

**AGING & DISABILITY RESOURCE CENTER OF CENTRAL WISCONSIN  
ADVISORY COMMITTEE MEETING MINUTES**

**Wednesday July 27, 2022  
10:00 A.M.**

**Mission:** The Aging and Disability Resource Center 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.

**Committee members present:** **Marathon County:** Dana Macalalad, Krista Mischo, Randi Hartwig; **Lincoln County:** Char Seetan, Nancy Uerling; **Langlade County:** Carol Krochalk; **Wood County:** unavailable

**Others Present:** Douglas Curler, Director of Aging and Wellness Jennifer Cummings, Resource Specialist supervisor Jamie Krautkramer, Quality Resource manager Kit Ruesch, Executive Director Mike Rhea.

**Excused Absence:** Roy Dieck, Langlade County

1. **Call to Order:** The meeting was called to order by Jennifer Cummings at 10:00 a.m.
  
2. **Public Comments:** Mike Rhea introduced himself to the group as the new executive director and reported that he is working to meet with each of our respective county boards. Jennifer reported that two of the Langlade County vacant advisory committee positions have been filled. The new committee members will be approved by the Langlade County Board and then begin to participate in upcoming advisory committee meetings. We still have vacancies for Wood County and one for Marathon County. We have some interested individuals, but haven't yet received any applications for consideration.

Char had inquired about the possibility of listing the ADRC-CW contact number and meal reservation/cancellation process on the menu page in the Choices newsletter so that necessary information could more easily be found. Jennifer discussed this with Angela Hansen, administrative/communications manager, who works to compile and finalize the Choices newsletter and learned that if more was added to the page, the font size of the information would become difficult to read. Angela will plan to have the menu page and the nutrition information page adjacent to each other starting in the

September newsletter as the August edition has already been finalized and submitted for print.

- 3. Approval of Minutes – From the March 23rd (did not have a quorum at that meeting) and May 25th meetings:** The March 23rd draft minutes were reviewed with a motion to approve by Char and a seconded by Dana. Vote was unanimous to approve the March 23rd meeting minutes. May 25th meeting minutes were reviewed with a motion to approve made by Dana and seconded by Carol. Unanimous vote to approve the May 25th minutes was done.
- 4. Review of meeting packet materials:** Reviewed the current mailed and electronically emailed packets to assure that all committee members received the information. Jennifer will add to the upcoming agendas the need to notify the ADRC-CW if a committee member will not be able to attend the meeting. In addition, a reminder email will be sent regarding the upcoming meeting the day before as committee members indicated that this was useful.
- 5. ADRC-CW Resource Specialist program overview-Jamie Krautkramer, Resource Center Supervisor:** [Jamie Krautkramer](#) provided an overview of the resource specialist role within the ADRC-CW and used her powerpoint document to guide the conversation. Additional questions from committee members included:

  - Is there an ADRC located in every county in WI? Yes...every county has an ADRC connected to it. Findmyadrc.org website can help individuals locate the ADRC in their area.
  - Are there ADRC's in other states? Yes, however, WI was the original pilot for ADRC's back in the 1990's. Specifically, recommended individuals reaching out to their local county health department or commissions on aging to learn of the availability of an ADRC in their respective state.
  - Meals on Wheels: Is there a requirement that individuals have to commit to receiving meals every day? Jamie responded that our ADRC asks that individuals commit to a regular schedule-not necessarily every day. Different nutrition programs base their availability of services related to resource capabilities and a prioritization process.
  - Ramp Up Program: Are these ramps only available for individuals where they live? Yes, you have to be the resident of the county where the ramp is placed.
- 6. Customer Survey Draft-Kit Ruesch, Quality Manager:** Kit provided an overview of his position as quality manager and how he is working to capture and analyze data to assist in making programmatic decisions and working within

programs to improve overall services to the community and region. This customer satisfaction survey was conducted last in March 2020. The past results were very positive. So he drafted these questions to probe deeper to capture feedback and comments. Kit asked committee members to offer feedback as this is the first draft of the customer survey document. **Question: *How will this survey be distributed?*** Kit reported that our resource specialists connections are usually the first contact with the ADRC. The volume of contacts are able to be collected. So the plan is to provide surveys to those individuals connecting with the resource specialists through direct paper handout, on our website, mailed out, etc.

**Question: *Will nutrition participants be receiving this survey?*** At this point, no...as nutrition participants are sent another survey as part of the nutrition program requirement. **Question:** I appreciate that the draft survey allows for comments; ***Do individuals have to identify themselves?*** No, none required. We may consider asking what county they are from. **Question: *What is the frequency of surveying individuals?*** We've done the customer satisfaction survey every two years. We will survey all customers who speak/interact with a resource specialist in September 2022 which amounts to approximately 1800-2000 customers per month. **Question: *Are you planning to add some "double blinded" questions to validate the answers to the questions?*** We want to keep the survey brief. Our goal is to get constructive criticism. So adding this "ask" into the opening paragraph i.e. in order to improve, we ask for honest feedback. An individual may have had several dates of service or have connected with the ADRC for assistance more than once. Should we consider asking about a program area of need? Was the consumer given the choice of in-person, phone, virtual meeting, or home visit to meet their need? Was the consumer offered their preferred method of contact?

**Question: *Will the ADRC continue to offer choice of contact?*** At this point, yes...in the future- if the program requirements allow. How did you hear about the ADRC gives us feedback on successful marketing directions for the future and how we best use any marketing resources. The rating level of agreement looks good. Worked to eliminate some questions and re-worked with others. Open ended questions will be reviewed for trends. Suggested offering a question that would get at knowledge or gap/barrier i.e. individual doesn't know about a program to meet a need or gaps based on community needs? There are many services outside of the ADRC control, but perhaps there's a need to develop more resources/referral info in a particular area. This survey will focus on ADRC specific services....unlike the aging plan survey which asks more global need questions. **Question: *How will these results be published?*** This may be a way to get info out to individuals. May consider posting results on the website and Choices. The word "terrible" needs to be changed....perhaps "unacceptable" may be better.

- 7. Executive Director Reports from June 2022 and July 2022:** Jennifer reviewed and highlighted some of the information in these reports.

**8. Future meeting dates:**

- September 27 is planned for the ALL Staff meeting day and advisory committee members will be invited. Jennifer asked whether committee members felt that the September meeting should be canceled in lieu of the all staff meeting. The majority of members felt that the meeting should be canceled. Jennifer will check and discuss with leadership, whether or not the ALL Staff meeting could be videoed as well.
- Next meeting date: November 16 (a week earlier due to the Thanksgiving holiday)

**9. Upcoming agenda items:** Review of our Aging Plan self Assessment for goals 2022; Dementia Care specialist program-perhaps Dementia Live demonstration; initial draft of the customer survey results.

**10. Adjournment:** The meeting was adjourned at 11:38 a.m.