



Advisory Committee on Aging
Tuesday, October 21, 2025
1:00pm – 2:30pm
Meeting Minutes

Attendance:

La Wanda Folami	Sharifa Adde
Siddiqa Gibson	Lynne Riley
Deke Cateau	Gordon Rogers
Will Johnston	Barbara Guillory
Xavier Kim	Jessica Klausner
Kim Smith	Jennifer Rewkowsky
Jay Francis Springs	

I. Welcome

- o Vice-Chair La Wanda Folami called the meeting to order at 1:00pm.

II. Public Comment Period

- o State Rep. Valencia Stovall
 - i. Georgia state legislature for 8 years representing Clayton County
 - ii. More resources for home repairs for legacy residents (lived in their homes for long time) are needed
 1. Personal story of her father who qualified at first but did not get the funds due to a lien on his property due to credit card debt
 - iii. LIHEAP Sign-Up support
 1. Website and application process, appointments filled within 11 minutes.
 2. Seniors were unable to access because of technology barriers and quickness needed
 3. Only 10 walk-ins allowed per day
- o Jacque Thornton
 - i. President CEO and co-founder of Sage Navigator
 - ii. Focused on allowing elders to age in place
 - iii. Hosting 8th annual Age Well expo (in announcements)
 1. Work with churches and civic organizations
 2. Also connecting people to housing organizations

- Mayor Teresa Thomas-Smith
 - i. Mayor of Palmetto
 - ii. Palmetto has historically been underserved and has an aging community
 - iii. Seeks to raise the profile of Palmetto and aging services within to encourage engagement
- State Rep. Viola Davis
 - i. State Representative from DeKalb (Tucker, Stone Mountain, Pine Lake)
 - ii. Seniors are being targeted with scams and being stolen from on limited incomes
 - 1. Subsequently unable to afford food, shelter, etc., particularly when paired with rising cost of living.
 - iii. Interested in increasing budgets of helping agencies, organizations, etc..

Note that 2 other elected officials were in attendance (but did not provide public comment): Rep. Kim Schofield and Rep. Sandra Scott

III. Managers Update – Becky Kurtz, Senior Managing Director



New Empowerline Video



FY 2027-28 Notice of Funding Availability (NOFA)

- ▮ Part of the Area Plan on Aging Process
- ▮ Purpose: select providers for aging services with ARC grants
- ▮ Service period: July 2026 – June 2028
- ▮ NOFA posted October 6
- ▮ Proposals due November 17
- ▮ ARC staff not permitted to discuss NOFA with potential applicants while NOFA posted
- ▮ Recommended awards will be presented for your approval with the FY 27 Area Plan on Aging Update (January ACA meeting)



Services To Be Funded by ARC

Single County

- Case Management
- Home Delivered Meals
- Congregate Meals
- Homemaker Service
- Personal Care Services
- Caregiver Services (Respite)
- Senior Recreation
- Transportation
- Kinship Care

Across Multiple Counties

- Culturally Appropriate Information and Referral
- Respite Voucher
- Elder Legal Assistance Program
- Kinship Care
- Home Modifications/Repairs
- Telephone Reassurance



Federal Updates: Funding for Federal FY 2026

🚫 No Appropriations Bills

+

🚫 No Continuing Resolution

=

Shutdown



Impact on ARC and Aging & Independence Services?

- ▮ Bottom line: Depends on length of the shutdown whether clients or providers will be impacted

- ▮ Shutdown started October 1

- ▮ Biggest source of federal funds: Older Americans Act
 - Comes to ARC from State Division of Aging Services (DAS)
 - Grant also includes smaller amounts of federal funds (+ state funds)
 - DAS can reimburse ARC for September expenses (billed in October)
 - Unclear about ability to fully reimburse if shutdown continues
 - We have weekly discussions with DAS but no formal instructions yet
 - Expect we will be told to notify clients soon of potential loss of services

Impact on ARC and Aging & Independence Services? (Part 2)

- ▮ Other sources of federal funds to ARC:
 - Medicaid – for Elderly and Disabled Waiver Program screening
 - Expect continued funding since Medicaid isn't impacted by shutdown
 - US Administration for Community Living (ACL) Falls Prevention grant
 - Unclear if will be a delay in grant payments

- ▮ Consumers can continue to get some benefits during shutdown, including:
 - Medicare
 - Medicaid
 - Social Security
 - Supplemental Security Income (SSI)



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Impact on ARC and Aging & Independence Services? (Part 3)

- ▮ ARC will need to monitor its cash flow agency-wide
- ▮ If shutdown continues, may need to delay provider reimbursements
- ▮ Meeting this week with our grantees to discuss impact



Federal Updates: when we get past the shutdown

- ▮ OAA Funding - All funding ARC receives is either level funded or has a slight increase from 2025
 - Senate recommended increase in Title III E Caregivers
 - House recommended increase in Title III B Supportive Services

- ▮ AmeriCorps Seniors – President’s budget eliminates; both Senate and House keep it
 - House recommended decrease in funding

- ▮ SSBG – Flat funding in both House and Senate

- ▮ OAA Reauthorization – waiting to see if House agrees to 2024 bipartisan version



