

AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY BOARD MEETING MINUTES

June 22, 2010
1:30 pm – 4:30 pm

A meeting of the Board Members of Aging and Disability Resource Center was duly called and held on June 22, 2010, at 1:30 p.m., at the office of Northern Nevada Center for Independent Living located at 999 Pyramid Way, Sparks, Nevada. A quorum of the board members was present at the meeting.

Site locations are as followed:

Northern Nevada Center for Independent Living at 999 Pyramid Way, Sparks Nevada, Rebuilding All Goals Efficiently at 2901 El Camino Ave, Suite 102, Las Vegas, Nevada, Northern Nevada Center for Independent Living at 1919 Grimes Street, Suite B, Fallon Nevada, Northern Nevada Center for Independent Living at 1250 Lamoille Hwy, Unit 944, Elko, Nevada and Pershing General Hospital at 855 Sixth Street, Education Room, Lovelock, Nevada.

Sites were connected by videoconference and speaker telephones.

Board Members Present: Debbie Dauenhauer, Barbara Tobin, Ida Davis, Jackie Kassower, Veronica Wilson, Tara Swartz, Mary Brock, and Laura Vargas sitting in for Sherri Rice

Board Members Absent: Sara Brower-Unexcused Absence

ADSD Staff: Tina Gerber-Winn, Wanda Brown, Kristi Martin, Cindy Tapp, Brian Wanbaugh

Guests Present: Marilyn Wills, Teresa Sacks, UNR-SCFA, Corrie Herrera and Kay Moore, NNCIL from Elko, Joanie Engels, NNCIL from Fallon, Lisa Erquiaga, NNCIL, Richard McFeely, NNCIL from Sparks and Susan Harris, UNR-SCFA, Vicki Lebsack, Northern Nevada Alzheimer's Association

Meeting was called to order by Wanda Brown, ADRC Project Manager.

1. Welcome and Introductions – Wanda Brown

- Wanda Brown announced Tara Swartz new position. Tara is now the new Director of Social Services at Evergreen Healthcare in Carson City. Congratulations Tara!!

- Wanda reaffirmed the Advisory Board List will be updated, emailed out to all board members and the new listing will be posted on the agency website.

2. Approval of the Minutes from the March 30, 2010 Meeting

Veronica Wilson opened the meeting up for approval of the March 30, 2010 meeting minutes. Motion is as follows:

- *A global vote to correct the change of "Apposed" with an "A" to "Opposed" with an "O" throughout the document.*

Motion to Approve:

First to Motion to Approve: Debbie Dauenhauer

Second to Motion to Approve: Jackie Kassower

Any additional comments? All in Favor: Aye

Anybody Opposed? No

Motion to approve is final.

3. Project Manager Report – Wanda Brown

- Wanda Brown gave recognition to Kimberly Barajas Van Ness with NNCIL who worked an entire month and a half with the IT staff at Pershing General, and the Health Division trying to get Pershing General on line for the Advisory Board meetings. Thank you, Kimberly.
- Lyon County of Human Services (LCHS) has been awarded a grant to become the newest rural ADRC Site. Lyon County will service Dayton, Silver Springs, Smith Valley, Wellington, Fernley, Yerington and surrounding areas July 1, 2010. Site development has started.
- Sara Brower from LCHS resigned as an Advisory Board Member since she was awarded the ADRC grant. According to the By-Laws, Sara cannot sit on the Advisory Board Panel if she is an ADRC Site grantee. The resignation goes into effect July 1, 2010.
- Section four, Publicly Funded Programs, of the Operation Manual is in the process of being completed. This is the section that is going to help the ADRC Specialists with program content of the publicly funded programs that the specialists are familiar with. Advisory Board Members will receive a copy of the entire manual electronically by the next meeting. The interagency group has been assisting with the program content and updates for the operations manual.

