

# **AGING AND DISABILITY RESOURCE CENTER (ADRC) SITE MEETING MINUTES**

**January 14, 2010**

**9:00 – 10:30 a.m.**

**Northern Nevada Center for Independent Living—Sparks**

Call in: 888-363-4735

Access code: 1672671

**Attendees:** Wanda Brown (ADSD-ADRC), Teresa Sacks (UNR), Blanca Leon (WCSS), Hilda Velasco (NNCIL), Richard McFeely (NNCIL), Debbie Enos (ADSD), Tina Gerber-Winn (ADSD), Cherrill Cristman (ADSD), Kristi Martin (ADSD), Brittney Johnson (RAGE), Michelle Heinze (RAGE), Reggie Bennett (RAGE), Cheyenne Holcomb (RAGE), Corrie Herrera (guest), Joan Inglis (guest), Lisa Erquiaga (NNCIL), and Lisa Jones (ADSD)

Absent/Excused: Lee Derbyshire (WCSS)

Meeting called to order at 9:00 a.m. by Wanda Brown.

## **1. Minutes Review from the December Meeting – Wanda Brown**

Ms. Brown proposed the following corrections:

- In the list of attendees, there was an extra comma next to Blanca's name that needs to be taken out.
- Under item number 4, the Review Quality Report, in the last paragraph there was a typo at "SAMS questions."
- There were some numbering issues after number 5, where Marketing Update didn't get the number 6 next to it; number 6 needs to be added.
- Tina Gerber-Winn stated we need to confirm the names of attendees. Brittney Johnson and Michelle Heinze clarified they had not been on the call for the December meeting, and Ms. Brown indicated that their names should be struck as part of the corrections to the December 4 minutes.
- The minutes were accepted with the above corrections, and Ms. Brown stated they can be made final and posted on the NVAging.net web site where the past minutes had been posted.

## **2. Operations Manual: Introduction and Background Final – Wanda Brown**

Ms. Brown stated this was discussed at the last meeting and she had invited comments and questions but had not received. This version will be the final draft. She stated the five-page document will be posted on the web site as the first part of the operational manual and asked for any additional comments.

Debbie Enos suggested the Administration on Aging ADRC vision stated on the first page should be broken into sentences to make the meaning clearer to the public, noting that these important concepts should be presented in a better way and acknowledging this may be out of our control because it came from another source. Ms. Brown responded that, although the statement came from TAE as a quote, if we changed some of the wording and presented it differently AOA would not likely take issue with that. Ms. Enos and the other attendees indicated agreement with this approach.

## **3. Operations Manual: Framework for Nevada ADRC Review – Wanda Brown**

Ms. Brown stated this was emailed to everyone for review prior to the meeting and noted that, as part of the Operations Manual, this is material for the site staff to really get familiar with when the manual is complete. She noted we are rolling out sections of the manual and inviting comments and questions. The next meeting it will be final after comments and considerations. We have only one section left that we are working on, and it is coming together. When the operations manual is complete it will be available on NVAging.net.

Wanda Brown noted some of the numbering will be different when the final document comes out. She then read through the 15-page document entitled Framework for Nevada ADRC, making the following comments:

- In the ADRC model we want to make sure all of the sites are standardized so anyone coming from another state and having an idea about ADRC would have a familiarity with it. If they are going from the northern part of the state to the southern part of the state and decide they need assistance or guidance they have a standard expectation of what ADRC does. They might think, “I was helped at this other ADRC site,” and they might feel like it is a trusted place and they are familiar with it.
- Information and Referral: Follow-up is a key for this, as businesses and providers provide a lot of information and referrals but must also follow up to find out if each consumer received the requested services or encountered some barriers.

- Assistance and Advocacy: Case Management refers to short-term case management.
- Eligibility and Access: References to benefits include private-pay resources as well as public benefits, and sometimes we are offering guidance as to how to access these resources or assisting with the application process.
- In Section A, note that the model is based on these three levels of service and that is what the sites are reporting on.
- The information under “population served” comes from the ADSD essential services dated April 2009.
- As the sites encounter various sorts of caregivers they need to be sure to count them in their site data, because part of the ADRC funding comes from Title III-E, which is caregiver support. Also “anyone else planning for their future caregiver support needs” really opens this up to a lot of different individuals. People are really not sure where to turn for these services, and if they can say, “Well this agency helps a full range of ages and incomes,” then they will be more likely to come to you. This puts a lot onto the sites because you have to have a wealth of information on a lot of different resources.
- We are looking at service regions—particularly northeast rural Nevada—right now because we need to do some recruitment for another one or two ADRC sites.
- With the enhancement grant we have for this fiscal year we are going to be hiring an IT specialist for ADRC to enhance the e-learning solutions on the computer and the web site tools. We will improve the consumer’s end as well as the tools for updating the resources listed on the web site, SAMS, and the I & R component of it.
- Some states are still in the development stage with a web site, but thanks to Diane Ross and The Continuum, the Nevada Care Connection puts Nevada ahead in this respect.
- Wanda Brown stated that RAGE and Washoe County seem to have embodied the philosophy of being proactive and adaptive to individual needs over time by offering more than just I & R. She gave the examples of offering monthly energy assistance classes, letting clients take the lead as to what services they need, and trying to let clients learn to do things for themselves rather than just taking care of things for them. Ms. Brown stated it is important

to empower our clients and added that although some of the more sophisticated consumers may be able to learn on their own, a lot of them cannot and need to be guided.

- Each site is obligated to do a minimum of three outreach and marketing activities per month, and each of these needs to be recorded in the site's monthly activity report (DTT). We do not have a big budget for outreach, so we need to grasp the grass roots concept, meaning spreading the word. A viable outreach could take advantage of opportunities offered by faith-based organizations. They already have outreach councils that help their parishioners or congregations, and they look for organizations to present to them so they know how to better assist their congregations with community resources. The brochure, the introduction flier, and the imminent risk flier are already available on the Aging and Disability Services website for downloading at [NVAging.net](http://NVAging.net).
- Although we may have talked about doing a general document for submission to the publications listed under print media, if you find any other publications that are looking for submissions please consider writing an article highlighting your own agency as well as ADRC. Please inform your RD specialist and the project manager when this occurs.
- Public service announcements, or PSAs, are usually submitted to multiple radio stations. They put them in a box, and when they have the need for a PSA they pull one out of the box. They might read a particular PSA over and over or they might read it just once or twice, but it is free and it is a good way to get the word out.
- When you encounter service providers inquiring about resources, please refer them to [NevadaCareConnection.org](http://NevadaCareConnection.org) until further notice. Direct them to the bottom of the page to "Resource Submittal." The webmaster reviews it, and if approved it then gets posted. Resources get updated to [Nevada ADRC.com](http://NevadaADRC.com) regularly.
- The quick facts document is site specific. You can edit some of it to mirror the brochures you have. Some of the topics were more global and you may want to make them more Nevada or site oriented.
- Right now funds do not allow for a statewide educational grantee conference offered by ADSD. It has been cancelled. There may be some other educational conferences, but not a statewide conference. It might be only a

north and south type educational meeting, but definitely the ADRC project will be involved. Sites will be updated as news is available.

- The Project Manager is getting quite a few requests already for ADRC presentations. This assists with marketing and future site recruitment. We are going to be doing a lot more. So if you encounter somebody who is interested and they want to know more, have them call Wanda Brown.
- Standardization is the goal for all the sites to be compliant and participate in all areas stated so far. When we bring on a new site we can demonstrate how it works for them. You are all different types of organizations and it is working. We want to show future participants that it is doable within the structure they already have.
- If consumers benefit from and are empowered by ADRC services, they will refer their friends, family or community. When the time comes for legislative action, they may advocate on ADRC's behalf. They may be your biggest advocates if you help them along the way and you have done a good job for them.
- The three sites work with different realms in the community. Washoe County, Northern Nevada Center for Independent Living, and RAGE are diverse sites with diverse partnerships. Those partnerships will assist with spreading the word statewide for ADRC as people become familiar with it.
- Service Delivery Without Interruption: ADSD has always said to all of our grantees regarding sustainability, "What happens if AOA or grantors decide not to fund? As a site, what would you do? Is it going to close your doors or are you going to go out to other entities and find sustainable funding to keep it going?" Please keep this in mind as you market and partner your sites. Recent solicitations of grant funding—like the community living grant and the veteran's chronic-disease self-management program—include partnering with ADRCs. ADRCs are becoming a very important part of communities nationwide, so we need to keep that in mind as your sites move forward.
- At the last meeting Lee Derbyshire asked about other programs within her agency, such as Meals on Wheels which is a publicly funded program. ADRCs will help people sign up for those programs even though they are not listed as one of the thirteen publicly funded programs partnered with ADRC. The list is not all-inclusive, just a minimum.

- Ms. Brown stated the new advisory group needs to be started up again. Sites were previously asked for names of individuals who might be interested in serving on the Nevada ADRC Advisory Board, but no responses were received. Ms. Brown asked attendees whether anyone had names to submit for the advisory board, but none did. Ms. Brown stated she and Ms. Gerber-Winn would likely have to revisit this and possibly discuss it with the Lewin Group and AOA.
- Ms. Brown stated each of the sites received its first program assessment in 2008, and these produced corrective action items with due dates. She appreciates everyone taking the time to complete the corrective actions in spite of some initial delays and need for technical assistance. Washoe County's numbers increased quite a bit. NNCIL and RAGE submitted their policies, and they look great. The technical assistance from the RD specialists was appreciated. The first program assessments are done.
- The Community Partner Agreement draft was distributed specific to each site. It was stated that sites may have some legal or other input they need to take into account in adapting the example format (Appendix X). Sites may use this draft or develop their own. A partner may only be willing to do referrals—they may be a very small non-profit with only two employees, for example.
- At the end of reading the Framework for Nevada ADRC section Ms. Brown invited questions and comments from the group. She stated these can be forwarded to her by email, and at the next meeting we will go over further input or changes and finalize this section.

#### **4. Training Module Suggestions – Teresa Sacks**

Ms. Sacks stated that last month they sent out a training needs assessment to support the Division's continued desire to extend the ADRC philosophy and help everyone continue to do their jobs and support them in that effort. Last year they developed three training modules, and they wanted to do one more training module this year. A survey to the ADRCs was conducted, six responses were received, and these were the most requested modules:

1. Options and benefits counseling
2. Mental health and illness
3. Publically funded versus privately funded programs

Other training interests suggested were caregiver support and services, basics of a psychosocial assessment, home safety assessment, treatment of common chronic diseases, interviewing and assessing cognitively impaired people, suicide prevention and crisis management, and prevention coordinator. Ms. Sacks added that options and benefits counseling is a very broad category that will include a lot of other subcategories as well. She stated that as they proceed they will send out an outline of the training module to give everyone an opportunity to review it and provide feedback before the module goes into full research and development.

Tina Gerber-Winn commented that while we are focusing on Sanford Center developing one module of training, it does not mean we do not need to set up other training that may not use their resources specifically. She and Ms. Brown still have the idea that we can create some of our own educational pieces with expertise of the group.

Ms. Sacks confirmed the discussion at hand relates just to the one module that Sanford Center will be putting together and does not affect any other training modules.

Ms. Gerber-Winn asked if there is a timeline for proceeding on the module. Ms. Sacks stated this still needs to be worked out, but they will proceed as soon as they can.

## **5. Marketing Update – Wanda Brown**

The print materials—the brochures and the imminent risk fliers—are in PDF format at NVAging.net for downloading. The laminated door signs sent to RAGE prior to the meeting and handed out during the meeting have the national ADRC logo and the initiative from Health and Human Services, and then our own Nevada logo. From the service specifications we have included, “As a consumer of ADRC assistance you have the opportunity to make a confidential, non-coercive, voluntary contribution to the ADRC project. If you choose not to donate or are unable to donate it will not prevent you from receiving the services offered.” These can be posted in windows, doors, entryways, senior sampler areas, and other areas at the sites.

Ms. Brown stated the need for feedback on the draft for the 11x17 poster before getting it printed. She has received input on a couple of things that will be changed for clearer viewing, and the poster draft was also emailed to everyone in PDF format. Posting would be at ADRC sites and at partner organizations. Our hope is to have consumers start identifying the logo and the services offered. They will be color and laminated as well. Ms. Brown invited any other comments from the group.

Ms. Brown addressed the similarity to the tri-fold brochure and noted that the poster mirrors the brochure, and although it does not include the site information it does include everything else that is on the brochure. The marketing materials are similar and

kind of standardized on purpose. She went on to say that the ADRC sites would want to give a laminated poster to any organizations that they partner with.

