

ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE
January 8 2014,

Call to Order and Introductions: Acting Chairperson Thompson called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 3:04 p.m. on Wednesday, January 8, 2014 at Rock County Job Center.

Committee Members Present: Joan Maginot, Tom Moe, Terry Thomas, Rob Wilkinson, Clifford Woolever

Committee Members Absent: Birdia McAlister, Cheryl Drozdowicz, Barbara Vaughn and Chuck Neeson

Staff Members Present: Jamie Dix, Amber Schmidt, Steve Hare, Jennifer Thompson, and Jamie Austin, A.A.

Others Present:

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

Approval of Minutes: October 2, 2013 minutes were handed out to committee members but not approved as this item was left off of the Agenda. Both the October 2, 2013 and the January 8, 2014 minutes will be approved at the April 9, 2014 meeting.

Citizen Participation

New Business:

A. ADRC Policy and Procedure: Inclusion/Exclusion Policy. Ms. Thompson stated that the Inclusion/Exclusion Policy needs approval. Mr. Moe moved to approve the policy, seconded by Mr. Woolever.

- Ms. Thompson introduced Steve Hare, ADRC Supervisor who wrote the Inclusion/Exclusion policy.
- Mr. Hare explained the Inclusion/Exclusion Policy: This policy was taken from the Council on Aging (COA) policy taking out the COA verbiage and replacing it with the ADRC language. The Office of Resource Center Development of the State requires that ADRC's have an Inclusion/Exclusion Policy for both the information in the database as well as the information in our lobby. Non profit resources are listed in the database. We do not allow resources that you can find readily available or general information. Services that are one of a kind, needed by the population we serve are allowed.
- Ms. Thompson added if there is a for profit resource inquiring to be in the database we have a policy to refer back to say why we are not able to include them in our database. It also addresses discrimination.
- Mr. Moe asked about non profit health clinics such as dental clinics being included? Mr. Hare responded, those would be included. Ms. Thompson added if a dental clinic accepts Medicaid we would want them in the database. Mr. Moe asked about an agency that focuses on just one race? Mr. Wilkinson asks NAACP? Mr. Hare, if they discriminate against others we would not.
- Ms. Thompson added: This document was adapted from the COA policy but this policy is similar to what ADRC's statewide are using.
- Mr. Wilkinson asked: Does it include resources across the border in Illinois? Mr. Hare responded if Rock County residents are served then yes. Mr. Wilkinson asked are there some dental offices in Illinois that do accept Badgercare. Ms. Thompson added If you know of resources please let us know and if they are not currently in our database, Jamie

Austin can contact them and get them added. Ms Thompson introduced Jamie Austin who is at our front desk and updates the database.

- Ms. Maginot asked the availability of dentists for the developmentally disabled persons transitioning from Day Services providers? Ms. Thompson stated Jamie Dix is with us today to address questions. Information the ADRC staff provide is specific to the callers needs at the time of the call. Ms. Maginot asked if the target populations are aware of services the ADRC provides. Ms. Thompson added Amber Schmidt is the outreach/marketing staff member. Both Jamie and Amber are here today to answer questions. Ms Maginot stated finding a dentist was difficult, not all dentists accept Medicaid. Doctors accepting Medicaid is not as big a problem.
- If no other questions, Ms. Thompson all in favor say I, so moved.

B. Transition Lead – Jamie

- Jamie Dix in introduced. Ms. Thompson: Jamie responsibilities are assisting as children transition from children's services to adult services. The County has the Children's Long Term Support Waiver Program (CLTS) children are transition from the Children's program to the Adult Waiver Program as seamless as possible.
- Jamie Dix was previously a case manager at Catholic Charities serving the DD population.
- Jamie recently met with students from Parker High School. The students toured the ADRC; she explained the ADRC and the students asked questions. She sits on the County communities on Transition (CCOT) committee, provides information on the ADRC services to the committee. Jamie designed a resource guide for the DD population. A copy of the Directory was handed out.
- Mr. Wilkinson asked if Jamie has worked with the Project 16:49 program for Rock County Homeless Teenagers. Jamie responded no. The ADRC is not able to serve teens until they are age 17 years and 6 months. Jamie stated if call from a person under age 17 years 6 months we refer them to Compass for screening.
- Jamie Dix: From the State website a 40 page booklet is available; it walks you through, the ins and outs of an ADRC. The Waiting list for DD services is currently 8 to 10 years. While on the Waiting list, Medicaid eligible persons can use Medicaid to pay for their personal cares. Speaks to Guardianship, families don't understand it is needed. They will also have to re-apply for SSI and the ADRC has Benefit Specialist that can help with that too. The 40 page booklet breaks down what those transitioning need to think about for their future. A client may think they can go to work at KANDU but with the waiting list that may not be an option. When I speak at schools, students and parents I encourage them to get on the waiting list as soon as possible. The DD Board can put them on the waiting list at age 14 for adult services.
- Ms. Thompson share one the Committee roles is to offer opinions and insight into what we do and how to reach out to the community more. Jamie is available to speak to groups or organizations your input is welcome if you know any in the community that would benefit.
- Ms. Maginot asked do you work with the social workers. Jamie responded many times if a long term social worker is involved we would refer them back to the social worker because there is funding attached.
- Mr. Woolever: Providers, what do that have to do to qualify? Jamie responded, some of the resources are privately funded. Mr. Woolever stated there is one in Evansville. Jamie responded she would be happy to add to the resource directory.
- Mr. Moe asked with such a long waiting list and people being added at age 14, do they all through the cracks? Jamie responded the waiting list that is done by the DD Board, letters are sent out to twice a year. Ms. Thompson: It is a requirement waiting list letters are sent out every 6. Jamie Austin stated if mail was returned, the John Weber from the DD Board searches for a more current address. Steve Hare states, Tom if a person moves out of the

Rock County and to a Family Care County they would be eligible for services immediately.

C. Update on Family Care – Jennifer Thompson

- Ms. Thompson stated, in Mid December the Department of Health Services put out a report the joint Committee on Finance asked the Department of Health Services to find out if there is a future in managed care in the State of Wisconsin. Rock County one 15 counties legacy counties in the state that operate in this fashion, Rock County does have wait lists. We have shorter wait list in regards to the elderly but a lengthy wait list for those with developmental disabilities. The report goes in the positive direction of Family Care in Wisconsin. 53 page plus report. Anyone interested in reading the full report I can get you the information. The report concluded: Managed long-term care is the most effective strategy to meet the needs of Wisconsin's residents. Family Care expansion will eliminate waiting lists for 1,600 people in fifteen counties while reducing the growth of state spending by \$34.7 million over the coming ten years. This is as it stands now and is still in this committee's hand, it is potentially possible in 2015 that we would be moving towards Family Care. The ADRC have our Information and Assistance staff takes calls and do functional screens to determine eligibility for waiver programs. Under Family Care the information would be forwarded to the managed care company. The managed care company would provide the case management and coordination of services. In theory there are no wait lists so the 1600 people that it is speaking to in the 15 counties are eligible for services. One thing our staff would need to in the immediacy is getting everyone enrolled into Family Care. So we would need to transition the 500 people or on the Long Term Support programs and those the DD Board has. A 3 year period to transition the wait list to Family Care. If we have 36 people on the wait list we would transition 1 person every month, the transition is smoother instead of opening all 36 at once.
- Mr. Thomas stated there is a report being put together for the Rock County Human Services Board by Care Wisconsin. Care Wisconsin is a managed care organization. Previously did come to Rock County wanting to work with us, gathered some data on the people being served on waivers and by the DD Board. Care Wisconsin is putting together a report as Terry said for the Human Services Board of all the people we currently serve and those on the waiting lists to see if Family Care is a viable option in Rock County.
- Mr. Wilkinson stated Rock County was included with the 6 counties up around Green Bay until last year working to get Family Care in those counties. Kitty Rhoades says there is a possibility in 2014; those other counties may get in. Mr. Thomas responded the reason this study being done is too look into the option, in his opinion only. The Human Services Board determines if it will work here and work well here and share the report with the County Board.
- Ms. Maginot asked the difference between what we have now and Family Care? Ms. Thompson responded the difference is the way the money is disbursed. What the State and Managed Care Agencies state is that it is seamless for services, differencing only in the way that services are paid. There are populations that say the services received from Waiver Programs Cadillac services. With Family Care, clients are served for example I previously received 20 hours of care and now I receive 15. So the same services but cut back. Managed Care organizations and the State will disagree. Family Care is a different way of thinking about meeting someone's needs in the most cost effective way. The report shows the cost effectiveness of the program to meet a persons needs in the most cost effective way.

D. Mr. Wilkinson stated Wisconsin got the Waiver from CMS, to start Family Care this was going to be statewide, the State has not complied with the agreement made to have Family Care. Ms. Thompson stated that the County Administrator spoke to the County Board during the budget proposal, regarding Family Care that it is something that it is going to be looked

into. Mr. Thomas stated originally there was communication about Family Care that is why ADRC steering committee was formed. The intent was to move forward with the ADRC because it needed to be in place for 6 month before Family Care started. We were done in December of 2010 and we were set to start the ADRC is April or May of 2011. Family Care was to arrive in November 2011. Once the steering committee had everything accomplished within 30 they stopped it. Ms. Thompson added in most Family Care Counties they were dealing with both the start up of an ADRC and Family Care. We will have a solid year of business with staff trained and knowledgeable. One of the things we have been told by the state is we need to prove to them we are cost neutral. The County Administrator has asked Care Wisconsin to move forward with this project, so that is what we are waiting for. Once we get that data and can prove we are cost neutral we can take the next step forward. Will you let us know Terry when that Board meeting is that Care Wisconsin will be discussing the report? Mr. Thomas answered yes.

E. How did people hear about the ADRC?

- A report with statistics from the opening of the ADRC through November 30, 2013 was provided. Ms. Thompson stated the report provides who is calling the ADRC and how they found about the ADRC. Information is gathered from callers and walk-ins; Jamie Austin compiles the information into categories. Amber Schmidt and I concentrated on medical facilities with outreach. 178 calls/contacts have been from medical facilities, the most contacts were from the hospitals that Amber and I visited. Getting our name out into the community is important. Recently for Elder Abuse there were billboards up showing the ADRC phone number and logo to contact to report this type of abuse. Home health agencies are constantly in peoples homes that might is a place I see we can improve with outreach. Ms. Thompson introduced Amber Schmidt.
- Mr. Wilkinson asked do you contact the elected officials. I used to get calls from Judy Robson's office and other elected officials, didn't have any idea where to refer people too. So keeping our elected officials up to date is key, in Janesville Paul Ryan, Beloit Mark Pocan, Tammy Baldwin and Ron Johnson in Madison. Ms. Maginot asked has the newspaper done anything. Ms. Thompson responded yes. Ms. Thompson shared the State has paid for commercials, generic with the ADRC logo. What the County has to do is purchase time for the ad to run or use only the audio and run radio ads which would be less costly. I will have another meeting on Friday, the Yellow Pages have asked for us to be on the cover. We would be listed under 16 different categories, and since we are the ADRC likely listed first in alphabetical order. Ms. Maginot asked is there an internet site? Ms. Thompson responded yes we do, Amber is working with our IT department developing our website. Amber Schmidt stated that in April on the 2nd or the 9th I will present on the Website and welcome feedback. Mr. Wilkinson asked will you be getting involved in Facebook. Ms. Thompson responded I will have to look into County policy on social networks. Amber Schmidt added Social media is huge now, but I'm not sure that will reach our target population or what restrictions there are. Ms. Thompson added there is an ADRC director's meeting coming up and maybe we can pose the question and find out how other ADRC handle social media. A policy would need to be put into place regarding social media. Amber Schmidt stated I plan on going out monthly to hospitals, home health agencies, homeless shelters and subsidized housing giving out brochures and asking if I can do a presentation for them.

F. New I & A Dementia Worker – Jennifer Thompson

- Ms. Thompson stated that in speaking with the State, they want to target the population with Dementia/Alzheimer's Disease. There are people in the State called Dementia Care Specialist, because we in Rock County had the LEEPS program which focused on Dementia we were not allowed to partake in the Dementia Care Specialist because we had the special LEEPS program instead. We asked the State about hiring an Information and

Assistance person to focus on people with dementia, similar to Jamie Dix to focus on the DD population and Amber Schmidt working on Marketing. The State has given permission to hire. I'm currently working on the job description for this position. I have been working with Kari Patterson, Executive Director from the Alzheimer's Association. A couple things we could have this person work on is focusing helping to educate caregivers, there are so many stages of dementia. That individual will learn all of the stages and be able to tell caregiver how to work with their family members and what to expect during the different stages. Also working with the CBRF's the group homes in our county. Often dementia patients will have behaviors so they will want them placed somewhere, it is no longer allowable to place persons with dementia in mental health facilities per state statute. Dementia is no longer considered a mental health issue. So we felt this person going into the group home to help them understand the stages of dementia and the tricks of the trade on how to work with dementia patients will cure those crisis situations and being placed in a facility. Also there are specific dementia screening, there is the cognistat test that Dr. Bartz from Mercy is uses, this test is helpful in determining early onset diagnosis. The position will be an I & A Specialist with time set aside to work with the public. Mr. Woolever asked if this person go to Evansville, sometimes, because sometimes things are set up in Janesville and Beloit leaving the smaller communities left out. Ms. Thompson responded that the worker would go into homes of individual throughout the county just as the I & A staff currently does. Hopefully by spring we will have this position filled. Mr. Thomas asked if there is anyone who is bi-lingual? Ms. Thompson responded not currently. Mr. Wilkinson asked do you work with the Latino Coalition? Ms. Thompson responded no not directly, this is an area that we are lacking. Part of our State contact and application state we need to have information available in different languages. That is something we need to work on. Mr. Wilkinson added that Cecelia Ramirez is the coordinator of the Latino Coalition in Beloit and maybe able to help get the word out.

Statistical Information*:

Ms. Thompson reported that Steve Hare put this information together, from all of the contacts we have had by month; October, November and December are in here for you. I wanted to share with you the amount and types of calls we are getting. This information counts walk-ins, incoming calls, outgoing calls and home visits. Each I & A Worker goes in and picks the category and topic of conversation they had. It is interesting the breakdown of disabilities fall where we thought they would for our County. The majority being elderly, second being those with a physical disability and 3rd those with a developmental disability. This is informational for you, let me know if there is other information you are interested in and we can get that information or a report.

Committee Member Comments:

- Ms. Thompson shared a thank you note from MaryAnn a winner of a gift card from the Beloit Senior Fair. The ADRC is able to use funding to participate in Events for outreach. At the Beloit Senior Fair we put gift cards together \$20 from Walgreens and \$20 from Kwik Trip. For the Janesville Senior Fair Amber put together a large gift basket that she hand delivered to the winner.
- Ms. Maginot asked has the Janesville Gazette ever written an article about the ADRC. Ms. Thompson responded yes; initially when the ADRC first opened and then again a couple of months ago. I also contacted the Beloit Daily News and never got a response from them. I will try again to make contact with the Beloit Daily News. Mr. Wilkinson added Beloit also has another newspaper the Chronicle which is directed toward the African American population of Beloit.

Next Meeting: Ms. Thompson stated, we spoke at our last meeting that I have a conflict on April 2nd; there is an ADRC Directors meeting. I spoke with Cheryl the committee chair and the April 9th date could work for her. Does anyone have a conflict with moving the meeting to the 9th? Mr. Woolever had a prior commitment on the 9th. An Administrative Acclimation was made by Ms. Thompson to move the April meeting to the 9th. The next regular meetings of ADRC Advisory Committee are April 9, 2013, July 2, 2014 and October 1, 2014. Please call if unable to attend to ensure we have a quorum.

Adjourn Meeting was adjourned at 4:21 p.m. on a motion by Mr. Wilkinson, seconded by Mr. Woolever. CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE