

**ADRC ADVISORY COMMITTEE MEETING  
WEDNESDAY, January 08, 2020 – 1:00 P.M.**



**ROCK COUNTY JOB CENTER  
1900 CENTER AVENUE  
ROOM D/E  
JANESVILLE, WI 53546**

**AGENDA**

1. Call to Order and Welcome Chairperson Terry Thomas
2. Approval of Agenda
3. Approval of Minutes from the October 09, 2019 meeting.
4. Citizen Participation
5. Old Business
  - A. ADRC/COA Integration
  - B. 2019 Change Project Update
6. New Business
  - A. No Wrong Door Modules\*
  - B. Rock County Sheriff's Department Training
  - C. Skilled Nursing Home Outreach/Education
  - D. Scorecards
7. Statistical Information
8. Complaints and Appeals
9. Success Stories \*
10. Committee Member Comments
11. Next Meeting Date:  
April 8, 2020; July 8, 2020; and October 14, 2020.
12. Adjourn

\* Denotes Attachment

Committee Members unable to attend, please contact Jennifer Thompson  
(Rock County ADRC/APS Division Manager) at 741-3684.

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**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY COMMITTEE  
October 09, 2019**

**Call to Order and Introductions:** Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Advisory Committee to order at 1:00 p.m. on Wednesday, October 09, 2019 at the Job Center Conference Room D-E 1900 Center Avenue, Janesville, Wisconsin.

**Committee Members Present:** Terry Thomas, Rob Wilkinson, Paula Garecht, Carrie Glover, Gregg Schneider, Harold Luther, Tom Moe, and Tom McCool.

**Committee Members Absent:** No committee members were absent.

**Staff Members Present:** Melissa Kooiman, Supervisor of the ADRC, Jamie Dix, Lead Information and Assistant (I&A) Specialist of the ADRC, Cori Marsh, Dementia Care Specialist (DCS) of the ADRC, Nicole Zimmerman, Disability Benefits Specialist (DBS) of the ADRC, and Sage Duval, A.A. of the ADRC.

**Others Present:** Tim Wellens, Wisconsin Department of Human Services Regional Quality Specialist.

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

**Approval of Minutes:** Mr. Wilkinson moved to approve the minutes from July 10, 2019, seconded by Mr. Luther. APPROVED

**Citizen Participation:** There was no citizen participation on October 09, 2019.

**Old Business:**

A. ADRC/COA Integration:

- Melissa Kooiman shared information on the seven focus groups made available to the public in regards to ADRC and Council on Aging (COA) Integration. Three focus groups have been held and three other focus groups were canceled due to a lack of citizen participation. There is one last focus group scheduled on October 11, 2019 at Creekside Place in Evansville. The Facilitator, Jerry Braatz, is also holding joint staff meetings between ADRC staff and COA staff to gather feedback, input, and opinions on integration. One joint listening session occurred on Monday October 07, 2019 and there will be another on Friday October 11, 2019. Mr. Braatz is expected to compile the information collected in those listening sessions along with a report and a recommendation to the Aging Services Integration Review Advisory Committee and the ADRC Advisory Committee in November of 2019.

**New Business:**

A. 2019 Change Project:

- Ms. Kooiman shared information about this year's change project. Emphasis will be placed on increasing applications for SSI-e. Ms. Kooiman explained that SSI-e is a supplement income to SSI. The project was started on October 1<sup>st</sup>, 2019 and is expected to run until the end of December, 2019. The ADRC's goal is to increase the percentage of those applications by twenty-five percent for clients who meet the criteria to be eligible. In an effort to increase SSI-e applications each I&A Specialist has a brightly colored sign reading "SSI-e Referral" hanging in their cubicle, and a laminated card is handed out by the A.A. with each walk-in sheet that says the same. The hope is that with more reminders, I&A Specialists will encounter and engage more clients who need to apply for SSI-e. One application has already been approved since the project was enacted.

