

POLICY ADVISORY BOARD FOR ELDER AFFAIRS
IN-PERSON AND VIA ZOOM
No. 1 Capitol District | 250 South Hotel Street | Conference Room 410
Friday, February 3, 2023 | 11:30 AM

Meeting Minutes

CALL TO ORDER: Roberta Murray called the meeting to order at 11:33 a.m.

ROLL CALL

Present:

Appointed Members: Poki'i Balaz, Colette Brown, Beverly Gotelli, William Kinaka, Stephen Lung, Roberta Murray, Shelly Ogata, Marilyn Seely, Barbara Service, Rick Tabor, Leslie Tanoue, Raelene Tenno, Kathy Wyatt, and Barbara Yamashita.

(A quorum was established as fourteen members were present at roll call. This board requires eight members to be present in order to establish quorum.)

Ex-officio Members: Alan Burdick, DLIR Office of Community Services; Kathy Ishihara, DHS; and Christy Nishita, University of Hawaii at Manoa.

EOA Staff and AAA Staff Present: Philip Ana, Wanda Anae-Onishi, Derrick Ariyoshi, Caroline Cadirao, Jomel Duldulao, Horace Farr, Tani Kagesa, Norma Kop, Josephine Lum, John McDermott, Jan Mori, Candace Nakamoto, Lynn Niitani, Lani Sakamoto, Debbie Shimizu, Kealoha Takahashi, Cristina Valenzuela, and Jeffrey Woodland.

Guests: Marvin Galicha, Jeff Guira, and Mark Salazar, Vencer Health Technologies; Gary Simon, PABEA Past Chair; Audrey Suga-Nakagawa, AARP Hawaii; and Priscilla Thode, Health Care Services Branch/Contract Monitor and Compliance Section Administrator, Med-QUEST Division.

APPROVAL OF MEETING MINUTES

Roberta corrected the header of the minutes to January 6, 2023. Caroline added to the header: In-person and via Zoom, No. 1 Capitol District, 250 South Hotel Street, Conference Room 410.

The minutes of the December 2, 2022 Zoom online PABEA meetings were approved with the two aforementioned changes.

CHAIR'S REPORT

Roberta remarked that Friday, April 7, 2023 is Good Friday holiday. Caroline commented that the PABEA By-laws state that, if a state or federal holiday falls on the first Friday on the month, the meeting shall automatically move to the following Friday, the second Friday of the month. Consequently, the April PABEA meeting will be on April 14, 2023.

Roberta has contacted the Governor's office to inquire about the protocol for requesting a meeting with Governor.

LEGISLATIVE COMMITTEE

Barbara and Cristina presented the Committee's recommendations for the PABEA legislative priorities for 2023 (attached). The priorities were approved by PABEA as presented.

PLANS AND PROJECTS REVIEW COMMITTEE

Shelly reported that the Committee met today and reviewed the needs assessment survey. Wanda and Candace provided the Committee a presentation on the Hawaii State Health Insurance Assistance Program (SHIP).

RECOGNITION AND AWARDS COMMITTEE

Kathy reported that the Committee met on February 2, 2023. The Older Americans Month celebration will be held in person on June 2, 2023 at 15 Craigside from 10:30 a.m. to 1:30 p.m. Lunch will be served at 11:15 a.m. Children from Hawaii Kai Elementary School will provide entertainment via videotape. Representative Gregg Takayama will begin the program at 11:45 a.m. Kathy is hoping that that Governor and Mayor will attend. Following speeches by Representative Takayama, the Governor, the Mayor, and the AAAs will present their awards. To RSVP, contact Kathy by May 1, 2023.

APPOINTED MEMBERS' REPORTS

Bill Kinaka reported that the blood bank is in desperate need of blood donations. He asks PABEA members to consider donating blood. Barbara reported that she and her sister donated blood in response to the appeal from the Blood Bank of Hawaii for the Maui firefighter who needs blood donations.

EX-OFFICIO MEMBERS' REPORTS

Kathy Ishihara introduced Priscilla Thobe, Health Care Services Branch/Contract Monitor and Compliance Section Administrator, Med-QUEST Division. Priscilla provided a presentation on Medicaid adult dental benefits (attached). PABEA members strongly suggest that Medicaid promote the Medicaid adult dental benefits, and formally inform and educate beneficiaries of the Medicaid adult dental benefits. Audrey remarked that the lack of community outreach and education is appalling. Derrick suggested leveraging the aging network to inform the public and Medicaid beneficiaries. Cristina commented that the Hawaii Oral Health Coalition (phone 808 591 6508 and contact@hiphi.org) is involved in developing community outreach on the Medicaid adult dental health benefits. Priscilla entered in the Zoom chat the number of dentists in Hawaii who accept Medicaid patients:

- General Dentists: 486
- Endodontists: 24
- Pedodontists: 84
- Oral surgeons: 23

Rick entered in the Zoom chat the link to the Center for Medicare Advocacy special report on recent articles and reports that shed light on Medicare Advantage issues:

<https://medicareadvocacy.org/special-report-recent-articles-and-reports-shed-light-on-medicare-advantage-issues/>

Alan recommends that Priscilla convey to the DHS Director PABEA's strong concerns about the absence of community outreach and education on the Medicaid adult dental benefits.

Christy reported that the Thompson School of Social Work and Public Health announced that new Dean Alexander Ortega from Drexel University in Philadelphia will begin this summer or fall. She also reported that the Thompson School will host a career and practicum fair on campus next week. The fair is open to all students and will provide students an opportunity to learn about careers and practicum experience in social work, public health, and aging. The Center on Aging will have a booth at the fair.

Alan reported that the DLIR Office of Community Services (OCS) has received a notice of award to increase the number of participants in the Senior Farmers' Market Nutrition Program to 10,600 participants. OCS administers The Emergency Food Assistance Program (TEFAP), a federal program that helps supplement the diets of low-income Americans, including low-income seniors, by providing them with emergency food assistance at no cost.

EOA DIRECTOR'S REPORT

Attached is Caroline's report.

Caroline provided highlights from her report:

- EOA is focusing its energies on the following short-term goals for 2023:
 - Development and submittal to ACL of the State Plan on Aging by July 1, 2023. The 4-year State Plan on Aging is for the period of October 2023 through September 2027. All program staff are being solicited for assistance in their respective areas to create measurable and actionable objectives, strategies, and outcomes in alignment with the ACL guidelines.
 - Establishment of the 5 FTE for the LTCOP.
- Caroline met with Dr. Fink, the Director of the Department of Health, on Friday, January 20, 2023. She discussed EOA's and PABEA's priorities for this year as well as challenges that EOA is facing.
- Tani Kagesa was appointed as the Alzheimer's Disease and Related Dementia (ADRD) Services Coordinator and began her position on Monday, January 30, 2023. Tani's overall responsibilities is for program development and management of the comprehensive long-term services and supports (LTSS) with an emphasis on ADRD. Tani introduced herself. She is a social worker. She is examining current long-term services and supports and identifying gaps. She is networking with people in the community and meeting with partners and stakeholders.

Caroline provided a recap of the last six months. Six months ago, EOA and PABEA had strategic planning with Peter Adler. The priorities for the next 12 to 36 months in the three areas of PABEA's mandate as determined by voting were:

- Legislation: Securing money for Healthy Aging Program; passage of Hearing Aids bill; higher standardized Medicare/Medicaid reimbursements to care facilities.
- Plans and Projects: Analysis of community surveys, review of all pertinent studies, and a deep dive on data.
- Recognitions and Awards: Developing media resources on all things kupuna, reviewing what other states are doing, and recognizing young people who work with elders.

EOA programs' challenges were:

- A decline in long-term services and supports by 20 to 40 percent due to workforce shortages and restrictions from COVID-19 protocols.
- The Ombudsman program did not have access to facilities during the COVID-19 pandemic.
- EOA continued to absorb additional responsibilities with the same amount of staff.
- COVID-19 fatigue.

Current Status of the Challenges:

- Workforce is still an issue, but COVID-19 protocols have been lifted and EOA is coming to terms with a new norm.
- The Long-Term Care Ombudsman Program access has resumed.
- Taking a targeted approach (e.g. does EOA have capacity; is the timing right) at adding responsibilities, e.g. grant opportunities.
- Live with COVID.

Shifts:

- 2023 – 2027 State Plan
- EOA staff changes.
- Educational awareness
- Strategy plans of other organizations.
- Work done by LTC reform efforts.
- Legislative and political will.
- Change in administration.

To set a framework for 2023:

- Be mindful of the short list of priorities among the 3 committees and PABEA.
- Is there information/clarification needed to help make informed decisions/recommendations to the EOA Director.
- Tweak and amend as necessary as conditions change.

Marilyn commented that EOA and PABEA need advocates within the Department of Health. She asks that PABEA meet with Dr. Fink and inquire how the EOA and PABEA agendas fit with the DOH agenda.

Barbara Yamashita asks that we review the lessons learned from COVID-19, especially lessons learned regarding access to services and supports by vulnerable populations. She asks that we examine how those lessons learned might overlay our strategic plan, meetings, and discussions. The lessons learned can be transferrable to other disasters.

Caroline commented that the State and area plans ask for those lessons learned to prepare for the future.

Derrick and Caroline will share with PABEA the Kupuna Food Security Coalition After Action Report and the Kupuna Vaccination Outreach Group After Action Report.

CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION (EAD)

Attached is Derrick's monthly report.

Derrick reported that EAD recruited a disability resource specialist. The individual hired has a disability and was referred to EAD by the disability network. He is working with the Developmental Disabilities Council to develop an information handbook with disability resources, similar to EAD's Senior Information & Assistance Handbook. EAD plans to distribute the disability resources booklet in approximately six months. EAD is working on its area plan.

Derrick reported that Department of Community Services Director Anton Krucky and Deputy Director Edward Los Banos are supportive of EAD's work and mission. They are committed to helping Derrick implement a reorganization plan for EAD. They are meeting with the Managing Director on February 7, 2023. They also will be seeking commitment for a new site which is directly open to the community.

HAWAII COUNTY OFFICE OF AGING (HCOA)

Attached is Horace's report.

Horace provided highlights from his report:

- Horace met with senior club presidents and their representatives last week.
- HCOA will return to an in-person Older Americans Month luncheon. The luncheon will be on May 12, 2023 in South Kohala. Nomination forms will be distributed next week. The deadline to return applications to HCOA is March 31, 2023.
- The new Administrative Services Assistant I (ASA I) began work. HCOA now will focus on filling the critical Data Analyst position.
- Horace participated in five interview panels in January 2023.

KAUAI AGENCY ON ELDERLY AFFAIRS (AEA)

Attached is Kealoha's report.

Kealoha provided a few highlights:

Due to the providers' worker shortage, AEA case managers have a waitlist of 64 consumers needing services: 31 for homemaker services, 25 for personal care, and 6 for respite care. AEA is working with its purchasing department and pursuing an alternative procurement for these services. On January 17 and 18, 2023, Paul Greenwood led a discussion on how agencies can collaborate, communicate, and cooperate in addressing self-neglect, physical abuse, sexual abuse, financial exploitation, and emotional abuse among elderly and people with disabilities. An open discussion was held on gaps in the current system, frustrations, and commitment to develop an elder justice team. 40 participants attended the discussion over the two days. KAEA Information and Referrals is meeting the public health nurses and police. KAEA is working on its area plan. A consultant helped KAEA conduct 6 focus groups. The top priorities resulting from the focus groups are caregiving, access to core services, social isolation, elder abuse, and housing. Kealoha commented that an assistant chief of police had personal experience of a family member being abused. He was unaware until KAEA's agent notified him. He is now very passionate about elder abuse prevention.

MAUI COUNTY OFFICE ON AGING (MCOA)

Attached is Rowena Dagdag-Andaya's report.

KUPUNA CAUCUS

Roberta announced that the Kupuna Caucus will meet virtually at 2:00 p.m. today.

UNFINISHED BUSINESS

No unfinished business was presented.

NEW BUSINESS

Presentation: Vencer Health Technologies, Mark Salazar (Founder and CEO) and Marvin Galicha, (Founder and COO).

Mark and Marvin provided a presentation (attached) on Vencer Health Technologies, a tech company connecting families to substitute home care services via its Vencer Health App, health care delivery system connecting a registry of certified nurse aides and registered nurses to patients and families seeking home care services. Vencer's customers are homebound and/or elderly patients, family caregivers, and care home operators.

Vencer performs license/certification verification and criminal/sex crimes background checks on its providers. Rates are \$15 to \$25 plus a 10 to 20 percent administrative fee. RN base rates are \$35 to \$45 per hour. Client record storage is HIPAA compliant. The client is offered an opportunity to rate the provider and vice versa. Vencer requires each provider to have commercial liability insurance with a minimum coverage of \$1 million. Vencer financially penalizes providers who are late for client appointments or absent from client appointments (no shows). Providers are required to confirm appointments with clients one hour before the appointment. Providers are paid by Vencer within 2 to 3 business days.

ANNOUNCEMENTS:

- Friday March 3, 2023: PABEA Monthly Meeting (in person and on ZOOM).
- February 13, 2023 - May 8, 2023: Scam Free in 2023 web series on fraud and abuse presented by SMP Hawaii. Register at www.smphawaii.org.

ADJOURNMENT OF PABEA MEETING:

Roberta adjourned the meeting at 1:48 p.m.