

**Human Services Levy Review Committee Meeting Minutes for  
The Franklin County Office on Aging  
April 7, 2022**

**CALL TO ORDER**

The Human Services Levy Review Committee (HSLRC) meeting was called to order on Thursday, April 7, 2022, at 11:05 A.M.

**ROLL CALL**

- HSLRC members present: Jerry Friedman, Chair; Rose Handon, Ph.D.; Michael Curtin; and Zachary Talarek, Director, Office of Management and Budget.
- Office of Franklin County Commissioner Erica C. Crawley, Board President: Moriah Lieberman, Policy Director.
- Office of Management and Budget (OMB): Rachel Buske, Budget Analyst 2; and Madeline Gresham, Budget Analyst 1.
- Franklin County Office on Aging (FCOA): Orvell Johns, Director; Amy Funk, Assistant Director; Caroline Rankin, Assistant Director of Support Services; Chandra Wingo, Assistant Director of Operations; Laurice Cohens, Program Administrator for Quality Improvement; Sheena Crawford, Quality Improvement Administrator; Brandon Halliburton, Deputy Director of Information Technology; Humera Khokhar, Workforce Administrator; Nancy Male, Grants Administrator; Tanya McDay, Executive Assistant; Barbara Sullivan, Program Administrator for Senior Options; Christian Durant, Social Services Supervisor.

**INTRODUCTION**

Ms. Buske announced that the main purpose of the meeting was to discuss the 2022 levy request with the Franklin County Office on Aging. She thanked FCOA for sending the responses to the Committee's questions in advance.

**ELECTION OF HSLRC CHAIRPERSON**

Ms. Buske briefly explained what the duties of the HSLRC Chairperson are.

Mr. Curtin nominated Jerry Friedman to be the HSLRC Chair. The motion was seconded, and all voted to appoint Mr. Friedman as HSLRC Chair.

## **REVIEW AND APPROVAL OF MEETING MINUTES**

Ms. Buske asked the Committee if they had any feedback or edits for the March 3<sup>rd</sup> or the March 17<sup>th</sup> minutes. Hearing none, a motion was made and seconded to approve both sets of minutes. The minutes were approved with all in favor.

## **FOLLOW-UP CONVERSATION ON THE LEVY REQUEST – HSLRC AND FCOA**

Mr. Curtin thanked FCOA for getting the responses back to the HSLRC in advance of the meeting. He asked about the Hospital Transition Team that will work with clients in seniors who are admitted to Emergency Departments after suffering from a fall. Mr. Curtin asked if there are enough falls to make this worthwhile and what would case managers do during potential downtimes.

Ms. Rankin explained that the data shows that there are about 20,000 seniors admitted for various reasons and that there should not be too much downtime because the case managers can also meet with seniors that are there for other reasons.

Dr. Handon asked about the average caseload for case managers and is it fluid.

Ms. Sullivan explained that it is fluid and that there is fluctuation particularly with home meal delivery clients. She stated that one of the benefits of the new Client Stratification Tool is that it helps FCOA place clients in the right level of care so that caseloads are divided among case managers in a manageable fashion.

Mr. Curtin asked about the home delivered meals currently being provided without a co-pay requirement until July 1<sup>st</sup>. He asked how FCOA will notify clients if the free meals are not extended.

Ms. Sullivan explained that FCOA uses client emails and regular mail services. Mr. Johns said that they review the data a few months before the extension will expire and they meet with County Administration and may ask for an extension or may prepare to notify clients.

Dr. Handon asked if the home delivered meals in high poverty zip codes had increased interest in other services.

Ms. Rankin explained that they are using information from the Community Needs Assessment to better tailor services and that free grocery delivery was one of the services that those in poorer zip codes would like to see added.

Mr. Friedman noted some of the services that have decreased from 2016-2020, including homemaker, personal care, and respite, would be services impacted by COVID-19. He asked if they are seeing an uptick now that the pandemic has lessened.

Ms. Crawford stated that while they are not yet seeing an uptick, they are predicting one in the next cycle, as they prepare to address the homemaker worker shortage. Ms. Funk explained that these increases are built into the levy model.

Dr. Handon asked what the vision was for the agency moving forward.

Ms. Crawford explained that FCOA is developing a new Strategic Business Plan (hoping to have it finalized by May) and new performance measures that it is linking to the social determinants of health. Both will be informed by the results of the Community Needs Assessment.

Mr. Johns stated that they have a focus on increasing and improving collaboration and that the pandemic provided more opportunities in this area and illustrated to them that they need to continue working to improve efforts as well.

Mr. Curtin asked for more information about the frequency and data collection through stakeholder meetings and surveys.

Ms. Crawford explained that FCOA surveys about 10-15% (1,000 to 1,200) of clients each year and that is done in-house, and all the data is available. This survey has been conducted for at least ten years and it is revised from time to time. This year they are including zip code as part of the demographic information collected. They also survey providers every two years. FCOA is also planning to conduct a Community Needs Assessment once a cycle. This is their only survey that was conducted by a contractor.

Mr. Curtin asked if FCOA had communicated with clients to determine if they are comfortable with the planned changes to the sliding fee scale.

Ms. Crawford said that they had not directly done this, but the sliding fee scale had not been updated since 2009 and they felt it was time to update it. From their data they know that about 4% of clients disenroll each year due to financial concerns.

Dr. Handon asked that FCOA describe its methodology for reviewing how cases are managed.

Ms. Sullivan explained that they have comprehensive policies and procedures in place, and they have a supervisor review process as well as regular team meetings to discuss cases and issues. Using the Client Stratification Tool, they can make informed decisions as to how and when clients need to be moved to a different level of care.

Mr. Friedman asked about concerns over how FCOA will avoid duplication with other agencies despite overlapping obligations.

Ms. Sullivan explained that FCOA gathers information at first contact on insurance and asks directly if they are receiving services from any other agency or group. They can and do send seniors elsewhere if their insurance coverage allows it. Ms. Crawford added that they are working closely with hospitals to ensure that patients After Care plans will link them to FCOA services.

Mr. Friedman asked if the service contracts require that contractors attempt to exhaust other means before billing FCOA.

Ms. Crawford said that FCOA takes the lead on this activity but will consider adding this feature to contracts in the future.

Mr. Friedman explained that it is important to make sure clients are aware of other services and aware of their own coverage.

Dr. Handon recognized that FCOA will end the current cycle with a healthy cash balance and asked how they will prioritize new initiatives.

Mr. Johns explained that they will use their Strategic Business Plan and the Community Needs Assessment, among other things, to find new ways to serve the senior community.

Mr. Curtin commented that it is a balancing act between wanting to improve the array of services while not wanting to spend money just to spend money. He sees the role of the Committee to look at each agency individually while also looking holistically at what is in the best interests of the County.

### **DISCUSSION OF FCOA LEVY REQUEST - HSLRC**

The Committee continued its discussion of the FCOA levy request.

The Committee reviewed the responses provided by FCOA that were developed at the previous meeting and drafted more questions to send to FCOA for their responses prior to the next HSLRC meeting.

The questions developed by the Committee and staff are included in the Appendix on page five.

### **CLOSING REMARKS**

Ms. Buske thanked the Office on Aging for meeting with the Committee.

A motion to adjourn the HSLRC meeting was made by Dr. Handon and seconded by Mr. Curtin.

With no further business before the committee, the meeting was adjourned at 12:48 P.M.

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These minutes are a general summary of the Human Services Levy Review Committee meeting of Thursday, April 7, 2022.

Submitted by:

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Rachel Buske  
Office of Management and Budget

## **Appendix – HSLRC Follow-up Questions for the Office on Aging 4-21-22**

1. What percentage of clients currently have a copay (excluding home delivered meals)? What percentage would have a co-pay once the sliding fee scale changes have been adopted?
2. Are you still accredited with the national Alliance of Information and Referral Systems (AIRS)? What is the most recent year you received re-accreditation and when will FCOA be up for reaccreditation again? What percentage of FCSO case managers are certified as I&R Specialists in Aging/Disabilities?
3. Can you please define continuous improvement and describe what it looks like in your everyday operations?
4. FCOA is projecting an increase in the most expensive services: homemaker, personal care, respite, and adult day health services. What is the projected number of seniors you anticipate serving? And what is your contingency planning if these costs are higher than projected?
5. Please provide more information on FCOA's collaborations with area hospitals and the Central Ohio Hospital Council.