



## MINUTES

### Transitions Stakeholder Advisory Council

Google Hangout link: [meet.google.com/gjj-gmae-xff](https://meet.google.com/gjj-gmae-xff)  
Google Hangout Call-in: +1 347-480-3624 PIN: 515 646 803#

**Thursday, August 4, 2022**

**2:30 – 4:30 p.m.**

#### COUNCIL MEMBERS

- Clarice Ambler, DRCOG X
- Meghan Baker, Disability Law Colorado X
- Anne Bartels, Sandata X
- Monique Flemings, AHOD Services X
- Paige Gallaher, Atlantis X
- Jennifer Giurgila, ACMI X
- Fallon Gillespie, Rocky Mountain Human Services
- Jennifer Krulewich, Focus Cares X
- LaShawn Love, Love Foundation X
- Tracy Martinez, Touch of Care
- Jenn Ochs X
- Jane Sinclare, CPWD X
- Neal Waite, ADRC Region 3B X
- Miriam White, SJBAAA X

Attendance Link: <https://forms.gle/EDaybu73WZAnPZH7>

#### 1. Welcome and Introductions

2:30 p.m.

- Approval of July Minutes      Minutes were approved

Review of Action Items      Action items from last week included using volunteers for home modifications such as handyman organization that provides free labor. Lisa asked if Medicaid would be able to cover the cost of materials, answer is no due to liability reasons. Next week Lisa is talking with home modification group at HCPF to see if we can create a home modification waiver



to help with request to allow members to waive liability in order to use organizations that offer free labor. Clarice and Ian shared that is a great idea and allows opportunity to give individuals good option along with consumer rights to make their own decision. Billy shared Mesa County RSVP/Handyman links: <http://mesacountyrsvp.org/> & <http://mesacountyrsvp.org/handyman/>

Medicaid billing was another follow up from last week including pain points and processes to improve process.

Next action item was adding people to join this meeting and asked group to share organizations and people that we should invite. Mary Jo said we should invite nursing facility personnel at any level. Ian suggested inviting people that have been through the transition process as that is a valuable perspective. Caitly suggested adding ombudsman representative attend regularly. Kara is an ombudsman and shared their role is to investigate complaints at nursing and assisted living facilities such as not receiving services or staff not helping residents. They sometimes have cases specific to transition services. Cathie suggested adding RAE's, Ian, Clarice and Pauline all said that's a great idea. Mary Jo suggested the person with HCPF that works with nursing facilities should also attend.

**Action Item-** Lisa will send invites to suggested individuals to attend TSAC meetings.

- Sharing of any wins and challenges this month

## 2. Program Updates and Resources 2:40 p.m.

## 3. Monthly Topic: Outreach Strategies 3:00 p.m.

- **What people are doing and what we want to do**

Lisa asked group what we are doing to reach more people in territories, what can we do more of and what can HCPF do long term. Clarice shared there's a revolving door with Nursing Facilities and some aren't familiar with Transition Services (TS). Asked group what are people doing now in terms of outreach?

LaShawn shared they have started community outreach efforts which includes DRCOG to speak to individuals in 65 and up communities to make sure they understand their rights, that transition coordination services (TCS) are available to assist them and hopefully have them pass along info. Also, investing in members in the community to help spread the news and passing out the DRCOG flyer so individuals are aware of TCS. They also have DRMAC coming



out to spread the news about their services and access to mobility if needed. Also, working with Volunteers in Action and looking to have similar groups go on a tour to facilities to get word out on services available. Lashawn shared the lineup: 9:30-10:00am Denver Regional Office of Government (DRCOG)- Lauren Bell | Program Manager – Community Options (Transitions) | Area Agency on Aging 10:30-11:00 am Volunteers in Action: Sheri DeHaan- Volunteer Coordinator 11:00-11:30 am Aflac: John Boozer- Independent Agent 11:30-12 pm The Dumb Friends League: Kyle Warner-Community Educator 12-1:00 pm Denver Regional Mobility & Access Council (DRMAC): Diana Castro - Administrative Assistant. Lisa will share the flyer with meeting follow up.

Lauren said DRCOG has a new flyer for our local contact agency on what the program is and how to make referrals for the Denver metro area. They are happy to share that with anyone who is interested, you can email us at: [transitionsteam@drcog.org](mailto:transitionsteam@drcog.org). Lisa shared the referral form link in the chat: [https://docs.google.com/forms/d/e/1FAIpQLSeXauSNi\\_trtIN4FA9fJltePOz1WUXshWbbboJ7jxZ7ENJdQg/viewform](https://docs.google.com/forms/d/e/1FAIpQLSeXauSNi_trtIN4FA9fJltePOz1WUXshWbbboJ7jxZ7ENJdQg/viewform)

Pauline took flyers and referral forms to facilities and caught a social worker in between visits. Plan is to hit all facilities next week to meet face to face with social workers and directors to let them know about program. Offered to come back in to talk to residents about the program. Take one week at a time and drop off flyers at facilities.

