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**MINUTES  
AGING AND DISABILITY RESOURCE CENTER OF VERNON COUNTY  
ADVISORY COMMITTEE  
DECEMBER 6, 2018**

The Aging and Disability Resource Center of Vernon County Advisory Committee met on Thursday December 6, 2018 at the Banta Building in Viroqua. The meeting was called to order by Human Services Director Pamela Eitland. Proper public notice was given. The minutes from the June 2018 meeting were reviewed. A motion was made by Thompson and seconded by Malin to approve the minutes as presented. Motion passed. The group was reminded that the August meeting was cancelled due to the flooding that was occurring in the county.

**Introductions and Attendance**

Present were committee members Ole Yttri, Laura Malin, Nancy Thompson, and Julie Haugh. Also present were Tricia Clements, Lindsey Raasch, Diana Adamski, Kathleen Sullivan and Roger Call. The group was informed that Darlene Starch has resigned from the committee.

**Audience to Visitors**

Kathleen Sullivan spoke in the audience to visitor's part of the meeting. She suggested the following: committee members be added to the agenda, minutes be added to the website, and in the 85.21 grant public hearing notice to indicate that this is a transportation program.

**Status Reports**

The ADRC customer satisfaction survey results were shared with the committee. This was the first survey after becoming a stand-alone integrated ADRC. The survey showed that the community is overall pleased with the work being done at the ADRC. Two areas for improvement are (a) provide additional and documented follow up when we offer private pay options to residents; and (b) be clear with callers that home visits are an option for their convenience and comfort. The ADRC-VC has completed a change project on improving follow up with individuals.

The changes for the 2019 - 2020 Nutrition Program were presented. Eitland and Clements outlined the decision making process that included requests for proposals, committee meetings to discuss bids that were open to public participation, and invitations to proposers to participate in the decision making process. Coon Valley and LaFarge home delivered meals and congregate site meals will come from Norseland Nursing home; and the Ontario site is closed but home delivered meals will still be provided to the community. The Human Services Committee felt an increase to the suggested donation was not warranted. The suggested rate will remain the same

for 2019: \$3.50 per congregate meal and \$3.75 for home delivered meal. Eitland presented information about donation rates in other comparable counties. Our rate is consistent with other programs around the state.

The 2019 – 2021 approved Aging Plan goals were shared with the committee. It was recommended that these be added to the website.

Clements provided updates from the Nutrition Advisory Committee and the Transportation Coordinating Committee.

### **Report on Data and Statistics**

Handouts were provided on the Minibus and Volunteer Driver ridership numbers for 2018 through October of 2018. Numbers for the Senior Nutrition Program was provided for the first 10 months of the year. Data on the Social Workers caseloads was also provided for the months of June through November. Statistics were provided for the number of individuals the DBS and EBS worked with in the past four months. The committee discussed unmet needs as well as general trends in the data.

### **ADRC of Vernon County Staff Report**

Lindsey Raasch, Administrative Assistant, explained that she is the point of first contact for the consumers walking in and calling the ADRC. She also provides back up for the Nutrition Coordinator and the Transportation Coordinator.

### **Discussion and Feedback – Committee Members**

Ole Yttri shared that Couleecap is hiring counselors to assist with the trauma surrounding all the flooding that Vernon County has experienced.

Thanks were given to the staff for their hard work on behalf of the residents of Vernon County.

### **Schedule meeting dates for 2019**

All 2019 meetings will be at 10:00 at the Banta Building in Viroqua. The following meeting dates were scheduled for 2019:

February 28, June 6, August 29 and December 5.

### **Adjourn**

Laura Malin made a motion to adjourn the meeting with a second by Julie Haugh. Motion passed.

Respectfully submitted by,

Tricia Clements, Unit Director  
Aging and Disability Resource Center of Vernon County