

**ADRC ADVISORY COMMITTEE MEETING  
WEDNESDAY, October 8, 2014 -- 3:00 P.M.**



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

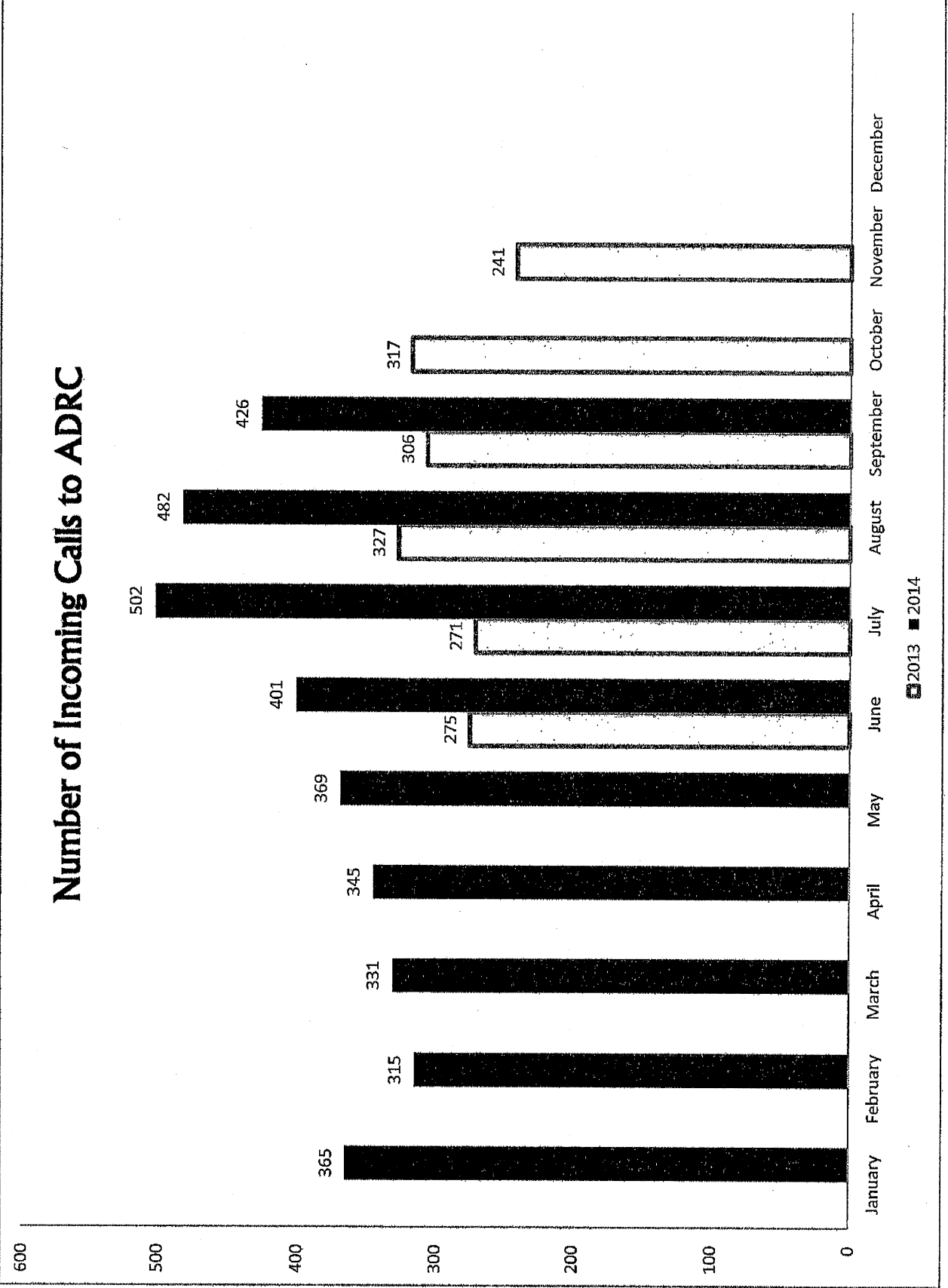
**AGENDA**

1. Call to Order and Welcome Chairperson Cheryl Drozdowicz
2. Approval of Agenda
3. Approval of Minutes from the July 2, 2014 meeting.
4. Citizen Participation
5. Old Business
  - A. Community Needs Follow-up
  - B. Family Care
6. New Business
  - A. Positive Feedback
  - B. Gazette Interview
  - C. Director's Meeting Information
7. Statistical Information\*
  - A. Complaints & Appeals
  - B. Call Numbers
8. Committee Member Comments
9. Meeting dates for 2015
10. Adjourn

\* Denotes Attachment

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

# Number of Incoming Calls to ADRC



# SAMS Agency Call Report

10/1/2014

## Planning:

| No. of Calls | Planning                      |
|--------------|-------------------------------|
| 7            | Has current need or concern   |
| 4            | Prevention or future planning |
| <b>10</b>    | <b>Total</b>                  |

## Who made contact (Caller Type):

| No. of Calls | Caller Type   |
|--------------|---|
| 3,700        | (Self)  |
| 63           | 02-Caregiver  |
| 3,123        | 03-Relative/Guardian/Friend/Neighbor/Community member |
| 2,062        | 04-Agency/Service Provider                            |
| 4,929        | 05-ADRC Contacted Consumer or Designee                |
| 89           | 06-PAC (Nursing Home)                                 |
| 9            | 07-PAC (CBRF)   |
| 1            | 08-PAC (RCAC)   |
| 109          | 09-Other  |
| 1,222        | Other   |
| <b>15307</b> | <b>Total</b>  |

## Topic Categories discussed during call:

| No. of Calls | Topic Category         |
|--------------|------------------------|
| 858          | Abuse & Neglect        |
| 32           | Addictions             |
| 575          | ADRC printed material  |
| 60           | Advocacy               |
| 13           | Animals                |
| 553          | Assistive Technology   |
| 899          | Caregiving             |
| 14           | Clothing               |
| 22           | Community I&R          |
| 41           | Complaints             |
| 2            | Diversity              |
| 84           | Education              |
| 9            | Emergency Preparedness |
| 95           | Employment             |
| 227          | End of Life            |
| 399          | Financial Assistance   |
| 649          | Food                   |

# SAMS Agency Call Report

10/1/2014

|              |                          |
|--------------|--------------------------|
| 1,721        | Health                   |
| 2,546        | Housing                  |
| 2,917        | In-home services         |
| 332          | Insurance                |
| 653          | Legal Services           |
| 333          | Mental Health            |
| 7,106        | Public Benefits          |
| 133          | Recreation/Socialization |
| 243          | State Reporting          |
| 38           | Taxes                    |
| 433          | Transportation           |
| 5,801        | Unmet Needs              |
| 115          | Veterans                 |
| 32           | Volunteer Programs       |
| 655          | zService Deliveries      |
| <b>13963</b> | <b>Total</b>             |

## ADRC Activity:

| No. of Calls | ADRC Activity   |
|--------------|---|
| 12,488       | 01-Provided Information & Assistance                                |
| 1,404        | 02-Provided options counseling                                      |
| 2,357        | 03-Provided follow-up   |
| 874          | 04-Administered long-term care functional screen                    |
| 502          | 05-Referred to economic support                                     |
| 440          | 06-Provided assistance with Medicaid application process            |
| 1,047        | 07-Referred for financial-related needs other than economic support |
| 848          | 08-Referred for private pay service options                         |
| 26           | 09-Provided brief or short-term services or service coordination    |
| 66           | 10-Provided youth transition support                                |
| 8            | 11-Provided enrollment consultation                                 |
| 1            | 12-Provided disenrollment consultation                              |
| 47           | 13-Provided assistance/referral for health promotion or information |
| 64           | 14-Referred for mental health services                              |
| 8            | 15-Referred for substance use services                              |
| 1,197        | 99-Local use activity   |
| <b>15304</b> | <b>Total</b>  |

## Consumer Age Group:

| No. of Calls | Consumer Age Group |
|--------------|--------------------|
|              |                    |

# SAMS Agency Call Report

10/1/2014

|              |              |
|--------------|--------------|
| 3,321        | 18 - 59      |
| 7,698        | 60 - 150     |
| <b>11019</b> | <b>Total</b> |

## Referred By:

| No. of Calls | Referred By        |
|--------------|--------------------|
| 1            | ADRC Presentation  |
| 7            | Assisted Living    |
| 120          | Called Before      |
| 33           | Economic Support   |
| 133          | Friend/Family      |
| 53           | Home Health Agency |
| 69           | Hospital           |
| 54           | Internal Referral  |
| 8            | Internet           |
| 1            | MCO/IRIS           |
| 60           | Nursing Home       |
| 80           | Other Agency       |
| 2            | Pharmacy           |
| 5            | Phone Book         |
| 6            | Physician          |
| 3            | Resource Directory |
| 8            | Senior Center      |
| 4            | Television         |
| 4            | Unknown            |
| <b>651</b>   | <b>Total</b>       |

