



## Meeting Minutes – March 17, 2011

The next SE Ohio ADRN meeting – April 21, 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
- Mike Turner – United Seniors of Athens County
- Joan Stroh – AAA8 Regional Advisory Council Vice President
- Cathy Ash – BH/AAA8
- Hollie Orders – Washington County Home
- Cindy Shockey – Brain Injury Association
- Kelly Bauerbach – Washington County Jobs & Family Services
- Rick Hindman – BH/AAA8
- Terry Zdrale – O'Neill Center
- Marjorie Moore – Scenic Hills Senior Center
- Sandra Ogle – Hocking County Board of Commissioners
- Mindy Cayton – BH/AAA8

In attendance via conference bridge line: Gwynn Stewart – Buckeye Hills- AAA8

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

Results of the ADRN survey utilizing Constant Contact were distributed (Attachment A). The common theme of the results was noted.

A draft Memorandum of Understand to be entered between the Area Agency on Aging 8 and the ADRN partners was then distributed for review. The MOU draft was distributed so that the partners could better understand their role in the ADRN as well as the goals; to make sure clients get the right answers and services, establish how the partners would communicate between agencies and work together so as not to duplicate services. Mindy then asked if there were any questions, comments or concerns about the draft MOU. None were spoken. The draft MOU was based on the MOU used by Area Agency on Aging 10B. Margie Moore agreed that reviewing the MOU was helpful. Cindy Shockey stated that this MOU is similar to what she uses with host agencies. The draft



MOU addresses a lot of what the survey results brought up (i.e. education and the possibility of combined training, disaster response could include Buckeye Hills GIS mapping and Emergency Management Agency access).

The prioritization of the survey results was then discussed. Cindy Shockley said that she needs to get a better understanding of what agencies offer – more in depth information.

Sandy Ogle asked where the money comes from to fund the ADRN. Mindy responded that the ADRN doesn't cost anything, it is simply a formal arrangement through which the partners work and communicate to better serve the community.

Mindy then distributed an article about the San Diego Network of Care and their receipt of a "Tech4Impact" grant that would help pay for their Network of Care site. She stated that through the partnership and use of Information Technology the group would be better positioned to apply for grant funding to sustain the Network of Care.

Rick Hindman stated that he would like to develop more routine working relationships with others that we haven't worked with before and those that we work with on a regular basis. The MOU provides a more formal arrangement.

The Network of Care Personal Health Record can be used as a tool for the members to communicate much like San Diego did. A screen shot of the NoC PHR was distributed (Attachment B). Gwynn Stewart remarked that she had taken her mother to the elder law attorney this week and wished that her mother had a NoC personal health record available. The attorney asked a lot of questions about documents and information that could be included in the Personal Health Record. The use of Personal Health Records was also mentioned in Governor Kasich's Town Hall Meeting.

Joan Stroh stated that the Osteopathic Medical Foundation might be a source of funding for Network of Care. She will follow up on it next week. She knows that they have funding available.

A hand out about the Network of Care Call Center was then distributed (Attachment C). Common intake and referral information was identified as on the survey as a need on the Constant Contact survey. Mindy pointed out that the Call Center questions can be changed to the information that the members of the group have identified as common, critical and acceptable to the members. In the Call Center, under the "Tools" tab, users can browse different agencies, manage surveys, call forms, and users. Users can also merge callers and consumer



accounts in the event that a duplicate record is identified. Under the “Reporting” tab, ADRC reports, agency reports, customer reports, unmet needs reports, contact/follow up reports can be generated. This information will be helpful in grant proposals.

Terry Zdrale asked if the Ohio’s Benefit Bank report will be incorporated into the Network of Care. Mindy responded no; she went on to say that during a teleconference with Trilogy Software she asked if an .xml schema could be built to export data from the Call Center into PIMS (software used for PASSPORT). They are willing to build it. Mindy cited the .xml schema that now connects Ohio’s Benefit Bank and CRIS-E at Jobs and Family Services. Kelly Bauerbach reported seeing an increase in usage of the OBB at the JFS sites. She also stated that using the information technology takes away the personal touch but some people prefer to use it as opposed to going into the office.

Mike Turner stated that the United Seniors of Athens had performed 300 Medicare Part D counseling sessions and the seniors wanted a face to face rather than a phone call or number. All agreed but then stated that some prefer the use of information technology.

Joan Stroh wanted everyone to take the message home to make sure staff is supported to still do the work staff needs to do rather than be downsized since information is available electronically.

Kelly Bauerbach stated that it would be great to get software systems to communicate as it is a concern about who is going to do data entry. If systems could communicate it would be great.

Mike Turner stated that if someone under 60 contacted them they were just referred on and no data about the referral is collected as they don’t collect data for someone who can’t be a client. They tell them exactly where to go and he can’t see doing a lot of data entry for them. Other agreed with the possible burden of data entry.

Terry Zdrale stated that she doesn’t have the staff to perform data input. Many times they talk to the receptionist – she refers them on and no data is collected. She thinks seniors will continue to be the only ones who show up at the senior center.

Mike Turner stated he doesn’t track anyone under 60.

Cindy Shockey stated that she sees the benefit of data entry because she sees people of all ages. She suggested a place to track where the first referral came



from. Mike stated again that he doesn't want to enter data as he has no way to pay for it. Margie Moore agreed.

Joan Stroh then asked if they could see any profitability of agencies tracking how many referrals and where they went or came from. She said that history may be useful for grants or other advocacy. Mike stated that he doesn't track anything and just does a quick handoff; Margie Moore concurred saying that she just sends folks where they need to go.

There was then discussion about where Senior Centers fall into the ADRN since their funding specifies to serve only folks of a certain age. The group agreed that they play a role – everyone has their role; there will just be different roles and referral types. Mindy then distributed the Referral Grid developed by the State of Ohio (Attachment D).

Mike Turner stated that years ago he participated on an MR/DD – Aging Task Force. Due to different funding sources (Medicaid vs. Title III) the two systems couldn't merge but agreed to cooperate but could not execute a Memorandum of Understanding between them.

Rick Hindman then stated that our reality is moving towards functional limitations regardless of age and that someone is going to administer one big waiver – PASSPORT won't be its own waiver as the 7-8 Ohio waiver programs will be combined and include the under 60.

Debbie Huff asked Mike if he could just put a person's name and check off list of where he referred them to, this would at least generate a tracking system but not include all information.

Mike expressed a concern of confidentiality; he stated that now he doesn't have to be concerned about it because he doesn't track anything.

Terry Zdrale asked if it would be possible for the NoC Call Center to perform an export into another database. Mindy said that she had already talked with Trilogy about this and they had responded yes. The Ohio Benefit Bank paved the way with the import capability into CRIS-E at JFS. Kelly Bauerbach mentioned that the Ohio Benefit Bank has the "I accept..." form relating to confidentiality.

Debbie Huff stated that this would show the interactive system to legislators and others that we are attempting to "sell" this project to.

Mike Turner stated that it would be of no benefit to him to know where a person came from when he receives a referral. He just helps them how he can.



Terry Zdrale said that sometimes the handoff occurs on the phone via the reception desk; they have no time to gather information and it is handled quickly. Kelly Bauerbach said that we need to go back to education so others know appropriate referrals. All agreed that they get referrals that aren't appropriate. Mike Turner says this seldom occurs for him but it may be people who have gone around. Joan Stroh said that is the beauty of a small community and people may know the places to call.

Mindy posed the question: Would it help others to know where a person had already been?

Terry Zdrale: Yes, if it is a senior. Would be able to see if the person got the services they were referred to and be able to track and follow them. Terry doesn't think she is going to see others who aren't seniors stopping for information and attempting to access services.

Cindy Shockey stated as an example that her agency would be a good referral source but one that is often missed.

Mindy stated that the days of silos are over. All resources are being brought to the individual through referrals.

Cindy Shockey stated that educating ourselves about what we do and sharing referrals is very important.

Rick Hindman stated that it is going to reduce people jumping through hoops and address unmet needs – the “acid test for the ADRN” when collapse and merger happens.

Terry Zdrale asked if there will be one place to handle access. Rick responded that there will be a “complete care coordinator”. The question still is who will be the front door? The state will decide what “bundle of services” a person will use and determine which entity will case manage services. He went on to say that on the ground “bundle” determination will be through assessing “functional limitations” and there may end up being one entry point. The complete care coordinator (of Medicaid services only) will be of benefit to the ADRN.

Mindy stated that an ADRN includes both public and privately funded resources. The ADRN is not driven by funding source; it serves all people regardless of income. The role of the ADRN is to ensure that that everyone receives the appropriate services.



Mindy then stated that she is hearing that we might need to have different levels of Memorandums of Understanding since in example the Senior Centers will have a different role than the Departments of Jobs and Family Services. She asked if using a common Memorandum of Understanding amongst the members would be feasible. Rick stated that he thought that should work. Cindy Shockey said that what she does with the agencies that she works with is draw a line through the items that are non-applicable. Mike Turner stated that he would have to take the Memorandum of Understanding to his board and solicit any and all feedback. Mindy then remarked that the group may end up drafting an addendum to the common Memorandum of Understanding depending on the agency's role in the ADRN.

Rick then stated that the ADRN answers Governor Kasich's mission but may not be his language. The ADRN is a federal initiative; Cleveland, Akron-Canton as well as the state of West Virginia use ADRC regions. The reason the SE Ohio ADRN is an eight county initiative is because many potential members cover more than one county.

Gwynn Stewart suggested that the group ask Ron Hill from the Cleveland ADRN to participate in a future teleconference to answer questions.

Homework:

1. Take the draft Memorandum of Understanding back to boards and provide input in writing.
2. Prioritize the survey responses – Mindy will e-mail the list along with the initial link to the Constant Contact survey to again solicit response.
3. Mindy is to follow up on the concerns expressed by Terry Zdrale regarding the Network of Care site (completed March 17).
4. Mindy to schedule a Network of Care training webinar.
5. All in attendance are asked to go to their information on the SE Ohio ADRN Network of Care and correct if not correct.

Meeting minutes and handouts will be forwarded to all potential participants in the ADRN, not just to those in attendance today.

Joan Stroh suggested that the Memorandum of Understanding be e-mailed under separate cover and to mail a hard copy in addition to the electronic version.

Mindy announced that the SE Ohio ADRN Network of Care site will have its formal launch at the Buckeye Hills General Policy Council on April 1, 2011. The training webinars will be scheduled for after the launch on Tuesdays,



Wednesdays or Thursdays. Mindy added that she had made arrangements for additional training on the Personal Health Record. Joan Stroh then suggested that community based organizations such as the Athens Village be trained as well so they could also train others on the Personal Health Record.

Next steps:

1. At each meeting, a partner agency will give a 15-20 minute presentation about their organization. Cindy Shockey volunteered to give the first one about the Traumatic Brain Injury Association.
2. Finalize the Memorandum of Understanding
3. Determine what is common, critical and acceptable information to capture in the call center using the intake and referral form as a guide so the call center can be updated.

Kelly Bauerbach asked if the Call center could generate an e-mail alert to the agency to which a referral had been made as it would be helpful to see if the person referred “landed” and received help or didn’t access the referral and why. Mindy will follow up on it with Trilogy.

4. Invite another agency to attend the next meeting to expand the group.
5. Terry Zdrale asked that at the next meeting we begin drafting the vision of the ADRN so that we can “sell” it to increase participation.

Next meeting – Thursday, April 21, 2011  
9:30 a.m. – 12:00 p.m.  
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