

**AGING AND DISABILITY RESOURCE CENTER OF WAUKESHA COUNTY
ADVISORY BOARD
Meeting Minutes**

**Meeting Date/Time: January 5, 2017 9:30 a.m.
Location: Human Services Center
514 Riverview Ave, Room 271
Waukesha WI 53188**

Committee Members:

<u>X</u>	Berthelsen, Judie	<u>X</u>	Howard, Christine
<u>X</u>	Carriveau, Pat	<u>EA</u>	Johnson, Monty
<u>X</u>	Cizel, Maria	<u>X</u>	LaMountain, Paulette
<u>X</u>	Franklin, Robert E.	<u>A</u>	Ludka, Elaine
<u>X</u>	Friedrich, Carla	<u>EA</u>	Schweda, Susan
<u>X</u>	Gamez, Margaret	<u>X</u>	Zaborowski, Bill
<u>X</u>	Heberling, Sandie		

X = Present A = Absent EA = Excused Absence

Additional Attendees:

X Smith, Mary
X Bittman, Lisa
X Smith, Sue

Call to Order:

The meeting was called to order at 9:30 am by Chairman B. Zaborowski.

Public Comments

M. Gamez wished all Happy New Year.
M. Smith introduced new ADRC Coordinator Lisa Bittman to the Board.

Approval of December 1, 2016 meeting minutes

Chairman B. Zaborowski called for approval of the meeting minutes of December 1, 2016.
C. Howard moved to approve the minutes; R.E. Franklin seconded the motion. All in attendance approved. Motion carried.

Educational Segment – ADRC Customer Satisfaction Report; ADRC Business Plan; Proposed ADRC Contract Changes for 2017 – M. Smith

- ❖ M. Smith provided Board members with copies of the ADRC Customer Satisfaction Report. Every five years, the state contracts with a national consulting agency to conduct a customer survey. A random selection of 100 consumers from each ADRC is selected. A report is then prepared for each ADRC with the results of those surveys. M. Smith provided a detailed account of the survey results, which overall, are very good. Highlights indicate the vast majority of Waukesha customers say they will recommend the services of the ADRC.

- ❖ The ADRC of Waukesha County Business Plan was discussed next. The plan is intended to guide the ADRC's efforts to enhance its services, expand its customer base and operate efficiently. We will explore additional outreach to medical offices and hospitals, agencies and groups who work with people with disabilities. We will work closely with the HHS Communication Coordinator to enhance marketing options.
- ❖ Finally, M. Smith provided a brief summary of proposed changes to the 2017 State ADRC Contract, some of which include ensuring a welcoming reception area, exterior signage, ADA accessibility and hours of operation. Discussion occurred regarding those areas of the ADRC contract, which may need to be reviewed. Overall, Waukesha County does a very good job of meeting the requirements of the contract.

ADRC Manager/Coordinator Report – M. Smith

No Report

ADRC Consumer Concerns – M. Smith

No Concerns/No Report

Health and Human Services Committee Report – C. Howard

C. Howard indicated discussion on the Birth to Three and the Drug Court programs continued. In addition, the 2016 budget was modified to appropriate expenditures for clinical services, state mental health institute costs and public health preparedness.

Finance Committee Report – B. Zaborowski

B. Zaborowski shared that he is now assigned to the Judiciary and Law Enforcement Committee.

Other Business/Updates – All

- ❖ S. Smith advised members that all 2016 Expenses should be submitted by next Friday January 13, 2017. Smith shared the request from the County Executive's office that expense sheets be submitted on a monthly basis, rather than quarterly. Expense sheets for 2017 were distributed.
- ❖ M. Smith asked that if members have suggestions or requests for Educational Segments or Presenters to let her, L. Bittman or S. Smith know.

Adjournment:

B. Zaborowski called for a motion to adjourn the meeting. C. Howard moved to adjourn; R.E. Franklin seconded the motion. All in attendance approved. Motion is carried.

Next Meeting: February 2, 2017

**Health & Human Services Center, Board Room 271
514 Riverview Avenue
Waukesha WI 53188**

Approved _____ Date _____

Recorded and Submitted by Sue Smith