

Minutes
ADRC of Eagle Country Governance Board Meeting
July 28, 2017

The Aging and Disability Resource Center of Eagle Country Governance Board meeting was called to order at 9:30 a.m., Friday, July 28, 2017 in Conference Room A&B of the Health & Human Services Building at 221 W Seminary St, Richland Center, WI.

Members Present: Vern Demers, Lane Delaney, Elling Jones, Marie Rakow, Bette Smart, Donald Seep, Belinda Granger, Donald Stirling, Becky Hovde.

Members Absent: Ken Schnieder, Donna McGinley, Teresa Wolkowski,

Others Present: Jeanne Christie, Susan Blodgett, Charlene Norberg, Becky Dahl, Diana Adamski, Ingrid Kovars

The meeting was called to order by Board Chairperson, Vern Demers, at 9:30 am. Introductions of the Board and Diana Adamski, ORCD Regional Quality Specialist.

Approval Agenda and Posting: Motion by Marie Rakow, second by Bette Smart to approve the agenda and proper posting. Motion carried.

Approval of Minutes: Motion by Marie Rakow, second by Belinda Granger, to approve the minutes of the June 23, 2017 Meeting. Motion carried.

Citizen Comments:

None

Regional Budget Report

Becky Dahl Reported on the regional budget. There is a current surplus of \$10,000. Time reporting is being monitored for staff training to increase the projected surplus for the year.

The Prairie du Chien office is attempting to increase wages for professional level staff. There is a large wage disparity across the region and a wage increase in Prairie du Chien would help narrow that gap. Handouts and wage trends across the region were discussed. The positions being considered for wage increases require a social work or related bachelors degree field of study. The goal is to eliminate the lead Information and Assistance Specialist position bringing both positions up to the same pay scale. This will create an environment that both Information and Assistance Specialists are equally responsible for quality improvement. The Elder Benefit Specialist and Disability Benefit Specialist are currently paid below the bachelor's degree level of education. The ADRC and Aging contract requires these positions to be bachelor's degree. A pay increase is proposed to reflect the required degree. The Crawford County Aging and Disability Board voted unanimously to move forward in increasing the pay scale/classifications for these positions. This would be a \$3000 increase in the GPR ADRC budget allocation to the Prairie du Chien office. It is not anticipated the office will be asking for an increase in tax levy to cover the reclassification of the Elder Benefit Specialist as this position is not in the ADRC core services. This decision is up to Crawford County; however, this board can make a recommendation. Motion by Marie Rakow, second by Bette Smart to recommend the wage increases as presented in the Prairie du Chien Office and this board is willing to approve the increase in GPR allocations to do so. Motion carried.

Board Education: Regional Model/Governing Board Responsibilities Diana Adamski, Office of Resource Center Development Quality Specialist

Diana Adamski spoke to the board about the regional model. At a state level Eagle Country is considered a best practice in how to use data to improve core services as well as how to meet and maximize the budget. A lot of great examples come out of this region for quality improvement. Research data shows customers are very satisfied with the services they receive, slightly above the statewide average. The ADRC of Eagle has the highest percentage of customers in the state who walk-in to our physical offices. Diana Adamski expressed this shows our communities know and value the services of the ADRC. And that our offices are warm and welcoming to customers. Diana Adamski reminded the board that it is important for the counties of Eagle Country to remember the ADRC is a regional entity and decisions made affect the regional budget and regional core services. The ADRC is fully funded with State and Federal dollars with the exception of Baraboo with 5% tax levy dollars into wages. This started a couple of years ago when the wage study brought Social Worker wages significantly higher than the rest of the region. Diana Adamski explained decreasing staff time does not save the county money, but it does affect our ability to meet contractual services and quality measures. This region has a tight budget and county decisions can have a major impact on these things. Counties need to have good communication about decisions that will affect the ADRC. With Richland County's financial situation, Diana Adamski encouraged the region to be educated and informed on how other regions are structured. Richland County is the fiscal agent and holds the state contract. Baraboo, Prairie du Chien and Mauston have a Grant Agreement with Richland County. The Richland Center Office is set up with an MOU. The region is actually being affected as a whole when the Richland Center office cuts hours and/or has furlough days. The office is not drawing State and Federal dollars for those days. Diana Adamski posed the question on how people are served when the Richland Center Office is on furlough days. Diana Adamski explained to the board when an office is closed other than holidays another office will need to take the calls per contract requirements. Susan Blodgett expressed her staff are already at more than capacity and they are down one Information and Assistance Specialist and taking the Richland Center calls a day before and after holidays will be more than her staff can manage. These are the busiest days with family members in town needing services for parents, and other relatives. Diana Adamski provided the board with examples of how other regions are structured and organized throughout the state. It was discussed that Richland County Health and Human Services draws down a larger amount of Administrative Management Operating Services (AMSO) expenses than the other offices as they are stand alone departments. Indirect costs are based on number of employees. No GPR is used to match AMSO in any of the offices. The state scope of services contract gives this board a lot of power regarding the staffing of the ADRC and the hiring, etc. This governing board is organized under Richland County Health and Human Services Board. Richland Center office as well as the Regional office falls under units of Health and Human Services. The other three offices in the region are their own departments and report to their local Aging and Disability Committee/Boards. As standalone departments, Directors have a strong voice to advocate for the ADRC. Richland County Health and Human Services has proposed a new organizational chart to its board which puts the Richland Center ADRC office under programmatic services which falls in with children's services and mental health. The Regional office is in another branch of its own. This puts another barrier between the regional manager and the Richland Center office manager. The board would rather see the ADRC Office under the same branch as the Regional office. This would allow the Richland Center Office Manager to report to the Regional Manager who already by contract has shared authority with Office Manager/Directors and staff. Diana Adamski shared The Office for Resource Center Development (ORCD) would also have several concerns with how this chart is currently laid out. Diana Adamski will be discussing this at the state level to try to help express concerns on this proposed organizational chart. Diana Adamski

suggested the four counties collaborate on how to educate the Richland County Health and Human Services Board. She stressed as a region and governing board it is our responsibility to ensure contract requirements are met. Further discussion on rejecting this organizational chart proposal and suggest the Richland Center office be under the regional office. Take away from Diana Adamski: we came together as a region for a reason and what happens in one county affects all counties. Motion by Marie Rakow, second by Lane Delaney it is recommended the Richland Center ADRC Office be under the authority of the Regional ADRC Office on an organizational chart. Motion carried. Motion by Lane Delaney, second by Marie Rakow with furlough days affecting the quality and service delivery of the entire region is it recommended no furlough days will be imposed on the Richland Center ADRC Office in 2018. Motion carried. This should include any further staff changes and this board needs to be involved in any actions that result in a reduction of staff services. Eagle Country Governing Board Chairperson was asked to put this in a letter and sign on behalf of the board.

Regional Statewide Advocacy Actions:

Obama care repeal has failed. The affordable care act is still in place. Nothing has been eliminated at this time.

Summarize Regional Updates – Office Managers:

This item postponed until the next meeting.

Citizen Comments: None

Next meeting date: August 25, 2017

Other Discussion and Suggested items for Next Agenda:

Adjourn: Motion by Elling Jones, second by Lane Delaney to adjourn the meeting. Meeting adjourned at 11:37a.m.

Respectfully Submitted,
Ingrid Kovars
Administrative Secretary