

# ADRC Site Meeting Minutes

March 19, 2014  
9:00AM- 10:30AM

## Video/Teleconference

**Attendees:** Paul Gully, Celeste Graham, Christina Evans, Reggie Bennett, Michelle Heinze, Allen Gilbert, Shareece Bates, Alicia Davisson, Mary Jane Ostrander, Vicki Chandler, Dave Gibson, Joti Bhakta, Ivan Espinoza, Vicki Salazar, Jamie Lee, Beau, Kristi Martin, Wanda Brown, Katrina Fowler, Carlyn Grocholski, Sherri Herringshaw, Cathy Steed, Sara Brower, Anna Coons, Christy Beck, Barbara Barrett, BJ Hartman, Rhonda Myers,

### 1. Introductions and Welcome –Cheyenne Pasquale

### 2. Marketing/Outreach in SAMS – Cheyenne Pasquale

Cheyenne reviewed SAMS recently to see how sites were inputting marketing and outreach; some sites are not inputting data. There is a minimum of 3 marketing and outreach events for sites required per the service specifications; Use the comments section to notate the events conducted, also include the topic (ADRC, MIPPA, MFP, Preventative Benefits, etc). Remember to record events specifically for ADRC for the time spent talking about what ADRC offers and/or overview of program; attending a provider meeting is not an outreach event that is specific to the ADRC activities & should not be recorded in this consumer group. This data capturing needed to start in July 2013.

### 3. Options Counseling Role Plays – Group

Training was provided a couple of weeks ago. Role Playing will be tabled for this meeting. Some attendees stated the training was helpful and useful and some weren't recording their sessions with consumers as Options Counseling. This tool was created over time with all sites and some partners. Some felt it didn't flow well and covered a lot of detail.

Cheyenne reiterated that the Options Counseling Assessment is meant to be detailed and comprehensive. But also that it can be completed over 2 or 3 sessions. In order for "Options Counseling" to have occurred, there must also be a Service Plan developed. Options Counseling is not just the assessment, but a comprehensive service of assessment & planning.

Shareece & Alicia stated the tool was helpful to prioritize needs and develop a profile of the consumer. Carlyn feels it could be more useful with more open ended questions as discussed at the training as it currently feels like a survey. Sara also stated it is difficult to know how something will work until it is actually used on a regular basis.

Cheyenne stated we will continue to have this as an ongoing conversation & that we do expect sites will have to change processes & their approach to consumers. We do not expect 'business as usual' with the enhanced Options Counseling. There should be definitive points in time/activities throughout our processes now.

Sherri also mentioned the Psycho-Social section was particularly difficult just because it was sensitive information to discuss with a consumer; Joti agreed stating it is also hard to quantify what is 20%, 30% etc.

Shareece also mentioned it would be more beneficial to the program if all sites were approaching ADRC Services in the same way throughout the state.

#### **4. SNF Diversions: An Introduction – Cheyenne Pasquale/Paul Gully**

Paul Gully provided an introduction/helpful hints for sites in providing assistance to consumers who are in acute care hospitals; one of the target populations for Options Counseling. Cheyenne will forward the PowerPoint to the sites tomorrow due to issues with her email this morning.

#### **5. General Updates/Site Announcements – All sites/ADSD Staff**

- a. ADRC SAMS Project: workgroup includes a representative of each ADRC site. This will help increase efficiency with this tool. The IT contractor is impressed with what we use now within SAMS but they have identified new tools to track better data within our service delivery. Working on topics list, work flows and service delivery. Will be completed by September. Will be conducting training after the new fiscal year in July.
- b. CCHHS: January they have partnered with NV State Bank to provide financial literacy training. Encourage any other communities to participate. They provide entire curriculum to improve their credit scores...No seniors have attended yet.
- c. EVFS: Status quo
- d. Access to Healthcare: Nothing new to report
- e. Washoe County Senior Services: Offering two meals per day for existing MOW's clients. Preparing for Older American's Month in May; they will have a special lunch, event with resource tables, working with various partners.
- f. Churchill County Senior Services: They have started their MIPPA outreach, but everything else is status quo right now.
- g. RAGE: Going into 3<sup>rd</sup> year with Ryan White grant, it's going to expand. Reverse Mortgage counseling program has been on hold but now has expanded.
- h. Lyon County Human Services: Restructuring their ADRC, FRC and Case Mgmt. staff. Setting up regional areas. Anna is going to be direct supervisor over 3 staff. Health and benefits fair scheduled during Older American's Month; KNPB in studio interview is coming up soon. Location interview at consumers home has been recorded already.
- i. Advocate for Elders: Nothing to report.
- j. SHIP; awaiting grant approval from CMS, announced Millie Thomas, Statewide Volunteer Coordinator that will work for SHIP, Senior Medicare Patrol, LTC Ombudsman and MIPPA programs to concentrate on recruitment of new

volunteers. She is located at ADSD in Las Vegas. Almost all print ad purchase orders completed statewide for MIPPA project. Still need to hear from Ely/Eureka area contact. Ads will run April through September.

- k. RD: ADSD Grant applications are due March 26, 2014 for non competitive 2<sup>nd</sup> year funding.

## **6. *Anything Else?***

None

### **Upcoming Trainings/Meetings:**

- Admin Meeting (webinar) – May 21, 2014; 8:30 am
- Site Meeting (webinar) – May 21, 2014; 9:00 am
- ADRC Annual Training (Reno, Tentative Date) – June 26, 2014; All Day