



COG Meeting Minutes
September 24, 2021

Members present: Commissioner Richard Mahar,

Members present by phone/Zoom: Commissioner Arne Mortensen, Commissioner Dan Cothren, Councilor Temple Lentz, Commissioner Dave Sauter

Members absent:

Alternates present:

Staff present: Mike Reardon, Monty Hansen, Karen Wolfe

Advisory Council member present: Arnie Dyer

Visitors present: staff members Larry Hoxeng, Christine Young

The meeting was called to order at 1:01 p.m. by Commissioner Mahar

The Pledge of Allegiance was recited

1. Agenda Review: no changes

Appointment of Vice Chair – according to the bylaws Commissioner Mahar appointed Commissioner Sauter to be Vice Chair of the COG. Commissioner Sauter thanked Commissioner Mahar.

2. Review of Minutes: Commissioner Cothren moved to approve the July 23, 2021 minutes. Councilor Lentz seconded the motion. Motion carried. Commissioner Mortensen abstained.

3. Public Comment (3-minute limit): none

4. Anniversary Recognition. Mike introduced Leslie Jones, celebrating her 10 years at AAADSW, most currently as a Care Coordination Supervisor. Leslie thanked the COG for the opportunity, loves her staff and the clients, she said it's an honor and pleasure to be here and looks forward to several more years. Mike congratulated Chris Young for 10 years. Chris said she was the first Care Coordinator and is still doing that work. She related it's been hard not seeing clients right now; that it's good to see what is going on in clients' homes and be able to help with things. She can't wait to get back to it for a few more years. Mike introduced Larry Hoxeng celebrating his 10 years with AAADSW Currently as a Medicaid supervisor. Larry recollected when he interviewed for the job he was asked what his long range goals were and he responded he hoped to work at least 10 years. But now that the 10th has arrived, he's looking at staying a few more years. AAADSW is a great place to work, especially compared to his 20

years with another county in the area. Teresa Vela celebrating 5 years was unable to make it today – she’s a Care Coordinator in our Longview office. Katie Haglund is also celebrating 5 years, now as a Care Coordination supervisor. **She was unable to attend today but sent the following note:** “Working with AAADSW has been such a blessing for me and my family. Over the last five years I have been able to grow professionally within this company starting out as a care coordinator, to an engagement specialist and a Supervisor of care coordination. I appreciate the opportunities that that your company has for growth. All of the departments in our agency are so valuable and needed. Our agency has a huge impact on our community and each story that I am a part of or hear about makes me so proud to be working for AAADSW. The individuals that we employ and that I work with daily do an amazing job for the 5 counties that we serve. Thank you very much for the last five years and I look forward to continued growth within this organization.”

5. Review of Past Months’ Admin Activities: Mike shared some highlights in Contracts – 3 new contracts, including one that is part of the funding opportunity. 15 total contracts are being monitored – it’s really ramping up. We either meet them at their office or they mail in their paperwork. Management calendar highlights: TXIX and MTD QA results to come; monthly w4a meetings are working on legislative priorities for the next session with several asks including additional funding for Case Management to stay in parity with HCS social workers. We are currently falling behind, which puts us in a weaker position when recruiting; the money would also help us reduce the caseloads to 1:75 from 1:90. Gov Inslee vaccine mandate: w4a is discussing impact to the AAAs and the overall aging network; Mike noted the mandate applies to our 7 R.N.s and as of a couple weeks ago 5 of 7 of our nurses are vaccinated. We recently learned that the Governor’s mandate also applies to our Long Term Care Ombudsman staff and the volunteers. We’re also discussing what it means to our subcontractors and who has to validate their vaccine status. Hopefully it won’t be the AAAs responsible for that. Mike highlighted the Senior Heroes Awards in Clark County and current efforts to create a similar awards program for Cowlitz and Wahkiakum counties; he recently met with key stakeholders of Clark and Cowlitz County on the details. Union bargaining has begun – we’ve had three meetings so far, the case managers in Vancouver are covered by the union. They’re asking for a 3-year contract. We’ve worked through some small details and now discussing compensation – management will review and come up with a counter-offer and hope to get this resolved within the next month or so. September 9th’s SAO’s exit conference went well; Monty will report more on that later. Mike had a 1:1 meeting with Commissioner Sauter on 9/13; he also checked in with Sharon Carter at KCSS and met with Leslie Naramore of WAGAP. Mike hopes to find opportunities to collaborate and work more efficiently to better serve our Gorge communities. September 20th Miller Nash meeting was to discuss implications/risks/concerns/needs of returning to in-home visits. AL TSA wants AAAs to come up with a plan to return to IHV – the attorney discussed duty of care for our staff and our clients. Mike noted it was helpful to understand the situation so we can plan and understand our responsibilities and liability. Mike had his 1:1 with Commissioner Mortensen on the 20th. On September 21st he met by phone with Rep. Jamie Herrera Beutler, where he bragged about the work we’ve done with all our COVID funding, WSU-V projects, TVC work, etc. Commissioner Mortensen asked about the 9/23 Elder Justice Center meeting – Mike explained how the EJC works with various Clark

county agencies like Law Enforcement and Adult Protective Services in prosecuting crimes against vulnerable elders, following the WAC definition of a vulnerable adult.

