

AGING AND DISABILITY RESOURCE CENTER OF WESTERN
WISCONSIN ADVISORY COMMITTEE MEETING

DATE: 3/23/2010

TIME: 1:00pm – 2:30pm

PLACE: La Crosse County Human Services Building

<u>PRESENT:</u>	<u>STAFF/GUESTS:</u>	<u>EXCUSED:</u>	<u>ABSENT:</u>
Don Evenson	Beth Smetana	Pam Bendel	
Barb Mlsna	Peggy Herbeck		
Stan Nofsinger	Audra Martine		
Dorothy Will	Jen Timm		
Margaret Wood	Todd Bowen		
Ole Yttri	Pat Peterson		
JoAnn Nickelatti	Jean Klousia		
Howard Garves	Sue Rettler		
Jill Kaphengst	Kellee Tourdot		
Millie Evans	Dean Ruppert		

CALL TO ORDER:

The meeting was called to order by Stan Nofsinger at 1:00pm.

REVIEW OF December 15th, 2009 MEETING MINUTES

The minutes were approved as written.

New Member Introduction

Barbara Kastner, Jackson County, resigned and the vacancy has been filled by Jill Kaphengst. Jill is from Jackson County, has a degree in elementary education, has raised children, was the director of the convention bureau, worked many years in senior centers while participating on the State board of Wisconsin Senior Centers. Jill has since retired in Black River Falls.

Members of ADRC-WW Advisory Committee and present staff provided introductions.

UPDATE ON PARTNER COUNTIES

A representative from each partner county provided an update on how things have been going in the Jackson, La Crosse, Monroe and Vernon County offices of the ADRC-WW.

Monroe County – Sue Rettler reports from 3/1/10 – 3/23/10, 53 referrals were made to the ADRC-WW Monroe County office with 69 current open cases. In particular, MIPPA referrals have been increasing due to increased, positive marketing efforts. Pat Peterson adds to the discussion that MIPPA is a 4-county partnership for checking eligibility for a variety of programs an individual may be eligible for. This process starts in the ADRC. Tina Johnson adds discussion surrounding outcomes of the marketing efforts have been very good and beneficial. In addition, the ADRC-WW Monroe office has set a goal to conduct more outreach activities. Ongoing support and collaborative approach from all involved in the ADRC-WW has been very helpful.

Vernon County – Jean Klousia reports the ADRC-WW Vernon office is busy and receiving good referrals. In particular, Pre-Admission Consultation referrals are growing, and referrals are averaging 80-90 a month. The Social Service Aid position has had turnover and management is looking at how to make this better. Further, Jean explains ADRC-WW will probably be through original waiting list by the end of summer, if not sooner. Pat Peterson reports the Unit on Aging is primarily a serviced based agency and collaboration between ADRC and Unit on Aging is going well; constant communication between the two agencies are important; it takes all involved to keep public informed of what is going on.

Jackson County – Scott Omernick is no longer with Jackson County Human Services. Beth Smetana is filling the ADRC-WW Jackson Supervisory position currently and the filling of the position is being processed. In addition, a social worker resigned, therefore a LTE is filling in while this position is being processed. Although short-staffed, the ADRC-WW Jackson office is receiving supports from other departments and the partner counties of Vernon, Monroe, and La Crosse.

La Crosse County -

Peggy Herbeck discusses that Bett's Place of Peace in Rockland (targeting special populations of veterans and AODA issues), formerly known as Barron's, has had licensing issues and therefore the state has stopped certification and is now closing. ADRC-WW has been included in the state as part of the Chapter 50 relocation plan. There are 17 individuals residing there who have lived there for a long period of time. The LTC Ombudsman, Disability Rights Wisconsin, Director of Bett's, a state-hired facilitator, and the ADRC-WW are all part of the team. Every individual must have a living arrangement they are interested in prior to closing. Several individuals are interested in the Managed Care Organization. Many individuals are La Crosse County residents. Initially, one social worker was assigned to work on this project, however the project has turned into a massive effort including weekly meetings and ongoing assessment for LTC programs, keeping the two ADRC-WW staff involved very busy. The hope is that by May all individuals will have been moved. This is a good example of the different roles the ADRC-WW may be involved with.

Audra Martine provides an update on the Disability Benefit Specialist program. La Crosse hires all four DBS for the partnership. One has resigned, and therefore staffing adjustments will be made to cover the four counties.

Peggy Herbeck provides a report on the waitlist. See handout, *Enrollment Data ADRC-WW*. 38 individuals from the initial waitlist are still remaining and the prediction is 9/2010 that this original waitlist would be eliminated, although this is a conservative prediction. A new state system, called Program Participation System, has been converted for waitlist management. Once this transition is finished, the process of managing the waitlist will be smoother. Obtaining reports is difficult, however the state is making adjustments to build this into better reporting. Enrollments are staying fairly consistent. Priority slots are used in attrition slots (moved out of areas or deaths) and therefore can meet the needs of those individuals. Most individuals become enrolled within 30-45 days off of the waitlist; exceptions would be unique situations.

Peggy provides another report, *ADRC Survey of Current LTC Waiting Lists*, which breaks down the individuals per Jackson, Vernon, Monroe Counties, and

per target group (frail elder, physical disabilities, developmental disabilities) as of 1-5-10.

Audra Martine reports on Met/Unmet Needs. This determination is not an exact science, however tracked. See handout, *ADRC-WW Met/Unmet*. This is a state report and what they are looking for is the total number of met/unmet needs and in what area(s). For ADRC-WW, there is a large difference between met and unmet needs, which is a positive. There are examples of identified met/unmet need areas on the handout provided.

Jen Timm provided data on call volume trends from 2008, 2009 and into 2010. Data regarding requests for information/referrals from 2008, 2009 and 2010 was also provided. Outreach activities were also illustrated. See handout, *ADRC-WW Requests for Contact*. Jen also provided information on the Inter Rater Reliability Testing currently being conducted by the State to measure Long Term Care Functional Screen quality across the state of Wisconsin. All certified screeners complete the series of testing and are required to pass at a certain percentage. ADRC-WW results will be provided from the State after completion of the testing period and analysis.

BOARD MEMBER INVOLVEMENT AND FEEDBACK

Dean Ruppert reports on a press release from March 2010, from the Department of Health Services, regarding the federal administration of aging has recognized nationally the excellent pioneering work done by Wisconsin ADRCs; Wisconsin won the outstanding achievement award while recognizing the need for other states to follow the design of Wisconsin's ADRCs; other states may have offices staffed by two individuals, for the entire state.

La Crosse County ADRC was initiated October 1998, while MCOs initiated in April 2002. ADRCs in WI are now in 59/72 counties; Family Care is provided by 10 Managed Care Organizations serving 50 counties (will serve all in future) and serving 29,504 members.

Margaret Wood reports a Senior Edition article details a customer service survey; it would be helpful what name would appear on the caller ID in order to educate public on what to expect. Peggy Herbeck will follow-up.

Dorothy Will expresses concerns of looking at cost where reductions are being made to members of the MCO. She questions whether cuts to member services are also accompanied by administrative cuts. Dean Ruppert responds that MCOs are losing monies (last year \$6 million locally) across the state and MCOs may be seeing results of these cuts.

Pat Peterson reports another multicounty service beginning April 1st. A weekly bus called, "33 Express" will run on Fridays (starting April 9th) along Highway 33, from Hillsboro, LAX, Cashton, LAX, Hillsboro, etc.

IRIS / WWC OPEN HOUSE

An open house was held on January 12, 2010 open to all to provide information session on the IRIS and Western Wisconsin Care's Self-Directed Supports Waiver. The presentations were posted in the tribunes and everyone on the waitlist received

a flyer. The request for an IRIS presentation was made and to make fair the ADRC-WW wanted WWC to be able to provide a presentation on their Self Directed Supports program. Participants could participate in one or both. Most participants included ADRC staff and local provider staff. Turnout was fair but good opportunity for individuals to get information. Handouts available, if needed.

DISABILITY BENEFIT SPECIALIST (DBS) AND ELDERLY BENEFIT SPECIALIST PROGRAMS (EBS)

Tina Johnson (EBS) and Kate Lynch (DBS) are present to speak about their programs. The EBS program originated out of Aging Units, however the ADRC contract asks EBS' to be housed to a degree in the ADRC. The EBS' cover ages 60 plus and DBS' covers ages 18-59. Programs are similar, yet unique.

Kate Lynch (DBS) explains how assignments/referrals are received via ADRC-WW call center. The ADRC-WW Supervisors assign a DBS or a combination of DBS-Social Worker. Roles include assisting individual with an initial disability application, Medicare A,B,C,D, application for Medicaid, rental issues, financial issues, student loans and disability issues. The DBS program has a consult who is a program attorney through Disability Rights Wisconsin. This attorney may also be used for clients who need representation, on a limited basis. Disability Rights Wisconsin provides very good ongoing training while DBS' provide ongoing information sharing to the ADRC-WW. Social workers and call center staff are able to consult with DBS' as necessary. Often a DBS will bring in / request a social worker after meeting with the person because further needs are identified. This is a very collaborative and team approach in the ADRC-WW without the existence of "silos". A DBS is different than using a private attorney (e.g., for disability application) because DBS services are free. Attorneys recoup up to 25% of the benefit while DBS' can complete every step of an application, including representing the individual before an administrative law judge.

Tina Johnson (EBS) explains her program and a history behind the program. The program looked very different 10-15 years ago and was focused on medical billing only. Once the medical centers received computers and started taking care of medical billing issues; calls to the EBS stopped. Various programs, such as SeniorCare and Medicare Part D, were implemented and EBS' were brought in for such areas. There has been a huge dynamic of what EBS' have expanded into doing such as transportation, prescription drug coverage, insurance, landlord-tenant issues to name a few. The average client is 68 years of age and they anticipate that this age will decrease with time.

DEMONSTRATION OF VIDEOCONFERENCING

Connected with the ADRC-WW Vernon office to demonstrate the use of the videoconferencing equipment and explained various reasons for use.

UPCOMING MEETINGS/TOPICS

Will continue to meet the 4th Tuesday, every three months, except for December in which due to the holiday the meeting will be December 14th.

6/22/10 – Black River Falls

9/28/10 – Viroqua – will propose new date at 6/22/10 meeting due to a County Board meeting scheduled this date.
12/14/10 - Sparta

CLOSURE / REMARKS

Please call the ADRC of WW for further information, brochures, or any other questions or clarifications you may need.

Next meeting: June 22nd, 2010 in Black River Falls

Adjournment at 3:00pm.

The above minutes may be approved, amended, or corrected at the next committee meeting.

Jen Timm, Recorder