

ADRC ADVISORY COMMITTEE MEETING
WEDNESDAY, January 11, 2017 – *** 1:00 P.M. ***** (Note New TIME)*******



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

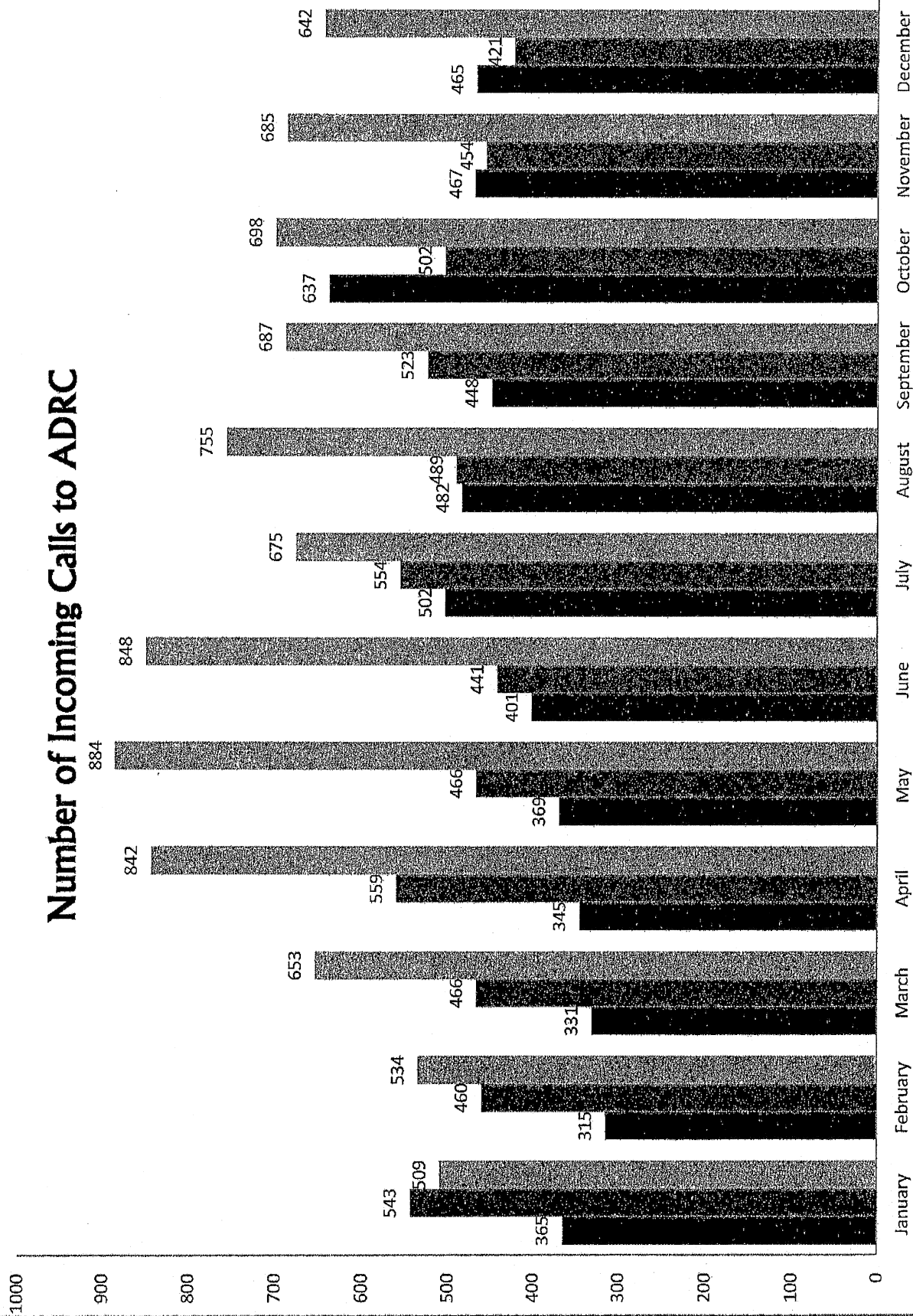
AGENDA

1. Call to Order and Welcome Chairperson Terry Thomas
2. Approval of Agenda
3. Approval of Minutes from the November 15, 2016 meeting.
3. Citizen Participation
4. Old Business
 - A. Family Care Update
 - B. Panel Review Update
5. New Business
 - A. Transition Services
 - B. Dementia Certification / Training
 - C. ADRC Business Plan
6. Statistical Information *
7. Committee Member Comments
8. Next Meeting Dates:
April 12, 2017, July 12, 2017 and October 11, 2017.
9. Adjourn

* Denotes Attachment

Committee Members unable to attend, please contact Jennifer Thompson (Rock County ADRC/APS) at 741-3684.

Number of Incoming Calls to ADRC



■ 2014 ■ 2015 ■ 2016

SAMS Agency Call Report

1/3/2017

- SAMS Agency Call Report

Call Priority:

No. of Calls	Call Priority
1	Emergency, imminent danger to self or others
1	Total

Who made contact (Caller Type):

No. of Calls	Caller Type
1,252	(Self)
281	11-Legal Decision Maker
69	12-Caregiver
711	13-Relative/Friend/Neighbor/Comm Mbr
712	14-Agency/Service Provider
1,215	15-ADRC Contacted Consumer/Designee
604	16-ADRC Initiated Collateral Contact
326	99-Other
5170	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
195	Abuse and Neglect
46	Adaptive Equipment
1	ADRC Complaint
29	ADRC Printed Material
91	Alzheimer's and Other Dementia
5	Ancillary Services
2	Animals
202	Assisted Living (AFH, CBRF, RCAC)
8	Budget Assistance
70	Caregiving
3	Community I&R
7	Complaints (other)
5	Education
2	Emergency Preparedness
25	Employment
16	End of Life
55	Food
97	Health
3	Health Promotion
487	Home Services

SAMS Agency Call Report

1/3/2017

- SAMS Agency Call Report

224	Housing
112	Income Maintenance
135	Insurance
101	Legal Services
29	MDS Section Q Referrals
10	Medical Home Care
45	Mental Health
2	Non MDS Section Q
229	Nursing Home
199	Other
3,379	Public Benefits LTC Programs
559	Public Benefits, Other
10	Recreation/Socialization
21	Referral for Financial-Related Needs
25	Referral for Private Pay Options
2	Taxes
116	Transportation
1	Unmet Need – Assisted Living (AFH, CBRF, RCAC)
1	Unmet Need – Dental
3	Unmet Need – Home Care
1	Unmet Need – Home Care – Non-Medical
2	Unmet Need – Housing
9	Unmet Need – Other
3	Unmet Need – Rent/Mortgage Assistance
2	Unmet Need – Transportation
2	Unmet Need – Utility Assistance
17	Veterans
19	Youth in Transition
5051	Total

ADRC Activity:

No. of Calls	ADRC Activity
1,402	Administrative (Select exclusively.)
403	Attempted Contact (Select exclusively.)
31	Community Partners (Select exclusively.)
3	Complaints/Advocacy
297	Long-Term Care Functional Screen
1	Memory Screen
144	Provided Assistance with MA Application Process
13	Provided Brief or Short-Term Service Coordination

SAMS Agency Call Report

1/3/2017

- SAMS Agency Call Report

15	Provided Disenrollment Counseling
136	Provided Enrollment Counseling
175	Provided Follow-up
2,790	Provided Information & Assistance
108	Provided Options Counseling
11	Referral to ADRC
5163	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
9	100 - 150
251	17 - 21
1,711	22 - 59
3,115	60 - 99
5086	Total

Referred By:

No. of Calls	Referred By
1	Assisted Living
310	Called Before
3	Economic Support
15	Friend/Family
5	Home Health Agency
6	Hospital
7	Internal Referral
9	Internet
6	Nursing Home
20	Other Agency
1	Phone Book
14	Resource Directory
4	Unknown
401	Total

Disability:

No. of Calls	Disability
1,050	01-Developmental/Intellectual Disability
2,537	02-Elderly: Age 60 or Older
422	03-Mental Health
1,366	04-Physical Disability
42	05-Substance Use

SAMS Agency Call Report

1/3/2017

- SAMS Agency Call Report

493	06-Unknown (Select exclusively.)
5134	Total

Monthly Total

No. of Calls	Total Minutes	Month
1,794	155,463	October, 2016
1,842	72,391	November, 2016
1,534	42,007	December, 2016
5170	269861	Total

How did you hear about the ADRC?

Name of Referral	2013	2014	2015	2016	Grand Total
211	43	39	50	32	132
A Place for Mom	1	1	0	2	4
AARP	1	2	0	0	3
ABC Health of Madison (Advocacy & benefit counseling)	1	0	1	1	3
ABC Supply	0	0	1	0	1
Access to Independence (Madison)	1	0	0	0	1
Accura Home Health	0	1	1	5	7
Ace Hardware Store	0	0	1	0	1
ADRC (Another County)	13	17	30	23	83
ADRC Advisory Committee Member	0	1	1	2	4
ADRC Brochure	2	4	11	15	32
ADRC Outreach (Introduction Letter w/ Brochure)	1	0	0	0	1
ADRC Website	0	0	39	100	139
Adult Family Home (AFH)	0	1	1	4	6
Adult Protective Services (APS) Referral	2	0	0	4	6
Aging Center (ADRC Rockford, IL)	2	0	1	0	3
Agrace Hospice	4	9	17	9	39
AIDS Resource Center of Wisconsin	0	0	0	1	1
Alden Meadow Park Nursing Home	0	5	5	6	16
Alliant Energy	0	1	3	0	4
ALS Association	0	0	1	0	1
Alternative Homecare	1	0	0	0	1
Alzheimer's & Dementia Alliance of Wisconsin	1	0	0	0	1
Alzheimer's Association	0	0	2	1	3
Alzheimer's Support Center of Rock County	2	2	0	0	4
Alzheimer's Support Group	0	0	1	0	1
Another Agency or Department (Unknown)	6	4	1	4	15
APARA Care	0	0	1	1	2
Apartment Manager	2	5	3	3	13
Arbor Glen Apartments (Evansville)	0	1	0	0	1
Assisted Living Facility	2	1	1	5	9
At Home Healthcare (Beloit Hospital)	6	8	19	7	40
Attorney	4	2	7	3	16
Attorney General Office	0	0	1	0	1
AWARE Agency	1	0	1	0	2
Azura Memory Care	3	2	5	2	12
Bank	2	3	1	3	9
Beloit Area Community Health Center (BACHC)	7	2	1	2	12
Beloit Clinic	1	0	7	9	17
Beloit Counseling Center	2	2	4	1	9
Beloit Domestic Violence Shelter	0	0	0	1	1
Beloit Fire Department	0	1	0	0	1
Beloit Health and Rehab	11	15	12	8	46

Beloit Health System	3	4	3	6	16
Beloit Home Companion Registry	1	3	0	0	4
Beloit Housing Authority	3	3	3	2	11
Beloit Housing Inspector	2	1	0	0	3
Beloit Memorial Hospital	24	24	34	27	109
Beloit Police Department	5	1	11	7	24
Beloit Regional Hospice	4	14	8	4	30
Beloit Senior Living	0	0	0	1	1
Beloit School District	0	1	1	1	3
Beloit Township/Town of Beloit	0	0	0	1	1
Better Business Bureau	0	1	0	0	1
Billboard	0	1	0	0	1
Birth to 3 Program	0	1	0	0	1
Blackhawk Credit Union	1	0	8	4	13
Blackhawk Technical College	0	1	1	0	2
BrightStar Care	1	4	7	6	18
Brodhead paper	1	0	0	0	1
Burbank Apartments - Manager	0	3	1	0	4
Called another number and was given the ADRC #	2	0	0	0	2
Cancer Center of Beloit - Beloit Memorial Hospital	0	1	2	5	8
Capital Lakes Rehab (Madison)	0	1	0	0	1
Care Wisconsin (Dane County MCO)	1	1	5	3	10
Care Wisconsin (Dodge County)	1	0	0	0	1
Care Wisconsin (Jefferson County)	0	1	0	0	1
Caritas	0	0	1	0	1
Catholic Charities	8	8	13	51	80
Cedar Crest	6	5	9	11	31
Center for Sight & Hearing	0	0	1	0	1
CESA 2 VOA	0	0	12	2	14
Chalet Apartment Manger	1	0	0	0	1
Chamber of Commerce	0	0	1	0	1
Child Protective Services (CPS)	2	5	8	5	20
Children's Long Term Support (CLTS)	0	0	5	6	11
Church	0	5	4	5	14
City of Beloit	5	1	0	1	7
City of Janesville	0	0	0	2	2
Clearview	0	1	0	0	1
Clinton High School	0	0	2	1	3
Collinwood CBRF (Orfordville)	1	0	0	0	1
Columbia County HSD (Social Worker)	1	0	0	0	1
Community Action	1	7	6	6	20
Community Care - MCO	0	1	0	23	24
Community Partnerships, Inc (Madison)	0	1	0	0	1
Community Resources	1	0	0	0	1
Community Solutions	0	0	1	0	1
Community Support Program (CSP)	6	8	5	18	37
Compass Wisconsin	0	0	0	3	3

Comprehensive Community Services (CCS)	0	0	0	3	3
Consumer Credit Agency	0	0	2	0	2
ContinuUs Care - MCO Lone Rock, WI	0	0	1	2	3
Corp Counsel	0	1	0	1	2
Council on Aging (COA)	146	93	70	62	371
Counselor	2	5	8	6	21
Court Services (Jenny Dopkins)	2	4	3	6	15
Cozy Little Acres	1	0	2	2	5
Craig High School	0	0	1	1	2
Crisis	11	10	15	22	58
Crossroads	0	3	3	1	7
CVS Pharmacy	1	0	1	0	1
Da Vita Janesville Dialysis	0	0	0	2	2
Dane County	4	2	3	6	15
Dane County ADRC	7	10	13	13	43
DD Board	12	28	10	9	59
Dean Health Plan	2	4	7	1	14
Dean St. Mary's Clinic	8	23	24	22	77
Demential Care Specialist	0	2	12	15	29
Department of Health Services	5	9	2	4	20
DHS Website	2	1	0	2	5
Disability Benefit Specialist (DBS)	1	1	1	7	10
Disability Rights Wisconsin	1	1	2	5	9
Doctor Referral	11	16	18	22	67
Dr. Wick	1	0	0	0	1
Drive By (Saw the Sign)	1	1	5	0	7
DVR	13	22	23	24	82
ECHO	1	2	9	5	17
Economic Support (ES)	86	75	31	19	211
Edgerton Care Center	3	3	7	4	17
Edgerton Dean Clinic	1	0	1	0	2
Edgerton Hospital	3	4	7	3	17
Edgerton Housing Authority	0	1	0	0	1
Edgerton Mercy Medical Center	1	0	0	0	1
Edgerton Outreach	0	2	0	5	7
Edgerton Pharmacy	1	0	0	1	1
Edgerton School District / Teacher	0	1	3	0	4
Elder Abuse Hotline	0	2	0	0	2
Elder Benefit Specialist	8	13	2	6	29
Employee Assistance Program	0	0	1	0	1
Employer	0	0	0	3	3
Energy Assistance Program (WHEAP)	1	3	4	1	9
Epilepsy Foundation	0	0	2	0	2
Evansville School District / Teacher	1	0	1	0	2
Evansville Manor Nursing Home	3	7	3	7	20
Evansville Police Department	0	0	0	1	1
Evansville Senior Center	1	0	0	0	1

Facebook	0	0	0	1	1
Fair Oaks Rehabilitation & Health Care Center (IL)	0	0	3	0	3
Fairhaven Senior Services - Whitewater	0	0	1	0	1
Faith Works formerly LOVE Inc.	0	0	1	3	4
Family	22	37	33	35	127
Family Exchange Center	0	1	1	0	2
Financial Advisor/Planner	0	0	1	1	2
First Senior Apartment Complex	1	0	0	0	1
Former Rock County Employee	3	0	1	1	5
Fort Memorial Hospital (Fort Atkinson)	0	0	4	1	5
Forward Health - Medicaid Hotline	0	7	5	0	12
Forward Services - W2 Program	0	0	4	3	7
Friends	60	92	76	108	336
Funeral Home	0	1	1	0	2
Garden Court Apartments	1	3	2	0	6
Genesis Counseling	2	0	3	1	6
GIFTS Program	0	1	2	0	3
Glenwood Center - Rockford	0	0	0	1	1
Golden Acres	1	0	0	0	1
Golden Living Center	1	1	4	0	6
Grandview Apartments	0	1	0	0	1
Grinnell Hall / Beloit Senior Center	7	8	9	9	16
Guardian Friends	0	0	0	2	2
GWAAR-Greater WI Agency on Aging Resources	0	0	1	0	1
Hawthorne Home CBRF and Memory Care	0	0	2	1	3
HeadStart	0	0	0	1	1
Health Department	7	7	10	6	30
Health Net	2	2	0	0	4
Heartland Hospice	0	4	1	2	7
Heartwarming House	0	1	1	3	5
Helping Hands Resource Guide	0	0	1	0	1
Hillcrest Senior Apartments (Oakbrook Corporation)	1	0	0	0	1
Home Care Pharmacy	3	1	0	3	4
Home Health Agency	9	13	11	11	44
Home Health United	26	44	48	33	151
Home Instead SeniorCare	1	3	4	1	9
Hospice	2	4	5	3	14
Hospital	16	24	16	18	74
House of Mercy	0	2	8	1	11
Humana Insurance	4	14	15	8	41
Huntington Place	4	1	6	3	14
iCare - Wisconsin Independent Care	0	0	0	2	2
IDS (Independent Disability Services)	1	7	6	7	21
Illinois Public Aid	0	1	0	0	1
Inspirational Ministries	0	0	1	0	1
Insurance Commissioner	0	0	1	1	2
Insurance Company	4	13	7	7	31

IRIS Wisconsin	2	1	1	5	9
Janesville Counseling Center (JCC)	0	4	10	14	28
Janesville Fire Department	1	2	2	0	5
Janesville Gazette	31	0	0	0	31
Janesville Police Department	6	3	24	20	44
Jefferson County	2	2	0	0	4
Job Center / Front Desk	92	77	42	79	290
Job Service	8	0	3	7	18
Jotter	0	1	0	0	1
Journey Mental Health	1	0	0	0	1
KANDU	7	10	9	8	34
Kelly House	0	6	1	8	15
Kristin Fountaine-Office for the Blind & Visually Impaired	1	0	0	1	2
K-Town Transportation	1	1	0	0	2
Lakeland Medical Center	0	1	1	0	2
Lakeview in Waterford	1	0	0	3	4
Landlord	1	3	0	2	6
Landmark Services Cooperative	0	1	0	0	1
Legal Action of Wisconsin	1	1	3	3	8
Letter (Family Care)	0	0	0	246	246
Letter /Waitlist	0	0	0	3	3
Liberty Star Medical	0	2	0	0	2
Library	2	0	2	2	6
Life Line / Life Alert	0	1	1	0	2
Lions Club	0	1	0	0	1
Lohff's Assisted Living (Whitewater)	0	1	0	0	1
Long Term Support (LTS)	113	50	63	90	316
Lutheran Social Services (LSS)	0	3	3	3	9
Madison Police Department	0	1	0	0	1
Marketplace / Affordable Care Act	1	7	1	2	11
Mayo Clinic	0	0	0	1	1
Meal Magic	0	0	0	3	3
Meals on Wheels	9	4	7	3	23
Media	1	0	1	0	2
Medical Assistance	0	2	1	2	5
Medical Examiner (2013-2014 Coroner)	1	0	0	0	1
Medicare	1	9	4	3	17
Medigap	1	3	3	1	8
Mendota	0	1	1	1	3
Mercy Care Insurance	0	1	0	3	4
Mercy Clinic South	1	2	4	3	10
Mercy Dialysis	0	0	0	3	3
Mercy Emergency Room	1	3	0	1	5
Mercy Health System	16	15	20	21	72
Mercy Home Health / Hospice	9	25	19	18	71
Mercy Hospital	19	36	61	53	169
Mercy Mall	1	0	3	6	10

Mercy Manor Transition Center	2	7	3	3	15
Mercy Options/Behavioral Health	3	4	3	2	12
Meriter Hospital	1	3	8	7	19
Milton Clinic (Edgerton Hospital)	0	0	1	0	1
Milton Fire Department	0	0	2	0	2
Milton Police Department	0	0	3	0	3
Milton Senior Living	1	2	2	3	8
Milwaukee County Family Care	2	1	0	0	3
Modest Means Program of the State Bar of Wisconsin	0	1	0	0	1
Monroe County	1	0	0	0	1
Monroe Hospital	0	2	0	2	4
MTM Wisconsin (Non Medical Transportation	1	0	1	2	4
My Choice Family Care (MCO)				6	
NAMI of Rock County Support Group	0	0	2	0	2
Nazareth Health & Rehabilitation - Stoughton	0	0	1	3	4
Neighborhood Housing Authority - Janesville	1	1	0	0	2
News 3 - Call to Action	0	0	0	1	1
Newspaper	6	2	2	3	13
Next Day Brain Injury Rehab Center - Milwaukee	0	0	1	0	1
Non Emergency Dispatch	0	1	0	0	1
Nursing Home	5	14	7	7	33
Ombudsman	0	3	1	0	4
Online / Internet / Computer	45	56	38	88	227
Opportunities Inc. Fort Atkinson	0	0	1	0	1
Orfordville Police Department	0	0	1	0	2
Our House Memory Care/Assisted Living	4	3	4	0	11
Outreach - Amber's efforts	2	6	4	1	13
Parker High School	0	0	0	3	3
Parkview Terrace Apartments	1	1	0	0	2
Parole Officer	1	3	1	0	5
Past experience with ADRC's	1	0	1	0	2
PATH Program / Bill Schvyinck	0	1	1	2	4
Paul Ryan's Office	0	0	1	0	1
Personal Care Worker (PCW)	1	0	0	0	1
Pharmacy	1	0	2	1	4
Phil Boutwell for APS Referral	1	0	0	0	1
Phone Book	7	4	11	8	30
Phone Book Advertisement (Cover Ad)	0	16	8	0	24
Phycial Therapy	1	2	0	2	5
Pine Tree Motel	0	0	1	0	1
Pioneer Court Assisted Living	0	0	8	7	15
Premiere Health & Rehab Nursing Home	11	18	25	13	67
Previous Caller/Contact	95	340	487	1160	2082
Productive Living Systems (PLS)	0	0	0	1	1
Public Health Nurse	1	2	1	0	4
Radio	4	0	1	0	5
Recover Health (Home Health Agency)	0	0	1	0	1

Red Cross	1	1	0	0	2
Redwood Motel	0	0	0	1	1
REM Wisconsin	1	1	1	2	5
RES Care Home Care	7	3	2	1	13
Richland Center MCO	0	1	0	0	1
River Place Apartments	0	2	1	0	3
Riverfront	1	1	1	4	7
Riverside Terrace (Beloit)	1	1	0	9	11
Riverview Heights	2	1	1	0	4
Rock county Advocacy Services - Tami Rand	0	2	1	4	7
Rock County Agency (non specific)	4	2	6	9	21
Rock County Board Member	0	0	1	0	1
Rock County Cancer Coalition	0	0	1	0	1
Rock County Emergency Management	1	0	0	0	1
Rock County Sheriff's Department	0	2	3	5	10
Rock County Specialized Transit	3	1	4	0	8
Rock Haven Nursing Home	6	11	14	18	49
Rock Valley Corrections Program (RVCP)	1	2	2	3	8
Rockford Memorial	0	1	0	0	1
RSVP (Retired Senior Volunteer Program)	0	1	1	4	6
Salvation Army Community Outreach	5	10	8	4	27
SAM-C Stateline Area Memory Clinic	0	0	1	0	1
Scoville Apartments	1	3	0	6	10
Second Harvest Food Bank	1	3	1	1	6
Senior Care	0	3	2	2	7
Senior Center	6	15	11	10	21
Senior Fair	0	3	6	1	10
Senior Resource Directory	5	16	15	131	167
Senior Review Magazine	0	0	7	0	7
Senior Services	17	16	18	25	76
Seniors Helping Seniors	0	0	4	0	4
Silver Script (Insurance Company)	0	1	0	0	1
Skaalen Nursing Home	1	1	0	0	2
Social Security	19	37	42	53	151
Social Worker	2	10	5	5	22
Society's Assets	1	0	3	0	4
Southern Wisconsin Center	0	0	0	2	2
Southern Wisconsin Consortium	13	29	73	85	200
SSI State Receipt Hotline	0	0	1	1	2
St. Coletta	0	2	0	0	2
St. Elizabeth Nursing Home	5	17	20	11	53
St. John Vianney Church	0	1	0	1	2
St. Jude Hospice	0	0	1	0	1
St. Mary's - Edgerton	1	0	0	0	1
St. Mary's Hospital	16	22	27	15	80
St. Vincent De Paul	1	0	0	0	1
State Caregiver Hotline	1	0	0	0	1

State Legislator	0	1	0	0	1
State of Wisconsin Elder Abuse - Matt Roloff	0	1	0	0	1
State Website	1	2	0	0	3
Stoughton Home Health	2	0	2	4	8
Stoughton Hospital	4	3	11	8	26
Sun Valley Homes	3	4	9	8	24
SwiftHaven	1	3	6	2	12
Switchboard	1	0	2	0	3
Tellurian	0	0	2	0	2
Tenant Resource Center	1	2	0	0	3
The Gathering Place	1	0	3	0	4
The Heights - Evansville	0	2	1	0	3
Tour of the ADRC	1	0	0	0	1
Transportation Provider	1	1	1	0	3
TV Ad	1	23	1	10	35
Unemployment	0	1	0	2	3
United Way	4	23	16	7	50
UW Hospital	9	16	13	29	67
UW Madison Clinic	3	5	3	6	17
UW Whitwater	2	0	0	0	2
VA - Janesville Clinic	1	3	8	1	4
VA - Madison Clinic/Hospital	22	27	22	21	92
VA - Nursing Home	0	0	0	0	0
Veteran's Center	0	2	0	1	3
Veteran's Services	0	3	4	4	11
Vets Roll	0	1	0	0	1
VFW	0	1	1	0	2
Victim Witness Program	1	0	0	0	1
Visiting Nurses Association	1	1	0	0	2
Voluntary Action Center - Beloit	1	1	0	1	3
Volunteer Rides Program	0	1	0	0	1
Walgreens	0	1	1	0	2
Walmart Pharmacy	0	0	0	1	0
Walworth County ADRC	3	1	3	8	15
Wayne County APS Dept. (Indiana)	1	0	0	10	11
WEA Trust (Madison)	1	0	0	0	1
Weatherization Program	1	0	0	0	1
Website	10	7	6	0	23
Well Woman Program	0	0	2	2	4
Western WI Cares (Jackson County)	3	1	1	0	5
WI Alcohol Assessment Website (Called Ann directly)	1	0	0	0	1
Willowfield Nursing Home	1	0	1	2	4
Willowick CBRF	0	0	0	1	1
Willows Nursing & Rehabilitation - Sun Prairie	0	0	1	0	1
Winnebago Correctional	0	1	0	0	1
Wis Pact Inc.	1	0	0	0	1
Wisconsin Board for People with Disabilities	0	1	0	0	1

Wisconsin Caregiver Hotline	1	1	0	0	2
Wisconsin School for the Blind	0	1	2	0	3
Wisconsin Therapy Ltd.	1	0	0	0	1
WISE - Wisconsin Senior Employment Program	0	0	0	1	1
Woods Crossing	3	2	9	3	17
Word of Mouth	2	2	3	3	10
Workforce Development Board (DWD)	1	4	1	0	6
Workforce Investment Act Meeting (WIA)	1	0	1	0	2
WPS Insurance Company	0	0	1	0	1
YWCA	3	2	5	3	13
TOTAL	1470	2025	2324	3519	9338