

**MINUTES**  
**Aging & Disability Resource Center of Central Wisconsin Board Meeting**  
**Location: 1000 Lake View Drive, Wausau, WI 54403**  
**January 14, 2016**

**Board Members Present:** Joanne Leonard, Jim Hampton, Terri Sersch, Larry Lebal, Joe Hoppa, Doug Machon, Dick Hurlburt, Bob Reichelt, Mike Feier, Vernon Cahak, Sharon Rybacki, Jean Doty, Bill Miller, and Loretta Baughan.

**Others present:** Linda Weitz, Steve Prell, Alyssa Vruwink, Ronda James, Mike Rhea, Tim Moe, Julie Richards, Peggy Kurth, Wendy Peterson, and Victoria Johns.

**1) Call to order:**

Meeting was called to order by Chairperson Joanne Leonard at 9:03 a.m.

**2) Public comments:**

There were no public comments.

**3) Approval of Minutes:**

A motion made by Vern Cahak seconded by Mike Feier to approve the minutes of the December 10, 2015 meeting. Motion carried.

**4) Discussion/possible action: Report from Finance committee**

Larry Lebal reported the discussion of the Finance Committee. The new fiscal policy provision pertaining to the distribution of assets and how that process would be enacted in the event the ADRC-CW were to dissolve is still in draft format; as the committee members are still waiting on answers from the state.

**5) Discussion/possible action: Decision regarding a location change for ADRC-CW Wausau office**

Chairperson Leonard reviewed the state's new and rigorous contractual requirements, noting the requirements as primary tools to establish consistency in all ADRCs across the state. Despite pending signature, the final scope of service and requirements was provided to Linda on a preliminary basis with confirmation that these items will not change. In light of the final scope, the current ADRC-CW office in Wausau presents major structural and physical challenges and deficiencies; as there is no ADA compliant accessible entrance, employee offices are scattered throughout a large amount of square footage resulting in customers getting lost easily, and there are privacy concerns associated with the waiting room because it's a public space.

Pending approval from board, no locations have been pursued, to date. If authorization is granted to explore new facility locations, a specifications document regarding a variety of elements including budgetary limits for onetime expenses such as moving and equipment changes, on-going expenses including rent, square footage and other contractual requirements

in need of address will be assembled. Chairperson Leonard allowed each board member to comment on the agenda item.

Members Bill Miller, Vern Cahak, and Dick Hurlbuert discussed the fiscal soundness associated with remaining at North Central Healthcare facility, as the ADRC-CW currently receives a reduced rate in rent due to the facility's structural issues, and will continue to do so until the issues are addressed. Bill said that the ADRC-CW's location change would result in a loss of revenue obtained via rent, and be disadvantageous for Marathon County. Bill said there were many changes on the forefront in Marathon County, such as the new county oversight of the facility (as opposed to North Central Health Care) that could provide a new outlet to voice concerns about the facility's issues and potentially lead to a resolution.

Jim Hampton was undecided and said that authorization should be granted to explore new location options, rather than move right away. He also said that when new standards are dictated, the designating entity should recognize and account for the time needed to make major adjustments to comply.

Chairperson Joanne Leonard and members Doug Machon, Sharon Rybacki, Mike Feier, Loretta Baughan, Jean Doty, and Terri Sersch supported exploring new location options.

Sharon Rybacki and Mike Feier reflected on the previous discussions regarding a facility change that had occurred in the past five years and did not believe that any progress had been made to address the facility's issues. Mike reiterated his stance that we need to take an active role in advocating for ourselves and start looking for a new space.

Loretta Baughan voiced her agreement with Sharon and felt that five years was an excessive amount of time to wait. She also said that she worried that our facility being attached to a nursing home would discourage clients from seeking services, and noted the inadequate parking spaces. Doug Machon had similar sentiments, saying that as the ADRC-CW board of directors, their mission is to put clients first, and that when their needs are put first it is clear what needs to be done. Loretta She noted that she thought it would be beneficial for board members to tour the current facility to see firsthand the facility issues, which was supported by Larry Lebal and Bob Reichelt.

Chairperson Leonard and members Terri, Larry and Jean were in agreement that the current location was not up to par with the new physical standards as stipulated in the state wide contract, and the location was not able to currently serve the needs of our client base. They were uncertain if the building could be remodeled to address the building's deficits on time and in conjunction with the contract's timeline.

Bob Reichelt mentioned collecting input from the facility's employees. He also voiced concern for the safety of employees and the lack of building security present, when compared to other ADRC offices. He requested documentation that would outline specific facility needs and the

costs associated with addressing those needs could be presented to Marathon County. Linda reviewed the process that was done to meet this request in 2013.

Motion made to grant authorization to Executive Director Linda Weitz to explore options for alternative space for the Aging & Disability Resource Center of Central Wisconsin in Marathon County made by Loretta Baughan, seconded by Terri Sersch. Call to question made by Bill Miller. All those in favor -13 yays, 0 nays. Motion carried.

**6) Discussion/possible action: Progress toward 2015 Goals**

For expediency of the meeting, Linda reviewed the progress towards each of the 2015 overarching goals, followed by a brief introduction of 2016's initiatives. A written overview of the 2015 and 2016 goals will be provided at the February board meeting.

The following 2015 overarching goals were derived from the board of director's strategic plan and continue to be ongoing initiatives for the ADRC-CW: prepare for funding fluctuations, attain, retract and support quality employees, improve the customer experience, and improve community awareness of ADRC-CW services.

Preparing for funding fluctuations is challenging because the ADRC-CW is a publicly funded agency that's dependent upon state and federal grants, which can fluctuate. This can make anticipatory preparations difficult from a proactive standpoint. Special focus was placed on continued efforts to provide the most cost-effective services possible, while having ongoing back-up plans. The most fiscally challenging service is our nutrition program. This year was a fiscally sound year. A major 2016 initiative to be utilized to meet this goal is the state's new business plan requirement to determine cost per services, which will provide further assistance into making financially sound decisions.

2015 was a great year for attracting, retaining and supporting excellent employees, as many positions hired for and supplied by a diverse pool of applicants, sometimes as many as 60. All employees were required to identify personal professional development goals and training was provided to employees via quarterly meetings. The current pay-for-performance system is also being perfected and will continue to be refined into 2016.

The organization took new steps to gain insight into how to improve the customer experience by participating in a state-directed piolet program to survey our customer's satisfaction with our nutrition program. We received a very high survey return rate. We will continue this momentum in 2016, as customer service that is our only product.

Linda reviewed the many ongoing projects aimed at improving community awareness of ADC-CW services, including our MIPPA outreach program, development of a new power point deck, etc. Support from the state to obtain higher quality data in 2016 will continue to give us a true measurement of the impact on our communities.

**7) Discussion/possible action: Progress toward better services for individuals with disabilities**

Mike Rhea reported the progress toward providing better services for individuals with disabilities. The initiative began with two focus goals of 1) to develop a Central Wisconsin Disability network online where individuals could find pertinent events going on in surrounding communities and 2) identify potential community partners and educate these partners via educational and cross training seminars.

Two years ago the Central Wisconsin Disability network's workgroup met to brainstorm potential partnerships and secured an intern for development but ran into a multitude of challenges that have stalled progression. Some community agencies declined to participate or share their events on the network due to perceptions of stigmatization. In addition, there were already many existing community calendars online and agencies found it laborious to post the events on the existing outlets in addition to the new network. Sustainability also proved to be an issue, as the ADRC-CW didn't have the internal bandwidth to reach out to community agencies and individuals.

Identification of partnerships and cross training has proved to be highly successful. The organization has developed a multitude of great partnerships with health care providers and educational groups, and has held trainings to reiterate that the ADRC-CW does not just provide aging related services. This momentum will be continued into 2016. Transition services have also been bolstered with improved focus on establishing better connections with local school districts. Goal progression will continue with a series of additional initiatives, including the addition of a chat function for our website, attending more community events, and developing a disability education module for internal staff training.

Joanne Leonard announced that her last board meeting will be on February 11, 2016; and that she will not seek a county board position this term.

**8) Discussion/possible action: 2016 Overarching Goals**

For expediency of the meeting, Linda provided a verbal overview of the 2016 overarching goals in conjunction with the 2015 overarching goals. A written overview of the 2016 goals will be provided at the February board meeting.

**9) Discussion/possible action – Executive Director's Report**

For expediency of the meeting, Linda requested that questions pertaining to the Executive Director's report be reserved for the February board meeting. She briefly reported on the new logo and asked for feedback from board members regarding the quality and usefulness of our current selection of promotional collateral items.

**10) Future Agenda Items & location:**

The next meeting will be a closed session and will take place in Wausau on February 11 at 9:00 a.m. Suggested agenda items: Presentation and discussion of findings collected from the 2015 executive director performance review surveys, followed by go-forward recommendations; and potential relocation site options discovered thus far for the Wausau office.

**11) Adjournment:**

Motion to adjourn the meeting was made by Mike Feier, seconded by Larry Lebal. Motion carried and the meeting ended at 11:03 a.m.