

One Call Committee
August 23, 2007

Present: Linda, John, Pat, Nan, Selena, Michele, Claudine, Barb, Sarah, May, Rosemary, Alicia

I. Introductions and Announcements

- a. Wes has left the committee to focus his energies elsewhere. He will be missed. Nan Jenner Bryant has joined the committee from MHC.
- b. Senior Reach says keep making referrals. They appreciate it when they can share the case management duties.
- c. .6 FTE is planned to help with the work that Linda was doing. Joan will work on internal IR/A piece for BCASD.
- d. Helen announced that she will be the liaison to the Housing committee.
- e. ACMI has new staff and Barb will send a roster if you need one.
- f. A very fond and appreciative THANK YOU to Linda for all she has done on behalf of this committee and our work. We will miss you.
- g. Add a standing item on the agenda: BCASD Management Issues

II. Overview

- a. A bit of review: There has been a movement to improve the efficiency and effectiveness of the informal system of Resource Specialists and Care Coordinators referred to as the Eldercare Network for over 2 years. The strategic planning effort provided clear and additional direction with the “one call” goal and strategies. This committee was formed and now guides this movement toward improving this system.
- b. This committee will focus on all parts of the Flow Chart.

Any Door						
MOW	Person 1		Person 2	Person 3	Special Transit	<i>These Are</i>
May call the ARCH directly and get exactly what they need.	May call 211 and get exactly what they need.		May call 211 and get a warm transfer to the ARCH.	May call the ARCH and get referred to the Care Coordinator in Nederland.	May call the Resource Specialist in Louisville directly.	<i>Examples Only</i>
211 – Generalized IR/A						
			Warm transfer to ARCH			
			BCASD/ ARCH Specialize IR/A	Advisory Committee: Advises who: Advises on what:		
			Warm transfer to one of the agencies with MOU agreement			
			CONNECTION MANAGEMENT Specialized AND Intensive IR/A	CPWD, APS, ACMI, MHC & Senior Reach, Resource Specialists, Care Coordinators, and others?		

- c. Moving back from a proposed July 2008 Launch we have much work to do and the timeline distributed today gives us a guide for our work from now until then. There are two distinct areas within the timeline; the System and the Database.
 - i. Add Budget to the Activity column under system.
 - ii. Linda strongly encouraged appropriate level of testing the database.
 - iii. This will allow for focused subcommittee work and allows us to identify the who.

III. Finalize Documents

- a. Term for what we've called Level 3.

Terms	Votes
Case Management	8
Coordination and Case Management	4
Consultation Connection and Coordination	5
Assistance and Resolution	4
Connection Management	10
Options Coordination	5
Care Management	8
Others that didn't get votes:	
Consult, Connect, Coordinate	
Support	
Intense	
Consultation	
Ongoing	
Connection continuum	
Coordination	
Care coordination	
Help/action	
Omega	
Action/resolution	
Option consultation	
Options Solution	
Options Counseling	
Depth	
Follow through	
Casework	
Navigator	
Whole person care	
Real people, real care	
Tend/hold	

- b. Who are we missing re: Connection Mangement
 - i. BHP – John will contact
 - ii. BCH – Pat will contact Kris
 - iii. LHA – Michele will contact
 - iv. Karen Barbee – Nan will contact
 - v. APS – Mary will contact
 - vi. CPWD – Rosemary will contact

- c. Framework for Success
 - i. Keep wording consistent and it should be BCASD.
 - ii. Serve: “adults with disabilities, professionals, caregivers, and community members” add to...
 - iii. Professional ethics and practice for level of service provided. Knowledge about aging and disabilities.

IV. Next Meeting: September 27th 11:15am – 1:15 pm at Foothills United Way. Future agenda items include: Determine the indicators to get to Adrienne, resolve who is/are the population to be served, Identify budget esp. consider the \$2000 for marketing, annual report, and pick up what we didn't address on 8/23.