

# COMMUNITY CARE ADVISORY COUNCIL

January 23, 2018

## Present:

- Steve Lish (RALF IHCA Administrator), Chair
- Christine Pisani (Developmental Disabilities Council), Vice Chair
- Tamara Prisock (IDHW Director Designee)
- Aaron Herring, IDHW (Council Support)
- Angela Eandi (DisAbility Rights Idaho)
- Francoise Cleveland (AARP)
- Doug Park (RALF Resident/Family Member Representative)
- Jim Varnadoe (RALF At-Large Administrator – DHW Appointee)
- Eva Blecha (CFH Provider Representative)
- Keith Fletcher (RALF At-large Administrator)
- Mary Blacker (CFH Provider Representative)
- Cathy Hart (Idaho Ombudsman for the Elderly)
- Nicole Ellis (RALF IHCA Administrator)
- Wanda Warden (CFH Provider Representative)
- Kris Ellis (IHCA Executive Director Appointee)
- James Steed (Non-voting Member, Future RALF Resident)
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## Teleconference or Video Conference:

- Elishia Smith (RALF Resident/Family Member Representative)

## Absent:

- Pamela Estes (CFH Provider Representative)
- Charlene Pickering (IHCA Appointee)

## Guests:

- Jamie Simpson, IDHW-RALF
- Steve Millward, IDHW-CFH
- Cheryl Gibson

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Open Forum – Steve, Chair – Steve gave a brief overview of the meeting rules and opened the floor for visitor comments/issues from visiting attendees. None were voiced.

**Motion:** Adopt the January 23, 2018, agenda.

**So Moved:** Mary Blacker

**Seconded:** Cathy Hart

**Vote:** Unanimous

**Motion:** Adopt the October 24, 2017, minutes.

**So Moved:** Tamara Prisock

**Seconded:** Jim Varnadoe

**Vote:** Unanimous

### **CFH Rules | Steve Millward**

The board unanimously accepted the CFH rule changes in November. The changes were presented to the House and adopted as pending. The rules will be presented to the Senate Health & Welfare Committee. These changes will take effect July 1, 2018. Training for providers will begin in the next few months.

### **Membership/Election of Chair and Vice-Chair | Aaron Herring**

#### 1. Selection of new Council Members.

- a. One letter of interest was received from Rick Huber for the position of Advocate for Individuals with Mental Illness. Rick joined the meeting via telephone and addressed the Council regarding his qualifications and why he would like to join the council.

Rick was unanimously elected to a three-year term on the Council as the Advocate for Individuals with Mental Illness for the term February 1, 2018 - January 31, 2021.

- b. Three council positions for the position of CFH provider were open for which three letters of interest were received from Eva Blecha, Pamela Estes, and Cheryl Gibson.

Eva, a current council member, was in attendance and voiced her desire to serve another term on the council.

Pamela, a current council member, was unavailable for comment allowing her letter to stand as her desire to serve another term on the council.

Cheryl was in attendance and addressed the Council regarding her desire to join the Council. She has been a CFH owner for three years taking care of her adult son in Meridian. He is the only resident in the CFH.

Eva, Pamela, and Cheryl were each unanimously elected to a three-year term on the Council filling CFH Provider vacancies for the term February 1, 2018 - January 31, 2021.

2. Election of Chair and Vice-Chair. Nominations were requested and received for the positions of Chair and Vice-Chair. Steve Lish was the sole nominee for position of Chair as was Christine Pisani for the position of Vice Chair. Both agreed with the nominations and serving another term. Both were voted in unanimously by voice vote.

### **Feedback from Crisis Intervention Training held 11/02/2017**

This was tabled until later in the meeting to allow the requestor, Christine, time to arrive at the meeting and participate in this discussion.

### **Annual Report – Finalize Report to Legislature for 2017**

Tamara opened the floor for discussion regarding any changes necessary on the Annual Report.

- Jamie cited some changes to the statistics that are currently listed in the rough draft. She will provide those to Tamara.
  - Steve will send CFH numbers to update the annual report.
  - Nicole requested her facility name be updated.
  - Francoise recommended the following changes/suggestions:
    - Questioned the appropriateness of associating a name and background as was done at the bottom of page 3 referencing James S. or if it should be more general.
    - Layout changes were recommended including moving the Issues and Recommendations section closer to the front, possibly after the roster as it is most important and should be seen before readers lose interest. The Council voiced agreement with the recommendation. Tamara also recommended perhaps moving the background and member list to the back; however, Francoise feels it gives a good idea of what the reader is getting into.
    - Two changes to the footnote marked by \*\* on page 6; the first being to specify the statute in more detail, as giving the number 30 is vague, insert Idaho code into statute. Second, adding a space after the numeral 30.
    - Formatting dates uniformly citing the date of Jan 1 – Dec 31, 2017, near the top of page 7 as being different from date of January 1, 2017 – December 31, 2017, on page 10.
    - Update the tense to be grammatically correct on page 11 bullet three under April 2017; “update” should be changed to “updated.”
- ACTION ITEM – Steve will provide Aaron/Tamara with CFH numbers to be updated in the Annual Report.
- ACTION ITEM – Jamie will provide Aaron/Tamara updated/current RALF statistics to be updated in the Annual Report.
- ACTION ITEM – Tamara will make changes/corrections to the Annual Report and send to the council for review.

### **Continued Discussion Concerning Bylaws Proposals | Steve Lish**

During the October meeting, Doug and Tamara were tasked with updating the Bylaws and presenting proposed changes. Tamara advised that Doug was to be given credit for making any changes. Doug stated he tried to include ideas for robust discussion to bring the Bylaws up to date and align with Statute.

- Doug proposed that we clarify how to allocate the 20 members of which some are permanent by title and others are rotating three-year members.
- Francoise questioned if the proposed changes to the bylaws purposely removed AARP as a permanent member. Keith advised AARP has been part of CCAC from the beginning and provides a tremendous amount of statistical data and background regarding relevant, current issues. He feels the council would miss out if they were not a permanent member. AARP brings statistics that we are not able to get elsewhere.

**Motion:** Include AARP as a permanent member of CCAC.  
**So Moved:** Keith Fletcher  
**Seconded:** Doug Park  
**Vote:** Unanimous

- Jamie advised that the Alzheimer's population is not represented.
- Tamara is in favor of designating IHCA as a permanent member and including this in the Bylaws. Keith suggested waiting for Kris Ellis to arrive to allow for her input.
- Francoise requested clarification of purpose of Bylaw changes. Doug advised it is for enhancement as nothing is wrong. These are suggestions for improving advocacy for residents; go out and openly recruit, consider multiple candidates, and choose the best. Jim is not sure recruitment is the way to go as departments know who the best candidates are, and this is more useful than parading people through. Doug agreed Jamie and her team know who the best of the best are for resident advocates. This is designed to strengthen that ability. Christine advised the department has access to the most rural and most urban facilities.
- Jamie advised looking into representation to be sure rural and urban facilities are represented equally. Angela feels there are not enough CFH and RALF residents represented.
- Keith added that word of mouth from the core members has kept the council alive and proposes it be left alone.
- Tamara voiced concern regarding lengthy discussions about a process that is not broken and recommended tabling this discussion. She recommends addressing specifics, i.e. chartering a subcommittee.

**Motion:** Table Bylaw discussion and changes.  
**So Moved:** Keith Fletcher  
**Seconded:** Angela Eandi  
**Vote:** Unanimous

### **Feedback from Crisis Intervention Training held 11/02/2017**

Christine shared feedback provided by Kathie Garrett via e-mail. Kathie felt the training was good for what was covered but was designed to pass surveys instead of helping staff improve. She felt it did not offer basic steps to deescalate.

Jim felt there was not a lot of solution offered stating it came down to call 911, and sometimes they do something, sometimes they do not. Christine stated the larger regions have a relationship with the police in these situations that is not afforded to the smaller regions. Jim voiced options dwindle severely after hours.

Christine shared she did not come away with tangible de-escalation skills, and that is what she would like.

In addressing these concerns, Jamie clarified that Licensing & Certification does behavior management whereas the crisis intervention training came out of Westgate and was meant as

an introduction for everyone. Steve M. added that more training is coming but will not be resident specific.

Christine requests more depth. Wanda requests training, not a list of resources. Steve M. reiterated that training is coming and will not be a resource list. Wanda then requested resources for all types of people, not just mental illness.

Cathy felt the training was great. Tamara agreed, and Wanda asked that it be expanded upon. Kris recommended a model of crisis prevention with the focus on prevention.

#### **Update on Secure Memory Unit Work Group | Jamie Simpson**

Jamie noted the memory care participants in the work group and questioned how resources can be made more available to them. Some facilities are doing great while others are not. It will be helpful to identify the best practices of the great facilities and look at staff training. There is a lot of training, though some is quite expensive. It will be necessary to look at how to make it more available and affordable. A couple of stellar units have been contacted.

The workgroup size determined to be most effective is 10-12. Memory care workgroup participants have been meeting. They are researching whether other state models are working better. When done, they hope to provide accessible, inexpensive training.

Cathy stated she called Wisconsin. The ombudsman did not know much about the funding. They have one person in each county to assess what facility is best and that person is also responsible for education; however, not all counties are set up on this system.

Jamie further recommended changing the verbiage on page 14 of the Annual Report under the Memory Care/Secure Memory Units. She posed that Oregon does not make a statement until research is completed and recommends rewording this section to reflect that here as well. It will need to be determined if increasing rules will equal better care. It is necessary to back off and research further. It is also important to word this so that people understand increased rules do not equal increased reimbursement.

#### **Proposed RALF IDAPA Changes | Doug Park**

Doug requested to table this discussion as he continues to learn about the team. He would like more time to prepare and think through how to prepare the group. This led to discussion of communications.

#### **CCAC Communications**

Steve L. stated some communication was lost when mass e-mails were eliminated due to the Open Meeting Law. Tamara advised that she and Aaron are looking at a way to make discussions more visible to the public via the RALF and CFH websites. This transparency would allow for outside meetings.

Doug agreed and advised that establishing a quorum in the Bylaws will make it very visible that no decision can be made by subgroups. The quorum provides protection.

Kris questioned if the AG should be contacted to see if Open Meeting Law applies to CCAC. Tamara advised AG has already been approached and did confirm CCAC must follow Open Meeting Law.

- ACTION ITEM – Tamara and Aaron will further investigate making RALF and CFH sites more visible in regard to making changes.

### Subcommittees

Steve L. and Mary brought up discussion regarding forming subcommittees in districts. Doug, Angela, and Wanda agreed with Angela stating work could be done on subcommittees with separate members. This was supported by Tamara.

Christine questioned if financial help would be available for travel and other expenses related to the subcommittee meetings. Tamara advised reimbursement is solely for council members conducting council business. During discussions, Steve L. requested note be made to have a potential Alzheimer's representative.

### Revisit Bylaws

#### Article V, Section 6

Francoise recommended revisiting Bylaw revisions as the agenda had cleared up with the tabling of the IDAPA review. She recommended addressing the easier sections first.

Angela recommended reviewing section 6 under Article V on page 6.

Francoise feels the 11 of 20 council member quorum as suggested would be difficult and recommends changing the verbiage to the majority plus one. She further recommended striking the second sentence. The last sentence would not be of concern as subcommittees are meant to be smaller. Kris further commented on the last sentence stating that many members attending a subcommittee would cause such a meeting to fall under Open Meeting Law. James S. recommended ad hoc committees rather than subcommittees as they can include anyone.

Francoise refocused the conversation to quorum verbiage. Tamara recommended instead of stating 11 to change verbiage to majority filled plus one. Eva questioned whether the Council can vote if a quorum is not present. Tamara advised the Council may not vote unless a quorum is present.

- Motion:** Amend Bylaw Article V Section 6 to read a quorum is required to conduct official business with those attending via telephone and video counting as present and part of the quorum.
- So Moved:** Francoise Cleveland
- Seconded:** Angela Eandi
- Vote:** Unanimous

### Article IV, Section 7

Cathy suggested reviewing proposed edits regarding alternates. Doug stated that if possible elected members be present as it affects the dynamics and slows the process. James S. states agencies send alternates to councils frequently. Christine agrees with James stating agency directors sometimes cannot attend but will miss segments of information if an alternate is not sent. Kris argued that alternates do not slow the process as she and her alternate talk daily, and he is up-to-date and capable of voting. Mary suggested a possible proxy vote. At that time, Francoise suggested tabling this item.

### **Code of Ethics**

- Partisanship. Francoise addressed Code of Ethics number 3 regarding partisanship requesting clarification if this was referring to political partisanship and recommending it also include sexual harassment. Tamara advised the partisanship is specific to meetings. It was recommended that be specified in the document.
- IDAPA Rule. Kris noted the IDAPA rule on page 2 applies only to the RALF and questioned if RALF was the primary concern. Residents are the reason providers are in business. A lot goes into rulemaking other than residents. The phrase “first and greatest” was brought into question. Eva voiced concern about rules being cited and having RALF or CFH rules applying across the line back and forth. Angela stated this may be a reflection of when CCAC was not a joint council. Doug stated it is still in statute from 2005 and has not been withdrawn stating it is the legislatures problem that there are two in practice. Steve M. stated both are still in statute as it allows CFH to participate. Tamara advised the statute allows for 2 councils to practice combined.

### **CFH Database Update**

Steve M. solicited more information from the Council as to what they would like to see updated on the CFH database. Eva does not like the public website idea. Wanda would like to see a program similar to FLARES, something that lists vacancies. She does not feel it should be dismissed because some CFHs do not want their information published.

Tamara advised creating a database similar to the RALF database in FLARES would come at a great cost to the Division, something that is currently not in the budget. Steve M. advised the internal system can generate a vacancy report which can be posted online.

### **Emergency Placement**

Discussion turned to emergency placement and difficulties surrounding such, specifically after hours and on weekends. Tamara advised there is a policy in place to cover these situations. For example, emergency placement may be done over the weekend. It is necessary to get approval by the Department the following business day.

Additional information that would be beneficial are things such as vendor lists to help CFHs remedy common deficiencies. This would include items such as vendors to supply correct extinguishers. Steve M. advised care must be taken to not show favoritism to certain vendors. Eva asked that a list of vendors be supplied not promoting a vendor in particular as it would make it easier to locate necessary equipment and supplies.

Returning to emergency placement discussions, Christine advised it is important that roommates be included in placement to see if placement will be a good fit. Wanda added the list given as a starting place for emergency placement is long and inaccurate. A list of professional providers would help alleviate the need to sift through families just caring for a family member(s).

Tamara advised emergency placement is listed as a priority of the Council this year and suggested possibly having Medicaid come speak about payment. Christine recommended taking this large topic and dividing it into populations taking a few at a time. Christine would like to present her population information in July.

Eva feels this will take too long, though Angela offered that taking it in groups will allow the Council to gather information from various resources. Christine advised 75% of developmentally disabled individuals have a dual diagnosis that should be addressed. James S. concurred stating he falls in that category as well.

Christine proposed a subcommittee be formed to create a presentation for a planned approach to address emergency crisis placements. This would help clear up what should be proposed to the Council.

Eva advised more knowledge of what is happening in the field is necessary to then approach presenters. First identify the problem and then apply that information to the approach on emergency placements.

Christine advised the subcommittee include Angie, Eva, Wanda, Mary, Jim Baugh. (Please check as it was hard to hear names being given quickly.) Angela advised using as an example the Armstrong settlement and Community NOW! Report.

Crisis intervention is becoming more available. Sometimes a 23-hour cool-off is necessary, not a placement. Eva recommended identifying three houses in each region that are cool off houses. Steve L. recommended Christine take the lead on this. Eva offered availability by phone, and Wanda offered to give scenarios. It was also recommended to contact Ross Edmunds and Blake Brumfield.

### **Review of Action Items From This Meeting | Aaron Herring**

- Subcommittee info to the Council in July regarding emergency placement.
  - Motion:** Ad hoc committee factors continue to deal with dual diagnoses.
  - So Moved:** Kris Ellis
  - Seconded:** Mary Blacker
  - Vote:** Unanimous
- Doug will work on IDAPA rules for presentation at the next Council meeting.
- Doug will consider suggestions to improve the existing FLARES database.
- Tamara and Aaron will work to make discussions more visible on the RALF and CFH websites.



- Annual Report Changes
  1. Update facility name for Nicole Ellis on page 4.
  2. Correct formatting issues as outlined above.
  3. Move the Issues and Recommendations section towards the front of the report for visibility.
  4. Steve M. will send CFH numbers to update the report.
  5. Jamie will provide updated statistics for RALF to update the report.
  6. Potentially reword the Memory Care/Secure Memory Units section as outlined above during Jamie's update on the Secure Memory Working Unit Group.

**Review of Future Agenda Items/April Meeting Agenda | Steve Lish**

- Aaron will email the Council if CCAC is scheduled on the agenda to orally present the Annual Report 2017. If an oral presentation is requested, Christine will present with Steve L. attending as support.
- Doug and Tamara will present proposed IDAPA rule changes.
- Speakers for crisis in the Alzheimer's/dementia population and to give update on HART program, possibly April Ross-Edmunds.
- Jamie will present information on the status of HART homes being piloted.
- Steve will present changes from the new rules to the Council.

**Motion to Adjourn:** Cathy Hart  
**Seconded:** Christine Pickering  
**Vote:** Unanimous  
**Adjourned at 4:05 p.m.**

The next meeting is scheduled for April 24, 2018.