

**AGING & DISABILITY RESOURCE CENTER OF THE NORTHWOODS –
BOARD OF DIRECTORS**

Thursday, February 21, 2013 – 1:00 P.M.

100 West Keenan Street, Rhinelander, Wisconsin

Members Present: Bix, Gresser, Hammer, Korten Hof, Krug, Millan, Platner, Queen, Ritchie, Teichmiller

Members Absent: Chapman (excused), Cushing (excused) Price (excused)

Call Meeting to Order: Chair Teichmiller called the meeting to order at 1:00 P.M. Also present were Pam Parkkila, Regional Manager, Aging & Disability Resource Center of the Northwoods (ADRC-NW), and Mary Rideout, Oneida County Social Services Department Financial Services Manager. Present for a portion of the meeting were: Janet Weber, ADRC Specialist, Crandon; Pamme Williams, Elder Benefit Specialist, Eagle River; Terese Poe, Disability Benefit Specialist, Crandon.

Public Comment & Introductions: The various attendees introduced themselves.

Approval of the Agenda: Millan moved to approve the agenda with seventeen items; Hammer seconded. All Ayes. Motion Carried.

Approval of the Minutes of the January 17, 2013 Board Meeting: Queen moved to approve the minutes of the January 17, 2013 Board Meeting; Ritchie seconded. All Ayes. Motion Carried.

Board Education - ADRC Specialist, Disability Benefit Specialist, and Elder Benefit Specialist Work Flow: Janet Weber, ADRC Specialist in the Crandon Satellite Office, Pamme Williams, Elder Benefit Specialist from the Eagle River Satellite Office, and Terese Poe, the Disability Benefit Specialist stationed in Crandon, described their work with the aging and disabled populations. The three positions work together to provide seamless service for ADRC-NW customers.

Financial Statements – December 2012: The Board reviewed the December 2012 Revenue/Expense Report. Although expenditures are well within the budget set for 2012, line item transfers will have to be made. Rideout stated that the final 2012 Reports and line item transfers should be available for the March meeting. The Finance Committee had previously approved the December 2012 Expenditures in the amount of \$213,911.98. The Board then reviewed the Time Reporting

figures. December results were 37.36%, and year-to-date figures are now at 34.30% which is above the 32% needed to fully fund the budget. Equipment purchases previously authorized by the Finance Committee have been completed except for the smart board and the video conferencing equipment, which was delayed because of problems with the telephone system. It is hoped that those problems will be resolved in the very near future.

Carryover Funding Request Update: Of the \$238,000 in carryover funds requested from the Office of Resource Center Development (ORCD), a total of \$137,000 has already been approved. The receptionist position in Crandon (\$39,500) and the part-time receptionist position in Medford (\$16,640) will be reviewed once the final time reporting figures for 2012 are in, probably in March. These figures should show that financing the positions is sustainable. ORCD will re-consider the request for \$45,000 in marketing funding once the phone system is proven to be reliable and the staff feels prepared for the increased volume of calls expected as a result of the marketing program. Rather than waiting for Board action after ORCD approval, Hammer moved to proceed with the \$45,000 marketing plan after ORCD approval and after review and approval by Board Chair Teichmiller and Finance Committee Chair Krug. Ritchie seconded. All Ayes. Motion Carried.

Action on Lac Du Flambeau Recommendation for Board Position: Ritchie moved to approve Ardella Christensen as a Board Member representing the physically disabled. Millan seconded. All Ayes. Motion Carried.

Marketing Plan Updates: Parkkila distributed a list of month-by-month target groups that the ADRC-NW wishes to contact during 2013. These are: April – meal sites; May – funeral homes; June – hospitals and clinics; July – CBRF and long-term care facilities; August – churches; September – banks; October – schools; November – home health and hospice agencies; December – attorneys. A way of measuring results will be developed. Actual results in terms of new customers will be difficult to measure, but the number of contacts made will be tabulated.

Regional Manager Evaluation Report: Teichmiller reported that the Executive/Personnel Committee recently completed the six-month evaluation of the Regional Manager. Generally, results were in the 2.5-3.0 range out of a possible 4.0. The Committee worked with the Regional Manager to establish goals for 2013. One area of concern was establishing an appropriate level of communication with the Board.

Board Evaluation Report: After review of the Board Member self-evaluation, it appears that everyone on the Board is committed to the organization. Issues that arose were questions on the Board's role, Board Member orientation, and information sharing with the Board.

May ADRC Conference Attendance: Chair Teichmiller announced that he would like to have at least half the Board Members attend the ADRC conference which will be held May 13-15 in Green Bay, Wisconsin. Members may attend for one or more days as their schedules permit. Interested individuals should contact Parkkila for more information.

Regional Managers Report: Buck Rhyme is working with Parkkila and the Regional Supervisors to develop a Regional Supervisor Job Description, as well as various policies and procedures. Work is also being done on the Aiming for Excellence project which is focused on follow-up. The ADRC-NW formally started using the SAMS-IR system in September 2012. We are now in the top ten ADRCs in the State for usage of the system. From January 1, 2013 through February 20, 2013, we had 1,603 contacts; from September through February 20, we had 3,967. Work continues on the Web site.

Determine Dates for Board Training with Buck Rhyme: It was decided to set up Board training at The Pointe in Minocqua on Tuesday, April 2, 2013 at 10:00 A.M. The regular Board Meeting will be at 9:00 A.M., and the Finance Committee meeting will be at 8:00 A.M.

Future Agenda Items: The Board will continue to work on its regular issues.

Set Next Board Meeting Date, Place, & Time: The next meeting of the ADRC-NW Board of Directors will be Thursday, March 21, 2013 at 1:00 P.M. The planned location is the ADRC-NW Satellite Office in Eagle River.

Adjournment: With no further business, Bix moved to adjourn; Hammer seconded. All Ayes. The meeting was adjourned at 2:49 P.M.

Handouts: Minutes of the January 17, 2013 Board of Directors meeting; breakdown of duties of the ADRC Specialist, the Elder Benefit Specialist, and the Disability Benefit Specialist; December 2012 Revenue/Expense Report; December 2012 Transactions; 100% Time Reporting through December 2012; Carryover

Funding Requests 2013; Target Groups for Regional Outreach; 2013 ADRC
Conference information