

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

**September 3, 2009**

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

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

Call in: 888-363-4735

Access code: 1672671

**MINUTES**

**I. Call to Order/Roll Call**

**Tina Gerber-Winn, Deputy Administrator**

Present: Lisa Erquiaga, Sue Harris, Richard McFeely, Tiffany Young, Phil Ulibarri, Wanda Brown, Lee Derbyshire, Blanca Leon, Tina Gerber-Winn, and Cissy Garic.

Present by phone: Debbie Enos, Diane Ross, Brittney Fleischner, Reggie Bennett, Michelle Heinze, Cheyenne Holcomb, Teresa Sacks, Shane Moulton, and Marilyn Wills.

**II. Approval of the Minutes from the July 24, 2009 meeting**

The minutes from the July 24, 2009 meeting were reviewed. Michelle's last name was added and the minutes were approved.

**III. Introduction of ADRC Project Manager**

**Tina Gerber-Winn**

Tina Gerber-Winn introduced Wanda Brown as the new ADRC Project Manager. Wanda has already visited some of the ADRC sites and has many years of experience working in social services. Wanda Brown stated that she is excited about the ADRC project and that she is looking forward to working with everyone.

**IV. Marketing Update**

**Phil Ulibarri**

- Phil's recent report to the Child Death Review administrative team concluded that the 60-second radio advertisements mentioning ADRC yielded a total of 1,760 placements (480 each in the Las Vegas and Reno/Fallon markets and 800 statewide in rural markets) and 206,401,488 exposures statewide. The ads, which were partially funded by the child-abuse-prevention program, mentioned ADRC as a resource for seniors and caregivers.

- On August 17, the ADRC-specific statewide radio campaign started, with 1,053 advertisements airing in the Las Vegas market, 416 in the Reno/Fallon market, and another 188 in the Elko market. One week after the ads began airing, Rebuilding All Goals Efficiently (RAGE) held an open house for their new location in Las Vegas. During the first week of the campaign Reggie and Phil did five radio interviews in the Las Vegas market. Cheyenne stated that the RAGE open house was well received. RAGE has experienced an increase in phone calls, and many callers and visitors have mentioned the ads.
- Reggie mentioned an upcoming partnership with Care Connect and plans to work with CVS Pharmacy during their upcoming national “Pack Your Bag” event. Reggie also mentioned an invitation to Senator Reid’s healthcare reform meeting and noted that he and Phil will be working on a series of radio interviews in Reno, with the possibility of additional interviews in Elko.

## **V. Training Modules**

### **Teresa Sacks**

- Teresa reported the second beta test was done on August 31. Three training modules were tested, including one on Imminent Risk, another on Consumer-Directed Care and Informed Choice, and a third on Disability Awareness. The location and the turnout were both very positive. Shane added that the presentations seemed satisfactory, and a lot of feedback has been collected. They are looking to incorporate changes such as fine tuning more for the state of Nevada and adding more disability awareness with emphasis on “people first” language. Revisions will go out for one more review by the partners before they are finalized and approved by Wanda and Tina. When finalized, this will all go into a revised operations manual that will include more comprehensive updated policy and procedural information in addition to the training.
- Tina noted the need to clarify the concept of imminent risk and criteria for imminent risk. A paraprofessional-level worker should be able to identify the concerns of a senior or person with a disability who, without services, might end up in an institution. The training material should make the process clearer and more intuitive.
- Tina asked Reggie to look at the disability module and see if there is anything that needs to be added. Lisa has some information to be added, as well. It is important to add an introductory area that addresses who the training is directed at (all professionals and paraprofessionals at the ADRC), why they are there, and what they are supposed to do with the information. The information that is presented needs to be handed out to participants to minimize the need to take notes and maximize the information they take away.
- Additional feedback should be sent via e-mail to Teresa so it can be compiled and incorporated it into the modules.

## **VI. Site Visits**

### **Wanda Brown**

- Wanda Brown accompanied Debbie Enos on two initial ADRC program assessment visits. They visited NNCIL on August 17th and Washoe County on August 18th and 19th. Wanda will be accompanying Kristi Martin on her visit to RAGE on September 16. These visits will help Wanda to identify the strengths and weaknesses within the program, develop some of the curriculum, and otherwise streamline and enhance what is already in place. Wanda's goal is to put ADRCs on the map in Nevada as reliable and trusted resources for those that need help.
- The new service specifications for the ADRCs are working well. These protect both the program and the consumer. Current questions regarding appropriate division of grants and services are being addressed. Survey results are received quarterly and can be disseminated to the different locations. Discussion of how this information can best be used on an ongoing basis will continue.

## **VII. Follow Up on Administration on Aging (AoA) Grant Submission**

### **Tina Gerber-Winn**

Tina reported that she submitted the AoA grant application. She reminded everyone that the purpose of the grant is to strengthen ADRC structure and enhance service delivery to ensure we meet AoA expectations. Tina noted that her grant application includes funding for contracted IT support and emphasizes development of IT tools such as fully developing the information-and-referral component in SAMS, continuing work on electronic assessments, making the AGIS web site fully functional, and making the training modules available electronically for orientation of new staff.

## **VIII. AGIS/ADRC Website Update**

### **Tina Gerber-Winn**

ADRC provided some funding to Diane for data transmission to the ADRC web site from the Nevada Care Connection web site. This should be up to date within a week or two. Technical difficulties in moving the information over have necessitated this approach. Provider data will be refreshed approximately every three months, with the long-term format coming later. The information will be there in the meantime, however.

## **IX. Site Meeting Attendees and Structure**

### **Tina Gerber-Winn**

The group discussed splitting the meetings into two levels with one level covering the administrative side and the other level covering service delivery. Everyone agreed this would be beneficial. The meetings will continue to be held every six weeks, with the administrative portion held first and the service-delivery portion following. Dates will be planned well in advance. The next three meeting dates are:

- October 15, 2009, at 9:00 a.m.
- December 4, 2009, at 9:00 a.m.
- January 14, 2010, at 9:30 a.m. (face-to-face, full five-hour meeting)

## **X. Anything Else**

- Phil reminds everyone that the national ADRC Technical Assistance newsletter and the ADRC Technical Assistance Exchange website (with nationally offered webinars) are good resources. Some of the webinars offer continuing education credits.
- Both RAGE and NNCIL will get video-conferencing technology within a few weeks, allowing another option for meetings.
- Congressman Heller's Medicaid Part D presentation will be held at NNCIL in Sparks at noon on September 16<sup>th</sup>.

## **XI. Discuss Agenda Items for Next Meeting**

- Minutes Review
- Marketing Update
- Training Modules
- Site Visits
- Grant Update
- SART Report

## **XII. Schedule Next Meeting**

The next meeting will be held at 9:00 a.m. on October 15<sup>th</sup>.