



**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE**  
**April 13, 2016**

**Call to Order and Introductions:** Vice-Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 2:32 p.m. on Wednesday, April 13, 2016 at Rock County Job Center.

**Committee Members Present:** Barbara Vaughn, Teena Gerber, Terry Thomas, Andrea Bird, Rob Wilkinson, Chuck Neeson, Tome Moe and Cliff Woolever.

**Committee Members Absent:**

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

**Others Present:** None

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

**Approval of Minutes:** Mr. Wilkinson moved to approve the minutes from January 13, 2016, seconded by Mr. Woolever. APPROVED

**Citizen Participation:**

**Old Business:**

A. Family Care:

- Ms. Thompson shared the MCO's have been selected, My Choice Family Care and Community Care Connections of Wisconsin referred to as CCCW. The MCO's are in the process of solidifying their contracted provider lists.
- Ms. Thompson shared starting July 1<sup>st</sup>, continuing on the 1<sup>st</sup> each month until November the current DD Board and Long Term Support clients will be transitioned from the Waiver Programs to Family Care or IRIS. With the goal of enrolling 400 participants by July 1<sup>st</sup> and another 150 each month following. The ADRC will be providing group enrollment sessions throughout the county, as well as one on one counseling sessions for those unable to attend one of the group sessions.
- Ms. Thompson explained Catholic Charities may no longer be doing the case management for the DD Board at some point during the transition. The ADRC needs to get the DD population enrolled as soon as possible to avoid any lapse in services.
- Ms. Thompson explained as of April 1<sup>st</sup> the wait list locked, referring to the number of people on the list. People on the wait list can be moved during the transition through attrition into the Waiver Programs or Family Care. The State hasn't notified us on how people will be moved from the wait list into Family Care yet. Typically the process would take the wait list number, divide it by 36 and move that number of participants monthly over a 36 month period.
- Ms. Thompson explained the queue process. The queue is a list of people who may be functionally and financially eligible for Family Care, essentially a secondary wait list. ADRC staff will access consumers over the phone, if the staff believe they may be eligible the person is added to the queue. The queue may also have consumers moved do to attrition. I & A staff explains to the clients going onto the queue that it will be about 7 or more months before they will receive a call back for an assessment for services after of the Family Care transition.

- The State and MCO's had both Provider and Member forums to explain the Family Care and IRIS programs. During the member forum it was explained that the decision is the clients and not which MCO the provider is working with. There should be no bias or steering by providers to influence the choice a client makes, if there is the State wants to be made aware of this. Approximately 200 member attended the forum.
- Ms. Thompson shared from the member forum, client concerns about having to move to another facility or having to change social workers. This could be a possibility depending on which providers are contracted with the MCO chosen and if the case manager works for and MCO, case managers may go to work with an MCO or choose other employment so there are no guarantees. The ADRC will share each MCO's provider list with clients during the enrollment appointment. Ms. Vaughn shared her understanding from the question at the member forum regarding keeping the social worker than have built a relationship with and the DD Board staff as their support team. Ms. Thompson replied they will have a support team but it will be unfamiliar in the beginning.
- The Advisory Committee discussed MCO contracts with providers, conflicts of interest, steering, and group enrollment sessions.

#### B. Compliance Plan:

- Ms. Thompson explained the Compliance Plan Requirements for 2016 from the agenda packet. An ADRC sign is required in the vestibule or front desk area. The ADRC must be identified in the building directory, there is one by the Job Center front desk and the ADRC is being added. Directional signs and instructions in Braille are required, Ms. Thompson is getting clarification on the requirements. In addition the ADRC website would changes also to be accessible to people with impairments and disabilities, further details from the State need clarification on the specific requirements.
- Ms. Thompson shared as part of the ADRC business plan is accessing office hours that are most convenient for customers. Our ADRC staff is will to meeting with clients and families when it is convenient for them. Ms. Thompson stated a policy is being created for meeting or home visits that occur outside of our regular business hours.
- Ms. Thompson shared that the IT department has completed the requirement for the ADRC contact information to be on the home page of the Rock County website.
- Ms. Thompson explained the requirement of the ADRC phone system to track abandoned calls, the current system does do this and the cost to change the phone system would be \$20,000 and could interfere with the county phone system. The State has requested more information and maybe looking supporting some of the cost of the software package.
- Ms. Thompson explained with Compass opening in the next building, the Job Center building entrance maybe moved and the parking lot reconfigured for additional parking. Once this is complete an ADRC sign will be put at the street for easier visibility.

#### C. Complaints/Appeals:

- Mr. Hare shared in the last quarter there were no complaints or appeals.
- Mr. Hare shared the results of the two appeals filed by consumers found ineligible for Waiver programs. One was heard on April 6<sup>th</sup> and the other is scheduled for May 4<sup>th</sup>, there has been no decision to date on the April 6<sup>th</sup> hearing.

### **New Business:**

#### A. Changing by-laws to include minority representation:

- Ms. Thompson shared handouts; information submitted to the state how the Advisory Committee would be composed and the other was on the scope and requirements from the State. Currently the Committee is composed of representatives: 1 physical disabilities, 2

developmental disabilities, 3 elderly, in addition 1 mental health, 1 provider or organization representation that work with ADRC populations and 1 county board member. Mr. Wilkinson shared previously the need for minority representation on the committee.

- Mr. Thomas shared in his experience on the COA board that finding minority representation can be difficult, so it should be encouraged by not mandatory. Mr. Wilkinson stated he has also seen this on other board he has served on, but we need to try to get minorities to participate.
- After discussion the Committee decided to add another sentence in the language on the ADRC Advisory Committee. Minority are encourage to serve on the ADRC Advisory Committee.

B. Staffing levels at the ADRC:

- Ms. Thompson shared do to work loads and 2 maternities leaves the ADRC needs to hire project staff. Interviews will be held on Monday April 18<sup>th</sup>. Project staff are going to do enrollment counseling during the Family Care transition and will not be ongoing permanent staff.

C. ADRC Committee Terms:

- Ms. Vaughn and Mr. Wilkinson both agreed to serve for another 3 years on the ADRC Committee.

**Statistical Information:**

A. Call Numbers:

- Mr. Hare shared the Number of Incoming Calls to the ADRC graph.
- Call Report from 4/1/2016. Mr. Hare shared in January there was a 20% increase in calls and February 74%. The reason is because of the statewide training all I & A's are collecting the data in the same way. Also calls are being captured in a different way, what in that past may have been just one call may now be recorded as multiple calls.
- Mr. Moe asked if the 577 Home Services could be broken down further. Mr. Hare responded the data collected is in the format the State has requested.

**Committee Member Comments:**

- Ms. Thompson added when the Family Care transition is over she will no longer have to split her time between 2 departments there will be more time to focus on direction the ADRC should move going forward. Ms. Thompson asked for input from the Advisory Committee on what direction they would like the ADRC to go, and suggested members might come and spend the day so they can see the ADRC during day to day operations. Looking to how we can go above and beyond to serve the community.
- Mr. Wilkinson asked if Ms. Thompson had heard more on combining the ADRC and Council on Aging. Ms. Thompson said at this time that is on hold until after Family Care 2.0 is up and running. Ms. Thompson shared that the State was talking about combining the ADRC, Human Services and IM (Income Maintenance) departments. The feedback from ADRC, Human Services and IM was no, this would not work. The departments have different values the ADRC's are about customer service and the IM's are about the numbers, entering the information and moving on to the next person.
- Mr. Thomas shared from a Wisconsin Counties meeting, he has seen information on Family Care 2.0. Mr. Thomas hopes the State gathers input from Human Services Directors before implantation to avoid having to tweak the process after the roll out of 2.0.
- Ms. Thompson suggest for the next meeting adding the election of a chair to the agenda.

**Next Meeting:**

- Future Committee Meeting dates are July 13, 2016 and October 12, 2016.

**Adjourn:** Meeting was adjourned at 3:46 p.m. on a motion by Ms. Gerber, seconded by Ms. Vaughn.  
CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE