

**AGING AND DISABILITIES RESOURCE CENTER
BOARD MEETING
POLK COUNTY GOV'T CENTER
LOWER LEVEL CONFERENCE ROOM
June 22, 2009, 9:00 am**

Public is welcome.

AGENDA

Call to Order

Approval of Agenda

Approval of minutes from April 30, 2009

Public comments

Introduction of new Board Member: Dick Klawitter

Agency Update

- Staff
- Technical
- Training
- Physical

Physical Location – Balsam Lake Office

Collaborations

Cap on Voucher Payment without Board Approval

Marketing

Reports

ADRC Customer Satisfaction – a State study

Future agenda items

Future meeting dates and locations

Adjourn

ELDON FREESE, CHAIR
LAURA NEVE, DIRECTOR

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accommodations can be made. Requests are confidential

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June 22, 2009, 9:06 am**

Present: Larry Jepsen, Patricia Schmidt, Laura Neve, Ardyce Knauber, Lynn Schauls, Shirley Sandquist, Mary Poretti, Mary Klar, Eldon Freeze.

Call to Order by Chairman Eldon Freeze.

Approval of Agenda – motion by Larry Jepsen second by Mary Klar – motion carried

Approval of minutes from April 30, 2009 – One correction Eldon Freeze is ADRC Chair (not supervisor) motion to approve Mary Klar – second by Lynn Schauls
All in favor – motion carried with this correction.

Public comments:

Shirley Sandquist, commented that the ADRC Open Houses were very nice.

Laura and the ADRC staff wish to thank those of you that were able to attend the Open House on Monday in Balsam Lake and Tuesday in Siren. We had a very good turn-out. We had Board members, clients, and providers attending each open house.

Laura stated Open House for Northern Bridges starts tomorrow, June 23 at Spooner: 11:00am -1:00pm and the one in Centuria starts at 2pm.

Introduction of new Board Member: Dick Klawitter – Chairman Freeze spoke to Board member Klawitter yesterday and Mr. Klawitter had every intention of being at this meeting here today. Does the board have to approve his nomination to the board? Laura understands that the board does not need to approve Mr. Klawitter. The nomination is done through the County Boards the first go around, then this board when members are replaced.

Agency Update

- Staff: The agency is finally fully staffed as of 6/1/09. The transition to Northern Bridges has been relatively smooth but we are still dealing with little issues here and there. We are thus, still dealing with some of those clients until those cases get established & issues resolved.

- Technical: The agency did have a little issue with the computers. IT had to do special configuration so that the training could be done. Beacon data base is now up and functioning. The workers have been working diligently to get services entered into the data base. Two weeks ago the I & A staff were trained in Beacon on how to pull information out of the system. Beacon is also used as tracking system so every person/call gets registered in system so we have to keep track of calls, services, etc. They have until end of month to get past ones entered. We have been keeping information on all the calls since we opened. The staff is trying to get the prior client information entered in the system. Laura will try to get that Beacon report to the board by next month.

DBS also has own reporting system and they are having trouble with that. There are some unique situations and the State was unable to do the on-site training orientation with IT and with Laura so what they did is try to cram it in with the week long training in Madison and it was not successful. It didn't work as there were so much information the DBS staff was very overwhelmed. Other offices are opening in the region next month and there will be more training & our staff will take the training with those offices. John & Dave will be job shadowing next week in Barron County with a walk through, home visits and learning the processes and expectations for that position.

- Training: most training has been completed. The State does have mandated training for both the DBS & EBS Specialists. They do have mandated training and when you see the training budget don't be shocked as we will get it worked out by the end of the year. Job shadowing and re-orientation for the I & A staff. They are all learning the new procedures for client processing. The waiting lists have a completely different process and what paperwork has to be done, faxed, etc. Part of training process now for all I & A staff. We are continuing in-services weekly from County resources. As well as resources in the public. There is a need for that so that the workers have a good understanding of what resources are appropriate for individual circumstances.
- Physical: We are completed in both locations they are set-up we have the waiting rooms established and signage is complete.

Physical Location of the Balsam Lake Office: The concern is for the general public, it is hard for them to find us. The side-door is not a big welcoming doorway and this is our concern. We will be seeing what comes back with the state's client satisfaction forms. We do like being close to Human Services as we do have a good working relationship with them. However, it is that we are smack in the middle instead of on the outside.

The problem Lynn Schauls has is that the Balsam Lake offices are like a gated community. The state says it is supposed to be open and free, a welcoming feeling and it is not that open and welcoming where it is now.

Request was made to tour the Balsam Lake site at this time so all board members knew what the problems were. The tour did proceed.

The door is heavy & not handicapped accessible. There are signs now but there were no signs previously. We are not meeting state requirements for meeting handicap accessibility.

Pat Schmidt stated the reason for the door is a Safety Committee issue and Polk County is trying to keep their staff and clients safe.

Collaborations: Laura reported that she has been collaborating with other agencies. She is meeting by phone weekly with Northern Bridges, monthly face-to-face with the Economic Support Supervisor and Northern Bridges, and she has met face-to-face with the interim Director of Human Services and the interim Adult Protection Supervisors. Everything seems to be working very well.

Cap on Voucher Payment without Board Approval: Discussion on the cap the supervisor can purchase without Board approval. Motion was made by Pat Schmidt to limit purchases without Board approval at \$2000.00. Second by Mary Poretti
Motion carried.

Marketing: Laura and staff have put articles in several news letters including The Speaker, Senior Voices and the Polk County newsletter.

Reports: Laura handed out various financial reports and discussion on which of the reports the Board would like to see each month. Laura again indicated that with training, that portion of the budget will definitely be over, but we will make it work in the end. Discussion was on why so little was put in budget for training in the first place when it was known all staff needed training. Next meeting, Laura will hopefully be able to provide the Beacon reports.

ADRC Customer Satisfaction – a State study: The Board reviewed the results of a study that was conducted by the state regarding what the consumers feel are good traits of an ADRC. It included tips on how to improve customer satisfaction.

Future agenda items:

- Laura to report on signage – outdoors as well as color around current signs
- Handicap door for entrance
- Explanation as to different retirement payments
- Interesting customer stories

Future meeting dates and locations: Discussion on having board meeting in August at the tribe. Set two meeting dates to see which would work August 26 at 9:00am or 27th at 2pm.

Adjourn:

Motion to adjourn was made by Larry Jepsen
Second by Mary Klar
Motion Carried

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