6. Advisory Council: Advisory Council vice chair Arnie Dyer thanked the COG for their time, and reported that the Council members are proud to be associate with our agency and our innovative programs. August and September had good meeting attendance, with more attending in person over the last few meetings. We participated in a webinar to plan for the senior lobby day and fall conference. Arnie reported that in August the council elected Diane Craft to be the newest member of the council for Cowlitz county. Arnie summarized Diane's background in senior housing, Rotary, Chamber of Commerce, and at Koelsh Senior Communities. Arnie also reported that on September 15th the council elected Jodi Oliver to fill a vacancy for Clark County. Jodi is a social work team leader for Kaiser and has worked with many of our programs. Both Diane and Jodi had great references. Arnie asked the COG to approve both Diane Craft and Jodi Oliver to join the Advisory Council effective September 1, 2021 and October 1, 2021 respectively.

Commissioner Sauter moved to approve Diane Craft to join the Advisory Council representing Cowlitz County effective September 1, 2021. Councilor Lentz seconded the motion. Motion carried. Commissioner Mortensen abstained.

Councilor Lentz moved to approve Jodi Oliver to join the Advisory Council representing Clark County effective October 1, 2021. Commissioner Sauter seconded the motion. Motion carried. Commissioner Mortensen abstained.

7. Review of Financials. Monty Hansen reviewed the July and August 2021 expenditures of \$2,012,288.30 and \$2,036,076.63 respectively. Monty reported that July was pretty normal, maybe a bit high due to some quarterly renewals. Monty explained how we have the COG approve the expenditures. August expenses were also a bit higher than usual, due to our insurance liability premium of nearly \$200k being paid in August.

Commissioner Cothren moved to approve the July and August 2021 expenditures of \$2,012,288.30 and \$2,036,076.63 respectively. Councilor Lentz seconded the motion. Motion carried. Commissioner Mortensen abstained.

Monty reviewed the June and July 2021 Financial statements and the July 2021 dashboard. We had a rate increase in July for TXIX – surplus for the year as of July was \$1,399,995.69. Monty reported the July dashboard show we're running ahead of budget on revenues and below/close on expenses. Monty described the budget process a bit. Fund balance on dashboard – we have generated surplus every month this year. Usually we have a couple months where fund balance goes down. Case loads are up slightly over the year. Programs are more efficient and making more surplus. Hopes to see Fund Balance flatten out over the year. Monty explained the Fund Balance spending plan to get the money out into the community in the form of our Funding Opportunity. Monty will send Arne some historical dashboard reports for comparison. Monty also noted we've increased a bit more money going out to our subcontractors.

8. State Auditor's Office Audit Report of AAADSW's 2020 Financials. Monty reported we had a clean unmodified audit – no management letter, no findings, and only one uncorrected error for an immaterial amount.

Monty read the following report into the minutes:

"The AAADSW 2020 audit has been completed by Washington State Auditor's office and the results have now been published.

This summary report gives the final 2020 yearend fiscal information for both the post audit results and the final yearend internal reporting.

Audit results and internal reporting results produced different yearend results due to Governmental Accounting Auditing standards and our desire to report actual data from all agency activities.

Audit results for 2020 show an excess of revenues over expenditures in the amount of \$2,624,116 and with a change in Net Position (Fund Balance) of \$4,561,846. These audit results are governed by Audit and GASB rules for inclusion or exclusion of certain fiscal activities, particularly relating to pensions and capital leases. Audit results are only used for required governmental reporting and not for internal decision making.

Final 2020 internal reporting results show an excess of revenues over expenditures of \$1,921,099 and a final Fund Balance in the amount of \$7,960,878 (which is within the COG established limit). AAADSW uses internal financial reporting information for reporting to the COG on a monthly basis, for preparing, implementing and monitoring the internal budget, for monitoring the use of Fund Balance and for any other activities that would need the appropriate look at detailed financial information.

The primary differences between the two results are that Governmental financial reporting must include adjustments for GASB pension activities, adjustments for GASB Lease activities, adjustments to program cost and expenditure in cases of payments between programs and a different handling of paid time off cost and fixed asset cost."

Commissioner Cothren moved to approve and accept the State Auditor's Office report of its recent audit of AAADSW's 2020 financials. Councilor Lentz seconded the motion. Motion carried. Commissioner Mortensen abstained.

COG Chair Commissioner Mahar commended Monty and his team on a clean audit. Monty mentioned his team and a lot of other staff that put this together.

