

**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE**  
**January 11, 2017**

**Call to Order and Introductions:** Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 1:03 p.m. on Wednesday, January 11, 2017 at Rock County Job Center.

**Committee Members Present:** Terry Thomas, Andrea Bird, Rob Wilkinson, Chuck Neeson, and Cliff Woolever.

**Committee Members Absent:** Barbara Vaughn and Tom Moe

**Staff Members Present:** Jennifer Thompson, Steve Hare, Jamie Dix and Jamie Austin, A.A.

**Others Present:** Kim Burkhalter

**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 July 13, 2016, seconded by Mr. Wilkinson. APPROVED

**Citizen Participation:**

**Old Business:**

A. Family Care:

- Ms. Thompson shared the rollover of consumers from the Long Term Support and Developmental Disabilities Board to Family Care and IRIS is complete. The transition phase has begun so each month 12 or 13 people from the waitlist will be enrolled.
- Ms. Thompson explained 14 from the waitlist were Community Relocation Initiative (CRI), consumers currently in nursing homes wanting to relocate back into the community, staff are also working to open those cases. Any CRI coming to the ADRC will no longer be placed on the waitlist; they will be counseled on the options of Family Care and IRIS.
- Ms. Thompson explained how the attrition slots are being filled. When a Family Care participant closes or is no longer Medicaid eligible an attrition slot is created. Loss of eligibility is caused by a death, loss of financial eligibility or moving out of state.
- Ms. Thompson shared that meetings will be held with the MCO's to discuss Adult Protection Services role and appropriate referrals are made to the APS unit. In addition explaining the responsibility of the MCO in assisting consumer to avoid loss of Medicaid causing a disenrollment from Family Care. Ms. Thompson will ask the MCO's to explain their process for collecting consumer cost shares to avoid large outstanding balances. Discussion will also include some other process issues during the enrollment process.
- Mr. Thomas asked about the status of the queue. Ms. Thompson stated assessments for all those on the queue will be completed in early February.

B. Panel Review Update:

- Ms. Thompson explained the review panel includes one committee member Ms. Bird, two I & A staff, one DBS and either Jennifer or Steve depending on availability. I & A working with the individual looking for priority service to jump the waitlist presents information to the panel for review.
- Ms. Thompson explained that some of the facilities and agencies are telling clients to call the ADRC to see if they can jump the waitlist. Ms. Thompson contacted them to make it known that approval is rare, and they are giving people false hope that they will be allowed to jump the waitlist.

- Mr. Woolever asked; if a person is running out of money wouldn't that be an emergent situation? Ms. Thompson responded; the State policy bold print states a person living in a CBRF setting who is running out of money does not meet the criteria for priority service to jump the waitlist. In 2019 once there are no more waiting list this issue should be resolved.

### **New Business:**

#### A. Transition Services:

- Jamie Dix shared she sits on two transition committees. The Beloit School District has a transition improvement grant from the State focusing on employment after school. The ADRC may not be able to help with employment but can assist with other resources such as DBS services. That group also had community discussion on transportation related access once the students are no longer in school. The second committee is the Rock County Transition Network which includes all of the school districts in Rock County. The committee's goal is to get information to all parents with children transitioning on services. Two transition nights have been included 40-45 agencies showing families what services are available.
- Jamie Dix explained that with Family Care children that had been receiving services under the Children's Long Term Support (CLTS) waiver are transitioning to Family Care at 18. Before at 18 the children were assessed and may have been placed on the wait list or continued to be served by the CLTS waiver until age 22.
- I & A staff meet with a child at age 17 ½ to determine eligibility. If the child's ineligible then resources are provided.
- Ms. Thompson asked Jamie if more calls coming into the ADRC are from students that were not previously known to the DD Board? Jamie responded that schools are now getting information to parents earlier so more calls are coming in sooner from parents with younger children. When this occurs the I & A's are able to refer the family to Children's resources.

#### B. Dementia Certification / Training:

- Ms. Thompson shared she and Melissa Meboe from Crisis Intervention are attending a training to become certified, as part of a grant Rock County has been awarded to make Rock County Dementia capable. They will then be able to train EMS, Crisis, Police and facilities on how to assist those with Dementia in crisis. The goal is to deescalate behaviors for those with dementia so they are able to stay in the home rather than having to be institutionalized.
- Ms. Thompson explained the Dementia Care Specialist funding does not allow the DCS to go into facilities to train staff. In addition the County didn't want to duplicate services.
- Mr. Wilkinson shared only 6 of these grants were awarded and Rock County is lucky to have been chosen.

#### C. ADRC Business Plan:

- Ms. Thompson shared the State wants ADRC's to look more like a business. However the data in the business plan does not compare apples to apples. Some of the data was from ADRC's that included Aging departments and those with multi-county consortiums; neither of which are in Rock County. Data was also from May through July of 2016, when Rock County was transitioning to Family Care.
- One of the focuses of the study was on our customer base and its expansion. Ms. Thompson explained a plan to work with both the Council on Aging and the Health Departments drawing additional customers from a broader base.
- Ms. Thompson explained up until now our marketing and advertising and been broad based. Amber, the ADRC marketing/outreach coordinator, and Ms. Thompson will be analyzing data collected on how customers heard about the ADRC, to target areas underserved or have not previously been marketed too.

- Ms. Thompson shared customers are happy they are able to speak to real people instead of an automated system and how much easier the process of meeting with ADRC staff is to get the information they were seeking. In regard to the ease of getting to the ADRC, the sign at the road will be put up once the parking lot has been redone.
- Ms. Thompson shared one down fall for customers is the Aging Department is separate from the ADRC. It is a customer preference that the Council on Aging and the ADRC are together in one location. Regarding hours of operation 97% approved of our hours and 3% would prefer the phone lines to be open longer. By having after hours availability customers are satisfied.
- Customers shared that the distance from waiting room to the meeting room was too long of distance. Ms. Thompson explained the ADRC does have a wheelchair available for customers because we have recognized that distance is an issue for some customers.
- Ms. Thompson explained the reason that our ADRC had under spent was because we were not fully staffed. Now we are fully staff and have added an additional position.
- Mr. Thomas stated the results of the survey were caused by growing pains, this will change now that we know what to expect and since the Family Care rollover is complete. Ms. Thompson agreed.

### **Statistical Information:**

#### A. Call Numbers:

- Ms. Thompson shared the Number of Incoming Calls to the ADRC graph; noting the increase in calls in April, May and June are from the Family Care transition.
- How did you hear about the ADRC report. Ms. Thompson highlighted the categories of website and online/internet/computer. Also Jamie Dix does a wonderful job updating the ADRC Facebook page. In addition Jamie Dix and Amber are updating the ADRC website with activities by the Council on Aging.
- Ms. Thompson also pointed out an increase of referrals from friends. The largest increase was previous callers or contacts; this shows customers are happy with the information they are receiving.
- Ms. Thompson shared that the ADRC will be advertising on AM radio and The HOG, including commercials, sponsorships and interviews every month. Ms. Thompson is looking to the 4 surrounding counties Jefferson, Green, Dane and Walworth to go in on this venture with Rock County to share in the cost. Radio advertising is not cheap but by pulling in other ADRC's it would be possible to increase the amount of advertising that could be afforded. Possibly by April meeting Amber and Ms. Thompson would have more information to share.

### **Committee Member Comments:**

- Mr. Burkhalter asked if there was a list of acronyms used by Rock County. Ms. Thompson replied yes and she would email the list to the Advisory Committee.
- Mr. Neeson shared that Society's Assets located in Racine County has a division that handles special equipment to try out. Mr. Neeson feels a Dane County agency would work better because of the proximity to Rock County. Ms. Thompson explained this is the service area set up by the State and that Society's Assets comes to Rock County to meet customers in their homes. Mr. Hare shared the ADRC has offered space to Society's Assets for them to meet with customers.
- Mr. Neeson also shared other Counties have loan closets available. Ms. Thompson explained that there are loan closets in Rock County. Jamie Austin shared that the VFW as well as several churches have medical supply loan closet. Ms. Thompson reminded the committee this information is only a phone call away to the ADRC.
- Mr. Wilkinson shared Tom Frasier is presenting proposed changes to Medicare at the Dane County ADRC on January 17, 2017 at 10 am.

**Next Meeting:**

- Future Committee Meeting dates April 12, 2017, July 12, 2017 and October 11, 2017.

**Adjourn:** Meeting was adjourned at 2:13 p.m. on a motion by Mr. Woolever, seconded by Mr. Wilkinson.  
CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE