



**Approved Minutes of the
PSA 2 Area Agency on Aging
EXECUTIVE BOARD
Virtual Meeting
August 17, 2020**

1. Call to Order & Flag Salute

Executive Board Chairman, Supervisor Cullins, called the meeting to order at 10:40 a.m. followed by the flag salute.

2. Roll Call

Executive Board Members Present:

Supervisor David Teeter, Supervisor Pat Cullins, Roberta Hohman, Supervisor Les Baugh, Supervisor Steve Morgan, Ann Morningstar (alt.), Marie Ingram, and Supervisor John Fenley. A quorum was established.

Executive Board Members Absent:

Mae Sherman (EX.), Supervisor Jeff Hemphill (alt., EX.), Supervisor Ned Coe (alt. EX.), Ann Morningstar (alt. EX.), Supervisor Ed Valenzuela (EX.), Supervisor Lisa Nixon (alt. EX.), Sandy Bechtold, 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; and Advisory Council Chairman, Clinton Davis.

3. Approval of Agenda*

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

4. Approval of Consent Agenda*

MSP: Supervisor Morgan motioned for the approval of the consent agenda, seconded by

Supervisor Fenley, 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

Supervisor Morgan reported that the call-in access number did not work for him. He has joined the meeting by calling the AAA office.

6. Executive Board's Report

No report.

7. Advisory Council Report – Clinton Davis, Chairman

Advisory Council Chairman, Clinton Davis, reported that the Advisory Council held their Zoom Meeting last month. Goals and Objectives were addressed, and the council is discussing outreach through the Ad Hoc Committees. The Triple A Council of CA has also been meeting with the goal of shortening meetings and sharing the recorded meetings online to reach outside their network. Chairman Davis is working toward linking food resource services within the PSA 2 region to improve services in the communities.

Advisory Council member vacancies remain in Modoc, Lassen and Trinity Counties.

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

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

Director Gabriel reported that program services continue to be conducted under altered service methods due to the COVID-19 pandemic. Nutrition service providers continue to distribute Congregate Meals via a drive thru service. Service numbers remain above normal levels and are reaching more participants with their services. Guidance is pending from the California Department of Aging (CDA) on if/when centers might reopen.

The Ombudsman Program has now gained limited access to Long-Term Care facilities under certain circumstances. Telephone support continues to be the program's main form of responding to resident issues and for meeting with the facilities. The HICAP program continues to conduct counseling appointments over the phone. A monthly newsletter is being circulated to program participants, and in isolated areas, to bring HICAP services and Medicare education to the region since community education events remain in hiatus due to the pandemic.

Director Gabriel also reported that methods to address social isolation are also a priority for the state. Sharing information on the Friendship Line is a priority for the AAA. The issue of Digital Divide is also being addressed which focuses on the lack of digital devices available for older adults to remain informed on resources available to them. Google has initiated a project with CDA to provide Google Home devices to AAA program participants. Ageism is also being addressed at the state level as more older adults are being discriminated against due to their age.

Director Gabriel reported that the CA Office of Emergency Services has coordinated with the CA Association of Area Agencies on Aging (C4A) to provide Personal Protection Equipment (PPE) to the AAAs. PSA 2 is distributing PPEs, in the form of cloth & disposable masks, face shields and hand sanitizer, to the nutrition services. Any extra supplies are being offered to Adult Protective Services.

b. CARES Act Funding Update:

Additional COVID-19 pandemic emergency funding is available to AAAs under the Coronavirus Aid, Relief, and Economic Security (CARES) Act. This funding is only being released to AAAs which have spent at least 25% of the Families First Coronavirus Relief Act (FFCRA HR 6201) funding released last fiscal year. At this time, PSA 2 has not reached the 25% expenditure benchmark. Monitoring of the FFCRA spending levels will continue with service providers. FFCRA funds are currently being used to provide services in the wake of FY 20/21 funding. The CARES funding is optional to the service providers as additional support for emergency services. If the funding is not requested by the service provider, the funding will be redistributed by CDA to other areas in state seeking COVID-19 response funding. CARES Act funding included Ombudsman Program funding which was not restricted by the 25% expenditure level. Those funds will help to initiate the recruitment of the vacant Ombudsman II position. The Title III E Family Caregiver Support Program is also eligible to receive CARES Act funding, if needed.

c. Update on Accounting Software Transition:

Director Gabriel reported that the PSA 2 Fiscal Analyst has been working with PSA 2's Auditor, Charles Pillon, CPA, to transition to Quick Books – a more user-friendly accounting system. Accounts Payable and Payroll have been processed with the new accounting system without issue. Financial reports for July will be provided in the next board packet.

d. Preliminary FY 19/20 Closeout Determination:

Director Gabriel noted that Administrative funding appears to be fully spent while HICAP funding was not completely drawn down. The Ombudsman program is slightly overspent due to the transition of Program Managers and the relocation of the office to an adjacent suite. Title III E Family Caregiver Support Program funding was fully spent, and III D Health Promotion funding was fully spent due to the ability to transfer funds to critical nutrition services in response to the COVID-19 pandemic and California's state of emergency.

Regarding Titles III C-1, C-2 & III B funding for FY 19/20, Director Gabriel reported that most providers fully spent their program dollars with the additional Nutrition Augmentation Funding (NFA) allocated by CDA to support nutrition services. Two nutrition providers did not fully spend the NFA funding and PSA 2 awaits direction from CDA on handling the unspent funds. One area of concern remains with Lassen Senior Services (LSS) in Lassen County on their use of the NFA funding. LSS used the funding to purchase equipment and for building improvement without the prior approval of PSA 2 AAA. Director Gabriel directed the Executive Board to the copy of the letter to LSS in the packet requesting repayment of over \$17,000. The letter references the Corrective Action Plan necessary to rectify the matter before the FY 20/21 contract is signed.

Moving forward, the provider will be required to submit copies of receipts and invoices to justify monthly expenses before program costs will be reimbursed and annual fiscal monitoring will be conducted by the AAA to verify the provider remains on track with the use of program funding.

Director Gabriel contacted Supervisor Teeter as soon as the AAA was aware of the unauthorized purchases. Supervisor Teeter expressed his concern with the center spending nearly \$18,000 in an unauthorized manner and with the significant impact the return of the funding would have on the program. He further discussed the steps he had taken to inquire with the LSS Board Chairman and Executive Director. While the Board Chairman and the Executive Director stated they were unaware or misunderstood the manner in which the funding could be spent, Supervisor Teeter received a copious amount of documentation from the AAA to LSS clearly indicating the appropriate use of the NFA funding. Director Gabriel restated that direction was shared with nutrition service providers prior to releasing the NFA funds which specifically disallowed the purchase of equipment. She further shared that CDA's mantra, and the purpose of allocating the NFA funding, was to provide "More Meals to More People." CDA expects to see an increase in services units with the use of the NFA funds. Supervisor Teeter recalled reviewing correspondence between the AAA and LSS stating the disapproval of equipment purchases. The LSS Executive Director responded to the AAA by stating the program appreciated the opportunity to replace old equipment at a reduced rate due to COVID-19 pandemic and that the misspent funds will be returned to PSA 2 in a timely manner. Supervisor Teeter confirmed that the email correspondence the AAA shared in the communication with LSS clearly stated the proper use of the funding and he found it difficult to understand how the misuse of funds could have occurred with this seasoned service provider. Director Gabriel confirmed that she will keep the Executive Board apprised of the situation with LSS and their repayment of the funds.

e. Other Agency Activity:

Director Gabriel reported that the FY 2020-2024 Request for Proposal (RFP) process for Trinity County was underway. The announcement of funds available was distributed county-wide. Director Gabriel inquired on interest from the Executive Board members to participate on the RFP Review Committee for the Trinity County RFP process. Supervisor Fenley offered to service on the RFP Review Committee. Formal approval of this assignment will be on the next Executive Board meeting agenda.

Director Gabriel noted that the Corrective Action Plan for the Fiscal Monitoring conducted by CDA in May 2019 has arrived with minimal findings. Most of the findings noted have already been addressed and rectified. Fiscal Policies & Procedures continue to be developed and will include operations with the new accounting software; the Executive Director's signature will be added to the annual contract budget approval process; inventory procedures for the AAA and service providers will be developed; and the process of reimbursing contracted service providers based on actual expenditures rather than an issuing an advance of 1/12 the total annual funds has already been initiated by the AAA.

Director Gabriel reported that Chico State Enterprises' Center for Healthy Communities remains interested in providing Title III D Health Promotion services within the PSA 2

region as in the past. Their proposal for III D Health Promotion services will be presented to the Executive Board for consideration and approval at the next meeting. Due to the COVID-19 pandemic, the actual III D may not fully be introduced into the communities until after the start of the calendar year in 2021.

Upon inquiry from Supervisor Cullins, Director Gabriel responded that the most significant request for services since the COVID-19 pandemic outbreak has been the search of meals or food resources, especially after the announcement of the Great Plates Meal Service. Referrals are being directed to the existing nutrition service providers and food banks in the region. Increased outreach continues in all 5 counties for the Information & Assistance Program. Supervisor Cullins also noted the misspelling of Modoc in the I & A report.

9. Approval of Board Resolution Authorizing the Executive Director to Sign FY 20/21 Medicare Improvements for Patients and Providers Act (MIPPA) Contract and Related Amendments – MI-2021-02*

Director Gabriel reported that the MIPPA program funding is over and above the Older Americans Act funding for the HICAP program. MIPPA services focus on enhancing outreach, education and enrollment assistance to eligible Medicare beneficiaries. The service connects beneficiaries to additional services available to low income older adults.

MSP: Supervisor Fenley motioned to approve the Board Resolution Authorizing the Executive Director to Sign FY 20/21 MIPPA Contract and Related Amendments – MI-2021-02, seconded by Marie Ingram, all aye, motion carried.

10. Discussion and Approval of Proposed Service Provider Board of Directors Training Plan*

At the request of the Executive Board, Director Gabriel presented the Proposed Service Provider Board of Directors Training Plan. The Board Training plan was developed to avoid challenges with miscommunications at the service provider Board level which could lead to the termination of their contract with PSA 2. Research was conducted with CDA and other AAAs to seek a Board training plan; to no avail. The plan presented by the AAA was created to request that Board of Directors training occur with contracted service providers and as a method to inquire on what training is already being conducted by contracted service providers. Current monitoring tools inquire on the methods of Board training for which the AAA would now collect Board training confirmation from the service provider. The AAA would also offer resources available online including YouTube Board training videos. The annual AAA service provider contract would also address the requirement for Service Provider Board of Directors Trainings as well as the next Request for Proposal process. Supervisor Fenley expressed concern for the AAA taking responsibility for the Board training and with enforcing the training requirement. Director Gabriel responded that contracts would not be executed until the acknowledgement for the training was signed by the service provider director and Board Chairman informing them that the AAA will be inquiring on the type of Board training occurring with their organization. Advisory Council Chairman Davis supported the Board training plan stating that education

on the requirements of the PSA 2 grant is critical for the survival of the organization. Upon inquiry from the Board, Director Gabriel explained that the Board training is not a requirement of CDA or the regulations of the programs. It is a local request. In seeking guidance from the CA AAA Planner's group, the need for service provider Board training was also supported and the group requested a copy of the plan once developed. For the sake of allowing further review of the plan with local contracted service providers and to allow Executive Board Member Sandy Bechtold, who initiated the request for the service provider Board training, the opportunity to review the plan, the Proposed Service Provider Board of Directors Training Plan will be tabled for further discussion at the next meeting.

MSP: Roberta Hohman motioned to table the Proposed Service Provider Board of Directors Training Plan for the next Executive Board Meeting, seconded by Marie Ingram, all aye, motion carried.

11. Discussion and Approval of Proposed Employee Grievance Policy Update*:

Director Gabriel reported that it was determined that the current Employee Grievance Policy did not offer instruction to employees should there be a grievance against the Executive Director. Proposed language was added as Section 15(i) which states that in the event of allegations against the Executive Director, the employee would complete the existing Grievance Form in the Personnel Policy and present it to the Executive Board Chairman within 10 calendar days. The Executive Board Chairman would respond to the employee and determine if a meeting with the Executive Director would resolve the matter. If the meeting did not resolve the matter, the Executive Board Chairman would determine if the matter should be addressed by the Executive Board in Closed Session with the Executive Director. Supervisor Cullins expressed her dissatisfaction with the wording in the Employee Grievance form and requested the word "complaint" be replaced with "grievance."

MSP: Supervisor Fenley motioned for approval of the Proposed Employee Grievance Policy Update with the changes requested by the Executive Board Chairman, seconded by Supervisor Baugh, all aye, motion carried.

12. New Business:

The next virtual Meeting of the PSA 2 Executive Board will be Monday, September 21, 2020.

13. Old Business:

None.

14. Correspondence:

Incoming – None

Outgoing – Letter to Lassen Senior Services, Inc.

15. Adjournment

MSP: Roberta Hohman motioned to adjourn the Executive Board Meeting at 11:43 a.m., seconded by Marie Ingram, all aye, motion carried.

Respectfully submitted,

Teri Gabriel,
Executive Director