

**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 20, 2017                                                 |
| <b>Start &amp; End Time:</b> | 10:00 a.m. to 2:00 p.m.                                                  |
| <b>Location:</b>             | Pennsylvania Farm Show Complex & Expo Center, Keystone Conference Center |

### Council Members in Attendance

|                                                                   |                                                                      |                                                           |
|-------------------------------------------------------------------|----------------------------------------------------------------------|-----------------------------------------------------------|
| Joan Bradbury                                                     | Brian Hudson, Sr.<br>(Designee: Gelene Nason)*                       | Dr. David Nace                                            |
| Sen. Michele Brooks<br>(Designee: Chloe Zittle, Esq.)*            | Dr. Jason Karlawish                                                  | Shane Nugent                                              |
| Brig. Gen. Anthony Carrelli<br>(Designee: Andrew Ruscavage)*      | Commissioner Ted Kopas                                               | Sec. of Aging Teresa Osborne<br>Council Chair             |
| Dr. Mario Cornacchione**                                          | John Kordish                                                         | Vini Portzline                                            |
| Sec. of Human Services Ted Dallas<br>(Designee: Virginia Brown)*  | Ray Landis                                                           | Kenneth Potter, Esq.                                      |
| Representative Pam DeLissio                                       | Thomas Lilly, JD, CLU                                                | Nicole Pruitt                                             |
| Lynn Fields Harris                                                | Robert Marino                                                        | Sec. of Transp. Leslie Richards<br>(Designee: Emma Lowe)* |
| Sen. Art Haywood<br>(Designee: Liana Walters, Esq.)*              | Joyce McClary                                                        | Mike Sokoloski                                            |
| Rep. Tim Hennessey<br>(Designee Erin Raub was also in attendance) | Insurance Commissioner Teresa Miller<br>(Designee: Glenda Ebersole)* | Matt Yarnell                                              |
| Anne Henry                                                        | Sec. of Health Karen Murphy<br>(Designee: Shannon Baker)*            | Heshie Zinman                                             |

\*Attended on member's behalf

\*\*Participated in Council meeting via teleconference

### Council Members Not in Attendance

|                       |                    |
|-----------------------|--------------------|
| Tim Coughlin          | Mildred Morrison   |
| Lydia Hernández-Vélez | Kathleen Kleinmann |
| Diane Menio           |                    |

### PDA Staff in Attendance

|                                  |                                                     |
|----------------------------------|-----------------------------------------------------|
| Teresa Osborne, Secretary        | Chuck Quinnan, Council Executive Director           |
| Kellie Kask, Executive Assistant | Donna Reinaker, Council on Aging Executive Director |
| Trevor Monk, Press Assistant     | Sasha Santana, Executive Secretary                  |

### Committee Members & Guests in Attendance

|                                                                   |                                                          |
|-------------------------------------------------------------------|----------------------------------------------------------|
| Cmdt. Rich Adams, Dept. of Military & Vets Affrs (DMVA) <b>WC</b> | Tom Meyer, HHAeXchange <b>QC</b>                         |
| Cmdt. Rohan Blackwood, DMVA <b>QC</b>                             | Cmdt. James Miller, DMVA <b>QC</b>                       |
| Dep. Sec. Eileen Cipriani, Dept. of Labor & Industry <b>WC</b>    | Dawn Murr-Davidson, PA Health Care Association <b>QC</b> |
| Debbie Dare, CaringPlans Associates                               | Cmdt. Barbara Raymond, DMVA <b>WC</b>                    |
| Kathy Gillespie, Clearfield County AAA <b>QC*</b>                 | Lauren Rooney, House Aging & Older Adult Svcs. Cmte.     |
| Maria Maletta Hastie, LIFE Geisinger <b>OC</b>                    | Zach Shamberg, PA Health Care Association <b>WC</b>      |
| Vicki Hoak, PA Homecare Association <b>WC</b>                     | Steve Touzell, Phila. Corporation for Aging <b>AC</b>    |
| Lori Howe-Gutierrez, Dept. of Health                              | Lou Wolkenstein, The Investment Advisor <b>QC</b>        |
| Jeffrey Iseman, PA SILC <b>OC</b>                                 | Margie Zelenak, PA Assisted Living Association <b>OC</b> |

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

\*Participated in QC meeting via teleconference

**Meeting Minutes**

| # | Discussion Items                                     | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 1 | <b>Welcome</b>                                       | <p>Secretary of Aging Teresa Osborne provided brief opening remarks and welcomed everyone to the meeting.</p> <p>Council Executive Director Chuck Quinnan went over the emergency evacuation protocol and provided the following updates:</p> <ul style="list-style-type: none"> <li>• Council member and Quality Committee Chair Kathleen Kleinmann was unable to attend the meeting as she is recovering from a medical procedure. In her absence, Anne Henry will deliver the committee's reports and run the breakout meeting.</li> <li>• Council member Mildred Morrison submitted a letter of resignation from the Council, effective, April 28, 2017, as she is leaving the Allegheny County Area Agency on Aging for a job opportunity out of state. A replacement will be named after the effective date of Ms. Morrison's resignation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2 | <b>Introduction of Members &amp; Guests</b>          | Members and guests introduced themselves.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3 | <b>Approval of February 23, 2017 Meeting Minutes</b> | A motion was made, and the February 23, 2017 meeting minutes were unanimously approved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4 | <b>Commonwealth Updates</b>                          | <p>Secretary Osborne provided the following update regarding the Trump administration's blueprint budget (also referred to as the "skinny budget") for Fiscal Year 2018:</p> <ul style="list-style-type: none"> <li>• It includes nearly \$54 billion dollars in discretionary spending cuts, which would either eliminate or significantly reduce programs that are vital to ensuring older Americans, including older Pennsylvanians, can age safely in their homes and communities.</li> <li>• It proposes the elimination of community services and community development block grants, which provide states and cities more flexibility in how they combat poverty. <ul style="list-style-type: none"> <li>○ In some Pennsylvania cities, these block grants are used to help fund home delivered meals (commonly called Meals on Wheels) programs.</li> <li>○ Meals on Wheels became the "poster child" for the impact of the Trump Administration's proposed budget cuts.</li> </ul> </li> <li>• It proposes a nearly 18% funding cut to the U.S. Department of Health and Human Services (HHS), which would be HHS' lowest funding level in nearly two decades. <ul style="list-style-type: none"> <li>○ HHS supports everything from medical research to drug safety to training the healthcare workforce.</li> </ul> </li> <li>• While the skinny budget does not specify any funding cuts to the Older Americans Act services that are under HHS' Administration for Community Living, some specific cuts have been announced, including: <ul style="list-style-type: none"> <li>○ The elimination of the Low Income Home Energy Assistance Program</li> <li>○ The elimination of the Senior Community Service Employment Program (administered by the U.S. Department of Labor)</li> <li>○ The elimination of the Senior Corps Program (administered by the Corporation for National and Community Service)</li> <li>○ The elimination of the Department of Housing and Urban Development's Community Development Block Grant</li> <li>○ A 20% cut to the National Institutes of Health (NIH), which would take away nearly \$5.8 billion dollars from medical researchers who are seeking cures for diseases such as cancer, heart disease, and Alzheimer's, as well as a significant funding reduction for health professions and nurse training programs</li> </ul> </li> </ul> |

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|   |                          | <ul style="list-style-type: none"> <li>• President Trump is expected to release his full Fiscal Year 2018 budget request in May.</li> </ul> <p>Secretary Osborne then opened it up to questions and comments from members and guests. The conversation focused on additional proposed cuts at the state and federal level that would impact seniors and other vulnerable citizens, including House Bill 218 (the State Fiscal Year 2017-18 General Fund Budget bill) and the Trump administration’s \$1.2 billion cut in research funding to NIH for the current fiscal year. In addition, Secretary Osborne explained that although it was not specified in the blueprint budget, the potential remains for funding to be eliminated for the APPRISE Program and Aging and Disability Resource Centers as they were slated for elimination in last year’s federal budget proposal.</p> <p>Secretary Osborne also discussed the Governor’s proposal to create a new, unified Department of Health &amp; Human Services (DHHS), as well as informed Council members that the following information would be forwarded to them:</p> <ul style="list-style-type: none"> <li>• Her March 31, 2017 “Friday Wrap-Up” message, which summarizes the proposed cuts in the blueprint budget</li> <li>• An analysis of House Bill 218</li> <li>• The draft legislation and organizational charts for DHHS, which are scheduled to be publically available next week</li> </ul> <p>Secretary Osborne went on to explain that, shortly, the Governor’s Office would release a draft of the enabling legislation regarding the creation of the DHHS to the Legislature and key stakeholders. She also noted that next week, it is anticipated that the Governor’s Office would launch a website that includes additional detail on the deputates, the draft enabling legislation, and information from the co-sponsors of the legislation in the House and the Senate.</p> |
| 5 | <b>Committee Updates</b> | <p>The below reports were provided on the Long-Term Care Council committees’ initial conference calls on the DHHS unification proposal:</p> <p><b>Outreach Committee</b> - Chair Ray Landis reported the following:</p> <ul style="list-style-type: none"> <li>• The call included discussion of a definition for outreach, focusing not only on the need to get information to consumers about long-term services and supports (LTSS) but information to providers as well. <ul style="list-style-type: none"> <li>○ How that outreach takes place in both instances is key to whether we believe the consolidation would be an improvement to outreach or harm it.</li> </ul> </li> <li>• Outreach needs to be done in a culturally competent manner (e.g., based on sexual orientation, gender identity, race, ethnicity, etc.) and individuals need to feel respected throughout the process.</li> <li>• The general tone of the discussion was that there are many questions that need to be resolved before we can determine whether the unification of the departments would help or hinder outreach. <ul style="list-style-type: none"> <li>○ In particular, we discussed the goal of having a single point of contact, including whether there would be a 1-800 state number for people to call or whether outreach would continue to be done locally, as well as how the consolidation would impact the ability to get information disseminated at the local level.</li> </ul> </li> <li>• Other questions raised included: <ul style="list-style-type: none"> <li>○ How would the consolidation impact getting information to consumers in a time of crisis?</li> <li>○ Will there be some type of consumer or provider advocate to assist people with navigating the system?</li> <li>○ How do housing programs fit in?</li> </ul> </li> </ul>                                                                                                    |

- Will there be disruptions in outreach during the implementation of the new department?

Chair Landis also referred to a recent stakeholder meeting in which he was shown a draft organizational chart for the Office of Aging and Adult Community Living and noted that that the contents of the chart would be discussed at his committee's breakout meeting.

**Access Committee** - Chair Mike Sokoloski provided the following report:

- Everyone had the opportunity to express their feelings on the consolidation, and, although some individuals were leaning a certain way, there was still open-mindedness throughout the dialogue.
- Common themes included the need for more details on the new DHHS and concerns about the pace of the consolidation
  - Two of the 14 committee members voiced support for the consolidation (to streamline access) and six or more members stated that they needed more details.
- At this time, some members of the Access Committee are in favor of keeping the Pennsylvania Department of Aging (PDA) separate due to the rate at which the consolidation is occurring.

Chair Sokoloski concluded by noting that the goal of the breakout meeting is to weigh the pros and cons of the consolidation, discuss any changes that can be made to reduce the cons, and ultimately determine whether the Council should support the consolidation, and, if so, should PDA remain a standalone agency.

**Quality Committee** - Committee member Anne Henry reported the following on behalf of Chair Kathleen Kleinmann:

- The committee call focused on what quality means and evaluating the unification proposal.
- Members stated that quality means services, choice of those services, ensuring people get what they need and are happy with the services they receive, looking at the outcomes of the services provided, etc.
  - Quality also needs to be looked at with regard to safety.
- The focus needs to be on person-centered care and giving providers the ability to share best practices.
- Concerns were expressed regarding the shortage of funds for long-term care.
- Other concerns and questions included:
  - Individuals in the system and the general public need to be able to comment on the creation of DHHS.
  - How will it impact the ability of providers to provide care and the regulatory environment?
  - What will the impact be on the wait time for delivering services to seniors?
  - Will this lead to a dilution of services?
  - There is no solid evidence at this time of how the consolidation will save money.
  - The voice of older adults will be lost if PDA becomes part of DHHS.
- The committee needs more information on the consolidation, including a mission statement and quality measurements, both state and federal. There was also a lengthy conversation on Maximus and the impact it has had on care.

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|   |                                                     | <p><b>Workforce Committee</b> - Chair Matt Yarnell reported the following:</p> <ul style="list-style-type: none"> <li>• The committee continues to be neutral on the unification proposal, largely due to unanswered questions. However, there is real passion to get to work on recommendations around making caregiving work a respected profession by achieving a living wage and greater training.</li> <li>• Some of the questions raised included: <ul style="list-style-type: none"> <li>○ How quickly would the consolidation happen?</li> <li>○ Will consolidation as a whole streamline things for the workforce?</li> <li>○ Will the loss of the PDA Secretary weaken the voice of the senior population?</li> <li>○ What is happening at the federal level that could impact aging services, etc. in Pennsylvania?</li> <li>○ How will licensure be handled? <ul style="list-style-type: none"> <li>❖ It is currently very different across the departments.</li> </ul> </li> </ul> </li> <li>• Potential Pros include: <ul style="list-style-type: none"> <li>○ Streamlining training, including requiring cultural competency training</li> <li>○ Shifting money to care and a less siloed approach</li> <li>○ Potential for streamlining incident reporting and computer systems (facilities, departments, etc.)</li> </ul> </li> </ul> <p>Chair Yarnell noted that the next steps for the breakout meeting include identifying the questions or guiding principles, assuming consolidation happens, that need to be brought to the attention of those charged with thinking about workforce.</p>                                                                                                                                                                     |
| 6 | <b>Working Lunch w/ Committee Breakout Meetings</b> | The Outreach, Access, Quality, and Workforce committees met for a working lunch to continue evaluating and discussing the unification proposal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7 | <b>Committee Reports</b>                            | <p>The following reports were provided on the committee breakout meetings:</p> <p><b>Outreach Committee</b> - Committee member Rebecca May-Cole provided the following report on behalf of Chair Landis who had to leave early:</p> <ul style="list-style-type: none"> <li>• The committee supports the concept of improving access to information about LTSS for Pennsylvanians of all ages. In order to accomplish this, any consolidation of state agencies must meet the following principles regarding outreach: <ul style="list-style-type: none"> <li>○ The role of the Office of Community Liaison is defined as the source of information, education, and materials for consumers, families, providers, partner agencies, and local governments and empowering these local entities to serve as the first point of contact for the public.</li> <li>○ There must be ease of access to answers about long-term care services and supports for consumers, families, providers, and partner agencies.</li> <li>○ Outreach efforts must accommodate all forms of communication.</li> </ul> </li> <li>• The committee cannot support or oppose the consolidation proposal at this time because it is unclear how the consolidation will meet the principles identified above.</li> </ul> <p><b>Access Committee</b> - Chair Mike Sokoloski provided the following report:</p> <ul style="list-style-type: none"> <li>• The general “guiding message” of the committee is that we would like to assist in the process of developing guiding principles for or against the consolidation.</li> <li>• Issues, concerns, and questions raised included: <ul style="list-style-type: none"> <li>○ Making the system easier to navigate, not just for consumers</li> </ul> </li> </ul> |

- Providing training for staff
- Grassroots advocates will always have a voice, despite concerns of the senior population losing their voice in this new agency.
- Access is a problem in many venues of long-term care.
- Efficiently streamline overlapping rules, regulations, and licensing as there is currently a lack of communication
- Use this time to build the system correctly internally.
  - ❖ Can the consolidation correct what has gone wrong historically?
- Will Community HealthChoices fix certain issues and provide greater access?
- Look at alternative options, such as realignment versus the unification
- Time is needed to properly study the issue and to obtain the necessary information to do so
- Will the ombudsman program be preserved and will the conflicts be resolved?
- Where will the funds go, and who will determine the split?
- Will this help consumers obtain services more efficiently?
- Will gaps and redundancies be addressed?
- Can directives provide enough guidance to rectify the service issue within the current four-agency structure?
- It was suggested that the new agency establish a 1-800-911-CARE number for citizens in need of direction.
  - Citizens calling the number would provide the first three digits of their zip code and be directed to the office in their area most relevant to the care they need.
  - It would require staff at the state level to be cross-trained about the services offered to citizens and by which offices.
- In summary, there is not enough information at this time, but if time permits, the committee would like to develop guiding principles based on the discussion.

**Quality Committee** - Anne Henry also explained that the Quality Committee does not yet have enough information to take a position on unification. Ms. Henry noted that the following pros and cons were shared by committee members:

- Pros:
  - Quality measures can perhaps be looked at across service areas
  - Better communication between offices when they are all part of the same department
  - May allow for innovation which could allow individuals to begin services earlier, perhaps even prior to MA eligibility
  - Opportunity for better communication between state government, providers, and the aging network
  - Data system innovation, including transitions of care, so data follows the individual and strengthening data analysis for state government
  - Potential to leverage additional federal funding
  - Streamlining access to services (upfront process and eligibility)
  - Currently, licensure oversight is different attitudinally depending on the level of care – unification could provide an opportunity for improvement.
  - Efficiencies of staff (both commonwealth and provider workforce)
    - ❖ Reduce duplicative reporting requirements, etc.
  - One agency for providers to interact with instead of 3 or 4

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|   |                     | <ul style="list-style-type: none"> <li>• Cons: <ul style="list-style-type: none"> <li>○ The July 1, 2017 deadline is too soon <ul style="list-style-type: none"> <li>❖ There are too many other things going on (e.g., CHC) at the same time.</li> </ul> </li> <li>○ Dilution of the voice of seniors by not having a cabinet level person to advocate directly to the Governor</li> <li>○ Need to ensure that area agencies on aging are preserved</li> <li>○ Conflicts of interest with the ombudsman program</li> <li>○ Seniors are different (e.g., conflicts between the Older Adult Protective Services Law and the Adult Protective Services Law as seniors face issues not typically encountered by others such as financial exploitation and self-neglect, the medical assistance process can also be more difficult for them to navigate, etc.)</li> <li>○ Fear that unification could create more levels of bureaucracy (silos) instead of less</li> </ul> </li> </ul> <p><b>Workforce Committee</b> - Chair Matt Yarnell provided the following report:</p> <ul style="list-style-type: none"> <li>• The committee needs to continue assessing the consolidation and will schedule another conference call to review the draft legislation and workforce staffing data Deputy Secretary Eileen Cipriani is compiling.</li> <li>• We did not have a big list of cons, but the following pros were identified: <ul style="list-style-type: none"> <li>○ Opportunity to re-audit all the regulations (DHS, DOH, Aging, etc.), licensure, core competencies and trainings (ensuring cultural competency across the spectrum and job calls), and recruitment and retention, across the spectrum of LTSS</li> <li>○ Opportunity for an office of training and development that includes cultural competency, aging, youth, etc.</li> <li>○ Opportunity for the commonwealth to be the spokesperson to lift up the LTSS system and to have this new agency serve as the leader in helping to expose the care (workforce) crisis and help drive reform of the system</li> </ul> </li> </ul> |
| 8 | <b>Open Session</b> | There were no public comments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9 | <b>Adjournment</b>  | The meeting was adjourned at 2:00 p.m.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**New Action Items**

| # | Action Item                                                                                                                                          | Actionee(s)                  | Deadline | Status    |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------|-----------|
| 1 | Send members Sec. Osborne's March 31, 2017 Friday Wrap-Up message regarding the Trump administration's federal budget blueprint for Fiscal Year 2018 | Chuck Quinnan                | ASAP     | Completed |
| 2 | Send members analysis of House Bill 218 cuts                                                                                                         | Chuck Quinnan                | ASAP     | Completed |
| 3 | Once available, forward the draft bill language and detailed organizational charts for the committees to review.                                     | Chuck Quinnan                | ASAP     | Completed |
| 4 | Have the committees meet via teleconference to review and discuss the draft legislation and organizational charts                                    | Committee chairs and members | ASAP     | Completed |

**Old Action Items**

| # | Action Item                                                                                                                                                                                                                                                         | Actionee(s)     | Deadline | Status      |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------|-------------|
| 1 | <b>Council Priority:</b> Each of the four committees are to evaluate the proposed consolidation and report to the full Council on the following: 1) Should the Council support the merger; and 2) If so, should the Department of Aging remain a standalone agency? | Council Members | ASAP     | In Progress |