

AGING AND DISABILITY RESOURCE CENTER OF WESTERN WISCONSIN ADVISORY COMMITTEE MEETING

Date: March 27, 2012

Time: 1:00-3:00pm

Place: La Crosse County Human Services

Present

Daniel Beyerl – Vice Chair
Jill Kaphengst
Denise Lorenz
Jo Ann Nickelatti
Dorothy Will
Ole Yttri

Staff/Guests

Dean Ruppert
Peggy Herbeck
Audra Martine
Cheryl Neubauer
Christine Hovell
Pam Eitand
Jean Klousia
Erica Larsen
Pat Peterson
Linda Lezer
Sue Rettler
Diana Adamski
Pam Eitland

Call to Order:

The meeting was called to order by Daniel Beyerl, Vice Chairperson, at 1:05pm.

Review of Meeting Minutes from December 13, 2011:

Input requested by Daniel Beyerl as to any corrections or changes in the attached meeting minutes. There were no corrections or changes that needed to be made to the meeting minutes. Jo Ann Nickeletti approved and Jill Kaphengst seconded.

Partner County Updates:

Sue Rettler introduced Linda Lezer, the new director for Monroe County Human Services as of Friday. Sue discussed the current enrollment status for Monroe County. They have 80-100 referrals per month but not all want to enroll in Family Care or Iris. Some are information only. She expressed how grateful they are for the help that both Jackson and Vernon Counties have done in order to get consumers ready for enrollment when the cap is lifted.

Audra Martine from La Crosse County provided a case study which involved a consumer that has been working with the ADRC for four years. She explained how his needs changed over the years and the ADRC assisted him in different capacities based on his varied needs at different points in his life. After a stroke he was in need of residential services as his safety was compromised in his current residence. ADRC and APS staff were able to ensure his safety in a CBRF. Alzheimer's Family Caregiver Support dollars were used until enrollment into Family Care.

Erica Larsen introduced Christine Hovell, acting director for Jackson County for the past 2 ½ weeks. Erica states that they continue to work through their waitlist. There are only three people that have not been offered services up to this point. She spoke of the change in the Disability Benefit Specialist program which now provides a DBS in Jackson County three days a week.

Jean Klousia noted that the ADRC in Vernon County receives about 70-75 referrals per month. They are down one full time worker due to her maternity leave. The half time social worker will be filling in an extra day per week to help with the volume of referrals. Vernon County ADRC has noticed more individuals coming in to receive help with Economic Support services. They have set up a room with a computer and phone to help assist these consumers. Their waiting list is very minimal and some people are requesting to stay on the list but are not interested in receiving services at this time.

Dean Ruppert talked about the Family Care enrollment cap lifting on April 3rd the day after it is published. He spoke of the impact on consumers being devastating but this was minimized as much as possible in our four county region. Our four county consortium will be at full entitlement when the cap is dropped. There will be a process to go through as not all eligible people will be enrolled on day one. We will serve people as soon as possible in an orderly manner. If someone has an urgent need we will process their case as quickly as possible.

ADRC-WW Statistics:

Cheryl discussed the Call Center volume, referral volume and outreach activities for the past quarter (see handout). Denise Lorenz asked about the needs of people in the nursing home as there are less referrals than previous. Jean said that the relationship between the Vernon County ADRC and the nursing homes is vital. The nursing homes call them directly regarding residents and will also talk with ADRC staff when they are out at the nursing home. She feels this is critical so people don't fall through the cracks. Sue mentioned the Community Links that are used by the nursing homes and Peggy felt that outreach to the facilities is still important to make the ADRC's presence known.

Audra discussed the Met/Unmet needs over the last quarter (see handout). The two main categories across all target groups for unmet needs are Basic Needs and Financial Related and Disability/LTC services. She explained the breakdown of unmet needs by target group.

Peggy gave statistics of the enrollment data as of last week (see handout). Also discussed was the current waitlist broken down by each county. She is hoping by June that we will have all eligible consumers enrolled in the program of choice.

Options Counseling Video

Audra explained that this is a tool that the State has developed which helps to provide consistency across all of the ADRC's when offering options counseling to consumers. This video compares the IRIS program and the Family Care program. Staff and families have found this to be of value. The group watched the ten minute video.

Regional LTC Advisory Committee:

Diana Adamski, ADRC Regional Quality Specialist, explained that the formation of the regional advisory committee is written in state statute. The purpose is to bring together regions which have multiple ADRC's and MCO's to provide feedback and make recommendations to the Department of Health

Services regarding the performance of the State's LTC programs. Our region has two MCO's and eight ADRC's (see handout).

The request is for three representatives across target groups from this advisory committee and entails only attending one meeting which the Department will help facilitate. The meeting for our region will be held on May 22nd at the Skyline Golf Course from 10am until 3pm. Lunch will be provided. If someone is interested in being part of this committee they should contact Dean in the next week.

Diana also went over the Summary from the Public Forums on LTC which were held in the state in 2011(see handout). She said that attendance was sporadic and inconsistent. This was not a good indicator of services across the state.

Update on Economic Support Regionalization:

Pam Eitland gave an update on how the Western Regional Economic Assistance Consortium is working since the implementation on January 1, 2012. WREA is comprised of the same eight counties that are in the MCO. With the implementation of WREA came changes in staffing and supervision in local counties. Information and education to the public and community agencies was provided to make it known that there is a centralized place to call for benefits. Her feeling is that the word is getting out regarding the Change Reporting Center and Client Registration Unit and progress is being made as to how the process works. There is still some backlog in processing applications as there are issues with getting the correct documents attached to right cases, but that is being worked on. The ADRC is implementing a new process to streamline enrollment into Family Care. Child Support also is streamlining access to IM. Because WREA is extremely busy, the marketing has taken a backseat at this time.

Board Member Updates:

Dean showed the certificate for Margaret Wood, Chairperson of this Advisory Committee, in appreciation for her years of service. She has been on this committee since June of 2008. She will not be seeking reelection this spring and will be pursuing other avenues. Margaret was not at the meeting to accept the certificate so Dean will give it to her at the Health and Human Services Board meeting.

Pat Peterson, from Vernon County explained the new transportation service that will begin on July 1st. SMART (Scenic Mississippi Regional Transit) will provide transportation connecting La Crosse, Vernon and Crawford Counties. Three buses will run three routes, making four round trips a day during the work week. This transportation is aimed at students, tourists, senior citizens and workers. A trip is \$3.00 one way and can the bus can be used to send packages as well as riders. This is 80% State funded and 20% local match. The goal is to have 27,000 riders use this transportation per year.

Upcoming Meeting/Topics:

Next meeting is June 26th at Jackson County Health and Human Services in Black River Falls.

Adjournment at 3:00pm.

Minutes may be approved, amended or corrected at the next advisory board meeting.

Respectfully Submitted by:

Cheryl Neubauer

