



Meeting Minutes – January 20, 2011

The next SE Ohio ADRN meeting – March 17, 2011
Buckeye Hills - AAA8 Office, 1400 Pike St., Marietta
9:30 a.m. – 12:00 p.m.

Teleconference Bridge Line will be available as well:
Phone Number: (877) 336-1828 Access Code: 6554346

In attendance:

- Debbie Huff – BH/AAA8
- Chandra Shrader – Meigs County Council on Aging
- Beth Shaver – Meigs County Council on Aging
- Mike Turner – United Seniors of Athens County
- Deb Sechkar – Appalachian Community Visiting Nurses
- Joan Stroh – AAA8 Regional Advisory Council Vice President
- Cathy Ash – BH/AAA8
- Wendy Hamilton – Alzheimer's Association
- David Brightbill – Washington Morgan CAP
- Ted Williams – Washington County Home
- Cindy Shockey – Brain Injury Association
- Kelly Bauerbauch – Washington County Jobs & Family Services
- Tom Ballengee – Washington County Jobs & Family Services
- Rick Hindman – BH/AAA8
- Anita McCabe – Perry County Jobs & Family Services
- Connie Huntsman – O'Neill Center
- Terry Zdrale – O'Neill Center
- Marjorie Moore – Scenic Hills Senior Center
- Sandra Ogle – Hocking County Board of Commissioners
- Mindy Cayton – BH/AAA8
- Jane Skeen – BH/AAA8
- Chuck Martin – Results Radio

In attendance via conference bridge line:

- Michele Bates – AAA9
- Pam Patula – Southeast Ohio Center for Independent Living
- Gwynn Stewart – BH/AAA8
- Tom Snyder – Ohio Cooperative Development Center



Mindy Cayton opened the meeting; self-introductions of those in attendance were then made.

Mindy noted that minutes from the November 17th meeting had been distributed via e-mail. In the November 17th meeting,

At the November 17th meeting, Ron Rees stated that many of the agency decision makers were not present and those who have board governance would need more information about the formation of the ADRN to obtain permission to proceed with formal membership in the ADRN. Each agency was to present information to the decision makers at their agency prior to the next meeting and report out at the January meeting. Agency report out on agency decision maker's response to ADRN membership was then heard:

Meigs County Council on Aging – No decision. More information is needed in addition to what the cost to the agency would be.

United Seniors of Athens County – No decision. More information is needed. What is the benefit to the USAC? The USAC Board does not want to purchase much and the cost is an issue to the USAC Board.

Appalachian Community Visiting Nurses - No decision. More information is needed in addition to what the cost to the agency would be.

Joan Stroh reported that she had talked to many people and they are excited about the project. Many had stated that it was smart to come together and work effectively.

Alzheimer's Association – More information is needed but like the idea.

Washington Morgan CAP – Not sure how the co-op would work with their purchasing process. Wants to know more

Washington County Home – This is the first meeting attended and doesn't really understand what it is about.

Brain Injury Association – Interested and ready to proceed.

Washington County Jobs & Family Services – Not sure how the co-op would work and wants to know more.

O'Neill Center – Need to know more, resources are limited and stretched but is committed to the idea.



Scenic Hills Senior Center – Hocking County Council on Aging wants to know numbers and is concerned about the financial burden.

Southeastern Ohio Center for Independent Living – Would not participate in the purchasing co-op but might participate in supporting the Network of Care.

Buckeye Hills – Area Agency on Aging 8 – Suggested trying a different approach. Enter into an agreement to participate at no cost for one year. At the end of the year determine if membership would be worth the investment for the future. Noted that the first year had been paid for by BH-AAA8 so this is a definite possibility.

The expense associated with the Network of Care was then reviewed. Mindy presented the cost breakdown. The start up costs including the build and the first year of hosting and maintenance was \$33,000; this cost was reduced by 25% through an agreement with the National Association of Area Agencies on Aging (N4A) and Trilogy Integrated Software reducing the initial cost to \$25,000. The Buckeye Hills Area Agency on Aging has funded the initial start up costs (build and first year hosting).

To estimate the cost to each participating agency, utilizing the analogy of the district being made up of eight counties, the annual hosting and maintenance cost of \$18,000 was divided by eight making the cost to each county \$2,250. Mindy went on to say that the actual cost to each participating agency would depend on the number of agencies that decided to actively participate in supporting the continuation of the Network of Care. She noted that agencies that choose not to participate in financially supporting the Network of Care would still have access to and would be able to utilize the web-based software.

Rick Hindman again proposed entering into a one-year agreement at no cost with a commitment to begin contributing to the financial support of the Network of Care noting that they would still have access even if they were not actively contributing to its financial support.

David Brightbill remarked that \$22,000 per year for web maintenance and hosting seemed incredibly expensive and is a very high annual cost. Mindy responded saying that the cost covers much more than simple web maintenance and hosting. The Network of Care has more features than a traditional website including a Legislative tool, training videos, an on-line library, a list of 30,000+ assistive devices, the My Folder tool for a client's personal information which is supported with secure software like that used for on-line banking, in addition to the opportunity for providers to create their own website at no cost through the Network of Care. She noted that at this time, using the service planning packets



from the Area Agency on Aging 8, 665 agencies, programs, services resources were listed on the SE Ohio Network of Care and that this list only stands to grow.

Terry Zdrale asked what was expected of providers regarding maintenance and corrections to the information listed on the Network of Care. Mindy responded that a "Listing Manager" feature is used to edit the service directory. You can add, edit and delete from the service directory. There is an on-line request through which the public or a service provider can report incorrect information. This information is submitted to Trilogy Integrated Software who submits the request to BH-AAA8 for approval. Updates and maintenance to the site are part of the annual maintenance fee.

Discussion about what needed to happen in order to move forward with a launch event was then held. The launch event would showcase the capacity of the Network of Care and include training for each agency's staff. Additional training on using the "My Folder" and "Legislate" features has been requested by AAA8.

Terry Zdrale then asked if the County Boards of Commissioners were aware of the Network of Care and if they may have support funds available. Rick Hindman responded that Lenny Eliason, Athens County Board of Commissioners, is aware of and supports the Network of Care. He was familiar with the Network of Care as the National Association of County Organizations initiated and funded its creation. All County Boards of Commissioners in the BH-AAA8 district support the Network of Care.

Deb Sechkar then asked for clarification on the "by county" cost estimate. Mindy explained that this was the only way at this time to explain the cost distribution and that this was just an example. The cost will be divided between participating agencies resulting in the more members the lesser the cost to each.

Mindy then reminded those in attendance not to lose sight of the ADRN by focusing on the Network of Care. She stated that the Network of Care is not the SE Ohio Aging and Disability Network, it is the mechanism through which all available services and resources can be accessed in one place. The SE Ohio ADRN is the agencies, programs and services that serve aged and disabled individuals in SE Ohio. The SE Ohio Aging and Disability Resource Network is person-centered planning and care – a way to do what we do better and make sure that no one falls through the cracks. It is a way to increase efficiency and reduce or eliminate redundancy and stop bouncing clients from one agency to another. In this political and budgetary environment movement toward sharing resources and coordinating services is a necessity. The SE Ohio Aging and Disability is an effort to make this happen.



Rick talked about the “My Folder” tool on the Network of Care and that it is an electronic record and this has the capacity to be the glue to hold us together. It is an efficient way to eliminate “bouncing” a client from one agency to another. He stated that the political environment is changing and is moving toward sharing resources, bringing services together under one umbrella. ADRN fits the model to reduce duplication and increase efficiency.

Mike Turner then offered a history of care coordination efforts undertaken by the state of Ohio in the past. He stated that it was a very effective system that actually worked but the state discontinued the funding and the program ceased. Mike also initiated a discussion about 211 services. Rick stated that 211 was more for the individual and that the ADRN/Network of Care is more for the agencies to use in helping clients.

Joan Stroh stated that she hasn’t heard of nursing facilities, physician offices or assisted living facilities being involved in the ADRN. Mindy responded that invitations have been sent. The hope is that once the core group is formed they can reach out to other agencies/organizations to “grow” the ADRN.

David Brightbill stated that he has a hesitation and would like to see the volume of time involved in participation. If the ADRN doesn’t save time and energy then we don’t need it. Keeping the Network of Care directory updated is a huge issue. Within reason he will work at updating information and sharing with providers and networks. He also questioned duplication of effort related to data entry in two different computer systems but he is willing to try unless his staff becomes bogged down.

Terry Zdrale voiced her concerns of the potential time burden which she anticipates will be more for some.

Connie Huntsman would like to see the information requirement for individuals and asked if the information be passed forward.

Mindy Cayton stated that the initial client intake information would be the information that is common, critical and acceptable to the members of the group for instance basic demographic information that would be passed onto the agency that the client has been referred to then that agency would gather additional information needed specific to their programming. Mindy cautioned those in attendance not to lose sight of the ADRN by getting “hung up” on the Network of Care. The Network of Care is the resource to which everyone will have access to and provide the information technology through which client information can be shared between agencies.



Rick Hindman stated that one of the goals of the ADRN is to make a client handoff as beneficial as possible for the client and the other agencies involved in their care.

