



**Approved Minutes of the
PSA 2 Area Agency on Aging
EXECUTIVE BOARD
Virtual Meeting
October 19, 2020**

1. Call to Order & Flag Salute

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

2. Roll Call

Executive Board Members Present:

Supervisor David Teeter, Mae Sherman, Supervisor Pat Cullins, Roberta Hohman, Supervisor Les Baugh, Supervisor Steve Morgan, Supervisor Ed Valenzuela, Marie Ingram, and Supervisor John Fenley. A quorum was established.

Executive Board Members Absent:

Supervisor Jeff Hemphill (alt., EX.), Supervisor Ned Coe (alt. EX.), Ann Morningstar (alt. EX.), Supervisor Lisa Nixon (alt. EX.), and Supervisor Judy Morris (alt. EX.).

Guests Present:

Teri Gabriel, PSA 2 Executive Director; Andrea Sutton, PSA 2 Fiscal Analyst; Cheryl Rushton, PSA 2 Administrative Clerk III; Clinton Davis, PSA 2 Advisory Council Chairman; Julie Sessions, PSA 2 Ombudsman Program Manager; and Marie Wells, Executive Director, Great Northern Services.

Director Gabriel announced the passing of Executive Board Member, Sandy Bechtold from Trinity County. Sandy's passing is a great loss to her community and to the Executive Board. Chairman Cullins proposed to observe a moment of silence in Sandy's honor for her contributions and service to the PSA 2 Executive Board.

3. Approval of Agenda*

Director Gabriel requested the addition of Item 11a. to New Business entitled Feedback on

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Local Structure for Aging Services.

MSP: Supervisor Morgan motioned for the approval of the agenda with the addition of Item 11a – Feedback on Local Structure for Aging Services, seconded by Supervisor Valenzuela, all aye, motion carried.

4. Approval of Consent Agenda*

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

Abstentions: Executive Board members not present at the meeting noted are acknowledged as abstaining from the approval of those minutes.

5. Open Session

No comments.

6. Executive Board's Report

No report.

7. Advisory Council Report – Clinton Davis, Chairman

Advisory Council Chairman, Clinton Davis, reported that the priority for the Advisory Council is to fill the current vacancies. Advisory Council member vacancies remain in Lassen (2) Modoc, Shasta, Siskiyou and Trinity (2) Counties. Additionally, the Advisory Council has formed a Food Access Ad Hoc Committee to address the distribution of food to regions of the PSA not currently being served by Food Banks and to avoid food waste. Outreach on PSA 2 AAA services is also a priority for the Advisory Council as well as the Triple A Council of California (TACC). Clinton also noted that the next TACC meeting will be November 3, 2020.

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

a. Update on Program Services due to COVID-19 Pandemic:

Director Gabriel reported that the AAA hosted its annual Nutrition Service Provider Meeting earlier this month. The guidelines provided by the California Department of Aging (CDA) for reopening the senior nutrition programs during the COVID-19 pandemic was addressed. Aware that the programs are serving the most vulnerable populations, neither CDA nor the AAA are pressuring the centers to reopen to their participants. The service provider's plan to reopen must include the approval of their local Public Health Services Agency as well as their own Board of Directors in support of the safety and well-being of the program's staff. The service providers must refer to the state's website for up-to-date pandemic information on the risk level for each county. The county must remain at the Minimal risk level for several weeks before considering the reopening of the center. The program's senior participants must also be provided an opportunity to express their readiness to return to the programs. In the interim, nutrition service delivery remains in an altered manner with Congregate Meals being provided via drive-through or pick-up methods and Home Delivered Meal services being conducted as usual.

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Director Gabriel continued by stating that while on-site nutrition program monitoring has been suspended during the pandemic, the use of self-assessment tools provided by the AAA can continue to be used until on-site program monitoring resumes. The Menu submission process continues as usual. The CARES Act funding available to the nutrition service providers was also addressed in the meeting with reference to guidance on how the funding could be used to support the program and how it will be distributed to the service providers upon PSA 2 AAA's eligibility to receive it.

Director Gabriel reported that the Open Enrollment Period is underway with the Health Insurance Counseling and Advocacy Program (HICAP). A part-time counselor from Modoc County was hired from the program's volunteer pool to help meet the high demand for services during the Open Enrollment Period.

