

**PENNSYLVANIA  
DEPARTMENT OF AGING**

# LONG-TERM CARE COUNCIL

EST. 2015

## Meeting Minutes

<b>Meeting:</b>	Pennsylvania Long-Term Care Council
<b>Date:</b>	Thursday, April 18, 2019
<b>Start &amp; End Time:</b>	10:00 a.m. to 1:30 p.m.
<b>Location:</b>	Pennsylvania Farm Show Complex & Expo Center, Keystone Conference Center

## Council Members in Attendance

Insurance Cmmr. Jessica Altman (Designee: Emily Holladay)*	Samella Hudson-Brewton - <i>Senior Community Centers</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>
Janice Cameron - <i>PA Council on Aging</i>	Kathleen Kleinmann - <i>LTSS Consumer</i>	Vini Portzline - <i>LTSS Consumer</i>
Brig. Gen. Anthony Carrelli (Designee: Dr. Darryl Jackson)*	Cmmr. Ted Kopas - <i>County Commissioners Assoc. of PA**</i>	Sec. of Transp. Leslie Richards (Designee: Emma Lowe)*
Sen. Maria Collett (Designee: Tom Holroyd)*	Ray Landis - <i>Consumer Advocacy</i>	Mike Sokoloski - <i>Homecare</i>
Representative Pam DeLissio	Sec. of Health Dr. Rachel Levine (Designee: Susan Coble)*	Acting Sec. of Aging Robert Torres Council Chair
Mark Gusek – <i>LTC Managed Care</i>	Robert Marino – <i>Caregiver</i>	Matt Yarnell - <i>Consumer Advocacy</i>
Anne Henry - <i>Nonprofit SNFs</i>	Joyce McClary - <i>LTSS Nurse</i>	Heshie Zinman - <i>Consumer Advocacy</i>
Lydia Hernandez-Velez - <i>Consumer Advocacy</i>	Sec. of Human Svcs. Teresa Miller (Designee: Dep. Sec. Kevin Hancock)*	
Nancy Hodgson, PhD - <i>Academic Research</i>	Rep. Thomas Murt Designee Erin Raub also attended	

\*Attended on member's behalf

\*\*Participated in Council meeting via teleconference

## Council Members Not in Attendance

Sen. Michele Brooks (Designee: Ryan Dellinger)	Diane Menio - <i>Caregiver</i>
Tim Coughlin - <i>Assisted Living</i>	Kenneth Potter, Esq. - <i>PA Bar Association, Elder Law Section</i>
Holly Lange - <i>Area Agencies on Aging</i>	Nicole Pruitt - <i>Adult Day Centers</i>

## PDA Staff in Attendance

Stephanie Cole, Executive Assistant	Chuck Quinnan, Council Executive Director
Maria Dispenziere, Deputy Legislative Director	Sasha Santana, Executive Secretary
Glenda Ebersole, Executive Policy Specialist	

## Committee Members & Guests in Attendance

Cmdt. Richard Adams, PA Dept. of Military & Vets Affrs (DMVA) <b>WC</b>	David Johnson, Center for Advocacy for the Rights and Interests of the Elderly
Carl Berry, PA Providers Coalition Association <b>WC</b>	Daniel Kleinmann, PA Health & Wellness <b>OC</b>
Cmdt. Rohan Blackwood, PA DMVA <b>QC</b>	Laura Ness, Bayada Home Health Care <b>WC</b>

Christine Filipovich, PA Department of Health	Cmdt. Barbara Raymond, PA DMVA <b>WC</b>
Lori Gutierrez <b>AC</b>	Jacqueline Rowe, PA Department of Human Services <b>WC</b>
Maria Maletta Hastie, LIFE Geisinger <b>OC</b>	Maggie Tracy, Bayada Home Health Care
Vick Hoak, PA Homecare Association <b>WC</b>	Linda Walker, Educators, Inc. <b>AC</b>

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

### Meeting Minutes

#	Discussion Items	Summary
1	<b>Welcome</b>	<p>Acting Secretary of Aging Robert Torres opened the meeting by welcoming members and guests and recognized Eric Beittel and Mark Gusek who are the council's new <i>Long-Term Care Insurance</i> and <i>Managed Long-Term Care</i> representatives, respectively.</p> <p>Council Executive Director Chuck Quinnan went over housekeeping items (e.g., emergency evacuation protocol, Wi-Fi password, etc.), introduced councilmember Commissioner Ted Kopas on the conference line, and informed members that Dr. Mario Cornacchione, who was one of two <i>Academic Research</i> representatives, recently resigned from the council due to work commitments. Mr. Quinnan noted that this is the only remaining vacancy on the council and that he is working with the governor's office to fill it.</p>
2	<b>Introduction of Members &amp; Guests</b>	Members and guests introduced themselves.
3	<b>Approval of February 13, 2019 Meeting Minutes</b>	A motion was made by Dr. David Nace and seconded by Lydia Hernandez-Velez, and the February 13, 2019, meeting minutes were unanimously approved.
4	<b>Commonwealth Updates</b>	<p><u>Department of Aging</u> - Acting Secretary Torres noted that April is National Volunteer Month and provided the following updates:</p> <ul style="list-style-type: none"> <li>• Earlier this week, the Department of Aging held its Statewide Volunteer Conference in State College, which included an awards ceremony to recognize eight outstanding senior volunteers. The department also recently placed a new online volunteer sign-up sheet on our website to help recruit volunteers to serve older Pennsylvanians.</li> <li>• Over the last three months, I have been meeting with and learning more about the other councils and workgroups at the department. I want to ensure that these different groups complement each other and that we do not duplicate efforts. <ul style="list-style-type: none"> <li>○ I attended the Pennsylvania Council on Aging's (PCoA) meeting a few weeks ago, and they went through a process similar to what this council is doing in terms of completing a survey and selecting priorities. The PCoA chose protective services and social isolation as their priorities, as well as exploring telehealth as a way to address social isolation.</li> <li>○ We also had our first Grandfamilies Workgroup meeting. This workgroup, which is focused on grandparents raising grandchildren due to the opioid crisis, met to discuss health and human services issues/impacts and how we can better support them. The next meeting, which is in a few weeks, will primarily focus on legal</li> </ul> </li> </ul>

issues that grandfamilies are facing, and the last meeting will focus on education and child care.

- The Alzheimer's State Plan Task Force, which is chaired by Long-Term Care Council member Bob Marino, will reconvene and meet on May 9.
- We also are getting the Cultural Diversity Advisory Council reengaged beginning next month. They are surveying the area agencies on aging to see if there are any best practices being utilized in serving diverse populations, so we can determine where there are opportunities to focus the efforts of that council.
- One of the suggestions we received from the LTCC survey was that members would like to receive updates from other stakeholder and advisory groups. To keep everyone informed of what is going with the Department of Aging-related councils, taskforces, and workgroups, I have asked our communications team to develop a template, so we can have these groups provide regular updates on their activities. For example, after this meeting, Chuck will put together a summary of highlights from this meeting. We will do the same thing for the PCoA and other groups. This information will be shared in the department's monthly newsletter *Inside Aging* as well as through other means.
- With regard to protective services, the Department of Aging's oversight committees in the House and Senate will hold a joint hearing April 29 on the Office of the State Inspector General's Report on the department's County-Based System for Monitoring Elder Abuse.
- I also recently met with Todd Snovel, the executive director of the Pennsylvania Commission on LGBTQ Affairs. Yesterday, Mr. Snovel, the co-chairs of the commission's LGBTQ Aging Workgroup, Joanne Carroll, LTCC member Heshie Zinman, and myself sent an e-mail to the 2018 LGBTQ Aging Summit attendees to share information from the summit and provide updates on actions taken such as the formation of the LGBTQ Aging Workgroup.

Department of Human Services (DHS) – Deputy Secretary of Long-Term Living Kevin Hancock provided the following updates:

- The Office of Long-Term Living (OLTL) is continuing to monitor the implementation of Community HealthChoices (CHC) in the southwest and southeast zones and is preparing for the roll out in the remainder of the state (Phase III), which will occur on January 1, 2020.
- The southeast zone is still in the continuity of care period, which means that individuals can continue receiving previously authorized services from their existing providers for 180 days from the date of implementation (January 1, 2019).
  - During this time, the managed care organizations (MCOs) will be working with participants to see if there are any opportunities for changes to their service plans to provide additional services such as home modifications, home delivered meals, etc. There are 32 different services, including pest eradication, which is a new service.

		<ul style="list-style-type: none"> <li>• OLTL is continuing to plan for the implementation of Phase III, the final phase, which has the largest population of any of the zones and is very diverse and heavily rural. <ul style="list-style-type: none"> <li>○ As part of our communication strategy, we will be scheduling provider sessions during May/June and working with the provider associations to have as many members attend as possible, so we can answer any questions or concerns that are unique to those regions. We had these sessions in the prior two rollouts as well, and they were incredibly helpful.</li> <li>○ OLTL will also begin participant communication sessions. Broader communication sessions are already occurring – as we are looking for every opportunity to speak with participants about the program – but the formal communication with participants will begin in July/August and continue through the end of the year. <ul style="list-style-type: none"> <li>➤ We want participants to have all of their questions answered during that time period, so they have an opportunity to affirmatively select their MCO and understand what this change will mean for them.</li> </ul> </li> </ul> </li> <li>• In addition to the CHC rollout, OLTL also implemented a new clinical/functional assessment tool on April 1 called the Functional Eligibility Determination (FED) tool. It is being managed by Aging Well, which is a subcontractor of DHS and works with a consortium of area agencies on aging. <ul style="list-style-type: none"> <li>○ To date, the rollout has gone very well. We did a lot of training with assessors on the new tool and look forward to assessing the impact on the speed of eligibility and outcomes.</li> </ul> </li> <li>• DHS published a concept paper on March 22 as we are looking to reconfigure our enrollment services process, including information and referral, navigation, actual enrollment in the Medicaid LTSS system, assessments, and beneficiaries supports. The public comment period ends on April 22.</li> <li>• Secretary Teresa Miller and I continue to meet monthly with the direct care worker representative to discuss direct care workers' experiences in supporting the managed care system. They have provided a lot of great feedback and suggestions for how to improve the system, and most of the discussion is very much in line with the recommendations we will be discussing today.</li> </ul>
5	<p><b>Discussion &amp; Vote on Committee's Direct Care Worker Report Recommendations</b></p>	<p>The chairs from the Outreach, Access, Quality, and Workforce committees provided an overview of their committees' blueprint recommendations. In addition, Outreach Committee Chair Ray Landis discussed the blueprint narrative, which his committee was charged with drafting.</p> <p>Commissioner Ted Kopas announced that he had to step off the conference line and wished to vote in accordance with the council chair.</p> <p>After a thorough discussion, it was decided that council Executive Director Chuck Quinnan would draft a cover letter for the blueprint, which would emphasize the following points:</p>

		<ul style="list-style-type: none"> <li>• The shortage and turnover of direct care workers is an escalating crisis.</li> <li>• Bold action is needed as there have been a litany of reports on this crisis over nearly two decades, but little has been done to address it in a comprehensive manner.</li> <li>• The blueprint recommendations cannot be accomplished without the appropriate funding.</li> <li>• All Pennsylvanians have a collective interest in strengthening this workforce, as most of us will require some type of long-term services and supports as we age.</li> <li>• Continued inaction will only further exacerbate the worsening crisis given Pennsylvania’s changing demographics and increasing complexity of those needing services and supports (e.g., living with a multitude of chronic conditions, dementia, and other health-related challenges and disabilities.)</li> <li>• The council stands ready to serve as a resource in the implementation of the recommendations.</li> </ul> <p>A motion was made and then withdrawn by council member Kathleen Kleinmann regarding the utilization of the Lottery Fund.</p> <p>Dr. David Nace made a motion to bring the blueprint up for consideration, and it was seconded by Joyce McClary. Before the vote was taken, Mr. Quinnan reaffirmed that the aforementioned cover letter would be added to the beginning of the blueprint. In addition, he noted that Scott Semmel’s quote on page 5, which had been inadvertently cut off, would be corrected and that the title on page 1 would be revised from “The Ongoing Crisis” to the “Worsening Crisis” per the request of the members. Seeing no more questions and comments, Acting Secretary Torres then called for the vote, and the blueprint was unanimously adopted by the members.</p> <p>Mr. Quinnan noted that he would fix any remaining typos in the blueprint and send the final formatted version to the members prior to it being sent to the governor and General Assembly.</p>
6	<b>Lunch</b>	
7	<b>Survey Discussion &amp; Selection of Council Priorities</b>	<p>After lunch, Council Executive Director Chuck Quinnan went over the results of the <a href="#">2019 membership survey</a>. The purpose of the survey was to solicit feedback from council members on the content, format, and length of meetings, as well as the following:</p> <ul style="list-style-type: none"> <li>• What members enjoy most about serving on the council</li> <li>• How the work of the council can be better aligned to meet its duties/responsibilities and maximize effectiveness</li> <li>• Ranking of various topics in terms of how important they are to older adults and individuals with disabilities</li> <li>• Other topics the council should consider exploring</li> <li>• Presentations/briefings that would be helpful to the council in determining future priorities</li> <li>• A planning session to set goals/objectives for the council, including identifying priorities, timelines, and measurable outcomes</li> </ul>

		<p>On the subject of a planning session, Acting Secretary Torres discussed a policy summit that he organized at the Department of State where they brought in speakers on a variety of topics – comparing Pennsylvania to other states, etc. – and then broke out into groups to identify gaps and develop recommendations. He noted that the council could utilize a similar approach for selecting its future focus and priorities.</p> <p>Members indicated that they were interested in the council holding a planning session as part of a regularly scheduled meeting for the purpose of selecting a priority(ies), defining objectives, developing timelines, etc. As part of the planning session, members expressed interest in hearing presentations on:</p> <ul style="list-style-type: none"> <li>• “No Wrong Door” - Pennsylvania Link to Aging and Disability Resource Centers</li> <li>• Current enrollment process for long-term services and supports (LTSS) <ul style="list-style-type: none"> <li>○ Options</li> <li>○ Medicaid LTSS</li> </ul> </li> <li>• The Department of Human Services’ request for information proposal on improving the application and enrollment services for LTSS</li> <li>• Community HealthChoices consumer experience</li> </ul> <p>In addition, Acting Secretary Torres asked the members if it would be helpful if the department put together a chart/graphic on the various services and supports available for seniors and those with disabilities (e.g., how an individual accesses OPTIONS and Medicaid waiver/Community HealthChoices) to which they replied in the affirmative. It was agreed that a draft would be shared at the next council meeting.</p> <p>Acting Secretary Torres also noted that the department could provide a presentation on protective services for the council since some members indicated an interest in the survey. He explained that the department gave a presentation at its recent quarterly meeting with the Pennsylvania Association of Area Agencies on Aging (P4A) on its response to the issues raised in the State Inspector General’s report and will be providing a similar presentation at the Pennsylvania Council on Aging’s May 8 meeting.</p> <p>There was also discussion regarding whether the council’s June 12 meeting could be moved to a non-session day. Mr. Quinnan noted that the June 12 date had been selected due to the meeting room availability and other scheduling conflicts, such as the Department of Aging and P4A quarterly meeting but said that he would see if there was another day that would work.</p>
8	<b>Open Session</b>	There were no public comments during the open session portion of the meeting.
9	<b>Adjournment</b>	The meeting was adjourned at 1:30 p.m.

**New Action Items**

#	Action Item	Actionee(s)	Deadline	Status
1	Forward members the final-formatted version of the blueprint before it is sent to the governor and General Assembly	Chuck Quinnan	Before release to the governor & General Assembly	Completed
2	Provide draft of services and supports chart/graphic	Secretary Torres & Chuck Quinnan	June 12, 2019 meeting	Completed