

**Aging and Disability Resource Center (ADRC) Calumet/Outagamie/Waupaca
Advisory Committee Meeting Minutes
Thursday, January 10, 2013
UW-Extension, Appleton**

Members Present: Gentz, Karth, Luebke, Schreiner, Redman, Iverson, Schamens, Radtke, Wolter, Lehrer, Stepien, Renning

Staff Present: Dewhurst, Elias Planner, Stratton, Gonwa, Kramer

- 1) **CALL TO ORDER:** Luebke called the meeting to order at 2:00 p.m.
- 2) **QUORUM:** It was determined that the meeting was properly announced and a quorum was present.
- 3) **ROLL CALL AND INTRODUCTIONS:** Christie Gonwa was welcomed as the new ADRC Unit Manager in Waupaca.
- 4) **APPROVAL OF AGENDA AND MINUTES:** Motion by Lehrer and a second by Radtke to approve the agenda and November 8, 2012 minutes. Motion carried unanimously.
- 5) **PUBLIC PARTICIPATION:** None
- 6) **COMMITTEE MEMBER REPORT:** Luebke attend a forum at New Hope in Chilton presented by Lance Walter, a consultant, who forms political action committees, A-teams, and makes connections with other clubs and organizations to develop political strategies. An example would be connecting to the Lion's Club. The session addressed the pros and cons of New Hope residents working in sheltered workshops versus private business. It depends on the individual situation of what is appropriate and what works. Attending were a small representation of family members, siblings and elderly parents. Karth attended a diversity workshop and shared "Play Aways" which may be checked out from the Appleton Public Library. "Play Aways" are easy to use and provide education for schools, government and organizations serving multiple populations and languages. The Fox Valley Advocacy Coalition is sponsoring a program on, "The Role of the Consumer and Guardian in Family Care and IRIS" on Tuesday, January 29, 2013. The session may be attended from 3:00-4:30 p.m. or 6:00-7:30 p.m. at the Thompson Community Center. The Fox Valley Siblings Network held a session with Reid Ribble initiated by Ribble's office on January 8, 2013 at the Paper Valley Hotel in Appleton. Approximately 15 people attended. Harriet Redman, founder of the Fox Valley Siblings Network, will be meeting with Ribble regarding issues for individuals with disabilities.

7) COMMUNICATIONS: None

8) REPORT OF AGING AND DISABILITY RESOURCE CENTERS

- a. **AGING SERVICES PRESENTATION:** Elias Planner provided handouts and an overview of county aging programs. The Older Americans Act was signed into law in 1965. Its purpose is to, “improve the quality of life for all older Americans by helping them to remain independent and productive.” The nutrition program began in 1977. Funding from the state of Wisconsin localized planning for aging programs tailored to each individual county. Florida is an example of a state that has a regional plan. A county plan is drafted every three years and amended on a yearly basis. The plan is approved by county aging committees, county HHS committee and the county board. The plan includes how we spend Older Americans Act funding. Plans have been approved for 2013-2015. The federal Administration on Aging receives Older American Acts funds (except Title V) and allocates them to the states on a formula basis. The Regional Administration on Aging regional office is the link between the Administration on Aging and the states. The Division of Long Term Care, Bureau of Aging and Disability Resources (BADR) is the state agency that receives the Older Americans Act and State aging dollars and distributes the money to counties and tribes based on an intrastate funding formula. GWAAR, the Greater Wisconsin Agency on Aging Resources, distributes and monitors state and federal aging money to a specific number of aging units through a contract and provides technical assistance and training. The county aging units provides the information, organization and plans the services for older people in their respective counties. Elias Planner addressed the funding silos for Title III funding. Each county plan uses the funding differently. Outagamie puts out a notice for bids for the Title III – B, D, and E. Fox Valley Lutheran Homes and Lutheran Social Services consistently request funding. Calumet utilizes Title III-B funding for Lifeline, ramps, prevention programs and other needs of consumers. Iverson recommended the need for legislators to be aware how critical aging program services are in keeping people in their homes. Wolter agreed on the importance of contacting our legislators. Advisory committee members may be advocates for consumers. Wisconsin Senior Care letters influenced getting Senior Care reinstated. A comment was made that Meals on Wheels is a high point of the day for many seniors, more the visit than the meal. Schreiner and Wolter emphasized the importance of the Meals on Wheels program. A program on Being an Effective Advocate was suggested with presentation by GWAAR. Kramer and Elias Planner will make the contacts with GWAAR.
- b. **ORGANIZATIONAL EFFECTIVENESS** – Redman reported that the 3 session formal process concluded in December identifying marketing and building awareness of the ADRC as the primary change projects. The two

major initiatives are: ADRC Data Collection, “How Did You Hear About The ADRC” and ADRC staff viewing marketing as a part of their every day work. To date, data suggests that only 1-3 % of referrals come from the medical community. Kramer shared the data collection methods for the Satisfaction Surveys and Hotline calls. Redman and Kramer met with Network Health Plan staff to identify a means to market the ADRC to medical providers associated with the Network Health Plan which includes the Affinity Medical System. This would include a model that could be used with other medical providers. A meeting is scheduled for February 21st to schedule an educational session with Network Health Plan staff. Redman, Kramer, Krueger, and Linda Schmidt, I & A, will participate. Additional marketing may occur at a later date.

- c. UPDATES FROM BRANCH OFFICES: *Calumet County* – Dewhurst reported for the Aging Services Dept. and Shaw, ADRC division manager. Calumet county reached full entitlement on January 1, 2013. Following are the final numbers from the Wait List: 57 enrolled; 17 choosing to wait and will contact the ADRC; 10 are over asset; 5 declined services and 8 are having difficulty establishing MA and are still in progress. Quality improvements and training with Calumet ADRC staff will include: United Health SSI and SSDI HMO coverage and ResCare will make a presentation to the Information and Assistance Specialists regarding the, “Rest Assured” program that allows for video monitoring rather than staff in the home. Additional trainings will occur throughout the year. Dewhurst shared the Calumet County ADRC newsletter and Hotline Call Activity by contact type. Pat Fenn, retired Social Worker, will be re-vamping the Family Caregiver Support group on the last Thursday of every month, from 1:30-3:00 p.m. at the Calumet County courthouse. Fenn will personally invite interested individuals. Gentz is chairperson for the Legislative committee that is meeting with legislators on January 11, 2013 at 9:00 a.m. at the Calumet County courthouse. The session is being held to address issues related to transportation, request for proposals (RFP’s), and Logisticare. The committee will address expectations and transportation needs as well as a legislative audit and costs. The Farm Bill is supporting the Farmer’s Market for seniors in the new proposal. *Outagamie County* – Elias Planner shared the ADRC Connection newsletter and Outagamie County Contact Activity. There is a leveling out of consumer contacts. Kole Oswald returned as a Disability Benefit Specialist. Jennifer Schimmelpfenning took on a new role in Waupaca County as the Community Living Specialist. Stratton shared Wait List progress including the following: 97 in hover status; 76 over asset; 25 in process; 2 enrollment pending; 1 closed. Enrollments with confirmed start dates between 4/3/2012 and 1/7/2013 are 214 consumers. Pending IRIS referrals with no confirmed start date on 1/7/2013 are 4 consumers. Nursing home relocations between 4/3/2012 and 1/7/2013 total 59.

Outagamie County reaches full entitlement on April 1st when there will no longer be a wait list. Stratton reported on Logisticare and the request for proposals (RFP) for a statewide non-emergency medical transportation (NEMT) manager. Kramer shared copies of the press release from Sarah Fraley, from the Division of Health Care Access and Accountability of Health Services. Stratton outlined the following issues related to non-emergency medical transportation: September 1, 2012, Logisticare underestimated the call volumes from SE Wisconsin & the system was unable to handle the ride and call volume; Logisticare added 35 people to the call center and vehicles in SE Wisconsin with problems being resolved in November; November 21st, Logisticare notified HHS that they were ending their contract on February 18, 2013 as they believe that HHS did not give them correct information on the volume of rides needed; a cooperative of medical vehicle providers was formed from a meeting in Stevens Point with the intention of submitting an RFP (request for proposal). RFP's are due February 21st with a start date of May 1, 2013. Logisticare will provide service until the next vendor is selected. The RFP requires 2 years of experience and 600 members. It is a 3 year contract. Stratton suggested the ability to impact the RFP would be: 1) Having independent navigators or ombudsman as advocates 2) An audit organization to review the vendor and complaints. The Advisory Committee requested that Stratton draft a letter that will be sent to local legislators. A motion was made by Lehrer and seconded by Karth. Costs will likely increase with the new RFP. Costs could double per year. Counties provided aggregate costs per month per member versus cost for the ride. *Waupaca County* - Gonwa and Schimmelpfenning are meeting with nursing home administrators and social workers regarding nursing home relocations. Gonwa will be the new chairperson for the Waupaca County Caregiver Coalition. The Waupaca County Caregiver Coalition is a strong coalition comprised primarily of service providers. This group organizes the Alzheimer's Walk in Waupaca and also provides educational opportunities for caregivers. There is no Wait List in Waupaca County.

d. REPORT FROM ADRC REGIONAL COORDINATOR: Kramer distributed a report identifying the following: a regional staff training on Alzheimer's/Dementia on February 13, 2013 at the FVTC Bordini Center in Appleton; ADRC data is being collected through Satisfaction Surveys and Hotline Calls received through the ADRC in January, February and March for quality improvement; ADRC website statistics indicating the ADRC received 18,929 visits, an increase of 4,015 from 2011 statistics of 14,914 consumer visits.

ITEMS FOR ACTION OR DISCUSSION: Wolter shared “About Geese, The Lesson We Should Learn” that appeared in the La Crosse Citizen for Advocacy many years ago related to the importance of caregivers.

Next Meeting: March 14, 2013, 2:00 p.m.
FVTC Bordini Center, 5 Systems Drive, Appleton

MEETING ADJOURNED: Motion made by Lehrer, second by Schreiner.
Motion carried unanimously.

Respectfully submitted by Darlene Kramer, Regional Coordinator
These are UNAPPROVED minutes.