



Aging & Disability Resource Center Advisory Committee
Minutes of Meeting
Tuesday February 1st, 2022

Call to Order

The meeting was called to order by Michael Wineke at 1:03 pm.

Roll Call

Present: Michael Wineke, Janet Sayre Hoeft, Katie Dixon, Carol O'Neil,

Attended by zoom: Frankie Fuller, Ellen Sawyers, and Jeanne Tyler, Sira Nsibirwa, LaRae Schultz,

Not in attendance: Ruth Fiege

Present from ADRC: ReBecca Schmidt, Shelly Theder, Mary Parizek, Kimberly Swanson, Mike Hansen, and Dominic Wondolkowski.

Certification of Compliance with Open Meetings Law

It was determined that the committee was in-compliance with Open Meetings Law.

Approval of Agenda

Carol O'Neil made a motion to approve the agenda; Katie Dixon seconded. Motion carried.

Approval of January 4th, 2022, Minutes

Janet Sayre Hoeft made a motion to approve meeting minutes from January 4th. LaRae Schultz seconded. Motion carried.

Communications

No new communications.

Public Comment

No public comment.

Update ADRC & Aging Program 2021 Key Outcome Indicators – ReBecca Schmidt ADRC Division Manager

Ms. Schmidt shared a 2021-year end summary of Key Outcome Indicators and discussed which goals were met and which were not and why. She also shared the new KOI's for 2022. See attached KOI reports.

Guardianship Presentation – Presentation on Guardianship related issues presented by Adult Protective Service Workers, Shelly Thede and Mary Parizek. Presentation focused on Guardianships, Power of Attorney's, and Power of Estate. See power point slides for details.

Review of Orientation Manual and By Laws – ReBecca Schmidt, ADRC Division Manager

Ms. Schmidt asked for any feedback or suggested changes to the Manual. Janet Sayre-Hoeft had written suggestions given to Ms. Schmidt to update in the manual. Finalized Manual will be presented to the Committee at March meeting, and a request for motion to approve.

ADRC Program Update

Dominic Wondolkowski reported:

The ADRC 2022 Key Outcome Indicator is the same as 2021 as it allows contract compliance to be measured on several levels besides staff providing enrollment counseling within in 5-business days.

For January, the KOI was not met. 19 out of 20 customers were provided enrollment counseling and information per the guidelines, resulting in 17 LTC enrollments and/or IRIS referrals. In one customer interaction, the 2nd attempt to contact the customer occurred on the 6th business day and therefore, the KOI was not met. Three customers did not enroll in a program due to a high-cost share, a decision to not transfer programs and concern of involuntary services (did not want a case manager).

For January 2022, the ADRC documented 612 contacts with 346 unduplicated callers. This is an increase of 49 calls and 30 additional callers compared to December 2020.

Wondolkowski reviewed the purpose of Managed Care Organization and IRIS Consultant Agency scorecards. The scorecard information comes from a variety of sources including member surveys, quality and compliance reviews (that captures MCO performance standards) and care team characteristics. The scorecard information is collected from all WI. counties and is not specific to Jefferson County. The scorecards are updated annually.

Nutrition Program Update

Nutrition Program Director Kimberly Swanson reported:

Swanson reviewed the 2021 Senior Dining Program and stated that the Home Delivered Meals (HDM) have been above 3,000 meals per month since December 2020. There were 17 first-time HDM participants in December; the highest month in 2021 and compares to December 2020 as the highest month with 24 new participants. Swanson explained that the Nutrition Program met the Key Outcome Indicator at 98.6% which states that 90% of new HDM participants will be assessed within four weeks of beginning meal service. In addition, 99.3% of HDM requests were served in 2021 with the goal set at 95%. Swanson then shared additional goals that were met in 2021: a) surpassed goal to recruit, hire, and train five volunteers; actual number hired was 16, b) distributed 444 shelf stable meals to current HDM participants. Unable to distribute meals to congregate participants until congregate dining is approved by the Jefferson County and City of Watertown's Public Health Departments, c) completed five service-learning projects; surpassed goal of four projects and d) completed annual customer satisfaction survey of HDM, Carry-out meal participants and surpassed response rate goal of 40%; 55.7% of Carry-out surveys and 40.9% of HDM surveys.

Transportation Program Update

Transportation Program Supervisor, Mike Hansen reported:

Ridership for the ADRC of Jefferson County Driver / Escort Service for January was 746 one-way rides. The number of new (first time) riders for January was 24 and the number of unique clients served was 118.

One Key Outcome Indicator for our Transportation Service is to ensure that 90% of qualifying medical ride requests are met. We achieved this goal with 100% of medical rides met in January. A second

Key Outcome Indicator (new for 2022) is to have greater than 95% Customer Satisfaction obtained from a survey of new clients each month asking the question: “Would you recommend our service to others?” We will begin this new Key Outcome Indicator starting with clients who used our service in January 2022. These surveys have just been sent out.

An annual Transportation Survey was completed for our Driver / Escort Services. A total of 120 surveys were distributed to clients who had used our service during the month of December and 52 completed surveys were returned. The survey data suggests that overall Customer Satisfaction is declining slightly, but it's not conclusive.

Many changes this past year were made that may have impacted Customer Satisfaction including we implemented CDC Safety protocols for COVID (Masks, Sneeze Guards, Clients in backseat), we installed Dashcams for Client and Driver safety, we hired a new Transportation Coordinator, we improved efficiency & nearly doubled ridership, we transitioned to web-based ride scheduling software, and expanded our services with Hwy 26 Corridor Shopping.

In 2022 we will focus on sustainability and quality while expanding our services and we plan to survey new customers each month to better monitor performance.

Discussion and Possible action on the Nutrition Council By-Laws

Kimberly Swanson reported that the Nutrition Project Council has reviewed and made the following additions to the Nutrition Project Council By-Laws:

1. Meetings may be held in person or through a video conferencing tool with proper notification.
2. NPC members will participate in annual on-site inspection as requested by Nutrition Supervisor.

A motion was made by Carol O'Neil to send to this approval through to the Human Services Board. The motion was seconded by Katie Dixon.

Transportation and Nutrition Program Waivers – Mike Hansen and Kimberly Swanson

- no new waivers were presented

Discussion on Items for next agenda

- Sharing and discussion on updated Orientation Manual and By-Laws

Adjourn: Janet Sayre Hoeft made a motion to adjourn the meeting; LaRae Schultz seconded. Motion carried. Meeting adjourned at 2:42 pm.

Respectfully submitted,

ReBecca Schmidt
Aging & Disability Resource Center Division Manager

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2021 KOIs

Key Outcome Indicators


Program	Program Manager	KOI	Results
Dementia Care Specialist	Heather Janes	Increase community participation by 10% through DCS programming. 218 SAMS interactions in 2020. <i>as of 9/1 - 415</i>	Goal Met 547 SAMS interactions in 2021 an increase of almost 40%
Caregiver Support Specialist	Kim Herman	Increase overall participation in Caregiver Support Programs by 10% from 1/1/21 through 12/31/21. <i>as of 8/1 - 18.9% increase</i>	Goal Met 18.9% increase as of 8/1 – waitlist started
Elderly Nutrition Program	Kimberly Swanson	90% of new home delivered meal participants will be assessed in his or her home within four weeks of beginning meal service.	Goal Met
Health Promotions	All Aging Programs	The Aging and Disability Resource Center of Jefferson County will purchase and implement 2 Evidence-Based Health Programs in 2021.	Goal Met 5 Evidence Based Health Promotion Programs were offered in 2021
Transportation Services 85.21	Mike Hansen	1. 85.21 90% of qualifying medical ride requests are met.	Goal Met Met at 100% since March
Transportation Services 5310	Mike Hansen	2. 5310 Reach recreational/nutritional (non - medical) ridership of 300 by end of 2021.	Goal Not Met strictly through 5310 funding but exceeded when looking at all funding sources

Program	Program Manager	KOI	Results
Elderly Benefit Specialist	Alyssa Kulpa Karla Nava	Reach 50 referrals offered to be made by EBS staff to other community resources by 12/31/21. <i>as of 9/1 – 56 referrals</i>	Goal Met 71 referrals offered by EBS staff in 2021
Disability Benefit Specialist	Shelly Wangerin Karla Nava	DBS staff will co-present with EBS staff at four "Welcome to Medicare" Workshops.	Goal Met
Adult Protective Services	Shelly Theder Mary Parizek	100% of referrals are responded to within the time frames contained in the statute; "within 24 hours after a report is received, excluding Saturdays, Sundays and legal holidays."	Goal Met
ADRC	Dominic Wondolkowski	Within 5-business days of the ADRC's awareness of confirmed functional and financial eligibility for LTC program, ADRC staff shall provide enrollment counseling.	Goal Met

2022 KOIs

Key Outcome Indicators

Program	Program Manager	KOI	January
Dementia Care Specialist	Tonya Runyard	Complete 40 Memory Screens	In Process
Caregiver Support Specialist	Kim Herman	KOI: 1. Develop and distribute a community resource guide for supportive services and avenues to advocacy, in both English and Spanish. 2. Develop system to identify greatest needs based on socio-economic status, natural supports and risk for placement.	In Process
Elderly Nutrition Program	Kimberly Swanson	90% of new home delivered meal participants will be assessed in his or her home within four weeks of beginning meal service.	In Process
Health Promotions	All Aging Programs	The Aging and Disability Resource Center of Jefferson County will purchase and implement 2 Evidence-Based Health Promotion Disease Prevention Programs in 2022.	0
Transportation Services 85.21 & 5310	Mike Hansen	1. 85.21 90% of qualifying medical ride requests are met. 2. Greater than 95% of riders would recommend our transportation service to others.	Met In Process



Program	Program Manager	KOI	January
Elderly Benefit Specialist	Alyssa Kulpa Karla Nava	Restructure the Open Enrollment Process for greater efficiency.	In Process
Disability Benefit Specialist	Shelly Wangerin Karla Nava	DBS staff will develop and enhance information on the DBS portion of the ADRC website.	In Process
Adult Protective Services	Shelly Theder Mary Parizek	1. 90% of WITS reports will be entered in the month they occur. 2. 90% pf WATTS reviews will be completed by the end of the month they are due.	1. Not Met 86% 2. Not Met 86%
ADRC	Dominic Wondolkowski	Within 5-business days of the ADRC's awareness of confirmed functional and financial eligibility for LTC enrollment, ADRC staff shall provide the customer with information to make a selection among available MCO's, ICA's, and FEA's.	Met

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