

**ADRC ADVISORY COMMITTEE MEETING  
WEDNESDAY, February 13, 2019 – 1:00 P.M.**



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

**AGENDA**

1. Call to Order and Welcome Chairperson Terry Thomas
2. Approval of Agenda
3. Approval of Minutes from the October 10, 2018 meeting.
4. Citizen Participation
5. Old Business
  - A. Family Care Update
  - B. Change Project Final Report
  - C. ADRC Successes
6. New Business
  - A. ADRC/COA Integration
  - B. Outreach/Marketing – Darcy Toberman
  - C. State Satisfaction Survey \* (Color copies provided at meeting)
  - D. DAAD Fund \*
7. Statistical Information \*
8. Complaints and Appeals
9. Committee Member Comments
10. Next Meeting Dates:  
April 10, 2019, July 10, 2019 and October 9, 2019.
11. Adjourn

\* Denotes Attachment

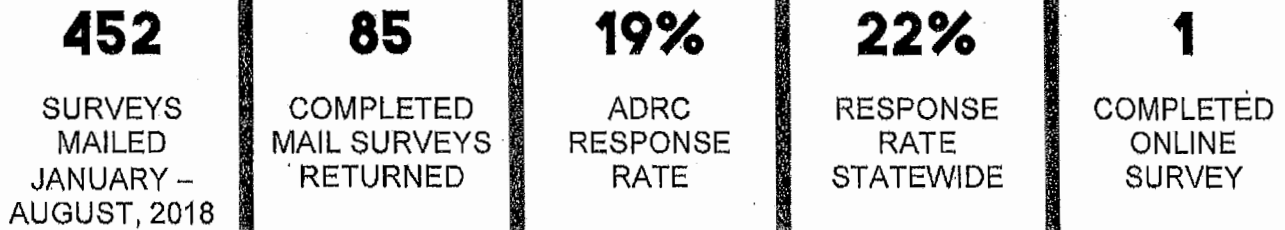
Committee Members unable to attend, please contact Jennifer Thompson  
(Rock County ADRC/APS Division Manager) at 741-3684.

The County of Rock will provide reasonable accommodations to people with disabilities. Please contact us at 608-757-5510 or e-mail [countyadmin@co.rock.wi.us](mailto:countyadmin@co.rock.wi.us) at least 48 hours prior to a public meeting to discuss any accommodations that may be necessary.

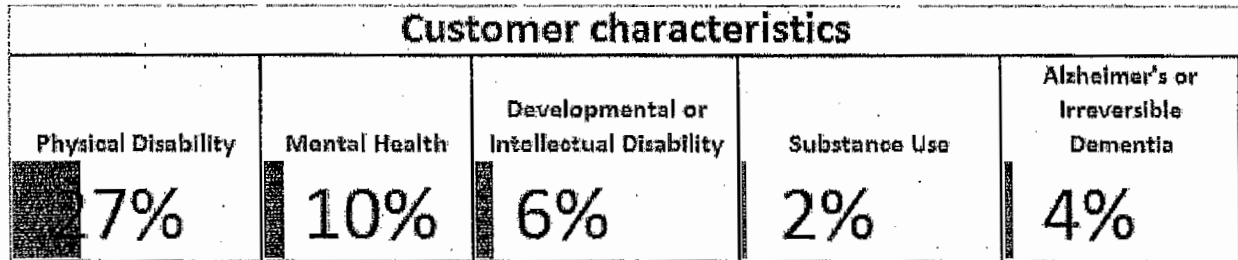
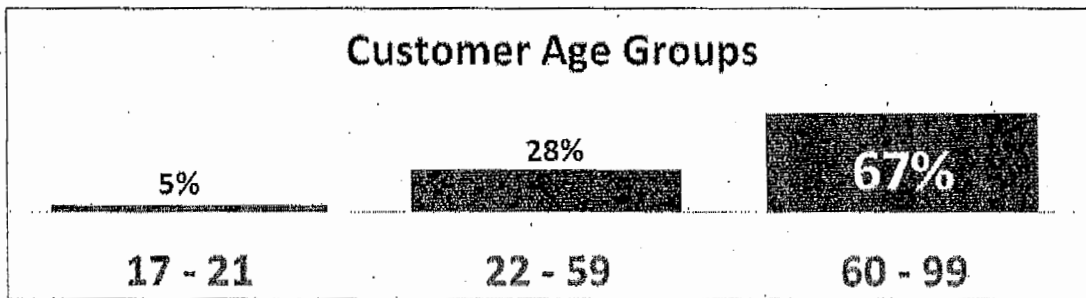
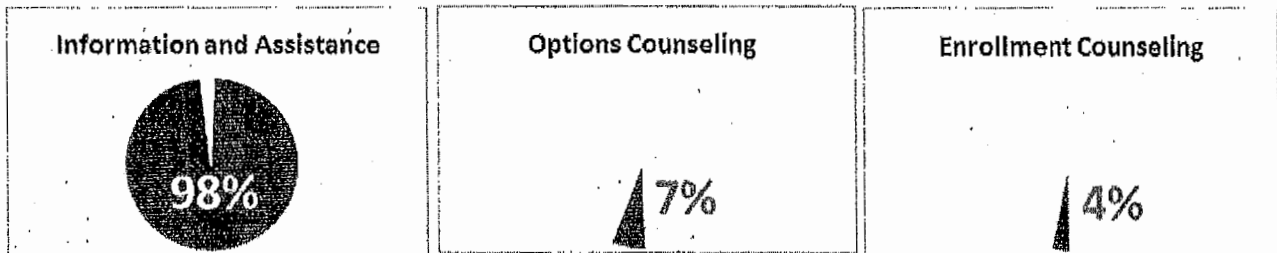
## THE ADRC OF ROCK COUNTY

### 2018 CUSTOMER SATISFACTION REPORT

### SURVEY METHODS



### SAMPLE DESCRIPTION\*



\* This data is from the sample generated via the ADRC customer tracking system. It reflects the sample file information regarding those customers who completed a survey via the mail survey distribution. Multiple categories (e.g. I&A and Options Counseling) may have been checked. Note that these numbers may differ from the survey results that follow.

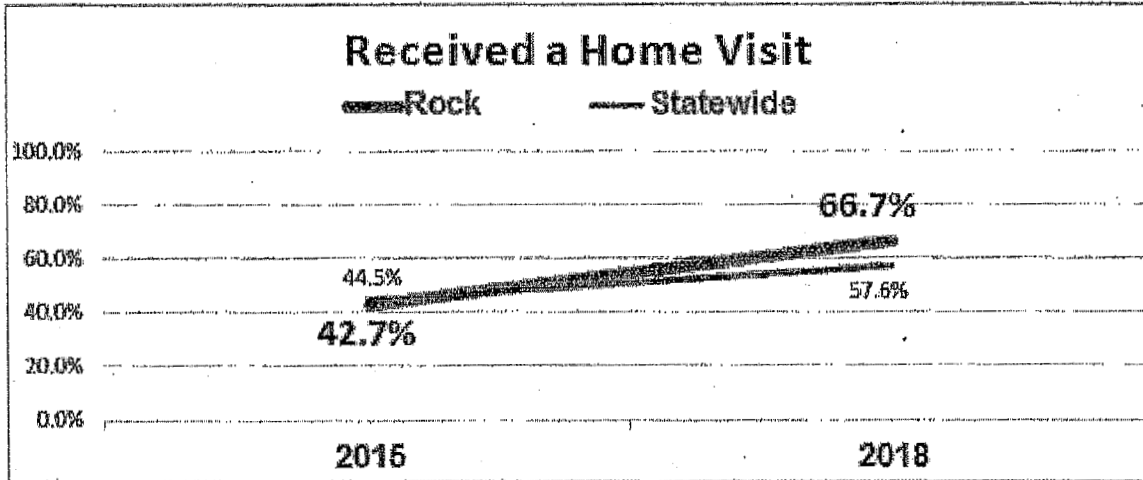
## GETTING STARTED

First Heard about the ADRC:	
Family or friend	47.1%
Health care provider	36.5%
Resource guide	15.3%
Brochure	12.9%
ADRC sign	8.2%
Nursing home	5.9%
Newsletter	5.9%
Sample Size	85

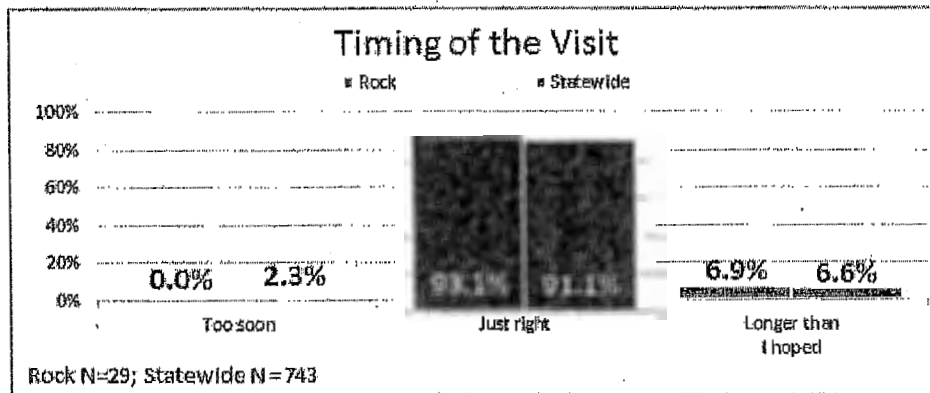
Main Issue or Concern:	
General information	47.9%
Help staying in my home	39.7%
Caregiver services or information	38.4%
Help with a disability	35.6%
Help paying for services	31.5%
Help finding housing with services	30.1%
Information about Family Care or IRIS	26.0%
Concern about memory loss	20.5%
Medicare or other insurance questions	17.8%
To appeal Medicaid decision	6.8%
Help finding a device like a walker	4.1%
Sample Size	73

# HOME VISITS

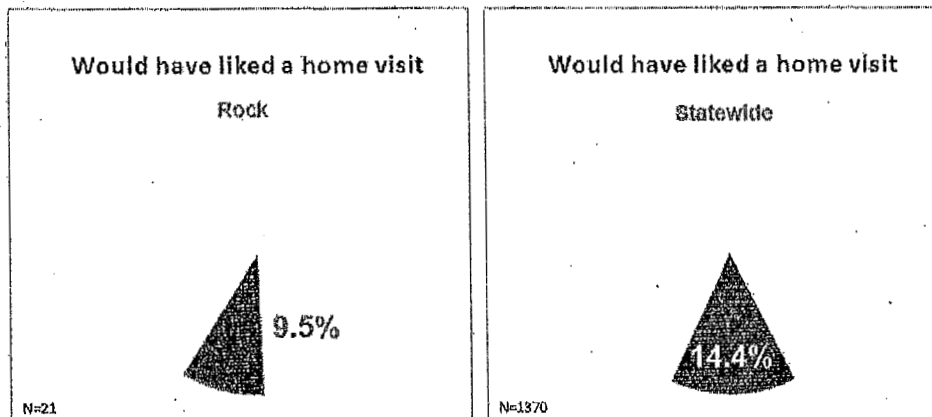
Among all Customers:



