

ADRC ADVISORY COMMITTEE MEETING

WEDNESDAY, July 14, 2021

1:00 P.M.

Call: 312-626-6799

Meeting ID: 819 3898 9515

**Note: This is a
Teleconference**

Join Zoom Meeting:

Meeting ID: 825 9920 1694

Join Zoom Meeting

<https://us02web.zoom.us/j/82599201694>

Dial by your location

+1 312 626 6799 US (Chicago)

Meeting ID: 825 9920 1694

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 April 14, 2021 meeting
5. Citizen Participation
6. Old Business
 - A. ADRC COVID Update/Re-opening
 - B. Integration Planning Efforts
 - C. New Building Update
 - D. Alexa Update
7. New Business
 - A. Integrated ADRC / Aging Advisory Committee *
 - B. ADRC Review of Policies
8. Statistical Information *
9. Complaints and Appeals
11. Committee Member Comments

12. Next Meeting Dates:
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
April 14, 2021

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 1:00 p.m. on April 14, 2021 via Zoom.

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

Committee Members Absent: None

Staff Members Present: Jennifer Thompson, Director of the ADRC, Melissa Kooiman, Supervisor of the ADRC, Ann Howell, I&A Specialist of the ADRC, and Vicky O'Donnell, I&A Specialist of the ADRC, ADRC.

Others Present: None

Approval of Agenda: Mr. Moe moved to approve the agenda and seconded by Mr. Luther. APPROVED.

Approval of Minutes: Ms. Bostwick moved to approve the minutes from January 13, 2021 and seconded by Mr. Schneider. APPROVED

Citizen Participation: None

Old Business:

A. Integration Planning Efforts

- Ms. Thompson highlighted the following points:
 - Aging Director, Paula Schutt, and Jennifer Thompson created a list of questions to ask 5 integrated counties. These question were shared with staff who also gave input into the final 10 questions. Counties interviewed were: Kenosha, Eau Claire, Winnebago, La Crosse, and Brown. Ms. Schutt, Ms. Thompson, supervisors and staff of ADRC and APS were invited to attend the meetings. A combined spreadsheet of the questions and each county's response will be compiled and shared with the Advisory Committee.
 - Ms. Schutt and Ms. Thompson have also began work on a project management tool which includes a workplan and actions steps. Five area's have been identified that require some form of integration: 1) Budgets, 2) Policies, 3) Marketing/Outreach/Communication, 4) Board, and 5) Team/staff. Each of these area's will have an identified action plan to include feedback from staff who are involved in that particular area.
 - Mr. Moe asked what the response was from the staff; specifically if there was any resistance. Ms. Thompson stated the ADRC staff recognize there are changes but know this is a move in the right direction. Administrative Assistant, Sage Duval, stated she recently worked one-on-one with the Aging EBS and feels that any hesitancy could just be that Aging staff do not fully know what ADRC staff do. Ms. Thompson also mentioned that the Aging Director and herself will be working on team building as we progress towards integration. One goal will be to create a new mission statement that encompasses both all three units, Aging, ADRC and APS.
 - As we move forward we will communicate the action steps to the board and seek out input and participation.

B. New Building Update

- Ms. Thompson highlighted the following points:

- Progress continues on the new building and completion is still the end of summer with HSD staff moving into the building potentially in September 2021.
- Administration is looking to host a public / community day (sometime in August) to walk through the building after furniture is placed but prior to our confidential documents being moved.
- The Human Services Board is taking a tour this evening.

New Business:

A. Continuing Skills Test for I&A Staff

- Ms. Thompson highlighted the following points:
 - All Information and Assistance staff at the ADRC passed their test! This is great news! This means everyone can continue to administer the Long Term Care Functional Screen without limitations.

B. ADRC Grant award for Homebound

- Ms. Thompson highlighted the following points:
 - The ADRC of Rock County Received \$28,082 to assist individuals how are homebound and have a difficult time leaving their homes to obtain the vaccine.
 - The ADRC is working with the Aging Department; specifically covering the costs of mileage and staff time to transport people to vaccine appointments. The ADRC is also working with RSVP and also covering the cost of mileage and providing incentives to volunteer drivers who work additional hours to transport people to vaccine appointment's.
 - Individuals who need a free ride, can call United Way of Rock County-211 and will be connected to someone who will schedule a ride. Ms. Thompson will let the ADRC Advisory committee know when this service is up and running.
 - Ms. Thompson continues to meet weekly with others from the community to form partnerships to help get people vaccinated. There is still money left to spend!

