



Aging & Disability Resource Center Advisory Committee
Minutes of Meeting
Tuesday, January 4, 2011

Call to Order

The meeting was called to order by Chairperson Haberman at 1:00 p.m.

Roll Call

Present: Nancy Haberman, Chair, Leah Getty, Richard Jones, Virgene Lawson, Jim Mode, Marian Moran, Mary Ann Steppke & Sharon Van Acker.

Also Present: Sue Torum, Aging & Disability Resources Division Manager; Sharon Olson, ADRC Supervisor.

Certification of Compliance with Open Meetings Law

Torum certified compliance.

Review Agenda

The agenda was reviewed without comment.

Public Comment

None.

Approval of 12/7/10 Minutes

A motion to approve the 12/7/10 minutes was made by Jones and seconded by Steppke. The motion carried unanimously.

Governing Committee

The committee size in terms of an ongoing compliance issue was discussed. Mode made a motion to change the committee size to 9 members rather than 11. This change brings us into compliance. The motion was seconded by Jones and passed unanimously.

ADRC Monthly Activity Report

- **Statistical Report:** Olson reviewed the document and answered any questions.
- **2010 ADRC Satisfaction Evaluation:** The presentation began with discussion about the location and physical plant evaluation. There were really no surprises. The committee had completed the evaluation previously and state reviewers agreed with their observations. The scores under each quality indicator ranged from 3 to 3.9 on a 4 point rating scale. An area for improvement has to do with signage. People still have trouble finding the ADRC within the county building. This is something that the ADRC continues to work on.

Olson then did a power point presentation to share the satisfaction evaluation results with committee members. She explained what the evaluation process is about, including the domains that result in a PACKAGE of customer service. Overall, Jefferson County did very well in several key areas, including culture of hospitality, knowledge & guidance. In these areas, the ADRC scored higher than any of the other ADRC's that were surveyed! There were several areas for improvement including:

- Decreasing people's wait time to speak with staff or set up an appointment,
- Helping customers evaluate choices without persuading them;
- Following up with customers.

Committee members acknowledged and commended Olson, her staff and Torum for a job well done.

- **Preliminary Plan to Eliminate Waiting List:** Torum discussed the timeline that will guide the ADRC in 2011 as staff work on eliminating the waiting list. There are currently 240 people on it. The biggest concern has to do with the capability of Economic Support to handle all of the referrals. They are already exceeding capacity in terms of caseload size.
- **2010 Year End Funding Status:** Torum reported that the ADRC earned additional federal dollars in 2010 due to all of the Medicaid related activities that they did. The state has made a one-time allowance for the ADRC to carry over unspent funds in order to hire an LTE staff position to work through 9/1/11, which is when the waiting list ends. The ADRC also purchased new office furniture and a 2011 Chevy Equinox.

2010 Nutrition Assessment Results

The 2010 Senior Dining Program review was completed in December and the results were shared and discussed. Many of the expectations were met, but again there is room for improvement in three areas: 1) Nutrition program staff and volunteers are required to have a minimum of 6 hours of training annually in approved topic areas; 2) Volunteers that serve as substitute site managers must pass the *Serving Safe Food* Program and staff need to arrange for or provide quarterly nutrition education programs to congregate diners.

It was noted once again that there are activities that are not being done due to the fact that Sharon Endl is doing the work of two positions. The recommendation is to split these positions so that all requirements can be met.

Set next meeting date and possible agenda items

The next meeting will be on February 1, 2011. The topics will be on advocacy, transportation, the Aging Unit Self Assessment & COP changes. Members would like to hear from Earlene Ronk on how things are going now that the county nursing home has been privatized.

Adjourn

A motion to adjourn was made by Lawson, seconded by Van Acker and passed unanimously.

Respectfully submitted,

Susan Torum, Manager
Aging & Disability Resource Division