Among only those who received a home visit:

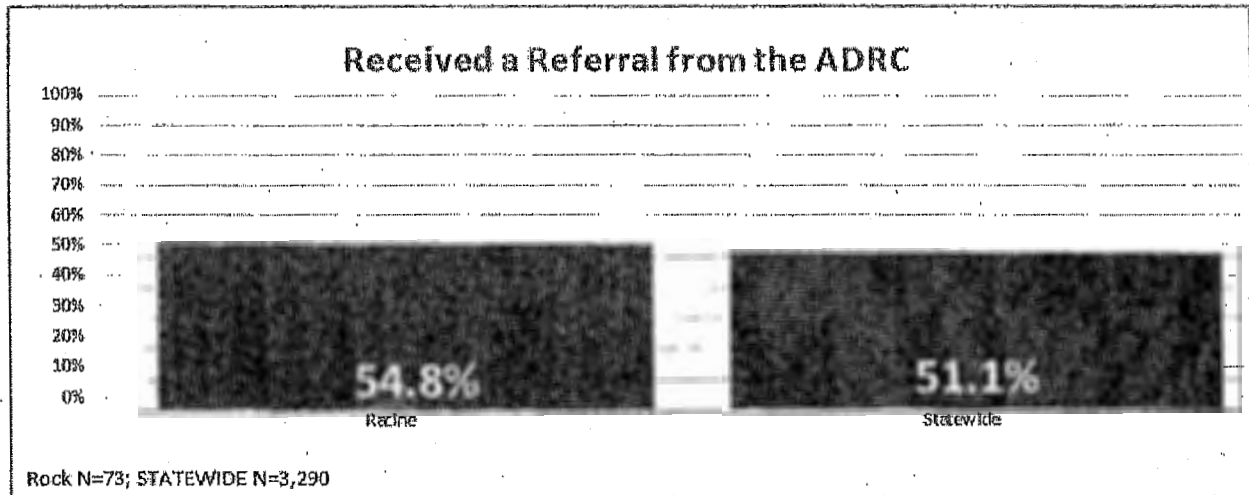


Among only those who did not receive a home visit:

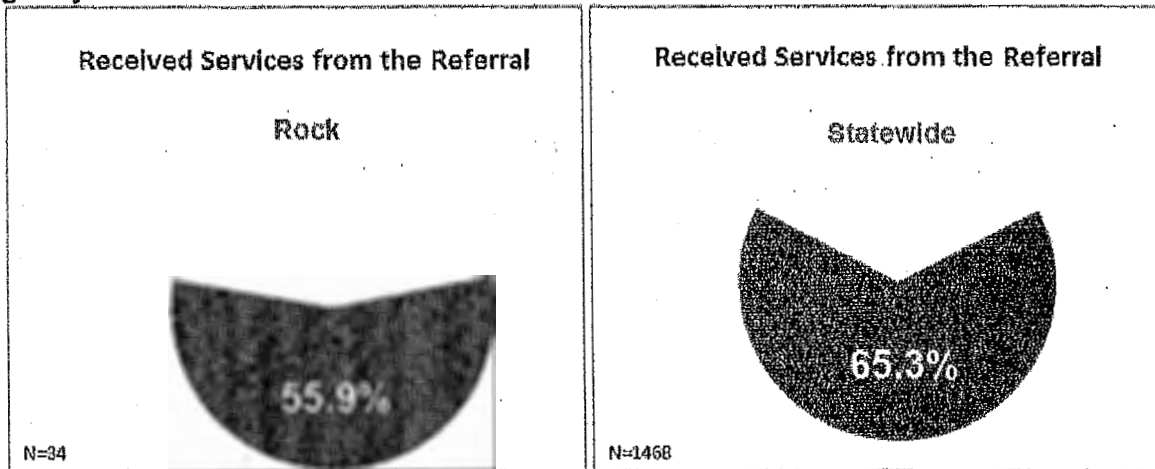


## REFERRALS

"Received Referral" shows the percentage of customers who received a referral from the ADRC for one or more services and "Received Services" shows the percentage of people who acted on the referral and received service(s).



Among only those who received a referral:



Among only those who received a referral but did not receive services:

	Rock	Statewide
I was not eligible	36.4%	28.0%
Haven't called yet but plan to	22.7%	26.8%
Service was not what I needed	22.7%	26.5%
Program was not available	18.2%	11.3%
Decided not to contact	13.6%	18.5%
Sample Size	N=22	N=817



## THE ADRC EXPERIENCE

Customers described a variety of aspects about the ADRC staff person who helped them on a scale from excellent to poor, the results of which are depicted in the chart below. Results are provided as an average, where 1 equals “poor” and 4 equals “excellent”.

Detailed Results	Rock
Got a good understanding of your physical abilities and limitations (EC only)	3.9
Understood what help you needed (EC only)	3.9
Was respectful (EC only)	3.8
Was knowledgeable of the programs or services in our area	3.6
Got an understanding of your needs and preferences	3.5
Provided reliable information (EC only)	3.5
Made it easier to get the information you need	3.5
Helped you consider the pros and cons	3.5
Explained each step	3.5
Helped with paperwork	3.5
Got a sense of what fits in your budget	3.4
Helped you consider future needs	3.4
Helped you consider future needs	3.3
Told you the cost of each option	3.2
Helped you use your money wisely	3.2
Sample Size	86

\* Includes online survey.

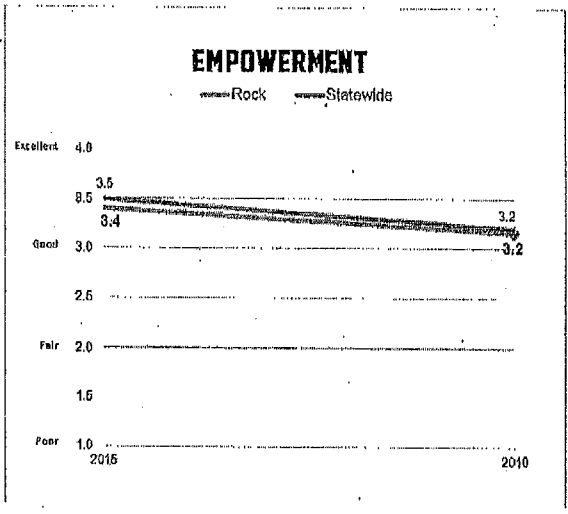
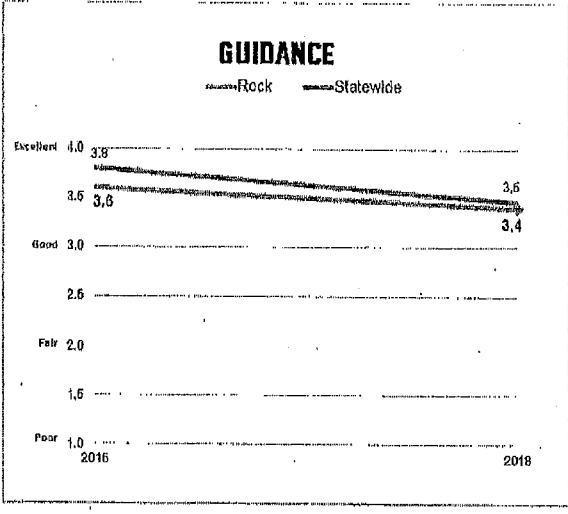
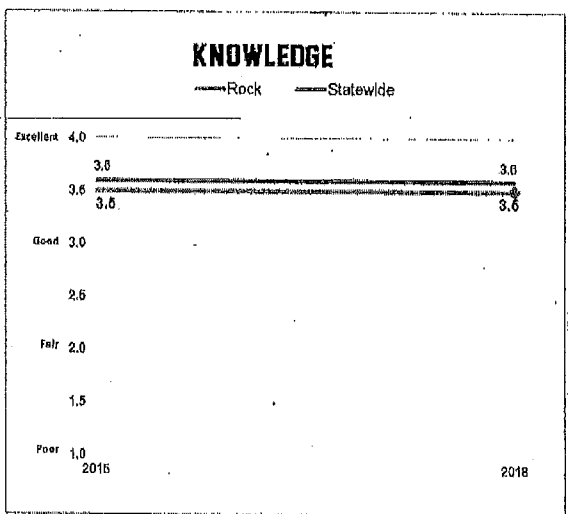
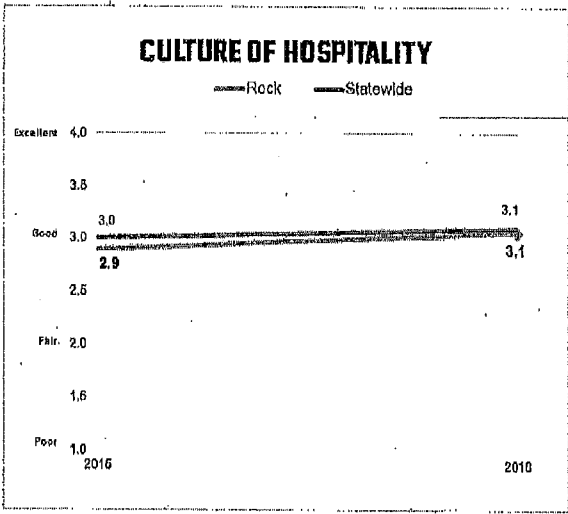
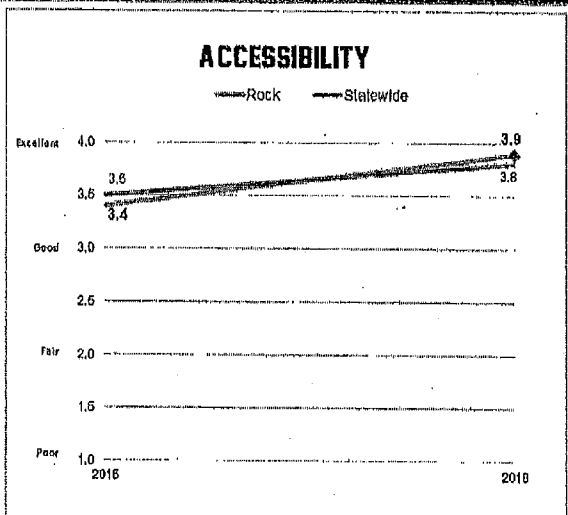
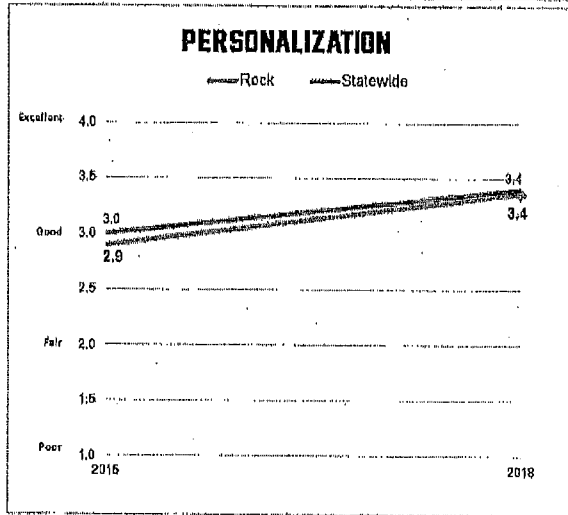
## DOMAINS

Wisconsin has developed and used a set of domains to provide an understanding of the elements that comprise customer satisfaction. Through statistical analysis, these domains emerged as distinct qualities of the ADRC that are significant predictors, or key drivers, of all aspects of customer satisfaction.

Domain scores are an average of all items that contribute to the domain. Customers were asked if each item was excellent (4), good (3), fair (2) or poor (1) or, in the case of statements, if they strongly agreed (4), somewhat agreed (3), somewhat disagreed (2) or strongly disagreed (1). Responses of "don't know" were removed from the analysis.

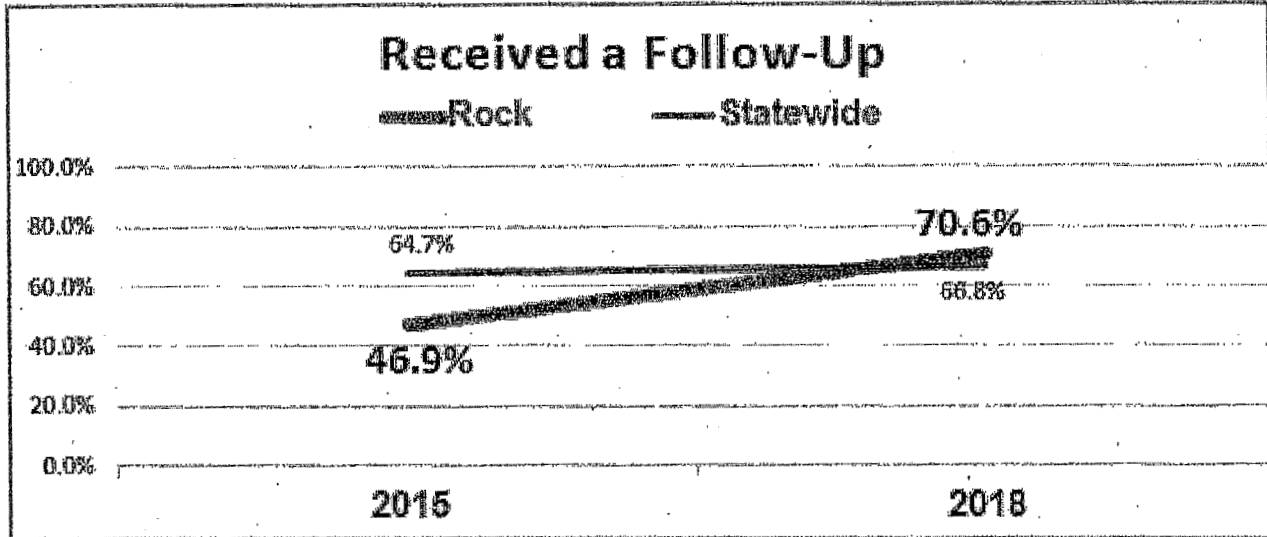
Domain	2018 Indicators
Personalization	<ul style="list-style-type: none"> <li>The staff person understood the customer's needs and preferences</li> <li>The staff person was able to get a good sense of what the customer could afford.</li> <li>Customers have a single point of contact.</li> </ul>
Accessibility	<ul style="list-style-type: none"> <li>The customer found the ADRC's phone number easily.</li> <li>The ADRC returned customer calls promptly.</li> <li>Hours someone was available were convenient.</li> </ul>
Culture of Hospitality	<ul style="list-style-type: none"> <li>Number of times a customer needed to explain the situation before getting help.</li> <li>Privacy of the conversation.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Was knowledgeable about the programs or services in the area.</li> <li>&lt;Did not&gt; overwhelm you with too much information.</li> <li>Made it easier to get the information you needed.</li> </ul>
Guidance	<ul style="list-style-type: none"> <li>Helped the customer consider the pros and cons.</li> <li>Explained each step clearly.</li> <li>Helped the customer with the paperwork if needed.</li> <li>Helped the customer navigate the system.</li> </ul>
Empowerment	<ul style="list-style-type: none"> <li>Let the customer know what to expect next.</li> <li>Helped the customer follow through on decisions.</li> <li>Helped the customer consider future needs.</li> <li>Helped the customer understand the cost of each option.</li> <li>Helped the customer use money wisely.</li> </ul>

# DOMAIN RESULTS OVER TIME

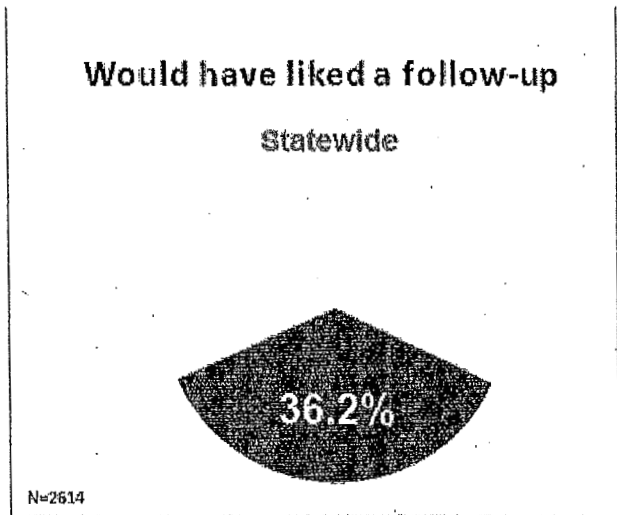
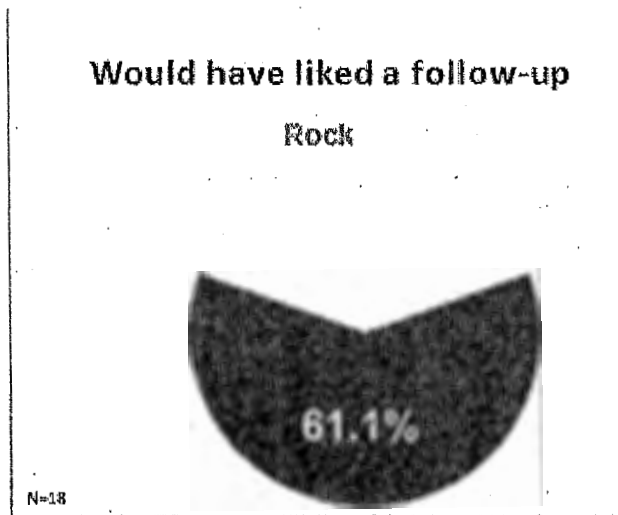




**CUSTOMER FOLLOW-UP**

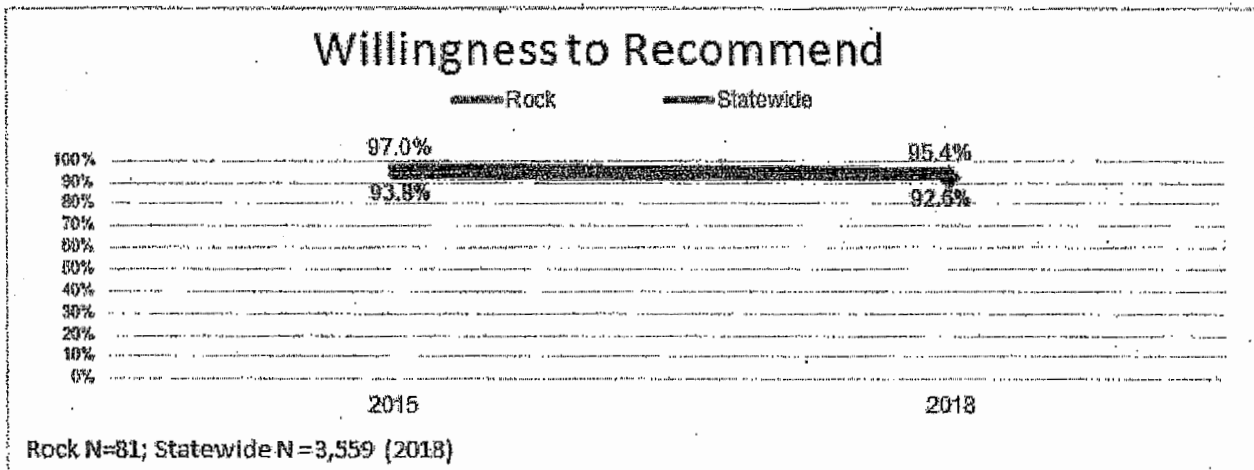
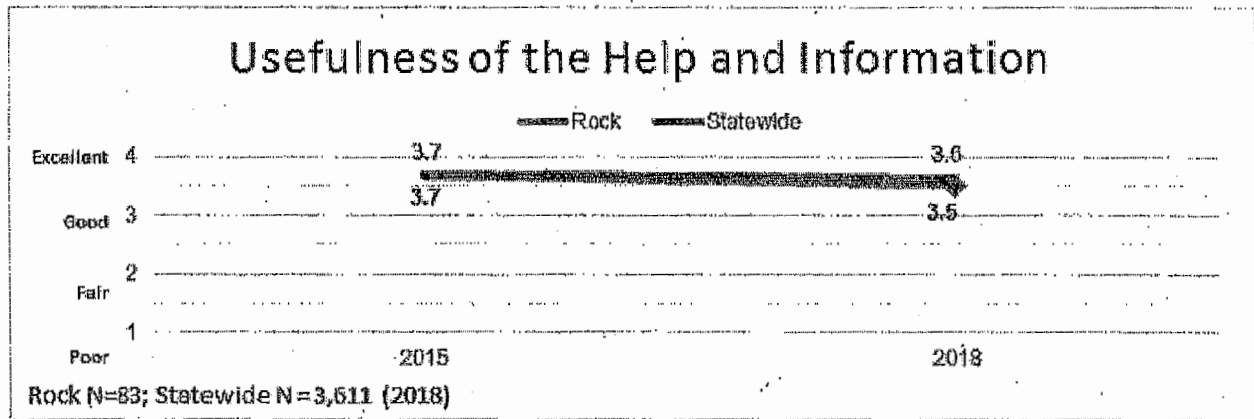
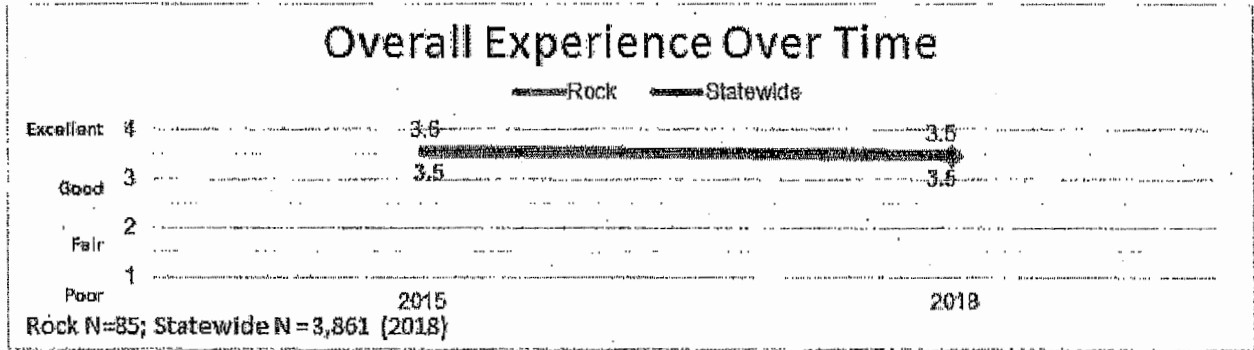


Among those who did not receive a follow-up:



## CUSTOMER OUTCOMES

The chart below shows the usefulness of the help and information customers have received from the ADRC, as well as overall satisfaction with the ADRC experience measured over time. The first two charts below provide the customers' satisfaction on a scale of one to four, whereas willingness to recommend is measured as a percentage of customers who said "Yes, I would recommend the ADRC's services."

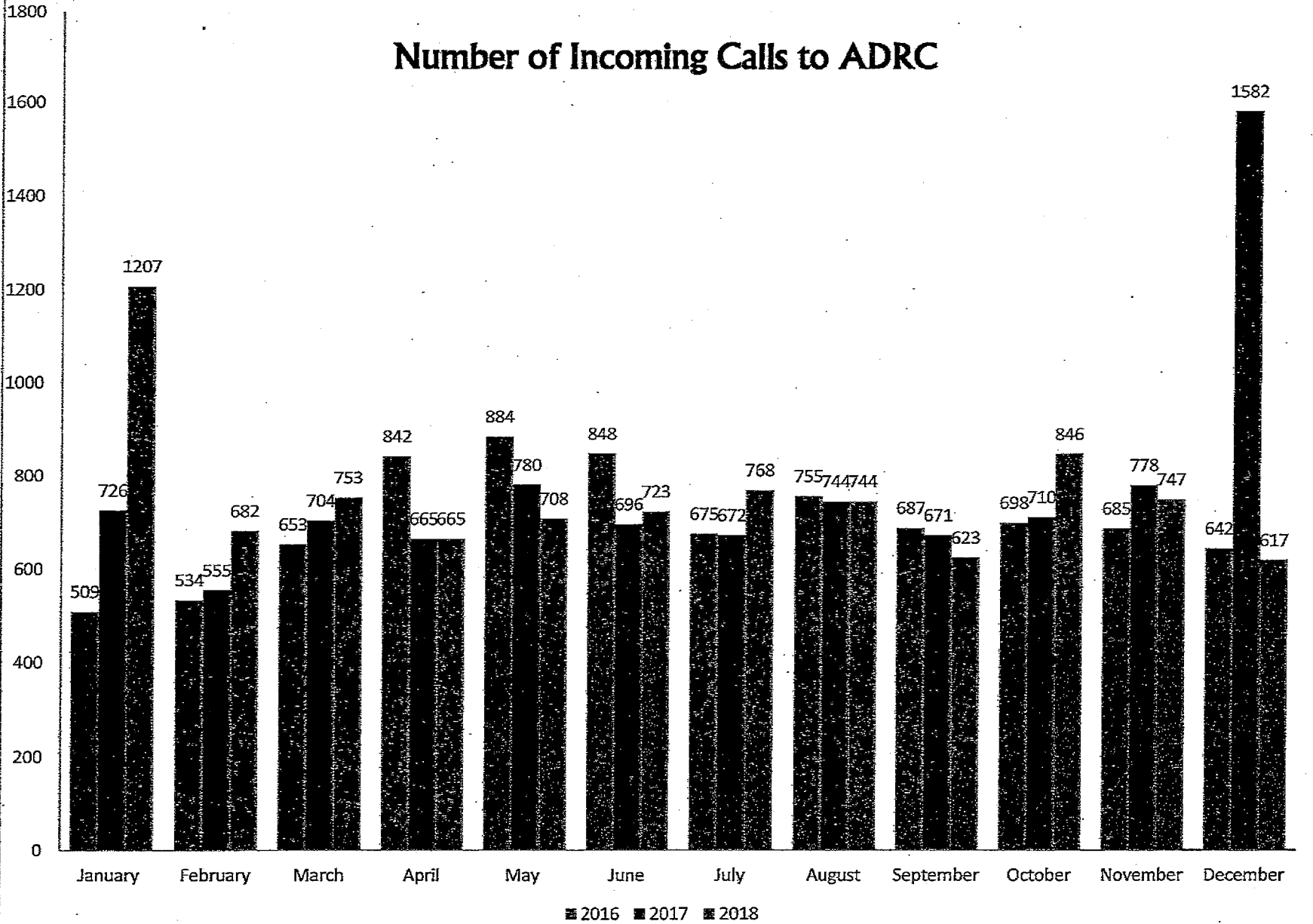


# DADD Fund

## Rock County Ideas/Suggestions

1. Continue Quarterly Family Caregiver Pizza Parties \$600/year
  - a. From this group we have been given the opportunity to provide education at Beloit Turner High School
  - b. We have been able to carry specific messages to Washington DC to our Legislators
2. Dannette Olsen, St. Croix Valley Foundation offers 3 one act plays regarding dementia and will host an audience discussion afterwards with local partners. Would like to reach out to JPAC (Request for cost has not been returned yet) Potentially \$1500 because of travel.
3. Continue family Caregiver Boot Camps at 2 per year \$220 each
4. Day Camp for Kids for ages 10-17 that are impacted by Alzheimer's and related dementia in their families. \$50\$750 for supplies/honorariums/advertising
5. Begin a Men's support group Monthly Coffee \$300 to provide coffee/snacks
6. Books to give to family caregiver: \$1000 *When Caring Takes Courage, 36 Hour Day, Creating Moments of Joy*, etc.
7. Seek out a "paid speaker" for our next day-long conference. (Teepa Snow or Bonnie Blair are two possibilities---I have already confirmed that Teepa Snow would be \$5000 plus expenses)
8. Comedy Night Performer: \$1500, this was highly suggested by participants in this year's Caregiver Event.
9. Purchase a 2<sup>nd</sup> Set of Dementia Live Equipment \$335 plus shipping to enhance our current set up. There are four people in Rock County Certified to present this program.
10. Memory Café Supplies (Art/Games/ Etc.) \$200
11. Caregivers to attend annual conference for free. (\$150—6 participants at \$25/each)
12. Begin a Dementia Friendly Choir/Explore a Dementia Friendly Church Service
13. Caregiver Coffee at local establishment once per month \$300 to offset "coffee cost"
14. Partner with Hedberg Public Library and/or Beloit Public Library to provide a program for parents;  
"What's Wrong with Grandma? She Doesn't Understand Anymore"
15. Provide Respite for an Event (group setting vs. home setting)

# Number of Incoming Calls to ADRC



**SAMS Agency Call Report**

12/31/2018

**- SAMS Agency Call Report****Who made contact (Caller Type):**

No. of Calls	Caller Type
1,498	(Self)
273	11-Legal Decision Maker
106	12-Caregiver
943	13-Relative/Friend/Neighbor/Comm Mbr
929	14-Agency/Service Provider
748	15-ADRC Contacted Consumer/Designee
831	16-ADRC Initiated Collateral Contact
