



**AGING & DISABILITY RESOURCE CENTER OF CENTRAL WISCONSIN BOARD MEETING
ADRC-CW, 2600 Stewart Avenue, Suite 25, Wausau, WI.**

January 12th, 2023

Mission: The Aging and Disability Resource of Central Wisconsin promotes choice and independence through personalized education, advocacy, and access to services that prevent, delay, and lessen the impacts of aging and disabilities in the lives of adults.

MINUTES

1. Call to Order: Call to order by Board Chair, Ann Lemmer at 9:31 am
2. Roll Call Attendance: Roll taken by Angela Hansen
 - a. Board attendance: Norbert Ashbeck, Robert Benishek, Bill Clendenning, Mike Feirer, Jim Hampton, Will Hascall, Ann Lemmer, John Medo, Kathy Meyer, Tony Omernik, Greta Rusch, Dona Schwichtenberg,
 - b. Board members absent: Chris Dickinson, Adam Fischer
 - c. Staff members in attendance: Mike Rhea, Traci Zernicke, Steve Prell, Barb Hartwig, Kit Ruesch, Angela Hansen, Erin Wells, Ronda James, Mary Rheinschmidt
 - d. Others in attendance: Penny Hurlbert, Kim McCann
3. Public Comments:
 - a. Dona Schwichtenberg asked to delete the closed session meeting recording. Ann Lemmer didn't believe we could delete the record once it was created. The record is not public, and can be retrieved electronically. Further discussion later in the meeting.
 - b. Mike Rhea acknowledged that the Langlade Senior Center purchased a new building.
4. Approval of Minutes – 12/08/22
 - a. Motion to approve the minutes by Greta Rusch, seconded by Kathy Meyer.
 - b. Motion passed, minutes approved.
5. Discussion/possible action: Finance committee report
 - a. Steve Prell discussed the report. The application Workday may delay year end reporting.
 - b. Correction to posting date on the finance agenda to 1.6.2023.
 - c. No finance committee meeting in February.
 - d. Motion to approve the finance committee report by Mike Feier, seconded by John Medo.
 - e. Motion passed, report approved.

6. Education Item: Quality manager/continuous improvement
 - a. Kit Ruesch discusses the types of reports and data he tracks as part of his role.
 - i. Progress and contact statistics across the teams and community reach.
7. Discussion/possible action: Customer Satisfaction Survey results
 - a. Kit Ruesch discusses the overall results of the Customer Satisfaction Survey.
 - i. The overwhelming majority reported hearing about the ADRC-CW through word of mouth.
 - ii. Board asks for some connections with rescue, clinics, hospitals, senior centers, and advertising.
 - b. Complete report in packet.
 - c. No action taken.
8. Discussion/possible action: Advisory Board Member appointment
 - a. Marathon County applicant Kue Her
 - b. Motion to approve application by Norbert Ashbeck, seconded by Dona Schwichtenberg.
 - c. Motion passed, application approved.
 - i. Application forwarded to the member counties for approval.
9. Discussion/possible action: 2023 Board meeting schedule.
 - a. Motion to approve the 2023 ADRC-CW Board meeting schedule by Greta Rusch, seconded by Dona Schwichtenberg.
 - b. Motion passed, schedule approved.
10. Discussion/possible action: Wausau office update
 - a. Mike Rhea shows a map and layout of the new Marathon County Lakeview Center.
 - i. The proposed space Marathon County would allocate to the ADRC-CW if the board approves a move in the future.
 - b. Discussion no action taken.
11. Discussion/possible action: development of ad hoc committee to develop board meeting policy
 - a. Jim Hampton suggests creating the ad hoc committee with members from each member county. As a way of collecting the best practices from each county's experience.
 - b. Langlade board members decline to participate in the ad hoc committee.
 - i. Board Chair appoints: Norbert Ashbeck, Bill Clendenning, Ann Lemmer, and Mike Rhea. Marathon County Corporation Counsel, Mike Puerner is available to advise.
12. Discussion/possible action: Strategic Goals/outcomes update, development of Organizational Ends statements
 - a. Mike Rhea suggests the board create end statements that the ADRC-CW can operationalize.
 - i. Not necessarily a goal but rather a big picture aim.
 - ii. Qualitative data rather than quantitative.
 - b. Operational tasks lead to the organization's end statements.
 - c. Board asks for a bit more information to clarify the concept of End Statements.



13. Operations Report

- a. Mike Rhea presents the operational report.
- b. Full report in the packet.

14. Future Agenda Items

- a. Wausau office proposal
- b. Closed session discussion
- c. Update to current strategic goals.

15. Adjournment

- a. Motion to adjourn the meeting by Bill Clendenning, seconded by Norbert Ashbeck.
- b. Meeting adjourned at 11:54 am