

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

DATE: January 9, 2012

TIME: 3:30 p.m.

PLACE: Oshkosh Human Services Bldg., Room 33

Members Present: Ginger Beuk, Jef Hall, Debra Hogue, Ann Jungwirth, Donna Lohry, Diane Egan, Mike Norton, and Rob Paterson

Members Absent: Janice Dibble and Deb Pahl

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

Others Present: Pam Groeschel, Office of Resource Center Development; Lori Duclon, Public Health Department; Bob Poeschl, ARC of Winnebago County & Cerebral Palsy of Mideast Wisconsin

1. Public Comments:

There were no comments.

2. Introductions:

All those present introduced themselves.

3. Approve Minutes of the December 12, 2011 ADRC Meeting:

Mike Norton moved for approval of these minutes; seconded by Ginger Beuk and carried.

4. Regional Long Term Care Advisory Committee:

Pam Groeschel explained that as a part of the public forums which were held last year, input was gathered from people in the community that are receiving long term support services. She said state statute dictates that a Regional Advisory Committee be formed. They would like 3-4 representatives from the ADRC of Winnebago County to participate on the Regional Advisory Committee at their meeting to be held May 17, 2012 at FVTC in Appleton, tentatively from 10:00 a.m. until 3:00 p.m.

- a. Review handouts: Pam referred to the handout regarding agenda topics for ADRC Governing/Advisory Board meetings and a timeline for implementing Regional Long Term Care Advisory Committees. Once all of the meetings take place, a summary report will be prepared and presented to the Wisconsin Council on Long Term Care at its July 10 meeting.
- b. Questions/answers: Mary Krueger asked how the information we gather at our public forums would interact with the information presented at the Regional Advisory Committee meeting. Pam responded that we don't know at this time if ADRC's are an appropriate vehicle for having a review and oversight of the managed care and IRIS programs. The state's concern has been looking at the broad picture of unmet needs and the available resources to meet those needs. An annual public forum would be one way in which to gather information regarding unmet needs that could be shared with the state and with managed care organizations.

- c. ADRC Committee representation: Pam was given the names of four volunteers from the ADRC Committee to participate in the May 17 meeting of the Regional Advisory Committee (Hogue, Egan, Lohry, and Norton). All of the members of our ADRC Committee were asked to talk to residents of Winnebago County about long term care services that they are receiving and about ADRC services. Pam referred to the list of questions to use when gathering information from residents, such as at a meal site, nursing home, senior center, etc. The responses will be brought to the Regional Advisory Committee meeting on May 17, along with the information that was received at the Public Forums in 2011.

5. Other Updates from State Office of Resource Center Development:

- a. Family Care Audit – cap: Pam Groeschel said the caps for long term care services will be lifted, so she suggests we look at our waiting list to see who is eligible for Medicaid and be prepared for the time when the caps are lifted.
- b. Accessibility Study – feedback, if any: Pam said the information from the survey that was completed last year by the committee from the perspective of a customer in evaluating the different aspects of the location and physical plant of the ADRC was used in creating the “Resource Center Location & Physical Plant” document. Some of the surveys had questions that weren’t answered, which made the percentages skewed. Pam was able to go through the self evaluations and find what we consider to be the quality indicators. She gave us feedback on the strengths of our ADRC and what areas we may want to look at closer.
- c. Other – Pam said an ADRC Conference is being planned for next year. The state would like to have them every two years.

6. Reports:

- a. ADRC Manager – Mary Krueger said we are looking at a “Living with Assistance” grant from the Community Foundation. The intent is to use the grant money for community organizations to help people who have been or are on the waiting list or who don’t meet the criteria for long term support services, particularly attempting to strengthen volunteer and natural community support efforts.

Mary said we are getting closer to getting something in our data base regarding tracking unmet needs. She distributed a list of unmet needs we will use that were identified from another committee in the state. We will look to see if we want to make any changes to that list.

Mary informed the committee that six of our nine Information & Assistance Referral specialists have been Alliance of Information and Referral Systems (AIRS) certified. The state requires that each ADRC must have at least one person certified within the first year of operation to be sure the employees understand their role.

Mary said there will be at least two people from transit agencies at our next meeting. They should be prepared to tell us about any unmet transportation needs and ask about the areas where we could collaborate.

Mary referred to the 2011 ADRC Activity list through November. She said phone calls are the main method of contact to the ADRC; although we are getting more e-mail communication. Of the initial contacts in November, 45% were regarding aging issues, compared to 88% last June. Mary said we approved people off the wait list in advance because of the amount of time needed to complete the process and make a final decision. We had 11 people relocate from a nursing home to Family Care during the month of December; 11 people were enrolled in Family Care due to attrition and 1 person enrolled in IRIS. Of the people that disenrolled from Family Care or IRIS, 12 were due to death; 2 of the people no longer met the level of care; and 1 no longer had an interest or need.

- b. Marketing Outreach – Mary Krueger distributed flyers regarding an upcoming free medication review and flyers regarding a series of Strong Bones 12-week classes to be held at the Algoma Town Hall from January 16 – April 5 and the Menasha Senior Center from March 6 – May 17.
- c. Lakeland Stakeholder Committee – Ginger Beuk gave the results of the survey that Lakeland Family Care sent to its consumers. Of the 4,836 surveys mailed, 1,463 were returned. Overall, the ratings were above the industry standard. The open-ended questions were related to feedback on other issues or problems. There were 253 responses to the open-ended questions; 692 people responded to a question asking what they like about Family Care; and 397 responded to a question about how services can be improved.
- d. Committee on Aging – Ann Jungwirth did not have a report.
- e. ARC Board – Deb Hogue said the ARC merged with Cerebral Palsy. They will have their first meeting today. Bob Poeschl said he is the new program coordinator for ARC & Cerebral Palsy of Mideast Wisconsin.
- f. Complaints/Grievances – There were none.

7. “Community Beat”:

There was no information from anyone.

8. Next Meeting: February 13, 2012:

With no further business, Mike Norton moved for adjournment; seconded by Ginger Beuk and carried at 5:15 p.m. The next meeting of the ADRC Committee will be held at 3:30 p.m., Monday, February 13, 2012 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:
Dorothy De Grace, Recorder