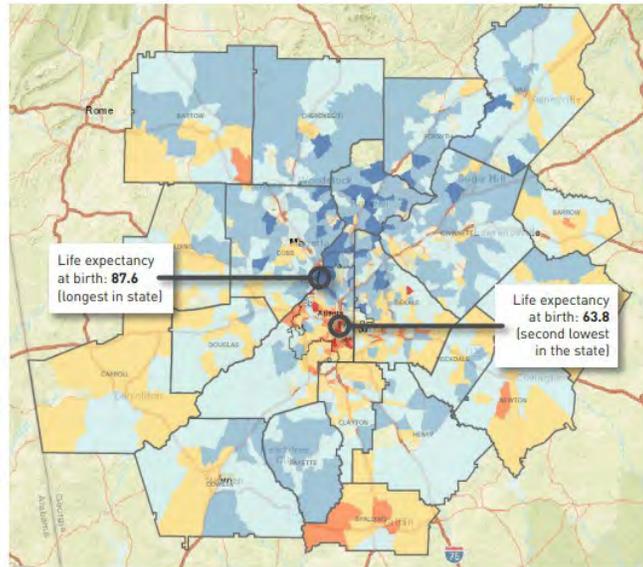
Georgia Hosted Southeastern Area Agencies on Aging (SE4A) – September 14-17 in Savannah



- IV. Action Items – Vice-Chair La Wanda Folami
 - Minutes from August 19, 2025 approved

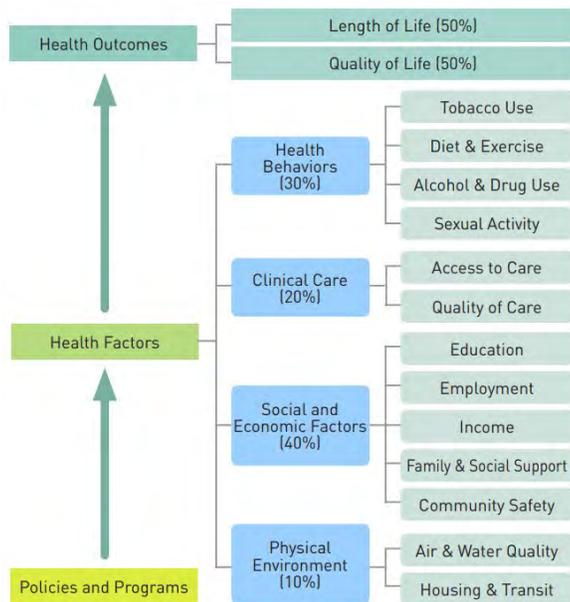
- V. Presentation
 - a. 2020-2025 Live Beyond Expectations Update

Life Expectancy Disparities in Metro Atlanta



Credit: U.S. Small-area Life Expectancy Estimates Project, 2010-2015

Figure 1: Varying Life Expectancies in the Atlanta Region



ARC can make interventions beyond direct services



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Data from U.S. Small Area Life Expectancy Estimates Project

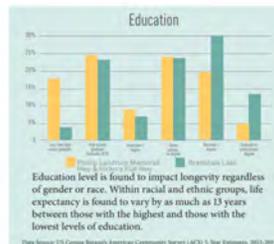
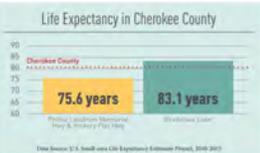
- | South Canton
- | Mableton
- | Uninc. Clayton County btwn. Morrow/Forest Park/Riverdale
- | South Tucker/Uninc. DeKalb
- | Norcross/Uninc. Gwinnett
- | Bankhead/English Ave.
- | Winston
- | East Fayetteville
- | North Stockbridge
- | North Uninc. Rockdale

County Snapshots

Life Expectancy in Cherokee County

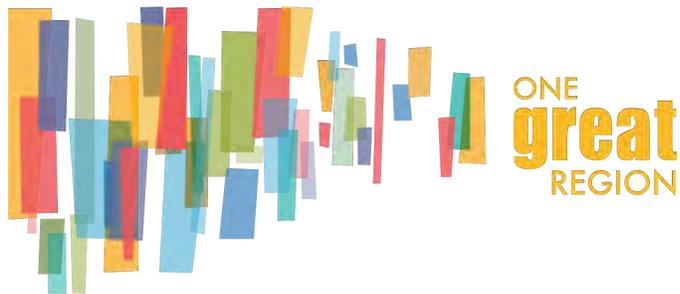
Across metro Atlanta, lifespans vary by as much as two decades or more based on geography. Life expectancy is shaped by numerous complex factors beyond an individual's control, such as access to food, sidewalks, and quality education. Many of these factors can be influenced by our work at ARC and that of our partners.

This document provides a snapshot of select social and economic characteristics that vary between the census tracts with the lowest and highest life expectancy in Cherokee County: Phillip Landrum Memorial Hwy & Hickory Flat Hwy and Bradshaw Lake, respectively. Consideration of these factors can inform strategies that help to extend lifespans and improve quality of life.



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- | Compiled quantitative data
- | Released July 2021, with some updates
- | Available on our website

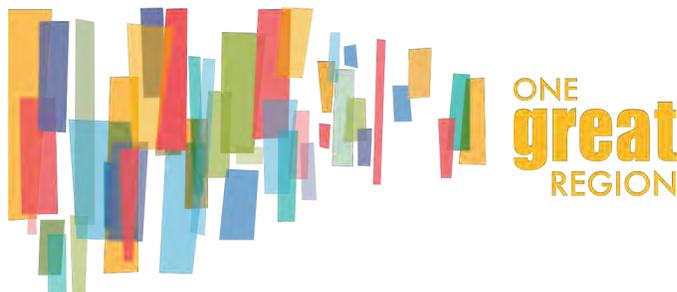


Inventory Key Areas of Focus

Strategies

- ▮ Identification of LLE census tracts
- ▮ County snapshots
- ▮ Community engagement
 - focus groups
 - large community events with prioritization exercise
 - stakeholder feedback meetings
- ▮ Life expectancy tracker

Top Concerns Across the Region

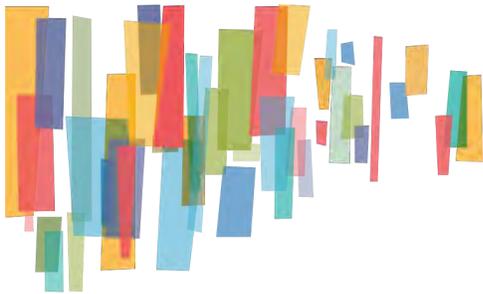


Enhance Existing Partnerships and Expand Engagement with New Partners

Strategies

- ▮ Partnered with service providers in each LLE tract to identify residents for community engagement
- ▮ Facilitated a webinar for local elected officials, sharing the findings of focus groups in LLE area
- ▮ Hosted LBE Summit
- ▮ Achieved designation as an Age-Friendly region through AARP
- ▮ Launched mini-grant program





Increase Awareness of Disparities in Life Expectancy and the Factors that Drive Them

Strategies

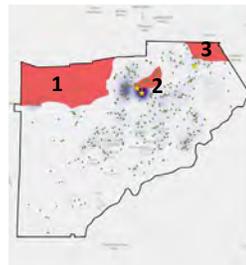
- ▮ Participated in existing information-sharing collaboratives at the local and county level
- ▮ Presented to individual internal and external partners upon invitation, LBE Summit
- ▮ Analyzed client data for aging services and incorporated findings into technical assistance and quality monitoring process
- ▮ Provided input to internal ARC departments and workgroups

Douglas County Provider Network Clients

Census Tract	Zip Code	Area	Life Expectancy	Number of Older Adults	Number of Clients in FY22	Number of Clients in FY23	Number of Clients in FY24	Percent Change
1	30180, 30187, 30134	Veterans Memorial Highway & Brewer Road	72.5 years	1,608	21	50	45	-10%
2	30134, 30135	Kellogg	73.3 years	615	18	18	26	+44%
3	30122, 30168, 30106	Veterans Memorial Highway & Thornton Road	74.6 years	692	11	10	14	+40%
Total				2,915	50	78	85	+9%

Legend

- One Provider Network Client
- Many Provider Network Clients
- Census Tract with Low Life Expectancy
- ★ Senior Center



Douglas County is home to 24,309 people 60 years or older

In FY24 the Provider Network served 596 clients* in Douglas County

- Increase of 63% over FY23

*Clients include those receiving: Material Aid, Respite Care, Congregate Meals, Home Delivered Meals, Personal Care Services, Homemaker Services, or Transportation Services.

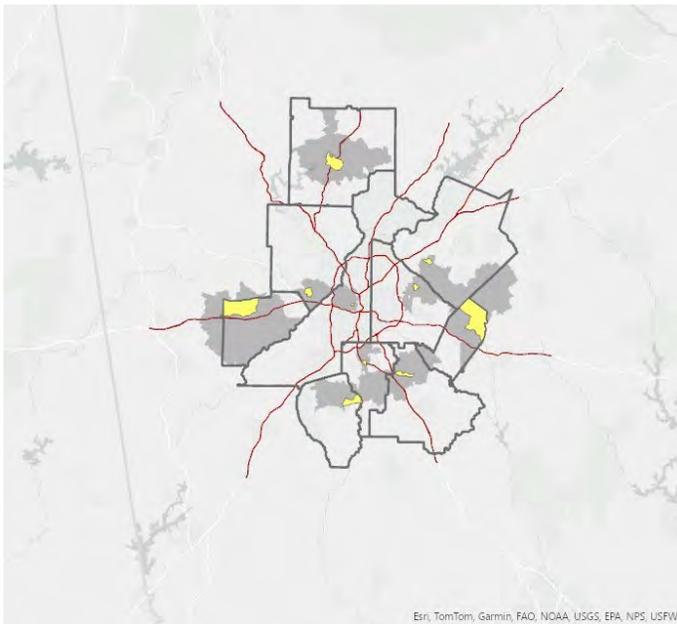
Data Sources: DDS, 2010 census tracts, and ACS 2019 5-year Estimates

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Marshal Resources to Address Disparities

Strategies

- ▮ External education and non-monetary support for new and existing projects
- ▮ Mini Grant Programs
- ▮ Collaboration between Age-Friendly and LBE



Esri, TomTom, Garmin, FAO, NOAA, USGS, EPA, NPS, USFWS

▮ 18 mini grants up to \$3000



Opportunities for Continuation

What can we update, improve, or innovate?

- ▮ New health data
- ▮ Community engagement
- ▮ Place-based focus
- ▮ Quality and frequency of convenings with partners
- ▮ Evaluation
- ▮ Presence with local partners
- ▮ Incorporation into Metro Atlanta Speaks survey, etc.
- ▮ Region-wide coalition
- ▮ Age-Friendly incorporation



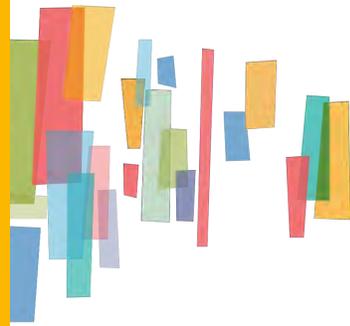
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Looking ahead

LBE 2026-2031



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Thank you! Any questions?

ayost@atlantaregional.org

lifelongcommunities@atlantaregional.org

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b. SFY 25 Customer Satisfaction Survey

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Consumer Satisfaction Survey Overview A&IS Quality Unit



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Services Surveyed

- Congregate Meals
- Home Delivered Meals
- Transportation
- Case Management
- Homemaker
- Personal Care Services
- Senior Centers
- Respite Care Services

Survey Protocols

- Survey Methods: in-person, over the phone, mail, or email
- 10-12 questions per survey





Response Rate – 70%

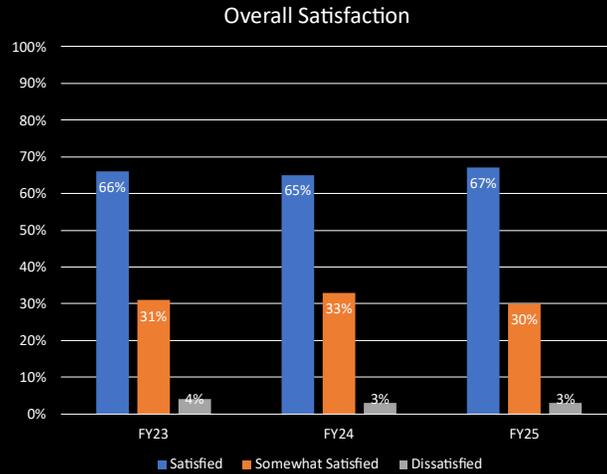
- Surveys Distributed: 9774
- Surveys Completed: 6864

Response Rate

Congregate	89%
Senior Center	87%
Transportation	75%
Case Management	63%
Home Delivered Meals	62%
Homemaker	57%
Respite Services	46%
Personal Care Assistance	44%

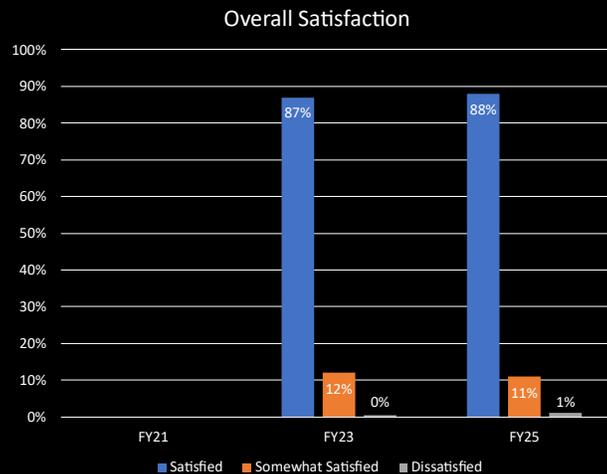
Congregate Meals

- 10 Providers
- Survey sample – 1862
- 89% Survey Response Rate
- Overall, how satisfied are you with the meals you eat at the senior center?



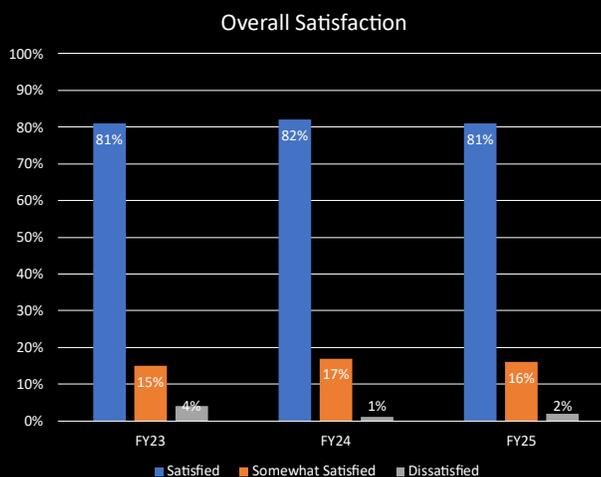
Senior Center

- 10 Providers
- Survey sample – 1764
- 87% Survey Response Rate
- Overall, how satisfied are you with the services you receive at the senior center?



Home Delivered Meals

- 10 Providers
- Survey sample – 1531
- 62% Survey Response Rate
- Overall, how satisfied are you with the home delivered meals?



Transportation

- 9 Providers
- Survey sample – 1019
- 75% Survey Response Rate

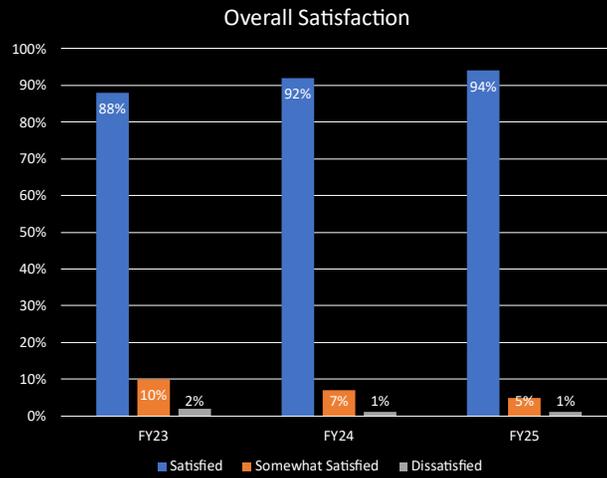
Overall, how satisfied are you with the transportation services you receive?



Case Management

- 11 Providers
- Survey sample – 1931
- 63% Survey Response Rate

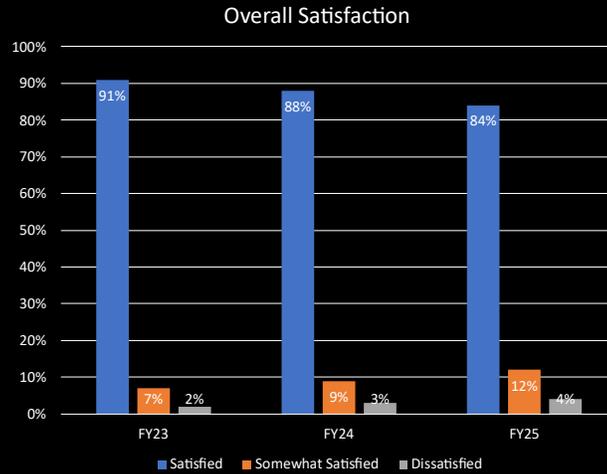
Overall, how satisfied are you with the case management services you receive?



Homemaker

- 10 Providers
- Survey sample – 965
- 57% Survey Response Rate

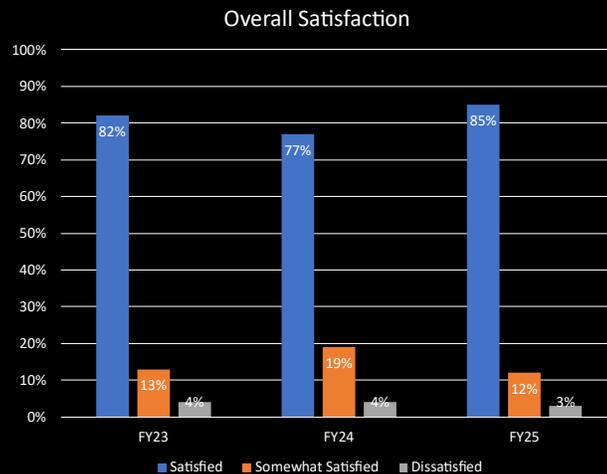
Overall, how satisfied are you with the homemaker services you receive?



Personal Care

- 8 Providers
- Survey sample – 374
- 44% Survey Response Rate

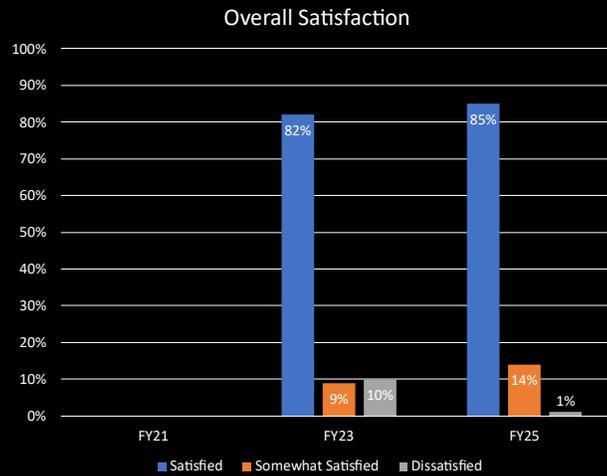
Overall, how satisfied are you with the personal care services you receive?



Respite Services

- 8 Providers
- Survey sample – 328
- 46% Survey Response Rate

Overall, how satisfied are you with the caregiver services you receive?



Key Performance Indicator: Overall Consumer Satisfaction Rate

Target: 85% satisfied with services.

Outcome: 98% satisfied with services

- 82% satisfied
- 16% somewhat satisfied
- 2% dissatisfied

Consumer Suggestions/Comments:

- **Meals (Congregate/HDM):** more fresh fruits, vegetables, and salads
- **Senior Centers:** more activities and trips
- **Transportation:** variety in places they visit, more driver assistance
- **In-home Services (HMK/PCA/Respite):** consistency with the workers
- **Case Management:** more resources/services

Provider Responses:

- **Meals (Congregate/HDM):** have added or attempting to add salad bars
- **Senior Centers:** expanding hours to accommodate more activities
- **Transportation:** implementing client ideas and fundraising, driver training
- **In-home Services (HMK/PCA/Respite):** changing home care providers, hiring bonuses
- **Case Management:** increased focus on care plan development



c. SFY 25 Monitoring Results



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FY 25 Monitoring Overview

A&IS Quality Unit



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Who We Are...



Alima Anderson, Program Coordinator/
Privacy Officer
Employed at ARC 5 years



Allison Davis, Program Analyst
Employed at ARC 13 years
Working with Quality Team 7 years



Joy Hutcherson, Program Analyst
Employed at ARC 9 years
Working with Quality Team 4 years



Phases of Monitoring

Phase I – Q1

- Senior Centers
- Congregate Meals
- Home Delivered Meals
- Vendor Kitchens (contracted with Registered Dietitian)

Phase II – Q2

- Case Management
- In-Home Services

Phase III – Q3

- Transportation

Phase IV – Q3

- Kinship Care
- Home Modifications & Repair Services



Senior Center Monitoring

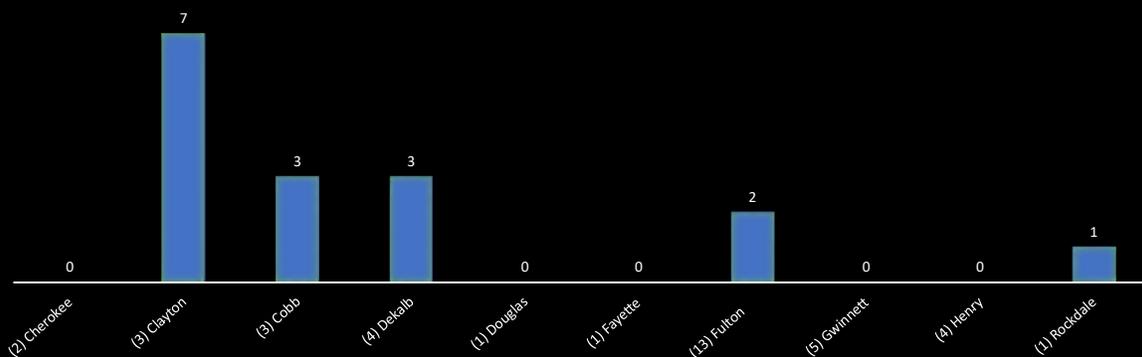
- Sanitation & Pest Contracts
- Insurance Coverage
- Staff Requirements
- Programming



Citations:

*Most frequent: Expired health inspections (4 centers)

OF CITATIONS BY PROVIDER



Congregate Meals Monitoring

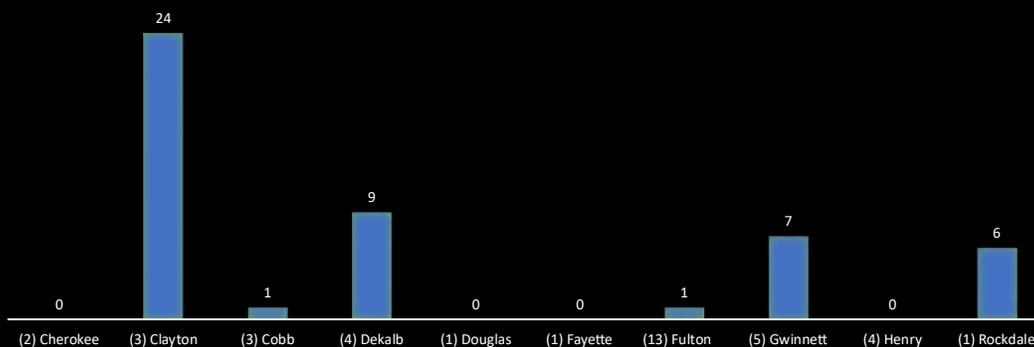
- Food storage & safety
- Laws & Codes
- Meal Service Requirements
- Annual client assessments



Citations

*Most frequent: Client Assessments (1 missing assessment can trigger 7 citations)

OF CITATIONS BY PROVIDER



Home Delivered Meals Monitoring

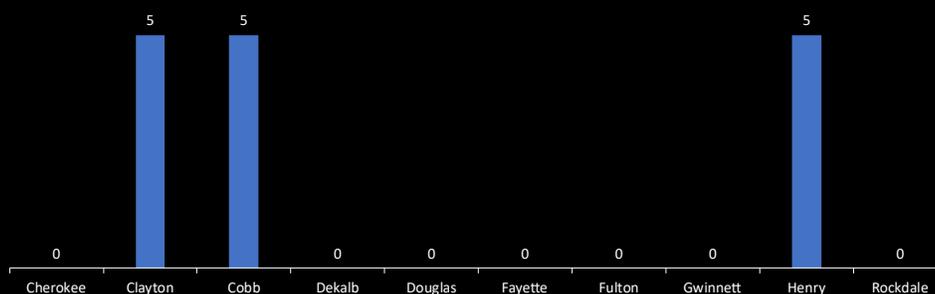
- Client Files & Eligibility
- Nutrition Education & Counseling



Citations:

* All citations attributed to missing client assessments conducted annually by case managers

of Citations by Provider



Vendor Kitchen Monitoring

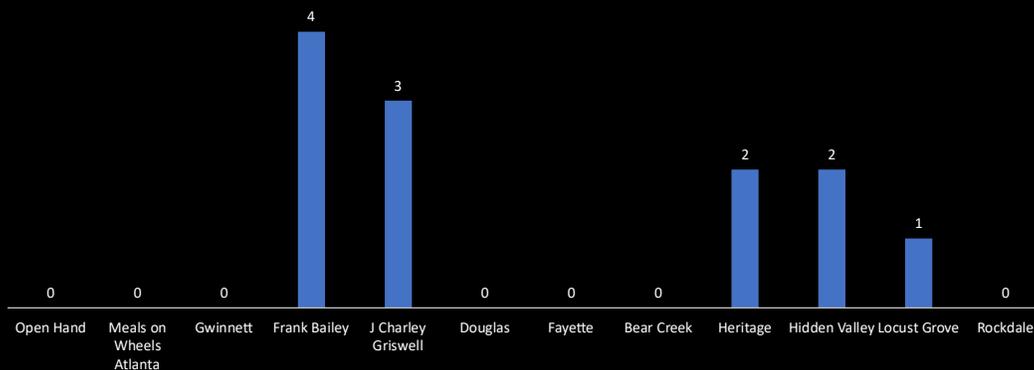
- Food Storage & Safety
- Laws & Codes
- Sanitation
- Food Preparation



Citations

*Most frequent: Cleanliness of Storage Areas

of Citations by Kitchen



Case Management Monitoring

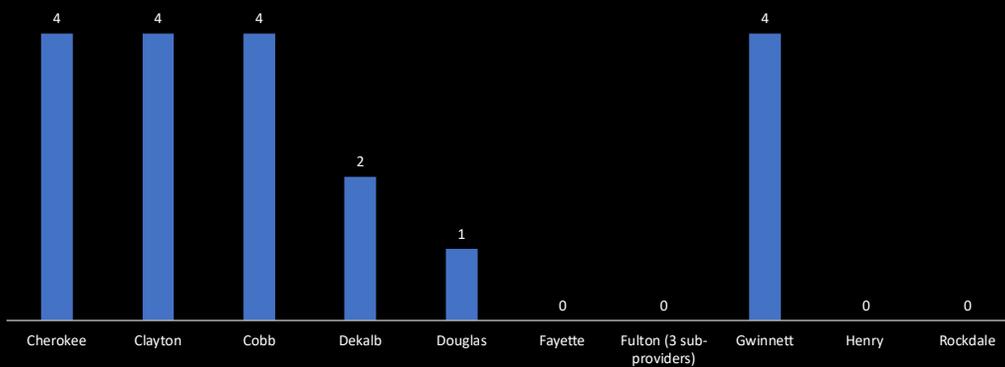
- Client Assessments
- Documentation & Forms
- Staff Qualifications
- Training & Professional Development



Citations

*Most frequent: Files missing a service plan

Total # of Citations by Provider



In-Home Services Monitoring

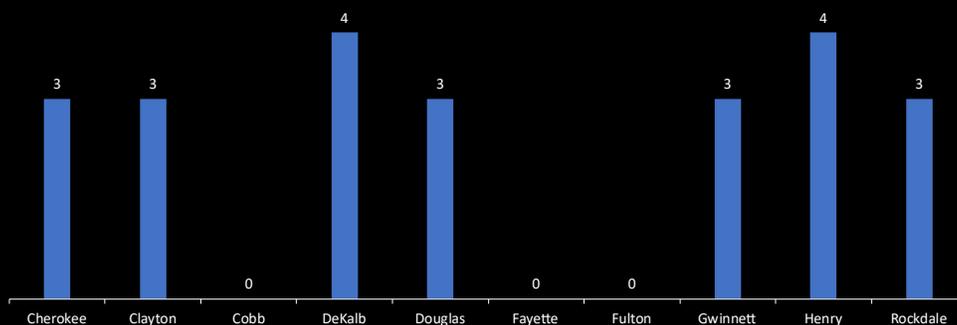
- Service Agreements & Plans
- Supervisory Visits
- Staff Qualifications, Training & Professional Development



Citations:

*Most frequent: Missing documentation of supervisory visits every 122 days

Total # of Citations by Provider



FTA 5310 Transportation Monitoring

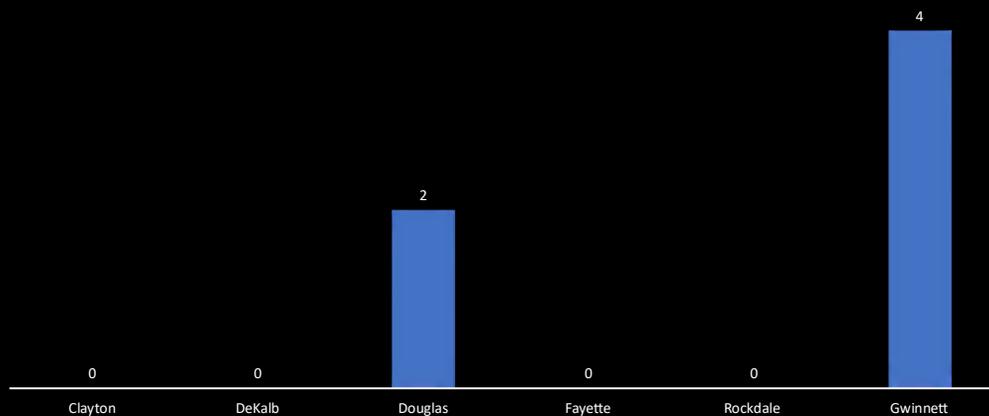
- Clayton
- DeKalb
- Connect Douglas
- Fayette
- Gwinnett
- Rockdale



Citations

*Most frequent: Missing background checks on 4 sub-providers

TOTAL # OF CITATIONS BY PROVIDER



Older Americans Act Transportation Monitoring

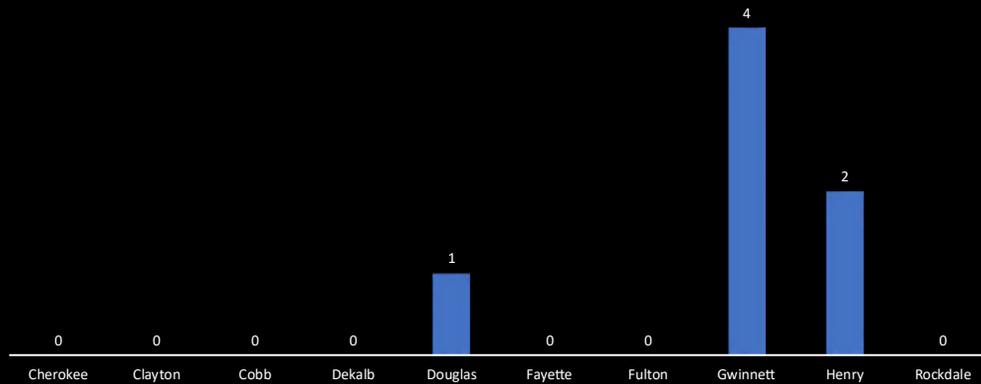
- Cherokee
- Clayton
- Cobb
- DeKalb
- Douglas Senior Services
- Fayette
- Fulton
- Gwinnett
- Henry
- Rockdale



Citations

*Most frequent: Missing background checks on 4 sub-providers

TOTAL # OF CITATIONS BY PROVIDER



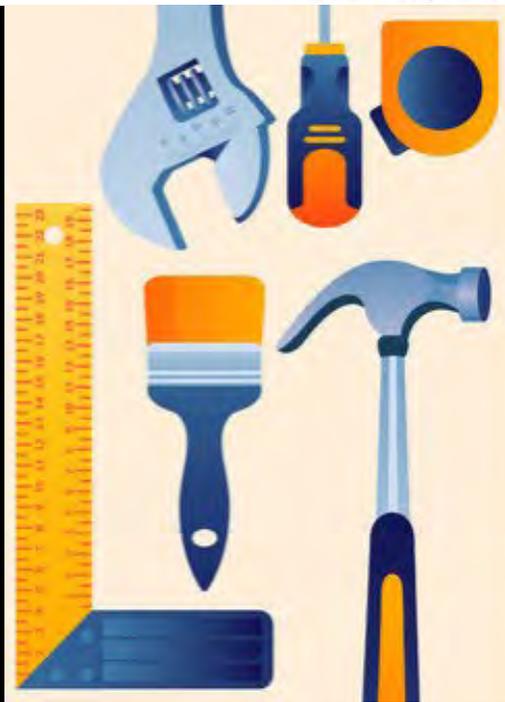
Home Modifications and Repair Services



House Proud



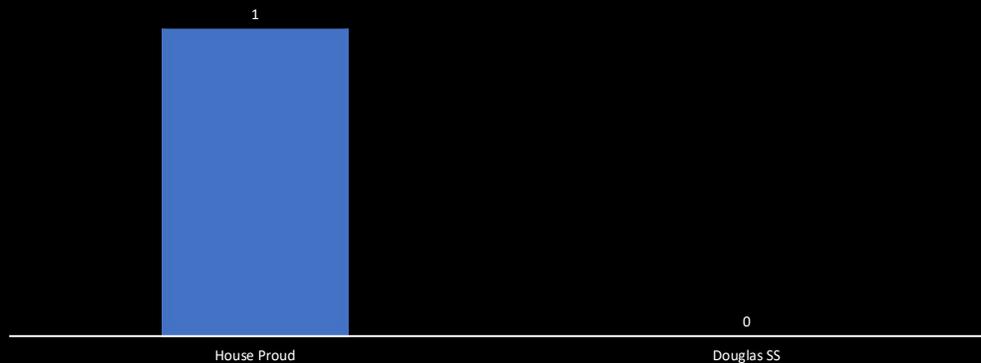
Douglas Senior Services



Citations

*Most frequent: Missing emergency contact in the client files

TOTAL # OF CITATIONS BY PROVIDER



Kinship Care Services

- Clayton Kinship Care Resource Center (case management)
- Douglas Senior Services (group services)
- Innovative Solutions for the Disabled & Disadvantaged (case management)



No Citations

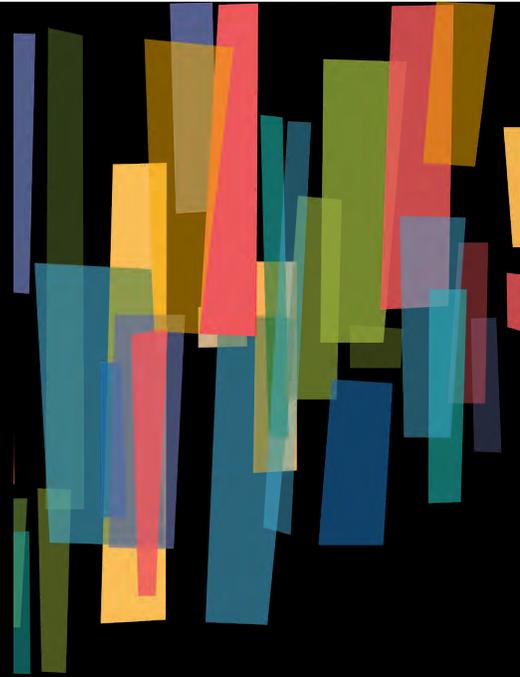
TOTAL # OF CITATIONS BY PROVIDER



Corrective Action Plans (CAP)

A CAP is a method of documenting non-compliance:

- Identifies root causes
- Captures measurable, achievable solutions
- Correction deadlines
- Helps in preventing reoccurrence



FY25 Phase II Monitoring Corrective Action Plan			
Provider		Monitoring Period	FY 25
Services	Case Management, In-Home Services, Caregiver Services	Date Due	4/3/2025
Monitor(s)	Allison Davis	Staff Present	
Email to: adavis@atlantaregional.org			

Please provide your plan for corrective action for each finding listed below. Also include an estimated time frame/date for completion and your plan to prevent citations for the same findings during subsequent monitoring.

Case Management

Findings	Corresponding Citations	Corrective Action	Estimated Completion	Plan to Prevent Reoccurrence
1 of 5 files missing Service Plan in DDS	210.8 – Core Functions 210.10 – Documentation	Documents uploaded into <u>Wellsky</u>	<u>Completed</u>	PM will review documentation <u>due at the end of each month.</u>



FY24 vs FY25
Monitoring Citations

FY24: 260

FY25: 137

53% Decrease

VI. Announcements by Chair, Dr. Govind Hariharan

- a. Area Plan on Aging Public Hearing
- b. Age Well Expo
- c. Co-AGE Advocacy in Action Regional Meeting



Announcements

Next ACA Meeting: Tuesday, December 2, 2025

Area Plan on Aging Public hearing: November 6th at Hunter Hills First Missionary Baptist Church, 10:30am to 12pm

Age Well Expo: November 11 at Flint River Community Center

CO-AGE Advocacy in Action Regional Meeting: November 18 at Harriett G. Darnell Senior Multipurpose Facility

AgeTech Connection Conference: November 18 at Atlanta Tech Village

(CO-AGE meeting cancelled)

Will Johnston requests links/virtual event sharing opportunities so that committee members can easily promote online.



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VII. Adjourn

The meeting adjourned at 2:30pm.

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