

**Division for Aging Services  
RD/ADRC Meeting**

**July 17, 2007  
Carson City Senior Center**

**Minutes**

**Members Present:**

Londa Manteufel, Cherrill Cristman, Marilyn Wills, Deborah Cormier, Wanda Brown, Kristi Martin, Jeannie Pearce, Shirley Alloway, Becky Boatwright, Charlene Foley, Linda Baquero, Robert Desruisseaux, Tina Gerber-Winn.

**Meeting called to order at 9:15 a.m.**

**History**

The Aging and Disability Resource Center (ADRC) is an important element that the Administration on Aging (AoA) will be focusing on in the coming years. Other organizations want to be a part of the ADRC and the Division for Aging Services (DAS) is hoping that will include funding.

In 2000 Congress enacted The Real Choice Systems Change Grant, it was created to help people make informed choices and direct their own care. As a nation people have been pushed into going into institutions when they got older. This grant allowed states to do several things such as: improve access to existing services and support; create new services and support; design, implement and maintain systems and processes that enable services like DATA and quality assurance systems to be built; and improved training and recruitment of direct service workers. The goal was to get people out of institutions and nursing homes and make them aware of their long-term care options and to direct their own care. Although The Real Choice Systems Change Grants have ended, useful information was compiled. The Division learned they need to work on the lack of consumer awareness of their options. Many states have tried to: create one-stop shops like what the ADRC is today, streamline eligibility, allow consumer directed services, and transition into and out of nursing homes. All these things came out of Real Choice Systems Change Grants; this is where it started eight years ago. AoA partnered with Center for Medicaid/Medicare Services (CMS) to create grant opportunities to continue the work started through Real Choice Systems Change Grants.

The Division now has to decide the best way to use the ADRC grant. In doing so the Division needs to decide how to define what a trusted place is; who they partner with; and what they train them to do. The Division is not sure if this ADRC funding will continue past the initial three years.

Through the titles in the Older American Act the Division is supposed to: help people at risk of institutional placement; disease prevention; health promotion services; information and assistance; implement the choices for independence; promote and develop comprehensive coordinated long term care; collaborate with Federal agencies and other agencies within our

## DRAFT RD/ARDC Meeting Minutes

state; and conduct research and figure out cost effective ways to provide long term care. Marilyn Wills stated that to most people “long term care” has a negative sound; people think of institutions, a better term is “home based long life care”. The Older Americans Act mandates the Division to assume a lead role in issues related to home and community based long term care. The Division needs to be leaders in figuring out how to help people access and create additional care over and above what Medicaid does. AoA wants each state to have ADRC.

Title III-E covers ADRC. Most of the funding from the ADRC was used to build the IT structure. There are some concerns about building resources for grantees with no extra funding. The grant is at the end of the second year, the grant period ends September 2008, and the Division is in “evaluation mode”. Tina Gerber-Winn stated that the ADRC model is here to stay.

Some concern was raised in regards to grantees being asked to advocate for the ADRC. Perhaps they would not want to do it unless they were given more money. Some argued that it would be in their best interest to do it because in the long run it would show their dedication and therefore better secure their future funding. Others felt the grantees are already doing advocacy just the old fashioned way, but if they came on board as a resource center the ADRC would give them up-to-date tools to do advocacy and their jobs better. There was also some concern on how the grantees will feel when they see the amount of information they need to gather and turn in to the Division. It was expressed that the software being used will help them tremendously in gathering and compiling the information needed and it should not be too overwhelming or time consuming. Also the Division will be giving the grantees training they need to complete the forms.

### Service Specs

Robert Desruisseaux asked the group if service specifications were necessary for the ADRCs, and if so, how should they be written? Deborah Enos was adamant that in order to protect both the grantees and the Division, something should be in writing. She also suggested building the ADRC Project Scope and Purpose into I&R specifications.

A lengthy discussion took place about how the grantees would track their time between ADRC and Title III-E to know where their funds will come from. Tina Gerber-Winn stated that the bottom line is to get the services to the people. The ADRC is still in an experimentation stage and will be continually monitored and changed as necessary. Sanford Center for Aging will be monitoring the grantees and surveying the consumers for their satisfaction with the services provided. In the end the ADRCs will have experimented enough to know what to add to the service spec and whatever other service spec the Division feels they need to apply. If a current provider network is going to provide these services and become a resource center they need a way to report it and the funding will still be an issue but it will not be ADRC. ADRC is the concept of a place where people can go and that place is trained to provide services. The Division is not taking anything away from these grantees when they become an ADRC, they will be given several types of tools, personalized training, access to eligibility that they don't currently have to help the caregiver get access to services. Any grantees wanting to become ADRC centers must make the commitment required, becoming a resource center is voluntary and not required.

## ADRC Sites

Three sites have been chosen for the ADRC resource centers, Washoe County Senior Services, Rebuilding All Goals Efficiently (RAGE) and Northern Nevada Center for Independent Living. All but RAGE are staffed. Two of the sites have received Welfare training (Washoe County and RAGE). The Division has scheduled training in Las Vegas, fifty grantees are expected to attend. There will be Medicaid waiver training in three weeks. St. Mary's will also conduct PAS training; they are working with the DAS to develop a form for the website. Within one month all training will be completed, the website is already live and the Continuum will continue to do the administrative updates. The old Nevada Care Connection website will be up for approximately three more months. A couple of people have already been processed through the ADRC sites.

Need to change assurances to the new ADRC website.

## Website

Robert Desruisseaux gave a tour of the new ADRC website. He pointed out several of the key features including how the forms populate information from one form to another. Not everyone will be able to access all parts of the website, particularly the forms section. This is because of the costs involved in printing applications. The applications currently on the site include: general Welfare applications, MAABD applications, spousal income verification, non-custodial parent form, Disability RX and Senior RX forms, state personal assistance services, state independent living program, level of care forms, Medicaid functional assessment forms, level of care and referral forms for WIN intake.

Tina Gerber-Winn asked how the Division should present the new website to the grantees in a positive way. She proceeded to go over the goals of the meeting, what she wanted the group to accomplish and what information she wanted them to walk away with.

## Goals

1. Understand purpose of grant
  - Through previous discussions, it was determined that the group understood the purpose of the grant.
2. Understand current level of progress
  - They have sites.
  - They have several tools developed.
  - They are finalizing procedures.
  - Inter-local agreements so the sites have the tools to get their job done.

There was some discussion about the website, was it the website that defined Nevada Care Connection? Will they be upset that it had changed? The website has been enhanced and expanded. It should not be thought of as being replaced. Tina Gerber-Winn suggested everyone list the pros and cons of the website so they could be addressed.

### **Website**

#### **Pros**

Better, richer information,  
Access to eforms,  
Integration,  
DAS techs,  
More knowledge about other services,  
Increased proficiencies,  
Networking collaboration,  
Easier to share consumer data

#### **Cons**

Negative connotations,  
Took away name,  
Shifting funding,  
Losing control

It was discussed that all the cons were not necessarily real cons, but perceived cons. The big hurdle will be discussing the financial impact. Will the grantees be losing some money from the Title III-B? Will the grantees be losing some reporting numbers to the ADRC? Cherrill Cristman stated this money will not go away, again this is a perceived notion the grantees will have.

The group also discussed what it would take to get grantees on board with becoming resource centers. What PR could they use to convince them that they wanted to become a resource center? Tina Gerber-Winn stated that the grantees would have to be committed to being a resource center, there would be things they would need to do such as training. An advantage to becoming a site is that it would make it easier for them to do their job because there would also be more tools available to them. It is possible to cost track doing forms for Welfare and Medicaid and get some payment, however they have not gotten that far yet.

Someone asked what Welfare was contributing to this project besides the training. Robert Desruisseaux said that the hope was that a Welfare Eligibility Certification Specialist would be co-located at some ADRC sites.

### **Being a Resource Center**

#### **Pros**

Comprehensive training,  
Seamless service to customer,  
Expands grants opportunity,  
Better need collection  
All pros from website

#### **Cons**

More work on front end,  
Follow up needed

Even though follow up and reporting is listed as a con, all the grantees are already aware of this requirement. It will take time for the grantees to realize the benefits of being a resource center. There is a lot of potential yet to be realized.

Of other concern was the fact that one of the current resource centers is a CIL (Center for Independent Living) and they did not specifically serve seniors in the past. Tina Gerber-Winn read the functions of a CIL to illustrate that they have been providing basically the same services as the Division to their clientele. Many in the group agreed that competition will be a good thing to have between ADRC sites, it would make them step up their services so they can receive funding in the future. The goal is to offer the current grantees the chance to become resource centers, but if others want to become resource centers the Division will welcome them if appropriate.

## DRAFT RD/ARDC Meeting Minutes

3. Define final hope of grant to grantees/no fade (No fade refers to whether or not this program will be around in the future or will it fade out.)
  - Advanced IT functionality – done.
  - Training – half way there.
    - i. Curriculum
    - ii. Inclusion – procedure
  - Scope or service spec
    - Person center planning
    - Diversion
    - Benefits counseling
  - Increase comprehensive services for a larger client base
  - Consistent with choices for Independence
4. Determine how to start integrating concept into current programming
  - NVCC meeting on August 28
  - Email grantees to visit website
  - Newsletter
  - Volunteer recruitment from SHIP trained
  - Train DAS staff
  - Do tri-folds, posters, flyer
  - Someone from RAGE give talk
  - Representative to visit Department of Labor to see how their one-stop shop operates.
5. Develop PR plan for NVCC grantees and other partners

It was expressed that it would be a good thing if the Division could tell the grantees what the Division wants done with the money and find grantees that are willing to comply. The Division must get into their minds what they want to do then get the grantees on board to become resource centers. The group concluded they must take the positives and build on them and then give the grantees opportunities to see how useful this is to them. The next step is to sell the integration of NVCC to ADRC at the NVCC meeting on August 28.

**Adjourn – 2:55 p.m.**