

AGING AND DISABILITY RESOURCE CENTER PILOT SITE MEETING

**July 24, 2009
9:00-11:00 pm
NNCIL – Sparks**

Call in: 888-363-4735
Access code: 1672671

Debbie Enos, Diane Ross, Kristi Martin, Brittney Fleischner, Reggie Bennett, Michelle Heinz, Cheyenne Holcomb, Lisa Erquiaga, Teresa Sacks, Dominique Joseph, Sue Harris, Shane Moulton, Richard McFeely, Tiffany Young, Phil Ulibarri, Grady Tarbutton, and Tina Gerber-Winn.

1. Minutes Review from Last Meeting

The minutes from the May 7, 2009 meeting were reviewed. Teresa Sacks noted that the Sanford Center staff worked on the training modules and should be given credit in the minutes. Phil Ulibarri noted the number of impressions in the outreach campaign should be 283 million rather than 283. The minutes will be changed as noted above and approved.

2. Marketing – Phil Ulibarri

Work has been done to orchestrate the grand opening at RAGE. A radio promotion the week of August 10, 2009 will announce the event. Ads for Reno's ADRC grand openings will occur the week of August 17th. In total, there will be 5 ads: 1 for RAGE, 1 for Washoe County Senior Center, and 3 for NNCIL. Phil is also working on an updated promotion for Northern Nevada. Because there are two sites in Washoe County, the ads will list both phone numbers. Lisa and Grady will have to work on a process to cross over referrals as some callers may be better served by one location or the other. Phil received \$2000 from Senior RX to market that will be added to the efforts of the campaign.

3. Service Specifications – Debbie Enos

Debbie explained the process used to revise the service specifications and the attachments that further delineate the service delivery expectations. The services specifications state the mission of the ADRC sites and program overall. Staff qualifications are included to ensure the ADRC sites can address the three level of service delivery. The service specifications are a living document, therefore, they can be modified if necessary to properly reflect the operations as problems or clarifications emerge. The ADRC specifications are to be coupled with the general service specifications to offer full direction to ADRC sites, and both are located on the ADSD website.

Debbie and Kristi Martin will be using the specification to set up the program assessments for each of the sites. The assessments in should be scheduled next month or early September.

4. Training Modules – Teresa Sacks

The three new modules for ADRC/NVCC training were beta tested in Las Vegas yesterday at RAGE. Shane Moulton noted that the modules tested addressed Imminent Risk, Disability Awareness, and Consumer-Directed Care. The audience was staff from RAGE and ADSD and several community partners. Reggie noted that the group offered a great deal of input. A terminology discussion occurred that was helpful and added sensibility to the training approach. Sanford Center staff need to set up another round of testing in Reno in August. Grady agreed to work with Shane Moulton and LuAnne Steininger to set up the event.

The use of beta testing is necessary to refine the modules. After the testing, the modules will be modified, retested, and finalized with written presentation material. The modules are scheduled to be finalized by the end of September.

A list of the core presentations offered by Sanford Center for NVCC will be sent to the sites. The modules include a CD, power points, and back up materials. While Sanford Center staff are available to present the training, the sites can choose to present on their own as well with the materials provided. There will be no CEUS attached to the presentation if the sites choose to present on their own.

5. Site Visits and Data Collection – Dominique Joseph

Dominique completed evaluation visits in person or on the phone with all three sites in the last several months. She questioned about the practices of sites related to work flow and provision of the core three services for ADRC. She noted some commonalities with all the practices. Generally, all sites would like to have:

- Consistent way to track client information
- Medicaid training to streamline the application process
- Key person to attend the pilot site meetings so all know the expectations
- Training to address private pay consumers

Dominique reported that she continues to receive the Consumer Intake Surveys from sites but still is expecting more. Some revision to shorten the length occurred, and it is anticipated that this will positively affect the response percentage.

6. AoA Grant Opportunities

AoA has published at least 5 grant opportunities in the past 6 weeks. The division is pursuing 5.

Cheyenne has been working on the completion of a Lifespan Respite Care Program for the Division to address training of respite providers and outreach to individuals and caregivers who may not recognize their need for assistance.

Cherrill Cristman has been leading a group to devise a diversion grant for Washoe County. ADRC sites are considered a main vehicle for identification, assessment, and planning for those individuals in hospitals and the community that require assistance

maintain a community based placement. The grant is titled Community Living Program rather than Nursing Home Diversion as it was known last year.

Tina is working to put together an ADRC proposal that strengthens infrastructure for the program and devising a 5-year development plan. The group reviewed proposed goals for the work and agreed it would be good to pursue activities that address:

- Effective use of SAMS I & R
- Finalize ADRC website design and use of tools
- Outreach to the Family Resource Center programs to add ADRC sites if possible and devise service regions
- Develop several more training modules for ADRC staff
- Enhance grassroots outreach and marketing

7. Identify Data Fields on Options Assessment

Sanford Center and RAGE staff sent out recommendations to the group on the questions and topics of the Options assessment. Washoe County and NNCIL staff were asked to contribute to the questions by the next site meeting if they feel the need to address specific items. A smaller work group will be devised as limited response has been received in some areas and more attention needs to be directed to the assessment. Discussion will continue at the next site meeting.

8. Anything Else

ADRC project manager interviews are this afternoon. The new project manager should be at the next site meeting. We will try for a face to face meeting before the end of the year.

The next meeting is scheduled for **September 3, 2009 at 9:00am.**

Items on the agenda will include:

- Minutes
- Marketing
- Training Module Update
- Assessment Workgroup
- Update on the Grant Applications