

BELLEVUE NETWORK ON AGING  
REGULAR MEETING  
MINUTES

March 1, 2012  
8:30 a.m.

Bellevue City Hall  
Room 1E-120

MEMBERS PRESENT: Jullie Gray, Jeanne Grote, Beverly Heyden, Howard Katz, Merle Keeney, Hannah Kimball, Eileen Rasnack, Berta Seltzer, Blake Werner, Terri Wilson, Janet Zielasko

MEMBERS ABSENT: Dick Englund, Bob Megargel, Bill Merriman, Lynne Robinson, Diana Thompson

STAFF PRESENT: Cathy VonWald, Department of Parks & Community Services, Liz Krzyminski, City of Bellevue Planning and Community Development Department

OTHERS PRESENT: Attorney General Rob McKenna ; Andy Linn Nelson, Overlake Hospital Senior Care

RECORDING SECRETARY: Teri Ekstrom

**WELCOME AND ROLL CALL**

The meeting was called to order at 8:30 a.m. by Chair Rasnack who presided. All committee members were present with the exception of Dick Englund, Bob Megargel, Bill Merriman, Lynne Robinson, and Diana Thompson.

**OLDER ADULT INITIATIVES UPDATE [DISCUSSION]**

Chair Rasnack introduced Attorney General Rob McKenna to present an update his office's older adult initiatives. The AG mentioned that when he presented to the BNOA last year, he was talking about the work his office was doing on the Vulnerable Adults Study Group Report protecting senior adults and the people with disabilities. Hi office has been very busy because of the results of the report. They provide legal advice to protect these populations and the Medicaid fraud unit may be expanding. Millions has been returned to the State from those who have defrauded the State, through abuse and fraud. In a recent fraud case in Seattle a person was paid \$1,200/month to provide care for their brother. The AG's office found she hadn't been to her brother's house in over six months. She had to serve time and she had to repay \$18,000. There have also been recent cases in Spokane and Eatonville. In Eatonville it was a Medicaid-related theft in which there was a suspicious death and the person had not been taken care of properly. It was found that this caregiver had stolen \$265,000 from the State and her patients. She is awaiting trial. This problem is still out there and won't be going away soon.

The AG's office has also been working on legislation to protect older adults from exploitation. Most elder adult abuse is caused by family or friends of the victim. One of the programs we are

most proud of trains bank workers to recognize abuse. There was a recent case in Issaquah where two women showed up at a bank with an elderly gentleman. They stated that one of the women had just married the man and they wanted to access his accounts. The teller alerted the authorities. With the proper training and legislation, a bank can now freeze a transaction where investigation is needed. These trainings are ongoing and have also included police detectives, financial planners and others to recognize adult exploitation and abuse. The AG's website has information about the training and there are some training videos available online as well.

The AG's office also works on consumer protection issues and proposes policy in regard to this. They have been very busy with scams that are targeting older adults. Since January 1<sup>st</sup> his office has taken 34 written complaints. There is the "grandparents scam" in which the victim receives a letter or call regarding a relative who desperately needs money. There are also scams regarding foreign lotteries. They have been around for decades. We partner with AARP to provide the Fraud Fighters program in which people are trained to take calls and check on possible fraud. Western Union is also helping us with Fraud Fighters because so many people have been scammed and sending money through Western Union.

Mr. McKenna stated that BNOA is very important and he would like to know what initiatives we are working on.

Ms. Rasnack stated the BNOA has been very busy. Part of our Advocacy agenda is to protect vulnerable adults. BNOA has been monitoring issues related to older adults having the services they need in order to stay in their homes. Older adults need a full range of services available to them. Recently, the BNOA attended Senior Lobby Day in Olympia and met with legislators to explain the issues facing older adults. Ms. Rasnack explained that the Network is composed of the Transportation/Housing Committee, Advocacy Committee, and Outreach Committee all working on different issues.

Ms. Grote explained that the Transportation/Housing Committee is currently pedestrian safety, updating the Senior Housing webpage in conjunction with ARCH, and possible ways to access the free bus tickets available when people renew their tabs.

Mr. Keeney said that the Outreach Committee has been brainstorming. There is a lot of information out there for senior adults and their families. There seems to be a gap to get the knowledge of the services to those who need the information. We are trying to bridge this gap. It is quite a large project. We also have the Active Senior Fair coming up that we will be participating in.

Ms. Rasnack noted that self-neglect is a common form of elder abuse, yet often goes unreported. Mr. McKenna agreed and stated that these victims are often isolated and even if others witness the self-neglect, may hesitate to report it for fear of being overly intrusive.

Mr. Keeney asked who is a good contact person at his office for further follow up. Mr. McKenna stated that the two best contacts are Cathy Hoover ([catherineh1@atg.wa.gov](mailto:catherineh1@atg.wa.gov)) and Donna Cobb ([donnac@atg.wa.gov](mailto:donnac@atg.wa.gov)). They will work closely with clients and have a real expertise in this area.

Ms. VonWald asked about long-term care insurance. She cited an example of a woman who has been paying for long-term care for 20 years and she recently had to drop the coverage because the cost had become too expensive. After paying for 20 years she was left with only \$28,000. Mr. McKenna stated that long-term care is regulated by the office of the insurance commissioner. They have been looking at long-term care and the rising costs.

Mr. Katz said he would like to bring up the issue of “medical observation”. He asked for Jullie Gray’s help in explaining the issue. Under Medicare, patients can be admitted in two different ways: 1) admitted as a patient, or 2) admitted to observe. People can be admitted under “observation status” for quite some time. If they end up needing care, they then don’t qualify for Medicare if they have been under “observation status”. Older adults are being admitted under observation status and have to pay their whole bill because it is classified as observation, not as admissions. Mr. McKenna asked if there was any medical reimbursement. Ms. Gray stated that patients get some reimbursement but do not qualify for the cost of rehab in a nursing facility. There needs to be something done at the State level to make sure this situation is explained clearly to seniors in this situation. Ms. Gray stated that people sign in at the hospital and don’t realize the ramifications of being admitted under “observation status” versus being “admitted”. Mr. McKenna asked what people in this situation are coming into hospital for. Ms. Gray stated that they come into the hospital for a variety of health issues.

Ms. Rasnack thanked the Attorney General for coming and meeting with Network again this year. Mr. McKenna said he looks forward to coming back to the group in the future.

Ms. VonWald thanked Mr. Katz for arranging for the presentation by Mr. McKenna.

## COMMITTEE REPORTS

### A. Transportation/Housing (reported by Ms. Grote)

Franz Loewenherz was introduced by Ms. Grote. Mr. Loewenherz explained the Bellevue Transit Master Plan survey designed to help shape the future of transit in Bellevue. He explained that they are working hard to reach out to older adults, people with disabilities and the ethnic communities. He stated that the responses from older adults account for 8% of the responses to date. Ms. Grote said the transportation committee discussed how the Network could help get the information out. Mr. Loewenherz noted that transportation is an issue that is very important to older adults. As it states in the American Transportation Agency report, by 2025 one in five will be 55 or older. Four in five people believe that public transit is a good way for seniors to get around. Transit is in a very critical moment right now but there have been significant cuts.

Mr. Loewenherz noted that the survey is oriented toward non-riders. The intent is to learn why people aren’t using transit. The responses to date indicate that 8 % who have responded do not use transit and 57% are active users. The survey is lengthy and takes about 10-20 minutes to complete online. Currently, the survey is only in English. Mr. Loewenherz is investigating the possibility of grant funding to get translation service for the survey to reach out to non-English speakers. He is also reaching out to faith-based organizations and other groups to get the

message out to participate in the survey. He asked the Network for any ideas to broaden outreach.

Ms. VonWald stated that the survey flyers will be available at the Active Senior Fair. Flyers could be passed out at Crossroads mall, the community centers, Chinese Information and Service Center (work with clients on the computer), and SeaMar.

Mr. Loewenherz also stated that he is available to attend events and talk to groups. He would like to come to the community center and do this. He also stated that there was no way to translate the whole survey but they could pare it down to ask the pertinent questions and have it translated into different languages.

Ms. Gray said that an idea would be to have a computer available to help people fill out the survey in different locations. Ms. VonWald stated that this would be possible to do at the community center.

Ms. Rasnack said it would be great to have focus groups and bring translators and have the questions available. You could talk with groups in this focus group manner to gain feedback.

Mr. Werner asked if Metro drivers were asked for comments that they get from passengers. Mr. Loewenherz said that surveys on the bus are restricted.

Ms. Seltzer asked how long the survey was open for comments. Mr. Loewenherz stated it was continuing until March 23<sup>rd</sup>. He stated that the survey can be the first step. Ms. Seltzer stated that it would be better to call focus groups community conversations.

Ms. Kimball said she would staff a table at Crossroads and pass out flyers. Ms. Grote said she would do it with Ms. Kimball and also provide the flyers at the Active Senior Fair.

Mr. Loewenherz stated that Hopelink is sending 1,400 flyers to Medicaid clients and King County Housing is sending 500 out also. He stated that he would like volunteers to possibly hand out flyers at the park-n-rides. Let him know if you could possibly volunteer.

Mr. Katz stated that King County Housing is responsible for Section 8 housing and they could possibly send it out to these folks. It would also be good to have them available at the libraries, especially since there are computers available.

Ms. Gray is going to get some flyers to the Bridge Disability Ministry and Ms. Krzyminski will get some flyers to Jubilee Reach and the Transit Center. It would be great to have a box to put flyers at the Transit Center.

Mr. Katz is bringing some flyers to DSHS on NE 8<sup>th</sup> and also the Social Security building.

#### APPROVAL OF MINUTES – February 2, 2012

There was a motion to approve the minutes as written. The motion was seconded. The minutes were approved unanimously.

## BREAK

Ms. VonWald thanked the Eastside Easy Rider Collaborative for the treats that were left from the forum yesterday.

## COMMITTEE REPORTS

### B. Outreach (reported by Mr. Keeney)

The committee brainstormed the areas of focus that were established at the first meeting: 1) effective & systematic outreach; 2) regional collaboration; and 3) community involvement. We first talked about our current activities. Ms. Thompson did a wonderful job presenting at the City Council meeting last week. We are also planning for the Active Senior Fair on March 10<sup>th</sup>. We still need volunteers for the 2:00-3:30 shift. Please let Ms. VonWald know if you can volunteer.

We want to fill in the gap and get information to the people that need it. How do we help bridge this gap? We brainstormed this issue and got a long list of activities. At the next meeting we will categorize these activities into groups. We will focus on a few different issues and assign champions for each. They will be responsible to get information together on the issue and come up with a plan. We are getting our action plan together. It is a high energy and great group.

### C. Transportation/Housing (reported by Ms. Grote)

During our meeting it was decided that Ms. Kimball would contact Mr. Loewenherz regarding the transportation survey. We also are working on special smaller projects such as safer crosswalks. We are going to find out how they set the signal time and explore the lighted, blinking crosswalks, and crosswalks with flags.

Ms. Kimball said they got creative and thought they should create “random acts of transportation”. Through the current transportation fee collected some should receive free bus passes and we need to access these for people. We also want to keep an eye on the shuttle and on keeping the housing website updated.

Ms. VonWald said she attended the Eastside Easy Rider Collaborative Transit Community Exchange Forum yesterday. The speakers were all interesting and it was discussed how we get people in the margins to get an equitable solution in regard to transportation.

Ms. VonWald suggested that the Network may want an update on the Bel-Red Corridor Plan. There are parks, transit stations, new zoning for affordable housing, transit area development, increased density affordable housing, and other issues we need to keep on top of with this Plan. We should be aware of where this Plan currently stands.

Ms. Kimball stated that there is plenty of money left in the \$50 million transportation grant pool that was discussed at the Forum and only \$15 million has been used.

Ms. VonWald stated that Janet Lewine (PCD) will remain plugged in and keep the committee updated. Ms. Grote stated that the link that Ms. Lewine sent regarding baby boomers is great. Ms. VonWald will send the website out to everyone to review.

Ms. Grote said that older adults should take the AARP Defensive Driver training. Ms. VonWald said that it is available at the community center on a regular basis. Ms. Grote said that the article said that in 2025, 1 out of 5 drivers will be over 65 years old. Ms. VonWald stated that in this article it lists the states and what driving restrictions they have. She said that many states have many restrictions. Washington State has none.

Ms. Kimball said, in regard to the Transit Forum, that mobility is our last stand of independence. We need to stay vigilant on transportation planning and make sure that the older adult population is being considered. We need to figure out who is presenting transportation issues and whether the senior population was considered in their thinking. There are a lot of areas where people don't use transit because of the walk and they don't have crosswalks, benches, sidewalks, etc.

#### D. Advocacy (reported by Ms. Rasnack)

We had a great group representing us at Senior Lobby Day last Thursday. We met with all of the legislators and had great meetings.

Ms. Grote stated they met with several representatives. Rep. Marcie Maxwell would like to know what the BNOA housing/transportation committee is doing. She is very involved with housing. Rep. Judy Clibborn is head of transportation and said to call her back after session also. Rep. Steve Litzow expressed an interest in attending one of our BNOA meetings. We invited all of them to attend one of our meetings. They are really interested in us as a group. Thank you to Ms. Zielasko for setting up the appointments with the legislators.

Ms. Rasnack said that the budgets are looking good in regard to the issues BNOA are advocating for. Ms. VonWald stated that EHSF has the same issues that they are advocating for and they are sending out e-mails to the legislators.

#### E. Quality of Life Adhoc – no report

### COMMUNITY PARTNERSHIP REPORTS

A. Parks & Community Services Board – no report

B. Eastside Easy Rider Collaborative – already covered earlier in meeting

C. Eastside Human Services Forum – covered earlier in the meeting

D. Eastside Time Bank (Ms. Grote reporting)

There are currently 107 members of the Eastside Time Bank. In the area of finance we are kind of behind. We have contracted with Senior Services to do the finances and we are currently waiting for a grant. The next meeting is March 8<sup>th</sup> at 7:30 at Lake Washington United Methodist Church. We will also be at the Issaquah Farmers Market this summer. Mercer Island would like to start a time bank. There is a \$5,000 consultant start-up fee for a new group.

#### E. Aging and Disability Services Advisory Council (reported by Ms. Seltzer)

At each Advisory Council meeting one part is education and one part is business. At the last meeting Public Health of King County gave an update on the 2010 Census & health of seniors. The other half of the meeting was spent on strategies for Senior Lobby Day. This Council covers the whole County.

#### STAFF REPORT

Ms. VonWald thanked those who attended Senior Lobby Day.

Ms. VonWald stated that last night was the first Neighborhood Forum in which Bill Grace spoke on the common good, sharing earth, and looking at how you live your life. He asked whether you live your life based on your core values. It was interesting to look at community planning based on inclusiveness. Break our groups discussed community issues. The goal of the forums is to begin neighborhood dialogues and get neighborhoods working together (businesses, neighbors, churches, etc) for the common good.

The next Neighborhood Forum will be on March 29<sup>th</sup> in the City Council Chambers from 7:00-9:00 and Arthur Sullivan (ARCH) and Patty Skelton-McGougan (Youth Eastside Services) will be presenting. The third Neighborhood Forum will be April 19<sup>th</sup>.

NEW BUSINESS – none

#### PUBLIC COMMENTS/QUESTIONS

Andy Linn Nelson, Overlake Hospital Senior Care, wanted to give an observation in regard to Mr. McKenna speaking about educating entities about financial exploitation. She recently had a case in which a client appeared to be financially exploited. The police were called in and she was very impressed with how they spoke with the client and worked with them to resolve the issue.

Ms. Nelson reported on the recent changes to the Overlake Senior Care program. She stated that of the four staff, three have been laid off. We currently still do community case management, home visits, classes, support groups, and the Active Senior Fair. We have scaled down quite a bit. The clients we work with have at least one physician affiliated with Overlake.

#### UPCOMING AGENDA ITEMS

April – Presentation by Senior Services Information & Assistance & Evergreen Care Network

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May – Presentation on the Bel-Red Corridor Plan

If you can think of any other topics you would like to have presented, let Ms. VonWald know.

ADJOURN

The meeting was adjourned at 10:26 am.