

**Public Guardian and Conservator Advisory Board**  
**3<sup>rd</sup> Quarter Meeting**  
**March 28, 2023**

**Department for Aging & Rehabilitative  
Services 8004 Franklin Farms Drive  
Henrico, VA 23229**

**Meeting Minutes**

**Members Present**

Cristi Zedd, Chair  
Susan Elmore  
Kimberly King  
Tara Ragland  
Donna Smith  
Erica Wood  
Lindsay Pickral

**Guests**

Amanda Webb  
Marcia DuBois  
John Carpenter  
Liz Donnelly  
Kathy Miller  
Catherine Harrison  
Charlotte Arbogast

**Members Absent**

Kathy Harkey  
Ming Truong

**Board Staff**

George Worthington  
Cecily Slasor

<b>Welcome and Introductions</b> Chair Cristi Zedd called the meeting to order and welcomed members and guests. Members and guests introduced themselves. Chair Zedd reviewed the powers and duties of the Public Guardian board.	<b>Cristi Zedd, Chair</b>
<b>Review and Adopt Agenda</b> <b>Action Item: Adopt Agenda</b> Chair Zedd asked that members review the agenda and share any comments or amendments. An item was added to discuss the Bylaws. Susan Elmore made a motion to adopt the agenda as amended, and this was seconded by Erica Wood. A show of hands gave unanimous approval to the motion and the agenda was adopted as amended.	<b>Cristi Zedd</b>

<p><b>Review and Adopt Meeting Minutes from November 29, 2022</b> There were no changes or corrections. The minutes were adopted as presented.</p>	<p><b>Cristi Zedd</b></p>
<p><b>Public Comment</b> There were no public comments.</p>	<p><b>Cristi Zedd</b></p>
<p><b>Division for Community Living Report</b> Ms. Dubois provided an update on DARS and the Division for Community Living.</p> <p><b><u>Celebrating Careers in Aging</u></b> People are living longer and populations are aging worldwide. The demand for professionals with expertise in aging is growing rapidly. Careers in Aging Week (CIAW) is observed every year by businesses, clinics, coalitions, organizations, universities, colleges, and other parties across the world. The goal of CIAW is to bring greater awareness and visibility to the wide-ranging career opportunities in the field of aging.</p> <p>Many issues over the past few years have brought to the forefront the need for more professionals that provide care and services to the aging population. Join the effort to help raise awareness of the diverse career paths to provide care and services for our aging population.</p> <p>Opportunities abound in universities, senior living communities, hospitals, long-term care, assisted living communities, and other workplaces. Career disciplines abound: •Health Care Practitioner •Education of the future workforce •Management and administration •Research •Operations management •Dietary planning, dining services and hospitality •Gerontology •So much more!</p> <p><b><u>2023 Governor's Conference on Aging</u></b> May 8-9, 2023 - Richmond Marriott Downtown</p> <ul style="list-style-type: none"> <li>• Presented by Virginia Housing &amp; Dominion Energy</li> <li>• Conference Partners, Virginia Department for Aging &amp; Rehabilitative Service and Virginia Association of Area Agencies on Aging</li> <li>• Special one-day post-Conference session: Virginia Dementia Capable Summit - May 10, 2023</li> </ul>	<p><b>Marcia DuBois Deputy Commissioner</b></p>

The Summit, presented by the Alzheimer's Disease and Related Disorders Commission, DARS, and the Virginia Department of Health, will have a particular focus on advancing brain health and dementia risk reduction and will be a great opportunity to learn about the Dementia State Plan and to provide input into the next version of the Plan.

- VGCOA 2023 Theme: Shaping the Future of Aging in Virginia: Informed. Inclusive. Innovative.

This conference will explore the spectrum of aging services in Virginia, providing a forum for discussion about what is currently happening, how we responded over the past two years, and what we see on the horizon. Join all who see themselves as aging advocates for a two-day conference in Richmond that will yield recommendations to policymakers and create a vision for the future of aging in Virginia.

- The committee is chaired by Marta Keane, Executive Director, JABA.

**Annual Update on Aging Virtual Event January 25, 2023:**

DARS partnered with the Virginia Center on Aging to host the Annual Update on Aging virtual event. During the event, which was attended by over 350 professionals, older adults, and caregivers, VCOA and DARS highlighted the important and exciting work they are doing to advance the health, well-being and equity for the elders of today and tomorrow. Specifically, Commissioner Hayfield highlighted recent DARS/VCOA collaborations, new aging services funding that the General Assembly appropriated in the 2022 Appropriation Act, new Senior Farmers' Market Nutrition Program federal grant funding to expand the program, and the upcoming Southern Gerontological Society Conference in Norfolk (April 11-15, 2023), the Governor's Conference on Aging in Richmond (May 8-9, 2023), and the Dementia Capable Summit also in Richmond (May 10, 2023). DARS staff Sara Link, No Wrong Door Director, shared how No Wrong Door is making it easier than ever for Virginians to get connected to the services they want and need, and Senior Policy Analyst Charlotte Arbogast highlighted the findings of the agency's recently completed comprehensive needs assessment that surveyed older adults across the Commonwealth and included a partnership with VCOA to solicit input from older adults, caregivers and professionals via listening sessions. The needs assessment findings will be integrated in the next State Plan for Aging Services which is

under development now. Numerous community members have reached out to the DARS staff to share how much they enjoyed the event and the presentations

### **No Wrong Door**

No Wrong Door convened the first in-meeting of community partners who will be completing an Accelerator Plan for the CDC's Social Determinants of Health grant project. Anchored by two of our Area Agencies on Aging (Prince William and Rappahannock-Rapidan Community Services), the core group of approximately 11 organizations will co-create a shared plan to address food insecurity and social connectedness in their local communities. Driven by data and existing Community Needs Assessments, the overarching goal is to reduce health disparities and inequities, and to improve health outcomes for both physical and mental health chronic conditions. No Wrong Door is excited to elevate community voices as we also disseminate new tools like a refreshed Easy Access website, artificial-intelligence (AI) Social Health Connector survey, and an enhanced DETERMINE Nutrition Screening with our partners in Aging Services. The project runs through August 31, 2023.

No Wrong Door Virginia presented to 526 CCC Plus Care Coordinators during a virtual session hosted by DMAS on March 2nd, demonstrating the use of tools on Virginia Easy Access. They highlighted new and user-favorite features with objectives to:

- Learn about No Wrong Door, person-centric design, and partnerships across state agencies and organizations to streamline information into a "one-stop shop" website on the social determinants of health for older adults.
- Learn about innovative assistive technology that helps older adults and individuals with disabilities live safe, comfortable, and autonomous lives.
- Demo Access to the Assistive Technology Toolkits for falls prevention, emergency preparedness and social health.

They asked the Care Coordinators to name the services that they frequently get asked about while supporting individuals, and housing was mentioned the most. During the presentation QR codes were provided to pages on Easy Access featuring VATS services as well as a summary page explaining how to connect to resources. Reviewing the web analytics afterwards we saw a 18% spike in the visitor numbers the afternoon of the presentation.

<p><b><u>Nutrition</u></b></p> <p>On February 9th, DARS' Office for Aging Services continued its Senior Farmers' Market Nutrition Program (SFMNP) Expansion planning discussions with its community partners to create the monitoring structure for the upcoming season. These community partners include: Virginia State University (VSU), Virginia Department of Agriculture and Consumer Services (VDACS), Virginia Farmers' Market Association (VAFMA) and Virginia Fresh Match (VFM). The grant deliverables were reviewed; including the federal requirement to monitor 10% of the authorized farmers. In the past, VDACS provided this service; however, that agency does not have the capacity to provide this in the expansion regions. VSU discussed creating a needs analysis and a framework for this expansion. VSU will discuss the options with its representatives from the small farm outreach program's network of regional leads that may be able to assist with the grant deliverables. Monthly trainings will be established for approved farmers to participate in, to assist with the anticipated influx of new farmers. This will offer an opportunity to familiarize farmers with the program and trouble shoot any issues that arise. VFM recommended the inclusion of the hunger action coalition and the local food hubs as outlets to promote the expansion opportunity. Press releases will be created and distributed through DARS' and VDACS' Communications Departments.</p> <p>On March 9, the Nutrition &amp; Senior Farmers' Market Nutrition Program (S/FMNP) Coordinator met with representatives from Virginia Farmers' Market Association and Virginia State University (VSU) to discuss the role of VSU in the Farmer Approval process for S/FMNP. VSU also offered to assist with spreading the news about the SFMNP expansion to the farmer participants in their Small Farm Outreach program, as well as in their newsletter. DARS staff provided marketing materials for VSU to share with their network. DARS also collaborated with representatives in Petersburg and Northern Virginia regarding food access and bringing the S/FMNP to their regions. This process is ongoing.</p>	
<p><b>Legislative Updates (Handout)</b></p> <p>Ms. Harrison provided an update on aging-related legislation from the recent General Assembly session.</p> <p>The Governor's amendments and vetoes were due by midnight last night.</p> <p>Recommendation on Public Guardian board terms – harmonizing all Board terms at four years (from a mix of 3- and 4-year terms previously) was included in HB 1229 – Effective July 1.</p>	<p><b>Catherine Harrison</b></p>

<p>There were several other bills this year related to guardianship. Many of these came from the JLARC study of 2021.</p> <p>Del. Rob Bell- HB1860 – requires that when a court is petitioned that the petitioner include the person’s primary care physician.</p> <p>Guardianship training: A bill was proposed to require training for guardians that would be developed by DARS.</p> <p>The Senate had included funding for this, but the House had not. The bill died.</p>	
<p><b>Public Guardianship Program Updates</b></p> <p>Liz Donnelly is the Public Guardian Program Specialist.</p> <p>Ms. Donnelly provided an update on the VA Public Guardian Program.</p> <p>Patti Meire, the former program director has retired.</p> <p>As you are aware, the PGP has struggled most recently with first emergency contracts enacted for our 12 statewide providers, and then the work, preparation, and uncertainty of a request for a sole source exemption. To recap briefly, the request asserts that our small program should be exempt from the RFP process as the current contractors in place are the only practicable source(s) for this service. The request, which was extraordinarily written, edited, and produced as an internal work product, also addressed the potential future opportunities for dealing with new slots and interests in incubating new, smaller programs. This request was granted, with the approval occurring on 03 17 2023, for a 5 year period. Prior to the start of the new fiscal year, the corresponding contracts will need to be developed and delivered – this is tasked to procurement. This is a fantastic outcome for DARS, the PGP program, and our 12 contractors.</p> <p><b><u>DARS has received its first official complaint about a contractor</u></b></p> <p>At this time, DARS is gathering information based upon the complainants allegations/statements.</p> <p><b><u>Follow Up Commonwealth Catholic Charities (CCC) Ratio Issues:</u></b></p> <p>Since last reported (quarter 1), CCC had managed to come back into compliance, only to fall out again when faced with an unanticipated on the spot resignation and then the medical leave of another guardian rep. I am happy to report that as of this week, CCC will be back in compliance. They have worked hard to assess their internal pay and hiring structures in response to their difficulties with staffing.</p> <p><b><u>Other:</u></b> It is noted that since the last meeting Kim Baskerville, the other Program Specialist for PGP, is no longer with DARS and, of</p>	<p><b>Liz Donnelly</b></p>

course, Patti Meire has retired. Currently Ms Donnelly is the sole employee of the PGP for DARS.	
<b>Bylaws Discussion</b> <b>HB2029 requires changes to Bylaws.</b> Terms were previously for two and three years. All members terms have been equalized to four years. The board will have to review bylaws changes at one meeting and then vote on them at the next meeting. Mr. Worthington will provide proposed changes at the June meeting and board will vote on them at the September meeting. This will also provide an opportunity to change the way the Bylaws approval process works, if members agree that changes can be proposed and voted on at the same meeting. The process can sometimes take six months if a meeting is cancelled, such as happened in September 2022.	<b>George Worthington</b>
<b>Nominating Committee Appointment</b> Ms. Zedd asked for volunteers to serve. Ms. Zedd, Kimberly King and Susan Elmore volunteered for the committee. Motion for persons to serve on the nominating committee made by Erica Wood and seconded by Donna Smith. The motion passed. The Committee will meet the morning of the next PGCAB meeting to determine the slate of officers to propose to the full Board.	<b>Cristi Zedd</b>
<b>Legislative Committee Report</b> There were four items on the board platform. (1) Aligning the Code of VA with real practices, which was delivered with HB2029 (2) Legislation to align board member terms to four years, also delivered with HB 2029. (3) Guardian training – there was a bill but this did not pass (4) Recommend continued support of the WINGS initiative and DARS participation did not require legislation  The Legislative Committee will meet after today's meeting.	<b>Erica Wood</b>
<b>Regulatory Process Update</b> Ms. Arbogast has been working on the regs John Carpenter has helped with economic impact statements. Ms. Arbogast anticipates that this will be ready by the end of April.	<b>Charlotte Arbogast</b>

<p><b>Working Lunch: Alleghany Highlands Public Guardian Program</b></p> <p>Ms. Webb works as the Program Director for the Alleghany Highlands Community Services</p> <p>It is a joint program with Highland and Rockbridge Community Services. She began her work at the local CSB before moving on to the guardianship program. Ms. Webb runs the program herself.</p> <p>In 2007 the program was given 15 slots. They now serve 20 persons.</p> <p>The program serves individuals with mental health issues, ID, DD. Alleghany Highlands does not offer private guardianships services at all.</p> <p>There is a multi-disciplinary team of seven and a Board that consists of seven members.</p> <p>Covid effects on clients – nursing homes, isolation, mental health. Keeping up with vaccinations for clients. Reviewing and tracking stimulus payments was an ordeal.</p> <p>Payee services – program uses two services.</p> <p>Communication can be difficult. Social Security Administration regulates the services.</p> <p>One of the biggest barriers is that Ms. Webb is usually not the Representative Payee (a third-party payee service may be), and information cannot be shared although she is the person’s legal Guardian.</p> <p>It is a federal law that needs to be changed.</p>	<p><b>Amanda Webb</b></p>
<p><b>Other Business</b></p> <p>Donna Smith said that she had been asked by the attorney for Jewish Family Services to bring before the board and define the terminology for “guardian representative” as apparently there was confusion over the term.</p> <p>For example, Ms. Wood pointed out the difference between Guardian and Case Manager.</p> <p>Ms. Harrison asked if this was possibly an HR or internal issue? It was suggested that information be sent to the Clerk’s office for the judges.</p> <p>The term “guardian representative” is in the regulations and in each programs contract and is defined clearly in both. Programs should be prepared to explain the meaning of the term if it is unclear.</p>	<p><b>Cristi Zedd</b></p>



<b>Future Meeting Dates</b> Tuesday, June 20, 2023 Tuesday, September 12, 2023 Tuesday, November 28, 2023	<b>Cristi Zedd</b>
<b>Public Comment</b> There were no public comments received.	<b>Cristi Zedd</b>
<b>Meeting Adjournment</b> <b>Cristi Zedd</b>  Chair Cristi Zedd adjourned the meeting at 12: 25 p.m.	<b>Cristi Zedd</b>