

ADRC ADVISORY COMMITTEE MEETING
WEDNESDAY, January 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
 - A. Introduction of Andrea Bird, new Committee Member
2. Approval of Agenda
3. Approval of Minutes from the October 14, 2015 meeting.
3. Citizen Participation
4. Old Business
 - A. Family Care
 - B. 2016 ADRC Contract
 - C. Complaints/Appeals
5. New Business
 - A. Approval of Short Term Service Coordination Policy 660 *
 - B. Disability Benefit Specialist Updates
 - C. New Dementia Care Specialist Opportunities
6. Statistical Information *
7. Committee Member Comments
8. Next Meeting Dates:
April 13, 2016, 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.

**Rock County Human Services Department
Department Manual**

Section: 600 Long Term Support and ADRC
Subject: Short Term Service Coordination
Title: Short-term Service Coordination Purpose and Time-limits

No. 0660

Purpose of Policy

Establishment of an Aging and Disability Resource Center (ADRC) policy to identify when it is appropriate for ADRC staff to provide service coordination and the time limits associated to this service.

Statement of Policy

The ADRC of Rock County will provide short-term service coordination to all customer's who need assistance when the individual cannot manage the situation themselves, there is no one else to take the lead, and the person is not on a county program in which case management is already provided.

Procedure

Short-term service coordination is defined as assistance in identifying an individual's long term care service needs, providing information on meeting those needs, assisting the individual in getting connected with those services, *monitoring their effectiveness* and, if necessary, recommending modifications of those services. I&A staff have more involvement with these customer's; often they require more contact and oversight in order to coordinate a successful outcome.

The ADRC will ensure that short-term services do not become long-term through monthly one-on-one meetings with the supervisor when discussion of open cases and workload is conducted. In addition, the I&A worker will continue to search for an alternative service coordination provider. When an I&A worker is assisting a customer and performing short-term service coordination (as defined above) for 60 days, the involved worker will again discuss the case with the supervisory staff. The case will be reviewed at the next scheduled ADRC Division meeting and a final determination will be made regarding whether there is a need for ongoing services.

If the division staff determine there are no unmet needs, the worker will make one more contact with the client to terminate services, and close the case. The case will be reopened if the ADRC is again contacted by the consumer or representative of the consumer about another issue or there is a change in condition/status from the original issue.

If the division staff determine a need has not been met, the worker will be allowed to continue to provide short-term service coordination to meet the final need(s) for another 30 days. At 90 days, the case will be closed and only reopened if the ADRC is again contacted by the consumer or representative of the consumer about another issue or there is a change in condition/status from the original issue.

Written: 1/4/16

By: ADRC Administration

Revised By:

Revised:

Approved: ADRC Advisory Committee,

Who made contact (Caller Type):

No. of Calls	Caller Type
869	(Self)
679	03-Relative/Guardian/Friend/Neighbor/Community member
7	06-PAC (Nursing Home)
1	07-PAC (CBRF)
26	12-Caregiver
8	13-Relative/Friend/Neighbor/Comm Mbr
602	14-Agency/Service Provider
1,091	15-ADRC Contacted Consumer/Designee
19	99-Other
3302	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
178	Abuse & Neglect
1	Addictions
98	ADRC printed material
9	Advocacy
22	All
9	Animals
69	Assistive Technology
148	Caregiving
1	Clothing
29	Community I&R
5	Complaints
18	Education
1	Emergency Preparedness
24	Employment
45	End of Life
83	Financial Assistance
75	Food
272	Health
★ 503	Housing
★ 546	In-home services
38	Insurance
112	Legal Services
39	Mental Health
★ 1,660	Public Benefits

SAMS Agency Call Report

1/5/2016

16	Recreation/Socialization
42	State Reporting
5	Taxes
80	Transportation
553	Unmet Needs
12	Veterans
11	Volunteer Programs
73	zService Deliveries
3169	Total

ADRC Activity:

No. of Calls	ADRC Activity
64	05-Referred to economic support
114	07-Referred for financial-related needs other than economic support
83	08-Referred for private pay service options
44	10-Provided youth transition support
4	13-Provided assistance/referral for health promotion or information
6	14-Referred for mental health services
215	99-Local use activity
1	Complaints/Advocacy
201	Long-Term Care Functional Screen
95	Provided Assistance with MA Application Process
10	Provided Brief or Short-Term Service Coordination
665	Provided Follow-up
2,410	Provided Information & Assistance
122	Provided Options Counseling
3302	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
2	17 - 21
673	18 - 59
13	22 - 59
1,608	60 - 150
6	60 - 99
2302	Total

Referred By:

No. of Calls	Referred By
1	Assisted Living

12	Called Before
2	Economic Support
16	Friend/Family
5	Home Health Agency
7	Hospital
2	Internal Referral
3	Internet
1	Newspaper
8	Nursing Home
7	Other Agency
1	Phone Book
4	Physician
1	Radio
3	Senior Center
1	Television
74	Total

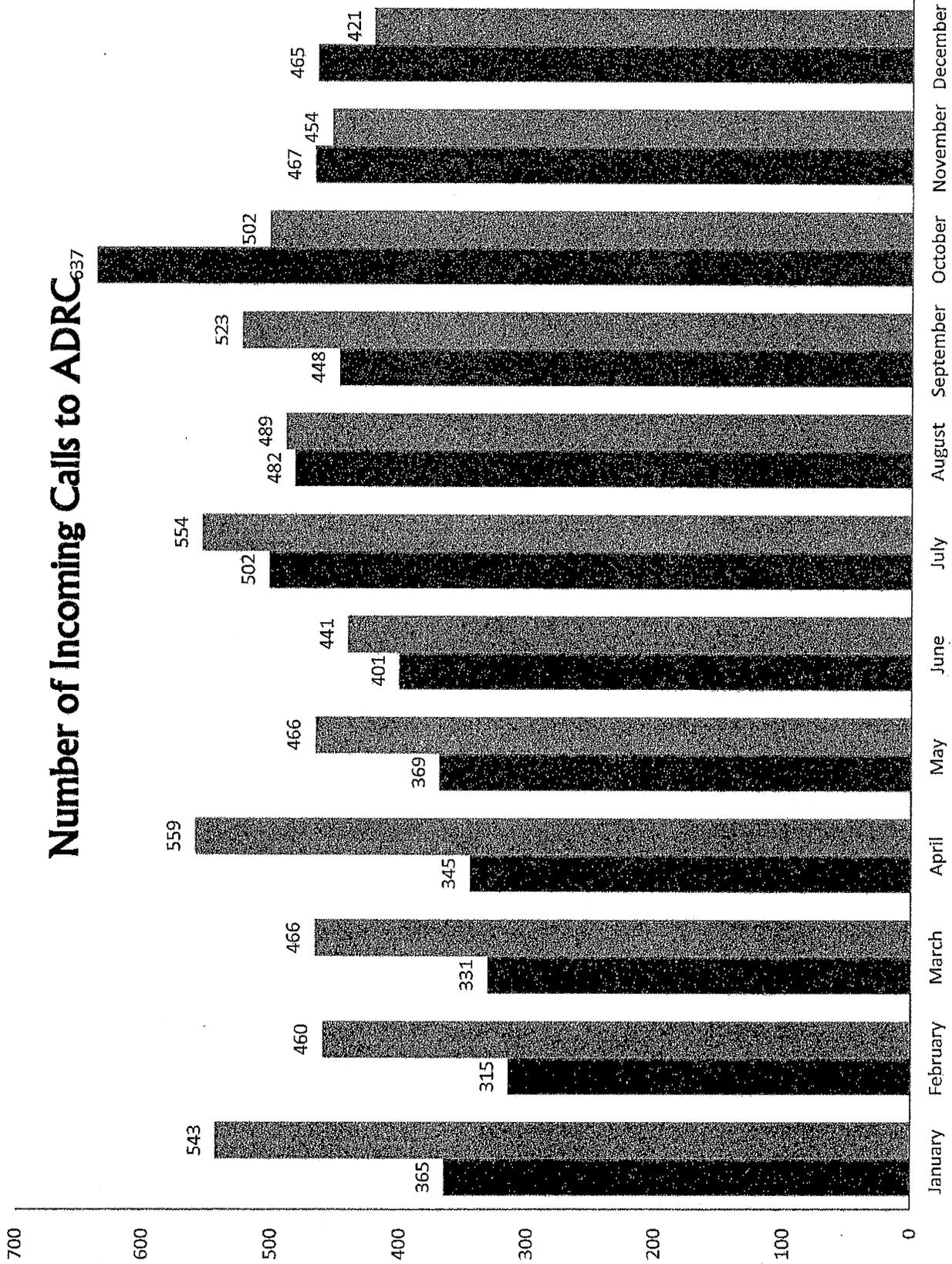
Disability:

No. of Calls	Disability
270	01-Developmental/Intellectual Disability
1,618	02-Elderly: Age 60 or Older
278	03-Mental Health
949	04-Physical Disability
32	05-Substance Use
642	06-Unknown
3302	Total

Monthly Total

No. of Calls	Total Minutes	Month
1,056	23,390	October, 2015
1,138	89,395	November, 2015
1,108	31,450	December, 2015
3302	144235	Total

Number of Incoming Calls to ADRC⁶³⁷



■ 2014 ■ 2015