



**JIM GIBBONS**  
Governor

STATE OF NEVADA  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AGING AND DISABILITY SERVICES DIVISION

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**MICHAEL WILLDEN**  
Director

**CAROL SALA**  
Administrator

## MINUTES

Name of Organization: Nevada Aging and Disability Resource Center  
(ADRC) Advisory Board

Date and Time of Meeting: September 21, 2010  
1:30 p.m.

Place of Meeting: Northern Nevada Center for Independent Living  
999 Pyramid Way  
Conference Room  
Sparks, Nevada

Video-Conferenced to the following locations:

Las Vegas: Rebuilding All Goals Efficiently (R.A.G.E.)  
2901 El Camino Avenue  
Suite 102, Conference Room  
Las Vegas, Nevada

Fallon: Northern Nevada Center for Independent Living  
1919 Grimes Street  
Suite B  
Fallon, Nevada

Elko: Northern Nevada Center for Independent Living  
1250 Lamoille Hwy  
Unit 944  
Elko, Nevada

I. Welcome and Introductions  
Wanda Brown, ADRC Project Manager, ADSD

Ms. Brown called the meeting to order at 1:35 p.m. and called roll.

**Board Members Present:** Jackie Kassower, Donna Kollman, Veronica Wilson,  
Mary Brock, Debbie Dauenhauer, and Barbara Tobin

**Board Members Absent:** Ida Davis, Sherri Rice and Tara Swartz

**ADSD Staff:** Tina Gerber-Winn, Wanda Brown, Brian Wanbaugh, and Lisa Jones

**Guests Present:** Marilyn Wills, Teresa Sacks, UNR-SCFA; Corrie Herrera, NNCIL Elko; Joanie Engels, NNCIL Fallon; Richard McFeely, NNCIL Sparks

Ms. Brown introduced and welcomed new board member Donna Kollman.

Ms. Brown announced that Sherri Rice has resigned her position on the board, effective yesterday, because of her busy schedule. Ms. Brown asked current board members to forward names of any individuals they may know who might be interested in serving on the board.

II. Approval of the Minutes from the June 22, 2010, Meeting \*  
Ronnie Wilson, Chairperson

Ms. Sacks asked that a correction be made on the last bullet on page 6, changing “staff” to “advisory board.” Ms. Dauenhauer made a motion to approve the minutes from the June 22 meeting as corrected. Ms. Brock seconded the motion, and the minutes were approved.

III. Project Manager’s Report

- Update of Rural ADRC Site. Ms. Brown stated Lyon County Health and Human Services has been awarded an ADRC site grant and is our first rural site, effective July 1, 2010. On July 20, she completed a readiness assessment of the site, and Sanford Center for Aging did an on-site training on August 4 to help them understand how to use the reporting tools.
- Operations Manual. Ms. Brown reported the manual is complete and the sites have their hard copies. She said it can also be downloaded from NVAging.net by following the ADRC links.
- Interagency Group. Ms. Brown said the group worked together to provide program content in section four of the operations manual to help ADRC site staff make referrals. She said members of the interagency group have agreed to provide training and clarification as needed, particularly when there are changes to programs or eligibility requirements.
- Nevada 2-1-1 Partnership. Ms. Brown reported there have been five meetings, but training with 2-1-1 operators in order to present to ADRC is on hold pending a formal agreement with 2-1-1. She is still working with them to refine the way our ADRC information is displayed in 2-1-1.
- Grant Work Plan Progress. Ms. Brown stated the first year of the grant ends September 30. She said we met the major objective of establishing Information Technology (IT) project management in April when we hired Brian Wanbaugh, and all other major objectives were addressed during the first year and continue into the second year. Ms. Brown stated our semi-annual reporting tool (SART), is due in October, and recapped our objectives for the first year:

- Evaluate family resource center (FRC) structure for ADRC fit and identify interest on the part of FRCs in becoming ADRC sites. We did this at the beginning of the year.
- Recruit ADRC sites in underserved areas, which we did state-wide and specifically in Elko County with our request for proposals, resulting in bringing Lyon County on board as our newest site.
- Evaluate and expand the training modules. We have done this with the Options Counseling training module created by Sanford Center for Aging.
- Establish IT project management. With Mr. Wanbaugh's expertise we are finally merging the Nevada Care Connection and Nevada ADRC web sites in order to make the information more accessible to the public. We are also planning to put the e-learning modules online.
- Collaborate with the aging network, public benefit partners, and stakeholders, and meet regarding the project design of the five-year plan. We have been convening the subcommittee meetings and discussing program content continually.
- Review historical performance and establish policy and expectations of the new advisory board for this grant period.
- Appoint and reappoint advisory board members. We started doing this in January of this year and had our first meeting the end of March.
- Present information to stakeholders and partners. We did a presentation to Nevada Commission on Aging and will present to the Senior Services Strategic Plan Accountability Committee. We have also done many presentations in the community to various for-profit and non-profit entities. We will also be participating in four upcoming leadership summits with the Governor's Council on Developmental Disabilities.

IV. Current Project Updates on the Following:

- Information Systems Technology-Brian Wanbaugh, ADRC Technical Consultant

Mr. Wanbaugh reported phase one of the new NevadaADRC.com web site and portal is on schedule to be operational October 1, and until then [www.NevadaADRC.com](http://www.NevadaADRC.com) will redirect to [www.NevadaCareConnection.org](http://www.NevadaCareConnection.org). Once the new site is live, old links from the Nevada Care Connection site will forward to the new site as seamlessly as possible.

Mr. Wanbaugh stated this will move us from expensive (approximately \$90,000/year), proprietary, third-party-vendor hosting solution to a less-expensive (approximately \$1,700/year) but more accessible and flexible open-source scenario. For example, the owners of the content will be able to update their content without having to involve IT staff or vendors. Mr. Wanbaugh stated we will then migrate the functions and features of the

Nevada Care Connection site, including the provider database, onto the new site. He went on to give several examples of how the new platform will help us to do things more effectively and cost efficiently:

- We can ensure that users searching for “Nevada ADRC” get search results that lead them right to our site
- Partners can update their own entries
- Native support for our e-learning modules (not another stand alone solution)
- Built in user-friendly ability to collect, share, report on, and work with various kinds of data (create and email surveys, complete and submit the reporting tool, etc.)
- Ability to access “almost live” SAMS data without many of the difficulties of SAMS

Ms. Brown stated the grant provides for a two-year contract for Mr. Wanbaugh to put infrastructure in place that is very user friendly and easy to maintain and then train us to administer, maintain and update it.

- Program Evaluation- Teresa Sacks, UNR-SCFA

Ms. Sacks presented the Sanford Center for Aging’s nine-month report covering the period from October 1, 2009, through June 30, 2010, which she provided to the board members. She stated the details of her report are by and large the same information Ms. Brown presented in her report as to progress made on various objectives. Additionally, Ms. Sacks identified the following challenges detailed in her report:

- Ongoing efforts to reconcile data conflicts and inconsistencies in reporting of consumer data among all of the data sources. Therefore they are recommending continued streamlining and standardization among data sources, as well as thorough beta testing of the new web portal.
- Lack of referral resources available for clients whose needs cannot be met in house, evidenced by long waiting lists and other challenges.
- The struggle to serve those that fall in the gap between public services and those who can afford to pay for services.
- SAMS licensing requirement limitations.
- Continuing difficulty for clients to gather supportive documentation for public-benefit applications.
- Lack of mental-health resources to respond to increasing call volume.

Ms. Sacks reported the following has taken place since the last meeting: Sanford Center did a site orientation and program evaluation for quality management with Lyon County and have received their first consumer intake survey.

- Submitting the complete *Options and Benefits Counseling* training module, including curriculum, to the Division next week.
- Planning the development of the next two training modules (*Mental-Health Services* and *How to Serve Private Pay Consumers*).
- Expecting a protocol number soon for our IRB application and then can engage in Program Evaluation 2.0 plan. Revamping and automating all of the surveys which will now be done online.

Ms. Sacks closed by stating more than twice as many consumer intake surveys were processed for this report as for the prior reporting period, and that the comments are mainly very positive although the follow up for the consumer intake surveys seems to fall after the so-called honeymoon period when satisfaction typically dips. Also, during this period there were 955 public program applications resulting in approximately 300 enrollments from the ADRC sites, which is very positive.

V. Review, Discussion and Possible Vote on current Draft Sections Which Will be Included in the ADRC 5 Year Strategic Plan.\* Action may be Taken to Make Additions, Deletions or Corrections.\*

Ms. Brown clarified that this is to be a standalone plan rather than rolling it into the Aging and Disabilities Services Division plan this first time.

- Program Evaluation-Teresa Sacks, UNR- SCFA

Ms. Sacks reported the Program Evaluation subcommittee has met four times and is scheduled to meet on September 27 to finalize the draft of its portion of the Administration on Aging (AoA) statewide plan template, which they will then submit to the advisory board. In preparing the draft, the subcommittee identified the following project goals:

- Increase the number of ADRC sites statewide by expanding into rural and frontier areas.
- Evaluate the effectiveness of the ADRC program and program sites.

- Partnerships- Wanda Brown, ADRC Project Manager

Ms. Brown reported the first meeting of the Partnership subcommittee is scheduled for tomorrow, September 22.

Ms. Brown stated the members of this committee are Debbie Dauenhauer, Jackie Kassower, and Ida Davis. She indicated Ida Davis is going to try to recruit additional members for this subcommittee.

- Sustainability- Wanda Brown, ADRC Project Manager

Ms. Brown reported the Sustainability subcommittee will be scheduling its first meeting soon. She stated the members of this committee are Tina Gerber-Winn, Tara Swarz, Marilyn Wills, and Mary Brock.

Ms. Brown stated we will also need to draft other components, such as IT and general information, to complete the plan. She stated she will forward the final copy of the drafted sections to the advisory board members when the subcommittees have completed their work on them.

VI. Consider Agenda Items for Next Meeting\*  
Ronnie Wilson, Chairperson

Agenda items were suggested as follows:

- Approval of the minutes from the September 21, 2010
- Project manager report
- 1<sup>st</sup> year budget detail worksheets
- IRB update as part of Program Evaluation project update
- Subcommittee updates with documentation
  - Program Evaluation-Teresa Sacks, UNR- SCFA, Chairperson
  - Partnership- Wanda Brown, ADRC Project Manager or Chairperson
  - Sustainability- Wanda Brown, ADRC Project Manager or Chairperson
- Current project updates
  - Information Systems Technology-Brian Wanbaugh, ADRC Technical Consultant
  - Program Evaluation- Teresa Sacks, UNR-SCFA

Ms. Kollman made a motion that the above items be agendized for the next meeting, with a second from Ms.Daunehauer. The motion passed.

VII. Schedule Next Meeting Date and Time\*  
Ronnie Wilson, Chairperson

Ms. Dauenhauer moved that the next meeting be scheduled for Tuesday, December 14, 2010, at 1:30 p.m. Ms. Brock seconded, and the motion passed.

VIII. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item.)

There was no public comment.

IX. Adjournment\*  
Ronnie Wilson, Chairperson

Ms. Dauenhauer moved for adjournment, with a second from Ms. Kassower. The meeting was adjourned at 3:52 p.m.

\* Denotes items on which action may be taken.  
NOTE: Items may be considered out of order.

Minutes submitted by: Lisa Jones, ADSD