

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

DATE: November 8, 2010

TIME: 3:30 p.m.

PLACE: Oshkosh Human Services Bldg., Room 33

Members Present: Ginger Beuk, Janice Dibble, Diane Egan, Jef Hall, Debra Hogue, Ann Jungwirth, Donna Lohry, Mike Norton, Deb Pahl, Rob Paterson, Tom Widener, and Jean Wollerman

Others Present: Ann Marshall, League of Women Voters

Staff Present: Mary Krueger, Ron Duerkop, Mark Weisensel and Dorothy De Grace

1. Attendance:

Introductions were made of each person present.

2. Approve Minutes of the October 11, 2010 ADRC Meeting:

With no additions or corrections, Donna Lohry moved for approval of these minutes; seconded by Mike Norton and carried (11-0). Hogue not present yet.

3. Role & Responsibilities of ADRC Committee:

Mary Krueger discussed the responsibilities of the ADRC Committee. Among them are to review the structure, policies and procedures of the ADRC within state guidelines and the local governance of the Human Services Department. She said the ADRC's in the state are recognized as a place to empower people with good, accurate, and timely information so they can make good decisions. The focus is on the elderly and people with developmental and/or physical disabilities. Mary said the committee will look at ADRC and long term care grievances and appeals to see how staff has resolved them. Ron Duerkop pointed out that many complaints or grievances that go to Lakeland Care District or the IRIS program aren't brought to our attention because they have their own internal processes to follow. Jef Hall said he sees this committee as being a barometer of the climate of long term care in Winnebago County. He would like to see an overview of complaints or compliments on the monthly agenda.

Mark Krueger said that Mark Weisensel is preparing our marketing plan, which we need to have submitted to the state within our first year of operation. She and Mark are planning to meet every few months with providers and other entities for education and information sharing about the ADRC.

4. Policy Review:

- a. Information and assistance follow-up: Mary Krueger said our intent in almost all situations in the ADRC is to make a follow-up call to individuals to see if the information given to them was helpful and to see if they need anything else. Mary shared the list of situations where ADRC staff provides a follow-up phone call within 7-14 days of the initial contact.

Ron Duerkop explained that individuals who call the ADRC are referred to an ADRC specialist; an elderly or disability benefit specialist; or an adult protective service worker. He said the worker generally responds to Audix messages on the same day as received. Emergencies are responded to immediately, such as for adult protective service situations. Ron said our staff advocates with other agencies to close any gaps in service. We also are willing to learn of other resources for services which are then shared among staff. We give options counseling to any individual with a long term care need who seeks information through the ADRC. Some people are eligible to be on a waiting list even though they currently aren't eligible for public funding.

Mary Krueger said we would continue with the remaining policy reviews at the next meeting.

5. Introduction of ADRC Facility – Upcoming Survey:

Mary Krueger said Pam Groeschel will be attending the next meeting to talk about a survey for the ADRC facility and look at its physical location.

6. Sharing of Input from Community, Consumers, Providers:

Mary Krueger responded to a concern from last meeting that the Oshkosh City Cab Company was misinformed that a consumer wouldn't be able to use Cabulance if he/she were in the IRIS program. She said the transit company has different contracts with Cabulance, Dial-A-Ride, etc. and they were not aware that people in the IRIS program can use transportation services of Cabulance.

With no further business, the meeting was adjourned at approximately 5:00 p.m. The next meeting of the ADRC Committee will be held at 3:30 p.m., Monday, December 13, 2010 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:
Dorothy De Grace, Recorder