

Assisted Living Forum Overview

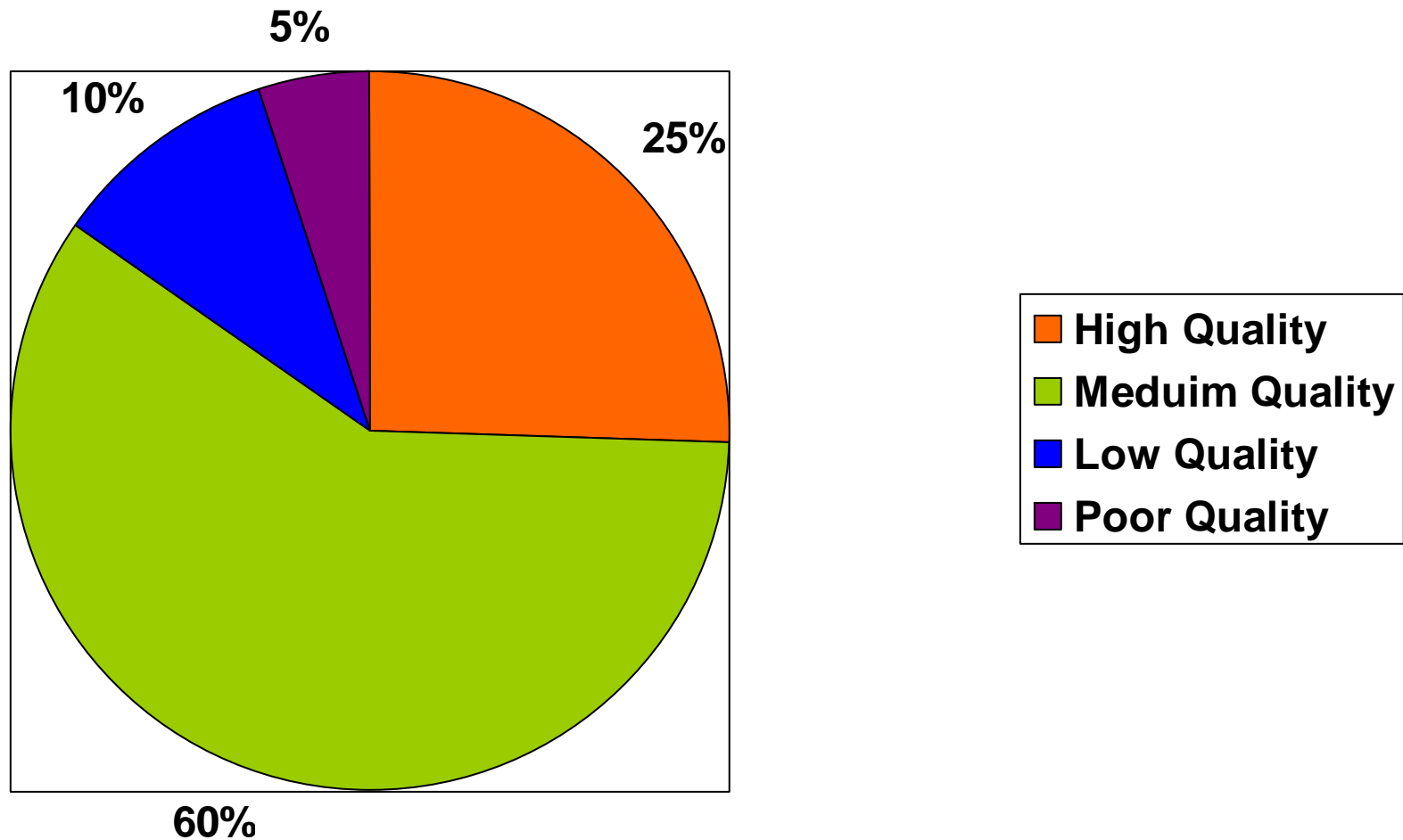
Via Adobe Connect

May 10, 2011

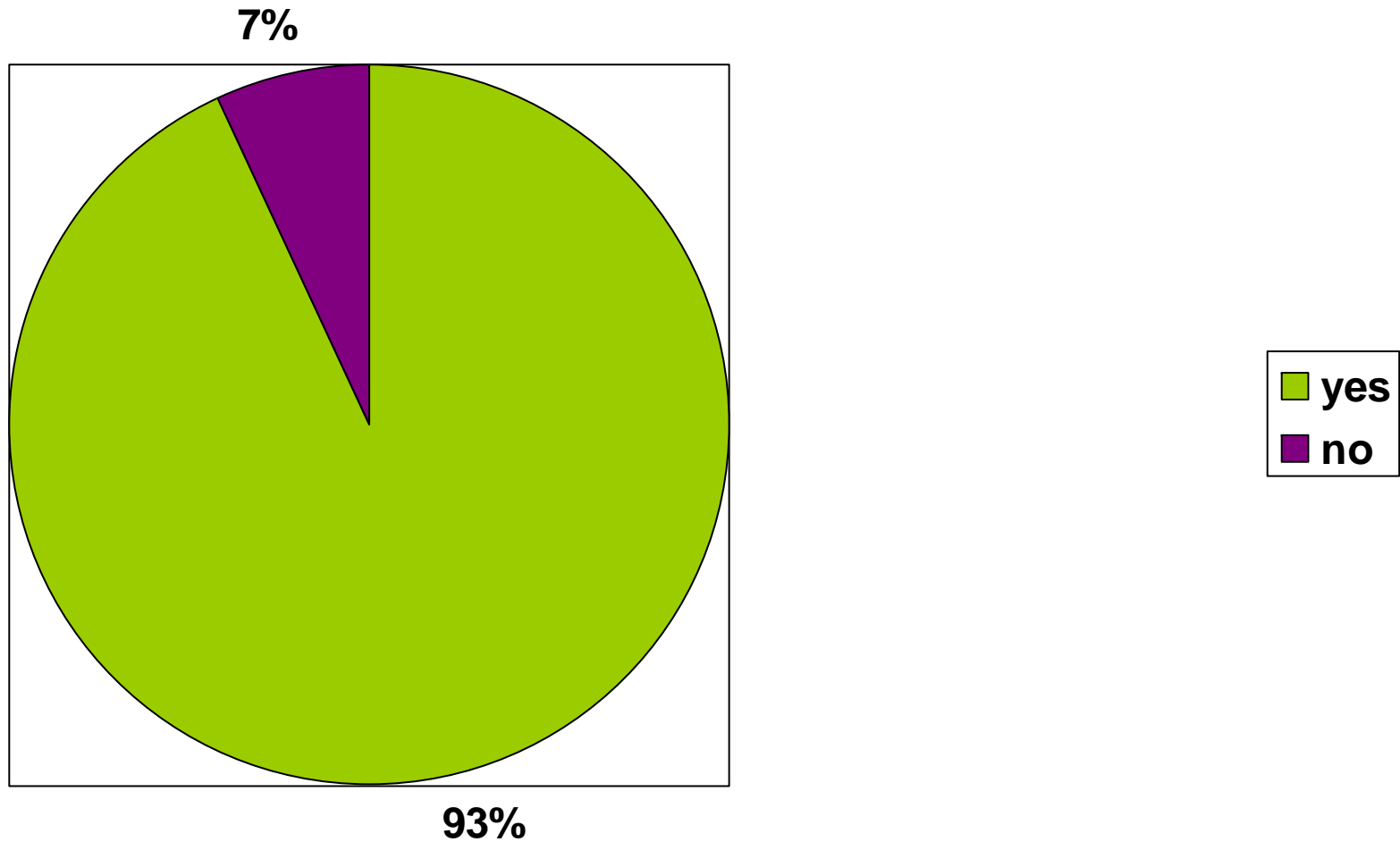
Highlights

- 250 different people logged into the presentation, with most staying for the entire presentation
- Reached all four regions of the state with 57 different cities identified including Minnesota
- 23 questions submitted
- 12 positive comments using the question pod to Susan Blount wishing her well on her retirement
- 8 speakers from 5 different locations
- 24% first time attendees
- 52% would not have come if only offered in person in Madison
- 98% rated the AL Forum as average, very good or excellent
- Utilized video, polling feature, question feature, PowerPoint, shared website, shared documents and an evaluation

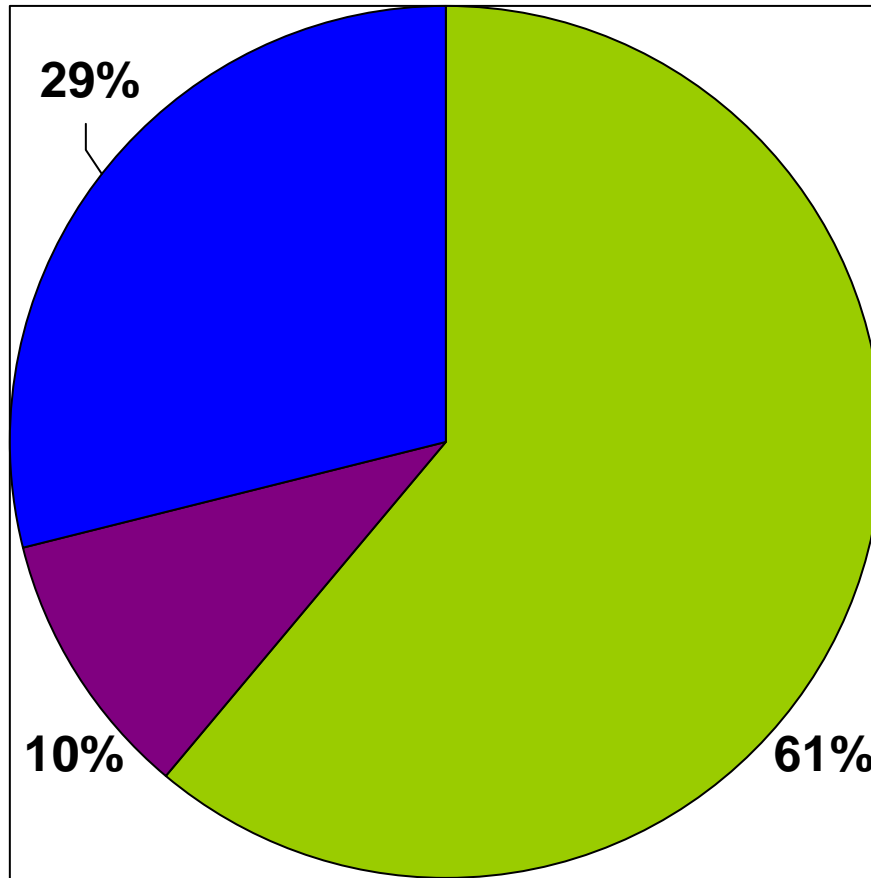
Poll – When the video was streaming, please rate your experience



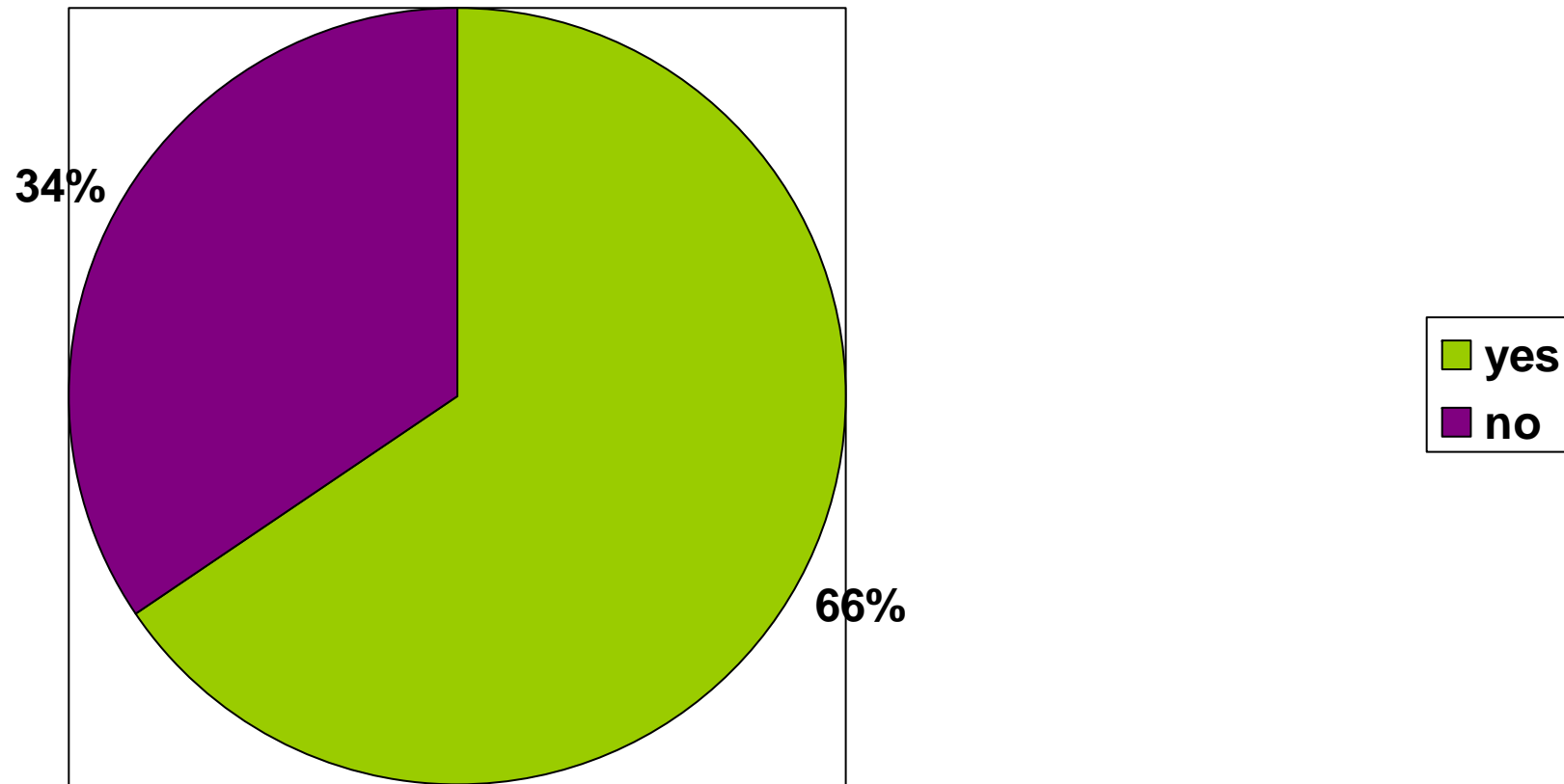
Poll – Would you support using video streaming technology for the AL Forum?



Poll – Do you see a potential need/market for an RCAC model serving persons with mental health concerns



Poll – Would you like more information about this RACA Model?



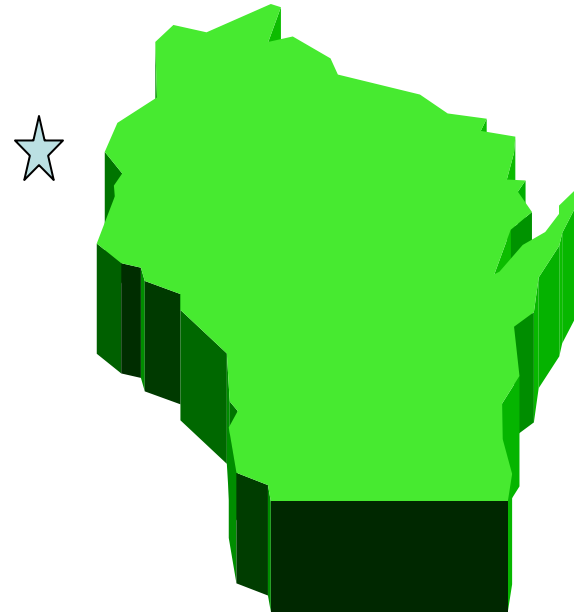
Results of the Evaluation

- 101 participants responded
- Response rate based on the maximum attendees - 40%

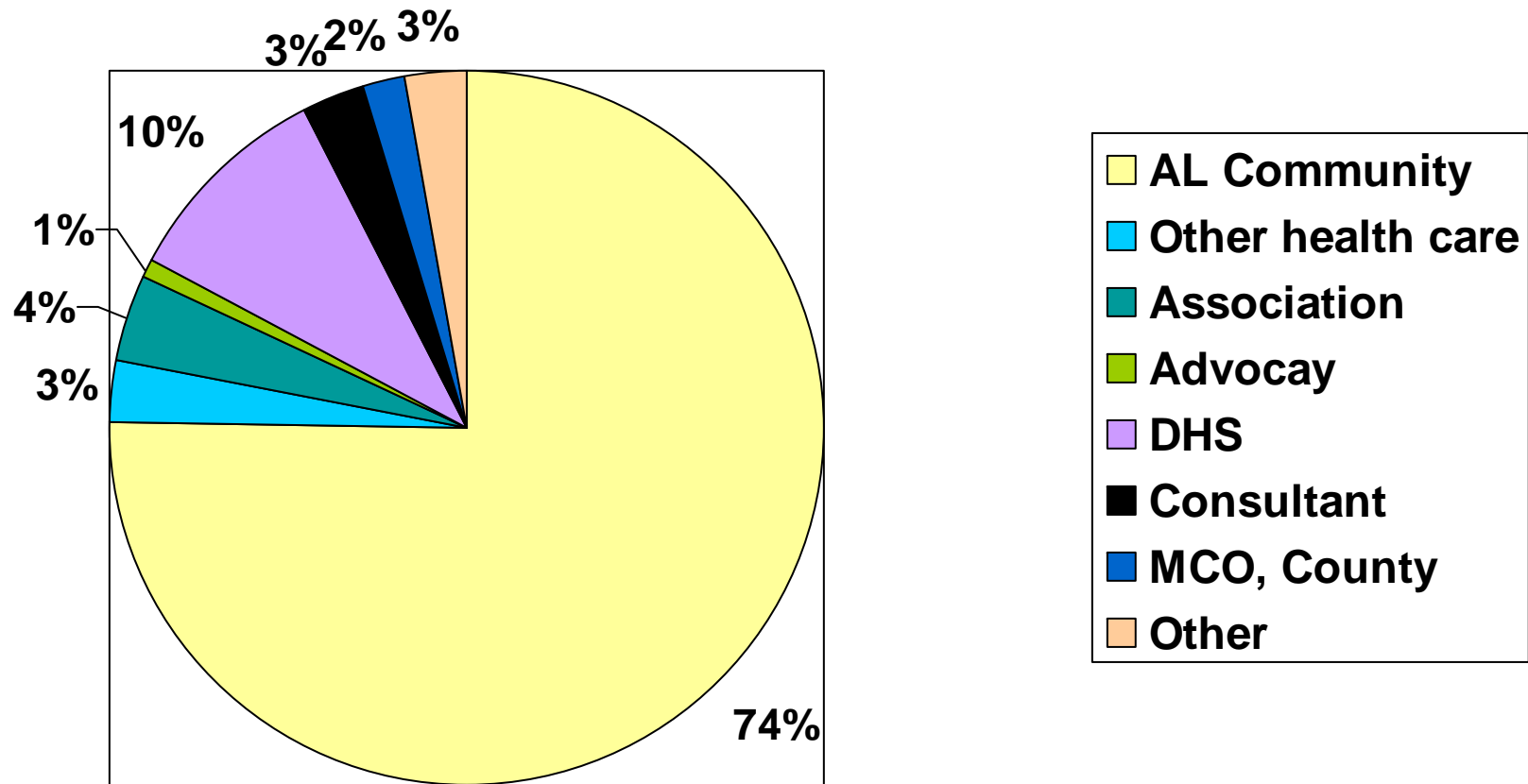


What city do you live in?

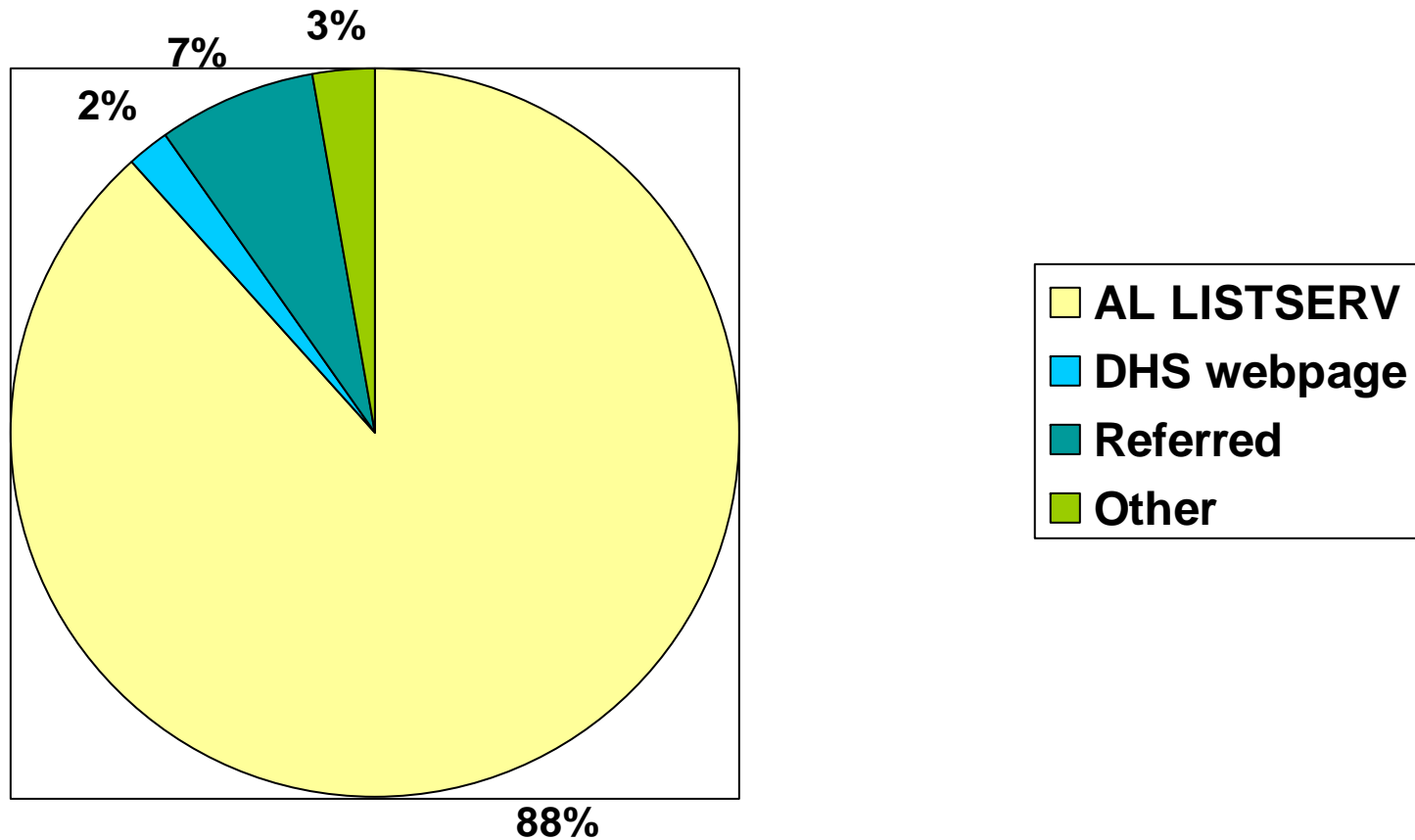
- 57 different cities identified
- One respondent from MN
- Cities from all 4 regions of the state



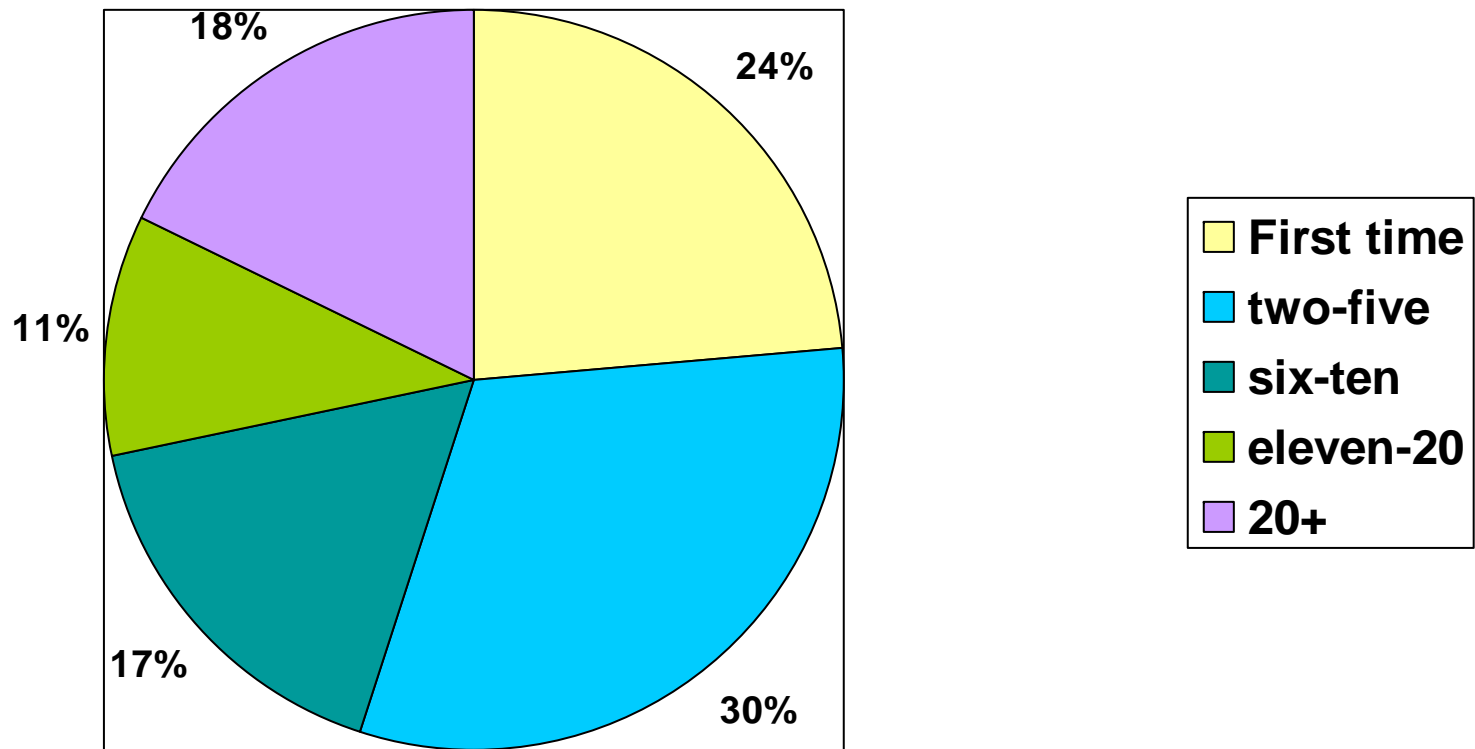
Where do you work?



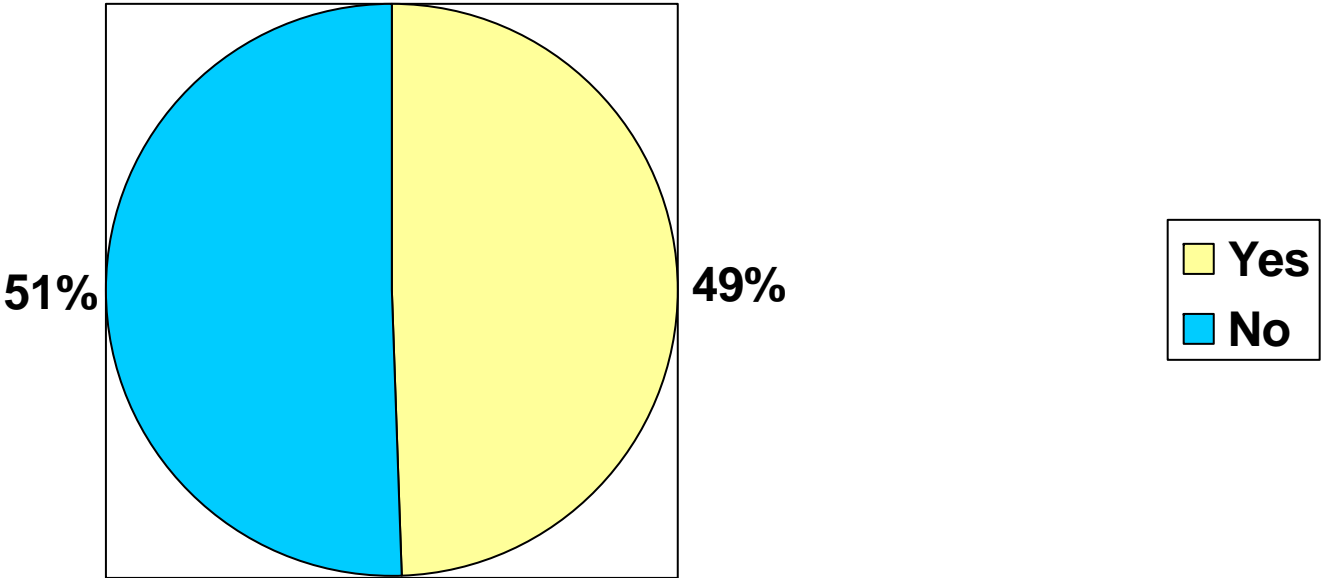
How did you hear about the AL Forum?



How often do you attend the AL Forum?



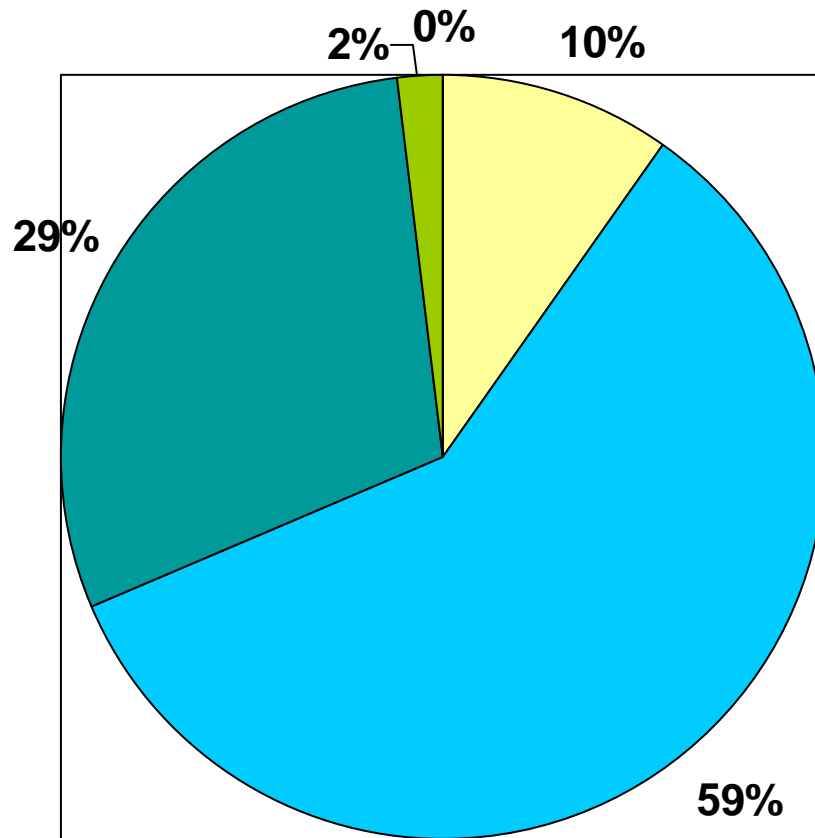
Would you have come if it were only offered “in person”, in Madison?



What parts of the agenda did you enjoy the most (ranking)?

1. Regional Director updates
2. DLTC & Family Care Updates
3. Everything
4. BAL Director updates (WCCEAL, US Senate Hearing)
5. Memos
6. Updates from State Leaders
7. Question & Answers
8. Technology - not having to travel; saving time and money

Rate this AL Forum?



How can we improve (ranking)?

1. Live Video
2. Record the AL Forum for those who can not make it
3. Send materials ahead of time
4. Would like the breakout sessions incorporated somehow, also miss the networking
5. More information on compliance issues
6. Some technical problems with sound
7. Accommodation needed

Response to Suggestions

Suggestion: Live Video

Response: The test conducted using the video stream option was successful with 85 % of the participants having medium to high quality and 93% of the participants wanting to utilize video streaming as part of the AL Forum. In addition this was the highest area commented on for the evaluation question on how we can improve. We will begin to video stream the presenters.

Response to Suggestions

Suggestion: Tape the AL Forum session

Response: We did experiment with recording the 1st AL forum and did have some technical difficulties. We hope to resolve these and we will be recording the future sessions and posting to our Assisted Living Forum webpage after the session:

http://www.dhs.wisconsin.gov/rl_dsl/Providers/asstdLvgForum.htm

Response to Suggestions

Suggestion: Send materials ahead of time

Response: We will begin sending the handouts ahead of time along with the agenda giving participants the option of printing them out and following along during the presentation.

Response to Suggestions

Suggestion: Miss the personal networking.

Would like the breakout sessions incorporated somehow. Have participants be able to verbally ask questions and respond to information

Response: We will be continuing the every other session to be “in person” at MATC so we can still have the personal networking and the provider specific breakout sessions. Adobe Connect is a powerful format. We hope to continue to evolve and improve so we can have breakout sessions, networking and more participant engagement. More to come....

Response to Suggestions

Suggestion: More information on compliance issues

Response: We are always looking for ideas and speakers to bring to the Assisted Living Forum. Please help us by sending suggestions through our Assisted Living Webpage:

http://www.dhs.wisconsin.gov/rl_dsl/Providers/asstdLvgForum.htm

Stakeholders may submit suggestions for issues to be discussed during an Assisted Living Forum by using the online [Assisted Living Forum Issues Submission Survey](#).

We encourage you to provide an e-mail address or telephone number on the submission form so that we may respond to any issues/questions submitted that may be more appropriately answered on an individual basis rather than as a topic for the AL Forum.

Response to Suggestions

Suggestion: Some technical problems with sound and with the poll feature.

Response: We did have some minor glitches on our part that contributed to some sound problems and some visual issues with the polls. We were able to correct these quickly. It appears the technical problems were significantly reduced compared to our 1st session as both DQA and the participants have used this technology more. Some of the sound quality problems are on the part of the user. It is important that participants have a good speaker system and that they adjust the volume between the various speakers because each microphone may be different. We have found that people may have multiple sessions opened causing an echo effect. It will also be important for participants to have a fast connection speed as we move to more video streaming.

Response to Suggestions

Suggestion: Need for accommodation

Response: We are exploring options to be able to accommodate all participants in both the face to face MATC meetings and via Adobe Connect. Future Listserv invitations to the forum will include, “*Special Accommodations: If assistance is needed or materials are required in an alternate format, call (608) 266-7463 or e-mail colette.anderson@wi.gov at least 3 weeks prior to the assisted living forum*”.

