

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

PUBLIC FORUM MINUTES

DATE: April 13, 2015

TIME: 2:00 p.m.

PLACE: Oshkosh Human Services Building

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

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

Guests Present: State Representative Mike Rohrkaste; State Senator Rick Gudex; Carol Knier, Legislative Assistant for State Representative Michael Schraa; Bill Kloiber, District Director for State Senator Roger Roth; State Representative Gordon Hintz; State Representative Amanda Stuck

1. Chairperson Donna Lohry welcomed everyone and opened the Public Forum at 2:00 p.m. Introductions were made.
2. Customer experiences and/or input were provided by approximately 100 residents. The following are excerpts:
 - A lady contacted the ADRC about three years ago because her parents were having difficulty handling the demands of everyday life, and she felt powerless and hopeless because of their denial. She could never have gotten the services they needed without the ADRC or the help and professionalism of the people at the Lakeland Family Care Program. She doesn't understand why anyone would want to try and fix something that isn't broken, especially if it's running real smoothly. She's concerned about the proposal to abolish ADRC governing boards, since these are the people that prioritize the needs of the elderly and disabled and provide advocacy and oversight.
 - A gentleman's wife is now getting the services she needs so she is able to stay in her home. He said it would be a mistake for Family Care to go to a system with statewide for-profit health insurance plans. He is concerned that the state wants to change the Family Care system when it's working extremely well right now, especially in helping his disabled son through the IRIS program.
 - Tim Cook is the chief executive officer of Clarity Care, a non-profit organization that has been providing services to disabled and elderly individuals in the community since 1972. He said it seems ludicrous that the state would throw out the whole long term care system without a lot of foresight and investigation into fully understanding it. He feels we could make some tweaks to the current system to become more efficient; although, it already works very well.
 - An employee of Human Services explained that her parents are not in Family Care or IRIS, but are self-paying for their care in an assisted living facility. She wanted people to know that many individuals have to deal with insurance companies in paying for their care, which can be very difficult. She also said that the role of the ADRC is a much needed service for the elderly and disabled to receive guidance to navigate systems; stretch their own resources; and to postpone relying on public resources.

- Director of Human Services, Bill Topel said he heard from the Secretary of Health Services that the reason the state wants to move to a system based on insurance companies is because current Family Care entities are still using a fee-for-service based system; however, Bill said Family Care entities are already using capitated-rate based systems. Our Behavioral Health team provides for mental health and substance abuse services under a capitated-rate based system. Providers do accept discounted rates today, and it would be no different if insurance companies operate the system.
- Steve Morton of Morton Long Term Care said they serve over 4,000 people in the long term care setting throughout the Fox Valley and beyond. He said we need to keep the case management and decision-making resources for seniors and the disabled at the local level, not with statewide providers. He understands administrative costs are currently between 4% and 5% under Family Care. With the proposed budget changes, that cost would shift to an administrative team either statewide or nationally to a probable cost of 12% to 14%.
- County Executive Mark Harris said it's taken a lot of hard work and care to be sure people were getting adequate service within a capitated rate that the state provided in moving to a Family Care district. He's concerned that it would be difficult for individuals receiving services if they have to negotiate with insurance companies under a new system.
- A lady's developmentally disabled son is currently in the IRIS program and is receiving the best of care. She's concerned that his care would not be the same if he has to go to a different program run by an insurance company.
- Janice Dibble of the Oshkosh Public Library said she has a concern about where a new program would be located and managed. She has observed that local people are more comfortable with the long term care program being local, as she directs them to the ADRC at the Human Service building with any questions they want to ask in person.
- Diane Penzenstadler, owner of 44 North Advertising & Design said if the long term care system goes to a private insurance company it will be more concerned about its investors than its customers. It will be a nightmare for those individuals that don't have knowledge about the system or don't have a local resource center to get answers to questions.
- Darlene Kramer is regional coordinator for the ADRC for Calumet, Outagamie and Waupaca counties. She said the state of Wisconsin is a model for other ADRC's throughout the country, and it is working well. She asked that the recommendation for a new system be kept out of the budget.
- Eric Lehocky, Admissions & Marketing Director for Northpoint Medical & Rehab Center said he works very closely with Winnebago County's ADRC employees that come into their building to meet with patients. They currently have 14 residents out of 75 that are covered under the Family Care program, and 40 have Medical Assistance coverage. It is important for them to be able to contact the local ADRC when they need a resource for their patients, including when patients wish to leave nursing homes and relocate to their community.
- Jim Torgerson, Administrator of Northpoint Medical & Rehab Center said they always communicate with insurance companies all over the world, and it is very difficult to do. If the long term care system changes, other providers would have to do the same thing. It would be confusing for the elderly to have to deal with an insurance company and people that they don't know.

- Connie Thimmig had been an employee at Azura Memory Care and is advocating for those with Alzheimer's disease. She applauded the Governor for keeping funding for the Dementia Care Specialists program in the budget. Several ADRC's have employees that assist with early identification and proper diagnosis of people with Alzheimer's and related dementias; a Caregiver Support program; and promotion of dementia-friendly businesses. This unbiased person helps people affected by Alzheimer's to make informed decisions and plan their long term care needs to use their own resources wisely. She advocated for ADRC's in that they are able to connect with people in face-to-face situations to give them information or resources more effectively than using a phone in talking to someone far away to do those things.
- Cindy Flauger works for Goodwill Industries. She appreciates that at the local level they can establish relationships with clients and can fill their needs with resources that are obvious. There are also resources within our community that are often untouched. If we eliminate the ADRC's at the local level, we won't be able to continue to develop those collaborative relationships that supplement the service delivery system.
- A consumer of the Family Care program said that an R.N. and a care manager assist her in managing her care needs. She explained that in February with the help of her care team she received a new hospital bed to replace the non-functional bed she had received originally. She fears that if the long term care system changes she will be a "number" instead of having the personal relationship and trust of her care team like she has now.
- A gentleman who is receiving services of the IRIS program expressed concerns that the current budget proposal will devastate the care and services of the elderly and disabled because they will no longer have the freedom to choose their care and medical providers. He had been in and out of adult foster care, group homes, etc.; but once he was on his own and able to choose his own providers and caregivers, he started to grow emotionally. He doesn't want to lose the great service he is currently receiving.
- A lady who cares for her disabled brother said he wouldn't be doing as well if it hadn't been for the assistance of the case workers and people that have helped him over the years. He will now need further help and resources of the ADRC program, and she hopes the system won't change.
- Rob Paterson has been on the ADRC Committee since it began in 2010. He believes that to privatize ADRC's would eliminate any oversight that the committee currently has.
- A gentleman is the guardian of his aging mother-in-law, and he is speaking on behalf of his family and other families that don't realize they might need the services of the ADRC. They found that they needed the help of the ADRC when his mother-in-law's physical and mental condition started to deteriorate. They have been amazed at the difficulty in navigating the system without assistance. Also, members of the Lakeland Care District then were present for discussions to act as partners in the care of his mother-in-law, which has been invaluable.
- Margaret Winn, Chief Executive Officer of Lakeside Packaging Plus said she believes ADRC's are one of the finest resources in the state of Wisconsin. She has had people contact her asking questions about services or supports, and she frequently refers them to the ADRC of Winnebago County knowing they will be very well-served.

- Several other citizens spoke, highly urging legislators or their representative to retain the ADRC structure as is: current, local and whole; keep IRIS maintained as a separate option; and Family Care operated by current managed care organizations separate from the IRIS program.

After hearing testimony from participants in today's Public Hearing, the group was given feedback from the guest panel.

State Senator Rick Gudex said he believes there is a way to correct the issues in the Governor's proposed budget that were discussed today. He thinks there may end up being some tweaks or improvements in the programs. He realizes we have a fiduciary responsibility to be sure all of the money spent on the programs is spent correctly. He will do all he can to keep the programs intact and be solvent in the next ten years.

State Representative Gordon Hintz said he is on the Budget Committee, and they have had different hearings around the state recently regarding the Governor's proposed budget. Family Care was piloted incrementally 15 years ago and went through some growing pains, but there was good local response and accountability. According to an audit on Family Care it showed that the program would save \$34 million over the next ten years once it is expanded statewide. He will continue working to have the changes to long term care services taken out of the budget. He commended those present for being such strong advocates of the long term care programs. He feels the ADRC's are going above and beyond their mission of serving the community, and we need to preserve that role.

State Representative Mike Rohrkaste found it helpful for him to be here today. He has also held listening sessions and received numerous contacts regarding these same budget issues. In his visits to several agencies in the community he has been able to see first-hand what some of these programs can do. He feels that maybe a change as big as this shouldn't be in the budget process without more due diligence to understand the concerns with the current system and what we are trying to accomplish.

State Representative Amanda Stuck said she appreciates everyone sharing their personal stories today, as it helps them be better legislators so they can better understand the programs and how they affect the consumers and families. She will continue to take information to her colleagues and hope they agree this should be taken out of the budget process. The program works very well, and she is hearing that a lot of families would like it to stay the way it is.

Carol Knier, Legislative Assistant for State Representative Michael Schraa said she answers the phone and reads e-mails that come to Michael Schraa's office, and she refers all of the information to him. She wanted everyone to know that she doesn't have a vote, but she does have a voice in the issues discussed today and she will pass along the information. She asked participants in today's meeting to send her some information on ways they feel the current long term care system could be made better.

Bill Kloiber is District Director for State Senator Roger Roth. He said the testimony given today opened his eyes, and he asked that those present continue doing what they are doing in letting their voice be heard. He will relay to Roger Roth the comments from today regarding keeping the changes to the long term care system out of the Governor's proposed budget.

Donna Lohry thanked everyone for attending today's meeting and she urged them to contact the Legislative "hot line" to share any more information. She closed the public forum at 5:00 p.m.

Recorded by: Dorothy De Grace, Secretary
Winnebago County Department of Human Services