

ADRC Site Meeting Minutes

January 15, 2014
9:00AM- 10:30AM

Webinar

Attendees: BJ, Debbie Enos, Cathy Steed, Michelle Heinze, Carlyn Grocholski, Cheyenne Pasquale, Kristi Martin, Sherri Rice, Bea, Allen Gilbert, Alicia Davisson, Kevin Costello, Shareece Bates, Vickie Chandler, Patty Gurney, Katrina Fowler, Ivan Espinoza, Vicki Salazar, Dave Gibson, Sara Brower, Jamie Lee, Mary Jane Ostrander, Magali Cooke, Judy Ferrer

We will cover the following:

1. Introductions and Welcome –Cheyenne Pasquale
2. Follow Up from November meeting – Cheyenne Pasquale
 - a. Caregiver Training – as we discussed, there are not a lot of options for caregiver payment. One thing to keep in mind is that consumers, assuming they have the resources, can private pay for caregivers. Cheyenne has Laura Croger scheduled to do webinar training on February 27 to give us additional training/guidance on self directed programs in Nevada.
 - b. Preventive Benefits – when working with consumers it's important to emphasis the value in these benefits, it's about educating them to make more informed choices for their long term support.
3. Money Follows the Person – Paul Gully/Open Discussion
 - a. Powerpoint re: Qualified Housing, Monthly Report review. Will send copy of the powerpoint to the group. (Paul sent the Powerpoint to MFP staff on Wednesday afternoon).
4. General Updates/Site Announcements – All sites/ADSD Staff
 - a. RAGE – no updates at this time.
 - b. EVFS – recovering from Christmas, nothing to report at this time.
 - c. LCHS – Have been doing both SHIP and Healthlink enrollments; have completed over 100 applications in the last couple of months. Some glitches in particular, there is a letter that is going out stating they have Medicaid coverage for calendar year 2013. MSP applications are very behind. Family crisis with Fernley Senior Center manager and the LCHS case manager is leaving, so there is a lot of cross-training and trying to fill in the gaps. Starting to refer Healthlink consumers to Great Basin, if people do not want to work with Great Basin, they provide the Medicaid application.
 - i. Michelle stated that she had spoken to supervisors at DWSS, the letters were sent in error due to a glitch in the computer system.

- ii. Alicia stated they have run into the same issues, trying to put the clients in ease.
 - iii. Patty stated she is getting same issues, but in the system it is not showing that they have coverage. Have been able to work with consumers to go through Clark County to help with expenses until Medicaid kicks in.
 - iv. Magali also has had similar issues.
- d. Shareece asked if Cheyenne had access to NOMADS. Yes, but still have not have had training. Cheyenne is hoping to have this in place as a resource for sites by the end of the month.
 - i. The ADRC sites feel strongly that DWSS needs to utilize their community partners to ease the burden and that it would be more beneficial for the sites to have read access to NOMADS. Alicia stated she wanted to make sure we keep this on the radar.
 - ii. Cheyenne agreed and stated at this time, DWSS is working on their internal processes, but once things are more stable, perhaps Wanda and her might be able to have further conversation with DWSS re: a better partnership so consumers are served as efficiently as possible.
 - iii. All the sites also agreed they should have a back door number to call for assistance (AHN noted they had called DWSS Customer Service the day before and was on hold for 6 hours and still did not get to speak to a person, this is not efficient for them). Cheyenne stated that right now because of the changes with the ACA, that was not going to be a possibility. SHIP, who used to have that access has been told not use it. Shareece also stated she has lost her back door access through the FRC links.
- e. Carlyn stated the lag between Healthlink and DWSS is an issue. Cheyenne stated DWSS is aware of that (as stated in the training last week) and they are working to get caught up. Unfortunately, mandates in the ACA make it necessary for the comprehensive applications (MAGI eligibility groups) go through Healthlink. As they get caught up and work out some of the issues, DWSS has hired over 200 new staff to help them with the increased case load.
- f. AHN – Hiring a PT person under the MIPPA grant, cross-training on ADRC case work. Will be doing a lot of traveling, set a schedule for monthly visits to Winnemucca and Ely. Did a lot of SHIP enrollments during Open Enrollments, also have been doing a lot Medicaid applications, have not been successful with Healthlink. The Navigators for their area have not been in their area.
- g. CCSC – Having issues with Healthlink also, Carlyn suggested that sometimes hitting the home button will let you restart, also works well by waiting to do apps when it isn't as busy (such as lunch). Carlyn offered to help you can call her at 775-835-3047. Approved for the MIPPA grant, Bea is also working on the MFP grant.
- h. CCHHS – Works closely with the Ramirez Group, emilym@ramirezgroup.com can be a good contact. Started a Financial Literacy workshop in coordination with NV State Bank, topics range from general credit and credit reports to basics of balancing of checkbooks. Hoping to keep it ongoing. These workshops are already being offered in

southern Nevada. Financial Guidance center is also facilitating Lending Circles, not sure if the program is available statewide. Planning to open it up more.

- i. WCSS – seeing a big increase in baby boomer consumers, many consumers who are coming in now trying to change their plans now versus during open enrollment, often will refer consumers to a Navigator for assistance with Healthlink, issue with seniors who have been laid off and helping them apply for unemployment benefits. Going to start working on stronger partnerships with other agencies that attend the SHIP trainings.

5. *Anything Else?*

- a. *Options Counseling – training scheduled for 2/18/14.*
- b. *CCHS needs a Rep Payee in Fallon, Sara has some agencies that she might be able to refer, but they do charge for their service. Cheyenne will follow up with the ER Attorney*

Upcoming Trainings/Meetings:

- Site Meeting 3/19/14 @ 9:00 am (Video Conference)
- Options Counseling 2/18/14 @ 1:30 pm (Webinar)
- Consumer Directed Care 2/27/14 @ 2:00 pm (Webinar)