MEETING MINUTES
Commission on Aging
Thursday, July 11, 2019 at ~7pm
Levy Senior Center, 300 Dodge Avenue

Members Present: Mary Signatur, Dave Sutor, Litrea Hunter, Bonnie Lockhart, Rick Gergerian (via phone), Mark Payares, Catherine O’Brien, Jeanie Ramsey, and Frank Fennell

Members Absent: Louise Love, Lonnie Wilson, and Tom Giller

Staff Present: Audrey Thompson, Regional Ombudsman/Program Manager; Callie Sadler, Ombudsman Assistant

Guests: Avi Kaufman, North Shore Senior Center

Presiding Member: Alan Factor, Chair

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DECLARATION OF QUORUM
With a quorum present, Chair Factor called the meeting to order at 7:05pm.

APPROVAL OF MEETING MINUTES of June 6, 2019
The COA minutes from June 6th, 2019 were approved as written.

COMMITTEE REPORTS
Long-Term Care Committee (LTCC)

1. LTCC Chair Love was absent during tonight’s meeting, but Ms. Signatur advised attendees that the Committee continues to plan the 2019 Fall Presentation. There will be no August meeting for the Committee.

2. Greenwood Care, one of two Specialized Mental Health Rehabilitative Facilities (SMHRF) in Evanston, recently hosted a site visit for the Committee. The facility recently welcomed a new Administrator, who expressed his intention to continue focusing on helping residents (referred to as “consumers”) move back into the community to live independently, while remaining committed to making the facility a positive (and now smoke-free!) environment for consumers and staff alike.
**RELEVANT COMMITTEE REPORTS**

*Age-Friendly Evanston Task Force (AFE)*

1. Only a few meetings remain before the AFE Task Force grant expires at the end of 2019. Initiatives currently underway for each committee must find new organizations or bodies that can continue the work.
   a. The Housing committee intends to discuss at their next meeting the matter of where their work might be continued.

*Dementia-Friendly Evanston*

1. When Dementia-Friendly met to discuss being absorbed by Argentium Care, it was apparent that there is a lack of consensus on who is a member of the committee and who is a supporter of committee efforts. The group plans to meet again in August with Ms. Jeanie Ramsay at the helm to discuss membership.
2. Chair Factor noted that the Committee was recently asked by Dementia-Friendly America to complete a survey on progress during the past six months to inform future efforts.
3. Ms. Thompson mentioned that both parties responsible for the Evanston Memory Cafés will be joining forces to better streamline planning processes. There will still be two Cafés held at different locations (the Library’s main branch and the Levy Center) on two different days each month, but the planning process will be more organized.

*Age-Friendly Business Initiative (AFBI)*

1. In the month of July, all Evanston community members are encouraged to participate in an online survey to provide feedback on the age-friendliness of local businesses participating in the AFBI.
   a. Each completed survey is a chance to win one of three $50 gift cards to a participating business of the winner’s choice.
   b. Businesses with the most respondents will be featured in a promotional video that is distributed to Evanston residents.
   c. Survey responses are already pouring in, and several additional businesses have expressed an interest in participating in the Initiative.

**CHAIR REPORT**

1. Chair Factor informed attendees that Ms. Sue Cherco mentioned that developers for a new Assisted Living facility on Ridge are scheduled to present their updated plans at the planning department meeting on July 24. The building is currently slated to offer residents independent living, assisted living, and memory care options.

**VICE CHAIR REPORT**

No Vice Chair report this month.
STAFF REPORT

1. LTC Ombudsman Ms. Thompson discussed her participation in the Social Services Core Committee, as the City strives to assess the social services available to residents and improve equity of their distribution.
   a. Ms. Thompson will soon be attending the final meeting of the committee. The committee’s recommendations will be presented at the August 5th Human Services meeting.
   b. Chair Factor attended the community forum mentioned at last month’s Commission meeting and found it to be informative.

2. Ms. Thompson provided information on an issue arising at one of Evanston’s long-term care facilities: The family of a resident living in Westminster Place has sued the facility in response to eviction proceedings that were initiated against the resident purportedly after the family raised concerns about his care (https://finance.yahoo.com/news/lawsuit-illinois-retirement-facility-caused-163600468.html).
   a. Ms. Thompson noted that this is not the first time that this facility specifically has had problems related to billing and discharging residents.
   b. Residents and their families are also not always aware of the fine print in their contracts which typically require residents to apply for Medicaid when or if they run out of funding. Although residents on Medicaid are allowed to stay at the facility once their private funds are exhausted, these residents do have to move to another part of the facility.
   c. Residents are also not always billed properly because there are many different types of contracts that exist within the facility; in the past, Ms. Thompson has successfully advocated to have thousands of dollars discharged from a resident’s bill because the facility could not prove that the resident owed it.

3. Ms. Thompson noted that some Evanston facilities are still not complying with regulations when it comes to notifying the Ombudsman office about involuntary discharges, or are maneuvering residents out of the facility (e.g., convincing them to leave informally) without going through proper procedures.
   a. Ms. Thompson and Ms. Sadler recently met with the new Administrator at Albany Care to address these concerns, as the Ombudsman office has only received notice of two involuntary discharges since December 2017, and the facility is likely not sending them properly. The new Administrator, Ms. Deb Vege, recently replaced longtime Administrator Mr. Dennis Tossi after he retired.
   b. Ms. Thompson intends to speak with the State Ombudsman to determine the appropriate next steps in addressing these failures to notify the Ombudsman office.
4. Ms. Sadler provided updates on activities by the Illinois Department of Public Health (IDPH) in Evanston’s long-term care facilities since the last update.
   a. Dobson Plaza had a combination AHS and complaint investigation early in June, and earned three tags related to infection control and pressure ulcers. Last year, the facility had no tags under the AHS. The facility’s LSC survey resulted in nine tags this year.
   b. Surveys from Albany Care were only recently received, though the IDPH activities occurred in 2018.
      i. In June 2018, investigation commenced on eight complaints and two facility-reported incidents. There were no deficiencies cited for the two incidents or seven of the eight complaints; however, the eighth complaint yielded six tags that were related to nursing care including notification of the resident’s doctor regarding significant changes, failure to update care plan, significant weight loss, medication administration, and dietary changes.
      ii. A licensure survey was combined with investigations for six complaints and one facility-reported incident in December 2018. There were no deficiencies cited except for one tag on one complaint, which was related to the facility failing to provide the correct size linen’s for resident beds.

UNFINISHED BUSINESS
1. Attendees volunteered for different shifts during the Evanston Farmer’s Market on Saturday, September 7th between 7am and noon.
2. Commission members agreed to move forward in planning for a community meeting and presentation by Ms. Kimberly Richardson, Deputy City Manager, for the October meeting.
3. As noted previously, the Housing committee under the Age-Friendly Evanston Task Force is still in need of a new home once the grant ends at the end of December. Next steps include reviewing the results of the feasibility study and determining how to work with developers to address the needs of the community and particularly older adults.
4. There are two Power of Attorney presentations and workshops scheduled at Jacob Blake Manor and Perlman Apartments.
   a. Both buildings will host a presentation on Power of Attorney documents and Advance Directives on Monday, July 29; workshops in which participants can work with an attorney to craft POAs and living wills will follow in August.
   b. No registration is required for the presentations, and participants do not need to be residents of those buildings to attend.
NEW BUSINESS
1. Mr. Payares mentioned that his schedule might be changing in the next few months, which could better accommodate an earlier meeting time for the Commission. He will provide an update when he hears back about his request for a schedule change with his employer.

COMMUNICATIONS
1. Ms. Thompson mentioned that she had received an email from Larry Suffredin that explained that there were errors in the Senior Freeze for 2018. Individuals who believe their tax bill is incorrect can appeal it by completing a brief handout and providing a copy of their ID. The Social Service office managed by Ms. Thompson and Ms. Sadler can assist with this application on Tuesdays and Thursdays at the Levy Center, provided the applicant has an appointment.
2. Attendees were reminded that the Commission does not meet in August. The next Commission meeting will be on Thursday, September 5th.

ADJOURNMENT
The meeting was moved and seconded to adjourn. A voice vote was taken and the motion was approved at 8:03pm.

Respectfully submitted,
Callie Sadler, Ombudsman Assistant