



Detroit  
Long  
Term  
Care  
System  
Change  
Task  
Force



## Meeting Minutes

### Detroit Long Term Care System Change Task Force Access Subcommittee Meeting Minutes

**Date:** Wednesday, January 21, 2009

**Time:** 1:00 p.m.

**Place:** Detroit Wayne County Long Term Care Connection  
1333 Brewery Park Boulevard, Suite 160  
SPE Conference Room  
Detroit, Michigan 48207

#### MEMBERS PRESENT

Marian Banks Nickleberry, Co-Chair  
Earlene Traylor Neal, Co-Chair  
LaTonya Wallace-Hardiman  
Michael Moore  
Susan Sacarro  
Judy Joyce  
Tene Sandra Ramsey  
Margie Young  
Carol Smith  
Jerry Osborne  
Alice Sevonty  
Michael Wells  
Margaret Keyes-Howard

#### MEMBERS EXCUSED

Jane Church  
Melanie Harris  
Alicia Buggs  
Gwendolyn Cook-Jones

#### MEMBERS ABSENT

Sheilah Clay  
Zee Pace

#### STAFF

Arthur Caldwell  
Anthony Mertic

#### RECORDER

Leah Phippen

### I. WELCOME & INTRODUCTIONS

Marian Banks-Nickleberry called the meeting to order at 1:08 p.m. She asked everyone to state his/her name and agency for the record.

### II. REVIEW & APPROVAL OF MEETING MINUTES

Marian asked for any corrections to the meeting minutes of December 16, 2009. Judy Joyce made a motion to accept the minutes of December 16, 2009; seconded by Earlene Traylor Neal and Arthur Caldwell. **Motion carried.**

### **III. OLD BUSINESS**

#### **A. MEMBERSHIP UPDATE**

Marian asked members to review the list of Access Members for the purpose of removing inactive members from the roster. Mr. Michael Wells will be replacing Margaret Bruni; however, Ms. Bruni will remain on the email distribution for notices, etc. Susan Sacarro will be representing NSO; therefore, Laniece Jones and Sheilah Clay will be removed. Zee Pace and Jane Church will be contacted to confirm appointment to the Subcommittee before removal. Margaret Keyes-Howard had been identified as one of the members that had not attended any meetings thus far, however she was present today and expressed sincere dedication to the Subcommittee.

#### **B. REVIEW OF ACCESS GRID SUMMARY & CATCHMENT AREA**

Marian explained the purpose of the Access Grid and each agency's Process Flow Chart and stated that they would be used throughout the process of the subcommittee's mission. Michael Wells of the Detroit Public Library was asked to submit his agency's process chart and be prepared for a brief presentation of the chart at the next meeting.

#### **C. TASK FORCE UPDATES**

Marian asked members to take note of the special events listed in the distributed E-Blast and to attend the Legislative Process Training on January 30, 2009 if possible.

### **IV. NEW BUSINESS**

#### **A. REVIEW OF AGENCY PROCESS GRID – DISCUSSION**

Marian stated that the subcommittee would continue presenting an overview of his or her agency's access process.

Alice Sevonty handed out a revised Process Flowchart for Detroit Area Agency on Aging (DAAA) and Detroit Wayne County Long Term Care Connection (DWCLTCC). There are several points of access including: Walk-In, telephone, by fax, by mail or by visiting [www.daaa1a.org](http://www.daaa1a.org) and clicking on Request For Information. The software used is called Basic Call Management System (BCMS). It allows calls to be logged and reports to be sent to individual pagers. Walk-in requests are handled through the I&A Supervisor who identifies the staff available to assist consumer. Telephone calls, if not answered directly, go through the Vector System (Automatic Call Distributor) which directs the caller to one of the many departments by prompts. If a call is answered the I&A staff will begin assisting consumer. Faxed requested are retrieved by an I&A Specialist, a supervisor verifies SvcPt Record and assigns the request to a Specialist, who will then contact the consumer. Internet requests are emailed to the I&A Director, forwarded to the I&A Supervisor and either telephoned or emailed by the assigned specialist dependent upon the consumers preference.

Marian asked for further explanation of the 211 Warm Transfer Calls (866 Calls) process. Alice said that when a general call comes in and a long term care need is identified, the call is transferred directly into the BCMS. The 211 and 866 Call Center also takes weekends, after-business hours and holiday calls and requests are then faxed into the office and collected on the next business day.

Marian asked what happens if a call goes into another agency that clearly was intended for DAAA/DWCLTCC. Alice said that the person would be given the phone number to call into DAAA/DWCLTCC and given the department extension number if applicable.

Susan Sacarro of Neighborhood Services Organization – Older Adult Services (OAS) was asked to present her agency's access process. Susan commended Alice, Judy and Earlene on their process and said they NSO would consider revising their chart to resemble it in favor of its organization and clarity. NSO - OAS has a central intake department which consists of an intake supervisor and two full-time staff members who are licensed bachelor social workers who take all of the intake calls. The majority of their referrals are received via phone calls. Walk-ins are very rare for NSO. After hour calls are referred the emergency telephone service who would then contact an on-call staff member to respond within three hours. Marian asked for clarity on the type of calls that NSO receives; rather the calls that are taken are directed specifically for the NSO. Susan said that there are a number of service calls received outside of what NSO delivers and a list of phone numbers are available as needed. However, the services that the NSO provides are very broad. Their geographical coverage is in Wayne and Oakland County and they also have an office in Pontiac. In June of 2007, NSO made a transition to the electronic medical records called Electronic Communication Organization (ECO) for consolidation and continuity of communication because the offices are so spread out and there is so many different programs that they have. Information is immediately accessible to all staff members. The database is web-based. Marian asked if the intake processors have any AIRS certification. Susan said that she believes they go through an in-house orientation and certification.

Marian asked the subcommittee members to review the meeting minutes of December 16, 2008 and prepare any questions for the next meeting.

Margie Young, DHS, presented her agency's access process. She stated that mostly consumers will submit an application for Medicaid and date stamped; it is at that point an application is considered to be submitted.

Other entry points consist of hospital staff and nursing home staff (contracted Medicaid Specialists). However, requests for Medicaid ONLY can be filed via mail, fax or in person at the office that services the zip code in which the client resides. DHS has a checklist that asks the client to verify citizenship, household income, guardianship fees (if applicable) among other things depending upon what the client is applying for. Once the checklist is complete, the worker would open the case and the appropriate notices would go out to the recipient(s) and/or office rep indicating that they are eligible. If the person is not eligible; or if the client has not contacted the office to notify the worker that they need an extension on verification a notice is also sent to the client stating the reason of ineligibility. The access process before the subcommittee is very brief; as the process is much more complex and more detail will be added to the process explanation at a later date. Margie also noted that common barriers were listed at the bottom of the presentation.

#### **V. SUBCOMMITTEE WORK PLAN/ TIME LINE**

Marian said that the subcommittee has met four times and is being asked to present an update to its recommendation status on January 30, 2009. We will continue to present our commonalities to help identify barriers in access as we develop those recommendations. Our main focus to present on January 30<sup>th</sup> will consist of the "No Wrong Door" policy recommendation stating that all agencies should be on a universal data system to prevent misinformation. Marian asked if the subcommittee thought that we are at a point of full recommendation. Its was agreed that more investigation was needed.

Marian asked for assistance in investigating Refer 2000 that is currently being used by the Detroit Public Library. Tene Sandra Ramsey said that the Detroit Senior Citizens Department used that system before using the 311 Call Center.

LaTonya Wallace Hardiman noted that our first option for a recommendation would be a HUB linking all agencies at one database. Margie identified that a barrier to that system would be confidentiality issues.

Marian asked how we would suggest a more time sensitive database. The subcommittee compared individual-driven maintenance versus hiring an agency to maintain the database, such as TIP as it relates to cost efficiency.

**VI. AGENDA BUILDING**

The Subcommittee is expecting reports back from the focus groups to be discussed at the next meeting.

The Detroit Public Library, Department of Community Health, The Information Center, Adult Well-Being Services, United Way of Southeastern Michigan and Detroit Senior Citizens Department would be among those to present their access process at the next meeting.

**VII. ADJOURNMENT**

The meeting was adjourned at 2:58 p.m.

Respectfully submitted by:

Leah Pippen

AC/lp

*Moving Towards Enhancing the Quality of Care*