

Minutes
ADRC of Eagle Country Governance Board Meeting
February 26, 2016

The Aging and Disability Resource Center of Eagle Country Governance Board meeting was called to order at 9:30 a.m., Friday, February 26, 2016 in Conference Room A&B of the Health & Human Services Building at 221 W Seminary St, Richland Center, WI.

Members Present: Diane Brown, Elling Jones, Vern Demers, Tut Gramling, Marie Rakow, Donna McGinley, Betty Smart, June Leirimo, Lane Delaney, Donald Seep.

Members Absent: John Wenum.

Others Present: Becky Dahl, Char Norberg, Susan Blodgett, Ingrid Kovars,

The meeting was called to order by Board Chairperson, Diane Brown, at 9:30 am.

Approval Agenda and Posting: Motion by Bette Smart, second by Elling Jones to approve the agenda and proper posting. Motion carried.

Approval of Minutes: Motion by Donald Seep, second by Marie Rakow to approve the minutes of the January 22, 2015 meeting with the following corrections, "Vice" instead of "Vise" Chairperson Vern Demers called the meeting to order. Motion carried.

Citizen Comments: Polar plunge reminder.

Regional Budget Reports

Becky Dahl reported 2015 books are not yet closed and there is not yet a report for January. We are operating at a surplus and discussion will be held later in the year regarding how to utilize those funds. \$50,000 will be carried over again this year for the moving of the Mauston office.

Board Membership – Letters of Interest

Belinda Granger is interested in a seat, representing Youth in Transition. Becky Dahl will have Belinda Granger submit a letter of interest.

June Leirimo, Tut Gramling, John Wenum, and Diane Brown are completing their terms this April. This will make it important to make sure we have a quorum for meetings until the replacements are appointed.

2016 ADRC Contract Compliance Plan Update

Becky Dahl reported on items in the contract that within the region that are not yet in compliance. This contract creates an opportunity to work with our counties to make improvements because said improvements are now contract requirements. The compliance plan is due March 1st. Signage – window clings have been added to the exterior of our offices, some interior and directional signage is still needed. Building accessibility, restrooms etc are in compliance with the exception of the Mauston office which will come into compliance once the move takes place. Juneau County has an aim of committing to build by May, plans and groundbreaking to follow. The restrooms in the Prairie du Chien and Baraboo offices were discussed. Doors may meet ADA specifications, however they are not handicapped accessible.

Reception areas need to, by contract, allow for private conversation with customers. Offices will be working with Regional Quality Specialist, Diana Adamski, to get ideas on how to accomplish this item. Staff have been trained to avoid private conversation until this time. The importance of confidentiality was discussed. County websites must now include ADRC phone number, website, email address and physical address. The Prairie du Chien office is the only office currently in compliance. The other offices will have to continue to work with the counties. Phone systems need to have the ability to track and report hold times and dropped/abandoned calls. This requires a very specific type of phone system. The cost of such a phone system for three offices is in the ballpark of \$60,000-\$80,000. The region is currently out of compliance with this contract item. It is hard to justify spending that much money on a phone system when we cannot afford additional staff to better serve the steadily increasing number of consumers we serve.

The business plan was discussed. Currently the business plan is geared towards cost analysis of I&A, enrollment/disenrollment counseling, options counseling, functional screening, dementia care, etc. The goal of the business plan is explained by the ORCD as a way to increase service areas.

As a result of the changes of the contract ADRC directors statewide are collaborating to come into compliance and give a consistent message to the state/ORCD. Good collaboration with the state as well as with each other has been established and maintained.

Board Education: Scam Alert

Char Norberg made the board aware of a scam in which someone posed as the ADRC to do a free tax return in the home and left with a check for \$6,000 of taxes due. The office and the region have put out a scam alert that we do not do taxes, merely set up AARP tax appointments, but those do not take place in the home.

Regional and Statewide Advocacy Actions

- **Wisconsin Cares – Alzheimer’s and Dementia Legislative Package**
This legislative package is continuing to make its way through legislature. Eagle Country did submit a letter of appreciation to the legislators working on this package. They will be adding four Dementia Care Specialists within this package. The region is very interested in the criteria for this and staying in the loop of what might be done to be one of the ADRCs to receive a Dementia Care Specialist.
- **Stakeholders’ Blueprint for Long Term Care Redesign**
Becky Dahl handed out the most recent press release of what IRIS 2.0 might look like and how it will relate to ADRCs. The doc states ADRCs will provide unbiased options counseling in order to best serve consumer needs. Each region will have 3 Integrated Health Agencies (IHAs). There are also quality measures discussed in this document. There will be very transparent quality measures for the IHAs. This will help Information and Assistance Specialists provide unbiased enrollment counseling.
 - **WI Long Term Care Coalition**

Summarize Regional Updates – Office Managers:

Mauston: Pinwheel project was discussed at last managers meeting, banners and working with APS was discussed.

Baraboo: working on Older Americans Month plans for the month of May. Volunteer breakfast and outreach to get individuals into dining sites will take place. Blazing the Trail theme taking place at county parks with outdoor activities. The office expects to see a 50% increase in unduplicated callers over last year if they keep the pace established in January of this year. The office received more contract funding to hire someone to cover more administrative duties. The office took over the meals program. The food is very well received in the dining sites.

Citizen Comments:

It was discussed that Mauston is the only ADRC integrated with a senior center in our region.

Next meeting date: March 18, 2016.

Other Discussion and Suggested items for Next Agenda: None

Adjourn: Motion by Vern Demers, second by Donna McGinley to adjourn the meeting. Meeting adjourned at 11:10a.m.

Respectfully Submitted,
Ingrid Kovars
Administrative Secretary