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

Committee Members Present: Lisa Ames, Gary Bersell, Carolyn Brandeen, Kelly Medenwaldt, Cheryl Drozdwicz, Margaret McMillan, Sherry Quirk, Gregg Schneider, Julie Seeman, John Solis, Terry Thomas, Dale Thompson, Rob Wilkinson, Janet Zoellner

Committee Members Absent: Jenny Dopkins

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

Approval of Agenda: Dale Thompson moved for approval of the agenda as presented, seconded by Rob Wilkinson   APPROVED

Approval of October 6, 2010 Minutes: Gary Bersell requested an addition be made to the minutes regarding transition services for DD children at age 14 Addition is so noted under Section C Presentation of Information and Assistance, where discussion took place regarding IEP meetings   Gary Bersell moved approval of the minutes with addition, seconded by Kelly Medenwaldt APPROVED

Citizen participation: None

New Business:
A) **Committee Chair Comments on October 6th Meeting – Terry Thomas.**   Terry had no comments to make, other than stating that requested changes will be covered under Old Business later on in the Agenda

B) **Presentation of ADRC Information Technology Systems – Joyce Lubben**
Equipment and Installations: Joyce stated that there should not be many changes needed to the existing county phone system to accommodate the ADRC The system will have dedicated phone number(s), toll-free, and publicized. Calls will be answered "Aging and Disability Resource Center of Rock County " There will be a phone bank of I&A staff to answer calls Busy calls will go into a queue to hold for the next available staff, with option to leave callback number. Will have the capability of transferring calls internally or externally, plus 3-way calling. A voice message on the main line will give information regarding office hours, emergency 911, and Crisis hotline   E-mail address will be publicized, with response to contact being the same as any other written requests, within 24 hrs. or end of next business day. A website explaining all services will be available, as well as Beacon-web software for public use.   Joyce responded to questions.
Gregg Schneider requested an addition be made to show in writing that response to e-mails or written requests will be made within 24 hrs. or end of next business day The 24 hrs. had been stated, but did not show in the written material. Gregg also questioned whether system would handle TTY/TDD calls for the deaf and hard of hearing   Jennifer Thompson responded that this is addressed in the Accessibility and Cultural Competence section Gregg suggested that it might fit better under the Equipment and Installations section
Management Information Systems and Reporting: Joyce Lubben explained that we would be using the Beacon software system for the resource database. Julie Seeman at Council on Aging already has experience working with Beacon, as it is currently on their website. One staff member would be responsible for managing the database, keeping it up-to-date, and serve as a liaison with the state to handle any reporting issues

C. **Discussion and Approval of ADRC Information Technology Systems:** The committee agreed to approve this with two modifications to the **Equipment and Installations** section.
    1) add wording to show that response to e-mails or written requests will be made within 24 hrs , or by end of the next business day.
    2) add information about TTY/TDD for the deaf and hard of hearing.

Gregg Schneider moved for approval with modifications, seconded by Rob Wilkinson   APPROVED

D) **Presentation of Customer Service – John Hanewall, Jennifer Thompson**
Complaints/Grievances – John Hanewall. John stated that it was up to the ADRC Governing Board to develop and approve a grievance procedure There are several grievance procedures that are already being used

within the county system and may be of some help to the Governing Board in developing a grievance procedure for the ADRC All staff will be well versed in the grievance process and able to assist consumers with filing a complaint from beginning to resolution.

Accessibility/Cultural Competency – Jennifer Thompson. Jennifer stated that the ADRC will conform to the Americans with Disabilities Act (ADA) standards   There will be close parking to main entrance, 6 disabled parking stalls, automatic door, and wheelchair accessible restrooms   For those individuals unable to come to the ADRC, staff will meet with them at their chosen location. The predominate languages in the county are English and Spanish, so brochures and other materials will be provided in those languages However, assistance will be provided for any language needed. Other ways to assist would be to hire bi-lingual staff, use the phone translation line, and interpreter services. For individuals with vision impairments, printed materials will be in large print Sign language interpreters and the TTY/TDD telephone system would also be available.   Staff will be trained on cultural diversity by having different speakers come to speak, on-line training, and collaboration with other agencies in the county.   Jennifer responded to questions.

