

**ADRC ADVISORY COMMITTEE MEETING
WEDNESDAY, July 8, 2015 -- 3:00 P.M.**



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

AGENDA

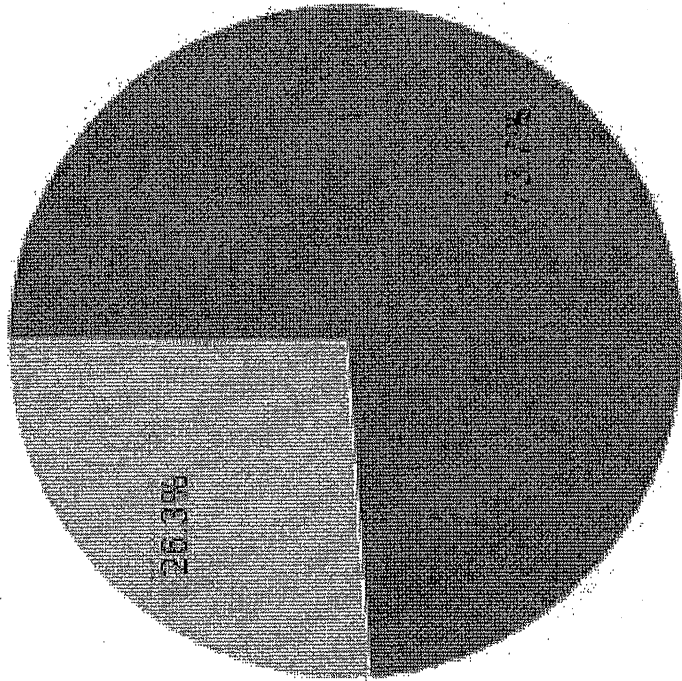
1. Call to Order and Welcome Chairperson Cheryl Drozdowicz
2. Approval of Agenda
3. Approval of Minutes from the April 8, 2015 meeting.
3. Citizen Participation
4. Old Business
 - A. State Budget – Update
 - B. Dementia Care Specialist – Update
 - C. Quality Improvement Project *
 - D. Complaints/Appeals
5. New Business
 - A. 2016 Advisory Committee Meeting Dates
 - B. Customer Comments Box Input *
 - C. Celebrating ADRC Success
6. Statistical Information *
7. Committee Member Comments
8. Next Meeting Dates
October 14, 2015
9. Adjourn

* Denotes Attachment

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

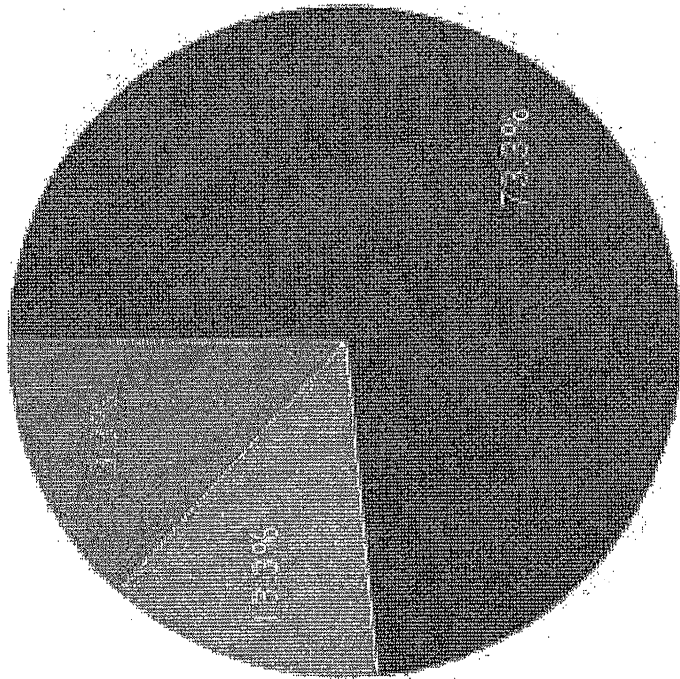
No Follow Up Offered

- No F/U offered
- Missed F/U opportunity



Effectiveness of Accepted Follow Up

- FIU effective
- FIU not effective
- Unknown



~COMMENTS COUNT~

**Help us improve our services to you.
OR, tell us what we have done well.**

Date: _____

Were your concerns or questions resolved to your satisfaction?

Yes / No

If not, please tell us why?

Other Comments you would like to share (positive or negative)

Name (optional): _____

~COMMENTS COUNT~

**Help us improve our services to you.
OR, tell us what we have done well.**

Date: _____

Were your concerns or questions resolved to your satisfaction?

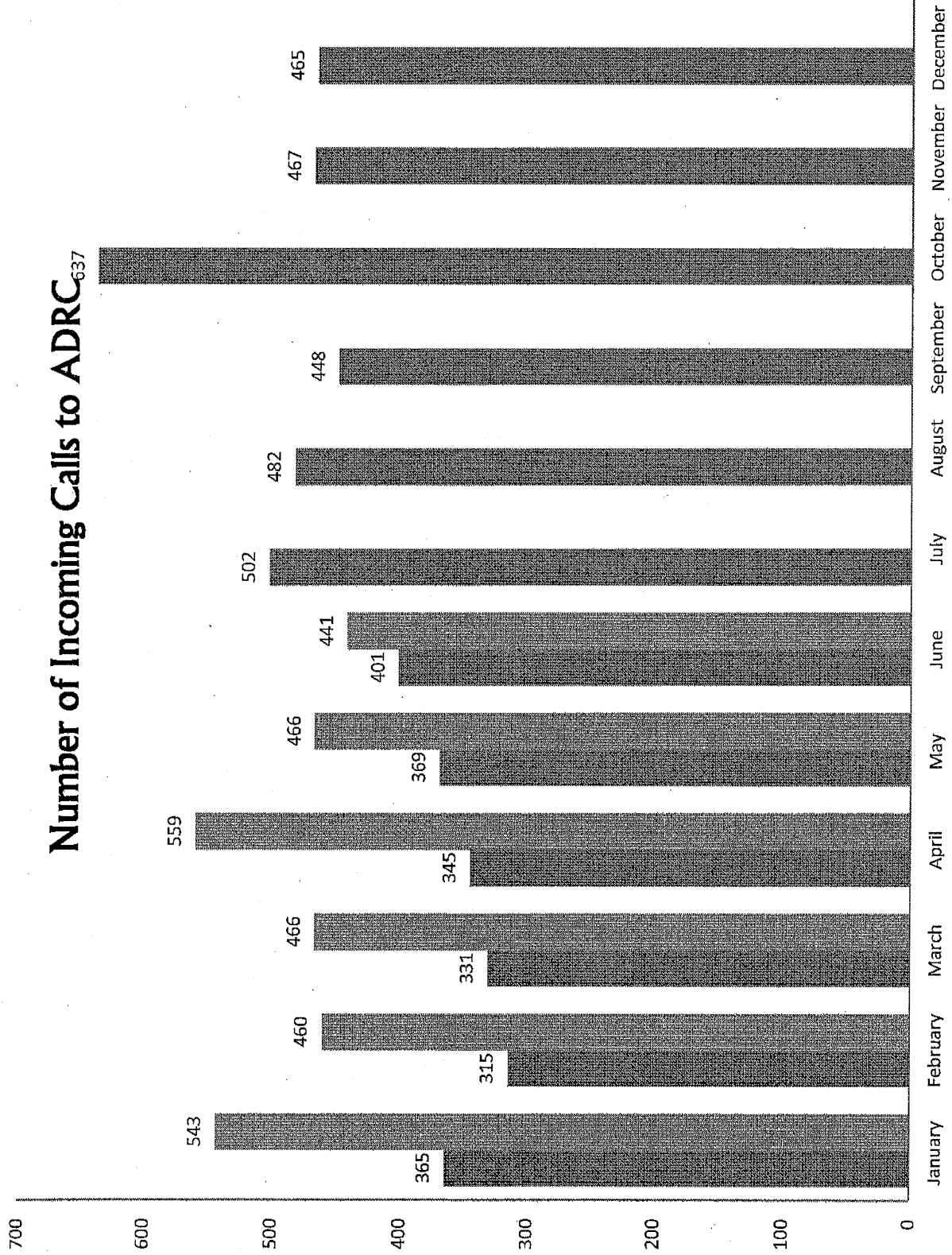
Yes / No

If not, please tell us why?

Other Comments you may have (good or bad)

Name (optional): _____

Number of Incoming Calls to ADRC⁶³⁷



■ 2014 ■ 2015

Who made contact (Caller Type):

No. of Calls	Caller Type
815	(Self)
23	02-Caregiver
639	03-Relative/Guardian/Friend/Neighbor/Community member
546	04-Agency/Service Provider
1,271	05-ADRC Contacted Consumer or Designee
20	06-PAC (Nursing Home)
1	07-PAC (CBRF)
1	08-PAC (RCAC)
17	09-Other
3333	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
122	Abuse & Neglect
8	Addictions
145	ADRC printed material
20	Advocacy
2	Animals
86	Assistive Technology
182	Caregiving
1	Clothing
13	Community I&R
6	Complaints
29	Education
1	Emergency Preparedness
13	Employment
41	End of Life
110	Financial Assistance
108	Food
266	Health
438	Housing
527	In-home services
35	Insurance
148	Legal Services
72	Mental Health
1,130	Public Benefits
29	Recreation/Socialization

SAMS Agency Call Report

6/30/2015

46	State Reporting
6	Taxes
87	Transportation
1,236	Unmet Needs
32	Veterans
1	Volunteer Programs
114	zService Deliveries
2678	Total

ADRC Activity:

No. of Calls	ADRC Activity
2,591	01-Provided Information & Assistance
159	02-Provided options counseling
726	03-Provided follow-up
179	04-Administered long-term care functional screen
57	05-Referred to economic support
79	06-Provided assistance with Medicaid application process
117	07-Referred for financial-related needs other than economic support
81	08-Referred for private pay service options
9	09-Provided brief or short-term services or service coordination
48	10-Provided youth transition support
10	13-Provided assistance/referral for health promotion or information
5	14-Referred for mental health services
2	15-Referred for substance use services
201	99-Local use activity
3326	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
678	18 - 59
1,477	60 - 150
2155	Total

Referred By:

No. of Calls	Referred By
1	ADRC Presentation
19	Called Before
6	Economic Support
24	Friend/Family
5	Home Health Agency

SAMS Agency Call Report

6/30/2015

9	Hospital
20	Internal Referral
1	Internet
7	Nursing Home
8	Other Agency
5	Physician
1	Resource Directory
1	Visiting Nurse (Home Health)
107	Total

Disability:

No. of Calls	Disability
301	01-Developmental Disability
1,477	02-Elderly
345	03-Mental Health
935	04-Physical Disability
25	05-Substance use/AODA
725	06-Unknown
3330	Total

Monthly Total

No. of Calls	Total Minutes	Month
1,173	81,950	April, 2015
1,101	48,232	May, 2015
1,059	71,403	June, 2015
3333	201585	Total

Grouped Referrals

Group	Name of Referral	2013	2014	As of 5/31/15	Grand Total
Apartment / Landlords / Housing	Apartment Manager	2	5	1	8
	Arbor Glen Apartments (Evansville)	0	1	0	1
	Burbank Apartments - Manager	0	3	1	4
	Chalet Apartment Manger	1	0	0	1
	First Senior Apartment Complex	1	0	0	1
	Garden Court Apartments	1	3	2	6
	Golden Acres	1	0	0	1
	Grandview Apartments	0	1	0	1
	Hilcrest Senior Apartments (Oakbrook Corporation)	1	0	0	1
	Landlord	1	3	0	4
	Milton Senior Living	1	2	0	3
	Neighborhood Housing Authority - Janesville	1	1	0	2
	Parkview Terrace Apartments	1	1	0	2
	River Place Apartments	0	2	0	2
	Riverview Heights	2	1	0	3
	Scoville Apartments	1	3	0	4
	The Heights - Evansville	0	2	1	3
	Woods Crossing	3	2	3	8
	TOTAL		17	30	8
Area Businesses / Professionals / Citizens					
	ABC Supply	0	0	0	0
	Alliant Energy	0	1	1	2
	Attorney	4	2	3	9
	Bank	2	3	1	6
	Blackhawk Credit Union	1	0	4	5
	Family	22	37	15	74
	Financial Advisor/Planner	0	0	1	1
	Former Rock County Employee	3	0	1	4
	Friends	60	92	32	184
	Funeral Home	0	1	1	2
	Funeral Home	1	1	0	2
No longer serving Rock County	Landmark Services Cooperative	0	1	0	1

	MTM Wisconsin (Non Medical Transportation)	1	0	1	2
	Pine Tree Motel	0	0	1	
	Transportation Provider	1	1	0	2
	TOTAL	95	139	61	295
Charitable Organizations / Non Profit Organizations					
	A Place for Mom	1	1	0	2
	ABC Health of Madison (Advocacy & benefit counseling)	1	0	0	
	Access to Independence (Madison)	1	0	0	
	ADRC Advisory Committee Member	0	1	1	2
	Alzheimer's & Dementia Alliance of Wisconsin	1	0	0	1
No longer in business		2	2	0	4
	Alzheimer's Support Group	0	0	1	1
	Birth to 3 Program	0	1	0	
	Catholic Charities	8	8	6	22
	Center for Sight & Hearing	0	0	1	1
	Church	0	5	1	6
	Community Action	1	7	2	10
	Community Partnerships, Inc (Madison)	0	1	0	1
	Consumer Credit Agency	0	0	2	2
	ECHO	1	2	6	9
	Edgerton Outreach	0	2	0	2
	Epilepsy Foundation	0	0	1	1
	Family Exchange Center	0	1	0	1
	Forward Services - W2 Program	0	0	2	2
	GIFTS Program	0	1	1	2
	GWAAR-Greater WI Agency on Aging Resources	0	0	1	1
	House of Mercy	0	2	5	7
	IDS (Independent Disability Services)	1	7	3	11
	KANDU	7	10	2	19
	Library	2	0	0	2
	Lions Club	0	1	0	1
	LOVE Inc.	0	0	1	1
	Lutheran Social Services (LSS)	0	3	1	4
	Meals on Wheels	9	4	2	15
	NAMI of Rock County Support Group	0	0	2	2
	Opportunities Inc. Fort Atkinson	0	0	1	1
	Red Cross	1	1	0	2

Riverfront	1	1	1	3
Rock county Advocacy Services - Tami Rand	0	2	1	3
RSVP (Retired Senior Volunteer Program)	0	1	0	1
Salvation Army Community Outreach	5	10	2	17
Second Harvest Food Bank	1	3	0	4
Seniors Helping Seniors	0	0	4	4
St. John Vianney Church	0	1	0	1
St. Vincent De Paul	1	0	0	1
United Way	4	23	7	34
Vets Roll	0	1	0	1
VFW	0	1	0	1
Voluntary Action Center - Beloit	1	1	0	2
YWCA	3	2	1	6
TOTAL	52	106	58	216
Government Agencies - State / Federal / Other Cty				
AWARE Agency	1	0	1	2
Beloit Fire Department	0	1	0	1
Beloit Housing Authority	3	3	1	7
Beloit Housing Inspector	2	1	0	3
Better Business Bureau	0	1	0	1
Chamber of Commerce	0	0	1	1
City of Beloit	5	1	0	6
Columbia County HSD (Social Worker)	1	0	0	1
Dane County	4	2	2	8
Department of Health Services	5	9	0	14
DHS Website	2	1	0	3
Disability Rights Wisconsin	1	1	0	2
DVR	13	22	14	49
Edgerton Housing Authority	0	1	0	1
Elder Abuse Hotline	0	2	0	2
Energy Assistance Program	1	3	1	5
Illinois Public Aid	0	1	0	1
IRIS Wisconsin	2	1	1	4
Janesville Fire Department	1	2	0	3
Jefferson County	2	2	0	4
Job Service	8	0	2	10
Kristin Fountaine-Office for the Blind & Visually Impaired	1	0	0	1

