

**ADRC ADVISORY COMMITTEE MEETING
WEDNESDAY, April 10, 2019 – 1:00 P.M.**



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

AGENDA

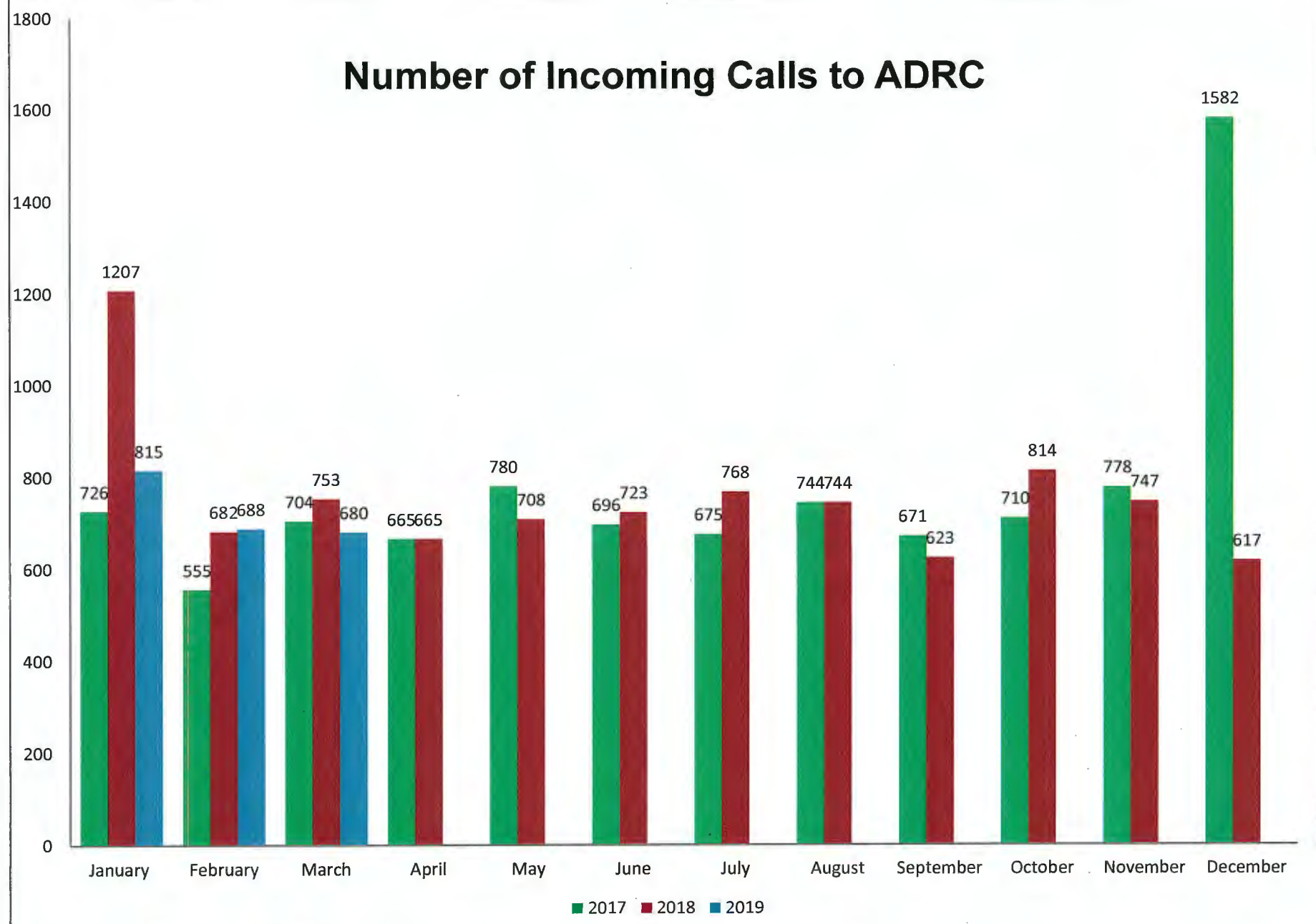
1. Call to Order and Welcome Chairperson Terry Thomas
2. Approval of Agenda
3. Approval of Minutes from the February 13, 2019 meeting.
4. Citizen Participation
5. Old Business
 - A. ADRC/COA Integration
 - B. State Budget: "No Wrong Door"
6. New Business
 - A. Entitlement
 - B. Disability Benefit Specialist
 - C. Lead Worker
7. Statistical Information *
8. Complaints and Appeals
9. Committee Member Comments
10. Next Meeting Dates:
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.

Number of Incoming Calls to ADRC



SAMS Agency Call Report

4/1/2019

- SAMS Agency Call Report

Who made contact (Caller Type):

No. of Calls	Caller Type
1,304	(Self)
288	11-Legal Decision Maker
144	12-Caregiver
871	13-Relative/Friend/Neighbor/Comm Mbr
900	14-Agency/Service Provider
742	15-ADRC Contacted Consumer/Designee
767	16-ADRC Initiated Collateral Contact
250	99-Other
5266	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
282	Abuse and Neglect
40	Adaptive Equipment
6	Addictions
2	ADRC Complaint
53	ADRC Printed Material
113	Alzheimer's and Other Dementia
18	Ancillary Services
127	Assisted Living (AFH, CBRF, RCAC)
19	Budget Assistance
177	Caregiving
19	Community I&R
18	Complaints (other)
13	Education
7	Emergency Preparedness
48	Employment
21	End of Life
65	Food
86	Health
4	Health Promotion
436	Home Services
266	Housing
66	Income Maintenance
97	Insurance
113	Legal Services
11	MDS Section Q Referrals

SAMS Agency Call Report

4/1/2019

- SAMS Agency Call Report

18	Medical Home Care
56	Mental Health
18	Non MDS Section Q
171	Nursing Home
52	Other
3,446	Public Benefits LTC Programs
888	Public Benefits, Other
11	Recreation/Socialization
19	Referral for Financial-Related Needs
32	Referral for Private Pay Options
51	Taxes
128	Transportation
2	Unmet Need – Dental
1	Unmet Need – Home Care – Non-Medical
1	Unmet Need – Housing
1	Unmet Need – Mental Health Services Incl Case Mgmt
3	Unmet Need – Other
3	Unmet Need – Prescription Drug Assistance
1	Unmet Need – Rent/Mortgage Assistance
2	Unmet Need – Transportation
4	Unmet Need – Utility Assistance
17	Veterans
5	Volunteer Opportunities
58	Youth In Transition
5261	Total

ADRC Activity:

No. of Calls	ADRC Activity
1,273	Administrative (Select exclusively.)
411	Attempted Contact (Select exclusively.)
23	Community Partners (Select exclusively.)
7	Complaints/Advocacy
34	Customer Initiated Follow-up
206	Long-Term Care Functional Screen
5	Memory Screen
176	Provided Assistance with MA Application Process
7	Provided Brief or Short-Term Service Coordination
18	Provided Disenrollment Counseling
124	Provided Enrollment Counseling
474	Provided Follow-up

SAMS Agency Call Report

4/1/2019

- SAMS Agency Call Report

2,915	Provided Information & Assistance
125	Provided Options Counseling
9	Referral to ADRC
5263	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
14	100 - 150
349	17 - 21
1,381	22 - 59
3,492	60 - 99
5236	Total

Referred By:

No. of Calls	Referred By
2	ADRC Presentation
43	Called Before
5	Friend/Family
1	Home Health Agency
7	Hospital
17	Internal Referral
2	Internet
1	Nursing Home
5	Other Agency
2	Physician
85	Total

Disability:

No. of Calls	Disability
599	00-Alzheimer's/Irreversible Dementia
620	01-Developmental/Intellectual Disability
3,093	02-Elderly: Age 60 or Older
611	03-Mental Health
1,470	04-Physical Disability
67	05-Substance Use
324	06-Unknown (Select exclusively.)
5238	Total

Monthly Total

No. of Calls	Total Minutes	Month

SAMS Agency Call Report

4/1/2019

- SAMS Agency Call Report

1,965	68,130	January, 2019
1,640	136,388	February, 2019
1,661	77,225	March, 2019
5266	281743	Total