Reggie Bennett asked about listing the individual ADRC sites on the posters. Ms. Brown responded that the decision was made not to list the sites in order to avoid the problem of having to continually update the posters and incur additional costs as new sites are added. The intent is that individuals would visit the web site and see all of the sites or call ADSD to be referred to the site closest to them.

Ms. Brown got confirmation from Blanca Leon that the Washoe County phone number has not yet changed. Ms. Brown reiterated the need to reflect the change on the marketing materials if and when it happens and asked Ms. Leon to remind Ms. Derbyshire of this as well.

Ms. Brown stated that when changes are made to the marketing materials they will be posted to the web site and she will send out an email to let everyone know they can download the updates.

Ms. Leon asked about including a note regarding opportunities for making a contribution on the tri-fold brochure, and Ms. Brown indicated that while this is included on the flier there is not enough room on the tri-fold.

Ms. Brown reiterated the requirement for outreach a minimum of three times per month for each site. She noted that some sites do more, some staff members are doing three each, and this is excellent. A standard was set, a minimum, to start out. This may change, but the current standard is in effect as of now, and everyone is aware. Ms. Brown again reminded everyone to put their outreach efforts on their data tracking tool each month.

## **6. Summary of Case Reviews for Quality Reporting – Teresa Sacks**

As was discussed at the last site meeting, we are trying to put together some benchmarks; gold standards of measurement for the various levels of service that the sites are providing as ADRC sites. Each site was asked to provide three client names, and each client was to serve as an ADRC site case example of one of the three levels of ADRC service provision, which are information and referral, assistance and advocacy, and eligibility and access. We received nine at the end of December. Rory did an amazing job researching all of these clients in the SAMS system, with the exception of Washoe County Senior Services where we were able to obtain print screens and I think Rory worked with Blanca over the phone to follow up and ask clarifying questions.

These client summary reports were entered into an Excel spreadsheet. This data was used to visualize the progress from that initial consumer contact, establishment of consumer needs and issues, and the time necessary to really produce an outcome. As mentioned before, the key event we are looking at is the referral to the service and not necessarily the outcome. But, we want to track all of it—each one of these clients all the way through.

So, of all the ADRC service levels, when we have a client we have a tough time ascertaining that follow-up and outcome of the information-and-referral part of it. Many remain unknown, and information detailing the I&R follow-up or outcomes may be missing from the ADRC site reporting or may still be pending. A lot of the nine clients that Rory was reviewing had later dates, so we know that work is still ongoing. This process of identifying these benchmarks is ongoing. We do not have a set timeframe or benchmark for each quite yet. We are going to be making some phone calls, especially on the follow-up, but in some cases Rory had a tough time determining the client's progression through some of the various levels because of different terminology and some acronyms that were used. This is really an education for us because we are not in that system—utilizing it to the extent or the degree that you all are—so it was really a good process for us to go through, especially for Rory who is new to the ADRC program. For example, EAP was commonly used, and it really can be for different things. It can stand for Elder Assistance Program, or Energy Assistance Program, or even Employee Assistance Program—to which ADRCs refer some consumers. Consumers can call their own EAPs (employee assistance programs) to get additional benefits and services.

What Rory did note as she was going through is that everyone has a different individualized process as to how they enter the data. How Richard enters will not be the same as how Cheyenne or maybe Brittney enters it. She was trying to pull information while keeping that in mind. What we ended up with is the Excel spreadsheet you all have, and I think we are going to need to look at some universal data-entry standards and continue to explore all facets of the SAMS system, and once the data is entered how do we pull out everything that we need? We will probably be contacting you to ask some clarifying questions on the clients you provided. We provided you with the Excel spreadsheet, and we have the client column, the date, the reason... Rory did a great job of trying to ferret out is this information and referral, is this options counseling, is it benefits counseling, with the E and the A? And then she put in notes, and you have a lot of information in your journals, which is great, and her goal was to pull out the pertinent information in order to try to come up with these benchmarks. How long does it take for an information and referral and then for a follow-up to occur? All your clients are different, and that is the next challenge. We are looking at nine clients, but if you look at

your data tracking tool, the sheer number of clients being served, it will be tough to come up with a benchmark because they are all different. If you are assisting clients with applications, you may have one that gets you their documentation right away but another that you may have to call three, four, five times just to get that. So the key is the referral. You are assisting with applications, these denials and approvals are an outcome, but you have assisted them to a certain point and it goes on from there.

If you have any questions regarding the data in here, let us know. There are some unknowns, but we are looking at dates of 11/12/2009 and later. This is a really good start for us to begin determining what some of those are, but it is an ongoing process. We do not have a final determination or a final benchmark at this time.

Teresa Sacks invited questions and comments from the group. Wanda Brown and Tina Gerber-Winn mentioned that limited access to the SAMS database is an obstacle both for the sites entering and using information and for those analyzing the data in order to create benchmarks. They acknowledged that the data-tracking tool shows follow-up is being done, regardless of access to the follow-up information in SAMS. These are things to note and work toward. The goal is to explore all the facets of the SAMS database so we can get that data back end. The key will be to get everybody on a standardized and uniform level.

Richard McFeely asked about the timeframe for getting everything into a standardized format and whether there will be training. Ms. Brown replied that the most current SAMS manual is available on the web site under the ADRC button on NVAging.net (it says "SAMS Overview dated January 2009"). When everyone has access to everything in SAMS, we want it to be consistent and standardized as to how the information and referral is used. That is supposed to be a tool that is quicker, and you can check your resources at the same time and click what you are referring to at the same time. Of course, when we get that all up and running there will be training on that.

Cheyenne asked if the updated manual has an overview of the SAMS I&R feature in it. Tina Gerber-Winn responded that it does not—the module has changed, and that is part of what the contractor is supposed to put in there. We have the operations structure, so Synergy will give us 100-plus pages to talk about how the system works, but we haven't finished setting it up so we can't give you instructions on specific data fields to be filled in and so forth.

Cheyenne Holcomb asked if there has been any progress on additional licenses for SAMS. Ms. Gerber-Winn answered that she will bring this up at today's general SAMS meeting, that this is something that needs to be worked out. This is a matter of possibly needing to amend an existing State contract to allow for new users resulting in a total

number greater than what was previously approved and stated in the contract. Ms. Gerber-Winn stated that this is an administrative review process, and that budget is also a factor that will need to be addressed.

Mr. Bennett asked for further clarification as to whether the Division would allow grantees to purchase some of the licensing necessary to allow better grantee access to SAMS. Ms. Gerber-Winn answered that this is one of the aspects of the contract that is being looked at, as other grantees have asked about this option previously. The Division is looking at how it might be able to integrate language into the state contract that would allow grantees to fund their own licenses

Ms. Gerber-Winn asked for clarification as to further collection of client data on these clients for quality purposes. Ms. Sacks replied that the sites will need to continue to forward data on the nine clients we have started out with and that Sanford will need to get back to the sites to ask some clarifying questions in an effort to come up with some benchmarks. She also remarked that, knowing there is so much variety in the clients we serve, we cannot make benchmark determinations on nine clients when we are serving 2,000. She suggests we look at the breadth within each level of service and eliminate some of those outliers—the individuals that move along really quickly where we can get them locked into an application and so forth, as well as the ones that take a bit longer than usual. Eliminate those and look at some that are truly typical or average to create the benchmarks or standards for each type of client.

Ms. Sacks stated she and Ms. Leon have also been discussing the fact that there is so much going on at Washoe County that we have not yet captured, especially the consumer intake surveys, because Washoe County is doing a higher level of service. We want the social workers to send those out and then meet and talk about some of the cases the social workers are working on that are ADRC clients.

Ms. Sacks suggested the sites each provide information on three additional clients each month and add the names of these three clients with the data-tracking tool (which will now be a monthly report of data rather than every three months). What we have is a good start, but this will give us much better data to work with in developing benchmarks for the three levels.

Blanca Leon asked about whether other sites are recording follow-up information manually or in SAMS. Mr. Bennett and Ms. Holcomb explained that RAGE is using an Excel spreadsheet which they then use to input the data into SAMS at the end of each month and that because they are using the spreadsheet to track their anonymous consumers they are entering this data using the group feature in SAMS. There was further discussion as to specific ways follow-up might be entered, and Ms. Leon stated

that Washoe County does not have access to the data-entry fields discussed. Ms. Gerber-Winn emphasized that the Division would expect Washoe County to devise a way to track follow-up in any case. She also suggested that lack of access to these fields in SAMS might be something she should bring up administratively since tracking follow-up is a key point of how we measure our efficiency and success in the program.

