

September 4, 2019

**AGING AND DISABILITY RESOURCE CENTER OF
DOUGLAS COUNTY - ADVISORY COMMITTEE
Wednesday, September 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
Tom Karas Carol Jones Jan Stevens

A G E N D A

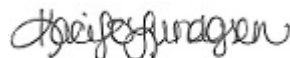
(Committee to maintain a two-hour meeting limit or take action to continue meeting beyond that time).

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



9-4-19

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.

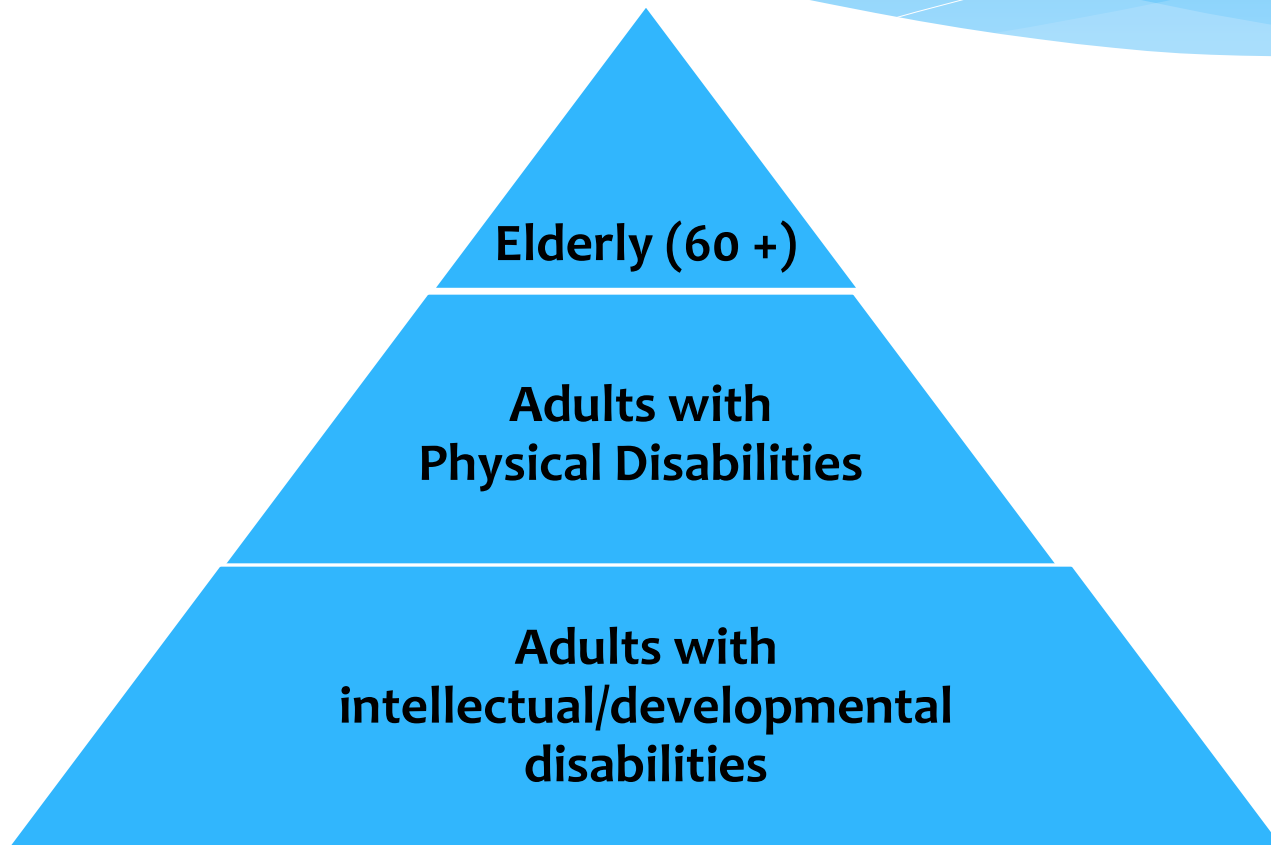
Submitted by,
Kaci Jo Lundgren, Committee Clerk

Aging and Disability Resource Center (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)

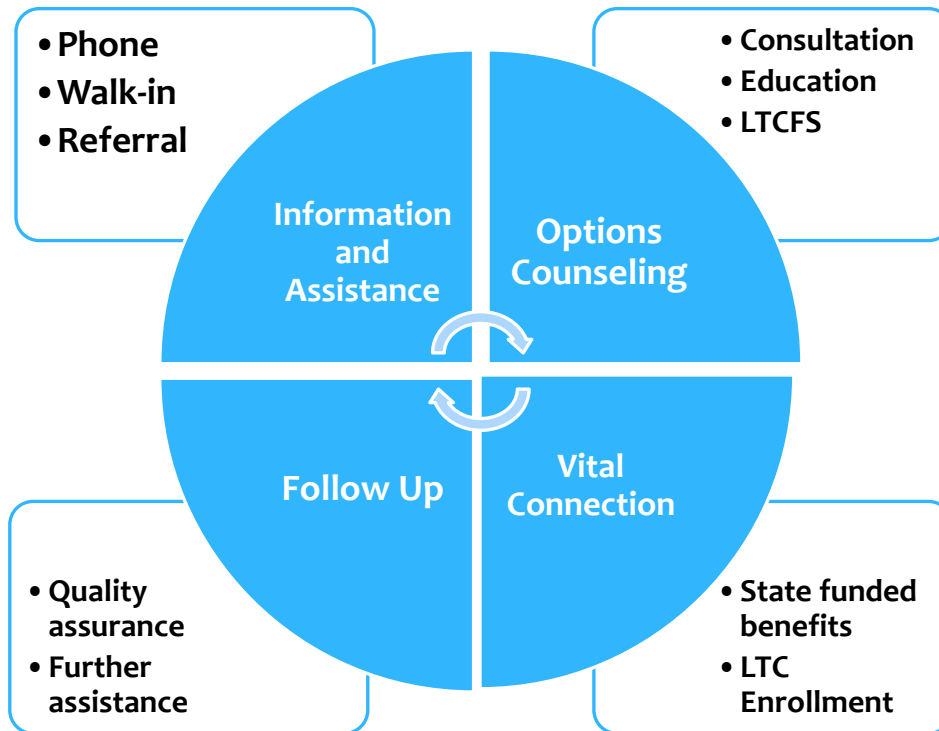
Services, cont. – Information & Assistance

- **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

Health and Human Services
ADRC
September 2019

| Activity | Program/ Service | Brief Description | Contact Person | Attachment |
|--|---------------------|--|--|------------|
| Health Fairs/Community Events/Speaking Engagements | ADRC | Dementia Friendly Business Training – Harmony House, 7/22/19 Dementia Friendly Business Training- UWS Chartwells, 8/8/19 North Country Independent Living EXPO – ADRC information table, 7/25/19 | 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 Reporter Magazine August-September 2019 ADRC ad in Superior Telegram for long-term care seminar on 10/17/19. | Erika Johnson 715-395-7532 Erika.johnson@douglascountywi.org | |
| Initiatives | ADRC | Caregiver Coalition- Dementia Friendly Trainings still being offered and scheduled for community businesses. Initial planning for May 2020 caregiver conference at WITC. Douglas County Community on Transition – break | Erika Johnson 715-395-7532 Erika.johnson@douglascountywi.org | No |

Health and Human Services
ADRC
September 2019

| | | | | |
|---------------------|------|--|--|----|
| | | <p>over summer. Elder Abuse Awareness Planning Committee- September meeting to determine who will coordinate committee activities. Transportation Network Team – met in July and learned more about transportation through Twin Ports VA Clinic.</p> | | |
| Legislative | ADRC | No update | | No |
| ADRC Advisory Board | ADRC | September meeting scheduled for 9/12/19. Waiting for Corp Counsel approval for by-law change. | | No |

ADRC Report 2019

Date: September

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/ | 18/ | 19/ | 13/ |
| MDSQ Referrals (Nursing Home) | 7/3 | 6/4 | 11/6 | 12/6 | 2/4 | 6/1 | 4/0 | 1/0 | 3/1 | 1/ | 9/ | 7/ | 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/ | 65/ | 45/ | 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/ | 10/ | 3/ | 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/ | 379/ | 401/ | 367/ |
| Memory Screens | 2/4 | 3/1 | 1/2 | 3/8 | 0/8 | 3/3 | 2/0 | 3/0 | 1/2 | 1/ | 0/ | 6/ | 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/ | 13/ | 6/ | 6/ |
| Family Care Disenrollments | 10/12 | 5/3 | 6/4 | 11/3 | 6/3 | 6/2 | 6/3 | 7/7 | 10/9 | 4/ | 9/ | 9/ | 12/ |
| IRIS Referrals | 1/0 | 1/0 | 1/1 | 3/1 | 1/0 | 3/4 | 3/0 | 0/2 | 1/1 | 2/ | 3/ | 3/ | 1/ |
| IRIS Enrollments | 2/3 | 1/6 | 0/2 | 3/0 | 2/2 | 0/0 | 4/1 | 2/4 | 2/2 | 0/ | 3/ | 1/ | 3/ |
| IRIS Disenrollments | 0/1 | 0/0 | 1/0 | 1/2 | 1/0 | 2/1 | 1/1 | 2/7 | 1/0 | 1/ | 0/ | 2/ | 1/ |
| Nursing Home Relocations | 0/0 | 0/2 | 0/1 | 1/2 | 0/0 | 3/1 | 3/1 | 1/0 | 0/x | 0/ | 2/ | 3/ | 0/ |
| ADRC Formal Complaints | 0/0 | 0/1 | 2/1 | 2/0 | 1/0 | 1/1 | 0/0 | 0/0 | 0/0 | 1/0 | 0/ | 0/ | 0/ |

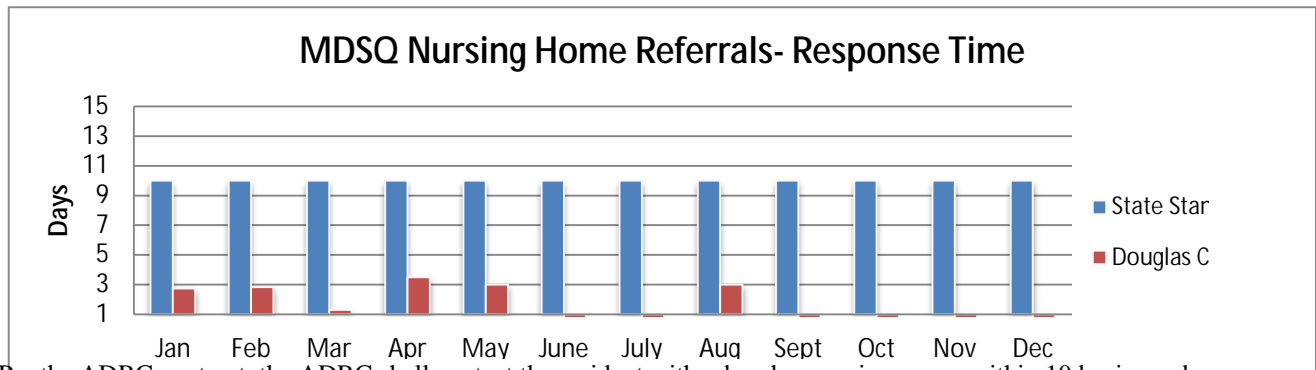
*ADRC workers are required to record all **Contacts**. A contact represents an individual one-to-one interaction (conversation) that has occurred either in person, at a home visit, ADRC walk-in, telephone, email, or written correspondence where information is exchanged. Each interaction is counted as 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

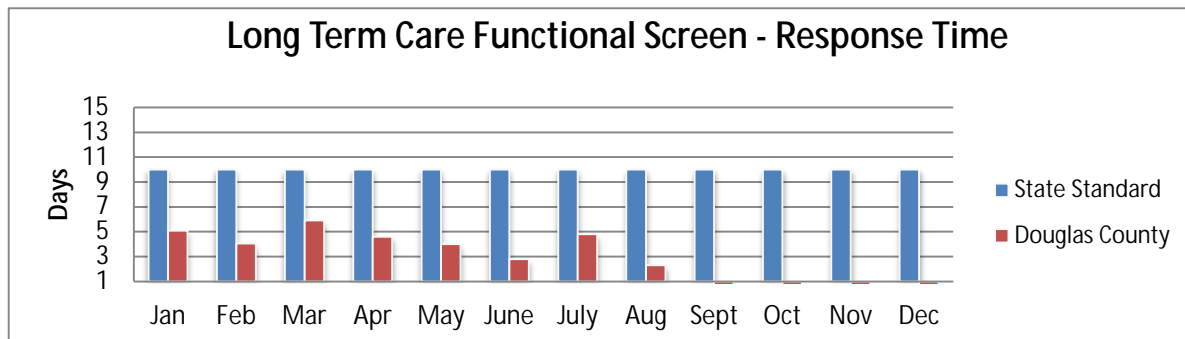
- Monetary Impact of Cases Closed:
 - July 2019 \$66,993 (6 cases closed)
 - August 2019 \$25,293 (2 cases closed)

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 | 4 |
| Current Cases as of September 3, 2019 | | | | | | | | | | 4 |



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.