

ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE
April 11, 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 1:01 p.m. on Wednesday, April 11, 2018 at the Rock County Job Center. Ms. Thompson introduced Tom McCool. Mr. McCool once confirmed by the Rock County Board, Tom will join the Advisory Committee.

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

Committee Members Absent:

Staff Members Present: Jennifer Thompson, Michelle Wiese, Terri Pass and Jamie Austin, A.A.

Others Present: Tom McCool

Approval of Agenda: Chairperson Thomas noted 2 typos requiring correction, two 3.'s and in the first 3. Approval of the minutes from the January 10, 2017 the year should be 2018 instead of 2017. Corrected agenda was submitted to the committee. Mr. Moe moved to approve the corrected agenda, seconded by Mr. Wilkinson. 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 waitlist numbers, there are 375 people on the waitlist, and monthly 11 to 13 people are removed from the waitlist. As of April the numbers of those with a developmental disability on the waitlist dropped because so many from the original DD Board waitlist have been offered Family Care. The waitlist numbers remain steady with new consumers being placed on at a higher number then the state is allowing the ADRC to open consumers. The caveat is when a case closes due to Medicaid ineligibility, moving out of state or death, another person can be opened from the waitlist in addition to those allowed monthly. 84 of the 375 on the waitlist are working with staff to open, 115 have already been asked if they want family care but chose to remain on the waitlist.

B. ADRC Successes:

- Ms. Thompson shared a thank you note jotted on the bottom of a form returned to Jill Hrycay, a DBS at the ADRC.
- Ms. Thompson shared an email received from a family member that worked with Ann Howell, I & A Specialist; the family was very pleased with all the information and assistance provided.
- Ms. Thompson shared a voicemail from a family member that worked with Diane Jones, I & A Specialist; he appreciated Diane's follow up and how courteous all of the ADRC staff were.

C. Customer Satisfaction Survey:

- Ms. Thompson explained the Customer Satisfaction Surveys were mailed out to consumers served by the ADRC staff. Copies of the surveys provided to committee members. Ann Howell, I & A Specialist, saw a survey during a home visit and encouraged the consumer to fill it out; explaining the survey was from the ADRC and safe to fill out and return. With scams it's possible that consumers may think a mailed survey is not legitimately from the ADRC. The previous survey was done by phone.

- Terri Pass, DBS shared she had a consumer bring the survey in to her and asked her to fill it out. Terri explained she was not able to do so but encouraged the consumer to take the time to fill it out and mail it in.

New Business:

A. DBS 2017 Stats:

- Ms. Thompson introduced Terri Pass one of the Disability Benefit Specialist at the ADRC.
- Terri shared two reports the 2017 Summary Report and Info Only Report by ADRC. 600 clients were served, 267 cases were opened and 333 information only contacts. Of the 267 cases, the monetary impact to clients was \$1,531.035 for the cases that closed.
- The primary focus of the DBS's are to assist with Social Security applications and appeals for reconsideration. The local Social Security office is referring clients to the ADRC because of the volume of calls and inquiries their office is receiving.
- Terri explained the initial application can take between 6 and 18 months on average.
- Terri explained the data from the Disability Benefit Specialist Program Info Only Report by ADRC. Calls less than 30 minutes or general information inquiries are recorded in this separate database. Terri shared that a majority of info only contacts the DBS's received are inquiries about SSI/SSDI eligibility.

B. Change Project Results:

- Ms. Thompson shared the race/ethnicity data from April to October 2017 of consumers served. In April 43% the race/ethnicity of consumers were unknown. The goal was to reduce that number to less than 10% by October 31, 2017. Through data collection and changes made to forms and staff becoming comfortable with requesting this information from consumers, the percentage was reduced to 1.5% by the end of October.
- The state was able to provide the names of the consumers whose data was missing from January 1, 2017 until April when the project started. By using other state databases, they were able to gather the missing data.
- The 2018 Change Project will be developed by analyzing the race/ethnicity data collected to see where the ADRC maybe falling short in relation to Rock County's population breakdown.

C. Carry-over Funds 2018:

- Ms. Thompson shared the state is determining the amount of carry-over funds that will be available for use in 2018. Ms. Thompson asked for committee member's ideas on how the funds could be used to benefit ADRC consumers.
- Ms. Thompson shared information on an Independence Day celebration for those with disabilities on July 10th in room K at the Job Center. Ms. Thompson would like to request to use carry-over funds to help with costs of advertising and refreshments.
- Ms. Thompson shared the ADRC is looking into more durable ADRC folders to give to consumers, use for enrollment packets and presentations. The vestibule has water damage that needs to be repaired and new carpet. Mason work on the front of the building to stop the leaking will be completed prior to vestibule repairs.
- The County is doing an analysis of Human Services buildings and space requirements, the ADRC is included.
- Mr. Schneider shared concerns from parents in the Beloit School District regarding transportation to the ADRC, DVR and other departments within the Job Center. Ms. Thompson explained the ADRC staff go to homes so consumers do not have to come into the office. Mr. McCool shared the City of Janesville lack of handicap parking, with parking a bearer to accommodate the needs of those with physical disabilities.

Statistical Information:

A. Call Numbers;

- Ms. Thompson explained the bar graph, numbers in January were still high from the error with google. Call volume number are increasing steadily from year to year.
- Ms. Thompson shared the SAMS Agency Call Report quarterly information for January, February and March, which reflects actual call volume.
- Mr. Schneider asked are the number of disabled individuals being served in Rock County comparing the Rock County population in a target group to the percentage the ADRC is serving. Ms. Thompson responded, she would add this to the agenda for the July Advisory Committee meeting.

Complaints and Appeals:

- Ms. Thompson shared there were no complaints and appeals in the last quarter.

Committee Member Comments:

- Mr. Moe asked how the ADRC handled language barriers for non-English speaking consumers. Ms. Thompson responded that the state has many forms translated into Spanish and Hmong; in addition staff use the language line.
- Mr. Schneider shared information on Project Search through the Beloit School District for those students with cognitive disabilities. Through a partnership with businesses in the community students are given internships starting in September 2018. There will be a classroom component along with an unpaid internship training in different departments. In Wisconsin 88% of the students are employed at a competitive wage more than 16 hours in an intergraded setting.
- Mr. Wilkinson shared upcoming events. May 16, 2018 at the State Capital there is a Senior Advocate Day to share their concerns with the legislators. May 10, 2018 is the 60 plus Senior Fair at the Holiday Inn Express in Janesville. WIHA Healthy Aging Summit - June 7-8, 2018 in Wisconsin Dells. June 14 and 15 2018 the Aging Empowerment Conference in Madison.

Next Meeting:

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

Adjourn: Meeting was adjourned at 2:14 p.m. on a motion by Mr. Moe, seconded by Mr. Schneider.
CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE