**ADRC ADVISORY COMMITTEE MEETING**
**WEDNESDAY, January 9, 2019 – 1:00 P.M.**



**ROCK COUNTY JOB CENTER**
**1900 CENTER AVENUE**
**ROOM D/E**
**JANESVILLE, WI 53546**

## AGENDA

1.    Call to Order and Welcome                    Chairperson Terry Thomas

2.    Approval of Agenda

3.    Approval of Minutes from the October 10, 2018 meeting.

4.    Citizen Participation

5.    Old Business
        A. Family Care Update
        B. Change Project Final Report
        C. ADRC Successes

6.    New Business
        A. Outreach/Marketing – Darcy Toberman
        B. State Satisfaction Survey * (Color copies provided at meeting)
        C. DAAD Fund *

7.    Statistical Information *

8.    Complaints and Appeals

9.    Committee Member Comments

10.   Next Meeting Dates:
        April 10, 2019, July 10, 2019 and October 9, 2019.
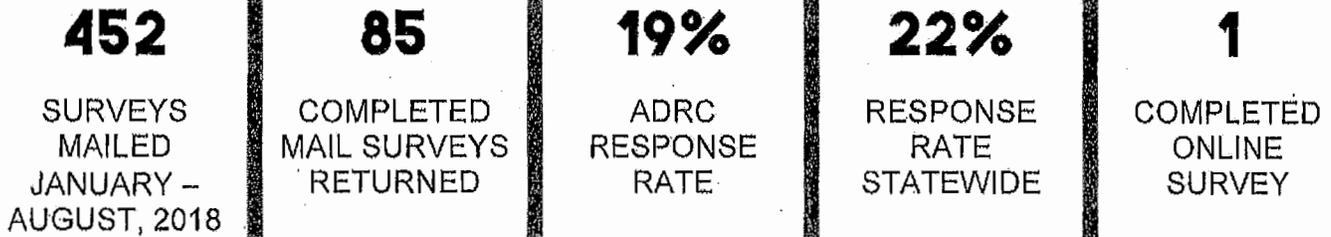11.   Adjourn

* 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.
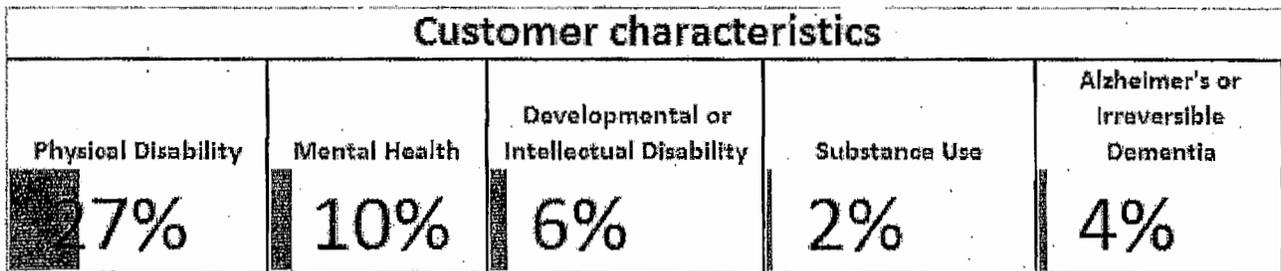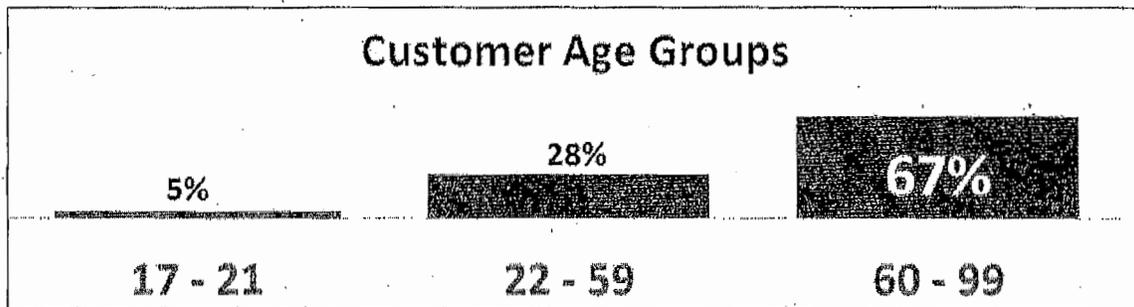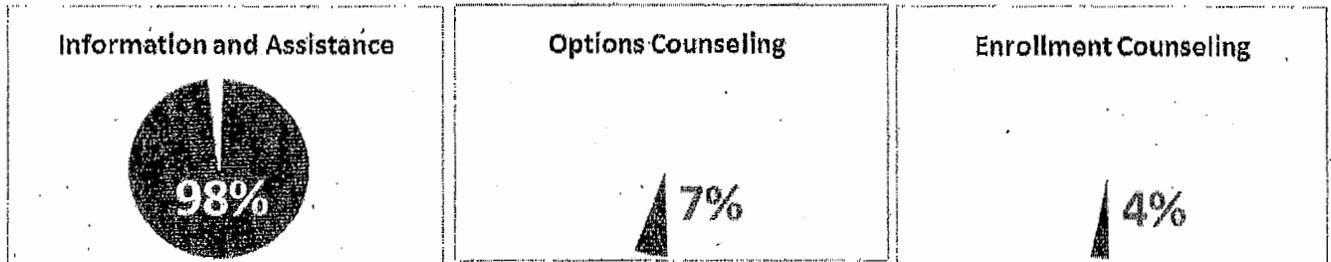
**ADRC**
Aging & Disability Resource Center

# THE ADRC OF ROCK COUNTY
## 2018 CUSTOMER SATISFACTION REPORT

## SURVEY METHODS

| **452** | **85** | **19%** | **22%** | **1** |
|---|---|---|---|---|
| SURVEYS MAILED JANUARY – AUGUST, 2018 | COMPLETED MAIL SURVEYS RETURNED | ADRC RESPONSE RATE | RESPONSE RATE STATEWIDE | COMPLETED ONLINE SURVEY |

## SAMPLE DESCRIPTION*

| Information and Assistance | Options Counseling | Enrollment Counseling |
|---|---|---|
| 98% | 7% | 4% |

### Customer Age Groups



| 5% | 28% | 67% |
|---|---|---|
| 17 - 21 | 22 - 59 | 60 - 99 |

### Customer characteristics

| Physical Disability | Mental Health | Developmental or Intellectual Disability | Substance Use | Alzheimer's or Irreversible Dementia |
|---|---|---|---|---|
| 27% | 10% | 6% | 2% | 4% |

* This data is from the sample generated via the ADRC customer tracking system. It reflects the sample file information regarding those customers who completed a survey via the mail survey distribution. Multiple categories (e.g. I&A and Options Counseling) may have been checked. Note that these numbers may differ from the survey results that follow.
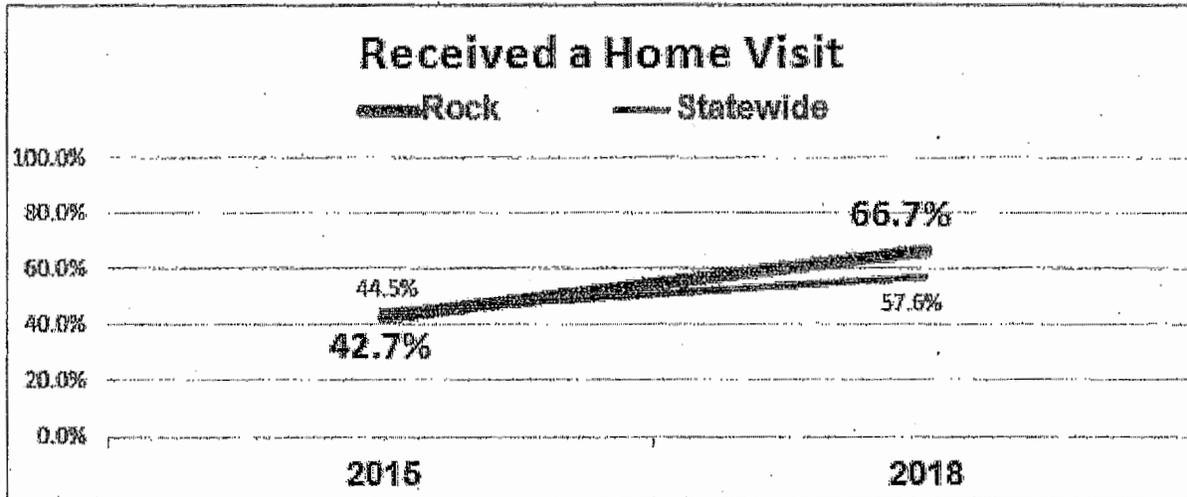
**ADRC**
Aging & Disability Resource Center

# GETTING STARTED

| First Heard about the ADRC: | |
|---|---|
| Family or friend | 47.1% |
| Health care provider | 36.5% |
| Resource guide | 15.3% |
| Brochure | 12.9% |
| ADRC sign | 8.2% |
| Nursing home | 5.9% |
| Newsletter | 5.9% |
| Sample Size | 85 |

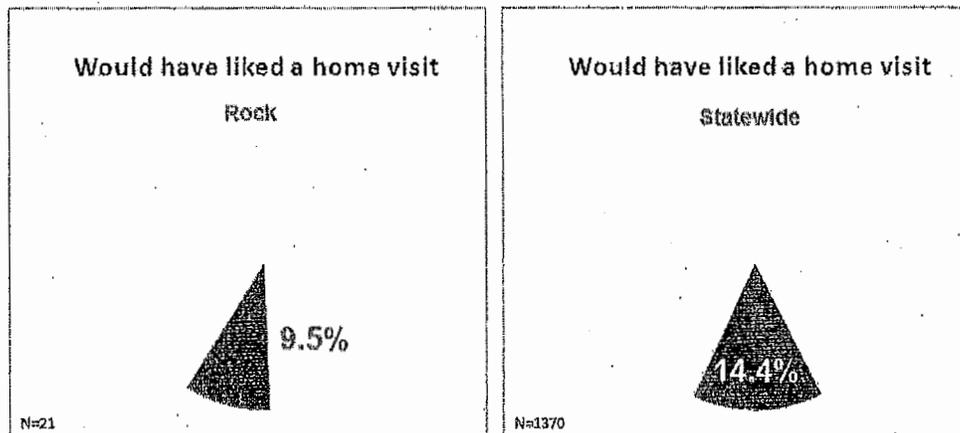| Main Issue or Concern: | |
|---|---|
| General information | 47.9% |
| Help staying in my home | 39.7% |
| Caregiver services or information | 38.4% |
| Help with a disability | 35.6% |
| Help paying for services | 31.5% |
| Help finding housing with services | 30.1% |
| Information about Family Care or IRIS | 26.0% |
| Concern about memory loss | 20.5% |
| Medicare or other insurance questions | 17.8% |
| To appeal Medicaid decision | 6.8% |
| Help finding a device like a walker | 4.1% |
| Sample Size | 73 |

**ANALYTICINSIGHT**

# HOME VISITS

## Among all Customers:

### Received a Home Visit
— Rock — Statewide

66.7%

44.5%

42.7%

57.6%

2015                2018

## Among only those who received a home visit:

### Timing of the Visit
■ Rock   ■ Statewide

| | Too soon | Just right | Longer than I hoped |
|---|---|---|---|
| | 0.0%  2.3% | 93.1%  91.1% | 6.9%  6.6% |

Rock N=29; Statewide N=743
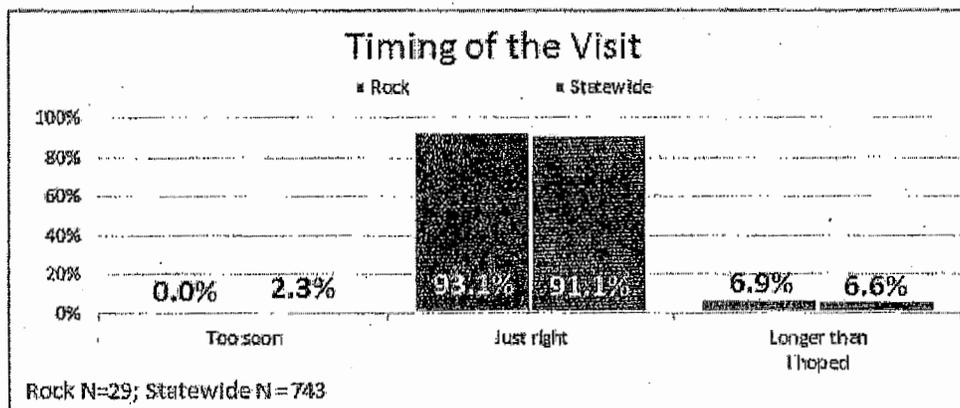
## Among only those who did not receive a home visit:

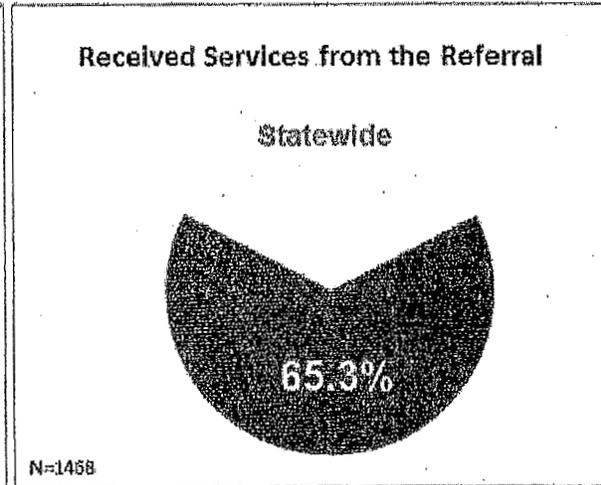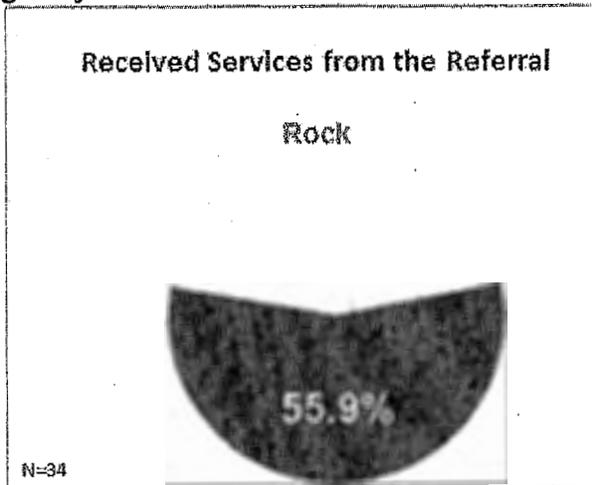| Would have liked a home visit | Would have liked a home visit |
|---|---|
| Rock | Statewide |
| 9.5% | 14.4% |
| N=21 | N=1370 |

ANALYTICINSIGHT

# REFERRALS

"Received Referral" shows the percentage of customers who received a referral from the ADRC for one or more services and "Received Services" shows the percentage of people who acted on the referral and received service(s).



Received a Referral from the ADRC

Racine: 54.8%  Statewide: 51.1%

Rock N=73; STATEWIDE N=3,290

Among only those who received a referral:



Received Services from the Referral — Rock: 55.9% (N=34)

Received Services from the Referral — Statewide: 65.3% (N=1468)
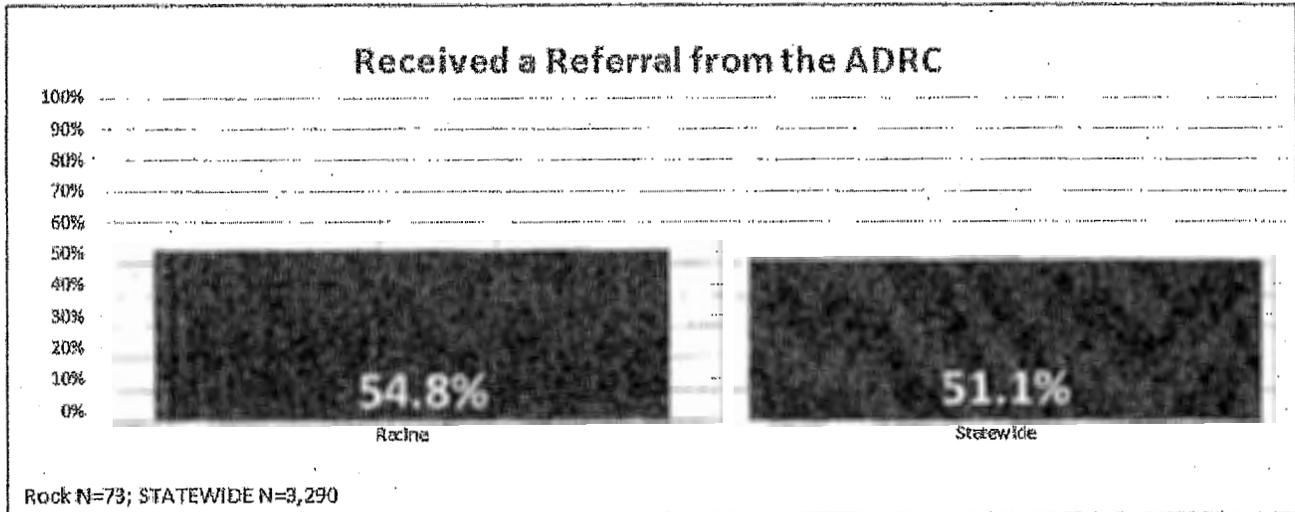
Among only those who received a referral but did not receive services:

| | Rock | Statewide |
|---|---|---|
| I was not eligible | 36.4% | 28.0% |
| Haven't called yet but plan to | 22.7% | 26.8% |
| Service was not what I needed | 22.7% | 26.5% |
| Program was not available | 18.2% | 11.3% |
| Decided not to contact | 13.6% | 18.5% |
| Sample Size | N=22 | N=817 |

# THE ADRC EXPERIENCE

Customers described a variety of aspects about the ADRC staff person who helped them on a scale from excellent to poor, the results of which are depicted in the chart below. Results are provided as an average, where 1 equals "poor" and 4 equals "excellent".

| Detailed Results | Rock |
|---|---|
| Got a good understanding of your physical abilities and limitations (EC only) | 3.9 |
| Understood what help you needed (EC only) | 3.9 |
| Was respectful (EC only) | 3.8 |
| Was knowledgeable of the programs or services in our area | 3.6 |
| Got an understanding of your needs and preferences | 3.5 |
| Provided reliable information (EC only) | 3.5 |
| Made it easier to get the information you need | 3.5 |
| Helped you consider the pros and cons | 3.5 |
| Explained each step | 3.5 |
| Helped with paperwork | 3.5 |
| Got a sense of what fits in your budget | 3.4 |
| Helped you consider future needs | 3.4 |
| Helped you consider future needs | 3.3 |
| Told you the cost of each option | 3.2 |
| Helped you use your money wisely | 3.2 |
| Sample Size | 86 |

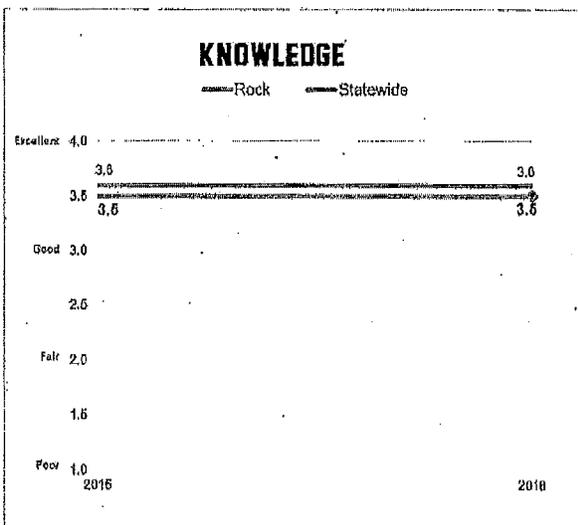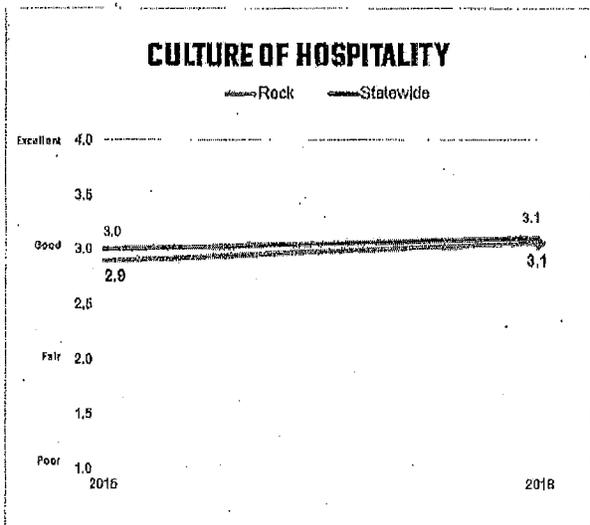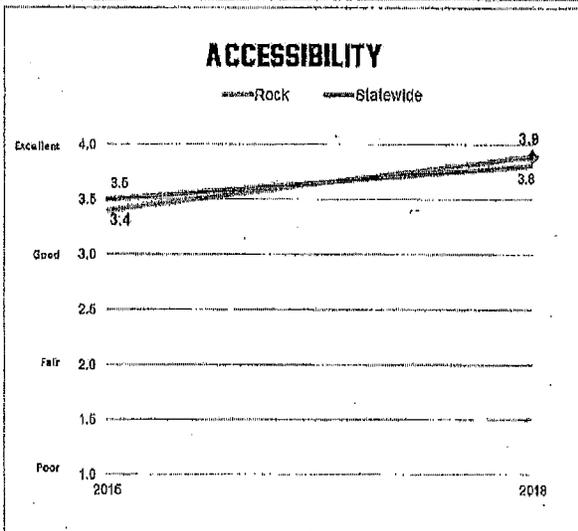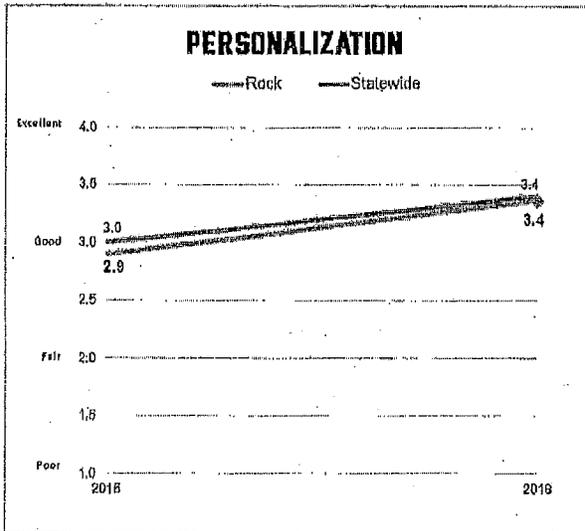\* Includes online survey.

AnalyticInsight

# DOMAINS

Wisconsin has developed and used a set of domains to provide an understanding of the elements that comprise customer satisfaction. Through statistical analysis, these domains emerged as distinct qualities of the ADRC that are significant predictors, or key drivers, of all aspects of customer satisfaction.
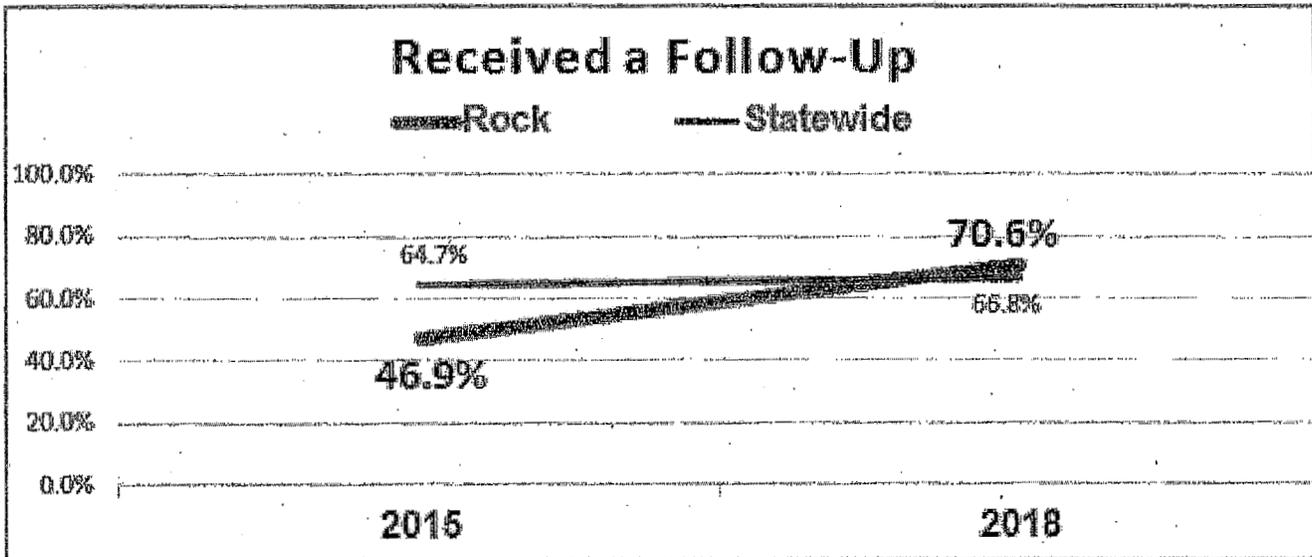
Domain scores are an average of all items that contribute to the domain. Customers were asked if each item was excellent (4), good (3), fair (2) or poor (1) or, in the case of statements, if they strongly agreed (4), somewhat agreed (3), somewhat disagreed (2) or strongly disagreed (1). Responses of "don't know" were removed from the analysis.

| Domain | 2018 Indicators |
|---|---|
| Personalization | The staff person understood the customer's needs and preferences |
| | The staff person was able to get a good sense of what the customer could afford. |
| | Customers have a single point of contact. |
| Accessibility | The customer found the ADRC's phone number easily. |
| | The ADRC returned customer calls promptly. |
| | Hours someone was available were convenient. |
| Culture of Hospitality | Number of times a customer needed to explain the situation before getting help. |
| | Privacy of the conversation. |
| Knowledge | Was knowledgeable about the programs or services in the area. |
| | <Did not> overwhelm you with too much information. |
| | Made it easier to get the information you needed. |
| Guidance | Helped the customer consider the pros and cons. |
| | Explained each step clearly. |
| | Helped the customer with the paperwork if needed. |
| | Helped the customer navigate the system. |
| Empowerment | Let the customer know what to expect next. |
| | Helped the customer follow through on decisions. |
| | Helped the customer consider future needs. |
| | Helped the customer understand the cost of each option. |
| | Helped the customer use money wisely. |

ANALYTICINSIGHT

# DOMAIN RESULTS OVER TIME

### PERSONALIZATION
— Rock   — Statewide



### ACCESSIBILITY
— Rock   — Statewide



### CULTURE OF HOSPITALITY
— Rock   — Statewide



### KNOWLEDGE
— Rock   — Statewide



### GUIDANCE
— Rock   — Statewide



### EMPOWERMENT
— Rock   — Statewide

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## CUSTOMER FOLLOW-UP

### Received a Follow-Up
—Rock — Statewide



| | 2015 | 2018 |
|---|---|---|
| Rock | 46.9% | 70.6% |
| Statewide | 64.7% | 66.8% |
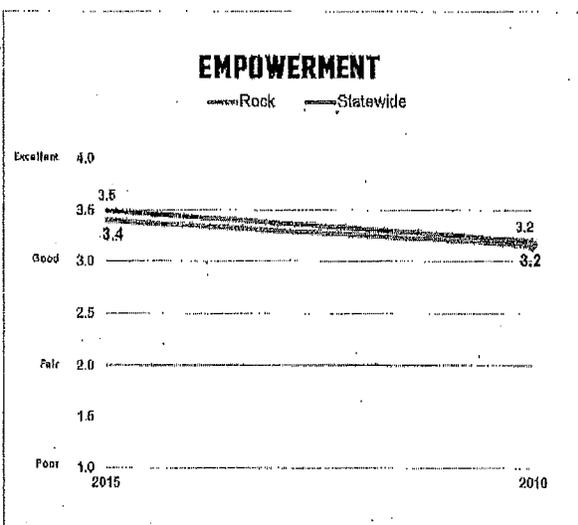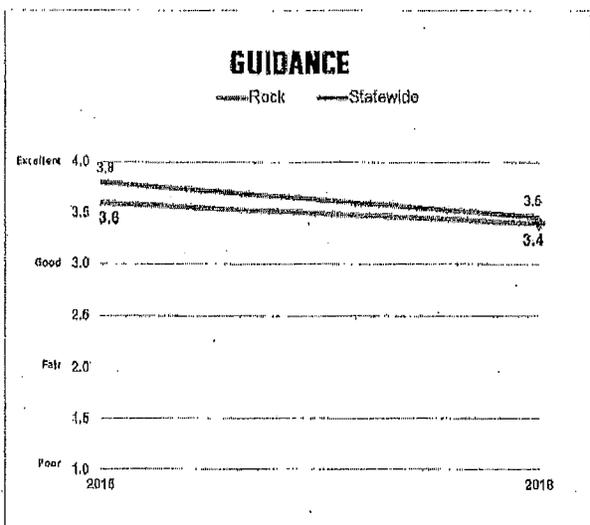
**Among those who did not receive a follow-up:**

### Would have liked a follow-up
#### Rock



61.1%

N=18

### Would have liked a follow-up
#### Statewide



36.2%

N=2614
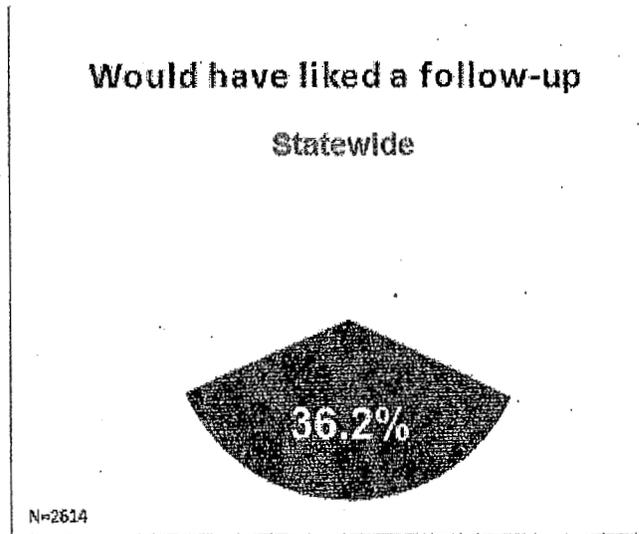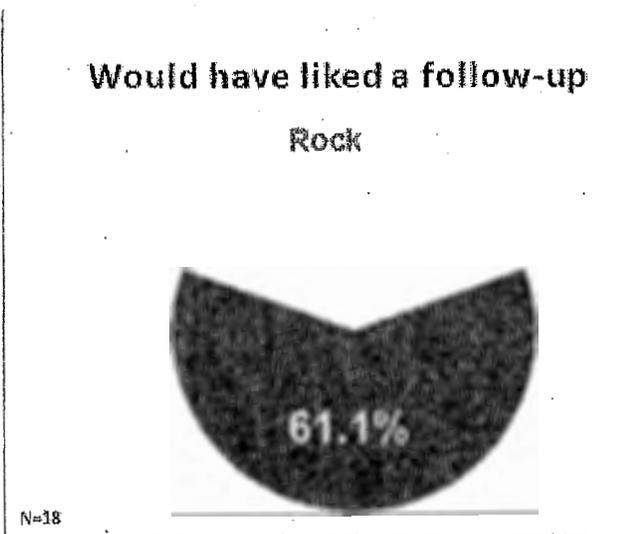
# CUSTOMER OUTCOMES

The chart below shows the usefulness of the help and information customers have received from the ADRC, as well as overall satisfaction with the ADRC experience measured over time. The first two charts below provide the customers' satisfaction on a scale of one to four, whereas willingness to recommend is measured as a percentage of customers who said "Yes, I would recommend the ADRC's services."

## Overall Experience Over Time

━━━Rock   ━━━Statewide

| | | 2015 | 2018 |
|---|---|---|---|
| Excellent | 4 | 3.6 | 3.5 |
| Good | 3 | 3.5 | 3.5 |
| Fair | 2 | | |
| Poor | 1 | | |

Rock N=85; Statewide N = 3,861 (2018)

## Usefulness of the Help and Information

━━━Rock   ━━━Statewide

| | | 2015 | 2018 |
|---|---|---|---|
| Excellent | 4 | 3.7 | 3.6 |
| Good | 3 | 3.7 | 3.5 |
| Fair | 2 | | |
| Poor | 1 | | |

Rock N=83; Statewide N = 3,611 (2018)

## Willingness to Recommend

━━━Rock   ━━━Statewide

| | 2015 | 2018 |
|---|---|---|
| 100% | | |
| 90% | 97.0% | 95.4% |
| 80% | 93.8% | 92.6% |
| 70% | | |
| 60% | | |
| 50% | | |
| 40% | | |
| 30% | | |
| 20% | | |
| 10% | | |
| 0% | | |

Rock N=81; Statewide N = 3,559 (2018)

ANALYTICINSIGHT

# DADD Fund
# Rock County Ideas/Suggestions

1. Continue Quarterly Family Caregiver Pizza Parties $600/year
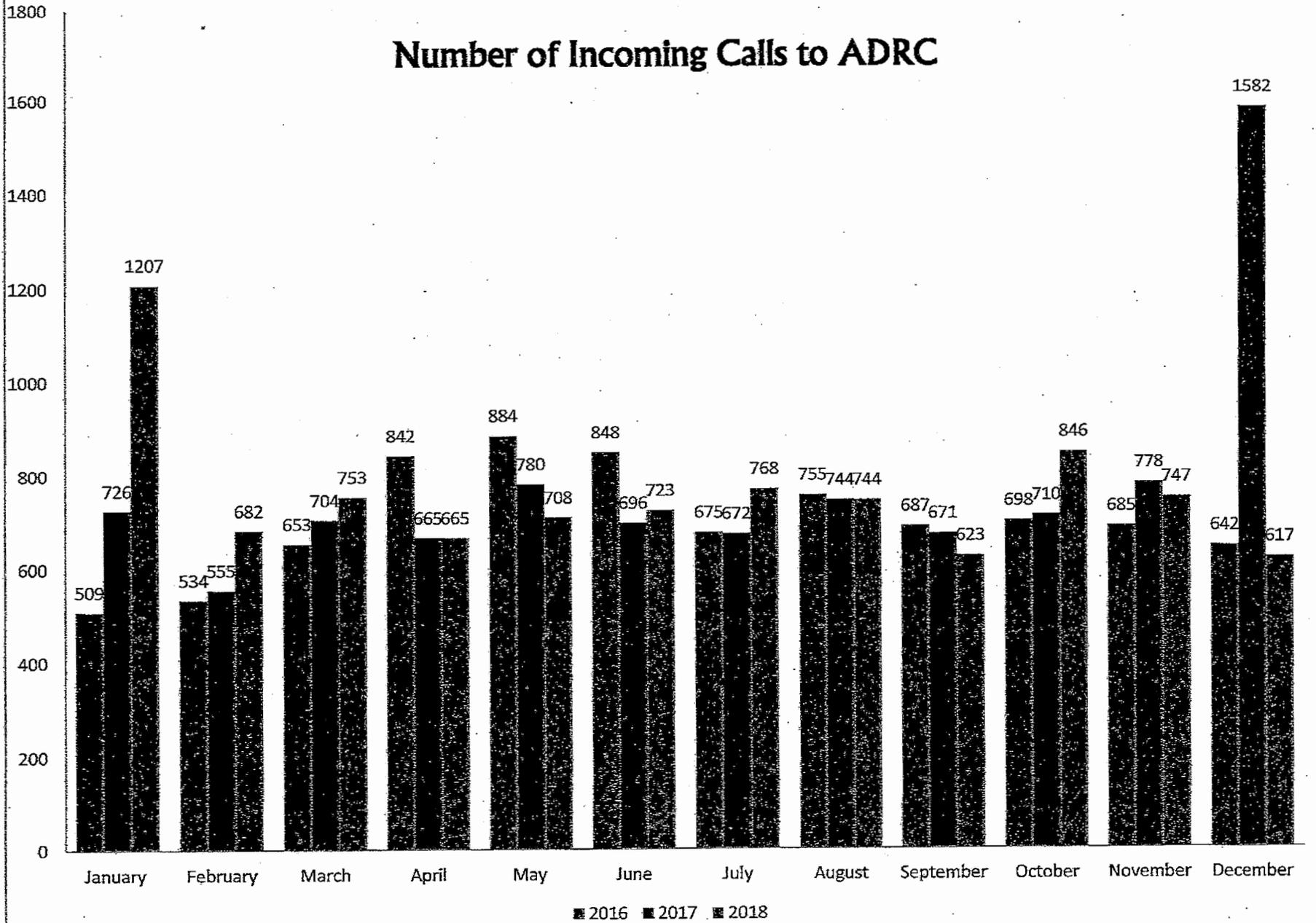   a. From this group we have been given the opportunity to provide education at Beloit Turner High School .
   b. We have been able to carry specific messages to Washington DC to our Legislators
2. Dannette Olsen, St. Croix Valley Foundation offers 3 one act plays regarding dementia and will host an audience discussion afterwards with local partners. Would like to reach out to JPAC (Request for cost has not been returned yet)  Potentially $1500 because of travel.
3. Continue family Caregiver Boot Camps at 2 per year  $220 each
4. Day Camp for Kids for ages 10-17 that are impacted by Alzheimer's and related dementia in their families.  $50$750 for supplies/honorariums/advertising
5. Begin a Men's support group Monthly Coffee $300 to provide coffee/snacks
6. Books to give to family caregiver: $1000 **When Caring Takes Courage, 36 Hour Day, Creating Moments of Joy**, etc.
7. Seek out a "paid speaker" for our next day-long conference. (Teepa Snow or Bonnie Blair are two possibilities---I have already confirmed that Teepa Snow would be $5000 plus expenses)
8. Comedy Night Performer: $1500, this was highly suggested by participants in this year's Caregiver Event.
9. Purchase a 2$^{nd}$ Set of Dementia Live Equipment $335 plus shipping to enhance our current set up.. There are four people in Rock County Certified to present this program.
10. Memory Café Supplies (Art/Games/ Etc.) $200
11. Caregivers to attend annual conference for free. ($150—6 participants at $25/each)
12. Begin a Dementia Friendly Choir/Explore a Dementia Friendly Church Service .
13. Caregiver Coffee at local establishment once per month $300 to offset "coffee cost"
14. Partner with Hedberg Public Library and/or Beloit Public Library to provide a program for parents;
    "What's Wrong with Grandma? She Doesn't Understand Anymore"
15. Provide Respite for an Event (group setting vs. home setting)

# Number of Incoming Calls to ADRC



| Month | 2016 | 2017 | 2018 |
|---|---|---|---|
| January | 509 | 726 | 1207 |
| February | 534 | 555 | 682 |
| March | 653 | 704 | 753 |
| April | 842 | 665 | 665 |
| May | 884 | 780 | 708 |
| June | 848 | 696 | 723 |
| July | 675 | 672 | 768 |
| August | 755 | 744 | 744 |
| September | 687 | 671 | 623 |
| October | 698 | 710 | 846 |
| November | 685 | 778 | 747 |
| December | 642 | 1582 | 617 |

■ 2016  ■ 2017  ■ 2018

- SAMS Agency Call Report

## Who made contact (Caller Type):

| No. of Calls | Caller Type |
|---:|---|
| 1,498 | (Self) |
| 273 | 11-Legal Decision Maker |
| 106 | 12-Caregiver |
| 943 | 13-Relative/Friend/Neighbor/Comm Mbr |
| 929 | 14-Agency/Service Provider |
| 748 | 15-ADRC Contacted Consumer/Designee |
| 831 | 16-ADRC Initiated Collateral Contact |
| 265 | 99-Other |
| 5593 | Total |

## Topic Categories discussed during call:

| No. of Calls | Topic Category |
|---:|---|
| 293 | Abuse and Neglect |
| 41 | Adaptive Equipment |
| 3 | Addictions |
| 1 | ADRC Complaint |
| 70 | ADRC Printed Material |
| 140 | Alzheimer's and Other Dementia |
| 13 | Ancillary Services |
| 3 | Animals |
| 140 | Assisted Living (AFH, CBRF, RCAC) |
| 15 | Budget Assistance |
| 125 | Caregiving |
| 19 | Community I&R |
| 16 | Complaints (other) |
| 14 | Education |
| 4 | Emergency Preparedness |
| 44 | Employment |
| 7 | End of Life |
| 42 | Food |
| 94 | Health |
| 5 | Health Promotion |
| 427 | Home Services |
| 296 | Housing |
| 66 | Income Maintenance |
| 123 | Insurance |
| 144 | Legal Services |

## - SAMS Agency Call Report

| | |
|---:|---|
| 3,100 | Provided Information & Assistance |
| 118 | Provided Options Counseling |
| 11 | Referral to ADRC |
| **5592** | **Total** |

### Consumer Age Group:

| No. of Calls | Consumer Age Group |
|---:|---|
| 14 | 100 - 150 |
| 388 | 17 - 21 |
| 1,399 | 22 - 59 |
| 3,729 | 60 - 99 |
| **5530** | **Total** |

### Referred By:

| No. of Calls | Referred By |
|---:|---|
| 3 | ADRC Presentation |
| 23 | Called Before |
| 5 | Friend/Family |
| 3 | Home Health Agency |
| 15 | Internal Referral |
| 1 | Internet |
| 1 | Nursing Home |
| 8 | Other Agency |
| 1 | Pharmacy |
| 1 | Physician |
| **61** | **Total** |

### Disability:

| No. of Calls | Disability |
|---:|---|
| 545 | 00-Alzheimer's/Irreversible Dementia |
| 692 | 01-Developmental/Intellectual Disability |
| 3,177 | 02-Elderly: Age 60 or Older |
| 704 | 03-Mental Health |
| 1,569 | 04-Physical Disability |
| 81 | 05-Substance Use |
| 386 | 06-Unknown (Select exclusively.) |
| **5543** | **Total** |

### Monthly Total

| No. of Calls | Total Minutes | Month |
|---|---|---|
| | | |