- The interagency group consists of Division of Welfare and Supportive Services (DWSS), Department of Health Care Financing and Policy (DHCFP) and Aging and Disability Services Division (ADSD). They have assisted with program content for the Operations Manual .
- Site Meeting Updates: Meetings are a good way to familiarize you with the ADRC program. Meetings are held on a regular basis every six to eight weeks. Final minutes are posted on our agency website for public viewing.
- Grant Work Plan Process refers to the enhancement grant for ADRC awarded October 2009. The grant is on target and things are moving along as indicated on the work plan:
 - Recruited a new ADRC site in an underserved area; Lyon County Human Services.
 - Established IT Project Management with Brian Wanbaugh coming on board. He has been reviewing current standards and is meeting with our partners and stakeholders to make the ADRC website more functional and to deploy the e-learning solution.
 - The Advisory Board has established sub committees to begin the creation of the ADRC five year plan. We will need assistance from partners, stakeholders and consumers. The meetings will be scheduled, posted and subject to open meeting law.
 - Wanda Brown also reported she is presenting to the Commission on Aging (COA) on June 24th at 1:00 P.M. She will continue to present to other stakeholders and the community to inform them of ADRC progress.
 - There is a new grant opportunity from Administration on Aging with the Department of Health and Human Services. There is 60 million dollars available in Affordable Care Act Grants to states and communities to help individuals and their caregivers better understand and navigate their health and long-term options. Our agency is eligible for two of the four funding opportunities. There is no match needed on these grants. The application is due July 30, 2010.
 - Medicare Improvement for Patients and Providers Act (MIPPA)-To provide outreach and assistance to Medicare beneficiaries on their benefits including prevention. The ADRC portion amount=\$123,000.00 for 2 years.

- ADRC Option Counseling and Assistance Program-To strengthen our options and counseling programs. There will only be 20-25 awards. \$500,000.00 for 2 years. This will involve stakeholder participation and letters of commitment to the project. A letter of Intent will be submitted to try and compete for the grants.

4. Presentations and Discussion of the History and Current Status on the Following:

a) Project Evaluation – Teresa Sacks, UNR-SCFA

In 2005 all demonstration grantees were required under the “*cooperative agreement*” to establish measure performance goals in order to track progress on five performance indicators.

1. **Visibility:** Public is aware of the existence and functions of ADRC
 2. **Trust:** On part of the public is there any objectivity, reliability, incomprehensive of the information and assistance that is available through the ADRC.
 3. **Ease of Access:** Reduction in amount of time and level of frustration and confusion individuals and families experience.
 4. **Responsiveness:** To the need, preferences and unique circumstance of our consumers.
 5. **Efficiently and Effectiveness:** Do consumers report a reduction in the amount of time it would take to access information resources.
- Evaluation frame work and guidance were already set forth by the Lewin group in terms of their state project evaluation guidelines, drafted in 2004. If you would like a copy, please let Teresa Sacks know.
 - SCFA Evaluation Team started in 2007, it currently consists of Teresa Sacks, Susan Harris, Rori Lee, and Shane Moulton.
 - The Project Evaluation Team (PET) assists the state in tracking the progress and their accomplishments. They determine if the efforts have been successful. The PET looks for ways to improve and expand the program. Also, to quantify the effect and impact in order to make a case to a decision maker and/or the community. Along with evaluating the overall

impact and effectiveness of the ADRC including system change goals and impact. This is done in two key areas, process based implementation and program based/outcome based.

- Evaluation design utilizes retrospective and then post test technique. They use a multi layer evaluation.
- New addition is added areas to the Data Tracking Tool (DTT), a reporting instrument that the sites complete on a monthly base.
- For methodology the Project Evaluation Team looks for major facilitator who can implement and achieve the required ADRC elements. They will also look for what are the most common barriers and how to overcome them.

