

**WINNEBAGO COUNTY
AGING & DISABILITY RESOURCE CENTER (ADRC) COMMITTEE**

MEETING MINUTES

DATE: January 8, 2018

TIME: 3:00 p.m.

PLACE: Oshkosh Human Services Building, Room 33

Members Present: Debra Hogue, Susan Locke, Mike Norton, Harold Singstock, Claire Steger, Pete Christianson, Michael Conley-Kuhagen, Donna Lohry, Paul Janty, Kate Pfaendtner

Members Excused: Eileen Leinweber

Staff Present: Melissa Sell, Robin Schwartz, Beth Culp, Mark Weisensel, Brian Nagler, Pam Bartelt

Others Present: Larry Lautenschlager, County Board; Rob Paterson, Citizen; Lori Duclon, Public Health Department

Donna Lohry called the meeting to order at 3:00 p.m.

1. Public Comments:

Lori Duclon shared that a new class for ‘Stepping On’ starts Thursday, January 11, 2017 in Menasha. There are four more sessions in 2018 that will be in Neenah, Menasha and Oshkosh areas. ‘Strong Bones’ has started with locations in Menasha, Omro, Neenah, Oshkosh and Winneconne. Flu shots are still available and it is not too late to get one. The ‘Older Collaborative Group’ meets the first Tuesday of the month in the afternoon and is looking for more participating members. The next meeting is Tuesday, February 6, 2018 at 1:00 p.m. in room 119 in the County Administration Building. They are working on a ‘handyman tip list’ for assistance in what to consider when hiring someone.

2. Approve Minutes of the December 11, 2017 ADRC Meeting:

Pete Christianson moved for approval of these minutes as written; seconded by Mike Norton and carried.

3. Walk Through Intake and Service Process for ADRC Referrals: A Day in the Life of an ADRC Specialist – Melissa Sell and Robin Schwartz

Beth introduced Robin Schwartz who handles incoming phone calls and walk-ins. She gathers demographic information and the purpose of their call in order to connect them with the correct contact. Some possible needs are for a Family Care referral, assistance in home with cleaning, personal care, housing options, nursing homes, assisted living, transportations, etc. These calls would then be forwarded to an Information & Assistance Specialist. Other requests may be for questions on Medicare Part D for someone under the age of 60; someone who needs help in applying for benefits for social security disability; or they may need a benefit checkup and these types of questions would be transferred to a Disability Benefit Specialist. Some calls or questions are handled by the intake person by providing the correct contact information for their specific needs.

There are also calls that come in for Elder Benefit Specialists as well as the Adult Protective Services. Calls are mostly returned with 24 hours, but for sure within 48 hours. There is also a crisis line number that is provided to callers.

Melissa Sell is an Information & Assistance Specialist who shared that once a few items are assessed with the consumer, some research is done to identify any previous connections that may have been addressed and then move on to identify some key factors such as whether they have an income or if there is anything preventing them from working. They will look at the options available which may be referring them to the Job Center, Division of Vocational Rehab, or a job coach. Another concern that is looked at is stable housing or is there are any addictions or convictions that are preventing this. They are also assessed for competency and level of proper self-care, their mental health status and resources and support groups that are available. Discussions may include Family Care, IRIS, Medical Assistance eligibility, transportation resources, intellectual disabilities that need resources. A Minimum Data Set (MDSQ) can be done in nursing home to create a diary of a persons' needs. These referrals may be sent to the ADRC which would result in a follow up within 10 days to provide options of what is available to assist with transitioning particular programs. There is a 'Language Line' that can provide quick access to provide translators for many languages as well as dialects.

4. Emergency Protective Placement (EPP) Facilities Update – Brian

Brian reported that all is going well. Our EPP network consists of 4 nursing homes and 9 CBRF's. There have not been any dementia in crisis situations. The Adult Protective Services Team members are developing the Adult At-Risk and Elder Abuse Interdisciplinary (I) Team and are inviting various departments from the community that work with people and families that are dealing with dementia – police, hospitals, etc. The goal is to create consistency of treatment and share the resources available to best service consumers. Local law enforcement are very engaged with being part of this community effort. Discussion was had regarding sharing this information in newsletters for all to be aware of.

5. Reports:

a. Manager Report – Beth Culp

Beth shared that she is checking into doing a newsletter but is still in the works.

Upcoming agenda items: February – Outreach, current efforts and ideas for increasing outreach in the county; March – Patient Advocacy / Care Transitions; April – surveys and feedback from local internal as well as externals surveys in regards to how our ADRC is doing; May – meeting with legislators. Other ideas that will be focused on later in the year included public health, equipment providers, other agencies that we work with.

The 2018 ADRC Conference will take place September 12 – 14, 2018 at the Kalahari in Wisconsin Dells.

b. Complaints / Grievances – Beth Culp

There was a gentleman that had contacted us regarding enrolling his wife into Family Care. His wife did not have Medicaid at the time we were contacted which is one of the criteria that must be met. Her application was in the process of getting approved and was approved after the fact she had passed away. He wanted to talk with congressmen, legislators and senate and express his dissatisfaction with not being able to get any reimbursement for many doctor visits, co-payments, ramp that he had to put in, etc. There is a different process that he will need to go through but will be able to get reimbursement by following this process. His complaint in not being pursued any further. Discussion was had regarding including some of the differences between Medicare and Medicaid as they have completely different coverage that people are not aware of.

c. Committee member updates

Claire Steger had a comment regarding upcoming meetings and staying on top of the state changes that are coming up that will affect Winnebago County by creating set points that should be addressed with the legislators.

Mike Norton shared that he would like to keep active on the housing crisis and perhaps invite the Housing Authority for discussion.

Pete Christianson shared that they are putting new shelves in their facility and are now open 2 days each week.

Donna Lohry shared a concern of there not being available seating while waiting for transportation at the Pick n Save location. Consider doing some research on this and check out who does not have an option for this.

Mike Norton shared that Transportation League of Voters is having a speaker from Ester, organization that studies various social issues, at their meeting on Wednesday, 1/10/2018, at 12:00 p.m. at Primos. They are trying to get an effort to get free bus transportation for students in the Oshkosh area.

6. “Community Beat” – Sharing of Compliments / Complaints from Community, Consumers, Providers – Committee Members

No reports were given. Beth will look at rewording this item as committee members share their reports under item # 5.

7. Next Meeting: February 12, 2018 Oshkosh Human Services Building, Room 33, Downstairs

With no further business, Mike Norton moved for adjournment; seconded by Paul Janty and carried at 4:35 p.m.

Respectfully submitted: Pam Bartelt, Recorder