Statistical Information*:

- Ms. Thompson reviewed the quarterly Incoming-call report noting the call volume is starting to increase again. The phone system, Grasshopper, has been working properly and calls are coming through to staff without any issues lately.
- Ms. Thompson also reviewed the quarterly Agency Call Report and noted that the ADRC is receiving more calls related to lack of housing and/or homelessness. It's also understood the eviction moratorium will be ending soon; this will likely mean an even larger increase in homelessness. Additionally, those who have been evicted may find it even hard to find housing as they will now have an eviction on their record. Rock County is receiving over \$31 million dollars to support the county in areas that have been financially affected by COVID; HSD may recommend using some of those funds to support low income housing resources. However, it's recognized there is great need across the entire county; ultimately, the county board will be involved in how the funds will be spent.

Complaints and Appeals:

- None received in this past quarter.

Success Stories:

- Ms. Thompson shared two notes from individuals/families who received an Alexa for their family member. Both were thankful for the device and the new opportunity to see and speak to families during the pandemic. Ms. Thompson also shared another note from a woman whose parents participate in Cori's caregiver support groups; she stated that Cori "changed their lives" as they learned how to approach her grandma's care with respect, dignity and love.

Committee Member Comments:

- Mr. Wilkinson advised the committee that the Aging Department is seeking input on its 3-year plan from the community and encouraged Ms. Thompson to work on this jointly with Aging-especially now that integration of the two departments is occurring in 2022.

Next Meetings:

- July 14, 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 1:55 p.m. on a motion by Ms. Glover, seconded by Ms. Bostwick. APPROVED.

Respectfully submitted,

Jennifer Thompson, ADRC Division Manager

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

ADRC Board Technical Assistance

Last Revised: June 2021

Introduction

Aging and disability resource centers (ADRCs) are required to have a board that provides input and direction to the ADRC.

Requirements for ADRC boards are contained in Wis. Stat. § 46.283(6), Wis. Admin. Code § DHS 10.22(3), and the ADRC scope of services. This technical assistance document provides additional information for implementing those requirements. Because organizational structures vary from county to county in Wisconsin, these requirements apply to the body that most closely provides oversight and direction to the ADRC, whether it is called a board, a commission, or an advisory committee.

Board Composition

The ADRC board must meet all of the following requirements:

- The composition of the board must reflect the ethnic and economic diversity of the geographic area served by the ADRC. If the headquarters of a tribal government is located within an ADRC's service area, then that ADRC is expected to have a tribal member on its board. The tribal member does not need to be a formal representative of the tribal government.
- ADRCs empower customers to make informed choices about options to live with dignity, security, independence, and a high quality of life. In order to achieve this mission in an equitable way, ADRCs must identify and consider disparities that affect each unique customer. ADRCs will represent these marginalized communities through their recruitment of governing board members.
- At least one-fourth of the membership of the board will be people over the age of 60, adults with physical disabilities or intellectual disabilities, or their family members, guardians or other advocates, reflecting the ADRC's target populations.
- To ensure adequate representation statewide, all ADRC boards must include at least one person with a physical disability, one person with an intellectual disability, and two people age 60 or older.
- A board member, who may represent more than one ADRC client group, cannot be counted as a representative in more than one client group.
- Representatives of groups receiving limited ADRC services, such as mental health or substance use disorders, may be included on the board, but these members will not count towards the one-fourth consumer representation.



- To comply with these requirements, the ADRC may replace board members when positions become vacant, or sooner at its discretion.

Acceptable Client Group Proportionality: ADRC Board NOT Combined With Commission on Aging				
Total Board Membership	Older People	Adults With Physical Disabilities	Adults With Intellectual Disabilities	Non-Client Group Members
4	2	1	1	0
5	2	1	1	1
6	2	1	1	1-2
7	2	1	1	1-3
8	2	1	1	1-4
9	2	1	1	1-5
10	2	1	1	1-6
11	2	1	1	1-7
12	2	1	1	1-8
13	2	1	1	1-9
14	2	1	1	1-10
15	2	1	1	1-11
16	2	1	1	1-12
17	2-3	1-2	1-2	1-12
18	2-3	1-2	1-2	1-13
19	2-3	1-2	1-2	1-14
20	2-3	1-2	1-2	1-15

Conflict of Interest

An individual who is employed by, has a direct financial interest in, or serves on the board of any of the following organizations is prohibited from serving on the ADRC board:

- A Family Care managed care organization (MCO), PACE organization (PO), or Family Care Partnership program.

- An SSI managed care plan.
- An IRIS consultant agency (ICA) or IRIS fiscal employer agency (FEA).

County or tribal employees may not serve on the ADRC board, except with approval from the Department of Health Services (DHS). Exceptions may be granted for situations covered by an intergovernmental cooperation agreement, pursuant to Wis. Stat. § 66.0301, or when the appointee's employment is not in an area that may affect or be affected by policies of the ADRC.

Roles and Responsibilities of an ADRC Board

The board performs the following roles for the ADRC:

- Provides strategic direction to the ADRC to ensure fidelity to the ADRC mission
- Advocates for older people, adults with physical and intellectual disabilities, and caregivers in the ADRC's service area
- Represents and promotes the ADRC and the services it provides to the community at large

The specific duties of the ADRC board are to:

- Provide guidance and feedback on the ADRC's services, priorities, and future direction.
- Oversee the operations of the ADRC, including its policies, procedures, contracts, and other agreements.
- Provide input on the ADRC budget and review spending relative to the budget.
- Identify, monitor, and recommend ways to avoid or mitigate potential conflicts of interest in the ADRC's operations, consistent with DHS Conflict of Interest Policy.
- Review ADRC customer feedback and other sources of information to determine if there is a need to change the ADRC's policies or otherwise improve performance.
- Gather information about and identify unmet needs of the ADRC's target populations for long-term care and other services. Provide well-advertised opportunities for public participation in the board's information-gathering activities.
- Identify potential strategies and resources for building local capacity to serve ADRC customers.
- Report findings and recommendations to the ADRC director, local officials, DHS, and other interested parties as appropriate.

- Provide input to and approve any proposed changes in the organizational structure of the ADRC.
- Provide input on hiring of the ADRC director.

Identifying Unmet Needs

ADRCs are required to document unmet needs in their client tracking system. The board is expected to analyze this information and guide the ADRC's outreach, education, prevention, and advocacy efforts. The board may also share these results with the county board and local organizations that fund or operate service programs.

ADRCs That are Integrated With County Aging Units

The ADRC board may combine with the commission on aging (policymaking) or aging advisory committee (advisory) where the ADRC and county aging unit are integrated. The composition of a combined board must meet the membership requirements for both the ADRC board and the commission on aging or aging advisory committee.

In order for the ADRC board and the commission on aging to combine, the combined board must be a policymaking board. In counties where the commission on aging, the policymaking body for aging services, does not follow Wisconsin Elders Act composition and term requirements, an aging advisory committee is required. The aging advisory committee advises the policymaking board on issues related to aging programs and must follow the Wisconsin Elders Act composition and term requirements. For ADRC boards that are advisory, they may combine with the aging advisory committee to create one combined advisory board.

Whether the combined board is policymaking or advisory, they are statutorily required to have at least 50% of the combined board consist of older adult representatives, and elected officials must make up less than 50% of the combined board. Combined boards are required to have term limits that comply with the Wisconsin Elders Act. Generally, term limits are two three-year terms. If the member is an elected official, their term limit may be three two-year terms.

Acceptable Client Group Proportionality: ADRC Board Combined with Aging (Commission or Advisory Committee)				
Total Board Membership	Older People	Adults with Physical Disabilities	Adults with Intellectual Disabilities	Non-Client Group Members
6	3	1	1	1
7	4	1	1	1
8	4	1	1	2
9	5	1	1	2
10	5	1-2	1-2	1-3
11	6	1-2	1-2	1-3
12	6	1-2	1-2	1-4
13	7	2	2	1-2
14	7	2	2	1-3
15	8	2	2	1-3
16	8	2	2	1-4
17	9	2-3	2-3	1-4
18	9	2-3	2-3	1-5
19	10	2-4	2-3	1-5
20	10	2-4	2-3	1-6

Combined Boards for Regional ADRCs

When an ADRC and an aging unit serve an area that includes more than one county, and have a combined board and commission on aging, a regional aging advisory committee is required. This regional aging advisory committee must meet the composition and term limit requirements under the Wisconsin Elders Act. There must be representation from each county in the service area. At least 50% of the aging advisory committee members must represent older people. The number of elected officials on the committee must be less than 50%. These advisory committees will provide input and advice to the regional ADRC board that has designated oversight of aging programs. These requirements apply regardless of how the combined board is created.



When a regional ADRC is integrated with a regional aging unit, an advisory committee is not required as long as the regional ADRC board meets the requirements under the Wisconsin Elders Act.

