

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

DATE: November 14, 2011

TIME: 3:30 p.m.

PLACE: Oshkosh Human Services Bldg., Room 33

Members Present: Ginger Beuk, Janice Dibble, Diane Egan, Debra Hogue, Ann Jungwirth, Mike Norton, and Rob Paterson

Members Absent: Jef Hall, Donna Lohry, and Deb Pahl

Staff Present: Mary Krueger, Ron Duerkop, Mark Weisensel, Cindy Pischke and Dorothy De Grace

Others Present: Lori Duclon – Public Health Department

1. Public Comments:

There were no comments.

2. Introductions:

All those present introduced themselves.

3. Approve Minutes of the October 10, 2011 ADRC Meeting:

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

4. Follow-up Message to Members Who Enroll in Family Care:

Mary Krueger said that she and Ron Duerkop recently met with Katie Mnuk and Deb Kurek of the Lakeland Care District to discuss issues that were brought up at the last ADRC Committee meeting. Ron said they were given a training tool outline that Lakeland gives to its care managers explaining how Family Care works, the appeal process, etc. We will share this information with our Information & Referral staff so what they communicate with someone during enrollment counseling is the same information that is given by Lakeland. Ron said Lakeland will be doing some training in a couple of weeks with their care management staff regarding negotiation skills in dealing with issues, such as when there might be some difference of opinion as to which service is appropriate. Mike Norton said he would like Lakeland to offer a better explanation of the appeal process with each member, in addition to it being in the handout to them. Mary said Lakeland staff recently sent out surveys, and the responses are quite favorable overall. She will try to find out which of the member population received the surveys.

5. ADRC Specialist Services and How They Relate to Other ADRC Functions:

Cindy Pischke is an Information & Assistance Specialist (I & A) with the Aging & Disability Resource Center at the Oshkosh office of Human Services. She said we receive phone calls every day from people looking for information regarding resources and supports that are available to the elderly and disabled. We always explore further to find the caller's real concerns and needs.

Cindy said we do options counseling by explaining the individuals' options for service and their means of paying for the service. We assist in applying for Medical Assistance. We guide youth that are transitioning from high school into the system. We do enrollment counseling to individuals who are coming off the wait list; we also do disenrollment counseling for individuals that might need or want to switch out of a program. Cindy said staff was recently trained for memory screening for people who might have signs of dementia. It will be used as a tool in a supportive atmosphere to make an outside referral to address the issues or concerns a person is showing. Cindy said staff frequently refers to the ADRC's Resource Manual that is on-line and the Senior Resource Directory. Mary Krueger said about 60% of the contacts we had last month were from people contacting us by phone; 15% were walk-ins; and 15% were written inquiries. Of the people who made contact with the ADRC, 52% were for issues of aging; 30% for physical disabilities; 8% for developmental disabilities; and 10% for mental health or other issues.

6. Potential ADRC Committee Members:

Mary Krueger presented the names of two individuals who would potentially replace former committee members. Mike Norton moved to accept the names of the potential members; seconded by Rob Paterson and carried. If Mary receives an affirmative response from the individuals, she will give a recommendation to the County Executive for appointment to the committee.

7. Reports:

- a. ADRC Manager – Mary Krueger said one of our providers recently ran into some financial difficulties and wasn't able to provide the necessary supports to its residents. She said 56 members of Lakeland Care District either live in one of the facilities or are supported by one of its programs. We contacted the state ombudsman about issues at the facility that provides assisted living in the Neenah/Menasha/Appleton area to seniors and the physically disabled. The facility is now back on track after people rallied together to work on the issues. Mary explained another case that involved a corporate guardian in Outagamie County who was having legal issues resulting from not doing things properly. We were contacted about the situation, but we had not been referring our clients to this provider for services during that time.

Mary said we are looking at being a part of a grant application that is being offered through the Community Foundation. The grant would be related to living with assistance, such as help with cleaning or personal care; shopping; supportive home care; or transportation. Another grant would focus on the elderly in the rural areas, and another is through the Women's Fund and would focus on assisting women in Oshkosh. The ADRC would be a point of referral for these services.

Mary said that at the state ADRC Manager's meeting there was discussion about what things increase the cost of Family Care and what we could do prior to people being on the wait list or when people are on the wait list. One of the problems the elderly sometimes have is with medication management. We are looking at some transition programs, such as teaming up with hospitals and discharge planners to offer home visits to the elderly regarding medication management. Another thing that was discussed at the manager's meeting was the transitioning of youth who will be moving from high school into employment. Mary said the state is asking for ideas for statewide marketing for the ADRC's. There was thought about having articles prepared that could be included in local newspapers or TV ads. Any ideas should be shared with Mary Krueger or Mark Weisensel.

Mary Krueger reminded everyone that the Aging & Disability Resource Center holds the wait list and Lakeland Care District coordinates the long term care for individuals. She said there were 267 individuals on the wait list as of the end of October. We added 18 people to the list in November; we approved 21 people from the wait list; and 14 were removed. She said 19 people were referred to a long term care program; 6 were referred from nursing homes into Family Care; 13 left Family Care or IRIS, and we were able to fill their slots. There were 10 people disenrolled from Family Care—most of them because of death.

- b. Marketing Outreach – Mark Weisensel said he will be giving a presentation about the ADRC to several Master Degree social work student interns at nursing homes in Winnebago County. He has been working with two ADRC's in our region in preparing a flyer to be distributed at presentations and at medical facilities. Several organizations have offered to print them for us. There will be a specified area on the flyer for concerns or questions. Mark said there will be a medication review done by a Walgreen's pharmacist at the Oshkosh Senior Center on Thursday, November 17.
- c. Lakeland Stakeholder Committee – Ginger Beuk said the next meeting will be held in December.
- d. Committee on Aging – Ann Jungwirth said the committee will be discussing the possibility of hosting a series of presentations starting in January on the following topics: senior housing; low income issues; assisted living; and nursing facilities.
- e. ARC Board – Deb Hogue said the ARC of Winnebago County is merging with Cerebral Palsy of Mideast Wisconsin, not only for economic reasons but to have a bigger and better program. Special Olympics will host its annual Holiday Cookie and Craft Sale on November 19.
- f. Complaints/Grievance – There were none.

8. “Community Beat”:

There was no information from anyone.

9. Next Meeting: Monday, December 12, 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, December 12, 2011 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:
Dorothy De Grace, Recorder