

**ADRC ADVISORY COMMITTEE MEETING  
WEDNESDAY, January 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. Citizen Participation
- 4.. New Business
  - A. ADRC Policy and Procedure: Inclusion/Exclusion Policy –Steve Hare\*
  - B. Transition Lead – Jamie Dix
  - C. Update on Family Care – Jennifer Thompson
  - D. How do people hear about the ADRC? –Jennifer Thompson \*
  - E. New I & A Dementia Worker – Jennifer Thompson
5. Statistical Information\*
6. Committee Member Comments
7. Next Meeting dates –To be held in Room D/E
  - April 2, 2014 or April 9, 2014
  - July 2, 2014
  - October 1, 2014
8. Adjourn

\* Denotes Attachment

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

**Rock County Human Services Department  
Policy and Procedure Manual**

Section: 600 Long Term Support  
Subject: Customer Service  
Title: ADRC Resource Database Inclusion/Exclusion Policy

No. XXX

**Purpose of Policy**

Provide a framework for our Information and Assistance program in the development and maintenance of the resource database in support of the provision of information and assistance services for the general public. The Aging and Disability Resource Center (ADRC) of Rock County will not include resource information on agencies that deny services based on age, race, religion, color, disability, sex, physical condition, developmental disability, sexual orientation, marital status, national origin, or any other protected characteristic.

**Statement of Policy**

The ADRC of Rock County provides information and assistance services (I&A) designed to support older adults, people with disabilities, their caregivers and families and the general public with access to up-to-date information about services that are available in the area. The resource database is a tool that supports the provision of information and assistance services.

**Procedure**

Organizations such as churches, social clubs, proprietary and professional organizations that provide services to the general public at large in the areas of health, mental health, recreation, education, home maintenance, housing, advocacy; arts and culture, and not-for-profit organizations providing a community service, or charge fees on a sliding fee scale according to income are welcome additions to our database. Government agencies that provide services in these areas may also be included as well as programs that are provided by, funded by, or licensed by a federal, state or local government agency. However, no attempt will be made to list all governmental agencies or departments. For-profit organizations based upon uniqueness of service, lack of comparable services available through not-for-profit agencies/groups and degree of need for the services and the level of subsidized services available are also considered on an individual basis. Programs that are non-traditional in nature, such as self-help/support groups, may also be included. Information readily available or compiled by another agency or source may not be included in the database.

The ADRC of Rock County reserves the right to edit information to meet format, guidelines, and space requirements. If space does not allow, the ADRC of Rock County may choose not to include a program if it is not closely related to the purposes above or is not located in Rock County. The only exceptions will be agencies/businesses with a corporate address outside of Rock County but who do a substantial business in this County, and agencies/businesses who provide a unique service otherwise not available in Rock County. The ADRC of Rock County will exclude, from the resource database, agencies that have been found to be in violation of municipal, state, or federal laws or regulations and have been excluded from providing service under required licensure or certification. In addition, when the ADRC is made aware of in-home care agencies not licensed or regulated by the State of Wisconsin with an owner, administrator, or direct care employee who has been convicted of any offenses listed in the Wisconsin Administrative Code,

Chapter DHS 12, Caregiver Background Checks, Table 12.115, they will be excluded from the resource database.

The database may be made available to agencies included in the database as well as other human service professionals and agencies, police departments, libraries, and the general public. This information is available to the community at large through the ADRC of Rock County web site.

Inclusion in the database is a privilege, not a right and an organization may be denied inclusion. An excluded organization may request reconsideration of a decision to deny inclusion in a database. The request for reconsideration shall be submitted to the ADRC of Rock County.

**Disclaimer: Inclusion does not imply endorsement and omission does not indicate disapproval. The ADRC of Rock County assumes no responsibility nor can it attest to the quality of services of agencies and programs in the Information and Assistance Resource Database.**

DA

Written: March 2013  
By: ADRC Supervisor  
Revised By: HSD Director,  
ADRC Advisory Committee Approved:

## Grouped Referrals

Group	Name of Referral	Total as of 11/30/13
Apartment / Landlords / Housing		
	Apartment Manager	2
	Chalet Apartment Manager	1
	First Senior Apartment Complex	1
	Garden Court Apartments	1
	Golden Acres	1
	Hilcrest Senior Apartments (Oakbrook Corporation)	1
	Landlord	1
	Milton Senior Living	1
	Neighborhood Housing Authority - Janesville	1
	Parkview Terrace Apartments	1
	Riverview Heights	2
	Scoville Apartments	1
	Woods Crossing	3
	<b>TOTAL</b>	<b>17</b>
Area Businesses / Professionals / Citizens		
	Attorney	4
	Bank	3
	Blackhawk Credit Union	1
	Family	22
	Former Rock County Employee	3
	Friends	54
	K-Town Transportation	1
	MTM Wisconsin (Non Medical Transportation)	0
	Transportation Provider	1
	<b>TOTAL</b>	<b>89</b>
Charitable Organizations / Non Profit Organizations		
	ABC Health of Madison (Advocacy & benefit counseling)	1
	Access to Independence (Madison)	1
	A Place for Mom	1
	Catholic Charities	7
	Community Action	0
	ECHO	2
	KANDU	7

	IDS (Independent Disability Services)	1
	Library	2
	Meals on Wheels	8
	Red Cross	1
	Riverfront	1
	Salvation Army Community Outreach	5
	Second Harvest Food Bank	1
	St. Vincent De Paul	1
	United Way	12
	Voluntary Action Center - Beloit	0
	YWCA	3
	<b>TOTAL</b>	<b>54</b>
<b>Government Agencies - State / Federal / Other Cy</b>		
	AWARE Agency	1
	Beloit Housing Authority	3
	Beloit Housing Inspector	2
	Care Wisconsin (Dane County MCO)	1
	Care Wisconsin (Dodge County)	1
	City of Beloit	5
	Columbia County HSD (Social Worker)	1
	Dane County	4
	Department of Health Services	3
	Department of Workforce Development Board (DWD)	1
	DHS Website	2
	Disability Rights Wisconsin	1
	DVR	11
	Energy Assistance Program	1
	IRIS Wisconsin	2
	Janesville Fire Department	1
	Job Service	8
	Kristin Fountaine-Office for the Blind & Visually Impaired	1
	Legal Action of Wisconsin	1
	Marketplace / Affordable Care Act	1
	Medicare	1
	Medigap	0
	Milwaukee County Family Care	2
	Monroe County	1
	Social Security	14

	Southern Wisconsin Consortium	13
	State Caregiver Hotline	1
	State Website	1
	Tenant Resource Center	1
	VA - Madison	2
	Wayne County APS Dept. (Indiana)	1
	WEA Trust (Madison)	1
	Weatherization Program	1
	Western WI Cares (Jackson County)	3
	WI Alcohol Assessment Website (Called Ann directly)	1
	Wisconsin Caregiver Hotline	1
	Wis Pact Inc.	1
	Workforce Investment Act Meeting (WIA)	1
	<b>TOTAL</b>	<b>97</b>
Home Health Agencies		
	Alternative Homecare	1
	At Home Healthcare (Beloit Hospital)	6
	Beloit Home Companion Registry	1
	BrightStar Care	1
	Home Health Agency	7
	Home Health United	18
	Home Instead SeniorCare	0
	RES Care Home Care	1
	Senior Services	14
	Society's Assets	1
	Stoughton Home Health	2
	<b>TOTAL</b>	<b>52</b>
Information and Referral Agency (Not Rock Cty)		
	211	34
	ADRC (Another County)	3
	Aging Center (ADRC Rockford, IL)	2
	Dane County ADRC	7
	Walworth County ADRC	3
	<b>TOTAL</b>	<b>49</b>
Insurance		
	AARP	1
	Dean Health Plan	2
	Humana Insurance	4

Insurance Company	TOTAL	3
Media / Radio / Newspaper / Bulletin Board / TV	TOTAL	10
Broadhead paper		1
Janesville Gazette		31
Media		1
Newspaper		6
Online / Internet / Computer		41
Phone Book		7
Radio		4
TV Ad		1
Website		10
	TOTAL	102
Medical Facilities / Hospitals / Clinics / Hospice		
Agrace Hospice		4
Azura Memory Care		3
Beloit Area Community Health Center (BACHC)		7
Beloit Clinic		1
Beloit Health System		1
Beloit Memorial Hospital		24
Beloit Regional Hospice		3
Counselor		2
Dean St. Mary's Clinic		8
Doctor Referral		11
Dr. Wick		1
Edgerton Care Center		3
Edgerton Dean Clinic		1
Edgerton Hospital		3
Edgerton Mercy Medical Center		1
Genesis Counseling		2
Health Net		2
Hospice		2
Hospital		14
Journey Mental Health		1
Lakeview in Waterford		1
Mercy Clinic South		1
Mercy Emergency Room		2
Mercy Health System		12

	Mercy Home Health / Hospice	7
	Mercy Hospital	14
	Mercy Mall	1
	Mercy Manor Transition Center	1
	Mercy Options	2
	Meriter Hospital	0
	Personal Care Worker (PCW)	1
	Physical Therapy	1
	Riverside Terrace (Beloit)	1
	Social Worker	1
	St. Mary's - Edgerton	1
	St. Mary's Hospital	14
	Stoughton Hospital	4
	UW Hospital	9
	UW Madison Clinic	3
	VA - Janesville Clinic	0
	VA - Madison / Clinic	7
	Wisconsin Therapy Ltd.	1
	<b>TOTAL</b>	<b>178</b>
	<b>Nursing Home / Assisted Living Facilities</b>	
	Assisted Living Facility	1
	Beloit Health and Rehab	11
	Cedar Crest	6
	Collinwood CBRF (Orfordville)	1
	Cozy Little Acres	1
	Evansville Manor Nursing Home	3
	Golden Living Center	1
	Huntington Place	4
	Nursing Home	2
	Our House Memory Care/Assisted Living	4
	Premiere Health & Rehab Nursing Home	13
	REM Wisconsin	1
	Rock Haven Nursing Home	6
	Skaalen Nursing Home	1
	St. Elizabeth Nursing Home	5
	Sun Valley Homes	3
	SwiftHaven	1
	Willowfield Nursing Home	1



Our ADRC Outreach or Brochures	TOTAL	65
ADRC Brochure		2
ADRC Outreach (Introduction Letter w/ Brochure)		1
Drive By (Saw the Sign)		1
Outreach - Amber's efforts		2
Tour of the ADRC		1
	TOTAL	7
Pharmacies		
CVS Pharmacy		1
Edgerton Pharmacy		1
Home Care Pharmacy		3
Pharmacy		1
	TOTAL	6
Police / Correctional Facilities / Probation		
Beloit Police Department		4
Janesville Police Department		4
Parole Officer		1
Rock Valley Corrections Program		1
	TOTAL	10
Prior Knowledge		
Called another number and was given the ADRC #		2
Community Resources		1
Past experience with ADRC's		1
Previous Caller/Contact		81
Word of Mouth		2
	TOTAL	87
Rock County Departments		
Adult Protective Services (APS) Referral		2
Another Agency or Department (Unknown)		6
Beloit Counseling Center		1
Benefit Specialist		1
Child Protective Services (CPS)		3
Community Support Program (CSP)		5
Coroner		1
Council on Aging (COA)		141
Court Services (Jenny Dopkins)		1
Crisis		11



## Who made contact (Caller Type):

No. of Calls	Caller Type
187	(Self)
1	02-Caregiver
156	03-Relative/Guardian/Friend/Neighbor/Community member
63	04-Agency/Service Provider
232	05-ADRC Contacted Consumer or Designee
1	09-Other
137	Other
<b>777</b>	<b>Total</b>

## Topic Categories discussed during call:

No. of Calls	Topic Category
29	Abuse & Neglect
3	Addictions
34	ADRC printed material
2	Animals
20	Assistive Technology
29	Caregiving
2	Clothing
2	Complaints
2	Education
1	Emergency Preparedness
5	Employment
13	End of Life
22	Financial Assistance
32	Food
94	Health
98	Housing
171	In-home services
25	Insurance
25	Legal Services
18	Mental Health
417	Public Benefits
5	Recreation/Socialization
14	State Reporting
17	Transportation
286	Unmet Needs
7	Veterans
56	zService Deliveries

<b>757</b>	<b>Total</b>
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**ACRC Activity:**

No. of Calls	ADRC Activity
583	01-Provided Information & Assistance
36	02-Provided options counseling
141	03-Provided follow-up
53	04-Administered long-term care functional screen
18	05-Referred to economic support
45	06-Provided assistance with Medicaid application process
14	07-Referred for financial-related needs other than economic support
8	08-Referred for private pay service options
53	99-Local use activity
<b>777</b>	<b>Total</b>

**Consumer Age Group:**

No. of Calls	Consumer Age Group
146	18 - 59
351	60 - 150
<b>497</b>	<b>Total</b>

**Referred By:**

No. of Calls	Referred By
2	Other Agency
<b>2</b>	<b>Total</b>

**Disability:**

No. of Calls	Disability
36	01-Developmental Disability
357	02-Elderly
31	03-Mental Health
168	04-Physical Disability
11	05-Substance use/AODA
226	06-Unknown
<b>777</b>	<b>Total</b>

**Monthly Total**

No. of Calls	Total Minutes	Month
777	251,949	October, 2013
<b>777</b>	<b>251949</b>	<b>Total</b>

**Who made contact (Caller Type):**

No. of Calls	Caller Type
149	(Self)
1	02-Caregiver
114	03-Relative/Guardian/Friend/Neighbor/Community member
69	04-Agency/Service Provider
223	05-ADRC Contacted Consumer or Designee
1	06-PAC (Nursing Home)
7	09-Other
98	Other
<b>662</b>	<b>Total</b>

**Topic Categories discussed during call:**

No. of Calls	Topic Category
35	Abuse & Neglect
3	Addictions
18	ADRC printed material
32	Assistive Technology
38	Caregiving
4	Complaints
4	Employment
17	End of Life
24	Financial Assistance
14	Food
89	Health
110	Housing
157	In-home services
26	Insurance
17	Legal Services
15	Mental Health
339	Public Benefits
6	Recreation/Socialization
8	State Reporting
18	Transportation
262	Unmet Needs
2	Veterans
2	Volunteer Programs
47	zService Deliveries
<b>639</b>	<b>Total</b>

**ACRC Activity:**

No. of Calls	ADRC Activity
520	01-Provided Information & Assistance
37	02-Provided options counseling
107	03-Provided follow-up
46	04-Administered long-term care functional screen
12	05-Referred to economic support
23	06-Provided assistance with Medicaid application process
37	07-Referred for financial-related needs other than economic support
28	08-Referred for private pay service options
3	13-Provided assistance/referral for health promotion or information
3	14-Referred for mental health services
52	99-Local use activity
<b>662</b>	<b>Total</b>

**Consumer Age Group:**

No. of Calls	Consumer Age Group
132	18 - 59
320	60 - 150
<b>452</b>	<b>Total</b>

**Referred By:**

No. of Calls	Referred By
3	Friend/Family
<b>3</b>	<b>Total</b>

**Disability:**

No. of Calls	Disability
44	01-Developmental Disability
306	02-Elderly
32	03-Mental Health
159	04-Physical Disability
5	05-Substance use/AODA
154	06-Unknown
<b>662</b>	<b>Total</b>

**Monthly Total**

No. of Calls	Total Minutes	Month
662	72,771	November, 2013

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662	72771	Total
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## Who made contact (Caller Type):

No. of Calls	Caller Type
140	(Self)
3	02-Caregiver
112	03-Relative/Guardian/Friend/Neighbor/Community member
75	04-Agency/Service Provider
250	05-ADRC Contacted Consumer or Designee
80	Other
<b>660</b>	<b>Total</b>

## Topic Categories discussed during call:

No. of Calls	Topic Category
18	Abuse & Neglect
1	Addictions
20	ADRC printed material
1	Advocacy
40	Assistive Technology
43	Caregiving
3	Community I&R
1	Education
1	Emergency Preparedness
1	Employment
7	End of Life
14	Financial Assistance
31	Food
90	Health
92	Housing
122	In-home services
17	Insurance
31	Legal Services
17	Mental Health
359	Public Benefits
4	Recreation/Socialization
6	State Reporting
3	Taxes
14	Transportation
270	Unmet Needs
5	Veterans
46	zService Deliveries
<b>620</b>	<b>Total</b>



**ACRC Activity:**

No. of Calls	ADRC Activity
528	01-Provided Information & Assistance
37	02-Provided options counseling
117	03-Provided follow-up
53	04-Administered long-term care functional screen
21	05-Referred to economic support
28	06-Provided assistance with Medicaid application process
43	07-Referred for financial-related needs other than economic support
32	08-Referred for private pay service options
3	09-Provided brief or short-term services or service coordination
2	13-Provided assistance/referral for health promotion or information
61	99-Local use activity
<b>658</b>	<b>Total</b>

**Consumer Age Group:**

No. of Calls	Consumer Age Group
112	18 - 59
344	60 - 150
<b>456</b>	<b>Total</b>

**Referred By:**

No. of Calls	Referred By
1	Called Before
1	Friend/Family
2	Home Health Agency
6	Hospital
1	Other Agency
<b>11</b>	<b>Total</b>

**Disability:**

No. of Calls	Disability
45	01-Developmental Disability
334	02-Elderly
24	03-Mental Health
124	04-Physical Disability
1	05-Substance use/AODA
163	06-Unknown
<b>659</b>	<b>Total</b>

Monthly Total

No. of Calls	Total Minutes	Month
660	169,946	December, 2013
<b>660</b>	<b>169946</b>	<b>Total</b>