

ADRC ADVISORY COMMITTEE MEETING

WEDNESDAY, January 13, 2021

1:00 P.M.

Call: 312-626-6799

Meeting ID: 828 4921 6545

**Note: This is a
Teleconference**

Join Zoom Meeting: <https://us02web.zoom.us/j/82849216545>

Meeting ID: 828 4921 6545

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+1 312 626 6799 US (Chicago)

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Join by Skype for Business

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AGENDA

1. Call to Order and Welcome
2. Approval of Agenda
3. Approval of Minutes from the October 14, 2020 meeting
5. Citizen Participation
6. Old Business
 - A. Integration in 2021
 - B. New Building Update
7. New Business
 - A. Year in Review
 - 1A. Dementia Care Specialist
 - 2A. Information & Assistance
 - 3A. Disability Benefit Specialist
 - B. Option Counseling scenarios
8. Statistical Information *
9. Complaints and Appeals
10. Success Stories *

11. Committee Member Comments
12. Next Meeting Dates:
April 14, July 14, Oct 13, 2021
13. Adjourn

* Denotes Attachment

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

The County of Rock will provide reasonable accommodations to people with disabilities. Please contact us at 608-757-5510 or e-mail countyadmin@co.rock.wi.us at least 48 hours prior to a public meeting to discuss any accommodations that may be necessary.



ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY COMMITTEE
October 14, 2020

Call to Order and Introductions: Mr. Wilkinson called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Advisory Committee to order at 1:03 p.m. on July 8, 2020 via Zoom.

Committee Members Present: Carrie Glover, Pam Bostwick, Gregg Schneider, Harold Luther, Paula Garrecht, Rob Wilkinson, and Tom Moe.

Committee Members Absent: Tom McCool.

Staff Members Present: Jennifer Thompson, Director of the ADRC, Melissa Kooiman, Supervisor of the ADRC, Ann Howell, I&A Specialist of the ADRC, and Jamie Dix, I&A Specialist of the ADRC.

Others Present: Tim Wellens, ADRC State Regional Quality Specialist

Approval of Agenda: Ms. Glover moved to approve the agenda, seconded by Ms. Bostwick. APPROVED.

Election of the ADRC Advisory Committee Vice Chair: Mr. Wilkinson moved this agenda item to the floor.

- Ms. Thompson stated that the position of Vice Chair for this committee supports the Chair by running the meeting in their absence. Ms. Glover volunteered for the position. Mr. Luther moved to name Ms. Glover to the position of Vice Chair; seconded by Ms. Bostwick. APPROVED

Approval of Minutes: Ms. Glover moved to approve the minutes from July 8, 2020, seconded by Ms. Bostwick. APPROVED

Citizen Participation: None.

Old Business:

A. COVID-19 and the ADRC Office Procedures

- Ms. Thompson highlighted the following points:
 - The ADRC office at the Job Center remains closed
 - Phone lines are still in operation and working well; incoming calls are automatically redirected to employee cell phone numbers
 - Face-to-face visits are limited as much as possible (using PPE and distancing guidelines to keep everyone safe)
 - Meeting clients through Zoom and phone
 - Continuing to meet customer needs
 - Continuing to facilitate group meetings
 - Limited staff in the office at the same time

B. 2019 Carryover and DCS Funds Update

- Dementia Carryover Funding
 - Purchasing items for drop off bags for families who have someone in their home with dementia (large print coloring books, book of activities, door alarms, garden stone activities, speakers to attend memory cafes, dolls, busy boards, etc.)
 - Purchasing Alexa Shows/Dots

New Business:

A. ADRC/COA Integration:

- Josh Smith shared a memo regarding the ADRC/COA Integration
 - Joint Advisory Committee voted to integrate the ADRC and COA
 - Mr. Smith explained reasons to integrate the ADRC and COA under the HSD umbrella
 - Location – 1717 Center Avenue
 - Shared Database
 - Maximize Medicaid reimbursements
 - Maximize resources for clients
 - Utilize Administrative infrastructures that are already in place to allow staff to dedicate more time to providing services
 - Maximize HSD fiscal staff support
- Next Steps:
 - Recommendation to integrate the ADRC and COA goes to the HSD Board, the Education and Aging Veterans Services Committee, this committee (ADRC Advisory Committee), and the Council on Aging, for feedback
 - Send a resolution to the two governing Committees for formal action
 - Send recommendation to the full County Board
 - Will either accept recommendation or decide what action to take

