

BELLEVUE NETWORK ON AGING
MINUTES

March 3, 2016
8:30 a.m.

Bellevue City Hall
Room 1E-121

MEMBERS PRESENT: Judy Dowling, Jullie Gray, Jeanne Grote, Beverly Heyden, Sandy Shaw Jones, Howard Katz, Arnold Kern, Eileen Rasnack, Berta Seltzer, Diana Thompson, Janet Zielasko

MEMBERS ABSENT: Ethan Crawford, Robert Dalgleish, Shellie Gehring, Philip Gough, Hannah Kimball, Bob Megargel, Bill Merriman, Linda Whitehead

STAFF PRESENT: Dan Lassiter & Alex O'Reilly, Parks & Community Services Department

GUESTS: NaQueia Muse, Tara Senne, Adam Halpern, Ann Lens, Lynn Ball, Brett Kersick, Sabrina Eldridge, and Jacqueline Mallick – DSHS Adult Protective Services

RECORDING SECRETARY: Teri Ekstrom

WELCOME AND ROLL CALL

The meeting was called to order at 8:30 am by Vice-Chair Thompson. Roll was taken and all members were present with the exception of Ethan Crawford, Robert Dalgleish, Shellie Gehring, Philip Gough, Hannah Kimball, Bob Megargel, Bill Merriman, and Linda Whitehead.

APPROVAL OF MINUTES – February 4, 2016

Ms. Thompson said she had changes on page four of the minutes – under committee reports and Advocacy – in the 2nd paragraph and 4th line . . . it should read “hearing aids covered under Medicaid for adults”. In the last sentence of the same paragraph it should read “If anyone else is interested in joining Ms. Rasnack, Mr. Katz and Ms. Thompson in Olympia for Senior Lobby Day on February 25th, let them know”. A sentence will be added at the end of that paragraph to read “If anyone wants to join Mr. Crawford and Mr. Lassiter on February 12th to attend the Alzheimer’s presentation in Olympia, let them know”. There was a motion to approve the minutes as changed. The motion was seconded. The minutes were approved unanimously.

PUBLIC COMMENTS/QUESTIONS – None

**[PRESENTATION & DISCUSSION] DSHS ADULT PROTECTIVE SERVICES –
REPORTING ABUSE OF AGING ADULTS – NAQUEIA MUSE AND TARA SENNE**

NaQueia Muse and Tara Senne were introduced to the group. Ms. Muse is a Program Consultant at Adult Protective Services (APS) under the Self-Neglect Project. We are under the umbrella of the Department of Social and Health Services. We are the protective services. Our mission statement is to “protect Vulnerable Adults from abuse, neglect, self-neglect, abandonment, and exploitation. We value client self-determination and the professional expertise of our APS colleagues, while working to prevent and end harm by: conducting objective, timely, and thorough investigations, and assisting Vulnerable Adults to access appropriate services in accordance with statute, rules, policy, and client consent”. We determine capacity . . . whether clients have the capacity to make decisions. We cover six counties.

A “Vulnerable Adult” is over 60 years of age or older with the functional, mental, or physical inability to care for self or is over age of 18 and has a guardian appointed through superior court or has a developmental disability, such as an intellectual disability, epilepsy, autism, or a condition similar to which originated prior to age eighteen.

Vulnerable adult criteria is that a person lives in a facility licensed by DSHS, receives services from an individual provider, receives in-home services through a licensed home health, hospice, or home care agency; or self-directs his or her own care by a personal care aide who performs that care for compensation.

People that fall under this criteria are the people that we provide service to. Mr. Katz asked who provides services to homeless adults? Ms. Muse said that it depends on the homeless persons’ location and if they have a location then they will make all reasonable attempts to intervene and provide services.

Allegation categories are: self-neglect, financial exploitation, abandonment, neglect, abuse (physical, mental, sexual, personal exploitation, improper use of restraint). First off we need to verify whether they have capacity to make decisions.

Ms. Thompson asked about “capacity” . . . she heard at a meeting that there is a new tool to measure capacity? There is a new tool called “ACE” in which Ms. Muse said she has never used or trained on this tool yet. They will be trained to use this tool and determine capacity.

Ms. Senne said she was going to go over allegation information. She asked who had been involved in an APS investigation in any way? Half of the members indicated that they had been involved in some way in an APS investigation. Ms. O’Reilly said that she is involved with the Home Repair Program that the City of Bellevue runs and sometimes they have a client in which they have to call APS. She said they the APS response time wasn’t great. Ms. Senne said 25% of the cases they see are financial exploitation, followed by self-neglect and neglect. The financial exploitation are very complicated cases in which we have specialists. We have grown so much in the last several years with the population aging. We had 14,500 allegations that we

had to investigate last year. We have 2 intake units and 3 investigative units and 2 specialty units that are very busy.

Mr. Katz indicated there is a homeless camp on the Burlington tracks on 116th avenue. These people have been neglected. The City of Bellevue doesn't act because it is on that property. Ms. Senne said that you can call their hotline with the as much information as you can and give a description and address in order for us to investigate. Mr. Katz said they are "self-neglected". Ms. Senne said they can collect as much information in order to determine what they can do for them. But without them asking for help themselves, their hands are tied.

There two different kinds of reporters: Mandated Reporter – employee of the department; law enforcement officer; social worker, professional school personnel, etc. or Permissive Reporter – they can report to the department when there is a reasonable cause to believe that a vulnerable adult is being or has been abandoned, abused, financially exploited (financial institution employees, attorneys, facility or program directors, etc.).

Confidentiality and immunity – the person reporting is kept confidential unless there is a judicial proceeding, confidentiality is waived. Any person reporting in good faith is immune from liability resulting from the report or testimony.

The "No Wrong Door Policy" states that the APS Intake Unit may generate a report(s) even if the report is not related to an APS issue. The intake Unit will make a referral(s) to the appropriate agency or region based on the information provided.

APS Investigation response time requirement – high (serious life threatening harm is occurring or appears imminent) – response time is within 24 hours; medium (harm that is more than minor, but does not appear to be life threatening at this time, has occurred, is ongoing, or may occur) – response time is 5 business days; Low (harm that poses a minor risk at this time to health or safety, has occurred, is ongoing, or may occur) – response time is 10 business days. Leaving a message on the APS voicemail does not constitute a received report until you hear from the intake worker.

When an APS referral is received, the assigned APS investigator must determine: if the allegation meets the criteria/definition to qualify as abuse, abandonment, neglect or exploitation; if the identified individual meets the criteria/definition of a vulnerable adult; if the identified individual has capacity. Consent is not required for APS to conduct an investigation. The intake investigator does research and will attempt a visit to the alleged victim (will meet with them alone). They will then interview family, lawyers, or anyone else involved in this case. They will then gather evidence. They will get documents (from banks, lawyers, etc.), medical records to check on capacity, etc. With the evidence, they will see if the person is a vulnerable adult (need medical report or assessment). If not a vulnerable adult then the investigation ends. If they are then the investigation continues. The investigator has to meet each element (evidence) to make sure it holds up in court.

Mr. Katz asked if the investigator goes to evaluate by themselves. Ms. Senne said that most of the time they go out by themselves unless it has been reported that it might not be safe. In that case they will bring another person or the police with them. When reporting an issue it is important to mention whether the situation might not be safe.

“Preponderance of the evidence” is needed to prove that the abuse most likely occurred. APS makes referrals to law enforcement, social services, and assist with obtaining a protection order, or an injunction or referral for legal assistance. In extreme cases, APS may work with the Attorney General’s office to appoint a guardian.

We also make referrals to Department of Health, Licensing, etc. so that they can do their own internal investigation.

The perpetrator has the right to due process. Both the victim and perpetrator will be notified that a case was substantiated. They have 30 days after they have found they have been a substantiated against to appeal. The perpetrator will go on the Abuse Registry. Once on the registry they can never get off of it.

APS is able to do an investigation within a facility now. If we have an allegation of abuse at a group home, APS will investigate along with Residential Care Services investigating. In this case law enforcement may also be investigating, so there will be several investigations going on at the same time.

Ms. Rasnack asked about the client abuse registry and whether this information will show up when doing a background check? Ms. Senne said that it does not show up on a background check but it is public knowledge and you can call and get information at our office. APS provides that information to anyone requesting it. Contact 206-341-7660 or 1-866-221-4909.

Mr. Lassiter asked how many of the cases reported went to court? Ms. Muse said that the only time we go to court is if the perpetrator challenges the substantiation. Over 3,000 of the reported cases were substantiated.

You can call the above APS numbers or email to report any abuse.

Ms. Zielasko asked if the same investigator stays with the client if there is additional abuse reported. Ms. Muse said that APS has 90 days to complete an investigation and usually the investigator is assigned as the case comes in, and the cases are assigned in a rotation as they come in . . . so it is most likely that if another report of abuse comes in for a client it will be a different investigator assigned to the case. They will investigate and stay with a case until it is closed, even if over 90 days.

Ms. Thompson said she is confused about the phone number to report. Ms. Muse said that the APS office is open from 8:00-5:00 weekly, but we do have a voicemail system. For APS we do not have emergency response coverage. In those situations we might get a call from law

enforcement, ER, etc. When you call the APS number the voicemail will tell you to dial 9-1-1 for an emergency.

Ms. Seltzer asked when abuse becomes a criminal case? Ms. Senne said that if it is a criminal case then the police will be investigating. APS investigates improper acts and the police will investigate criminal acts.

Ms. Senne said that a lot of times we cannot get a guardian for vulnerable adults and there is no one to help them make decisions. We used to be able to offer guardians for free but that is no longer available.

Ms. Zielasko asked if there will be funding for more APS staff. Ms. Muse said they just hired 36 new employees in the last two years. We will be granted some more employees, but we have to prove the need. The need fluctuates during the year. We currently have 18 vacancies that we currently need to fill and after that we will have to prove the need for additional staff.

Ms. Thompson asked if the office of public guardianship no longer exists? Ms. Senne said they do exist, but the guardian openings available are full and there is no additional funding for more guardians.

Mr. Katz indicated that there are current challenges for additional funding. Ms. Senne said that the senior lobby is huge and very helpful. If it wasn't for them then a lot of the funding wouldn't be happening. APS is not personally able to lobby groups.

BREAK

COMMITTEE REPORTS

Advocacy (reported by Ms. Gray)

Ms. Gray said that they did not have a meeting yet this month. The meeting is next week. Ms. Rasnack said that they did have members go down to Senior Lobby Day and it was great to have Aging and Disability Services coordinating the meeting with legislators with us. Mr. Katz said it was too bad that there was a conflict and some of the legislators could not be there.

Ms. Thompson reported on our issues: adequate funding for Senior Services . . . it sounds like it will not be cut; ombudsman program wanted additional funds but it was not approved; in terms of hearing aids, (not currently in Senate or House budget) – Senator Kaiser did proposed an amendment to the senate budget to include hearing aids and there was going to be hearing that afternoon. On Friday, Senator Habib also introduced an amendment regarding hearing aids and it was not approved. The Care Act was passed in the Senate. It is in the Rules Committee in the House. Go home and call or send a message to your representatives regarding the Care Act to have it pulled from the Rules Committee. At the State level, the Act regarding financial exploitation and abuse of seniors passed (1499) the House and is now in the Senate. Has to be passed or it will be dead.

Outreach & Diversity Committee (reported by Mr. Lassiter)

Mr. Lassiter said they talked about Senior Lobby Day, which was discussed earlier. Alex brought in a resource guide that was updated by the City of Kirkland. It is quite inclusive. It will be available by mid-March. We have our own resource guide and it is updated and is in for print. The Overlake Senior Fair is next Saturday, March 12th. Mr. Crawford, Ms. Jones, Ms. Grote and Ms. Dowling will be taking shifts at the BNOA table. Ms. Thompson and Dan talked about the BNOA product that we will have out at the table. We are set for materials.

We looked at what this group should be working on . . . such as the Frye Museum for memory care, how to do the looping, the Greenwood Center. Ms. O'Reilly set up the meeting at the Greenwood Center (Carin Mack) that has a lot of memory care programs. Mr. Lassiter and Ms. O'Reilly are going next Thursday @ 8:00 am to take a look at the programs they offer and talk with her. We will see if she can come and talk with the group at a later time. At NBCC they are looking at bringing in a Memory Care Unit.

Fall Prevention was brought up and I met with Natasha Grossman to see what they had and how they help older adults when they can't afford something (programs, equipment). Get that word out that this program is available.

Ms. Grote said the Alzheimer's group is still going well. The next one will be March 22nd and Ms. Thompson will be playing the piano again (3:00-5:00). There is a solid group of people that are attending, in addition to new people each time. In May we will be starting the walks in the park (which they do in Seattle), which will be once a month. We hope to add in an art program down the line also. It has been a really nice program that is going very well.

Ms. Thompson asked if anyone else can go with Mr. Lassiter and Ms. O'Reilly to the Greenwood Center? Mr. Lassiter said he would send the information out and they can let Mr. Lassiter know.

Transportation/Housing Committee (reported by Ms. Grote)

The group had a really good meeting. We are updating the ARCH website. Mr. Lassiter found we don't have a direct Council Liaison to the BNOA but Jennifer Robertson is interested in the group and we should send her invitations to the group. BNOA reports to the Parks & Community Services Department.

Ms. O'Reilly gave an update on the homeless shelters and she indicated that they received additional funds to extend the timelines for the shelters.

Ms. Jones and Ms. Grote attended the AEA (Alliance of Eastside Agencies) meeting on the United Way funding. It was well attended and they had two panels that spoke. Different cities indicated what they were doing to replace the lost funding. Hopelink also explained what they were doing for more funding. As a group, they are sharing what was working for each of them.

AARP was there for another panel and talked about what everyone is doing regarding funding. They do not see that United Way will be changing their funding decisions.

Janet Lewine came in to update us on the housing projects going on. Crossroads Village is going in where Top Foods used to be in the Crossroads area. SHAG is going in next door. There is new housing going in on 156th and Bel-Red Road. AGEIS is also building a new project on 116th and Bel-Red Road.

We talked about the mandatory requirements for affordable housing and the incentives for the builders. The Council will be reviewing what has happened to date with the current incentives and talk about whether they feel like they worked, or not. Ms. Lewine said the BNOA can stay involved by using their voices and support and talk to people and the Council.

We went to the Eastside Easy Rider meeting. We met our new mobility manager for Hopelink (Stacy Heber) and we talked about things that we wanted to do this year. There will be a new shuttle from Redmond Town Center to the Redmond area that the City of Redmond will be doing.

We will be doing maps for people that are in shelters so that people know which buses to take to get to different places. The next meeting of the Transportation/Housing Committee is March 29th. Mr. Katz indicated that the committee is now meeting from 8:30-10:00.

Ms. Thompson said that she received an email from AARP and they said that the Group Health Foundation has made a \$400,000 temporary grant, and Aegis is making a \$30,000 temporary grant to help replace some of the funding that Senior Services has lost. Also, King County Transit is picking up the Senior Services HYDE Shuttle to cover funding losses also. Mr. Lassiter and Ms. Thompson attended the Human Services Commission meeting on Tuesday and on the way out of the meeting Ms. Thompson talked with Councilmember Lynne Robinson and she said she is really strong on getting the homeless places to live.

Mr. Katz indicated that he is concerned about the loss of funding for Senior Services (now Sound Generations) and wonders how they will be able to continue their services.

Public Relations Committee (reported by Ms. Grote)

Mr. Grote said that the group updated the resource guide for the BNOA. We looked into hiring a PR agency to help us redo our image and we realized we don't have the funds to do this. We couldn't find anyone to do it pro bono for us, so we decided together we could do it ourselves. We went through all of our materials, which Mr. Lassiter copied for everyone, and met again and went through and made the material changes we need to have the materials at our booth. We thought we could use some of the information to recruit volunteers or work on projects for the network. We also looked at the Bellevue Aging and Services handout and we spent the day calling the numbers to make sure all of them were up-to-date. We also approved and updated other materials. We need more cards, and the bookmark needs to be updated also.

COMMUNITY PARTNERSHIPS REPORTS

Eastside Easy Rider Collaborative (reported by Alex O'Reilly)

The group should be meeting every other month on a regular basis now.

Eastside Human Services Forum (reported by Alex O'Reilly)

We are starting to meet and plan for our June education event.

Time Banks of Puget Sounds (reported by Jeanne Grote)

There will be a spring potluck event on March 10th at the Methodist Church in Kirkland.

Aging & Disability Services Advisory Council (reported by Beverly Heyden)

We met on February 12th and had a speaker from University of Washington (Dr. Karen Goldson) that spoke about LGBT elder (Lesbian Gay Bisexual and Transgender) and she was telling us that by 2030 that population will double in King County and Seattle.

Washington Senior Lobby (reported by Ms. Thompson)

No additional report. March 13th the Washington Supreme Court will be hearing the Eyeman's Initiative, as to whether or not it is constitutional. If it is determined that the Eyeman Initiative is constitutional, the legislators will have to go back in session because they created the budget with the thought that the Eyeman Initiative was unconstitutional.

Staff Report/Upcoming Agenda Items

Mr. Lassiter thanked everyone who came to the volunteer lunch at NBCC. It was a great event. There is a spring March event in two weeks.

New Business

Mr. Lassiter said he noticed that the cost of medication has come up a lot in the news. The cost of medication has tripled. Should we get on top of this issue? We represent aging adults and I was wondering whether a committee should start looking at the issue. Ms. Thompson said that we could write a letter in the Advocacy Committee with our concerns. Ms. Rasnack said it is research and they could check with AARP to see if there is any information on it yet. Ms. Zielasko said we could do an informal survey at the Fairs to see if the medication increase is affecting them. Mr. Katz indicated that people need to know that if you go directly to the drug company they will often times provide the medication free of charge. Ms. Rasnack said that the issue can be talked about on Monday at the Committee meeting. Ms. Grote indicated that it could possibly be brought up under the "Outreach & Education Committee" to research the issue. Mr. Katz indicated that we could also bring the issue to Representative Reichart.

Adjourn

The meeting adjourned at 10:30 am.