

ADRC ADVISORY COMMITTEE MEETING

Wednesday, November 10, 2021

1:00 P.M.

Dr. Daniel Hale Williams Resource Center

Board Room J1041

Note: Members can attend
in-person or Teleconference

Join Zoom Meeting:

Meeting ID:

Join Zoom Meeting: <https://us02web.zoom.us/j/83683119997>

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+1 312 626 6799 US (Chicago)

Meeting ID: 836 8311 9997

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AGENDA

1. Call to Order and Welcome
2. Approval of Agenda
3. Approval of Minutes from the July 14, 2021 meeting *
4. Citizen Participation
5. Old Business
 - A. New Building Update
 - B. ADRC final COVID Grant Report
 - C. Integration
6. New Business
 - A. Joint Committee Composition (Aging and ADRC) *
 - B. Role of new ADRC / Aging Advisory Committee *
 - C. Future meetings
7. Complaints and Appeals
8. Committee Member Comments
9. Next Meeting Dates: No further meeting dates as an ADRC Advisory Committee.
10. 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
July 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 1:04 p.m. on July 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, Jamie Dix, I&A Specialist – Lead of the ADRC, and Darcy Toberman, I&A/Outreach Specialist of the ADRC, Cori Marsh, Dementia Care Specialist of the ADRC.

Others Present: Tim Wellens, Regional Quality Specialist-Office of Resource Center Development, DHS

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

Approval of Minutes: Mr. Schneider moved to approve the minutes from April 14, 2021 and seconded by Mr. Luther. APPROVED

Citizen Participation: None

Old Business:

A. ADRC COVID Update/Re-opening

- Ms. Thompson highlighted the following points:
 - The ADRC opened its doors on July 6th to the community despite the State August date requirement. We are again taking walk-ins and have all staff available in the office for their on-call shift. Because staff are taking calls from the office, we are no longer having any phone issues. Staff are doing visits again with people in their homes and in our office so long as the customer is comfortable with that. Cori is also meeting with people face-to-face but continues to offer remote programming for individuals who struggle getting out of their homes.
 - Mr. Wilkinson asked if we heard if the numbers of COVID cases are going up in our county. Ms. Thompson responded that she received a report from the Health Department stating the numbers have dropped and hospitalizations are low as well. Rock County is even closing testing sites

B. Integration Planning Efforts

- Ms. Thompson highlighted the following points:
 - This agenda item is always noted to allow committee members the opportunity to ask questions.
 - Currently, no major work is occurring towards integration, however, there is a work planning tool that Ms. Thompson and Paula Schutt review regularly. We anticipate moving forward with more planning details, once the two offices move into the new building in September.
 - Ms. Thompson will speak to this topic more at the October meeting; she would like the committee involved in the development of integration as much as possible and use their voice as the voice of their family, friends and public who use our services.

C. New Building Update

- Ms. Thompson highlighted the following points:

- A workgroup was formed consisting of ADRC, APS, and Aging staff to discuss the flow of traffic and how to work with walk-in customers to make their experience successful.
 - They will be looking at how to set up our lobby with the resources, waiting space and television.
 - There is also a resource room specifically for the Dementia Specialist resources as well as an area for an adaptive aid cabinet to show the available aids to people with disabilities. Ms. Thompson would like this area to be comfortable space for customers to look over resources.
 - The ADRC and Aging staff will be moving into the new building late Aug/early September.
 - There will be an All Staff meeting for HSD staff to tour the building and participate in some welcome activities.
 - There will also be a ribbon cutting at the new facility; invites will be sent out to the committee.
- D. Alexa Update
- Ms. Toberman highlighted the following points:
 - 31 Alexa devices have been given out since the program started in September of 2020; most of the recipients have been elderly.
 - Ms. Toberman talked about what the Alexa's can do for individuals and their families as well as the eligibility requirements.
 - Ms. Toberman also shared two positive stories from families who received an Alexa and the benefit to their family member.

New Business:

- A. Integrated ADRC / Aging Advisory Committee
- Ms. Thompson highlighted the following points:
 - The State issued a Technical Assistance document detailing what an ADRC/Aging Board should look like when it's combined. There are a particular number of people that need to represent specific target groups.
 - Ms. Thompson is working with Corporation Counsel in regards to the official creation of a new committee.
 - Ms. Thompson also hopes that those currently on the ADRC Advisory committee will continue to serve on the integrated committee. There will be more discussion at the October meeting.
- B. ADRC Review of Policies
- Ms. Kooiman highlighted the following points:
 - A workgroup of four staff was put together to review all the policies/procedures we have in place. The current policies will be compared to the ADRC Scope of services to be sure the ADRC is follow correct procedure. Staff are meeting monthly. Currently the group is focusing on the Confidentiality, Conflict of Interest, and customer Follow-up policies.
 - The group is also looking at Unmet Needs in the community. Ms. Kooiman is hoping to share some information about that at the October meeting.

Statistical Information*:

- Ms. Thompson reviewed the quarterly Incoming-call report noting the jump in calls could be related to the Grasshopper issues; such that if someone calls, but does not reach a staff due to a problem wit the system, they may call us back several more times until they reach a staff. Despite this, staff will say they are very busy again. Customers are coming back to the office again since re-opening. The ADRC office maintains a steady flow of traffic and work.
- As referenced by Melissa, the category of "Unmet Needs" is an area Melissa and the workgroup would like to focus on. The numbers on the report are lower than expected; it's questioned if staff are checking the correct boxes in the database regarding the callers need.
- Mr. Wilkinson stated that as he worked at 211, he realized that one unmet need may actually be multiple areas of unmet needs and you don't realize that until you have a conversation with that person. So hopefully these conversation are occurring so something isn't missed.

Complaints and Appeals:

- None received in this past quarter.

Committee Member Comments:

- None received.

Next Meetings:

- October 13, 2021 at 1:00 p.m. It will be determined at a later time if the meeting will be held in person at the new HSD building, 1717 Center Avenue, Janesville, WI or if the committee prefers zoom.

Adjourn: Meeting was adjourned at 1:55 p.m. on a motion by Mr. Schneider, seconded by Ms. Glover.
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.