Ms. Brown noted that this sort of brainstorming is really important and what the sites need to have so they can be on the same page with how they do their work and enter it in the SAMS database. Ms. Leon also asked Ms. Gerber-Winn to mention her difficulty entering caregiver information in SAMS.

Ms. Brown asked if RAGE could email their Excel spreadsheet to the other sites so everyone could compare it with what they are doing. Ms. Holcomb said that she would.

## **7. ADRC Grant Report – Tina Gerber-Winn**

Ms. Gerber-Winn stated that we had to do a final report on the money we received in 2005, and the report request followed a different format than our historical report that we called the SART. She had to give a synopsis of our successes, partnerships, and achievements and talk about people accessing the long-term care system, how we are supported legislatively if at all, and some of the strategies we have used in our projects. She also talked historically about a lot of our positives and negatives and the process that has come forward, that the project manager is obviously going to help in moving forward, and that she has seen a great deal of progress already. Ms. Gerber-Winn sent a copy to everyone for their information, so everyone is aware of what she was stating to AOA about the process we have all gone through in the last four years.

Ms. Gerber-Winn stated we will have some kind of reporting requirement in the future, but she will not know until her meeting with the other ADRC grantees next month just what AOA will be expecting. If it involves the sites, we will let everyone know in March.

## **8. March 11, 2010 Face-to-Face meeting in Reno**

Ms. Brown stated there will be an administrative meeting from 9:30 to 10:00 a.m. and the site meeting starting at 10:00 a.m. until approximately 3:00 p.m. We will have the administrative meeting in one room and the site staff meeting in another room in order to allow the site staff to do some networking while the administrative meeting is conducted, should the site staff fly in with their administrative staff.

Ms. Brown checked the flights from Vegas. There is a flight that leaves from Vegas at 7:30 and arrives in Reno at 8:50 a.m., and there is a returning flight leaving Reno at 4:10 and arriving in Vegas at 5:25 p.m., just for everyone's information. The

administrative meeting will include Reggie Bennett, Lee Derbyshire, and Lisa Erquiaga. Also, in order to get more value for the cost of bringing people out for the meeting, training will be on the agenda. Options given were Medicaid 101 and Medicaid 102 with an additional training specific for Nevada. Another option is training regarding the eligibility requirements and other details of the Aging and Disability Services Division programs, including how to apply and the intake forms that the sites would use. Washoe County has a presentation scheduled that is a general overview of the programs but it does not include the intake forms or give the perspective from an ADRC point of view. Still, this might make the ADSD programs training redundant for some of the staff from Washoe County depending on who they are sending to the meeting. Lisa Erquiaga stated she thought both training topics sound helpful. It was decided to use either option and introduce the unused option at a regular meeting in the future.

## **9. Anything Else**

Ms. Brown stated we have a request for proposal going out Wednesday for social services program grants, and we are looking in northeastern Nevada for a site for ADRC, so Lisa should take a look at the RFP. Ms. Gerber-Winn asked if the RFP applied to all of the grant funds. Ms. Brown and Ms. Enos replied that the social services grant funding is Title III-B, Title III-D, Title III-E, State Volunteer, and State Transportation. Ms. Brown confirmed this does include all of the current grantees that are Title III-B and Title III-E, and that is the ADRC sites. The RFP will be published in the paper on Wednesday, January 20, and it will be emailed to all of the current grantees. The grant application will be placed on the NVAging.net website under Grants.

Reggie Bennett asked for clarification as to what members of his staff he needs to have travel with him to Reno for the March meeting. Ms. Brown and Ms. Gerber-Winn answered that it is up to Mr. Bennett to determine, based on his budget and other parameters, whether and how many staff members to bring. They pointed out that there will still be a call-in number that can be used and that the videoconferencing equipment can be used as well in order to save money. We also have the capability to transmit a Power Point presentation along with the videoconferencing.

Ms. Brown adjourned the meeting at 10:31 a.m.