

Minutes  
ADRC of Eagle Country Governance Board Meeting  
January 22, 2016

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The Aging and Disability Resource Center of Eagle Country Governance Board meeting was called to order at 9:30 a.m., Friday, January 22, 2016 in Conference Room A&B of the Health & Human Services Building at 221 W Seminary St, Richland Center, WI.

**Members Present:** Vern Demers, Marie Rakow, John Wenum, Lane Delaney, Bette Smart, Donna McGinnly, Tut Gramling, Donald Seep.

**Members Absent:** Elling Jones, Diane Brown, June Leirimo.

**Others Present:** Becky Dahl, Char Norberg, Roxanne Klubertanz-Gerber, Ingrid Kovars,

The meeting was called to order by Board Vice Chairperson, Vern Demers, at 9:30 am.

**Approval Agenda and Posting:** Motion by John Wenum, second by Bette Smart to approve the agenda and proper posting. Motion carried.

**Approval of Minutes:** Motion by Marie Rakow, second by Lane Delaney to approve the minutes of the December 11th, 2015 meeting. Motion carried.

**Citizen Comments:** None

**Regional Budget Reports**

Becky Dahl reported the region will be closing the books in March with a positive balance. Offices are doing updates with the surplus funds.

**End of the Year Dashboard Reports**

Becky Dahl explained the dashboard. Some changes to the definition of "contacts" have been made which has caused an increase towards the end of the year and is expected to increase contacts in 2016. Contact volume, the roll of I&A staff in the ADRC, unduplicated callers, the increase in customers over the last two years, home visits, reasons to do home visits and staff security, possible collaboration with veterans services on home visits, walk-ins, increased volume of services, MDS-Q Nursing Home Referrals, working with Nursing Homes and developing relationships, transitions of care, enrollments into long term care programs, and time reporting graphs in the Dashboard report were discussed.

**Summary of Complaints and Appeals July-December 2015**

Specific complaints and appeals were discussed. Opportunities for improvement include: making sure customers are aware of Dr Flowers' next study, knowledgeable staff should be at the front desk, distinct separation from MCOs is important, working with Quality Specialist during times of trouble is imperative, timeliness in reporting to the appropriate units (APS in this case), communication between units and consumers is paramount, good communication between staff and managers, managers and the regional manager, and the region and the Quality Specialist is of benefit to all involved, and clarify residency and work with other counties to ensure someone is visiting when an MDS-Q is sent.

**Board Education: Enrollment Counseling – Managed Care organization Expansion**

Becky Dahl informed the board in July or August of 2016 a partnership MCO will be in the Juneau, Crawford, and Richland areas instead of just Sauk. Char Norberg discussed the difference between IRIS, Family Care, and Partnership and the levels of care provided in the three options.

**Regional and Statewide Advocacy Actions**

The Dementia and Alzheimer’s Bipartisan Task Force announced a roll out of packages to move forward. DCS’s, respite, community education, were all listed as areas that will receive funding. Motion by John Wenum, second by Tut Gramling to draft a letter of appreciation to the task force. Motion carries.

**Summarize Regional Updates – Office Managers:**

**RC:** Office is in transition. I&A vacancy. Transportation vacancy taken by receptionist. Reception position now vacant. New reception desk is in place and old one has been removed.

**Mauston:** Computer games purchase for outreach events as a way of education and to determine what the public need to know about the ADRC. The office will do a process improvement project with the goal of reaching new customers. A customer survey will be involved for new consumers. John Wenum reported on negotiations concerning price and use of the land the county is looking at for a new Mauston office location. Bill Devine hired to study and present building and cost analysis regarding new location. The County is still a long way from breaking ground but progress is being made.

**PdC:** Dementia Friendly Communities are developing. Nursing home visits taking place.

**Baraboo:** Still focusing on nutrition. Transportation program has a vacancy to fill.

**Region:** Annual report has been submitted. Process improvement project discussed. Wage disparity in our region was discussed. State has requested 3 staff to be in a test group for a new I&A training and they have requested Becky Dahl attends an initial review of the training in February in Baltimore in order to give her recommendations to the state regarding the training.

**Citizen Comments:**

None

**2016 Meeting Dates:**

Confirmation that dates have been dispersed to all board members.

**Next meeting date:** February 26th, 2016.

**Other Discussion and Suggested items for Next Agenda:**

None

**Adjourn:** Motion by John Wenum, second by Betty Smart to adjourn the meeting. Meeting adjourned at 11:13a.m.

Respectfully Submitted,  
Ingrid Kovars  
Administrative Secretary