

NEVADA CARE CONNECTION

Quarterly Meeting Minutes
March 9, 2006
9:30 am – 2:00 pm
Cambridge Center
3930 Cambridge Center
North Las Vegas, NV
(702) 455 – 7051

PARTICIPATING: Dee Williams (Central Christian Church), Linda Bond (Mineral County Care & Share), Dan Clarke (Washoe County Information Technology), Carolyn Gillis (Mineral County Care & Share), Cindy Martinez (Home Health Services of Nevada), Teresa Sacks (Sanford Center for Aging, UNR), Larry Weiss (Sanford Center for Aging), Janice Brown (Clark County Senior Advocate), Marietta Bobba (Washoe County Senior Services), Gary Pfifer (Economic Opportunity Board of Nevada), Lisa Dimwiddie (CornerStone Health Management), Karen Smouse (CornerStone Care Consultants), Claudia Collins (UNR Cooperative Extension), Bob Pettit (Clark County Social Services)

Division for Aging Services (DAS) Staff: Lisa Cyr, Kristi Martin, Tina Gerber-Winn, Dale Ann Luzzi, Donna Fowlkes, Becky Boatwright, Wanda Brown, Robert Desruisseaux, Bruce McAnnany, Guy Brogdon, Debbie Cormier, Debbie Enos, Yolanda Pitts

1. **Welcome and Introductions** – Tina Gerber-Winn, Deputy Administrator, North
2. **Review Minutes** – Tina Gerber-Winn

Minutes for the December Meeting were reviewed and accepted as written.

3. **Reports from Partners** –

The Continuum/Nevada Care Connection.org – Co-Presented by Wanda Brown for Diane Ross

The major focus for the program is educating seniors, caregivers and providers throughout Nevada. 1890 flyers were mailed to MD offices that were believed to treat the greatest amount seniors and caregivers. In the packet was a letter urging the provider to become a resource on NevadaCareConnetion.org and to share NVCC brochures with their patients and family members. 1000 posters have been

printed and work has begun on their distribution throughout the senior centers and libraries. Any suggestions on other distribution locations will be appreciated.

Mineral County Care and Share – Co-Presented by Linda Bond and Carolyn Gillis

Linda reported contact with the Sheriff and Fire departments in their service area. The Mini Medical file hand outs are going well especially with staff visiting home bound seniors to offer help in completing the files. This outreach also includes the Mina area. A Director's Association meeting was held on March 8, 2006, and offered an opportunity for discussion and resolution planning regarding many director issues. Nevada's Department of Transportation (NDOT) is working with the local transportation program to provide travel resources to the area.

Washoe County Senior Services – Co-Presented by Marietta Bobba and Dan Clark

A part time bi-lingual information and referral specialist was hired. She is to provide resources to seniors and family caregivers for 20 hours a week and is currently studying to take the AIRS Certification test in June, 2006. Washoe County has finalized a contract with Synergy software and is setting up training time for the next quarter. Staff had meetings about exploring smart cards and magnetic cards with the Department of Public Health. Dan Clark is supportive of the smart cards and reported the Health Department is using smart cards for the WIC (Women Infant Children) program. The cards have a chip that will hold 8K bites of data and are going to be upgraded to 32K bites of data. The kiosks are still going strong and have had 7195 visits since they were installed a year ago in December.

Sanford Center for Aging/UNR Cooperative Extension – Co-Presented by Larry Weiss, Teresa Sacks and Claudia Collins

Larry Weiss explained the history since single point of entry and Nevada Care Connection started five years ago. A study across the State was conducted to help promote this program.

Teresa Sacks stated that as co-grantees with UNR Cooperative Extension, Sanford Center produced the 1st quarter newsletter and that it was posted to their website. The 2nd quarter newsletter was compiled with help from the Continuum, and it will be disseminated in the middle of next month to all the resource providers listed within the NVCC database. An email list for Legislators and the Senior Coalition was devised and added to the distribution list. Eleven service provider trainings in Carson City, Elko, Reno, Lovelock, Winnemucca and Yerington were conducted this quarter. Five of those trainings were held for the DAS staff.

Claudia mentioned work to expand the current training modules is occurring. She requested any feedback on the modules to ensure that they remain applicable.

Clark County Social Services (CCSS) – Bob Pettit

Bob reported Clark County has a new director, Patricia Pate, who started in January. Ms. Pate has been in human services for about ten years. The prior director, Daryl Martin, was elevated to Assistant County Manager. Since the last meeting, CCSS has implemented a new policy manual, and the new procedures/rules have created the need to retrain everybody in the department. CCSS has plans to replace its current Information System (IS). A consultant was hired for a year long business study of the whole department that involves every function performed. The end result should produce a specifications for the IS replacement. Currently, CCSS does not have all the information they need to be online with NVCC and Synergy.

EOB – Gary Pfeiffer

Gary reported connecting with a casino in hope that EOB will be adopted and e furnished with supplies and services that seniors need. EOB contracted the City of Las Vegas for emergency services that should help pay utility services up to \$750 for eligible seniors. Gary updated EOB's NVCC information recently.

CornerStone Health Management/CornerStone Care Consultants/Home Health Services of Nevada – Co-Presented by Lisa Dinwitte, Karen Smouse and Cynthia Martinez

The Continuum was thanked for the supply of caregiver packets. Cornerstone coordinates with a rural Alzheimer's clinic, which includes assistance by several doctors from Las Vegas. Clinic clients are coming from various locations including Lovelock, Ely and Elko. Partnering with the Alzheimer's clinic has many opportunities to hand out the packets. Cornerstone offers nurse case management in a variety of areas for seniors. Advertisement plans include partnering with Home Health Services of Nevada. Phone calls have increased, and information regarding services is listed in the medical directory.

Clark County Senior Advocate Program - Janice Brown

Help was offered to a senior needing cataract surgery, and work on obtaining financial assistance for another senior for cataract surgery is in the process. During the last six months, the program has formed a committee called Medicare Express

with Marilyn Wills from SHIP, the Attorney General's Office, Clark County Social Services, Social Security, and the City of Henderson. The group has conducted seven senior fairs from August through November. Marilyn Wills has been a speaker, and the seniors are offered face to face time to have their questions answered about Medicare Part D.

4. NV 2-1-1 Update– Terrie Stanfill, Executive Director, HELP of Southern NV

Terrie discussed the new call center for 211. She noted some concerns for seniors in Pahrump and other rural communities. There are thirteen phone companies involved in 211, including Sprint and Cingular. The call center in Las Vegas is available from 8 am - 4 pm. The program covers all of the State of Nevada currently contracted with 211. 211 is using Tapestry database and will collect information about answered calls. During the first 13 days of operation, the calls received were regarding legal questions (300), medical and mental health (242), and rent, shelter and utilities (217). Many of the callers were requesting help for seniors. Some callers reported abuse by a family members, such as having a social security check taken. Several seniors say they can't remember to call the 1-800 numbers but are able to remember 211. Because the budget only allows for 2 operators, 211 received 8000 calls with 3500 going unanswered. Help of Southern Nevada is trying to locate volunteers. Grantees were asked to review their agency information at www.nevada211.org and to inform Help of Southern Nevada if their information is incorrect.

5. Synergy Updates/Master Services Agreement – Guy Brogdon

Guy reported the SAMS 2000 software has been upgraded from the 1.48 version to the 1.5 version. This change enhanced filtering capabilities. This filter allows DAS to use information regarding the default agency and primary care manager to filter reports for our offices and social workers. The SAMS application offers many features with some being optional and some required for managing user security. There are currently 4800 Nevada clients on the SAMS system with 1200 of them inactive for various reasons. During this past month, DAS has contracted with the state's Department of Information and Technology to program the software in many of these areas to assure appropriate use of SAMS for grantees and DAS staff. See Attachment.

6. Synergy/Grantee Workgroup Update – Lisa Cyr

Due to other deadlines, no contact was made with the workgroup grantees during January or February. A check of the SAMS database shows Washoe County Senior

Center had 374 Consumers entered; Elvirita Lewis Forum had 146 Consumer entered; Mineral County had 2 Consumers entered; and, Pershing County had 1 Consumer entered. Lyon County Human Services received their user names and password information on March 3, 2006. See Attachment

7. **NAPIS Reporting** – Lisa Cyr,

See Attachment

8. **Grantee Cycle Periods** – Bruce McAnnany, Deputy Administrator, South

Bruce discussed the Federal funding received for Title IIID, other funding from the Older Americans Act, and how the grant cycle works for DAS. The Division is behind a year in most of its granting, because the money is received from the federal government late. Grantees awards will be redistributed if not used timely, and grantees are encouraged to draw and spend monies on a regular basis during the grant year. Timely grantee reports and financial requests are a necessity for proper DAS management of the program. The quarterly grantee reports are not always timely or even submitted. DAS auditors are reviewing the financial activities of grantees and make ongoing suggestions regarding appropriate reporting and use of the funds.

9. **Aging and Disability Resource Center (ADRC) Grant Update** – Robert Desruisseaux

Robert reported DAS received a three grant, which has been viewed as an extension of other federal grants offering system change. Nevada has the fortune of being in the third year of grant awards with \$250,000 every year for three years. The Division for Aging Services is expected to design and implement a resource center program as one-stop entry points for long term care support needs. Any ADRC must offer awareness, assistance, and access. An advisory group is being formed. Staff must review services to determine what can be provided; how the ADRC is designed; and what is needed to ensure streamlined access to services. A pilot site needs to be operational at the community level within 12 months from receiving this grant, which means the hope is to have the first pilot open this September. The first pilot target population will be seniors 60 years and older with the plan to target services to people with physical disabilities shortly thereafter. See Attachment

10. **NVCC Marketing** – Tina Gerber-Winn

The group discussed combining efforts with NV 2-1-1 to make NVCC more recognizable. The group was asked to think about how they felt this should work and what other efforts should be made to make NVCC more visible. Information from the business plan was

distributed as a guide for possible efforts. The plan suggests that ongoing marketing and educational efforts are in place through Northern Nevada Caregiver Coalition. These include media interviews, press release, news articles and a community care giving “Talk about” which was video taped for public access television. There is a growing interest and demand for comprehensive and coordinated information among Single Point of Entry (SPE) clients and providers. The SPE market encompasses a very large and diverse population that is involved with senior health and wellness issues and programs in the state of Nevada. Suggestions will be discussed at the next meeting. See Attachment

11. Screening Assessment – Tina Gerber-Winn

A description was offered from the NVCC establish business plan. Grantees were asked to consider how they collect this information and bring assessment form examples to the next meeting. Client information collected during prescreening and intake could continue to follow the client throughout case management thereby eliminating the need to collect this information at each level of service coordination. Service coordinator is an over-arching term, covering a significant portion of care coordination conducted by partner agencies. It is a collaborative process that accesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet an individual’s health needs, using communication and available resources to promote quality, cost-effective outcomes. Historically we have collected some information on demographics or screening. The group is asked to consider what we can do to capture in the future. See Attachment

12. Ongoing Training Needs – Tina Gerber-Winn

We did not have time to discuss this topic at length. Grantees were asked to examine their need for ongoing training and be ready to discuss at the next meeting.

13. Open Discussion/Next Meeting – Tina Gerber-Winn

1. Beacon I & R
2. Reports from Partners
3. ADRC
4. Synergy Master Services Agreement
5. Marketing
6. Synergy Work Group Update
7. 211 Update
8. On going Training/Training Beyond Communication
9. Open Discussion