

**WINNEBAGO COUNTY
AGING & DISABILITY RESOURCE CENTER (ADRC)
PUBLIC FORUM MINUTES**

DATE: June 29, 2011

TIME: 6:00 p.m.

PLACE: Menasha Public Library, Menasha

ADRC Committee Members Present: Ginger Beuk, Jef Hall, Debra Hogue, Donna Lohry, Mike Norton, Rob Paterson, and Tom Widener

ADRC Committee Members Absent: Janice Dibble, Diane Egan, Ann Jungwirth, Deb Pahl, and Jean Wollerman

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

Jef Hall, vice-chair of the ADRC Committee opened the Public Forum at 6:00 p.m. by explaining that this meeting was requested by the state of Wisconsin for discussion on the progress of implementation of the Aging & Disability Resource Center (ADRC) as well as Family Care and IRIS (I Respect I Self-Direct). He explained that today we will be focusing on services that individuals may have received from these new programs which started in 2010 for the elderly and disabled adults in Winnebago County. Jef explained that the ADRC is a place where anyone can obtain information and assistance for enrollment and options counseling, and where initial benefit eligibility is determined for IRIS and Family Care. The IRIS program is offered through the Wisconsin Department of Health Services. A consultant helps you prepare your own support and service plan, and you will have an individual budget to help meet your goals. A financial service agency handles the accounting and pays your service bills. Jef said a person must meet eligibility criteria in order to receive services through the Lakeland Care District (also known as Family Care) where a case manager and nurse join you on your team. The goals of Family Care are to provide better access to services, more choice in services, and better quality services in a cost-effective manner. Comments from today about how well these programs are fulfilling the promise of long-term care reform will be shared with the Wisconsin Department of Health Services.

Following are six questions that have been provided by the state for discussion and comments by participants at today's meeting:

1. How have you or your relative or friend benefitted from participation in one of Wisconsin's long-term care programs in the past year?

Family Care –

- My daughter is in Family Care, and they are not happy with the lack of communication with the personnel because they don't listen. He feels it is handled like a dictatorship rather than a partnership. They have started to contact IRIS and feel it is heading in the same direction with lack of communication. Every time it comes up for a plan to be submitted, something changes from IRIS in Madison and they don't follow-up.

- She hasn't received any contacts from Lakeland either; instead they cut their service to 10 hours a week. They are being told their budget is too high, so she needs to give some back but doesn't know how to submit a claim.
- They are in Family Care. Sometimes it takes awhile for the nurse or case manager to get back to them, but they have always done it. They have always been very responsive to questions they have. I think we are all learning.
- When Family Care started, it was very overwhelming. She has been using her Family Care booklet and paperwork to look up the terminology that is used. It is very helpful that Family Care supplies that information.

IRIS –

- Her son is with IRIS, and they don't have anything showing for his budget for next year yet. She doesn't know if she should assume that everything will stay the same. They had the functional screen done in April; they met with the consultant; but nobody has contacted them yet.
- They've been with IRIS this past year and things were going real well; then we lost our consultant and things got bad under the new case manager. We don't hear from anybody any more.

2. What suggestions do you have for the state Department of Health Services for ways to improve the delivery of any of these programs?

ADRC –

- He's wondering how adequately staffed the ADRC is.
- We have not had any problems with the ADRC. We've made calls to them and they have responded.

Family Care –

- He suggests they train the employees to communicate with the members and to tell the truth—a lot of families have been lied to. Administrators at Family Care have admitted that they lied because they didn't think families could handle the truth. Things were so much better with Winnebago County. They had trained staff that knew what was going on; they had good management; and everything was going well. It was the worse decision the County Board has ever made (to go with Family Care).
- Lakeland lied to them also (and their daughter). The functional screening went fine, but then they said they can't do this or that for them.
- Maybe we need to have the Family Care Board at a public meeting so they can hear comments and suggestions from the public. (It was announced that Family Care will have a public meeting on July 20 at 3:30 p.m. at Lakeland Care District in Oshkosh).

IRIS –

- The IRIS representative that they had wasn't knowledgeable. She kept saying, "I have to go back to my mentor." Every time that happened there was another form that had to be filled out.
- 3. What services, living arrangements or other supports are not available in your community that you consider important?**
 - He thinks all of the services are available in the community; they just aren't accessible. They are told it's not in the plan or it's not in the services they offer through Family Care. The members aren't allowed to do things in the community, such as bowling or things they've done in the past. It seems to be a staffing issue.
 - 4. As families and individuals struggle with the economic issues of the day, what problems are most challenging for you as a participant in Family Care (or another program) and what is challenging for your family or other caregivers?**
 - They cut back on the services that they used to have. They are being told their budget is too high. It's frustrating, because when we first started with Family Care the budget was set. Then as time goes on, you meet again with them and we're told we can't do certain things because it's not in the budget. A way to improve that is to all work towards the objectives together, but it's not that way. It's like a dictatorship with Family Care telling you what you can or must do. The budget is broken down by year, month, day and even minutes. We are allocated a certain amount of time for most of the services.
 - 5. What services of the Aging & Disability Resource Centers have been most beneficial? What suggestions do you have for improvement of any service at the ADRC?**
 - They have not heard of any problems with the ADRC.
 - 6. As the state and federal governments struggle with meeting the funding needs of programs for elders and adults with disabilities, do you have any recommendations about how to "stretch" the public dollar to serve more people or serve people better?**
 - She'd like to know how it is determined how much Family Care pays for services of an assisted living facility each month. Each facility is so different—the size, the number of beds, number of programs, the quality or training of caregivers, etc.

With no other comments from the public, Jef Hall closed the public forum at 7:15 p.m.

Recorded by:

Dorothy De Grace, Secretary
Winnebago County Department of Human Services