

MINUTES

Aging and Disability Resource Center of Central Wisconsin

Aging Advisory Committees

December 15, 2010

Committees members present: **Langlade County members:** Beth Schuelke (through videoconferencing), Gloria Oberneder, Jalaine Streng, Lil Tower, **Lincoln County members:** Marcy Diedrick, Arlene Meyer, Bill Kolar, Margaret Robl, **Marathon County members:** Cathy Winters, Dona Schwichtenberg, Bob Beck, **Wood County:** Jim Welch, Marion HoKamp (through videoconferencing), Katie Clark (through videoconferencing), **Provider members:** Becky Huebner-Leu, Rose Boron, and Kim Esterline.

Excused: Char Orgel and Jacqui Stoehr

Others present: Linda Weitz, Jennifer Cummings

1. Call to order

Meeting was called to order by Linda Weitz at 10:00 a.m.

2. Public Comments

There were no public comments. However, Bob Beck, made comment about terminology and the need to communicate so that committee members and the public are able to understand uniformly.

Linda Weitz explained about the recent hearing held yesterday, December 14th, regarding the delay in Family Care expansion. Upon the hearing completion, it was decided to continue the Lincoln and Langlade Counties expansion of Family Care.

3. Approval of Minutes-October 6, 2010

Katie Clark noted a correction to identify Linda Weitz as the Executive Director in the minutes. Motion by Bob Beck, seconded by Gloria Oberneder, to approve the minutes as amended. Motion passed unanimously.

4. Discussion/possible action-Structuring Educational Components of Meeting

The committee members identified the following to be helpful for educating the group:

- 1) Asked Linda to compile a useful acronym dictionary that defines terms commonly used
- 2) Thought that each meeting should focus on one particular program area of the ADRC-CW with a presentation by staff about that program
- 3) Present a brief legislative update regarding issues affecting the target population to include some “forecasting” of upcoming issues
- 4) Review basic eligibility for each of the programs

5. Review Discussion of Current ADRC-CW Customer Input Mechanisms

Linda distributed a list of the current mechanisms that are used at the ADRC-CW to obtain input from consumers and the community. Our goal is to connect with consumers and use their feedback to direct programming. The list includes:

- Consumer surveys: A sample survey is given to anyone receiving any services in the ADRC-CW.
- General surveys: These are distributed to give the community the opportunity to offer feedback about important issues, services, what’s missing, and other issues.
- Public hearings: Many times, these are required, but are very poorly attended.

6. Discussion of Advisory Committees Role in Gathering Customer Input

Linda then asked the committees as to their suggestions on how to obtain input and what factors should be considered:

- Formal listening sessions with board involvement
- Utilizing newspapers/letters to the editor
- Formally advertise the need for input
- Insuring input from disabled adults as well as seniors
- Holding legislative breakfasts
- Writing letters to legislators
- Basic suggestion boxes
- How to reduce misunderstanding that ADRC-CW services are for low-income
- How to target unemployed or other individuals “falling through the cracks”
- How should the ADRC-CW address mental health issues
- Have standing board agenda, having advisory committee members attending the board meetings

7. Break

8. Individual County Discussions-Identifying Priorities and Gathering Customer Input

The appointees from each county met to identify unique issues in each service area and then brought back the following to the group:

- **Langlade:** Are going to get together to make themselves more knowledgeable before seeking public input. They will meet later in the month.
- **Lincoln:** Made suggestions as to effective outreach sites, such as where to place newsletters. They also suggested that a brief survey be used for callers into the new Merrill office to gather input.
- **Marathon:** Suggested listening sessions to start getting a feel for issues in the area. They suggested starting to compile a list of special interest groups that would be appropriate to target – maybe ones that typically have not been targeted in the past. They also suggested pairing an ADRC-CW staff member with an advisory committee member for community outreach.
- **Wood:** Addressed more issue-specific concerns: transportation, mental health service availability, etc. The discussion then evolved to how to identify the priority issues identified by the Wood County residents, not the committee.

9. Discussion/possible action-Next Steps

Linda will capture all that has been discussed today for review at the next meeting. It was suggested to organize the agenda for the next meeting around the charge(s) of the group.

10. Next Meeting-

February 16th, Wednesday, 10:00-noon ADRC-CW Wausau location

A suggestion was made that in the summer, the group could travel to various other offices.

11. Adjournment

Motion by Bob Beck, second by Jim Welch to adjourn. Motion passed unanimously. Meeting adjourned at 12:10 p.m.

Special thanks for Gloria for the delicious cookies and German napkins!