

ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE
January 10, 2018

Call to Order and Introductions: Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 1:00 p.m. on Wednesday, January 10, 2018 at the Rock County Job Center.

Committee Members Present: Terry Thomas, Rob Wilkinson, Harold Luther, Gregg Schneider, and Tom Moe.

Committee Members Absent: Chuck Neeson and Carrie Glover

Staff Members Present: Jennifer Thompson, Steve Hare and Jamie Austin, A.A.

Others Present:

Approval of Agenda: Mr. Wilkinson moved to approve the agenda, seconded by Mr. Luther. APPROVED

Approval of Minutes: Mr. Schneider moved to approve the revised minutes from October 11, 2017, seconded by Mr. Wilkinson. APPROVED

Citizen Participation: None

Old Business:

A. Family Care:

- Ms. Thompson shared the Information & Assistance staff continue to remove consumers from the waitlist, this will continue until June of 2019 when Rock County will be at full entitlement. There are approximately 400 people on the waitlist, monthly 10 to 13 people are removed from the waitlist. The waitlist number remains steady with new consumers being placed on quicker then staff are able to remove consumers.
- Ms. Thompson explained the lengthy process opening a consumer to Family Care. 2 months of time to complete the Medicaid application and enroll a person is not always enough time.
- Mr. Moe asked how staff are handling the stress opening Family Care cases as well as the volume of incoming requests. Ms. Thompson responded that staff are team players and are doing well.
- Ms. Thompson shared a fourth IRIS consulting agency Connections has been added.
- Mr. Thomas asked how the waitlist consumers choosing to be skipped will affect the bubble at entitlement. Ms. Thompson shared 75–90 consumers of the 400 on the waitlist asked to be skipped. Once at entitlement those consumers not wishing to enroll will be told to call the ADRC when ready to enroll in Family Care.

B. ADRC Successes:

- Ms. Thompson shared a thank you note received from an attendee of a group presentation Cori Marsh, Dementia Care Specialist held on Health Literacy.
- Ms. Thompson shared that Steve Hare received voicemail from a family member that worked with Diane Jones, Information and Assistance Specialist. The family appreciated Diane's customer service by following up to see how everything was going and if she could be of any additional assistance.

New Business:

A. 2016 Carry Over Funds:

- Ms. Thompson explained that in 2016 the ADRC underspent funds, and were granted to use those funds in 2017. Funds were used for: *IPad for the Dementia Care Specialist *4 hard plastic chairs for our second meeting room *jackets with the ADRC logo for staff *security camera *ADRC Road sign.

- Ms. Thompson shared the ADRC was able to return \$10,000.00 to the state. Originally a request for \$8,000.00 was made to fund a LTE position to scan files into Laserfish; our administrative assistant was able to get the documents scanned saving the \$8,000.00.

B. IM/ADRC Inter-Agency Communication Workgroup:

- Ms. Thompson explained the workgroup objective was to improve communication between the Income Maintenance (IM) and the ADRC staff. The goal is to improve the efficiency in opening Medicaid for Family Care/IRIS recipients.

C. Staff Changes:

- Ms. Thompson shared two staff changes. Amber Strehlow and Amy Woodstock went to another division within Human Services. Amber had been an I&A Specialist and Marketing Coordinator. Both positions will be filled within the next couple of months. There is also the possibility of a retirement in the near future.

D. 2018 Goals:

- Ms. Thompson requested suggestions from the Committee on goals for 2018.
- Ms. Thompson is on the HEAR committee, focusing on improving health outcomes and discrepancies in Rock County.
- Ms. Thompson shared the focus on Dementia is strong. Going forward with the Purple Tube Project in 2018.
- The state is doing a customer service survey in 2018, both Ms. Thompson and Mr. Hare have been asked by for their input on the questions to be asked on the survey. The survey will be an online survey for consumers but there will also be a mail in option.

Statistical Information:

A. Call Numbers:

- Ms. Thompson explained the bar graph and why the call numbers doubled in December. Google had the ADRC phone number listing in error for the Rock County Job Center, causing the increase in call volume. Multiple requests have been made by multiple people attempting to get the number corrected, hopefully this issue will be resolved soon.
- Ms. Thompson shared the SAMS Agency Call Report quarterly information for October, November and December, which reflects actual call volume.
- Ms. Thompson explained that Change Project results will be added to the April agenda. The data was received late because of an illness of a state employee, therefore I & A's are still updating missing race/ethnicity data.

Complaints and Appeals:

- Mr. Hare shared there were no complaints and appeals in the last quarter.

Committee Member Comments:

- Mr. Luther asked Ms. Thompson on what it meant to the ADRC with the loss of an Elder Benefit Specialist to the county. Ms. Thompson responded the ADRCs Benefit Specialist positions were not affected. The Disability Benefit Specialist serve those 18 to 59, but if someone comes to the ADRC over age 60 they are referred to an Information and Assistance Specialist to see if they are able to assist with questions.
- Mr. Moe asked Ms. Thompson how the ADRC handle consumer's when there is a language barrier. Ms. Thompson responded by providing an interpreter or using the language line.
- Mr. Schnieder shared he works with Jamie Dix on the Rock County Transition Network and on the Project Search Steering Committee as the school districts in Rock County are planning on implementing that next year. Jamie has been involved, helpful and a wealth of knowledge.

- Mr. Wilkinson shared on May 16, 2018 at the State Capital there is a Senior Care to share their concerns with the legislators. Any concerns let Rob know, the Wisconsin Aging Advocacy members will present concerns that day.

Next Meeting:

- Future Committee Meeting dates April 11, 2018, July 11, 2018 and October 10, 2018.

Adjourn: Meeting was adjourned at 2:05 p.m. on a motion by Mr. Luther, seconded by Mr. Moe.
CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE