

June 14, 2016

**AGING AND DISABILITY RESOURCE CENTER OF
DOUGLAS COUNTY - ADVISORY COMMITTEE**
Wednesday, June 22, 2016, 4:15 p.m.
Public Health Conference Room, Government Center Suite 327
1316 North 14th Street, Superior, Wisconsin

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

MEMBERS: Jan Stevens, Chair Diane Arnold, Vice Chair Rosemary Lear
 Kathy Lisdahl Carol Jones Doreen Peterson
 Jo Dunaiski

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 March 23, 2016, meeting (attached).
3. Action item: Meeting dates/times.
4. Informational items:
 - a. Budget (attached);
 - b. Membership and bylaws (attached);
 - c. Director's report (attached);
 - d. Marketing plan (attached); and
 - e. Advanced care planning.
5. Future agenda items.

cc: Sue Sandvick Andy Lisak Shelley Nelson (Telegram) County Board Supervisors
 Pat Schanen Erika Leif Douglas County Website Brock Flowers

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.



6-14-16

Name

Date

**AGING AND DISABILITY RESOURCE CENTER OF
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Wednesday, March 23, 2016, 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, Jo Dunaiski, Carol Jones. Absent – Kathy Lisdahl, Bill Gallik, Doreen Peterson. Others present – Erika Leif, Kaci Lundgren, Committee Clerk.

APPROVAL OF MINUTES: Motion by Lear, second Jones, to approve the minutes from the December 2, 2015, meeting. Motion carried.

ACTION ITEMS: Elect 2016 Officers: One-year term for officers.

ACTION: Motion by Dunaiski, second Arnold, to retain current officers and cast unanimous ballot. Motion carried.

Meeting Dates/Times: Schedule to be revisited after County Board Supervisor election.

ACTION: Motion by Dunaiski, second Arnold, to hold next meeting June 22, 2016, at 4:15 p.m. Motion carried.

INFORMATIONAL ITEMS: Budget: Came in under budget for 2015. Personnel costs low due to lengthy vacancy. Finance Department to be asked about large department allocation difference.

Contract Compliance: State created workgroup to define requirements of ADRCs. Those areas not currently in compliance are due to further clarification needed from state, with signage having the most discrepancies; not aware of repercussions for not being in compliance.

Customer Survey: Included with agenda; reviewed.

Updates: Program: The integration of ADRC and the aging unit (Senior Connections), discussed; feasibility study being conducted.

Marketing: Year-long billboard contract implemented; looking at getting state-wide posters and referral cards. A community event to provide resources from service providers and the ADRC, to citizens, will occur in the near future.

FUTURE AGENDA ITEMS: Advanced care planning; dementia updates.

ADJOURNMENT: Motion by Arnold, second Dunaiski, to adjourn. Motion carried. Meeting adjourned at 5:10 p.m.

Submitted by,

Kaci Jo Lundgren, Committee Clerk

Douglas County Wisconsin
Department of Health and Human Services
Through April 2016

ADRC	2016 Budget	2016 Actual	
Revenues			
Taxes	-	-	
Intergovernmental Revenues	(175,000)	(143,261)	
Fines, Forfeits & Penalties	-	-	
Public Charges for Services	-	-	
Intergovt. Charges for Services	-	-	
Interdepartmental Personnel	-	(12,878)	
Miscellaneous Revenues	-	-	
Other Financing Sources	-	(44)	
Revenues	<u>(175,000)</u>	<u>(156,183)</u>	89.25%
Expenses			
Personnel	138,655	135,650	
Contractual Services	3,557	7,304	
Supplies & Expense	9,303	5,145	
Fixed Charges	6,348	6,348	
Grants & Contributions	-	-	
Capital Outlay	-	-	
Department Allocation	(3,948)	1,735	
Expenses	<u>153,916</u>	<u>156,182</u>	101.47%
Net Cost	<u>(21,084)</u>	<u>(2)</u>	

**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:

- Determine structure, policies and procedures of the ADRC within the State guidelines and local governance;
- Ensure that the ADRC has a viable plan for implementation and operation;
- Oversee the implementation and operation of the ADRC collaborative;
- Identify unmet needs and develop strategies to address them;
- Ensure input from consumers, services providers and local constituents in general in the policies, practice and goals of the ADRC
- Provide financial oversight for the ADRC budget, including reviewing the budget and expenditures; and
- Ensure that the terms of the State/County ADRC Contract are fulfilled;
- Represent the interest of all target groups served by the ADRC.
- Serve as grievance committee after other local steps to resolve concerns about the ADRC have proved unsuccessful.

ARTICLE IV – MEMBERSHIP

Section I – Memberships

The Aging and Disability Resource Center of Douglas County shall have oversight by the ADRC Advisory Committee

County Appointees:

There shall be a total of one to two (1-2) persons appointed and who will represent a non-client group.

Consumer Appointees:

Five to six (5-6) members will be consumers of services, family members or guardians of adults from one of the following target groups:

Four (4) members shall represent the older persons (age 60 and above)
One (1) member shall represent the adult person with physical disabilities
One to two (1-2) members shall represent the adult person with developmental disabilities

Composition of membership shall strive to represent the ethnic, economic, and geographic diversity of Douglas County. Membership should not exceed eight (8) persons.

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 than 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. A majority of the Advisory Committee members appointed and serving shall be required to 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 Payment of Per Diems to Governing Board Members

The payment of meeting stipends and travel expenses will be governed by the Douglas County Board policy. Payments for Advisory Committee related expenses will be paid out of the ADRC Budget.

Section VII 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 VIII – AMENDMENTS TO BY-LAWS

The Advisory Board, if at least a ten (10) 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.

Procedure: Criteria for offering after hours appointments.

Unit: ADRC

Approved By: Erika Leif

Effective: 4/25/16

PURPOSE:

To assure that customers have access to Aging and Disability Resource Center services at the most convenient time.

GENERAL INFORMATION:

In addition to regularly scheduled business hours, the Aging and Disability Resource Center shall have the capacity to set up occasional after-hours and weekend appointments. Services should be provided to customers in a timely and convenient manner.

PROCEDURE:

Appointments during non-regular business hours will be provided when:

- Customer's caregiver/legal decision maker cannot meet during business hours
- Customer states that the most convenient time is outside of normal business hours

Staff is expected to set appointments based upon customer need and inform supervisor when an appointment request is made during non-business hours to discuss schedule changes. If an appointment request cannot be accommodated, staff will inform his/her supervisor so the appointment can be re-assigned.

<ul style="list-style-type: none"> Senior Connections Newsletter 	<ul style="list-style-type: none"> Advertising agreement <ul style="list-style-type: none"> - 6 disbursements/year for Senior Reporter - Annual disbursements for Caregiver Guide <p>February 2016</p> <ul style="list-style-type: none"> Final revisions to advertisements <p>February 2016</p> <ul style="list-style-type: none"> Renew ad for Senior Connections Newsletter <ul style="list-style-type: none"> - 6 issues/year 	<p>EL</p> <p>EL</p>		<p>12.22.15 Advertisement agreement signed</p> <p>2.11.16 Advertisement to print</p> <p>3.4.16 Ad renewed for newsletter</p>
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<u>STRATEGY</u>	<u>TIME-FRAMED ACTION PLAN</u>	<u>PERSON</u>	<u>Progress Result</u>	<u>Completed</u>
<p>2. Community/ Health Fairs</p>	<p>January 2016-December 2016</p> <ul style="list-style-type: none"> Participate in 2-3 health/community fairs Assign staff for event 	<p>TBD</p> <p>EL</p>	<p>7/28/16 North Country Expo – TBD</p>	<p>2/16/16 Health Expo Fair – MS</p> <p>5/3/16 Vets Expo- KW</p> <p>5/24/16 UWS Elder Abuse Conference - EL</p>
<p>3. Community Education</p>	<p>January 2016- December 2016</p> <ul style="list-style-type: none"> Participate/facilitate 5 community education presentations on ADRC services <p>April 2016 - June 2016</p> <ul style="list-style-type: none"> Host community presentation – Aging Wisely, A Guide to Long- Term Planning 	<p>EL to assign</p> <p>All staff</p>	<p>6.10.16 Postponed to Fall 2016</p>	<p>2/16/16 Sunrise Rotary Club Presentation – EL</p> <p>2/12/16 Adult Leadership Presentation – EL, KW, CT</p> <p>3/17/16 Grand Plaza Presentation – KW, AM</p>

- Finalize training documents
- Finalize flyer and distribution plan
- Letter to service providers
- Add event to website calendar
- Press release

September-November

- Host memory screen clinic during week 1, November 2016
- Identify Location
- Create Flyer and Distribution Plan
- Press Release

Procedure: Marketing Survey

Unit: ADRC

Approved By: Erika Leif

Effective: 5/5/16

PURPOSE:

To track how customers are referred to the ADRC.

GENERAL INFORMATION:

In order to determine how customers are referred to the ADRC and where the ADRC should make additional efforts to market services, staff will utilize the marketing survey tab in Nightingale Notes.

PROCEDURE:

When staff provides services to customers either in person or via phone, staff will inquire how the customer heard about the ADRC.

Staff will use the marketing survey tab in Nightingale Notes and check one of the following categories:

- Church
- Community Service Provider* (non-profits, housing agencies, home health agencies)
- Family
- Friends
- Health and Human Services* (Economic Support, Adult Protective Services, Public Health)
- Health Fair/Community Event
- Managed Care Organization (MCO)
- Medical
- Newspaper
- Nursing Home/Community Based Residential Facility
- Radio
- Website
- Word of Mouth
- Other*

*Staff will document in the description area.