



Detroit Long Term Care System Change Task Force



Meeting Minutes

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

Date: Tuesday, November 18, 2008
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
Tene Ramsey
LaTonya Wallace-Hardiman
Carol Smith
Ann Matteson
Alicia Buggs
Judy Joyce
Alice Sevonty
Susan Miller-Anderson
Charlene R. Clifton
Melanie Harris

MEMBERS EXCUSED

Earlene Traylor Neal
Jane Church
Sheilah Clay
Gwendolyn Cook-Jones
Michael Moore
Susan Sacarro
LaNiece Jones

MEMBERS ABSENT

Maragaret Bruni
Margaret Keyes-Howard

STAFF

Arthur Caldwell
Anthony Mertic
Cheryl Dozier Forte

RECORDER

Leah Pippen

I. WELCOME & INTRODUCTIONS

Marian Banks-Nickleberry called the meeting to order at 1:04 p.m. She asked everyone to state his/her name and agency for the record.

II. REVIEW & APPROVAL OF MEETING MINUTES

Marian Banks Nickleberry made a motion to accept the minutes of October 31, 2008; seconded by Alicia Buggs. Motion carried.

III. OLD BUSINESS

A. MEMBERSHIP UPDATE

Marian Banks-Nickleberry suggested that a motion be made to establish setting a subcommittee meeting quorum. Judy Joyce made a motion to establish a quorum and the motion was seconded by Arthur Caldwell. **Motion carried.** Thus, a quorum of eight subcommittee members is needed to be present at each meeting in order for the meeting to be held as scheduled; for this scheduled meeting, there were fourteen committee members present.

B. MEETING LOCATIONS AND DATES

If the size of the committee increases, notifications will be sent out regarding the meeting location for future meetings. However, the DWCLTCC Conference Room currently accommodates the needs of the Access subcommittee.

C. TASK FORCE UPDATES

1. *MARKETING STRATEGIES (RE-BRANDING)*

The marketing committee has had one meeting since our last meeting to establish the parameters of their charge. The presentation outlined strategies such as radio, television, the Internet, newspaper advertising and billboard marketing strategies for the entire Task Force process. They are focusing on re-branding the meaning of "long term care" to make it a more user-friendly term.

2. *LEADERSHIP STEERING COMMITTEE REPORTS*

The Access committee will present its report to the Leadership & Steering Committee on December 1, 2008. The Access report will provide a highlight of the process of narrowing our focus, the preliminary work on outlining main issues/ barriers in the Access system (Access Grid).

IV. NEW BUSINESS

A. REVIEW OF ACCESS GRID SUMMARY & CATCHMENT AREA

Ms. Banks-Nickleberry asked committee members for any questions about the Grid. There were no initial questions. She began with the Population/ Sub-Population of the agencies that are represented in the Access subcommittee. The majority of the agencies service Detroit/ Wayne County areas. Edward D'Angelo of The Information Center has been informed that at this point in the committee's process; our focus is the Detroit area. At some point, we may begin looking at the out-Wayne county areas; therefore, he has asked to stay involved with the committee as a resource and to also observe the process of the committee.

The access process used by most agencies was by phone. Two specific types of groups have been identified as consumers:

- 1) Callers with knowledge about what services they are in need of
- 2) Callers who are not aware of the services offered, but were referred to an agency. Staff may need to probe for more information to find out what the persons needs are. We have to then be sure that we are guiding seniors to the correct information.

The committee's main access process begins with callers who call into a call center. Ms. Tene-Sandra Ramsey stated for clarification purposes, that the Detroit Senior Citizens Department was an advocacy program. No services are provided on-site.

The Access Grid showed that the database systems vary among each and every agency on the committee, with the exception of three. Ms. Banks-Nickleberry suggested this as a possible barrier and asked if we should consider establishing a common database system among all agencies. The Detroit Public Library provides the TIP database to the United Way 2-1-1, The

Information Center and NSO. The Detroit Senior Citizens Department used the TIP database in the past, but found it to be expensive. The cost and flexibility that a database system offers is what determines whether an agency will use it or not. Anthony Mertic stated that unfortunately, systems, too often, determine what an agency can handle.

