



Detroit
Long
Term
Care
System
Change
Task
Force



Meeting Minutes

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

Date: Tuesday, February 17, 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

Earlene Traylor Neal, Co-Chair
Michael Moore
Alicia Buggs
Tene Sandra Ramsey
Margie Young
Carol Smith
Jerry Osborne
Susan Saccaro
Michael Wells
Gwendolyn Cook-Jones

MEMBERS EXCUSED

Marian Banks Nickleberry, Co-Chair
Anthony Mertic
Margaret Keyes-Howard
Judy Joyce
Alice Sevonty

MEMBERS ABSENT

STAFF

Arthur Caldwell

RECORDER

Leah Pippen

I. WELCOME & INTRODUCTIONS

Earlene Traylor Neal called the meeting to order at 1:15 p.m.

II. REVIEW & APPROVAL OF MEETING MINUTES

Earlene asked for any corrections to the meeting minutes of January 21, 2009. Gwendolyn Cook-Jones requested that her absence be corrected as excused. Susan Saccaro noted that under Agenda item III-A, Sheilah Clay should also be removed from the Member Roster. She also noted that under Agenda item IV-A, paragraph 5 "Older Adult Services" should be added to the title of her organizations access process and that "fax referrals" should be removed from the statement of being rare. Arthur Caldwell noted correction to "Referral" under Agenda item V; second paragraph. The system is named Refer 2000. Arthur made a motion to accept the minutes of January 21, 2009 with corrections noted; seconded by Margie Young. **Motion carried.**

III. OLD BUSINESS

A. TASK FORCE UPDATES

There were no updates to report in Marian Banks-Nickleberry's absence.

B. AGENCY PRESENTATIONS

1. City of Detroit Human Rights Department (continuation)

Gwendolyn Cook-Jones presented the City of Detroit Human Rights Department's access process. She said that the Human Rights Department gets its authority under the city ordinance, Chapter 27. This agency is similar to the Michigan Department of Civil Rights. In order to file a complaint with the city the issue has to be of a discriminatory nature. A complainant can walk-in or call on the telephone and the process would begin with an intake process by the Human Rights Investigator. If available, the investigator could also ask questions that are not pertaining to the intake form to get a better understanding of the case. Otherwise, a follow up call would be made to the complainant to inform them that their case is being worked on within a 24-hour time-period. The investigator would review jurisdiction and whether the incident happened within one year. Disability issues take priority in the Department. The Human Rights Department is under an agreement with the Department of Justice to make all of their programs, services and facilities accessible to persons with disabilities. A formal complaint is notarized and the Human Rights Department sends a statement out to the company or person who the case is being filed against. They are allowed 10 business days to respond and can be extended up to 30 days. The response is reviewed with the complainant. The issue can either be resolved or the company will present ways of accommodation and the case is closed. It is very rare for a business not to respond because they do not want to be in default. They would be brought in for an informal hearing so that the complainant can be heard and the issue resolved. If that does not work to get a resolution, a more formal process begins with interviews from witnesses and review of evidence to issue a finding that there is probable cause for discrimination or harassment. The Human Rights Department is also under contract with a mediation service to refer the case to, because their primary goal is to get the case resolved on good terms with both the consumer and the business.

2. Adult-Well Being Services (AWBS)

AWBS has two locations serving the community; Field Street – Administrative Office and Butzel Family Center. Michael Moore presented flowcharts from a couple of different program areas.

DAAA Kinship Support Services (Grandfamilies Program)

Grandparents need to be at least 55 years of age to participate in this program. Phone calls are received by the receptionist at the Butzel Family Center or transferred in from the Administration Office on Field Street. The calls are directed to a Social Worker who conducts a brief assessment to determine the need. If there are some emerging issues that require immediate attention, the worker would handle that case immediately. If there is no sense of urgency the worker will schedule an intake-home visit. If applicable, a work plan is developed and may include: Information & Referral(s), Counseling, Advocacy, Support Groups and/ or Educational Services. AWBS coordinates services for emerging issues such as problems with utility bills or home repairs. In addition, they offer services to the young people in the grandparents' care relating to academic issues, attendance issues and/ or behavior issues. Because AWBS is a comprehensive agency with their mental health services and developmental disability services, they are able to provide referrals in-house for those types of services for both the grandparent and the young person. If their issues are resolved, then their case is closed. If the grandfamily

would like to continue in AWBS support services then it arranged for them to participate in on-going support groups, which are typically held at the Butzel Family Center.

DAAA Respite Program

Calls are also received at the Butzel Family Center and can be redirected in from the Administrative office. AWBS staff would complete an eligibility screening. If ineligible, staff refers out to appropriate provider, as needed. AWBS has a person of choice program as well as a contract with Caring Hearts. For those families that qualify, they can select an individual that they would like to provide respite care or they could opt to use a Caring Hearts licensed representative. If the caller is eligible, demographic information is given to a Respite Social Worker who makes follow-up calls to confirm information and verify respite self-determination model is appropriate for the family. An appointment is scheduled for an in-home interview to complete respite plan, financial determination and to review grievance and HIPAA. A registered nurse would review the assessment to determine the level of respite. DAAA is notified of clients acceptance via TSRP Care Plan and a voucher is prepared and given to the client. Once respite has been provided, the client signs he voucher and returns it to AWBS for payment. The voucher is submitted to finance for processing. A re-eligibility assessment is completed in six months. If eligible, the process begins. If all needs are met, the case is closed.

