



**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY COMMITTEE
July 14, 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 1:04 p.m. on July 14, 2021 via Zoom.

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

Committee Members Absent: None

Staff Members Present: Jennifer Thompson, Director of the ADRC, Melissa Kooiman, Supervisor of the ADRC, Jamie Dix, I&A Specialist – Lead of the ADRC, and Darcy Toberman, I&A/Outreach Specialist of the ADRC, Cori Marsh, Dementia Care Specialist of the ADRC.

Others Present: Tim Wellens, Regional Quality Specialist-Office of Resource Center Development, DHS

Approval of Agenda: Mr. Luther moved to approve the agenda and seconded by Ms. Glover. APPROVED.

Approval of Minutes: Mr. Schneider moved to approve the minutes from April 14, 2021 and seconded by Mr. Luther. APPROVED

Citizen Participation: None

Old Business:

A. ADRC COVID Update/Re-opening

- Ms. Thompson highlighted the following points:
 - The ADRC opened its doors on July 6th to the community despite the State August date requirement. We are again taking walk-ins and have all staff available in the office for their on-call shift. Because staff are taking calls from the office, we are no longer having any phone issues. Staff are doing visits again with people in their homes and in our office so long as the customer is comfortable with that. Cori is also meeting with people face-to-face but continues to offer remote programming for individuals who struggle getting out of their homes.
 - Mr. Wilkinson asked if we heard if the numbers of COVID cases are going up in our county. Ms. Thompson responded that she received a report from the Health Department stating the numbers have dropped and hospitalizations are low as well. Rock County is even closing testing sites

B. Integration Planning Efforts

- Ms. Thompson highlighted the following points:
 - This agenda item is always noted to allow committee members the opportunity to ask questions.
 - Currently, no major work is occurring towards integration, however, there is a work planning tool that Ms. Thompson and Paula Schutt review regularly. We anticipate moving forward with more planning details, once the two offices move into the new building in September.
 - Ms. Thompson will speak to this topic more at the October meeting; she would like the committee involved in the development of integration as much as possible and use their voice as the voice of their family, friends and public who use our services.

C. New Building Update

- Ms. Thompson highlighted the following points:

- A workgroup was formed consisting of ADRC, APS, and Aging staff to discuss the flow of traffic and how to work with walk-in customers to make their experience successful.
 - They will be looking at how to set up our lobby with the resources, waiting space and television.
 - There is also a resource room specifically for the Dementia Specialist resources as well as an area for an adaptive aid cabinet to show the available aids to people with disabilities. Ms. Thompson would like this area to be comfortable space for customers to look over resources.
 - The ADRC and Aging staff will be moving into the new building late Aug/early September.
 - There will be an All Staff meeting for HSD staff to tour the building and participate in some welcome activities.
 - There will also be a ribbon cutting at the new facility; invites will be sent out to the committee.
- D. Alexa Update
- Ms. Toberman highlighted the following points:
 - 31 Alexa devices have been given out since the program started in September of 2020; most of the recipients have been elderly.
 - Ms. Toberman talked about what the Alexa's can do for individuals and their families as well as the eligibility requirements.
 - Ms. Toberman also shared two positive stories from families who received an Alexa and the benefit to their family member.

New Business:

- A. Integrated ADRC / Aging Advisory Committee
- Ms. Thompson highlighted the following points:
 - The State issued a Technical Assistance document detailing what an ADRC/Aging Board should look like when it's combined. There are a particular number of people that need to represent specific target groups.
 - Ms. Thompson is working with Corporation Counsel in regards to the official creation of a new committee.
 - Ms. Thompson also hopes that those currently on the ADRC Advisory committee will continue to serve on the integrated committee. There will be more discussion at the October meeting.
- B. ADRC Review of Policies
- Ms. Kooiman highlighted the following points:
 - A workgroup of four staff was put together to review all the policies/procedures we have in place. The current policies will be compared to the ADRC Scope of services to be sure the ADRC is follow correct procedure. Staff are meeting monthly. Currently the group is focusing on the Confidentiality, Conflict of Interest, and customer Follow-up policies.
 - The group is also looking at Unmet Needs in the community. Ms. Kooiman is hoping to share some information about that at the October meeting.

Statistical Information*:

- Ms. Thompson reviewed the quarterly Incoming-call report noting the jump in calls could be related to the Grasshopper issues; such that if someone calls, but does not reach a staff due to a problem wit the system, they may call us back several more times until they reach a staff. Despite this, staff will say they are very busy again. Customers are coming back to the office again since re-opening. The ADRC office maintains a steady flow of traffic and work.
- As referenced by Melissa, the category of "Unmet Needs" is an area Melissa and the workgroup would like to focus on. The numbers on the report are lower than expected; it's questioned if staff are checking the correct boxes in the database regarding the callers need.
- Mr. Wilkinson stated that as he worked at 211, he realized that one unmet need may actually be multiple areas of unmet needs and you don't realize that until you have a conversation with that person. So hopefully these conversation are occurring so something isn't missed.

Complaints and Appeals:

- None received in this past quarter.

Committee Member Comments:

- None received.

Next Meetings:

- October 13, 2021 at 1:00 p.m. It will be determined at a later time if the meeting will be held in person at the new HSD building, 1717 Center Avenue, Janesville, WI or if the committee prefers zoom.

Adjourn: Meeting was adjourned at 1:55 p.m. on a motion by Mr. Schneider, seconded by Ms. Glover.
APPROVED.

Respectfully submitted,

Jennifer Thompson, ADRC Division Manager

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE