



Aging & Disability Resource Center

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Serving Green Lake, Marquette, and Waushara Counties

Aging and Disability Resource Center Of Green Lake, Marquette, and Waushara Counties Coordinating Committee Minutes November 13, 2008 Location: Waushara County

I. **Call to Order** – Chair Brewer called the meeting to order at 1:05 pm.

II. **Roll Call** –

Green Lake:

Elden Dallman

Joanne Guden

Kathleen Crimmings

Marquette:

Earl Ewert

Mike Ingram

Priscilla Starrine

Waushara County:

Warren Brewer

Donna Kalata

Bev Walker

Others Present: Veronica Ottow (GL), Debbie Paavola (W), Suzi Giesen (GL), Jeremy Kral (M).

III. **Adoption of the Agenda** Motion was made to adopt the agenda by Joanne Guden, second by Donna Kalata, motion carried.

IV. **Approval of Minutes of the Previous Meeting.** Motion was made to approve the minutes by Elden Dallman, second by Mike Ingram, motion carried.

V. **Public Comment-** none

VI. **Reports**

A. ADRC Local Activity

Ottow shared the September and October data. For September, the total I&A contacts were 553. In October, the total I&A contacts were 496. The largest volume of call topics were related to Budgeting/paying bills, Long Term Care and Financial Assistance.

The ADRC has received a number of calls regarding what to do with a person's pet if they need to go into either assisted living or nursing home. Group gave suggestions for such as Tri-County Animal Shelter and a lady in Wild Rose.

B. Statewide ADRC Activity

Ottow attend the State ADRC meeting October 5. The meeting was in regards to IRIS and Family Care. Ottow passed around the IRIS brochure, discussion followed.

C. Marketing/Outreach Update

Ottow would like to have the subgroup marketing team meet after today's meeting to discuss future ideas for marketing.

D. Customer Satisfaction Survey

In September, the ADRC had mailed 25 surveys and the return rate on the surveys was 32%. All consumers surveyed were satisfied with the service they received.

Earl shared a story about a relative who recently moved to Wisconsin from Arizona. Earl was able to tell the relative about the ADRC services. This relative was able to contact the ADRC and all issues were solved.

E. Family Care Updates

The three counties will be done with transiting current waiver clients as of December 1. The three counties agreed they would have they waiting list done before the end of the 24 months.

VII. Old Business

A. Budget

Management team will be meeting on Friday, November 21 to go over the budget for 2009. Joanne Guden, Mike Ingram and Warren Brewer will meet with Linda and other member of the management team, December 1 in Waushara County, to review the budget before it sent to the state.

B. Resource Directory

Progress is being made on the Resource Directory. Sue has been hired to help complete this project. The plan is to have the resource directory out the last week of January.

Ottow asked the group their thought on what should be changed on the cover. The group agreed the only thing that should be changed is the main color.

The group would like to see that Care WI have an ad in the Resource Directory.

VI. New Business

A. Marquette County Long Term Care Board

Jeremy Kral spoke to the board about assuming duties of Marquette County long term support/COP committee. Discussion followed. Motion was made to table the request until Marquette County Human Services Board had time to considered by Mike Ingram second by Bev Walker, motion carried

B. Grievance Procedure

Motion was approved to except the grievance procedure with correction by Joanne Guden second by Donna Kalata, motion carried.

C. Satisfaction Survey

Ottow asked group for any suggestion that could improve the ADRC customer satisfaction surveys. Only suggest was to add something about if a consumer call be answered promptly. Discussion followed.

D. Website

Ottow was not able to demonstrate the ADRC website. She asked the group that before the next meeting if they would take the time to review the website and bring back any suggestion.

Debbie Paavola also commented that Libby Mertens presented at the ADRC conference and did a nice job.

Warren Brewer reminded the group about inclement weather. Ottow will contact each county. If a decision is made to cancel the county is responsible for calling their representatives.

Meeting and location schedule:

January 8th, 2009, Green Lake County at 1:00pm

Future Agenda Items:

- X. Adjournment** – Motion to adjourn the meeting made by Donna Kalata, second by Joanne Guden, motion carried.

Respectfully Submitted,

Veronica Ottow