

**D.C. Commission on Aging
D.C. Office on Aging
Wednesday, June 23, 2016
10:00 a.m.**

AGENDA

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|---|---------------------------------------|
| I. Call to Order | Chairperson Thomas |
| II. Inspiration | |
| III. Review and Approval of Minutes | Commissioners |
| IV. Presentations | |
| a. DC Appleseed | |
| b. Needs Assessment | George Washington University |
| c. Age-Friendly D.C. Report | Gail Kohn
AFDC Program Manager |
| d. Update on D.C. Office on Aging | Laura Newland
D.C. Office on Aging |
| V. Committee Reports | |
| a. Elder Abuse and Financial Exploitation | Commissioner Carolyn Nicholas |
| b. Health and Wellness | Vice Chairman Ron Swanda |
| c. Transportation | Commissioner Charles Hicks |
| d. Education and Employment | Commissioner Brenda Willoughby |
| e. Governance | Commissioner Samuel McCoy |
| VI. Ward Reports | |
| VII. New Business | |
| VIII. Public Comment | |
| IX. Announcements | |
| X. Adjournment | |

**District of Columbia Commission on Aging
Meeting Minutes for
Wednesday, June 22, 2016**

Commissioners Present

R. Thomas, Chairperson; Ron Swanda, Vice-Chairperson; Jacqueline C. Arguelles; George Arnstein; Barbara Hair; Charles Hicks; Robert Dorsey; Clarence “Buddy” Moore; Carolyn Nicholas; Constance Woody.

D.C. Office on Aging (DCOA) Staff Present

Laura Newland, Executive Director; Garret King, Chief of Staff; Michael Kirkwood, General Counsel; Tanya Reid, Executive Assistant; Brian Footer, Director of Policy, Planning & Evaluation.

Guests Present

Bettie J. Florence, Ward 4, Mini-Commission; Beverly Lunsford, George Washington University; Gulliford Bobo, Ward 8 Mini-Commission.

Call to Order

Chairwoman Thomas called the meeting to order at 10:10 a.m. Immediately afterwards she expressed her condolences for the loss of Alice Thompson’s (DCOA employee) son, former D.C. firefighter.

Inspiration

Chairwoman Thomas asked Commissioner Moore to deliver the inspirational message for the day. He shared a brief story about Dave Zimmerman, a former professional boxer who boxed with “many of the greats”. And recounted how Mr. Zimmerman wrote his memoir in 2012. Commissioner Moore’s inspirational message was for everyone present to begin to put together their memoir to pass on to their descendants. He stressed the importance of individuals telling their own stories rather than allowing someone else to do so.

Review and Approval of Minutes

The meeting minutes from the Commission’s May meeting were approved as read with a correction on page two, paragraph six. The last sentence in paragraph six should be corrected to read “to see it” instead of “to seek it.”

Presentations

A. “Needs Assessment” Beverly Lunsford, PhD, RN; Director, Center for Aging in Health and Humanities, George Washington University (GWU).

Overview: According to Dr. Lunsford, as a result of talking to people in the community, it is critical to know how the city can enable older adults to remain in their homes and/or in the community and what partners are needed to assist the city with the endeavor. Also, how do we enable DCOA to serve more seniors?

In previous meetings people have expressed concerns about frail seniors and elders who are

taking care of their grandchildren. Ms. Lunsford and her team have been trying to figure out how to get surveys to people in both of these groups.

Prior to the distribution of the surveys, the survey must be given to GWU's institutional review board for approval. The review board must ensure participants' privacy rights will be protected. Dr. Lunsford asked the Commission, "What would you like to know of the people being surveyed?"

Questions/Concerns: Chairwoman Thomas inquired whether the survey will be the only method used to gather information. Dr. Lunsford advised that it was not; her team will also facilitate two large focus groups.

According to Dr. Lunsford, the assessment must be completed by September 30, 2016. The questions center on the Age-Friendly DC initiative (e.g. community resources, transportation issues, etc.). She and her team are looking for naturally occurring meetings or gatherings of people, such as large families with seniors or a large group of seniors.

