



**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY COMMITTEE
July 8, 2020**

Call to Order and Introductions: Ms. Thompson called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Advisory Committee to order at 1:00 p.m. on July 8, 2020 via Zoom.

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

Committee Members Absent: Tom McCool and Rob Wilkinson

Staff Members Present: Jennifer Thompson, Director of the ADRC, Melissa Kooiman, Supervisor of the ADRC, Diane Jones, I&A Specialist of the ADRC, and Cori Marsh, Dementia Care 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 Mr. Luther. APPROVED.

Election of the ADRC Advisory Committee Chair: Ms. Glover moved Election of the ADRC Advisory Committee Chair to the floor; seconded by Mr. Luther. APPROVED

- Ms. Thompson stated the need to fill the position of Chair for this committee. Mr. Moe nominated Rob Wilkinson, who is currently Vice Chair. Mr. Luther moved to accept the nomination, pending Mr. Wilkinson's approval; seconded by Ms. Glover. APPROVED

Approval of Minutes: Mr. Schneider moved to approve the minutes from January 8, 2020, seconded by Mr. Luther. APPROVED

Citizen Participation: None.

Complaints and Appeals:

- Ms. Kooiman advised that the ADRC has received one appeal and one complaint. The hearing for the appeal will be at 2pm today. The appeal relates to a consumer whose screening resulted in them not qualifying for IRIS. The complaint received relates to an error on a consumer's SSIE paperwork. The complainant opted to work with DHS directly; however, no further action has occurred at this point. The ADRC has completed additional training in regard to completing paperwork moving forward.

Old Business:

- A. ADRC/COA Integration:
- Randy Terronez had planned to be in attendance today to speak on this topic. Ms. Thompson will follow up with him and relay information back to the Committee.

New Business:

- A. COVID-19 Update
- Since the middle of March, the doors at the ADRC have been closed to the public. All staff, except for the Administrative Assistant, have been working from home. Communication between consumers and staff has continued. There have been some technical issues involving ADRC phone lines that ROCK-IT has been attentive in resolving. Recent feedback indicates issues with ADRC phone lines have improved. Ms. Thompson encouraged Committee members to route any issues they may learn about to her directly.
 - Ms. Marsh, the ADRC Dementia Care Specialist, has continued to provide support to consumers virtually, continuing support group schedules through Zoom.

- Rock County remains in Phase Two of reopening. Staff will continue to work from home and refrain from face-to-face visits, unless supervisory staff determine it is needed. Personal Protective Equipment (PPE) is available for use.

B. 2019 Carryover and CARES Act Funds

- Ms. Thompson advised that the ADRC received additional CARES Act Funds totally approximately \$17,000. Amount of excess 2019 funds were distributed across the state proportionately to their population. Potential uses for these funds include:
 - stools for staff to utilized during home visits
 - document scanners/readers or a phone app to capture documents
 - phone headsets
 - “Alexa” type devices for use by staff and consumers (a project team is researching/coordinating this possibility)

Statistical Information*:

A. Call Numbers:

- Ms. Thompson updated call-related graphs included in committee member packets. She explained the reason for inflated 2018 numbers – ADRC was listed as the Job Center on Google so were experiencing a large increase in call volume. Additional charts in the packet document services that ADRC provided through calls over the last four years (2016-2019), noting the large hike reflects when Family Care started in Rock County (July, 2016). Chart information also reflects that the ADRC larger consumer group served is predominantly age 60 and over, followed by consumers with physical and mental disabilities.

Success Stories:

- Ms. Thompson shared that Cori Marsh received a framed “thank you” from one of her support groups that expressed the wonderful support she has provided them. This was also submitted to the HSD Employee Recognition Committee and resulted in her receiving an HSD IMPACT Award. This is the first time a staff member has been recognized twice! Ms. Thompson also commented that she received complimentary feedback from consumers about top notch service provided by Nicole Zimmerman and Jill Hrycay, Sage Duval and Ann Howell.

Committee Member Comments:

- Mr. Schneider commented that he liked the idea of using Alexa. His mother recently passed away and no one was allowed to visit, but through Alexa, family members were able to communicate with her. He also wanted to share that people who were working and receiving disability income were not allowed to collect unemployment or any of the additional COVID dollars because they were receiving disability income.

Next Meetings:

- October 14, 2020 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 1:52 p.m. on a motion by Mr. Moe, seconded by Mr. Luther. APPROVED.

Respectfully submitted,

Kathleen Wellnitz, Secretary

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE