Date: Tuesday, March 24, 2015

Time: 1:00pm to 3:00pm

Place: La Crosse County Human Services

Present
- Jo Ann Nickelatti
- Brian Logue
- Jim Rice
- Dorothy Will
- Richard Yarrington
- Ole Yttri

Staff/Other Guests:
- Dean Ruppert
- Peggy Herbeck
- Audra Martine
- Cheryl Neubauer
- Pam Eitland
- Todd Gunderson
- Jean Klousia
- Sue Rettler
- Clara Pasell
- Brook Duncan

Call to Order:
The meeting was called to order by Dorothy Will at 1:05pm.

Review of Meeting Minutes from December 16, 2014:
Feedback was requested by Dorothy Will regarding the meeting minutes from December 16, 2014. There were no corrections or changes recommended by the committee. Minutes were approved as written.

La Crosse County Updates:
Clara Pasell, Social Worker in La Crosse County, shared a case example about a client whom was referred by a relative. The client needed help with housekeeping, prescription drug cost, a SafeLink phone application, adaptive equipment (2 wheel walked vs. 4 wheel walker), and food resources. Clara was able to help her lower the drug costs by working with the client’s Doctor to get a generic drug prescription, fill out the application for SafeLink, obtain a 2 wheeled walker from the loan closet, informed the client of resources in the area, and provide information about the monthly newsletter put out by La Crosse County Aging Unit.

La Crosse County commented on upcoming outreach opportunities and efforts to build collaboration with the Aging Unit. The ADRC and the Aging Unit are meeting to help combine services. La Crosse has hired two Social Service Specialists in the Call Center. Two Social Work positions will be offered next week (one position was vacant and one position is new). March 9th started the revamp of the Call Center. La Crosse remodeled two new interview rooms. One Social Service Specialist’s primary function is dedicated to walk-in clients.

Vernon County Updates:
Supervisor Jean Klousia discussed staffing issues. Vernon has lost one full time and one part time Social Work position. Anne Schreier was hired in early March for the full time social work position; she is a good addition to the team. The part time position was advertised and interviewed for without any success. This part time position is hard to fill due to the competition for better pay and better benefits. Vernon’s full time seasoned Social Worker is out on FMLA. I&A Specialist have been helping with additional duties. Jean is hopeful that the seasoned full time Social Worker will be back next week. Currently, Vernon has about
75 open cases which are not ideal. La Crosse County has offered to help with cases that are close to the County lines. Jean showed a great deal of appreciation for this offer of help.

Pam Eitland, HS Director commented on the upcoming Living Well Class and the Powerful Tools for Caregivers. Vernon discussed an IRIS scam that is going around. Pam had a meeting with S.M.R.T bus. Ridership has increased 39%. Bus repairs are starting to be an issue. S.M.R.T provides an excellent service to local communities. For a bus ride from Viroqua to La Crosse it costs the rider $3.00.

**Monroe County Updates:**
Sue Rettler is back as the Supervisor part time; all 20 hours of work is devoted to the ADRC. Jessica Jandt was hired for the full time Social Worker position. Jessica is now full time in the ADRC. Currently, Monroe has about 75-80 open cases. Shelley Davis was hired for the position of Information & Assistance Specialist. Shelley devotes 50% of her time to the ADRC and 50% of her time to Behavioral Health.

**Jackson County Updates:**
Todd Gunderson, ADRC/APS Supervisor, presented information on staffing. Jennifer Solfest was hired full time for the ADRC/Aging Program Assistant. As of January, Jennifer has taken on her ADRC role of this position. Jennifer now assists with walk-ins, various projects (Community Link), housing resources. This position has aided in decreasing the number of days from the referral date to client contact date. Jackson has completed their remodel project; put up a wall to create an office space for Jennifer. Walls were painted. The space is functional, comfortable and cozier. The Social Workers have started working on WATTS reviews. The time allocated for WATTS reviews is paid out of another pool of money; not out of ADRC dollars.

**Four County Update:**
Work on consistency throughout the four counties. The goal is for all ADRC of WW staff to look uniform. The individual county name badges will go away and be replaced with name badges that have ADRC of WW on them. All ADRC staff will use the same letterhead. The business cards will be uniform; branded model symbolizing one organization. Staff voicemails will have ADRC in their message and not the individual county.

**ADRC-WW Statistics**
Handouts were provided that showed quarterly outcomes regarding ADRC-WW contact data, referral volume, outreach activities, enrollment, and disenrollment. Audra Martine offered information about BRACE and the reasoning it was included in the ADRC outreaches. BRACE is supported by a grant through the health department. Weather changes may increase isolation with our clients. For example increased humidity could influence the client’s medications, anxiety levels. The weather/climate change may bring more days with extreme heat or cold that may impact our target populations. These outreaches could possibly bring awareness to this topic and focuses on the impact weather will have on our clients.

**Complaints**
Discussion took place about complaints against the ADRC. In the past, there has been one or none complaints each year. Last year, the State came up with a new process for documenting complaints. The State would like to see more documentation on minor complaints and training for staff. In 2014, there were a record number of complaints. 4 out of the 6 complaints revolved around one staff that was struggling. This issue was dealt with. Another complaint, the client wanted help with navigating the courts in another county. The client was unhappy with the resources given and had issues with these outside agencies. The last complaint was from a client living out of county. The family wanted to move this client across the state. The client did not want to sell her house. Client wasn’t ready to move and passed away before issue was resolved. This complaint was more of a systems issue.
**Governor Walker’s Proposed Budget**
Discussion took place about many points in the budget proposal and the current advocacy going on.

**ADRC Conference Update**
The conference will be held in La Crosse this year April 15-17. ADRC governing board, LTCFS training, MCO/IRIS sessions all have been removed. Ongoing training will include Vet awareness, Medicare updates and more.

**Upcoming Meetings and Topics**
The next meeting will be held June 23rd Jackson County.

The meeting was adjourned at 2:45pm.

Minutes may be approved, amended or corrected at the next Advisory Committee meeting,

Respectfully submitted by:

Brook Duncan