Comm. Woody asked what happens after the survey is completed. Dr. Lunsford shared that her team is developing a roadmap for the next 5-10 years. In doing so, they're identifying the partners who are helping seniors in their homes. Additionally, she and her team will be developing partnering recommendations. But they are also willing to help DCOA partner with either funding agencies or service agencies, or both, if necessary.

Comm. Nicholas asked how GWU anticipates reaching a wider audience. Dr. Lunsford's team is looking at seniors using current services. However, Dr. Lunsford stated they'll also look at people who are on waiting lists for services and seniors affiliated with agencies such as D.C. Parks and Recreation, So Others Might Eat (SOME) and Seabury's meals program. Additionally, they'll also reach out to faith-based communities for help because of their connections with seniors.

Comm. Moore asked if the surveys will be handed out for completion or done via interviews. The funding does not support interviews to be conducted. But, Dr. Lunsford envisions having "champions" at the places where the surveys are dropped off. Champions will let seniors know the survey is available and assist them with completing it, if requested.

For each service Dr. Lunsford and her team thinks seniors might need, whether its transportation or an exercise program, the participants will rank the service's importance to them and will note who provides them with it. Also, the survey will inquire, if you don't receive the service, why or why not? GWU will look at access issues and other places they go to for the services.

Comm. Nicholas asked if GWU is planning to publicize the surveys and how people can get one. Yes, according to Dr. Lunsford. Information will appear in the *Washington Post*, the *City Paper*, the *Beacon*, and the *Afro-American Informer*.

Comm. Hicks inquired when the last time an assessment was conducted. The last assessment was conducted in 2012 and prior to that in 1978. He also asked what the targeted age range is for survey participants. According to Dr. Lunsford, the survey is targeting people 60+ years old. GWU hopes to build on the 2012 survey, specifically regarding how important particular services are to help seniors remain in their homes.

Comm. Arguelles offered that it would be helpful for participants to know why particular questions are being asked and to know the benefits of the survey.

Comm. Hicks asked how many seniors are being sought for participation. According to Dr. Lunsford, she and her team are using Age-Friendly's domains to cluster their questions. And they'd like to reach 700 individuals and at least 50 organizations. It's estimated that there are 107,000 seniors in D.C. And DCOA serves 17,000 seniors; GWU's concern was to try to do 10% of those but to do so seems daunting.

Mini-Comm. Betty Florence suggested that GWU announce when the survey begins and when it will end. She also added that 700 is not a large enough sample.

Comm. Arnstein shared that he's a pedestrian and lives in Foggy Bottom. The survey focuses on services but not so much on safety, like things such as broken sidewalks. He understands there is a question about safety but would like for there to be a focus on conditions that are hazardous.

Comm. Hair advised that many organizations are recessed for the summer. As such, she asked if the survey deadline could be extended. Dr. Lunsford said no because she's constrained by the funding period. But she was hopeful that GWU may be able to capitalize on summer picnics and health fairs.

Comm. Arguelles interjected that the survey should be conducted when the city has the maximum population of seniors. And she pleaded for the need to be sensitive to the fact that the survey may not capture the largest response.

Comm. Nicholas offered that people have list serves; therefore, it would help if the survey is also mentioned on list serves. Dr. Lunsford considered it a really good idea. Comm. Nicholas asked if there was any way to contact the estimated 107,000 seniors by mail. Not that Dr. Lunsford was aware of because postage on such a large scale was not calculated for. Comm. Nicholas also asked, "Are we wasting money to do this because this seems rushed like the last one?" Comm. Hicks retorted her question was not a question for GWU to address but DCOA.

Vice-Chair Swanda stated, even though the Commission heard the last survey was rushed and terribly flawed, the methodology for the current assessment, he's heard, is exactly the same. If so, he suggested, in addition to the current methodology, he recommended economic forecasting

also be done to allow DCOA to estimate the type of services needed.

When asked what additional methodology he recommends, Vice-Chair Swanda stated he was encouraging the use of existing data, such as data held by DCOA partners regarding seniors they're serving. Such data could tell how many or to what extent services are needed.