Listed below are some things the team look at and conduct:

- Document Review
- Semi Annual Reporting Tool /Excel Electronic Tool
- Meet with the Project Manager
- Site Conferences
- Site Visits Annually

Term of Outcome:

- Input
- Activity
- Output
- Units of Services
- What the Impact is
- The Benefit and Counseling
- Target Populations
- Measureable Indicators of Success such as reaching the target populations
- Look at Training
- Conduct Satisfaction Surveys:
 - Consumer Intake Survey (CIS)
 - 90-Day Follow-up Consumer Intake Survey (FCIS)
 - Instruments will launch a web based Satisfaction Survey for stakeholders, partners and providers once it's approved

The team collected 452 Consumer Intake Surveys. Through March 31st of 2010 they conducted 185 Follow-up Consumer Intake Surveys. They look at staff training surveys and the website.

- Instrument that will be used in Option and Benefit Counseling will be going from a standard evaluation to a pre-post test.

- Some of the things sites are required to do to participate in the evaluation process are to enter their consumers and the consumer's data into SAMS, complete the monthly ADRC tracking tool, complete the semi-annual Excel Entry Tool, staff training, respond to question concerning data, and participate in the site visits.
- The Project Evaluation Team is focusing on compiling and analyzing the historical tracking tool data and comparing the data in six months increments going back to April 2008.
- Project Evaluation Team will continue to work with the sites and the Division to standardize the data collecting entry and reporting of measurable outcomes.
- The program evaluation report has been restructured to more effectively respond to the five core areas of the evaluation.
- Continue researching level of service clients to establish bench marks and to develop the service continuum for the three levels of service.
- Implementing the ADRC program evaluation plan 2.0. The new plan that has been updated to meet the needs of the program where it exists. There will be testing of instruments for validity and reliability.
- Integrate all work the ADRC Advisory Board will be doing in terms of developing the five year strategic plan into program evaluation.

Teresa Sacks will send out copies of past program evaluation reports along with copies of the four instruments (surveys).

Might consider posting the program evaluation for public viewing in the future to obtain input as we go forward with questions that are asked.

b) Program Sustainability – Tina Gerber-Winn, ADSD Deputy Administrator

- ADRC started out as 3 year grant then extended into a 4 year grant. The original ADRC Sites were chosen due to interest in the project. The site meetings started regularly in April of 2008.
- The goal was to create tools to provide service delivery more efficiently through:
 - Website
 - Database with grantee access

- Sustainability is philosophy the intention of partners to agree with the concept of an Aging and Disability Resource Center approach the service delivery which means, consumers direction, knowledge is power which means the agency has a invested interest in providing service in that manner already.
- Tina Gerber-Winn reassured the key is to finding partners that are interested, have staffing and have some level of funding and can use a little bit more money. We need to build a portable tool for them to use to keep their operation educated and fulfilling the mission of ADRC as a whole.
- Program sustainability comprises several elements including:
 - Continuing to deliver project outcomes beyond the termination of the project. Continuation to process without grant funding.
 - Maintain the program or its components in an identifiable form. Need to do a better job of explaining it on paper. The action plan is to make the Fully Functioning ADRC metric chart green. Meaning, it has been achieved through the sites or ADSD.
 - Maintain the capacity to deliver program activities following project implementation. Constantly monitoring that the sites are providing the services that has been implemented.
- The Advisory Board may be able to assist in filling in the gaps.
- We need to learn how to educate people to successfully achieve these programs. There may be a need for a White Paper or Project Paper to achieve this.
- The sustainability plan will not include a lot of money. It is also achieved by continuous monitoring of sites, training and education.
- ADRC is not in the State Statutes. ADRC is recognized in the Older American Act which is a Federal Guidance but it is not mandated. Tina reaffirmed that ADRC would be stronger if it were recognized in the State Statute. We need advocates to inform the Legislature. We would like to establish a way for consumers to advocate for the project in the future.

c) Marketing and Outreach – Wanda Brown ADRC Project Manager

- In the early stages of ADRC the previous project manager did some outreach and marketing trying to gain interest in the project and inform people what the project meant because it was new and different.

- In March of 2009 through grant money ADRC contracted with an outside community partner who specialized in marketing. The consultant worked with the Division and the Sites to increase the visibility and awareness of the ADRC program statewide. Some of the marketing included radio advertisements and radio and television public service interviews, public services announcements, and talk shows. August 21, 2009 an open house at RAGE was held in Las Vegas.
- With the new enhancement grant for the first year there was no money dedicated for marketing. ADRC had to go back to the basics and with that meaning the grass roots word of mouth. All of our partners and all of our sites need to start talking about it. Part of the site obligation is to infuse ADRC in the work they are already doing. NNCIL has a certain mission that they obtain that is recognize and its quality and people know it. Now we want other people to know that NNCIL is officially an ADRC site. With all the networking that NNCIL does ADRC wants the word to be spread.
- It is important that when a consumer comes in to talk with a counselor that they received all the information they need, which in turn the consumer will go out and tell others about the ADRC site.
- The Operations Manual, Section II-Framework has provided ideas of getting free advertisement with public service announcements or radio programs that will interview at no cost. An example: ADSD Administrator and the ADRC Project Manager were interviewed on Bob Fisher's public service program, *Observations*. It will air on June 26 and July 3, 2010.
- We have the framework set for the sites and we are moving forward with word of mouth to advertise. This is a less expensive way to market and outreach.
- Created the basic tangible materials so they are recognizable. Tri-fold brochure, the flyers, the door signs, laminated posters for partners etc. all contain the logo and services provided by sites.
- Nevada ADRC site staff will be required to actively participate in marketing strategies to reach consumers that require public assistance as well as private pay consumers. Under the Obligations of Marketing and Outreach section in the ADRC Operations Manual each site should outreach and market at a minimum three times per month.
- Each outreach or marketing event should be recorded in the site's monthly activity report.

- If anyone in the group has ideas on how to market within their own experiences please contact Wanda.
 - It was stated that senior center newsletters are always looking for content.
 - Information in transportation vans
 - Website resources

**d) Information Systems Technology: Tina Gerber- Winn ADSD
Deputy Administrator**

Tina gave a brief history to the group and discussed lessons learned along the way. ADSD had a data collection system that was purchased through a company called Synergy. Synergy is responsible for creating a data system for our Ombudsmen program. Then the agency purchased a Case Management System to create files and send reports to all the other Older American Act funding.

- The original ADRC website will become obsolete at some point. The original website was set up but not complete. The website was not meeting the needs of the ADRC. The intention was to merge the original website, Nevada Care Connection to the ADRC website.
- The ADRC database is designed to collect information. As of today, two of the grantee sites use it and one does not. The goal is for IT to consolidate the smaller programs. IT is moving forward to bring about user friendly and easy access to our website.
- Tina Gerber-Winn wrote the new enhancement grant with the following goals included: Finish the database collection and the website.
- Brian stated there are about six different resources out there, ADRC website, Nevada Care Connection, Nevada Aging site, a lot of little tools where people have been collecting information, accessing databases and the SAMS database. IT will be taking all of those things and putting them into a portal as an application.
- During a development session last week, demos have been setup with a lot of the features and positive feedback. There will be a follow-up tomorrow and after that "Phase 1" will begin. Phase 1 consist of merging NV Care Connection with the ADRC site. "Phase 2" a list of features will be incorporated. The list of features and potential functionality is extensive.
- ADSD is responsible for collecting and registering data of people who interpret meetings and regulate intermediate service organizations that provide personal care assistance. ADSD and ADRC Sites collectively

represent the ADRC philosophy. In development of the website and all of its capabilities we will keep this in mind.

- The ADRC website does not come up anywhere on the top 10 list of the search engines, this will be changed. Any news related to ADRC in general will be searchable through our website.
- All accessibility standards will be met. It will be multi-language capable.
- We will need resources and content to help our consumers and for our website to stay current. Please send any ideas you may have that you find helpful.
- The demonstration website being used is adrcsol.com. To register for a user name send an email or an IT request to Brian.

