

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

MEETING MINUTES

DATE OF MEETING: Monday, January 9, 2023

TIME OF MEETING: 3:00 p.m.

PLACE OF MEETING: VIRTUAL – Meeting recording can be referenced for additional meeting details

Members Present: Paul F Janty, Harold Singstock, Michael Norton, Kate Pfaendtner, Jan Olson, Rob Paterson, Elizabeth Jones, Brook Slick (SP?), Jim Lauer

Members Excused: Tamar Mathwig, Fritz Rudy

Staff Present: Beth Roberts, Brian Nagler, Nicole Davis-Dawald, Lori Duclon

Paul Janty called the meeting to order at 3:00 PM.

1. **Public Comments:** No public comments.
2. **Approve Minutes of the December 12, 2022 Meeting:** **Harold Singstock** made a motion to approve the December meeting notes, motion seconded by **Michael Norton**. **Rob Paterson** suggested clarifying minutes by spelling out acronyms of FMLA and SEI. Minutes approved as amended.
3. **Adult Protective Services (APS) Presentation – Nicole Davis Dawald:** Nicole provided the committee with details on concerns voiced about how the lack of staffing is impacting the care that is being provided to residents in care facilities and that the State has been tracking APS referrals.

Nicole reported the following APS statistics for Winnebago County in 2022:

- 31 emergency protective placements in 2022. 21 dismissed by the courts.
- 127 guardianships
- 171 protective placement reviews. 2 reviews contained staffing concerns.
- 607 APS referrals – which is only 2 more than in 2021; however, increased complexity of cases (ie. mental health, homelessness concerns).

Nicole reported some staffing concerns she has recently seen referred to APS included a weekend where no staff showed up at a facility in Appleton in which eight Winnebago County reside, in 2021 one Winnebago County resident having died from sepsis, and two other residents suffered falls after attempting to get up on their own.

Nicole reported that Beth recently attended a training where the following survey statistics were shared regarding turnover rates in the caregiver profession:

- 62 % average turnover rate for caregivers in the US
- 50 % turnover rate in Wisconsin
- 59 % of caregivers have been working in the field for less than a year
- 43 % of caregivers have been working less than six months
- Median wage is \$13/hr.
- 73 % of caregivers reported leaving the field due to pay
- 29 % left due to benefits
- 19 % left due to inconsistent scheduling
- 25 % of caregiving positions in Wisconsin are currently open
- An estimated 20,000 additional homecare workers will be needed in 2024.

Nicole stated that following COVID, there has been an increase in impoverishment and mental health concerns and that staff doing outreach at the Day by Day Warming Shelter have reported significant mental health issues from individuals seeking services there. In response to the question of how the estimate was determined for anticipated shortage of number of home care workers, Nicole believed this is calculated by number of staff needed to fulfill referrals received. Nicole stated that the study did not indicate whether people had left caregiving positions due to mandated overtime.

Beth Roberts stated the presentation also included possible solutions including a 5% wage increase, accepting out-of-state CNA licensures, and a fully paid 40-hour training program for a certification which would increase wages. Should costs go beyond the funding from ARPA, the State would need to seek legislative changes which can be supported by both statistics and anecdotal stories of deaths directly attributed to this issue. Being proactive before issues arise can be key such as how to "age in place", helping neighbors out, garner natural supports, as a community help each other in order to save the facilities for those who are in dire need, age-friendly initiative ideas, connecting people within the community in order to prevent social isolation, and staying active. The State is also looking into how the refuge and immigrant workforce can help out with the problem. Members discussed that there is a responsibility towards those who have unmet needs including those who are "underserved" possibility residing in their homes.

4. **New Committee Members – Beth Roberts:** Self-introductions were provided by all committee members.
5. **Reports - Committee Member Updates:**

Beth Roberts:

- Committee members were in consensus to condensed meeting minutes and should members want more details to either view the recording or bring up a discussion as old business.
- Next month, Alicia will provide a dementia services update.

Brian Nagler:

- This month 52 enrollments packets went to Family Care and IRIS.
- Interviews will be conducted for the MA position opening.

Members discussed the handling of crisis situations. The telephone number to call for crisis services number is readily available to the public.

Lori Duclon:

- Lori will attend meetings when Alana Erickson is not attendance.
- Lori reported that she has also witnessed that wages are an issue for nursing and in healthcare.

A group of staff volunteer as "snow angels" who help shovel neighbor's driveways and at times check on individuals receiving the service. Members discussed their hope is that businesses, neighborhood associations, schools, service clubs, and retired individuals will begin similar concepts. A volunteer coordinator for this type of service would be helpful without duplicating efforts by the United Way. An additional idea discussed was educating young people about accountability towards others in their community. Further discussion on this was diverted to being an agenda item for next month.

Harold Singstock had no updates to report.

Liz Jones:

- Provided information on an article from July 2022 regarding staff leaving their professions in that retail fell 1.7 % whereas nursing and residential care fell 13%. Reasons for leaving were attributed to working conditions, wages, and inconsistent schedules.

- There will be no Walk for Autism this coming year.

Jan Olson reported she will try to attend February and March's meetings via Zoom.

Kate Pfaendtner had no updates to report.

Mike Norton:

- Mike inquired into when the HELP Program will be able to present to the County Board. Beth reported the HELP Program starts on Monday and will provide an update to the County Board in an upcoming month.
- As part of April being National Autism Month, Mike reportedly needs the County Board to pass a resolution in February which would include having blue lights displayed. Also, April 2 is International Awareness Day.

Rob Paterson shared an article about two veterans who passed away while in the care of the Wisconsin's Veteran's Home at King, Wisconsin.

Michael Robinson had no updates to report.

Brook Slick shared in her experience, one of the reasons caregivers are leaving the profession is to start their own cleaning service in order to make more money. There was additional discussion that due to the limited funding per person, homecare agencies are being sought for cleaning services as their fee for cleaning is substantially less. And that some individuals do not want to work in homecare if they have to do cleaning as their preference is to provide a service that focuses on personal care.

7. "Community Beat" – Sharing of Compliments / Complaints from Community, Consumers, providers – No updates to report.

Meeting adjourned by **Paul Janty**.

Next meeting: February 13, 2023