Jennifer shared Pauline suggested making a video to put on TikTok to share her experience about transitioning. She asked about reaching out to hospitals to make sure they are offering this before discharge. Clarice asked if anyone has utilized social media as outreach for this program. Jennifer shared she does a blog. Lauren with DRCOG said they have a QR code on the flyer they can scan and brings to google form so they can email PDF referral form or take over the phone. They also did a social media campaign on Instagram, Facebook, LinkedIn and Twitter to get the word out to individuals and sharing the referral form that way. Thanked everyone for sharing the flyers as it's a huge help!

Anaya said they share transition information on Instagram every few weeks. Monique said they share on social media platforms with things happening in community or with their members. Clarice asked if they are getting a lot of engagement. Monique said yes, getting a lot of questions and traffic driven to website. Pauline followed up on Jennifer's share, important to do as much social media as possible as that is how family and friends hear about it and great for Jennifer to share her success. Asked for Instagram and social media handles the state uses? Lisa is going to ask and will share with the group.



Clarice asked the group in an ideal world what we do for outreach? Lisa said when she was at Larimer County, they would do quarterly breakfast and bring everyone together to get to know each other and share what everyone is doing. Helpful to know other programs that are out there and suggested doing monthly breakfast. Mary Jo said in her ideal world it would be top of the agenda at the SNF's to continue to keep program in front of nursing facility, so they know requirements to inform that the transitions program is available at admittance. Clarice agreed this is something that is being missed.

Pauline asked if there's any way to get meeting with heads of nursing facilities corporations to let them know about State of CO and DOJ asking them to promote this program. Also, suggested post Covid social worker appreciation luncheon at hotel and share information on the transitions program and how we can move together stronger in the future.

Anya asked if the waiver that was enacted during covid for states to not require PASSR and MDS ended? Lisa is following up on this and will let the group know.

Lashawn's ideal world would be to take power out of nursing facility hands and doing forward thinking and educating general public, so people know options of transition services before they get to nursing facility. Also attend public events where have booth to promote services as there's another set of individuals looking at going into to nursing facilities and target now before they are in that situation, and they already know options.

Ian stated it is a simple conflict of interest to have nursing facility staff informing residents about transition services. Pauline responded to what Ian said about conflict of interest, if we can get paid to go in and do outreach to residents so we know it's getting done.

Kara noted ombudsmen has complaint code to help residents if facility isn't sharing information to residents about transitions program. They are working on developing plans and guidelines with how to address as well.

Jennifer with DRCOG said she was on a webinar today from the new Housing and Services Resource Center, which is part of the ACL. Featured were programs in Minnesota and Iowa that presented how they approach community transitions, and key takeaway was early and frequent intervention to help folks remain in the most integrated setting. This involved strong partnerships with community health centers, hospitals, assisted living homes, and others. Who are we still not talking to about community transitions in Colorado?

<https://acl.gov/HousingAndServices>



Clarice asked who missing from transitions conversations? Pauline said hospitals. Clarice with Hospital CM and she didn't know about Transitions program. Ian added family members and loved ones need to be informed. Brandy suggested rehab centers. Jennifer said that was an example in meeting today, to have a strong partnership with subacute (rehab) providers.

Frank said they have examples with people that have been in hospitals for months, if they contacted them, they could have helped them get out instead of staying in hospital for months. Lisa Smith suggested fire departments as they do a lot of work with members of the community. The number reason for call to Fire Dept is falls and if they had flyer to give individuals that could help.

Mary Jo shared there was an article about Stout Street Foundation that had info on transitions. Suggested reaching out to Denver specific publications and Seniors Book to get information on transitions program included. Miriam said she knows the Seniors Book person in charge of her area and will find out who oversees North area. Brittany said there are events listed on Seniorsbluebook.com. For example, the event tomorrow is "Providing an opportunity to network with PURPOSE. Making connections that count" Miriam shared Lucy Crandall's email: [lucy@seniorsbluebook.com](mailto:lucy@seniorsbluebook.com)

Lisa shared a (free) way to get into papers or magazines is by writing an oped. Here is an example of that. <https://arvadapress.com/stories/aging-in-place-the-topic-of-the-decade,388657>

Jennifer asked if there's a way to do program for non-nursing homes that Medicaid could give a waiver to allow expanding to places outside of nursing homes? Clarice shared ideal thing is expanding to other areas and where to begin. Sandra wanted to clarify transitioning services is only available to nursing facilities and wondered if it's a regular Medicaid benefit. Want to move out of ALF and want transitions services, can they approve? Is there someone at HCPF that we can speak to this underutilized benefit because case manager doesn't know what needs to be done to approve. It should be benefit listed under Medicaid similar to dentist. LaShawn said she thought it was only available to nursing facilities because it's not a state benefit. Clarice asked Lauren to speak to it. Lauren shared there are community-to-community based services. It is a benefit under people's Medicaid waivers based on a life changing event like change in income or living situation that triggers something that can be approved for situation. It is helpful and there is a detailed flyer. LaShawn said that it's another program under HCBS and Janelle can help explain difference. Anaya said targeted transition services is only people coming out of nursing facilities and only waiver services can be accessed for community-to-community services.



Lisa said TCM services is not available to transition member in community. Transition coordination is specific to SNF or Residential Care Facility.

Frank said we need to outreach to homeless population centers and shelters as well as hospitals and emergency rooms.

- Discuss topics to cover for next year  
Clarice asked group what topics we want to discuss moving forward. Patricia said one of topics should be CDASS benefits, how it works, when it starts. Mary Jo suggested adding IHSS as well. Homemaker services has a lot of inconsistencies what it's like to be in agency that provides these services to clients. A day in the shoes of HCBS unskilled agency that works with program a lot. Patricia said it would be interesting to learn more about live-in caregivers.

Frank said many people in home health dropping out in rural areas and it's a problem across the board. Game plan to fill in gaps or give incentives to keep people onboard.

Clarice asked about housing, Mary Jo agreed and add outreach piece to check in on what is working.

Ian suggested compassion fatigue included as topic to cover. He had call with the Dept, and all Centers for Independent Living and they wanted data on how many people transitioned to community. How do we define success and how many people do we talk to in nursing home? How many people have we talked to? A lot of pressure on people doing this work. Need to find ways to celebrate the victories and redefine success. Clarice agreed compassion fatigue is huge, lots of pressure now and hard work is being done and should be recognized. Compassion fatigue and how does definition of success impact that and how do we care for ourselves and others. Shannon said she doesn't think about this, but she is exhausted and it's important to realize it, share ways to deal with it.

Patricia shared in the chat the direct care workforce compensation & benefits action group is looking at the ways to retain the workforce and incentives and the problems in rural area. Jennifer said she is doing blog on direct care workforce and will share link with group once it's done.

Lisa suggested DOJ stakeholder feedback would be good to discuss with this to group as food for thought and share suggestions on what to add to the list.

Patricia said she goes to a lot of these stakeholder groups and IHSS is one that is discussed in other groups. Many people looking at same issues and committees formed, can we combine efforts?



## 4. Open Forum

4:10 p.m.

- Discuss Challenges and explore suggestions

Patricia asked if we have something set up withing the hospitals for them to know about transition services program? Her recent experience was horrifying and asked what can be done to change that? Lisa said the lack of education and presence in hospitals has been discussed including outreach. Lisa had meeting with hospital case managers in the past and process to get them moving is challenging. Education around transition is good but application paperwork is too long to help them with and looking at application support to help hospital case managers.

Courtney asked Patricia about live in aid situation and paperwork related to process. Patricia said they were asking the live in aid to fill out application for Section 8 and financial background check and wasn't sure about financial information they were asking for. Courtney said DOH and voucher process does require they have all that information on file as it's a requirement for the live in aid. They don't count towards income but need to know if they are working. It's only for record keeping and DOH doesn't count that income. If something happens and they want to add person to household, then that would be calculated as rental portion. There are situations where someone that declared live in aid, was a spouse and they were working so they had to add them to household which resulted in them owing back rent because person's income should have been counted. Most of the time it's not significant other that is the live in aid.

## 5. Council Updates

4:00 p.m.

Clarice shared she now works with SHIP at DRCOG, and Medicare open enrollment is coming up in October. Reach out to her if you know any individuals that need assistance.

Ian shared Medicaid has Public Health Emergency (PHE) ending in October and members need to prove they are still paralyzed and trepidation about PHE and how it effects people's Medicaid coverage. He suggested letting people know we can help them with coverage. Clarice said to have people call DRCOG if they are worried about coverage, and they can help them as well.

Jennifer shared all the month of August it's free for everyone to ride all the RTD services. Lisa shared link in chat for more info:

<https://www.cpr.org/2022/07/29/rtd-free-fare-august-tips/>



Anaya let everyone know that he is leaving Atlantis September 8<sup>th</sup> and won't be in transitions space any longer. He shared he's proud to have worked with everyone the past decade to get people out of nursing homes and into the community. Ann and Jennifer thanked Anaya for all his work in this space and congrats on his new adventure!

Ian said on the home modification front, the CFIL has been working with the RAE, and they have provided significant funding to fill in gaps with ARPA funds coming in. Wanted to let others know they are a valuable resource.

Frank shared they are celebrating their 40-year anniversary that the CFIL has been around with Gala, silent auction, drinks and pirates! Go to website for more info.

Pauline thanked Clarice and Lisa for a great meeting!

## 6. Next Steps and Adjourn

4:30 p.m.

### **Next Meeting September 1, 2022 – Topic: To Be Determined**

#### **Submit Questions, Issues, and Comments:**

<https://forms.gle/iRZb5zWq5SyMctEe8>

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