

## ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE

November 16, 2016

**Call to Order and Introductions:** Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 1:00 p.m. on Tuesday, November 15, 2016 at Rock County Job Center.

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

**Committee Members Absent:**

**Staff Members Present:** Jennifer Thompson, Steve Hare, Dryw Anderson, Vicky O'Donnell and Jamie Austin, A.A.

**Others Present:** Kim Burkhalter, Stephanie Guetschow, Anne Weirich and Nancy Arnold from the Long Term Support Committee.

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

- Changes to the Agenda: Ms. Thompson explained previously Transition Services with Jamie Dix was on the agenda but Jamie was unable to attend. Ms. Thompson asked to table this agenda item until the January meeting. Approved without objection.

**Approval of Minutes:** Mr. Woolever moved to approve the minutes from July 13, 2016, seconded by Ms. Vaughn. APPROVED

**Citizen Participation:**

**Old Business:**

A. Family Care:

- Ms. Thompson shared that approximately 890 individuals were rolled over into Family Care and IRIS programs from the Long Term Support and Developmental Disabilities Board. The transition was complete as of November 1st.
- Ms. Thompson explained the ADRC staff are assessing consumers for new enrollments and filling attrition slots from the wait list.
- Ms. Thompson explained how the waitlist transition process was determined by the State. In December 43 and January another 42 for a total of 85 people to be served by Family Care from the wait list. February forward approximately 12 or 13 total from all target groups will be removed monthly from the waitlist. By June of 2019 all those on the waitlist will be served.
- Ms. Thompson explained how attritions slots are filled as people on Family Care currently pass away or move out of county. Then additional people are opened to fill those attritions slots. Of the 53 attritions slot that were available 40 of them had been filled.
- Ms. Thompson explained the process changes from transition enrollment to starting with new people whom have never been on the waiver programs. Starting with a new person means multiple meetings to open Medicaid, assessments for the long term functional screen and lastly enrollment counseling. Another change is new enrollments can start within 3 days instead only at the 1<sup>st</sup> of the month.
- Mr. Woolever asked Ms. Thompson if the ADRC has been taking calls from providers regarding lower reimbursement rates from Family Care versus from the waiver programs. Ms. Thompson responded that the ADRC doesn't get involved with the contracts between providers and the MCOs. Mr. Woolever shared that one of the providers told him the reimbursement rates are much lower than under the waiver program. Ms. Thompson explained when a provider doesn't have a contract with the MCO, the MCO can contract for one individual with an agency.

B. Staffing Changes:

- Ms. Thompson introduced Dryw Anderson and Vicky O'Donnell. With the addition of Dryw and Vicky the ADRC is fully staffed. Dryw and Vicky are working on the queue to get the long term functional screens completed by the end of February. The screens determine if people are eligible to be added to the waitlist. Once completed Dryw and Vicky will join the other I & A staff on phones.

**New Business:**

A. Election of a new Vice-Chairperson:

- Mr. Thomas called for nominations. Mr. Woolever nominated Mr. Wilkinson for Vice-Chairperson. Mr. Wilkinson accepted the nomination and it was approved by the committee.

B. Transition Services:

- Transition Services agenda item was tabled until the January 2017 meeting.

C. Satisfaction Survey Results:

- Ms. Thompson shared the State contracted with Analytic Insight to conduct a survey from June 1<sup>st</sup> through June 30<sup>th</sup> 2015. Approximately 102 individuals from Rock County participated in the survey. 93.8% of those surveyed would recommend ADRC services to others and over half of those contacted the ADRC because of a recommendation from another person or agency.
- Ms. Thompson shared the two areas needing improvement from the survey. (1) Targeting follow-up after calls was 46.9% for Rock County where the statewide average was 64.7%. This is an area that has since improved with the quality improvement project completed after this survey was completed in 2015. (2) Clarifying customer expectations: 1/3 of customers felt they did not have enough information on what to expect next after their call. This is an area the ADRC staff will be working on improving to give customers more information on processes for the programs they are referred to for assistance.

D. Waitlist Committee:

- Ms. Thompson explained consumers who feel they cannot wait to be served by Family Care can request placement on a priority waitlist. A panel of 5 has been put together, the panel includes: 2 Information & Assistance Specialist (These will vary on who is available), 1 Disability Benefit Specialist, Ms. Thompson or Mr. Hare and Ms. Bird representing the ADRC Advisory Committee.
- I & A staff will take a call from the consumer requesting to jump the waitlist, then will fill out the Priority Service Request for Family Care form. The panel will meet when there are requests. The I & A specialist who spoke to the consumer or the family of the consumer will meet with the panel to answer any questions on the situation.
- In 2019, Rock County will become an entitlement County and there will no longer be waitlists; anyone qualifying for services will be enrolled.

**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. The July, August and September numbers are still showing an increase in the volume of calls the ADRC is receiving.
- Agency Call Report from 10/3/2016 was reviewed by Mr. Hare.

**Committee Member Comments:**

- Mr. Neeson explained the direct mail program he has researched to go out to elderly household of 3 county board members districts, rotating districts with each mailing. The information would be on the services the ADRC provides. Mr. Neeson suggested targeting individuals over 65. Ms. Thompson responded she and Amber, the marketing coordinator, are working on marketing strategies and will take Mr. Neeson's suggestion into consideration.
- Mr. Woolever shared that in most cases it is the 45 to 50 age group who are caring for mom and dad who would benefit from learning about the ADRC and the services provided.
- Ms. Thompson shared the ADRC has been participating in as many fairs and expos, sharing what the ADRC offers to as many county residents as possible.

**Next Meeting:**

- Ms. Austin shared the results of the committee member survey on the 2017 meeting day and time. The results were to keep the meetings on the 2<sup>nd</sup> Wednesday of January, April, July and October but move the time to 1pm.
- Future Committee Meeting dates January 11, 2017, April 12, 2017, July 12, 2017 and October 11, 2017.

**Adjourn:** Meeting was adjourned at 2:02 p.m. on a motion by Mr. Moe, seconded by Mr. Wilkinson.  
CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE