

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

**Thursday, June 20, 2013 – 1:00 P.M.**

**Rhinelanders Satellite Office, 100 West Keenan Street, Rhinelanders, WI**

**Members Present:** Bix, Cushing, Gresser, Hammer, Kortenhof, Krug, Millan, Platner, Price, Queen, Teichmiller

**Members Absent:** Chapman, Ritchie (excused)

**Call to Order:** Chair Teichmiller called the meeting to order at 1:02 P.M. Also present were Pam Parkkila, Regional Manager, Aging & Disability Resource Center of the Northwoods (ADRC-NW), and Tina Kimball, Oneida County Social Services Department.

**Public Comment & Introductions:** There were none.

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

**Approval of the Minutes of the May 23, 2013 Board of Directors Meeting:** Millan moved to approve the minutes of the May 23, 2013 Board of Directors meeting; Queen seconded. All Ayes. Motion Carried.

**Financial Statements – April 2013:** The Board heard a report from the Finance Committee who had previously approved the April Transactions and the April 2013 Revenue/Expense Report. The Board then reviewed the Time Report, showing that the ADRC-NW is at 36.83% which is well above the 32% projected in the 2013 budget. A change in procedure will be implemented at the next Board Meeting. The financial statements will be presented in a Consent Agenda. If Board Members have questions, they can remove an item from the Consent Agenda and have it discussed separately.

**Wisconsin Retirement System Update:** To date, the ADRC-NW has not received approval from the Social Security Administration on the status of our request. Apparently the person handling our case retired, and no one has yet been appointed to take his/her place.

**ADRC-NW Finance Policy:** The Finance Committee is still working on the development of a Financial Policy. This will be presented at the next Board meeting. No Action Taken.

**Network Evaluation Proposal:** The ADRC-NW is still having quality problems with our phone system. This needs to be addressed before video conferencing is added to the network. The phone consultant has been contacted but needs more information before making a recommendation on how to handle this issue.

**Employee Handbook/HR Consultant Proposal:** Both the Executive/Personnel and Finance Committees have recommended that the ADRC-NW proceed with accepting the proposal of Richards Benefits & Financial Services, LLP to develop an employee handbook and establish a more robust privacy policy. Platner moved to contract with Richards Benefits & Financial Services, LLP to develop an employee handbook and a more robust privacy policy at a cost not to exceed \$600. Korten Hof seconded. All Ayes. Motion Carried. Legal counsel will review the documents once they have been developed.

**Marketing Consultant Proposal:** The Executive/Personnel Committee is still working on this and has no recommendation at this time. No Action Taken.

**ADRC-NW Board of Directors Meeting Policy:** The Executive/Personnel Committee is working on this. One of the proposals is to have a ritual to start each meeting of the Board. The ritual would be a way of focusing on what we need for success and provide a good reminder of our purpose.

**Regional Manager Evaluation:** The first evaluation of the Regional Manager job performance was done by the Executive/Personnel Committee. That Committee plus the Chairs of the Finance and the Program Evaluation Committees will do the mid-year evaluation which will be finished by August. At the end of the year, a 360-degree evaluation will be done. This will encompass the full Board, the Satellite Supervisors, the Medford ADRC Specialists (because they are employed by the ADRC-NW) and the Disability Benefit Specialist located in Rhinelander. The Board will also invite additional people who have a working relationship with the Regional Manager to participate in the process. It was suggested that anyone who knows of an evaluation tool submit it to the Executive/Personnel Committee for possible inclusion in the evaluation process in December.

**How to Become a More Effective Ambassador of the ADRC-NW:** Parkkila distributed an informational paper on how to become a more effective ambassador.

There followed a discussion on where to get information to share with the public and how to find areas where that information can be shared. Parkkila also distributed the new trifold on the disability benefit specialist program.

**Regional Manager's Report:** 1) Both ADRC Specialist positions in Rhinelander have been filled. Both hires are degreed and thus will be able to be certified to do functional screens. 2) A new ADRC Specialist has also been hired to work in the Lac du Flambeau office. That person is also degreed and has good connections in the Lac du Flambeau community. 3) Parkkila continues to work on the receptionist position in Crandon. 4) Four ADRC-NW Specialists took the Alliance for Information & Resource Systems (AIRS) Certification exam, and all four passed. They are Sue Nuernberger, Kris McMurray, Julie Livingston, and Laura Rozga. 5) Parkkila has now joined the Aging & Disability Professionals Association of Wisconsin (ADPAW) and has volunteered to be on the advocacy workgroup. 6) Some progress is being made on the Web site, as well as the Memoranda of Understanding that are still outstanding. 7) Parkkila has completed the rough draft of the orientation manual for the staff.

**Future Agenda Items:** Wisconsin Retirement System Update; ADRC-NW Financial Policy; Network Evaluation Proposal; Marketing Consultant Proposal; ADRC Board of Directors Meeting Policy; Consent Agenda for Financial Reports; Aiming For Excellence Presentation; Determination of date for the fall Board training event with Buck Rhyme of RR Consulting. In the future, the Board will have an educational component at its meetings. In July, it will be a presentation on the Aiming for Excellence project that staff made at the recent State ADRC Conference. A presentation on the functional screen will be made in the future.

**Set Next Meeting Date & Time:** The next meeting of the Aging & Disability Resource Center of the Northwoods will be Thursday, July 18, 2013 at 1:00 P.M. It will be held at the Medford location. The Finance Committee will meet at 12:00 Noon, and the Executive/Personnel Committee will meet at 11:00 A.M.

**Adjournment:** With no further business, Bix moved to adjourn; Cushing seconded. All Ayes. The meeting was adjourned at 2:06 P.M.

**Handouts:** Minutes of the May 23, 2013 Board of Directors meeting; "Effective Meeting Principles", "Being an Effective Ambassador"; April 2013 Transactions; April 2013 Revenue/Expense Report; April 2013 Time Reporting synopsis.