

**Aging and Disability Resource Center (ADRC) Calumet/Outagamie/Waupaca
Advisory Committee Meeting Minutes
Calumet/Outagamie/Waupaca
Thursday, March 8, 2012
Goodwill Industries, Menasha**

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

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

Guests: Geri Wolter, Rich Redmann

- 1) CALL TO ORDER: Grode called the meeting to order at 3:05 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 Lehrer to approve the agenda and February 2, 2011 minutes. Motion carried unanimously.
- 5) PUBLIC PARTICIPATION: None
- 6) COMMUNICATIONS: None
- 7) COMMITTEE MEMBER REPORTS: John Mueller reported that he did not win the primary election and therefore would no longer be a county board supervisor. Mueller will be unable to be the appointed representative from the Outagamie County Board of Supervisors on the ADRC committee. Mueller would be interested in an appointment as a citizen representative on the Outagamie County Long Term Support Committee. Mueller could also be a citizen representative on the ADRC Advisory Committee but has chosen not to remain on the committee.
- 8) REPORT OF AGING AND DISABILITY RESOURCE CENTER
 - a. UPDATES FROM BRANCH OFFICES: *Waupaca* – Enright reported that 108 consumers were on the waiting list. Sixty eight are in hover status and 40 are either in process or waiting to be contacted by the ADRC.

When contacted, the expectation is that at least half will request placement in hover status because they are either financially ineligible to start Family Care, Family Care Partnership or IRIS or are not yet ready to start services. Hover refers to those eligible to be on the waiting list who have come to the top but are not eligible for MA or in need of services at this time. They stay on the waiting list and when ready and eligible to begin services, will move to the top of the list. ADRC staff is working ahead on enrollment and are currently 7 enrollments ahead of available attrition slots and 2 crisis slots that are filled. The ADRC is fully staffed in Waupaca. The Waupaca Caregiver Coalition's next meeting is March 13, 2012. The group is collaborating with other agencies and events to educate and provide resources for caregivers. Upcoming caregiver events include: Waupaca Senior Health Fair at the Waupaca Senior Center on Wednesday, April 25, 2012 and the Marion Health Fair at Northwinds Banquet Hall, Marion, on Saturday, April 21, 2012. Ten individuals were trained on "Share the Care" in January. Participants have requested an April session for additional practice using role playing. There will be a marketing promotion in May and June for "Share the Care".

Representatives from Waupaca, Marion and Fremont are interested in working within their faith community and the community at large. The ADRC Connection newsletter from Waupaca was also shared.

Outagamie – Three hundred and seven are on the wait list with 150 in hover status. Ten consumers were added to the wait list in January and eleven in February. ADRC Information and Assistance specialists are working five hours of mandatory overtime. Thirty three slots remain for enrollment counseling and eighty eight remain. Need to fill 80 slots if the cap is lifted. The Outagamie County Caregiver Coalition is active. Lutheran Social Services is taking the lead on the "Share the Care" program. "Prepare to Care" is being promoted by Caregiver Coalition members. The ADRC is promoted as part of the power point for that program. Individuals have been interviewed for the position of a part-time Elderly Benefits Specialist. Volunteers Grode, Mueller, and Rich Redmann distributed the Senior Resource Directories and Caregiver Coalition Tear Off sheets to medical facilities in Outagamie County. Churches received a mailing.

Calumet – Eighty two consumers are on the waiting list. Twenty qualify but are over assets. Urgent services slots are being used as needed. Calumet previously had one slot per month. Calumet County will be equal if the Family Care CAP is lifted and won't need to back fill. Calumet is the first county to go through entitlement, beginning in January 2013 if the state does not extend the 36 month period. +The ADRC is fully staffed. Joann shared the ADRC Connection newsletter for Calumet pointing out upcoming events to include: a Veteran's Medical Benefit presentation by Bill Krizek, Veteran's Service Officer, at the Calumet Co. Courthouse, on Thursday, March 29, from 1:30-3:00; a Family Caregiver Session on Building Skills that Make a Difference in Dementia Care, at the Millhome Supper Club, on

Wednesday, April 18, 2012 from 1:00 – 4:15 p.m.; as well as other programs on Brain Fitness and You, and the AARP Driver Safety Program including how to use roundabouts. The ADRC Connection newsletters and the ADRC website advertises programs and events in the regional ADRC.

- b. ADRC REGIONAL COORDINATOR REPORT: Kramer reported that *Satisfaction Survey* results from January were consistent with year end 2011 results. Consumers primarily heard about the ADRC from family members or friends, community agencies, and doctors or hospitals. These results will help determine marketing focus. The brainstorming session on *marketing* determined that efforts will target medical providers. The region will work in cooperation with the Caregiver Coalitions as efforts are already marketing the ADRC. The state's primary marketing focus will be on the private pay individual. State marketing will include ads on Wisconsin Public Radio and video production of 10 or 30 second television spots which may be used locally and on ADRC websites. Kramer is on the state marketing committee. *ADRC contact activity* measures one on one interaction between the ADRC staff and the consumer. The ADRC COW (Calumet, Outagamie, Winnebago) had 23,988 consumer contacts in 2011. These contacts include: Elderly 14,622; Physical Disability 3,865; Developmental Disability 2,997; Mental Health 1,888; Substance Abuse or AODA 140; and Unknown 476. *Organizational Effectiveness* (OE) is the concept of how effective an organization is in achieving the outcomes the organization intends to produce. An OE trainer will work with ADRC staff to self access the strengths and weaknesses of the ADRC leading to increased efficiency, quality and the capacity to achieve outcomes.

9. ITEMS FOR ACTION AND DISCUSSION

- a. LOGISTICARE: Enright and Stratton serve on the state Logisticare Advisory Committee. Discussion regarding when the parent has childcare issues when transporting another child or the parent. The costs of paying for meals for participants is peaking and Wisconsin exceeds uses from other states. There are less complaints from riders than in the beginning. In Outagamie County a provider network is still being established for Logisticare. Rural Outagamie County has more issues than the city for transportation.
- b. BY LAWS: Staggered terms were discussed and were written to accommodate elections in each county for representation from the County Board of Supervisors on the ADRC Advisory Committee. Lehrer recommended that Sections 3 and 4 be changed regarding the wording "initial term". Kramer will make the changes and the committee will review at the May meeting. Grode recommends that all committee members be familiar with the by laws. The Advisory

Committee should identify unmet needs by getting input from consumers, elderly, caregivers, and others. Elias Planner is working with a Special Needs grant through the Community Foundation that is focusing on isolated older adults.

- c. **RECRUITMENT OF NEW MEMBERS AND ORIENTATION:** New members are being recruited for the Advisory Committee and will be nominated at the May meeting. Geri Wolter and Rich Redmann attended as guests expressing interest in membership on the Advisory Committee. Training will be provided for all members in June. Grode recommended a Strategic Planning session. Strategic Planning may occur after Organizational Effectiveness training is complete to determine if it is needed.

- c. **PREVENTION:** Krueger, ADRC Health and Wellness Specialist, will give a prevention update at the May meeting. The Aging Network needs to document the needs and issues of the elderly. These statistics are compiled on a monthly update. An environmental scan will look at housing units needed, assisted living, nutrition, and other areas to access needs. A plan will be submitted to in September. Bonne has asked for volunteers to review funding proposals for Older American's Act funding. A meeting will be held in Outagamie County on May 1st to review the proposals.

- d. **EDUCATIONAL PRESENTATION TOPICS:** Suggestions include: 1) What is an intake interview like with an I & A? There is an Options Counseling Tool Kit on the state website. 2) Dealing with Aging ID's for Voting. 3) Overview of Falls Prevention. 4) Depression and the Elderly. 5) Advocacy. Educational presentations could occur on the odd months when there isn't a committee meeting. Grode suggested that committee members bring educational presentation ideas to the May meeting.

- e. **FAMILY CARE CAP:** Senate unanimously voted on lifting the cap. The Assembly added amendments. The cap needs approval from both the Senate and the Assembly. Governor Walker needs to sign the bill prior to the cap being lifted. If it doesn't pass, the legislative session will be closed until after the election.

- f. **LONG TERM CARE SUSTAINABILITY FORUMS:** Forums are being held around the state to get feedback from consumers. The Long Term Care Regional Advisory Committee meeting will be held on May 17th at the Fox Valley Technical College in Appleton from 10 am to 3 pm. Representatives from the region include Luebke, Radtke, Geri Wolter, and Lehrer.

- g. OTHER: Grode, Mueller, Miller and Gruber were thanked for there service on the ADRC Advisory Committee. All expressed that serving on the committee was a valuable experience. Miller will be joining the Waupaca Aging and Long Term Care Advisory Committee. Luebke will chair the May meeting as vice chairman.

NEXT MEETING DATE: May 10, 2012, Goodwill Industries

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

Respectfully submitted by Darlene Kramer, Regional Coordinator

These are UNAPPROVED minutes.