

July 2021 MNRAAA Senior LinkAge Line Update

MNRAAA Staff Assisted:

- 85 Consumers who were new to Medicare
- 102 Consumers review their Medicare Part D options
- 64 Consumers locate home health aide services
- 23 Consumers find low-cost transportation options
- 279 Consumers obtain a verification code

Outreach Conducted:

- Northwest:
 - Made phone calls and sent emails to county sheriff departments in NW counties to discuss SLL services and offer materials: Fraud and SLL Kiosk cards.
 - Presentation scheduled for 8/4 with Brookside Senior Living- *How SLL Can Help You*
 - Meeting on 7/13 with Disability Hub to plan presentations for August
 - Emailed banks/credit unions to offer kiosk cards and presentations:
 - Financial Security Bank – Kerkhoven
 - Prairie Sun Bank – Appleton
 - First Security Bank – Benson
 - Old National Bank – Montevideo
 - FM Bank – Granite Falls
 - Lake Region Bank – Willmar, New London, Sunburg
 - Kensington Bank – Willmar
 - Home State Bank – Willmar, Hutchinson
 - Concorde Bank – Willmar
 - CO-OP Credit Union – Montevideo, Benson, Canby, Willmar
 - United Prairie Bank – Spicer & Madison locations
 - Heritage Bank NA – Willmar
 - Emailed contacts regarding upcoming presentation with Disability Hub:
 - Willmar Community Center
 - CVSOs
 - Safe Avenue Women’s Shelter
 - Montevideo HRA
 - Central Community Transit
 - Prairie’s Edge Casino
 - Harvest Bank
 - Emailed contacts about SLL kiosk cards:
 - Kandiyohi County Food Shelf
 - The Link
 - Yellow Medicine County Food Shelf
 - Countryside Public Health
 - Mailed materials:
 - Fraud kiosk cards to Home State Bank

- Emailed Senior Center/Community Education Program(s) in Granite Falls sharing SLL Services Kiosk Cards and MNRAAA/SLL Presentations. Request to add upcoming NTM classes on their FB page and offer to send additional SLL resources.
 - Presented to Montevideo Area Memory Loss Network (MAMLN) RTC overview and one-pager.
 - Sent a follow-up email with presentation details/notes PDF for upcoming presentation at Brookside in Montevideo.
 - Followed up with and mailed SLL Kiosk Cards to City of Dawson City Clerk.
 - Email to Granite Falls & Clara City Public Library- SLL Kiosk Card and MNRAAA/SLL presentation list.
 - Followed up with MN Regional Activity Director Group regarding presentations we could offer.
- Southwest:
 - Booths:
 - Balaton Age Friendly Community Ice Cream Social
 - Emailed SLL information to sheriff /emergency contacts in each of the following Counties:
 - Rock - Sheriff
 - Nobles - Sheriff
 - Jackson - Sheriff/Deputy Director
 - Pipestone - Sheriff/Deputy Director
 - Murray - Sheriff/Deputy Director
 - Cottonwood- Sheriff
 - Lincoln - Sheriff
 - Lyon - Sheriff/Deputy Director
 - Provided SLL outreach materials to A.C.E. of SW MN agencies in Rock and Lincoln counties for distribution at community events. Coordinated and delivered to a central location to be picked up by A.C.E.
 - SLL materials mailed to Jackson County Emergency Management and Lyon County Sherriff Department.
 - Emailed flyer to Lower Sioux- *Don't be a Target of Medicare & Consumer Fraud.*
 - MSP/LIS tear offs distributed to:
 - Balaton Post Office
 - Southwest Health and Human Services
- Northeast:
 - Presentations:
 - Planning and Paying for Long Term Care presentation on 07/07/2021
 - Emails sent to:
 - City clerks, offering SLL materials in Arlington, Hutchinson, Buffalo Lake, Brownton, Cleveland, Cosmos, Courtland, Dassel, Darwin, Danube, Eden Valley, Fairfax, Gibbon, Franklin, Grove City, Gaylord, Winthrop, St Peter, and North Mankato

- CVSOs, offering SLL materials for veterans they serve in the counties of: Nicollet, Le Sueur, Sibley, Renville, McLeod, and Meeker
 - Forever Young Senior Center in Gaylord, offering SLL materials
 - Laura Orr at SMRLS, to discuss ongoing partnership with SLL and SMRLS
- Southeast:
 - Presentations:
 - Virtual *New to Medicare* offered twice monthly
 - Booths:
 - Mankato Veteran's Resource Event
 - Blue Earth County Fair
 - Emails to:
 - City clerks, offering SLL materials in the cities of Brice Lynn, Good Thunder, Janesville, Lake Crystal, Madison Lake, Mankato, Minnesota Lake, New Ulm, Pemberton, Sherburn, St. James, Trimont, Truman, Vernon Center, Wells and Winnebago.
 - CVSOs, offering SLL materials for veterans they serve in the counties of: Blue Earth, Brown, Faribault, Martin, Waseca, and Watonwan.
 - Food shelves, offering SLL materials in both English and Spanish in the cities of: Mapleton, Madelia, St. James, Springfield, and Sleepy Eye.

Return to Community (RTC) Supervisor Report (Rhonda Anderson):

- Community Living Specialists (CLS) created Community Living Support Plans (CLSPs) for 27 people in the month of July.
- RTC Outreach
 - July 13 Kelly Snell gave a RTC presentation to the Montevideo Area Memory Loss Network
 - July 22 Lucinda Heinrichs participated in the Nobles County Advisory Committee

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

- 190 Minnesota Help Live Chats
- 104 Phone calls placed to resolve issues from staff/emails
- 350 HCC requests and emails sent to MNHelp.info.
- 229 Spread Sheet Other Issues & 2 DHUB requests for assistance and the response of what was done
- HCC:
 - Year-to-date requests 6401
 - July 188

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

- PAS/CSC call with Paige Johnson (MBA staff) on July 15
- Bi-weekly PAS staff meetings
- PAS/CSC calls with DHS staff are no longer needed at this time so meetings were canceled
- Statewide PAS Audit project for MBA

- Missing Case Mix project for MBA
- PAS Confirmation project for MBA
- Suspended Screenings project for MBA
- Quality Assurance for Counties on Revation project for MBA
- PAS CSC Specialist Jen Pieske completed daily CRM training and attended weekly CRM trainings

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

- Participated in MBA bi-monthly supervisor calls
- Participated in several MNRAAA staff meetings and individual staff meetings
- Facilitated bi-monthly I&A/CSC meetings
- Tracking Special Enrollment Requests and sending to MBA as requested
- Provided mentoring for I&A staff
- Completed monthly call monitoring with staff
- Assisted with pulling online referrals and triaging to appropriate department
- Assisted with RTC Follow up calls
- Attended monthly outreach meetings
- Assisted with planning for virtual outreach with partner organizations
- Updated MNRAAA referral protocol
- Completed interviews for open I&A Specialist positions
- Attended OEP Outreach Meeting
- Assisted Robin with Area Plan Report
- Attended weekly CRM trainings
- Completed daily CRM training/testing

Volunteer Coordinator Report (Brittany Johnson):

- Participated in meetings:
 - MNRAAA staff training
 - MNRAAA staff meeting
 - MBA supervisor call
 - Individual benchmark meetings
 - Attended I&A team meeting
 - Farm Fest Planning meeting
 - OEP planning meeting-MNRAAA
 - Regional outreach meetings
 - CRM weekly trainings
- Provided phone counseling to numerous Senior LinkAge Line callers.
- Taught bimonthly New to Medicare classes.
- Assisted with additional outreach planning for the southeast area.
- Communicate with volunteers.
- Registered and coordinated booth events.
- Participate in daily CRM training and testing.
- Provided mentoring for I&A staff
- Assisted with planning for virtual outreach with partner organizations

Volunteer Report:

- One volunteer retired.
- Participated in voluntary outreach survey.
- Received and responded to various Volunteer Coordinator emails.

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

- Completed the first draft of Health Care Choices and began work on the second draft for some articles.
- Completed work on the month 2021 Area Plan report
- Began work on the 2022 Area Plan Report
 - Participated in meetings:
 - PAS staff meeting call
 - DMP calls with MBA
 - MNRAAA staff training
 - MNRAAA staff meeting
 - Supervisor benchmark meetings
 - CSC staff meeting calls
 - MBA joint meeting
 - MBA/CSC meeting calls
 - MBA/PAS CSC meeting calls
 - MBA supervisor call
 - Individual benchmark meetings
 - MNRAAA management meetings
 - Attended I&A team meeting
 - Farm Fest Planning meeting
 - Quarterly PAS supervisor call
 - Quarterly RTC supervisor call
 - OEP planning meeting-MNRAAA
- Updated four power points for MBA
- Prepared new financial assistance cheat sheet for staff
- One staff review
- Attended the Region Nine MSSA Dignitary breakfast
- Interviewed potential SLL staff (two days)
- Provided technical assistance to consumers and to staff across the state.