

ADRC ADVISORY COMMITTEE MEETING

WEDNESDAY, July 08, 2020

1:00 P.M.

Call: 312-626-6799

Meeting ID: 843 6031 6820

**Note: This is a
Teleconference**

Join Zoom Meeting

<https://us02web.zoom.us/j/84360316820>

Meeting ID: 843 6031 6820

Password: 630246

One tap mobile

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Dial by your location

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+1 669 900 6833 US (San Jose)

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If you are interested in providing public comments on items on this agenda, there will be a public comment time. Please send a chat stating your name and that you have a comment and you will be called on to speak.

Join from a telephone:

- **On your phone, dial the phone number provided above.**
 - **Enter the meeting ID number when prompted, using your dial-pad.**
 - **Please note that long-distance charges may apply. This is not a toll-free number.**
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- **Board members: Please identify yourself by name.**
 - **Please mute your phone when you are not speaking to minimize background noises.**
 - **We are new at holding virtual meetings, so please be patient.**

Instructions for the hearing impaired –

<https://support.zoom.us/he/en-us/>

AGENDA

1. Call to Order and Welcome
2. Approval of Agenda
3. Election of the ADRC Advisory Committee Chair
4. Approval of Minutes from the January 08, 2020 meeting
5. Citizen Participation
6. Old Business
 - A. ADRC/COA Integration Discussion
7. New Business
 - A. COVID-19 Update
 - B. 2019 Carryover and CARES Act Funds
8. Statistical Information *
9. Complaints and Appeals
10. Success Stories
11. Committee Member Comments
12. Next Meeting Date:
October 14, 2020
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
January 08, 2020**

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 1:01 p.m. on Wednesday, January 08, 2020 at the Job Center Conference Room D-E 1900 Center Avenue, Janesville, Wisconsin.

Committee Members Present: Terry Thomas, Rob Wilkinson, Gregg Schneider, Harold Luther, and Tom Moe.

Committee Members Absent: Carrie Glover, Paula Garecht, and Tom McCool.

Staff Members Present: Jennifer Thompson, Director of the ADRC, Melissa Kooiman, Supervisor of the ADRC, and Sage Duval, A.A. of the ADRC.

Others Present: Terri Carlson, Rock County Risk Manager, and Kathy Schulz, Rock County Board of Supervisors, District 27.

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

Approval of Minutes: Mr. Schneider moved to approve the minutes from October 09, 2019, seconded by Mr. Luther. APPROVED

Citizen Participation: Kathy Schulz asked if the ADRC could certify or qualify people for long term care funding to assist them staying at Rock Haven. Ms. Thompson explained that should be done by social workers at Rock Haven. The ADRC is meant to assist clients who wish to stay in the community. Any clients who need assistance securing funding for a nursing home should be assisted by the social workers at the nursing home. If a client wishes to leave the nursing home and receive care in the community, then the ADRC could assist. Ms. Kooiman gave Ms. Schulz more specific information regarding the role of nursing homes, since prior to coming to the ADRC, Ms. Kooiman worked as a social worker in nursing homes extensively. Discussion occurred specifying the type of assistance that the ADRC offers and the type of assistance that Rock Haven and other nursing homes provide.

Old Business:

A. ADRC/COA Integration:

- Ms. Thompson stated the Aging Services Integration Review Advisory Committee voted for integration. The ADRC and the Council on Aging (COA) will use the next year to collaborate and discuss processes on how the two departments will work together during construction of the new Human Services building. The Human Services Board will have the recommendation from the Aging Services Integration Review Advisory Committee on the agenda at the 01-22-2020 meeting. Ms. Thompson stated she is unsure as to whether it's on the agenda to facilitate a discussion or if it's meant to be voted on that day by the Human Services Board. Ms. Thompson also mentioned that the COA's Education, Veterans & Aging Services (EVAS) Committee will have it on their agenda to review. Planning of a shared office layout for the ADRC and the COA already occurred before the integration vote was cast; the ADRC and COA had already agreed on a shared entrance and a shared reception area. Ms. Thompson also provided a printed copy of the Rock County ADRC and COA Integration Study completed by the UW-Extension Facilitator to all the ADRC Committee members who were not a part of the Aging Services Integration Review Advisory Committee. Mr. Moe asked Ms. Thompson when records from the ADRC and the COA will be shared with each agency. Ms. Thompson replied that shared records would only occur after integration and would still be on a "need to know" basis.

B. 2019 Change Project Update

- Ms. Thompson reminded everyone of the 2019 Change Project. Ms. Thompson shared that despite all efforts made by staff and management, an increase of SSI-E applicants did not occur. This was not considered a failure by the State, however, as it could just be that Information and Assistance (I&A) Specialists had already been reaching out to the clients who qualified for SSI-E.

New Business:

A. No Wrong Door Modules:

- Ms. Kooiman explained the “No Wrong Door Module” is a grant the State received to standardize Options Counseling. No staff members are exempt from the Module Training Certification. There are six Modules that need to be completed by March 13, 2020. Advisory Committee members may receive a link through email to complete Module One. Before beginning all staff are required to take a pretest. After finishing all modules staff will take a post test. Employees must achieve a score of 80% or higher on the post test. When I&As are working with clients on Options Counseling I&As are required to develop an action plan with the client. The client would tell an I&A a goal and an I&A would help create an Action Plan containing each step necessary to achieve that goal. The client would be asked to sign the Action Plan. Ms. Thompson clarified these modules will facilitate consistency for all the ADRCs in the State. Mr. Wilkinson asked if the Options Counseling would increase the length of time I&As spend with clients. Ms. Thompson said she believed so. Ms. Kooiman added with Options Counseling questions could be more direct and reach core issues sooner, so the time spent with clients could vary. Mr. Wilkinson asked if in the future the ADRC would need more staff. Ms. Thompson said she couldn’t speak to that yet, at least not until staff are more involved in this process.

B. Rock County Sheriff’s Department Training:

- Ms. Thompson, Cori Marsh, and Ann Howell, of the ADRC and Julie Seeman of the COA are working together with Sheriff Knutson to provide two hours of Dementia Training, Sensitivity Training, and “Dementia Live” Training to the Rock County Sheriff’s Department. There will be nine trainings total. Those training sessions begin on January 09, 2020. Ms. Thompson explained “Dementia Live” is a training in which participants wear certain equipment to give them an idea of what it’s like to have a dementia diagnosis. The Sheriff’s Department will also be made aware of how to spot members of the Purple Tube Project and how to tell the difference between a community member who is impaired, aggravated, or defiant versus a community member who has a dementia diagnosis. Supervisor Thomas stated the training is also a good idea since new officers have recently been hired. Mr. Wilkinson asked if the training would also include Corrections Officers at the Rock County Jail. Ms. Thompson affirmed. Ms. Thompson said this training is not intended to tell officers how to do their jobs, there is an awareness that officers need to put safety first, however, the dementia training is designed to not only bring about sensitivity and understanding, but also to help officers defuse situations that may arise due to a member of the community having a dementia diagnosis.

C. Skilled Nursing Home Outreach/Education:

- Ms. Kooiman explained that when a person goes into a nursing home there’s an assessment that needs to be done initially and periodically. The assessment is called a Minimum Data Set (MDS) which includes a full body assessment, a cognition assessment, a mood and behavior assessment, and so on. MDS assessments are done on a particular schedule and when certain health issues occur. When a nursing home resident wishes to return to the community it’s referred to as a Section Q Referral and must be sent to the local ADRC within ten business days. The ADRC becomes involved at that point and will send an I&A to meet with the client and go over all the options available. Ms. Kooiman and the ADRC Marketing Specialist/I&A Darcy Toberman will be going to nursing homes in Rock County to provide general information about the roles of the ADRC and some general training for nursing home staff. The reason for the additional training is due to the fact that only one nursing home in Rock County is providing Section Q Referrals to the ADRC properly. Ms. Thompson praised the efforts and said it will help to create partnership and collaboration between the ADRC and nursing homes in Rock County.

D. Scorecards:

- Ms. Thompson explained that until recently when clients were given information about Family Care Managed Care Organizations (MCO) or IRIS they were given generic information about each provider available. Recently the State did research and surveyed clients who received care from each company. The State compiled all that information into scorecards for each MCO and IRIS Organization listed. Each county now has its own scorecard. The scorecards contain all the previous information on providers such as names, addresses, and non-profit status, but now also contain a quality rating system based on

satisfaction surveys of current and former clients and staffing ratios. Ms. Thompson and Ms. Kooiman are both confident the new scorecards will help clients make more informed decisions in their care.

Statistical Information*:

A. Call Numbers:

- Ms. Thompson shared a bar graph of incoming call numbers to the ADRC. Call volume has still increased for October, November, and December of 2019. Discussion occurred about the possibility of researching trends in customer calls and how the call numbers might change after integration of the ADRC and COA. Supervisor Thomas was curious what the majority of calls related to. Ms. Thompson said that the call data from 2016, 2017, 2018, and 2019 could be collected and brought to the next meeting.

Complaints and Appeals:

- There were no complaints or appeals this quarter.

Success Stories:

- Jill Hrycay, a DBS for the ADRC, received the HSD Impact Award. Ms. Thompson shared there were a few clients that shared positive experiences about Jill Hrycay. Ms. Thompson also shared a note received from the ADRC in Florence County thanking Cori Marsh, the DCS of Rock County, for a presentation Ms. Marsh held in Florence County. Ms. Thompson praised Ms. Marsh's efforts in effectively reaching community members and State employees through presentations and events. Ms. Thompson also distributed an Employee Recognition Nomination Form praising Jamie Dix, Lead I&A Worker at the ADRC, filled out by a client Ms. Dix assisted.

Committee Member Comments:

- Ms. Thompson informed the Committee that Paula Garecht, a frail elder representative, will be leaving the ADRC Advisory Committee due to a change in employment. Ms. Garecht shared with Ms. Thompson that her new position's schedule will not work with the ADRC Advisory Committee Meeting schedule. Ms. Thompson reminded the Committee that there's still an opening on the Committee for a Developmental Disability Representative, as well. Ms. Thompson asked Committee members to reach out to people who might be interested in either position and shared that she'll do the same. Supervisor Thomas said that can be a struggle since no one on the Committee can be involved with Long Term Care Programs, and those who would be interested tend to be involved with Long Term Care. Ms. Thompson agreed.

Next Meetings:

- 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.

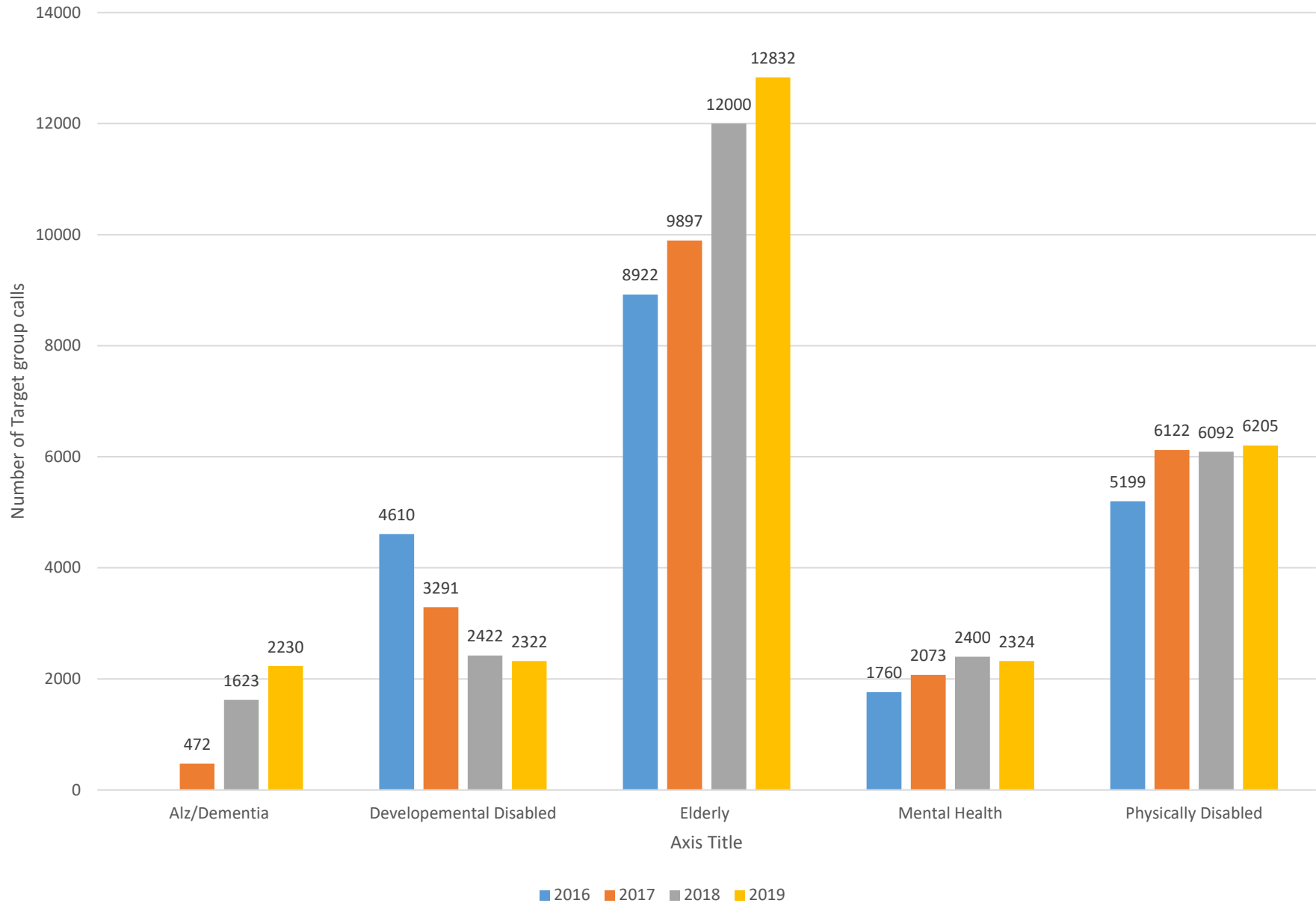
Adjourn: Meeting was adjourned at 2:02 p.m. on a motion by Mr. Moe, seconded by Mr. Luther. CARRIED.

Respectfully submitted,

Sage Duval, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

Target Group Numbers



SAMS Agency Call Report

06/26/2020

calls 1/1/20-6/26/20

Report Comments:

Parameters List:

Report:

Print Parameters: Selected Only

Call:

Call Start Date (on or after): 1/1/2020

Call Start Date (on or before): 6/26/2020

Restricted View:

Match Option: (All)

Provider: ROCK CO COUNCIL ON AGING

- calls 1/1/20-6/26/20

Who made contact (Caller Type):

No. of Calls	Caller Type
2,034	(Self)
497	11-Legal Decision Maker
298	12-Caregiver
1,394	13-Relative/Friend/Neighbor/Comm Mbr
1,630	14-Agency/Service Provider
1,443	15-ADRC Contacted Consumer/Designee
1,566	16-ADRC Initiated Collateral Contact
491	99-Other
9353	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
448	Abuse and Neglect
114	Adaptive Equipment
7	Addictions
5	ADRC Complaint
241	Alzheimer's and Other Dementia
9	Ancillary Services
6	Animals
193	Assisted Living (AFH, CBRF, RCAC)
11	Budget Assistance
210	Caregiving - Adult CG of Elder or Early Dementia
7	Caregiving - Elder CG of Child or Disabled Adult
10	Caregiving - Non-Elder CG of Dsbld Non-Elder Adult
80	Community I&R
32	Complaints (other)
44	COVID-19
38	Education
15	Emergency Preparedness
71	Employment
39	End of Life
181	Food
140	Health
11	Health Promotion
849	Home Services
428	Housing
92	Income Maintenance

- calls 1/1/20-6/26/20

149	Insurance
232	Legal Services
14	MDS Section Q Referrals
37	Medical Home Care
81	Mental Health
21	Non MDS Section Q
193	Nursing Home
156	Other
6,241	Public Benefits LTC Programs
1,505	Public Benefits, Other
7	Recreation/Socialization
25	Referral for Financial-Related Needs
20	Referral for Private Pay Options
2	Request for Resource Materials by Organization
77	Taxes
200	Transportation
1	Unmet Need – Accessible housing
3	Unmet Need – Home Care
1	Unmet Need – Home Care – Non-Medical
10	Unmet Need – Housing
5	Unmet Need – Other
1	Unmet Need – Rent/Mortgage Assistance
5	Unmet Need – Transportation
3	Unmet Need – Utility Assistance
44	Veterans
1	Volunteer Opportunities
123	Youth in Transition
9337	Total

ADRC Activity:

No. of Calls	ADRC Activity
2,669	Administrative (Select exclusively.)
671	Attempted Contact (Select exclusively.)
43	Community Partners (Select exclusively.)
24	Complaints/Advocacy
17	Customer Initiated Follow-up (Select exclusively.)
434	Long-Term Care Functional Screen
22	Memory Screen
1	Outreach/Marketing (Select exclusively.)
464	Provided Assistance with MA Application Process

- calls 1/1/20-6/26/20

14	Provided Brief or Short-Term Service Coordination
33	Provided Disenrollment Counseling
236	Provided Enrollment Counseling
777	Provided Follow-up
4,548	Provided Information & Assistance
328	Provided Options Counseling
56	Referral to ADRC
9349	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
23	100 - 150
769	17 - 21
2,253	22 - 59
6,234	60 - 99
9279	Total

Referred By:

No. of Calls	Referred By
26	ADRC Presentation
1	Assisted Living
69	Called Before
5	Friend/Family
3	Home Health Agency
34	Internal Referral
3	Internet
1	Newspaper
4	Other Agency
3	Physician
149	Total

Disability:

No. of Calls	Disability
882	00-Alzheimer's/Irreversible Dementia
1,108	01-Developmental/Intellectual Disability
5,311	02-Elderly: Age 60 or Older
1,253	03-Mental Health
3,010	04-Physical Disability
173	05-Substance Use
565	06-Unknown (Select exclusively.)

SAMS Agency Call Report

6/26/2020

- calls 1/1/20-6/26/20

9296	Total
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Monthly Total

No. of Calls	Total Minutes	Month
1,980	34,479	January, 2020
1,661	57,916	February, 2020
1,798	78,866	March, 2020
1,378	35,042	April, 2020
1,286	26,103	May, 2020
1,250	20,098	June, 2020
9353	252504	Total

Number of Incoming Calls to ADRC

