

December 17, 2015

Cynthia Coffman, Esq.  
Attorney-General of the State of Colorado  
Ralph L. Carr Colorado Judicial Center  
1300 Broadway, 10<sup>th</sup> Floor  
Denver, Colorado 80203

Dear Attorney-General Coffman:

Thank you for this opportunity to speak:

Innovage allowed our family to give our Dad the dignity and the respect he earned in his life. I cannot express the gratefulness our family feels for that privilege. The responsibility proved much more than we could handle. But it was the priority of the mission that attracted our family to allow them to partner with us in caring for him. With the help that Innovage provided to us, we were able to spend the last year of his life with him (1999) instead of caring for him. We are so indebted to Innovage giving us very precious time to be with him. It was a blessing beyond words. The mission was the driver allowing this to happen for us. Thank you Dr. Lazaroff, Dr. Orr and Sue Radcliff. After that year we were invited to serve on The Board of Directors then known as TLC, today known as Innovage. We served more than ten years as community representatives for enrollees and their caregivers

As a personal caregiver for more than 15 years for frail and elderly, I am able to speak with special detailed knowledge on this subject with confidence and insight in what I observed and experienced. Approximately four years ago, there came a time in a community meeting that convinced me the integrity of the mission was being compromised and not held up to its preceding standards. In unbelief, I witnessed the Medical Officer ridicule and devalue one of the vulnerable participants in the Participant Advisory Community Meeting of his peers. The Medical Officer's words were clearly disturbing not only to me, but other participants sitting in this meeting. It was clear there was a greater priority than graciously handling the frail folks in attendance. After bringing my concerns to the administration, we were respectfully and kindly (yet, unexpectedly) excused from The Board. (Board term limitation was the reason given).

I have a reputation of genuine compassion for the frail and elderly not only at Innovage but in my community. I personally observed Innovage safeguard the words and attitude of the medical officer over the consideration of those sitting in the meeting. I strongly believe there should be a true independent-advocacy organization outside Innovage to regularly be involved on behalf of its population, as well as Board representation by a true Community-at-Large member. As a result, I am asking at the very least for a thorough inquiry and an established means for ensuring the mission is carried out with uncompromised professional integrity, its stated care giving purposes on behalf of participants. It seems to me, privatizing Innovage (PACE) is a conflict of interest and would be counterproductive to the mission. I believe compromise has already been revealed to me as stated above. Furthermore, in my view, privatizing would easily create an ongoing distraction from the goal for individuals who have invested so much to protect and care for the sometimes forgotten and extremely vulnerable of our community.

Sincerely,

Tina Klika  
Community Member  
303-487-6111

cc: Edwin S. Hahn, Esq.