

**AGING AND DISABILITY RESOURCE CENTER
ANNUAL BOARD MEETING**

**Tribal Center
Hertel, WI
January 15, 2010
10:00AM**

Public is welcome.

AGENDA

Call to Order

Approval of Agenda

Approval of Minutes from December 4, 2009, Board Meeting

Public comments

Staff presentation

Director's report

Budget Report

Approval of Vouchers

Authorization for Approval of Purchases over Director's limit

Election of Officers

Committee comments

Future Agenda items

Future meeting dates and locations

Adjourn

**Eldon Freese, Chair
Laura Neve, Director**

This meeting is open to the public according to Wisconsin State Statute 19.83. Persons with disabilities wishing to attend and/or participate are asked to notify the County Clerk's office at least 24 hours in advance of the scheduled meeting time so all reasonable accommodations can be made. Requests are confidential.

**AGING AND DISABILITY RESOURCE CENTER
Personnel/Finance Committees Meeting
Tribal Center
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Discussion of Authorization for Approval of Purchase over Director's limit

Discussion of Director's evaluation

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Laura Neve, Director**

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ADRC ANNUAL BOARD MEETING

January 15, 2010

10:00AM

HERTEL, WI

Present: Eldon Freese, Lynne Shauls, Dick Klawitter, Ardyce Knauber, Shirley Sandquist, Pat Schmidt, Mary Poretti, Crystal Peterson, Maxine Holmes.
Not present: Diane Stoneking and Mary Martin.

Also present: Laura Neve.

Meeting called to order by Chairman, Eldon Freese at 10:01am

Chairman Freese asked secretary to please draft an alphabetical listing for roll call.

Approval of Agenda:

Motion made by Larry Jepsen

Seconded by Shirley Sandquist
Motion Carried.

Approval of minutes from Dec 4th.

Motion by Mary Poretti

Seconded by Pat Schmidt
Motion carried.

Public comments.

No public comments

Staff presentation: Deb Miller gave an update on the Balsam Lake Waiting List, as well as challenges with the Balsam Lake vouchers. Eldon asked about a new Finance director for Polk County and possibly the two Finance people in each county can get together to come up with a way to handle the two timelines so that they are together. Counties maybe can come up with a uniform procedure. Larry Jepsen suggested that perhaps the two administrators from each county meet to discuss activities and procedures.

Director's report: The handicap door in Siren did not pass. We do have funds set aside for that project and will keep it in mind as a possible carry over request. In the Balsam Lake office the handicap door has been installed. Signage issues in Siren were part of the Siren door request. An adhesive sign on glass panel with the ADRC logo and arrow with directions of the main floor was authorized. In Balsam Lake, Laura talked to

Deb Peterson and she wanted details and asked that Laura then come back and she will decide if it can be approved.

We have an issue in that what is ok for one county/agency, is not for the other so is double footwork, research and approvals.

The Veteran's office will be moving into the space shared by the ADRC. Laura has concerns as to what that means for our secretarial position in Siren. During the initial discussions on the move, Laura voiced her concerns with training for the secretary. The secretary does all of the reporting for the Siren branch. The VA secretary has not made it a secret that she will be possibly retiring or moving within a year, a new secretary would then need to be hired and re-training would take place, for a third time within two years. Laura has concerns about that position and the turnover and training this change will encompass. There also, at one point, was some initial discussion of getting another half time position for an additional Intake and Assistance position for that location. If we would go ahead and get that position, where would be put additional staff?

Review of Goals for 2010

Laura stated that in the year 2009 the agency was focusing on getting up and going. We had staffing, training, etc.

We now have purchased display equipment for all fairs, booths, etc. On February 16, we will be attending a Fair at the Tribal Center, which Crystal Peterson is hosting, and the agency will be focusing on outreach and getting our name out there and get it going. The prime objective of getting staff trained and getting a handle on funding has been accomplished.

We want to continue to provide welcoming face to serve the entire community and serve as a single access point.

Provide enrollment and disenrollment counseling.

Provide one central source for reliable and objective information.

Provide benefit counseling for elders and adults' with disabilities.

We wish to reduce the demand for public funding, and promoting the programming and prevention piece.

Pursue, mini grants and educational tools.

Provide transitional services for children preparing to enter adult service system along with the TAC committee, with Cesa 11 in charge. The ADRC is hosting at the next TAC meeting in Balsam Lake.

We hope to identify people that are out there experiencing abuse / neglect. In the Balsam Lake office we are in one hall and Adult Protection is in the next hall. In the Siren office the Adult Protection unit is above the ADRC. In both counties our agencies are working side by side with our staff and even going out on visits together.

Goals:

1. Get all I & A Certified within 1 year. Laura reported that in October 2009, we were able to get the last ones into the certification testing and have their certifications done so this has already been completed.
2. Our customer satisfaction rate is to be over 90% positive rate. We have not sent out any surveys yet. We will be developing that within this next year. The State has come up with a survey that all ADRCs' in state will need to provide to customers.

The State has it all planned out; however, it is going to cost each ADRC postage for the initial letter, then mailing of the survey, then postcard, then follow up letter. The survey is approximately four pages in length. These will be sent out to the callers not the consumers. Our concern is the cost that is based on number of calls received. October we had 253 contacts, November 268, and December 256. (These figures are both counties)

A big push that we will have in 2010 is marketing and getting the word out. We have spent some of the 2009 start up money here at the end of the year on those projects. Some of which are on radio ads in Siren, Amery, Milltown and the second station in Amery. We have purchased ads that will show up on placemats at the Dairy Queen in Siren, Main Street Café, Calderwood and Frederic Bakery. We have purchased ads in the Yellow pages phone book and will appear on several pages within that book, some of which are under Benefit, alternatives to Nursing Homes/Assisted Living, Disability Services, all in the yellow pages. It also will appear on their website.

Laura indicated that as far as 2009 goes, we really have accomplished a lot with our board and staff.

A suggestion was given that we consider putting ads in local phonebooks or periodically in the Leader Shopper. Laura explained that is on the list for advertising in newspapers. A suggestion was made of perhaps listing services on Channel 3 television, it is free of charge, we speak at different churches, luncheons and interfaith groups, we advertise on WCMP radio out of Pine City. Laura stated we are always open to any ideas or suggestions, especially if they are free, as so far, we have had to pay for them.

Mary Poretti expressed her frustration with going through everything she had trying to find the number for the Siren Office. She searched the Siren/Webster phone book and could not find it. Mary suggested we see if we can't get it listed in the front of the book. Laura indicated that might be mainly for emergency numbers and not sure they would

consider ADRC an emergency number; however, we are planning on getting the number in the local phonebooks as well and will check on that.

A question was asked if we had a connection for people with service dogs. Laura indicated we have had a speaker from the Lions club out of Amery, who has those connections. There are different ones but if someone needed those services, we would use that connection to track it down. We cannot prepare for every scenario, so if we don't have the answer, then we research it, call around and get back to the customer with the answers they are looking for.

Shirley mentioned that if people are not eligible, Grantsburg has a swing-bed unit now and it is a wonderful service. If we know someone who doesn't qualify, it perhaps would be a helpful resource for the family. They would of course, need to have the need and a method of payment. It is a service for terminal cases that would not qualify for respite.

Budget Report

Budget reports were handed out. Laura indicated some areas we have over spent and some under spent. The agency, as a whole has under spent. The under spending is due to the staff time not billed totally to ADRC, as it will be in 2010. In 2009 some time was billed to Human Services and there was more MA pull down money than was anticipated. The bottom line is we are sitting with extra money.

Mary asked about AMSO. Laura explained the way we are reimbursed is dollar for dollar for expenses. AMSO is an Administrative piece and we don't get that.

Laura explained Page two the expenditures combined both Balsam Lake and Siren. We do not have all of December's expenses in at this point. December's expenses we do not have will be billed in the period 13, which are expenses that are paid in 2010, that are for the previous year.

Chair questioned the difference expenses in September and the rest of the year. Laura explained all of Judy Brusletten's expenses will show up in previous months and they were all taken out in the month of September. In the end it is a wash. Clerical payroll is higher because of three pay periods for clerical, at that time. There's nothing showing detail but, if the board wishes, Laura can bring it. The other professionals were paid thru Human Services up until about August, all of which started at the same time.

Pages three & four are the break down of the two offices.

Pat Schmidt requested to receive Burnett County's health insurance information. In Polk County the insurance is available; however, the employees pay their own dental. Laura indicated Polk dental doesn't seem as good; however, the vision insurance was better. Pat asked the number of employees in Siren vs. how many employees in Balsam Lake.

Laura went over the Revenue report. She reviewed what has been billed to the State, what the agency is getting back and in yellow, what has not been received.

