#### **ROCK COUNTY, WISCONSIN**



#### **Board of Supervisors**

51 South Main Street Janesville, WI 53545 (608)757-5510 Fax (608)757-5511

# EDUCATION, VETERANS & AGING SERVICES COMMITTEE TUESDAY, May 15, 2012 - 4:00 P.M. CONFERENCE ROOM N-1 - FIFTH FLOOR ROCK COUNTY COURTHOUSE-EAST

#### Agenda

- 1. Call to Order
- 2. Approval of Agenda
- 3. Election of Vice Chair
- 4. Set Meeting Day and Time
- 5. Approval of Minutes April 17, 2012
- 6. Citizen Participation, Communications, Announcements, Information
- 7. Transfers
- 8. Bills/Encumbrances/Pre-Approved Encumbrance Amendments
- 9. Department Reports
  - A. COA- County Senior Statesmanship Program Update
- 10. Committee Requests and Motions
  - A. Discussion on Future Meeting Site Visits
  - B. Ideas for Future Discussion
- 11. Adjournment

Rock County - Pro	oducti <b>o</b> n	05/09/12	COMMITTER	E APPROVAL REPORT				Page 1	
Account Number	Name	Yearly   Appropriation S		YTD penditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Tota1	
3039000000-63100	OFC SUPP & EXP P1.	1,200.00 201455-PO# 05/04/12	3.1% 2 -VN#01368	60.16 5 JANESVILL	-21.77 E PRINTING CO	1,161.61 MPANY	290.00		
				CLOSING BALANCE		871.61		290.00	
		SR.CITIZ	ZEN PRGM.	PROG-TOTAL-PO			29000		
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$290.00 INCURRED BY SENIOR CITIZEN PROGRAMS. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID.									
C. ENCUMBRANCES EDUCATION & TRAIN		) BE PAID UPON ACCE COMMITTEE APPROVES			AD,		DE	PT-HEAD	
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Rock County - Production	05/09/12 COMMITTEE APPROVAL RE	EPORT .		Page 2				
Account Number Name	Yearly Pront YTD Appropriation Spent Expenditure	Encumb ( Amount	Unencumb Inv/Enc Balance Amount					
3838000000-63100 OFC SUPP & EXP		45.00 JKA.DEBORAH K IOTT,KARENLYNN	826.84 50.00 91.13					
	CLOSING BAL	.ANCE	685,71	141.13				
	VETERANS SERVICE PROG-TOTAL-	-P <b>0</b>	141.13					
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$141.13 INCURRED BY VETERANS SERVICE. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID. C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.								
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Rock County - Production	05/09/12 COMM	IITTEE APPROVAL REPO	RT			Page 3		
Account Number Name	Yearly Pront Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Anount	Total		
3039020000-62119 OTHER SERV	CES 11,335.00 93.9% P1200735-PO# 05/04/12 -VN#		2,930.00 ,ROBERT	681.00	77.70			
		CLOSING BALAN	CE	603.30		77,70		
	COMMUNITY SER	V. PROG-TOTAL-PO			77.70			
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$77.70 INCURRED BY COMMUNITY SERVICES. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID.								
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Rock County - Production	05/09/12 CC	OMMITTEE APPRO	VAL REPORT			Page 4	
Account Number Name	Yearly Prcr Appropriation Sper	nt YTD nt Expenditu			Inv/Enc Amount	Total	
3039030000-62625 OUTREACH SER	VICE 500.00 20. P1201737-PO# 05/04/12 -V				60,71		
		CLOSI	NG BALANCE	335,21		60.71	
3039030000-63200 PUBL/SUBCR/D	UES 160.00 46. P1201713-PO# 05/04/12 -V				15,00		
		CLOSI	NG BALANCE	70.00		15.00	
3039030000-64200 TRAINING EXP	530.00 0. P1201795-PO# 05/04/12 -V			.00 530.00	65.00		
		CLOSI	NG BALANCE	465.00		65.00	
	NUTRITION P	PROGRM PROG-	TOTAL-PO		140.71		
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$140,71 INCURRED BY NUTRITION PROGRAM. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A, BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID. C, ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD. EDUCATION & TRAINING  COMMITTEE APPROVES THE ABOVE. COM-APPROVAL  DEPT-HEAD							
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Rock County - Proc	duction	05/09/12	COMMITTEE	APPROVAL REPORT				Page 5
Account Number	Name	Yearly Appropriation		YTD enditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039040000-64124	CONSUMABLE SUPPL P12	5,000.00 201760-PO# 05/04/1	75.2% 2 -VN#03738		1,627.66 BAGS BY INGRID	1,238.62 INC	214.86	
				CLOSING BALANCE		1,023,76		214.86
		DELIVER	ED MEALS	PROG-TOTAL-PO			214.86	
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$214.86 INCURRED BY DELIVERED MEALS. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID. C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.								
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Rock County - Production	05/09/12 COMMITTE	EE APPROVAL REPORT				Page 6	
Account Number Name	Yearly Pront Appropriation Spent Ex	YTD xpenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total	
3039050000-62410 R & M-VEHICLES P1:	53.916.00 97.2% 200822-PO# 06/04/12 -VN#0152	5,5 <b>44</b> .35 44 284 POMP'S TI	6,901.70 RE SERVICE INC	1,469.95	237.70		
		CLOSING BALANCE		1,232.25		237.70	
3039050000-64200 TRAINING EXP P1.	500.00 180.8% 201784-PO# 05/04/12 -VN#0416	0.00 672 WRAPP	904.00	-404.00	75.00		
*** OVERDRAFT ***  TRANSFER R	EQURED	CLOSING BALANCE		-479.00		75.00	
3039050000-64629 OTHER TRANSP.EXI P12	P 20,375.00 9.9% 201564-PO# 05/04/12 -VN#0182			18,340.60	88.45		
		CLOSING BALANCE		18,252.15		88.45	
	E & H TRANSPORT.	PROG-TOTAL-PO			401.15		
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$401.15 INCURRED BY ELDERLY & HANDICAPPED TRANSPOR. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID. C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD. EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL DEPT-HEAD							
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Rock County - Production	05/09/12 COMMITTE	EE APPROVAL REPORT				Page 7
Account Number Name	Yearly Pront Appropriation Spent Ex	YTD xpenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039080000-62625 OUTREACH SERVICE P120	6,491.00 24.9% 01627-PO# 05/04/12 -VN#041		-111.56 ENTRY	4.873.48	15.28	
		CLOSING BALANCE		4,858.20		15.28
	TITLE III-D	PROG-TOTAL-PO			15.28	
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$15.28 INCURRED BY TITLE III-D. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID. C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD. EDUCATION & TRAINING  COMMITTEE APPROVES THE ABOVE. COM-APPROVAL  DEPT-H						
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Rock County - Produc	ction	05/09/12	COMMITTEE	APPROVAL REPORT				Page 8
Account Number Na	ame	Yearly Appropriation		YTD endi ture	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039140000-62625 OU	JTREACH SERVICE P120	3,120.00 1 <b>742</b> -P <b>0#</b> 05/04/1		1,154.69 2 CUSTOM COF	0.00 PIES LLC	1,965.31	454.50	
				CLOSING BALANCE		1,510.81		454.50
		NEW FRE	EDM PRGRM	PROG-TOTAL-PO			454,50	
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$454.50 INCURRED BY NEW FREEDOM PROGRAM. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID. C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.								
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Account Number Name	Yearly Pront Appropriation Spent Exp		Unencumb Balance	Inv/Enc Amount	Total		
	4,000.00 25.6% P1201735-PO# 05/04/12 -VN#04827			30.00			
		CLOSING BALANCE	2,945.73		30.00		
3039150000-64615 CLIENT REL.COS F	STS 25.480.00 10.1% P1201183-PO# 05/04/12 -VN#01379 P1201555-PO# 05/04/12 -VN#04961	2 KANDU INDUSTRIES INC	•	260.00 1,120.00			
		CLOSING BALANCE	21.517.50		1,380.00		
	TITLE III-E	PROG-TOTAL-PO		1,410.00			
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$1,410.00 INCURRED BY TITLE III-E FAM CAREGIVER SUPP. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD. B. BILLS UNDER \$10,000 TO BE PAID. C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD. EDUCATION & TRAINING  COMMITTEE APPROVES THE ABOVE. COM-APPROVAL  DEPT-HEAD							
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Account Number Name	Yearly Prom		Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039210000-64200 TRAINING EXP P1	200.00 70 201706-PO# 05/04/12 -\		140.00 SIN ASSOCIATION	60.00 N OF BENEF	75,00	
*** OVERDRAFT *** TRANSFER RE	QUIRED	CLOSING BALAN	CE	-15.00		75.00
	BENE.SPEC.(	GRANT PROG-TOTAL-PO			75.00	
I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$75.00 INCURRED BY BENEFIT SPECIALIST GRANT. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD, B. BILLS UNDER \$10,000 TO BE PAID. C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.						
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# 2012 Rock County Senior Statesmanship Program Summary of Evaluations

# Attended:

38

# Evaluations: 3

32

## 1. Do you feel more knowledgeable about county government and the various county departments as a result of this program? Yes = 31 No = 1

#### Comments:

"I had no idea before this how things were run and how individuals are assigned to committees."

"I didn't realize just how large the number of services provided by the county was. The interaction with state government was more than I thought."

"Am always surprised at just what I learn."

"It is very nice to actually see the person in their area of expertise."

"Good to more about local govt. and what different areas address but since the program focus is seniors would have liked more time, esp. John Schnabl."

"Report from the County Treasurer was an eye opener. Long term care info was very helpful."

"If needed I know more about things these meetings gave knowledge of and how I can use them."

"There is so much information to remember, but it is reassuring to know how well our county runs. There is such a need for people to know where to go for help – this program really helps."

"I enjoyed learning the expertise and competence of the people in charge of our government."

"I appreciate deeply now, after hearing the amount of work and genuine caring put forth by the (the county government)."

"It is always good to be updated."

### 2. Was there any information you hoped to learn, but wasn't presented? Yes = 6 No = 24 Comments:

"Mr. Schnabl had a good message on advocacy, but didn't really follow his outline, which was disappointing."

"I did not know what to expect."

"I would have liked to have seen every one of the 29 county supervisors – I know, too difficult to get all."

"More info on senior issues – WI Aging Network, Older Americans Act, issues at federal, state and local level. Maybe ideas to address mental health issues in Rock Co."

"What is available for people with chronic disease or cancer – medical costs that threaten to wipe out life savings and estates."

"The gentleman from Rock Haven told us about how it was built, but not about the services."

"Info on mental illness and dementia."

"More info on types of patients, length of stay (average) and payment source at Rock Haven."

"They were thorough in presentation and in answering any questions."

#### 3. What did you like best about this program?

#### Comments:

"It was all very interesting."

"Everything and the meals were great."

"The complete program was done very well. The food was amazing also - thank you."

- "The heads of the departments explained how their programs worked any changes amount of personnel need to operate."
- "Short presentations on each topic. Heather Bruemmer, presentation on Friday afternoon."
- "Learning the full scope of the agency had no idea of the variety of needs covered."
- "Friday's programs Senior programs."
- "Jennifer Johnson on healthy eating."
- "The great variety."
- "The variety."
- "Especially enjoyed the location of the presentation!! The nutrition presentation."
- "Very informative things I didn't know existed."
- "Showing of the broadness of the coverage of needs that the county and state programs cover."
- "Variety exposure to council on aging programs. Learning more about Ombudsman Program."
- "Info on local organizations."
- "Presentation on Council on Aging services."
- "All of the speakers were very knowledgeable. They knew what their jobs were all about."
- "Day 2 speakers."
- "Good food, dedicated people with well planned presentations, also directions to proper agencies."
- "Sheriff, Coroner, District Attorney, Healthy Eating, Heather Bruemmer."
- "the food"
- "It was organized & the information."
- "All of the speakers were good. Especially liked the DA and the programs on Rock Haven and Ombudsman Program."
- "Great overview of information r/t local government & services."
- "The variety of subjects that were covered. And, of course, the food was wonderful."
- "We learn something new every year and finding out where to get more help, if needed."
- "Variety of information, kept to schedule breaks & food very good."
- "Heather, the ombudsman, on long term care and Lori Stottler also."
- "The care and concern shown by all speakers, attendees, services, information booths."
- "Friday's speakers."
- "Efficiency and layout. Speakers were very informational."
- "The way it was presented."
- "I liked the clear manner in which department heads presented their work. I thought Sandra Kraft did a great job of welcome and introductions."

#### 4. What did you like least about this program?

#### Comments:

- "No problems."
- "Rock Haven slides went on too long and what the end result of those being served was not addressed."
- "No downside. Information is always welcome."
- "Presentation on building progress at the new Rock Haven facility on Thursday afternoon."
- "Enjoyed and learned from each topic and speaker presented."
- "Rock Haven."
- "Doug Keating and his pictures of pipes. Designs would have been better."
- "Sitting"
- "2 full days is difficult to work into a schedule. Shorten it if possible."
- "I like round tables better than the long tables for seating."
- "Presentations of descriptions of what is in a photo shown on screen that is obvious visually what happened."

- "Having to sit for so many hours. I was thankful for breaks and lunches."
- "Over extended presentation on new Rock Haven building project."
- "Rock Haven wasn't interested in building so much as services offered."
- "Enjoyed the program."
- "The nutrition as this was a review to me."
- "Presentation on Rock Haven construction."
- "Can't think of a thing."
- "I have no complaints"
- "That speakers had only a short time to give a lot of information."
- "A lot of time spent on Health & Human Services for the young generation important work but would prefer they emphasize help to seniors."
- "None" (2)
- "I did not like the huge conflict I had on Friday."

#### 5. How will you put this information to use?

#### Comments:

- "Picking out area to volunteer in."
- "Time will tell. I now know who to call if necessary and feel great about that."
- "Facts and the source of them go a long way to convince friends to advocate along with you for your pet project."
- "Hope to strive to make the balance of life more healthy in all aspects."
- "If I need information I know where to find it or who to call."
- "Telling friends, family, church and women's committee."
- "Will talk about it to friends to help and inform them about the programs and how work to help us all."
- "In my volunteer work with family, HealthNet and parish nursing."
- "I will pass most of this info on to at least four other seniors. I wish they would have been here."
- "Will know about what our county people do."
- "Pass on to others at church, or wherever I am the things that are available via the Rock County programs."
- "Accessing resources for a senior friend with some financial, health and disability issues.
- Things my husband and I may need in future."
- "On County Board."
- "When you hear or read articles about county programs, etc., you will be able to connect it with what we learned."
- "More informed decision making when voting. Helping friends and neighbors find services and information they need."
- "Hopefully to keep it handy and reference it for various needs."
- "Go to some of training classes."
- "Daily, providing information."
- "What services I can use."
- "To help family and friends know where to start to get the help they may need."
- "Better informed Rock County citizen."
- "For myself, but also helping friends and caregivers who can use this information."
- "Helping myself and friends."
- "I will know where to start when a need arises I will share information with friends."
- "When I have occasion to do so."
- "For future knowledge"
- "Explain to others."

"I have passed along the ombudsman numbers to a friend who lives in Wisconsin, works in Illinois and is in danger of loosing some retirement benefits."

#### 6. What suggestions do you have for future sessions?

#### Comments:

- "So much information was shared, I can think of nothing else. Three most important problems of aging persons; lack of consideration (respect) for older, poor older, also disabled."
- "Keep up the good work."
- "Can't think of anything that wasn't covered."
- "Opportunities for citizen involvement"
- "Some ideas more information about mental health and dementia help. Perhaps the health concerns about air quality and water quality."
- "Continue to emphasize advocacy."
- "Hold them outside when weather is favorable like this week."
- "Maybe half days, then you wouldn't have to serve lunch (cost saving)."
- "Serve the nutrition program meal-on-wheels at noon instead of catered luncheon."
- "Status of Community Options Program future"
- "Have another one next year with updated information."
- "The room could be warmer."
- "Keep up the great work! That some speakers be given more time."
- "Program deserves a star."
- "Nothing at the moment unless to better advertise of an upcoming session."
- "You do a very good job keep it up great speakers and very informative"
- "It might be interesting to have a video or slide presentation of the former and future Rock Haven buildings."
- "In order to hold again, you can charge more. \$10 doesn't even pay for the food."

#### 7. How did you hear about the County Senior Statesmanship Program?

#### Comments:

- "Through Council on Aging Advisory Board"
- "Newspaper" (3)
- "Friends" (7)
- "I live at Riverview Heights, Vicki, our Service Coordinator, Mary through the hot lunch manager here and the mail."
- "An announcement in the mail." (5)
- "Handout"
- "From word of mouth" (3)
- "Riverview Heights"
- "Very good program, but don't recall how heard this year"
- "Through the place where I live"
- "Council on Aging (Joyce)"
- "Senior Review newspaper, County Board packets"
- "From a friend. I will be recommending to friends."
- "From Elaine Mueske through her brother, Ronnie Thomas"
- "Through Strong Woman Healthy Hearts" (2)
- "Flyer in the community"
- "Council on Aging my brother He is a County Board member"
- "E-mail"

#### **Additional Comments:**

- "Think Human Services should work more doing "Prevention" help and education rather (or at least as much) as reacting, i.e.: rehab, etc."
- "This was my first time at a Statesmanship Program. I was (am) really pleased with both days. The information given: most of those people I don't hear any other time or place to see: meet"
- "Enjoyed everything immensely, very interesting"
- "Thank you! I wish I knew some of this information before I needed it to take care of my husband and my mother I do not know how you could have let me know I needed it."
- "A great program"
- "This is a wonderful, informative program. Keep up the good work."
- "Excellent program"
- "I really liked the extra time for the presenters. There was a great variety of topics for everyone. Could let handicapped people go first for the meals."
- "Enjoyed all the participants. Never realized how many County agencies are working for us. Will definitely pay more attention to what is going on!
- "Needs I see for Seniors esp. low income handicapped (1) transportation issues availability, cost, hours for example a person would like to attend a play at PAC could get there by bus but couldn't get home. (2) Assistance in home for housekeeping."
- "What are 3 most important issues for Older Americans? Adequate income for all people; adequate medical affordable health care; meals for older people especially low income people" "Good food! Enjoyed being able to put faces with the names I hear and see in the paper. Need to limit some people making useless comments or asking very person specific questions. Ex. Hold questions 'til end of presentation."
- "Some people who attended last year didn't get a flyer about the program this year."
- "Sheriff Robert Spoden excellent information. Heather Bruemmer gave really important facts if you have a family member in a nursing home"
- "Too bad that I was unable to be here yesterday."
- "Issues: independent living Medicare Part D confusion, good/bad nursing homes. The Rock County Senior Resource Directory is very thorough. Thanks for the great pamphlets and info,"