

**Aging and Disability Resource Center (ADRC) Calumet/Outagamie/Waupaca
Advisory Committee Meeting Minutes
Thursday, February 2, 2012
Goodwill Industries, Menasha**

Members Present: Gruber, Smith, Luebke, Hopfensperger, Mueller, Grode, Schamens, Radtke, Miller, Lehrer, Stepien

Staff: Dewhurst, Elias Planner, Stratton, Enright, Kramer

Guests: Burke, Groeschel, Wolters

- 1) CALL TO ORDER: Grode called the meeting to order at 3:00 p.m.
- 2) QUORUM: It was determined that the meeting was properly announced and a quorum was present.
- 3) ROLL CALL AND INTRODUCTIONS: Introductions were made by committee members and staff.
- 4) APPROVAL OF AGENDA AND MINUTES: Motion by Mueller and a second by Radtke to approve the agenda and November 10, 2011 minutes. Motion carried unanimously.
- 5) PUBLIC PARTICIPATION: None
- 6) COMMUNICATIONS: None
- 7) COMMITTEE MEMBER REPORTS: Schamens asked about the Senior Resource Directory noting that the directory was for Outagamie County when formerly it was a combined directory. Each county is now doing their own directory. Customers are interested in services in their county of residence and don't want to page through a large directory. Kramer noted that the electronic Assist Guide will be on the ADRC regional website and will contain all three counties in the region. That website address is www.yourADRCresource.org.
- 8) IRIS PRESENTATION: Starr Burke, Outreach Specialist, for IRIS, explained that IRIS stands for Include, Respect, I Self-Direct. The Wisconsin Department of Health Services contracts with the IRIS Consultant Agency and the IRIS Financial Services Agency to assist consumers. The Consultant Agency helps with planning of goods, supports and services. The Financial Services Agency handles IRIS accounting and bill paying. IRIS is grounded in the *Principles of*

Self-Determination: Freedom to decide how the consumer wants to live their life; *Authority* over a specific budget amount; *Support* to organize resources in ways that are meaningful; *Responsibility* for wise use of public dollars; and *Confirmation* of consumer role as their own advocate. The consumer chooses what, when, who, and where the goods, supports and services they need are provided and how to use the IRIS monthly allocation effectively and wisely. Twelve orientation consultants work for IRIS in the region. Approximately 5,169 individuals are on IRIS in the state. Stratton reported that 43,400 are enrolled in Family Care. The question was asked what is the difference between Partnership, Family Care and IRIS? IRIS provides the most choice for the consumer within a budget allocation. Family Care is in the middle and Partnership provides the least choice for the consumer.

9) REPORT OF AGING AND DISABILITY RESOURCE CENTER

- a. UPDATES FROM BRANCH OFFICES: *Calumet* – Dewhurst reported that in January, 80 consumers were on the wait list; 1 received urgent care; 1 was disenrolled; 250 are on Family Care; 37 are on IRIS, and 3 are on Partnership. *Outagamie* – Stratton reported that 477 are on the wait list. Consumers may not be financially eligible and some decline services. Stratton addressed the Wisconsin Department of Health Services (DHS), “Long Term Care Sustainability Plan” which addresses seven categories for savings by the state for Long Term Care programs. Those seven categories include: Employment Supports; Family Care Administrative and Program Efficiencies; Family Care Benefits; IRIS and Self-Directed Supports; Living Well at Home and in the Community; Residential Services; and Youth in Transition. Discussion followed regarding the key components of each. Kramer provided committee members with a packet of materials including a form for comments that may be mailed to the Wisconsin DHS. Comments may also be sent by e-mail by accessing the information on the DHS website at: www.dhs.wisconsin.gov/lcreform/ Elias Planner reported that interviews were taking place for a part time Elderly Benefits Specialist. A hand out was provided by Elias Planner on trainings on “The ABC and D’s of Medicare” taking place in April, July, and October at the Thompson Community Center. The Outagamie County Caregiver Coalition has been marketing the ADRC through, “Your First Step in Caring” tear off sheets that are being distributed to medical facilities and churches. The Waupaca Caregiver Coalition is also distributing the tear off sheets.
Waupaca – Enright reported that 90 are on the waiting list and 50 are in hover status. The Waupaca Caregiver Coalition is planning two trainings in 2012 for caregivers. April 25th will be the first training in collaboration with the Waupaca Senior Center. “Share the Care” training was provided through a webcast by Claire Culbertson. Outagamie County also participated in the webcast. Ten individuals learned how to establish

“Share the Care” programs. The Caregiver Coalition is also working on a “Walk to End Alzheimers”.

- b. **ADRC COORDINATOR REPORT:** Kramer reported that COW (Calumet, Outagamie, Waupaca) regional trainings will be conducted on a quarterly basis. A training will be held on February 16, 2012 at the Fox Valley Technical College in Appleton. Julie Schroeder, Budget Analyst with the Office for Resource Center Development, will present on Time Reporting in the morning. Teri Zuege-Halvorsen, Family Living Educator, UW-Extension, Calumet County, will present on “The Generations” in the afternoon. The Wisconsin Department of Health Services, Office for Resource Center Development, will host a series of trainings across the state in 2012 to provide information, training, support and networking opportunities for ADRC staff. The training at the Best Western in Waupaca on February 9, 2012 will address, “Enrollment into Publicly Funded Long Term Care: How to Deliver the Best Possible Customer Experience.” Disability Benefit Specialists had an average case load of 58 cases for the five specialists. Disability Benefit Specialists worked with 535 consumers in 2011.

10) ITEMS FOR ACTION AND DISCUSSION

- a. **REGIONAL LONG TERM CARE ADVISORY COMMITTEE:** Pam Groeschl, Quality Assurance Specialist, DHS, Office for Resource Center Development, requested representation for a Regional Long Term Care Advisory Committee. This committee will provide recommendations to the Department of Health Services regarding the performance of the state’s long term care programs including managed care organizations, IRIS, aging and disability resource centers, and the adequacy of services, living arrangements and community resources for older persons and persons with physical or developmental disabilities. The committee will meet on May 17, 2012 from 10 a.m. – 3 p.m., at the Fox Valley Technical College in Appleton. The following committee members volunteered to serve: Wolters, Radtke, Lehrer, and Luebke.
- b. **MARKETING THE REGIONAL ADRC:** A brainstorming session was held on Tuesday, January 31, 2012 to discuss future marketing plans for the ADRC. The group identified the ADRC target audience as the following: medical providers including discharge planners, social workers, physicians, and more; employers; churches; the legal profession; and professional associations. ADRC Advisory Committee members are encouraged to join the marketing sub-committee. Groeschl and Kramer are on a state marketing committee. The state will be targeting private pay consumers. The marketing will include announcements on Wisconsin Public Radio and a video on the ADRC which will be available for local television stations and ADRC websites. The Mid-State Technical Institute

students will develop a tagline for ADRC's. A six month marketing blitz will begin in summer.

- c. **ADVISORY COMMITTEE MEMBERSHIP RECRUITMENT:** Kramer distributed Potential New Member Biography handouts for Advisory Committee recruitment. Committee members were asked to mail or e-mail Kramer with recommendations for committee members. Members will be voted in at the May annual meeting. County Board Supervisor representation may change due to the election and committee assignments. Geri Wolters, Waupaca, is interested in serving on the Advisory Committee.
- d. **ADVISORY COMMITTEE MEMBER DATES AND TIMES:** Dates and times for the Advisory Committee will be addressed after the new committee is elected in May.
- e. **OMBUDSMAN PROGRAM DISCUSSION:** Grode was elected to the State Aging Advisory Committee. The Long Term Care Ombudsman Program was a primary emphasis of the first meeting Grode attended. The meetings are held quarterly. The majority of the committee members did not have much familiarity with the program. The program is meant to protect and promote the rights of long-term care consumers. The Wisconsin board on Aging and Long Term Care operates the program statewide with services provided at no charge. There is also a Family Care and IRIS Ombudsman Program that is serviced by Disability Rights of Wisconsin.
- f. Stratton and Enright are serving on the Logisticare Advisory Committee.

NEXT MEETING DATE: March 8, 2012, 3:00 p.m. Goodwill Industries

MEETING ADJOURNED: Motion made by Miller, second by Mueller. Motion carried unanimously.

Respectfully submitted by Darlene Kramer, Regional Coordinator

These are UNAPPROVED minutes.