

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

**MEETING MINUTES**

**DATE:** May 12, 2014

**TIME:** 3:30 p.m.

**PLACE:** Oshkosh Human Services Bldg., Room 33

**Members Present:** Ginger Beuk, Debra Hogue, Ann Jungwirth, Donna Lohry, Mike Norton, Rob Paterson, Harold Singstock, and Claire Steger

**Members Excused:** Eileen Leinweber

**Staff Present:** Mary Krueger, Mark Weisensel, Julie Nicks and Dorothy De Grace

**Others Present:** Larry Lautenschlager, Human Services Board; Tom Otto and Charles Hodge, interested citizens

Donna Lohry called the meeting to order at 3:30 p.m.

**1. Public Comments:**

There were no comments.

**2. Introductions:**

Introductions were made.

**3. Approve Minutes of the April 14, 2014 ADRC Meeting:**

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

**4. ADRC in Action:**

Julie Nicks is an Elder Benefit Specialist for the ADRC. She said they help elderly, blind and disabled individuals aged 60 and over with any questions they have regarding benefits, and they make referrals to other agencies. Julie explained how she assisted an individual whose husband had recently passed away. Julie helped the wife apply for Medicaid under her husband's name, which was backdated to the date he went into the hospital to pay for his medical bills. Julie also helped the wife enroll in a program that paid for her Medicare premium; helped her apply for the Food Share program; and helped her disabled son apply for SSI

Julie explained how she is currently helping a gentleman whose wife passed away several months ago. He was having difficulty understanding the directives of the Call Center when he contacted them for his benefits. Julie was able to get information corrected and entered into the system so his benefits could be backdated.

**5. ADRC Outreach Update:**

Mark Weisensel said he recently sent out two press releases: one for “Older Americans Month,” including information about the ADRC; the other about the Alzheimer’s Workshop to be held on May 29 at Bethel Home. Mark reported that he was a guest on the local talk show Senior Savvy, which is now on the ADRC website under the media tab. On April 29 he helped work an ADRC resource booth at an IRIS Expo and Outreach event; and on May 5 he helped at an ADRC outreach booth at a Health & Wellness Fair.

Mary Krueger said the state accepted our ADRC regional proposal for television and radio clips regarding ADRC’s to be aired in late summer.

**6. Process/Policy Reviews:**

- a. Information & Assistance Follow-Up: Mary Krueger said we would start reviewing some of the policies that were developed awhile ago for the ADRC. We set up a policy regarding Information & Assistance Follow-up, because the state had done some quality surveys regarding ADRC’s and found that it is important for staff to follow-up with individuals who receive service from the ADRC. There are some instances where an individual does not want any follow-up.
- b. Conflict of Interest: Mary said the policy regarding Conflict of Interest pertains to individuals receiving unbiased information and services from the ADRC. In preparing this policy, we looked at where there is some potential for bias or perceived conflict of interest. One area where this could happen is in eligibility determination. Mary reviewed the ways that we avoid potential conflicts of interest.

Mary asked the committee to let her know of any recommended changes to these policies.

**7. Reports:**

- a. ADRC Manager – Mary said the state put out some requests for proposals for other Family Care entities to be able to provide services in Winnebago County as of January 2015. They will get a reply sometime in June. The first area of service would continue to be Fond du Lac, Manitowoc and Winnebago. The other area would be Calumet, Outagamie and Waupaca. The state is also looking at expanding Family Care to northern counties. Lakeland Care District is hoping to continue providing services in their current area, and they are also bidding on expanding into the other counties.

In follow-up to the discussion at the last meeting regarding a concern of what people who go into nursing homes are told about what happens if you run out of money, Mary said the CBRF or nursing home providers that she contacted continue to provide documentation to prospective residents regarding cost of service and what to do when funds are depleted.

Mary informed the committee that there will not be an ADRC State Conference this year.

Mary Krueger reported that Ann Olson is the new state ADRC director.

- b. Committee Member Updates – Ginger Beuk reported that she graduated from a Partners in Policymaking class. She reported on her attendance at a Transit Advisory Committee meeting.

Rob Paterson attended the recent Transit Advisory Committee meeting.

Donna Lohry also attended the Transit Advisory Committee meeting.

- c. Complaints/Grievances – Mary Krueger said there were two informal grievances: one was an issue of giving a case to the I & A worker who originally was involved in the case, but it wasn't acceptable to the client; and the other situation was that we had been short staffed in the disability benefit specialist area, and it affected being able to assist a couple of individuals in the anticipated time frame.

8. **“Community Beat”**: There was no information.

9. **Next Meeting: June 9, 2014:**

With no further business, Mike Norton moved for adjournment; seconded by Ginger Beuk and carried at 5:05 p.m. The next meeting of the ADRC Committee will be held at 3:30 p.m., Monday, June 9, 2014 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:  
Dorothy De Grace, Recorder