

**WINNEBAGO COUNTY
AGING & DISABILITY RESOURCE CENTER (ADRC) COMMITTEE
MEETING MINUTES**

DATE: February 14, 2011

TIME: 3:30 p.m.

PLACE: Oshkosh Human Services Bldg., Room 33

Members Present: Ginger Beuk, Janice Dibble, Diane Egan, Jef Hall, Debra Hogue, Ann Jungwirth, Donna Lohry, Mike Norton, Deb Pahl, Rob Paterson, and Tom Widener

Members Absent: Jean Wollerman

Others Present: Cindy Draws, Public Health Department

Staff Present: Mary Krueger, Ron Duerkop, Mark Weisensel and Dorothy De Grace

1. Attendance:

Introductions were made.

2. Approve Minutes of the January 10, 2011 ADRC Meeting:

With no additions or corrections, Jef Hall moved for approval of these minutes; seconded by Ann Jungwirth and carried (11-0).

3. 2011 Community Options Program Plan Update:

Mary Krueger explained that the Community Options Program is a funding source for long term support services. Although many of the recipients of this funding have moved to Family Care or IRIS, the people that still benefit from this funding are those with mental health issues or children. Mary said we need the committee's approval before submitting our updated COP plan. The care management rate is reduced to \$73.47 per hour from what it was in previous years because a number of the long term support staff has moved to the Lakeland Care District to provide services through Family Care. Mary said we are eliminating the nursing home relocation policy from the plan, since that service is moved to Family Care or IRIS. Donna Lohry moved to approve the submission of the COP plan; seconded by Ann Jungwirth and carried (10-0; Hall abstained).

4. Policy Review:

Appeal & Grievance: Mary Krueger said the grievance procedure was created for individuals who have a complaint about the ADRC, Family Care or the IRIS program. Mary said staff is available to assist customers with the process. The three-step process involves: an informal internal grievance; a formal internal grievance; and a formal external grievance. A fourth step, if needed, would be a fair hearing with the state. Mary referred to the agency's internal complaint and grievance procedure handouts. Committee members gave input into the grievance procedure and policy format.

It was pointed out that hopefully many grievances can be resolved at the informal or formal internal level, and persons are encouraged to contact an ADRC Information & Assistance Specialist and/or the ADRC Manager to register a complaint before initiating the formal external process. A complaint can be filed via a phone call or an e-mail, or by completing a grievance form. Mary Krueger will make the suggested changes to the brochure and policy regarding the grievance procedure and bring it back to the committee.

5. Public Forum:

Mary Krueger said the state is looking to ADRC's to sponsor public meetings to get feedback as to the progress being made toward the goals of long term care. The purpose of ADRC's, Family Care and IRIS is to have a better service system for people to get the services they need with the right access, choice, quality and cost-effectiveness. Mary said ADRC's could team up with other ADRC'S or advocacy groups in their area for the public forum. She said service providers would not be invited to this forum, since they have opportunities to communicate through their trade associations. We would advertise the forum in advocacy newsletters, the local newspaper, and send letters to people that we know went to Lakeland Care District or IRIS. Any information that is gathered at the forum would be sent to the state. Jef suggested we have the advocacy groups help bring customers to the forum, but the moderators and listeners should be ADRC staff. Ginger Beuk said some of the consumers of Cerebral Palsy have CP staff as their advocate to help bring across what they are trying to say, so they would probably be interested in attending the forum. Mary Krueger referred to the list of discussion questions for the forum that were prepared by the state and would need to be answered by the customer or guardian. Jef Hall moved that Winnebago County host a public forum sometime between May 1 and July 31 to be determined by staff; that we work with other groups to get people to attend; publicize the six questions (from the state) in advance; and invite customers or their guardians to be speakers. The motion was seconded by Tom Widener and carried (11-0).

6. ADRC Committee Chair, Vice-Chair Selection:

Since the committee had expressed interest in choosing a chair and vice-chair for the committee, Mary Krueger opened the floor for nominations. Debra Hogue nominated Mike Norton for chair; Diane Egan nominated Donna Lohry. With a ballot vote being cast, Donna Lohry was elected chair of the committee. Ann Jungwirth nominated Jef Hall for vice-chair; Diane Egan nominated Janice Dibble; Debra Hogue nominated Mike Norton. A ballot vote was cast which resulted in Jef Hall being elected vice-chair.

7. ADRC Updates:

Mary Krueger said the Governor's proposed budget includes a reduction of approximately \$3 million to ADRC's. She said she received information from the Office of Resource Development that it would be a reduction of the amount that is unexpended in the fiscal year because of the late start-up of ADRC's in Dane and Rock counties. It won't affect the functioning of current ADRC's.

Mary informed committee members of an upcoming ADRC Conference to be held April 12 and 13.

Ron Duerkop explained that the functional screen which is used to help determine eligibility for long term care services has had technical changes, making it difficult to access different computer screens. He said we are working collaboratively with Public Health Department on the issues.

Ron said we continue to see some providers “backing off” from Family Care because of contract issues, etc. Therefore, some of the customers are coming back to us for services with IRIS. We have been working on re-screening issues that have occurred relative to those individuals.

Mark Weisensel said he has been giving public presentations about our ADRC. He talked at Oshkosh North High School to the teachers of disabled students. They had questions about the transitioning of developmentally or physically disabled students into the community after high school. He also spoke to the League of Women Voters.

8. Sharing of Compliments/Complaints from Community, Consumers, Providers:

Mary Krueger said she recently spoke at a meeting of parents and guardians of disabled individuals regarding ADRC services. She said that at that meeting she clarified that Lakeland Care members must work with their care management team if they need benefit specialist services.

With no further business, Tom Widener moved for adjournment at approximately 5:00 p.m.; seconded by Jef Hall and carried. The next meeting of the ADRC Committee will be held at 3:30 p.m., Monday, March 14, 2011 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:
Dorothy De Grace, Recorder