The Ombudsman Program staff and volunteers continue to be tested for COVID-19 weekly as required to enter the long-term care facilities. Efforts continue to fill the Ombudsman II position serving Shasta County. Julie Sessions, the Ombudsman Program Manager, added that the Ombudsman have now been deemed essential and the level of risk in each county will not impact their ability to enter residential facilities. The Ombudsman Program is following the State Ombudsman and Public Health protocol established statewide. While Personal Protection Equipment (PPE) is used to avoid exposure upon entering a facility, great caution and consideration is addressed prior to entering a facility with positive COVID-19 cases. Alternate means to address concerns in COVID positive facilities are also being used, such as conducting virtual meetings. The PPEs used were provided at no cost by the California Office of Emergency Services which consist of N95 masks, face shields, cloth masks, surgical masks, gloves, and hand sanitizer.

b. Update on Lassen Senior Services FY 19/20 Closeout:

Director Gabriel reported that efforts continue to resolve closeout concerns with Lassen Senior Services (LSS) for FY 19/20. Director Gabriel referred to the copy of the letter sent to LSS stating that \$34,462.14 remained unsubstantiated or disallowed for expenses submitted to PSA 2 for reimbursement. The letter further requested that any additional documentation to support reported expenses be submitted to PSA 2 by October 12, 2020. With only a few additional expenses submitted by that date to consider, expenses in the amount of \$28,848.55 remain unsubstantiated. Further, it has been determined that an additional grant from Lassen Transit Service Agency (LTSA) for transportation services was also billed by LSS for the same transportation expenses as those reported to PSA 2. Transportation expenses reported by LSS to LTSA and PSA 2 were 100% reimbursed. Director Gabriel reported that staff is now working to address LSS expenses reported to the Lassen Sierra Plumas Community Action Agency (LPSCAA) for nutrition services as there is concern that those expenses may have been doubled billed to PSA 2 as well. Director Gabriel explained that, after verifying the amount of funds due back to PSA 2, an invoice for that amount will be sent to LSS to recover the funding. The timing to recover the FY 19/20 funds is undetermined at this time. Director Gabriel addressed CDA's concern with the LSS findings and, due to the potential for similar fiscal reporting patterns in prior fiscal years, PSA 2 has been asked by CDA to monitor fiscal reporting practices for FYs 16/17, 17/18 and 18/19 since those audit years have not been finalized by CDA. LSS has been informed of CDA's request to review FYs 16/17- 18/19. Additionally, PSA

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2 continues to request that LSS respond to the status of the Families First Coronavirus Relief Act funding released in April 2020 to LSS in the amount of approximately \$35,000 for emergency nutrition service relief. PSA 2 has yet to hear from LSS how the funding has been or will be tracked and used. Director Gabriel will continue to keep the Executive Board apprised of the situation and expressed her gratitude for Lassen County Supervisor Teeter's support throughout this process.

Supervisor Teeter inquired if LSS was informed of the double billing of grants concern to which Director Gabriel confirmed reference was made in the attachment of the letter to LSS. Follow up notice of the findings to LSS is forthcoming once the LPSCAA grant expenses have been verified. If no further concerns are unveiled, PSA 2 will invoice LSS for the amount of funds to be returned. Upon inquiry if the LSS Board had been informed of the issue, Supervisor Teeter confirmed that he had addressed the concern of fiscal operations in person with the LSS Chairman immediately after the unauthorized equipment purchases were discovered. That meeting also included the Lassen County CAO and Lassen County Counsel. The LSS Chairman has since resigned from the LSS Board and his wife now serves on the Board. Director Gabriel further confirmed that Certified Mail and email correspondence related to the fiscal concerns has included the LSS Chairman.

c. Update on Trinity County RFP Process:

Director Gabriel reported that one letter of interest was received during the Trinity County Request for Proposal process. Unfortunately, after the application and program requirements were provided to the interested party, no application was submitted by the October 9, 2020 deadline. Funds in the amount of \$47,848 remain unallocated for Trinity County nutrition and transportation services. A subsequent RFP process is planned for January 2021 to seek a contractor for the services beginning in FY 21/22 since it is late in the fiscal year to initiate an RFP process for FY 20/21 services. For FY 20/21 funding, the existing Trinity County service provider will be approached to determine if additional funding is needed to support their program this year. If it is determined that FY 20/21 funds still remain, the funding could be allocated to the remaining nutrition serve providers within the PSA. A Plan B will also be addressed as the funds could be granted to a local for-profit organization, such as a local restaurant, should the call for bidders remain unanswered.

d. Preliminary Outcome of FY 19/20 Single Audit:

Director Gabriel reported that AAA staff continues to work with Charles Pillon, CPA, on the Audit of FY 19/20. The CPA is pleased with the initial review of the fiscal records since last year's audit posed a challenge due to the transition in fiscal staff. A challenge remains with working with the previous accounting software to generate reports necessary to complete the audit. CPA Pillon informed staff that he is pleased with the manner in which the staff is addressing the concerns with Lassen Senior Services and the attempt to recover funds for unsubstantiated and disallowed expenses. The CPA's guidance continues to be sought throughout the process with LSS. The conclusion of the FY 19/20 Audit is pending the results of the LSS fiscal monitoring by AAA staff.

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e. Other Agency Activity:

Director Gabriel reported that PSA 2 is participating in socially distant Community Education events in Shasta and Siskiyou Counties. In Siskiyou County, two opportunities will be available in October for older adults to receive resource information from PSA 2 services and outside organizations during the Siskiyou Senior Ride Through events taking place at the Yreka and Mt. Shasta nutrition sites. Dignity Health Connected Living is partnering in this effort to provide disaster Go Bags to event participants. In Shasta County, PSA 2 is collaborating with Compass Shining Care in their Aging Well Campaign later in October. PSA 2 materials have been provided for distribution in the Aging Well Campaign drive through event and PSA 2 will sponsor a presentation by Dr. Patrick Arbore in a virtual symposium hosted by Compass Shining Care. PSA 2 continues to seek creative methods of delivering resource materials to the older adult population during the COVID pandemic.

9. Approval of Proposed FY 2020/2021 Ombudsman Program Staff Salary Schedule:

Director Gabriel explained that efforts made to fill the Ombudsman II position have been unsuccessful; therefore, PSA 2 is proposing a salary increase for that position in hopes of attracting qualified and long-term employees. The salary increase would also apply to the Ombudsman II Rural position and would impact the supervisory oversight position of the Regional Coordinator. The Ombudsman Program baseline funding can support the proposed salary increases. This position would cover Shasta County Long-Term Care facilities and would help to fill the gap in service as the number of volunteers for the program continues to decline. Director Gabriel stated that the funds to support the salary increases in the budget would be transferred from Equipment Purchases, Staff Training and Staff & Volunteer Travel. Although Staff & Volunteer travel has declined due to the pandemic, there remains sufficient funding available for travel expenses should program travel fully resume.

MSP: Supervisor Morgan motioned to approve the Proposed FY 2020/2021 Ombudsman Program Staff Salary Schedule, seconded by Supervisor Valenzuela, all aye, motion carried.

10. Approval of Proposed FY 2020/2021 Ombudsman Program Revised Budget and Budget Narrative*

Director Gabriel addressed the Proposed FY 2020/2021 Ombudsman Program Revised Budget which reflects the revenue based on CDA funding for the program this fiscal year and the salary increases for the Ombudsman II positions and the Regional Coordinator position. Equipment Purchases, Staff & Volunteer Travel and Staff Training has been adjusted to accommodate the salary increases. The funds affected by the adjustments are the program's baseline funding; it does not include the CARES Act funding provided to the program.

MSP: Supervisor Valenzuela motioned Approve the Proposed FY 2020/2021 Ombudsman Program Revised Budget and Budget Narrative, seconded by Supervisor Fenley, all aye, motion carried.

11. New Business:

The next virtual Meeting of the Executive Board will be Monday, November 16, 2020.

a. Feedback on Local Structure for Aging Services

Director Gabriel addressed an email received by Supervisor Valenzuela from the State Association of Counties. Supervisor Valenzuela was asked to complete a survey regarding the restructuring of the Area Agencies on Aging (AAA) in California. Director Gabriel reported that the Association of Area Agencies on Aging (C4A) informed AAAs that the issue of restructuring the AAAs was based on a proposal submitted by the California Welfare Directors Association for Governor Newsom's Master Plan for Aging. C4A was unaware of the proposal and will be addressing this matter further to gain information on its background. In the interim, the proposal is moving forward for consideration with the Master Plan for Aging Planning Committee. Recently, PSA 2 learned that some County Supervisors were being contacted for their feedback on the current structure of their AAAs. Director Gabriel offered to provide the Executive Board with a copy of CWDA's proposal for the Master Plan for Aging recommendations. Supervisor Valenzuela recalled addressing the challenges of the AAA with California Department of Aging Director, Kim McCoy-Wade and other PSA 2 Executive Board members. Supervisor Valenzuela will provide the survey for Director Gabriel to share with the Executive Board for their input on the plan for AAA restructure. Chairman Cullins supported the review of the CWDA proposal and the survey questions and requested the topic be added to the next meeting's agenda for further discussion. A Special Meeting date may also be considered should the submission date for feedback occur prior to the next Executive Board meeting date.

12. Old Business:

- Service Provider Board Training Recommendation:

Director Gabriel explained that the Service Provider Board Training Plan was shared with service providers at this month's Nutrition Service Provider Meeting. Most service providers expressed their support of Board trainings and some already offer training for their new Board members. Therefore, the Executive Board's approach to recommend Board trainings would be acceptable to the PSA 2 contracted service providers. Director Gabriel stated that Board training recommendations could be added to the Request for Proposal process and Board trainings will continue to be reviewed during the annual service provider monitoring process. Board training resources will be provided upon request as well as during the orientation training for new service providers which routinely occurs shortly after the program begins service.

13. Correspondence:

Incoming – None

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Outgoing – Letter and Attachments to Lassen Senior Services

14. Adjournment

The PSA 2 Executive Board meeting adjourned at 11:32 a.m.

Respectfully submitted,

Teri Gabriel,
Executive Director