## Disability:

| No. of Calls | Disability                  |
|--------------|-----------------------------|
| 1,060        | 01-Developmental Disability |
| 6,897        | 02-Elderly                  |
| 798          | 03-Mental Health            |
| 3,652        | 04-Physical Disability      |
| 86           | 05-Substance use/AODA       |
| 4,255        | 06-Unknown                  |
| <b>15300</b> | <b>Total</b>                |

## Monthly Total

| No. of Calls | Total Minutes | Month       |
|--------------|---------------|-------------|
| 234          | 4,022         | March, 2013 |
| 685          | 7,383         | April, 2013 |

# SAMS Agency Call Report

10/1/2014

|              |                |                 |
|--------------|----------------|-----------------|
| 642          | 6,469          | May, 2013       |
| 590          | 22,980         | June, 2013      |
| 855          | 230,144        | July, 2013      |
| 718          | 47,341         | August, 2013    |
| 740          | 51,443         | September, 2013 |
| 778          | 251,565        | October, 2013   |
| 666          | 190,528        | November, 2013  |
| 740          | 178,759        | December, 2013  |
| 972          | 189,211        | January, 2014   |
| 892          | 146,516        | February, 2014  |
| 935          | 177,420        | March, 2014     |
| 908          | 55,606         | April, 2014     |
| 867          | 15,075         | May, 2014       |
| 934          | 30,626         | June, 2014      |
| 1,149        | 27,984         | July, 2014      |
| 999          | 21,957         | August, 2014    |
| 1,003        | 17,281         | September, 2014 |
| <b>15307</b> | <b>1672310</b> | <b>Total</b>    |

# Grouped Referrals

| Group                                      | Name of Referral                                   | Total as of 12/31/13 | Total as of 9/30/14 |
|--|--|----------------------|---------------------|
| Apartment/Landlords/Housing                | Arbor Glen Apartments (Evansville)                 | 0                    | 1                   |
|  | Apartment Manager                                  | 2                    | 4                   |
|  | Burbank Apartments - Manager                       | 0                    | 3                   |
|  | Chalet Apartment Manger                            | 1                    | 0                   |
|  | First Senior Apartment Complex                     | 1                    | 0                   |
|  | Garden Court Apartments                            | 1                    | 2                   |
|  | Golden Acres                                       | 1                    | 0                   |
|  | Grandview Apartments                               | 0                    | 1                   |
|  | Hillcrest Senior Apartments (Oakbrook Corporation) | 1                    | 0                   |
|  | Landlord   | 1                    | 3                   |
|  | Milton Senior Living                               | 1                    | 1                   |
|  | Neighborhood Housing Authority - Janesville        | 1                    | 1                   |
|  | Parkview Terrace Apartments                        | 1                    | 1                   |
|  | River Place Apartments                             | 0                    | 2                   |
|  | Riverview Heights                                  | 2                    | 1                   |
|  | Scoville Apartments                                | 1                    | 2                   |
|  | The Heights - Evansville                           | 0                    | 2                   |
|  | Woods Crossing                                     | 3                    | 1                   |
|  | <b>TOTAL</b>                                       | <b>17</b>            | <b>25</b>           |
|  | Area Businesses/Professionals/Citizens             | Alliant Energy       | 0                   |
| Attorney                                   |  | 4                    | 6                   |
| Bank                                       |  | 2                    | 3                   |
| Blackhawk Credit Union                     |  | 1                    | 0                   |
| Family                                     |  | 22                   | 20                  |
| Former Rock County Employee                |  | 3                    | 0                   |
| Friends                                    |  | 60                   | 75                  |
| Funeral Home                               |  | 0                    | 1                   |
| K-Town Transportation                      |  | 1                    | 0                   |
| Landmark Services Cooperative              |  | 0                    | 1                   |
| MTM Wisconsin (Non Medical Transportation) |  | 1                    | 0                   |
| Transportation Provider                    |  | 1                    | 1                   |

| Charitable Organizations / Non-Profit Organizations   | TOTAL | 95        | 108       | 203        |
|---|-------|-----------|-----------|------------|
| ABC Health of Madison (Advocacy & benefit counseling) |       | 1         | 0         |            |
| Access to Independence (Madison)                      |       | 1         | 0         |            |
| ADRC Advisory Committee Member                        |       | 0         | 1         |            |
| Alzheimer's & Dementia Alliance of Wisconsin          |       | 1         | 0         |            |
| Alzheimer's Support Center of Rock County             |       | 2         | 2         |            |
| A Place for Mom                                       |       | 1         | 1         |            |
| Birth to 3 Program                                    |       | 0         | 1         |            |
| Catholic Charities                                    |       | 8         | 3         |            |
| Church  |       | 0         | 2         |            |
| Community Action                                      |       | 1         | 6         |            |
| Community Partnerships, Inc (Madison)                 |       | 0         | 1         |            |
| ECHO  |       | 1         | 1         |            |
| Edgerton Outreach                                     |       | 0         | 2         |            |
| Family Exchange Center                                |       | 0         | 1         |            |
| GIFTS Program   |       | 0         | 1         |            |
| KANDU   |       | 7         | 5         |            |
| IDS (Independent Disability Services)                 |       | 1         | 2         |            |
| Library   |       | 2         | 0         |            |
| Lutheran Social Services (LSS)                        |       | 0         | 2         |            |
| Meals on Wheels                                       |       | 9         | 4         |            |
| Red Cross   |       | 1         | 1         |            |
| Riverfront  |       | 1         | 1         |            |
| Rock county Advocacy Services - Tami Rand             |       | 0         | 2         |            |
| RSVP (Retired Senior Volunteer Program)               |       | 0         | 1         |            |
| Salvation Army Community Outreach                     |       | 5         | 6         |            |
| Second Harvest Food Bank                              |       | 1         | 3         |            |
| St. John Vianney Church                               |       | 0         | 1         |            |
| St. Vincent De Paul                                   |       | 1         | 0         |            |
| United Way  |       | 4         | 19        |            |
| Voluntary Action Center - Beloit                      |       | 1         | 1         |            |
| VFW   |       | 0         | 1         |            |
| YWCA  |       | 3         | 2         |            |
| <b>TOTAL</b>  |       | <b>52</b> | <b>73</b> | <b>125</b> |
| Government Agencies: State, Federal, Other City       |       |           |           |            |
| AWARE Agency  |       | 1         | 0         |            |



|  |  |    |    |    |
|--|--|----|----|----|
|  | Beloit Fire Department                                     | 0  | 1  | 1  |
|  | Beloit Housing Authority                                   | 3  | 3  | 3  |
|  | Beloit Housing Inspector                                   | 2  | 0  | 0  |
|  | Better Business Bureau                                     | 0  | 1  | 1  |
|  | Care Wisconsin (Dane County MCO)                           | 1  | 1  | 1  |
|  | Care Wisconsin (Dodge County)                              | 1  | 0  | 0  |
|  | City of Beloit   | 5  | 1  | 1  |
|  | Columbia County HSD (Social Worker)                        | 1  | 0  | 0  |
|  | Dane County  | 4  | 2  | 2  |
|  | Department of Health Services                              | 5  | 7  | 7  |
|  | Department of Workforce Development Board (DWD)            | 1  | 4  | 4  |
|  | DHS Website  | 2  | 1  | 1  |
|  | Disability Rights Wisconsin                                | 1  | 1  | 1  |
|  | DVR  | 13 | 13 | 13 |
|  | Edgerton Housing Authority                                 | 0  | 1  | 1  |
|  | Energy Assistance Program                                  | 1  | 0  | 0  |
|  | Illinois Public Aid  | 0  | 1  | 1  |
|  | IRIS Wisconsin   | 2  | 1  | 1  |
|  | Janesville Fire Department                                 | 1  | 2  | 2  |
|  | Jefferson County   | 2  | 2  | 2  |
|  | Job Service  | 8  | 0  | 0  |
|  | Kristin Fountaine-Office for the Blind & Visually Impaired | 1  | 0  | 0  |
|  | Legal Action of Wisconsin                                  | 1  | 1  | 1  |
|  | Marketplace / Affordable Care Act                          | 1  | 7  | 7  |
|  | Medicare   | 1  | 8  | 8  |
|  | Medigap  | 1  | 1  | 1  |
|  | Modest Means Program of the State Bar of Wisconsin         | 0  | 1  | 1  |
|  | Milwaukee County Family Care                               | 2  | 1  | 1  |
|  | Monroe County  | 1  | 0  | 0  |
|  | Ombudsman  | 0  | 2  | 2  |
|  | Richland Center MCO  | 0  | 1  | 1  |
|  | Social Security  | 19 | 28 | 28 |
|  | Southern Wisconsin Consortium                              | 13 | 17 | 17 |
|  | State Caregiver Hotline                                    | 1  | 0  | 0  |
|  | State of Wisconsin Elder Abuse - Matt Roloff               | 0  | 1  | 1  |
|  | State Website  | 1  | 1  | 1  |
|  | Tenant Resource Center                                     | 1  | 2  | 2  |

|  |   |            |            |            |
|--|---|------------|------------|------------|
|  | Unemployment  | 0          | 1          |            |
|  | VA - Madison  | 11         | 8          |            |
|  | Veteran's Center                                    | 0          | 2          |            |
|  | Veteran's Services                                  | 0          | 1          |            |
|  | Wayne County APS Dept. (Indiana)                    | 1          | 0          |            |
|  | WEA Trust (Madison)                                 | 1          | 0          |            |
|  | Weatherization Program                              | 1          | 0          |            |
|  | Western WI Cares (Jackson County)                   | 3          | 1          |            |
|  | WI Alcohol Assessment Website (Called Ann directly) | 1          | 0          |            |
|  | Winnebago Correctional                              | 0          | 1          |            |
|  | Wisconsin Board for People with Disabilities        | 0          | 1          |            |
|  | Wisconsin Caregiver Hotline                         | 1          | 0          |            |
|  | Wis Pact Inc.                                       | 1          | 0          |            |
|  | Workforce Investment Act Meeting (WIA)              | 1          | 0          |            |
|  | <b>TOTAL</b>  | <b>118</b> | <b>128</b> | <b>246</b> |
| Home Health Agencies                           |   |            |            |            |
|  | Accura Home Health                                  | 0          | 1          |            |
|  | Alternative Homecare                                | 1          | 0          |            |
|  | At Home Healthcare (Beloit Hospital)                | 6          | 6          |            |
|  | Beloit Home Companion Registry                      | 1          | 2          |            |
|  | BrightStar Care                                     | 1          | 2          |            |
|  | Home Health Agency                                  | 9          | 10         |            |
|  | Home Health United                                  | 26         | 34         |            |
|  | Home Instead SeniorCare                             | 1          | 1          |            |
|  | RES Care Home Care                                  | 7          | 3          |            |
|  | Senior Services                                     | 17         | 10         |            |
|  | Society's Assets                                    | 1          | 0          |            |
|  | Stoughton Home Health                               | 2          | 0          |            |
|  | <b>TOTAL</b>  | <b>72</b>  | <b>69</b>  | <b>141</b> |
| Information and Referral Agency (Not Rock Cty) |   |            |            |            |
|  | 211   | 43         | 26         |            |
|  | ADRC (Another County)                               | 13         | 15         |            |
|  | Aging Center (ADRC Rockford, IL)                    | 2          | 0          |            |
|  | Dane County ADRC                                    | 7          | 6          |            |
|  | Walworth County ADRC                                | 3          | 1          |            |
|  | <b>TOTAL</b>  | <b>68</b>  | <b>48</b>  | <b>116</b> |
| Insurance                                      |   |            |            |            |

|  |  |            |           |
|--|--|------------|-----------|
|  | AARP   | 1          | 2         |
|  | Dean Health Plan                                   | 2          | 4         |
|  | Forward Health - Medicaid Hotline                  | 0          | 6         |
|  | Humana Insurance                                   | 4          | 12        |
|  | Insurance Company                                  | 4          | 11        |
|  | Mercy Care Insurance                               | 0          | 1         |
|  | Silver Script (Insurance Company)                  | 0          | 1         |
|  | <b>TOTAL</b>                                       | <b>11</b>  | <b>37</b> |
|  | Media / Radio / Newspaper / Bulletin Board / TV    |            | 48        |
|  | Brodhead paper                                     | 1          | 0         |
|  | Janesville Gazette                                 | 31         | 0         |
|  | Jotter   | 0          | 1         |
|  | Media  | 1          | 0         |
|  | Newspaper  | 6          | 1         |
|  | Online / Internet / Computer                       | 45         | 38        |
|  | Phone Book   | 7          | 3         |
|  | Radio  | 4          | 0         |
|  | TV Ad  | 1          | 9         |
|  | Website  | 10         | 5         |
|  | <b>TOTAL</b>                                       | <b>106</b> | <b>67</b> |
|  | <b>MCO'S</b>                                       |            | 163       |
|  | Community Care - MCO                               | 0          | 1         |
|  | <b>TOTAL</b>                                       | <b>0</b>   | <b>1</b>  |
|  | Medical Facilities / Hospitals / Clinics / Hospice |            |           |
|  | Agrace Hospice                                     | 4          | 3         |
|  | Azura Memory Care                                  | 3          | 1         |
|  | Beloit Area Community Health Center (BACHC)        | 7          | 2         |
|  | Beloit Clinic                                      | 1          | 0         |
|  | Beloit Health System                               | 3          | 4         |
|  | Beloit Memorial Hospital                           | 24         | 18        |
|  | Beloit Regional Hospice                            | 4          | 7         |
|  | Capital Lakes Rehab (Madison)                      | 0          | 1         |
|  | Clearview  | 0          | 1         |
|  | Counselor  | 2          | 3         |
|  | Crossroads   | 0          | 3         |
|  | Dean St. Mary's Clinic                             | 8          | 18        |
|  | Doctor Referral                                    | 11         | 7         |

|                               |  |    |    |
|-------------------------------|--|----|----|
| Dr. Wick                      |  | 1  | 0  |
| Edgerton Care Center          |  | 3  | 3  |
| Edgerton Dean Clinic          |  | 1  | 0  |
| Edgerton Hospital             |  | 3  | 3  |
| Edgerton Mercy Medical Center |  | 1  | 0  |
| Genesis Counseling            |  | 2  | 0  |
| Health Net                    |  | 2  | 2  |
| Heartland Hospice             |  | 0  | 1  |
| Hospice                       |  | 2  | 4  |
| Hospital                      |  | 16 | 20 |
| Journey Mental Health         |  | 1  | 0  |
| Lakeland Medical Center       |  | 0  | 1  |
| Lakeview in Waterford         |  | 1  | 0  |
| Liberty Star Medical          |  | 0  | 2  |
| Mercy Clinic South            |  | 1  | 2  |
| Mercy Emergency Room          |  | 1  | 0  |
| Mercy Health System           |  | 16 | 13 |
| Mercy Home Health / Hospice   |  | 9  | 16 |
| Mercy Hospital                |  | 19 | 28 |
| Mercy Mall                    |  | 1  | 0  |
| Mercy Manor Transition Center |  | 2  | 4  |
| Mercy Options                 |  | 3  | 3  |
| Meriter Hospital              |  | 1  | 3  |
| Monroe Hospital               |  | 0  | 2  |
| Personal Care Worker (PCW)    |  | 1  | 0  |
| Physical Therapy              |  | 1  | 2  |
| Riverside Terrace (Beloit)    |  | 1  | 1  |
| Rockford Memorial             |  | 0  | 0  |
| Social Worker                 |  | 2  | 9  |
| St. Coletta                   |  | 0  | 2  |
| St. Mary's - Edgerton         |  | 1  | 0  |
| St. Mary's Hospital           |  | 16 | 18 |
| Stoughton Hospital            |  | 4  | 1  |
| UW Hospital                   |  | 9  | 9  |
| UW Madison Clinic             |  | 3  | 5  |
| VA - Janesville Clinic        |  | 1  | 2  |
| VA - Madison / Clinic         |  | 11 | 16 |