There is currently no waiting list for AWBS services. AWBS is developing a central information desk, which would handle all calls in the agency and determine where the call would go Developmental Disability, Mental Health, Aging Services, Guardianship, etc.

A question was asked, how many different programs are there under the AWBS. Michael stated that under Healthy Aging there are 13 different programs. AWBS has contracts with the MDCH, DAAA, Senior Alliance, United Way, The Holly Foundation, Industrial Schools and a few others. Within that, AWBS may have 2-3 different services out of each one.

A question was asked about the education level of the AWBS Social Workers. Michael said that they are bachelor level social workers.

3. Department of Community Health

The access process will be presented at the next meeting.

4. Detroit Senior Citizens Department

Alicia Buggs presented the Detroit Senior Citizens Department's access process. Clients can walk-in, email or call into the department. In-take information is gathered from the client and they are referred to an agency that can address their need. After a 30-day wait period the Senior Citizens Department makes follow-up contact with the client to ensure that their need has been met. This prevents them from getting lost within the referral system. If their needs are met, the case is closed. If their needs have not been met, the Department repeats the process until the issue is resolved. Occasionally, the Department will contact the agencies directly and ask for the information needed to get the matter resolved to assist the client.

5. Detroit Public Library

The access process of the TIP Department will be presented at the next meeting.

6. United Way of Southeastern Michigan (UW 2-1-1 SEM)

Carol Smith presented the United Way for Southeastern Michigan 2-1-1 access process for a senior citizen. She stated that 2-1-1 does not have a particular population, so she distributed a scenario of a service call from a 65-year old senior looking for food assistance from food pantries. People can call into 2-1-1, call the Toll Free Number, email requests via website or via internal transfer from another department. Email and

internal transfers are sent to supervision; who then assigns the call to an Associate for a callback within 24-hours. The Associate collects basic demographic information including zip code, referral source, age range and gender. The Associate conducts a thorough assessment to get a better understanding of the caller's need for food assistance and helps identify barriers and additional needs. Referrals are provided to the closest food pantries based on the caller's zip code. 2-1-1 usually offers 2 to 3 referrals for each service request. Every senior and disabled adult is provided information about services available through the Area Agency on Aging in their vicinity. United Way for Southeastern Michigan 2-1-1 has a special agreement with DWCLTCC for seniors and disabled adults in the catchment area. When the call specialist discovers through the assessment that the caller has long term needs, the caller is offered an immediate warm transfer directly to the Long Term Care Connection to speak with an Options Counselor. The call is closed by collecting the remainder of the demographic information such as: ethnicity, head of household, primary source of income and income level. 2-1-1 asks all callers for permission to follow-up should they be randomly selected. United Way 2-1-1 follows-up on 100% of health related calls, 100% of endangerment calls (when permission is granted) and 3-5% of basic and complex calls. An invitation to re-connect with 2-1-1 is extended as specialists inform clients that they are available 24 hours a day, 7 days a week and to call again should there be any additional needs. All calls are handled anonymously and the demographic information we request is optional and confidential. United Way 2-1-1 recognizes that there are instances when callers from special populations, including seniors and the disabled, may need additional assistance/ advocacy to connect to needed services. 2-1-1 provides advocacy when needed to any caller who may have difficulties accessing resources on their own. When appropriate, seniors are directed to senior advocacy groups and/ or agencies. The question was asked if all calls are handled in the same manner as the senior population. Carol said that all calls are handled the same. Their goal is to find out what any caller is most in need of: mental health services, evaluation or if it is more of a senior issue. There are more than 20,000 programs and services in the database.

7. Department of Human Services

Margie Young presented a DHS hand-out identifying district offices and contacts for informational purposes.

IV. NEW BUSINESS

A. Presentation on Results of a Wayne State University Study on Resource Databases for Access Points) - Linda King, Wayne County Community Mental Health

The presentation will take place at the next meeting.

B. Review of Access Recommendation (Hand-Out)

The Subcommittee reviewed the Access Policy Recommendation as presented to the Legislation & Regulations Subcommittee. This topic will be discussed at the next meeting when we have reviewed the Legislation & Regulations Subcommittee Meeting Minutes of February 12, 2009.

C. Other Subcommittee Recommendations

All Subcommittee Draft Policy Recommendations may be viewed on the DAAA Website in the password protected area. Please go to: www.daaa1a.org and click on the link to visit the LTC Task Force Home Page or [CLICK HERE](#) to go directly to the LTC Task Force Home Page. In the upper right-hand corner, you will find a link to enter the password protected area.

Click on the individual Subcommittee title to view its recommendations.

*Please note that an updated LTC Task Force Member Directory is accessible in the Password Protected Area as well.

V. SUBCOMMITTEE WORK PLAN/ TIME LINE

The Legislation & Regulations Meeting Minutes of February 12, 2009 will be reviewed to identify what the next steps are for the Subcommittee as it relates to the Policy Recommendations.

VI. AGENDA BUILDING

The remaining agencies' access process will be presented.

1. Detroit Public Library
2. Wayne County Community Mental Health

As stated above in agenda item V, the Legislation & Regulations Meeting Minutes of February 12, 2009 will be reviewed to identify what the next steps are for the Subcommittee as it relates to the Policy Recommendations.

VII. ADJOURNMENT

The meeting was adjourned at 2:49 p.m.

Respectfully submitted by:

Leah Pippen

AC/lp

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