

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

Members Present: Vern Demers, Lane Delaney, Marie Rakow, Elling Jones, Andrea Lombard, Donna McGinley, Belinda Granger, Don Stirling,

Members Absent: Becky Hovde, Bette Smart, Donald Seep, Ken Schneider

Others Present: Susan Blodgett, Char Norberg, Jeanne Christie, Roxanne Klubertanz-Gerber
Becky Dahl, Ingrid Kovars

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

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

Approval of Minutes: Motion by Marie Rakow, second by Donna McGinley, to approve the minutes of the October 28, 2016 meeting. Motion carried. Correction: in Mauston report, add details on location in New Lisbon.

Citizen Comments

None

Regional budget

Becky Dahl reported the budget projection having a surplus.

Analytical Insights Quality Survey Report

Becky Dahl explained the value of research in our field. Becky Dahl summarized the report. Highlights included ADRC strengths and opportunities for improvement. The ADRC of Eagle Country has a high level of consistency between offices. Topics discussed in the report include: how consumers first heard of the ADRC, timing of the visit, ease of getting in touch, consumer's main issue of concern when visiting the ADRC, consumer's rating of their experience with the ADRC, Home Visits, referrals to community resources, follow-ups, and consumer satisfaction outcomes This report will be used for quality improvements. When looking at the strengths of each office we will be discussing their processes and disseminating successful processes throughout the region. Discussion on the report. The possibility of receptionists doing a follow up call simply to determine if another call is needed was discussed.

Board Education: Dementia Friendly Communities

Becky Debuhr, Outreach Specialist, Alzheimer's and Dementia Alliance of WI

Becky DeBuhr trained the Governing Board to be a Dementia Friendly Board. Power point presentation presented. Discussion held on the various Dementias, and personal experiences shared.

Regional Statewide Advocacy Actions: Direct Care Workforce Crisis

Becky Dahl summarized a paper put out by the Survival Coalition about the crisis created by lack of workers in the direct care workforce. Right now we can educate about this topic. Looking forward it appears the recommendation to the Governor will be to do a summit on this issue in order to create recommendations about how to address this. This board can help support some of these recommendations as they come out. One of the driving factors of this crisis is the lack of livable wages and benefits for individuals in this field. This also affects the ADRC's goal to keep individuals living safely at home as long as possible and delaying the need to enter a nursing home. This issue affects our ability to be able to provide resources to in home services.

Summarize Regional Updates – Office Managers:

RC: The 5310 transportation grant was approved for operating. Next week the first outreach afternoon in Viola will take place. Moving forward the office will now have a monthly outreach afternoon in Viola. The Richland County Dementia Friendly Communities Initiative now has 13 dementia friendly businesses. There will be another train the trainer event in the spring. The office remodel won't be done until January at which point the staff will be moving into their new offices. Contacts are extremely high right now leaving staff very overwhelmed. The office is looking for ways to support staff during this busy time.

Mauston: Char has made contact with the Alzheimer's and Dementia Alliance's director about having a new Outreach Specialist in Juneau county. This is a new position due to a grant. The position will hopefully be filled in the Spring. The Process Improvement Project is off to a strong start and will be used as a goal for staff evaluations to help retain what was learned. A Mobility Management Transportation grant was applied for in order to get a minivan. Working with youth in transition in the schools on continued knowledge to use public transit in order to stay out in the community and traveling alone. The goal will be to reach six students in the next year.

PdC: This month the office met with outside agencies as a way of reminding staff what each agency can do, if there are funding requirements and just staying up to date and maintaining relationships with resources. The DOT application is finished for next year. This year the office has added a program to go to senior and subsidized housing to show individuals how to use the transportation program if they are interested. They were granted a new bus from a grant they applied for last year. They now have six buses in the county. There may be an upcoming AARP partnership with GWAAR to discuss isolation and loneliness.

Baraboo: The new Administrative Coordinator in Sauk County is no longer with the county. There is a new risk manager for the county so the volunteer program in the ADRC will have to change. Because of new cash handling program the transportation program will now have to invoice all riders. The 6th I&A position is being advertised now. Hopefully the position will be filled by February. Tax clinics will start soon and preparations are being made for that. At the oversight committee meeting there was discussion of having HDM run on weekends as well.

Citizen Comments: Adult day services in Richland County were discussed.

Next meeting date: January 27, 2017

Other Discussion and Suggested items for Next Agenda:

Adjourn: Motion by Lane, second by Donna to adjourn the meeting. Meeting adjourned at 11:24a.m.

Respectfully Submitted,
Ingrid Kovars
Administrative Secretary