5. Discussion and Possible Vote to Determine Strategies to Create ADRC 5-Year Plan.* Topics for Discussion May Include but not be Limited to: Administration on Aging Priorities as Stated at the National Grantee Meeting, ADRC Statewide Plan Template, 5-Year Strategic Planning Notes.

It's going to take more than a couple of meetings to get the 5-Year Plan done. It's one of the most important things that the Advisory Board needs to participate in. There was a question if other states have created an ADRC 5-year plan? If so, would they like to share their information so we don't have to reinvent the wheel?

- Wanda stated she was not able to find another state that had written a 5-year plan. It was discussed that in searching on the Technical Assistance Exchange (TAE) Site the plans may be titled something else. Other States or agencies take their Gap report and convert it into their 5-year plan and then merge it into their strategic plan. Most do not rename the Gap report.
- Subcommittees should be formed so one or two people take a certain section to work on and/or pulling documents together to format the plan.
- The difficult part is content; what needs to be said, and where do we want to end up.
- Wanda read through the priorities that were stated at the National Grantee meeting that she and Tina Gerber-Winn attended in February. Board Members were supplied the report.
- The ADRC Plan template was supplied to the Board Members for review with planning notes with key components identified.

- Take some information from the ADSD State Plan as well as some of the verbiage of our agency Essential Services plan to how goals and strategies are coordinated.
- Establishing subcommittee members. A subcommittee member doesn't have to be strictly an advisory board member. Interagency staff, consumers or partners can serve as a subcommittee member.
- Wanda Brown is going to put together goals for each subcommittee and bullet point things to consider.

Ronnie Wilson asked the members, what can be accomplished today? The following was decided:

- Use the template for structure
- Utilize some portions of ADSD State Plan
- Establish 3 work groups
- Chairperson can appoint people to be on the subcommittees
- 3 identified subcommittees; partnership, sustainability and program evaluation
- **First Subcommittee - PARTNERSHIP**
Members: Debbie Dauenhauer, Jackie Kassower, Ida Davis who will recruit more members
- **Second Subcommittee – SUSTAINABILITY**
Members: Tina Gerber-Winn, Tara Swartz, Marilyn Wills, Mary Brock
- **Third Subcommittee – PROGRAM EVALUATION**
Members: Teresa Sacks, Kristi Martin, Veronica Wilson

The subcommittees meetings are subject to Open Meeting Law so please allow time for your agendas to be approved for posting at least a week prior to your meeting.

Motion:

That we establish the committees as stated and create an email to recruit more members for the committees.

Motion to Approve:

First to Motion to Approve: Jackie Kassower
Second to Motion to Approve: Debbie Dauenhauer

Any additional comments? All in Favor: Aye
Anybody Opposed? No

Motion carried

6. Consider Agenda Items for Next Meeting:

Motion:

At the next advisory meeting we update on the three subcommittees and what progress they made.

First to Motion to Approve: Ida
Second to Motion to Approve: Debbie

Any additional comments? All in Favor: Aye
Anybody Opposed? No
Motion carried

Motion:

The committees report to the Project Manger by July 9, 2010 of their proposed meeting schedule.

First to Motion to Approve: Barbara Tobin
Second to Motion to Approve: Tara Swartz

Any additional comments? All in Favor: Aye
Anybody Opposed? No
Motion carried

7. Schedule Next Meeting Date and Time

Motion:

That the next ADRC Advisory Board meeting will be Tuesday, September 21, 2010 at 1:30pm to 4:30pm at the same location as current meeting.

First to Motion to Approve: Debbie Dauenhauer
Second to Motion to Approve: Jackie Kassower

Any additional comments? All in Favor: Aye
Anybody Opposed? No
Motion carried

8. Public Comment

No public comment

9. Adjournment*

Motion:

Veronica Wilson motioned to adjourn at 4:35 pm

First to Motion to Approve: Tara Swartz

Second to Motion to Approve: Ida Davis

Any additional comments? All in Favor: Aye

Anybody Opposed? No

Motion carried meeting adjourned