According to Dr. Lunsford, GWU will compare needs with a financial analysis. And they'll determine what the most critical services to fund are. Additionally, GWU will look at best practices around the country because DC is not the only city with a growing senior population. Also, GWU will look at what local hospitals are doing when seniors are being discharged to ensure they don't return within 30 days.

Comm. Nicholas pointed out that Wards 2 and 3 do not have senior wellness centers; and she opined it's the reason why seniors who live in those wards don't know about DCOA. She encouraged GWU to talk to seniors in Wards 2 and 3 to get their feedback.

Vice-Chairman Swanda noted that currently a survey is being conducted by a District government agency concerning housing needs in DC. In addition, he added, Age-Friendly DC has been doing an ongoing study for two (2) years, due to a lack of participants. He encouraged GWU to look at data from both studies. He also offered the lead agencies have great insight into the populations they serve and, therefore, could provide great information.

Comm. Argüelles suggested that GWU look to churches for senior participation because doing so in the past has proved helpful and the church staff and membership assisted with seniors completing the surveys and providing explanations. According to Dr. Lunsford, GWU intends to contact churches because they're hoping that faith communities would also identify their homebound seniors and that someone would take surveys to those seniors and assist them with completing them.

Comm. Hicks inquired whether it was possible for the Commission to review the survey and make suggestions. Dr. Lunsford stated GWU will have people vetting the survey and when it's approved it will be ready for publication. However, she did say it would be alright if the Commission wanted to review it and provide comment. She agreed to discuss it with Chairwoman Thomas.

Vice-Chair Swanda expressed his concern regarding the accuracy of the survey; specifically, he expressed that although one methodology is fine for conducting the survey, the survey's results should be accurate. For instance, for a prior survey, 50 people in Ward 8 were surveyed. The results were misleading because of the small number of people surveyed. Vice-Chair Swanda raised this concern with DCOA; Brian Footer, Director of Policy and Planning, expressed that

the agency has a very good outreach staff that are committed to getting the word out about the survey.

Comm. Nicholas inquired that if all the candidates who are running for political office can contact us by mail, why can't GWU. The question was not responded to.

Comm. Woody asked why DCOA waited this late to discuss the survey with the Commission and/or to bring it to the public when the process began in April. Dr. Lunsford shared that the initial process was to determine what the best questions were to ask and that it took her team awhile to work with DCOA to figure out the approach. In addition, GWU had to consider the best methodology.

Chairwoman Thomas called a recess at 11:19 a.m. and the meeting resumed at approximately 11:30 a.m.

B. DC Appleseed, Ron Swanda, Vice-Chairman, D.C. Commission on Aging on behalf of DC Appleseed.

According to Vice-Chair Swanda, the DC Appleseed representative was unable to attend today's meeting. However, in her absence, he indicated DC Appleseed is currently working on a proposal letter to the Mayor and the D.C. Council concerning the Uniform Paid Leave Act (the Act). (Commissioners were provided with a handout drafted by the Vice-Chair summarizing the act.) As part of its letter, DC Appleseed will request that the definition of family members be expanded to all seniors to be taken care of by family members. Currently, as written, the Act's definition of family members would not permit children to take care of their parents. It ignores the fact that when children care for parent at home doing so saves municipalities money for nursing home care. The Vice-Chair asked if the Commission wanted to weigh-in on the re-definition of what constitutes a family member by submitting a letter or statement to the Council; if so, he advised that contacting Councilmember Bonds would be appropriate. Additionally, he indicated that the current family member definition also disadvantages singles because if a single person does not have a family member to take care of them they would not benefit. Yet, in other jurisdictions, single individuals can designate someone to take care of them or act as a surrogate family member. Vice-Chair Swanda requested the Commission's support.

Questions/Concerns: Comm. Hicks indicated he was in favor of drafting a letter and sending it to the Council. Chairwoman Thomas asked if the Commission should recommend something or weigh-in. She then suggested that the matter be handled by an ad hoc committee, to include Vice-Chair Swanda. Comm. Moore and the Chairwoman agreed to serve on the ad hoc committee. Vice-Chair Swanda agreed to chair the committee and follow-up as soon as possible.

Comm. Hicks inquired whether the letter would be shared with the rest of the Commission. And Comm. Arguelles stated that the group must understand and agree on any comments representing

the collective. The Vice-Chair indicated that because the council is on recess until mid-July, and the bill is to be marked up by the committee before then, the Commission's committee would need to discuss its position and weigh-in immediately. As such, with too many reviews the Commission could miss its opportunity.

Comm. Hicks suggested that the letter be circulated to the group, via email, and comments forwarded back to the committee. There was no commitment made regarding his suggestion.

C. Office on Aging Update: DCOA Staff

Brian Footer, Director of Policy, Planning and Evaluation, offered to field questions about the 2012 Needs Assessment, if necessary. After doing so, he reminded the Commission that the current assessment must be completed by September 30, 2016.

Based on lessons learned from the 2012 survey, the longer the survey is available for seniors, the longer they can provide their feedback. The 2012 survey was out for four to six weeks and DCOA received approximately 440 responses. DCOA's goal is for the current survey to be out longer. Immediately after it's approved by GWU's review board we'll get it into the community and engage as many people as possible.

Questions/Concerns: Comm. Hicks agreed that the shortness of time was a concern; and he pointed out that the Commission had very little input on the survey. Also, he expressed his concern about reaching people in July and August, which are difficult times to reach people. Additionally, he asked if it were possible for the goal number of seniors reached by the current survey be increased from 700.

According to Director Newland, the current assessment was planned in spite of various constraints. The monetary allocation for the assessment was written into the Budget Support Act to conduct a needs assessment of virtual senior wellness centers (SWC) for Wards 2 and 3. What is a virtual SWC? It's a program where wellness activity is conducted but is not linked to an actual location.

Fortunately, DCOA has such programs by way of the lead agencies. Therefore, Director Newland decided it would be wasteful to spend \$100k to do such an assessment, considering the lead agencies' roles. Director Newland thinks they wanted to hire a staffer to coordinate activities in those two wards. While she agrees with the notion, greater needs and challenges exist in DC. For instance, at the last meeting the Vice-Chair commented about the lack of space here at Hayes SWC. And she hears the same comment at other SWCs when she visits them. For example, in Ward One, there are seniors who won't go to the SWC because of parking, a lack of space, and distance. We should move to virtual SWCs because we don't have a lot of space for our existing SWCs.

Director Newland was aware what the money was earmarked for but decided to include other things. It was a 100K allocation; however, it's a drop in the bucket for what DCOA really needs. The Director wanted to broaden the focus because she wanted an applicant to say what they could do. The messages she's gotten here and in the community is that there are changing needs and opinions. People want to try new things and then assess whether they're working. The needs assessment is DCOA's initial step. We're trying to be more strategic across the agency. It ties in with our State Plan. We're going to start working on our plan for FY 2019 this fall. One of the reasons we're doing it this fall is because we need to know where we should be going in 5 years. With all respect to GWU, there's no way that an entity with \$100K can help us solve all of our problems. Also, it was a FY allocation, if we didn't spend it this year, it would have been taken away. In summary, it was an allocation that was not asked for and was directed in a way that was not chosen. It had to be given competitively to a nonprofit. Normally, DCOA would do this as a contract.

Comm. Hicks asked if when DCOA receives money can Director Newland change what you intend to do with it. According to Director Newland, she cannot. In this instance, DCOA is conducting the required assessment for the virtual SWCs in Wards 2 and 3 but other things, in addition. According to her, although the Ward 3 lead agency is great and does it best to offer as many programs as possible, she'd love the Commission's help with acquiring a brick and mortar in Wards 2 and 3.

Director Newland wants to know an equitable way to provide enough services to every ward in the city. And she promised that the next time a survey is conducted she'll come to the Commission first. As an agency, DCOA is trying to shift to lean more on the Commission and get its advice more. But DCOA is used to doing and not getting input or feedback. Nevertheless, it's for Director Newland and her staff to do this and to build in extra time needed to do so.

Comm. Argüelles thanked Director Newland for being so forthright and offered that it was reassuring to know she has an open eye and heart "because too often the gravy flows from one side of the plate to the other."

Comm. Nicholas mentioned to Director Newland that it was discussed earlier how the survey might reach more people; and she asked what's a way we can reach 170,000 seniors. In response, Director Newland shared her excitement about DCOA hiring a new director of communications, whom the Commission will meet in July. The new staff member will be expected to oversee an aggressive outreach plan to ensure DCOA hears from seniors in the community more.

Comm. Hicks asked if DCOA will make an attempt to reach senior veterans, an important group, and if the needs assessment would influence how DCOA structures its budget. Director

Newland indicated that DC is one of few places in the country that provides services for veterans. DC does have an Office of Veterans Affairs. The veteran population is underserved by DCOA because the agency doesn't count veterans. Also, DCOA's budget has been restructured for the upcoming year so the assessment won't affect the upcoming budget. However, it might affect the agency's budget proposal, although the structure will remain largely the same.

Mini-Comm. Bobo shared that a lot of the places he visits in Ward 8 are DCOA grantees but many seniors don't realize that the grantees are funded by an Office on Aging program. According to Director Newland, DCOA has a policy in place to address the issue and it is going to start enforcing it because many citizens don't understand that the funds a significant amount of senior services in DC.

Director Newland announced that the Senior Fest Picnic has been rescheduled for next Thursday, June 30, 2016, due to weather concerns; however, all the other details will be the same.

Director Newland expressed she was hearing concerns about reorganization. DCOA is eliminating some grants in FY 17 that had low impact or were relinquished by providers because they were not direct services provision grants. There will be some consolidation. For example, DCOA has three grants to administer to So Others Might Eat (SOME); each of the three will be consolidated into one grant, versus three separate grants. Nonetheless, reorganization is possible for FY18.

Chairwoman Thomas shared that some groups feel threatened due to job security. Director Newland indicated that although she's talking about change, it doesn't mean it will happen. However, change may impact some providers because DCOA is going to competitively bid grants for FY 2018. Despite that she's concerned about the providers Director Newland's main priority is the population DCOA serves. Ultimately, her job is to ask what's best for the agency and the people in the community. She'll make the hard decisions but will do so with the Commission's help. The Director will make them with the Commission so everyone has some skin in the game!

Comm. Hicks shared that he got a notice about a DCOA entity moving to another part of the community. Director Newland reminded everyone they received notice about DCOA's Information and Referral unit (or call center) moving to the Department on Disability Services (DDS). The Commission will see the call center because the retreat will be held at DDS in July. Director Newland reiterated that the call center's move was motivated, in part, because DCOA is trying to do a better job of partnering with its sister agencies who are serving some of the same constituents. Also, DCOA was criticized in the past for knowing what it's doing with seniors but not with adult with disabilities. As such, the Director decided to partner with DDS in order to

help DCOA staff become exposed to DDS's services and receive cross-training on matters concerning people with disabilities.

With regards to smaller providers vs. larger providers who can do more, Director Newland wants people to understand that she serves at the pleasure of the Mayor. The Mayor knows the Director's background as an advocate. And they discuss internally what Director Newland talks about externally. Cost is only one part of that discussion. The Mayor and the Director are interested in innovation, creativity, and multiple funding streams.

Furthermore, the Director is encouraging partnerships among the network of providers. DCOA has multiple providers and they don't necessarily work well together. The Director desires to create a system that encourages collaboration because there are great strengths among the providers that should be shared. For instance, the Hattie Holmes SWC has switched management companies but the Director has stayed the same because she was a strong, solid Director. If people are good they should be kept. There are a lot of ways to try and protect existing strengths and do what's best for seniors; and oftentimes that means keeping the best providers.

Comm. Moore asked Director Newland what she meant when using the term "call center." Director Newland calls it that because it's the easiest way to describe it; however, it is technically the information and referral line for the Aging and Disability Recourse Center.

Mini-Comm. Bobo asked if Family Matters will lose the grant it received to train 40 people on laptops. He also shared that he and other constituents in Ward 8 like the Ward-based model for the SWCs. Director Newland stated there has been discussion about pairing wards together to share best practices.

Mini-Comm. Florence asked if the dollar amounts of grants would change if they were combined with other grants. According to Director Newland, the amounts would not change; they would just be combined.

Mini-Comm. Florence also indicated that putting the SWCs in each ward is beneficial and asked Director Newland what she intends to do about those wards that do not have SWCs. Director Newland retorted that it's not just DCOA's problem and challenged the Commission by asking, "What are you going to do about that?" Mini-Comm. Florence, seeking clarification, asked if the Commission should come up with ideas. The Director said yes.

Comm. Nicholas inquired about publicity for DCOA, the location of the call center and adults with disabilities. Director Newland reminded them the call center is at DDS. The Director indicated that physical disabilities are where DCOA's services are currently at but we want to train our staff on intellectual and developmental disabilities.

Comm. Nicholas also asked about the types of issues the Commission is to advise DCOA on and what the process is for doing so. According to Director Newland, the language in the statute, concerning the Commission's advisory role to DCOA, is open ended. The Director submitted a letter to the Commission recently seeking feedback on specific items and sometimes at meetings

she's asked for feedback on certain things. However, it's up to the Commission to decide how they want to give the agency feedback.

Chairwoman Thomas reminded the commission that they'll be giving feedback to DCOA at the upcoming retreat. She then invited them to share comments regarding the State Plan.

Comm. Arnstein, with regards to the State Plan, asked if the requisite age for services is mandated by the district or the federal government. According to Director Newland, it's mandated by both because certain programs have certain age requirements.

Comm. Arnstein also asked if on page 14, item 2, the definition of eligibility was deliberately different than where it appears elsewhere in the State Plan. Brian Footer offered to check to ensure consistency and thanked the Commissioner. Comm. Arnstein said he found the document terribly bureaucratic but understands that it has to be. At the last meeting, according to him, Comm. Arnstein asked if there was a prototype for a provider for the whole city and was told Seabury was. He shared that he had dealings with them and attempted to have an issue resolved but it took an outside stimulus to resolve the issue.

Vice-Chair Swanda pointed out that the Commission was given inadequate time to review the State Plan and provide feedback regarding it. He understands it must be submitted in order to get federal money. And given the deadline, and tweaks, etc. he asked himself if he could live with the document, as drafted, in order to get the money needed.

Comm. Hicks stated it appears that oftentimes the Commission gets information at or near the deadline for submissions. And considering the Commission's obligations, DCOA's submissions do not permit the Commission time to meet those obligations. He requested that DCOA make materials available in the early stages so that the Commission might be more useful because if the Commission is to support the projects it needs to be able to do so in a timely fashion.

Committee Reports

There were no reports or updates from committees.

Ward Reports

There were no Ward reports.

Public Comment

There was no public comment.

Announcements

Chairwoman Thomas reminded the Commission that its retreat will be held on July 20th at DDS. The nearest Metro stop is Federal Triangle. There will be van transportation provided for Commissioners who would like a ride from DCOA's offices. She asked if anyone had a conflict to advise her immediately. And she encouraged everyone to invite their mini-commissioners; and she extended an invitation to the mini-commissioners present at the meeting.

She also reminded the Commission that the Office on Aging has submitted three questions for their feedback. There will be facilitators at the retreat to assist the Commission. And the

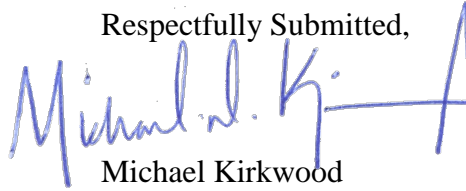
Commission will be required to come together and submit suggestions or recommendations to Director Newland regarding the three questions.

Adjournment

The meeting was adjourned at 12:45 p.m.

These minutes were recorded by Michael Kirkwood, General Counsel, D.C. Office on Aging, and were formally approved by the Commission on Aging on September 28, 2016.

Respectfully Submitted,

A handwritten signature in blue ink that reads "Michael Kirkwood". The signature is stylized, with the first name "Michael" written in a cursive-like font and the last name "Kirkwood" in a more blocky, capital-letter font.

Michael Kirkwood
General Counsel
District of Columbia Office on Aging