Implementation

Newly configured ADRCs are required to provide information about their boards to DHS prior to beginning operations. Boards should be operational, preferably, when the ADRC starts operations, but no later than six months after start-up.

The ADRC will submit information to DHS annually, or upon request, about board members. DHS will review ADRC board membership with respect to the client group and diversity requirements and conflict-of-interest prohibitions. DHS reserves the right to require that an ADRC add or remove members, in order to ensure that client groups and the diversity of the service area are represented, and to request replacement of members when there are conflicts of interest.

Training

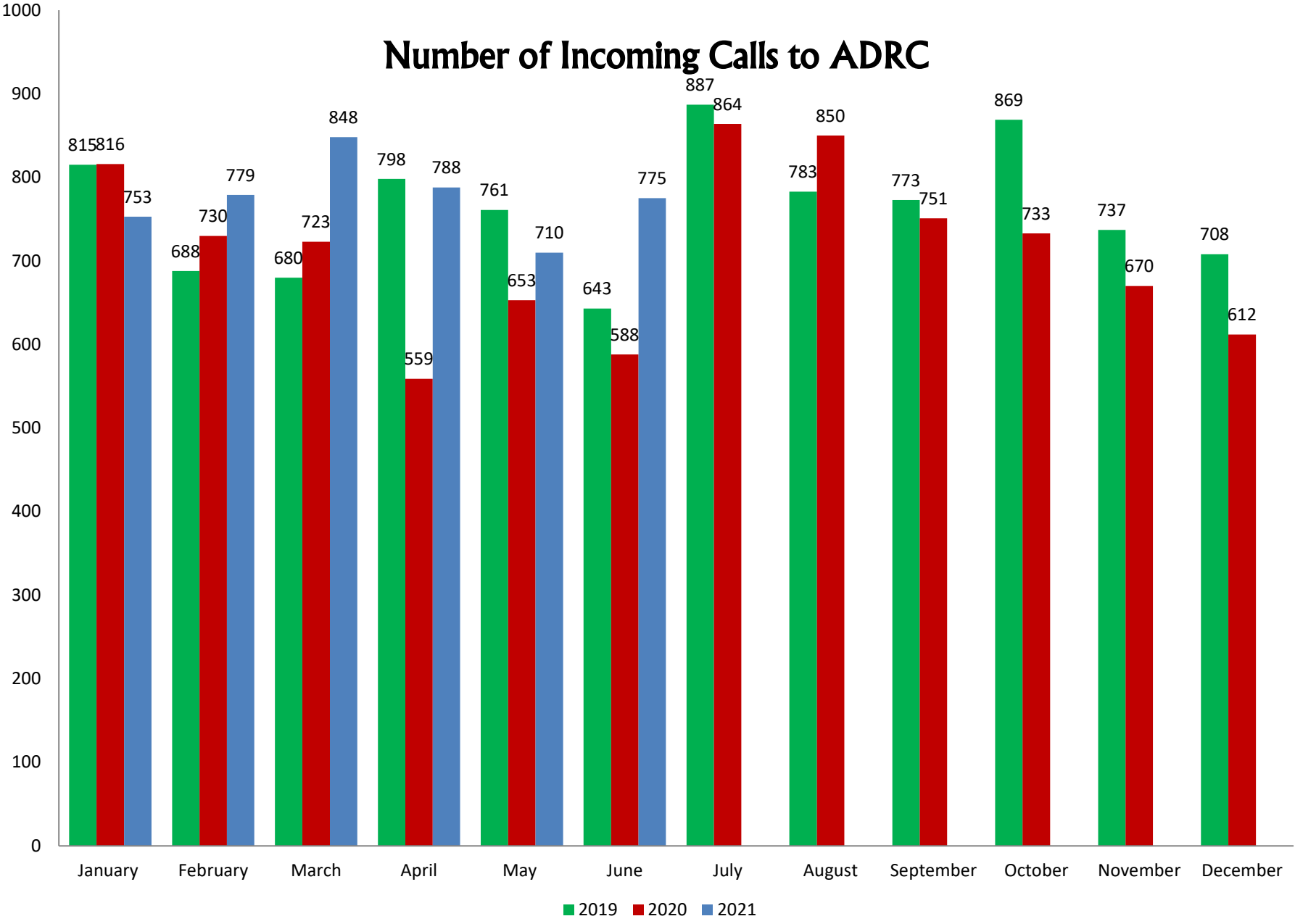
The ADRC will provide the board with information to enable its members to have an effective voice on the board and to fulfill their duties. This includes:

- Orientation to the requirements for ADRCs, the activities and staff of the ADRC, and the role and responsibilities of the board.
- Annual review of the Conflict of Interest and Confidentiality policies. All members must complete an acknowledgment form annually confirming they have reviewed these policies.
- Access to any information or training for boards provided by DHS.
- Information about customer needs, customer feedback, and grievances and appeals related to the ADRC and long-term care services.
- Assistance with the board's information-gathering activities.

More Information

Please direct questions about ADRC boards to your assigned regional quality specialist.

Number of Incoming Calls to ADRC



	2019	2020	2021
January	815	816	753
February	688	730	779
March	680	723	848
April	798	559	788
May	761	653	710
June	643	588	775
July	887	864	
August	783	850	
September	773	751	
October	869	733	
November	737	670	
December	708	612	

- Second quarter call report

Who made contact (Caller Type):

No. of Calls	Caller Type
1,047	(Self)
266	11-Legal Decision Maker
188	12-Caregiver
711	13-Relative/Friend/Neighbor/Comm Mbr
705	14-Agency/Service Provider
987	15-ADRC/Tribe Contacted Consumer/Designee
679	16-ADRC/Tribe Initiated Collateral Contact
167	99-Other
4750	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
233	Abuse and Neglect
32	Action Plan
121	Adaptive Equipment
9	Addictions
1	ADRC or Tribal Complaint
137	Alzheimer's and Other Dementia
17	Ancillary Services
1	Animals
179	Assisted Living (AFH, CBRF, RCAC)
20	Budget Assistance
154	Caregiving - Adult CG of Elder or Early Dementia
12	Caregiving - Elder CG of Child or Disabled Adult
9	Caregiving - Non-Elder CG of Dsbld Non-Elder Adult
62	Community I&R
43	Complaints (other)
25	COVID-19
29	Education
1	Emergency Preparedness
50	Employment
15	End of Life
84	Food
125	Health
2	Health Promotion
666	Home Services
300	Housing

- Second quarter call report

31	Income Maintenance
96	Insurance
196	Legal Services
46	MDS Section Q Referrals
17	Medical Home Care
59	Mental Health
7	Non MDS Section Q
140	Nursing Home
84	Other
3,016	Public Benefits LTC Programs
782	Public Benefits, Other
15	Recreation/Socialization
5	Referral for Evaluation
11	Referral for Financial-Related Needs
18	Referral for Private Pay Options
3	Request for Resource Materials by Organization
8	Safety
14	Taxes
131	Transportation
1	Unmet Need – Funding – Long Term Care Services
1	Unmet Need – Home Care – Non-Medical
4	Unmet Need – Housing
3	Unmet Need – Other
1	Unmet Need – Rent/Mortgage Assistance
22	Veterans
3	Volunteer Opportunities
118	Youth in Transition
4745	Total

ADRC Activity:

No. of Calls	ADRC Activity
1,307	Administrative (Select exclusively.)
382	Attempted Contact (Select exclusively.)
30	Community Partners (Select exclusively or with Joint Call/Visit.)
20	Complaints/Advocacy
16	Customer Initiated Follow-up (Select exclusively.)
50	Dementia Care Consultation
2	Joint Call/Visit with Another Agency Staff
170	Long-Term Care Functional Screen
5	Memory Screen

- Second quarter call report

1	Outreach/Marketing (Select exclusively.)
130	Provided Assistance with MA Application Process
13	Provided Brief or Short-Term Service Coordination
21	Provided Disenrollment Counseling
161	Provided Enrollment Counseling
352	Provided Follow-up
2,452	Provided Information & Assistance
215	Provided Options Counseling
13	Referral to ADRC or Tribe
4746	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
12	100 - 150
383	17 - 21
1,242	22 - 59
3,074	60 - 99
4711	Total

Referred By:

No. of Calls	Referred By
1	ADRC Mailing
11	ADRC Presentation
51	Called Before
20	Internal Referral
1	Internet
1	Other Agency
1	Physician
86	Total

Disability:

No. of Calls	Disability
591	00-Alzheimer's/Irreversible Dementia
655	01-Developmental/Intellectual Disability
2,545	02-Elderly: Age 60 or Older
566	03-Mental Health
1,676	04-Physical Disability
125	05-Substance Use
266	06-Unknown (Select exclusively.)
4716	Total

Monthly Total

No. of Calls	Total Minutes	Month
1,615	45,485	April, 2021
1,525	42,982	May, 2021
1,610	33,958	June, 2021
4750	122425	Total