

**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE**  
**October 14, 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 3:03 p.m. on Wednesday, October 14, 2015 at Rock County Job Center.

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

**Committee Members Absent:**

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

**Others Present:** None

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

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

**Citizen Participation:** Cory Flynn – Regional Quality Specialist from the State. Ms. Thompson introduced Ms. Flynn to the committee.

**Old Business:**

A. Dementia Care Specialist – Update:

- Ms. Thompson shared the Dementia Care Specialist funding has been extended through June of 2017; with rumors of additional funding past June of 2017. Mr. Thomas stated that Cori Marsh is doing a wonderful job for Rock County as the Dementia Care Specialist.

B. Complaints/Appeals:

- Mr. Hare states in the last quarter there were two appeals filed by consumers found ineligible for Waiver programs. Hearings were held in September and October for those appeals but to date no decisions from the DOJ regarding the outcome.
- One complaint was filed by a sister of an ADRC client with Cory Flynn RQS in September 2015. Mr. Hare shared that in May of 2015 the sister had called the ADRC looking for lawn care and snow removal resources. The sister was not happy with the resources and would not call the ADRC again because she was not happy with ADRC services. Per the notes in the SAMS database there was conflicting information reviewed by both Mr. Hare and Ms. Flynn. The case was assigned back to Jamie Dix for follow-up to see if resources had been found for the services requested. Per Mr. Hare services for snow removal have been found, but not found a lawn care provider. Ms. Dix provided additional resources. Ms. Flynn shared her follow up contact with the sister. Ms. Flynn stated it was a miss communication and resolved by the follow up contact by Ms. Dix.

**New Business:**

A. Cory Flynn – ADRC representative at the state:

- Ms. Flynn shared she started in August as the Regional Quality Specialist (RQS) with the Bureau of Aging and Disability Resources. Ms. Flynn's background is working with Children and Family Services in California at the county level. Ms. Flynn shared she wanted to observe a committee meeting to expand her understanding of ADRC's.

- Mr. Moe asked how often Ms. Flynn visits local ADRC's? Ms. Flynn responded; she has been visiting the ADRCs meeting staff but plans on visiting at least twice a year. Ms. Thompson shared there are monthly check ins by the RQS with each ADRC via phone also and if any questions arise the RQS is there to help.

#### B. Family Care:

- Ms. Thompson shared the State had contacted Josh Smith the Rock County Administrator regarding Family Care. Ms. Thompson will refer to the plans as Family Care 1.0 (what is currently being used) and 2.0 (what is in the state budget) this how the plans are referred to by the state. The state contacted the 8 counties not currently using Family Care to let it be known that Family Care would not be expanded in those 8 counties until after 2.0 had been implemented for all the counties using 1.0 currently. Rock County was offered the option of implementing 1.0 now and then moving to 2.0 with the other Family Care counties rather than waiting until after 2.0 has been implemented as the other 7 counties have chosen to do.
- Ms. Thompson shared that Josh Smith, County Administrator met with both the ADRC and LTS staff sharing that Rock County will be moving forward implementing Family Care for the following reasons. The County Board has put forth and passed a Resolution to move forward with Family Care. Due to the lengthy wait lists for services with both Long Term Support and the Developmental Disabilities Board. Lastly due to the ever rising cost of care for the residents we serve. Rock County will be implementing 1.0 now instead of waiting until after 2.0 has been fully implemented.
- Ms. Thompson shared the state's timeframe is to get Family Care implemented for Rock County in 2016. Starting as early as this fall, then transitioning our current waiver clients to Family Care beginning in early spring, then transitioning the wait list clients by the end of 2016. This is the ideal timeframe but with the state also planning to roll out 2.0 soon the timeline may change.
- The ADRC will be transitioning the current clients instead of their Long Term Support social workers, the reason for this is because of bias. By working with the ADRC clients can focus on choosing the MCO that is the best fit for the client's needs. The ADRC staff will explain the different options and enrollment process. Between current clients open with LTS, DD Board and those on a wait list total approximately 1000 people. For ADRC staff this means learning which MCO's are coming to Rock County and the different programs offer, helping the waiver clients understand the differences, once the MCO is chosen then helping the client through the enrollment process.
- Ms. Thompson shared information learned from Brown County, who are transitioning to Family Care currently; so we know what worked and what didn't for them.
- Ms. Thompson shared concerns from a meeting she had with Swifhaven in Edgerton. There is some nervousness from providers about how Family Care will affect their businesses. MCO's try to negotiate the best rates possible, which may make it harder for some provider's to make their mark to stay in business.
- Mr. Woolever asked if this would also affect Medicaid clients. Ms. Thompson responded no, only waiver clients are affected.
- Mr. Wilkinson agreed it has been a challenge for some providers with Family Care and some have went out of business. Some providers have not been able to provide the services for the money the MCO offer.

#### C. 2016 Quality Improvement Project:

- Ms. Thompson shared for the 2016 project is looking at how to bring more minorities into the ADRC. The ADRC contract requires looking at how ADRC's can serve groups of people that are currently under served. No details are available on how the project will work until after the final ADRC contract is received.

- Mr. Wilkinson shared there is a publication for Latinos; Crusita Barrios from the YWCA is the contact person. Crusita would be happy to translate and publish articles for the ADRC.
- Mr. Neeson shared The Chronicle Weekly Newspaper in Beloit is a publication for the African American population.
- Mr. Wilkinson shared that the La Crosse Area Hmoob Cultural and Community Agency, Inc in La Crosse may be able to assist with communicating with the Hmong population.

#### D. 2016 ADRC Contact:

- Ms. Thompson shared some of the proposed changes to the new ADRC Contract. 1. ADRC websites must be accessible from the front page of the County website. Branding, all ADRC websites must look the same. 2. There will be only one Mission Statement for all ADRC's. 3. Integrating the ADRC with the Aging departments, but with all that is going with the conversion to 2.0, integration will be on the back burner for another year. 4. Facility requirements; such as larger bathroom, handicap or disabled parking, large lobby, these things were taken into consideration when our ADRC was remodeled.
- Ms. Thompson shared if the ADRC finds barriers in the contract, then we would work with Ms. Flynn to overcoming those barriers.
- Ms. Thompson explained that the state is interested in hearing about ADRC's business plans. Wanting a cost analysis of providing our services to consumers, such as options counseling, completing a functional screen or enrollment counseling. The goal for completion of the cost analysis is the end of 2016.
- Mr. Hare shared the type of additional information the state is requesting for client tracking. The state added elements they want to capture such as, first and last name, date of birth, gender. Consumers may still remain anonymous if they choose. Trainings will be held for all ADRC staff statewide, to ensure consistency in data collection.
- Ms. Thompson shared the state is looking at hours of operation for ADRC's. Are the hours of operations meeting the needs of the community? Our hours of operation are set but staff are open to meeting with families, support groups and community meetings outside of regular business hours.
- Ms. Thompson shared the state is considering allowing unused funds to be carried over from one year to the next. This would allow ADRC's to have emergency reserves.

#### **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 10/2/2015. After a discussion it was confirmed that the incoming calls are in line with the populations in Rock County. The greatest number of calls coming from the elderly, next physically disabled and then the developmentally disabled. Consumers can be put in more than one category.

#### **Committee Member Comments:**

- Mr. Neeson suggested having monthly designated an activity, such as giving out weather radios or changing batteries in fire alarms for our target population.
- Ms. Thompson asked if any committee member knew of someone that might be interested in serving on the ADRC committee please contact Jennifer.
- Mr. Wilkinson shared upcoming events. Day of the Dead, a Latino event in Beloit and Janesville's Jolly Jingle, December 4<sup>th</sup> – 6<sup>th</sup>.

#### **Next Meeting:**

- Future Committee Meeting dates are January 13, 2016, April 13, 2016, July 13, 2016 and October 12, 2016.

**Adjourn:** Meeting was adjourned at 4:02 p.m. on a motion by Mr. Moe, seconded by Mr. Woolever.  
CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE