



**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY COMMITTEE
January 13, 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 1:02 p.m. on January 13, 2021 via Zoom.

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

Committee Members Absent: Tom McCool

Staff Members Present: Jennifer Thompson, Director of the ADRC, Melissa Kooiman, Supervisor of the ADRC, Jamie Dix, I&A Specialist of the ADRC, Cori Marsh, Dementia Care Specialist of the ADRC, and Nicole Zimmerman and Jill Hrycay, Disability Benefit Specialists of the ADRC.

Others Present: Tim Wellens, ADRC State Regional Quality Specialist

Approval of Agenda: Mr. Schneider moved to approve the agenda with the change noted: Old Business, Item A, Integration in **2022**, (mistakenly listed as 2021) seconded by Ms. Bostwick. APPROVED.

Approval of Minutes: Ms. Bostwick moved to approve the minutes from October 14, 2020 with one change: under Committee Members Present, minutes need to omit Paula Garecht. Seconded by Mr. Schneider. APPROVED

Citizen Participation: None.

Old Business:

A. Integration in 2021

- Ms. Thompson highlighted the following points:
 - Both the EVA's and HSD Boards approved integration as well as the full County Board.
 - 2021 will be used to plan for integration; creating work flow, processes, policies and learn each other's programs.
 - When the ADRC and COA move into the new building (projected summer of 2021), this will also allow for more opportunity to plan while in the new space.
 - Official integration will occur January 1, 2022.

B. New Building Update

- Ms. Thompson highlighted the following points:
 - It is estimated the Human Service Department will be in the new building summer of 2021.
 - The new name of the building was voted on at the County Board and it will be called, the "Dr. Daniel Hale Williams Resource Center." It is named after an African American man who lived in Janesville and performed one of the first open-heart surgeries.
 - Progress in the building is happening, windows on the exterior and roof are going in, walls are going up-some are getting painted soon.
 - The ADRC is now looking at the floorplan as it relates to office furniture.

New Business:

A. Year in Review

1A. Dementia Care Specialist:

- Cori Marsh talked about all of the activities she provided/were offered in 2020.
- 2020 began training the Sheriff's Department using the dementia LIVE program.
- Edgerton Hospital was also given the dementia LIVE training (post COVID)
- Programs were provided weekly including; social gatherings (Wacky Wednesday), support groups and several additional educational and social programs.
- 20 cookie trays were delivered for the Holiday Caregiver Celebration.
- Approximately 30 dementia "gift" bags were delivered with activities for people with dementia and their caregivers.
- Book Club, Bootcamp and Powerful Tools for Caregivers classes were provided.
- In some cases it was easier for people to attend programs virtually as they did not have to find someone to care for their loved one while away, rather they could participate from their own homes.

2A. Information and Assistance:

- Jamie Dix discussed how I&A continue to meet client needs via phone or virtual meetings; clients appreciate the additional safety precautions.
- Trending calls tend to be about housing resources (homeless, near homeless or in need of alternative housing.) Evictions create barriers to find affordable housing options.
- Areas that Rock County lacks resources in are: housing, Supportive Home Care/Personal Care due to lack of staff and affordable lawn/snow removal agencies.
- Calls from those looking for public funding have changed such that I&A are required to provide Options Counseling (Melissa will go into depth-see below notes.)
- 18 Alexa's were given out as part of the COVID funding - Alexa Project. Individuals interested should be directed to call the ADRC for more information and for eligibility requirements. The ADRC has more available.

3A. Disability Benefit Specialist:

- Jill Hrycay and Nicole Zimmerman, both DBS's presented today.
- They are meeting client needs by connecting over the telephone or zoom appointments.
- Early in the pandemic, most calls addressed by the DBS staff were regarding unemployment and the stimulus package however by late spring, the calls/referrals were back to normal.
- In August, DBS's received more calls due to a change to the Medicaid program-which allowed more people access to the program and additional help with drug costs
- Medicare open-enrollment was a bit challenging this year as appointments were over the phone and there were problems with the Planfinder. Specifically, the monthly premium quote was not accurate.
- The Monetary Impact in 2020 was \$1,287,795. Jill explained this amount is how much money was saved and earned in benefits in 2020.

B. Option Counseling Scenarios:

- Melissa Kooiman reviewed the new process involved in Options Counseling.
- For example, when a customer calls and states they are having difficulty bathing, the I&A not only reviews options for bathing assistance, but also explores other areas they may have a need.
- There are different parts of options counseling including; identifying a need, discovering more about the person, supporting decisions, actions plans, follow-up, etc.
- People are used to coming to the ADRC looking to enroll in Family Care, however, part of the process is now to look at what the needs are and offering multiple options to address the need-not just public funding.

Statistical Information*:

- Ms. Thompson provided the call volume for calendar years 2018, 2019 and all of 2020 for comparison. She noted that call volume tends to decrease in November and December and then picks up again in January, after the holidays. Family will call the ADRC for information and resources after seeing their family members during the holidays and noticing a decrease in function.

- Ms. Thompson also reviewed the Agency Call Report: indicating these numbers relate to who is calling (target groups; elderly, physically and developmentally disabled) and the reason for the call. She didn't feel there were any particular categories that stood out this month. She stated that if any of the committee members want additional information regarding particular types of calls, they should let her know and she can bring this information back to the next meeting.

Complaints and Appeals:

- None received in this past quarter.

Success Stories:

- Ms. Thompson shared four emails written by families whom Cori Marsh, the Dementia Specialist, worked with. All of the notes thanked Cori for her help and kindness through the holidays. Ms. Thompson also shared the comments from the evaluations Cori received from a class she presented to. All of the comments noted Cori's excellence when presenting.

Committee Member Comments:

- Ms. Thompson told the committee of Tom McCool's resignation from the committee. This now creates a third opening on the committee. The ADRC Advisory Committee now needs a representative from each target group; Intellectual Disability, Elderly, and Physical Disabilities.

Next Meetings:

- April 14, 2021 at 1:00 p.m. in the Job Center Conference Room D-E 1900 Center Avenue, Janesville, Wisconsin or via Zoom.

Adjourn: Meeting was adjourned at 2:05 p.m. on a motion by Mr. Luther, seconded by Mr. Schneider. APPROVED.

Respectfully submitted,

Jennifer Thompson, ADRC Division Manager

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