265	99-Other
<b>5593</b>	<b>Total</b>

**Topic Categories discussed during call:**

No. of Calls	Topic Category
293	Abuse and Neglect
41	Adaptive Equipment
3	Addictions
1	ADRC Complaint
70	ADRC Printed Material
140	Alzheimer's and Other Dementia
13	Ancillary Services
3	Animals
140	Assisted Living (AFH, CBRF, RCAC)
15	Budget Assistance
125	Caregiving
19	Community I&R
16	Complaints (other)
14	Education
4	Emergency Preparedness
44	Employment
7	End of Life
42	Food
94	Health
5	Health Promotion
427	Home Services
296	Housing
66	Income Maintenance
123	Insurance
144	Legal Services

# SAMS Agency Call Report

12/31/2018

## - SAMS Agency Call Report

33	MDS Section Q Referrals
6	Medical Home Care
61	Mental Health
10	Non MDS Section Q
100	Nursing Home
36	Other
3,766	Public Benefits LTC Programs
913	Public Benefits, Other
8	Recreation/Socialization
1	Referral for Evaluation
15	Referral for Financial-Related Needs
18	Referral for Private Pay Options
6	Taxes
99	Transportation
1	Unmet Need -- Home Care -- Non-Medical
1	Unmet Need -- Housing
1	Unmet Need -- Mental Health Services Incl Case Mgmt
2	Unmet Need -- Other
2	Unmet Need -- Rent/Mortgage Assistance
1	Unmet Need -- Transportation
4	Unmet Need -- Utility Assistance
11	Veterans
58	Youth In Transition
<b>5583</b>	<b>Total</b>

### ADRC Activity:

No. of Calls	ADRC Activity
1,347	Administrative (Select exclusively.)
418	Attempted Contact (Select exclusively.)
39	Community Partners (Select exclusively.)
10	Complaints/Advocacy
43	Customer Initiated Follow-up
250	Long-Term Care Functional Screen
11	Memory Screen
2	Outreach/Marketing (Select exclusively.)
199	Provided Assistance with MA Application Process
9	Provided Brief or Short-Term Service Coordination
28	Provided Disenrollment Counseling
153	Provided Enrollment Counseling
490	Provided Follow-up

# SAMS Agency Call Report

12/31/2018

## - SAMS Agency Call Report

3,100	Provided Information & Assistance
118	Provided Options Counseling
11	Referral to ADRC
<b>5592</b>	<b>Total</b>

### Consumer Age Group:

No. of Calls	Consumer Age Group
14	100 - 150
388	17 - 21
1,399	22 - 59
3,729	60 - 99
<b>5530</b>	<b>Total</b>

### Referred By:

No. of Calls	Referred By
3	ADRC Presentation
23	Called Before
5	Friend/Family
3	Home Health Agency
15	Internal Referral
1	Internet
1	Nursing Home
8	Other Agency
1	Pharmacy
1	Physician
<b>61</b>	<b>Total</b>

### Disability:

No. of Calls	Disability
545	00-Alzheimer's/Irreversible Dementia
692	01-Developmental/Intellectual Disability
3,177	02-Elderly: Age 60 or Older
704	03-Mental Health
1,569	04-Physical Disability
81	05-Substance Use
386	06-Unknown (Select exclusively.)
<b>5543</b>	<b>Total</b>

### Monthly Total

No. of Calls	Total Minutes	Month

# SAMS Agency Call Report

12/31/2018

## - SAMS Agency Call Report

2,196	63,547	October, 2018
1,871	91,843	November, 2018
1,526	23,049	December, 2018
<b>5593</b>	<b>178439</b>	<b>Total</b>