

**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE**  
**July 8, 2015**

**Call to Order and Introductions:** Vice-Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 3:04 p.m. on Wednesday, July 8, 2015 at Rock County Job Center.

**Committee Members Present:** Cheryl Drozdowicz, Teena Gerber, Terry Thomas, Chuck Neeson, Rob Wilkinson, Cliff Woolever and Tom Moe.

**Committee Members Absent:** Barbara Vaughn.

**Staff Members Present:** Jennifer Thompson, Cori Marsh, Jamie Dix, Emily Jones and Jamie Austin, A.A.

**Others Present:** None

**Approval of Agenda:** Mr. Wilkinson moved to approve the agenda, seconded by Mr. Woolever. APPROVED

**Approval of Minutes:** Mr. Woolever moved to approve the minutes from April 8, 2015, seconded by Mr. Wilkinson. APPROVED

**Citizen Participation:**

**Old Business:**

A. State Budget - Update:

- Ms. Thompson shared the Joint Finance Committee left the ADRC's in the State budget, and was approved by both the Senate and Assembly.
- Ms. Thompson shared that Family Care was approved to continue to expand statewide in the State budget. The details are not worked out on how the expansion will happen, once the budget has passed more information on the process will be known.

B. Dementia Care Specialist – Update:

- Cori Marsh, Dementia Care Specialist shared the Dementia Care Specialist positions were affected by the State budget as well. Funding for the positions are through July of 2016; instead of December of 2016. Ms. Thompson shared that the funding starting July 2016 is for 12 Dementia Care Specialist statewide currently there are 16. The State is looking on ways to fund the other 4 positions.
- Ms. Marsh updated on the Dementia Friendly Committee Community Programs. Train the Trainer is at the end of July, once complete 6 to 8 individuals will be ready to start training businesses to be Dementia Friendly. There are several businesses already on the list to become Dementia Friendly businesses.
- Ms. Marsh shared that both the Clergy breakfast and Business luncheon were well attended. Over 60 people have signed up for the Virtual Dementia Tours throughout the county in July. One of the Information and Assistant Specialist (I & A) will be debriefing participants after the tour and also be available to give resource information.
- Ms. Marsh shared, the Milton Memory Café has taken a break for the summer and will restart in the fall. 4 Support Groups have been added to the ones currently available. Community Outreach at the Farmer's Markets was started.
- Ms. Marsh is averaging 5 family meetings and 3 community presentations per week. Ms. Marsh shared she is also doing office hours at Grinnell Hall in Beloit, Creekside in Evansville, and expanding to Edgerton in the fall. She is available to do memory screens and meet with families that have questions.

- Ms. Gerber shared a potential Clinton site at the Clinton Fire Department, it is the location the Stepping On classes are held. Ms. Marsh stated that 3 spaces are needed but can get away with 2. One space is needed for people to gather and another for meeting privately for screening and education.
- Mr. Neeson suggested Ms. Marsh if outreach was being done to the agricultural community. Suggesting reaching out to the FFA's. Mr. Moe asked if there would be a presence at the 4-H Fair. Ms. Marsh responded that Blackhawk Credit Union has donated 4 hours of table time in their tent to the ADRC.
- Mr. Wilkinson suggested reaching out to the Sheriff's Department. Ms. Marsh responded that she had been asked to attend the Janesville Police Department's National Night Out. Ms. Marsh shared that overnight there was a Silver Alert issued and the officer had reached out to the Council on Aging before meeting with the family. Joyce Lubben and Ms. Marsh put together a packet of information including information from the ADRC for the officer to share with the family. The gentleman was found safe so that was good news.

#### C. Quality Improvement Project:

- Ms. Thompson introduced Jamie Dix and Emily Jones, lead workers on the Quality Improvement Project. Ms. Dix explained that ADRC's are required to do a change project every year to improve the way services are provided to the community.
- Ms. Dix shared that in the fall of 2014 a change project was attempted with referral process between Economic Support and the ADRC. It was discovered that there was not a problem with the referral process and this according to the State is common to discover there was not a problem once the data is analyzed.
- Ms. Dix shared the Change Project team decided to look at effectiveness of accepted follow up finding that 73.3% of the time the follow up was effective. After analyzing the data it was determined to look at when follow is not offered. The data was review and determined that 26.3% of the time staff missed a follow up opportunity.
- Ms. Jones shared some of the areas the I & A's were missing follow up opportunities. Housing and chore service resources are 2 areas they mailed or had given over the phone which may not have been followed up on. Also following up on general information mailed like the yellow resource directory to make sure the consumer got the information/services needed. Transportation and assistance with Medicaid applications are also areas that needed increase follow-up.
- Ms. Jones shared areas where follow-up is always offered, when an appointment is made and walk-ins.
- Ms. Jones explained that for 2 months data is being tracked to make sure the I & A's are increasing follow-up offered to consumers. Ms. Thompson shared that staff has been retrained on when follow needs to be offered. Ms. Dix shared that currently we go above what is required by the ADRC follow-up policy, but the team wants to improve more in this area.

#### D. Complaints/Appeals:

- Ms. Thompson shared there were no complaints or appeals during the last quarter.

#### New Business:

##### A. 2016 Advisory Committee Meeting Dates:

- Ms. Thompson refreshed the committee from the April meeting about the possibility of changing from the first to the second Wednesday because of her need to attend the ADRC directors meetings that are on the first Wednesdays. Mr. Thomas asked if the meetings could start 30 minutes earlier because he has the Human Services Board meetings on the second Wednesdays also and starting earlier would ensure he would be on time for that Board meeting too.

- Committee members approved moving the 2016 meetings to the 2<sup>nd</sup> Wednesday in January, April, July and October with the earlier starting time of 2:30 pm.
- B. Customer Comments Box Input:
- Ms. Thompson shared the ADRC has purchased a comment box that has been placed in the waiting room so consumers can provide feedback on the service received at the ADRC.
  - The Committee reviewed the "Comments Count" ½ sheet. Mr. Wilkinson asked if pens would be provided with the comment cards. Ms. Thompson answered yes.
  - Ms. Drozdowicz asked if staff will be mentioning the comment cards to consumer asking for feedback. Ms. Thompson answered yes and the cards will also be in the meeting rooms.
  - Ms. Gerber mentioned the card being in a postcard format so consumers could mail back in. Also do you want to also include a place for an optional phone number? Ms. Thompson will add a place for a phone number to form. It was agreed upon by the committee that return addressed envelopes will be made available for anyone wanting to mail the comment card.
- C. Celebrating ADRC Success:
- Ms. Thompson shared wanting to get the ADRC name out to the community again similar to the Open House when we opened, celebrating our success. Possibly offering FREE memory screens. Ms. Gerber suggested a vendor fair. Mr. Neeson suggested a cake baking competition.

### **Statistical Information:**

#### A. Call Numbers:

- Ms. Thompson shared the Number of Incoming Calls to the ADRC graph.
- Ms. Thompson shared the SAMS Agency Call Report from 6/30/2015. The report shows a majority of calls are regarding public benefits, in-home assistance and housing.
- Mr. Wilkinson stated the Federal Government is going require agencies to collect racial information on consumers. Ms. Thompson shared the SAMS data collections system is not set up to collect racial data. Ms. Dix states that consumer can chose to remain anonymous and not share their name, address or other personal information. Ms. Thompson stated the State has not requested additional data to be collected nor provided a database for the collection of this data.
- Ms. Thompson shared the "How Did You Hear About The ADRC" report. Jamie Austin explained that the large category is previous caller/walk-ins. Mr. Moe stated it is positive that we are getting repeat consumers, they had a good experience.

### **Committee Member Comments:**

- Ms. Thompson shared 2 thank you notes and an email received.
- Mr. Wilkinson stated that ADRC needs to be serving 95% of minority populations in Rock County, if not that needs to be addressed. Ms. Thompson told Mr. Wilkinson that she will speak to her contact at the State to see if other counties are tracking this data or if the State has a plan for collecting this data.
- Mr. Neeson shared a positive experience a school board member had with the ADRC. The member told Mr. Neeson the ADRC is on target; he was given more information than he had expected to receive from the staff at the ADRC.

### **Next Meeting:**

- Future Committee Meeting dates are October 14, 2015 at 3 pm., January 13, 2016, April 13, 2016, July 13, 2016 and October 12, 2016.

**Adjourn:** Meeting was adjourned at 4:20 p.m. on a motion by Ms. Gerber, seconded by Mr. Moe. CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE