

December 4, 2019

**AGING AND DISABILITY RESOURCE CENTER OF
DOUGLAS COUNTY - ADVISORY COMMITTEE
Wednesday, December 11, 2019, 4:15 p.m.
Public Health Conference Room, Government Center Suite 327
1316 North 14th Street, Superior, Wisconsin**

Please call Erika Johnson (715-395-7532) or the County Clerk's Office (715-395-1569) if you are unable to attend.

MEMBERS: Diane Arnold, Chair Shawna Anderson, Vice Chair Rosemary Lear
Carol Jones Tom Karas Jan Stevens

A G E N D A

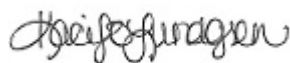
(Committee to maintain a two-hour meeting limit *or* take action to continue meeting beyond that time).

1. Roll call.
2. Approval of minutes from the June 12, 2019, meeting (attached).
3. Introduction of staff – Kris Westerlund.
4. Action item: By-laws update (attached).
5. Informational items:
 - a. Presentation update: ADRC Advisory Board Duties and Responsibilities (attached);
 - b. Program (attached);
 - c. Budget (to be distributed);
 - d. Customer satisfaction surveys (attached); and
 - e. Membership update.
6. Future agenda items.
7. Adjournment.

cc: Sue Sandvick Ann Doucette Shelley Nelson (Telegram) County Board Supervisors
Pat Schanen Erika Johnson Douglas County Website Dave Longsdorf

NOTE: Attachments to agenda are available in County Clerk's Office for review or copying. Action may be taken on any item listed on the agenda. The County of Douglas complies with the Americans with Disabilities Act of 1990. If you are in need of any accommodation to participate in the public meeting process, please contact the Douglas County Clerk's Office at (715) 395-1341 by 4:00 p.m. on the day prior to the scheduled meeting. Douglas County will attempt to accommodate any request, depending on the amount of notice we received.

Posted: Courthouse, Government Center, Telegram copied.



12-4-19

Name

Date

**AGING AND DISABILITY RESOURCE CENTER OF DOUGLAS COUNTY
ADVISORY COMMITTEE**

**Wednesday, June 12, 2019, 4:15 p.m.,
Public Health Conference Room, Government Center Suite 327
1316 North 14th Street, Superior, Wisconsin**

Meeting called to order by Chair Diane Arnold.

ROLL CALL: Present – Tom Karas, Diane Arnold, Rosemary Lear, Carol Jones, Shawna Anderson (arrived at 4:20 p.m.). Others present – Erika Johnson, Chelsea Thompson, Joan Finckler, Kaci Lundgren, Committee Clerk.

INTRODUCTION OF NEW MEMBERS: Tom Karas, former Coordinator of Client Services at Superior Vocations Center, introduced.

APPROVAL OF MINUTES: Motion by Lear, second Jones, to approve the minutes from the April 24, 2019, meeting, with the following amendment: Under the membership update item, add “Program” in front of the title “Director”. Motion carried.

INTRODUCTION OF STAFF/ROLE: Chelsea Thompson, Information and Assistance Specialist with the ADRC, introduced. Thompson handles functional screens, coordinates Alzheimer’s Caregivers Support Group, and is the dementia lead with the caregiver coalition.

PRESENTATION:

ADRC Advisory Board Duties and Responsibilities: Johnson presented. Duties of advisory committee members and process the ADRC uses when assisting citizens reviewed. It was suggested to include a PowerPoint slide listing the services the ADRC offers in-house and services the ADRC gives referrals for.

INFORMATIONAL ITEMS:

Program: Included with agenda; addressing 2 recent complaints.

Budget: Finckler, Accounting Supervisor, presented new format of budget report. Historically, department has extra contracted funds at end of year to roll-over.

By-laws: Changes approved by Health and Human Services Board with review by Corporation Counsel.

Membership Update: Jan Stevens is resigning and a replacement will be made. 2 vacant positions still exist.

FUTURE AGENDA ITEMS: By-laws; membership update; quality assurance; new staff; ADRC in-house services and referred services. Next meeting, September 11, 2019.

ADJOURNMENT: Motion by Jones, second Lear, to adjourn. Motion carried. Meeting adjourned at 5:12 p.m.

Submitted by,
Kaci Jo Lundgren, Committee Clerk

**AGING AND DISABILITY RESOURCE CENTER OF DOUGLAS COUNTY
ADVISORY COMMITTEE BY-LAWS**

ARTICLE I – NAME

The name of the Advisory Committee shall be called the Aging and Disability Resource Center of Douglas County Advisory Committee. It will be referred to as the Advisory Committee henceforth in the document.

ARTICLE II – PURPOSE

The Advisory Committee shall be accountable for the oversight of the Aging and Disability Resource Center of Douglas County.

ARTICLE III – DUTIES AND POWERS

The powers and duties of the Advisory Committee shall be exercised and performed in conformity with the laws, ordinances and resolutions of Douglas County. Duties of the Advisory Committee shall include the following:

- Provide guidance and feedback on the ADRC’s services, priorities and future directions.
- Oversee the operations of the ADRC, including policies, procedures, contracts and other agreements.
- Provide input on the ADRC budget and review spending relative to the budget.
- Identify, monitor, and recommend ways to avoid or mitigate potential conflicts of interest in the ADRC’s operations, consistent with the Department’s conflict of interest policy for the ADRC.
- Review ADRC customer feedback and other sources of information to determine if there is a need to change the ADRC’s policies or otherwise improve performance.
- Annually gather information about and identify unmet needs of the ADRC’s target populations for long term care and other services. Provide well-advertised opportunities for public information on the board’s information gathering activities.
- Identify potential strategies and resources for building local capacity to serve ADRC customers.
- Report findings and recommendations to the ADRC Director, local officials, the Department, and other interested parties as appropriate.
- Provide input to and approve any proposed changes in the organizational structure of the ADRC.
- Provide input on hiring of the ADRC Director.

ARTICLE IV – MEMBERSHIP

Section I – Memberships

The Aging and Disability Resource Center of Douglas County shall have oversight by the ADRC Advisory Committee which will report to the Health and Human Services board.

County Appointees:

Elected officials of the county served by the ADRC may not be counted as meeting the requirements for consumer representation.

Consumer Appointees:

At least one-fourth of the members shall be older adults or adults with physical or intellectual/developmental disability or their family members, guardians, or advocates.

Composition of membership shall strive to represent the ethnic, economic, and geographic diversity of Douglas County. No member shall represent more than one ADRC client group.

Term:

Members of the Advisory Committee shall serve terms as follows:

Upon a vacancy, the Advisory Committee of the ADRC shall appoint a replacement to fill the remainder of the term. The ADRC Advisory Committee will use its application process to recruit a replacement to fill the term of the vacancy. The Committee will make a recommendation. The appointment will be finalized the Douglas County Administrator.

Section II – Absences

Any member that has more that 50% or more unexcused absences in a twelve (12) month period from regular Advisory Committee meetings, shall resign his/her position on the Advisory Committee. An unexcused absence means that the absentee did not notify the Chairperson of the appointed agent that he/she would be unable to attend the meeting.

ARTICLE V – OFFICERS

Section I Officers

The Officers shall consist of a Chairperson, Vice-Chairperson and Secretary.

Section II Appointment

The Officers shall be appointed each December by the Douglas County Administrator. Each Officer shall hold his/her office until his/her successor has been duly appointed.

Section III Term of Office

The Officers shall be appointed for a term of one (1) year. Officers shall assume duties at the next Advisory Committee meeting following their appointment at the December meeting.

Section IV Vacancies

A vacancy in any office because of death, resignation, removal, disqualifications or otherwise, may be filled for the existing portion of the term by appointment of the County Administrator. The Administrator’s appointment shall maintain the membership balances as specified in Article IV, Section I, “Memberships.”

Section V Chairperson

The Chairperson shall of the Advisory Committee and shall preside over all Advisory Committee business. The Chairperson shall appoint all subcommittees and perform such duties as may be incidental to the office or which shall be required of the Chair at meetings or by the Committee. The Chair shall sign all resolutions and any other documents of any kind requiring a signature on behalf of the Committee prior to sending them to the Health & Human Services Advisory Board.

Section VI Vice-Chairperson

In the absence of the Chairperson, the Vice-Chairperson shall perform all duties of the Chairperson and when so acting, shall have all powers of and be subject to all the restrictions

upon the Chairperson. The Vice-Chairperson shall perform other duties that may be assigned to him/her by the Chairperson of the Advisory Committee. If both Chairperson and Vice-Chairperson are absent, the Secretary will chair the meeting.

Section VII Training

All Advisory Committee members must receive an orientation and other appropriate education and training.

ARTICLE VI – MEETINGS

Section I Meeting Place

The meeting place of the Advisory Committee shall be in the County’s Government Building.

Section II Annual Meeting

An annual meeting shall be held each year in December for the purpose of reconnecting officers and transacting other business as may come before the Advisory Committee.

Section III Regular Meetings

Regular meetings of the Advisory Committee shall be held quarterly, or as needed by the Advisory Committee on a date selected by the Advisory Committee or as directed by the Chair.

Section IV Quorum and Voting Rights

- A. A member shall abstain from voting on any issue directly affecting the interest of an organization or agency in which they would personally benefit.
- B. Advisory Committee members present constitute a quorum for the transaction of business at any meeting of the Committee.

Section V Manner of Acting

The act of a majority of the Advisory Committee members present at a meeting at which a quorum is present shall be the act of the Advisory Committee unless the act of a greater number is required by law or by these By-Laws. The Committee shall not engage in proxy voting.

Section VI Posting of Public Meetings

Public posting requirements will be met for Advisory Committee meetings.

ARTICLE VII – FISCAL YEAR

The fiscal year of the Advisory Committee shall begin on the first day of January and end on the last day of December.

ARTICLE VIII – MA FUNDING GENERATED

Money generated from MA reporting that is above the budgeted amount will follow written ADRC policy.

ARTICLE IX – AMENDMENTS TO BY-LAWS

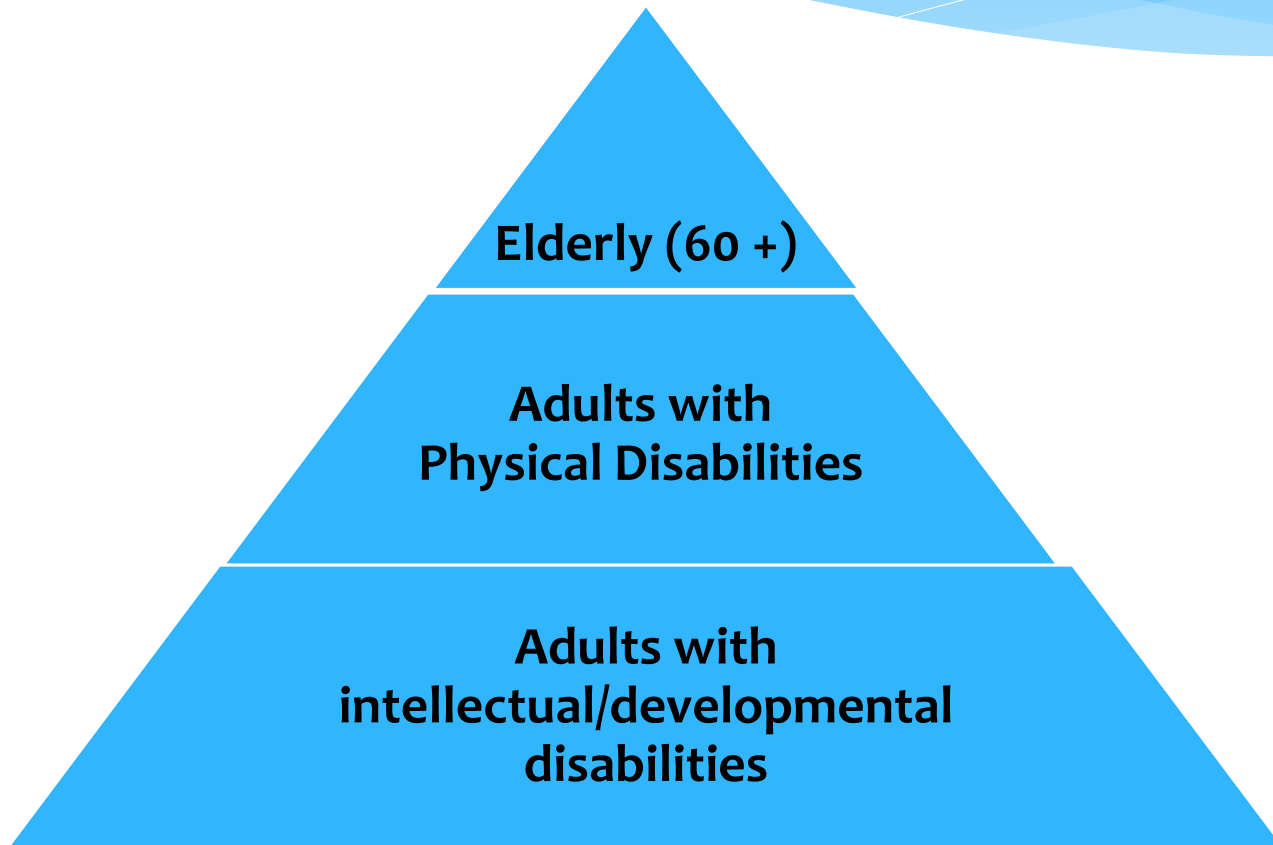
The Advisory Committee, if at least a seven day notice is given to each member, may recommend that these or new By-Laws be altered, amended, repealed or created, by a 2/3 majority vote at any meeting. Approval will be made by the Health and Human Services board.

Aging and Disability Resource Center (ADRC) of Douglas County

Advisory Board Duties and Responsibilities



Who do we serve?



Mission & Goal

- * To provide older adults and people with physical or intellectual/developmental disabilities the resources needed to live with dignity and security, and achieve maximum independence and quality of life. (State)
- * To promote the health, safety and well being of individuals and families. (Health and Human Services)
- * The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

Services

Information
and
Assistance

Options
Counseling

Benefits
Counseling

Health and
Wellness

Access to long
term care and
benefits

Services, cont. – Information & Assistance

- **Adult protective services, abuse, neglect**
- **Long-term care living arrangements** (senior housing, assisted living, nursing home setting, assistance filling out applications)
- **Long-term care services** (in-home services and support, respite, transition planning, care management, etc.)
- **Paying for long-term care** (private resources, accessing public programs)
- **Health and chronic conditions** (med management, home health, etc.)
- **Prevention and early intervention** (screening programs, fall prevention, healthy lifestyles, home safety, administer memory screens, etc.)
- **Aging education** (normal aging, conditions associated with aging)
- **Alzheimer's disease and other dementias**
- **Mental health services and supports/alcohol and other drug use** (referral to programs)
- **Employment, training and vocational rehab** (referral to programs)

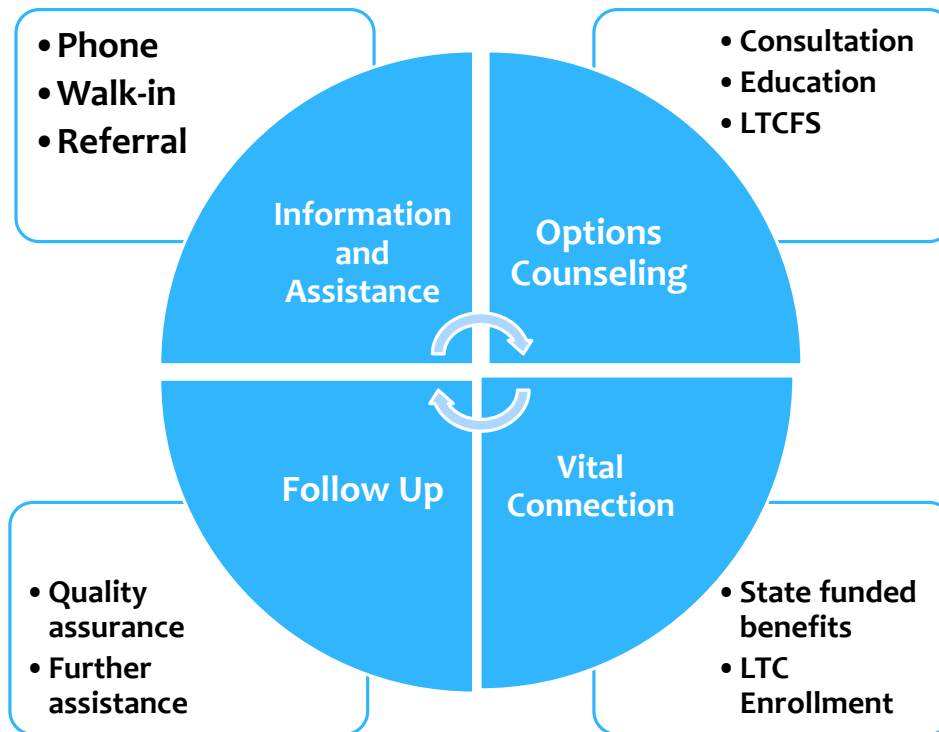
Services, cont. – Information & Assistance

- **Nutrition** (congregate meals, home delivered meals, food pantries, etc.)
- **Home maintenance** (chores, yard work, home safety, home repairs)
- **Legal issues** (tax laws, power of attorney, guardianship, consumer rights, basic information only)
- **Caregiving** (education, support groups, respite, stress management)
- **End of life options** (hospice and palliative care)
- **Social Security** (application, appeals)
- **Transportation** (specialized transportation, medical transport, volunteer drivers, assistance setting up transportation assistance)
- **Basic needs assistance** (Medicaid, Medicare, heat assistance, assistance completing applications and referrals to one-time funding sources)

Accessing Long-Term Care

- **Administration of the Long-Term Care Functional Screen** (initiate contact within 10 business days)
- **Assistance with Medicaid application** (eligibility determined by Economic Support)
- **Enrollment Counseling** (explain eligibility, cost sharing, basic features of options available in Douglas County – IRIS (Include Respect I Self-Direct or Family Care (administered by Inclusa, managed care organization))
- **Complete paperwork** (obtain signed enrollment forms and send to program)

The process



Governance & Role



Douglas County Board

Health and Human Services Board

ADRC Advisory Board

ADRC Advisory Board Composition

- * At least one-fourth of members of the board shall be older adults or adults with a physical or intellectual/developmental disability or their family members, guardians, or advocates.
- * Shall include at least one representative of each client group served by the ADRC.
- * No member shall represent more than one ADRC client group.
- * Elected officials of the county served by the ADRC may not be counted as meeting the requirements for the consumer representation.
- * Composition of membership shall strive to represent the ethnic, economic, and geographic diversity of Douglas County. Membership should not exceed eight (8) persons.

ADRC Advisory Board Duties

- * Provide guidance and feedback on ADRC services, priorities, and future directions.
- * Oversees the operations, input on policies, procedures and other agreements.
- * Provide input on the ADRC budget and review spending.
- * Identify, monitor and recommend ways to avoid or mitigate conflicts of interest in the ADRC's operations.

ADRC Advisory Board Duties (cont.)

- * Review ADRC customer feedback and other sources of information to determine if there is a need to change policies or improve performance.
- * Annually gather information on un-met needs. Provide well- advertised opportunities for public participation in the board's information gathering activities.
- * Identify potential strategies and resources for building capacity to serve customers.

ADRC Advisory Board Duties (cont.)

- * Report findings and recommendations to the ADRC Director, local officials, the Department, and other interested parties as appropriate.
- * Provide input to changes in the organizational structure of the ADRC.
- * Provide input on hiring of the ADRC Director.

Input is shared to the Health and Human Services Board via ADRC Director

Funding

- * The ADRC is fully funded by state and federal dollars.
- * There is no tax levy in the ADRC.
- * ADRC's receive a base contract amount.
- * Federal funds are determined by what type of service the ADRC is providing.
- * Staff participate in 100% time reporting.

Additional Information

* 2019 Scope of Services

<https://www.dhs.wisconsin.gov/adrc/2019-scope-services.pdf>

Erika Johnson, ADRC Director

1316 N 14th Street

Suite 327

Superior, WI 54880

715-395-7532

erika.johnson@douglascountywi.org

ADRC Report 2019

Date: December 2019

Submitted by: Erika Johnson, ADRC Director

Years 2018/2019	Dec 17/18	Jan 18/19	Feb 18/19	Mar 18/19	Apr 18/19	May 18/19	June 18/19	July 18/19	Aug 18/19	Sep 18/19	Oct 18/19	Nov 18/19	Dec 18/19
Referrals by Type													
Long Term Care Functional Screen	15/13	25/15	19/24	24/24	18/19	22/20	16/21	15/22	13/16	18/11	18/20	19/9	13/
MDSQ Referrals (Nursing Home)	7/3	6/4	11/6	12/6	2/4	6/1	4/0	1/0	3/1	1/0	9/0	7/0	3/
Number of Clients Served	Dec 17/18	Jan 18/19	Feb 18/19	Mar 18/19	Apr 18/19	May 18/19	June 18/19	July 18/19	Aug 18/19	Sep 18/19	Oct 18/19	Nov 18/19	Dec 18/19
Elderly Benefit Specialist (EBS)	x/	55/x	31/x	53/x	43/x	46/x	42/x	30/x	45/x	40/x	65/60	45/x	x/
Disability Benefit Specialist (new cases opened)	8/3	8/5	9/5	3/6	10/7	5/3	5/13	8/10	6/5	0/5	10/3	3/7	3/
Total Number of ADRC Contacts*	407/ 367	501/ 499	379/ 414	473/ 431	453/ 460	432/ 439	492/ 440	382/ 469	403/ 462	311/ 404	379/ 459	401/ 382	367/
Memory Screens	2/4	3/1	1/2	3/8	0/8	3/3	2/0	3/0	1/2	1/1	0/1	6/1	4/
Number Served in Long Term Care Programs	Dec 17/18	Jan 18/19	Feb 18/19	Mar 18/19	Apr 18/19	May 18/19	June 18/19	July 17/18	Aug 18/19	Sep 18/19	Oct 18/19	Nov 18/19	Dec 18/19
Family Care Enrollments	6/6	2/6	7/5	9/5	7/7	9/10	4/8	12/6	6/5	6/6	13/3	6/6	6/
Family Care Disenrollments	10/12	5/3	6/4	11/3	6/3	6/2	6/3	7/7	10/9	4/2	9/2	9/1	12/
IRIS Referrals	1/0	1/0	1/1	3/1	1/0	3/4	3/0	0/2	1/1	2/2	3/1	3/0	1/
IRIS Enrollments	2/3	1/6	0/2	3/0	2/2	0/0	4/1	2/4	2/2	0/2	3/6	1/2	3/
IRIS Disenrollments	0/1	0/0	1/0	1/2	1/0	2/1	1/1	2/7	1/0	1/0	0/1	2/3	1/
Nursing Home Relocations	0/0	0/2	0/1	1/2	0/0	3/1	3/1	1/0	0/0	0/0	2/1	3/x	0/
ADRC Formal Complaints	0/0	0/1	2/1	2/0	1/0	1/1	0/0	0/0	0/0	1/1	0/0	0/0	0/

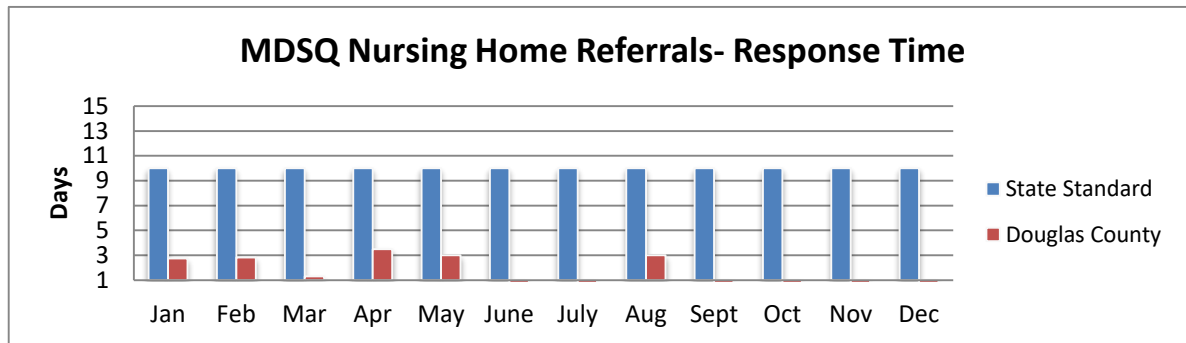
*ADRC workers are required to record all **Contacts**. A contact represents an individual one-to-one interaction (conversation) that has occurred either in person, at a home visit, ADRC walk-in, telephone, email, or written correspondence where information is exchanged. Each interaction is counted as an encounter and will demonstrate one instance of providing any ADRC activity. A Contact records the **ADRC Outcomes**. An **Outcome** is categorized into the following and must be recorded as such for reimbursement purposes: 1) Provided Information and Assistance 2) Provided Follow Up 3) Provided Options Counseling 4) Administered Long Term Care Functional Screen 5) Provided Assistance with Medicaid Application Process 6) Provided Short Term Service Coordination 7) Provided Enrollment Counseling 8) Provided Disenrollment Counseling 9) Memory Screen 10) Behavioral Mental Health Screens 11) Complaints/Advocacy 12) Community Partners 13) Referral for ADRC

Disability Benefit Specialist (DBS) Monetary Impact

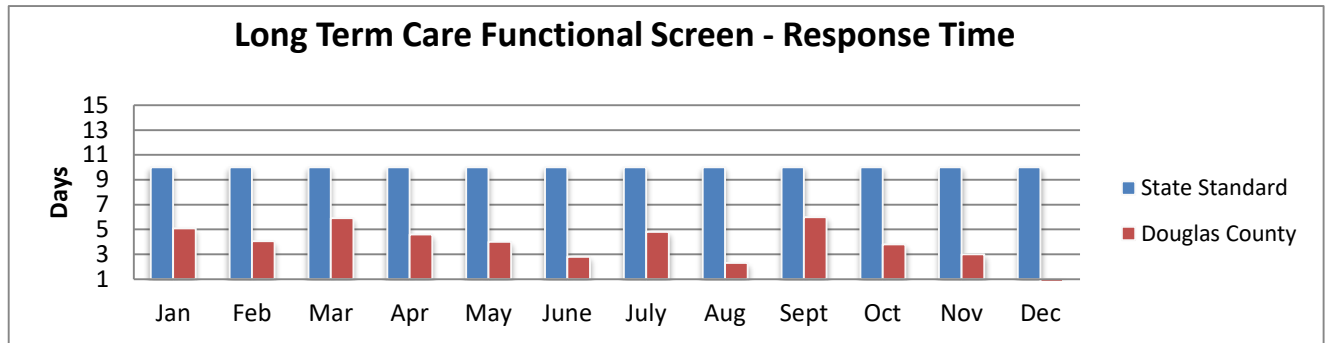
- Monetary Impact of Cases Closed:
 - September \$114,167 (6 cases closed)
 - October \$1,572 (4 cases closed)
 - November \$19,719 (7 cases closed)

Alzheimer’s Family and Caregiver Support Program (AFCSP)

AFCSP	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total Cases Served	12	9	7	7	10	8	8	6	8	9
Current Cases as of November 30, 2019										6



Per the ADRC contract, the ADRC shall contact the resident, either by phone or in person, within 10 business days of receiving a referral.



Per the ADRC Contract, the ADRC must initiate the functional screen within 10 calendar days of the time the person requests or accepts the offer of a screen.

Health and Human Services
ADRC
December 2019

Activity	Program/ Service	Brief Description	Contact Person	Attach- ment
Health Fairs/Community Events/Speaking Engagements	ADRC	Dementia Friendly Business Training – Brule Volunteer Fire Department 9/17/19 Dementia Friendly Business Training- Superior Water, Light & Power – 10/17/19 Long Term Care Planning Seminar (2 sessions) 10/17/19 @ Superior Public Library Dementia Friends – Douglas County 10/16/19 Dementia Friends – Douglas County 10/17/19 ADRC Presentation for Shriners – 10/21/19 ADRC Presentation for Diabetes Support Group – 10/22/19 Dementia Friendly Business Training – WITC 10/22/19 & 11/5/19 UMD Medical Ethics Conference – ADRC table 11/2/19	Erika Johnson 715-395-7532 Erika.johnson@douglascountywi.org	No
Outreach/Marketing	ADRC	ADRC Dementia Friendly Commercials through KBJR (936 spots) 4/2019-12/2019 ADRC ad in Senior Connections Newsletter September-October 2019 ADRC ad in Senior Connections Newsletter November – December 2019 ADRC ad in Senior Reporter Magazine August-	Erika Johnson 715-395-7532 Erika.johnson@douglascountywi.org	

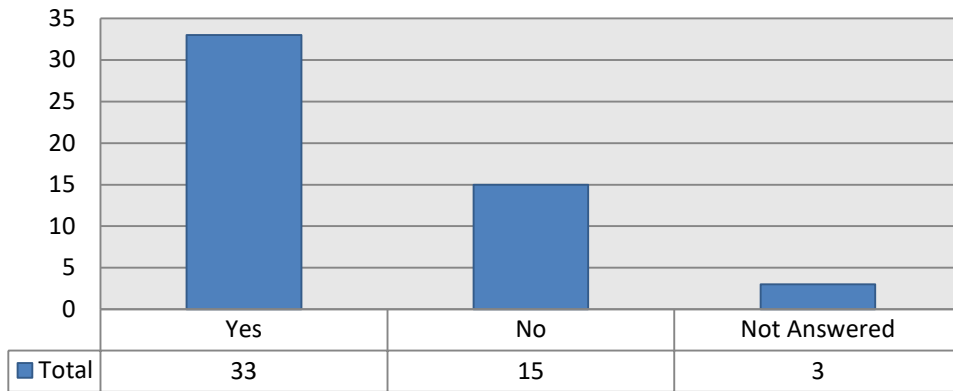
Health and Human Services
ADRC
December 2019

		<p>September 2019 & October-November 2019 ADRC ad in Superior Telegram for long-term care seminar on 10/17/19. Dementia Friendly Billboards scheduled to run 11/18/19-12/29/19. ADRC ad for Memory Screens in Generations publication for October</p>		
Initiatives	ADRC	<p>Caregiver Coalition- Dementia Friendly Trainings still being offered and scheduled for community businesses. New logo designed (in-kind) by Marketing Dept. at UWS. Initial planning for May 2020 caregiver conference at WITC. Douglas County Community on Transition – break over summer and meetings resume in November. Elder Abuse Awareness Planning Committee- Now referred to as the Northland Elder Abuse Awareness Coalition. Planning has begun for another forum in June of 2020 Transportation Network Team – met in July and learned more about transportation through Twin Ports VA Clinic and November to discuss transportation with healthcare facilities.</p>	<p>Erika Johnson 715-395-7532 Erika.johnson@douglascountywi.org</p>	No

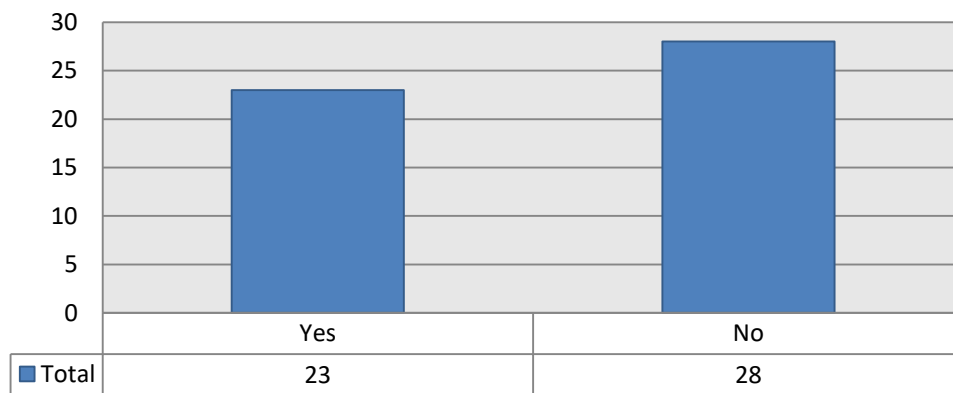
Health and Human Services
ADRC
December 2019

Grant opportunity	ADRC	Douglas County ADRC is partnering with Burnett & Polk County ADRC to submit a funding request for a dementia care specialist. Burnett County will be the fiscal county. This staff member will have some office hours in Douglas County and will assist the ADRC in carrying out dementia related activities and services. No tax levy impact as the ADRC does not utilize any levy.		No
ADRC Advisory Board	ADRC	September meeting for 9/12/19 cancelled and President requested meeting be held in December. Waiting for Corp Counsel approval for by-law change.		No

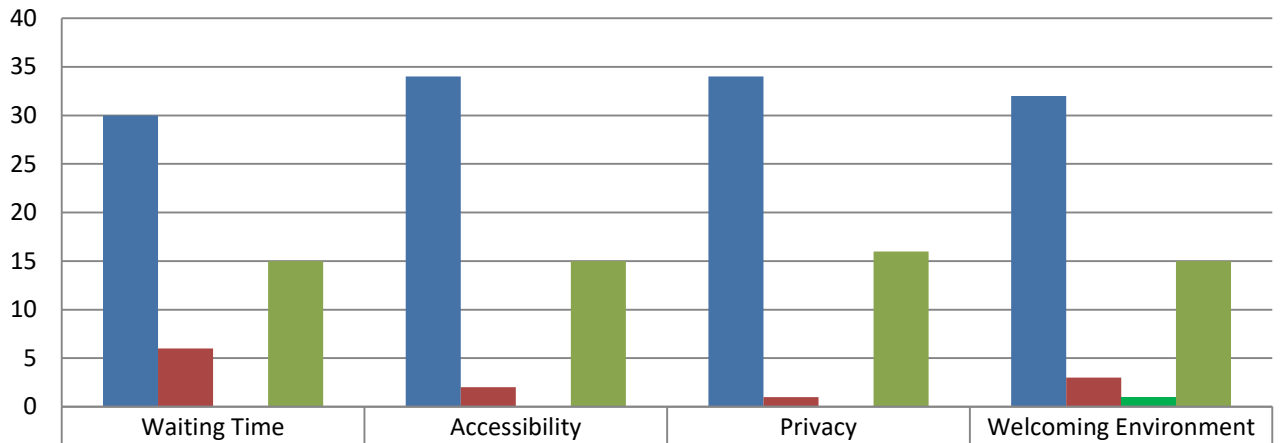
1. Have you ever visited the ADRC in person?



2. Did a staff member meet with you in your home?

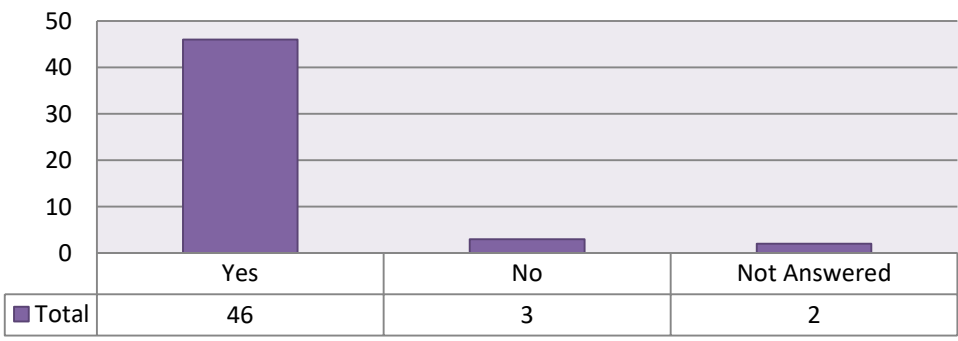


3. If you visited the ADRC in person, please rate your experience in the following areas:

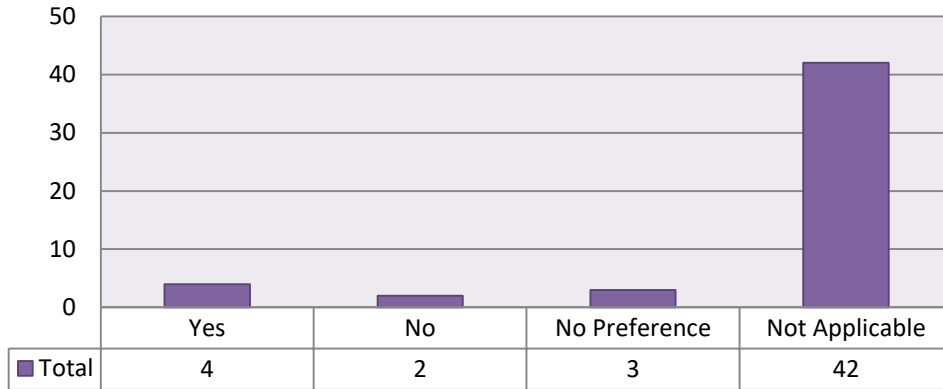


■ Excellent	30	34	34	32
■ Good	6	2	1	3
■ Fair	0	0	0	1
■ Not Applicable	15	15	16	15

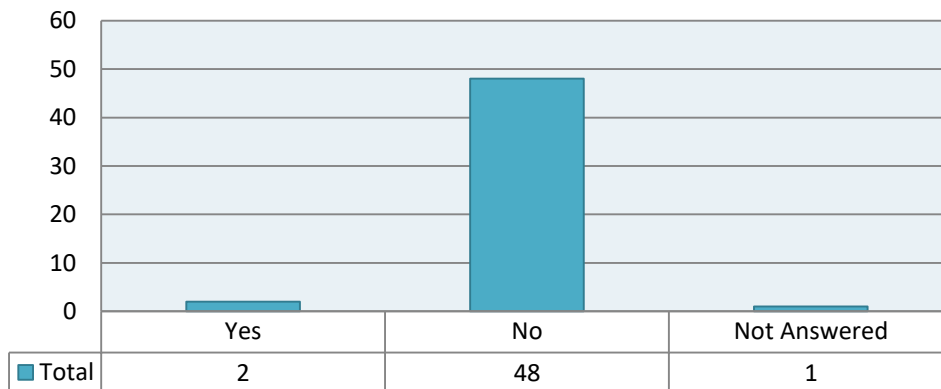
4. Did a staff member follow up with you to see if you had any further questions?



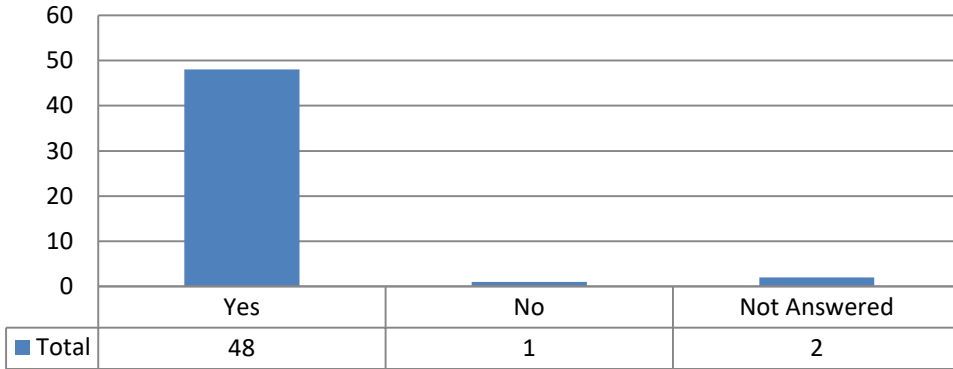
5. If no, would you have preferred a staff member follow up with you?



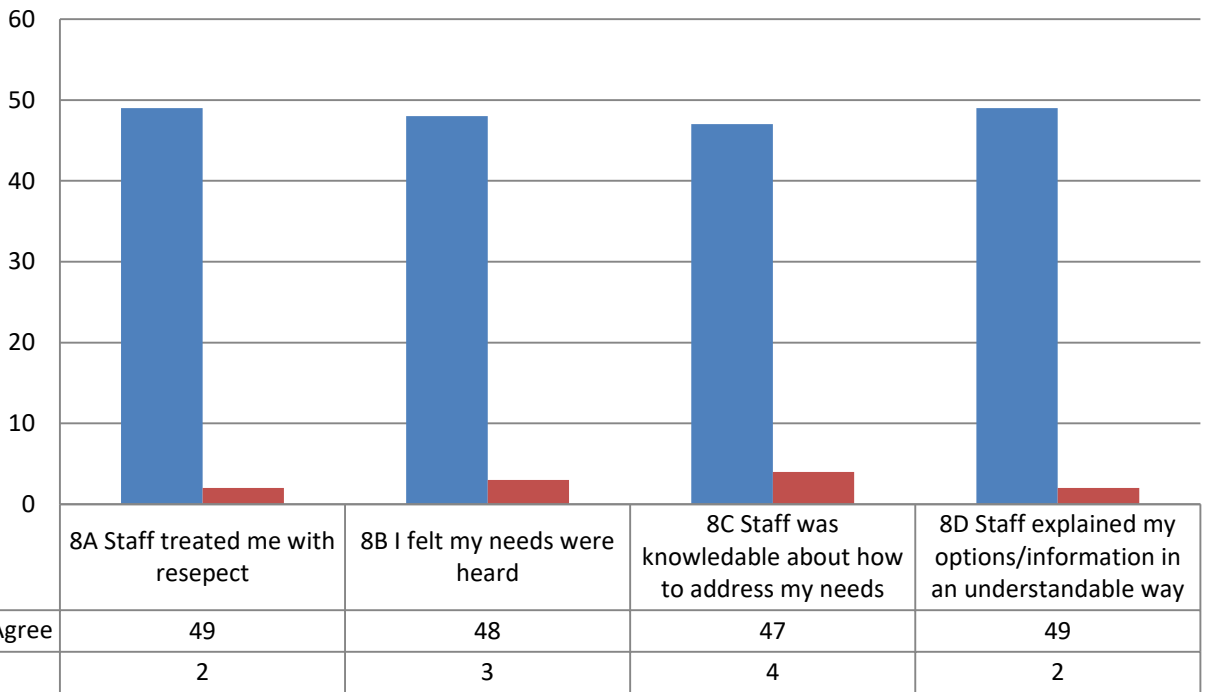
6. Were you overwhelmed by too much information provided by the ADRC?



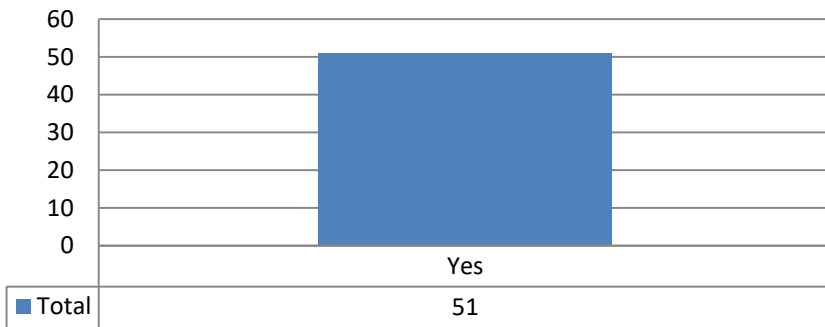
7. Did the information you received from the ADRC help you make a decision or find the service you needed?



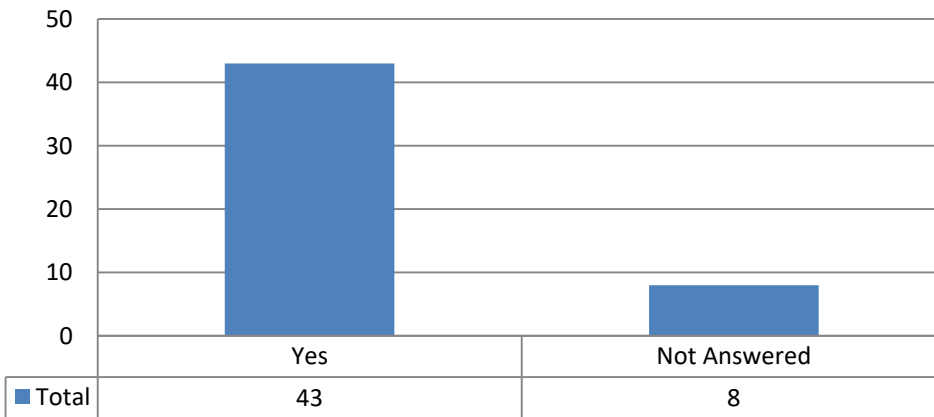
8. Please rate your experience with staff:



9. Would you recommend ADRC services to someone else?



10. Was your appointment scheduled at a convenient time for you?



11. Overall, how would you rate your experience with the ADRC?

