

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

MEETING MINUTES

DATE: August 11, 2014

TIME: 3:30 p.m.

PLACE: Oshkosh Human Services Bldg., Room 33

Members Present: Ginger Beuk, Debra Hogue, Eileen Leinweber, Donna Lohry, Mike Norton, Rob Paterson, Harold Singstock, and Claire Steger

Members Excused: Ann Jungwirth

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

Others Present: Meghan Hyland, Quality Director and Katie Mruk, CEO, Lakeland Care District; State Representatives Gordon Hintz and Penny Bernard Schaber; Tom Otto and Chuck Hodge, interested citizens; Lori Duclon, Public Health Department

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

1. Introductions:

Introductions were made.

2. Public Comments:

Lori Duclon said Public Health Department continues to offer Strong Bones classes, which is a nationwide evidence-based strength building program for people aged 55 and above. It can help improve bone density, reduce falls, improve arthritis symptoms, increase flexibility, improve mood, and it's a chance for socialization. Classes start again in September at various locations.

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

Rob Paterson moved for approval of these minutes; seconded by Ginger Beuk and carried.

4. ADRC in Action: Linda Carder, Adult Access Protective Service Worker

Linda gave an overview of various types of phone calls they receive for adult protective services. In response to a call, we do an unannounced home visit to see the person. If the person is uncooperative, we would continue to pursue seeing them if their health and safety is at risk. Sometimes we will do a protective service order to get services in the home, or we will get a temporary guardian for the individual, or do a protective placement. We might refer the person to an I & A worker for long term support services. Linda shared how she helped a family by getting a temporary guardian in place for a dad to receive services.

5. Lakeland Care District Update: Katie Mnuk and Meghan Hyland

- a. General overview of past four years in Winnebago County—Katie Mnuk said Lakeland Care District (LCD) opened in Winnebago County on July 1, 2010. They provide family care services in Fond du Lac, Manitowoc and Winnebago counties. They had 856 members in the Lakeland Care District’s west branch when they opened, and they now have 1,050. The District overall has grown from 2,476 members to 2,650. There was an increase in the number of providers from 146 to 165 at LCD west branch, vs. increasing from 300 to 457 in the district overall. Staff increased at LCD west from 45 to 57 and overall from 166 to 169. Some of the key accomplishments that LCD has achieved over the past four years are: eliminated 50% of all state-approved restrictive measures; more members are employed than industry average; a total of 331 individuals have relocated from nursing homes to the community; waitlists have been eliminated; 86% of LCD members say they “get out and about” as much as they would like; 95% say they have the help and support needed to continue their usual hobbies or recreational activities.
- b. Member feedback—Meg Hyland said LCD sends out a satisfaction survey each year. They sent out 2,491 surveys to members (or their representative) that had been enrolled for six months or more in 2013 and had a 36% response rate, which is statistically significant. Charts showing the percentage of responses for the past years were shared, which show a slight increase in overall satisfaction each year. The LCD 2013 responses were in alignment with the 2012 industry responses. The complete survey can be found on the LCD website.
- c. Changes during past four years—Katie explained the changes that have happened at LCD: teaming—the care manager and nurse focus on member needs or target group; they continue to work in strengthening their partnership with contracted providers; they have a new behavioral risk management coordinator; and they have been making infrastructure changes. They’ve upgraded and revised their care manager software; and they’ve outsourced their claims processing function to WPS.
- d. Future direction for Lakeland Care District – Katie said they learned that the state has accepted their proposal to expand their services into Calumet, Outagamie, and Waupaca counties next year. The state opened their contract to competitive bid, and it was announced that two MCO’s will be able to provide services in the current three-county region. Community Care, Inc., which currently provides Family Care services to Calumet, Outagamie, and Waupaca counties will be able to provide services in Winnebago County, and LCD will be able to provide services in their areas. Kate said the state developed a draft proposal to renew its waivers this year, which is a list of the rules and regulations under which the state and MCO’s are able to operate. Included in the draft is a proposal to increase mental health and substance abuse services to the Family Care program. They are looking at being able to administer integrated benefits in the near future, which would be for people that are eligible for both Medicaid and Medicare. The state currently operates an approach to an integrated benefit called Family Care partnership, which is available in seven or eight counties.

- e. Grievances: types and resolution – Meg Hyland said an appeal is when LCD takes an action, such as a denial or termination of service; a grievance is a statement of dissatisfaction for a member. LCD accepts each appeal and grievance that comes to them, and they do a thorough in-depth review. They start by immediately working on mediation up until the time of appeal. In 2013 they had 28 appeals from all three branches in the district; 16 members filed the appeal; and 14 members withdrew after mediation. In 2013 they had a rate of appeals of .010. There are multiple levels of appeals: local managed care organization appeal; state review; and a division of hearings and appeals. The appeal could be filed separately or at all levels at the same time.

Meg Hyland said LCD goes through a quality review with the Department of Health Services every year to determine if they are upholding the Medicaid standards. She said they met 100% of their quality indicators for 2013. Katie Mnuk said they are the only district in this area that offers public hearings. Some managed care districts are public and some are private, and they might have other public hearing mechanisms. There are eight managed care districts currently operating in Wisconsin, and three of them are private non-profits. Penny Bernard Schaber said there are opportunities to talk to people about how things are going, whether at a public hearing or a private discussion with the Family Care Coordinator or Long Term Care Coordinator at the Department of Health Services.

6. Reports:

- a. ADRC Manager Report – Mary Krueger reported on the following: 1) A statewide marketing campaign is taking place—the TV ads cover many counties, and the plan is to go to statewide brochures instead of individual counties. 2) Focus groups will take place throughout the state about customer service relative to dementia care similar to interaction with private pay individuals. The next phase will be interviewer surveys where a person would be asked to complete a phone survey. 3) The state will be making changes to ADRC's whereby they could offer depression and drug screening as part of their Options counseling. 4) We recently sent a letter of support for Public Health's submission for a grant to continue being able to offer strong bones classes and other activities to improve health. 5) We continue with efforts to create more efficient care transitions for people who are moving from acute care. 6) An ADRC Conference is scheduled for April 15-17, 2015. 7) The LSS transportation program, Making the Ride Happen will be submitting a grant request for expansion into Oshkosh and the surrounding areas and to explore the potential of a mobility management program.
- b. Committee Member Updates – Rob Paterson reported on his attendance at a recent meeting at the Oshkosh Senior Center regarding Aging Friendly Communities. Some of the topics were: transportation; housing; sidewalks; pedestrian crossings; community health services; nurturing and wellness; culture/art; public safety; emergency planning; fraud; leadership and collaboration; and humor. Deb Hoag said Cerebral Palsy will be helping with the Race the Lake competition.
- c. Complaints/Grievances – Mary said she received a complaint that had first gone to the state. Someone had been trying to call the ADRC for six weeks and wasn't getting a live voice. Mary checked the phone log and found that the caller did talk to the receptionist who then transferred the call to the I & A worker. The worker was on vacation for a couple of days, but another worker did return the call. We believe the caller's immediate needs were met.

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

8. **Next Meeting: September 8, 2014:**

With no further business, Claire Steger moved for adjournment; seconded by Ginger Beuk and carried at 5:30 p.m. The next meeting of the ADRC Committee will be held at 3:30 p.m., Monday, September 8, 2014 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:
Dorothy De Grace, Recorder