

OPEN MEETING MINUTES

Waukesha County Health and Human Services Department ADRC Advisory Board November 3, 2022

Present Board Members: Pat Carriveau
Joel Gaughan
Betty Koepsel
Marj Kozlowski, Secretary
Susan Schweda, Vice Chair
Judith Tharman, Chair
Sandy Wolff

HHS Board Liaison: Mary Baer (Present)

HHS Staff Liaisons: Mary Smith (Present)
Lisa Bittman (Present)
Sally DuPont (Present)

Guest: Mike Glasgow, Transportation Supervisor

Call to Order

The meeting was called to order at 9:30 a.m. by Chair Tharman.

Review and Approval of Minutes from October 6, 2022 Meeting

Chair Tharman called for approval of the minutes from October 6, 2022. Vice Chair Schweda moved to approve the minutes; Pat Carriveau seconded the motion. All in attendance approved. Motion carried.

Membership Appointment

Mary Smith welcomed Pat Carriveau back to the ADRC Advisory Board and Pat gave some information on her background.

Transportation Consultant Report – Mary Smith, ADRC Manager and Mike Glasgow, Transportation Supervisor

Mike Glasgow gave a status update on the Transportation program:

- Taxi
 - Staffing and gas costs have gone up.
 - Two contracted providers stopped providing service this year, and another provider has sold the business. This new owner has decreased the vehicles from three to one vehicle.
- Rideline
 - This program is the largest portion of the transportation budget.
 - The provider has asked for an increase due to staffing and gas, and the ADRC has provided a \$5 increase in the fare through 2022.
 - The ADRC currently has a 5-year contract to an exclusive provider and the contract will be up on March 31, 2023.
 - The recent RFP only brought one proposal and the contract was not awarded as the proposal was double the budget.
 - The Purchasing Department is working with the existing vendor to extend the current contract through June 30, 2023.

Mary Smith spoke about the recommendations in the Transportation consultant report:

- Short Term:
 - Resuming the quarterly Transportation meetings with the providers.
 - Pursuing electronic reporting and tracking system.
 - Establishing a trust fund for our state dollars.
 - Developing standards for the Transportation providers as a stipulation for receiving the operating assistance.
- Medium Term:
 - Transit technology and on-demand technology.
 - Coordinate with regional partners to develop a Resource Center.
 - Work with Transportation providers to develop the operational and capital needs to expand the service span later in the evening and start weekend service.
- Long Term:
 - Expand staff capacity to provide more administrative assistance grant writing support to the Transportation providers.
 - Various training needs.
 - Continue the development of the centralized Resource Center.
 - Improve resiliency of the program.
 - Communicate and share data to prepare for future changes.
 - Establish capital operation of financial needs to move from a volunteer driver model to a paid employee driver model.
- Long Term (Out of Scope):
 - Pooling county funds for an enhanced county wide transportation service.

Mary Smith asked the board members if anyone would like to explore the various counties shared fare taxi programs and the following volunteered:

- Sandy Wolff will explore Washington County's program.
- Betty Koepsel will explore Manitowoc County's program.
- Susan Schweda will explore Dane County's program.

Third Quarter ADRC Data Report – Mary Smith

Mary showed a PowerPoint on the ADRC data for January – September 2022:

- There were 21,958 total contacts.
- The majority of callers are calling for themselves.
- The top reason for calls was for Public Benefits-LTC Programs.
- The most common age group for client contact was 60-99 years.
- 11,408 congregate meals were served.
- 103,150 home delivered meals were served.
- There were 24,028 taxi rides.
- There were 9,992 Rideline rides.
- There were 717 Aging Service referrals with 80% of them being new to Aging Services.
- Adult Protective Services had 525 calls.

ADRC Manager Report – Mary Smith

- It is open enrollment season for Medicare Part D.
- Interviews are occurring for the Community Health Educator position.
- The volunteer recognition event was held at the Retzer Planetarium.
- The ADRC is currently looking at staff flexibility options.

ADRC Coordinator Report – Lisa Bittman

- Staffing update (open positions):
 - 2 ADRC Specialists
 - 1 part-time Caregiver Specialist
 - 1 part-time Call Center position
- Some of the quality assurance work with client files is being transitioned to the Records Department.
- The ADRC is working to digitize their client files.
- Easter Seals is looking to expand their daycare offerings to include older adults, this may be a future contracted provider with the ADRC.

Health and Human Services Board Report – Mary Baer

The Health and Human Services Board met on October 13, 2022 and the following business was conducted:

- The bylaws for the remaining advisory committees were approved and the remote attendance option is included in all of them.
- Liz Aldred, HHS Director, provided an update on Fentanyl and opioid use. Moving forward, there will be monthly updates on Fentanyl, and there are 14 initiatives in process to address this issue.
- Randy Setzer, Administrative Services Manager, gave an overview of the Administrative Services Division.

County Board Report – Joel Gaughan

- In October the operating budgets from the various departments were reviewed.
- When the County Board meets on November 15, 2022, the budget is due to be approved.
- Sarah Fraley is the new Legislative Policy Advisor to the County Board.
- There will be a new County Board Supervisor starting at the next meeting who will be filling the late Ted Wysocki vacancy.

Agency Announcements and Updates

The ADRC will be showing a documentary on Wisconsin caregivers, which will be held November 15-16, 2022, and registration will be required.

Public Comment

There were no public comments.

Adjourn

Chair Tharman called for a motion to adjourn the meeting at 11:12 a.m. Marj Kozlowski moved to adjourn; Sandy Wolff seconded the motion. All in attendance approved. Motion carried.

Minutes respectfully submitted by Sally DuPont.

Approved: _____



Date: _____

12-1-2022

