive Board for their efforts as he steps into an Alternate member position with the PSA 2 Executive Board.

**7. Advisory Council Report**

In the absence of the Advisory Council Co-Chairman, Director Gabriel read a brief report on Advisory Council activity which included an update on CalFresh Healthy Living benefits, Nutrition Education efforts in support of the Healthy Brain Initiative to combat Dementia and Alzheimer's Disease, and Bingocize, a virtual program to promote socialization and nutrition education. Transportation opportunities available in each county and transportation advocacy are also discussed. Members continue to attend the Triple A Council of California until a new Advisory Council Chairman is elected. Food Bank activity is also addressed at the Advisory Council level through a representative from Dignity Health Connected Living's Food Bank. The Advisory Council is also preparing its year-end report for the Executive Board to present at the Collaborative Meeting in June. Director Gabriel will inquire with the Advisory Council if there is interest in hosting the Collaborative Meeting in person this year as meetings over the past two years have been held virtually. The Advisory Council also refined their activity in the FY 2022/2023 PSA 2 Area Plan Update objectives related to their involvement with Community Education efforts.

Director Gabriel added that efforts continue to recruit Advisory Council members in the counties with vacancies. A more engaging flyer has been developed to help stir public interest in the Advisory Council.

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

**a. Update on Program Services due to COVID-19 Pandemic & Related Funding:**

Director Gabriel reported that communication continues with nutrition service providers on their plans to reopen their indoor dining services since the onset of the pandemic. Nutrition service providers are to include their contracted Registered Dietitians in developing the reopening plan as well as receiving feedback from their local Public Health department. The few centers that have already reopened are not seeing a large number of indoor program participation. Those centers which have no interest in opening to the public at this time may continue to serve meals in a drive-up method while the state remains in a Major Disaster Declaration mode.

Director Gabriel reported that on-site annual monitoring visits are being scheduled with those providers currently open to the public. For those programs which remain closed,

the annual monitoring process will take place virtually. Director Gabriel briefly reviewed the annual provider program, fiscal, and data monitoring process.

Director Gabriel shared Health Insurance Counseling and Advocacy Program (HICAP) data related to Medicare counseling services provided in the last semi-annual report and during the Annual Open Enrollment Period. HICAP served 295 new clients who were new to the program; 1,220 clients were served overall in the same semi-annual period; and 834 clients were served during the annual Medicare open enrollment period. Director Gabriel commended the staff and volunteers of the HICAP program for their efforts during the open enrollment period. The HICAP Program Manager addressed the efforts the program has made to recruit HICAP volunteers in Trinity Co.

Director Gabriel reported that PSA 2 received approval from the California Department of Aging (CDA) for the purchase of one Ombudsman Program vehicle and awaits approval of the second vehicle for the program which were previously approved by the Executive Board. The Ombudsman Program Manager continues to work with Director Gabriel to develop a vehicle use policy which is targeted to be presented to the Executive Board at their May meeting. No vehicle had yet been purchased; however, both vehicles must be purchased prior to June 30, 2022. The Ombudsman Program Manager added that efforts are being made to identify a safe location to park the vehicles when not in use. Upon inquiry from Supervisor Bridges, the Ombudsman Program Manager responded that the vehicles would be based out of Redding and would be serving all 5 counties.

Director Gabriel also reported that efforts continue to release C.A.R.E.S. Act funding to contracted service providers in support of expanded nutrition services during the pandemic. Two nutrition service providers have requested to purchase vehicles with C.A.R.E.S. Act funding to support their nutrition services expansion in currently unserved areas in Siskiyou and Modoc Counties. The vehicle requests are currently being considered by CDA. With C.A.R.E.S. Act Title III B funding, the AAA will be providing Senior Activity Boxes and Telephone Reassurance services in the 5-county region for those seniors experiencing loneliness and isolation during the pandemic. American Rescue Plan Act (ARPA) funding will also be available to support contracted service providers during the pandemic. The contract was recently executed with CDA to receive ARPA funding in support of further expansion of programs and services in currently unserved areas.

Upon inquiry from Supervisor Bridges, Director Gabriel stated that COVID relief funds would be used to support the Lassen Co. and Trinity Co. nutrition programs and that only a portion of the Lassen Co. Area Plan allocated funds has been used to initiate the Dine Around Town program.

b. Update on Dignity at Home Fall Prevention Program:

Director Gabriel provided the Board with a recap of the Dignity at Home Fall Prevention Program. The program communicated with a total of 159 individuals, 103 were actually served by the program due to its income-based criteria limitations. The average age of those served was 72 and 9 disabled adults under the age of 60 were also served with the program. In the follow up program survey, the average rating of the program was

4.5 out of 5. Lower scores were due to the delay in participants receiving the equipment from Everything Medical prior to the survey process. The top devices provided to program participants were grab bars, grabber reacher tools, medication management, toilet seat risers and toilet safety frames. Fifteen of the oldest population served were provided with electronic reclining chairs to aid in avoiding falls. The top program marketing tools included radio ads, mailers, TV ads, Adult Protective Services and In-Home Supportive Services. The follow up survey also indicated that few program participants had fallen since receiving the equipment and many participants expressed having a reduced fear of falling since receiving the equipment. Many program participants felt their homes were safer since the fall prevention assessment was conducted by Everything Medical in Redding, a partner in the fall prevention program by providing the medical equipment to the homes of program participants. Director Gabriel shared a few positive comments from the Dignity at Home Fall Prevention program participants and thanked the Program Coordinator, Andi Ruiz, for the success of the program. Of the \$143,750 allocated to the program, the AAA spent \$135,932 of the funds to date which is comprised of Everything Medical's assessments, equipment and staff time. The program is targeted to return in the next fiscal year without the income-based criteria limitation.

c. Update on Direct Senior Nutrition Program:

Director Gabriel stated that efforts continue to finalize the agreement with Dignity Health Connected Living (DHCL) on the Trinity Senior Nutrition Program. She further explained that the PSA 2 Auditor found it important to ensure this agreement did not conflict with the original PSA 2 contractual agreement with DHCL. Language revisions are being made and further discussion will take place with DHCL to ensure PSA 2 is only being billed for the actual cost of the meal. The Program Coordinator from Weaverville has completed his training and even visited the DHCL nutrition program for on-site training on meal distribution. Once the Agreement with DHCL is executed, the Program Coordinator will begin contacting program participants to inquire on interest to participate in the program. Background checks have been completed for the program staff and volunteers. The Trinity Senior Nutrition Program will serve 20 individuals twice per week with a combination of hot and frozen meals for a total of 5 meals per week.

Director Gabriel reported that efforts continue toward the Dine Around Town nutrition program in Lassen Co. With the support of Lassen Co. Health and Human Services Agency (HHS), potential partnering restaurant menus have been sent to the PSA 2 Registered Dietician for review and modification to achieve compliance with the Dietary Guidelines for Americans. Efforts also continue to fill the Program Coordinator position in partnership with Lassen Co. HHS and program agreements for participants and restaurants have been customized for the PSA 2 sponsored program. With the review of the menus from various restaurants, the program hopes to offer a variety of menu options for program participants. Supervisor Bridges expressed his disappointment that the program has not already been initiated since there are seniors not receiving meals through Lassen Senior Services. He also stated a letter from Lassen Senior Services indicated that they will no longer be serving meals in Westwood since they cannot afford it. In response to Supervisor Bridges' concern on the timeline to start the Dine Around Town program, Director Gabriel stated that the program requires other supporting partners such as the PSA 2 Registered Dietician to modify existing

restaurant menus. Supvr. Bridges further stated that he does not know the particulars on why Lassen Senior Services is not receiving PSA 2 funding, but it has been 2 years since receiving allocated funds from PSA 2. Director Gabriel offered to meet with Supvr. Bridges to review the history with Lassen Senior Services and also referred Supvr. Bridges to the PSA 2 website where he could find the minutes from the Executive Board meetings dating back to October 2020 demonstrating that PSA 2 made extensive efforts to rectify the matter with Lassen Senior Services. Upon Supvr. Bridges' suggestion to address the matter with the individual at the root of the problem at Lassen Senior Services, Director Gabriel explained that it is the responsibility of the program's board to make a decision pertaining to an individual employee. Richard Egan, Lassen Co. CAO, expressed his understanding that it was the PSA 2 Executive Board which agreed to discontinue funding to Lassen Senior Services and asked that Lassen Senior Services be informed of what changes need to be made to become eligible to compete for PSA 2 funding. Director Gabriel stated that PSA 2 Auditors provided a list of recommendations to the Director of Lassen Senior Services to rectify the matter. The first recommendation was to perform an audit along with performing other detailed steps and Lassen Senior Services did not respond to that request by the established deadline. For the sake of the new members on the Executive Board, Supvr. Valenzuela briefly explained that the circumstances related to Lassen Senior Services were addressed over a lengthy period of time and was not an overnight decision. He suggested that those in attendance review the Executive Board meeting minutes to understand the circumstances behind their decision. He had previously suggested that Supvr. Bridges meet with the former Supvr. in his district to be updated on the matter which Supvr. Bridges declined. Supvr. Valenzuela further explained that the PSA 2 Executive Board does not oversee the board of other service providers and used himself as an example in the responsibility to recruit Advisory Council members in their own counties. Supvr. Valenzuela suggested Director Gabriel meet with Executive Board members seeking further explanation on the Executive Board's decision regarding Lassen Senior Services as the discussion was not agendaized for this meeting. David Albiez from Trinity Co. [and Board member from Golden Age Center] agreed with Supvr. Bridges' concern with the lack of PSA 2 funding to support the services in his community to which Director Gabriel stated she would contact him to schedule a meeting to discuss the discontinuation of PSA 2 funding with Golden Age Center.

d. Update on Master Plan for Aging Initiatives:

Director Gabriel announced the Hub & Spokes virtual meeting hosted by the California Department of Aging for a briefing on the Town Hall meetings and public surveys conducted last year related to the overall structure of aging and disability services in the state. The briefing on the outcome of the process is scheduled for April 20<sup>th</sup>. While there has been no decision made by CDA on moving forward on the structure of aging and disability services, this is a report on the data analysis outcome.

Director Gabriel reported that she continues to participate in Diversability Advocacy Network virtual meetings with aging and disability advocates on developing a local Master Plan for Aging to break down the silos in serving the aging and disabled populations. This Disability Action Center is a member of the group which received funding from the SCAN Foundation to develop a rural Master Plan for Aging. At this

time, only Shasta Co. is included in the process along with other PSA 3 counties. The plan is to share the rural Master Plan for Aging with other rural counties once the plan is approved by the SCAN Foundation.

Director Gabriel announced that she continues to attend meetings related to CalAIM – California Advancing and Innovating MediCal. Funding is available to support Enhanced Care Management and Community Support Services in our region and a discussion with a representative from Anthem Blue Cross will be scheduled to address how PSA 2 services can be supplemented through CalAIM. The CalAIM programs will target hard-to-reach individuals and individuals with special concerns.

e. Other Agency Activity:

Director Gabriel shared that the CA Association of Area Agencies on Aging will be hosting their annual conference next month in Glendale with a livestreaming option to be announced soon.

Director Gabriel announced that FY 2022/2023 funding Planning Estimates have been released by CDA. She explained that the board meeting in May normally addresses the Administrative and Program funding allocations for all counties over the next fiscal year. FY 2022/2023 budgets will be presented at the next board meeting. The HICAP budget will not be included in this process as the program is currently on a different budget schedule. Director Gabriel reported that, preliminarily, there appears to be a significant reduction to the HICAP budget. Budget reduction strategies are already being discussed with the Program Manager.

Director Gabriel reported that the California Senior Legislature (CSL) election process concluded on March 31<sup>st</sup> with one eligible candidate from Shasta Co. submitting an application for the Senior Assembly member seat. The Advisory Council is the voting body to elect CSL candidates and the formal CSL election will take place during their April meeting. There remains a vacancy for the Senior Senator seat and interested parties may still apply for this position. Director Gabriel provided a brief background on the CSL Assembly member candidate from Redding.

Director Gabriel announced the Siskiyou Senior Ride Thru event in Montague which will be hosted by PSA 2 next month to provide resource materials from community partners who also serve aging and disabled adults in the area.

Director Gabriel also announced a Senior Rally Day virtual event on May 3<sup>rd</sup> hosted by the Commission on Aging next month. The California Department of Aging and CA legislators will address the progress made with the Master Plan for Aging and the state budget.

Director Gabriel also announced her virtual introductory meeting with CDA Director, Susan DeMarois. The greatest unmet needs in the PSA 2 region were addressed and, since transportation continues to be one of the top 5 unmet needs, Director DeMarois invited Director Gabriel to participate in the Master Plan for Aging statewide Transportation Subcommittee meetings to represent the unique needs of rural communities. In meeting with the CDA Director, Director Gabriel noted that in the past,

a CDA Director participated in an in-person PSA 2 Executive Board meeting to which Director DeMarois agreed to participate in an upcoming virtual board meeting. Supvr. Valenzuela recommended the CDA Director be invited to an upcoming Executive Board meeting and stated the importance of engaging with individuals outside our normal sphere of influence for a third-party perspective.

**9. Approval to the Proposed Fiscal Year 2022/2023 Area Plan Update\***

Director Gabriel explained to the board members the 4-year Area Plan and Needs Assessment survey process as it relates to the Area Plan Updates. She further explained that the Goals and Objectives for the Area Plan are developed based on the outcome of the Needs Assessment survey results and with the influence of the Advisory Council. Director Gabriel walked the board members through the Area Plan Update pointing out the specific areas being updated which included the overall PSA 2 demographic information, updated language on Advisory Council involved Objectives, the condensed list of PSA 2 Community Education and Coordination objectives, program service unit plans based on actual services provided the prior full fiscal year, targeted services for various programs, Elder Abuse Awareness campaign efforts, and the outcome of the Area Plan Update related Public Hearing hosted on March 23<sup>rd</sup>. This year, the Public Hearing welcomed 12 guests and Director Gabriel acknowledged Supvr. Valenzuela's recommendation last year to run display ads in local newspapers to increase public participation in the Public Hearing. Participants new to PSA 2's Public Hearing were invited to join the Advisory Council in those counties with vacancies. Comments made by the public included appreciation for PSA 2 community education efforts in rural communities, an inquiry on when the local dining center would reopen, a statement that the participant wished he had heard of the Public Hearing earlier, a comment that PSA 2 services are exemplary and is apparent on how the services impact their community, gratitude for PSA 2 services in their community, and the desire to know more about PSA 2 services available in their community. Only the Objectives that have been changed from the prior year are listed in red which Director Gabriel addressed with the board. Director Gabriel explained that the Area Plan Update is due to CDA by May 1<sup>st</sup> annually. Any adjustments needed will be addressed with CDA prior to their approval of the Area Plan Update. Director Gabriel noted that, although the Lassen and Trinity Co. nutrition programs are pilot projects offered as a direct service of the AAA, CDA requires the AAA to reflect the request to provide direct nutrition services in the Area Plan Update.

**MSP: Kay White motioned to Approve the Area Plan Update, seconded by Supervisor Bridges, all aye, motion carried.**

**10. Approval of Required Independent Audits from All PSA 2 Contracted Service Providers\***

Director Gabriel explained the need to respond to CDA's Letter of Audit determination for fiscal years 2016-17 through 2017-18 with corrective action related to the finding involving the service provider contract resolution process. Currently, contracted service providers receiving over \$750,000 in PSA funds are required to conduct an annual audit. Most service providers contracted with PSA 2 are already completing audits due to the level of funding they receive from other grants. Two current service providers do not complete audits and PSA 2 relied on the fiscal monitoring process to determine appropriate use of PSA 2 funding. In reviewing this process with the PSA 2 Auditor, to reach compliance

with the contract resolution process, the AAA is seeking the Executive Board's approval to request audits from all PSA 2 contracted service providers. This will allow the service providers to work with their local auditor to verify the appropriate use of PSA 2 funding. This audit would not be Single Audit such as that conducted with PSA 2. The recommended Yellow Book audit would be less costly and could be conducted by a contracted CPA. Once the Yellow Book audit is complete, the PSA 2 Fiscal Manager can review it along with the PSA 2 Auditor to verify that PSA 2 funding has been used appropriately. In querying other rural AAAs in the state, they also expressed concern with unaudited service providers and will either begin to require audits or have already required audits of their subcontractors. Director Gabriel reflected on the cost to conduct the forensic review of Lassen Senior Services by the PSA 2 Auditor in the amount of \$21,000 when that organization declined to have an audit performed. The PSA 2 Auditor found that their financials were unauditable. Director Gabriel also reported that upon current review of Roderick/Hayfork Senior Center's financial records, it was determined that a former employee used PSA 2 funds for personal purchases during the time the center was closed due to the pandemic and with no board members were present to oversee the use of program funding. PSA 2 funding will need to be recovered from this service provider; however, the dollar amount has not yet been determined. Roderick/Hayfork's governing board is aware of the situation and agrees that this was an inappropriate use of PSA 2 funding. The program is very much on board with resolving the issue, returning the misappropriated funds to PSA 2, and the board has agreed to conduct an audit since the program has had audits conducted in the past. Director Gabriel added that non-profits which have had audits conducted become eligible to apply for other grants available to support their programs.

Kay White inquired on the depth the Yellow Book audit would review. Director Gabriel stated this process is new to PSA 2 as well and learned the cost is approximately \$2,500 to \$3,000 which is allowable with PSA 2 program funding.

David Albiez inquired on the frequency of the Yellow Book audit to which Director Gabriel responded annually due to the annual funding streams and audits conducted by CDA. Mr. Albiez expressed his concern for smaller organizations like Golden Age Center which often operate in a deficit. He felt the additional administrative requirement causes a financial and time-consuming burden on smaller organizations making it difficult to administer the program for the seniors it serves. Director Gabriel acknowledged the concern of the burden on service providers to conduct an audit; however, with the recent increase in PSA 2 funding, it is feasible for programs to afford an audit which could potentially keep the program from losing PSA 2 funding due to misappropriated funds. Director Gabriel also noted that any new service provider applying for PSA 2 funds in the RFP process is required to submit an audit with their application to verify the financial viability of the organization. Upon inquiry from Mr. Albiez, the PSA 2 Fiscal Manager confirmed audits are required to be conducted annually.

**MSP: Kay White motioned for the Approval of Required Independent Audits from All PSA 2 Contracted Service Providers, seconded by Supervisor Bridges, all aye, David Albiez opposed, motion carried.**

**11. Approval to Extend Trial Period for Trinity Senior Nutrition Program\***

Director Gabriel revisited last meeting's discussion regarding the timeline for the Trinity Senior Nutrition Program. She referenced the excerpt provided from the September 20, 2021 Executive Board meeting which indicated that the program's success would be reevaluated on the spring of 2022. Efforts continue to fine tune the language in the Agreement with Dignity Health Connected Living. PSA 2 seeks the Executive Board's approval to extend the trial period of the program until September 30, 2022 with C.A.R.E.S. Act funding. The success of the program will be reevaluated as the C.A.R.E.S. Act funding expiration period approaches.

Upon inquiry, Director Gabriel explained that C.A.R.E.S. Act funding will be used to support the program since the use of Area Plan funding expires on June 30<sup>th</sup> and C.A.R.E.S. Act funding remains available until September 30, 2022.

**MSP: Supervisor Bridges motioned for the Approval to Extend Trial Period for Trinity Senior Nutrition Program, seconded by Kay White, all aye, motion carried.**

**12. New Business:**

The next scheduled meeting of the Executive Board is scheduled on Monday, May 16, 2022. Upon inquiry by Supvr. Bridges on when in person meetings would resume, Director Gabriel explained that meetings had been held in Burney (Shasta Co.) and that a new location would need to be identified. The opportunity to conduct hybrid meetings may also be a possibility for those who wish to continue participating virtually. Chairman Cox expressed her favor of virtually meetings in consideration of the travel time necessary to reach the meeting location. Ann Morningstar stated that she has seen an increase in participation in the meetings being conducted virtually than with face-to-face meetings. Supvr. Valenzuela reflected on the rotation of board meeting locations throughout the PSA to become familiar with the service provider sites. He also favored the idea of hybrid meetings due to greater participation and cost savings. David Albiez suggested virtual tours of provider locations periodically for board meetings. Supvr. Valenzuela concurred and added that local Board members for the service providers could be invited to participate in the Board meeting to introduce themselves as the decision makers for their programs. Ombudsman Program Manager, Jerry Kirouac, recommended prior approval from program participants before filming at a particular program site due to HIPAA regulations.

Director Gabriel announced that May is Older Americans Month and proclamations have been sent to each county's respective Board Clerk to adopt the Older Americans Month Proclamation in their county. Older Americans Month is introduced each year by the Administration on Community Living and this year's theme is "Age My Way."

**13. Old Business:**

None.

**14. Correspondence:**

Incoming – Letter from Supervisor Les Baugh, Shasta Co.

Outgoing – None

**15. Adjournment**

The virtual meeting of the PSA 2 Executive Board was adjourned at 12:22 p.m.

Respectfully submitted,

Teri Gabriel,  
Executive Director