



Brian Sandoval
Governor

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

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CAROL SALA
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MINUTES

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

Date and Time of Meeting: September 20, 2011
1:30 p.m.

Place of Meeting: Northern Nevada Center for Independent Living (NNCIL)
999 Pyramid Way
Conference Room
Sparks, Nevada 89431

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

Agenda

I. Welcome and Introductions

Wanda Brown, SHIP, SMP, ADRC Director, (ADSD)

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

Board Members Present: Betty Munley, Jackie Kassower, Debbie Dauenhauer,
Mary Brock, Donna Kollman, Ida Davis, Barbara Tobin, and Ronnie Wilson.

Board Members Absent: Tara Swartz

ADSD Staff Present: Wanda Brown, Cheyenne Pasquale, Tina Gerber-Winn,
Kristi Martin, Melissa Thrower, and Brenda Mothershead.

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Guests Present: Teresa Sacks, Sanford Center for Aging and Brain Wanbaugh
ADRC-IT Consultant.

II. **Announcement of Newest Advisory Board Member**
Wanda Brown, SHIP, SMP, ADRC Director (ADSD)

Ms. Brown explained that Ms. Davisson had to resign because East Valley Family Services became an ADRC grantee.

Ms. Brown welcomed Ms. Munley as the newest ADRC Advisory Board member. Ms. Munley is a retired advocate in the Reno Sparks area and belongs to a number of groups.

Co-Chairman, Ms. Swartz, was promoted to the Division of Healthcare Finance and Policy; therefore, she is resigning effective September 19, 2011. Ms. Brown read her resignation letter aloud. This will be an agenda item for possible action at our next meeting.

Nominations and appointment of the new ADRC Advisory Board Co-Chairman will take place during the next ADRC Advisory Board meeting. If anyone is interested, please advise Ms. Brown, Ms. Wilson, or Ms. Pasquale.

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

There was no public comment.

IV. **Approval of the Minutes from the June 21, 2011 Meeting** (for possible action)
Ronnie Wilson, Chairperson

Ms. Dauenhauer made a motion to approve the minutes from the June 21, 2011 as submitted. Ms. Kassower seconded the motion and the minutes were approved.

V. **ADRC Project Manager's Report**
Wanda Brown, SHIP, SMP, ADRC Director (ADSD)

- Update on ADRC Project Manager position

Ms. Brown introduced and welcomed Ms. Pasquale, the new ADRC Project Manager. Ms. Pasquale's email address is CPasquale@ADSD.NV.GOV.

- Collaboration for all sites on the number of consumers served

Ms. Brown ran a report to determine the number of consumers served at all sites. This report does not include NNCIL numbers. There were 27,546 consumers served with 38,120.50 units of service during project period October 1, 2009 to September 19, 2011. Within those consumers served, there are two groups, Identified groups and Consumer groups. The number of consumers who were identified and entered into SAMS equaled 4,864. These findings are unduplicated clients.

- Fiscal Report on Grant

Ms. Brown reviewed the fiscal report from grant period dated September 30, 2010 to September 19, 2011. We are in year 2 of the 3 year ADRC Enhancement Grant. A carryover amount of \$115,113.00 from year 1 was approved in year 2 by the AoA. The carryover amount from year 1 was a result of not hiring our ADRC Consultant for portal development during year 1.

The total budget for year 2 including the carryover amount from year 1, is \$357,534.00. As of September 19, 2011 the expenditure total is \$338,923.13. Year 2 of the grant expires on September 30, 2011. ADRC was awarded year 3 from the AoA.

Ms. Kollman asked Ms. Brown if the ADRC Grants are professionally audited. Ms. Brown explained that we have fiscal auditors, but will research further and report back at the next meeting.

Ms. Kollman asked if the ADRC project has a policy on accepting donations. Ms. Brown and Ms. Pasquale will discuss further.

- Grant Work Plan Progress

Recruit ADRCs in underserved areas:

Congratulations to the two new ADRC sites effective July 1, 2011: Ron Wood Family Resource Center in Carson City, covering Carson, Douglas, and Storey counties and East Valley Family Services in Clark County who will collaborate with R.A.G.E.

Ms. Brown reiterated the need for an ADRC site in Northeastern Nevada is essential. Outreach will continue in that area.

Improve use of information and assistance software & develop and refine tools for data collection:

Tom Chinn, the technical consultant hired to determine if the I&R Tool and Options Counseling Assessment should be in SAMS or the ADRC Portal, recommended they be implemented in the ADRC Portal for manageability, access, and cost savings. The I&R Tools will be rolled out in the portal on September 21, 2011.

The Data Tracking Tool should be complete very soon for data input.

Deploy e learning solution:

Mr. Wanbaugh will provide this update in the Project Update.

Training modules for ADRC expanded:

Ms. Sacks will provide this update in the Project Update.

Collaborated on 5 Year Plan and project design:

As previously discussed, the 5 Year Plan was complete and authorized by the AoA. Ms. Brown finished entering data into the Program Management Tool. This tool tracks the 5 Year Plan progress and deadline dates. Ms. Brown will review the tasks and deadline dates with Ms. Pasquale.

VI. **ADRC Project Updates**

- Information Systems Technology – Brian Wanbaugh, ADRC Technical Consultant

Deploy the e learning solution: There are 14 PAS Care Giving Training Modules that are being reviewed and will be turned on in the next week. These can be found in the ADRC portal under training.

In the next month, an email will be sent to everyone stating NevadaCareConnection.org has been converted to NevadaADRC.com.

The Online Housing Registry and Lifespan Respite are scheduled to be turned on the first of October.

Ms. Brown and Mr. Wanbaugh are reviewing the ADRC portal content for correctness.

There are over 9,500 resources under *Learn About* in the ADRC portal. All the information is in the same format and accessible in one place.

Data Tracking Tool workflow sessions were held in July. A better understanding of how information is entered, tracked, and then retrieved was determined.

- Program Evaluation and Quality Management – Teresa Sacks, UNR Sanford Center for Aging

The SCA ADRC Program Evaluation Team has been engaged in the following activities since the last Advisory Board meeting on June 21, 2011:

Site visits, Program Evaluation meetings, and orientations were performed at East Valley Family Services, Washoe County Senior Services, and Ron Wood Family Resource Center.

Ms. Sacks and Mr. Wanbaugh are working together to obtain the data that was entered in the portal for March-April 2011. The data is needed before the Program Evaluation Report can be completed in October.

A sufficient amount CIS and FCIS were obtained to test the instruments. The testing is complete with minor modifications. They are waiting to test the Stakeholder Partner Satisfaction Survey at the portal, and then the final IRB modification to the CIS and FCIS will occur.

ADRC Training Modules (Mental Health; Private Pay): The modules have been beta tested; final delivery will be the end of September.

During Year 3, SCA plans to visit each site and evaluate their future training needs.

The Consumer Intake Surveys (CIS) received from April 1, 2011 to September 9, 2011 totaled 143 versus 121 for the same time last year.

- 52% of the surveys returned were from RAGE;
- 25% were from WCSS;
- 18% were from Lyon County; and
- 4.9% were from East Valley Family Services.
- 86% completed the survey themselves; and 13% completed the survey on behalf of someone else.
- 21% of the surveys were completed by a caregiver.
- 74% of the surveys were completed by someone age 60 or older; 26% were under age 60.
- 67% of the surveys were completed by someone with a disability.

- 22% heard of the ADRC from a Senior Center; 18% from a social worker; 6% from State print materials; 14% from a family member/friend; and 10% from a healthcare provider.
- 29% of those who completed the survey had contacted an ADRC previously.
- Satisfaction remains very high; 90.5% of this group of consumers were satisfied with the information and assistance received.
- 82% of this group of consumers believed they were provided with enough information to make the best decision about their needed services.

The Follow-up Consumer Intake Surveys (FCIS) received from the same time period totaled 87 versus 112 last year.

- FCIS phone calls attempted totaled 125; unable to complete 38.
- 6.4% had wrong phone numbers;
- 14.4% did not return call; and
- 7.2% declined to complete the survey.

As part of the FCIS, the consumer is asked if they believe that the services will help them live independently in the community longer than if they hadn't contacted an ADRC site; 79.5% of consumers believed it did.

A focus for Year 3 will be to find out how long the sites, on average, are spending on access and delivery of long term services.

VII. **Consider Agenda Items for Next Meeting** (for possible action)

The following items were suggested to be included on the agenda of the next meeting of the ADRC Advisory Board:

- Approve minutes from September 20, 2011 Advisory Board Meeting
- Vote on Ms. Schwartz's resignation from the Advisory Board
- Advisory Board Co-Chairman Nominations and Acceptance
- Fiscal Update
- ADRC Project Updates
- ADRC Project Managers Report

Ms. Dauenhauer motioned that the agenda for the next meeting be approved as presented. Ms. Davis seconded and the motion passed.

VIII. **Schedule Next Meeting Date and Time** (for possible action)

Ms. Dauenhauer moved to schedule the next meeting of the ADRC Advisory Board for 1:30 p.m. on December 6, 2011. Ms. Davis seconded and the motion carried.

IX. **Adjournment** (for possible action)

The meeting was adjourned at 2:57 p.m.

NOTE: Items may be considered out of order. The public body may combine two or more agenda items for consideration. The public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. The public body may place reasonable restrictions on the time, place, and manner of public comments but may not restrict comments based upon viewpoint.

Minutes submitted by: Brenda Mothershead, ADSD