Ms. Banks-Nickleberry suggested that since there is no one system that can handle all of the particular needs as agency may have, agencies should consider systems that will help on a broader level. A suggestion was made to collaborate with one system with different hubs. Would it be less expensive? What would be the issues?

It was decided that the project would be cheaper for each agency, but much too expensive overall. Another suggestion was made to license their information and sell subscriptions. The Detroit Public Library offers the purchase of a subscription that will enable a user access to the agencies information.

The State of Michigan has been working with the DOW Company to create Information & Referral software that will centralize databases for the State of Michigan for all 2-1-1 and comprehensive I&R's throughout the state. Access for consumers would be through a web browser, maybe via a password protected area.

Cheryl Dozier Forte asked if this process would cause excessive duplication among agencies. Marian Banks-Nickleberry added whether the system would meet the needs of the consumers. Anthony Mertic said that a more simplified service gets consumers to where they need to be faster, rather than using time to collect unnecessary data needed to fill the database.

B. REVIEW OF QUESTIONS FOR FOCUS GROUP

The committee agreed upon six questions extracted from the Access Grid, to present to the Focus Group as it relates to Access:

1. How do you look for long term care services?
2. Have you been able to easily find the services or resources that you are seeking?
3. What is your greatest frustration when seeking services, programs or information?
4. What are your suggestions for improving the process of informing families about resources?
5. Are there specific organizations you turn to for information about long term care, senior services or resources to assist seniors or disabled persons?
6. What kind of long term care information is most important to you?

Judy Joyce suggested re-phrasing the *Gaps in Service* area on the grid. The Detroit Wayne County Long Term Care Connection read the question as if it were Gaps in Access. The question was clarified. If consumers are calling for a service that is not available, Ms. Banks-Nickleberry suggested that agencies make a note of the number of times people call in for that particular service for recognition.

C. REVIEW OF SUBCOMMITTEE GOAL – (SCOPE OF WORK DOCUMENT)

Ms. Banks-Nickleberry referenced the Access Purpose Spreadsheet for review of the subcommittee goal. The purpose, mission, scope of work, policy recommendations and possible deliverables were read by committee members.

Ms. Joyce asked what the expected outcome would be, once each subcommittee presents its recommendations to the legislature. Ms. Banks-Nickleberry stated for us to keep in mind that the Access committee was added to the initial Task Force with a much larger charge. It is our hope that the legislation will make changes based on our work; that they may convene a committee specifically focused on long term care and the various issues that our communities face as it relates to long term care. However, our charge is made up of two phases.

Phase I: Recommendation for the Task Force Purpose

Phase II: Recommendation for overall access issues within our communities

- Point out unnecessary duplication
- Find ways to get other agencies to recognize duplication as an issue that if addressed, can help overall access system

- Collaborate on less expensive system to save dollars that can be used on other issues
- Critique the amount of time it takes for a consumer to get the services they are looking for and whether or not they are receiving random/ useful information

D. ESTABLISHING OUTCOME MEASUREMENTS (FOR GOAL)

The subcommittee agreed to do a self-study/ assessment (walk-through) of the access process that will start at the next subcommittee meeting (December 16, 2008) – members will begin outlining the step-by-step process of how calls for assistance are handled by each represented agency. This will assist in identifying *duplication, gaps in access and services, etc.*

V. SUBCOMMITTEE WORK PLAN/ TIME LINE

Ms. Banks-Nickleberry asked committee members if they thought that an expert would be useful to clarify exactly what Access is; the members agreed that they were not in need of an expert. Ms. Joyce stated that we may need them as it relates to a national level of access. Ms. Banks-Nickleberry said that we could hold a conference call with them to ask questions. How do we create a system that is the best for consumers? It is a good idea to see what they are looking at in terms of access and its issues on a national level.

VI. AGENDA BUILDING

It was decided that the committee would individually present their own access process while other committee members identify loop holes/ barriers in the system being presented.

VII. ADJOURNMENT

The meeting was adjourned at 2:21 p.m.

Respectfully submitted by:

Leah Pippen

AC/lp

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