

The Aging and Disability Resource Center of Eagle Country Governance Board meeting was called to order at 9:30 a.m., Friday, April 28, 2017 in Conference Room A&B of the Health & Human Services Building at 221 W Seminary St, Richland Center, WI.

Members Present: Vern Demers, Ken Schneider, Lane Delaney, Belinda Granger, Marie Rakow, Bette Smart, Becky Hovde, Donald Seep, Donald Stirling.

Members Absent: Donna McGinley, Elling Jones

Others Present: Roxanne Klubertanz-Gerber, Jeanne Christie, 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 Ken Schneider, second by Marie Rakow to approve the agenda and proper posting. Motion carried.

Approval of Minutes: Motion by Lane Delaney, second by Ken Schneider, to approve the minutes of the March 24, 2017 meeting. Motion carried.

Citizen Comments:

Administrative appreciation week

Board Membership, Summary of Terms and Timing of Elections

Andrea Lombard has resigned from the ADRC of Eagle Country Board. We will be accepting letters of interest to fill the vacancy. Motion by Marie Rakow, second by Ken Schneider to move elections to May.

Regional budget

Becky Dahl Reported the end of the year balance from 2016, a \$106 deficit due to the construction project in the Richland Center Office. Becky explained the budget process. The \$50,000 for the Mauston construction project has been transferred to that office. Ground breaking was Tuesday, April 18th. They will still submit expense for the federal capture. The Nursing Home Relocation Grant was increased to \$40,000 this year and we can draw federal on that amount as well. This year we were allowed to carry over about \$7600 from the 2016 Nursing Home Relocation Grant. That money has been ear marked for marketing. ORCD and GWAAR are offering funding to help integrate ADRC and Aging offices. In our region the Baraboo office is scattered and Becky Dahl and Susan Blodgett are working with Sauk County to see what possibilities there are to get the staff in a single location. Options for the Baraboo office were discussed.

ADRC of Eagle County Involved in Statewide Pilots:

- **Office for the Deaf and Hard of Hearing (ODHH) Video Remote Interpreting Pilot Project**

The region is piloting this project using FaceTime on iPads for Deaf and Hard of Hearing interpretation. This could be of great help in our rural areas and reduce cost in our region. ADRC and ODHH are in the same divisions under Department of Health Services so the hope is this could be a collaborative partnership moving forward. Bette Smart suggested CESA as another resource for the counties. Currently the State provides a list of certified interpreters.

- **Polishing Your Practice for Information and Assistance Pilot Training**
The ADRC does a lot of staff training. This one is focused on new Information and Assistance Specialists and good practices like motivational interviewing. They are holding a pilot training in Rice Lake. This is about core skills in providing excellent customer service.
- **Center for Children and Youth with Special Health Care Needs, Piloting a Transitioning to Adulthood Training for Caregivers**
Research to create resources for families with young adults with disabilities. Staff reported the first session was very good, focusing on person centered planning information. The region is striving to reach more students and their families in this target group.

Board Education: Building Quality through Coaching

Becky and Susan attended a training on coaching for performance. Coaching is an important factor in building quality staff. The training stressed the importance of reviewing the mission statement with staff. Becky will now be covering the mission statement at staff training annually. This reminds staff what we do is important. Mission statement was reviewed. Managers will be having conversations on basic 101 ideas. How are we doing, how are you doing, what can we do differently? Staff feedback is very important to give the most support to staff and allow us to give feedback to staff to create a collaborative culture. Our region was part of a pilot to develop in person feedback shadowing tools that we now use in our region. Staff complete shadowing tools with each other to learn from each other. Becky also shadows all staff once a year. This is a great way to identify and share strengths in our region.

Regional Statewide Advocacy Actions:

- **Joint Finance Committee Public Hearing March 15, 2017**
Becky attended and testified at this public hearing in Platteville. She spoke about the need for Dementia Care Specialists throughout the state and the health care workforce shortage. If you plan to testify at a public hearing it is best practice to get there about two hours before the hearing even starts because the press and the audience are most likely only there early in the day and spots fill up very quickly.
- **Dementia Care Specialists Advocacy**
A letter requesting Senator Howard Marklein support and expand the Dementia Care Specialist program was presented to the board. This letter is to request support for continuing and expanding the DCS program as well as the benefits they provide to a county/region. **Motion by Ken Schneider, second by Donald Stirling to sign the letter and send to Senator Howard Marklein.**

Aging advocacy day is May 17th. Our legislators truly want to hear from their constituents so advocating is truly important.

Summarize Regional Updates – Office Managers:

RC: The office held a volunteer training and luncheon which 23 drivers attended and learned about blood born pathogens. The volunteer drivers completed over 221,000 miles last year and over 4,000 one way trips. Staff also attended Senior Expo. Outreach is continuing to satellite offices. Tai Chi is being researched as an evidence based program with Symons Recreation Center as a partner.

Mauston: Charlene Norberg was on the radio this week discussing volunteer month and the appreciation breakfast taking place April 29th for Mauston Office volunteers. Char was able to get in some real positive feedback about the ADRC and what they do and why there is a need for a new office. Met with mayors in each of the villages in Juneau County to accept proclamation.... Juneau County funds nutrition program and has asked town boards for additional funding above tax levy and townships are donating money to keep their meal sites open. Small donations of \$200-\$300 per year are very helpful and some go as high as \$3000 to \$4000 per year. Its tax deductible, etc. they are engaging the community for donations. This is a good example of a county board member being the person who has the relationship within the community and is a better choice to make these asks than ADRC/nutrition staff in this case. The Juneau county board divides up tasks by district of county board supervisors.

PdC: The office started the Gays Mills office April 6th Thursday afternoons from 1 to 4pm. Advertising has been good and we've been seeing walk-ins and appointments in that end of the county. They now have 2 evidence based programs, stepping on and staying strong. In the last month they send someone to powerful tools and in conjunction with Grant county they have trained the DBS and are holding classes out of their local hospital for residents of both counties. The county got a new phone system. This summer they will partner with Hoffman Hall in PdC to take people fishing and concerts in the park with the transportation program. They may look at the evidence based tai chi as well.

Baraboo:

Regional office: Becky Dahl attended a statewide directors meeting. Time reporting may transition to random moment time study. Random calls completed to staff and who will then report what they are doing at the moment in order to determine time reporting averages. It will begin June of 2018. There was also the reminder that we serve non-citizens. We don't require proof of citizenship to serve individuals. Dr. Flowers' surveys were discussed in that we are completing a phone survey and we are constantly warning people about phone scams. The pros and cons of the method was discussed. ORCD will be sending out a survey to ADRCs to provide the opportunity for ADRCs to tell them how we think they are doing. Discussion was held on how we engage our communities. The smart bus program in Crawford County was discussed.

Citizen Comments:

Next meeting date: May 26, 2017

Other Discussion and Suggested items for Next Agenda:

Adjourn: Motion by Marie Rakow, second by Bette Smart to adjourn the meeting. Meeting adjourned at 11:13a.m.

Respectfully Submitted,
Ingrid Kovars
Administrative Secretary