9. 2021 Internal Operating Budget Revisions. Monty presented the revised 2021 Internal Operating Budget. The original budget was approved previously. We are asking for an increase of \$1,574,531.00, to 26,033,554. Monty highlighted some of the increases to revenue from the COVID relief funds we received. We're also asking for an increase of 5 FTEs, for growth of staff. Monty explained why we don't ask for FTE increases more frequently, that some FTEs approved may not be filled for many months, and that overall we find this method more efficient.

Commissioner Sauter moved to approve and accept the revised Internal Operating budget of \$26,033,554 including 195.5 FTE and use of \$778,344 in Fund Balance. Councilor Lentz seconded the motion. Motion carried. Commissioner Mortensen abstained.

Monty thanked the COG.

10. Title XIX Case Management QA results – Sam introduced herself. She reported she is very happy with the results of the QA audit. She provided some background: ALISA audits our client files every year – taking a small sample of about 50 cases. They are looking for State standards to be met. In our latest QA, we met 42 of 43 of the requirements. Only one criteria was not met and we did some retraining of the staff to correct that. The review is very Medicare-oriented. Questions have been trimmed down over the years. Commissioner Mortensen asked if the selected clients were picked randomly? Sam said yes, they are chosen randomly from the 4,500 clients. Commissioner Mortensen asked what the cost per client is for TXIX? Monty noted the TXIX clients are a small percentage of the clients we serve in one way or another. Overall we probably serve 10,000 clients per month. Monty noted that on an average it's about \$20 per person per month in costs. Commissioner Mortensen asked if we know the distribution of clients. Sam noted it's narrowly focused on in-home clients and the services they are authorized to receive, with respect to the rate increase we got for TXIX that Monty mentioned earlier. Commissioner Mortensen asked how we know if we are spending the money effectively? i.e. How do we make sure we are serving clients appropriately? Monty explained that the goal of our work is for people to age in place and we save the State a lot of money by affording them the tools and services to do that. Sam also noted that the money we authorize are pass-through dollars. The CARE assessment places clients in 1 of 15 categories for determination of caregiving hours and those can range greatly. Thus money spent on each client will vary. Sam and Mike offered to answer any more questions and we hope to learn from COG questions as well.

11. MAC/TSOA QA Results. Christina explained the QA process for clients served through the MAC and TSOA programs. Overall, the 2021 Medicaid Transformation Demonstration (MTD) QA was another success for the AAADSW Case Management teams. Our 2020 MTD Proficiency Improvement Item achieved 100% in 2021 (vs. 80% in 2020), which demonstrates our team's continued commitment to staff development and meeting the expectations for service to our clients.

The two Performance Improvement Plan (PIP) items for 2021 are items that applied to a limited number of files (4 and 5, respectively). These questions each had only one error, but there was significant on overall proficiency percentage due to small sample size. Training in the PIP items will occur at the October 2021 CM/Programs quarterly meeting, and ongoing review will happen monthly through March 2022.

12. SOPPADA #2021-7 for AAADSW to Contract with the Office of the Insurance Commissioner (OIC) to Provide the Statewide Health Insurance Benefit Advisors (SHIBA) Program in Southwest Washington

Christina explained our SOPPADA process to bring new programs to the Agency. She explained the SHIBA program. The OIC is currently looking for a vendor to assist Medicare clients and their families and caregivers to make informed decisions to optimize their care and benefits. The program will do outreach to hard-to-reach populations in rural areas, English as a second language populations, and low-income Medicare beneficiaries. We anticipate adding one staff to run the program. Commissioner Mortensen asked if the \$90k number is all-inclusive. Mike stated it covers both SHIBA and MIPPA funding. Commissioner Sauter asked if we don't become the vendor is there an alternate vendor to provide the service? Christina responded there was a previous vendor in Cowlitz that chose not to renew so the OIC came to us. If we don't take the contract the OIC will

need to find someone else to run the SHIBA programs. Commissioner Sauter asked if the potential revenue and FTE increase factored into the revised budget that we just approved. Christina responded that it was included in Monty's budget request. Commissioner Mahar asked why the Cowlitz organization chose not to renew? Is there a downside? Christina noted it might be easier for us to find volunteers since we operate in all five counties. And it may align more with our scope of work than the previous organization. Mike noted this program will operate similar to the LTCOP with small staff and lots of volunteers. Follows the same model to help navigation when open enrollment comes up. Mike strongly endorses this request. We've declined in the past because there were other vendors.

Commissioner Cothren moved to approve SOPPADA #2021-7 for AAADSW to Contract with the Office of the Insurance Commissioner (OIC) to Provide the Statewide Health Insurance Benefit Advisors (SHIBA) Program in Southwest Washington. Commissioner Sauter seconded the motion. Motion carried. Commissioner Mortensen abstained

13. Good of the Order: none

14. Adjourn. There being no further business, Commissioner Sauter moved to adjourn the meeting. Councilor Lentz seconded. Motion carried. Commissioner Mortensen abstained.

The meeting was adjourned at 2:32 p.m.