



**AGING SERVICES INTEGRATION REVIEW ADVISORY COMMITTEE  
Minutes – July 15 2019**

**Call to Order.** The meeting of the Aging Services Integration Review Advisory Committee was called to order at 1:00 P.M. at the Council on Aging Office Conference Room 3328 US Highway 51 North, Janesville, Wisconsin.

**Committee Members Present:** Supervisors Pleasant, Fell, Owens, Thomas, Chuck Wilson, Mark Richardson, Paula Garecht, Janet Smith and Rob Wilkinson.

**Committee Members Absent:** Supervisor Fell and Tom Moe.

**Staff Members Present:** Lachel Fowler, Interim Director of Council on Aging, Jennifer Thompson, ADRC/Adult Protective Services Division Manager, Randy Terronez, Assistant to the County Administrator, Nichole Zimmerman Human Services Professional II, Jamie Dix, Lead Worker

**Others Present:** Jerry Braatz, AICP, Extension Area Director, Unit 20, Waukesha County UW Extension.

**Adoption of Agenda.** Supervisor Pleasant moved approval of the agenda, seconded by Chuck Wilson. ADOPTED.

**Citizen Participation, Communications, Announcement, Information.**

- Tom Fraser from CWAG is retiring after many years of service.
- The new Council of Aging Director, Paula Schutt started her new position
- Suzanne Rasmussen of the Council on Aging Boards passed away after a long illness
- The World War II War Birds will be at the Rock County Airport the Saturday July 20, 2012 everyone is welcome to attend

**Adoption of Minutes of June 21 2019** Supervisor Pleasant moved to approval of minutes of June 19 2019, seconded by Chuck Wilson

**Review Collective input of staff & committee member**

See Attached

**Review Draft Questions for counties**

- **Integrated COA and ADRC Counties**-Reviewed questions of integrated counties such as (Eau Claire, Kenosha, La Crosse, Racine, and Winnebago)  
See attached
- **Non-Integrated COA and ADRC Counties**-Review questions non-integrated counties such as (Fond du Lac, Outagamie, and Sheboygan)  
See attached

**Adjournment** Chuck Wilson moved adjournment at 2:55 P.M., seconded by Rob Wilkinson

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

## Flip Chart Notes, July 15, 2019

### Small Group Responses

#### Group 1:

Question 1: What are two takeaways from the summary themes?

- 1) Need good communication of process with 'no surprises'
- 2) Big unknown – hard to identify detailed changes & possible outcomes

Question 2: What is one piece of information that surprised you?

- 1) Lack of understanding of what each agency does

Question 3: Focusing on the concerns, what are two questions that you would ask a county with a separate COA and ADRC?

- 1) Have you considered integration?
- 2) Why or why not?

Question 4: Focusing on the concerns, what are two questions that you would ask a county with a COA merged with an ADRC?

- 1) What are 3 pros and cons of integrating (cost-benefit analysis)
- 2) What were specific benefits to older consumers?
- 3) How does oversight of programs look/work?

#### Group 2:

Question 1: What are two takeaways from the summary themes?

- 1) Everyone has the same concerns, everyone wants to be the boss without communication between groups

Question 2: What is one piece of information that surprised you?

- Attitude – No give and take

Question 3: Focusing on the concerns, what are two questions that you would ask a county with a separate COA and ADRC?

- Have they looked into integrations – if rejected why or why not?

Question 4: Focusing on the concerns, what are two questions that you would ask a county with a COA merged with an ADRC?

- Have integration save tax dollar, created efficiencies (Economic utilities in budget marketing)
  - a. What does line of authority look like

### Facilitated Discussion with all committee members that generated additional draft questions

How was the identity of the COA maintained?

The job of COA and ADRC will not change

Who has oversight responsibility?

How was the COA and ADRC restructured?

- Staff

- Committee oversight

Were jobs lost? Why?

How did team building occur in the integration process?

How did integration impact funding?

How does Administration view budgeting with or without integration?

Did other integrations include re-location? How was the done and how was it marketed to the public?

How did they communicate through the process with staff?

How did this work? Anything you would have done differently.

How many jobs were lost as a result of contracting services out?

Where there services that we added due to integration?

How did integration improve services for the customers?

How did the restructure make sure that staff did not feel left out (forgotten)

What Department does it fall under, is it stand-alone?

Or under another department?

How does Administration view budgeting?

Currently = separate budgets

How was the budget calculated after integration and legal responsibilities maintained.

Why did county (ex.) contract out any services?