B. Quality Review-Key Performance Indicators

- Ms. Thompson explained how HSD's new Quality Improvement Coordinator, Kofi Abaidoo, will assist the ADRC.
 - Will work to maximize customer satisfaction and employee satisfaction
 - Will help improve efficiencies
 - Define key performance indicators within the ADRC and Adult Protective Services
 - Maximize revenues
 - Measure quality improvement
 - Focus on options counseling and ensuring customers receive appropriate benefits to meet their needs
 - Define goals
 - Ensuring ADRC staff are aware of all resources available within the area

Statistical Information*:

A. Call Numbers:

- Ms. Thompson updated call-related graphs included in committee member packets. She noted that call volume has increased in the last few months, possibly related to people going back out into the community after spending many months at home due to COVID-19. The report given to Committee members includes the months of July, August and September. Ms. Thompson fielded questions in regard to continued support of minority groups and also possibly providing a sampling of services requested by callers.
- Ms. Thompson also mentioned that there is information online that provides detail in regard to options counseling training that committee members can access to learn more in this area. She will send the link to this committee.
- Ms. Thompson will bring scenarios to the next meeting and demonstrate the use of options counseling.

Complaints and Appeals:

- None received in this past quarter.

Success Stories:

- Ms. Thompson shared two written notes that were received commending ADRC staff for providing quality customer service and expressing their appreciation for their help.

Committee Member Comments:

- Ms. Thompson reminded the committee that there are still two openings for this committee. The categories include one Intellectual Disability Representative and one Elderly Representative.
- Ms. Grover asked if this committee will be voting on the integration of the ADRC and COA. Ms. Thompson replied that while feedback from this Committee is valuable, the County Board will make the final decision on this topic.

Next Meetings:

- January 13, 2021 at 1:00 p.m. in the Job Center Conference Room D-E 1900 Center Avenue, Janesville, Wisconsin or via Zoom.

Adjourn: Meeting was adjourned at 1:58 p.m. on a motion by Ms. Glover, seconded by Mr. Luther. APPROVED.

Respectfully submitted,

Kathleen Wellnitz, Secretary

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

- SAMS Agency Call Report

Who made contact (Caller Type):

No. of Calls	Caller Type
1,059	(Self)
284	11-Legal Decision Maker
206	12-Caregiver
663	13-Relative/Friend/Neighbor/Comm Mbr
794	14-Agency/Service Provider
954	15-ADRC Contacted Consumer/Designee
683	16-ADRC Initiated Collateral Contact
285	99-Other
4928	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
229	Abuse and Neglect
142	Adaptive Equipment
3	Addictions
154	Alzheimer's and Other Dementia
14	Ancillary Services
158	Assisted Living (AFH, CBRF, RCAC)
8	Budget Assistance
178	Caregiving - Adult CG of Elder or Early Dementia
13	Caregiving - Elder CG of Child or Disabled Adult
5	Caregiving - Non-Elder CG of Dsbl'd Non-Elder Adult
76	Community I&R
19	Complaints (other)
25	COVID-19
14	Education
5	Emergency Preparedness
25	Employment
28	End of Life
84	Food
136	Health
8	Health Promotion
637	Home Services
218	Housing
29	Income Maintenance
115	Insurance
219	Legal Services

- SAMS Agency Call Report

14	MDS Section Q Referrals
24	Medical Home Care
80	Mental Health
5	Non MDS Section Q
120	Nursing Home
86	Other
3,058	Public Benefits LTC Programs
799	Public Benefits, Other
9	Recreation/Socialization
9	Referral for Financial-Related Needs
4	Referral for Private Pay Options
1	Request for Resource Materials by Organization
7	Taxes
130	Transportation
7	Unmet Need – Housing
1	Unmet Need – Mental Health Services incl Case Mgmt
1	Unmet Need – Other
1	Unmet Need – Transportation
2	Unmet Need – Utility Assistance
28	Veterans
2	Volunteer Opportunities
95	Youth in Transition
4922	Total

ADRC Activity:

No. of Calls	ADRC Activity
1,492	Administrative (Select exclusively.)
415	Attempted Contact (Select exclusively.)
32	Community Partners (Select exclusively.)
14	Complaints/Advocacy
20	Customer Initiated Follow-up (Select exclusively.)
176	Long-Term Care Functional Screen
4	Memory Screen
1	Outreach/Marketing (Select exclusively.)
125	Provided Assistance with MA Application Process
6	Provided Brief or Short-Term Service Coordination
17	Provided Disenrollment Counseling
153	Provided Enrollment Counseling
362	Provided Follow-up
2,371	Provided Information & Assistance

- SAMS Agency Call Report

238	Provided Options Counseling
17	Referral to ADRC
4928	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
17	100 - 150
293	17 - 21
1,382	22 - 59
3,190	60 - 99
4882	Total

Referred By:

No. of Calls	Referred By
17	ADRC Presentation
49	Called Before
4	Friend/Family
1	Hospital
19	Internal Referral
1	Internet
1	Newspaper
4	Other Agency
1	Physician
97	Total

Disability:

No. of Calls	Disability
837	00-Alzheimer's/Irreversible Dementia
506	01-Developmental/Intellectual Disability
2,782	02-Elderly: Age 60 or Older
664	03-Mental Health
1,726	04-Physical Disability
159	05-Substance Use
295	06-Unknown (Select exclusively.)
4890	Total

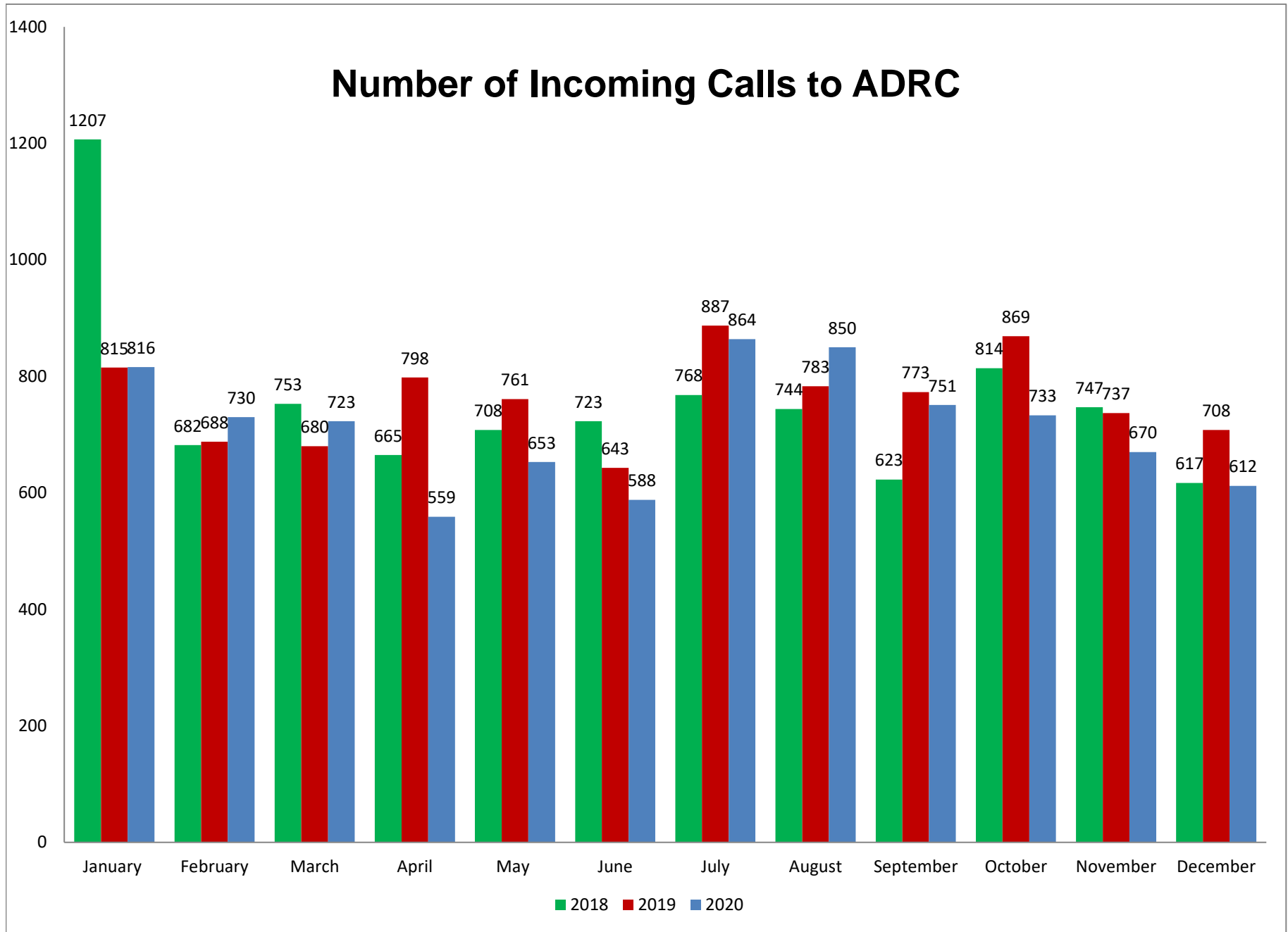
Monthly Total

No. of Calls	Total Minutes	Month
1,798	29,912	October, 2020
1,635	29,903	November, 2020

- SAMS Agency Call Report

1,495	16,948	December, 2020
4928	76763	Total

Number of Incoming Calls to ADRC



Hi Cori,

I just want to share a little something good with you that happened today.

I GOT MY POPS TO SHOWER TODAY....LOL....I kind of tricked him but it worked. It's funny how these little things make us happy. I also want to thank you and everyone else again for being there, listening and sharing stories, ideas and again for being there.

Please take care and HAPPY HOLIDAYS!

Hi Cori,

We will not be on the meeting this morning. Too much going on for Christmas.

Thank you for all you do for us through the year. We both appreciate you so much.

"Joe" loved the chocolate covered cherries and ate them in 2 days! The cookie meeting was a lot of fun and delicious. Also, the bag of gifts was a nice surprise and will be useful.

I hope you and your family have a wonderful holiday.

MERRY CHRISTMAS!

Hi Cori

I want to thank you so much for the bag of goodies that was delivered to my door last week. What a nice bagful of goodies!!!! It is so thoughtful of you and the ADRC to think of the caregivers. I do appreciate it. Thanks also to Dawn (or whoever delivered the bag). I wish you and everyone there at the ADRC a Merry Christmas and Happy, Healthy New Year. Take care and stay safe.

Dear Cori-

I'd like to thank you and everyone else at the ADRC for all you do to help us get through whatever comes our way. The cookies and bag of goodies were appreciated also. "Chicken Soup for the Soul" is always good..... Us "kids" had fun with the glider and wind-up toy! Thank you again and we look forward to a better 2021.

COMMENTS FROM THE CLASS:

- This was an excellent class. The presenter was so knowledgeable and the information was just what I was expecting and hoping for.
- Thanks for also including the PowerPoint to review the slides.
- Since Cori repeatedly stated she wasn't an MD, but she is obviously dug deep into Alzheimer's, I would like to know if she has experienced dealing with people who do not wish to take the test to determine susceptibility as an offspring of one who's parents has the disease? It's always interesting to me to find people who don't want to take the test.
- Cori had an excellent presentation, very well organized. I am pleased we have the PPT.
- Cori was so relaxed it was easy to listen to her. Lots of good information.
- She was very thorough in covering this topic, and did a good job of answering people's questions.
- Great class and presenter. Does she teach any other classes?
- Leader was very well informed and was very gracious about answering all questions.