

**ADRC ADVISORY COMMITTEE MEETING
WEDNESDAY, January 10, 2018 – 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 11, 2017 meeting.
3. Citizen Participation
4. Old Business
 - A. Family Care Update
 - B. ADRC Successes *
5. New Business
 - A. 2016 Carry Over Funds
 - B. IM/ADRC Inter-Agency Communication Workgroup
 - C. Staff Changes
 - D. 2018 Goals
6. Statistical Information *
7. Complaints and Appeals
8. Committee Member Comments
9. Next Meeting Dates:
April 11, 2018, July 11, 2018 and October 10, 2018
10. Adjourn

* Denotes Attachment

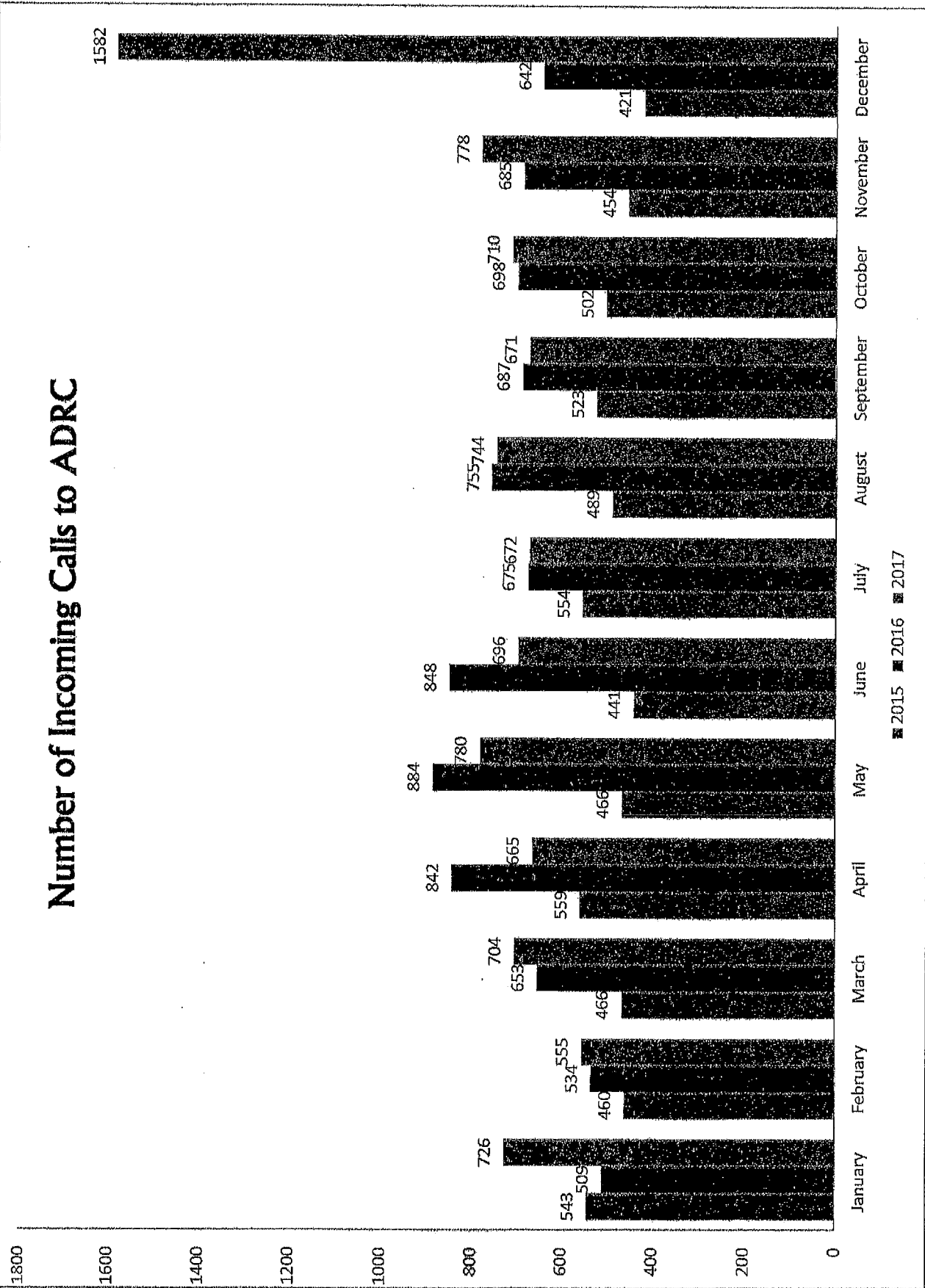
Committee Members unable to attend, please contact Jennifer Thompson (Rock County ADRC/APS) at 741-3684.

Cori,

Thank you very much for the informational workshop on Health Literacy. It was a good reminder on so many issues & much was somewhat surprising. The time frame & facilities was very good. Look forward to more.

Thank you too for the delicious coffee. It really hit the spot. Use the enclosed to treat you to one. Blessings, [REDACTED]

Number of Incoming Calls to ADRC



SAMS Agency Call Report

1/2/2018

- SAMS Agency Call Report

Who made contact (Caller Type):

No. of Calls	Caller Type
1,386	(Self)
289	11-Legal Decision Maker
116	12-Caregiver
766	13-Relative/Friend/Neighbor/Comm Mbr
724	14-Agency/Service Provider
831	15-ADRC Contacted Consumer/Designee
590	16-ADRC Initiated Collateral Contact
152	99-Other
4854	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
209	Abuse and Neglect
68	Adaptive Equipment
2	Addictions
3	ADRC Complaint
59	ADRC Printed Material
99	Alzheimer's and Other Dementia
16	Ancillary Services
2	Animals
222	Assisted Living (AFH, CBRF, RCAC)
20	Budget Assistance
116	Caregiving
9	Community I&R
33	Complaints (other)
15	Education
1	Emergency Preparedness
34	Employment
11	End of Life
76	Food
113	Health
2	Health Promotion
560	Home Services
296	Housing
173	Income Maintenance
138	Insurance
127	Legal Services

SAMS Agency Call Report

1/2/2018

- SAMS Agency Call Report

1	MDS Section Q Referrals
10	Medical Home Care
94	Mental Health
8	Non MDS Section Q
265	Nursing Home
18	Other
3,083	Public Benefits LTC Programs
877	Public Benefits, Other
10	Recreation/Socialization
1	Referral for Evaluation
14	Referral for Financial-Related Needs
10	Referral for Private Pay Options
4	Taxes
86	Transportation
4	Unmet Need -- Dental
1	Unmet Need -- Other
2	Unmet Need -- Transportation
2	Unmet Need -- Utility Assistance
21	Veterans
7	Volunteer Opportunities
62	Youth In Transition
4802	Total

ADRC Activity:

No. of Calls	ADRC Activity
1,011	Administrative (Select exclusively.)
389	Attempted Contact (Select exclusively.)
21	Community Partners (Select exclusively.)
22	Complaints/Advocacy
38	Customer Initiated Follow-up
204	Long-Term Care Functional Screen
3	Memory Screen
1	Outreach/Marketing (Select exclusively.)
196	Provided Assistance with MA Application Process
18	Provided Brief or Short-Term Service Coordination
23	Provided Disenrollment Counseling
122	Provided Enrollment Counseling
394	Provided Follow-up
2,845	Provided Information & Assistance
107	Provided Options Counseling

SAMS Agency Call Report

1/2/2018

- SAMS Agency Call Report

11	Referral to ADRC
4853	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
8	100 - 150
226	17 - 21
1,556	22 - 59
3,025	60 - 99
4815	Total

Referred By:

No. of Calls	Referred By
275	Called Before
12	Economic Support
27	Friend/Family
1	Home Health Agency
3	Hospital
5	Internal Referral
2	Internet
2	Nursing Home
8	Other Agency
1	Physician
1	Resource Directory
337	Total

Disability:

No. of Calls	Disability
179	00-Alzheimer's/Irreversible Dementia
611	01-Developmental/Intellectual Disability
2,561	02-Elderly: Age 60 or Older
422	03-Mental Health
1,607	04-Physical Disability
56	05-Substance Use
424	06-Unknown (Select exclusively.)
4812	Total

Monthly Total

No. of Calls	Total Minutes	Month
1,896	109,072	October, 2017

SAMS Agency Call Report

1/2/2018

- SAMS Agency Call Report

1,675	88,384	November, 2017
1,283	55,221	December, 2017
4854	252677	Total