

ADMINISTRATION, KANSAS DEPARTMENT OF

**Moderator: Gabrielle Risley
September 30, 2020
11:30 a.m. ET**

OPERATOR: This is Conference #: 3499587.

Janis DeBoer: Good morning, everyone. Thank you for joining us today. It is 10:31, so I think we will go ahead and get started. My name is Janis DeBoer. I am the Deputy Secretary of Programs at the Kansas Department for Aging and Disability Services or KDADS.

We can't thank you enough for joining us. It's our understanding there maybe 15 or so participants today. So we thank you for that.

I am going to turn this presentation over to Christina Orton here in just a minute. Christina is our Aging Services Director. She is here along with Commissioner Amy Penrod, and several of Christina's staff. And I will let Christina, introduce them later.

But again, we thank you for being here. We very much appreciate the opportunity for us to listen and to hear your voices and receive your comments and your feedback today, as far as what we need to consider, as we write our state plan, very specific to the Older Americans Act.

The Older Americans Act, as you know, has been around since 1965. If you're interested, there's some great information on the website regarding the Older Americans Act and its impact. We believe strongly in Kansas that you Older American Act services allow seniors to have choices and to have options. And that is definitely something we value highly at KDADS.

So we thank you for your time. We thank you for your feedback and input that we will look forward to here in just a few minutes. But before we hear your feedback and input, Christina is going to share a few slides with us.

So Christina, go ahead.

Christina Orton: Thank you, Janis. Good morning everyone. As Janis mentioned, my name is Christina Orton and I'm the Aging Services Director for KDADS. We would like to thank you for being here today, the listening session for the state plan on aging is conducted to gather your thoughts on services provided by KDADS Older American Act program referred to as OAA.

This event means a great deal for the State of Kansas because it allows seniors to voice their needs and allows us the aging network to develop goals to better serve older Kansans.

Before I start presenting our brief information, I'd like to go over some housekeeping notes. At this moment all participants are muted. To provide comments, you may dial star one during the question and answer portion of this call which will be towards the end. To withdraw your question, you may press pound. To reach the operator, you may dial star zero at any time.

If you wish to follow along, there is a PowerPoint presentation which is located on the KDADS website at www.kdads.kansas.gov/2020-listening-tour.

I would like to start our presentation by sharing our mission here at KDADS. Our mission is to protect Kansas, promote recovery and support self-sufficiency. We achieve our mission through major programs such as home community based services, long-term care, behavioral health services, state plans, and nutrition services.

These programs provide a wide range of services such as Aging and Disability Resource Center known as ADRC. Older Americans Act, OAA, Senior Care Act also known as SCA, Medicare programs, which include Senior Health Insurance Counseling for Kansas, we call our SHICK program, Senior Medicare Patrol, which is our SMP program, Medicare Improvements for Patients and Providers Act, which is MIPPA, Client Assessment, Referral and

Evaluation, which is our CARE program, and our Programs of All-Inclusive Care for the Elderly, which is called PACE.

A little background information on Older Americans Act is originally signed into law in 1965 and established the aging network which provides community social and nutrition services for older persons and their caregivers.

Since 1965, there have been many reauthorizations of this act, including the most recent 2020 reauthorization, which is valid through 2024. The Older Americans Act funds services that keep older adults healthy and independent in their home.

In accordance with the Older Americans Act of 1965, as amended KDADS has a designated state unit on aging in the state, a plan on aging to the U.S. Administration on aging every four years. This plan describes the agency's vision and purpose, including the goals and strategies to achieve the vision. Development of the plan is accomplished through interaction with a Kansas aging network.

The Older Americans Act is the most comprehensive legislation composed by seven titles. KDADS administers the grants for Older Americans Act Title III and Older Americans Act Title VII. Title III are grants for state and community programs such as supportive services, which include but are not limited to homemaker, attendant care, transportation, case management, legal assistance, nutrition, which includes congregate and home delivered meals, nutrition education, Disease Prevention and Health Promotion, evidence – These are evidence based health promotion and disease prevention programs. Family Caregiver Support, which includes respite counseling, information support, support groups, and homemaker services.

Title VII are grants for elder rights protection such as the Long-Term Care Ombudsman program, prevention of elder abuse, neglect and exploitation, and State Legal Assistance Development Program.

The purpose of our state plan on aging is to outline the primary responsibilities of planning, policy development, administration, coordination, priority setting and evaluation of all state activities related to the objectives of

the Older Americans Act. The Kansas aging network shall serve as an effective and visible advocate for the older individuals by reviewing and commenting upon all state plans, budgets and policies which affect older individuals and providing technical assistance to any agency organization, association or individual representing the needs of older individuals.

The Kansas Aging Network, also assure that preference will be given to providing services to older individuals with greatest economic needs. And older individuals with greatest social need with particular attention to low income older individuals, including low income minority older individuals, older individuals with limited English proficiency and older individuals residing in rural areas.

To meet the needs of older Kansas – Kansans, KDADS administers programs throughout the state primarily through local Area Agencies on Aging, also known as AAA. The Kansas Association of Area Agencies on Aging and Disabilities, also known as K4ad represents all 11 Area Agencies on Aging. That coordinate services, asses – provide information, case management and numerous other services for seniors, and all of the 105 Kansas counties.

To learn more about services offered in your area, you can call the Aging and Disability Resource Center at 1-855-200-2372.

The Older Americans Act plays an important role in the lives of older Kansas – Kansans. The services and programs provided through the 11 AAAs, three tribal organizations, 165 Title III service providers, and 100 of invaluable volunteers.

In 2019, nearly 33,000 older Kansans were served through the OAA Title III registered services such as congregate meals, case management, personal care, home delivered meals and homemaker.

Providers in Kansas provided more than 3.1 million meals, 20,000 rides and 10,000 hours of personal care to older Kansans.

The National Family Caregiver Support Program hosted more than 1000 counseling and training events and served more than 13,000 family caregivers with more than 35,000 hours of respite care to provide much needed relief.

Lastly, the Long-Term Care Ombudsman office provided more than 1000 consultations to help resolve complaints and issues on behalf of individuals residing in long term care settings through the Older Americans Act.

Please know that the state plan on aging is intended to address seniors current and future needs related to the Older Americans Act services.

We acknowledge that the coronavirus pandemic is the top of mind for many. However, the intent of the listening session is to gather input on unmet needs prior to the start of the pandemic.

Your participation today will be used to develop the upcoming 2022 through 2025 state plan on aging. Please take the opportunity to share suggestions, comments and feedback about Older Americans Act in the aging services.

Soon you will have the opportunity to provide feedback over the phone. If you do not have a chance to speak today, please consider joining a future listening session or submitting written comments.

Please consider the following questions. What Older Americans Act services are working well? Are there gaps in the Older Americans Act and other aging services? What is most important for you to see in a program serving seniors? What are barriers to services, social isolation and loneliness are prevalent, and these issues have been exacerbated by the COVID -9 pandemic? How can they at network address social isolation and loneliness?

Please feel free to share this opportunity to provide valuable feedback with your family, friends, loved ones written comments will be accepted through April 30, 2021. You may send these comments via email to kdadsoaasta@ks.gov or by mail with the attention to me, Christina Orton, Aging Services Director at 503. South Kansas Avenue, Topeka, Kansas 66603.

We will be hosting three additional listening tours from 10:30 to 11:30 on March – I'm sorry on Monday, October 9, Monday, November 9, and Wednesday, December 9. Please stay tuned and feel free to follow us on Facebook to learn more about upcoming events and information regarding the listening tour. Also those dates are listed on a flyer which is also on the KDADS website.

We will now be moving into the question and answer portion of the call. However, this is an opportunity to provide open ended feedback and comments regarding OAA Aging Services in Kansas. The purpose is not necessarily to answer questions, but to provide an opportunity for public comment and to assess for unmet needs for older Kansans.

At this time, we are ready to take any comments, questions.

Operator: Ladies and gentlemen, if you have any questions at this time, please press star then the number one on your touch tone telephone. If a question has been answered, or you wish to remove yourself from the queue, please press the pound key. Again to ask a question, press star then the number one on your telephone keypad.

I can see no questions from the phone queue presenters, you may continue.

Christina Orton: This is Christina again. We have – that kind of concludes the presentation for today. So we'll wait a few more minutes for any questions or comments. And if we receive none, then we will end the call.

Janis DeBoer: Hey, Christina, this is Janis DeBoer again. If I may ask the participants, if you would even be willing to share your experience with the Older Americans Act if you don't have any – if you don't have any comments about what we might do in the future. I think Christina was asking what's worked well, if you would be willing to share with us what's worked well from your vantage point.

Do you go to congregate meal sites? Do you use meals as far as using a voucher system or a card system? What experience have you had with the Older Americans Act services and what has worked well?

Operator: Again, it's star then the number one on your telephone keypad.

We have one person from the queue. Ms. (Debbie Allison), your line is open.

Again, your line is open Ms. (Debbie Allison).

(Debbie Allison): Can you hear me now?

Christina Orton: Yes, we can.

(Debbie Allison): OK. I just wanted to say that the home delivered meals from two agencies here in the Wichita area have helped some of our seniors immensely.

Janis DeBoer: That's good to know. We appreciate it. This is Janis DeBoer again, could you tell us, are they receiving those meals since the pandemic or they've had the meals for some time?

(Debbie Allison): Most of them had them before the pandemic. One or two have started up since the pandemic.

Janis DeBoer: OK, good to know. Do you know – Christina, I'm going to ask a few questions if you don't mind. And then feel free to chime in. Do you – would you be interested in sharing with us some of the meal delivery systems have changed during the pandemic that we may have more grab and goes or pick up at the curb? Is that working? Has that been your experience? Or do you know?

(Debbie Allison): The way it's changed – the delivery has changed. The volunteer delivering isn't allowed to come into the building.

Janis DeBoer: Right.

(Debbie Allison): And that's not as much our rule as it is bears. But ...

Janis DeBoer: Right.

(Debbie Allison): ... the – most of our seniors have been able to meet them down there. And if not, we just keep it in our community refrigerator until like they get back from the doctor's office or wherever.

Janis DeBoer: Nice. Perfect. Good. Well, it's nice to hear from you.

(Debbie Allison): And we really appreciate that service.

Christina Orton: This is a Christina. I really appreciate that feedback. And I forgot to introduce the rest of my staff that are on this call. Gabrielle is on this call and so is (Cynthia Harris) and Gabrielle Risley.

And I'm going to actually open this up to Gabrielle if she has any questions for you, because she is the dietician and so she works with the nutrition providers. And so, I didn't know if she would have any questions specific to what your comments. So Gabrielle, do you have any questions?

Gabrielle Risley: Hi, (Debbie). Yes, thanks for thanks for calling in and providing your feedback. Sounds like from what I'm hearing that you're making a comment about the meal program working well, especially in adapting to the pandemic. So I guess my question is, do you see anything that needs improvement in the system that you are seeing with relation to the OAA Meals Program?

(Debbie Allison): If there were a way to make the meals – oh, like either diabetic friendly or I don't know. And I know there's so many different people you serve with so many dietary needs. But some people have stopped the meals because like there's too many carbs, or in some cases, there's one program that delivers a frozen meal as well as a regular meal. So they get two meals a day. And some of our residents have found that to be too much food. Those are the couple of things I can think of off the top of my head.

Gabrielle Risley: Thank you for that. That makes perfect sense. I see what you're saying about specialized diets is kind of what I'm hearing. So maybe not even necessarily just diabetic, but other more specialized diets like for renal disease or cardiac or things like that.

Janis DeBoer: Very true.

Gabrielle Risley: Thank you again. I don't have any other questions for (Debbie). I just appreciate you sharing your input.

(Debbie Allison): You're welcome.

Christina Orton: Thank you, (Debbie). Do we have any other comments, questions, feedback?

Operator: Yes, we have one from Ms. (Paula Olson) from Frederick County. Your line is open, ma'am.

(Paula Olson): Hi, can you hear me?

Christina Orton: Yes, we can.

(Paula Olson): Yes, so my name is (Paula Olson). And I'm with the CPAAA here in Wichita, and I'm a case manager for Senior Care Act program. But I guess I just want to make a comment about the OAA because we work closely with the OAA program, pretty much in every aspect. Because a lot of times, folks will start out on one of the OAA programs getting referred to them either through the 90-day program or through Meals on Wheels, you know, through the meal service or on the caregiver program. And then they'll have the case manager with one of those programs. And then because like the caregiver or the 90-day program, those programs are time limited, if that case manager determines that they're going to need care beyond in home services beyond when those services are going to expire, then they work with that – work with me and the other case manager on Senior Care Act to put it in a referral for our program.

And so we basically just, you know, work hand in hand in our office to make sure they have, you know, wraparound services for as long as they need them. And then if they're on Senior Care Act, I put in a lot of referrals for the meal services. I guess I would say as far as the meals, kind of the same thing that's already been said, I feel like I've been seeing a lot more dietary restrictions. So people or people having food allergies, or certain foods they can't eat. So people are declining the meals because of that. So but otherwise I would say here are CPAAAs serve Sedgwick, Harvey and Butler County so I would say that's been my experience so far.

Christina Orton: (Paula), thank you for that. We appreciate the feedback.

I'm going to – Gabrielle, do you have any questions or anything?

Gabrielle Risley: I don't. I'm just again glad that's being brought to our attention.

Janis DeBoer: Yes, this is Janis DeBoer again. I also want to thank you, thank you for the coordination, thank you for understanding how these programs can interact and, and doing your best to maximize those services for the senior population and those folks with disabilities. So we very much appreciate your expertise and knowing these programs well, and thank you for what you do.

(Paula Olson): Thank you.

Christina Orton: Do we have any other comments, questions, (needs)?

Operator: Yes, presenters, again from (Debbie Allison), your line is open.

(Debbie Allison): Yes, this is (Debbie), again. Some of the questions about barriers or gap in services related to like the social isolation and loneliness. So many programs involve the internet, and computers in technology, are there any aging network programs that would help address training for seniors or providing the computers or the technology itself providing that to our seniors?

Janis DeBoer: And (Debbie), this is Janis DeBoer again. I'll be happy to speak to that. And then I don't know if there are some other AAAs in the room or if any of the directors are there. But from our vantage point there, there are some federal dollars in Kansas that have been made available, communication devices for seniors, but those devices have been for individuals in nursing facilities. So those – and an assisted living, who are actually in congregate settings.

So that – and I should qualify that, that those particular dollars are actually coming from the, what we call those civil monetary penalties fund, not CARES' money. But CMS, the federal agency did ask us to make communication devices available to nursing facilities, do the isolation in COVID and the folks that – and the fact that visitation was restricted.

For community-based, we are still having conversations about possibilities for communication devices at the moment. We have not been successful, but we are going to continue to ask if there is any opportunity for some communication devices to be available to seniors or individuals with disabilities included with that request would also be a request to – for the AAAs and others, the Centers for Independent Living and other groups to be able to provide some training to those individuals.

So yes, it's definitely on our minds. And yes, it's something we are requesting. I don't know if we will be successful with this particular round. But if we're giving an opportunity in the future to request again, we certainly well.

(Debbie Allison): That's good to hear. Thank you.

Christina Orton: And, (Debbie), this is Christina. Thank you for highlighting the training for seniors as far as computers programs go. That's definitely a very nice time something that's very important. So I appreciate the feedback overall. But that was really good to hear, as far as needing that training piece was kind of just a reminder for all of us. So thank you.

(Debbie Allison): You're welcome.

Christina Orton: Do we have any more questions? Comments?

Operator: Yes, we have a one, still one person from the queue. Please state your first and last name before your comment. Your line is open.

Again, your line is open.

(Hannah Christianson): This is (Hannah Christianson) from Sedgwick County and I am with Envision and we provide support programming. I did want to state that as it relates to low vision or blindness so adults who may be losing vision, Envision Vision Rehabilitation Center does offer assistive technology training. And you guys can reach out to us for any information regarding that, just as it relates to low vision or vision impairment.

Christina Orton: Thank you for that, (Hannah). I did not catch your last name though.

(Hannah Christianson): It is Christianson, C-H-R-I-S-T-E-N-S-O-N.

Christina Orton: Thank you. I appreciate that. OK.

Are there any more comments in the queue?

Operator: There are no person from the queue.

Christina Orton: OK.

Operator: You may continue, presenters.

Christina Orton: OK. We'll probably give it about two more minutes to allow people to get into the queue if they have any comments or feedback or anything that they would like to provide.

Operator: Excuse your presenters, I can see one person from the queue and it is unnamed. Please state your first and last name before you ask her question. Your line is open.

(Rick Vandyke): Yes, can you hear me?

Christina Orton: Yes, you can.

(Rick Vandyke): Hi, this is (Rick Vandyke) and I'm with the Kansas City area. I work with the Leavenworth AAA. And to speak to Janis' question, we do have – we just launched a service, it's called Virtual Voice. It is a service that's going to provide tablets and video technology to the seniors. It also comes with the training component. So there'll be a member from the provider that will go out to the seniors' home and actually show them how to turn the computer on, how to turn it off, how to navigate the keyboard, and actually how to connect face-to-face with their case manager.

And part of that training is they are elder-friendly programs. And they are geared specifically for people who may not have a lot of experience using the technology. So we're excited. We're launching at October 1. So we did

understand that a lot of seniors, if you just provide them to the tablet of a technology, they're not going to know how to use it. So it wouldn't be useful. So we built that into the service that we're offering.

So but – and I believe that service, the vendor doesn't just service Kansas City area, they had may service other areas in the AAA network, so just wanted to share that.

Janis DeBoer: Thank you, (Rick). This is Janis. I'm so glad to hear that. So we appreciate it, (Rick). It's always good to hear your voice. Glad to hear about this new service. Good, good, good. Good, good news indeed.

So and (Rick), please know that if we have an opportunity, like I said earlier, we have an opportunity to secure some additional dollars for communication devices across the aging community and the disability community, we will do so. So, but I'm glad to hear it.

(Rick Vandyke): Yes, we're going to use it for case management assessments and monitoring. But we also have identified a gap in our area for mental health services for older adults. We're finding a lot of them even before COVID, the isolation issue and the hopelessness and depression that goes along with that. A lot of them are outliving their spouses and even their children and just sort of being alone and having that tablet, we're going to see if we can cook them in with mental health services. But if we hadn't mental health services as part of the OAA programs that would be a gap well serve. So thank you. That's all I have.

Christina Orton: (Rick), this is Christina. Thank you so much for bringing that new program up. I am excited and can't wait to hear your guys' success stories.

(Rick Vandyke): Yes, we've got 30 of them deployed starting October 1 and we're going to be expanding, so.

Christina Orton: Very awesome. Thank you so much.

(Rick Vandyke): Thank you

Christina Orton: Do we have any others in the queue?

Operator: Yes, ma'am. Again from (Debbie Ellison), your line is open.

(Debbie Ellison): Thank you. I thought I heard (Rick), say Virtual Voice. I've Googled that and I'm not getting – I'm getting software program. So is there something in particular I need to look up?

Christina Orton: (Debbie), if you want to – I can give you my email address. If you want to email me, I can get you two connected after this call, so if that's something of interest.

(Debbie Ellison): You bet.

Christina Orton: OK. My email is Christina, C-H-R-I-S-T-I-N-A.orton2@ks.gov.

(Debbie Ellison): OK, thank you.

Christina Orton: You're welcome.

Do we have any additional in the queue?

Operator: Yes, again, it is unnamed. Please state your first and last name. Your line is open.

Again, your line is open, you may speak now. We hear no response from the participant.

There are no other questions from the queue.

Christina Orton: OK, thank you. Well, I think we will go ahead and wrap up with this call today. I appreciate everybody taking the time to hop on with us. And if you would like to attend or just share the information there on our KDADS website, you can go out there and it gives you all the information for the next date. We have four more if you would like to also follow on the Facebook page, we have a KDADS Facebook page that has the tour dates and we've created events so they can be shared on Facebook. You can also do the written comments as well.

Other than that, I think we will say thank you and let you guys get back to your day. And I don't know if Janis or Gabrielle or anybody would like to say anything else.

Janis DeBoer: No, just thank you. Thank you very much. I appreciate your time. I appreciate your feedback.

Operator: This concludes today's conference call. Thank you everyone for joining, you may now disconnect. Have a great day.

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