

**PENNSYLVANIA
DEPARTMENT OF AGING**

LONG-TERM CARE COUNCIL

EST. 2015

Meeting Minutes

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| Meeting: | Pennsylvania Long-Term Care Council |
| Date: | Thursday, December 12, 2019 |
| Start & End Time: | 10:00 a.m. to 2:04 p.m. |
| Location: | Pennsylvania Farm Show Complex & Expo Center, Keystone Conference Center |

Council Members in Attendance

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| Insurance Cmmr. Jessica Altman (Designee: Emily Holladay)* | Lydia Hernandez-Velez - <i>Consumer Advocacy</i> | Dr. David Nace - <i>LTSS Physician</i> |
| Eric Beittell - <i>LTC Insurance</i> | Brian Hudson, Sr. (Designee: Gelene Nason)* | Shane Nugent - <i>For-Profit SNFs</i> |
| Sen. Michele Brooks (Designee: Janelle Lynch)* | Ray Landis - <i>Consumer Advocacy</i> | Vini Portzline - <i>LTSS Consumer</i> |
| Janice Cameron - <i>PA Council on Aging</i> | Holly Lange - <i>Area Agencies on Aging*</i> | Kenneth Potter, Esq. - <i>PA Bar Association, Elder Law Section</i> |
| Brig. Gen. Anthony Carrelli (Designee: Dr. Darryl Jackson, MD)* | Robert Marino – <i>Caregiver</i> | Mike Sokoloski - <i>Homecare</i> |
| Sen. Maria Collett (Designee: Tom Holroyd)* | Joyce McClary - <i>LTSS Nurse</i> | Sec. of Transp. Leslie Richards (Designee: Danielle Spila)* |
| Representative Pam DeLissio | Diane Menio - <i>Caregiver</i> | Sec. of Aging Robert Torres Council Chair |
| Mark Gusek - <i>LTC Managed Care</i> | Sec. of Human Svcs. Teresa Miller (Designee: Jennifer Hale)* | Margie Zelenak - <i>Assisted Living Residences & Personal Care Homes</i> |
| Anne Henry - <i>Nonprofit SNFs</i> | Rep. Thomas Murt (Designee: Shannon Walker)* | Heshie Zinman - <i>Consumer Advocacy</i> |

*Attended on member's behalf

Council Members Not in Attendance

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| Nancy Hodgson, PhD - <i>Academic Research</i> | Sec. of Health Dr. Rachel Levine (Designees: Susan Coble & Lori Gutierrez) |
| Samella Hudson-Brewton - <i>Senior Community Centers</i> | Nicole Pruitt - <i>Adult Day Centers</i> |
| Cmmr. Ted Kopas - <i>County Commissioners Assoc. of PA</i> | Matt Yarnell - <i>Consumer Advocacy</i> |

PDA Staff in Attendance

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| Stephanie Cole, Executive Assistant | Steve Horner, Deputy Secretary |
| Maria Dispenziere, Deputy Legislative Director | Chuck Quinnan, Council Executive Director |
| Glenda Ebersole, Executive Policy Specialist | Sasha Santana, Executive Secretary |
| Faith Haeussler, PCoA Executive Director | |

Committee Members & Guests in Attendance

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| Cmdt. Richard Adams, PA Department of Military & Veterans Affairs (DMVA) WC | Jennifer Haggerty, PA Homecare Association (PHA) WC |
| Carl Berry, PA Providers Coalition Association WC | Teri Henning, PHA |
| Cmdt. Rohan Blackwood, DMVA QC | Missy Shupe, Long-term care nurse WC |

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| Jeff Blume, PA Department of Labor & Industry WC | Pete Tartline, PA Health Care Association (PHCA) WC |
| Diane DiMuria, HHAeXchange QC | Linda Walker, Central Susquehanna Intermediate Unit AC |
| Jennifer Ebersole, Alzheimer's Association | Drew Wilburne, PA Department of Human Services |
| Kailee Fisher, Pennsylvania House of Representatives | |

OC = Outreach Committee; AC = Access Committee; QC = Quality Committee; WC = Workforce Committee

Meeting Minutes

| # | Discussion Items | Summary |
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| 1 | Welcome | Secretary of Aging Robert Torres opened the meeting by welcoming members and guests. Council Executive Director Chuck Quinnan went over housekeeping items (e.g., emergency evacuation protocol, Wi-Fi password, etc.) and announced that Kimberly Van Haitsma, PhD was recently appointed by Governor Wolf to serve as the council's second academic research institution representative. Mr. Quinnan noted that Dr. Van Haitsma is a clinical health psychologist with a specialization in geriatrics and an associate professor and director of the Program for Person Centered Living Systems of Care, which is an academic initiative and collaborative partnership between the Penn State College of Nursing's Center of Geriatric Nursing Excellence and The Polisher Research Institute of Abramson Senior Care. |
| 2 | Introduction of Members & Guests | Members and guests introduced themselves. |
| 3 | Approval of October 24, 2019 Meeting Minutes | A motion was made by Lydia Hernandez-Velez and seconded by Heshie Zinman, and the October 24, 2019, meeting minutes were unanimously approved. |
| 4 | Census 2020 | Norman Bristol Colón, Executive Director of Governor Wolf's Census 2020 Complete Count Commission, provided an overview of the upcoming 2020 census. The following is a recap of information Mr. Colón presented and provided in response to questions: <ul style="list-style-type: none"> • The U.S. Constitution requires a census of all residents every 10 years. • Individuals are counted based on where they are living as of April 1, 2020 and can participate in the census online, by mail, or by phone. • It is important that every person in Pennsylvania is counted as the census determines: <ul style="list-style-type: none"> ○ The number of seats Pennsylvania has in the U.S. House of Representatives. ○ How U.S. congressional and state legislative districts are redrawn. ○ How much federal funding the state receives for the next 10 years for services and programs, including: <ul style="list-style-type: none"> ➤ Healthcare (Medicare Part B, Medicaid, CHIP, WIC, Healthcare Centers) ➤ Food support for children, adults, and seniors (SNAP, School Breakfast Program, National School Lunch Program, Child and Adult Care Food Program) |

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| | | <ul style="list-style-type: none"> ➤ Education (Federal Pell Grants, Federal Direct Student Loans, Title I Grants to Local Educational Agencies, Special Education Grants, Head Start) ➤ Transportation (highway planning and construction, Federal Transit Formula Grants, Federal Transit Capital Investment Grants) ➤ Housing and Community Development (very low to moderate income housing loans, Section 8 Housing Choice Vouchers and Housing Assistance Payments, Community Development Block Grant Program, Public Housing Capital Fund) ➤ Rural (Rural electrification loans and loan guarantees, water and waste disposal systems for rural communities, rural rental assistance payments, business and industry loans, cooperative extension services) ➤ Families (TANF, Title IV-E Foster Care, Vocational Rehabilitation Grants, unemployment insurance administration, adoption assistance, child care mandatory and matching funds) <ul style="list-style-type: none"> • The U.S. Census Bureau provides translated web pages and census guides in 59 non-English languages, including American Sign Language, as well as guides in braille and large print. <ul style="list-style-type: none"> ○ The commonwealth will be providing census-specific materials in 13 languages. • Your census responses can never be used against you. • Census workers will not ask for a person’s Social Security Number or bank or credit card information. • The Census Bureau will send out information to every household at the beginning of March, at which time individuals can begin filling out the census online. • The census asks about same-sex relationships but does not capture LGBTQ individuals who are single or those who are non-binary or transgender. <p>Mr. Colón also discussed efforts to reach out to hard-to-count populations (e.g., older adults, immigrants, rural communities, LGBTQ residents, residents experiencing homelessness, etc.) and noted that Pennsylvania’s Census 2020 website would be going live soon and would include a resource toolkit (e.g., flyers, posters, press release template, etc.) for organizations and others to use for outreach and education efforts. Mr. Quinnan noted that he would forward the link to members and alert them once the site is live.</p> |
| 5 | Committee Breakout Sessions | The council’s four committees (Access, Outreach, Quality, and Workforce) met to finalize and vote on recommendations and feedback regarding the Community HealthChoices (CHC) 1915(c) Waiver. |
| 6 | Lunch | |
| 7 | Committee Reports & Council Action | Chuck Quinnan provided an overview of the recommendations and feedback adopted by each committee regarding the CHC 1915(c) Waiver, which included, among other things, adding assisted living, |

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| | | <p>chore service/heavy household cleaning, affordable housing service coordination, guardianship services, and palliative care to the list of available services and revising the service definitions for residential habilitation, personal assistance services, non-medical transportation, and home-delivered meals.</p> <p>A motion to adopt the committees' recommendations and feedback was made by Lydia Hernandez-Velez, seconded by Margie Zelenak, and unanimously passed by the full council. Mr. Quinnan reiterated that this information would be forwarded for consideration to the Department of Human Services' Office of Long-Term Living which will be preparing and submitting an amendment to the waiver next year to the Centers for Medicaid and Medicare Services. It was noted that once OLTL prepares the amendment, it will be available for public comment.</p> |
| 8 | <p>Commonwealth & Member Updates</p> | <p><u>Department of Aging</u> – Secretary Torres provided the following updates:</p> <ul style="list-style-type: none"> • Senator Bob Mensch's Senate Bill 819, which updates the Older Adult Protective Services Act, was unanimously passed by the full Senate on October 29. <ul style="list-style-type: none"> ○ The House Aging and Older Adult Services Committee is scheduled to vote on Representative Tim Hennessey's OAPSA update bill (House Bill 1930) next week. • On the federal side, the Older Americans Act continues to await reauthorization. <ul style="list-style-type: none"> ○ A reauthorization bill was passed by the U.S. House of Representatives in late October, but the Senate version has not yet been introduced due to efforts to include cost-sharing language in the act and other activity in Washington. • The Department of Aging must submit a new State Plan on Aging next year to the Administration for Community Living (ACL) as the current four-year plan expires after September 30, 2020. <ul style="list-style-type: none"> ○ The state plan serves as a blueprint for how the department will meet its federally mandated responsibilities, respond to emergent issues, and lead the way in providing the best possible service, support, and opportunities for a growing, diverse older population. ○ I have instructed the department staff and local area agencies on aging, who must submit their own local plans, to look out five years and try to anticipate what issues they would like to see addressed across Pennsylvania and within the local service areas. ○ The department must submit its new plan to the federal government by July 1, 2020, so we are aiming to have a draft completed by March and conduct at least five listening sessions across the commonwealth, aligned with the Pennsylvania Council on Aging's five regional councils, to solicit input and feedback. ○ The new plan will go into effect on October 1. • On November 6, the department held its annual Alzheimer's Disease and Related Disorders (ADRD) Forum, which generated a lot of traction and interest on the development of Dementia |

Friendly Communities, which is one of the recommendations in the ADRD State Plan.

- To keep the momentum going, the ADRD Task Force will be meeting quarterly in the new year.
- To help raise awareness and be responsive to the needs of the LGBT community, the department's management team and staff recently completed SAGECare training.
 - This will help position the department to become the first SAGECare certified Department of Aging in the country.
 - The area agencies on aging network also recently had their management staff participate in the training.
- The department also recently revised its mission, vision, and core values, which are as follows:
 - Our mission is to promote independence, purpose, and wellbeing in the lives of older adults through advocacy, service, and protection, which are the core functions of our department.
 - Our vision is a Pennsylvania where older adults are embraced and empowered to live and age with dignity and respect.
 - Our core values are:
 - Diversity and inclusion strengthen us.
 - Innovation drives us.
 - We are passionate about the customer experience.
 - We lead strategically to meet future needs.
 - We listen and effectively communicate with consumers and partners.
 - We act with integrity.
 - We value our workforce.
 - Partnership and collaboration enhance our capacity.
 - We hold ourselves and partners accountable for results.
 - We manage resources entrusted to us responsibly.
- At yesterday's Department of Aging/Area Agency on Aging Quarterly Meeting, staff and AAA directors learned about the Pennsylvania's health information exchange and health information organizations (HIO) by hearing from the director of the Department of Human Services' Pennsylvania eHealth Partnership program and representatives from the Keystone Health Information Exchange (KeyHIE), an HIO, and four AAAs who are connected to KeyHIE.
 - Discussion focused on the benefits of connecting to the exchange, including hospital discharge and emergency room notifications.
 - Many AAAs expressed interest in learning more about the exchange and being connected.

Secretary Torres also noted that he would share the top ten results from a recent survey the department conducted with the area agencies on aging regarding local priorities.

Pennsylvania Council on Aging (PCoA) – PCoA Executive Director Faith Haeussler provided the following updates:

- The PCoA is continuing to move forward on its priority to address social isolation of older adults.
 - As part of this work, the council created a task force and a digital repository of academic research and is in the process of evaluating programs.
 - The goal is to create recommendations to help mitigate social isolation among older adults, which is becoming a larger and larger issue.
- The PCoA is also building strategies for its regional councils to be trained as *Dementia Friends* so that they can go out into their communities and be a vessel to help create dementia friendly communities.
- We are also continuing to raise awareness around the illegal games issue (marketed as “games of skill”) given the significant impact on the Lottery and the programs and services it funds for older adults.

Department of Human Services – Jennifer Hale, Director of the Bureau of Policy and Regulatory Management for the Department of Human Services’ (DHS) Office of Long-Term Living, provided the following updates regarding Community HealthChoices’ (CHC) phase III implementation:

- DHS is less than three weeks away from the third and final implementation phase of CHC, which will begin on January 1, 2020.
- Aging Well, our education and outreach vendor, held 72 Participant Information Sessions across 43 different sites with over 3,000 attendees.
- Stakeholder participation played a key role in the Participant Education Sessions.
 - There was representation from the area agencies on aging; the centers for independent living; LIFE providers, who provided education on LIFE as an alternative option to CHC; and the APPRISE Program, who educated participants on how Medicare and their CHC plan would be coordinated.
 - The independent enrollment broker (Maximus) also attended to provide one-on-one education to participants on enrollment.
- The centers for independent living also partnered to provide an additional 11 sessions which included 600 attendees.
- System transition activities were conducted over the weekend of November 16.
 - These transition activities resulted in CHC plan auto-assignment if a participant had not yet made an advanced plan selection.
 - Participants will receive a notice identifying the plan they were assigned to and a postcard reminder that plan changes can be made until December 20.
 - As of November 16, 39% of participants transitioning to CHC have made an advanced plan selection.

- DHS is collaborating with the Mendoza Group to conduct additional grassroots outreach activities throughout November and December.
 - The outreach activities are focused on enhanced communications in alternative languages and other community engagement opportunities to reach various populations across the three regions.
- DHS is also conducting daily sessions with the MCOs through the beginning of January to ensure that the transition continues to go smoothly.

Ms. Hale also provided an update on the Enrollment Services RFA, which is targeted for release in early January 2020 and noted that the three MCOs are currently meeting network adequacy for nursing facilities, hospitals, and home and community-based providers for Phase III.

Department of Military and Veterans Affairs (DMVA) – Dr. Darryl Jackson, MD, Chief Medical Officer for the DMVA, provided the following update on the department’s *Expanding Long-Term Care Services to Veterans Project*:

- This project represents a collaborative effort between multiple state agencies and stakeholders to identify opportunities to expand the availability of long-term care (LTC) services for Pennsylvania veterans and to focus on important issues that impact veterans such as homelessness, substance use, suicide, etc.
- Several working groups were created to explore specific topic areas around veterans’ health and LTC, including those focused on physical health services; financial issues; LTC home and community-based services; behavioral health, suicide, and drugs and alcohol; veterans’ homelessness; incarcerated and hard to place veterans; regulations; and LTC facility services.
- DMVA is in the process of completing the draft report and expects to have it finalized in early 2020.

Long-Term Care Council (LTCC) member Joyce McClary, who is the long-term care nurse representative on the LTCC, addressed the council regarding nursing home staffing and quality of care. Ms. McClary explained that her goal in speaking about this topic was to raise awareness of situations involving understaffing and to urge others to advocate for improved staffing patterns. The following are highlights of Ms. McClary’s remarks, which she noted were based on her own first-hand experiences, discussions with nursing home staff, and research findings:

- In examining this topic, it is important to acknowledge the funding constraints long-term care facility providers face and the added burdens of dealing with complex payment systems.
- Everyone, whether you are a consumer, nursing home owner or administrator, Department of Health surveyor, staff, etc., wants the same thing: nursing home care that ensures the best possible quality of life for residents and honors their dignity.

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| | | <ul style="list-style-type: none"> • According to recent projections, almost 20% of older individuals will reside in a skilled nursing facility for at least one year. • Staffing issues are not unique to nursing homes but also apply to other long-term care settings, including personal care homes, home and community-based services, etc. • Research on adverse health outcomes related to understaffing and associated health care costs has been well documented. Staffing has not kept pace with the growing complexity of residents' care needs. • CMS implemented Nursing Home Compare, which includes a five-star quality rating system for nursing homes and created the State Innovation Models Initiative to achieve better quality of care and health outcomes, which are all steps in the right direction. • The American Nurses Association recommends 4.1 hours as the minimum direct nursing care per resident day. <ul style="list-style-type: none"> ○ There is other research that recommends additional hours. ○ Pennsylvania currently requires 2.7 hours of general nursing care for each resident per day. <p>Ms. McClary informed the members that she had links to share for those interested in reviewing the research and staffing ratio information she referenced in her remarks. In addition, Council Workforce Committee Member Missy Shupe, who conducted research on this topic, also shared her own experiences related to staffing.</p> |
| 9 | Council on Reform Recommendations | <p>Drew Wilburne, Executive Director of the Council on Reform (CoR), provided an overview of the CoR's recommendations on vulnerable populations, which were submitted to the governor on November 1. Below is an overview of Mr. Wilburne's presentation:</p> <ul style="list-style-type: none"> • The following themes were identified as a result of looking at all the recommendations and pulling out commonalities and what CoR members were most concerned about addressing: <ul style="list-style-type: none"> ○ Empower and strengthen the workforce serving vulnerable populations by providing comprehensive training, livable salaries and benefits, and support for staff experiencing vicarious trauma. ○ Empower communities and vulnerable populations by ensuring access to services for all Pennsylvanians and conducting culturally appropriate and diverse outreach efforts. • The following are some of the recommendations that either relate back to the Long-Term Care Council's (LTCC) Blueprint for Strengthening Pennsylvania's Direct Care Workforce or are pertinent to the overall focus of the LTCC: <ul style="list-style-type: none"> ○ Implement the Long-Term Care Council's blueprint minimum wage recommendation and provider reimbursement/payment strategy and expand it to apply to the workforce serving vulnerable Pennsylvanians across the age spectrum. <ul style="list-style-type: none"> ➤ The CoR recognized the work of the LTCC and wanted to expand it to other systems. |

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| | | <ul style="list-style-type: none"> ❖ This became one of the primary recommendations the CoR put forward in terms of workforce empowerment. ○ Improve broadband and cell service throughout rural communities. ○ Ensure access to telemedicine/telehealth when in-person services are not available or necessary. ○ Increase funding and strengthen the advocacy network for adults with disabilities and seniors living in long-term care facilities. ○ Advocate for the passing of the LGBTQ Bill of Rights for Long-Term Care Facilities. ○ Improve ability to remain in the appropriate level of care as determined by the individual’s needs. <ul style="list-style-type: none"> ➤ This was another one that got quite a bit of attention – ensuring that the type of care someone receives is based on their needs and circumstances and is not dictated by cumbersome criteria. ○ Developing a comprehensive plan for reducing waiting lists for programs serving vulnerable populations. ○ Provide adequate funding for services for adults with disabilities. ○ Establish a more efficient way to determine eligibility for Medicaid-funded home-based care in Pennsylvania. ○ Develop policy and provide training focused on ensuring safe spaces for LGBTQ+ seniors. ○ Expand education of services available to grandparents raising grandchildren. ● To provide an opportunity for more engagement with the public and the systems that serve vulnerable populations, the CoR initiated a 45-day public comment period on the recommendations beginning on November 1. <ul style="list-style-type: none"> ○ At the conclusion of the public comment period on December 16, the CoR will review the feedback and update the recommendations and document accordingly. <p>Mr. Wilburne provided the following information in response to questions:</p> <ul style="list-style-type: none"> ● The CoR has asked the Governor’s Office to determine the proper entity/method for implementing the recommendations (e.g., executive action, legislative action, etc.). ● There is a plan for the CoR to have a progress meeting on July 31, 2020, which is the one-year anniversary of the governor’s executive order on vulnerable populations. |
| 14 | Open Session & Announcements | <p>Councilmember Vini Portzline shared information on the Policy Information Exchange (PIE), which serves to educate and inform Pennsylvanians with disabilities, their families and advocates, and the general public on public policy issues and to further the exchange of policy information between the Pennsylvania Developmental Disabilities Council and federal, state and local policy makers. Ms. Portzline also informed members how they can sign up for</p> |

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| | | the organization's quarterly publication, "A Slice of Pie," and alerts. |
| 15 | Adjournment | The meeting was adjourned at 2:04 p.m. |

New Action Items

| # | Action Item | Actionee(s) | Deadline | Status |
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| 1 | Provide link to Commonwealth's Census 2020 website and downloadable resources/toolkit | Chuck Quinnan | As soon as it is live | Completed |
| 2 | Provide State Plan on Aging guidance from U.S. Department of Health and Human Services' Administration for Community Living | Chuck Quinnan | ASAP | Completed |
| 3 | Provide top survey results regarding area agency on aging priorities | Chuck Quinnan | ASAP | Completed |

Old Action Items

| # | Action Item | Actionee(s) | Deadline | Status |
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| 1 | Various suicide-related data and information | Caitlin Palmer & Chuck Quinnan | ASAP | Completed |