

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

DATE: December 13, 2010

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 Dept.; Pam Groeschel and Shari Schuelke, Office of Resource Center Development

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

1. Attendance:

Introductions were made of each person present.

2. Approve Minutes of the November 8, 2010 ADRC Meeting:

With a correction to a name, Donna Lohry moved for approval of these minutes; seconded by Ginger Beuk and carried (10-0). Pahl not present yet.

3. ADRC Facility Survey:

Pam Groeschel from the Office for Resource Center Development explained that she is the local technical assistant to the ADRC Resource Center in Winnebago County, and she is available to provide guidance to Winnebago County's ADRC. She spoke about the work that the state has done on the location of the physical plants of the local ADRC's. The ADRC's must be easy to find; be warm and welcoming; and be accessible. Pam noted that Wisconsin is recognized as the national leader for the work in ADRC's. We have a person-centered approach and our services are offered to all individuals regardless of income or the type of service required. As the pioneer of ADRC's, Wisconsin has been the recipient of several federal grants. In the last two years, 17 additional ADRC's have been developed in Wisconsin. We now have 85% of the state with an ADRC located within a county and the goal is that within the next two years we will have ADRC's statewide. Pam said the state has developed a survey for ADRC governing boards/committees regarding the location and physical plant of the ADRC. The survey is to be completed from the perspective of a new customer's experience going through the ADRC facility. The purpose of the survey is to identify what is or isn't working in our ADRC in regards to its physical location; to learn more about customers' perceptions and needs; to validate our successes; and add to our existing knowledge and best practice of ADRC's in Wisconsin. Pam said she shares survey results with each ADRC so they can learn from them. She shared copies of the survey form. She said she would like one completed survey to reflect the whole committee's viewpoint. It was decided that each committee member should make an effort to go through the ADRC before the next meeting and be prepared to discuss what they found. The committee will then decide if they have enough information to complete the survey at that meeting or wait until the following month.

4. ADRC Update:

Mary Krueger said there had been a concern that when someone called the ADRC phone number the Audix was found to be full. Another concern was that phone calls sometimes go directly into Audix. Mary explained that if the receptionist is on the phone with another person, a new call would go directly into Audix. She said Audix messages are reviewed and emptied as soon as possible every day. We have a 24-hour turnaround for responding to Audix messages. Ron Duerkop said our expectation is for on-call ADRC specialists to return all calls before leaving at the end of the day. He said they've encouraged staff to use one of three different greetings on their Audix: 1) give our office hours and when to expect a call back; 2) explain that the employee is currently on the phone; and 3) explain that the employee is frequently out of the office. Part of the greeting is for the caller to press "0" or a different phone number to speak with someone right away. There is a separate greeting if the employee will be out of the office for an extended period of time. Mary Krueger said the receptionist answers the phone and gets the caller's name and the main reason for calling, then transfers the call to the Information & Assistance Specialist or Benefit Specialist. She noted that sometimes employees are "out in the field" working and therefore not available for phone calls. Jef Hall suggested we tweak the system to improve on the number of calls that get answered right away with a goal of 100%, knowing we will only get close to that goal because of the conditions we have.

Mark Weisensel said he will be meeting in January with a small group to discuss transportation issues and how to better coordinate volunteer transportation within Winnebago County. He said he has been giving a lot of presentations to community groups about the ADRC. He was also a guest recently on two television talk shows and two radio talk shows where he spoke about the ADRC. Mark will be meeting with Jef Hall for additional ideas for his marketing plan which must be sent to the state within the first year of operating the ADRC.

Ron Duerkop said we average about 12 walk-ins in Oshkosh per week and four in Neenah. We receive referrals via mail or FAX, as well as about 5-6 preadmission consultations (PAC's) per day. Referrals are from home health agencies, nursing homes, senior centers, and other sources.

Mary Krueger said our staff does 100% time reporting of their work (every 15 minutes), because we can draw down more federal dollars for some of the activities. Our budget is based on the allotted dollars from the state and state-estimated federal funds, but we are planning to give a realistic expectation showing additional federal dollars.

5. Policy Review:

We will review the policies at the next meeting.

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

Mike Norton commented on the Aging Conference he recently attended. One of the sessions discussed how some counties are becoming aging-friendly communities. Mike said he would like Winnebago County to become aging-friendly. Ann Jungwirth said the Oshkosh Committee on Aging has been working with other organizations on having Oshkosh be a quality place for aging citizens to live.

Pam Groeschel complimented Winnebago County on a recent time-sensitive situation that involved the ADRC working with the Economic Support Division and Family Care in close collaboration. She said the great work that the staff did should be recognized.

With no further business, the meeting was adjourned at approximately 5:10 p.m. The next meeting of the ADRC Committee will be held at 3:30 p.m., Monday, January 10, 2011 in Room 33 of the Oshkosh Human Services Building.

Respectfully submitted:
Dorothy De Grace, Recorder