|  |   |            |            |            |
|--|---|------------|------------|------------|
|  | Visiting Nurses Association                     | 1          | 1          |            |
|  | Wisconsin Therapy Ltd.                          | 1          | 0          |            |
|  | <b>TOTAL</b>                                    | <b>205</b> | <b>241</b> | <b>446</b> |
| <b>Nursing Home / Assisted Living Facilities</b> |   |            |            |            |
|  | Adult Family Home (AFH)                         | 0          | 1          |            |
|  | Alden Meadow Park Nursing Home                  | 0          | 4          |            |
|  | Assisted Living Facility                        | 2          | 0          |            |
|  | Beloit Health and Rehab                         | 11         | 11         |            |
|  | Cedar Crest                                     | 6          | 4          |            |
|  | Collinwood CBRF (Orfordville)                   | 1          | 0          |            |
|  | Cozy Little Acres                               | 1          | 0          |            |
|  | Evansville Manor Nursing Home                   | 3          | 6          |            |
|  | Golden Living Center                            | 1          | 1          |            |
|  | Heartwarming House                              | 0          | 1          |            |
|  | Huntington Place                                | 4          | 1          |            |
|  | Kelly House                                     | 0          | 5          |            |
|  | Lohff's Assisted Living (Whitewater)            | 0          | 1          |            |
|  | Meadow Park Nursing Home                        | 0          | 1          |            |
|  | Nursing Home                                    | 5          | 11         |            |
|  | Our House Memory Care/Assisted Living           | 4          | 2          |            |
|  | Premiere Health & Rehab Nursing Home            | 11         | 13         |            |
|  | REM Wisconsin                                   | 1          | 1          |            |
|  | Rock Haven Nursing Home                         | 6          | 6          |            |
|  | Skaalen Nursing Home                            | 1          | 0          |            |
|  | St. Elizabeth Nursing Home                      | 5          | 13         |            |
|  | Sun Valley Homes                                | 3          | 4          |            |
|  | SwiftHaven                                      | 1          | 2          |            |
|  | Willowfield Nursing Home                        | 1          | 0          |            |
|  | <b>TOTAL</b>                                    | <b>67</b>  | <b>88</b>  | <b>155</b> |
| <b>Outreach Brochures</b>                        |   |            |            |            |
|  | ADRC Brochure                                   | 2          | 4          |            |
|  | ADRC Outreach (Introduction Letter w/ Brochure) | 1          | 0          |            |
|  | Demential Care Specialist                       | 0          | 1          |            |
|  | Drive By (Saw the Sign)                         | 1          | 1          |            |
|  | Outreach - Amber's efforts                      | 2          | 4          |            |
|  | Phone Book Advertisement (Cover Ad)             | 0          | 9          |            |
|  | Senior Fair                                     | 0          | 2          |            |

|  |  |     |     |     |
|--|--|-----|-----|-----|
|  | Tour of the ADRC                               | 1   | 0   |     |
|  | <b>TOTAL</b>                                   | 7   | 21  | 28  |
| Pharmacies                                   |  |     |     |     |
|  | CVS Pharmacy                                   | 1   | 0   |     |
|  | Edgerton Pharmacy                              | 1   | 0   |     |
|  | Home Care Pharmacy                             | 3   | 0   |     |
|  | Pharmacy                                       | 1   | 0   |     |
|  | <b>TOTAL</b>                                   | 6   | 0   | 6   |
| Police / Correctional Facilities / Probation |  |     |     |     |
|  | Beloit Police Department                       | 5   | 1   |     |
|  | Janesville Police Department                   | 6   | 3   |     |
|  | Parole Officer                                 | 1   | 1   |     |
|  | Rock Valley Corrections Program                | 1   | 2   |     |
|  | <b>TOTAL</b>                                   | 13  | 7   | 20  |
| Prior Knowledge                              |  |     |     |     |
|  | Called another number and was given the ADRC # | 2   | 0   |     |
|  | Community Resources                            | 1   | 0   |     |
|  | Past experience with ADRC's                    | 1   | 0   |     |
|  | Previous Caller/Contact                        | 95  | 234 | 329 |
|  | Word of Mouth                                  | 2   | 2   |     |
|  | <b>TOTAL</b>                                   | 101 | 236 | 337 |
| Rock County Departments                      |  |     |     |     |
|  | Adult Protective Services (APS) Referral       | 2   | 0   |     |
|  | Another Agency or Department (Unknown)         | 6   | 4   |     |
|  | Beloit Counseling Center                       | 2   | 2   |     |
|  | Benefit Specialist                             | 1   | 0   |     |
|  | Child Protective Services (CPS)                | 2   | 3   |     |
|  | Community Support Program (CSP)                | 6   | 6   |     |
|  | Coroner  | 1   | 0   |     |
|  | Corp Counsel                                   | 0   | 1   |     |
|  | Council on Aging (COA)                         | 146 | 79  | 225 |
|  | Court Services (Jenny Dopkins)                 | 2   | 3   | 5   |
|  | Crisis   | 11  | 8   | 19  |
|  | DD Board                                       | 12  | 21  | 33  |
|  | Economic Support (ES)                          | 86  | 63  | 149 |
|  | Elder Benefit Specialist                       | 8   | 9   | 17  |
|  | Health Department                              | 7   | 6   | 13  |

