

ADRC ADVISORY COMMITTEE MEETING

WEDNESDAY, April 13, 2016 -- 2:30 P.M. (Note new Time for 2016)



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

AGENDA

1. Call to Order and Welcome Co-Chairperson Terry Thomas
2. Approval of Agenda
3. Approval of Minutes from the January 13, 2016 meeting.
3. Citizen Participation
4. Old Business
 - A. Family Care
 - B. Compliance Plan *
 - C. Complaints/Appeals
5. New Business
 - A. Changing by-laws to include minority representation
 - B. Staffing levels at the ADRC
 - C. ADRC Committee Terms
 - a. Barb Vaugh
 - b. Rob Wilkinson
6. Statistical Information *
7. Committee Member Comments
8. Next Meeting Dates:
July 13, 2016 and October 12, 2016.
9. Adjourn

* Denotes Attachment

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

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently in Compliance (X)	If not currently in compliance, barriers to meeting the requirement	If not currently in compliance, plan to meet contract requirement	Planned Date of Compliance
EXAMPLE ITEM					
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.		X	Fiscal: ADRC does not have funds in budget to replace the ADRC sign on building.	ADRC will look at budget and adjust it so that a new sign can be purchased.	5/1/2016
Welcoming and Inviting Environment (Page 4 of 2016 Contract)					
All ADRC locations are accessible by public transportation, if the municipality in which the ADRC is located has public transportation.	X				
The ADRC has adequate parking, including accessible parking, at no cost to the public.	X				
Signage (Page 4 of 2016 Contract)					
All ADRC locations have clearly visible signage on the interior of the building in which it is located.		X	No barriers identified.	Need to order a sign for inside the Job Center.	5/31/2016
All ADRC locations have clearly visible signage on the exterior of the building in which it is located.	X			Rock is also looking at putting another sign near the street, however, we are waiting for the parking lot to be redone.	
The ADRC is identified on any posted building directories.	N/A			There are no posted directories in the Job Center	
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.	X				
Facility Requirements (Pages 4-5 of 2016 Contract)					
ADA Standards for Accessible Design					
The building and furnishings are clean, in good condition, free of hazards and meet state and federal requirements for physical accessibility. Please refer to link above.	X				
The ADRC provides directional signs and instructions for the use of ADRC services in print, Braille, and alternate formats (e.g., increased font size, high contrast in colors, American Sign Language video translations, closed captioning on videos.)		X	With the exception to our restroom sign, we do not have printed material in braille.	We will discuss this with our RQS to determine what should be formatted for Braille and where we obtain the needed material.	5/31/2016
The ADRC has public restrooms for use by customers that are clearly signed and accessible.	X				
The ADRC has public restrooms that accommodate customers with an attendant while maintaining privacy.	X				

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not currently in Compliance (X)	If not currently in compliance, barriers to meeting the requirement	If not currently in compliance, plan to meet contract requirement	Planned Date of Compliance
Reception Area (Page 5 of 2016 Contract)					
The ADRC has a clearly defined, separate, distinct, accessible and welcoming reception area where the public is greeted by an individual ready to assist them.	X				
The reception area is large enough to accommodate people of all ages and with different disabilities.	X				
The layout of the reception area does not allow customers to overhear conversations between the receptionist and another customer.	X				
The reception area has an accessible display space for fliers, pamphlets and other information materials, arranged so that customers can easily reach the material.	X				
Privacy and Confidentiality (Page 5 of 2016 Contract)					
Information and assistance specialists, options counselors and benefit specialists have access to private meeting space for confidential conversations.	X				
Private meeting spaces are equipped with telephones and computers with high speed internet access and can access databases and benefits assessment tools.	X				
The ADRC stores confidential information securely on site.	X				
Co-Location with an MCO (Page 5 of 2016 Contract)					
The ADRC is not located in the same building as an MCO.	X				
Co-Location with an Aging Unit (Pages 5-6 of 2016 Contract)					
If the ADRC and Aging Unit share a phone number, the phone is answered, "Aging and Disability Resource Center."	N/A				
Regularly Scheduled Business Hours (Page 6 of 2016 Contract)					
The ADRC assesses the most convenient days and times for customers to visit the ADRC.		X	No barriers identified.	Per the 2016 ADRC Business plan, an assessment will be completed to determine most convenient hours.	11/1/2016
Information and assistance service is available continuously when the ADRC is open.	X				

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section of Contract Item	Meets Contract Requirement (X)	Not currently in Compliance (X)	If not currently in compliance, barriers to meeting the requirement	If not currently in compliance, Plan to meet contract requirement	Planned Date of Compliance
ADRC hours are fixed and posted.	X				
After Hours Services by Appointment (Page 6 of 2016 Contract)					
The ADRC has the capacity to set up after-hours and weekend appointments.	X				
The ADRC establishes criteria for determining when after-hours appointments are necessary.		X	No barriers identified.	A policy/procedure will be written to identify when after hours appointments are necessary.	5/31/2016
Computer Systems (Pages 6-7 of 2016 Contract)					
The ADRC has a computer system that can stream both video and voice over the Internet.	X				
The ADRC operates either a SAMS IR or an equivalent software that has the same capacity as SAMS IR for client tracking, resource database, and reporting.	X				
All ADRC staff members have a computer and it allows staff to input data into the SAMS IR or equivalent software.	X				
Management Information Systems (Pages 7-8 of 2016 Contract)					
The ADRC has a client tracking database lead.	X				
The resource database includes information relating to each of the information and assistance topics listed in Section III, B.2.C.	X				
The resource database includes information relating to the name of the resource, contact information, and key features of the resource.	X				
Resource information is updated annually.	X				
The ADRC has a resource database lead.	X				
Management Information Systems FOR NON-SAMS IR USERS (Pages 7-8 of 2016 Contract)					
The ADRC client tracking system meets all Department reporting requirements.	N/A				

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section/Contract Item	Meets Contract Requirement (X)	Not Currently in Compliance (X)	If not currently in compliance, barriers to meeting the requirement	If not currently in compliance, Plan to meet contract requirement	Planned Date of compliance
The ADRC client tracking system collects Department-required performance criteria and indicators.	NA				
The client tracking system assigns a unique contact number for each contact and a unique client identification number for each customer.	N/A				
The client tracking system tracks data on the initial and subsequent client contacts, including characteristics of the customer, reasons for the contact, subjects of the contact, and issues identified.	N/A				
The client tracking system also tracks data on the ADRC services provided, the outcomes that result and follow-up activities.	N/A				
The client tracking system meets the standards for database content and structure established by the Department.	N/A				
The RQS has access to its client tracking database system.	N/A				
Telephone Systems (Page 8 of 2016 Contract)					
The ADRC has its own dedicated phone number(s) including a toll-free telephone number. (Unless ADRC is integrated with an Aging Unit, then must be answered, "Aging and Disability Resource Center.")	X				
If regional, there is one telephone or telecommunications system for the entire regional ADRC.	N/A				
The ADRC phone number(s) are on the ADRC's web site, in the ADRC's marketing materials, and published in the local telephone book(s).	X				
If the ADRC is county-based, the telephone number is on the home page of the county's web site.		X	No barriers identified.	We will work with our IT Dept. & Rock Co. Administration to have this put on the home page of the County website.	5/31/2016
The ADRC telephone is answered during business hours by a staff person who tells the customer that he/she has called the "Aging and Disability Resource Center."	X				

Checklist for the Evaluation and Compliance Plan Requirement In the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

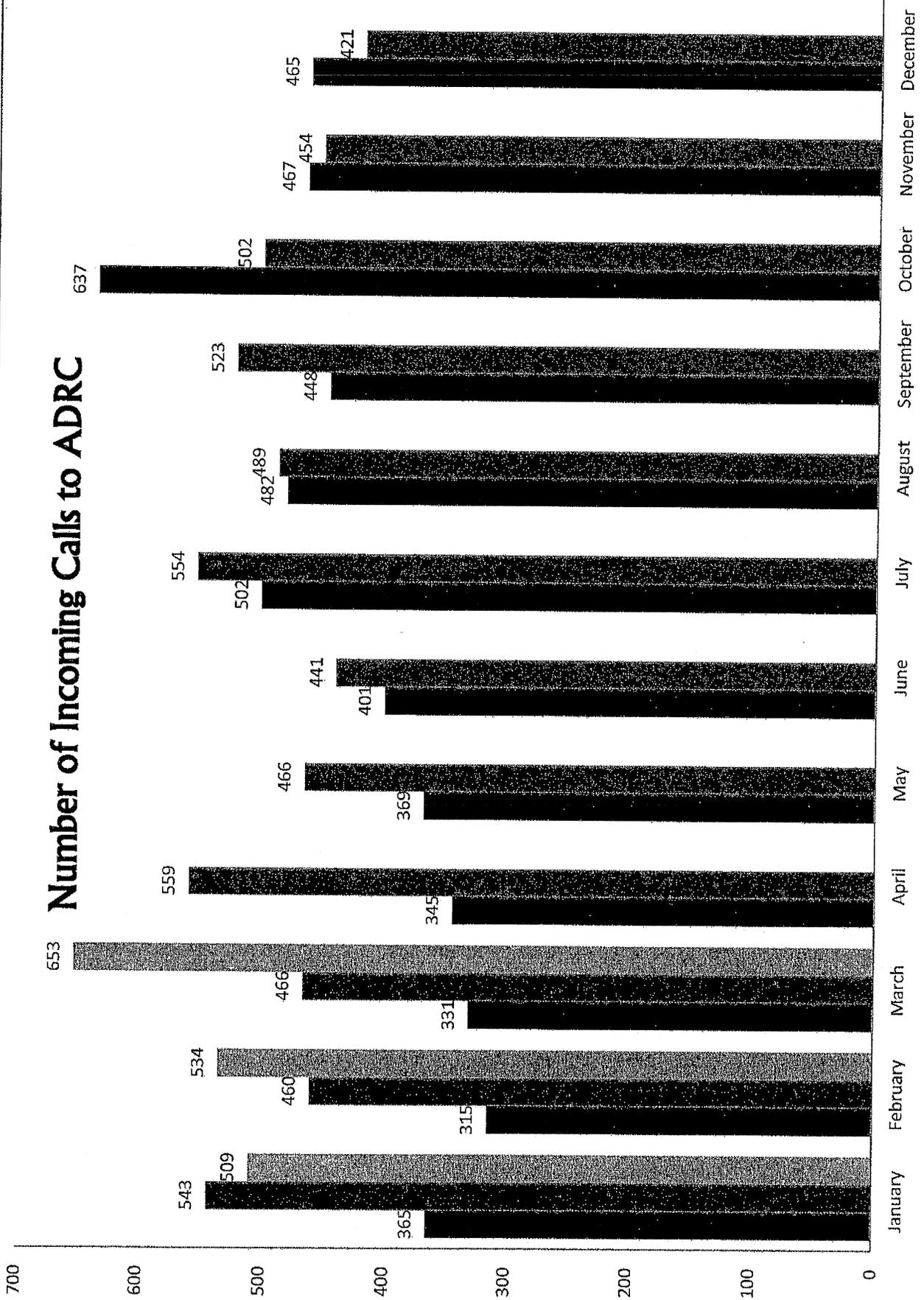
Section / Contract Item	Meets Contract Requirement (X)	Not currently in Compliance (X)	If not currently in compliance, Barriers to meeting the requirement	If not currently in compliance, Plan to meet contract requirement	Planned Date of Compliance
The telephone system transfers calls internally. Multi-office ADRCs must be able to transfer calls among their offices.	X				
The telephone system tracks and reports hold times and abandoned calls.		X	Rock Co. IT was contacted on this; response is the following. "This is quite a costly add-on software pkg...the cost is about \$20+K and annual maintenance, installation and configuration costs. And since it uses SMDR output, it could require changes that would mess up our overall phone billing w/out extensive modification to that pkg.	We will need to discuss this with our RQS and determine if our IT Dept is willing to move forward with this.	5/31/2016
After business hours, the telephone system identifies the ADRC's business hours, permits callers to leave a message, and refers callers to an emergency number.	X				
An ADRC staff member responds to phone messages by the end of the next business day.	X				
E-Mail (Page 8 of 2016 Contract)					
The ADRC has an email address published on the ADRC's web site, in marketing materials and submitted to the Department for publication on the Department's website.	X				
For county-based ADRCs, the ADRC's email address is also published on the home page of the county's web site.		X	No barriers identified.	We will work with our IT Dept. & Rock Co. Administration to have this put on the home page of the County website.	5/31/2016
An ADRC staff member responds to e-mail contacts from customers by the end of the next business day.	X				
Website (Page 9 of 2016 Contract)					
The ADRC website includes descriptions of the ADRC's mission, the populations it serves, and the types of information and services it provides.	X				
Contact information for the ADRC (telephone number, address, hours of operation, and email address) is highly visible and easy to find on the ADRC's home page.	X				
For county-based ADRCs, the ADRC website link is highly visible and easy to find on the home page of the county's website.		X	No barriers identified.	We will work with our IT dept. & Rock Co. Administration to have this put on the home page of County website.	5/31/2016

Checklist for the Evaluation and Compliance Plan Requirement In the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 contract item	Meets Contract Requirement (X)	Not Currently In Compliance (X)	If not currently in compliance, Barriers to meeting the requirement	If not currently in compliance, Plan to meet contract requirement	Planned Date of Compliance
The website contains or provides a link to the ADRC's electronic resource database.	X				
The ADRC website, including the resource database, is accessible to people with impairments or disabilities that limit access to standard web formats. (e.g., increased font size, high contrast in colors, American Sign Language video translations, captioning on videos.)	X		Unclear if there are barriers	We will work with our IT Dept. & Rock Co. Administration to determine the feasibility.	5/31/2016

Number of Incoming Calls to ADRC



■ 2014 ■ 2015 ■ 2016

SAMS Agency Call Report

4/1/2016

- SAMS Agency Call Report

Who made contact (Caller Type):

No. of Calls	Caller Type
1,027	(Self)
105	11-Legal Decision Maker
112	12-Caregiver
675	13-Relative/Friend/Neighbor/Comm Mbr
699	14-Agency/Service Provider
891	15-ADRC Contacted Consumer/Designee
597	16-ADRC Initiated Collateral Contact
39	99-Other
4145	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
197	Abuse and Neglect
60	Adaptive Equipment
4	Addictions
3	ADRC Complaint
88	ADRC Printed Material
219	Alzheimer's and Other Dementia
13	Ancillary Services
243	Assisted Living (AFH, CBRF, RCAC)
11	Budget Assistance
220	Caregiving
25	Community I&R
26	Complaints (other)
23	Education
7	Emergency Preparedness
39	Employment
20	End of Life
60	Food
88	Health
5	Health Promotion
577	Home Services
276	Housing
76	Income Maintenance
88	Insurance
103	Legal Services
44	MDS Section Q Referrals

SAMS Agency Call Report

4/1/2016

- SAMS Agency Call Report

27	Medical Home Care
92	Mental Health
14	Non MDS Section Q
199	Nursing Home
179	Other
2,168	Public Benefits LTC Programs
644	Public Benefits, Other
34	Recreation/Socialization
38	Referral for Financial-Related Needs
44	Referral for Private Pay Options
57	Taxes
95	Transportation
6	Unmet Need – Dental
1	Unmet Need – Funding – Long Term Care Services
1	Unmet Need – Home Care
1	Unmet Need – Medication Management
9	Unmet Need – Other
1	Unmet Need – Transportation
1	Unmet Need – Utility Assistance
22	Veterans
5	Volunteer Opportunities
51	Youth In Transition
4122	Total

ADRC Activity:

No. of Calls	ADRC Activity
761	Administrative (Select exclusively.)
264	Attempted Contact (Select exclusively.)
28	Community Partners (Select exclusively.)
23	Complaints/Advocacy
353	Long-Term Care Functional Screen
10	Memory Screen
111	Provided Assistance with MA Application Process
13	Provided Brief or Short-Term Service Coordination
328	Provided Follow-up
2,559	Provided Information & Assistance
161	Provided Options Counseling
19	Referral to ADRC
4136	Total

SAMS Agency Call Report

4/1/2016

- SAMS Agency Call Report

Consumer Age Group:

No. of Calls	Consumer Age Group
8	100 - 150
238	17 - 21
1,375	22 - 59
2,400	60 - 99
4021	Total

Referred By:

No. of Calls	Referred By
15	Called Before
4	Economic Support
16	Friend/Family
3	Home Health Agency
9	Hospital
5	Internal Referral
7	Internet
1	Newspaper
3	Nursing Home
7	Other Agency
2	Pharmacy
7	Physician
1	Senior Center
80	Total

Disability:

No. of Calls	Disability
632	01-Developmental/Intellectual Disability
1,951	02-Elderly: Age 60 or Older
427	03-Mental Health
1,247	04-Physical Disability
32	05-Substance Use
513	06-Unknown (Select exclusively.)
4112	Total

Monthly Total

No. of Calls	Total Minutes	Month
1,310	60,831	January, 2016
1,420	82,423	February, 2016
1,415	59,822	March, 2016

SAMS Agency Call Report

4/1/2016

- SAMS Agency Call Report

4145	203076	Total
------	--------	-------