

**COMMISSION ON AGING
MEETING SUMMARY MINUTES
Annual Meeting
September 17, 2015**

Members Present	Members Absent
Charles Kauffman	Revathi Vikram
Rudolph Oswald	Grace Whipple
Myrna Cooperstein	Syed Yusuf
Sam Korper	Song Hutchins
Spencer Schron	
Arva Jackson	Liaisons
Isabelle Schoenfeld	Austin Heyman, Senior Fellow Office of Community Partnerships
Noelle Heyman	Jeff Bourne, Department of Recreation
Sue Guenther	Morton Davis, Montgomery County Police Department
Jerry Morenoff	Phil Smakula, Department of Recreation
DaCosta Mason	Marcia Pruzan, Commission on Health
Stephanie Edelstein	Faisal Khan, Department of Transportation
Helen Abrahams	Pat Lesnick, Ethnic Affairs Committee
Sue Guenther	Stephanie Moore, Housing Opportunities Commission
Miriam Kelty	Leslie Marks, Senior Fellow-DHCA
Douglas Newton	Sarah Gotbaum, Elders Women's Aging Alliance
Noureen Chochan	
Karen Maricheau	
Judith Levy	Guests
John Honig	
Paul Del Ponte	
Mort Faller	
Amoke Aloyoke	Staff
David Denton	John J. Kenney, Chief, Aging and Disability Services
Tamara Duell	Odile Brunetto, Director Area Agency & Aging
	Tremayne Jones, Department of Health & Human Services

Chair, Judith Levy welcomes the new members to the Commission on Aging.

Brief Business Meeting

The COA members unanimously approved minutes from the June meeting.

Treasurer's Report- \$1,954.09

Senior Subcabinet Meeting on September 9th – the meeting focused on the County Executive Senior Summit on Aging in Montgomery County which will take place on December 3rd. County

Stat created a chart entitled “Analytics for Summit on Aging.” The chart data focuses on Transportation, Communications, Safety, Housing, Home-based and Health and Wellness in Montgomery County.

Commission on Aging Alumni Group– The COA alumni will hold their meeting on September 21st at JCA.

September 24th meeting with HHS Committee of County Council AFC/WHO/AARP– COA chair, Judith Levy discussed the September 24th meeting which will focus on the Age-Friendly issue in Montgomery County.

Quarterly meeting with HHS Director–Chair, Judith Levy discussed the HHS Council meeting that will take place at 8:00 am on October 15th at Montgomery County Rockville Library. HHS Director, Uma Ahluwalia, Council President George Leventhal and Montgomery County Boards, Committees and Commissions will meet to discuss their priorities for FY17.

Nominating Committee– The nominating committee will be chaired by Tamara Duell, John Honig and Myrna Cooperstein.

Legislative Breakfast–Legislative Breakfast will take place on November 12, 2015 at Holiday Park Senior Center from 10:00 am to 3:00 pm.

Updates/Department of Recreation– Jeff Bourne spoke to the COA about the overview and accomplishments about the Recreation Department which is home of the Maryland Senior Olympics. This past year the department had approximately 2500 individual events. The Montgomery County Department of Recreation received three National Awards from the National Association of Counties (NACo). The awards recognize innovative county government initiatives and are given in 21 different categories, including parks and recreations, children and youth, criminal justice and public safety, county administration, county resiliency, information technology and health.

Montgomery County Recreation Department received awards for the following programs:

- **Food, Fun & Fitness** started in summer 2014, provides children with a summer recreational program that emphasizes the importance of healthy physical activity and provides a free nutritious lunch to all participants. The program, offered in partnership with Montgomery County Public Schools, delivers a well-developed, balanced-activity curriculum that integrates best practices in healthy recreational programming. It supplies healthy meals that meet the U.S. Department of Agriculture standards for smart snacks and meals for children. The program, available to any public school student, is strategically positioned in neighborhoods with a higher need for structured out-of-school programming.
- **Senior Center Transportation** was introduced in January 2014 to provide a combination of curb-to-curb and fixed-route transportation, Monday through Friday, to the Recreation Department’s five senior centers. County residents 55 and over who live within a defined geographic service area for the centers are eligible for the free program. The program is a

strong partnership which leverages valuable resources with the Recreation Department, Health and Human Services, and the Jewish Council for Aging to achieve the mutual goal of providing quality services to senior residents.

- **Montgomery County Recreation Emergency Management Communication Plan and Exercise** was developed to define the communication procedures to be followed in an emergency to ensure effective communication to all stakeholders. The Recreation Department and the Office of Emergency Management and Homeland Security implemented an exercise to test the effectiveness of the plan in response to an all hazard event – an incident that has catastrophic impact on an entire community.

Summer Studies-Arva Jackson, Noelle Heyman, Isabelle Schoenfeld and Leslie Marks spoke to the COA about the two 2015 Summer Studies that were held. Arva Jackson and Noelle Heyman co-chaired the Long Term Care Services and Supports: Nursing Home Quality. Isabelle Schoenfeld and Leslie Marks co-chaired the “Commonalities and Differences in Localities” Approaches for Aging in Community.

The Executive Summary for both summer studies are below, you can find both summer studies in their entire on the COA website.

Long Term Care Services and Supports: Nursing Home Quality–Nursing home care and services are critically important to vulnerable adults, mostly seniors, as well as their caregivers. According to the 2014 annual report by Voice for Quality Care, nursing homes in Maryland receive a D+ rating for nursing home care and quality in Maryland, and a large percentage of repeat deficiencies in meeting federal regulations three years in a row. In order for the COA to understand and advocate for the needs of seniors in Montgomery County and Maryland, it is important for Commissioners to learn about the challenges faced by nursing home providers and consumers as well as best practices and opportunities for improvement in quality of care and services. Long-term care services and supports also have important economic considerations for national, state, and county governments. Medicaid spending for long-term care in Maryland nursing facilities alone was over one billion dollars in FY2014.

The primary goal for the *2015 Summer Study on Long-Term Care Services and Supports: Nursing Home Quality* was to educate Commissioners about the challenges surrounding the measurement and provision of quality care (note: 533 oversight regulations) in nursing homes in Montgomery County, and opportunities to enhance that care. ***That goal has been met***, with follow-on work (see recommendations) that the Commission may undertake to deepen their learning and enhance potential advocacy efforts on behalf of Montgomery County Nursing Home residents.

How the Summer Study Was Conducted:

Ten Commissioners participated in the study and (in addition to the five presenters and two staff) meetings were attended by 12 individuals and representatives of organizations involved and interested in long-term care services and support.

Prior to the first Summer Study meeting, Commissioners identified and shared background reading materials intended to ensure a common base of knowledge.

Materials included:

- Voices for Quality Care Annual Report
- Overview of the Medicare Quality Compare Rating System
- Overview of the Five Star Rating System

Commissioners invited selected presenters to share their expertise including:

- Kathy Schoonover, Montgomery County Manager, Licensure and Regulatory Services HHS Public Health
- Eileen Bennett, Supervisor, Montgomery County Long Term Care Ombudsman Program
- Kim Burton, Director of Older Adults Programs, Mental Health Association of Maryland
- Theresa Lee, Director of the Center for Quality Measurement and Reporting, Maryland Health Care Commission, (Carol Chrismyer, Chief of Long Term Quality Initiative was initially invited; she retired July 1, 2015 and Theresa offered to share general information).
- Susan Stone, Administrator/ Guide, Baltimore Greenhouse, an alternative provider of long term care services.

Findings:

The Summer Study participants developed a large number of findings.

Among them:

- The nursing home industry is heavily regulated and, as a result, complex in management, staffing and financing.
- Nursing Home Quality surveys are based on facility's ability to follow regulations to meet "**minimum**" standards as opposed to quality of care and quality of life for residents.
- Staffing is a major challenge. The Director of Nursing "sets the tone" and hires nursing and direct care staff in each facility. Many are in need of training in "people skills" such as communication and compassion, and critical thinking.
- A troubling shift in nursing home staffing from licensed registered nurses to licensed practical nurses—who are not as well trained in critical thinking skills and have responsibility for greater numbers of patients—resulting in lower wages, higher staff turnover and lower quality of care for residents.
- Discharge planning for the transition from nursing home to home or assisted living poses a challenge for most facilities.

Recommendations:

The Summer Study participants identified recommendations focusing on training, processes, legislation, and technology. Recommendations ranged from those that are very broad to those that are very specific. Some call for action by the Commissions and others; additional recommendations point to the need for a better understanding through data gathering and analysis.

Among the recommendations:

- Learn more about the quality of care and regulations governing nursing homes in Montgomery County (identify individual county nursing home quality ratings) to better understand the complexities impacting management, staffing and financing.
- Advocate for the creation of a Montgomery County Nursing Home or Long Term Care Coalition to support and continue the work of Maryland's new Long Term Care Culture Change Coalition.

- Advocate for a Medicaid waiver to determine which of several nursing home and long term care models provide the best patient care and quality of life. Also, advocate for the inclusion of the Greenhouse model and other potential alternative nursing home models into state nursing home quality survey tools.
- Advocate for passage of the CARE Act (Caregiver Advise, Record, Enable (CARE Act)). See <http://aarp.wpengine.netdna-cdn.com/wp-content/uploads/2014/03/CAREGIVING-CAREAct-OnePager-Design-NATIONAL-2-18-14-4.pdf>
- Advocate for increased nursing home staff education, training and support: critical thinking, people skills, and communication—especially discharge planning.
- Advocate for Mental Health Services for residents in need.
- Share this report with the Maryland Department of Health and Mental Hygiene Office of Health Care Quality, the Maryland Department of Aging, and Nursing Home Administrators, and others at the State/local/federal levels.

Commonalities and Differences in Localities’ Approaches for Aging in Community– The objective of the study was to learn what other communities were successfully doing to create age friendly environments and where communities encountered challenges. It was also the intent of the summer study to identify opportunities for Montgomery County (MC) to improve current efforts to make the county a more age-friendly livable community. This report describes the study’s background, findings and recommendations.

The study consisted of three sessions held on June 23, June 30 and July 7, 2015. The invited presenters represented seven communities across the country including MC. Some of these localities were part of the World Health Organization (WHO)/AARP Age-Friendly Cities/Communities certification program. Others were part of the National Association of Area Agencies of Aging (n4a) Livable Communities Collaborative. In addition, there was a presentation on AARP’s Livability Index. All out of state presenters participated via teleconference.

The presenters were guided by questions that were provided to the presenters ahead of time. The key findings were that although there were differences in how the communities organized and implemented their age friendly initiatives, there were significant commonalities. All the communities that were part of this summer study had a full time paid Executive Director, Coordinator, Manager, or another high-level position devoted to developing and implementing an Age-Friendly/Livable Communities (AF/LC) Program. They also have an Advisory Board or Task Group comprised of representatives from different sectors of the community such as government, business, developers, academia, foundations, non-profits, and health care providers, other stakeholders. And, they typically develop a strategic plan or action plan (often informed by the results of a needs assessment survey) as a framework and for evaluation and accountability.

Based on the summer study findings and other considerations, the following recommendations were developed:

1. Create a new high-level manager position, or repurpose a high-level manager position that would be located in the Office of the County Executive and be solely devoted to the AF/LC

program supporting and sustaining current age-friendly activities and programs and developing new ones.

The Manager would coordinate with COA, the Senior Subcabinet, the MCNPPC, other key groups, attending meetings and providing input and updates. This position would also coordinate with the County Executive and Executive Departments, County Council, public as well as other stakeholders.

2. Alternatively, on an interim basis, until a high-level manager position can be created, the COA recommends a Senior Fellow position in the County Executive's office to fulfill some of the Manager's roles and responsibilities.

Due to Montgomery County's current budget shortfall, COA recognizes that creating a new high-level manager position or repurposing an existing high-level manager position for AF/LC may not be doable at this time. A Senior Fellow would take the initial steps to develop and implement AF/LC initiatives.

3. Create an AF/LC Advisory Board. This Board would be led by the AF/LC Manager ¹ (or, in the interim, the Senior Fellow) comprised of representatives from various sectors of the County, including government, COA, business community, developers, universities, health care providers, non-profits, associations, foundations, media, public and other stakeholders in the county.
4. Enhance the collaboration among the Senior Subcabinet departments to develop and/or implement AF/LC initiatives that cross departments and with the Maryland National Park and Planning Commission (MNCPPC)-Montgomery County Planning Department and Planning Board, for a more integrated approach.

The creation of the Senior Subcabinet was an important initial step in the coordination of AF/LC initiatives among county government departments.

Another important step resulting from COA's 2014 Summer Study on "The Need to Improve Advocacy for Older Adults in Montgomery County Planning" was that a representative of the MNCPPC-Montgomery County Planning Department now has a seat on the Senior Subcabinet. The Senior Subcabinet members and workgroups should identify opportunities for greater collaboration.

5. COA should coordinate closely with the AF/LC Manager (or, in the interim, the Senior Fellow) and have a seat on an AF/LC Advisory Board.

¹ Advisory Board. Communities have created Advisory Boards as vehicle and tool to reach out to the broader community including potential partners and stakeholders. Advisory Boards encouraging ongoing support and "buy in" on activities and policies that support AF/LC programs. For example a Montgomery County Advisory Board could include representatives from the Senior Subcabinet and the Commission on Aging as well as other stakeholders. The Advisory Board is organized and managed by the AF/LC Manager. Not only does the Advisory Board have broad based representation, it takes a broad view to address AF/LC policies and programming and develops a strategic or action plan. The Board meets on a regular basis. The Advisory Board reached inside and outside the government structure for input and support.

While the Manager and the Advisory Board would spearhead major activities of an AF/LC, the COA would continue to have an important role in: monitoring, advising, and advocating for AF/LC initiatives with elected officials at the Federal, State and County levels, government departments, other relevant stakeholder groups. COA would also continue to educate and seek input and feedback from the public about AF/LC initiatives.

6. COA should continue to advocate for inclusion of a “Senior” section in all Master Plans and Sector Plans.

This was a recommendation in the 2014 COA summer study report on “The Need to Improve Advocacy for Older Adults in Montgomery County Planning,” which COA endorsed.

The Planning Department develops master plans, reviews applications for development and analyzes various information to assist public officials plan for Montgomery County’s future. The Planning Board is responsible for approval of all master plans that affect neighborhoods and how we live. As a result of the Planning Board’s role in community planning their actions have a significant impact on creation of age friendly/livable communities.

FY17 COA priorities discussion for Mr. Leventhal/HHS Committee of County Council

AAA Report–Odile addressed the COA about the following items:

- P/T position of the Caregivers Support is now unfrozen
- Dementia Friendly Community
- Falls Prevention
- COA brochure in multiple languages

> FY15 selected programs’ data:

- ADRU: staff answered 23,162 calls
- AERS: staff performed 2,226 evaluations
- Bone Builders served 450 participants
- LTCO: staff and 51 certified volunteers completed 3,585 site visits, handled 334 complaints with a 91.34% resolution rate
- Senior Nutrition: served 6,904 persons and provided 390,567 meals
- CFC/Nurse Monitoring: served 2,017 program participants

> In collaboration with County Stats and others the online 763 survey monkey of Age Friendly Community was released last week. It is being shared with our networks, including AARP Maryland and Leadership Montgomery. Information gathered will be used at the December 3rd Senior Summit. The County will also be able to conduct the survey regularly to compare trends over the years. Survey will also be available on paper and is in the process of being translated in several languages (thus far Chinese translation completed by CSSA).

> Four Listening Session Focus Groups were held with 150 participants attended the meetings.

> Montgomery County is planning for the December 3, 2015 County Executive Senior Summit on Aging. A planning group of selected volunteers are very active with organizing the summit. There are two confirmed speakers who will speak at the Summit, Dr. Fernando Torres Gil from UCLA Luskin School of Public Affairs and Sandy Markwood from National Association of Area Agencies on Aging (n4a). An agenda has been drafted and accomplishments since 2008 will be provided. On December 3, 2015 groups will meet by topic to discuss emerging themes and identify priorities and action steps for County Executive three year strategic plan and FY17 budget cycle.

> County Pedestrian Advisory Group Walking Tour was held in Gaithersburg with 39 people in attendance. The tour was held to assess accessibility and safety. Recommendations will be forthcoming.

> The Agenda for the COA Stakeholders meeting in October is under development. Focus continues to be on caregivers support. One panel will be with state and local officials, the second panel with businesses and provider agencies.

> HHS committee of County Council is meeting on September 24th to review impact of State and Federal cuts and discuss WHO/AARP/AFC initiative.

> COA working on policy priorities due first week of October to Mr. Leventhal for the HHS Committee of the County Council.

> COA finalizing recommendations from two summer studies: NH quality of care issues and WHO/AARP/AFC initiative.

> Multilingual flier completed for outreach to the community about 240-777-3000 line and services.

> FY16 State budget reductions thus far affect two programs: Senior Dental (\$25,000 reduction) and GHS (8,400 reduction)

> County Budget reduction for FY16/ BLAO- 150,000 and IHAS 100,000

> AERS: volume of persons in need of AERS evaluations continues to be overwhelming. Support for more up to date technology for staff to maintain efficiency in the field is greatly appreciated. DHMH currently allowing three DHMH Contractual nurses to work with Montgomery County clients.

> DHMH has released draft NH and ALF regulations. LSCO staff is reviewing.

October 28th Stakeholders Forum–Spencer Schron and Grace Whipple–Commission on Aging will hold their Annual Stakeholder Forum on October 28th from 8:30 am to 12:00 pm at the Silver Spring Civic Building located at 1 Veteran’s Plaza in Silver Spring, Maryland.

Liaisons report

Department of Transportation–Faisal Khan spoke to the COA about two public forums to be held by Ride On to discuss proposed service cuts; Changes Part of FY16 Savings Plan. The public will have a chance to comment on proposed changes to Ride On’s bus service at either one of two public forums to be held in September. The route eliminations are being proposed to help close the significant budget shortfall facing the County in FY16. The County will consider all comments received by September 30, 2015.

The following routes are being proposed for elimination: Route 42 weekday, Saturday and Sunday service; Route 98 weekday, Saturday and Sunday service; and, Route 83 Saturday and Sunday service.

Each year, Ride On creates a performance indicator for each route and ranks them accordingly. The performance indicator compares the resources allocated to each route with the number of average daily riders. The routes proposed for elimination are among the lowest performing in Ride On’s system.

The forums will begin at 6:30pm on:

- Thursday, September 17th at the UpCounty Regional Services Center
- Thursday, September 24th at the Executive Office Building.

Committee report

Public Policy Committee–Rudy Oswald and DaCosta Mason shared with the COA:

1. County passed Sick Leave legislation providing that employees provide 7-8 days of sick leave for employees of employers of 5 or more. Effective 10-1-16
2. County passed legislation dealing with a tax on Uber etc. Setting up a tax on Uber rides to pay for additional cabs for disabled and seniors. Effective 12-29-15
3. County passed a renter’s tax relief supplement to state program.

DaCosta reviewed the last state legislative bills:

3 bills of interest were passed:

- a. Dealt with attorney’s fees in the guardianship of disabled persons
- b. Provided for the freezing of assets in the prosecution of criminals involved in financial crimes against vulnerable adults.
- c. Regulation of Uber etc. on a state-wide basis & provision of a tax to support handicapped accessible vehicles

Other bills considered but not passed include:

- a. An adult abuse registry
- b. Increased penalties for elder abuse of neglect
- c. Maryland Uniform Real Property Transfer on-Death
- d. Income-Tax–Long Term Care Insurance
- e. Sick-Leave
- f. Grandparent Visitation
- g. CARE Act

Aging In Place Committee–Miriam Kelty

AIPC heard a progress report on the upcoming Summit on Aging scheduled for Dec 3 at the Silver Spring Civic Building. A 30-person advisory group has been meeting along with 2 contract staffers. The meeting will feature the 8 topics that the first Summit addressed. In addition, technology and diversity will be considered in plenary talks and by every breakout work group. Caregiving will be a major part of the discussion for the Home and Community Support topic. There will be two keynote speakers: Fernandez Torres-Gil and Sandy Markwood. Pam Luckett is organizing focus groups that will meet prior to the Summit to determine knowledge, needs, priorities and gaps in each area. An electronic survey developed by County Stat has already been sent out and responses are being received. AIPC was asked to forward the survey broadly to appropriate groups and individuals.

The CoA conducted two summer studies in 2015: Age Friendly Communities/Livable Communities for a Lifetime and Long-Term Care/Nursing Home Quality. The first summer study on Age Friendly/Livable Communities heard about current projects including strengths and weaknesses of the different models that were presented. A particular interest was to learn about the different models underlying ongoing initiatives, e.g. the WHO Age-Friendly Cities model, and Associations of Agencies on Aging Liveable Communities model, and the Montgomery County Senior Agenda

The Long-Term Care/Nursing Home Report was circulated to the AIPC. Participants in that study reviewed several reports on how to assess quality of care in nursing homes and heard presentations by experts on regulations and licensing requirements, quality measurement and reporting, mental health and long-term care facilities. Serious issues and problems were discussed. Recommendations were made about the need for education about current and future needs for long-term care of our aging population, advocacy for different long-term care models and their implementation, establishment of a Nursing Home or Long-Term Care Coalition, advocacy for legislation (CARE), for nursing home staff education, and for mental health services in long-term care institutions. AIPC discussion resulted in questions and issues that will be raised during the discussion of the report by CoA.

Pazit Aviv, Montgomery County Village Coordinator, reported on villages that support aging in place in the community. She has met with many emerging villages that have requested her assistance and with several operating villages. She has facilitated connections among villages. She shared her observation that for village initiatives to succeed, strong leadership and an ability to engage the community are important. She is working hard to foster development of villages in diverse communities, particularly to develop local leadership and collaboration among communities and other parties and organizations that can share their knowledge and resources and work together effectively.

ACTION: AIPC was briefed on the ongoing WAVE project to revise the Village Guide. AIPC was asked to review and comment on draft chapters for clarity, gaps and other content issues. Participants agreed to do this.

ACTION: The discussion of goals for the coming year was deferred. Miriam will review what AIPC did last year at our next meeting. After that review, goals for the coming year will be discussed. Participants suggested some issues they would like AIPC to address: The extent to which CoA has moved to implement recommendations of the 2014 Planning summer study; home modification to facilitate the practicality of older people remaining in their homes; aging in place for people with disabilities; affordable housing.

Harriet Shapiro Block, mobility director of JCA, described the inclusive transportation coordinated partnership program with providers and the save a seat campaign. She reported that the coordinator of the Village Rides program has moved to another job within JCA and her successor is being sought. Two additional villages have joined Village Rides bringing the total to 7 villages.

The meeting adjourned at 2:00pm

Respectfully Submitted
Isabelle Schoenfeld, Secretary