

**ADRC ADVISORY COMMITTEE MEETING
WEDNESDAY, October 8, 2014 -- 3:00 P.M.**



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

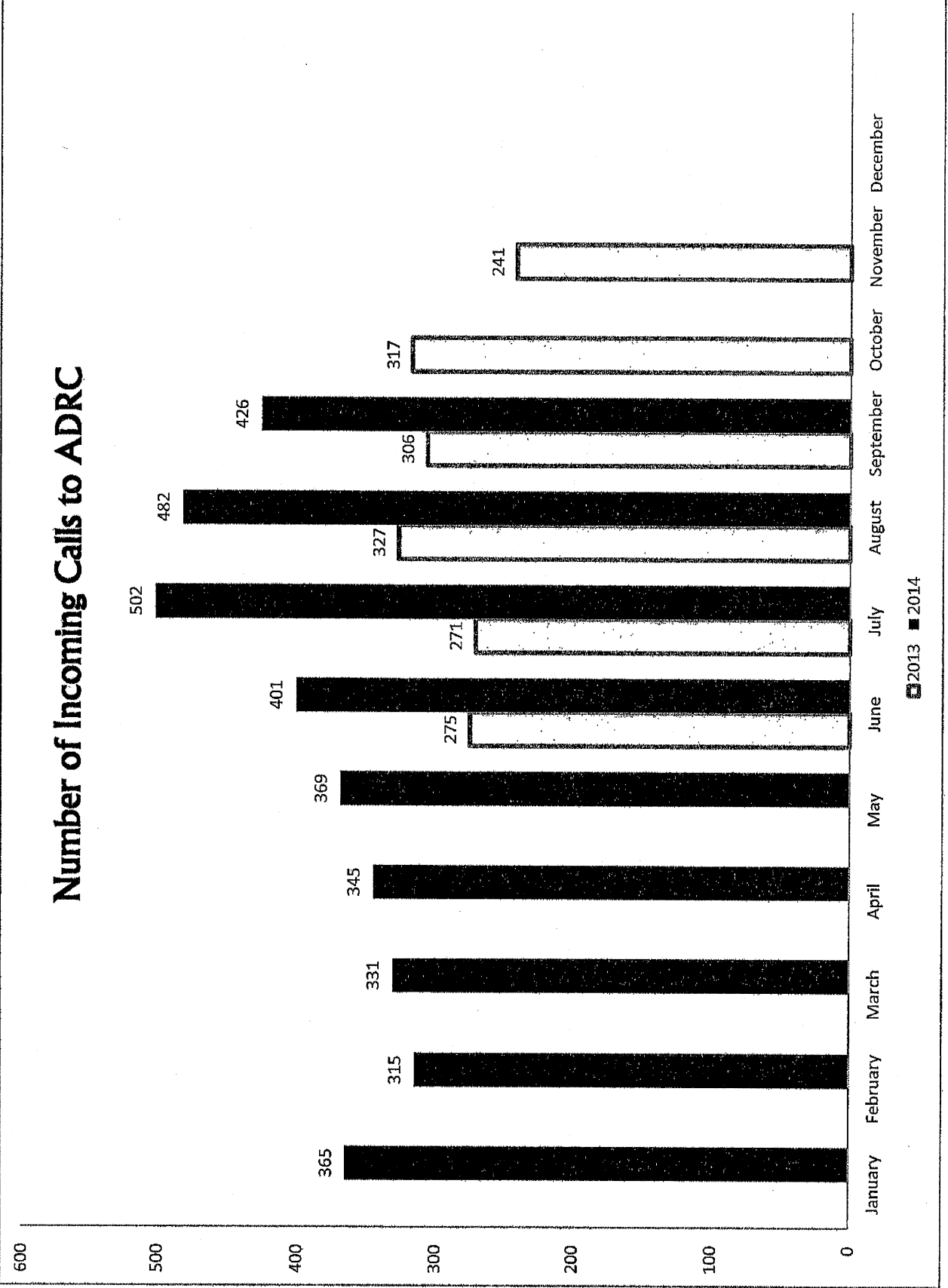
AGENDA

1. Call to Order and Welcome Chairperson Cheryl Drozdowicz
2. Approval of Agenda
3. Approval of Minutes from the July 2, 2014 meeting.
4. Citizen Participation
5. Old Business
 - A. Community Needs Follow-up
 - B. Family Care
6. New Business
 - A. Positive Feedback
 - B. Gazette Interview
 - C. Director's Meeting Information
7. Statistical Information*
 - A. Complaints & Appeals
 - B. Call Numbers
8. Committee Member Comments
9. Meeting dates for 2015
10. Adjourn

* Denotes Attachment

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

Number of Incoming Calls to ADRC



Planning:

No. of Calls	Planning
7	Has current need or concern
4	Prevention or future planning
10	Total

Who made contact (Caller Type):

No. of Calls	Caller Type
3,700	(Self)
63	02-Caregiver
3,123	03-Relative/Guardian/Friend/Neighbor/Community member
2,062	04-Agency/Service Provider
4,929	05-ADRC Contacted Consumer or Designee
89	06-PAC (Nursing Home)
9	07-PAC (CBRF)
1	08-PAC (RCAC)
109	09-Other
1,222	Other
15307	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
858	Abuse & Neglect
32	Addictions
575	ADRC printed material
60	Advocacy
13	Animals
553	Assistive Technology
899	Caregiving
14	Clothing
22	Community I&R
41	Complaints
2	Diversity
84	Education
9	Emergency Preparedness
95	Employment
227	End of Life
399	Financial Assistance
649	Food

SAMS Agency Call Report

10/1/2014

1,721	Health
2,546	Housing
2,917	In-home services
332	Insurance
653	Legal Services
333	Mental Health
7,106	Public Benefits
133	Recreation/Socialization
243	State Reporting
38	Taxes
433	Transportation
5,801	Unmet Needs
115	Veterans
32	Volunteer Programs
655	zService Deliveries
13963	Total

ADRC Activity:

No. of Calls	ADRC Activity
12,488	01-Provided Information & Assistance
1,404	02-Provided options counseling
2,357	03-Provided follow-up
874	04-Administered long-term care functional screen
502	05-Referred to economic support
440	06-Provided assistance with Medicaid application process
1,047	07-Referred for financial-related needs other than economic support
848	08-Referred for private pay service options
26	09-Provided brief or short-term services or service coordination
66	10-Provided youth transition support
8	11-Provided enrollment consultation
1	12-Provided disenrollment consultation
47	13-Provided assistance/referral for health promotion or information
64	14-Referred for mental health services
8	15-Referred for substance use services
1,197	99-Local use activity
15304	Total

Consumer Age Group:

No. of Calls	Consumer Age Group

SAMS Agency Call Report

10/1/2014

3,321	18 - 59
7,698	60 - 150
11019	Total

Referred By:

No. of Calls	Referred By
1	ADRC Presentation
7	Assisted Living
120	Called Before
33	Economic Support
133	Friend/Family
53	Home Health Agency
69	Hospital
54	Internal Referral
8	Internet
1	MCO/IRIS
60	Nursing Home
80	Other Agency
2	Pharmacy
5	Phone Book
6	Physician
3	Resource Directory
8	Senior Center
4	Television
4	Unknown
651	Total

Disability:

No. of Calls	Disability
1,060	01-Developmental Disability
6,897	02-Elderly
798	03-Mental Health
3,652	04-Physical Disability
86	05-Substance use/AODA
4,255	06-Unknown
15300	Total

Monthly Total

No. of Calls	Total Minutes	Month
234	4,022	March, 2013
685	7,383	April, 2013

SAMS Agency Call Report

10/1/2014

642	6,469	May, 2013
590	22,980	June, 2013
855	230,144	July, 2013
718	47,341	August, 2013
740	51,443	September, 2013
778	251,565	October, 2013
666	190,528	November, 2013
740	178,759	December, 2013
972	189,211	January, 2014
892	146,516	February, 2014
935	177,420	March, 2014
908	55,606	April, 2014
867	15,075	May, 2014
934	30,626	June, 2014
1,149	27,984	July, 2014
999	21,957	August, 2014
1,003	17,281	September, 2014
15307	1672310	Total

Grouped Referrals

Group	Name of Referral	Total as of 12/31/13	Total as of 9/30/14
Apartment/Landlords/Housing			
	Arbor Glen Apartments (Evansville)	0	1
	Apartment Manager	2	4
	Burbank Apartments - Manager	0	3
	Chalet Apartment Manger	1	0
	First Senior Apartment Complex	1	0
	Garden Court Apartments	1	2
	Golden Acres	1	0
	Grandview Apartments	0	1
	Hillcrest Senior Apartments (Oakbrook Corporation)	1	0
	Landlord	1	3
	Milton Senior Living	1	1
	Neighborhood Housing Authority - Janesville	1	1
	Parkview Terrace Apartments	1	1
	River Place Apartments	0	2
	Riverview Heights	2	1
	Scoville Apartments	1	2
	The Heights - Evansville	0	2
	Woods Crossing	3	1
	TOTAL	17	25
Area Businesses/Professionals/Citizens			
	Alliant Energy	0	1
	Attorney	4	6
	Bank	2	3
	Blackhawk Credit Union	1	0
	Family	22	20
	Former Rock County Employee	3	0
	Friends	60	75
	Funeral Home	0	1
	K-Town Transportation	1	0
	Landmark Services Cooperative	0	1
	MTM Wisconsin (Non Medical Transportation)	1	0
	Transportation Provider	1	1

Charitable Organizations / Non-Profit Organizations	TOTAL	95	108	203
ABC Health of Madison (Advocacy & benefit counseling)		1	0	
Access to Independence (Madison)		1	0	
ADRC Advisory Committee Member		0	1	
Alzheimer's & Dementia Alliance of Wisconsin		1	0	
Alzheimer's Support Center of Rock County		2	2	
A Place for Mom		1	1	
Birth to 3 Program		0	1	
Catholic Charities		8	3	
Church		0	2	
Community Action		1	6	
Community Partnerships, Inc (Madison)		0	1	
ECHO		1	1	
Edgerton Outreach		0	2	
Family Exchange Center		0	1	
GIFTS Program		0	1	
KANDU		7	5	
IDS (Independent Disability Services)		1	2	
Library		2	0	
Lutheran Social Services (LSS)		0	2	
Meals on Wheels		9	4	
Red Cross		1	1	
Riverfront		1	1	
Rock county Advocacy Services - Tami Rand		0	2	
RSVP (Retired Senior Volunteer Program)		0	1	
Salvation Army Community Outreach		5	6	
Second Harvest Food Bank		1	3	
St. John Vianney Church		0	1	
St. Vincent De Paul		1	0	
United Way		4	19	
Voluntary Action Center - Beloit		1	1	
VFW		0	1	
YWCA		3	2	
TOTAL		52	73	125
Government Agencies: State, Federal, Other City				
AWARE Agency		1	0	

	Beloit Fire Department	0	1	1
	Beloit Housing Authority	3	3	3
	Beloit Housing Inspector	2	0	0
	Better Business Bureau	0	1	1
	Care Wisconsin (Dane County MCO)	1	1	1
	Care Wisconsin (Dodge County)	1	0	0
	City of Beloit	5	1	1
	Columbia County HSD (Social Worker)	1	0	0
	Dane County	4	2	2
	Department of Health Services	5	7	7
	Department of Workforce Development Board (DWD)	1	4	4
	DHS Website	2	1	1
	Disability Rights Wisconsin	1	1	1
	DVR	13	13	13
	Edgerton Housing Authority	0	1	1
	Energy Assistance Program	1	0	0
	Illinois Public Aid	0	1	1
	IRIS Wisconsin	2	1	1
	Janesville Fire Department	1	2	2
	Jefferson County	2	2	2
	Job Service	8	0	0
	Kristin Fountaine-Office for the Blind & Visually Impaired	1	0	0
	Legal Action of Wisconsin	1	1	1
	Marketplace / Affordable Care Act	1	7	7
	Medicare	1	8	8
	Medigap	1	1	1
	Modest Means Program of the State Bar of Wisconsin	0	1	1
	Milwaukee County Family Care	2	1	1
	Monroe County	1	0	0
	Ombudsman	0	2	2
	Richland Center MCO	0	1	1
	Social Security	19	28	28
	Southern Wisconsin Consortium	13	17	17
	State Caregiver Hotline	1	0	0
	State of Wisconsin Elder Abuse - Matt Roloff	0	1	1
	State Website	1	1	1
	Tenant Resource Center	1	2	2

	Unemployment	0	1
	VA - Madison	11	8
	Veteran's Center	0	2
	Veteran's Services	0	1
	Wayne County APS Dept. (Indiana)	1	0
	WEA Trust (Madison)	1	0
	Weatherization Program	1	0
	Western WI Cares (Jackson County)	3	1
	WI Alcohol Assessment Website (Called Ann directly)	1	0
	Winnebago Correctional	0	1
	Wisconsin Board for People with Disabilities	0	1
	Wisconsin Caregiver Hotline	1	0
	Wis Pact Inc.	1	0
	Workforce Investment Act Meeting (WIA)	1	0
	TOTAL	118	128
Home Health Agencies			245
	Accura Home Health	0	1
	Alternative Homecare	1	0
	At Home Healthcare (Beloit Hospital)	6	6
	Beloit Home Companion Registry	1	2
	BrightStar Care	1	2
	Home Health Agency	9	10
	Home Health United	26	34
	Home Instead SeniorCare	1	1
	RES Care Home Care	7	3
	Senior Services	17	10
	Society's Assets	1	0
	Stoughton Home Health	2	0
	TOTAL	72	69
Information and Referral Agency (Not Rock Cty)			
	211	43	26
	ADRC (Another County)	13	15
	Aging Center (ADRC Rockford, IL)	2	0
	Dane County ADRC	7	6
	Walworth County ADRC	3	1
	TOTAL	68	48
Insurance			116

	AARP	1	2
	Dean Health Plan	2	4
	Forward Health - Medicaid Hotline	0	6
	Humana Insurance	4	12
	Insurance Company	4	11
	Mercy Care Insurance	0	1
	Silver Script (Insurance Company)	0	1
	TOTAL	11	37
	Media / Radio / Newspaper / Bulletin Board / TV		
	Brodhead paper	1	0
	Janesville Gazette	31	0
	Jotter	0	1
	Media	1	0
	Newspaper	6	1
	Online / Internet / Computer	45	38
	Phone Book	7	3
	Radio	4	0
	TV Ad	1	9
	Website	10	5
	TOTAL	106	67
	MCO's		
	Community Care - MCO	0	1
	TOTAL	0	1
	Medical Facilities / Hospitals / Clinics / Hospice		
	Agrace Hospice	4	3
	Azura Memory Care	3	1
	Beloit Area Community Health Center (BACHC)	7	2
	Beloit Clinic	1	0
	Beloit Health System	3	4
	Beloit Memorial Hospital	24	18
	Beloit Regional Hospice	4	7
	Capital Lakes Rehab (Madison)	0	1
	Clearview	0	1
	Counselor	2	3
	Crossroads	0	3
	Dean St. Mary's Clinic	8	18
	Doctor Referral	11	7

Dr. Wick		1	0
Edgerton Care Center		3	3
Edgerton Dean Clinic		1	0
Edgerton Hospital		3	3
Edgerton Mercy Medical Center		1	0
Genesis Counseling		2	0
Health Net		2	2
Heartland Hospice		0	1
Hospice		2	4
Hospital		16	20
Journey Mental Health		1	0
Lakeland Medical Center		0	1
Lakeview in Waterford		1	0
Liberty Star Medical		0	2
Mercy Clinic South		1	2
Mercy Emergency Room		1	0
Mercy Health System		16	13
Mercy Home Health / Hospice		9	16
Mercy Hospital		19	28
Mercy Mall		1	0
Mercy Manor Transition Center		2	4
Mercy Options		3	3
Meriter Hospital		1	3
Monroe Hospital		0	2
Personal Care Worker (PCW)		1	0
Physical Therapy		1	2
Riverside Terrace (Beloit)		1	1
Rockford Memorial		0	0
Social Worker		2	9
St. Coletta		0	2
St. Mary's - Edgerton		1	0
St. Mary's Hospital		16	18
Stoughton Hospital		4	1
UW Hospital		9	9
UW Madison Clinic		3	5
VA - Janesville Clinic		1	2
VA - Madison / Clinic		11	16

	Visiting Nurses Association	1	1	
	Wisconsin Therapy Ltd.	1	0	
	TOTAL	205	241	446
Nursing Home / Assisted Living Facilities				
	Adult Family Home (AFH)	0	1	
	Alden Meadow Park Nursing Home	0	4	
	Assisted Living Facility	2	0	
	Beloit Health and Rehab	11	11	
	Cedar Crest	6	4	
	Collinwood CBRF (Orfordville)	1	0	
	Cozy Little Acres	1	0	
	Evansville Manor Nursing Home	3	6	
	Golden Living Center	1	1	
	Heartwarming House	0	1	
	Huntington Place	4	1	
	Kelly House	0	5	
	Lohff's Assisted Living (Whitewater)	0	1	
	Meadow Park Nursing Home	0	1	
	Nursing Home	5	11	
	Our House Memory Care/Assisted Living	4	2	
	Premiere Health & Rehab Nursing Home	11	13	
	REM Wisconsin	1	1	
	Rock Haven Nursing Home	6	6	
	Skaalen Nursing Home	1	0	
	St. Elizabeth Nursing Home	5	13	
	Sun Valley Homes	3	4	
	SwiftHaven	1	2	
	Willowfield Nursing Home	1	0	
	TOTAL	67	88	155
Outreach Brochures				
	ADRC Brochure	2	4	
	ADRC Outreach (Introduction Letter w/ Brochure)	1	0	
	Demential Care Specialist	0	1	
	Drive By (Saw the Sign)	1	1	
	Outreach - Amber's efforts	2	4	
	Phone Book Advertisement (Cover Ad)	0	9	
	Senior Fair	0	2	

	Tour of the ADRC	1	0	
	TOTAL	7	21	28
Pharmacies				
	CVS Pharmacy	1	0	
	Egerton Pharmacy	1	0	
	Home Care Pharmacy	3	0	
	Pharmacy	1	0	
	TOTAL	6	0	6
Police / Correctional Facilities / Probation				
	Beloit Police Department	5	1	
	Janesville Police Department	6	3	
	Parole Officer	1	1	
	Rock Valley Corrections Program	1	2	
	TOTAL	13	7	20
Prior Knowledge				
	Called another number and was given the ADRC #	2	0	
	Community Resources	1	0	
	Past experience with ADRC's	1	0	
	Previous Caller/Contact	95	234	329
	Word of Mouth	2	2	
	TOTAL	101	236	337
Rock County Departments				
	Adult Protective Services (APS) Referral	2	0	
	Another Agency or Department (Unknown)	6	4	
	Beloit Counseling Center	2	2	
	Benefit Specialist	1	0	
	Child Protective Services (CPS)	2	3	
	Community Support Program (CSP)	6	6	
	Coroner	1	0	
	Corp Counsel	0	1	
	Council on Aging (COA)	146	79	225
	Court Services (Jenny Dopkins)	2	3	5
	Crisis	11	8	19
	DD Board	12	21	33
	Economic Support (ES)	86	63	149
	Elder Benefit Specialist	8	9	17
	Health Department	7	6	13

