



Agenda

**DIVISION OF SENIOR SERVICES
SENIOR ADVISORY BOARD OF DIRECTORS**

Mary Esther Gonzales Senior Center
1121 Alto Street
Wednesday, November 20, 2019 (Time: 9:30 a.m.)

- I. CALL TO ORDER
- II. INVOCATION/PLEDGE OF ALLEGIANCE
- III. ROLL CALL
- IV. INTRODUCTION OF GUEST'S
- V. APPROVAL OF AGENDA
- VI. APPROVAL OF MINUTES – October 23, 2019
- VII. DSS DIRECTORS REPORT
- VIII. UNFINISHED OTHER BUSINESS
- IX. NEW BUSINESS
- X. COMMENTS FROM FLOOR
- XI. DATE AND PLACE OF NEXT MEETING
- XII. ADJOURNMENT

Persons with disabilities in need of accommodations, contact the City Clerk's office at (505) 955-6520, five (5) working days prior to meeting date.

<p>RECEIVED AT THE CITY CLERK'S OFFICE DATE: <u>November 5, 2019</u> TIME: <u>1:53 PM</u></p>
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**SUMMARY OF MINUTES
DIVISION OF SENIOR SERVICES ADVISORY BOARD MEETING
NOVEMBER 20, 2019**

ITEM	ACTION	PAGE(S)
I. CALL TO ORDER		1
II. ROLL CALL	Quorum	1
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VI. APPROVAL OF MINUTES: October 23, 2019	Approved	2
VII. DIVISION OF SENIOR SERVICES DIRECTOR'S REPORT	Comments	2-4
VIII. UNFINISHED/OTHER BUSINESS	None	4
IX. NEW BUSINESS	None	4
X. COMMENTS FROM THE FLOOR	Comments	4
XI. DATE AND LOCATION OF NEXT MEETING	December 18, 2019 at 10:00 AM MEG Center	5
XII. ADJOURNMENT	Adjourned at 10:20 a.m.	5

**MINUTES OF THE
DIVISION OF SENIOR SERVICES ADVISORY BOARD OF DIRECTORS
NOVEMBER 20, 2019**

I. CALL TO ORDER

A meeting of the City of Santa Fe Division of Senior Services Advisory Board of Directors was called to order by Andres Romero, Chairperson at 9:30 a.m. on this date at the Mary Esther Gonzales Senior Center, Board Room, 121 Alto Street, Santa Fe, New Mexico.

II. INVOCATION/PLEDGE OF ALLEGIANCE

The invocation was led by Dennis Gonzales

The Pledge of Allegiance was led by Member C de Baca and recited by the Board.

III. ROLL CALL

Roll Call indicated the presence of a quorum as follows:

MEMBERS PRESENT

Andres Romero, Chairperson
Rosemary Trujillo-Gonzales, Secretary
John Block
Bernardo C de Baca
Tonie Ann Gallegos
Dennis Gonzales
Corrine Sanchez
Rod Winget

MEMBERS ABSENT

STAFF PRESENT

Lugi Gonzales, Division of Senior Services
Gino Rinaldi, Division of Senior Services Director

OTHERS PRESENT

Melissa D. Byers, Stenographer

IV. INTRODUCTION OF GUESTS

Chair Romero introduced Ms. Mickey A. Nichols. Ms. Nichols handed the Board members a copy of a letter that she received from Gino Rinaldi, DSS Director that stated he was recommending that she be suspended from all programs and services offered by

the Division of Senior Services for a period of 30 days because of multiple incidences that have occurred while she was utilizing transportation services. The letter stated that she would be permitted to access DSS programs and services on December 9, 2019 on a "trial basis." The letter is attached hereto as Exhibit "1".

Ms. Nichols said she has had several strokes and her doctor told her she cannot get stressed because she could have another stroke. She handed the Board members a copy of the letter from her neurologist, which is attached as Exhibit "2".

She was "shocked" when she received the letter because she had done everything in her power to get along with the transportation lady. She was there to appeal to the Board the decision of Mr. Rinaldi.

She said that usually in situations like this, there is a conflict resolution. It seems to her that the City does not know how to do conflict resolution. She said there are always two sides and she felt Mr. Rinaldi only heard the side of transportation. She tried calling him several times, but he never returned her call.

She does not know anybody in Santa Fe and against her doctor's orders, she drove to the meeting. She needs the transportation services offered by the DSS.

Chair Romero told Ms. Nichols that she had 15 minutes to present her case. As far as the letter is concerned, this is a management issue that the Board has no jurisdiction over.

V. APPROVAL OF AGENDA

MOTION: A motion was made by Member Gonzales, seconded by Member Sanchez to approve the agenda. The motion passed unanimously by voice vote.

VI. APPROVAL OF MINUTES – October 23, 2019

MOTION: A motion was made by Member Trujillo-Gonzales, seconded by Member Gonzales, to approve the Minutes of the October 23, 2019 meeting. The motion passed unanimously by voice vote.

VII. DSS DIRECTORS REPORT

Mr. Rinaldi said he attended a legislative hearing on November 19, 2019 regarding the Aging and Long-Term Services Department budget. There were several seniors in attendance at the hearing. He handed out the presentation that was provided, attached as Exhibit "3". What really stood out is that the Secretary, Katrina Hotrum-Lopez, is asking for a lot of new positions. When it came down to the money that is used for senior services, the Aging Department didn't ask for anything. The Aging Department is asking the Legislature for a \$25,000,000 one-time appropriation. The City's budget has already

taken 15.5% budget cut. Mr. Rinaldi wanted to know if the State was going to restore that funding, but that was not mentioned.

The State law requires that each State department submit their budget by September. The Aging Department's budget is submitted, they are just not telling what they are doing. He said he has a meeting scheduled with Secretary Hotrum-Lopez to discuss the City's funding for senior services and related senior supportive programs.

He'll be attending another Legislative hearing on capital outlay. The City put in a \$4,000,000 capital outlay request. The amount that the State is requesting to go into a General Obligation Bond ("GO Bond") is \$33,000,000. Every one of the City's projects is included in the GO Bond request. The Legislative hearing will let him know where things are at.

Mr. Rinaldi said that he's been appointed as a member of The Food Policy Council, which is another City committee. Other members of the Council represent non-profit organizations. The Council is trying to set the policy for farm to table food. The problem in New Mexico is that most of the food is not processed here. This fits with the City's Division of Senior Services because they want him to buy fresh fruits and vegetables and serve them. Fresh fruits and vegetables are served, but not grown in New Mexico. Mr. Rinaldi said his goal is to turn the salad bar into 100% farm to table. Farmers Market vouchers, in the amount of \$25.00 per voucher, are available to the seniors.

Regarding staff, Mr. Rinaldi said that a new staff person was hired to replace Tristan Lovato-Armstrong, her name is Kristin Slater-Huff. She will oversee the Retired Senior Volunteer Program. Ms. Slater-Huff used to run the program before but had to resign due to family medical issues. They reposted Romella's position. The person who was the best candidate wanted more money; the City couldn't do it, therefore the position had to be reposted. There are over 30 applicants which will be narrowed down to the best qualified.

Transportation is doing fine. The vans should be here delivered in February or March. The vans that are being replaced are being maintained, but it's costing more money. Don Bell has retired; his last day of work is November 29, 2019. The paperwork has been submitted to rehire for his position.

The nutrition program is getting along, but they're still working out the issues with the new financial system. They'll be going to Council to try and get approvals to use State price agreements. The \$100,000 grant they received for vans won't go to Council until the last meeting in January. They received a new hot shot for Meals on Wheels, they have additional money so hopefully they can get another one.

Regarding activities, Ms. Gonzales said the River of Lights trip will be on Monday, December 16th, they will be leaving the MEG Center at 4:30 from MEG Center. It's \$14 to get into the park and a \$5 donation for trip.

Mr. Rinaldi said after that, the bus will be in the shop for repairs.

Mr. Block asked if the bus is accessible. Mr. Rinaldi said the bus is accessible.

Mr. Rinaldi said Ventana de Vida is going to close for a short period. They'll be replacing the floor and painting.

VIII. UNFINISHED OTHER BUSINESS

None

IX. NEW BUSINESS

None

X. COMMENTS FROM FLOOR

Member Wingert said there was a statement in the strategic planning report. It talked about the influx of baby boomers entering the senior population that is changing the characteristic of seniors to younger and more affluent people. They are going to be wanting to use more services that are fun and exciting. He asked Mr. Rinaldi his thoughts on that.

Mr. Rinaldi said it's not new, the reality is that there are a lot of Boomers that are coming of age. In 2030, 33% of the population in Santa Fe will be of 60 and older and may be demanding new types of services. Part of the money he talked about earlier would be used for a planning contract to build a new facility on the south side of the city, possibly a multi-generational facility. He talked about the Domingo Baca Center in Albuquerque and said maybe the Board could schedule a tour of that facility. It's designed to deal with multi-generations, not just seniors. The City is looking at a teen center, this may be a great way to dovetail both and make it multi-generational.

Member Sanchez asked if the suggestion box has been received.

Ms. Gonzales said the box is in the lobby area.

XI. DATE AND PLACE OF NEXT MEETING

Ms. Gonzales said the Christmas lunch is scheduled for December 18th, which is the date of the next Board meeting.

Member Gallegos asked if the meeting could start later.

MOTION: A motion was made by Member Sanchez, seconded by Member C de Baca change the meeting time on December 18, 2019 to 10:00 a.m. The motion passed unanimously by voice vote.

The date of the next meeting will be on December 18, 2019 at 10:00 a.m. at the MEG Center.

XII. ADJOURNMENT

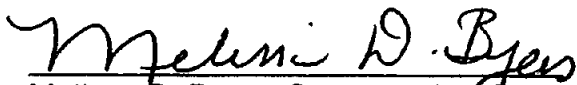
There being no further business, the meeting concluded at approximately 10:20 a.m.

Approved by:

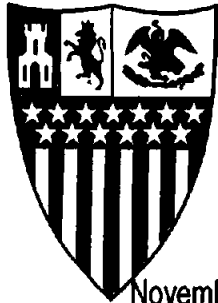


Andres Romero, Chair

Submitted by:



Melissa D. Byers, Stenographer for
Byers Organizational Support Services



City of Santa Fe, New

200 Lincoln Avenue, P.O. Box 909, Santa Fe, NM 87504-0909
www.santafenm.gov

EXHIBIT

Alan Webber, Mayor

November 6, 2019

Ms. Mickey A. Nichols
2001 Hopewell Street, (Apt. E-147)
Santa Fe, NM 87505

Dear Ms. Nichols

Councilors:

Signe I. Lindell, Mayor Pro Tem, District 1
Renee Villarreal, District 1
Peter N. Ives, District 2
Carol Romero-Wirth, District 2
Roman "Tiger" Abeyta, District 3
Chris Rivera, District 3
Mike Harris, District 4
JoAnne Vigil Coppler, District 4

Please be advised that this letter serves as formal documentation on multiple incidents which have occurred while using the Division of Senior Services transportation services as follows:

- On 8/16/19, you called the office for a 10:45 a.m. ride reservation for your 8/23/19 appointment. On 8/23/19, you called the office at 10:05 a.m. screaming at staff saying "where the hell is the driver". Staff advised you that your pick-up time was still 40 minutes away. You responded by calling the dispatcher stupid and that she would be reported. Again at 10:30 a.m. you called the Administrative office to say "Transportation was not answering your call" and when you were transferred to Transportation, you called the dispatcher a "F B*tch" and when the dispatcher asked you to stop calling her names you continued. Shortly after you called again to inform us your driver had showed up at which time you were heard yelling at the driver and calling him a damn idiot. Again on 8/23/19 at 2:00 p.m. you called the office and when staff answered, you responded by addressing the dispatcher with "you F idiot".
- On 10/28/19, when riding the Division of Senior Services van, the female driver informed us that you made false accusations and racist's remarks toward her (the driver) stating you were in fear for your life because the driver was Mexican and needed to be deported back to Mexico, where she came from.

These incidents are just a few examples of the many encounters staff have had to deal with, as you are often angry, irate and uncooperative when dealing with staff. Therefore, it is my recommendation to suspend you for a period of thirty days from all programs and services offered by the Division of Senior Services. You will be allowed to use the City of Santa Fe Senior Services again starting on December 9, 2019 on a **trial basis**. At that time should further behavior continue, we will recommend to the Division of Senior Services Advisory Board of Directors that you be **banned entirely** from utilizing all Division of Senior Services programs and services.

Sincerely,

Gino Rinaldi, Director
Division of Senior Services

c: Kyra Ochoa, Community Services Department Director
Linda Quesada-Ortiz, DSS Project Manager



ST. MICHAEL'S NEUROLOGY
454 ST MICHAELS DRIVE
SANTA FE NM 87505
Phone: 505-303-5000
Fax: 505-473-0375

July 11, 2019

Mickey Nichols
2001 Hopewell St
Bldg E Apt 147
Santa Fe NM 87505

Dear Ms. Nichols,

I was happy to see you in my office today. You have had several strokes from arterial hypertension. It is ver important that your blood pressure is under control. Unfortunately you are living under stressful circumstances. Especially the cockroach infestation in your apartment as well as other stressful factors in your life may contribute to your high blood pressure. It is absolutely paramount that these problems are resolved as soon as possible before any more strokes happen.

Please feel free to refer any inquiries regarding this concern to my office.

Thank you,


Sigmund G. Jenssen, MD



NEW MEXICO
AGING &
LONG-TERM
SERVICES
DEPARTMENT

Katrina Hotrum-Lopez

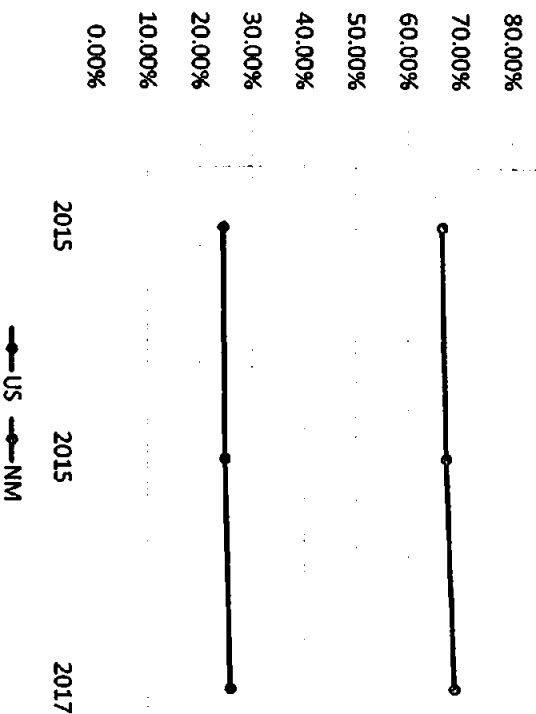
Secretary Designate

**AGING AND LONG TERM SERVICES
DEPARTMENT**

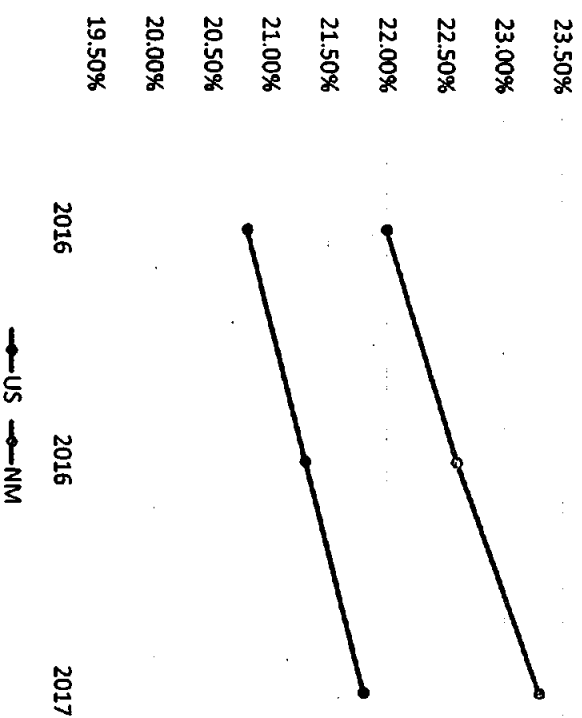
NOVEMBER 19, 2019

NM and US Aging Population

Minority Persons 60+ as a % of All Persons 60+



Persons 60+ As a % of All Ages



Aging & Long-Term Services Department Programs

- Adult Protective Services
- Long-Term Care Ombudsman Program
- Aging Network Division
- Consumer and Elder Rights



Adult Protective Services



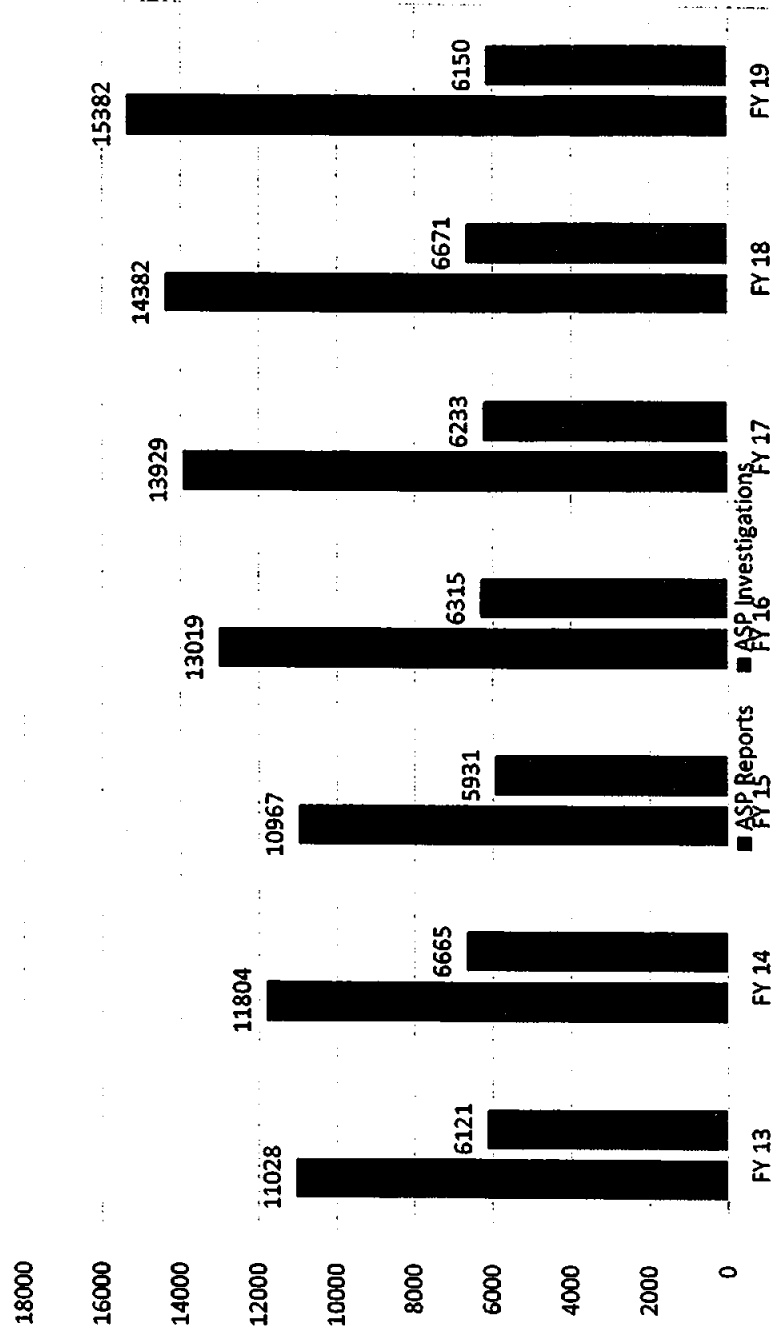
MISSION

- Provides social services to abused, neglected, or exploited older adults or adults with significant disabilities.
- Adult abuse, neglect, and exploitation are under-reported, yet can have severe or even deadly consequences.
- Older victims are four times more likely to be admitted to a nursing home, and have a risk of dying three times that of non-abused seniors.

NECESSARY BUDGET SUPPORT

- Increase of \$1.2M for pay equity
 - Fill 17 case worker vacancies with an average caseload of 71 per person
 - This will improve response time to abuse, neglect, and exploitation complaints
- Increase of \$1M for adult day care and home care services
 - Hiring of new day care and home care service providers will allow for an increase of 40,000 service hours for seniors

APS Reports & Investigations



Long-Term Care Ombudsman Program

MISSION

"Providing a voice for vulnerable adults who might otherwise go unheard..."

- Provides regular visits to nursing homes and assisted living facilities
- Advocates for residents' rights
- Investigates complaints
- Help's to resolve concerns
- Ensures residents receive the quality of care they deserve

NECESSARY BUDGET SUPPORT

Request \$1.4M

- 4 additional FTEs
- Expanded presence in long term care facilities
- Increased recruiting, training, and volunteers
- Prevent inappropriate discharges
- Reduce negative impacts of low staffing
- Provide dementia and mental health training to staff and volunteers to meet current population demand
- Increase legal service community



Aging Network



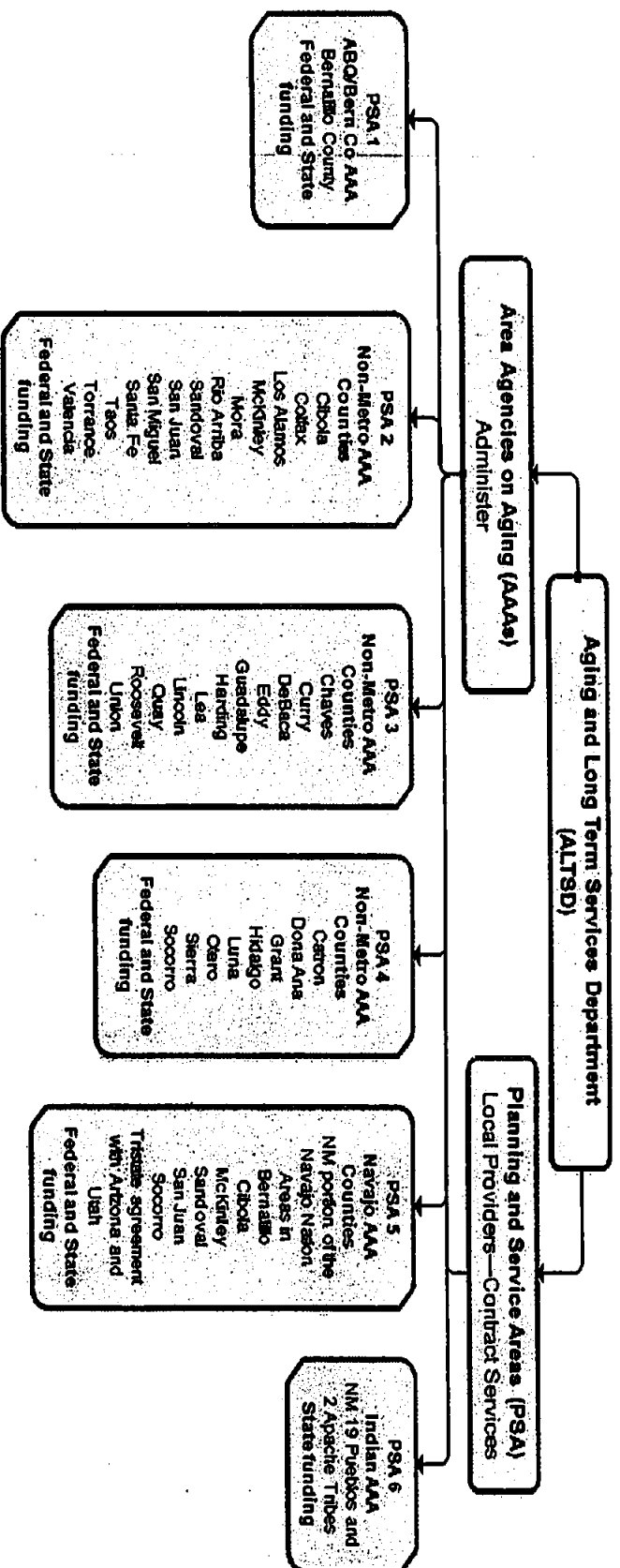
➤ SERVICES

- case management
- congregate and home-delivered meals
- health screening
- health education and training
- legal assistance
- medication management
- home repair and safety
- housekeeping and outdoor chores
- enhanced fitness/physical fitness
- adult daycare
- assisted transportation and regular transportation
- respite care (to include grandparents raising grandchildren)

NECESSARY BUDGET SUPPORT

- 4 addition OIE FTE's: 290 K
- ALTSD has two staff for 19 pueblos and tribes
- 4 additional staff will allow us to address needs, provide consultation, and have direct contact with the pueblos, tribes, and Navajo nation to provide more effective services.

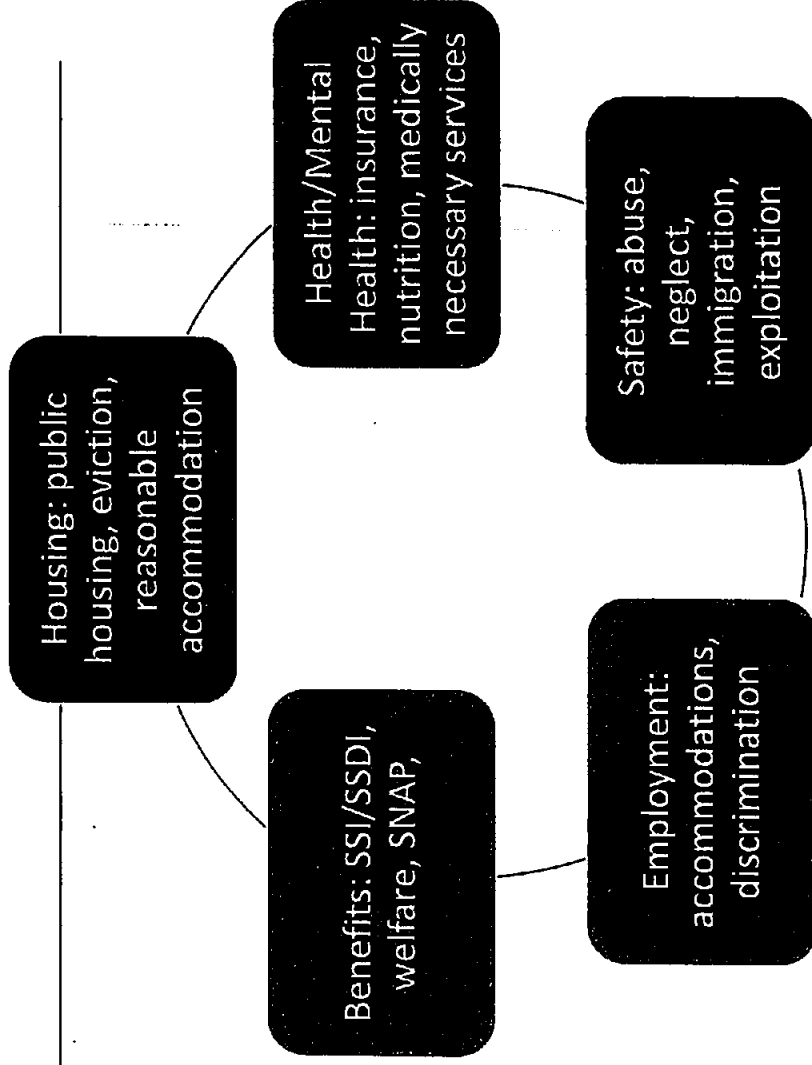
Aging Network, AAA, and Public Service Area



Legal Services for Seniors and Disabled Adults

Partners in Legal Service Delivery:

- LTC Facilities
- MCO's
- Peer Supports
- CHW's
- Disability Advocates
- Courts/AOC
- DDCP
- Non Profit Organizations
- Ombudsman



Information Technology



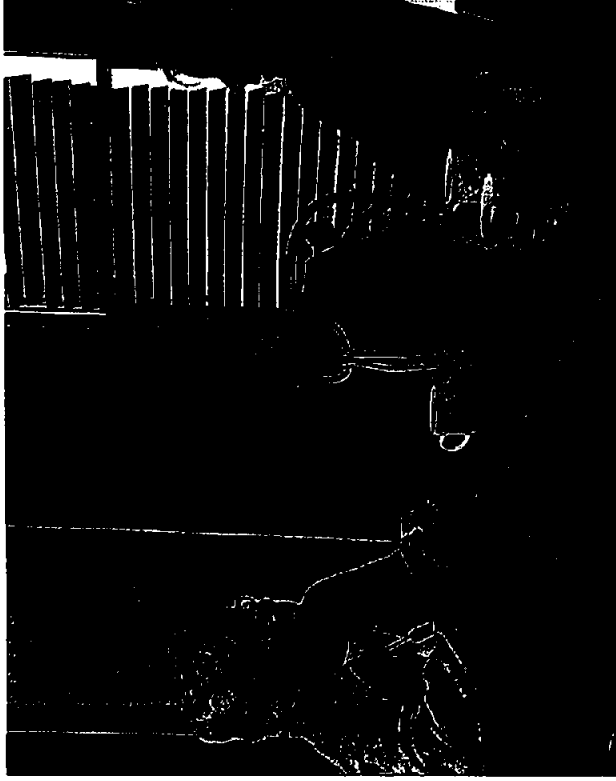
Goal

- Better manage internal & external software systems
- Navigate challenges with adhering to HHS 2020 requirements
- Provide staff support to help keep up with increasing volume and demand of increasing aging population

Necessary Budget Support

\$172,000 (2 FTEs)

- Effectively support the Aging Network Division and providers delivering:
 - Real-time access for providers
 - Training on new software systems
 - Technical assistance
- Improved reporting and data requirements necessary to meet federal guidelines



3-Month Department Highlights

- Consultant to resolve federal findings, assist with meal rates, and policies and procedures
- Implementing quarterly budget meeting with ALTSD Division and AAA's
- Recruited key leadership staff in OIEA, GC, AND
- Launched pilot program of community meals in 5 counties
- Hosted and lead community forums on Aging
- Approved emergency funding for Catron County and PSA's with waiting lists for senior meals
- Launched training on Narcan and Mental Health First Aid to all AGING staff and developing a plan for AAA role out
- Working with software provider for upgrades, systems improvement and programs to address social determinants of health
- Partnering with HSD, DOH and CYFD on support and implementation of programs on behavioral health
- Creating pathways for seniors and adults with disabilities to re-enter the workforce as peers and community health workers

Questions?

