

ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE
January 13, 2016

Call to Order and Introductions: Vice-Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 2:32 p.m. on Wednesday, January 13, 2016 at Rock County Job Center.

A. Introduction of Andrea Bird:

- Ms. Thompson introduced Ms. Bird to the committee. Ms. Bird shared her background as a social worker and mental health therapist who specializes in working with Developmentally Disabled clients at Beloit Memorial Hospital's Counseling Care Center.
- All Committee members and ADRC staff introduced themselves to Ms. Bird.

Committee Members Present: Barbara Vaughn, Teena Gerber, Terry Thomas, Andrea Bird, Rob Wilkinson, and Cliff Woolever.

Committee Members Absent: Chuck Neeson and Tom Moe.

Staff Members Present: Jennifer Thompson, Jill Hrycay, Steve Hare and Jamie Austin, A.A.

Others Present: None

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

Approval of Minutes: Mr. Woolever moved to approve the minutes from October 14, 2015, seconded by Mr. Wilkinson. APPROVED

Citizen Participation:

Old Business:

A. Family Care:

- Ms. Thompson shared that yesterday January 12th, the bill to expand Family Care to Rock County was approved by the State Assembly, and was sent on to the Senate.
- Ms. Thompson shared that she and Charmian Klyve have a meeting with the County Administrator and Human Resources to discuss the effects are on the Long Term Support (LTS) and the ADRC in regards to bumping. Another area affected is the Court Service positions that are housed in LTS currently, the ADRC staff take the initial reports but the Court Services staff do the investigations. This meeting will look at where staff being displaced can go within other departments for a soft landing into other positions.
- Ms. Thompson shared once the transition to Family Care is complete, she will have more time to focus on the ADRC; currently she manages both LTS and the ADRC departments.
- Ms. Thompson shared information from Brown County's recent transition to Family Care. Brown County triaged clients on the phones but did not do home visits at that time. 1000 people approximately will need to be rescreened and enrolled into Family Care programs in about a 3 month period.

B. 2016 ADRC Contract:

- Ms. Thompson shared that we will not have to change our mission statement. The state had originally wanted all ADRC to have the same mission statement that proposed change was not included in the contract.
- Ms. Thompson shared the contract requires a compliance plan including things such as how the reception area looks, are meeting rooms confidential, the phone system can track client hold times and call volume, parking, signage, computer system, website and email. We need to evaluate our ADRC to make sure we meet the contractual criteria, and report back to the state.

- Ms. Thompson shared the state is requiring a business plan. Including the number of people coming into the ADRC for these services, and putting a dollar value on the services we provide. Becoming more of a business showing the value of the services we provide at the next budget cycle.
- Ms. Thompson shared the state will provide Hearing Loops to ADRC's for use when hearing impaired individuals come to the office.
- Ms. Thompson shared the state has officially funded the Dementia Care Specialist positions through June of 2017.
- Mr. Wilkinson shared he heard at various meetings that the administration wants to contract out the services ADRC's provide to cut costs. Customer satisfaction is key; ADRC customers can pressure the state if they decide to make this change in the future.

C. Complaints/Appeals:

- Mr. Hare shared in the last quarter there were no complaints or appeals.
- Mr. Hare shared the results of the two appeals filed by consumers found ineligible for Waiver programs in September and October of 2015. Both cases were dismissed decisions in favor of the ADRC by the ALJ.
- Mr. Hare shared a customer satisfaction call received from a sister of a physically disabled gentleman. She was very pleased with the customer service and resources suggested from Emily for her brother who was contemplating a move back to Wisconsin from Arizona.
- Ms. Thompson shared a customer satisfaction call she had received from a customer that had worked with Jill. The gentleman was grateful for the all the help Jill was able to provide.

