



Aging & Disability Resource Center

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Serving Green Lake, Marquette, and Waushara Counties

Aging and Disability Resource Center Of Green Lake, Marquette, and Waushara Counties Coordinating Committee Minutes January 10, 2008 Location: Green Lake County

I. **Call to Order** – Chair Brewer called the meeting to order at 1:00 pm.

II. **Roll Call** –

Green Lake:

Elden Dallman
Joanne Guden
Kathleen Crimmings
Maria Elena Melchor
Orrin Helmer

Marquette:

Earl Ewert
Shirley Floeter
Mike Ingram
Priscilla Starrine

Waushara County:

Warren Brewer
Donna Kalata
Beverly Monson
Bev Walker

Others Present: Denise Blackbourn (GL), Debbie Paavola (W), Kate Surprise (W.), Glenn Johnson (W), Denise Rigden (W), Carol Wright (M), Terri Symth (Marq), Suzi Giesen (GL), Linda Van Ness (GL), Susan Bohn

III. **Adoption of the Agenda** Motion was made to adopt the agenda by Donna Kalata, second by Joanne Guden, motion carried.

IV. **Approval of Minutes of the Previous Meeting.** Motion was made to approve the minutes by Elden Dallman, second by Bev Walker, motion carried.

V. **Public Comment-** Susan Bohn is the South Central Region Coordinator for Pathways to Independence. Susan has office space in Waushara County and asked Blackbourn if she could come to today's meeting to observe. The Pathways to Independence program is designed to assist people with disabilities seeking employment.

VI. Reports

A. ADRC Local Activity

Blackbourn shared the past quarter results along with a year end update and goals for 2008. October was 369, November was 354, and December was 320. The total was 1042 contacts for the quarter. There were 2946 total contacts for the entire year that was tracked in our Beacon database. Blackbourn reminded the group regarding the amount of time staff spends working with consumers may not be reflected or counted in Beacon. Examples would be collateral contacts- all the time and research the I&A and DBS spends on just one person assisting them with a question or concern may not be reflected in these numbers.

The Elderly Benefits Specialist (EBS) contacts for the three counties for October were 512, November was 473, and December was 387. Total EBS contacts were 1372 for the last quarter.

The DBS referrals in Marquette County in October were 6, November for Marquette County was 2, and December for Marquette County was 12. For Waushara County (Oct 11, Nov 5, Dec 5). For Green Lake County (Oct 6, Nov 10, Dec 7) with a total of 64 DBS referrals for the tri-county area for the last quarter. The word seems to have gotten out that the ADRC has disability benefits specialists on our staff that can help the consumers in need of services.

Blackbourn noted that more than half of the calls coming into the ADRC are people that have called the ADRC before. The ADRC is now tracking unmet needs in the community.

Blackbourn shared an example of someone who wrote a letter to the ADRC which was part of a response to a customer satisfaction survey sent to this individual.

B. Statewide ADRC Activity

Blackbourn shared that the state ADRC did not meet with the ADRC in January due to the holiday but did meet in November and December. Reporting requirements have started in January. This means all contacts made through the ADRC will need to be documented in our Beacon database. We have been doing this for a year and our staff feels comfortable understanding what the state is going to be looking for. There are 4 areas the state will be collecting data on: number of contacts made, age group, disability type, who made the contact, and what activity was done. The state has contracted with a company called Market Decisions based out of Maine to perform a state wide ADRC customer satisfaction initiative. They will be meeting with all the ADRC's in Wisconsin. They will develop a survey and then select a random sample of consumers that have contacted the ADRC to answer questions from the survey. Market Decisions will also have local focus groups. This project will start soon and end in August. Data will be compiled and shared with the ADRC. The goal is to provide us with tools that we can use in the future to evaluate customer satisfaction and how to best plan for quality improvement.

C. Marketing/Outreach Update

Marketing: In our last ADRC Board meeting, it was suggested for Blackbourn to look into any potential radio ads depending on money left over from the budget. Denise Rigden and Blackbourn met with a marketing consultant from Cumulus (covers stations 99.5 Wolf, 103.9 WVBO, 1280 fm WNAM, and 1490am.) A public service announcement ran in December on 99.5 The Wolf. A copy of the script was passed out to the group. Denise Rigden and I put together a script that incorporates what the ADRC is and also focused on prevention programs. Blackbourn was also interviewed by 1280 WNAM radio station on Thursday, January 3rd at 8am. The next day we received a call from a man in Green Lake County who heard the interview and wanted to receive further information.

Information regarding the ADRC and prevention programs has been given to the local TV station in Waushara County (Channel 4) and the senior center in Berlin for Channel 19 for Green Lake County. For Marquette County, the local channel is 13 however it does not have capability to display our information. Blackbourn contacted all three Chamber of Commerce to see if our website can be a link on their site. Waiting to hear back from Marquette. Waushara County will put it on for free but Green Lake said we need to be a member and pay \$99 for the year. Blackbourn purchased some new marketing items that include a puzzle piece stress ball and note pad and pen. New brochures were printed to go along with the new look of the resource directory.

Outreach: In past 3 months outreach was limited due to projects such as the resource directory and required documentation for the state. More time was spent internal with the ADRC staff but outreach was done at: Wild Rose Hospital, St. Johns Church in Montello for the Caregiver luncheon, and the Berlin Senior Center. Outreach was also done with the Red Cross at the Neshkoro Fire Department for their quarterly meeting. Our DBS's and EBS's have been a great extension of outreach. The EBS's are constantly doing outreach at different locations and promoting the ADRC.

The 1st quarter Blackbourn would like to spend a lot of time doing more outreach. Upcoming outreach events include: Waushara County DD advisory committee, they asked Blackbourn and Brenda (DBS) to give an overview of the ADRC next week. Berlin Senior Center for a website overview on Jan 21 at 10:30. Denise Rigden and Denise Blackbourn will be partnering again to do presentations. We have scheduled some of the meal sites so far including Plainfield, Packwaukee, and Oxford. Blackbourn has dropped off resource directories at local sites including the library, medical offices, senior centers, etc.

D. Customer Satisfaction Survey

October the ADRC had a 33% return rate on surveys. In November, the ADRC had a 39.4 % return rate. The previous months ranged from 26% to 48% rate of return. Blackbourn shared that the surveys have given us more detailed feedback on our unmet needs. For example, one consumer wrote a comment that the ADRC's should have a place for consumers to come and visit with others in the community. One survey stated "I'm working with Matt (our DBS) and he is very helpful. He has answered all my questions. I would definitely refer others to him. He treats people like normal people and he understands me. I believe that not only is he doing his job, but his is above and beyond what I thought he would be able to help me with". Other surveys have express the gratitude for now having a "place to go to" with their questions and concerns. It was suggested to draft a letter to be sent to the Argus on behalf of the Coordinating Committee. Warren Brewer would like to sign the letter.

VII. Old Business

A. Beacon Update

An upgrade of Beacon was done for basic changes needed to gather the information required for reporting. The state, per our advise has also sent Synergy (now called Harmony) a prioritized list of various ease-of-use enhancements which we hope in the next 4 months will be implemented.

B. Budget 2007/2008

Glenn Johnson gave an update on the 2007 budget per John Timmerman who was absent. We will have spent all the funding that was provided for the year. The management team is still working on the 2008 budget. The 2007 update on expenses was handed out. The ADRC has been in the process of finalizing the 2008 budget. Warren Brewer, Joanne Guden, and Mike Ingram, Linda Van Ness, Suzi Giesen and Blackbourn met in December to discuss updates of the 2008 budget and some work still needed to be done. We have an extension from the state until the end of the month to hand in the budget. Warren Brewer had a question regarding the supervision cost on the budget and also asked if he could see a more detailed budget to understand all the roles of each employee.

VI. New Business

A. Family Care update

The ADRC meets with the CMO's on a monthly basis as it related to future changes the ADRC will see when we are Family Care. Currently we are working on collecting information each county will need to submit. This includes an initial transition plan 90 days prior to starting Family care. This would be 90 days prior to June, July, and August. Waushara County is June, Marquette County is July, and Green Lake County is August. The transition plan indicates the total number of waiver participants, the total number of individuals on the wait list, and how they will be transitioned into the managed care program. ADRC 's must develop an enrollment plan and submit their plan 60 days prior to the start of the Managed Care Organization (MCO). The enrollment plan is an access plan that outlines the process of how individuals will access long term care services. The CMO's have been meeting with local providers

B. Health Prevention Project update

Denise Rigden gave an update on 2007 year end activities and also discussed new prevention programs offered in 2008

C. Resource Directory

Blackbourn was at the Waushara County ADRC last week and a man came up to the window and had the resource directory with him opened to a page that described one of the prevention programs. We were able to link him with Denise Rigden immediately for her to explain the program. This year we will only pay an additional \$750 to cover the expense of the proofs, extra sales time and time for the production managers. The Argus mailed 26,890 copies and printed 35,000, so we have about 9,000 for distribution throughout the year to the agencies as well as business and institutions.

D. Meeting and location schedule: March 13 at 1pm in Marquette County, 1st floor large conference room. 428 Underwood Ave Montello WI.

Adjournment – Motion to adjourn the meeting made by Shirley Floeter, second by Joanne Guden, motion carried.

Respectfully Submitted,

Denise Blackbourn/Suzi Giesen for Secretary Floeter