

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

MEETING MINUTES

DATE: 04/11/2022

TIME: 3:00 p.m.

PLACE: Zoom

Members Present: Paul Janty, Larry Lautenschlager, Jan Olson, Harold Singstock, Claire Steger, Pete Christianson, Tamar Mathwig, Michael Norton, Elizabeth Jones, Rob Paterson

Members Excused: Kate Pfaendtner, Fritz Rudy

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

Others Present: Alana Erickson Health Department

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

1. Public Comments:

No members of the public were present at today's meeting.

2. Approve Minutes of the March 14, 2022 ADRC Committee Meeting Minutes:

Jan Olson motioned to approve the March minutes and **Harold Singstock** seconded the motion. The motion was approved by all members.

3. Housing Study presentation dates – Beth Roberts:

- The first presentation will be held Thursday at 3:00 PM at the Miron Construction Facility in Neenah. Beth is waiting to hear back from Kari from UW-Oshkosh regarding targeting specific people for event promotion. Beth stated this will also be on the Facebook page again so Beth asked committee members who are Facebook friends to repost the promotion.
- An in-person presentation is scheduled for April 27 at 6:00 PM at the Coughlin Center.
- The Zoom presentation is scheduled for April 25 at 3:00 PM. Beth shared the Zoom link for the presentation or members may contact Beth to receive the link via email.

Jan Olson asked if these presentations were meant for developers. Beth replied the presentation is for developers, providers of services who may be wondering if there is a need for additional services, and the community as a whole who are interested or wish to help support these efforts. **Paul Janty** added that this is an introduction to a big topic which will start up the conversation with a variety of stakeholders of how to collectively work on this ongoing effort.

Alana Erickson stated she appreciates the multiple formats and has been sharing the Zoom link with many staff and partners who are asking for an explanation of why this is "such a big deal."

Beth Roberts stated she did not know what role the ADRC Committee will have in this; however, hopes this is the beginning as this has certainly sparked interest amongst others.

- 4. Transportation Updates – Nicole Davis Dawald:** Nicole reported that she was not in attendance at the last meeting; however, transportation has been an issue including the transition from Cabulance to Running Inc. The contract with Cabulance states that the transportation provider basically has a one-day window and that rides need to be scheduled a day in advance, but Cabulance was always willing to try scheduling rides right away. So, some upset individuals have called the ADRC feeling like the change in providers has impacted their quality of life from having to always have to plan a day in advance or longer to get a ride. Nicole stated she did talk to paratransit about this who is going to address this by trying to accommodate whenever possible; however, cannot be held accountable to do so as the contract does state one business day. Nicole stated that with regards to rural rides, the program is ten one-way rides per month at a discounted rate. Nicole reported receiving a lot of calls from individuals going to dialysis, have physical therapy, or other medical issues that require more rides and are asking for help finding alternative ways. Nicole reported having found a couple of options, unfortunately for non-ambulatory individuals, ADVOCAP and Make the Ride Happen are not able to assist due to not having enough drivers that are physically able to help individuals. So, for anyone who is not ambulatory, Nicole stated the volunteer driver programs will not work. With regard to individuals who are ambulatory, there is a program Nicole found out about through 2-1-1 giving people lift vouchers for \$25/ride. Holly with Make the Ride Happen is willing to take lift vouchers for some of those transports. Nicole reported that when someone calls the ADRC, the plan is to look at all possible options because of not being able to fund every person out there that needs a ride. Nicole reported trying to find out if anyone has extra assets that they want to spend, or maybe someone at their church, or a volunteer in their neighborhood who would be willing to help out, or family members who can help out with some of their rides so that the ADRC is not responsible. This problem is everywhere right now, not just in Winnebago County.

Beth Roberts spoke about LSS having purchased a wheelchair accessible van and only had one driver at the time who could transport non-ambulatory individuals one day a week. Beth asked if there are any drivers for their van. Nicole responded that she had talked to Holly who indicated they were not able to help. Because a lot of drivers were not working during COVID, ADVOCAP is hoping that with the reduced infection rates that volunteers will come back. As of right now, ADVOCAP is unable to transport non-ambulatory individuals. Nicole continues to make referrals for non-ambulatory rides in case they get a driver that same day and end up being able to do it.

Nicole stated another problem is the perception individuals may feel that volunteer drivers may not be reliable or consistent. Nicole stated a backup plan can be worked on; however, individuals need to try the volunteer drivers first simply instead of being unwilling because of the "what if they don't come" perception. Nicole reported having received a call from Cabulance stating they did not know what to do due to having 15 more people needing rides. Nicole stated that each person needs to be spoken with individually to determine if other ride options are possible so that everyone is not funded through the county. The hope is to build the volunteer rides back up.

Mike Norton asked Nicole if the County still funds the entire ride as there had been an issue of some towns not paying their share and that he got the county executive to have the county pay for

the entire ride or whether the county pays half for the rural rider. Nicole stated that the ten rides they get are discounted, they pay \$7 and the county pays the other half. Mike stated that for two months he had to use this kind of service and was told to call early, even though the ride requests were for medical reasons, and that is a concern. He also asked if the County is acting as a transportation coordinator. Nicole responded that a lot of times medical rides go through the individual's insurance which would be done by Veyo or one of the medical transportation companies. Nicole clarified that was talking about the paratransit rural rides ticket which is provided by the County in the form of a "blue card" with 10 rural rides going either way. For individuals in the city, more rides are available. Nicole stated that one of the issues with rural rides is happening because one of the dialysis places moved out of the city, which automatically makes those transports into rural rides. Another issue is for individuals who live on the outskirts of the City of Oshkosh; which would be considered a rural ride. Rural rides have a \$7 fee for each of their 10 one-way rides per month.

Mike Norton asked what the fee is for rides with an in-city address starting point to an in-city destination address. Nicole stated that in-city ambulatory residents have unlimited rides through the Senior Dial-A-Ride Program for \$4.50/ride or \$6.00 on holidays and weekends. There is also an ADA Dial-A-Ride Program for those with a walker or cane with fees of \$3.00 to \$4.00 Mondays through Saturdays. The blue card is the Rural Over 60 or individuals with a disability which costs \$7.00 with ten one-way trips. For those who run out of trips, Cabulance charges \$40 to \$50 each way either funded by the County or private pay.

Mike Norton asked whether Valley Transit has a similar program for Neenah, Menasha, and Fox Crossing. The thought is if both are being subsidized, that both programs should then be on a similar level. Mike voiced he would love to have a similar program available for Omro and Winneconne. **Beth Roberts** stated that Oshkosh offers beyond the requirement. Mike stated that Oshkosh will provide services almost 24/7 and Valley Transit will run services only until 11:00. He voiced the hope that price-wise these are equal.

Paul Janty asked if there is any discretion on the rules governing the paratransit program. Nicole stated the ADRC receives an 85.21 grant and then is funded through the county. Paul questioned, as transportation is a big deal, that it be looked at critically as far as funding streams at some point. Nicole shared she thinks it is a great thing to look into in the future as this keeps growing into a larger issue. The biggest transportation issue currently is the dialysis center moving outside of the City of Oshkosh. **Beth Roberts** stated for people who cannot afford the transportation and do not have Medical Assistance, there is the choice to switch to the other dialysis center as it is covered. Nicole added that ADRC is running into a lot of hard decisions and finding that a lot of times people do have the assets; however, do not want to use them. The County is trying to be very fiscally responsible to ensure that those who really do not have any other options are being helped as well as being able to help out in emergent situations.

Nicole shared she toured the Oshkosh transit facility and felt the buses are really nice and clean. She appreciated the effort which has been made to make the buses accessible and nice. The buses are getting the Quest System that Nicole describes as automatically "hugs" the wheelchair. This system allows people the independence to board the bus and into a safe space in the bus without assistance.

5. **Next meetings – Zoom, in-person, or hybrid – Paul Janty:** Paul stated that last month he wanted to raise the question to get a sense of the Committee thoughts relative to meeting format. Paul stated he is aware that some members are anxious to get back to in-person meetings while others like the Zoom format.

- **Pete Christianson, Claire Steger** – voiced that either format is okay with them.
- **Jan Olson** – is okay with either format, but does like that Zoom eliminates an hour of travel time for her.
- **Elizabeth Jones** – Zoom cuts out travel which is half of a day to go to the meeting.
- **Tamar Mathwig** – appreciates the Zoom option as today she is taking care of a handicapped individual and is able to participate in the meeting only because of Zoom.

Paul Janty stated that as committee members are in favor, the current practice of meeting via Zoom will be continued. This will probably be looked at again in September or October to see where members are at.

Beth Roberts launched a poll for members to vote via Zoom to ensure everyone who has not had a chance to speak up has a vote. Beth stated she can look into options for hybrid and is uncertain of the ability for the May meeting as she has not found a good place for this to go well as she has been in hybrid meetings which have not gone well. Beth stated members should plan on a Zoom meeting; however, she will be exploring options for future meetings to be hybrid.

6. **Specific Information Requested for Caregiver Shortage Survey – Beth Roberts:** Beth stated she started to put together a survey of regarding the caregiver shortage and asked members what specific questions provider agencies and facilities should be asked. Suggested survey questions were:

- **Brian Nagler** – Facilities – "Do you have an adequate facility to meet the requirements of your state licensure?" as that is very specific because people are on dayshift, evening shift, and night shift.
- **Nicole Davis-Dawald** – "Do you have adequate staffing to have full capacity of your building?"
- **Mike Norton** – "What are the turnover rates within a given year?"
- **Claire Steger** – "How many people have you had to turn away". Claire stated she believed the demand is there and it would be interesting to learn how many are declined per month.
- **Brian Nagler** - MCOs There is a delay in the onset of some plans because the supported homecare agencies are not able to find staff. From that perspective – "What is being done by MCOs to contract with new supportive homecare agencies rather than rely on the few that we have – is that something they are working on?"
- **Paul Janty** stated that Brian's question alludes to starting the conversation with the housing study that if the goal is to generate approximately another 150 beds or so each in the next years, to ask MCOs what they are doing about it.

- **Larry Lautenschlager** commented he liked Claire's question as he knows it happens quite a bit. Even the new facility on Jackson Street will not take individuals in need of any sort of nursing care, so it would be interesting to see how many people have been turned down. **Claire** attested that years back prior to the staffing shortages, that several places would not take her mother because of the acuity of care involved. Claire brought up an article called, "*No Place for Dad*" about a man in Fitchburg who no one would take.
- **Nicole Davis-Dawald** stated she currently has four consumers whose placements have given notice in 2021 who still remain in those placements because no other place can be found that will take them. Nicole stated she emailed DHS asking what is their role in helping with this because the current facility is frustrated as they want the clients moved and the MCOs cannot find an alternative placement due to difficulty to manage or have a high level of need.
- **Elizabeth Jones** stated she had heard that the reimbursement rate went up for supportive employment through DVR allowing them to pay more for their employees. She believed that respite and supportive homecare remained at the same rate. Elizabeth stated the question she thought should be asked is "What needs to happen to be able to hire? What they are seeing in employment trends? Is it the working conditions, is it the hours, either not enough to be full-time, or is it just straight out hourly pay?" Beth clarified that effective January 1st, the reimbursement rate from managed care and waiver organizations went up 5% for all services; however, is uncertain how the State rolled this out to providers. Elizabeth stated that then maybe the question could be whether agencies have been able to get more staff hired now that the reimbursement rate went up. The reason for asking is to determine whether the issue is just money or if it is about the job that is making it more challenging to find staff.
- **Beth Roberts** stated that one of the reasons for the caregiver shortage is sheer numbers. Even if every unemployed person in Wisconsin were to take a job within the caregiving field, there would still be a caregiver shortage. The numbers are attributed to the baby boomers retiring, birth rates, pay, comparable jobs, available shifts include evenings and weekends, along with the new generation entering the workforce are job hopping at a much higher rate.
- **Jan Olson** stated a friend of hers who is managing one of the CBRFs has shared with her the difficulties of getting qualified staff and that often new hires do not show up for orientation.
- **Elizabeth Jones** stated in the past, job openings like this were highly sought after by individuals who were new to the country. Perhaps with the number of individuals leaving the Ukraine, that might be a possibility. Other possibilities members brought up included: Afghan refugees, Central America, and South America. **Paul Janty** stated that the Madison area UW hospitals has done an exceptional job of working with new immigrants. **Larry Lautenschlager** stated that individuals would have to be trained and work out language barriers. Larry stated he had talked with staff from Mendota Mental Health who experienced the issue of not being able to communicate with other staff on the same shift due to speaking different languages.
- **Nicole Davis-Dawald** stated that one of the biggest problems with homecare is having to drive from home to home. Nicole encountered individuals willing to do the care but did not have a driver's license, reliable transportation, or were unable to pass a background check.

- **Pete Christianson** shared that his fiancé's niece is a trainer who states that she gets many people who "do not want to work", do not want to show up for work, or take a night shift with the intention of being able to sleep all night, but are not producing anything.
- **Paul Janty** asked if there is a checklist of all the steps and approvals needed to open a five-bed facility and additionally asked how long that takes. **Beth Roberts** stated she worked with an individual who did not have anyone to help him and it took well over a year to become licensed. For someone who is very well-versed and has everything already aligned, the shortest timeframe likely would be 90 days. Realistically, 6-9 months is the timeframe. **Larry Lautenschlager** stated he had looked at doing a 6-8 bed facility when he first left Winnebago and there were many hoops even with having nurses lined up.
- Members should let Beth Roberts know within the next week or two if there are any other questions that should be included.
- **Paul Janty** asked if there is a dashboard available that can be looked at related to what is happening across the county. Beth indicated this is not available yet. Paul stated that a report would provide the ability to conduct a trend analysis which could be beneficial to the community. **Mike Norton** agreed adding that city/municipal needs to be included to get their encouragement of developers involved in these projects too.

7. Reports:

- a. Alana Erickson – Public Health: Alana provided the following updates:
 - Although it may feel like COVID is done, this is not the case. However, moving on for Public Health means having some major intentionality about the treatment of staff. Reports indicate that of the Public Health workforce, about 1 in 4 is dealing with some PTSD from the longer hours, no breaks, and the confusion between home and work-life. Alana reports trying to be as supportive as possible as staff who have made it through this have learned a lot and have made a lot of relationships within the community of which they want to carry forward. There will be a lot of meetings across departments. Alana's division is working specifically with Human Services, providing ADRC updates, APS, Behavioral Health, and Crisis to find out what is being heard from the community, what alternatives have been utilized in place of Public Health during the pandemic, as well as utilize strategies such as provide deeper medical support from nurses.
 - Alana stated that communicable diseases are hard for the public to understand including some having a major fear when there is a variant and going right back to where we were. The variants of COVID feel a little bit more like the variants of COVID always were; however, people are much more hypervigilant of watching the news for it. How to adjust that risk communication to help people understand that long-term they know how to deal with this disease for the most-part term and that it is how to bring the rest of the community to understand prevention strategies. Alana stated the vaccine was a major part; though was not the only part and that people need to understand that vaccines do not prevent diseases, they teach us how to handle the impact on our society and how to live with diseases because we will never be able to control diseases.

- Alana shared Public Health is starting to come back and hopefully will be at a lot of the other meetings that have similar stakeholders such as the committees on aging, the municipalities, and Artech again. Next Monday, Alana will be presenting at a UW-Oshkosh learning and retirement class to talk about broader aspects of healthy aging in Winnebago County, the aging plan, and how this has spurred the recognition of being an AARP-friendly community with subgroups now working on the social determinants of health.
- Alana had a question she was asked to bring to the group – With the seven Housing Authority locations, one of the post-COVID concerns is that inspections are starting up after the lengthy timeframe where individuals have been isolated and homebound and there are some significant cleaning needs. Some of these adults understand that the responsibility is theirs; however, need help due as they cannot physically handle this or lack the organizational skills. Alana stated that hiring in remote areas (specifically Omro & Winneconne) has been next to impossible with prices \$30+/hour or just no availability.
- **Beth Roberts** stated that some people have had success with Care.com which offers the ability to pick-and-choose someone who lives nearby so transportation does not become an issue, eliminates the worry of turnover as this is the one person who you will hire, etc.
- **Elizabeth Jones** reported there is an app called "Next Door" which is how she found someone to help at her house. Elizabeth stated the app is nice as you are able to hear from people who had hired these individuals in the past. Alana stated she has personally used that; however, reported there is a lot of fear when social workers recommend people they have not personally.
- **Mike Norton** asked Alana that with COVID, ReThink used to have a spring time meeting with county board supervisors. Since there are a lot of new board members, Mike stated that it would be beneficial for Public Health to re-educate/inform board members at the June meeting regarding the role of Public Health and provide updates on activities. Alana said she has enjoyed past tours and hoped the new board would have an interest or suggested the option to do a virtual recording which could be shared with new board members.
- **Mike Norton** informed the committee that last week was National Public Health week and gave a shout-out to all that Alana and her staff have been doing.
- **Jan Olson** asked for an update on vaccination rates and the ongoing push for that. Alana stated that participation has plummeted at routine vaccination sites. There was a little "blip" when the additional booster was available. Standard places such as Sunnyview will likely be kept open through the fall given the assumption that cases will rise in the same type of trajectory that flu does once people come indoors and the air changes. More vaccination outreach is very population-targeted. Questions are being raised as to the specific reasonings why some individuals have not been vaccinated thus far – communication and trust issues, lack of understanding that the vaccine is free, language barriers, etc. Alana stated it is time consuming to help individuals get caught up on their vaccinations. Cindy has come back as a very strong leader for the travel vaccine group. When a bigger turnout is expected, more

subs are utilized. Last week Oshkosh North High School had a very low turnout of approximately 20 people.

- Brian Nagler stated that Public Health has reached out to his office and will be attending the April 26th team meeting to provide updates. Alana stated that unplanned things continue to come up for administration. Nurses will now have a little bit of an ease in their schedule and need to reconnect in order to feel like part of the solution going forward even it means not doing contact tracing and giving shots every day.

b. Brian Nagler – ADRC:

- Brian reported being in the process of hiring an MA assistant to serve as liaison between the ADRC and Economic Support Department in helping individuals get Medical Assistance. For the first time in the interviewing process, Brian and Beth experienced some individuals not showing up for their Zoom interview. The position does not require a degree other than a high school diploma. The position has been offered to young gentleman who Brian feels will be very workable.
- Brian stated he recently did a data export for the State with March having 1681 total chartable staff contacts from 558 unduplicated callers to the ADRC. Of those, 143 functional screens were completed to determine physical eligibility for IRIS and Family Care which led to 46 enrollments to Family Care/IRIS. This illustrates there are a lot of need-based calls; however, only constitutes a fraction of what the ADRC does. Brian stated the ADRC is busy and the MA Assistant needs to happen in a decent timeframe as staff have been adding that part of eligibility back on their job. At some point in May, there will be an FMLA for a maternity leave and coverage for that position is currently being discussed.

c. Committee Member Updates:

Liz Jones stated it is Autism month. The Autism walk is not being done this year; however, might get picked up next year by a new organization.

Pete Christianson stated that on the first of the month, the Lion's locker sent another shipment out to Orphan Grain Train. Representative Rachael Cabral-Guevara's assistant called and wants to visit the locker. Pete reported there have been many referrals requesting knee scooters and ordered four last month and is again ordering four more. He reported receiving a lot of referrals from various facilities from individuals with no transportation. Pete reported receiving many referrals perhaps attributed to the warmer weather as well as a record number of Tuesday phone calls and 39 handouts in a two-hour timeframe. Pete welcomed Committee members to visit the locker. **Beth Roberts** reported being contacted on Friday by the mayor of Oshkosh about setting up a mini-version of the loan closet in Oshkosh to ease accessibility for Oshkosh residents. Pete stated that a few years ago a mini closet was almost set up at the Senior Center, but there were not enough volunteers. Appleton has the opposite situation with many volunteers; however, no suitable location. Beth was unsure if the Mayor has an Oshkosh location in mind and will keep Pete posted on this. **Brian Nagler** asked Pete for an update on incontinence products. Pete replied that there are currently all sizes available; however, only a few large remain. Brian stated that due to how expensive these products are, the intent is to try to refrain from utilizing public

dollars for those products and asked if a few individuals could be referred on consistent monthly basis. Pete replied this could work for a few individuals with the exception of size large products as the diaper bank has only been providing a few. Pete stated there are many poise pads available which Brian stated there is a big need for. Brian stated individuals often are specific with their needs, which cannot always be accommodated by public dollars.

Claire Steger had no updates to report.

Larry Lautenschlager had no updates to report.

Harold Singstock had no updates to report.

Jan Olson had no updates to report.

Mike Norton shared the following updates:

- Mike stated that Elizabeth brought up that it is National Autism Awareness Month and asked **Beth Roberts** when the proclamation from the County Exec is taking place. Beth reported the proclamation was signed on April 1st; however, is uncertain what was done with it. **Paul Janty** stated he will look again after the meeting to see if anything occurred in regards to this.
- Mike spoke about the ideas he had brought up a couple months ago regarding a mobile food pantry as well as in Florida where a physical therapist, nurse, and handyman are sent out and that although he does not expect definite results, would like to see some action on these ideas.
- Mike stated if it is okay with Beth, he would like to contact the Mayor as he had tried to get a lending library started in the new Parkview Training Facility and was turned down after being told it was not needed. Mike stated he would like to contact the Mayor about this as he disagrees and feels there is a need.

8. **“Community Beat” – Sharing of Compliments / Complaints from Community, Consumers, Providers – Committee Members:**

9. **Next Meeting – Monday, May 9, 2022 at 3:00 PM.** **Beth Roberts** stated the Managed Care Organizations will be attendance at the next meeting and Alisa will do another dementia care update. In June, the results of the caregiver study will be looked at including sharing statistics from the study.

With no further business, **Elizabeth Jones** moved to adjourn the meeting and was seconded by **Mike Norton**.

Respectfully submitted: Beth Roberts