

ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE

April 10, 2019

Call to Order and Introductions: Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 1:02 p.m. on Wednesday, April 10, 2019 at the Rock County Job Center.

Committee Members Present: Terry Thomas, Rob Wilkinson, Paula Garecht, Harold Luther, and Tom Moe.

Committee Members Absent: Tom McCool, Gregg Schneider, and Carrie Glover

Staff Members Present: Jennifer Thompson, Steve Hare, and Sage Duval, A.A.

Others Present: Patricia Burhans from the Council on Aging Advisory Board and the Wisconsin Parkinson Association.

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

Approval of Minutes: Mr. Luther moved to approve the minutes from February 13, 2019, seconded by Mr. Moe. APPROVED

Citizen Participation: Chairperson Thomas asked Patricia Burhans if she has anything she would like to ask or add. Ms. Burhans declined, and stated she was relatively new to the area, and just trying to learn as much as possible to assist her in her work with the Council on Aging and the Wisconsin Parkinson Association.

Old Business:

A. ADRC/COA Integration:

- Ms. Thompson recently met with Lachel Fowler of the Council on Aging and Assistant to the Rock County Administrator, Randy Terronez, to begin preparing a grant request for funding a facilitator. Ms. Thompson shared the written request what her responses were and stated that whether integration occurs or not, it's a good idea to hire someone to help the two departments work together in the most constructive way, whether it was as two separate entities, or one combined force for the community. Ms. Thompson stated they are almost done writing the grant proposal, but she is interested in hearing feedback from committee members on what their thoughts are as it relates to the facilitator grant, integration, etc.
- Mr. Thomas said he thinks they are headed in the right direction. Mr. Thomas has some concerns and states that marketing could be a problem, due to the fact some of the elderly people in our community think integration means that some of the funding for the Council on Aging is going to go away, and are, therefore, opposed to the idea of integration. Mr. Thomas stated integration would need to be marketed in a way that the public is assured that those programs are here and will continue to be here even after integration. Mr. Thomas shared his own personal experience with some community members expressing incorrect assumptions that integration would mean a loss of funding to the Council on Aging.
- Ms. Thompson stated she feels this is a trust issue. She goes on to say integration has nothing to do with cutting funding and everything to do with making the two departments more robust and helpful for the seniors and disabled in Rock County. Ms. Thompson stated that, though she recognizes the fear of some members of the community and some staff about integration, she feels there is more the two departments could do together for the community than they could do separately.

- Mr. Thomas stated perhaps it could be put into the news or into the local paper there are no intentions of cutting any funding, integration is just an attempt at providing better service to the community and to keep people from having to drive across town for similar appointments.
- Ms. Garecht stated change can be hard, for anybody, and she hopes that bringing in the facilitator will give everyone a voice and get everyone on the same page as far as integration is concerned. She related the integration experience to her experience with the transitioning from Long Term Support to Family Care. Ms. Garecht stated many people were very angry at first, but eventually transferring to Family Care was seen by the community as beneficial.
- Mr. Wilkinson said he believes the biggest problem with the misperception of integration is that the state government and the federal government have been talking about cutting funding for programs for quite some time, so, people in the community are hearing the word "integration" and automatically thinking that that means "budget cuts." Mr. Wilkinson stated that we need to keep reiterating that integration is for the benefit of the people of the community.
- Mr. Moe shared that he'd had the personal experience of losing his job when a company he worked for merged with another company, and that the first thing the company said to the employees when the merger was occurring was, "Don't worry, nothing is going to change, and no one will be losing their job," but things did change, and people did lose their jobs. Mr. Moe said that he feels that that's where a lot of the public's apprehension and distrust originates. Ms. Thompson stated that that is precisely why the word "merge" is not used, but "integrate" is, because it is an integration of both departments to create more for the community, rather than to take something away from the community. Ms. Thompson said referring to integration as a merger makes people feel more like it is a corporate "takeover" intended to cut funding and save money than what it's really meant to do, which is provide better service for the community. Mr. Moe agreed with Ms. Thompson.
- Ms. Thompson stated the facilitator is coming to meet with everyone as an impartial observer who will go over the pros and cons of integration to help the county make the right decision for the community, by interviewing people and also by analyzing and evaluating all the available data. She went on to say the grant proposal isn't due until the 22nd, so if anyone thinks of anything else that they would be helpful to add to the proposal she and Randy Terronez could add more to the proposal before it's sent next week.

B. State Budget: "No Wrong Door"

- Ms. Thompson stated that this proposal has been brought up in many meetings from different aspects of Human Services in Wisconsin. The initial idea was that the children's community could receive assistance from the ADRC. Ms. Thompson stated that caused a bit of fear amongst employees of the different ADRCs, for many reasons; one of which is that we don't have enough room in the space we're in now and it would also be difficult for ADRC clients to share a waiting room with children. When this was mentioned the state responded that ADRCs are not being looked at in that aspect, but the state is interested in doing something like that for children. Ms. Thompson wanted to put everyone's minds at ease in case they heard something along those lines.

New Business:

A. Entitlement:

- Ms. Thompson stated the waitlist is decreasing and the ADRC is still expecting everyone on the waitlist will be removed by July of 2019. Ms. Thompson said there are many clients who were recently screened, and when approached to be taken off the waitlist are either not ready for Family Care, or they have too many assets at this time. It is Ms. Thompson's understanding some people went on the waitlist anticipating the wait to be much longer, so the amount of clients each worker is assisting in getting off of the waitlist is slightly lower than the ADRC expected. She went on to state that, there are still one hundred forty-three people on the waitlist, but those people fall into the categories of either not being ready yet or having too many assets at this time. Ms. Thompson said those clients will receive a letter stating the ADRC is at

entitlement and to contact the ADRC when they are ready to be served. Ms. Thompson mentioned she is pleased with the performance of the I&A staff during entitlement, and that, though they are busy, things are going smoothly. Ms. Thompson said by the next ADRC Advisory Board meeting on July 10th, full entitlement will already be in effect.

B. Disability Benefit Specialist:

- Ms. Thompson told the board that Terri Pass will be retiring on June 3, 2019 and that Ms. Thompson is already in the process of hiring a replacement. Ms. Thompson is hoping to have a replacement hired by Terri Pass' last day. Mr. Thomas stated that Terri Pass was a valuable asset to the county for over thirty-seven years and also did a lot of volunteer work for the community.

C. Lead Worker:

- Ms. Thompson announced Jamie Dix as the new lead worker for the ADRC. Ms. Thompson referred to Ms. Dix as the ADRC's "go-to person" for the ADRC. Jamie Dix assists not only staff in this role, but also management. Ms. Dix participates in state calls, hears about quality assurance issues that are going on, reads and updates the notes put on ADRC clients' cases, and helps with time reporting for the ADRC staff. Ms. Dix has been assisting Steve Hare in all of those aspects, and more. Ms. Thompson said Ms. Dix also fields staff questions and gathers staff feedback.
- Mr. Thomas said Jamie Dix is very knowledgeable and is a good person to have in the Lead Worker position. Ms. Thompson agreed with Mr. Thomas and mentioned that Ms. Dix will still be working as a transitional worker by assisting children who are moving into the adult programs.
- Mr. Thomas brought up the possibility of redistributing funds or reallocating funds for each county by the state. Ms. Thompson stated she has heard that in those cases there are sometimes "winners" and sometimes "losers" in terms of how much funding each ADRC will receive. She stated it is "difficult to spend money that you don't know you have." Ms. Thompson said it can be difficult to prepare to spend extra money when one is sticking to a strict budget, but generally the ADRC of Rock County spends their surplus on advertising, community education, and community outreach. She will bring more information on that to the committee to discuss when she receives it.

Statistical Information:

A. Call Numbers:

- Ms. Thompson shared the bar graph of incoming call numbers to the ADRC.
- Ms. Thompson shared the SAMS Agency Call Report quarterly information for January, February, and March which reflected actual call volume.
- Mr. Moe asked if we are missing any "pockets of people." Steve Hare said the ADRC gathers that information from clients and is entered into a database. If there is something specific we are looking for, we could make that request from the state.

Complaints and Appeals:

- Mr. Hare shared there were no complaints or appeals during the previous quarter.

Committee Member Comments:

- Ms. Thompson stated there is one vacancy on the ADRC Advisory Board for someone to represent the Developmental Disability target group. She expressed it is difficult to fill that position at times, because the person who takes that vacancy cannot be associated with Family Care. Ms. Thompson asked if any board members know anyone who would be qualified and interested to please spread the word. Ms. Garecht mentioned that she knew some special education teachers who might be interested in the position on the committee, but said she wasn't sure if they would be able to attend meetings since they are held during school hours.

- Mr. Thomas stated that his and Rob Wilkinson's terms are expiring soon and will need to be renewed.

Next Meeting:

- July 10, 2019 and then October 9, 2019

Adjourn: Meeting was adjourned at 2:03 p.m. on a motion by Mr. Moe, seconded by Mr. Luther.
CARRIED.

Respectfully submitted,

Sage Duval, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE