



Aging & Disability Resource Center Advisory Committee  
Minutes of Meeting  
Tuesday, April 5, 2016

**Call to Order**

The meeting was called to order by Ronk at 1:00 p.m.

**Roll Call**

Present: Earlene Ronk, Chair; Carolyn Niebler, Marcia Bare, Carol Battenberg, Russell Kutz, and Connie Stengel.

Also Present: Sue Torum and Sharon Olson, staff. Guests: Sandra Kilroy and Ellen Sawyers.

**Certification of Compliance with Open Meetings Law**

Torum certified compliance.

**Approval of Agenda**

The agenda was reviewed and approved in a motion made by Bare, seconded by Battenberg and passed unanimously.

**Approval of 2/2/2016 Minutes**

A motion to approve the 2/2/2016 minutes was made by Kutz, seconded by Stengel and passed unanimously.

**Communications**

None

**Public Comment**

None

**Discuss: Proposed 2016 Meeting Schedule and Agenda Items**

The tentative off-site meeting schedule was reviewed. All locations and speakers have confirmed. There were no objections. The next meeting will be held at the Jefferson VFW Hall; the speaker will be Denise Grossman, Elder Benefit Specialist.

**Discuss: Lake Superior Quality Innovation Networks Article on Safe Swallowing Initiative**

Olson passed out copies of the article on the Jefferson County Care Transition Network's project to avoid hospital readmissions. Interest in what Jefferson County accomplished continued to grow.

**Discuss: Draft ADRC & Income Maintenance Integration Report**

On April 1<sup>st</sup> the Department of Health Services (DHS) submitted a feasibility report of merging IM operations with ADRC's. DHS does not recommend a structural merger citing it

would result in a huge disruption of services and result in few cost savings. DHS does support operational integration to improve efficiencies and collaboration between IM and ADRC's.

#### **Discuss: Music & Memory Program**

The Wisconsin Music & Memory Program is designed to bring personalized music to individuals diagnosed with Alzheimer's disease (AD) and other related dementias. The ADRC purchased 30 I-Pods in late 2015 to begin establishing a music and memory program in the county for persons with AD being cared for in their own homes. This program will rely on volunteers to help download music. This is on the Dementia Care Specialist's workplan.

#### **Discuss: Dementia Friendly Jefferson County Training**

The training was held on 3/16 & 18 and well over 100 people attended. The survey results showed that the majority of people indicated that they knew more about AD and other dementia after attending. The comments were very positive and several department heads and employees asked to speak to the DCS afterward.

The training will be available on the county employee webpage so that those who could not attend the program have the opportunity.

#### **Discuss: Results of the Statewide 2015 ADRC Satisfaction Survey**

Dr. Amy Flowers of Analytical Insights conducted this survey. Forty-one ADRC 's were part of the study and the sample size was 4,453. Olson discussed the findings and answered any questions. The lessons learned are as follows:

- Satisfaction continues grow with the experience of the ADRC.
- The key indicators of satisfaction (domains) show a growth in the domains of knowledge and guidance.
- ADRC's are becoming more knowledgeable and better able to discuss complex issues with customers.
- An opportunity for improvement is to better identify who needs a homevisit and follow-up more accurately, and
- Continue to improve the timing of the homevisits.

#### **Discuss: Family Care & IRIS 2.0 Concept Paper**

Torum summarized the Guiding Principles in the report which has been submitted to the legislature. The biggest changes will be in the number of regions (3), number of Integrated Health Agencies (IHA's) available per region and the benefit package which includes acute, primary, behavioral health and all long term care services.

#### **Discuss: IRIS Policy Updates**

Two papers were handed out. The first was from DHS from the IRIS Policy Manual and the second was from The Management Group (TMG), an IRIS consultant agency. Both papers contained information about limiting the number of work hours to 40 per participant hired

worker. Currently, some workers are working well in excess of this number and the Federal Fair Labor Standards Act required that these new work rules are adhered to.

The second (potential) policy change has to do with allowing guardians to be paid to care for their wards. This is most often parents of adult children with disabilities. There are federal rules around Conflict Free Case Management that DHS is seeking to clarify.

#### **Discuss 2016 ADRC Contract: Business & Compliance Plan Requirements**

Olson informed the committee that the compliance plan has already been completed and turned in to DHS because it was due on March 1, 2015. The plan focuses on signage, the waiting area, telephone system, technology needs, hours of operation and visibility on the home page of the county's website. There are few areas that need to be corrected. The most difficult to meet and pay for is the area of the telephone system. The contract requires that ADRC's telephone systems have the capacity to track and report hold times and abandoned calls. This new technology is over \$20,000 plus a monthly fee.

The business plan is due 11/1/16. The plan must provide options to improve the ADRC's performance in reaching new customers and increasing the number of new ADRC contacts. There is also a business plan template that will breakdown total costs per activity per person.

#### **Discussion and possible action on the 2015 Aging Unit Self-Assessment**

Torum explained that this is the last self-assessment pertaining to the 2013-2015 Aging Unit Plan. The pages containing relevant comments were reviewed and discussed. Each of the remaining goals for 2015 were reviewed. After reviewing the plan, Bare made a motion in support of the plan and sending it to the Area Agency on Aging for final review. The motion was seconded by Niebler and passed unanimously.

#### **Adjourn:**

A motion to adjourn was made by Battenberg, seconded Kutz and the meeting was adjourned

Respectfully submitted,

Susan Torum, Manager  
Aging & Disability Resources Division