



ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY COMMITTEE
October 14, 2020

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 1:03 p.m. on July 8, 2020 via Zoom.

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

Committee Members Absent: Tom McCool.

Staff Members Present: Jennifer Thompson, Director of the ADRC, Melissa Kooiman, Supervisor of the ADRC, Ann Howell, I&A Specialist of the ADRC, and Jamie Dix, I&A 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 Ms. Bostwick. APPROVED.

Election of the ADRC Advisory Committee Vice Chair: Mr. Wilkinson moved this agenda item to the floor.

- Ms. Thompson stated that the position of Vice Chair for this committee supports the Chair by running the meeting in their absence. Ms. Glover volunteered for the position. Mr. Luther moved to name Ms. Glover to the position of Vice Chair; seconded by Ms. Bostwick. APPROVED

Approval of Minutes: Ms. Glover moved to approve the minutes from July 8, 2020, seconded by Ms. Bostwick. APPROVED

Citizen Participation: None.

Old Business:

A. COVID-19 and the ADRC Office Procedures

- Ms. Thompson highlighted the following points:
 - The ADRC office at the Job Center remains closed
 - Phone lines are still in operation and working well; incoming calls are automatically redirected to employee cell phone numbers
 - Face-to-face visits are limited as much as possible (using PPE and distancing guidelines to keep everyone safe)
 - Meeting clients through Zoom and phone
 - Continuing to meet customer needs
 - Continuing to facilitate group meetings
 - Limited staff in the office at the same time

B. 2019 Carryover and DCS Funds Update

- Dementia Carryover Funding
 - Purchasing items for drop off bags for families who have someone in their home with dementia (large print coloring books, book of activities, door alarms, garden stone activities, speakers to attend memory cafes, dolls, busy boards, etc.)
 - Purchasing Alexa Shows/Dots

New Business:

A. ADRC/COA Integration:

- Josh Smith shared a memo regarding the ADRC/COA Integration
 - Joint Advisory Committee voted to integrate the ADRC and COA
 - Mr. Smith explained reasons to integrate the ADRC and COA under the HSD umbrella
 - Location – 1717 Center Avenue
 - Shared Database
 - Maximize Medicaid reimbursements
 - Maximize resources for clients
 - Utilize Administrative infrastructures that are already in place to allow staff to dedicate more time to providing services
 - Maximize HSD fiscal staff support
- Next Steps:
 - Recommendation to integrate the ADRC and COA goes to the HSD Board, the Education and Aging Veterans Services Committee, this committee (ADRC Advisory Committee), and the Council on Aging, for feedback
 - Send a resolution to the two governing Committees for formal action
 - Send recommendation to the full County Board
 - Will either accept recommendation or decide what action to take

B. Quality Review-Key Performance Indicators

- Ms. Thompson explained how HSD's new Quality Improvement Coordinator, Kofi Abaidoo, will assist the ADRC.
 - Will work to maximize customer satisfaction and employee satisfaction
 - Will help improve efficiencies
 - Define key performance indicators within the ADRC and Adult Protective Services
 - Maximize revenues
 - Measure quality improvement
 - Focus on options counseling and ensuring customers receive appropriate benefits to meet their needs
 - Define goals
 - Ensuring ADRC staff are aware of all resources available within the area

Statistical Information*:

A. Call Numbers:

- Ms. Thompson updated call-related graphs included in committee member packets. She noted that call volume has increased in the last few months, possibly related to people going back out into the community after spending many months at home due to COVID-19. The report given to Committee members includes the months of July, August and September. Ms. Thompson fielded questions in regard to continued support of minority groups and also possibly providing a sampling of services requested by callers.
- Ms. Thompson also mentioned that there is information online that provides detail in regard to options counseling training that committee members can access to learn more in this area. She will send the link to this committee.
- Ms. Thompson will bring scenarios to the next meeting and demonstrate the use of options counseling.

Complaints and Appeals:

- None received in this past quarter.

Success Stories:

- Ms. Thompson shared two written notes that were received commending ADRC staff for providing quality customer service and expressing their appreciation for their help.

Committee Member Comments:

- Ms. Thompson reminded the committee that there are still two openings for this committee. The categories include one Intellectual Disability Representative and one Elderly Representative.
- Ms. Grover asked if this committee will be voting on the integration of the ADRC and COA. Ms. Thompson replied that while feedback from this Committee is valuable, the County Board will make the final decision on this topic.

Next Meetings:

- January 13, 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 1:58 p.m. on a motion by Ms. Glover, seconded by Mr. Luther. APPROVED.

Respectfully submitted,

Kathleen Wellnitz, Secretary

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE