

**ADRC ADVISORY COMMITTEE MEETING
WEDNESDAY, October 11, 2017 – 1:00 P.M.**



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

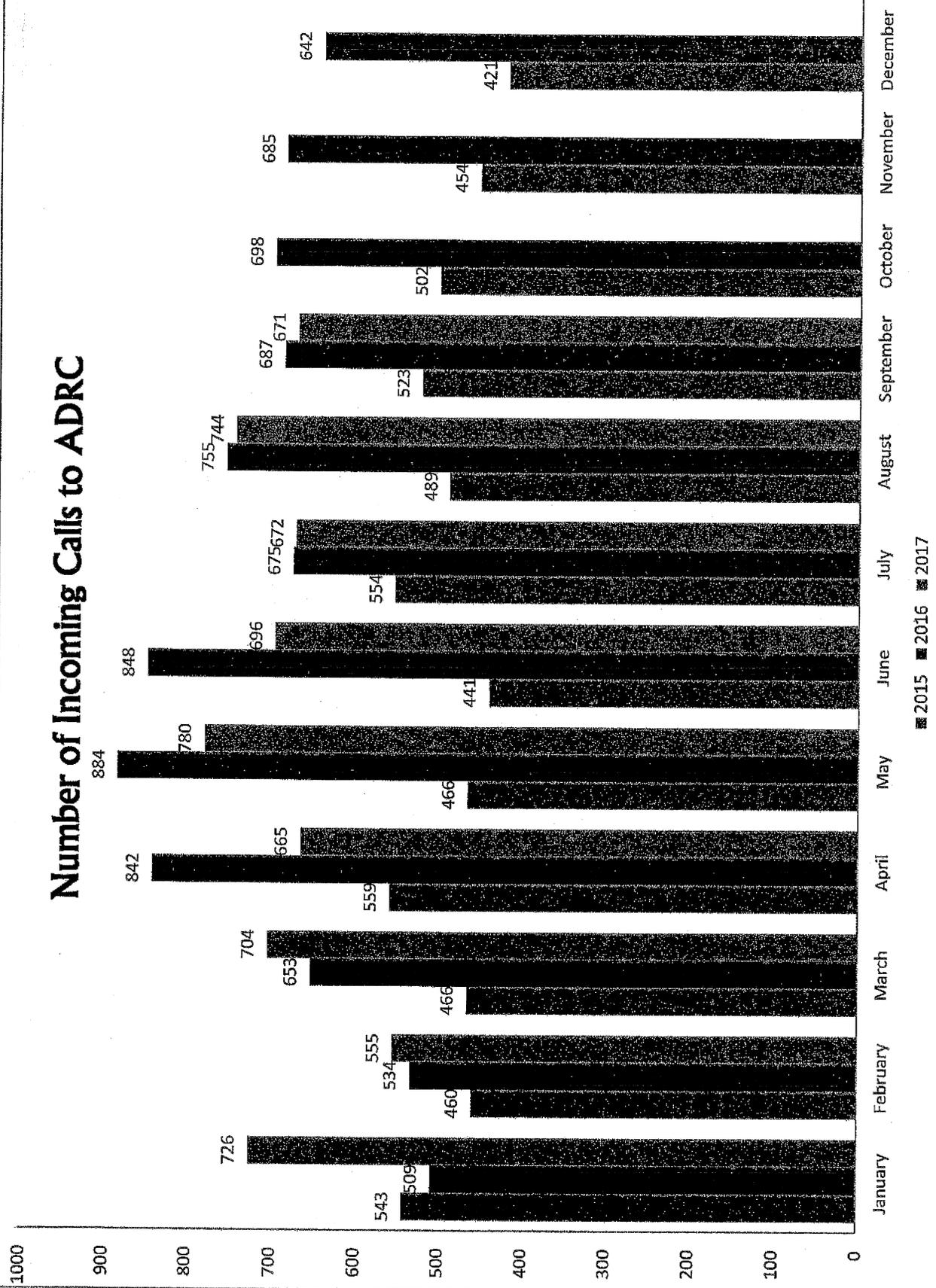
AGENDA

1. Call to Order and Welcome Chairperson Terry Thomas
2. Approval of Agenda
3. Approval of Minutes from the April 12, 2017 meeting.
3. Citizen Participation
4. Old Business
 - A. Family Care Update
 - B. State Budget
 - C. ADRC successes
5. New Business
 - A. My Choice Presentation – Maria Ledger & Melissa Kooiman
 - B. Purple Tube Project - Cori Marsh
 - C. Change Project Update
6. Statistical Information *
7. Complaints and Appeals
8. Committee Member Comments
9. Next Meeting Dates:
 - A. Determine 2018 ADRC Advisory Committee meeting dates.
10. Adjourn

* Denotes Attachment

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

Number of Incoming Calls to ADRC



SAMS Agency Call Report

10/2/2017

- SAMS Agency Call Report

Call Priority:

No. of Calls	Call Priority
1	Emergency, imminent danger to self or others
1	Total

Who made contact (Caller Type):

No. of Calls	Caller Type
1,435	{Self}
292	11-Legal Decision Maker
68	12-Caregiver
680	13-Relative/Friend/Neighbor/Comm Mbr
795	14-Agency/Service Provider
972	15-ADRC Contacted Consumer/Designee
678	16-ADRC Initiated Collateral Contact
182	99-Other
5102	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
250	Abuse and Neglect
72	Adaptive Equipment
4	Addictions
4	ADRC Complaint
49	ADRC Printed Material
104	Alzheimer's and Other Dementia
9	Ancillary Services
11	Animals
171	Assisted Living (AFH, CBRF, RCAC)
20	Budget Assistance
114	Caregiving
9	Community I&R
25	Complaints (other)
17	Education
45	Employment
11	End of Life
96	Food
149	Health
11	Health Promotion
728	Home Services

SAMS Agency Call Report

10/2/2017

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330	Housing
240	Income Maintenance
92	Insurance
127	Legal Services
7	MDS Section Q Referrals
3	Medical Home Care
70	Mental Health
5	Non MDS Section Q
290	Nursing Home
16	Other
2,993	Public Benefits LTC Programs
869	Public Benefits, Other
16	Recreation/Socialization
2	Referral for Evaluation
24	Referral for Financial-Related Needs
23	Referral for Private Pay Options
17	Taxes
101	Transportation
5	Unmet Need – Dental
1	Unmet Need – Home Care – Non-Medical
1	Unmet Need – Medication Management
3	Unmet Need – Other
2	Unmet Need – Transportation
6	Unmet Need – Utility Assistance
11	Veterans
6	Volunteer Opportunities
88	Youth in Transition
5034	Total

ADRC Activity:

No. of Calls	ADRC Activity
1,208	Administrative (Select exclusively.)
390	Attempted Contact (Select exclusively.)
1	Behavioral Mental Health Screen
42	Community Partners (Select exclusively.)
14	Complaints/Advocacy
36	Customer Initiated Follow-up
210	Long-Term Care Functional Screen
8	Memory Screen
5	Outreach/Marketing (Select exclusively.)

SAMS Agency Call Report

10/2/2017

- SAMS Agency Call Report

206	Provided Assistance with MA Application Process
26	Provided Brief or Short-Term Service Coordination
32	Provided Disenrollment Counseling
127	Provided Enrollment Counseling
425	Provided Follow-up
2,814	Provided Information & Assistance
131	Provided Options Counseling
7	Referral to ADRC
5102	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
14	100 - 150
355	17 - 21
1,646	22 - 59
3,024	60 - 99
5039	Total

Referred By:

No. of Calls	Referred By
3	Assisted Living
348	Called Before
1	Economic Support
22	Friend/Family
1	Home Health Agency
5	Hospital
5	Internal Referral
3	Internet
1	Nursing Home
13	Other Agency
1	Phone Book
1	Physician
4	Resource Directory
408	Total

Disability:

No. of Calls	Disability
133	00-Alzheimer's/Irreversible Dementia
907	01-Developmental/Intellectual Disability
2,422	02-Elderly: Age 60 or Older

SAMS Agency Call Report

10/2/2017

- SAMS Agency Call Report

548	03-Mental Health
1,457	04-Physical Disability
52	05-Substance Use
484	06-Unknown (Select exclusively,)
5051	Total

Monthly Total

No. of Calls	Total Minutes	Month
1,531	31,849	April, 2017
1,846	40,452	May, 2017
1,725	58,841	June, 2017
5102	131,142	Total

SAMS Agency Call Report

10/3/2017

- SAMS Agency Call Report

Who made contact (Caller Type):

No. of Calls	Caller Type
1,237	(Self)
254	11-Legal Decision Maker
103	12-Caregiver
705	13-Relative/Friend/Neighbor/Comm Mbr
783	14-Agency/Service Provider
1,065	15-ADRC Contacted Consumer/Designee
641	16-ADRC Initiated Collateral Contact
159	99-Other
4947	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
215	Abuse and Neglect
77	Adaptive Equipment
2	Addictions
3	ADRC Complaint
50	ADRC Printed Material
64	Alzheimer's and Other Dementia
15	Ancillary Services
1	Animals
155	Assisted Living (AFH, CBRF, RCAC)
37	Budget Assistance
107	Caregiving
7	Community I&R
32	Complaints (other)
24	Education
48	Employment
14	End of Life
83	Food
184	Health
2	Health Promotion
576	Home Services
317	Housing
125	Income Maintenance
108	Insurance
122	Legal Services
28	MDS Section Q Referrals

SAMS Agency Call Report

10/3/2017

- SAMS Agency Call Report

9	Medical Home Care
74	Mental Health
9	Non MDS Section Q
213	Nursing Home
26	Other
3,059	Public Benefits LTC Programs
827	Public Benefits, Other
19	Recreation/Socialization
1	Referral for Evaluation
16	Referral for Financial-Related Needs
22	Referral for Private Pay Options
6	Taxes
85	Transportation
1	Unmet Need – Dental
1	Unmet Need – Mental Health Services Incl Case Mgmt
7	Unmet Need – Utility Assistance
14	Veterans
1	Volunteer Opportunities
87	Youth In Transition
4884	Total

ADRC Activity:

No. of Calls	ADRC Activity
1,126	Administrative (Select exclusively.)
446	Attempted Contact (Select exclusively.)
33	Community Partners (Select exclusively.)
20	Complaints/Advocacy
35	Customer Initiated Follow-up
221	Long-Term Care Functional Screen
9	Memory Screen
3	Outreach/Marketing (Select exclusively.)
242	Provided Assistance with MA Application Process
39	Provided Brief or Short-Term Service Coordination
45	Provided Disenrollment Counseling
126	Provided Enrollment Counseling
314	Provided Follow-up
2,741	Provided Information & Assistance
106	Provided Options Counseling
3	Referral to ADRC
4947	Total

SAMS Agency Call Report

10/3/2017

- SAMS Agency Call Report

Consumer Age Group:

No. of Calls	Consumer Age Group
30	100 - 150
337	17 - 21
1,583	22 - 59
2,953	60 - 99
4903	Total

Referred By:

No. of Calls	Referred By
349	Called Before
13	Economic Support
24	Friend/Family
2	Hospital
1	Internal Referral
4	Internet
2	Nursing Home
10	Other Agency
9	Resource Directory
414	Total

Disability:

No. of Calls	Disability
159	00-Alzheimer's/Irreversible Dementia
709	01-Developmental/Intellectual Disability
2,378	02-Elderly: Age 60 or Older
545	03-Mental Health
1,710	04-Physical Disability
26	05-Substance Use
375	06-Unknown (Select exclusively,)
4908	Total

Monthly Total

No. of Calls	Total Minutes	Month
1,553	47,741	July, 2017
1,764	96,817	August, 2017
1,630	88,069	September, 2017
4947	232627	Total