

AGING AND DISABILITY RESOURCE CENTER OF WESTERN  
WISCONSIN ADVISORY COMMITTEE MEETING

DATE: 3/22/2011

TIME: 1:00pm – 3:00pm

PLACE: La Crosse County Health & Human Services Building

PRESENT:

JoAnn Nickelatti  
Dan Beyerl  
Denise Lorenz  
Margaret Wood  
Ole Yttri

STAFF/GUESTS:

Dean Ruppert  
Peggy Herbeck  
Jen Timm  
Todd Bowen  
Mark Spaag  
Jean Klousia  
Sue Rettler  
Erica Larsen  
Pamela Eitland

EXCUSED:

Millie Evans  
Barb Mlsna  
Dorothy Will  
Jill Kaphengst

ABSENT:

Don Evenson  
Howard Garves

CALL TO ORDER:

The meeting was called to order by Margaret Wood, Vice Chair, at 1:00pm

NEW MEMBER INTRODUCTION:

Introductions are provided. There are two new board members present, replacing Stan Nofsinger and Pam Bendel. Denise Lorenz, new member, represents the DD population.

Denise is from La Crosse County and represents the Developmental Disability (DD) population. She is employed by Western Technical College as an instructor and has been in this position for 16 years. Prior to WTC, Denise worked at Riverfront; is also currently a volunteer guardian. Working with adults with developmental disabilities is Denise's passion.

Dan Beyerl is from Vernon County and represents the Physically Disabled (PD) population from Vernon County. Dan is now retired but has served as Director of East Central Wellness Project, a volunteer organization assisting AIDS patients within a nine-county area of east-central Wisconsin.

REVIEW OF December 14th, 2010 MEETING MINUTES

The minutes were approved as written, pending the revision to staff/guests present.

ELECTION OF NEW CHAIR AND VICE-CHAIR

Terms are open for both Chair and Vice-Chair positions. As Chair is vacant, this may be a good time to elect both a new Chair and Vice-Chair. Margaret Wood is appointed new Chair by the board. Dan Beyerl is appointed as new Vice-Chair. This will take effect now.

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 the Monroe office continues to remain busy. There have been a couple residency issues, particularly with the VA in Monroe County, however is working through such residency issues. Sue explains, naturally the office is curious about the impact of the Governor's proposed budget. The Monroe office remains appreciative of the help and assistance from surrounding counties, in particular the administration/oversight by La Crosse.

Vernon County – Jean Klousia reports a new part-time Social Worker started 1/3/2011. This has required a lot of training and is going well. The new worker is new to this type of work, however is transitioning into the role well; has passed LTC FS training / certification. The Vernon office remains busy and has had an increase in direct contacts by phone and face to face. Jean also provides updates on the current NIATX project. This is a quality improvement project the Vernon office has been working on in the area of providing services to walk-ins and how to better serve/give information needed on the first contact to increase customer satisfaction. A site visit will occur Thursday (staff from State / NIATX) and a three-hour meeting will be held to review this process. Currently, the project involves testing new tools and follow-up calls are being done by the Social Services Aid. Peggy adds new ideas have evolved from these discussions with the current NIATX project which will allow future intense short-term changes, across offices of the ADRC-WW.

Jackson County – Erica Larsen reports an increase number of referrals, especially via walk-in. Out of these referrals, multiple priorities for enrollments have surfaced. She reports a large increase in Ho-Chunk nation consumers and therefore they are trying to set-up education/outreach to this population. Jackie Deaver, SW, has been appointed to two new committees – *Resource Specialist Group* and *Grandparents raising Grandchildren* support group, providing professional support to each groups. All staff are signed up for the April 2011 ADRC Conference. This office remains busy as always. Todd Bowen reports he did secure the LTE for the upcoming FMLA staff vacancies.

La Crosse County –

Peggy Herbeck reports an update for Pre-Admission Consultation (PAC). PAC results when anyone who expresses interest in a CBRF, NH, RCAC that the facility is required, by legislation, to send the ADRC a referral. This allows the consumer the opportunity to talk with someone about services and to receive information on conserving individual resources. There has always been a question whether this is a valuable process; PAC has always been used as a marketing tool. The State will be revising the PAC pamphlet which will negate a requirement for follow-up of the ADRC and therefore PAC will be ending by the end of April. Instead, Section Q of the MDS, is now required to be forwarded to the ADRC. The ADRC-WW will outreach to the facilities to really ensure appropriate referrals continue to be made to the ADRC. As a 4-County ADRC, we continue to work on *AssistGuide*, which is a database of all community resources. This will be published and linked from our ADRC-WW website. This is geared and specifically written to be more targeted toward the individuals ADRCs serve. Eventually, all ADRCs across the state will be on *AssistGuide* and others will have access to use one another

s. Finally, a La Crosse office part-time Social Worker has transitioned into a full-time position in the Adult Protective Services unit. Therefore, the La Crosse office has posted and advertised this vacant position.

Mark Spaag, Disability Benefit Specialist, who is the most senior DBS in the State of Wisconsin, shares a consumer story regarding a successful navigation through “the system” of benefits. This assistance by the ADRC-WW allowed in decreasing the consumer’s monthly medication bills a substantial amount. This story is a good example of how the multiple systems involved worked together and the holistic approach the ADRC-WW takes toward its consumers.

#### ADRC-WW Statistics

Peggy Herbeck discusses enrollment data for ADRC-WW from December 2010, January 2011 and February 2011. See handout.

Dean reports on Wisconsin ADRC Fast Facts; Data from 2009 and 2010

- In 1998, nine WI counties began operating its ADRC as a pilot program.
- By the end of 2010, 35 ADRCs serve 59 counties, making their services available to 84% of the state’s adult population. Five more are anticipated when statewide implementation occurs.
- There are 25 single county and 10 regional ADRCs (serving between two to five counties).
- In 2009, ADRCs responded to over 308,000 contacts for assistance, averaging about 25,000 per month.
- Almost 70% of contacts are by or on behalf of someone age 60 years and older.
- In 2009, disability benefit specialists (DBS) helped over 14,000 adults with disabilities under age 60 (in 55 counties) access benefits, especially disability income.
- Elderly benefit specialists (EBS) in counties and tribes where there is an ADRC in operation in 2009 helped 22,500 elders access benefits, especially Medicare
- The financial impact of benefits counseling is considerable; DBS helped consumers access over \$42.4 million in benefits, with 82% of it coming from federal funds; EBS helped consumers access almost \$46.5 million in benefits, of which 68% were federal funds.

Jen Timm discusses call volume to the centralized call center and referral volume over the course of 2010 and so far this year. Outreach activities occurring in the four counties are also identified from first quarter 2011. See handout.

Met and unmet needs data from December 2010, January 2011 and February 2011 were provided. See handout.

#### Governor’s Budget Proposal

Dean Ruppert reports on the proposed Governor’s budget – see handout, *Family Care Enrollment Capped*.

Dan Beyerl questions if a sample letter could be drafted for submission to local legislators. Further discussion surrounding the idea of the ADRC-WW Advisory Board

development of a letter from the group took place. This may be signed by the Chair, Margaret Wood. The board could then seek further committee support within member's own communities.

Access/Intake Strategic Planning Team Recommendations

Jen Timm presented recommendations from the Access/Intake Strategic Planning Team; a group developed to develop recommendations surrounding the idea of a Single Point of Entry concept for use in La Crosse County Human Services. See diagram handout.

ADVISORY BOARD MEMBERSHIP / APPRECIATION / UPDATE

The 2011 ADRC Conference is upcoming in April. See handout / registration packet.

UPCOMING MEETINGS/TOPICS

2011 Meeting Schedule is as follows:

**June 28<sup>th</sup>, 2011 – Black River Falls**

**October 4<sup>th</sup>, 2011 – Viroqua**

**December 13<sup>th</sup>, 2011 - 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 28th, 2011 in Black River Falls. Agenda will be mailed.**

Adjournment at 3:00pm.

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

Jen Timm, Recorder