

ROCK COUNTY ADRC STEERING COMMITTEE MEETING
Wednesday, October 6, 2010 3:00 P.M.

Call Meeting to Order: Chair Terry Thomas called the meeting of the ADRC Steering Committee to order at 3:00 P.M. on Wednesday, October 6, 2010 at the Rock County Job Center.

Committee Members Present: Gary Bersell, Carolyn Brandeen, Jenny Dopkins, Kelly Medenwaldt, Cheryl Drozdowicz, Margaret McMillan, Sherry Quirk, Gregg Schneider, Julie Seeman, Terry Thomas, Dale Thompson, Rob Wilkinson, Janet Zoellner.

Committee Members Absent: Lisa Ames, John Solis

Staff Members Present: Jennifer Anselmi, Phil Boutwell, John Hanewall, Steve Hare, Charmian Klyve, Joyce Lubben, Jennifer Thompson

Approval of Agenda: Rob Wilkinson moved for approval of the agenda as presented, seconded by Margaret McMillan. APPROVED

Approval of September 1, 2010 Minutes: Dale Thompson moved for approval of minutes, seconded by Rob Wilkinson. APPROVED

Citizen Participation: None

New Business:

A) Committee Chair Comments on September 1st Meeting – Terry Thomas. Terry clarified the position of the committee in regards to the approval vote. He explained that after each presentation there will be a discussion period for asking questions, stating likes/dislikes, and requests for possible changes. The approval vote will let the County Board know if there was, or was not, agreement on this.

B) ADRC PowerPoint Presentation – Jennifer Thompson. Jennifer Thompson and Jennifer Anselmi showed pictures of the ADRC's in Jefferson County, Sauk County, and Walworth County. Jennifer T. and Jennifer A. explained the differences of these locations, such as where the ADRC signs were located, the layout of the facilities, and the resources that are available to the public.

C) Presentation of Information and Assistance.

Information & Assistance – Joyce Lubben. Joyce explained the responsibilities of the Information and Assistance (I&A) staff, work hours, phone system, certification and cross-training. Walk-in consumers would be greeted by a receptionist who would do a quick assessment to determine if they should meet with an I&A staff person. An electronic resource database called Beacon (already being used at the Council on Aging office), will be available to all I&A staff. Questions and discussion followed with main focus being on "generalist" versus "specialist" staff, and how inquiries from minors (17 yr. & younger), parents of minors, and people with legal guardians will be handled. The staff workgroup will take this section back to discuss the concerns, may make changes and will bring back to the Steering committee at the next meeting in November.

Long Term Care Options Counseling – Joyce Lubben. Joyce stated that Options Counseling will be provided by Information and Assistance (I&A) staff to assist individuals with deciding the "how" and "where" they wish to live. Options available such as community supports, how their choices will be paid for, and the advantages/disadvantages of each will be explained to the consumer. Options Counseling will be provided upon receiving a request from a consumer, or other entity, on behalf of a consumer. Pre-admission counseling will also be available.

Access to Publicly Funded Long Term Care Programs: Functional Screen, Financial Eligibility Determination, and Enrollment/Disenrollment Functions – Steve Hare. Steve stated that the ADRC will be the entry point for all publicly funded long term care programs, and will be responsible for the functional screen eligibility, financial eligibility, and the enrollment/disenrollment counseling. The functional screen will be completed by the Information and Assistance (I&A) staff within 14 days of initial contact. Financial eligibility will be determined by the Economic Support (ES) staff located within the

same building. Economic Support (ES) staff will notify the Information and Assistance (I&A) staff of the consumer's eligibility, if there is a cost share involved, and help with enrollment in the Managed Care Organization (MCO). Steve explained the transition of wait list clients to the Managed Care Organization (MCO) and responded to questions. It was noted that a correction needed to be made to this section on the second page, last line **implementation of the ADRC** to be changed to **implementation of Family Care**.

Short-Term Care Coordination and Case Management – Steve Hare. Steve stated that the goal of short-term care management is that consumers receive assistance to assure their needs are being met to the degree allowed by existing resources. These consumers do not qualify for public benefits. Cases would stay open for no longer than 60 days, unless approved by a management team.

D) Discussion and Approval of Information & Assistance:

Rob W. expressed concern with having the 211 number as an emergency after hours number to call, as the caller would get someone in Dane County not Rock County. He suggested other alternatives be looked into. Rob also requested that the word "waived" be added to the second page, second paragraph, after the line, **Information and Assistance activities will be staffed by persons who have four-year degrees** add the wording **waived for people currently working in this position**.

Kelly M. questioned responsibilities of the receptionist, as this person would not be answering the phone, would there be enough work to keep busy. Joyce L. responded that it hasn't been decided yet if the receptionist would be a rotating I&A staff person, or a dedicated receptionist position. Jennifer T. stated that possibly updating the massive Beacon database could be a responsibility of the receptionist to help keep that person busy.

Janet Z. expressed concern about the wording on the second page, second paragraph: **The "generalist" model will be used by the ADRC of Rock County, with all I&A staff being cross-trained and having knowledge to serve all target groups.** She feels that it is quite restrictive in the type of individual that would be qualified for the position, in that they would be required to have knowledge of available service agencies for each target group. She suggested separating pre-qualifications and after training qualifications. Joyce L. stated she will make the changes for better clarification of the requirements.

Dale T. voiced his strong feelings about generic training versus hiring specialists. He would like to see at least one specialist hired for each target group, then have them cross-trained.

Phil B. validated the committee's concerns, and stated that we will make sure that we have experienced staff on board that can handle the types of clientele that would be walking through the door of the ADRC. Jennifer T. stated that the specifics of staff hiring will be part of the December presentation.

Terry T. called for an approval vote on the Information and Assistance section. As no vote was forthcoming, Phil B. made the suggestion that the requested changes be made and brought back to the committee at the next meeting for an approval vote.

E) Presentation of Advocacy Components – Joyce Lubben and Jennifer Thompson

Elder Benefit Specialist (60+ yrs.) Jennifer T. referenced the questions asked on the state application and explained the staffing of two Elder Benefit Specialists. Both will be supervised by attorney's at the Elder Law Center, The services that they provide will be at various outreach sites such as Senior Housing complexes, Senior Centers, Meal Sites, Libraries, Churches, as well as at the ADRC. Hours will be set and posted. Through the initial assessment, the Information and Assistance (I&A) staff may determine that a referral needs to be made to an Elder Benefit Specialist. The Elder Benefit Specialists will attend/participate in all ADRC staff meetings.

Disability Benefit Specialist (18-59 yrs.) Jennifer T. explained that the services provided by the Disability Benefit Specialist are similar to that of the Elder Benefit Specialist. The target groups served by the Disability Benefit Specialist are physical and developmental disabilities, substance abuse disorders/mental illness. The ADRC will provide funding for two positions. These positions will be supervised by Disability Rights Wisconsin attorneys and the Director of the ADRC. The Disability Benefit Specialists will attend/participate in all ADRC staff meetings.

Jennifer has a graph that shows the differences between the Elder Benefit Specialist and the Disability Benefit Specialist and will email it to committee members. Jennifer T. and Joyce L. responded to questions.

Client Advocacy – Jennifer Thompson. Jennifer stated that every job description for those working at the ADRC will include a component about their responsibility to advocate on behalf of the

consumer. There will be posters and brochures explaining consumer rights. Information and Assistance (I&A) staff will inform consumers of their right to appeal and assist them with the appeal process. There will be collaboration with other organizations to figure out the unmet needs of the community. Any conflict of interest with the Managed Care Organization (MCO) will be cooperatively worked through, a policy and procedure will be developed and staff will be trained on the policy.

Prevention/Early Intervention – Joyce Lubben. Joyce explained that the Prevention/Early Intervention service is not a requirement of an ADRC to provide. However, the ADRC must provide access to those services. Rock County's Aging Department is currently promoting/providing several programs. Information and Assistance (I&A) staff will be trained on what questions to ask the consumer in order to help identify what risk factors there might be. Written materials explaining risks will be available. Agreements/Memorandums of Understanding with other community service providers will be developed.

F) Discussion and Approval of Advocacy Components.

Dale T. voiced his opinion on reducing the number of Disability Benefit Specialists to one instead of the planned two. This subject will be further discussed at the December meeting..

Phil B. asked that approval be made on the Advocacy Components. Gary B. made a motion for approval, seconded by Rob W. APPROVED

Committee Member Comments: Several members voiced their appreciation for all the hard work that has gone into planning for the ADRC and complimented the staff.

Next meeting: Wednesday, November 3, 2010, at 3:00 p.m. at the Rock County Job Center, Room D/E, Janesville, Wisconsin.

Adjournment: Rob W. moved to adjourn at 5:10 p.m., seconded by Gary B.

Respectfully submitted,

Pam Sachs
Administrative Assistant
Long Term Support

NOT OFFICIAL UNTIL APPROVED BY THE COMMITTEE