

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

MEETING MINUTES

DATE: February 10, 2020

TIME: 3:00 p.m.

PLACE: Oshkosh Human Services Building, Room 33

Members Present: Paul Janty, Susan Locke, Harold Singstock, Kate Pfaendtner, Rob Paterson, Elizabeth Jones, Don Hansen, Michael Norton (via phone)

Members Excused: Pete Christianson, Tanisha Alvarado, Jan Olson, and Claire Steger

Staff Present: Beth Roberts, Brian Nagler, and Julienne Gohde

Others Present: Nancy Leipzig (Community Care) Sara Muhlbauer (Lakeland Care) and Alana Erickson (Winnebago County Public Health Dept.)

Paul Janty called the meeting to order at 3:00 p.m.

1. **Public Comments:** No public comments to report.
2. **Approve Minutes of the January 13, 2020 ADRC Meetings:** Rob Paterson noted that on page 3 under #6, his last name was spelled incorrectly, "Patterson" instead of "Paterson". Rob moved for approval of the minutes as amended. Susan Locke seconded the motion and it was carried by all.
3. **Managed Care Organization- Sara Muhlbauer and Nancy Leipzig:**

Nancy Leipzig is the regional program director at Community Care. Sara Muhlbauer is the Chief Executive Officer of Lakeland Care. Both of these are family care organizations that serve Winnebago County.

Community Care

Nancy shared that in Winnebago County, Community Care has 275 family care members enrolled. A unique characteristic for this group is that 9% (most other counties are 1-2%) are non-nursing home level of care, which may be in part due to the ADRC reaching out to those that might be higher functioning but still meet the program criteria. Of the 275 members, about 30% are living in assisted living or group home type of settings, about 64% are living at home, and a few are in nursing homes or RCACs. Target groups are comprised of about 25% intellectual and developmental disability, about 40% frail elders and about 35% with a physical disability. Nancy informed the group that every 5 years each geographic service region goes out for bid with the State of Wisconsin (RFP- Request for Proposal). The DHS has decided to not continue with Community Care in this region. Community Care submitted a formal protest to this decision, and there is no timeline for the final decision. The current contract goes through June 30th. Everyday operations are continuing as normal; members services have not been affected by this. If this decision is not reversed, that would mean about 2,000 members in 6 different counties would need to go for enrollment counseling to ADRC's. Nancy also reported updates to the projects that they have been working on. Last year they had a performance improvement project related to advanced care

planning. This project focused on working with their members who are decisional to have conversations with their loved ones on what their wishes would be if they became incapacitated and would not be able to make medical decisions on their own. They have about 80 staff that are trained on the “Respecting Choices Model”, which is a model of having conversations with people about advanced care planning. They far exceeded their goal of 70% of members having the conversations by having the conversation with almost all. They are making sure that documents are valid by making sure that there are no mistakes on them. Community Care’s strategic plan includes:

1. Enhance member satisfaction, retention and loyalty
2. Expanding and strengthening our partnerships and collaboration with other organizations
3. Improving employee engagement, recruitment and retention
4. Improving and growing financial sustainability

Lakeland Care

Sara updated the group that there was a transition in October when founding CEO Katie Mnuk retired. She officially left in December to help with the transition. In November of last year, Lakeland Care transitioned to a new system for their electronic member records. Lakeland Care has about 1000 members in Winnebago County and they have over 7300 members statewide in 22 counties. Their focus in 2020 is to continue to allowing members to live well in their communities, which means that they want their member to live and have the supports that they need in their homes. About 55% of the members in Winnebago county are living in residential settings. Their second area of focus is with competitive integrated employment, making sure that their members have opportunity and access to have meaningful employment within their communities. Their 2019 Performance Improvement Project focused on dementia screens. The process prior to 2019 was the ones that administered the long-term care functional screen were also the ones that were administering the dementia screen. Members were not wanting to partake in the dementia screening. Lakeland Care shifted the dementia screening back to the care team and now have a 90% participation rate vs. 40% for the prior method. They will continue to focus on this again this year and expand this to other areas. Lakeland Care is working on developing a strategic plan that will hopefully be ready soon.

Brian inquired about the mentoring process for new employees. Nancy shared that at Community Care the new employees go through an onboarding process. They spend their first few weeks at corporate office learning the software and learning the machines. Then they spend a lot of time with their direct supervisor, completing checklists. They have 2 care managers paired up with 1 nurse which forms a core team for about 80 members. The other care manager in this team would go out with the new one to shadow and mentor. The largest challenge is how much information do you give right away and how much do you save for later. A few weeks into their employment, they come back for additional classes. Sara shared that they have a team lead who carries only ½ a case load and are the designated mentor for new employees. Each supervisor has a team lead to be that support. The first 4 weeks is split up into in-class training and shadowing disciplines of other staff. They slowly start getting their case load after they have been with the company for at least 4 weeks.

Beth shared that the common issues for us are transportation needs, caregiver support, and diversifying who we serve.

4. 2019 Respite and Supportive Home Care totals- Brian:

There are 3 separate programs to report on:

1. AFCSP (Alzheimer’s Family Caregiver Support Program)- underspent last year by about \$3,300.00.
2. Elder Abuse- spent all of the money last year
3. NFCSP (National Family Caregiver Support Program)- \$1,842.00 left in the program last year (The prior year there was ~\$20,000 left)

5. Reports:

a. Manager Report – Beth Roberts

ABLE legislation handout- information on ABLE savings accounts and how to contact your legislators to support this bill. Please see handout attached.

Falls Prevention program with the Fire Department has received over 40 calls since October. Working well partnering with the Public Health Department.

Dementia Crisis Program has trained the Oshkosh Police Department. This program is receiving fewer calls, possibly because people are learning how to handle situations and resources available.

ADRC is looking at how to process doing things geographically. Instead of referrals being given to the on-call worker, it would be given to a staff member in the same geographical region. This will save on travel time for staff.

Caregivers Conference is in May. Beth will bring fliers to an upcoming meeting.

J&R Auto in on board again to host the Wheelchair Wash this summer.

b. Complaints / Grievances – Beth Roberts- None to report at this time.

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

Mike Norton has a friend that he met at Parkview that needs help with transportation needs getting to Neenah. He was told the cost is \$90 for a roundtrip to Neenah. He gave his friend information to contact the ADRC. Brian will follow up with this.

Alana Erickson from the Winnebago County Public Health Department shared that Joann from the Wellness Plus Coalition has been contacted by GWAAR to be part of a “Healthy Brains” pilot program. Alana was wondering if anyone was involved with the grant for bringing technology to seniors. Also wanted to congratulate the ADRC as the “Heroes of Oshkosh” group on Facebook uses the ADRC resource manual as their first stop when looking for resources. Lastly, there is staff at the Public Health Dept. involved in the 2020 census promotion. If you know of groups that would benefit from a presentation or posters, reach out to her and she can help you out.

Rob Paterson reported on the field trip that was taken to the Larson Winchester Lion’s Medical Locker. He passed out statistics that he received there. He also shared information that he noted from the February newsletter of the Senior Center for a new schedule for the bus during the closure of the bridge. Beth will try to add an electronic link to the ADRC website and Facebook page.

Elizabeth Jones stated that the Fox Cities Walk for Autism will be Saturday, April 18th at Tanner’s in Kimberly. Looking for volunteers!

Susan Locke noted that she also went on the tour of the Medical Locker and thought that it was very interesting.

Don Hansen inquired if the committee will get the results of the fall survey.

Harold Singstock is amazed by the wonderful stats that were shared regarding the Medical Locker...very impressive.

7. **Next Meeting – March 9, 2020 Oshkosh Human Services Building, Room 033, Downstairs**

With no further business, Paul Janty adjourned the meeting at 4:25 p.m.

Respectfully submitted: Julienne Gohde, Recorder