Laura talked to State about a possible carry over. The State has requested a detailed report, indicating all that is needed and where the money will go. Laura stated that the furniture (the desks work stations) in Balsam Lake all have been donated or actually borrowed from Human Services. Human Services has indicated they want to take some of it back. In the Siren office, Burnett County purchased the furniture for the ADRC at start up, with the understandings that if there was extra money, please reimburse the county. We are in process of paying back Burnett County for developing the ADRC, in Siren. In Balsam Lake, we have the money now and as approved at the previous board meeting, will be purchasing our own furniture. The State is waiting for our written request; however, Laura states she has held off writing the request until after this meetings discussion. If we do not use the money, it is sent back to the State in 2010.

Laura indicated the copier in Siren needs to be replaced. The copier they have gotten is a copier that has been handed down three times. They just called in a service request because the copier is smoking and acting up. She will be requesting \$8,000.00 for a new copier for Siren.

Signage was verbally approved by the State. Laura talked to them about the door, (which was voted down), advertising, and for Yellow pages as well as phonebooks.

Lynne asked about 2010 budget for advertising. It is \$8,200.00 and asking for carryover of \$4,000.00 could we ask for more carry over, for like advertising? Lynne suggested and additional \$8,000 which would give us \$16,000.00. Lynne feels we should increase it this year, as this is the year we are focusing on advertising.

Crystal suggested we add some on for postage amounts as we will be sending out the surveys the State is requested we send along with all the letters and postcards.

The question was asked if we need a motion before the board for the carry over expenses. We can request the funding but what we need from the board is approval for the actual spending.

Pat asked would we be able to still put the door in for Siren as part of the carry over, if approved. Laura explained it is up to the infra structure committee in Siren and they have totally turned it down; however, we could put it into the carry over and try to bring it around again in 2010.

11:45AM BREAK...

RECONVENED AT: 11:50am

VOUCHERS

Laura continued her Budget report for authorization of vouchers. She has both sets for December 12/4/09 (for November from Oct – Dec.) and the second page is December 4 to 1/15/10.

Chairman Freese questioned the E O Johnson voucher, the copy machine and shredder line item versus bills. Laura explained that was the copy machine in the Balsam Lake office. Chairman Freese did not recall the \$8,000.00 figure, was that approved? Laura explained she had thought she had put it in the prior report along with the laptops, etc. It is a purchase of the machine and maintenance contract is for a year. Deb Miller interjected that she believed the actual figure had not been obtained at the time of the approval of the committee. Lynne Schauls states she remembers discussing and thinks it was lumped in with the office equipment request. Chairman Freese asked that the minutes, in the future, be more specific.

Motion to approve all vouchers (note both November and December vouchers from committee dates so from Nov/Dec 4 and for Dec/Jan 15) made by Mary Poretti

Seconded by Larry Jepsen
Motion carried.

Authorization for approval of spending over Director's limit.

Chairman Freese explained the necessity of this request. The Director's limit is \$2000.00 and sometimes things come up that we need to go over that amount. The need sometimes cannot wait till the next Board meeting and needs to be dealt with. The wording would be as follows:

The Director in consultation with the Chairman is able to make a decision on any purchases over the Director's \$2000 limit up to \$6,000.00. The Chair, after consultation with the Director, will consult with the Finance/Personnel Committee for any purchases over \$6,000.00.

This will be on agenda next meeting. The Chair would like the committee to think about this and vote on next meeting. A discussion as to whether it needs to wait till next meeting. Chair stated that for policy and open meeting laws, he would rather wait and have it placed on the next agenda for approval.

Discussion of the Siren copy machine was discussed as it is over the \$6,000.00 limit and the Finance Committee is here and can they approve the copy machine for Siren office now?

Motion was made by Pat Schmidt to allow purchase of a copy machine for the Siren office in the amount needed to purchase said copy machine.

Seconded by Mary Poretti.
Motion carried.

Election of officers.

Chairman Freese indicated a vote for Chairman would be made first –

Nomination of Officers:

Chairman:

Larry Jepsen made a nomination for Eldon Freese for Chair

Dick Klawitter made a motion to close nominations.

Seconded by Mary Poretti
Motion Carried

Eldon Freese is Chairman of the ADRC Board for 2010

Vice Chair :

Pat Schmidt nominated Mary Poretti as Vice Chair

Motion made by Shirley Sandquist that nominations be closed.

Seconded by Dick Klawitter.
Motion carried.

Mary Poretti is Vice Chair for the ADRC Board for 2010

Recording secretary:

Larry Jepsen nominated Lynne Schauls as Recording Secretary

Motion made by Shirley Sandquist that nominations close.

Seconded by Crystal Peterson
Motion carried.

Lynne Schauls is the Recording Secretary for the ADRC Board for 2010.

Comments by board: Lynne would like to know the relationship between the ADRC and Northern Bridges. Is it possible, we address how efficiently Northern Bridges is on how they pay for services?

Laura has a contact at the State for quality assurance and what the ADRC can do is express concerns to that person. Lynne indicated there are real issues with NB paying providers. They were \$23,000 late in paying Community Homestead and Lynne talked to them on Wednesday, they are still behind \$10,000.00.

Northern Bridges payments come through Hayward and the payments something needs to be more efficient with them. Laura asked for clarification- is it just NB or the Iris program, as well? Lynne states she gets a bill from NB – she gets her bill in on time. It is upsetting to Lynne that they have had a hard time explaining to NB that Community Homestead is both a day program and residential program. They bill and NB want the billing differently and they spend hours on the phone with them trying to get it right the first time. Lynne states that is not good when we want quality services rendered, then we need to help to get NB on board.

Laura explained we work in coordination with them for long term care services. Their problems do indirectly affect us, in that there are people out there, which do not understand the system. Laura states we have had or heard of complaints, and some have switched over from Northern Bridges to Iris. We have had some struggles with them as well, they are a business and they are struggling financially.

Future agenda items:

Chairman Freese indicated that Deb will send out a menu with the next meeting agenda and minutes. Please let her know as soon as possible your order, *prior to the meeting*, so that she can get it lined up. (Deb – 485-8449 or 877-485-2372) This will be at the ADRC expense, Eldon discussed with Mary Poretti and she has agreed.

The March meeting will be in Balsam Lake. Lynne has started working on Fridays but Thursdays work well for a meeting that is longer than noon. The Board meeting will start at 10:00am with the Personnel/Finance meeting to begin at 9:00am. date of the meetings will be March 4.

Mary Poretti may have to start the meeting at 9:00 as Eldon will be a bit late.

Mary Poretti made motion to adjourn

Seconded by Shirley Sandquist
Motion Carried

MINUTES TAKEN BY DEB MILLER

AGING AND DISABILITIES RESOURCE CENTER
Personnel/Finance Committee Meeting
Tribal Center – Hertel, WI
January 15, 2010

Members Present: Crystal Peterson, Pat Schmidt, Larry Jepsen, and Eldon Freese
Absent: Diane Stoneking and Mary Poretti

Others Present: Laura Neve

Call to Order by Chairman Eldon Freese at 9:00AM

Approval of Agenda – Motion by: Larry Jepsen second by Pat Schmidt
Motion carried.

Approval of Minutes: Motion to approve Minutes from December 4, 2009, meeting by:
Crystal Peterson Second: Pat Schmidt Motion carried.

Public comments: No public comments.

Purchases over Director's limit: discussion on expenditures that would go over the Director's limit and if the Chair has permission to go over the allotted \$2000.00. Laura explained the IT situation wherein we had the extra money and wanted to assist with purchase security system. The amount remaining for the extra security was \$4200.00. Laura contacted Eldon to get approval for the expenditure who in turn, called board members to get further approval. Eldon would like guidelines in place for the Chair to make decisions so in future whomever is the Chair, will have a flexible guideline should this need ever arise again. Pat brought out Polk County policy and indicated it maybe good for ADRC policy. The board felt it was too detailed for our agency. The wording was made to bring to the full board as follows:

The Director, in consultation with the ADRC Chair would be able to make a decision on expenditures in excess of \$2000.00 up to \$6000.00. If the expenditure exceeds the \$6,000.00 limit, the Chair, in consultation with the Finance Committee, would be able to exceed the \$6000.00 limit.

Laura asked for clarification on line item expenditures vs. total voucher expenditures. The committee felt that it is line item expenditures that cannot exceed the \$2000.00.

Director's evaluation: Andrea Jerrick, Polk County Personnel Director is unable to make the meeting today. The Director's evaluation will be at the next Board meeting in Balsam Lake.

Siren Office changes: Pat Schmidt asked if the doors in Siren were able to be changed. Eldon and Laura explained the situation and that the door movement was defeated. The VA office has been voted on to be housed in the same area as the ADRC.

Committee comments: Larry Jepsen states he has had personal contact with the ADRC and that he compliments the work that was done and is being done. He is very satisfied with the outcome of his experience with our agency.

Future agenda items:

- Reports by Director
- Director's evaluation

Future meeting dates and locations:

Personnel/finance committee meeting: March 4, 2010 9:00AM

Adjourn: A motion was made by Pat Schmidt, seconded by Larry Jepsen, to adjourn the meeting; motion carried.

**ELDON FREESE, CHAIR
LAURA NEVE, DIRECTOR**

Minutes taken by: Deb Miller

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