Gregg Schneider questioned whether there would be anyone available to physically assist a handicapped individual with bathroom needs He requested the planning staff to think about this and consider, if there is a need, how would that need be met.

Customer Service Strategy – Jennifer Thompson.   Jennifer stated that customer service is the heart of the ADRC.   Our mission will be to provide good quality customer service to consumers, by making sure that staff are friendly, empathetic to their needs and concerns, and knowledgeable of the resources available   Jennifer described a scenario of customer service once a consumer walks through the door A consumer who requires I&A services will be followed by that same I&A worker from beginning to resolution.   I&A staff will be available for telephone calls and walk-ins.
Jennifer responded to questions.

Gary Bersell commented on the flowchart on the back of the handout. He suggested putting all services listed on the right into the Service box for a clearer understanding.

Gregg Schneider suggested changing the wording on line 6 regarding the receptionist, from "is knowledgeable" to "has specialized knowledge" in those programs

Cheryl Drozdwicz commented on the hours of operation 8:00 a.m. 4 30 p.m She would like consideration be given for evening hours, possibly two nights a week. Jennifer Thompson responded that hours are addressed in the Information & Assistance section, but that staff's schedule would be flexible enough to accommodate a late home visit or evening hour appointment Janet Zoellner mentioned that in the first paragraph of the Information & Assistance section it states that I&A staff will also be available to meet consumers outside normal business hours when necessary. Several planning staff members mentioned that in doing research with other ADRC's, the majority had hours of 8 00 a.m – 4 30 p.m. or 8 00 a.m – 5 00 p m The ones that had evening hours advised of none to few after hour calls received   Gregg Schneider requested the addition of the words "by appointment" be added after the hours 8 00 a m to 4 30 p m. in the Customer Service Strategy section

E) Discussion and Approval of Customer Service: The committee agreed to approve with modifications to the Customer Service Strategies section.
  1) in reference to the receptionist – "is knowledgeable" will be changed to "has specialized knowledge"
  2) 8 00 a m. – 4 30 p m. will include statement about or by appointment after business hours
  3). Flow chart change to include services inside service box.

John Solis made motion for approval with modifications, seconded by Rob Wilkinson. APPROVED

F) Presentation of Access to Services – Steve Hare, Tom Hermans
Access to Mental Health/AODA Services: Steve Hare stated that the ADRC will provide Information and Assistance and Disability/Elderly Benefit services to consumers with mental health and substance use issues Area resource providers will be listed on Beacon Brochures will be available for those who do not have internet access. Staff will be knowledgeable of community resources and specialists in mental health and substance abuse will be regularly invited to attend staff meetings. Consumers who have insurance will be referred to private providers, and others would have the option of community sliding fee scale service providers or other county services

Access to Public Benefits: Steve Hare stated that SSI, SSI-E, Medicaid, FoodShare, and other public benefits would be provided outside of the ADRC. Staff will be able to refer a consumer to the appropriate agency for help A Memorandum of Understanding will be established with these agencies to aid in the referral process

Access to Emergency Service: Tom Hermans stated that there were three areas to look at for this section. First was how staff would be trained to deal with emergency situations. Staff will be trained on how to recognize emergency type calls, collect necessary information, de-escalate upset consumers, recognize possible medical issues, and refer them for help Second was how to identify emergency service providers with whom the ADRC would coordinate these types of services Some providers were identified: Rock County Crisis Intervention, 911, local hospitals, and mental health clinics Third was how would calls be handled during and after business

hours   During business hours calls will be handled by staff and after hours the caller would hear a message directing them to call the appropriate emergency service provider. Tom responded to questions.

Gregg Schneider stated that this section talked about phone calls, but didn't address walk-ins   John Solis suggested changing the word "calls" to "contacts" in line 4. – effectively recognize contacts that are emergent in nature.

Access to Elders/Adults at Risk Services: Tom Hermans explained the three areas of this section   First was how will the ADRC identify who may need Adult Protective Services Staff would be trained in active listening and interviewing skills and also trained in Wisconsin statues Chapters 46 and 55. Second was to identify the entities that provide services and describe how staff will connect people to those services. For this a list of service agencies was developed Third was how will the ADRC respond to crisis's involving clients that are enrolled in Long Term Care services. Memorandums of Understanding would be written between all local law enforcement agencies in Rock County and the Managed Care Organization to address how situations would be handled   In regards to educating the community, Rock County already has the Interdisciplinary Team of Rock County (I-Team) and it is expected to continue after Family Care comes   Tom responded to questions.

Dale Thompson – gave a scenario of a DD child and elderly parent, and questioned how the system would respond and who was responsible to respond   The group discuss this scenario.

Gregg Schneider requested that the word caller and call be changed to contact throughout this topic

Janet Zoellner suggested trying to standardize what we are going to call the people that enter the system and keep it the same throughout all the paperwork Jennifer Thompson stated that the word "consumer" has been chosen, as this is an ADRC/Family Care term. Jennifer will go back through the paperwork and change those that have been missed

G) Discussion and Approval of Access to Services: The committee agreed to approve with modifications to two sections
   1) Access to Emergency Services, line 4, change the word calls to contacts.
   2) Access to (Elder) Adults-At-Risk and Adult Protection Services, first paragraph, change the word caller and call to consumer. On second page, change place to call to place to contact

Gregg Schneider moved for approval with modifications, seconded by John Solis   APPROVED

Old Business:
A) Discussion and Approval of I&A and Transition Sections from October 6th Meeting. Joyce Lubben went over the requested changes made to the Information & Assistance section   Emergency number 211 has been eliminated from the after hours voice message. Addressed issue of waiver for the I&A specialist by adding the sentence. In the event an applicant does not possess a four year degree but has comparable work experience, a request for a waiver will be submitted to the Department prior to making a job offer   Addressed the question of certification for AIRS by adding the beginning words: After being hired
Joyce responded to questions.

Dale Thompson - mentioned that he would like to make sure that a cross section of trained people get hired, and to have that specified   Such as, "representing the cross section of the target population."

Gregg Schneider – stated that he did not see anything mentioned about how to deal with adults who have legal guardians and how to respond to that   Advised that it was just something to be aware of.

There was one change made to the Transition from Waivers, and Waiting Lists – Steve Hare advised that the last line of this section was changed from, "after the implementation of the ADRC" to "after the implementation of Managed Care"   Steve Hare responded to questions.

Dale Thompson – questioned transition to the Managed Care Organization of those people currently being served, those on the waiting list, and new consumers

Cheryl Drozdwicz – questioned whether consumers had to go with Managed Care.

The committee agreed to approve the changes made to the above sections   The wording, "representing the cross section of the target population" will be added

Gregg Schneider moved for approval, seconded by Gary Bersell   APPROVED

B) EBS/DBS Differences: Jennifer Thompson explained a handout from the state describing the differences between a Disability Benefit Specialist and an Elderly Benefit Specialist   Joyce Lubben stated that under the EBS, Primary activity Medicare, is not correct, as they do so much more than just Medicare

Committee Member Comments:
Carolyn Brandeen recommended on a way for people to educate themselves regarding ADRC's and Family Care, by watching a public hearing that took place in front of the Joint Audit Committee in July   It's available on the

WisconsinEye website It's 3 hours of public testimony that was taken by the Joint Committee on Audit   It's specific to Family Care not the ADRC

Gary Bersell recommended for those interested in the DD population to look at the Rehab for Wisconsin (RFW) website, which has information on Family Care issues, letters from senators, current audit, state level recommendations RFW is a state organization that agencies like Kandu belong to

Jennifer Thompson thanked the committee for their input and helpfulness with clarifying the sections and in finding the right wording to put down

Cheryl Drozdwicz asked if there were any state reviews of ADRC's Joyce Lubben stated that each ADRC goes through a self-assessment each year, and that self-assessment has to be submitted to state.
There is no formal process Jennifer Thompson stated that there are reports online regarding Family Care, but hasn't seen any reports on ADRC's yet Terry Thomas stated that the Board of Governor's may do some kind of checks, and that the Ruling board of the ADRC would probably do a yearly or twice a year check of what is going on

Next meeting: Wednesday, December 1, 2010, at 3 00 p m at the Rock County Job Center, Room D/E, Janesville, Wisconsin

Adjournment: Rob Wilkinson moved to adjourn at 4 25 p m , seconded by John Solis

Respectfully submitted,

Pam Sachs
Administrative Assistant
Long Term Support

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