



**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