

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

**August 17, 2011  
9:00 a.m. – 10:30 a.m.**

**Teleconferenced & Videoconferenced between  
Northern Nevada Center for Independent Living (NNCIL) – Sparks  
and  
Rebuilding All Goals Efficiently (R.A.G.E.) – Las Vegas**

## **Attendees:**

### **ADSD**

Wanda Brown, Tina Gerber-Winn, Kristi Martin, Brenda Mothershead

### **ADRC - IT**

Brian Wanbaugh, Tom Chinn

### **Sanford Center for Aging**

Teresa Sacks, Angela Broadus, Shane Moulton

### **ADRC Site Staff**

#### **East Valley Family Services**

Alicia Davisson, Shareece Bates, Denise Woodward

#### **Lyon County Human Services**

Carlyn Grocholski, Sara Brower

#### **Rebuilding All Goals Efficiently (R.A.G.E.)**

Reggie Bennett, Michelle Heinze, Celeste Graham, Brittney Johnson

#### **Ron Wood Family Resource Center**

Joyce Buckingham, Molly Taylor, Veronica Valladares

#### **Washoe County Senior Services**

Blanca Leon, Joti Bhakta

**Minutes Recorder:** Brenda Mothershead (ADSD) and Wanda Brown (ADSD)

## **1. Introductions and Welcome two new ADRC Sites - Wanda Brown**

- The meeting was called to order by Wanda Brown at 9:05 a.m.
- Congratulations to the two new ADRC sites: Ron Wood Family Resource Center in Carson City, covering Carson, Douglas, and Storey counties and East Valley Family Services in Clark County who will work collaboratively with R.A.G.E. on service areas.

## **2. Minutes Review from the June 15, 2011 Meeting - Wanda Brown**

- No changes noted. Final minutes to be posted on [www.NVAging.net](http://www.NVAging.net) under the ADRC button.

## **3. Outreach Brochures - Wanda Brown**

- ADRC outreach brochures have been updated for the north and south. They can be found on [www.NVAging.net](http://www.NVAging.net) under the ADRC button. Please print and include them in your outreach materials.

## **4. ADRC Service Specifications Revision - Wanda Brown**

- All sites were sent a copy of the Service Specification Revision in early July.
- Please make yourself knowledgeable and be able to council consumers on the added programs.
  - Senior Medicare Patrol (SMP) – able to identifying fraud and abuse with Medicare billing, make certain seniors are checking their summary notices (now being sent every quarter).
  - Lifespan Respite – the assessment is not complete. ADRC sites will be trained on program criteria in the near future.
  - ADRC specialists are required to be SHIP certified and must report the number of Medicare beneficiaries counseled to SHIPtalk. These numbers help determine the funding Nevada receives.

## **5. Operations Manual Update - Wanda Brown**

- There have been many program content and administration changes to the Operations Manual.
- Wanda should receive all changes by August 24, 2011 and will then incorporate them into the updated manual. She will send out the updated Operations Manual to everyone as soon as complete.

## **6. Data Tracking Tool (DTT) submission; Excel - Brian Wanbaugh**

- DTT workflow sessions were held in July. A better understanding of how information is entered, tracked, and then retrieved was determined.
- The DTT will go live in September and will include the data from prior months.
- The DTT was updated with the two new ADRC sites.

## **7. ADRC IT / Portal Update - Brian Wanbaugh**

- Ron Wood Family Resource Center and East Valley Family Services have been added to the portal and resource directory.
- The *Learn About* and *News* sections are now turned on.

- The Survey Tools are being rolled out.
- On September 30<sup>th</sup>, the Online Housing Registry is scheduled to be turned on.
- Nevada Personal Assistant Services (NPAS) and the Lifespan Respite Assessment are being reviewed and will be turned on soon.
- The Continuum has been given access to the portal. They will start to approve resources that are being submitted and ensure they are kept up to date.
- Wanda and Brian plan to go through all the content in the portal multiple times prior to launch.
- Google Analytics shows the website traffic and what consumers are clicking on in the portal. We can also see what key terms are they searching for within the portal.
- Consumers will be able to rate resources in the portal.
- The training modules will be included in the Learning Management System within the portal.

## **8. CIS/FCIS; New Training Modules update - Teresa Sacks, Shane Moulton**

- The Consumer Intake Surveys (CIS) received from April 1, 2011 to August 15, 2011 totaled 96;
  - 50 from RAGE;
  - 23 from Lyon County Human Services; and
  - 23 from Washoe County.
- The Follow-up Consumer Intake Surveys (FCIS) received from the same time period totaled 113 attempts and 75 of those were completed;
  - 52 from RAGE;
  - 5 from Lyon County Human Services; and
  - 18 from Washoe County.
- The Consumer Intake Survey is being modified. If you have any suggestions, please send Teresa Sacks an email at [sackst@unr.edu](mailto:sackst@unr.edu).
- It is no longer required to fill in the “date sent” section at the bottom of the CIS. The “date of service” is being used to determine the date of the FCIS.
- Please send the CIS as soon as possible.
- The main CIS complaint is consumers being on a wait list for programs. Please be forthcoming to consumers about the process and the wait for services.
- The Mental Health and Private Pay modules are being refined with the beta testing.
- Another beta test is scheduled with Washoe County Senior Services on August 23, 2011.
- On August 26, 2011, Sanford Center for Aging will present the modules to East Valley Family Services.

## **9. Advisory Board - Wanda Brown**

- The next Advisory Board meeting is September 20, 2011 at 1:30 p.m. It is an open meeting if you'd like to attend.
- ADRC Advisory Board member, Alicia Davisson from East Valley Family Services, had to resign because she became an ADRC grantee.
- New Advisory Board member, Betty Munley was appointed. She's a retired advocate in the Reno Sparks area and belongs to a number of groups.

## **10. New ADRC Partners - Wanda Brown**

- Senior Medicare Patrol was taken over from the Attorney General's office on July 1, 2011. As the SMP Director, Wanda will be incorporating the programs and some of the processes for the volunteer portion within ADRC. There will be a close relationship within the ADRC as far as knowledge about the programs, disseminating the information so people are aware of what the programs mean, and the value they can bring. The programs will be incorporated into the portal.
- Mary Matiya, SMP Project Officer for Nevada, will be hiring a part time volunteer coordinator for the Northern Nevada. She is currently working on hiring a coordinator for Southern Nevada. SMP training presentation will be provided at a future site meeting.
- If you know if any training issues or partners who would like to present during the site meeting, please contact Wanda.

### **11. Anything Else?**

- Interviews for the ADRC Project Manager in Las Vegas will be held over the next two weeks. Wanda will make an announcement once a person is hired.
- The Federal Government rolled out the Pre-existing Condition Insurance Plan (PCIP), Nevada's program is managed through the federal government. This plan is for people with a preexisting condition who were turned down for insurance and have not had insurance for the past six months. PCIP will be used in the interim until 2014 when insurance companies can no longer deny people with preexisting conditions. The GovCHA office has applications and materials.
- Open enrollment for 2012 Medicare has changed and will begin on October 15, 2011 and end on December 7, 2011. This is a change from years past where people were able to enroll between November 15 and December 31.

Next Meeting: October 5, 2011, at 9:00 a.m., Administrative meeting at 8:30 a.m. for Grady, Sara, Joyce, Alicia, and Reggie.