

Advisory Council for Aging & Independence Services
Adult Services (ASC) Committee
 February 11, 2019 2:15 p.m.
 5560 Overland Ave, PAPGPC Conference Room, San Diego, CA 92123

MINUTES

Members		Absent Members	Guests
Attendance:	Susan Valoff, Chair Stephen Huber Darlene Weber Lorelei Taylor – Ex Officio	Dolli Cutler Joe Garbanzos Linda Prager	
	Staff		
Item	Outcome		
1. Call to Order	Susan Valoff, Chair, 2:20 p.m. a. Welcome & Guest/Member Introductions b. Confirmation of quorum 4: no, 3		
2. Standard Business	a. Public Comments/Announcements: Members or non-members: none b. Approval of January Minutes – deferred due to lack of quorum		
3. Guest Speakers	Delia Price and Nicole DeJong – AIS Call Center a. Updates on the recent change of location <ul style="list-style-type: none"> AIS call center receives 62 thousand calls per year Service requests break down into the many categories that fall under AIS. Service requests also come via fax, through a mandated reporter form. They also come via emails from all over the county, such as from the office of Board of Supervisors constituents. The center is staffed, by 13 specialists trained to assess the caller's needs. Nine of the specialists hold master's degrees and four of them are bilingual. For quality assurance, the call center supervisors randomly listen in on calls. All calls are recorded. Other topics discussed Alzheimer's Response Team b. Alzheimer's Resource Team (ART) update provided c. Future planning – tabled.		
4. New Business	a. Discussion regarding disbanding of ASC Committee – deferred due to lack of quorum		
5. Next Meeting	April 8, 2019, 2:15 p.m.		
6. Adjournment	3:00 p.m.		

Submitted by Rosemarie Bahmani