

**SENIOR SERVICES STRATEGIC PLAN
ACCOUNTABILITY COMMITTEE
MEETING MINUTES
MAY 4, 2004**

The meeting was called to order at 9:26 am.

1. Welcome & Introductions – Sue Rhodes (Chairperson)

- Committee Members presents: Sue Rhodes (Clark County), Connie McMullen, Co-Chairman (Publisher, Senior Spectrum), Jackie Ridley (Senior Representative), Dottie Piekarz (Washoe County Senior Services), Betsy Aiello (Nevada Medicaid), Edrie LaVoie (Lyon County Human Services), Carol Sala (Administrator, Division for Aging Services), Mary Liveratti (Deputy Director, Department of Human Resources)
- Committee Members absent: Kathy McClain (NV State Assembly & Commission on Aging member), Bonnie Hillegas (Sierra Health Services), Bill Hausman (Senior Representative), Don Hauth (Alzheimer's Association of Southern Nevada), Carla Sloan (Nevada State Director AARP & Commission on Aging member)
- Guests: Robert Desruisseaux (Northern Nevada Center for Independent Living), Wendy Knorr (Alzheimer's Association), Dale Ann Luzzi (Division For Aging Services)
 - o Procedural Issues
 - Charles Perry will replace Don Hauth. Mary Liveratti will follow-up with necessary paperwork to have Governor Guinn approve the replacement.
 - Since there was not a quorum the meeting was designated as a working meeting.

2. Approval of Minutes from April 6, 2004 Meeting

- Deferred until the June 1, 2004 meeting.

3. Old Business

- Senior Rx update
 - Carol Sala stated that during March 1,257 applications were mailed out with 235 returned for enrollment. As of March 1st 8,860 persons were enrolled. Pending enrollment as of April 1st are another 87 applications with 34 applications in process. As of the first of April there should be close to 9,000 people on the program. At the time of this report there was no one on the waiting list. There are a little more than 12,000 slots available through June '05. We are exceeding the budgeted amount for er member per month (Per Month Per Month). The \$600 from Medicare credit should reduce the PMPM. Still looking at how the new Medicare prescription drug program will impact Senior Rx.
 - A new RFP will be released to see if a better rate can be obtained. Persons on Senior Rx may also be eligible for the Medicare discount card. If they meet the income requirement they would also be eligible for the \$600 transitional assistance (credit).
- Medicare Drug Discount Cards
 - Sue Rhodes went to the website to see how it was going to work. She felt that the discount card wouldn't be of any great benefit to the person she was using as a test model.
 - Marilyn Wills, SHIP Program Manager, has been testing the 1-800-MEDICARE telephone number and has found that you are left on hold for approximately 45 minutes before getting any assistance. The packet of information is taking approximately three weeks to get to the senior.
 - Jackie Ridley has been to several meetings presented by Medicare and said "It was beyond what you can expect from a senior." The discount card is an interim measure prior to Medicare Part D, which is scheduled to roll out January 2006. DHR has a BDR marked for legislation to blend Senior Rx benefits with Part D.

Sue Rhodes requested that both Senior Rx and the Medicare Drug Discount cards be a continuing agenda item.

Governor Guinn has nominated Mary Liveratti to the National Transition Commission to examine, coordination between state pharmacy programs, such as Senior. Rx, with the new Medicare benefits.

- SHIP
 - Carol Sala received notice from CMS that Nevada would be given additional funding for SHIP. Of the 21 million that was given out Nevada

only received \$16,000. Another round of funding is going to take place but the state will have to apply for the additional funding.

- State Plan Update
 - Donna Brooks, Deputy Administrator, has developed a response sheet with the Division's goals and objectives. The response sheet is designed as a way of soliciting responses and comments. It is on the nvaging.net website. Donna will have a booth at the upcoming Senior Fest in Reno on May 18th. Seniors will be encouraged to complete the response form to provide feedback.
 - Donna Brooks presented the goals and objectives to the Senior Leadership Institute group in Las Vegas on April 30th. This group is trained to train other seniors on how to be leaders in senior issues and advocacy. This was the first public group to see the plan.
 - The final draft of the State Plan is going to be presented to the Commission on Aging at a public hearing on June 21st at 9 am.

5. Update on activities of the Accountability Committee for Strategic Plan for Persons with Disabilities with Regards to NRS 629 – Robert Desruisseaux

- Robert attended the last NDOT meeting in Carson City. At the meeting they mentioned the cuts to the rural areas in regards to the transportation services but there was no discussion on what they are going to do about this problem.
- The committee expressed to Robert their desires to focus on overlap with the Senior Services Strategic Plan priorities with his committee to show a united front. The overlaps including NRS 629, waiting list, waiver expansion and out-of-state placements.
- NRS 629 is an issue that the disability community has been looking at for a long time. In the past there has been a lot of resistance from the nursing board and other groups regarding self-directed care.
- Nurse delegation is also being discussed. Members from Robert's committee are planning to meet with the Board of Nursing. They are hoping that at least an amendment to NRS 629 will be offered to expand the scope of who can self-direct their care. Mary Liveratti stated that DHR has requested a bill draft to amend NRS 629.

- Setting Neutral Assessments is an activity that they have been working on for the last year. They have an assessment tool in place but it is too cumbersome. They are now looking at models from two other states. They plan on modifying the two versions to develop one that is user friendly.
- Waiting List – Not so important as how many people are on the list, but how long the wait is. All waiting lists will be on each Divisions website. The websites will be linked together.
- Positive Behavioral Supports – AB 504 called for the tobacco funds to be used for positive behavioral supports and respite. One grant from Sierra Regional Center was submitted and approved for funding.
- Fast Track System for people with disabilities – People with terminal or other serious illness can be moved up the list and receive services quicker.
- Waivers – Two groups that are in great need are children with Autism and traumatic brain injury.
- Training: Is the personal assistance training and services consistent from one agency/program to the next.
- See that critical human service programs are exempt from budget cuts during economic down turn.
- Dottie Piekarz will go to their next meeting on May 18th and represent this committee.

4. Website Dementia Training Program – Dottie Piekarz

- Dottie handed out information on the National Counsel for Certified Dementia Practitioners. This group was formed in 2001 to set-up a way of developing standards of excellence in dementia education. What the group has done is set-up a process of standardizing the education. Once the training has been completed a certificate showing they have met the standards will be given to attendees. The web page is www.NCCDP.org

6. Work Plan Discussion – Carol Sala

- Carol asked all committee members to review the goals and objectives on the grid and send her any comments. Carol will move planning notes to commentary column once the goal/objective has been accomplished. All changes should be sent to her by May 21st. The grid will be converted into the report, which is due June 30th with the draft report being sent out by June 18th. A phone conference will be held on June 23rd, at 9 am to approve the final report.

7. NDOT – Jim Mallery

Jim was unable to attend the meeting. He will be rescheduled for a later meeting.

8. RTC (Regional Transportation Commission) – Derek Morse

- An overview was given on the public transportation services that RTC provides: Citifare, Citilift, Washoe Senior Ride, Sierra Spirit, PRIDE, and TART. They carry 1.6 million passengers a year with one-fourth being seniors or disabled persons.
- Citilift Service began in 1988 with door-to-door service. In 1992 Citilift became the ADA para transit complementary service. They have a 95% “on time” pick-up rate. Citilift has 4,400 registered users and 87% of rider ship is 60 years or older. The passenger has to be ADA para transit eligible to ride the system. Citilift uses a functional assessment to determine eligibility. 85% of all applications received are approved; 15% are denied for various reasons; 65% of the applications are approved based on self-certification; 35% of the applicants whose disability isn’t apparent to RTC are screened by NNCIL (Northern Nevada Center for Independent Living).
- RTC has the third highest rider ship compared with cities of the similar size. Passenger per revenue vehicle hour is the second most productive system. RTC has the third lowest cost per passenger. The cost per passenger is \$16.63 versus \$1.80 to ride on the big bus.

Service Priorities

- Service
- Courtesy
- Punctuality

Customer Satisfaction

- Only 95 complaints per 1,000 rides
- YTD only 167 complaints
- 74 commendations

- Washoe Senior Ride is a subsidized taxi fare program for Washoe County residents 60 years and older. It is a discount voucher (“Taxi Bucks”) system that Washoe County senior citizens can use to pay their taxi fares and tips.
- CitiCare is a non-profit foundation formed in 2001 to raise funds to improve the transportation for senior citizens and people with disabilities. CitiCare makes rides affordable by subsidizing fares for low-income riders. They have raised between one-fourth and one-half million dollars. The long-term goal is to build up an endowment so they will have enough money to do this long term. The contact person for RTC is Lea Rogers, (lrogers@rtcwashoe.com).
- Sue Rhodes will contact RTC in Las Vegas to do a similar presentation at the next meeting in Las Vegas.

9. New Business

- There was no new business.

10. Public Comment

- There were no public comments given at this meeting.

11. Adjournment

- Meeting was adjourned at 3:10 pm