Mindy Cayton reviewed the goals of the ADRN and revisited the fact that the entire nation is now going through this same process as the ADRN initiative is a nationwide project. In regard to the cost of the Network of Care and the plan to fund its continuation through the members of the group and cost to each member the more members the less the cost to each when distributed equally. In addition, the ADRN can request additional information be added to the Network of Care in the future as the need arises.

Debbie Sechkar stated that the ADRN needed to develop measurable goals and stated that she feels it will take longer than one year and possibly up to two and that the group should not make twelve months the deciding point.

Mindy told the group that the Aging and Disability Resource Center Technical Assistance Exchange website (<http://www.adrc-tae.org/tiki-index.php?page=HomePage>) has many tools available to assist in formation activities one of which is a readiness assessment which should help the group through the process.

Cindy Shockey stated that she is a small agency and that she had spent 9 hours assisting one client going to multiple agencies just to do intake. She feels that the Network of Care is worth it for small agencies.

Terry Zdrale said that she doesn't see this as eliminating all steps to which Cindy Aufer responded that it will give the next agency a basis at which to start.

David Brightbill asked what is next in the process.

Rick Hindman asked if we need to establish a minimum level of participation.

Tom Snyder stated that he would like to see a core group of individuals, 4 or 5, willing to sit down together and design the purpose and priorities of the ADRN by picking the low hanging fruit and get the structure and basic by-laws created and come back to the group and share the details and leadership strategy. He feels that right now the group is too large. He offered his assistance and will work with the group. He stated that it doesn't have to be a cooperative but can be informal and cooperative in nature and go through the steps as if forming a co-op.

Mindy then revisited the responses to the survey distributed at the October 7, 2010 conference.



Question: What do you think would be some common, critical, and acceptable areas to have as goals of an Aging and Disability Resource Network?

- 1. Coordinated transportation system*
- 2. Information/Education campaign (what is out there?)*
- 3. Respite services*
- 4. "I work with families from all spectrums – a common need "knows where to turn next." Many do not qualify for "services" and we must work outside the box to find necessary services.*
- 5. Common intake information that can be shared*
- 6. Referral procedures*
- 7. Information on funding, fees, program criteria*

Tom then clarified that this potential co-op has nothing to do with the purchasing co-op. The purchasing co-op is simply an option to buy into.

Mindy stated that the ADRN is not only about funded resources but about possible volunteer network coordination and getting people matched with the resources they need. Joan Stroh stated that doctor's offices should be included as resources. Marjie Moore stated that it is hard to get you foot in the door at doctor's offices.

Wendy Hamilton stated that it would benefit all to continue to meet and share.

Mindy stated that she had requested additional training on the "My Folder" and "Legislate" tools on the Network of Care.

Gwynn Steward said that we should "steal shamelessly" from other ADRNs across the state and suggested having Ron Hill from the Western Reserve Area Agency on Aging/ADRN speak or conference in at a future meeting.

Mindy then mentioned the launch event for the Network of Care and stated that participation in the planning of the event should be a collaborative effort between those involved in the ADRN creation activities. It was decided to hold off on the launch event until each agency had the opportunity to familiarize themselves with it. The launch event will be discussed at a later date.

Additional points of discussion:

Privacy issues, what about HIPPA? Adding a release for client signature should address this issue. With the Network of Care "My Folder" the client has to give permission/access to their folder to agencies and family members/caregivers.



Handoffs , there are various levels. Debbie Huff suggested getting a copy of the intake process of an ADRN that is up and running. Mindy then furnished a copy of an ADRN Intake and Referral form for review (see link noted on reference sheet under “Referral and Intake”).

Mindy will e-mail the readiness assessment to all ADRN mailing list members. Kelly Bauerbach sees this as an hourglass design. Each agency could decide how far down into the hourglass they will choose to participate.

Terry Zdrale asked who would be responsible to put the first client information into the NoC “My Folder”. The response was the agency that the client first approached for assistance.

Joan stated that we should get as much word out as possible with a very short, straight to the point message. Then get together 4-5 people to talk about the survey results and trainings.

Terry Zdrale stated that she sees the Network of Care as a vehicle to expand their own readiness for Benefits Bank on Network of Care and that they are gearing up with a grant application to build their capacity.

Next steps:

- Distribute a survey to entire ADRN mailing list asking what areas they feel are common, critical and acceptable areas of need to identify the focus of the ADRN.
- Ask that each agency on the ADRN mailing list participate in the Network of Care demo and review their agency information for accuracy and completeness.
- Each agency needs to look toward their own mission to see if the ADRN would work toward that altruistic stance to meet client needs.
- Ask for 4-5 volunteers to sit down together and review the responses to the survey and begin to design the purpose and priorities of the SE Ohio ADRN.

The meeting concluded at 12:00.

