

**AGING & DISABILITY RESOURCE CENTER OF THE NORTHWOODS  
BOARD OF DIRECTORS  
100 West Keenan Street, Rhinelander, Wisconsin  
Thursday, July 18, 2013 – 1:00 P.M.**

**Members Present:** Bix, Cushing, Gresser, Hammer, Kortenhof, Krug, Millan, Platner, Queen, Ritchie, Teichmiller (Price arrived at 1:05 P.M.)

**Members Absent:** Chapman (Excused)

**Call 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); Lorraine Wildcat, ADRC Specialist at the Lac du Flambeau satellite office, Julie Livingstone, ADRC Specialist at the Eagle River satellite office, Jennifer Sackett and Jason Kirker, ADRC Specialists at the Rhinelander satellite office.

**Public Comment & Introductions:** Introductions were made among the Board Members and attendees.

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

**Approval of the Minutes of the June 20, 2013 Board Meeting:** Cushing moved to approve the minutes of the June 20, 2013 Board Meeting; Queen seconded. All Ayes. Motion Carried.

**Consent Agenda - Finance Statements:** Cushing moved to approve, subject to audit, the Revenue/Expense Report for May 2013, the Time Report for May 2013, the 2012-2013 Federal and State GPR Revenue Comparisons. Queen seconded. All Ayes. Motion Carried. In the future, these reports will be sent to all Board Members with the monthly agendas so that the Board Members will have the opportunity to review the reports before the monthly meeting.

**Financial (Fiscal) Policy:** The Board reviewed the Fiscal Policy which the Finance Committee recommended for approval. Cushing moved to approve the Fiscal Policy with one minor change; Hammer seconded. All Ayes. Motion Carried.

**AIMING for Excellence Presentation:** Julie Livingston, an ADRC Specialist from the Eagle River satellite office, explained the quality improvement project that the ADRC-NW presented at the recent State ADRC Conference. The procedure was to establish a baseline and then determine if improvement could be achieved and sustained. The goal was to use follow up statistics to ensure that the customer gets what he/she needs, but the process also helps with time reporting for Federal drawdown. Very positive feedback was received from the Office of Resource Center Development regarding the scope and presentation of the project. Two other ADRCs requested more information so that they could improve their own follow up statistics.

**Board of Directors Meeting Policy:** After review, Cushing moved to approve the Board of Directors Meeting Policy; Platner seconded. All Ayes. Motion Carried.

**Employee Benefits Review:** The ADRC-NW employs four individuals. The Regional Manager and the Disability Benefit Specialist receive their benefits through an agreement with Oneida County. One of the ADRC Specialists in Medford receives her insurance through her husband's policy. The other Medford ADRC Specialist gets health insurance through a private individual policy. There was some concern over the fact that the health insurance benefits are not exactly equal for all employees. However, Parkkila checked with our attorney and found that this will not be an issue since the ADRC-NW has made every effort to provide identical coverage. The areas of disparity are the amount of the monthly premium, the employee contribution, deductibles, co-insurance after the deductible is paid, and the existence of a Health Reimbursement Account (HRA). Now that the ADRC-NW is part of the Wisconsin Retirement System, it may be possible to get health insurance through them. Mary Rideout, the Oneida County Social Services Department Financial Services Manager, will check into this possibility. The Board may re-visit this item later in the year. NO ACTION TAKEN.

**Marketing Consultant Proposal:** Parkkila is working with several possibilities for marketing services. She expects a number of proposals will be available for the August meeting. NO ACTION TAKEN.

**ADRC-NW Customer Survey:** The Executive Committee reviewed a prototype for a customer survey to be sent to all customers of the ADRC-NW. Several suggestions were made to improve the feedback, and Parkkila will implement these before sending the survey out to customers. A suggestion was made to use a drawing for a \$50 gas card to get a better response rate from customers. Krug

moved to approve the survey with the suggested changes and the \$50 gas card drawing; Queen seconded. All Ayes. Motion Carried.

**Regional Manager Report:** 1) Many of the quality issues with the telephone system have been resolved, but a network analysis is still pending. Once that analysis is complete, the ADRC-NW will be able to look at other vendors to review costs, service quality, and best practices. 2) Board Training will take place on Monday, October 7, 2013 at The Pointe in Minocqua and will run from 9:00 A.M. until 3:00 P.M. 3) The Office of Resource Center Development did a 100% Time Report training in Medford on July 17<sup>th</sup> and in Rhinelander on July 18<sup>th</sup>. The ADRC-NW Time Reporting statistics are really good, but the training was still very helpful. 4) From January 1, 2013 through July 12, 2013, the ADRC-NW received 6,099 calls. During that same period, 120 functional screens were completed. 5) The Board of Directors section of the ADRC-NW Web site ([adrcofthenorthwoods.org](http://adrcofthenorthwoods.org)) is now accessible using the Board Member email as the user name and adrc1234 as the password. 6) The ORCD audit is now complete and shows very few areas of concern. This will be discussed more fully at the August meeting. 7) Employee Handbook revisions are being implemented and should be complete by September.

**Future Agenda Items:** Employee Benefits Review; Marketing Consultant

**Set Next Board Meeting Date & Place:** The next meeting of the Aging & Disability Resource Center of the Northwoods Board of Directors will be Thursday, August 15, 2013 at 1:00 P.M. and will be in Rhinelander. This meeting will be preceded by the monthly Executive Committee meeting at 11:00 A.M. and the monthly Finance Committee meeting at 12:00 Noon.

**Adjournment:** With no further business, Bix moved to adjourn; Millan seconded. All Ayes. The meeting was adjourned at 2:26 P.M.

**Handouts:** Minutes of the June 20, 2013 Board of Directors meeting; May 2013 Revenue/Expense Report; May 2013 Time Report; 2012-2013 ADRC Federal & State GPR Revenue comparison; draft Board Meeting Policy; draft Fiscal Policy.