

ADRN STEERING COMMITTEE

January 5, 2010

Minutes

Presentation by 211, Access Utah Network, et al., on Current Statewide Database and Telephone Referral Networks

I &R can be comprehensive and/or specialized. 2-1-1 is comprehensive, while Access Utah is specialized. Other agencies, such as, AAAs and the Disability Law center also provide specialized I. & R. 2-1-1 is classified as a not-for-profit agency. Utah County goes through United Way's land line. Shortly, all content now stored in four databases will be stored in one database. 2-1-1 has the I. & R. content available in print, "The Red Book," which sells for \$40.00. They have a full-time it person who updates the database. 2-1-1 is currently going through AIRS accreditation, which requires an annual update on the database. 2-1-1 answered approximately 115,000 calls in 100 different languages last year. 2-1-1 currently conducts hot and warm I and R transfers, trains SLC staff, is running a new website, as well as a volunteer center. They are working with DWS to replace the Utah Cares system. IRIS is the software that for the database. It will track the calls. 2-1-1 does a lot of outreach. They also contract with the Department of Homeland Security as Utah's resource in case of a disaster, as well as manage a special needs registry. At the request of the Commission on Aging, 2-1-1 modified its inclusion/exclusion policy to include for-profit agencies. IRIS is printer friendly and can provide some case management service. Other agencies can access it remotely or use CDs. There is access for the hearing impaired. There was a 23% increase in call volume last

The call center is monitored on a daily basis, and can bring in more specialists if necessary. The State has a lot of resources already that can be stored on a single database. Hot transfers can currently be made to all of the other agencies. 2-1-1 can take 18,000 calls per day if working 24/7. Two lines are in use when transferring until everyone hangs up.

Discussion of Work Group Meeting Results and Process for Choosing Pilot Sites for Options Counseling

The completed grids were all over the map. ADRC functionality is going on to some degree, but our request was not sufficiently specific to obtain the information to allow us to understand what that degree is. There is a vision for what an ADRC should be and what it should provide. We need to get down to more specifics so we can understand the depth of what is already in place and what else needs to be done in order to make sure the ADRC meets AoA's and our vision.

Vote on Name, Schedule Upcoming Meetings, & Announcements

The Steering Committee voted and approved to take the name, Aging and Disability Resource Network. The next Steering Committee meeting will be held on Tuesday, February 2, from 11am to 1 p.m. and

every first Tuesday of the month hereafter. The location is yet to be determined. Maureen encouraged the AAAs and CILs to participate in a Veteran's Directed Home and Community Services (VDHCBS) round table technical assistance call to be held January 7 at 1:00 p.m. This call is an opportunity for VDHCBS grantees (and other states interested in this program) to discuss their experiences, successes and challenges partnering with the VHA network and serving Veterans through this participant-directed model. Louise will check with AoA to see if agencies other than AAAs can apply for VDHCBS funding.