

**ADRC ADVISORY COMMITTEE MEETING**

**WEDNESDAY, April 14, 2021**

**1:00 P.M.**

**Call: 312-626-6799**

**Meeting ID: 819 3898 9515**

**Note: This is a  
Teleconference**

Join Zoom Meeting:

Meeting ID:

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**AGENDA**

1. Call to Order and Welcome
2. Approval of Agenda
3. Approval of Minutes from the January 13, 2021 meeting
5. Citizen Participation
6. Old Business
  - A. Integration Planning Efforts
  - B. New Building Update
7. New Business
  - A. Continuing Skills Test for I&A staff
  - B. ADRC Grant award for Homebound
8. Statistical Information \*
9. Complaints and Appeals
11. Committee Member Comments
12. Next Meeting Dates:  
July 14, Oct 13, 2021

13. Adjourn

\* Denotes Attachment

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

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**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY COMMITTEE  
January 13, 2021**

**Call to Order and Introductions:** Mr. Wilkinson called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Advisory Committee to order at 1:02 p.m. on January 13, 2021 via Zoom.

**Committee Members Present:** Carrie Glover, Pam Bostwick, Gregg Schneider, Harold Luther, Rob Wilkinson, and Tom Moe.

**Committee Members Absent:** Tom McCool

**Staff Members Present:** Jennifer Thompson, Director of the ADRC, Melissa Kooiman, Supervisor of the ADRC, Jamie Dix, I&A Specialist of the ADRC, Cori Marsh, Dementia Care Specialist of the ADRC, and Nicole Zimmerman and Jill Hrycay, Disability Benefit Specialists of the ADRC.

**Others Present:** Tim Wellens, ADRC State Regional Quality Specialist

**Approval of Agenda:** Mr. Schneider moved to approve the agenda with the change noted: Old Business, Item A, Integration in **2022**, (mistakenly listed as 2021) seconded by Ms. Bostwick. APPROVED.

**Approval of Minutes:** Ms. Bostwick moved to approve the minutes from October 14, 2020 with one change: under Committee Members Present, minutes need to omit Paula Garecht. Seconded by Mr. Schneider. APPROVED

**Citizen Participation:** None.

**Old Business:**

A. Integration in 2021

- Ms. Thompson highlighted the following points:
  - Both the EVA's and HSD Boards approved integration as well as the full County Board.
  - 2021 will be used to plan for integration; creating work flow, processes, policies and learn each other's programs.
  - When the ADRC and COA move into the new building (projected summer of 2021), this will also allow for more opportunity to plan while in the new space.
  - Official integration will occur January 1, 2022.

B. New Building Update

- Ms. Thompson highlighted the following points:
  - It is estimated the Human Service Department will be in the new building summer of 2021.
  - The new name of the building was voted on at the County Board and it will be called, the "Dr. Daniel Hale Williams Resource Center." It is named after an African American man who lived in Janesville and performed one of the first open-heart surgeries.
  - Progress in the building is happening, windows on the exterior and roof are going in, walls are going up-some are getting painted soon.
  - The ADRC is now looking at the floorplan as it relates to office furniture.

## **New Business:**

### **A. Year in Review**

#### **1A. Dementia Care Specialist:**

- Cori Marsh talked about all of the activities she provided/were offered in 2020.
- 2020 began training the Sheriff's Department using the dementia LIVE program.
- Edgerton Hospital was also given the dementia LIVE training (post COVID)
- Programs were provided weekly including; social gatherings (Wacky Wednesday), support groups and several additional educational and social programs.
- 20 cookie trays were delivered for the Holiday Caregiver Celebration.
- Approximately 30 dementia "gift" bags were delivered with activities for people with dementia and their caregivers.
- Book Club, Bootcamp and Powerful Tools for Caregivers classes were provided.
- In some cases it was easier for people to attend programs virtually as they did not have to find someone to care for their loved one while away, rather they could participate from their own homes.

#### **2A. Information and Assistance:**

- Jamie Dix discussed how I&A continue to meet client needs via phone or virtual meetings; clients appreciate the additional safety precautions.
- Trending calls tend to be about housing resources (homeless, near homeless or in need of alternative housing.) Evictions create barriers to find affordable housing options.
- Areas that Rock County lacks resources in are: housing, Supportive Home Care/Personal Care due to lack of staff and affordable lawn/snow removal agencies.
- Calls from those looking for public funding have changed such that I&A are required to provide Options Counseling (Melissa will go into depth-see below notes.)
- 18 Alexa's were given out as part of the COVID funding - Alexa Project. Individuals interested should be directed to call the ADRC for more information and for eligibility requirements. The ADRC has more available.

#### **3A. Disability Benefit Specialist:**

- Jill Hrycay and Nicole Zimmerman, both DBS's presented today.
- They are meeting client needs by connecting over the telephone or zoom appointments.
- Early in the pandemic, most calls addressed by the DBS staff were regarding unemployment and the stimulus package however by late spring, the calls/referrals were back to normal.
- In August, DBS's received more calls due to a change to the Medicaid program-which allowed more people access to the program and additional help with drug costs
- Medicare open-enrollment was a bit challenging this year as appointments were over the phone and there were problems with the Planfinder. Specifically, the monthly premium quote was not accurate.
- The Monetary Impact in 2020 was \$1,287,795. Jill explained this amount is how much money was saved and earned in benefits in 2020.

### **B. Option Counseling Scenarios:**

- Melissa Kooiman reviewed the new process involved in Options Counseling.
- For example, when a customer calls and states they are having difficulty bathing, the I&A not only reviews options for bathing assistance, but also explores other areas they may have a need.
- There are different parts of options counseling including; identifying a need, discovering more about the person, supporting decisions, actions plans, follow-up, etc.
- People are used to coming to the ADRC looking to enroll in Family Care, however, part of the process is now to look at what the needs are and offering multiple options to address the need-not just public funding.

## **Statistical Information\*:**

- Ms. Thompson provided the call volume for calendar years 2018, 2019 and all of 2020 for comparison. She noted that call volume tends to decrease in November and December and then picks up again in January, after the holidays. Family will call the ADRC for information and resources after seeing their family members during the holidays and noticing a decrease in function.

- Ms. Thompson also reviewed the Agency Call Report: indicating these numbers relate to who is calling (target groups; elderly, physically and developmentally disabled) and the reason for the call. She didn't feel there were any particular categories that stood out this month. She stated that if any of the committee members want additional information regarding particular types of calls, they should let her know and she can bring this information back to the next meeting.

**Complaints and Appeals:**

- None received in this past quarter.

**Success Stories:**

- Ms. Thompson shared four emails written by families whom Cori Marsh, the Dementia Specialist, worked with. All of the notes thanked Cori for her help and kindness through the holidays. Ms. Thompson also shared the comments from the evaluations Cori received from a class she presented to. All of the comments noted Cori's excellence when presenting.

**Committee Member Comments:**

- Ms. Thompson told the committee of Tom McCool's resignation from the committee. This now creates a third opening on the committee. The ADRC Advisory Committee now needs a representative from each target group; Intellectual Disability, Elderly, and Physical Disabilities.

**Next Meetings:**

- April 14, 2021 at 1:00 p.m. in the Job Center Conference Room D-E 1900 Center Avenue, Janesville, Wisconsin or via Zoom.

**Adjourn:** Meeting was adjourned at 2:05 p.m. on a motion by Mr. Luther, seconded by Mr. Schneider. APPROVED.

Respectfully submitted,

Jennifer Thompson, ADRC Division Manager

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

Hi Cori,

You don't know me - my parents and family friend Jane have been participating in your caregiver support group for quite some time I think. I'm guessing you don't get told often enough, but you changed their lives, and my Grandma's end-of-life, by sharing your knowledge and showing up. I know that my Dad was able to approach Grandma's care with respect and dignity and love because of his understanding of the disease, and he feels content with that.

I was thinking I'd like to make a donation in my Grandma's honor to help support your group, which had such a huge impact. I'm not exactly sure if I can do that through the County, so please let me know if you have an organization that you feel excels at caregiver support.

Also, this is weird, but if you're willing to share a mailing address, I'd love to send you a copy of my friend Susan's book, [Mom's Gone Missing](#). I watched her write this through her child-caregiver-with-sibling-conflict lens, and I couldn't help but think it could be a comfort to others.

Thank you again - you have no idea how thankful I am for you. Take care,

Thank you for holding the zoom meeting and to you and Darcy for helping us become more familiar with the use of Alexa. We will be trying and practicing some of the things we learned today or heard about today.

We look forward to the next session in a month or two and will appreciate any follow up instructions you provide. Also hope to hear when next session takes place.

Thanks again,

**- 2021 First Quarter report**

**Who made contact (Caller Type):**

No. of Calls	Caller Type
1,081	(Self)
349	11-Legal Decision Maker
198	12-Caregiver
650	13-Relative/Friend/Neighbor/Comm Mbr
821	14-Agency/Service Provider
1,072	15-ADRC/Tribe Contacted Consumer/Designee
682	16-ADRC/Tribe Initiated Collateral Contact
251	99-Other
<b>5104</b>	<b>Total</b>

**Topic Categories discussed during call:**

No. of Calls	Topic Category
208	Abuse and Neglect
13	Action Plan
165	Adaptive Equipment
7	Addictions
1	ADRC or Tribal Complaint
126	Alzheimer's and Other Dementia
16	Ancillary Services
3	Animals
193	Assisted Living (AFH, CBRF, RCAC)
6	Budget Assistance
181	Caregiving - Adult CG of Elder or Early Dementia
14	Caregiving - Elder CG of Child or Disabled Adult
17	Caregiving - Non-Elder CG of Dsbld Non-Elder Adult
112	Community I&R
49	Complaints (other)
72	COVID-19
20	Education
15	Emergency Preparedness
60	Employment
28	End of Life
94	Food
166	Health
5	Health Promotion
769	Home Services
343	Housing

**- 2021 First Quarter report**

25	Income Maintenance
85	Insurance
230	Legal Services
19	MDS Section Q Referrals
23	Medical Home Care
68	Mental Health
11	Non MDS Section Q
101	Nursing Home
100	Other
3,151	Public Benefits LTC Programs
753	Public Benefits, Other
7	Recreation/Socialization
1	Referral for Evaluation
13	Referral for Financial-Related Needs
15	Referral for Private Pay Options
1	Request for Resource Materials by Organization
4	Safety
48	Taxes
145	Transportation
1	Unmet Need – Employment
4	Unmet Need – Housing
2	Unmet Need – Prescription Drug Assistance
1	Unmet Need – Rent/Mortgage Assistance
2	Unmet Need – Transportation
1	Unmet Need – Utility Assistance
34	Veterans
105	Youth in Transition
<b>5097</b>	<b>Total</b>

**ADRC Activity:**

No. of Calls	ADRC Activity
1,387	Administrative (Select exclusively.)
403	Attempted Contact (Select exclusively.)
39	Community Partners (Select exclusively or with Joint Call/Visit.)
16	Complaints/Advocacy
14	Customer Initiated Follow-up (Select exclusively.)
1	Dementia Care Consultation
197	Long-Term Care Functional Screen
2	Memory Screen
1	Outreach/Marketing (Select exclusively.)



**- 2021 First Quarter report**

138	Provided Assistance with MA Application Process
17	Provided Brief or Short-Term Service Coordination
15	Provided Disenrollment Counseling
161	Provided Enrollment Counseling
328	Provided Follow-up
2,631	Provided Information & Assistance
287	Provided Options Counseling
20	Referral to ADRC or Tribe
<b>5099</b>	<b>Total</b>

**Consumer Age Group:**

No. of Calls	Consumer Age Group
33	100 - 150
454	17 - 21
1,279	22 - 59
3,279	60 - 99
<b>5045</b>	<b>Total</b>

**Referred By:**

No. of Calls	Referred By
1	ADRC Mailing
21	ADRC Presentation
73	Called Before
4	Friend/Family
12	Internal Referral
5	Internet
6	Other Agency
2	Physician
<b>124</b>	<b>Total</b>

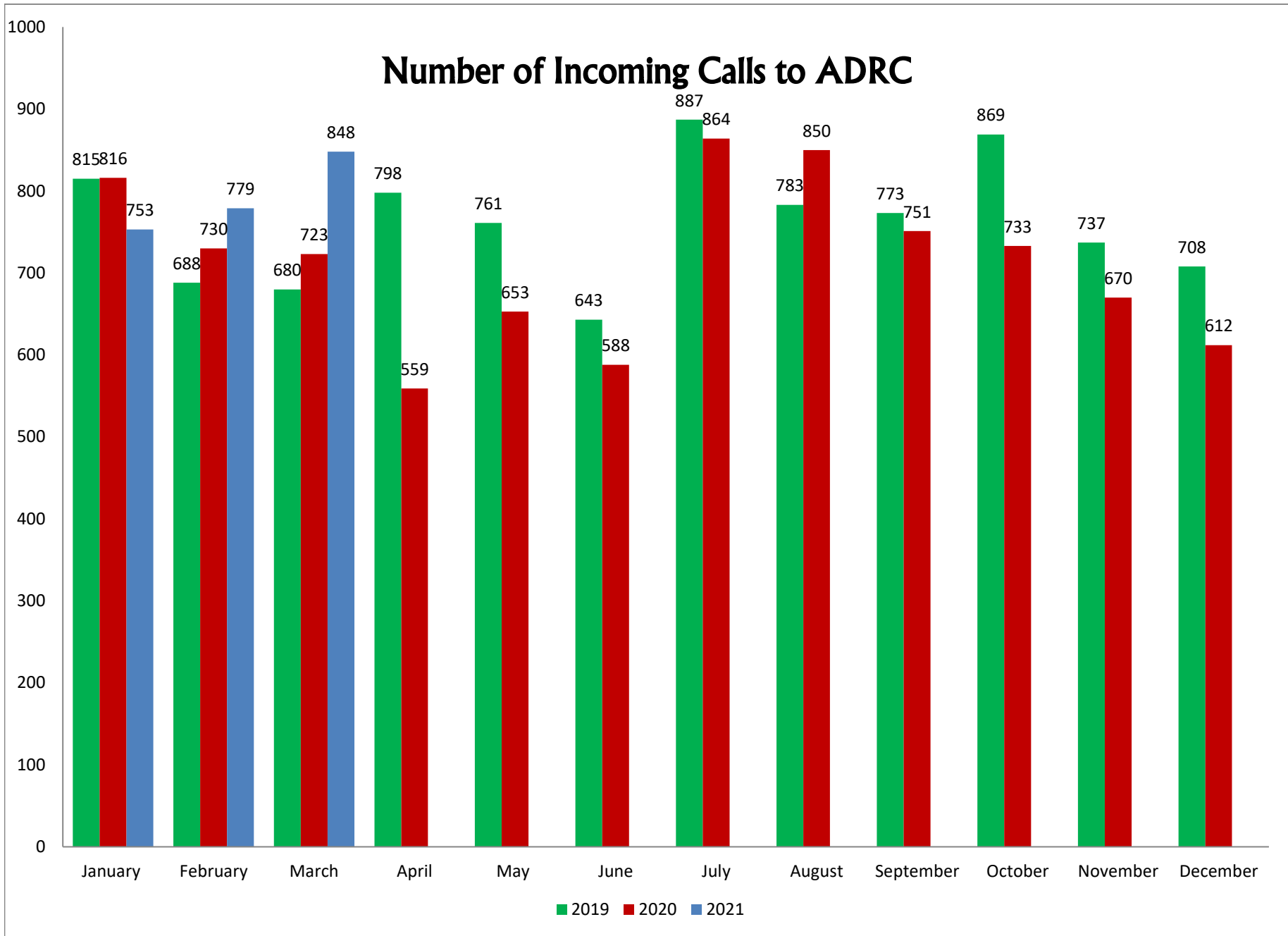
**Disability:**

No. of Calls	Disability
735	00-Alzheimer's/Irreversible Dementia
687	01-Developmental/Intellectual Disability
2,908	02-Elderly: Age 60 or Older
661	03-Mental Health
1,631	04-Physical Disability
110	05-Substance Use
288	06-Unknown (Select exclusively.)
<b>5054</b>	<b>Total</b>

**Monthly Total**

No. of Calls	Total Minutes	Month
1,640	48,011	January, 2021
1,610	34,869	February, 2021
1,854	71,780	March, 2021
<b>5104</b>	<b>154660</b>	<b>Total</b>

# Number of Incoming Calls to ADRC



	2019	2020	2021
January	815	816	753
February	688	730	779
March	680	723	848
April	798	559	
May	761	653	
June	643	588	
July	887	864	
August	783	850	
September	773	751	
October	869	733	
November	737	670	
December	708	612	