

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

MEETING MINUTES

DATE: October 10, 2016

TIME: 3:00 p.m.

PLACE: Oshkosh Human Services Bldg., Room 33

Members Present: Pete Christianson, Michael Conley-Kuhagen, Janice Dibble, Debra Hogue, Eileen Leinweber, Susan Locke, Donna Lohry, Mike Norton, Harold Singstock, and Claire Steger

Members Excused: Rob Paterson

Staff Present: Beth Culp, Mark Weisensel, and Dorothy De Grace

Others Present: Cindy Draws, Public Health Department

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

1. Public Comments

There were no public comments.

2. Approve Minutes of the September 12, 2016 ADRC Committee Meeting:

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

3. State Surveys:

Beth Culp referred to the results of a 2015 Customer Satisfaction Survey conducted by the state for ADRC's. The results show a comparison for Winnebago County to statewide data. Of the Winnebago County customers who responded to the survey, 95% reported that they would recommend the services of the ADRC to a friend or family member. Customers rated their overall experience at our ADRC favorably at 3.5 on a scale of 1.0 to 4.0. Beth suggested that our ADRC should work on the area of follow-up with customers after having initial contact with them, since the survey shows we are below the state average. She said an incoming case will continue to take priority. It was pointed out that we strive to provide a high level of service, and we must have the right ratio of staff to population to do that.

4. 2017 Business Plan:

Beth Culp referred to the final copy of the 2017 ADRC Business Plan for Winnebago County which will be submitted to the state. The business plan is intended to guide the ADRC's efforts to enhance its services, expand its customer base, and operate efficiently. The state compares the data in the tables of our plan to other ADRC's.

The 2017 ADRC Business Plan tells us where we should further focus our outreach efforts and then evaluate the outcome of those efforts by how many referrals we get. It was suggested that we gather information for the state as to how many people that contact us for service have inadequate insurance coverage. Donna Lohry suggested that as advocates for the public, we should collect different scenarios where people were impacted by their insurance not paying for a medical bill or where there was a medical billing error. Beth Culp will collect these up until mid-December and formulate a letter to local Legislators. It was noted that residents can go to the “GoodRX.com” website for savings on prescription medications, especially if you don’t have insurance coverage.

5. Emergency Protective Placement Facilities Update:

There was no update.

6. Reports:

- a. Manager Report – Beth Culp reported that a third agency, “Advocates for you” has started working for the IRIS program.
- b. Complaints/Grievances – There were none.
- c. Committee Member Updates – Mike Norton reported that the Older Collaborative Work Group continues to meet at the Administration Building. Cindy Draws said the group looks at the needs of the aging population. They need people to give input and help prioritize issues.

7. “Community Beat” – Sharing of Compliments/Complaints from Community, Consumers, Providers:

There were no reports.

8. Next Meeting – November 14, 2016: The date of the next meeting was noted.

With no further business, Mike Norton moved for adjournment; seconded by Susan Locke and carried at 4:45 p.m. The next meeting of the ADRC Committee will be held at 3:00 p.m., Monday, November 14, 2016 at the Oshkosh Human Services Building, Room 33.

Respectfully submitted: Dorothy De Grace, Recorder