

ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE
July 2, 2014

Call to Order and Introductions: Chairperson Drozdowicz called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 3:03 p.m. on Wednesday, July 2, 2014 at Rock County Job Center.

Committee Members Present: Cheryl Drozdowicz, Teena Gerber, Tom Moe, Terry Thomas, Barbara Vaughn, and Rob Wilkinson, Cliff Woolever.

Committee Members Absent: Birdia McAlister, and Chuck Neeson.

Staff Members Present: Steve Hare, Cori Marsh, Jennifer Thompson, and Jamie Austin, A.A.

Others Present: Kathy Schulz (District 27 Supervisor)

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

Approval of Minutes: Mr. Thomas moved to approve the minutes from April 9, 2014, seconded by Mr. Wilkinson. APPROVED

Citizen Participation: Kathy Schulz introduced herself to the committee, as a representative of the 27th district. Ms. Schultz stated that she is a newer representative, wanting to catch up on things going on in the community. Ms. Thompson added that Ms. Schultz is also a member of the Human Services Board.

Old Business:

A. ADRC Month/Resolution:

- Ms Thompson stated that she did not receive the resolution from Governor Walker declaring the month of May as ADRC month until the end of May. Putting forth a resolution now would be after the fact so it was decided to wait until next year at the April ADRC Advisory Committee meeting to put forth a resolution.

B. Change Project information - Steve Hare:

- Mr. Hare reminded the committee that the Change Project is a quality improvement project that all ADRC's are expected to complete annually. Our project was improving the referral process between the Economic Support division and the ADRC. It was determined to do a survey for the month of May. 15 surveys were completed and only 1 was considered inappropriate. Though it appeared we had an issue, it no longer appears as such.
- Mr. Hare has a meeting on Monday April 7th with Neal Minogue from the Department of Health Services to talk about how to proceed. But per Mr. Hare, Neal was not surprised by the outcome of the change project. Ms. Drozdowicz asked if there are any other ideas for another project.
- Ms. Thompson stated that the other idea originally was targeting/marketing to the populations who have funds to use for their own care. The ADRC is to serve all the target populations and not only those needing financial assistance; with the goal in mind of helping people to use their resources in ways to make them last longer.

New Business:

A. Dementia Care Specialist:

- Ms. Thompson introduced Cori Marsh, Dementia Care Specialist with the ADRC.
- Ms. Marsh's background is in working with older adults. The last 13 years she worked in Baraboo, directing an inpatient geriatric psychiatry unit and a day treatment program, working with older adults age 55 and over.

- Ms. Marsh shared the 5 step approach that will be taken. 1. Dementia capable ADRC through training and testing. 2. Dementia Friendly cities, townships, villages and county. 3. Assist families, caregivers and those with dementia stay in their homes as long as safely possible through education.
- Mr. Moe mentioned that Watertown is a dementia friendly city. Ms. Marsh said that was correct and Watertown will be used as a model. Ms. Marsh has data they used, so she won't have to reinvent the wheel. Ms. Thompson shared that Cori is already working with Jen Patridge from the DD Board and has toured KANDU. The DD population is aging and seeing dementia with early onset; therefore it will not only benefit the elderly population being served.
- Mr. Woolever asked if Cori would be working with Crisis Intervention also. Yes, Ms. Marsh said she has a meeting already set up with Crisis for next week.
- Mr. Thomas states that the Dane County Sheriff proposed a new jail with facilities to include a special unit for those with developmental disabilities and dementia because there is a need.

B. Complaint Review provided by Steve Hare:

- Mr. Hare states we have had 3 complaints against the ADRC.
- 1. A gentleman calling to speak with the director, Ms. Thompson, who was in a meeting. The call was transferred to Mr. Hare. The caller was calling in regards to a Section 8 letter he received; he felt we withheld information from him. Mr. Hare explained what the ADRC's role was and the gentleman agreed that the ADRC was not responsible for Section 8 program guidelines. Mr. Hare shared that since the ADRC opened there have been 37 contacts with this gentleman and he has not followed through with the resources given. The ADRC does not assist with funding for housing. The I & A staff only provide a list of resources available.
- 2. A Social Worker/Discharge Planner at one of the hospitals referred a DD client to call the ADRC. The client was told by the I & A staff that there was an 8 to 10 year waitlist for services. The Social Workers complaint was that the client was discouraged from applying for services because of the lengthy waitlist, and poor customer service. Mr. Hare spoke to our I & A Specialist. She was clear with the consumer about the waitlist and a screening appointment was given to see if the consumer was eligible for the waitlist.
- 3. A consumer was overwhelmed during an I & A Specialist home visit. During the home visit the consumer went from being agreeable to putting her head in her hands, stating that she couldn't do this and wanting to end the interview. There was a situation outside of the home with children ringing the doorbell and running away. Mr. Hare spoke to the consumer via phone while the staff person was still in the home. The consumer stated that she was considering this a crime scene, if anything was missing or moved she would call the police. The consumer was not willing to sign the form the I & A staff had filled out with her because the worker had not explained them. The staff person refused to take the forms until the consumer understood and was comfortable with paperwork. Mr. Hare asked the consumer what resolution she would like to see from this. Unfortunately, she could not provide Mr. Hare a resolution, other than she did not want the staff person in her home. Mr. Hare states from reading the information in the SAMS notes it was clear she suffers from Multiple Sclerosis and mental health diagnosis. It was discussed on how to proceed if this caller calls again. Mr. Moe suggested 2 person visit, and Ms. Drozdowicz suggested meeting in a public location. Ms Vaughn asked if the consumer thought this was a set up because of the door bell ringing. Mr. Hare, said that was not the case, the consumer had an ongoing problem of being harassed by the children in the apartment complex.

C. Community Needs Identification:

- Ms. Thompson provided committee members with a copy of the contract with the state regarding Community Needs Identification and copy of a portion of the application provided to the state.
- Discussion from Committee members: Mr. Moe asked if enough citizens in the community are aware of the ADRC existence. Ms. Thompson asked if anyone has seen their phonebook. Ms. Thompson shared that callers have said they called from seeing the phone book. Mr. Wilkinson mentioned that the ADRC information should be in all the community centers. Ms. Thompson shared that currently on Highway 51 there is an ADRC billboard and the ADRC was included on the Elder Abuse billboards. Also currently there are ADRC commercials running. Ms. Gerber shared that she was told by a Beloit Police officer, he didn't know what the ADRC was. Mr. Wilkinson suggested meeting with all shifts at their briefings. Ms. Drozdowicz asked what information the United Way could provide. Ms. Thompson could contact them and see what the result of their last survey was regarding the needs in the community. Different survey options were discussed, survey monkey, hard copy survey, what the content would be, cost of mailing and lack of surveys being returned. Ms. Drozdowicz suggest tabling the discussion to a future meeting.

Committee Member Comments:

- Ms. Thompson introduced Teena Gerber for Catholic Charities. Ms. Gerber is the newest advisory committee member, replacing Joan Maginot as our Developmental Disabilities representative.
- Ms. Thompson shared on Wednesday June 25, 2014 there was a joint meeting of the Human Services Board and Development Disabilities Board; a resolution was passed to move ahead with Family Care in Rock County. This is the first step in the process. It now goes to the County Board Meeting on July 10th. Ms. Thompson will continue to bring updates to future meetings.

Next Meeting:

- Ms. Thompson has an ADRC Directors meeting on October 1st. Mr. Moe made a motion to move the next ADRC Advisory Committee meeting to October 8th, seconded by Ms. Gerber. Discussion of the 2015 Advisory Committee dates was tabled until the October meeting.
- The next regular meeting of ADRC Advisory Committee is October 8, 2014. Please call if unable to attend to ensure we have a quorum.

Adjourn: Meeting was adjourned at 4:07 p.m. on a motion by Mr. Thomas, seconded by Ms. Vaughn. CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE