

ADRC Meeting Minutes

DATE: 4/6/10

PRESENT: Marilyn Hammond, Yvette Woodland, Lorna Koci, Scott McBeth, Michelle Benson, Nancy Bentley, Debra Mair, Louise Tonin, Maureen Henry, Claire Mantonya, Andrew Riggle, Judith Holt, Jason Stewart, Mark Smith, Michael Styles, Brooke Plumlee

ABSENT: Bill Young, Chandler Menteer, Juliana Preston

EXCUSED: Carrie Shonlaw

TOPIC	DISCUSSION	ACTION
Review Minutes	Reviewed and approved minutes.	Minutes approved.
Information Referral (2-1-1)	Lorna Koci presented on 2-1-1 as an information referral source. Handouts were the Information & Referral (I&R) Subcommittee Report with topics of the committee's recommendation, a contract, data, training, directory production, reporting and funding. Also given out, a Utah 2-1-1 Service Snapshot showing monthly call volume, frequency, calls by county, busiest hours, major needs, database listings and top 25 agency referrals. Lorna said the directory can be reproduced demographically for a fee, which would allow specialized resources. The website www.211UT.org was viewed and discussed. Funding was estimated at about \$10,000 the first (development) year and about \$5000 thereafter. 2-1-1 already has a process in place to update regularly to ensure accuracy. The ADRC funding requires a database source and I&R recommended the use of 2-1-1. It was moved, seconded; all in favor, approved. A contract will be drafted regarding the ADRC using 2-1-1 for its database development and hosting. During site visits, Maureen and Louise will get input and suggestions for 2-1-1 from the sites.	Brooke will send the 2-1-1 website address to the committee. Maureen will put together a contract between the ADRC and 2-1-1. At site visits, Maureen & Louise will get input on 2-1-1.
Update on sites	Maureen went through the differences in the models of the pilot sites and the collaboration with AAAs and CILs: Mountainlands, Moab, Logan; and discussed the upcoming site visits. Maureen will send an outline of the site visits to the committee for review. Contracts between the ADRC and sites will be in place by the end of the week.	Maureen will send an outline of the site visits to the committee. Site contracts complete by the end of the week.
Grants	The VA grant enabling vets to stay in their communities has not had any progress. Its primary model is AAAs working with the VA without any Commission/ADRC involvement. If ADRC/AAA members are interested, they can find more information on the TAE website www.adrc-tae.org and there are VA materials online done by Boston College. ADRC funding of \$10 million, available over the next 5 years, was discussed and it was said that we need to follow up with the health department regarding the "Money Follows the Person" grant.	AAAs interested in the VA grants can find info on the TAE website. Maureen will follow-up with the Health Dept. on "Money Follows the Person"
Logo	The logo submitted by HealthInsight's graphic designer was reviewed. There was a suggestion and agreement that the logo would be approved; however, there would be another option with a change in font, and final approval would be voted between the options in an e-mail vote.	The logo was tentatively approved with an e-vote for final approval after a decision between fonts.
UTADRC Web	Louise presented the www.utadrc.org website and reviewed materials currently available and the development plan. She said the notebook materials are listed under the "Steering Committee" tab. Judith Holt will arrange for review of the site for Section 508 accessibility and screen readers.	Judith Holt will have the site and 2-1-1 reviewed for 508 and screen reader accessibility.
Other	Options counseling for the Latino community were brought up.	

	<p>Maureen discussed participation in a Hispanic Health Fair and that the Commission has money available for projects involving advance directives and Latinos. It was suggested that the Commission sponsor a day-long training for options counselors and how best to serve the Latino population.</p>	
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Submitted by: Brooke Plumlee

Date: 4/28/10

ADRC Information and Referral Sub-Committee Report

4.6.10

- Recommend using 2-1-1 Information and Referral for the database requirements of the Utah ADRC
 - Comprehensive resource database
 - Long term support options
 - Providers, programs and services available
 - Central database
 - Resources conform to established inclusion/exclusion policy
 - Process in place for updating and ensuring accuracy
 - Accessible to the public via a website
 - Statewide coverage - preferable
- MOU or contract with responsibilities, dates, etc.
 - Complete entry of resources by the start of the first pilot
- Data approach
 - Select types of agencies to include – see list
 - Identify gaps (use AAA and CIL information and assistance), contact agencies, get data, enter data, verify (assistance from AAAs and CILs) – see spreadsheet
 - Enter options counseling sites
- Train
 - 2-1-1 staff
 - Options counselors
 - Other
- Directory production services available – separate fee
- Report and update data as needed
- Funding
 - Inclusion/exclusion policy requires payment for for-profit organizations
 - Increased workload of data entry
 - Start-up – see estimate
 - Maintenance – see estimate

Estimate for addition of 200 resources		Organization	Days at 2-1-1	Cost @ \$30/hour	Year 1	Year 2	Year 3
1	Identify areas where there are gaps in the database (agencies/service providers not listed)	Committee	0	\$ -			
2	Identify missing entities and obtain email contact for each organization, 2-1-1 will provide listing of all organizations currently in the database	Committee, AAAs, CILs	1	\$ 240			
3	Send email to each missing organization, invite to enter information into database on-line - follow-up by phone with those that do not respond to emails	2-1-1	10	\$ 2,400			
4	Data entry <i>how it's coded</i>	Service provider		\$ -			
5	Verify each entry, create taxonomy, and put into database	2-1-1	20	\$ 4,800			
6	Training for 2-1-1 staff on Options Counseling sites and ADRN process	Project office	1	\$ 240			
				\$ 7,440	\$ 7,440		
	Estimate for on-going support						
7	Annual updates for service providers in database due to ADRN, adding new service providers, on-going training	2-1-1	10	\$ 2,400		\$ 2,400	\$ 2,400
8	Promotion, special reports, handling call volume, etc.	2-1-1	12	\$ 2,880	\$ 2,880	\$ 2,880	\$ 2,880
				\$ 5,280	\$ 10,320	\$ 5,280	\$ 5,280

Category	Listings as of 3.1.10	Completeness Est.			Notes
		High	Med	Low	
Abuse	40	1			
Burial	3			1	
Care Giver	18			1	
Care Management				1	
Counseling	69		1		
Day Care	7			1	
Disabilities	95			1	Statewide, Salt Lake, Summit, Tooele, Davis
Food	77	1			
Health Associations	97	1			
Health Clinics	44	1			
Home Repair	17		1		
Home Services	15			1	
Hospice	11			1	
Hospitals	36	1			
Housing	59	1			
Legal	11		1		
Long Term Care	11			1	
Medicaid	10	1			
Medicare	6	1			
Mental Health	83		1		
Personal Assistance	8			1	
Rehabilitation	5			1	
Senior Centers	11			1	
SSA	6	1			
Substance Abuse	60		1		
Support Groups	88			1	
Transportation	13			1	
Utilities	46	1			
Veterans	10	1			
	956	11	5	13	

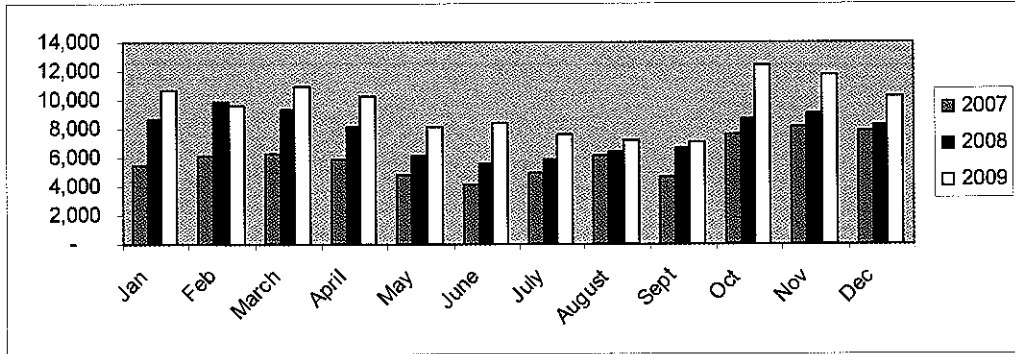
Comments:

1. Inclusion criteria does not include most private sector organizations without payment

Adults at Risk
Aging
Assisted Living
Assistive Technology
CIL/ILC
Disease Specific Resources
Durable Medical Equipment
Employment Supports/Services
Food Pantries
Home Care Providers
Housing Options
Income Maintenance/Economic Support
Long-Term Care

Medical Providers
Mental Health Services
Nursing Homes
Personal Care Providers
Prevention
Substance Abuse
Support Groups
Transportation
Legal Issues
Volunteers

Monthly Call Volume



2009 Calls: 114,422 (23% increase over 2008)
2009 Referrals: 154,838 referrals to 788 agencies

Call Frequency

8:30 am—11:30 am	34%
11:30 am—3:30 pm	44%
3:30 pm—6:00 pm	22%

Busiest Hours

- 11:30 am—12:30pm
- 1:30 pm—2:30 pm

Calls by County

Salt Lake	84,916	79.43%
Weber	7,245	6.78%
Davis	6,928	6.48%
Utah	2,836	2.65%
Washington	1,073	1.00%
Other	3,909	3.60%

Top 25 Agency Referrals

- Volunteer Income Tax Assistance (VITA)
- The Salvation Army
- Salt Lake Community Action Program
- Utah Department of Workforce Services
- Crossroads Urban Center
- Home Energy Assistance Target Program (HEAT)
- Catholic Community Services Of Utah
- Eagle Ranch Ministries
- Intermountain Community And School Clinics
- Catholic Community Services Of Northern Utah
- The Road Home
- Salt Lake Donated Dental Services Clinic
- Reach Salt Lake
- Utah Department Of Health
- Utah Legal Services, Inc.
- Social Security Administration - Salt Lake City Office
- American Red Cross
- LDS Church Ward Boundaries
- Utah State Courts
- Central City Community Health Center - Dental Clinic
- Hildegard's Food Pantry
- Housing Authority Of The County Of Salt Lake
- South Main Public Health Center
- Internal Revenue Service
- Maliheh Free Clinic

Major Needs

Income Support/Assistance	30,526	25.66%
Health Care	17,910	15.05%
Clothing/Personal/Household	14,661	12.32%
Food/Meals	12,301	10.34%
Housing/Shelter	7,345	6.17%
Information Services	6,901	5.80%
Family and Community Life	6,509	5.47%
Legal/Justice	5,262	4.42%
Government Associations	4,636	3.90%
Mental Health/Addictions	3,426	2.88%
Volunteers/Donations	2,346	1.97%
Education	1,868	1.57%
Employment	1,574	1.32%
Transportation	1,411	1.19%
Insurance Issues	1,083	0.91%
Disability Issues	1,046	0.88%
Consumer Assistance/Regulation	134	0.11%
Disaster Services	44	0.04%

Database Listings

Total number of agencies	1,217
Total number of sites	1,892

For additional information contact Lorna Koci, Programs Director, 801-887-1226 or lornak@utahfoodbank.org