



Minutes  
Advisory Council Meeting  
Region A – Davenport  
February 18, 2014

**Members Present:** Bob Howard, Lee McClure, Christy Davis, Quinn Williams,  
Stephen Swisher, Sylvia Banes, Leslie Arquilla, Kristy Korpi

**Members Absent:** Liz Sherwin, Larry Sinclair

**Staff Present:** Connie Holland, CEO; Christa Merritt, COO; Lisa Crews, Financial Analyst;  
Tina Jaegers, Fiscal Administrator; Kim Goering, regional CM Director; Pam  
Taylor, Service Director; Sharon Schnoor, Office Assistant

**Call to Order:** The meeting was called to order at 10:00 a.m. by Chair, Quinn Williams.

**Attendance:** Sharon Schnoor took the roll call.

**Approval of Minutes:** Steve Swisher moved and Sylvia Banes seconded, to approve the Minutes. The Minutes were approved unanimously.

**Reports:**

Minutes of Milestones Board of Directors December meeting were included in the Advisory packet. Sylvia Banes questioned why there wasn't more information regarding the request letters to the County Board of Supervisors for support. Connie mentioned that at the time the draft Minutes were drawn up we really hadn't heard back from the various counties. As of this date, most haven't requested a meeting and some have told us they are not in a position to give any financial support at this time.

**Financial Reports** – Tina Jaegers presented the financial report to the Advisory Council through the month of December. Tina said we are right on target where we need to be. Lisa Crews submitted her resignation and will be leaving on Friday.

**Nutrition Reports** – Pam Taylor went over the nutrition reports for November and December. Pam said there wasn't much change in the total number of meals served. In December there were a few times where the totals reflect the fact that we had bad weather. Pam also mentioned that Diversity Service only serves one meal a month from March through November and Bethel AME usually only serves one day per week.

**Case Management** – Cheryl Badolato said that the handout for Case Management as of February shows how many clients per county we have in the Case Management Program. We do have a couple in Burlington now. Cheryl said in Scott County we have been getting a lot of new referrals. She also said we have had a slight decrease in the number of elderly waiver clients. She also mentioned we have a lot of new Vietnamese clients. It was asked if one person handled all the Vietnamese clients and she said yes, that Dawn did with the help of an interpreter.

**ADRC Option Counseling Report** – Kim Goering said we just started this December 1. Kim said counseling is provided for all ages in helping them make informed choices and to help them set up goals and how to obtain them. We have one full time and one part-time person. Kim said at the end of January we had 43 clients and 48 contacts.

**Old Business** – Area Plan Update – Connie said the ADRC requires a new Area Plan because we added a new service (Options Counseling). Included in the packet was a letter we received from Donna Harvey, the Director for the Iowa Department on Aging. As part of the process we are required to hold a Public Hearing including telephone access, which is scheduled for February 20. At the hearing we will give the definition of what options counseling is, have benefits and units presented, and ask for comments.

Lisa went over the revised Area Plan Budget. She drew the Council's attention to the right side of Page 29 which shows the Option Counseling's budget. She said this precipitated what we had to present. The left-hand side includes these figures in the revised budget. Lisa said when we first present the Area Plan we took into account some things that we didn't know amounts for sure a year ago. Included is a request for raises of 1.3% for all staff which is part of the revised 2014 budget and an equalization for people in the Ottumwa area. Personnel numbers have gone down from the original budget. Contractual numbers have decreased \$30,000 due to an oversight. We removed Fresh Conversations grant of \$30,000 as it was part of the farm bill and we have not heard anything from them regarding this and assume we will not get the funding. Lisa said state revenues are decreased \$10,000 due to the start up of the Vocational Rehab

program. The budget also includes additional rent expense for the Ottumwa office of \$2,700 in anticipation of their move to a new location.

**Council Action:** Lee McClure moved and Bob Howard seconded, to approve the FY 2014 Area Plan Update/Amendment for submission to the Iowa Department on Aging. The Motion was approved unanimously.

## **New Business**

Christa Merritt drew the Board's attention to page 30 of the Council's packet. All AAA's have been working together with Iowa Vocational Rehabilitation to service and assist 55+ disabled populations in the State of Iowa. Our goal is to assist 80 people in a year. Christa said the former employment program through AARP will move out of the Davenport office. This new project will be placed in the Davenport office. The new position created will not be full time.

**Council Action:** Christy Davis moved and Sylvia Banes seconded to recommend to the Board to approve working with the Iowa Vocational Rehabilitation program.

Plan for FY2015 Area Plan Update –

(a) Connie Holland said they need a Motion to recommend the Area Plan changes from the Board of Directors. They plan to present the Plan on March 10 at 10 o'clock to the Advisory Board in Davenport. During the month of July they plan to discuss with the Board the financials.

(b) Connie gave some of the reasons the Ottumwa office is moving to a new location. She also mentioned that a new lease on the present location would be due in May so this is a good time to make the change. Connie said they would be moving the last week of May and the first week of June.

(c) Mileage – We are not required to pay what the IRS pays. We don't feel we need to increase the mileage rate at this time.

**Council Action:** Sylvia Banes moved and Steve Swisher seconded to recommend the changes to the Area Plan to the Board of Directors. The Motion was approved unanimously.

(d) Returned Check Poster – Tina Jaeger said we would like to display at our meal sites a poster regarding our policy for returned checks for insufficient funds.

**Council Action:** Bob Howard moved and Lee McClure seconded to recommend to the Board that we display a poster regarding Milestones returned checks policy. The Motion was approved unanimously.

(e) Sunshine Fund – Christa said the Sunshine Fund is a voluntary contribution. We use the monies to send flowers for the Board members and staff as needed. The recommended donation is \$25. You would get a receipt for your donation.

(f) Advisory Council Bylaws – Christa asked the Council if we wanted to include a clause to have telephonic meeting options. This would be especially helpful if we did not have a quorum at a meeting and a vote was required.

**Items of Interest –**

(a) 2014 Iowa Association of Area Agencies on Aging Legislative Priorities

(b) OIL information

**Next Scheduled Meeting** – The next meeting will be March 10 at 10 o'clock in Davenport.

**Adjournment** - Sylvia Banes moved and Bob Howard seconded to adjourn the meeting. The meeting adjourned at 10:25 a.m.



Minutes  
Advisory Council Meeting  
Burlington  
February 19, 2014

The Advisory Council met Wednesday, February 19, 2014 at 1:00 PM in the Burlington office conference room of Milestones Area Agency on Aging.

The meeting was called to order at 1:00 PM.

**CALL TO ORDER**

**Present:** Linda Albright, Janet Bindewald, Frances Bohlken, Jeri Dean, Jim Howell, and Julie Schilling.

**ROLL CALL**

**Excused:** Patricia Steiner and Lyn Stinson.

**Absent:** Cathy Holtkamp.

**Staff Present:** Connie Holland, Christa Merritt, Kim Goering, Pam Taylor, Tina Jaegers, and Charlene Baxter.

The minutes of the Advisory Council meeting held on November 13, 2013. Motion made by Jim Howell, seconded by Frances Bohlken, to approve the Advisory Council minutes as sent. The motion was carried unanimously.

**APPROVAL OF MINUTES**

The draft minutes of the Board of Directors meeting held on December 17, 2013 were also included in the packet. There were some questions on acronyms. Members noted that they would like the acronyms spelled out at least once in each set of minutes.

**REPORTS**

Tina Jaegers presented the Financial Reports. The Board Report for December, 2013 was included in the packet. There were some questions.

**Board Minutes**

**Financial Report**

## **Milestones AAA Advisory Council Meeting Burlington**

**February 19, 2014**

**Page 2**

Pam Taylor presented the Nutrition Report. The Meal Information Reports for December, November, and October, 2013 were included in the packet. There were questions and discussion.

**Nutrition Report**

Kim Goering presented the Case Management Report. The Case Management Report was included in the packet. There were some questions. Members would like the report to show the number of new clients that are new to case management as a service, and the number of clients transferring from other case management agencies. Kim explained that Brenda Sayre would be out of the office for a while but Linda Richardson would be covering the clients while Brenda is off.

**Case Management Report**

Kim Goering presented the ADRC (Aging & Disability Resource Center) Options Counseling Report, which was included in the packet.

**ADRC Options Counseling Report**

The definition for Options Counseling is service of providing an interactive process where individuals receive guidance in their deliberations to make informed choices about long-term supports. The process is directed by the individual and may include others that the individual chooses or those that are legally authorized to represent the individual. Options counseling may include but is not limited to the following: (1) A personal interview and assessment to discover strengths, values, and preferences of the individual and screenings for entitlement programs eligibility, (2) a facilitated decision-making process which explores resources and service options and supports the individuals in weighing pros and cons, (3) developing action steps toward a goal or long-term support plan and assistance in applying for and accessing support options, and (4) follow-up to ensure supports and decisions are assisting the individual. As of January 1, 2014 all six Area Agencies were designated as Lifelong Links Aging and Disability Resource Centers.

Connie presented the FY 2014 Area Plan Update. As of January 1, 2014 all six Area Agencies were conditionally designated as Lifelong Links Aging and Disability Resource Centers. This necessitated several items to update the FY 2014 Area Plan. The definition for options counseling was included in the packet. The letter of conditional approval of Lifelong Links Aging & Disability Resource Center from the Iowa Department on Aging was included in the packet. The Request for Direct Service Waiver was included in the packet. A copy of the public hearing notice that was published in the newspapers was included in the packet. A copy of instructions to join by telephone was included in the packet. The public hearing agenda for February 20, 2014 was included in the packet.

**OLD BUSINESS**

**FY 2014 Area Plan Update**

**Direct Service Waiver**

## **Milestones AAA Advisory Council Meeting Burlington**

**February 19, 2014**

**Page 3**

Tina Jaegers presented the Revised FY 2014 Area Plan Budget. This was a handout, which replaced the original FY 2014 budget that was included in the packet. The revised budget included wage equalization for Ottumwa area staff and 1.3% wage increase for all staff. Personnel costs have been reduced from the original budget because the fringe benefits were estimated too high. The professional services decreased due to over budgeting of audit expense. The contractual costs were over budgeted due to some duplication of contracts. State revenues were decreased \$10,000 due to the startup of the Vocational Rehab program. The Fresh Conversations grant of \$30,000 was removed due to lack of funding. The budget also included the additional rent expense for the Ottumwa office of (\$2,700) due to an anticipated move in June. There were questions and discussion. Motion made by Jeri Dean, seconded by Frances Bohlken, to approve the FY 2014 Area Plan Update/Amendment for submission to the Iowa Department on Aging on or prior to March 1, 2014. The motion was carried unanimously.

**Revised FY14 Budget**

Christa Merritt presented the Iowa Vocational Rehabilitation Project. There was an informative sheet included in the packet. There were questions and discussion. Disability will be a requirement to receive vocational rehabilitation services. Motion made by Jeri Dean, seconded by Julie Shilling, to recommend to the Board of Directors for approval. The motion was carried unanimously.

**NEW BUSINESS**

**Vocational  
Rehabilitation Project**

Connie Holland presented the FY 2014-2015 Area Plan Update Plan. There was an informative sheet included in the packet. There will be an Advisory Council meeting held in Davenport on March 10, 2014 at 10 AM, Advisory Council meeting held in Ottumwa on March 12, 2014 at 10 AM, and a Joint Board and Advisory Council meeting at the public library in Burlington on March 13, 2014 at 10 AM. Linda Albright will not be able to attend the March meeting and Jim Howell will act as chair in her place. The Area Plan update will be presented so that the 2014-2015 Area Plan Update can be approved for submission on or before April 1, 2014. The FY 2014-2015 Area Plan Update will include adjusting the contracts as needed and set employee raises effective 7-1-2014. There were questions and discussion. Motion made by Jim Howell, seconded by Jeri Dean, to recommend the plan to the Board of Directors. Motion carried unanimously.

**FY 2014-2015  
Area Plan Update**

**Milestones AAA Advisory Council Meeting Burlington**

**February 19, 2014**

**Page 4**

Tina Jaegers presented the Returned Check Poster. There was a copy of the poster included in the packet. There were questions and discussion. Motion made by Frances Bohlken, seconded by Julie Schilling, to recommend for approval to the Board of Directors. The motion was carried unanimously.

**Returned Check Poster**

Christa Merritt presented the Sunshine Fund. There was a sheet included in the packet for members' information. The Sunshine Fund is a completely voluntary program. There were some questions and discussion.

**Sunshine Fund**

Christa asked members if they would like to change the Advisory Council Bylaws to allow electronic or teleconference attendance at Advisory Council meetings. She read the verbiage from the Board Bylaws. Some members decided this was a good idea. A draft of the proposed changes will be included in a future packet for the first reading.

**Advisory Council  
Bylaws**

The 2014 Iowa Association of Area Agencies on Aging Legislative Priorities, which was included in the packet for members' information.

**ITEMS OF INTEREST  
I4A Legislative Priorities**

The Older Iowans Legislature (O.I.L.) Report for January was included in the packet for members' information.

**OIL Information**

The next Advisory Council meetings are as follows:

**NEXT MEETINGS**

Davenport-March 10, 2014 at 10 AM

Ottumwa-March 12, 2014 at 10 AM

Burlington-March 13, 2014 at 10 AM- Jointly with Board

Pam Taylor distributed the new Nutrition Centers brochures, general Milestones brochure, and Case Management brochure. The new brochures had the new toll free number listed. There were some questions regarding services.

The meeting was adjourned at 2:30 PM.

**ADJOURNMENT**





Minutes  
Advisory Council Meeting  
Ottumwa  
February 24, 2014

The Advisory Council met Monday, February 24, 2014 at 10:00 AM in the Burlington office conference room of Milestones Area Agency on Aging.

Dorothy Goldizen, Vice Chairperson, called to order at 10:00 AM.

**CALL TO ORDER**

**Present:** John Campbell, Lynelle Diers, Dorothy Goldizen, Toni Griffith, Lloyd Hahn, Bill Thom, Lyle Van Fleet, and Joseph Wheeler.

**ROLL CALL**

**Proxy:** Karen Quick was proxy for Lillian Frizzell.

**Excused:** Edd Felgar, Matt Greiner, Steve Laing, Colleen Putnam, Rodney Robinson, Joan Runyan, and Bob Waugh.

**Absent:** Leslie Docekal, Cheryl Downard, Duffy Kester, and Kris Laurson.

**Staff Present:** Connie Holland, Kim Goering, Pam Taylor, Tina Jaegers, and Charlene Baxter was in attendance in person, Christa Merritt was in attendance by telephone.

The minutes of the Advisory Council meeting held on November 14, 2013, were included in the packet. Motion made by Bill Thom, seconded by Lyle Van Fleet, to approve the Advisory Council minutes as sent, and to ratify the Advisory Council meeting in Ottumwa on November 14, 2014. The motion was carried unanimously.

**APPROVAL OF MINUTES**

The draft minutes of the Board of Directors meeting held on December 17, 2013 were also included in the packet.

**REPORTS**

**Board Minutes**

Tina Jaegers presented the Financial Reports. The Board Report for December, 2013 was included in the packet.

**Financial Report**

**Milestones AAA Advisory Council Meeting Ottumwa**

**February 24, 2014**

**Page 2**

Connie informed members that Lisa Crews, Fiscal Analyst, has resigned, Tina Jaegers is now Fiscal Director, and we will be hiring an Accounting Supervisor to be located in the Davenport office.

Pam Taylor presented the Nutrition Report. The Meal Information Reports for December, November, and October, 2013 were included in the packet. There were questions and discussion.

**Nutrition Report**

Kim Goering presented the Case Management Report. The Case Management Report was included in the packet. There were some questions.

**Case Management Report**

Kim Goering presented the ADRC (Aging & Disability Resource Center) Options Counseling Report, which was included in the packet.

**ADRC Options Counseling Report**

The definition for Options Counseling is service of providing an interactive process where individuals receive guidance in their deliberations to make informed choices about long-term supports. The process is directed by the individual and may include others that the individual chooses or those that are legally authorized to represent the individual. Options counseling may include but is not limited to the following: (1) A personal interview and assessment to discover strengths, values, and preferences of the individual and screenings for entitlement programs eligibility, (2) a facilitated decision-making process which explores resources and service options and supports the individuals in weighing pros and cons, (3) developing action steps toward a goal or long-term support plan and assistance in applying for and accessing support options, and (4) follow-up to ensure supports and decisions are assisting the individual. As of January 1, 2014 all six Area Agencies were designated as Lifelong Links Aging and Disability Resource Centers.

Connie presented the FY 2014 Area Plan Update. As of January 1, 2014 all six Area Agencies were conditionally designated as Lifelong Links Aging and Disability Resource Centers. This necessitated several items to update the FY 2014 Area Plan. The definition for options counseling was included in the packet. The letter of conditional approval of Lifelong Links Aging & Disability Resource Center from the Iowa Department on Aging was included in the packet. The Request for Direct Service Waiver was included in the packet. A copy of the public hearing notice that was published in the newspapers was included in the packet. A copy of instructions to join by telephone was included in the packet. The public hearing agenda for February 20, 2014 was included in the packet.

**OLD BUSINESS**

**FY 2014 Area Plan Update**

**Direct Service Waiver**

**Milestones AAA Advisory Council Meeting Ottumwa**

**February 24, 2014**

**Page 3**

Tina Jaegers presented the Revised FY 2014 Area Plan Budget. This was a handout, which replaced the original FY 2014 budget that was included in the packet. The revised budget included wage equalization for Ottumwa area staff and 1.3% wage increase for all staff. Personnel costs have been reduced from the original budget because the fringe benefits were estimated too high. The professional services decreased due to over budgeting of audit expense. The contractual costs were over budgeted due to some duplication of contracts. State revenues were decreased \$10,000 due to the startup of the Vocational Rehab program. The Fresh Conversations grant of \$30,000 was removed due to lack of funding. The budget also included the additional rent expense for the Ottumwa office of (\$2,700) due to an anticipated move in June. There were questions and discussion.

**Revised FY14 Budget**

The Ottumwa office is anticipating relocating at the end of May, with the Board's approval.

Motion made by Lyle Van Fleet, seconded by Lloyd Hahn, to approve the FY 2014 Area Plan Update for submission to the Iowa Department on Aging on or prior to March 1, 2014. The motion was carried unanimously.

Connie Holland presented the Iowa Vocational Rehabilitation Project. There was an informative sheet included in the packet. There were questions and discussion. Disability will be a requirement to receive vocational rehabilitation services. Motion made by John Campbell, seconded by Lyle Van Fleet, to recommend to the Board of Directors for approval. The motion was carried unanimously.

**NEW BUSINESS**

**Vocational  
Rehabilitation Project**

Connie Holland presented the FY 2015 Area Plan Update. There was an informative sheet included in the packet. There will be an Advisory Council meeting held in Davenport on March 10, 2014 at 10 AM, Advisory Council meeting held in Ottumwa on March 12, 2014 at 10 AM, and a Joint Board and Advisory Council meeting at the public library in Burlington on March 13, 2014 at 10 AM. This will allow each Advisory Council and the Board of Directors to receive the Area Plan update so that staff will be able to submit the FY 2014-2015 Area Plan Update on or before April 1, 2014. The FY 2014-2015 Area Plan Update will include adjusting the contracts as needed and set employee raises effective 7-1-2014. There were questions and discussion. Motion made by Lynelle Diers, seconded by Toni Griffith, to recommend to the Board of Directors. Motion carried unanimously.

**FY 2014-2015  
Area Plan Update**

Tina Jaegers presented the Returned Check Poster. There was a copy of the poster included in the packet. Motion made by Lloyd Hahn, seconded by Lynelle Diers, to recommend for approval to the Board of Directors. The motion was carried unanimously.

**Returned Check Poster**

**Milestones AAA Advisory Council Meeting Ottumwa**

**February 24, 2014**

**Page 4**

Connie Holland presented the Sunshine Fund. There was a sheet included in the packet for members' information. The Sunshine Fund is a completely voluntary program. If members wish to participate, please submit payments to Tina Jaegers.

**Sunshine Fund**

Connie Holland asked members if they would like to change the Advisory Council Bylaws to allow electronic or teleconference attendance at Advisory Council meetings. Some members decided this was a good idea. A draft of the proposed changes will be included in March's packet.

**Advisory Council  
Bylaws**

The 2014 Iowa Association of Area Agencies on Aging Legislative Priorities, which was included in the packet for members' information.

**ITEMS OF INTEREST  
I4A Legislative Priorities**

The Older Iowans Legislature (O.I.L.) Report for January was included in the packet for members' information.

**OIL Information**

Connie Holland informed members that we have new Milestones brochures available for Nutrition Centers, general Milestones, Case Management, and Family Caregiver. The new brochures had the new toll free number listed. Members would like a listing of employee phone extensions.

The next Advisory Council meetings are as follows:

Davenport-March 10, 2014 at 10 AM

Ottumwa-March 12, 2014 at 10 AM

Burlington-March 13, 2014 at 10 AM- Jointly with Board

**NEXT MEETINGS**

Motion made by John Campbell, seconded by Lynelle Diers to adjourn. The meeting was adjourned at 11:15 AM.

**ADJOURNMENT**