

# ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) COMMITTEE

April 12, 2017

**Call to Order and Introductions:** Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Committee to order at 1:01 p.m. on Wednesday, April 12, 2017 at the Rock County Job Center.

**Committee Members Present:** Terry Thomas, Andrea Bird, Rob Wilkinson, Chuck Neeson, Barbara Vaughn and Cliff Woolever.

**Committee Members Absent:** Tom Moe

**Staff Members Present:** Jennifer Thompson, Steve Hare and Jamie Austin, A.A.

**Others Present:**

**Approval of Agenda:** Mr. Woolever moved to approve the agenda, seconded by Ms. Bird. APPROVED

**Approval of Minutes:** Mr. Thomas stated there was one portion of the minutes that needed to be revised from the January 11, 2017 minutes from page 2. Does not meet needs to be added and the sentence should read: Ms. Thompson responded; the State policy bold print states a person living in a CBRF setting who is running out of money does not meet the criteria for priority service to jump the waitlist. Mr. Woolever moved to approve the revised minutes from January 11, 2017, seconded by Mr. Neeson. Amended Minutes were APPROVED

**Citizen Participation:**

**Old Business:**

A. Family Care:

- Ms. Thompson shared since the January meeting all of the functional screens were completed for all consumers that were placed on the queue during the Family Care transition. If consumers were found functionally eligible they were placed on the waitlist. In addition Ms. Thompson shared all consumers from the waitlist waiting relocate from nursing homes back into the community are complete. Regarding attritions slots created by individuals who are no longer Medicaid eligible; 10 slots are available. The ADRC is keeping approximately 6 attrition slot open for Priority Service requests.
- Ms. Thompson explained the State's opinion on Family Care and IRIS options for the need to have choices available for consumers. Currently in Rock County there are two Family Care options My Choice and Community Link Inc. (CLI). There had only been one IRIS option The Management Group (TMG). A second option of First Person became available in December 2016 and starting May 1, 2017 a third option Advocates4U will be available.
- Ms. Thompson explained there was an influx of Priority Service requests from our Adult Protective Service (APS) unit. There is a committee of 5 reviewing the Priority Service requests and approximately 50% have been approved to date. Ms. Thompson explained from her conversations with the State that nursing home residents running out of money, doesn't mean there is a priority need.
- Ms. Thompson explained every 6 months a letter is sent to individuals on the waitlist explaining they are still on the waitlist and will be served by June 2019 at the latest. The letter also states if their situation changes to call the ADRC their case could be prioritized, thus causing the increase in phone calls for Priority Service. The State has approved to have the portion of the sentence stating there could they could be prioritized removed, the ADRC still wants to know if there are changes so options can be discussed regarding changes in circumstances.
- Mr. Hare explained that 12 or 13 people are coming off the waitlist but the number of people being placed on the waitlist monthly is greater than those coming off. Mr. Hare estimates if the

numbers remain the same in June of 2019 there will still be approximately 400 people on the waitlist. Ms. Thompson explained those on the waitlist in June of 2019 are the bubble and the State has not shared what will happen with the bubble at that time.

B. ADRC successes:

- Ms. Thompson shared two thank you notes received from consumers with the committee.

**New Business:**

A. Marketing/Outreach:

- Ms. Thompson shared Walworth County's ADRC has partnered with our ADRC on the radio advertising extending the length of time to 10 months of advertising with pooled resources. Included are 2 radio stations the HOG 1059 and 1380 AM, sponsoring the newscast and ADRC commercials. In addition monthly a 20 minute interview spot where different topics will be shared; Amber is working on which topics to focus on each month.
- Ms. Thompson shared Amber is putting up posters throughout the county with tear off sheets citizens can take with the ADRC's contact information. The posters are posted in grocery stores, clinics, libraries, banks and apartment complexes. Mr. Wilkinson shared Labor Temple would be a good location for a poster.
- Ms. Thompson shared she has spoken to someone with the water ski show taking place before the National water ski show. Physically disable adults are participating, it is unclear at this time what roll they would like the ADRC to take.
- Mr. Wilkinson shared that Ivan Collins is in charge of Labor Fest and the Labor Day Parade. Ms. Thompson relay this information to Amber to follow up on.

B. Dementia Care Specialist Position:

- Ms. Thompson shared the Dementia Care Specialist position funding was omitted from the 2018 budget. Ms. Thompson presented a Resolution for approval to the Human Service Board on April 12<sup>th</sup> then with approval from the County board it will be sent to the State for consideration to continue funding the Dementia Care Specialists.
- Ms. Thompson shared information on the State's reasoning for the funding omission. The DCS positions were only a pilot program with grant funding. Mr. Wilkinson shared when he attends the joint finance committee meeting there was an assumption by the State that Counties would pick up the funding for the program once the grant ended. Committee discussion on how to increase awareness and stress the importance of the Dementia Care Specialist to legislators.
- Mr. Woolever asked Ms. Thompson if the positions were not re-instated into the budget would the County fund the Dementia Care Specialist. Ms. Thompson replied that she would request funding but with budget constraints it would be up to the County Administrator.
- Ms. Thompson shared statistics from 2015 in Rock County 2800 citizens over the age 65 have dementia, by 2040 that number will double to over 5600. These numbers do not include those with dementia under age 65 or without a diagnosis.
- Ms. Thompson shared Cori has 50 businesses in Rock County trained to be Dementia Friendly.

C. Future planning with Health Department and Council on Aging:

- Ms. Thompson shared she is currently working on increasing prevention and health promotions by working with both the Health Department and Council on Aging. Mr. Thomas suggested promoting COA program such as Stepping On and Living Well with chronic diseases. Ms. Thompson shared the Council on Aging hired a person to coordinate the Council on Aging programs. Previously an ADRC staff person was an instructor for one of the classes, this could happen again in the future. Mr. Woolever suggested coordination with the Health Department regarding participation with Influenza and Pneumococcal vaccinations clinics.

- Mr. Woolever asked about the Council on Aging and ADRC being in the same location being beneficial. Ms. Thompson responded there would need to be a study before there could be any movement towards a merger. The State has giving out grants of \$30,000 for studies but the cost of a study are much greater than the amount of the grant.

**Statistical Information:**

A. Call Numbers:

- Ms. Thompson shared the Number of Incoming Calls to the ADRC. Mr. Hare shared the next quarter stats may not show and increase because April, May and June of 2016 are the months where the Family Care Transitions started, so number are high because of mailing to consumers.

**Complaints and Appeals:**

- Ms. Thompson shared a complaint that one of the I & A's received via phone call from someone that was enrolled in Family Care as a Priority Service request. The son's complaint was that his mother needed more than Family Care agency could provide. The Family Care provider was not contracted with the facility that the consumer and family wanted her placed. Ms. Thompson explained that some of the complaints received are consumers are not getting what they want from Family Care because of contracts with providers. Ms. Thompson explained the other side of the issue. Family Care is not about getting what you want but instead how to get the services you need in the most cost effective way.
- Mr. Hare shared other calls being received are regarding communication of lack thereof from the MCO's. For example consumers have left message for their case manager and have not received a return phone call. Ms. Vaughn had the same experience when she has placed calls to case managers herself. Mr. Woolever shared that he heard there was staff turnover that could be part of the issue regarding continuity of care. Ms. Bird responded has also heard dissatisfaction from her clients also.
- Mr. Hare explained when staff counsel consumer wanting switch MCO's they let them know the communication may be the same with the other MCO.

**Committee Member Comments:**

- Ms. Thompson spoke to the letter committee members may have received from Betsy of My Choice. My Choice would like to give a brief presentation to the ADRC Advisory Committee. Mr. Thomas agreed to the presentation with a 20 minute time limit, to be added to the July agenda.
- Ms. Thompson share information on National Health Care Decision Day on April 20<sup>th</sup>, there will be a short presentation on Power of Attorney paperwork for health care and making health care decisions. Afterwards staff will be available to witness or answer questions.
- Mr. Wilkinson distributed card with phone numbers the Homeless Intervention Task Force gives out. Mr. Wilkinson has requested to have the ADRC added to the cards.
- Mr. Neeson shared information on direct mailing to citizens by County Board breakdown by districts.

**Next Meeting:**

- Future Committee Meeting dates July 12, 2017 and October 11, 2017.

**Adjourn:** Meeting was adjourned at 2:27 p.m. on a motion by Mr. Woolever, seconded by Ms. Vaughn.  
CARRIED.

Respectfully submitted,

Jamie Austin, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE