

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

**December 4, 2009**

**9:00-10:30 pm**

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

Call in: 888-363-4735

Access code: 1672671

Wanda Brown, Tina Gerber-Winn, Sue Harris, Diane Ross, Cheyenne Holcomb, Richard McFeely, Cherrill Cristman, Kristi Martin, Debbie Enos, Lisa Erquiaga, Lee Derbyshire, Grady Tarbutton, Blanca Leon, Reggie Bennett, and Lisa Jones.

**1. Minutes Review from the September and October Meetings**

**Wanda Brown**

The minutes from the September 3, 2009, and October 15, 2009, meetings were reviewed. In the October minutes, reference to “RTC grant” (the fourth bullet under item six) should be changed to read “RTC contract.” In the September minutes, Tina Gerber-Winn’s title should read “Deputy Administrator” (item one). The minutes for both previous meetings were approved with these changes. Kristi Martin will post these to the [www.nvaging.net](http://www.nvaging.net) website and ensure that all approved minutes from prior meetings are available on the site.

**2. Review Site Meeting Structural Handout**

**Wanda Brown**

Ms. Brown presented a handout outlining ADRC Site Meeting Expectations pertaining to both the general site meetings (held approximately every six weeks) and the administrative meetings (held approximately every twelve weeks starting with the December 4, 2009 meeting). It outlined the times set for the meetings, the purpose, and staff expected to attend. The handout will be included in the ADRC Operations Manual as an appendix.

Discussion regarding trained staff expected to attend the meetings clarified that any staff working directly with consumers and providing any of the three levels of ADRC services are expected to have access and knowledge of what is being discussed in the meetings as well as the training and information offered. We want the staff to have the same level of first-hand knowledge about ADRC philosophy and service delivery.

Ms. Enos reviewed training described in Item Five of the ADRC Service Specifications, which states:

Staff and volunteers who serve as ADRC specialists must complete trainings offered or identified by the Division. Trainings are to focus on program regulations, eligibility criteria, documentation, and eligibility processes for publicly-funded programs. At a minimum, these programs will include: Nevada Medicaid; Nevada Medicaid Waiver for Independent Nevadans (WIN); Homemaker Program (Title XX); Community Home-Based Initiative Program (CHIP); Community Options Program for the Elderly (COPE);

Waiver for the Elderly in Adult Residential Care (WEARC); Assisted Living Waiver; State-Funded Independent Living Program; State-Funded Personal Assistance Services Program; Senior Rx Program; Disability Rx Program; and State Health Insurance Assistance Program (SHIP).

Staff and volunteers must receive 5 additional hours of relevant training each grant year.

Staff and volunteers will receive training in crisis management and suicide prevention to include crisis assessment, identifying resources, service acquisition, and follow-up.

A discussion followed as to how often staff members need to receive training. A comment was made that once staff members have received initial training they simply need to receive further training as program information (such as eligibility guidelines) changes. It was also made clear that all new ADRC staff members would have to receive training. The Service Specifications are a living document and changes may occur as the need arises to make them more clear to ADRC sites. Ms. Gerber-Winn stated that for the programs that are run by the Division we simply need to update training materials as changes happen, whereas for programs operated by other agencies, we need to work with those agencies to create simple, effective training materials and keep them up to date. Training offered by ADSD will be announced in a timely manner so sites have ample notice to make preparations to attend.

### **3. Imminent Risk Handout Wanda Brown**

Ms. Brown presented a flier she drafted in response to a request for a printed document that could be given to clients and potential clients to help them come away with a better idea of what services are available from the ADRC, along with contact information for the ADRCs. Ms. Brown requested input and thoughts on the look and content of the flier. Mr. Bennett requested the site address for RAGE on the back of the flier reflect their newer address on 2901 El Camino Avenue. Ms. Brown will make the correction, and a PDF format for downloading marketing materials will be made available to the sites on Nvaging.net. It was agreed that handing out the flier or brochures would be an easy task, and staff stated they felt comfortable handing them out along with other fliers they may distribute. Ms. Derbyshire stated the Washoe County phone number on the marketing materials may change to their Social Services phone line rather than the main administrative line. Ms. Derbyshire will inform Ms. Brown if the change occurs.

### **4. Review Quality Report Sue Harris for Teresa Sacks**

Ms. Harris presented the Sanford Center for Aging's ADRC Program Evaluation Report for April 1 through September 30, 2009. She stated there is a tremendous need to ensure the state has the data needed to advocate for those we serve. Many different compliance issues are being addressed and things are moving forward in the right direction, but overall these need to move forward in a more timely fashion. Ms. Harris stated that data tracking and information are key not only to being in compliance but also to seeking future grants.

Ms. Gerber-Winn added that although there is currently no external requirement for this level of reporting the Division has chosen to ask the Sanford Center to provide another quality report at the end of June 2010. We have asked the Sanford Center to discuss more specifically the key areas as defined by AoA (Administration on Aging)—the ADRC project’s visibility, trust, ease of access to care, responsiveness, and efficiency. We have asked Ms. Harris and Ms. Sacks to hone the data tracking tool and the consumer intake survey and ensure some of those questions are more pointed to the key areas and the aspects of the client experience over which we have control.

Ms. Harris stated that benchmarks need to be established for the three sites as a gold standard of measurement as we go forward. Ms. Harris and Ms. Sacks are asking each of the three sites to provide information about three typical clients (one for each level of service—Information and Referral, Assistance and Advocacy, and Eligibility and Access) by the next site meeting. Each site will provide information from SAMS that indicates wait times and other data at different points of the process, and from this Sanford can create benchmarks of what is acceptable for different issues. Ms. Gerber-Winn stated that the referral to the service is the key event, rather than delivery of the service, and that follow-up is another important piece that needs to be captured. She added that whether or not the client acts on the referral is not the issue, as it is not something we have control over. She went on to say that consumer input is important—whether or not they were happy with the outcome—but only one component of measurement due to the fact that much of the client experience cannot be controlled by the ADRC.

A question was brought up regarding needing assistance in SAMS and how sites can submit their requests for assistance. Ms. Martin provided the e-mail address ([aginghelp@adsd.nv.gov](mailto:aginghelp@adsd.nv.gov)) to which users can submit their SAMS questions for a quick response. She cautioned that it is important to use a subject line of “SAMS HELP” to ensure a timely response.

## **5. Status on AoA and Respite Grants**

### **Tina Gerber-Winn**

Ms. Gerber-Winn reported that she has no information on the respite grant and the AoA grants, other than the fact that these were awarded and the money has been officially put in our budget. Ms. Brown and Ms. Gerber-Winn need to work on the details of the process. Our project plan has not changed. We will be updating the web site, working more specifically on our own SAMS information-and-referral system, and developing more structure around our training so that it is more accessible through software.

Ms. Holcomb reported that she attended a meeting for the Respite Coalition and that they are in the process of creating the job description for the state respite coordinator position. Once that person is hired their work will be able to move forward. Within the grant there will be training for respite providers, and this information will be provided to the sites as it becomes available.

**6. Marketing Update**  
**Wanda Brown**

Ms. Brown presented a tri-fold brochure she developed as a companion to the imminent risk handout. Ms. Gerber-Winn commented that these two documents would be good tools to share with community partners who might be giving referrals to the ADRCs. In this way, when a community partner is providing a specific service to one of their clients but has a concern that the client may need something more they can give them a brochure or flier. It was observed that any corrections to contact information that need to be made on the imminent risk handout also need to be made to the tri-fold brochure. Ms. Brown will correct both documents.

Ms. Brown stated that we should continue to remind community partners to add their information to the NevadaCareConnection.org for the time being, until we get the ADRC site fully implemented, as NevadaADRC.com is not complete and still under construction. She emphasized the importance of continuing to talk about ADRC with our community partners and taking advantage of every opportunity to let people know what ADRC is and what the ADRCs do.

**7. Review Training Modules**  
**Sue Harris for Teresa Sacks**

Ms. Harris stated that the Sanford Center has some training modules available and that there is funding to develop an additional module. She will poll the various members of the group before the January meeting so we have consensus as to what subject matter the next training module should cover. Ms. Harris will also draft a set of procedures for accessing the existing training modules from the Sanford Center. Ms. Gerber-Winn suggested that the group members also look at creating some informal training based on their own expertise.

**8. Operations Manual: Introduction and Background Review**  
**Wanda Brown**

Ms. Brown presented the revised first module (Introduction and Background) of the ADRC Operations Manual. She explained that the manual will be present at each site for staff to use as a guide in their daily operations. This module includes the history of the ADRC project, the Division's role, and the three levels of service that the sites are going to be providing to consumers. This module also introduces the NevadaADRC.com web site, gives an overview of the ADRC project, and explains the vision of a network of visible and trusted sites across the state.

Ms. Brown went on to say that the module states our mission of maintaining or enhancing the quality of life of our consumers in our communities in a respectful, efficient and fiscally responsible way. The module spells out the various ADRC goals and provides background information on the various client populations we will be serving. Ms. Brown stated that the sites need to start putting these binders together now as the modules roll out. She asked that the sites review the manual section and provide comments back to her via e-mail that the group can discuss at the next site

meeting. As the manual sections are finalized we will be posting them on the ADRC page at NvAging.net.

**9. SART Report**  
**Tina Gerber-Winn**

Ms. Gerber-Winn stated that there is one final report due that she is working on. The case numbers that everyone sent to Ms. Gerber-Winn in October or November were turned in to Lewin Group, and there is a narrative report due at the end of the month which she will finish and share at the next meeting. This is part of our final reporting for the initial (2005) ADRC grant. It details the history of the project, things we saw as difficulties, what outcomes we have had, and what impact we think we have had systemically with our process. She will share more information at the next site meeting. Ms. Gerber-Winn stated that we do not yet have the reporting requirements for the new grant but that she and Ms. Brown should receive this information when they attend the national ADRC meeting that AoA is putting on in Virginia February 22 through 24.

**10. Anything Else**

Nothing else was discussed.

**11. Discuss Agenda Items for Next Meeting**

Agenda items for the next meeting were not discussed.

**12. Schedule Next Meeting**

The next meeting will be a teleconference from 9:00-10:30 a.m. on January 14, and there will be no administrative meeting associated with this. The face-to-face meeting will be held from 9:30 a.m. until 2:30 or 3:00 p.m. on March 11, at NNCIL in Sparks. The March meeting may include a training session.