

**AGING AND DISABILITY RESOURCE CENTER OF
DOUGLAS COUNTY - ADVISORY COMMITTEE
Wednesday, December 2, 2015, 4:15 p.m.,
Public Health Conference Room, Government Center Suite 327
1316 North 14th Street, Superior, Wisconsin**

Meeting called to order by Chair Jan Stevens.

ROLL CALL: Present – Jan Stevens, Diane Arnold, Rosemary Lear, Kathy Lisdahl, Carol Jones. Absent – Jo Dunaiski, Bill Gallik, Doreen Peterson. Others present – Erika Leif, Angie Musolf, Kaci Lundgren, Committee Clerk.

APPROVAL OF MINUTES: Motion by Arnold, second Lisdahl, to approve the minutes from the September 10, 2015, meeting. Motion carried.

Introduction of Staff: Angie Musolf, Social Worker, introduced.

INFORMATIONAL ITEMS:

2015 Budget: Working with Finance on updated summary to reflect contract funds. Contract monies currently underspent by approximately \$100,000; money to be used for marketing updates by end of 2015.

Updates: 2016 Contracts: Updated requirements include dementia related work and memory screens; ADRC signage and/or marketing material need(s) to have standardized state ADRC logo; changes to reporting for consistency; submission of business plan; and assisted aid in reception along with tracking/reporting. Potential for integration of ADRC and Senior Connections if state mandated; approximately 14 counties are not currently integrated.

Marketing Plan: Researching cost to implement billboard, poster, TV, radio and give-away advertisements.

Customer Survey: Discussed areas to address on survey; to distribute in 2016.

FUTURE AGENDA ITEMS: Contracts, marketing plan, program update. Next meeting March 2, 2015, at 4:15 p.m.

ADJOURNMENT: Motion by Lear, second Lisdahl, to adjourn. Motion carried. Meeting adjourned at 5:06 p.m.

Submitted by,

Kaci Jo Lundgren, Committee Clerk

Douglas County Wisconsin
Department of Health and Human Services
Through December 2015

ADRC	2015 Budget	2015 Actual	
Revenues			
Taxes	-	-	
Intergovernmental Revenues	(525,000)	(409,072)	
Fines, Forfeits & Penalties	-	-	
Public Charges for Services	-	-	
Intergovt. Charges for Services	-	-	
Interdepartmental Personnel	-	(33,199)	
Miscellaneous Revenues	-	-	
Other Financing Sources	-	(22)	
Revenues	<u>(525,000)</u>	<u>(442,294)</u>	84.25%
Expenses			
Personnel	450,749	377,170	
Contractual Services	1,920	11,963	
Supplies & Expense	20,910	38,833	
Fixed Charges	19,540	19,536	
Grants & Contributions	-	-	
Capital Outlay	-	-	
Department Allocation	133,639	6,043	
Expenses	<u>626,758</u>	<u>453,544</u>	72.36%
Net Cost	<u>101,758</u>	<u>11,251</u>	

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance (X)	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
EXAMPLE ITEM					
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.		X	Fiscal: ADRC does not have funds in budget to replace the ADRC sign on building.	ADRC will look at budget and adjust it so that a new sign can be purchased.	5/1/2016
Welcoming and Inviting Environment (Page 4 of 2016 Contract)					
All ADRC locations are accessible by public transportation, if the municipality in which the ADRC is located has public transportation.	x				
The ADRC has adequate parking, including accessible parking, at no cost to the public.	x				
Signage (Page 4 of 2016 Contract)					
All ADRC locations have clearly visible signage on the interior of the building in which it is located.	x				
All ADRC locations have clearly visible signage on the exterior of the building in which it is located.	x				
The ADRC is identified on any posted building directories.	x				

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All signage shows the Department's ADRC logo in the Department's blue and white color scheme.		x	Unsure of adequate funding. Unsure whether or not directional signs need logo.	Consult with RQS regarding specific requirements. Waiting on bid for new signage.	4/29/2016
Facility Requirements (Pages 4-5 of 2016 Contract)					
ADA Standards for Accessible Design					
The building and furnishings are clean, in good condition, free of hazards and meet state and federal requirements for physical accessibility. Please refer to link above.	x				
The ADRC provides directional signs and instructions for the use of ADRC services in print, Braille, and alternate formats (e.g., increased font size, high contrast in colors, American Sign Language video translations, closed captioning on videos.)		x	Unsure how many alternative formats are required. Unsure of adequate funding.	Consult with RQS regarding specific requirements. Waiting on bid for new signage.	4/29/2016
The ADRC has public restrooms for use by customers that are clearly signed and accessible.	x				

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The ADRC has public restrooms that accommodate customers with an attendant while maintaining privacy.	x				
Reception Area (Page 5 of 2016 Contract)					
The ADRC has a clearly defined, separate, distinct, accessible and welcoming reception area where the public is greeted by an individual ready to assist them.		x	Physical set-up. Public Health and ADRC reception area shared. Funding may not support separate reception area.	Consult with RQS. Separate waiting area for PH and ADRC but reception shared.	Unknown
The reception area is large enough to accommodate people of all ages and with different disabilities.	x				
The layout of the reception area does not allow customers to overhear conversations between the receptionist and another customer.		x	Physical set-up. Public Health and ADRC reception area shared. Funding may not support separate reception area.	Consultr with RQS. Separate waiting area for PH and ADRC but reception shared.	Unknown
The reception area has an accessible display space for fliers, pamphlets and other information materials, arranged so that customers can easily reach the material.	x				

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Privacy and Confidentiality (Page 5 of 2016 Contract)					
Information and assistance specialists, options counselors and benefit specialists have access to private meeting space for confidential conversations.	x				
Private meeting spaces are equipped with telephones and computers with high speed internet access and can access databases and benefits assessment tools.	x				
The ADRC stores confidential information securely on site.	x				
Co-Location with an MCO (Page 5 of 2016 Contract)					
The ADRC is not located in the same building as an MCO.	x				
Co-Location with an Aging Unit (Pages 5-6 of 2016 Contract)					
If the ADRC and Aging Unit share a phone number, the phone is answered, "Aging and Disability Resource Center."	x				
Regularly Scheduled Business Hours (Page 6 of 2016 Contract)					

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The ADRC assesses the most convenient days and times for customers to visit the ADRC.		x	Unsure what assessment needs to look like.	Consult with other counties in the region and RQS to help determine a plan.	4/29/2016
Information and assistance service is available continuously when the ADRC is open.	x				
ADRC hours are fixed and posted.	x				
After Hours Services by Appointment (Page 6 of 2016 Contract)					
The ADRC has the capacity to set up after-hours and weekend appointments.	x				
The ADRC establishes criteria for determining when after-hours appointments are necessary.		x		Consult with other counties in the region and work with staff to determine a plan.	4/29/2016
Computer Systems (Pages 6-7 of 2016 Contract)					

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The ADRC has a computer system that can stream both video and voice over the internet.	x				
The ADRC operates either a SAMS IR or an equivalent software that has the same capacity as SAMS IR for client tracking, resource database, and reporting.	x				
All ADRC staff members have a computer and it allows staff to input data into the SAMS IR or equivalent software.	x				
Management-Information Systems (Pages 7-8 of 2016 Contract)					
The ADRC has a client tracking database lead.	x				
The resource database includes information relating to each of the information and assistance topics listed in Section III, B.2.C.		x	Unsure of what constitutes a database.	Consult with RQS regarding specific requirements.	5/31/2016

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The resource database includes information relating to the name of the resource, contact information, and key features of the resource.		x	Currently use the Aging Unit's Resource Guide so it is not owned by the ADRC.		5/31/2016
Resource information is updated annually.	x				
The ADRC has a resource database lead.	x				
Management-Information Systems FOR NON-SAMS IR USERS (Pages 7-8 of 2016 Contract)					
The ADRC client tracking system meets all Department reporting requirements.	x				
The ADRC client tracking system collects Department-required performance criteria and indicators.	x				
The client tracking system assigns a unique contact number for each contact and a unique client identification number for each customer.	x				

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The client tracking system tracks data on the initial and subsequent client contacts, including characteristics of the customer, reasons for the contact, subjects of the contact, and issues identified.	x				
The client tracking system also tracks data on the ADRC services provided, the outcomes that result and follow-up activities.	x				
The client tracking system meets the standards for database content and structure established by the Department.	x				
The RQS has access to its client tracking database system.		x	No barriers	Consult with RQS to set up access.	3/31/2016
Telephone Systems (Page 8 of 2016 Contract)					

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The ADRC has its own dedicated phone number(s) including a toll-free telephone number. (Unless ADRC is integrated with an Aging Unit, then must be answered, "Aging and Disability Resource Center.")	x				
If regional, there is one telephone or telecommunications system for the entire regional ADRC.					
The ADRC phone number(s) are on the ADRC's web site, in the ADRC's marketing materials, and published in the local telephone book(s).	x				
If the ADRC is county-based, the telephone number is on the home page of the county's web site.	x				
The ADRC telephone is answered during business hours by a staff person who tells the customer that he/she has called the "Aging and Disability Resource Center."	x				

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The telephone system transfers calls internally. Multi-office ADRCs must be able to transfer calls among their offices.	x				
The telephone system tracks and reports hold times and abandoned calls.		x	Unsure of adequate funding.	Waiting for bid from IT.	4/29/2016
After business hours, the telephone system identifies the ADRC's business hours, permits callers to leave a message, and refers callers to an emergency number.	x				
An ADRC staff member responds to phone messages by the end of the next business day.	x				
E-Mail (Page 8 of 2016 Contract)					
The ADRC has an email address published on the ADRC's web site, in marketing materials and submitted to the Department for publication on the Department's website.	x				
For county-based ADRCs, the ADRC's email address is also published on the home page of the county's web site.	x				

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An ADRC staff member responds to e-mail contacts from customers by the end of the next business day.	x				
Website (Page 9 of 2016 Contract)					
The ADRC website includes descriptions of the ADRC's mission, the populations it serves, and the types of information and services it provides.	x				
Contact information for the ADRC (telephone number, address, hours of operation, and email address) is highly visible and easy to find on the ADRC's home page.	x				
For county-based ADRCs, the ADRC website link is highly visible and easy to find on the home page of the county's website.	x				
The website contains or provides a link to the ADRC's electronic resource database.	x				

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The ADRC website, including the resource database, is accessible to people with impairments or disabilities that limit access to standard web formats. (e.g., increased font size, high contrast in colors, American Sign Language video translations, captioning on videos.)	x			Requesting feedback from RQS on how many additional formats are needed.	



Aging and Disability Resource Center of Douglas County
Customer Satisfaction Survey -DBS 2016

Please take a moment to complete this customer satisfaction survey. Honest feedback is important to us as we continually look for ways to improve our services. Assistance to complete this survey is available upon request by calling 715-395-1234.

1) Have you ever visited the Aging and Disability Resource Center (ADRC) in person?

_____ Yes _____ No

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

_____ Yes _____ No

3) Did a staff member follow up with you to see how you were doing?

_____ Yes _____ No

4) If no, would you have preferred a staff member follow up with you?

_____ Yes _____ No

5) If you visited the ADRC in person, please rate your experience in the following areas:

Table with 6 columns: Area, Excellent, Good, Fair, Poor, No Opinion. Rows include Waiting Time, Accessibility, Privacy, and Welcoming Environment.

Comments: _____

6) Please rate your experience with staff:

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
Staff treated me with respect					
I felt my needs were heard					
Staff was knowledgeable about how to address my needs					
Staff explained my options/information in an understandable way					

Comments: _____

7) Overall, how would you rate your experience with the ADRC?

Excellent	Good	Fair	Poor	No Opinion
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8) Would you recommend ADRC services to someone else?

_____ Yes _____ No

9) I had needs that were not met. If yes, please explain.

_____ Yes _____ No

Comments: _____

6) Please rate your experience with staff:

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
Staff treated me with respect					
I felt my needs were heard					
Staff was knowledgeable about how to address my needs					
Staff explained my options/information in an understandable way					

Comments: _____

7) Overall, how would you rate your experience with the ADRC?

Excellent	Good	Fair	Poor	No Opinion
-----------	------	------	------	------------

8) Would you recommend ADRC services to someone else?

_____ Yes _____ No

9) I had needs that were not met. If yes, please explain.

_____ Yes _____ No

Comments: _____

