

AGING AND DISABILITY RESOURCE CENTER PILOT SITE MEETING

August 14, 1008
9:30 a.m. to 11:00 a.m.
NNCIL – Sparks

Call in: 888-363-4735
Access code: 4522177

Debbie Enos, Diane Ross, Lyn Bremmer, Dena Schmidt, Kristi Martin, Debbie Cormier, Tina Gerber-Winn, Cissy Garic, Mary Alice Denning, Lisa Erquiaga, Reggie Bennett, Cheyenne Holcomb, and Linda Famuyiro were in attendance.

The meeting was called to order at 9:36am.

1. Minutes Review from Last Meeting

The minutes were approved after making the following changes, in the last paragraph on the first page “Mary Ellen” was changed to “Mary Alice”; “to board” was changed to “too broad”; and the last sentence in the last paragraph was removed.

2. Discussion of Welfare Setting Expectations in Partnership with DWSS as well as Responsibilities of a Representative Payee, Secondary Payee, and the Appeal Process Dena Schmidt

Dena explained the differences between authorized representative, primary representative and secondary representative on the Medicaid application. A primary representative is responsible for providing accurate information and can request a hearing. A secondary representative is not held responsible for information however they are allowed access to the applicant’s information and will receive copies of all notices. A secondary representative cannot request a hearing. Once the applicant is approved a person can be removed as the representative by checking the box on the bottom of the application.

The question was asked if someone is the primary representative and the information is incorrect will they be held liable. Dena explained they would only be held liable if they were aware of the fraud or misuse.

Reggie asked if this would be written into a policy, Tina said each ADRC will be responsible for setting up their policy that follows their agency’s rules.

Tina asked if welfare will accept a “release of information” form to gain access to information. Dena said no, the applicant could verbal give authorization when with the person requesting the information. It was suggested that when signing the forms people should use their name and their agency name, that way anyone from that

agency can have access to the information. Stamped or “X” signatures for clients are acceptable as long as they are witnessed.

All hearing requests must be made in writing, forms are on the last page of notice. (Dena will send Tina a sample copy.) Requests can be mailed to any office within 90 days of the decision. The client can bring anyone to represent them to the hearing. Dena stated that 90% of the time there is a prehearing conference and the issue gets resolved there. Welfare does not allow hearings for mass change items. If it does go to a hearing, a hearing officer will make a decision. If the client does not agree with the hearing officer’s decision, they can take it to a district court.

Tina requested a flowchart from Dena of the application process. Dena gave contact information for Las Vegas, Kathy Anderson 702-486-9565. If you call Kathy she will provide you with supervisor’s name. Amanda Cusanelli 775-448-5046 is the contact in Reno for MAABD intake and Susan Llewellyn 775-448-5018 handles the institutional and waiver units.

Reggie asked if his office could be included in future Medicaid trainings. Sharon Vale is in charge of training in both southern and northern Nevada. Dena will email Sharon about training and give the information to Tina.

Linda asked if there was a way to find out why a client received a denial letter as there isn’t detail information on the letter. Dena said she could call the supervisor that Kathy Anderson gives her and get more information.

**3. ADRC Title III E Funding Request Information; Status of the Application
Debbie Cormier**

Debbie described the normal grant application process including the posting process, orientations, due dates, and review. The internal reviewers from the Division for Aging Services will be meeting on September 2nd, there won’t be any outside reviewers because this is second year funding. Applicants should know their funding by mid-September. This funding will be for nine months instead of 12 months, and the budgets will need to be changed to reflect this. Sites will receive a letter along with the Notification of Grant Award explaining the changes that need to be made. Next year’s grant period will be an open and competitive process.

**4. Discussion of ADRC Principles in Relation To NCIL; Update
Lisa Erquiaga**

The NCIL discussed the principles at their meeting and added a note to the bottom of which states:

Note: These conceptual partnership guidelines are a major focus area for the presentations that NCIL members have done or will be doing on behalf of the contract with AoA. The next step is talk about bringing this home, perhaps by finding examples and sharing them with all ADRCs of successful partnership agreements between CILS and AAAs on the Lewin TA site, as well as future collaborative meetings between NCIL and AoA.

There is a meeting on August 28, 2008 where the ADRC will address if they have been keeping up with the aging population. One of the facilitators will be giving a presentation on what NCIL has put together at the Associated Programs for Rural Independent Living (A.P.R.I.L.) conference in October in Las Vegas. The goal is for the CIL's and ADRC's to work together, in Nevada the centers have already begun to work with each other.

Tina asked what types of training courses the sites think would be beneficial to help the site be a successful ADRC. Topics included: disability awareness and sensitivity; Medicaid and Social Security; Dignity of Risk; and Customer Service.

There is a comparative analysis of services and programs offered by AAAs and CIL's, Tina will send a copy out to everyone.

5. Review of Evaluation Activities **Tina G-W**

Teresa and Dominique have worked with Assistguide and made a short, six or seven question survey on the website to gather feedback. Teresa will collect the data and put it into a report. The link for the survey is on each page.

Cheyenne had a question about the data tracking tool, she thought the information on pages five, six, and eight appeared to be repetitive. Tina will ask Teresa for clarification specifically between "requested" and "provided" on the data tracking tool. Cheyenne also asked about the reports from Beacon and SAMs. Tina said that Synergy is going to update Beacon, the reports should be easier to generate after that is done.

6. Status of ADRC Website **Tina G-W**

Michael Woods from the Division for Aging Services office in Reno is working on the ADRC website. The updated Beacon will collect all the provider information, then it will migrate to another site and then to the ADRC site. Tina met with Assistguide and discovered why the search does not work properly when completing provider searches. Beacon does not search correctly because information was not entered in the correct field. Tina is in the process of updating the contract to set up the page correctly. Lyn from NVCC is updating the information on their site but won't be updated on the ADRC site for a while.

SAMs App allows access to all the e-forms without going to a separate website and the forms would all be related to your case, this should help with any confidentiality concerns anyone may have had.

7. Review of the ADRC Service Specifications **Tina G-W**

Tina has been working on updating the Service Specifications. Tina wanted to discuss the three levels of service and who in each agency would be responsible for each level. The intention of what the ADRC provides is the philosophy of consumer directed, providing options, respecting choice and the ability to address the three services the ADRC is expected to provide. The first service is Information and Referral or assistance. I & R provides information and support and whatever else is necessary so the client can make a choice. This is a short term process. The provider qualifications for I & R is they must be knowledgeable about the community resources available. The second level is Benefit Planning; other terms used are Advocacy and Assistance or Benefit Counseling or Option Counseling. Tina asked if this second level which requires more in depth planning needs more experienced persons than those who work at the first level. The person at the second level does a more interaction, more formal assessment questions and answers. Several sites have been discussing the differences in the first and second level. They are getting calls for the Information and Referral but not taking them to the next level. The callers are not becoming consumers. Follow up needs to be done by the site, not rely on the client, to take them to the next level. Tina asked how she could write this into the specifications so new ADRC sites can be successful understanding the public assistance program.

8. Anything Else!!

The Division for Aging Services has received a request to fill the ADRC manager position. Tina will begin working on it soon. The position is in the budget as on-going.

The meeting adjourned at 11:00 am. The next meeting was scheduled for September 25, 2008 at 9:00am.