

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

DATE: August 28, 2012

TIME: 2:00 p.m.

PLACE: Oshkosh Public Library

ADRC Committee Members Present: Ginger Beuk, Janice Dibble, Diane Egan, Debra Hogue, Ann Jungwirth, Donna Lohry, Deb Pahl, and Rob Paterson

ADRC Committee Members Absent: Peter Christianson, Mike Norton and Claire Steger

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

Chairperson Donna Lohry opened the Public Forum at 2:00 p.m. She read the six questions that have been provided for discussion 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? Did/does it meet your needs?**
- 2. What suggestions do you have for the state Department of Health Services or local agency for ways to improve the delivery of any of these programs?**
- 3. What services, living arrangements or other supports are not available in your community that you consider important?**
- 4. What services of the Aging & Disability Resource Center have been most beneficial? What suggestions do you have for improvement of any service at the ADRC?**
- 5. 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?**
- 6. What specific issues as they relate to our aging population would you like to see the Aging and Disability Resource Center address in 2013-2015?**

Comments by participants at today's meeting:

- We had a problem with a piece of equipment for our son and had to go through a lot of hoops to get it replaced. Our request for replacement equipment was then given a fast track through IRIS, and within three days of our request we received an authorization to adjust our son's budget.

- As her mother's guardian, she asked for an explanation of the room & board costs at the CBRF where her mother is placed. Megan of Lakeland Care District explained that Lakeland uses a standardized approach for room & board and uses HUD information for a daily rate. The charges are billed based on the type of provider and the number of beds. Lakeland pays the provider the cares rate, and since the room & board isn't in the Family Care benefit package, the consumer pays Lakeland and then Lakeland pays the provider for the room & board. This guardian feels the CBRF's aren't comfortable with the dollar amount it receives to be able to cover their employees' salaries. She's wondering what they are being reimbursed—she will follow-up with a conversation with Megan. She is concerned with how we care for our elderly and mentally challenged in the community and make it fair and equal. She asked how we can come together as a community and create a solution for holding the CBRF's, nursing homes, etc. accountable for giving the right care to our family members.
- He doesn't think there are strict enough guidelines in regard to nutritional needs being met through Lakeland or its providers. He said there are situations where services are being paid, but aren't being provided as required by the county or state. There are other issues that need to be enforced by Lakeland with their vendors, such as vendors over-charging for their goods or service when they're being reimbursed through Lakeland. He feels RCAC's should be rated like nursing homes are, and the history of any citations should be posted on the premises and available to the public. He said the state's ombudsmen program doesn't seem to be doing a satisfactory job.
- She feels there should be another Family Care agency in the community so people have more choice instead of it being a monopoly. She said there are always different personalities and different requirements or needs for services. She has seen where someone has an activity calendar through Lakeland and there is no follow-through. Some families are switching to IRIS, but don't really want to switch. They feel they are being backed into the corner.
- She finds that because of privacy laws we can only receive general suggestions when we ask for help; we still have to do the work of finding the right programs for ourselves. She feels there should be some changes made to that part of the system where more specific suggestions are given. She said the people that work for a CBRF or nursing home, etc. are what make the company. They need to be well trained and be made more aware of safety issues.

Donna Lohry said this meeting brought to light a lot of things that need to be addressed. She suggested that those individuals present start a support group. She said the only way things get done is to have a loud voice. Donna thanked everyone for attending today. She welcomed them to attend any of the monthly ADRC Committee meetings which are held on the 2nd Monday of every month.

Donna Lohry closed the public forum at 3:30 p.m.

Recorded by:

Dorothy De Grace, Secretary
Winnebago County Department of Human Services