

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

**MEETING MINUTES**

**DATE:** December 8, 2014

**TIME:** 3:30 p.m.

**PLACE:** Oshkosh Human Services Bldg., Room 33

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

**Members Excused:** Eileen Leinweber

**Staff Present:** Mary Krueger, Ron Duerkop, Nicole Zemlock, and Dorothy De Grace

**Others Present:** Teresa Paulus, Public Health Department & Housing Authority

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

**1. Introductions:**

Introductions were made.

**2. Public Comments:**

A moment of silence was observed in memory of Patti Maehl who passed away recently. She had been a long-time advocate for the elderly & disabled.

**3. Approve Minutes of the November 10, 2014 ADRC Meeting:**

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

**4. A Day in the Life of an ADRC Specialist:**

Nicole Zemlock said she had previously worked with a 92-year-old lady who needed help with some paperwork after her husband passed away, and now a year later she needed to move to a one-bedroom apartment. Nicole said she helped the lady get organized for the move, but she ended up in a nursing home after a fall. She is now stable and has a home health agency come in to help her with hygiene things, cleaning her apartment, and grocery shopping. Nicole also did a referral to the Senior Friends program to match a volunteer to visit the lady and help with some minor household things.

**5. Resource Directory Inclusion/Exclusion Policy:**

Mary Krueger reviewed the guidelines as to what we will include or exclude from our ADRC Resource Directory, since we do this every three years. She said we make changes to the on-line version of the directory as changes occur. The directory consists of information about resources, services and supports that relate to people of the ADRC's target group of disabled or elderly individuals.

Mary Krueger said that under the category of housing, we've added that we will include those that "offer subsidized rent." We've also made changes to include the following: 1) For-profit organizations providing affordable health or social services not adequately met by other resource listings and that offer free services, scholarships, reduced fee scale, or that accept Medical Assistance as payment, and 2) For-profit organizations offering programs that provide unique, specifically targeted services, or services that are otherwise difficult to access; for example, service in an area where resources are scarce. Discussion followed regarding the possibility of grocery stores offering local delivery to the elderly and disabled. Mary Krueger will survey local stores about their interest. It was also suggested that we contact provider agencies to see if they have an interest in providing this service. After discussion, Mike Norton moved to approve the Resource Directory guidelines as presented with clarification from the state for the necessity of using the word "hatred" in the 4<sup>th</sup> last paragraph on page 2; seconded by Rob Paterson and carried.

**6. Update: Medical Assistance Application Process Project:**

Ron Duerkop said we learned from our initial assessment that it took 22.8 days for a Medical Assistance (MA) application process to unfold. The state guideline is that our Economic Support (ES) Division has 30 days from the date of the application being submitted to the Central Document Processing Unit to make a determination. We wanted to shorten the timeframe of the process, so our goal was to complete the process in 16 days. We had our Information & Referral staff help a member with the MA application and write "Family Care" or "IRIS" at the top of the demographic page of the application for the ES staff to be alerted that it is a referral for Family Care or IRIS and they should process it quickly. The initial results are that the timeframe increased to 27 days due to other commitments of the ES workers, such as the new Marketplace opening up at the same time. We started the study again in April, and we reviewed the results in June which showed a timeframe of 24.2 days from the referral to determination of eligibility. We determined that the verification work was the thing that took the longest in the process. We decided to have an Elderly Benefit specialist assist with that part of the application. We will be reviewing the data to see if it made any impact on the timeframe.

**7. Reports:**

- a. ADRC Manager Report – Mary Krueger reported on the following: 1) We had a disability benefit specialist program review last month. The attorney technical assistance staff available to that program was here looking to see if our files are up-to-date, and we were complimented on the thoroughness of some of the consumer files. 2) We are currently working on our enrollment plan and submitted our first draft to the state in November. They suggested we make a change to the heading format. We are now waiting for some wording regarding a new process being implemented on December 20 for entering information into a database and will be part of our enrollment plan. 3) Staff has been busy with training regarding the new MCO (Community Care, Inc.) and will be training with the state, IRIS and Lakeland Care District. 4) Next year we will be hearing about Neighbor Care, a project with three different ADRC's (Brown, Outagamie and Winnebago) in working with a concept of neighbor-helping-neighbor. 5) We will hear more about a coordinated effort with two programs offered by Advocap, "HUB" and "PASS," which are to help people achieve self-sufficiency, and 6) A Care Transitions group continues to meet monthly.
- b. Committee Member Updates – There were no updates.

- c. Complaints/Grievances – Donna reported that she feels it is important for people to know that Medicare might deny payment for a person to be transported to a hospital due to an emergency. If that happens, they should submit an appeal to Medicare and if necessary have their physician write a letter explaining the medical emergency situation.

8. **“Community Beat”**: There was nothing to report.

9. **Next Meeting: January 12, 2015:**

With no further business, Mike Norton moved for adjournment; seconded by Ginger Beuk and carried at 5:25 p.m. The next meeting of the ADRC Committee will be held at 3:30 p.m., Monday, January 12, 2015 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:  
Dorothy De Grace, Recorder