New Business:

A. Approval of Short Term Service Coordination Policy 660:

- Ms. Thompson shared the state required ADRC's to have a Short Term Service Coordination Policy in place. This is something the staff has been doing already; the policy just puts it in writing. ADRC's are not case managers, we are strictly, information and resource referral, and once the customers need is met the relationship is finished. If and I & A has been working with a customer for 60 days then I & A will met with the Supervisor to discuss the case. Cases approaching the 60 day mark will be brought to a staff meeting to brain storm a resolution to meet the need and close the case.
- Mr. Woolever asked what happens to the person after the timeframe has expired. Mr. Hare stated the I & A Specialist is always looking for someone else in the customer's life to fill that role.
- Approval of Policy 660: Mr. Woolever moved to approve the policy, seconded by Mr. Wilkinson. APPROVED

B. Disability Benefit Specialist Updates:

- Jill Hrycay, DBS shared they had been busy with Medicare Part D enrollment last fall. A presentation was done at the Brain Injury Conference last October, both DBS's participated. Ms. Hrycay has been working with the Choice program with the Janesville School District.
- Ms. Hrycay shared that spring will be busy doing Homestead Tax credit preparation if there are no other options for assistance for those customers age 18 -59.
- Ms. Thompson shared that Disability Rights Wisconsin that oversees the DBS cases came down to review their files and there were no concerns, the files looked great.
- Ms. Hrycay shared how rewarding job can be helping people. She assisted a customer with choosing a new Medicare Part D plan, he was able to save a substantial amount money on his medications by choosing a new plan.

C. New Dementia Care Specialist Opportunities:

- Ms. Thompson shared she attended last weekend the performance at the Janesville Performing Art Center production of You Must Remember This; which ran January 8,9 and 10. It was a live performance of personal stories from people in the Rock County areas whose lives have been affected by Dementia. After the performance Cori was involved in the talk back session, answering questions from the audience.
- Ms. Thompson shared that in February she and Cori are going to the research center in Madison, to learn about upcoming information on Alzheimer's disease and watch an autopsy if there is a brain available.
- Ms. Thompson shared that Cori is partnering with the Beloit Library System in mid-April to do some educational programs for those 50 and older.
- Ms. Thompson shared that Cori along with the ADRC staff will be doing a program called Insight into Dementia throughout Rock County. The program was developed by Cori along with the DCS's from Waukesha and Jefferson counties, which will be implemented statewide.
- Ms. Thompson shared that over 100 participants attended the Dementia Conference in November held here at the Job Center. Next year's conference will be on October 28, 2016.

Statistical Information:

A. Call Numbers:

- Ms. Thompson shared the Number of Incoming Calls to the ADRC graph.
- Call Report from 12/31/2015. Mr. Hare shared the state changed the activity reporting, staff recently attended a training on the changes and definition of what is expected to provide constancy statewide. The caller types and age groups have changed. The number of topics have also decreased.

Committee Member Comments:

- Mr. Wilkinson asked if the by-laws of the Committee can be changed to include minority representation. Mr. Thomas and Ms. Thompson responded this item would need to be agenzized for another meeting. Mr. Wilkinson shared he received information that Wisconsin is number 1 state where the minority populations are underserved in both education and employment. The committee of nine represents the target population with 3 Elderly, 2 Developmentally Disabled, 1 Mental Health, 1 Physically Disabled, 1 Board Member and 1 Provider.
- Mr. Hare shared from Jamie Dix information about an upcoming event. Transition Agency Night will be held on March 10th from 4 – 7 PM for families and students to learn about services that are available for special needs children.
- Mr. Wilkinson shared information on Assembly bill 117 and Senate bill 92, regarding consumer protection, collection of debts and Assembly bill 568 and Senate bill 445, regarding landlord/tenant issues. Mr. Wilkinson states bills are of concern to consumers.

Next Meeting:

- Future Committee Meeting dates are April 13, 2016, July 13, 2016 and October 12, 2016.

Adjourn: Meeting was adjourned at 3:35 p.m. on a motion by Ms. Gerber, seconded by Mr. Wilkinson.
CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE