

MEETING NOTICE

DATE: June 9, 2017
TIME: 10 a.m. to 12 noon
PLACE: Sacramento County
Agency on Aging \ Area 4
1401 El Camino Avenue, 4th Floor
Sacramento, CA 95815



AGENDA

I. CALL TO ORDER/ROLL CALL

II. PLEDGE OF ALLEGIANCE

III. COMMENTS FROM THE PUBLIC:

The Governing Board welcomes comments on any agenda item as it is addressed. Individuals will be limited to five minutes; fifteen minutes for a representative of a group. Comments may be made on any subject not on the agenda. The specific time limit will be established based on the number of persons wishing to speak, for a total of fifteen minutes per subject.

IV. CONSENT CALENDAR:

Consent items are expected to be routine and noncontroversial. The Governing Board will act upon them at one time without discussion unless any Board member, staff member or member of the public requests that an item be removed from the consent calendar for discussion.

- A. Adoption of Agenda
B. Approve 5/12/17 Minutes
C. Approve Job Descriptions

V. CORRESPONDENCE

VI. ACTION ITEMS

- A. Approve JPEC Recommendation re: New Sanction Policy for All Funded Partners
B. Approve JPEC Recommendation re: ResCare HomeCare
C. Approve 2017-19 Funding Award for Title III-B Personal Care
D. Approve a Plan for Unassigned Transportation Funds: Sacramento County
E. Approve a Plan for Unassigned Transportation and Caregiver Funds: Yolo County

VII. PRESENTATION

- A. Recognition of David Soto, Senior Program Manager, Retirement after 43 Years of Service

VIII. REPORTS

- A. Executive Committee
B. Audit/Finance Committee
C. Advisory Council
D. Area Plan Committee
E. Legislative Committee
F. Executive Director

IX. ANNOUNCEMENTS/FUTURE AGENDA ITEMS

X. ADJOURNMENT

Committee Meetings

Executive Committee9:00 a.m. – 9:30 a.m.
Audit/Finance Committee... 9:30 a.m. – 10:00 a.m.
Personnel Committee.....9:30 a.m. – 10:00 a.m.

MEETING NOTICE

Board members' enclosures:

1. Consent Items:
 - A. Agenda
 - B. Minutes – 5/12/17 Minutes
 - C. Approve Job Descriptions

2. Action Items:
 - A. Approve JPEC Recommendation re: New Sanction Policy for All Funded Partners
 - B. Approve JPEC Recommendation re: ResCare HomeCare
 - C. Approve 2017-19 Funding Award for Title III-B Personal Care
 - D. Approve a Plan for Unassigned Transportation Funds: Sacramento County
 - E. Approve a Plan for Unassigned Transportation and Caregiver Funds: Yolo County

3. Presentation
 - A. Recognition of David Soto, *Senior Program Manager*, Retirement after 43 Years of Service

4. Map

If you need a disability-related reasonable accommodation to participate in this meeting, please contact Tai Love at (916) 486-1876, or tlove@agencyonaging4.org at least 3 days in advance with your accommodation request. Every effort will be made to accommodate. However, we cannot guarantee we will be able to honor requests received less than 3 days in advance.

AGENCY ON AGING \ AREA 4
GOVERNING BOARD
 Meeting Minutes

Date: May 12, 2017

Location: Sacramento County, Agency on Aging \ Area 4

I. CALL TO ORDER/PLEDGE OF ALLEGIANCE/ROLL CALL

Eldon Luce, Chair called the regular meeting of the *Agency on Aging \ Area 4 (AAA4)* Governing Board to order at 10:01 a.m. and welcomed members and guests to the meeting.

Secretary, Andy Burton called the roll. There was a quorum.

County	GB Members Present – 16	Absent – 2
Nevada	A. Burton, Supv. Hall	
Placer	Gustafson, Luce	
Sacramento	Milner-Krugman, Bhe, C. Burton, Supv. Notolli	Sawamura (E)
Sierra	Farrington	Supv. Schlefstein (E)
Sutter	Beebe, Bowen, Supv. Conant	
Yolo	Allen, Pennebaker	
Yuba	Supv. Leahy, Parent	

AAA4 Staff Present: Pam Miller, Will Tift, Laura Imbach-Mills, Nancy Vasquez, Gina Barringer, Maggie Borowiak, Rosanne Mullen, Sarah Plaugher, Cindy Reigert, Mike Selland, Janeen Thorpe and Tai Love.

Guests Present: Jamee Horning **Seniors First**, Gayle Diemond **AAA4 Advisory Council** Brian Chin **Meals on Wheels by ACC**, Alysya Meyer **Legal Services of Northern California**, Susan Townsend **Yuba Sutter Legal Center**, Christi Skibbins **Meals on Wheels Yolo County**, Barbara Hanna **Caring Choices**, Mark Snaer **County of Sacramento**, Patrick Ting **Legal Services of Northern California**, Janine Brown **Sacramento County**, Stephanie Vierstra **Seniors First**, Bob Blake **Seniors First**, Mariko Nakabayashi **Legal Services of Northern California**, Angela Swanson **Tahoe Transportation**, Virginia Wieneke **ACC Rides**, Sister Jeanne Felion **Stanford Settlement**, Ana Acton **FREED**, Donna Yee **Asian Community Center**, Erin Noel **Community Legal**, Herb Whitaker **Legal Services of Northern California**, Tink Miller **Placer Independent Resource**

II. PLEDGE OF ALLEGIANCE – Led by Eldon Luce

III. COMMENTS FROM THE PUBLIC

The Governing Board welcomes comments on any agenda item as it is addressed. Individuals will be limited to five minutes; fifteen minutes for a representative of a group. Comments may be made on any subject not on the agenda. The specific time limit will be established based on the number of persons wishing to speak, for a total of fifteen minutes per subject.

IV. CONSENT CALENDAR

Consent items are expected to be routine and noncontroversial. The Governing Board will act upon them at one time without discussion unless any Board member, staff member or member of the public requests that an item be removed from the consent calendar for discussion.

A. Adoption of Agenda

The agenda was approved as printed.

B. Approval of 4/13/17 minutes

The minutes were approved as amended.

C. Approve Resolution #248

Resolution #248 authorizing the Executive Director to execute an agreement with the California Department of Aging for Area Plan #AP-1718-04 was approved.

D. Approve Resolution #249

Resolution #249 authorizing the Executive Director to execute an agreement with the California Department of Aging for Health Insurance Counseling and Advocacy Program HICAP #HI-1718-04 was approved.

A motion was moved/seconded, Maxine Milner Krugman/Chris Parent, to approve the consent calendar items A, C-D including the agenda, Resolution #248 authorizing the Executive Director to execute an agreement with the California Department of Aging for Area Plan #AP-1718-04 and Resolution #249 authorizing the Executive Director to execute an agreement with the California Department of Aging for Health Insurance Counseling and Advocacy Program HICAP #HI-1718-04. Motion passed by consent.

A motion was moved/seconded, Sheila Allen/Karla Gustafson, to approve consent calendar item B, 4/13/17 minutes as amended.

V. CORRESPONDENCE

- Eight (8) Letters of Support pertaining to the Yuba Sutter Legal Center Information & Assistance Program were provided to Governing Board members in advance.

VI. ACTION ITEMS

A. Approve JPEC Recommendations

The Joint Program Evaluation Committee (JPEC) met May 5 to address current compliance issues and to review year to date performance for all AAA4 –funded programs through the third quarter of SFY2016-17 (July 1 through March 31).

A motion was moved/seconded, Becky Bowen/Nancy Pennebaker, to accept JPEC recommendations as presented. Motion Passed by consent.

B. Approve Funding for 2017-2019 Requests for Proposals (RFP)

The Non-Competitive transportation proposals for Sacramento and Yolo Counties were postponed in order to discuss additional funding options. Recommendations for additional funding will be presented at the June meeting.

A motion was moved/seconded, Dr. Sheila Allen/Chris Parent, to postpone approval of the transportation proposals for Sacramento and Yolo Counties. Additional funding options will be presented at the June meeting. Motion passed by consent.

NON –COMPETITIVE PROPOSALS WITH NO CONDITIONS:

PSAs 4, 11, 29	HICAP	Legal Services of Northern California
Nevada County	C1 and C2	Western Nevada – Gold Country Community Services
		Eastern Nevada – Sierra Senior Services
Placer County	Legal	Legal Services of Northern California
	Transportation	Western Placer – Seniors First
		Eastern Placer – Tahoe Transportation Agency
Sacramento County	Legal	Legal Services of Northern California
	C1 and C2	MoW by ACC
Yolo County	Legal	Legal Services of Northern California
Yuba-Sutter Counties	Transportation	FREED Center for Independent Living
	Respite	Caring Choices

A motion was moved/seconded, Chris Parent/Becky Bowen, to approve the Non –Competitive Proposals with no conditions as presented. Motion passed by roll call vote (Yes – 14/No – 0/Abstain-0).

NON – COMPETITIVE PROPOSALS WITH CONDITIONS:

Nevada County	Senior I&A	Nevada Sierra Connecting Point Public Authority
	Residential Repair	FREED Center for Independent Living
Placer County	Residential Repair	Placer Independent Resources Services
Sacramento County	Peer Counseling	Sacramento County DHHS
	Residential Repair	Rebuilding Together Sacramento
Sierra County	Senior I&A	Incorporated Seniors of Sierra County
	Residential Repair	FREED Center for Independent Living
	C1 and C2	Incorporated Seniors of Sierra County
Yolo County	C1 and C2	People Resources Inc.
Yuba-Sutter Counties	Residential Repair	FREED Center for Independent Living

A motion was moved/seconded, Supv. Heidi Hall/Karla Gustafson, to approve the Non – Competitive Proposals with conditions as presented. Motion passed by roll call vote (Yes – 12/No – 1/Abstain-0).

COMPETITIVE:

Placer County	C1 and C2	Seniors First	Fully Fund
		MOW by ACC	Do not Fund
	C2 Eastern Placer	Sierra Senior Services	Fully Fund
Yuba-Sutter Counties	Legal	Yuba –Sutter Legal Center	Partial Fund \$30,000
		Community Legal	Partial Fund \$17,483
	Senior I&A	Yuba-Sutter Legal Center	Do not Fund
		FREED Center for Independent Living	Fully Fund
Nevada/Sierra Counties	Legal	Legal Services of Northern CA	Do not Fund
		Community Legal	Fully Fund
Nevada County	Transportation	Western Nevada Paratransit	Fully Fund
		Tahoe Transportation Agency	Fully Fund
Placer County	Senior I&A	Seniors First	Fully Fund

		Slavic Assistance Center	Do not Fund
Sacramento County	Senior I&A	Community Link 211 Sac	Fully Fund
		Slavic Assistance Center	Do not Fund
Yolo County	Senior I&A	Legal Services of Northern CA	Fully Fund
		Slavic Assistance Center	Do not Fund

A motion was moved/seconded, Karla Gustafson/Chris Parent, to approve full funding to Seniors First in the category of C1 and C2 to provide services in Western Placer County and Sierra Senior Services in the category of C2 to provide services in Eastern Placer County. Motion passed by roll call vote (Yes – 13/No – 0/Abstain – 1).

A motion was moved/seconded, Chris Parent/Maxine Milner Krugman, to accept staff and Grants Review Committee recommendations to split funding between Yuba Sutter Legal Center (\$30,000) and Community Legal (\$17,483) in the category of Legal Services to provide services in Yuba and Sutter Counties as well as fund Community Legal in Nevada and Sierra Counties.

A motion was amended/seconded, Dr. Sheila Allen/Maxine Milner Krugman, to split the question in Nevada/Sierra Counties to accept staff and Grants Review Committee recommendations to fully fund Community Legal to provide services in Nevada/Sierra Counties. Motion passed by roll call vote (Yes – 10/No – 3/Abstain – 1).

A motion was moved/seconded, Chris Parent/Maxine Milner Krugman, to accept staff and Grants Review Committee recommendations to split funding between Yuba Sutter Legal Center (\$30,000) and Community Legal (\$17,483) in the category of Legal Services to provide services in Yuba and Sutter Counties. Motion passed by roll call vote (Yes – 8/No – 6/Abstain – 0).

A motion was moved/seconded, Supv. Mat Conant/Becky Bowen, to approve fully funding of Yuba Sutter Legal Center in the category of Senior I&A to provide services in Yuba and Sutter Counties. Motion failed by roll call vote (Yes – 4/No – 10/Abstain – 0).

A motion was moved/seconded, Karla Gustafson/Supv. Heidi Hall, to approve fully funding of FREED Center for Independent Living in the category of Senior I&A to provide services in Yuba and Sutter Counties. Motion passed by roll call vote (Yes – 10/No – 3/Abstain – 1).

A motion was moved/seconded, Supv. Mat Conant/Maxine Milner Krugman, to approve fully funding Western Nevada Paratransit to provide Sunday ride services in Western Nevada County and Tahoe Transportation Agency in the category of transportation to provide services in Nevada County. Motion passed by roll call vote (Yes – 11/No – 1/Abstain – 0).

A motion was moved/seconded, Dr. Sheila Allen/Supv. Mat Conant, to approve fully funding of the following providers in the category of Senior I&A: Seniors First to provide services in Placer County; Community Link 2-1-1 Sacramento to provide services in Sacramento County and Legal Services of Northern California to provide services in Yolo County. Motion passed by roll call vote (Yes – 13/No – 0/Abstain – 0).

VII. REPORTS

A. Executive Committee

Provided by Eldon Luce

B. Audit/Finance Committee

Provided by Mike Selland

C. Executive Director

Provided by Pam Miller

VIII. ANNOUNCEMENTS/FUTURE AGENDA ITEMS

XI. ADJOURNMENT

With no further business, a motion was moved/seconded, Supv. Mat Conant/Eldon Luce to adjourn the meeting at 12:10 pm

IF YOU WOULD LIKE TO SCHEDULE A TIME TO LISTEN TO THE FULL AUDIO OR
REQUEST MATERIALS FROM THIS MEETING, PLEASE CONTACT TAI LOVE
(916) 486-1876 OR TLOVE@AGENCYONAGING4.ORG.

CONSENT CALENDAR IV. C.

TO: AAA4 GOVERNING BOARD

FROM: Pam Miller

DATE: June 2, 2017

RE: Approve Job Descriptions

Discussion

As the agency continues to evolve, roles and responsibilities will increase in an effort to meet the agency's current mission and vision of the future. Two job descriptions are being presented to the Board for approval..

- 1) **Regional Services Coordinator** – This is a new position in the Regional Services (Program) Department. The position will report to the Regional Services Administrator coordinating and providing technical and administrative assistance to the Regional Services Department. The title is consistent with functions and responsibilities of the other “Specialist/Coordinators” in the Agency.
- 2) **Regional Services Administrator** - This is a new job title with revised job duties. The position will assume the lead responsibilities of the Regional Services Department, responsible for the day to day oversight and management of the functions and obligations of the Regional Services Department. This position will report to the Executive Director.



Nevada | Placer | Sacramento | Sierra | Sutter | Yolo | Yuba Counties

REGIONAL SERVICES COORDINATOR

CLASSIFICATION: NON-EXEMPT; AT-WILL (FULL TIME)
LOCATION: SACRAMENTO, CA
GRADE: 14

AGENCY DESCRIPTION:

Agency on Aging Area 4 (AAA4) is a Joint Powers Authority (Public Agency with non-profit status) with the counties of Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba to provide a system of services for persons 60 years of age and over. AAA4 funds and monitors programs for seniors in a seven-county planning and service area with funding under the Older Americans Act. AAA4 is one of 33 area agencies in California, designated by the State to develop, coordinate, and fund programs designed to help older persons maintain their health and independence. All employees of AAA4 are required to be Mandated Reporters, and are expected to successfully pass a background check.

MISSION:

Creating and supporting opportunities that enhance the lives of older adults and their families to be safe, healthy, and independent.

POSITION SUMMARY:

Under the general direction of the Regional Services Administrator (RSA), the Regional Services Coordinator is a non-exempt employee responsible for providing ongoing technical and administrative assistance to the Regional Services Department and for providing direct support to the RSA in his/her programmatic, regional and special project efforts, as assigned.

The Regional Services Department has two major functions: 1) to support subcontracted partners in successfully reaching mutual objectives, and 2) to work with all appropriate stakeholders to better coordinate aging services in individual communities.

In the Regional Services Coordinator (RSC) position, AAA4 seeks someone who can effectively advance the goals and interests of the Agency in a team-oriented approach, which includes the Regional Services Administrator (RSA) and the Regional Services Specialist (RSS) positions.

The Regional Services Administrator and each Regional Services Specialist are assigned to one or more geographic regions within the seven-county area that encompasses Planning and Service Area 4. Within the assigned region, the RSA/RSC acts as the primary representative of AAA4, including oversight of service providers under contract with AAA4, active participation in local commissions on aging and other appropriate groups, and collaborative efforts with public and private stakeholders to help build and sustain a coordinated system of care for older adults and their families.

Regional Services Coordinators who have the ability and interest to eventually become Regional Services Specialists may be mentored by the RSA and may be given more advanced job assignments than are specified here, as appropriate.

PRIMARY DUTIES/RESPONSIBILITIES:

Responsibilities for this position fall into four broad areas as follows:

Technical and Administrative Assistance

- On a day-to-day basis, work with Regional Services Staff and other AAA4 Staff to facilitate and track communications and to expedite shared tasks and processes in a proper, effective manner;
- Participate in regular meetings of the Regional Services Department;
- Keep the RSA apprised of salient interests/concerns among his/her assigned, AAA4-funded partners and of significant developments in the RSA's geographic region(s);
- Assist RSS Staff participation in Needs Assessment, Area Plan and Request for Proposal (RFP) process activities; and,
- Provide written or oral reports to the AAA4 Advisory Council, Governing Board, standing committees and other bodies, as necessary.
- Work with appropriate Staff to build and maintain a user-friendly mechanism for collecting program data (including unduplicated counts, client characteristics, units of service, impacted services, etc.) for the purpose of actively monitoring trends, gaps and priorities.

Service Monitoring, Evaluation and Support

- As assigned, participate in periodic onsite monitoring of service providers to review goals, administration, operations and quality of service delivery;
- As assigned, participate in regular "desk" monitoring of service providers' activities, monthly performance reports and monthly financial reports;
- As assigned, participate in the program-related aspects of start-up and close-out processes with service providers; and,
- Perform other duties as assigned.

Service Coordination and Communications

- Within one or more geographic regions, participate in ongoing efforts to advance local priorities as assigned;
- Within one or more geographic regions, participate in periodic meetings of AAA4-contracted service providers as assigned;
- Within one or more geographic regions, circulate information regarding the provision of services to older adults and their family caregivers as assigned;
- As assigned, advocate for coordinated systems of care for older adults and their families; and,
- Perform other duties as assigned.

Special Projects

- As assigned, participate in Special Projects including but not limited to Coordination and Program Development objectives (as described in the Area Plan).

JOB CHARACTERISTICS:

This position is administratively responsible to the Regional Services Administrator for assuring compliance with contractual obligations and for implementation of the mission, goals and objectives of the Agency on Aging \ Area 4. The Regional Services Coordinator must be self-directed and have the ability to work independently.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION/EXPERIENCE/DESIRED QUALIFICATIONS:

- Graduation from an accredited 4-year college or university with major course work in gerontology, social work, social planning, or a related field.

OR

- Two years education with an accredited college or university with major course work in gerontology, social work, social planning, or a related field.
- AND**
- At least 2 years of administrative experience with public programs that serve adults in general.

KNOWLEDGE:

- General understanding of the normal aging process and of the common needs/concerns of older adults age 60-100 and their family caregivers.
- Basic knowledge of the Older Americans Act, Social Security and Medicare
- Familiarity with Long-Term Services and Supports (LTSS), including community services, in-home services, and residential services.
- Participation in design and implementation of office procedures.
- Experience working with a diverse population including people with various disabilities, older adults and their families.
- Experience in gathering, categorizing, processing, and analyzing data efficiently and accurately.

SKILLS AND ABILITIES:

- Computer skills to maintain a computerized database, work with web-based systems, and use Microsoft Office products such as Word, Excel, Access, Outlook and PowerPoint.
- Excellent verbal and written communication and strong interpersonal skills.
- Strong analytical, critical thinking and decision making skills.
- Ability to prioritize multiple tasks and meet deadlines.
- Self-directed and able to manage workload with little supervision.
- Attentive to detail and accuracy.
- Ability to practice “Active Listening”
- Ability to work comfortably with a diverse public.
- Ability to successfully adapt to a rapidly changing work environment.
- Knowledge of social and human services network in the region.

ADDITIONAL REQUIREMENTS:

- Responsible for agency-assigned laptop, required at-home internet access;
- Access to a smart phone during normal business hours;
- Willingness to utilize home computer internet and personal cell phone for work purposes in accordance with Agency policy;
- Travel within the seven-county service area is required on a regular basis and travel outside this area is required on an occasional basis (anyone who drives on behalf of AAA4 must possess a valid California driver’s license, have regular access to a vehicle and maintain proof of automobile insurance);
- Willingness to attend meetings in the evenings and occasionally on weekends; and,
- Willingness to attend meetings or training that requires overnight lodging out of town.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.



Nevada | Placer | Sacramento | Sierra | Sutter | Yolo | Yuba Counties

REGIONAL SERVICES ADMINISTRATOR

CLASSIFICATION: EXEMPT; AT-WILL (FULL TIME)
LOCATION: SACRAMENTO, CA
GRADE: 20

AGENCY DESCRIPTION:

Agency on Aging Area 4 (AAA4) is a Joint Powers Authority (Public Agency with non-profit status) with the counties of Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba to provide a system of services for persons 60 years of age and over. AAA4 funds and monitors programs for seniors in a seven-county planning and service area with funding under the Older Americans Act. AAA4 is one of 33 area agencies in California, designated by the State to develop, coordinate, and fund programs designed to help older persons maintain their health and independence. All employees of AAA4 are required to be Mandated Reporters, and are expected to successfully pass a background check.

MISSION:

Creating and supporting opportunities that enhance the lives of older adults and their families to be safe, healthy, and independent.

POSITION SUMMARY:

Under the general direction of the Executive Director or his/her designee, the Regional Services Administrator is an exempt employee responsible for day-to-day oversight and management of the functions and obligations of the Regional Services Department.

The Regional Services Department has two major functions: 1) to support subcontracted partners in successfully reaching mutual objectives, and 2) to work with all appropriate stakeholders to better coordinate aging services in individual communities.

In the Regional Services Administrator (RSA) position, AAA4 seeks someone who can effectively advance the goals and interests of the Agency in a team-oriented approach – both “hands on” as the lead staff person of the Regional Services Department as well as administratively as the direct supervisor of the Regional Services staff, which includes the Regional Services Specialist (RSS) and the Regional Services Coordinator (RSC) positions.

Working alongside RSSs, the Regional Services Administrator (RSA) is assigned to one or more geographic regions within the seven-county area that encompasses Planning and Service Area 4. Within the assigned region, the RSA acts as the primary representative of AAA4, including oversight of service providers under contract with AAA4, active participation in local commissions on aging and other appropriate groups, and collaborative efforts with public and private stakeholders to help build and sustain a coordinated system of care for older adults and their families.

To facilitate the fair and impartial treatment of all stakeholders, the RSA shall strive to achieve continuity and consistency within the Regional Services Department while also honoring the individuality of RSS Staff and the local communities with which they work.

In addition, the RSA is intended to act as a mentor to Regional Services Coordinators who have the ability and interest to eventually become Regional Services Specialists. The RSC position provides dedicated technical and administrative support to the RSA.

PRIMARY DUTIES/RESPONSIBILITIES:

Responsibilities for this position fall into four broad areas as follows:

Administration

- Participate in regular meetings of the Leadership Team (Leadership) which considers and discusses matters pertinent to the ongoing management of AAA4 as a whole;
- Keep Leadership apprised of salient interests/concerns among AAA4-funded partners and of significant developments in each of AAA4's geographic regions;
- Work with Leadership and other appropriate parties to:
 - Establish and maintain standards, policies and procedures specifically for (and those substantially affecting) the Regional Services Department.
 - Establish and monitor RSS Staff time allocations.
 - Recruit, screen and hire RSS Staff as needed.
 - Mentor RSS Staff as appropriate.
 - Formally evaluate the performance of RSS Staff at least annually.
 - Address concerns/disputes involving RSS Staff as needed.
- Train, support and supervise RSS Staff;
- Oversee RSS Staff participation in Needs Assessment, Area Plan and Request for Proposal (RFP) process activities; and,
- Provide written or oral reports to the AAA4 Advisory Council, Governing Board, standing committees and other bodies, as appropriate.

Service Monitoring, Evaluation and Support

- Conduct periodic onsite monitoring of assigned service providers to review goals, administration, operations and quality of service delivery, noting significant achievements or challenges and providing recommendations for recognition, corrective action and/or technical support;
- Conduct ongoing "desk" monitoring of assigned service providers' activities, monthly performance reports and monthly financial reports to assure compliance with contractual requirements and progress toward provider objectives;
- Work with AAA4 leadership, data and fiscal staff to periodically assess overall program effectiveness and to identify service trends, gaps and priorities;
- Negotiate with service providers regarding proposed adjustments to annual scopes of service;
- When necessary, oversee the program-related aspects of start-up and close-out processes with service providers, with emphasis on minimizing adverse impacts on existing/prospective clients; and,
- Perform other duties as assigned.

Service Coordination and Communications

- Within the assigned geographic region, engage in ongoing efforts to advance local priorities as developed by local stakeholders and as defined in the Area Plan;
- Within the assigned geographic region, convene periodic meetings of AAA4-contracted service providers to identify and discuss issues of common concern, to facilitate networking and to enhance service coordination;
- Within the assigned geographic region, share and receive information regarding the provision of services to older adults and their family caregivers by regularly participating in commissions on aging and other appropriate groups, by attending key local events and by maintaining open dialogue with clients of AAA4-funded services and other interested individuals;
- Work with public and private stakeholders to help support, build and sustain a coordinated system of care for older adults and their families; and,
- Perform other duties as assigned.

Special Projects

- Work with Leadership and other appropriate parties to:
 - Assess, implement and evaluate all active Coordination objectives (as described in the Area Plan).
 - Assess, implement and evaluate all active Program Development objectives (as described in the Area Plan).
 - Lead and/or oversee the exploration of potential projects/opportunities that may advance the mission of AAA4, as assigned.

JOB CHARACTERISTICS:

This position is administratively responsible to the Executive Director or his/her designee for assuring compliance with contractual obligations and for implementation of the mission, goals and objectives of the Agency on Aging \ Area 4. The Regional Services Administrator must be self-directed and have the ability to work independently as well as strong team-building skills.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

MINIMUM EDUCATION AND EXPERIENCE:

- Graduation from an accredited 4-year college or university with major course work in gerontology, social work, social planning, or a related field.
- At least 2 years of administrative experience with OAA programs or 5 years of administrative experience with public programs that serve adults in general.
- At least 5 years of work experience that includes direct contact with older adults and/or their family caregivers.
- At least 10 years of experience managing and/or supervising others, some portion of which included exempt employees.

KNOWLEDGE:

- Advanced understanding of the normal aging process and of the common needs/concerns of older adults age 60 – 100 and their family caregivers.
- Detailed knowledge of the Older Americans Act and of Title 22 of the California Code of Regulations.
- An understanding of the types of benefits older Californians are typically eligible to receive via Social Security, Medicare and Medi-Cal.
- Demonstrated knowledge of the full spectrum of Long-Term Services and Supports (LTSS), particularly home and community-based services for older and dependent adults.
- Advanced understanding of outcomes-based program design and evidence-based programming.
- An understanding of county government structures and processes (California).
- Successful experience with quality improvement and incorporation of best practices.
- Successful experience leading collaborative efforts and special projects.

SKILLS AND ABILITIES:

- Excellent interpersonal skills to relate to diverse cultures, older adults and their families, experience working with employees, colleagues and board members who are 60 years of age and older;
- Demonstrated ability to build partnerships using diplomacy and tact;
- Proficient in the use of “Active Listening;”
- Ability to recall pertinent information with speed and accuracy, either by memory or by accessing printed or electronic records;
- Excellent speaking and writing skills in formal and informal settings;
- Demonstrated ability to foster and develop teamwork among employees of varying skill-sets and levels of experience;

- Provides honest, constructive feedback that is appropriate to the situation;
- Solicits honest, constructive feedback from individuals in a group setting;
- Collects and analyzes complex qualitative and quantitative information;
- Makes decisions based upon sufficient, reliable and appropriate information;
- Excellent problem solving and conflict resolution skills;
- Sets realistic goals and achievable objectives for one's self and for others;
- Sets and meets project budget targets despite fluctuating revenue streams;
- Sets and meets benchmarks and deadlines;
- Current computer skills, including keyboarding, e-mail, internet, intranet, Microsoft Office 2010 or higher, Windows 7 or higher and cloud-based applications;

ADDITIONAL REQUIREMENTS:

- Responsible for agency-assigned laptop, required at-home internet access;
- Access to a smart phone during normal business hours;
- Willingness to utilize home internet and cell personal phone for work purposes in accordance with Agency policy;
- Travel within the seven-county service area is required on a regular basis and travel outside this area is required on an occasional basis (anyone who drives on behalf of AAA4 must possess a valid California driver's license, have regular access to a vehicle and maintain proof of automobile insurance);
- Willingness to attend meetings in the evenings and occasionally on weekends; and,
- Willingness to attend meetings or training that requires overnight lodging out of town.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.

ACTION ITEM VI. A.

TO: A4AA GOVERNING BOARD
FROM: Pam Miller
DATE: June 2, 2017
SUBJECT: Approve Revised AAA4 Sanction Policy

*Recommendation:
Approve the Revised Document*

Discussion

Last year, the Governing Board approved a revised Performance Standards document which alludes to the potential consequences of poor performance, including formal sanctions. Thus similar and corresponding edits are now being proposed in a completely revised Sanction Policy so that the two documents are congruent.

Both the current and the new policies are attached for your review.

JPEC recommends approval of the Sanction Policy with the inclusion of the Appeals Procedure and including federal law citation regarding Facility Treatment of Residents.

Subsequently, AAA4 was advised that the federal law citation referenced above applies specifically to staff treatment of residents in facilities and is therefore not appropriate to this Sanction Policy.

No material changes to the roles and powers of the Executive Director, the Joint Program Evaluation Committee (JPEC) or the Governing Board are being proposed. If approved, the new policy would take effect on July 1, 2017.

ACTION ITEM VI. B.

TO: AAA4 GOVERNING BOARD

FROM: Joint Program Evaluation Committee

DATE: June 2, 2017

SUBJECT: JPEC Recommendation regarding ResCare HomeCare

Discussion

ResCare HomeCare submitted a proposal for Title III-B Personal Care services in both Placer and Sacramento counties, and there is a competing proposal for both counties. On May 5, at the regular Joint Program Evaluation Committee (JPEC) meeting, JPEC was asked to consider a Quality Assurance concern with ResCare HomeCare. A formal grievance had been filed with AAA4 by a client of ResCare HomeCare on the quality of care and lack of consistent care provider staff for her husband. She also reported several incidences of rudeness by staff of ResCare HomeCare when trying to resolve issues. This client appeared before JPEC at the May 5 meeting, stating that since the grievance had been filed the service had improved.

Kris Milliron, Executive Director of ResCare HomeCare, stated the client's issues had been addressed, that a staff scheduler had been fired, and that they were working to ensure the issues were not repeated. Ms. Milliron answered questions from JPEC members, as did the client filing the grievance. Additionally, staff reported that several calls had been received from clients of ResCare HomeCare expressing dissatisfaction with the service. None of those callers were willing to file a formal complaint. JPEC placed ResCare HomeCare on probation until a Special Meeting of JPEC could be scheduled for an update on improvements made by ResCare HomeCare and a survey of clients conducted by AAA4.

On June 2, the Special Meeting of JPEC was held and the results of the AAA4 staff survey of ResCare HomeCare clients presented. Survey results were mixed, with some clients very positive and some expressing concerns over a lack of training by care providers and staff turnover. JPEC discussed the survey outcomes with Michelle Silva, Quality Assurance Manager with ResCare HomeCare. Information was provided by staff of additional complaint calls from callers referred to ResCare HomeCare for Personal Care services.

Staff recommendation to JPEC was to discontinue the contractual relationship with ResCare HomeCare, effective June 30, 2017, due to a lack of administrative oversight, lack of staff training, and concern for potential liability.

Following discussion and suggestions, JPEC made the following recommendation to the Governing Board:

Remove ResCare HomeCare from probation, and, if funded by the Governing Board, add conditions to the 2017-19 contract that include:

- Documented staff training
- Documented Administrative oversight
- Documented calls/contacts with each client receiving services funded by AAA4
- List of Personal Care services that will and will not be provided by staff signed by client
- List of Personal Care services that will and will not be provided by staff signed by staff
- New staff to be shadowed by ResCare HomeCare staff, or experienced staff on first client visits
- Regular, on-going monthly follow-up with AAA4 clients, reported to JPEC
- Any other staff conditions necessary

- All subject to AAA4 staff approval

JPEC also recommended immediate contact by ResCare HomeCare of all AAA4 clients to resolve any outstanding issues, which was agreed to by the ResCare HomeCare representative, Michelle Silva.

Governing Board options include:

- Fund ResCare HomeCare for Title III-B Personal Care services in Placer (\$83,392) and Sacramento (\$47,483) counties
 - Approval of ResCae HomeCare, a for-profit entity, is subject to California Department of Aging approval
- Fund Personalized Home Care Services for Title III-B Personal Care services in Placer (\$83,392) and Sacramento (\$47,483) counties
- Not fund either Applicant and re-open the RFP process.

ACTION ITEM VI. C

TO: AAA4 GOVERNING BOARD

FROM: Joint Program Evaluation Committee

DATE: June 2, 2017

SUBJECT: **Approve Funding of Proposals Submitted under the 2017-2019 RFP for Title III-B Personal Care**

RECOMMENDATION:

Vote to fund the best applicant in the service category

Applicants for Title III-B Personal Care services in both Placer and Sacramento counties include ResCare HomeCare and Personalized Home Care Services, Inc.

The attached RFP Proposal Statements and Recommendations provide the Applicant Summary Statement, the Staff and Grants Review Committee recommendations.. In the case of ResCare HomeCare, additional input from the Joint Program Evaluation Committee (JPEC) is also included.

If awarded funding, ResCare HomeCare, a for-profit entity, must be approved by the California Department of Aging prior to contract execution.

Governing Board options include:

- Fund ResCare HomeCare for Title III-B Personal Care services in Placer (\$83,392) and Sacramento (\$47,483) counties
 - Approval of ResCae HomeCare, a for-profit entity, is subject to California Department of Aging approval
- Fund Personalized Home Care Services for Title III-B Personal Care services in Placer (\$83,392) and Sacramento (\$47,483) counties
- Not fund either Applicant and re-open the RFP process.

In accordance with the Brown Act, Governing Board members must recuse themselves from all discussions in which they have a real or perceived Conflict of Interest, and said members may not vote on those particular proposals. The Conflict of Interest Form will be available at the June 9 meeting.. We ask Board members notify AAA4 of any Conflicts prior to the June 9 meeting.

Personal Care:

Personalized Homecare Services, Inc.

(Sacramento and Placer counties)

“Personalized Homecare Services (PHS) proposes to provide resources for in home non-medical personal care to frail, elderly clients that are 6- years or older that need assistance in their activities of daily living and are unable to receive these services from other resources. In Sacramento County, we aim to provide and authorize 4540 hours to at least 44 unduplicated persons. In Placer County, we propose to provide and authorize 3336 hours of service to at least 32 unduplicated persons. It is PHS’s goal as a non-profit organization to present our cause of letting our senior population stay at home independently for as long as possible and maintain a better quality of life. We care and we strive for excellence in care with compassion. Furthermore, our organization acts as a publicity vehicle and public relations platform to bring more attention to the available AAA4 programs in our local communities. We will be participating at local health fairs and be a part of activities sponsored by the AAA4 focal points to further increase the visibility of the programs. The marketing strategy will also pave the way of generating funds and gain financial support from the public. As of January 2016, all in-home care services should be provided by a licensed Home Care Organization (HCO) service agency. Therefore, eligible clients authorized by PHS to receive the services will utilize the staffing division under Personalized Homecare (PH), a for-profit agency, for the direct servicing of clients. PH has staff of more than 30 trained and experienced registered homecare aids to accommodate the case load. This is a perfect match for delivery. We at PHS believe that our long-standing experience and history of performance in caring for senior citizens in the Sacramento and Placer County areas will provide the stability needed to make the in-home program and experience a continued success. We believe in our mission and are committed to our clients and our community. We must care!”

Staff Recommendation:

Sacramento County: \$47,483

DO NOT FUND

Placer County: \$83,392

DO NOT FUND

Staff Rationale:

The proposal was rated lower than the competing proposal; therefore, staff are less confident in this Applicant’s abilities to meet the intended purpose of this service category.

Assurances:

If awarded funds, the Applicant is responsible for complying with all of the requirements contained in the RFP, regardless of whether they were addressed in the proposal

Grants Review Committee Recommendation:

Concur with staff recommendation

GRC Rationale:

Proposal was rated lower than other Applicant.

Southern Home Care Services, Inc. dba ResCare Homecare (Sacramento and Placer counties)

“Our team at RCHC knows the important role that we play in improving and maintaining the independence, and subsequently the quality of life, of our clients. As the missions of RHCA and AAA4 align to accomplish the goal of serving vulnerable adult sin Sacramento and Placer Counties, we understand and are prepared to meet the challenges of serving these adults. As an established provider with over 12 years serving these counties, we are familiar with the community and we are prepared to continue providing our services. We have the qualified personnel, experience, training, person-centered service methods, and resources to efficiently and effectively provide high quality service to our clients.”

1st REVISED Staff Recommendation:

Sacramento County: \$47,483

FULLY FUND with Conditions

Placer County: \$83,392

FULLY FUND with Conditions

Applicant needs to submit a staff training plan. As a for-profit company, the Applicant must be recommended for funding by the AAA4 Governing Board AND approved for funding by the California Department of Aging.

Staff Rationale:

The proposal received a favorable rating which indicates staff are confident in the Applicant’s abilities to meet the intended purpose of this service category.

Assurances:

If awarded funds, the Applicant is responsible for complying with all of the requirements contained in the RFP, regardless of whether they were addressed in the proposal

Grants Review Committee Recommendation:

Concur with staff recommendation

GRC Rationale:

Proposal received higher score, consistent across the board and consistent with staff recommendation

At the JPEC meeting held May 5, 2017 at 1:30 p.m., ResCare HomeCare appeared before JPEC on a Quality Assurance issue (please refer to Item A, JPEC Report sent as part of the May 9 Governing Board packet). If the Governing Board adopts the JPEC Recommendation as presented, then Staff shall temporarily withdraw its recommendation to fund this proposal, pending further JPEC review on June 2 and Governing Board action on June 9. Thus Staff requests the Board table an RFP award in this service category (Title III-B Personal Care) until June 9.

6.2.17 JPEC Special Meeting:

2nd REVISION Staff Recommendation: End contractual relationship effective 6.30.17

Staff Rationale:

Lack of administrative oversight, lack of staff training, and potential liability issues.

Results of a staff survey of ResCare HomeCare clients and information of additional phone complaints were presented at the Special JPEC meeting held June 2, 2017.

Following discussion and public comment, the following JPEC recommendation was passed:

Recommend removing ResCare HomeCare from Probation, and, if awarded funding by the Governing Board, adding conditions to the 2017-18 contract that include to AAA4 staff approval:

- Documented staff training
- Documented Administrative oversight
- Documented calls/contacts with each client receiving services funded by AAA4
- List of Personal Care services that will and will not be provided by staff signed by client
- List of Personal Care services that will and will not be provided by staff signed by staff
- New staff to be shadowed by ResCare HomeCare staff, or experienced staff on first client visits
- Regular, on-going monthly follow-up with AAA4 clients, reported to JPEC
- Any other staff conditions necessary

JPEC also recommended immediate contact by ResCare HomeCare of all AAA4 clients to resolve any outstanding issues, which was agreed to by the ResCare HomeCare representative.

ACTION ITEM VI. D.

TO: A4AA GOVERNING BOARD

FROM: Pam Miller

DATE: June 2, 2017

SUBJECT: Approve a Plan for Unassigned Transportation Funds: Sacramento County

Discussion

The regular Request for Proposal (RFP) process has concluded, resulting in funds left unassigned in Title III-B: Transportation.

In Sacramento County, \$221,500 was allocated for Transportation:

- ACC Senior Services requested and was awarded \$157,473
- Stanford Settlement requested and was awarded \$52,000
- \$12,027 remains unassigned at this time

The available options are:

1. Award the funds in the existing Service Category (Transportation) through an informal, noncompetitive process;
2. Redirect the funds to another Service Category (any Category in Title III-B or Title III-C) through the necessary process which may or may not be formal;
3. Temporarily withhold the funds; or,
4. Split the funds, and use any combination of these three options.

AAA4 Staff encouraged Sacramento County Board members to work together to arrive at a consensus.

ACTION ITEM VI. E.

TO: AAA4 GOVERNING BOARD

FROM: Yolo County AAA4 Governing Board Members: Supervisor Jim Provenza, Sheila Allen and Nancy Pennebaker

DATE: June 2, 2017

SUBJECT: Yolo County AAA4 RFP Funds Remaining – Yolo Representatives’ Recommendation

Discussion

For the recently completed 2017-19 RFP process, two categories of service in Yolo County did not have an applicant:

- Transportation with \$50,000 allocated
- Caregiver Respite with \$22,901 allocated

It is the recommendation of Yolo AAA4 Governing Board representatives to proceed with an abbreviated RFP process to secure a contract to provide the services in these categories.

To achieve this, AAA4 will determine whether there are multiple interested applicants for each Service Category. This will be done formally through a Notice of Intent (NOI) that was widely disseminated throughout Yolo and surrounding counties, followed by requests for Letters of Interest (LOIs). If there were two or more viable Applicants, then a competitive RFP must be done per Title 22 CCR. If there is only one viable Applicant, then a noncompetitive award can be made. If there are no viable Applicants, then the governing board, with input from the Yolo representatives will consider next steps.

Timeline:

- June 14: NOI to Issue RFP
- July 17: Issue RFP
- Aug 16: Proposals Due
- Aug 25: Grants Review Committee
- Sept 8: Governing Board Awards
- Oct 1: Services Begin

Note: All Title III-E Caregiver programs are scheduled for a 2019-2021 RFP. A new Caregiver Respite contract for Yolo should also be set to expire on June 30, 2019 to bring it into alignment with the other Caregiver programs which are on a 4-year track.