B. Dementia Care Specialist Events – Cori Marsh:

- Ms. Marsh made herself available to highlight the different events she's either helped with or hosted this year and to make herself available to answer any questions people may have. Ms. Marsh shared highlights of events like quarterly "Caregiver Pizza Gatherings" which are funded by grants and open to people between the ages of fourteen to eighty in Rock County; "Caregiver Night Out," a function that had about sixty-five caregivers attend, had a comedian, and was enjoyed not only by caregivers in the community, but also by community members who have dementia; "Steering Into The Skid," a dinner and play about dementia that includes a Q&A portion with the audience and performers; "Kids Quest Day Camp," which helps children around the ages of six to twelve understand ways to communicate with people who have dementia. Ms. Marsh partnered with the Alzheimer's & Dementia Alliance of Wisconsin to assist with "Legal and Financial Planning," and "The ABCs of Dementia," again in 2019. The Dementia Friendly Committee hosted the Clergy Breakfast which was well attended and had an increase of churches requesting to join. The Council on Aging's Julie Seeman oversees "Caregiver Skills," as part of the "Caregiver Resource Network," Ms. Marsh works closely with Ms. Seeman to assist with those programs. In December of 2019 Ms. Marsh will be hosting a Holiday Sing Along at two local churches: Sun Valley Presbyterian Church in Beloit and Saint Peter's Lutheran Church in Janesville. Ms. Marsh also recently worked with the Society for Learning Unlimited (SLU) at the Beloit College. Seventy-three seniors signed up for the program and sixty-five attended.
- The State of Wisconsin has implemented Dementia Capable Initiatives. The most important initiative outlined has been Dementia Crisis Response. Ms. Marsh has been asked to be a part of the Leadership Taskforce in regards to Dementia Capable Initiatives pertaining to Crisis Response. Ms. Marsh has traveled all over the state to learn how different cities respond to dementia crises and how to improve the State's response to dementia crises. One major focus for these initiatives is the occurrences of adults with dementia and disabilities ending up in mental health institutes or being detained which is often not an appropriate setting for their needs.
- Ms. Marsh shared that the DCS Program of Wisconsin was given another eight positions in the State. Right now there are seventy-two counties in Wisconsin and only twenty-one Dementia Care Specialists covering thirty-four counties. Ms. Marsh will share more details about which counties received DCS grants at a future meeting. Mr. Moe asked Ms. Marsh how the addition of more Dementia Care Specialists is determined and if it's based solely on the aging population of each county. Ms. Marsh explained that each ADRC can receive one Dementia Care Specialist via grant funding, but some ADRCs in the State can serve multiple counties.
- Ms. Marsh made herself available for questions and comments. Ms. Garecht asked if the sing along events are only open to caregivers and people with dementia. Ms. Marsh said those events are open to anyone who'd like to join. Mr. Moe said this is a wonderful model for community members to see. Ms. Marsh agreed and stated it also helps with socialization for everyone involved. Chairperson Thomas said he's thankful for the additional funding and thankful that the ADRC of Rock County has Ms. Marsh as a DCS. Mr. Thomas asked how the Memory Cafes have been going and how attendance has been. Ms. Marsh stated the Memory Cafes in Janesville have been moved to the Asbury Methodist Church, are going very well, and are routinely attended by at least ten to fifteen people. Ms. Marsh stated that moving the Memory Cafes to Asbury Methodist Church has increased the number of attendees.

#### C. Veterans Conference/Resource Fair:

- Ms. Kooiman shared the date and time of the upcoming Veterans Conference/Resource Fair in Madison in November, 2019. Attendance at the event also includes lunch. Ms. Kooiman commended the efforts made by Director of the ADRC, Jennifer Thompson, with the planning committee for the event by using carryover funds from Dane, Rock, Jefferson, Dodge, Columbia, Green, Grant, Iowa, Lafayette, Sauk, Richland, Juneau, and Crawford Counties as a partnership to fund the event. Ms. Kooiman mentioned Ms. Thompson is also working closely with the COA of Rock County on the possibility of securing transportation for Veterans from Rock County to the event in Madison. Veterans can register in person at their local ADRC or can call the general ADRC phone number to register over the phone.

#### **Statistical Information\*:**

##### A. Call Numbers:

- Ms. Kooiman shared a bar graph of incoming call numbers to the ADRC. Call volume has increased in July, August, and September of 2019. Even though the ADRC hasn't done any extra marketing recently due to entitlement being reached on July 01, 2019, call volume and walk in volume has still increased exponentially in the past three years, especially during the month of September. Ms. Kooiman said this could be due to the waitlist for Long Term Support Services being eliminated.

### **Complaints and Appeals:**

- Ms. Kooiman said one functional screen appeal occurred this quarter, in September. Ms. Kooiman is working closely with I&A Specialists to ensure that the functional screens are accurately capturing client needs and information in all applicable situations. The case was held in front of an Administration Law Judge. A resolution was made, and after review that client was deemed functionally eligible for Family Care. There were no complaints during this quarter.

### **Success Stories:**

- Ms. Kooiman shared a letter from a satisfied family member of a Rock County ADRC client who praised I&A Specialist, Emily Jones, for her exceptional work, professionalism, and care with their loved one during the functional and financial screening process. Nicole Zimmerman shared an encounter she had at a doctor's office when a client approached Ms. Zimmerman and praised the work and efforts of DBS, Jill Hrycay. That person told Ms. Zimmerman that Ms. Hrycay was "phenomenal." Tom Moe mentioned he believed that Ms. Marsh should be listed in "Success Stories" for all the great work she does in her role as a DCS at the ADRC, as well.
- Ms. Kooiman shared what could be a possible, future success story. Walworth County Nursing Home (WCNH) has contacted the Rock County ADRC and mentioned they're contemplating downsizing. If that occurs WCNH is hoping to partner with the ADRC to create a Crisis Stabilization Dementia Facility in Walworth County for calls that come in late at night and early in the morning. Right now these possibilities are only being discussed. No action has been taken. It's unknown if that's the route WCNH will take and just exactly what role the ADRC will have in helping. Ms. Kooiman stated it could be a success story because at the moment those resources are limited. Those late night and early morning calls for people with dementia often end up with those people being detained or placed in the Winnebago Mental Health Institute which isn't appropriate for their needs.

### **Committee Member Comments:**

- Chairperson Thomas asked if Emily Jones and/or Jill Hrycay could qualify for Rock County HSD Employee Recognition Impact Awards based on the previously mentioned client feedback. Ms. Kooiman said she couldn't attest to whether Ms. Jones or Ms. Hrycay had been nominated yet, but will confer with Jennifer Thompson, and have an answer to that question at the next meeting.
- Tom Moe, Rob Wilkinson, and Chairperson Thomas all commended the efforts of Cori Marsh, stating they were glad she was in Rock County.
- Rob Wilkinson and Chairperson Thomas discussed an upcoming HSD meeting centered on the possibility of Rock Haven Nursing being sold, being closed, or being downsized. Discussion occurred as to whether what WCNH had mentioned in regards to a Crisis Stabilization Dementia Facility could be appropriate for both counties if Rock Haven were to close, be sold, or be downsized, as well. More discussion ensued based on capacity of and cost of operating Rock Haven Nursing Home.

### **Next Meetings:**

- January 08, 2020; April 08, 2020; July 08, 2020, and October 14, 2020 at 1:00 p.m. in the Job Center Conference Room D-E 1900 Center Avenue, Janesville, Wisconsin.

**Adjourn:** Meeting was adjourned at 1:39 p.m. on a motion by Mr. Schneider, seconded by Ms. Glover. CARRIED.

Respectfully submitted,

Sage Duval, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

## ADRC Staff Training Guidelines

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Beginning in December 2019, e-learning training modules will be available and are required to be completed by ADRC and Tribal ADRS staff as described below. There are a total of six modules. Which modules you need to complete is dependent upon your position/role within the ADRC or job duties as a Tribal ADRS; however, any ADRC staff, staff that support the Tribal ADRS or board member is welcome to complete all of the modules if they so choose.

### *Initial Training Timeline*

All staff employed at an ADRC in Wisconsin on December 1, 2019 will be required to complete their specified training modules within 90 days from when they become available. For staff that are on a leave of absence during the initial 90 day training timeline, they will have 60 days to complete the training once they return to work. ADRC Directors are asked to notify their Regional Quality Specialist if they are aware of any staff members that will be on leave during this time and an estimated completion date for their training.

Tribal ADRS and supervisors will follow a separate initial training timeline.

### *New Hires*

ADRC and Tribal ADRS staff that is hired after December 1, 2019 needs to complete their required training modules within the first 60 days after hire. ADRC and Tribal ADRS staff that will be performing options counseling as part of their job duties is required to successfully complete the options counseling certification exam before they are able to independently perform options counseling.

### *Training Module 1: Overview*

- ❖ **Estimated time** to complete this module is 30 minutes.

All ADRC and Tribal ADRS staff will be required to complete general ADRC training through module 1. Some staff may qualify for an exemption from completing the general training and the exemption criteria is detailed below.

#### General Training Exemption Criteria

ADRC and Tribal ADRS staff members that have been providing information & assistance, options counseling and/or enrollment counseling at an ADRC or as a Tribal ADRS for a minimum of 12 consecutive months are eligible to test out of the general ADRC training modules. Experience could be from any ADRC in Wisconsin. Staff members that do not have 12 consecutive months of experience are required to complete the general ADRC training modules.

To utilize the test out option, a formal request does not need to be made. Eligibility for this option will be determined through the on-line testing module.

*Training Modules 2-4: Options Counseling Training & Certification*

- ❖ **Estimated time** to complete module 2 is 30 minutes.
- ❖ **Estimated time** to complete module 3 is 90 minutes.
- \*Module 3 is broken into three, 30 minute segments.*
- ❖ **Estimated time** to complete module 4 is 30 minutes.

ADRC and Tribal ADRS staff that provide options counseling and their supervisors, are required to complete modules 2-4. These modules are specific to options counseling and the evidenced-informed process by which it is expected to be done at ADRCs and by Tribal ADRS.

Before beginning module 2, there will be a pre-test. The pre-test is required, and is simply meant to measure the effectiveness of the training modules. After completing the pre-test, modules 2-4 can be completed. There is no limit to the number of times the modules can be viewed.

All modules will contain short quizzes to test the individual's knowledge throughout the training process. These quizzes are not scored.

Upon completion of the 4<sup>th</sup> module, staff and supervisors will be required to complete a certification test. Staff that score at least 80% or higher will have passed the certification test for options counseling. Staff that score 79% or lower will be considered to have a non-passing score and will need to review the modules again and repeat the exam. Individuals will have two attempts to pass the test.

Any staff with a non-passing score may also work with their supervisor to complete the alternative testing, described below, instead of repeating the online exam.

**Alternative to Online Testing for Options Counseling**

Staff that score 79% or lower may work with their supervisor to complete alternative testing. Alternative testing allows staff to demonstrate the options counseling standards and competencies through observable practice. Supervisors will observe the staff person providing options counseling with three, separate, ADRC customers. The supervisor will complete the observation tool and will provide the completed tool to their assigned Regional Quality Specialist. The Regional Quality Specialist is responsible for reviewing the observation tool and certifying whether or not the staff person meets the requirements for certification.

### Required Training Plan for Options Counseling

If staff receive a non-passing score on the online exam, and are unable to meet the competencies through the alternative testing options, a training plan will be required. The supervisor will need to complete a comprehensive training plan for the staff person and submit it to their Regional Quality Specialist. The staff person will not be able to perform options counseling on their own until they have successfully completed the exam or alternative testing option.

### *Training Modules 5-6: Supervisory Support Tools & Strategies*

- ❖ **Estimated time** to complete module 5 is 30 minutes.
- ❖ **Estimated time** to complete module 6 is 30 minutes.

ADRC and Tribal ADRS Supervisors are encouraged to complete modules 5 and 6. The information in these modules provides guidance on the use and implementation of the required supervisory support tools. This includes the documentation review tool and supervisory observation tool. Information and suggestions for strategies to work with staff that may need additional support and training is also available in these modules. There is no formal testing requirement for these modules.

### *Re-Certification Requirements*

Staff that provide options counseling and supervisors of staff that provide options counseling, will be required to maintain their certification. Re-certification training and testing will occur as determined by the Office for Resource Center Development.

HSD ADRC/APS

Question	Responses	SD = 1	D = 2	N = 3	A = 4	SA = 5	Score		
3	14	1	1	2	10	0	3.50		
4	14	0	1	6	7	0	3.43	Career Development	3.45
5	14	1	2	3	6	2	3.43		
6	13	0	0	1	10	2	4.08		
7	14	0	3	1	8	2	3.64		
8	14	0	0	2	10	2	4.00		
9	14	0	0	1	9	4	4.21	Work Engagement	4.09
10	14	0	0	0	6	8	4.57		
11	14	0	0	1	8	5	4.29		
12	14	0	0	3	10	1	3.86		
13	14	0	3	1	9	1	3.57	Compensation	3.39
14	14	0	4	4	5	1	3.21		
15	14	0	0	4	7	3	3.93		
16	14	0	0	1	11	2	4.07		
17	14	0	0	4	7	3	3.93		
18	14	0	0	2	9	3	4.07	Relationship Mngmt	4.03
19	14	0	0	0	11	3	4.21		
20	14	0	1	4	6	3	3.79		
21	14	0	0	1	9	4	4.21		
22	14	0	0	3	10	1	3.86		
23	14	0	0	1	12	1	4.00	Benefits	3.73
24	14	1	4	2	5	2	3.21		
25	14	0	3	2	3	6	3.86		
26	14	0	1	1	10	2	3.93		
27	14	0	1	0	12	1	3.93		
28	14	0	0	0	6	8	4.57	Work environment	4.08
29	14	0	0	1	10	3	4.14		
30	13	0	0	4	7	2	3.85		

# Employee Recognition Nomination Form



*Our Mission is to: "Build upon the strengths of our clients and to encourage independence by providing quality services with respect for the dignity of all persons served."*

I Would Like to Nominate: Jamie Dix  
From Division (if known): ADRC

...for going above and beyond the Department's Mission, by exceeding in the goals of building upon the strengths of our clients and encouraging independence by providing quality services with respect for the dignity of all persons served.

If you would like, please use the space below to describe how this employee has exemplified, or continues to exemplify, a commitment to the Human Service Department's Mission and strives towards our shared vision of creating a **welcoming** and **hopeful** environment in our community.

Jamie has been very helpful and responsive with helping on Medicaid Application for my Mother. Her prompt, professional, and compassionate attitude is much appreciated.

Your Name (optional): [REDACTED] Today's Date: 11-25-19



Courthouse, Lower Level  
501 Lake Avenue • P.O. Box 410  
Florence, WI 54121

**Maria Bournoville**  
Information and Assistance Specialist

715-528-4890  
855-528-ADRC (2372)  
715-528-4241 (Fax)

mbournoville@co.florence.wi.us  
www.florencecountywi.com

Dear Cori,  
Thank you incredible amounts for presenting at our Caregiver Conference! You are extremely talented & just a phenomenal speaker. Your compassion and sense of humor paired with your knowledge and personal experience made your talk out of this world and touched the hearts of all of our caregivers! Thank you for making the long journey to Florence and keep up the amazing work you do!! Smiles,

Maria

**Helping You Plan for Brighter Tomorrows**