

ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE

October 11, 2017

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, October 11, 2017 at the Rock County Job Center. Introduction of the 3 new committee members Harold Luther, Greg Schneider and Carrie Glover.

Committee Members Present: Terry Thomas, Rob Wilkinson, Chuck Neeson, Harold Luther, Greg Schneider, and Carrie Glover.

Committee Members Absent: Tom Moe

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

Others Present: Maria Ledger and Melissa Kooiman from My Choice Family Care.

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

Approval of Minutes: Mr. Wilkinson moved to approve the revised minutes from April 12, 2017, seconded by Mr. Schneider. APPROVED

Citizen Participation:

Old Business:

A. Family Care:

- Mr. Hare 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. Currently there are 434 people on the waitlist, monthly 10 to 13 people are removed from the waitlist across all 3 target groups enrolling into Family Care or IRIS. Approximately 75 could have come off the waitlist, but instead requested to be skipped and remain on the waitlist. The number of people on the waitlist remains steady with new consumers being placed on as quickly as others come off. When Rock County gets to entitlement a large number of people will still need to be enrolled. In the beginning of 2019 the ADRC will work with the state on a plan to get all consumers enrolled by July of 2019.

B. State Budget:

- Mr. Hare shared that state budget passed without changes to the ADRC.
- Mr. Hare explained that a change did occur in regard to the Dementia Care Specialist positions. The positions are no longer project positions and are now permanently in the budget.

C. ADRC Successes:

- Mr. Hare shared thank you notes received from consumers with the committee. Mr. Hare also shared another success story from a consumer that Terri Pass one of the Disability Benefit Specialist (DBS) had worked with on a disability claim with Social Security.

New Business:

A. My Choice Presentation – Maria Ledger & Melissa Kooiman:

- Ms. Ledger shared background information on My Choice Family Care. My Choice was a pilot Managed Care Organization (MCO) in Milwaukee County serving only older adults in 2000. In 2009 the program was expanded to include all target groups. In 2016 My Choice separated from the Milwaukee County Department of Aging and formed the nonprofit My Choice Family Care Inc. serving about 8400 members in the areas they serve. PowerPoint presentation was shared by Ms. Ledger.

- Ms. Kooiman shared information on the local Rock County office located in Janesville on Woodgate Drive.

B. Purple Tube Project:

- Ms. Dix explained the Purple Tube Project as Cori Marsh the Dementia Care Specialist was attending another meeting. The project was developed from a crisis grant the crisis unit received, targeting adults with dementia in crisis. The project is specifically for adults with dementia living in the community.
- Ms. Dix explained how the Purple Tubes would be used to help first responders get the pertinent information needed and how best to assist the person they are working with. The information that goes in the Purple Tubes can only be filled out by staff trained from the ADRC, Julie Seeman from the Council on Aging and APS staff. Information in the purple tube would be POA or Guardianship paperwork, medication list, a photo of the person with dementia and the form containing other information such as hospital of choice, contacts, and how to best deal with the individual. The tube is kept in the refrigerator and a purple sticker would be placed on a door where first responders know to look to see if there is a purple tube. Ms. Dix shared the goal is to keep individuals with dementia from having to be detained or hospitalized in a crisis. This could be traumatizing for someone with dementia, it would be best for the person with dementia to remain in their home with support already in place. Annually a postcard will be sent out as a reminder for families to update the information in the purple tube.
- Ms. Dix explained the Town of Beloit is the pilot for this project. Cori plans to have a couple of days that she will be available to fill out the purple tube paper work with families and also at a future caregiver bootcamp.
- Ms. Dix shared Caregiver bootcamp, Night at the Improv and Dementia Conference information from Cori Marsh the Dementia Care Specialist. Ms. Dix shared information for the 3rd Annual Transition Fair for those transitioning from High School into adulthood and Beloit High School has a community conversation on October 26th for businesses to connect with schools regarding barriers to employment of individuals with disabilities.

C. Change Project:

- Mr. Hare explained this year's change project insures the ADRC includes all Rock County citizens. Previously ADRC's were not required to collect race or ethnicity data on customers. In 2017 that has changed and the ADRC is now collecting race and ethnicity data on customers. 43% of customer contacts in 2017 by the ADRC did not have race or ethnic background documented. Customers can choose not to share their information and that is fine but 43% is a much higher number than the ADRC would like to see in unknown data.
- The change project goal is to reduce from 43% to 10% the number of customers with unknown race and ethnicity data by October 31st. The State is providing the ADRC with a report monthly to measure this data.
- Mr. Luther asked Mr. Hare how the ADRC would gather the information from customers for the unknown information. Mr. Hare explained that entering the information into the database at the point of contact with a customer. Part of the project is getting the Information & Assistance Specialist comfortable with asking the question on race and ethnicity while speaking to customers either in person or on the phone. The information has no bearing in assisting customers so that makes the question difficult to ask for staff.
- Mr. Luther asked Mr. Hare if staff would be contacting past customers to gather data. Mr. Hare responded there are ways of gathering the information from CARES and Forward Health to capture the missing data. Mr. Luther suggested that the Social Security and Unemployment systems may be other options to find the information. Mr. Hare explained as staff have repeat

contact with a customer they are also updating the information so not all data is lost because it was not initially collected.

Statistical Information:

A. Call Numbers:

- Mr. Hare explained the incoming calls bar graph. 2016 reflects transitions to Family Care so comparing the 2015 to 2017 data is more accurate. Walk in customers have also increased according to Mr. Hare.
- Amber Strehlow the ADRC Marketing/Outreach person started an online Marketing course to assist with community outreach.
- Mr. Hare shared the SAMS call report reflects topics of conversations with customers; Family Care and IRIS being the most talked about then publicly funded programs.

Complaints and Appeals:

- Mr. Hare shared the complaint and appeal process and followed up on outcomes on complaints.
- Mr. Hare shared there was one appeal that was upheld by the administrative law judge regarding an SSI-E determination.

Committee Member Comments:

- Mr. Neeson shared information on direct mailing to citizens by County Board breakdown by districts. Mailings can be done by zip codes and mailing routes. Value Pak mailing is an option for mailing at .28 each, information would be on a 3 ½ x 8 ½ size piece of paper the cost would be approximately \$4,158.00. Steve Carpenter with Deb Koltze's office assisted Mr. Neeson in getting this information.
- Mr. Neeson shared with Mr. Thomas his impression of Rock Haven. The high quality of care and compassion of the staff was outstanding. Mr. Thomas responded that it was nice to hear admiration on the care and professionalism of staff.
- Mr. Hare stated the Advisory Committee was still short two committee members; one from both the physically and developmentally disabled target groups. Please contact Jennifer Thompson with any suggestions to fill the vacancies.

Next Meeting:

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

Adjourn: Meeting was adjourned at 2:46 p.m. on a motion by Mr. Wilkinson, seconded by Mr. Neeson. CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE