

Cuyahoga Regional HIV Prevention and Care Planning Council

Ashtabula, Cuyahoga, Geauga, Lake, Lorain and Medina Counties

Jason McMinn, Chair



Quality Improvement Committee Minutes

Wednesday, October 18, 2023

3:00 pm to 4:00 pm

Start: 3:02 pm

End: 4:00 pm

Facilitator: J. McMinn

Moment of Reflection

Welcome and Introductions

Approval of Agenda: October 18, 2023

Addendum:

Motion: N. O'Neal **Seconded:** L. Yarbrough-Franklin

Vote: In Favor: All Opposed: 0 Abstained: 0

Approval of the Minutes: September 20, 2023

Addendum:

Motion: N. O'Neal **Seconded:** L. Yarbrough-Franklin

Vote: In Favor: 12 Opposed: 0 Abstained: 1- J. Patterson

New Business

Overview on Services for Seniors – J. McMinn

Today we have a full agenda, with two presenters, Lorsonja Moore from the Department of Senior and Adult Services (DSAS) and Lisa Weitzman from Benjamin Rose Institute on Aging, to speak on services available in our community for the aging population.

Benjamin Rose Institute on Aging – Lisa S. Weitzman, LISW-S, Director of Strategic Partnerships

Before beginning, our office was sent a list of questions on what services Benjamin Rose provides and in what geographical areas we cover. Our goal today is to answer those questions, as Benjamin Rose seeks to be all things aging by, in a practical way, working to provide the best service possible to aging adult clients and their families. Benjamin Rose Institute on Aging's mission supports caregivers and empowers all people to age well through research, consumer-responsive services and client advocacy, and is a non-for-profit organization that has been in Cleveland for 115 years. The organization was founded by Benjamin Rose, a meat packing magnate, who nearing the end of his life and whose children had preceded him in death, decided to create an organization to pass out money to people who ran out of money. As this can no longer be done, the organization now works diligently to provide services and opportunities to the most vulnerable in the community, in order to help them maintain their dignity and comfort as they age. As our organization is currently in a revamping stage, all of our services (listed below), under the Benjamin Rose umbrella, remain the same.

BENJAMIN ROSE

Eldercare Services Institute	Properties	ESOP	Rose Centers for Aging Well	Centers for Research & Education
Behavioral Health, Family Caregiver Support, Senior Companions	Affordable Senior Housing, Conference Center	Financial & Housing Programs, Counseling	Seven (7) Senior Centers, Home Delivered & Medically Tailored Meals	Applied research on older adults and family caregiving

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What Does this Mean Today? – Wrap-Around Services that Embrace “I Am Well.”

To ask what does it really mean for someone to age well, is to find out if they are connected with community services and supports, etc., that will help them live better as they age.

Older Adults in Our Community

More than 90 percent of Cleveland’s older adults want to age in place in their own neighborhood as they age, but the reality is more than half worry they won’t be able to do so. Benjamin Rose is here to bridge that gap, as we look at how to work more effectively together to make this happen.

What We Also Know

- HIV accelerates the aging process.
- More than 50% of those LWH are over age 50.
- Those with chronic health conditions require more services as they age.
- Living with HIV may cause emotional problems and physical stressor which may further complicate the aging process.

The Hopeful News: The ACL (Administration for Community Living), under the Department of Health & Human Services, and the key funder for elders in this state, now mandates that states include a description of strategies to serve older adults living with HIV in their aging services plan. Additionally, the organization was created around the fundamental principle that older adults and people of all ages with disabilities should be able to live where they choose, with the people they choose, and with the ability to participate fully in their communities.

PROGRAMS AND SERVICES

ROSE CENTERS	HOME-DELIVERED MEALS	BRANCHES	WECARE
ESOP	AMERICORPS SENIORS	B.R.I CARE CONSULTATION	SHARE

How do we talk about services to be understandable to others, this is where Social Determinants of Health enter into all this. This the conversation that says 20% of our health care and well-being takes place in the doctor’s office, and 80% happens in our neighborhoods and community. So the question is, where can we as an organization impact this dynamic?

Our Approach to Social Care Needs- Focus

Access to Services – Benefits enrollment center

Access to Support – Family caregiver support program

Behavioral Health – In-home & community-based counseling

Financial Health – One-on-one financial coaching and empowerment

Nutrition – Home-delivered and congregate meals

Socialization – Senior-center programming, wellness calls, senior companions

Our Value Add

We often ask, how do or what can be done to best benefit our clients, and traditionally that means thinking in terms of dollars and cents and getting to the nuts and bolts. However, at Benjamin Rose, we look at this from a totally different lens on how we can greatly impact the lives of those we serve in our work and in the community, in which when people engage with us, they are more engaged in their own lives, more connected with outside world, and doing what they want.

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Traditional Approach- Reductions in healthcare, utilization, costs, social isolation, loneliness, food insecurity, and depression.

Another View – What social, environmental, financial, and/or personal goals are patients able to meet as a result of our interventions?

1. *Are they more engaged in their own lives?*
2. *Are they more engaged in their own health?*
3. *Are they more able to do things they want to do?*
4. *Are they more connected with the outside world?*

Education vs. Capability

Education is about what you **KNOW**. Capability is about what you **DO** with that knowledge. We not only give information, but also give people that to translate into capability.

Solutions for Financial Health

We operate for Cuyahoga County, and our grants dictate how programs operate, as we navigate how to help people within those costs. We focus on helping people live within their budget so they can afford food, meds, and housing. With homes, helping cover rent or mortgage, utilities, etc. Programs done thru one on one counseling and workshops.

ESOP PROGRAMS

These are not restricted to older adults, except for the COST program and senior property tax loans.

Financial

Housing

Financial Coaching and Counseling	Foreclosure Prevention
Financial Education Workshops	Mortgage Assistance
Matched Savings Programs	Homeowner Workshops
Benefits Enrollment Center	Pre-Purchase Counseling
Zero-Interest Loans	Rental Assistance
Vision Screening Vouchers	Transition Counseling
Free Income Tax Preparation	Property Tax Counseling
	Senior Property Tax Loans

Solving for Nutrition and Socialization

This program is to **reduce food and insecurity** for people who simply need more food. For those no longer able to get food, home delivered meals are available. To **decrease social isolation**, we also have six senior centers that provide meals and activities.

BEHAVIORAL HEALTH SERVICES

This is for people 55 and over. We provide services in-person and over the phone, as this is currently the only way we can provide case management services for aging folks at this time. These services are covered by multiple service plans.

Mental Health Care Mgmt.	Counseling	Trauma-Informed Treatment	Mental Health Day Treatment
We make connections to psychiatric and medical care, housing, and other benefits specific to individual needs.	One-on-one talk therapies with a licensed social worker to provide support.	Focus on trauma, treatment integrates, breathing & coping techniques to manage anxiety and trauma-related issues.	Intensive, three-hour group therapy for those living with severe mental illness.

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Accessing Support: For Caregivers

This program is a hub for all BR programs and for the community. It does two things; connects families with information to make good age-related decisions, and helps people learn how to navigate services in the community and find ways to accomplish these things. As we push for more care into the home, we also help those who provide that care by being there to support those persons and help provide space for caregivers to speak on this. This is currently provided virtually, all across the country, through action plans that designate who will take care of what, so caregivers don't have to navigate everything.

- Material Support – We help caregivers connect with programs and services that address the care partner's needs or lessen the caregiver's load.

- Emotional Support – We help caregivers identify tools and supports to maintain their own health and well-being.

- Informational Support – We provide reliable information and offer strategies for challenging caregiving situations.

- Decision-Making Support – We help the support network/family of choice goals and create action plans.

We Care: So Much More Than 211

The role of the ideal 'WeCare' caregiver, is for anyone, as we all perform caregiver duties in some way and need support.

211

WeCare

Provides info about essential community services	Provides info on services, & coaching/support to access them
Problem-focused	Problem and Prevention focused
Designed as a one (1) time conversation	Designed as an ongoing relationship
No attention to informal network	Organizes informal network
Attention to current information need	Attention to current AND future plans for care
Caller is the main client	Caregiver and person with illness are both primary

Benjamin Rose: A Community-Based Solution

A one-stop number to call to find out how to navigate everything.

- Saves you time by providing one number to call for help.

- Promotes increased access to and coordination of community services.

- Improves management of chronic conditions.

- Supports those who are charged with following the care plan: addresses the isolation and stress of caregiving.

- Improves overall healthcare/community experience.

Benjamin Rose: Simplifying Access

Home delivered meals, Financial counseling, HEAP eligibility, Caregiver support, Individual living alone, Socialization, Open enrollment, Aging in Place, Disease information

Referring Made Easy

This is a central intake program, so you don't have to figure where to go. You can also call directly.

Email: intake@benrose.org

Call: (216) 781-8000

Include key details: name, phone number, mailing/email address, caregiver name and contact info.

Let us know reason for referral: ensures referral is directed to appropriate program.

Ensure client/support network knows referral has been made: buy-in is critical to success.

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Questions/Comments

***Question: N. O'Neal** - Do the age requirements change for PLWH to receive these services?

***Response: L. Weitzman** – Age may not be a factor. We will follow up, as most qualifications are determined by who funds the program.

***Question: L. Yarbrough-Franklin**- On special meals, what happens after six months for those meals?

***Response: L. Weitzman** – The program is on for six months. After that, we work for folks to receive further healthy meals, as many after that time often go back to food insecurity.

***Question** – Do you provide memory care for those not in the home but in memory care?

***Response: L. Weitzman** – Doesn't matter where person lives, we can work with you on that.

***Question: Dr. Gripshover**- How are services paid, are they income-driven?

***Response: L. Weitzman** – If people qualify, it's always private pay options, from a list of payers. For the Family Caregivers Program, there is no cost for that.

***Question** – Can folks qualify for your meal services if they are on another one?

***Response: L. Weitzman** - Yes, but they will have to stop one or the other, they cannot receive two services at the same time. Also, before referring folks to the meal service, they should be aware that there is a long waiting list.

***Question: J. McMinn** – With research for ages 50+, are their talks on lowering ages for programs.

***Response: L. Weitzman** – It's about funding now. We're happy to serve 50 plus group, but we also want to look at what happens if they come off programs and/or lose them because they don't qualify for more ages services.

***Question: J. Patterson** – With the climate for LGBTQ adults, what is it like for them in aging?

***Response: L. Weitzman** - We have staff that identity LGBTQ and just completed safe cares training in an intentional way, doing something constructive. We also talk about our own biases and how to take that info and implement it when working with those open or not open with LGBTQ statuses.

***Question: J. McMinn** - Do you have other partnering with medical people?

***Response: L. Weitzman** - We are growing with this. We had good luck with Metro, better with CCF, as they are engaged on ways to work with us. We also work with Oak Street Medical, which we do in-home with screenings, and have medical students who work with our older adults.

***Question: J. McMinn** – Does BR have or can provide, for social workers, a list of your services, age groups, insurers or payers, that gives direct information. We previously sent a map of Cuyahoga as a way to match it up with senior services.

***Response: L. Weitzman** – We can send what we have now and when new info comes out, we can send that and take your map and add them. **For my direct contact, please feel free to call or email me at: Lisa Weitzman (216) 373-1755 or lweitzman@benrose.org**

J. McMinn - Thank you for speaking on Benjamin Rose, this was an excellent presentation. We will take a deeper dive on aging with PLWH, as medicines are great, people are living longer, and we need to partner with agencies like these to provide care for these patients. We don't know what will come from this deep dive, but as opportunities come out we want to invite you and another agency members in our QI meetings to offer info on services that may be available.

Division of Senior and Adult Services (DSAS) – Tabled

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Standing Business

Agree on QI Committee work activity (if any) to be reported at August 16, 2023 Full Planning Council Committee Meeting – J. McMinn – We will report on today's Benjamin Rose presentation.

Determine formal CAREWare Data Request (if any) - None

Parking Lot Items - None

Next Steps – J. McMinn

1. We will continue taking a deeper dive on aging with PLWH.
2. At next QI meeting, Lorsonja from DSAS (Department of Senior & Adult Services) will present, and we will discuss where to go from there.
3. The next QI meeting is November 15, 2023.

Announcements

L.J. Sylvia - Next week, October 24 and 26th CLC will be hosting two Listening Sessions. If you have not done so, please invite three to four people you know who may like to attend one of the sessions.

L. Yarbrough-Franklin – The ADHAMS Board in collaboration with Benjamin Rose Institute, will be sponsoring an upcoming conference November 2, 2023, on Animal Hoarding. Info will be sent out.

Adjournment

Motion: N. O'Neal Seconded: Dr. B. Gripshover

Attendance

		Jan	Feb	Mar	Apr	May	June PSRA	Aug	Sep	Oct	Nov
1	Jason McMinn, Chair	20	20	20	20	20		20	20	20	
	Vacant Co-chair										
2	Barb Gripshover	20	20	20	20	20		20	20	20	
3	Leshia Yarbrough-Franklin	20	0	20	20	0		0	20	20	
4	Karla Ruiz	20	20	20	20	10		20	20	20	
5	Daytona Harris	20	20	20	20	20		0	20	20	
6	Lorsonja Moore	20	20	20	20	0		20	0	20	
7	Tiffany Greene								0	20	
8	Billy Gayheart	10	10	10	10	10		10	10	10	
9	Naimah O'Neal	10	10	10	10	10		10	10	10	
10	Rhonda Watkins	10	10	10	10	0		10	10	10	
11	Biffy Aguiriano							0	0	0	
	Total in Attendance	8	6	8	8	6		8	8	10	

PC Members: M. Deighan, J. Patterson,

Attendees: T. Patterson, L. Weitzman, R. Lewis, T. Moyel, Vee (guest)

Staff: M. Baker, L. James, Z. Levar, L.J. Sylvia, T. Mallory