

April 2020 MNRAAA Senior LinkAge Line Update

MNRAAA Staff Assisted:

- 73 Consumers who were New to Medicare
- 108 Consumers review their Part D options
- 70 Consumers locate Home Health Aide services
- 11 Consumers find low cost transportation options
- 78 Consumers obtain a verification code

Outreach Conducted:

- Northwest:
 - Classes:
 - none
 - Presentations:
 - none
 - Booths:
 - none
 - Other outreach:
 - Planning Virtual Medicare 101 presentations for Swift County Employees on May 7
- Southwest:
 - Classes:
 - none
 - Presentations:
 - none
 - Booths:
 - none
 - Other outreach:
 - none
- Northwest:
 - Classes:
 - none
 - Presentations:
 - none
 - Booths:
 - none
 - Other outreach:
 - Planning to teach a Virtual New to Medicare class on May 21
- Southeast:
 - Classes:
 - none
 - Presentations:
 - none
 - Booths:
 - none
 - Other outreach:
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Return to Community (RTC) Supervisor Report (Rhonda Anderson):

- Community Living Specialists (CLS) assisted 24 consumers in the month of April.

- The source of weekly list of consumer names from Minnesota Board on Aging has changed and is now based on consumers who were issued a Pre-Admission Screening number. To date, this list has remained met or exceeded the length of previous lists.
- RTC Outreach
 - CLS completed 16 mini Annual Presentations to Nursing Home Social Workers. Annually, each facility is to receive a presentation from this team.

Client Services Center (CSC) Supervisor Report (Linda Tobias):

- Chats 127
- Calls 89
- Mail 308
- Staff other issues assisted 264
- HCC Mailed 290
- Moose Lake Orders 280

Preadmission Screening (PAS) Supervisor Report (Kristen Mullen):

- PAS/CSC call with Paige Johnson (MBA staff) on April 13
- PAS staff meeting on April 8
- PAS/CSC call with Lorraine Pierce (DHS staff) was canceled
- PAS/CSC call with Beth Siewert and Jill Tilbury (DHS staff) was canceled
- Weekly Personal Master Index (PMI) project for MBA
- Statewide PAS audit project for MBA
- PAS Data Integrity project for MBA

Information and Assistance (I&A) Supervisor Report (Kylie Chandler)

- Participated in MBA weekly supervisor calls
- Participated in several MNRAAA staff meetings, trainings and individual staff meetings
- Facilitated weekly I&A/outreach staff meetings
- Completed monthly call monitoring for staff
- Developed weekly training plans for Kirby Hurd and Rachel Crawford
- Assisted with Training for Kirby and Rachel
- Attended webinar: COVID-19 and living with Dementia in Minnesota: Maintaining Well-Being
- Assisted with planning for upcoming Virtual Medicare Classes
- Assisted MBA with new Data Integrity Project for MNRAAA
- Attended Microsoft Teams planning meeting with Thriveon
- Started project to purge items from Shared Drive in preparation for transitioning to Teams.

Volunteer Coordinator Report (Brittany Johnson):

- Assisted new staff with training
- MBA Supervisor meetings
- MNRAAA SLL Supervisor meetings
- Taught module 9 of CBK
- Contacted all volunteers
- Planned virtual meetings for volunteers
- Answered several phone calls through Senior LinkAge Line

Volunteer Report:

- Remained in contact with Volunteer Coordinator
- Participated in annual HIPAA and VA trainings
- Responded to biweekly emails

- Volunteered at food distribution sites with Program Developers
- Provided feedback on virtual meetings

Information and Assistance Director's Report (Robin Thompson):

- Completed writing two job aids for MBA
 - Extra Help Program
 - Supplementing Original Medicare
- Completed editing a CSC job aid
 - Medical Assistance Spenddowns
- Updated multiple MNRAAA documents
- Updated one CBK power point document
- Completed CBK training for two new staff
- Participated in multiple MBA meeting
 - MBA Supervisor meetings
 - MNRAAA SLL Supervisor meetings
 - MNRAAA Supervisor meeting
 - Joint Meetings
 - MNRAAA I&A, CSC and PAS meetings
 - Two CSC meetings
 - Health Care Choices meeting
- Provided supervision and technical assistance for staff