

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

**REVISED**

**CONFERENCE CALL MINUTES**

**DATE:** May 24, 2016

**TIME:** 1:00 p.m.

**PLACE:** Oshkosh Human Services Building

**Committee Members Present:** Ginger Beuk, Donna Lohry, Mike Norton, Rob Paterson, and Harold Singstock

**Committee Members Excused:** Debra Hogue, Eileen Leinweber, and Claire Steger

**Staff Present:** Dorothy De Grace

**Also Present:** Several state employees participated in the conference call.

Today's conference call was scheduled by the Department of Health Services (DHS) so that members of ADRC governing boards in all counties could give input into any proposed changes to the statutory duties of the boards. Act 55 requires DHS to assess which responsibilities of ADRC governing boards described under Section 46.283(6) of the statutes are duplicative of functions performed by DHS and to propose changes to the statutory requirements to remove any duplication.

Discussion was had regarding the current statutory duties of ADRC Governing Boards. Comments and suggestions were expressed by county ADRC board members in attendance as to which duties should continue under them and which ones could be more appropriately given to another entity.

Regarding statutory duty #1, there was no comment.

Regarding statutory duty #2, Donna Lohry stated that since its inception our ADRC Committee has been hosting annual public hearings. They were well attended at the onset; but as we have progressed, the attendance is less. However, at the public hearing in April several people in attendance had concerns that weren't necessarily related to services provided by the ADRC. Our staff present at that hearing were able to guide the individuals through their difficulties. By advertising and having the public hearings, it allowed the individuals to step forward with their concerns. Donna encouraged other ADRC's to hold public hearings.

A lady from Milwaukee County's Disability Resource Center said their governing board had a session for invited participants of IRIS or a Managed Care Organization (MCO), and she feels it is an important function.

Ozaukee County said that while there are small numbers of people that show up for public hearing sessions, when one person speaks it usually represents a much larger population of individuals that don't speak but have the same issues or positive comments.

Waukesha County said they make time available at each of their board meetings for public comments regarding any concerns on behalf of residents meeting the target groups of the ADRC.

Brown County said theirs is a full board to the ADRC, and they are involved in the policies and procedures of their ADRC.

Mike Norton said that Winnebago County has a Resource Directory that is updated and made available to the public every year. We have copies printed for distribution, and it is also on our Website.

Milwaukee County had a public hearing where they invited just providers of long-term care services, similar to the hearings they have for consumers.

For duty #3 regarding “identifying gaps in service...” Donna Lohry said our bus system in the city changed two years ago, and now several of our ADRC Committee members attend transportation meetings hoping to rectify what we consider to be under-serving our seniors. We wouldn’t have known about this if it weren’t for our ADRC Committee meetings and public hearings.

It was suggested to strike the information in duty #4, “applicable regional long-term care advisory committee,” since there is no active committee at this time.

Regarding duty #5, “recommend strategies to serve older persons and persons with physical or developmental disabilities to local elected officials or the department (it was suggested to add managed care organizations). Donna Lohry suggested this duty be combined with duty #3. She said we have two members of our County Board that serve on our Committee, and another one who is very involved in long-term care and attends our meetings. They take information from the ADRC Committee meetings to the County Board, and she recommends this should happen in other counties.

For duty #6, someone suggested using ADRC board members as listening posts for funding opportunities, for example a community foundation prospectively funding a new or existing program.

Regarding duty #7, it was mentioned that if there’s not a regional ADRC board, we would need state personnel to give a response as to our findings and recommendations.

It was recommended that duty #8 be combined with duty #1.

For duty #9, Donna Lohry said our committee doesn’t review any grievances or appeals concerning the long-term care system, but she feels we should be doing this as local representatives for consumers instead of it being outsourced by the state as it is now through Meta Star.

A representative from Milwaukee County said they would like their board to receive some type of feedback or reports periodically regarding information from Meta Star as to general classes of performance from provider organizations or the MCO’s. They’d like to know what kind of grievances there are and what types of challenges people are experiencing, since boards are charged with having some oversight.

A representative from Waukesha County said she likes the idea that it would possibly be mandated for ADRC committees or boards to become educated on the long-term care system and how it functions in their community through unbiased quality indicator tools that are available, such as Family Care score cards, ADRC complaint reviews, and unmet needs reporting.

It was suggested that duty #10 be removed from the responsibilities of ADRC boards.

Comments on Discussion Questions:

Question #1

It was shared that since ADRC boards are local citizen-based, it mitigates the duplication with the state. The boards should keep most of the functions, since they reflect the ethnic and economic diversity in the geographic area it serves.

It was suggested that since ADRC boards were given the authority to perform these duties it doesn't make much sense to have a separate regional board.

Donna Lohry commented that this is a local issue, and the boards or committees are functioning well as they are.

Another comment was that ADRC boards have the best knowledge of what's happening locally, such as the quality, delivery and gaps in services; and looking for local funding or local resources.

It was suggested that duties #7 - #10 are not those that would be statutory duties for an ADRC governing board.

Milwaukee County expressed that having consumer participation on ADRC boards, as well as individuals who are knowledgeable about long-term support services and about local providers is important. If the model changes and we have outside entities providing and delivering services who don't have any investment into what's happening in the community, there would be a negative effect. It's critical that we maintain the governing boards throughout the counties so that individuals can advocate for themselves, including in the area of transportation service. The coordination between ADRC boards, MCO's and providers of service is important.

An individual from Ozaukee County suggests keeping duties #1, #2, #3, #5 and #6.

Question #2

An individual from Milwaukee County said she hears from their governing board members that they would like a vehicle to be able to talk with other ADRC boards around the state to get a sense of what they're doing.

Mike Norton said that a few years ago several individuals from ADRC boards in the northeast part of the state met in Appleton along with people from the state to talk about issues. He encourages those meetings to take place more often, especially if there aren't going to be annual conferences.

A member of Waukesha County feels there should be clarification made regarding the difference between an ADRC Advisory Committee and an ADRC Governing Board. It would be helpful for carrying out some of the responsibilities.

Question #3

A member of Ozaukee County said there aren't many other boards made up of local citizens, and having them look at something vs. having an administrator look at something might be two different views. She would hate to see the local citizen's input or review process removed.

Question #4

Some comments were given previously.

A member of Brown County's board would like there to be stronger language about advocacy being a duty for ADRC boards.

An individual from Waukesha County agrees and would like language in the statutes for ADRC boards to be able to advocate for the ADRC target populations by being knowledgeable about and working to improve the programs, services, and policies that affect their way of life. She'd like to see the statute be extended to cover the proposed Integrated Healthcare Associations (IHA's); otherwise, they will be on their own without local input.

The state will be submitting a report to Joint Finance by July 1 with its recommendations for changes after considering the suggestions from today's conference call.

The call ended at approximately 2:15 p.m.

Recorded by Dorothy De Grace  
Winnebago County Department of Human Services