	Legal Action of Wisconsin	1	1	1	1	3
	Marketplace / Affordable Care Act	1	7	0	0	8
	Medigap	1	3	2	2	6
	Milwaukee County Family Care	2	1	0	0	3
	Modest Means Program of the State Bar of Wisconsin	0	1	0	0	1
	Monroe County	1	0	0	0	1
	Ombudsman	0	3	1	4	4
	Paul Ryan's Office	0	0	1	1	1
	Social Security	19	37	20	20	76
	Southern Wisconsin Consortium	13	29	33	33	75
	SSI State Recipient Hotline	0	0	1	1	1
	State Caregiver Hotline	1	0	0	0	1
	State Legislator	0	1	0	0	1
	State of Wisconsin Elder Abuse - Matt Roloff	0	1	0	0	1
	State Website	1	2	0	0	3
	Tellurian	0	0	1	1	1
	Tenant Resource Center	1	2	0	0	3
	Unemployment	0	1	0	0	1
	Veteran's Center	0	2	0	0	2
	Veteran's Services	0	3	4	4	7
	Wayne County APS Dept. (Indiana)	1	0	0	0	1
	WEA Trust (Madison)	1	0	0	0	1
	Weatherization Program	1	0	0	0	1
	WI Alcohol Assessment Website (Called Ann directly)	1	0	0	0	1
	Wis Pact Inc.	1	0	0	0	1
	Wisconsin Board for People with Disabilities	0	1	0	0	1
	Wisconsin Caregiver Hotline	1	1	0	0	2
	Workforce Development Board (DWD)	1	4	0	0	5
	Workforce Investment Act Meeting (WIA)	1	0	0	0	1
	TOTAL	101	154	87	87	342
Home Health Agencies						
	Accura Home Health	0	1	1	1	2
	Alternative Homecare	1	0	0	0	1
	At Home Healthcare (Beloit Hospital)	6	8	6	6	20
	Beloit Home Companion Registry	1	3	0	0	4
	BrightStar Care	1	4	2	2	7
	Home Health Agency	9	13	9	9	31

	Home Health United		26	44	16	86
	Home Instead SeniorCare		1	3	2	6
	RES Care Home Care		7	3	2	12
	Senior Services		17	16	10	43
	Society's Assets		1	0	1	2
	Stoughton Home Health		2	0	2	4
	TOTAL		72	95	51	218
	Information and Referral Agency (Not Rock Cty)					
	211		43	39	29	111
	ADRC (Another County)		13	17	13	43
	Aging Center (ADRC Rockford, IL)		2	0	0	2
	Dane County ADRC		7	10	6	23
	Walworth County ADRC		3	1	0	4
	TOTAL		68	67	48	183
	Insurance					
	AARP		1	2	0	3
	Dean Health Plan		2	4	3	9
	Employee Assistance Program		0	0	1	1
	Forward Health - Medicaid Hotline		0	7	3	10
	Humana Insurance		4	14	6	24
	Insurance Commissioner		0	0	1	1
	Insurance Company		4	13	5	22
	Medical Assistance		0	2	1	3
	Medicare		1	9	2	12
	Mercy Care Insurance		0	1	0	1
	Senior Care		0	3	0	3
	Silver Script (Insurance Company)		0	1	0	1
	Well Woman Program		0	0	1	1
	WPS Insurance Company		0	0	1	1
	TOTAL		12	56	24	92
	Media / Radio / Newspaper / Bulletin Board / TV					
	Brodhead paper		1	0	0	1
	Helping Hands Resource Guide		0	0	1	1
	Janesville Gazette		31	0	0	31
	Jotter		0	1	0	1
	Media		1	0	0	1
	Newspaper		6	2	1	9

	Online / Internet / Computer	45	56	16	17
	Phone Book	7	4	4	15
	Radio	4	0	0	4
	TV Ad	1	23	1	25
	Website	10	7	6	23
	TOTAL	106	93	29	228
MCO's					
	Care Wisconsin (Dane County MCO)	1	1	1	3
	Care Wisconsin (Dodge County)	1	0	0	1
	Care Wisconsin (Jefferson County)	0	1	0	1
	Community Care - MCO	0	1	0	1
	Richland Center MCO	0	1	0	1
	Western WI Cares (Jackson County)	3	1	0	4
	TOTAL	5	5	1	11
Medical Facilities / Hospitals / Clinics / Hospice					
	Grace Hospice	4	9	7	20
	Azura Memory Care	3	2	2	7
	Beloit Area Community Health Center (BACHC)	7	2	0	9
	Beloit Clinic	1	0	2	3
	Beloit Health System	3	4	3	10
	Beloit Memorial Hospital	24	24	13	61
	Beloit Regional Hospice	4	14	3	21
	Cancer Center of Beloit - Beloit Memorial Hospital	0	1	0	1
	Capital Lakes Rehab (Madison)	0	1	0	1
	Clearview	0	1	0	1
	Counselor	2	5	3	10
	Crossroads	0	3	1	4
	Dean St. Mary's Clinic	8	23	11	42
	Doctor Referral	11	16	8	35
	Dr. Wick	1	0	0	1
	Edgerton Care Center	3	3	2	8
	Edgerton Dean Clinic	1	0	1	2
	Edgerton Hospital	3	4	0	7
	Edgerton Mercy Medical Center	1	0	0	1
	Fort Memorial Hospital (Fort Atkinson)	0	0	0	0
	Genesis Counseling	2	0	3	5
	Health Net	2	2	0	4

	Heartland Hospice				0	4	1	5
	Hospice				2	4	2	8
	Hospital				16	24	8	48
	Journey Mental Health				1	0	0	1
	Lakeland Medical Center				0	1	0	1
	Lakeview in Waterford				1	0	0	1
	Life Line / Life Alert				0	2	0	2
	Mendota				0	1	1	2
	Mercy Clinic South				0	1	0	1
	Mercy Clinic South				1	2	1	4
	Mercy Emergency Room				1	3	0	4
	Mercy Health System				16	15	7	38
	Mercy Home Health / Hospice				9	25	7	41
	Mercy Hospital				19	36	25	80
	Mercy Mall				1	0	0	1
	Mercy Manor Transition Center				2	7	0	9
	Mercy Options				3	4	0	7
	Meriter Hospital				1	3	3	7
	Monroe Hospital				0	2	0	2
	Nazareth Health & Rehabilitation - Stoughton				0	0	1	1
	Personal Care Worker (PCW)				1	0	0	1
	Phycial Therapy				1	2	0	3
	Riverside Terrace (Beloit)				1	1	0	2
	Rockford Memorial				0	1	0	1
	SAM-C Stataline Area Memory Clinic				0	0	1	1
	Social Worker				2	10	4	16
	St. Coletta				0	2	0	2
	St. Mary's - Edgerton				1	0	0	1
	St. Mary's Hospital				16	22	6	44
	Stoughton Hospital				4	3	3	10
	UW Hospital				9	16	4	29
	UW Madison Clinic				3	5	0	8
	VA - Janesville Clinic				1	3	4	8
	VA - Madison Clinic/Hospital				22	27	10	59
	Visiting Nurses Association				1	1	0	2
	Wisconsin Therapy Ltd.				1	0	0	1
	TOTAL				216	341		557

Nursing Home / Assisted Living Facilities							
Adult Family Home (AFH)		0	1			0	1
Alden Meadow Park Nursing Home		0	5			0	5
Assisted Living Facility		2	1			2	1
Beloit Health and Rehab		11	15			11	15
Cedar Crest		6	5			6	5
Collinwood CBRF (Orfordville)		1	0			1	0
Cozy Little Acres		1	0			1	0
Evansville Manor Nursing Home		3	7			3	7
Fair Oaks Rehabilitation & Health Care Center (IL)		0	0			0	0
Golden Living Center		1	1			1	1
Hawthorne Home CBRF and Memory Care		0	0			0	0
Heartwarming House		0	1			0	1
Huntington Place		4	1			4	1
Kelly House		0	6			0	6
Lohff's Assisted Living (Whitewater)		0	1			0	1
Nursing Home		5	14			5	14
Our House Memory Care/Assisted Living		4	3			4	3
Pioneer Court Assisted Living		0	0			0	0
Premiere Health & Rehab Nursing Home		11	18			11	18
REM Wisconsin		1	1			1	1
Rock Haven Nursing Home		6	11			6	11
Skaalen Nursing Home		1	1			1	1
St. Elizabeth Nursing Home		5	17			5	17
Sun Valley Homes		3	4			3	4
SwiftHaven		1	3			1	3
Willowfield Nursing Home		1	0			1	0
Willows Nursing & Rehabilitation - Sun Prairie		0	0			0	0
TOTAL		67	116			67	116
Our ADRC Outreach or Brochures							
ADRC Brochure		2	4			2	4
ADRC Outreach (Introduction Letter w/ Brochure)		1	0			1	0
ADRC Website		0	0			0	0
Billboard		0	1			0	1
Demential Care Specialist		0	2			0	2
Drive By (Saw the Sign)		1	1			1	1
Outreach - Amber's efforts		2	6			2	6

	Phone Book Advertisement (Cover Ad)	0	16	7	29
	Senior Fair	0	3	2	5
	Tour of the ADRC	1	0	0	1
	TOTAL	7	33	23	63
Pharmacies					
	CVS Pharmacy	1	0	0	1
	Egerton Pharmacy	1	0	0	1
	Home Care Pharmacy	3	1	0	4
	Pharmacy	1	0	1	2
	Walgreens	0	1	0	1
	TOTAL	6	2	1	42
Police / Correctional Facilities / Probation					
	Beloit Police Department	5	1	7	13
	Janesville Police Department	6	3	7	16
	Madison Police Department	0	1	0	1
	Milton Police Department	0	0	2	2
	Orfordville Police Department	0	0	1	1
	Parole Officer	1	3	0	4
	Rock Valley Corrections Program	1	2	1	4
	Winnebago Correctional	0	1	0	1
	TOTAL	13	11	18	42
Prior Knowledge					
	Called another number and was given the ADRC #	2	0	0	2
	Community Resources	1	0	0	1
	Past experience with ADRC's	1	0	0	1
	Previous Caller/Contact	95	340	199	634
	Word of Mouth	2	2	2	6
	TOTAL	101	342	201	644
Rock County Departments					
	Adult Protective Services (APS) Referral	2	0	0	2
	Another Agency or Department (Unknown)	6	4	1	11
	Beloit Counseling Center	2	2	1	5
	Child Protective Services (CPS)	2	5	3	10
	Children's Long Term Support (CLTS)	0	0	4	4
	Community Support Program (CSP)	6	8	1	15
	Corp Counsel	0	1	0	1
	Council on Aging (COA)	146	93	29	268

	Court Services (Jenny Dopkins)	2	4	0	6
	Crisis	11	10	9	30
	DD Board	12	28	4	44
	Disability Benefit Specialist (DBS)	1	1	1	3
	Economic Support (ES)	86	75	14	175
	Elder Benefit Specialist	8	13	1	22
	Health Department	7	7	2	16
	Janesville Counseling Center (JCC)	0	4	6	10
	Job Center / Front Desk	92	77	20	189
	Long Term Support (LTS)	113	50	30	193
	Medical Examiner (2013-2014 Coroner)	1	0	0	1
	Non Emergency Dispatch	0	1	0	1
	PATH Program / Bill Schvyjnck	0	1	0	1
	Phil Boutwell for APS Referral	1	0	0	1
	Public Health Nurse	1	2	0	3
	Rock County Agency (non specific)	4	2	3	9
	Rock County Board Member	0	0	1	1
	Rock County Emergency Management	1	0	0	1
	Rock County Sheriff's Department	0	2	0	2
	Rock County Specialized Transit	3	1	1	5
	Switchboard	1	0	2	3
	Victim Witness Program	1	0	0	1
	Volunteer Rides Program	0	1	0	1
	TOTAL	509	392	133	1034
	Rock County Dept. Information or Brochures				
	Senior Resource Directory	5	16	8	29
	TOTAL	5	16	8	21
	Schools				
	Beloit School District	0	1	1	2
	Blackhawk Technical College	0	1	1	2
	Clinton High School	0	0	1	1
	Edgerton School District / Teacher	0	1	2	3
	Evansville School District / Teacher	1	0	0	1
	Parker High School	0	0	0	0
	UW Whitwater	2	0	0	2
	Wisconsin School for the Blind	0	1	1	2
	TOTAL	3	4	6	13

Senior Centers				
	Evansville Senior Center	1	0	0
	Grinnell Hall / Beloit Senior Center	7	8	5
	Senior Center	6	15	8
	The Gathering Place	1	0	0
	TOTAL	15	23	13
				38