

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

DATE: October 10, 2011

TIME: 3:30 p.m.

PLACE: Oshkosh Human Services Bldg., Room 33

Members Present: Ginger Beuk, Janice Dibble, Jef Hall, Debra Hogue, Ann Jungwirth, Donna Lohry, Mike Norton, Deb Pahl and Rob Paterson

Members Absent: Diane Egan

Others Present: Teresa Paulus – Public Health Department; Katie Mnuk, CEO and Deb Kurek, Care Management Services Director – Lakeland Care District; Ken Stoffel, Jim Koziczowski, and Mark Harris – Lakeland Care Board Members

Staff Present: Mary Krueger, Joan Jaworski, Lori Tank and Dorothy De Grace

1. Public Comments:

There were no comments.

2. Introductions:

All those present introduced themselves.

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

Ginger Beuk moved for approval of these minutes; seconded by Ann Jungwirth and carried (8-0). (Hogue not present yet).

4. Feedback from Lakeland Care District Regarding June ADRC Meeting:

Katie Mnuk said it seems that the overall theme from reading through the comments of the ADRC public meetings relates back to communication. She said they will continue to address concerns and work toward a better understanding with members of Lakeland. Members can bring concerns to their care management team or the supervisor, or they can contact Katie directly. Katie said Lakeland Care's job is to coordinate services for its members. The member team consists of a care manager, a nurse, the member, and anyone else that the member wants to bring to the table. The nurse on the team helps promote good health and address chronic needs, but the team doesn't provide medical care. Deb Kurek addressed the concern that members don't feel they are included in the decision making process. She said they've scheduled some negotiation and communication training for staff which will help with the process of determining the members' needs and then coordinating services to reach their goals. Katie said a provider network directory is listed on their website, and a booklet along with a member handbook is given to each member explaining their rights and how the system works.

ADRC committee members specifically recommended to Katie Mnuk and Deb Kurek that processes be put in place for Lakeland Care that include back-up plans for procedures that failed people during their first year of operation. Additionally, members recommend that Lakeland Care staff be re-trained to know and implement set processes.

Ken Stoffel said it has been a huge transition from the waiver system to a managed care system which has a finite dollar amount. Lakeland Care District is under some constraints to provide services within a capitated rate, so there needs to be some negotiation to come up with more cost-effective ways of providing quality services that meet the person's needs. He said if members are saying they can't get the services they need and Lakeland is saying they can't provide the services that people need, then that needs to be addressed with the state. Ken said there is a monthly meeting between staff of Human Services and Lakeland where issues are addressed and resolved. When asked what would be a reason for transportation being denied, Deb responded that they look first at natural supports and other options that are available. Members can appeal any decision by going through an appeal process. An effort is made to resolve any grievance informally. Jim Koziczkowski explained that when we were under the waiver system the county subsidized it with \$5 million, and now under the state's Family Care system there is no subsidy. Since we are working with a capitated rate, so there will be some reduced services and "tightening of the belt." He said we will be dealing with a lot more people within the next ten years, and the state needs to figure out how we'll take care of them.

Katie said satisfaction surveys are sent out to members once a year and there is a feedback section on their website at www.lakelandcaredistrict.org. People can also express concerns at the public comments section of the Lakeland Care meetings that are held four times a year in Oshkosh. They could also attend an annual public meeting held in each of the counties of the Lakeland Care District.

5. Elderly & Disability Benefit Specialist Services and How Benefit Services Relate to Other ADRC Functions:

Joan Jaworski explained that the elderly benefit specialists meet with individuals over the age of 60. They also visit the local senior centers to talk with seniors on a walk-in basis. They are trained by the Coalition of Wisconsin Aging Group which also provides monthly updates on benefits. Joan said they get referrals from many sources, including the Social Security office, churches, senior centers, and Economic Support staff. They provide confidential assistance on a wide range of topics, such as understanding the parts of Medicare; the advantage drug plans; drug coverage; supplemental insurance coverage; medical assistance; nursing homes; elderly housing; and other concerns affecting seniors. They also provide information regarding any of the benefit programs, such as Food Share; Energy Assistance; Homestead Tax Credit; Life Line; and Senior Care Prescription assistance. They also assist with Medicare appeals and denials. Joan said open enrollment for Medicare Part D is taking place at this time; therefore, they will be busy assisting seniors with any questions they might have. They will help people enroll in any of the programs; i.e. filling out the application or getting verifications that are needed.

Lori Tank explained that the disability benefit specialists work with disabled individuals aged 18-59. Their primary focus is assisting with Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) applications and appeals. They assist with Medicare and Medical Assistance applications and counsel people regarding eligibility for other benefit programs, such as Food Share. Lori said they are trained by attorneys from Disability Rights Wisconsin. They get referrals from Social Security; Department of Vocational Rehabilitation (DVR); Economic Support Division; or friends and relatives of an individual.

6. Potential ADRC Committee Members:

Mary Krueger will bring the names of potential committee members to the next meeting.

7. Reports:

- a. ADRC Manager – This will be presented at the next meeting due to time constraints.
- b. Marketing Outreach – This will be presented at the next meeting
- c. Lakeland Stakeholder Committee – This will be presented at the next meeting
- d. Committee on Aging – This will be presented at the next meeting
- e. ARC Board – This will be presented at the next meeting
- f. Complaints/Grievance – This will be presented at the next meeting

8. “Community Beat”:

This will be presented at the next meeting.

9. Next Meeting: Monday, November 14, 2011

With no further business, Mike Norton moved for adjournment; seconded by Ann Jungwirth and carried at 5:30 p.m. The next meeting of the ADRC Committee will be held at 3:30 p.m., Monday, November 14, 2011 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:
Dorothy De Grace, Recorder