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

#### **MEETING MINUTES**

DATE: 05/09/2022

TIME: 3:00 p.m.

PLACE: Zoom

Members Present: Paul Janty, Claire Steger, Harold Singstock, Pete Christianson, Michael Norton,

Members Excused: Jan Olson, Tamar Mathwig, Elizabeth Jones, Rob Paterson, 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 3:05 PM.

## 1. Public Comments:

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

# 2. Approve Minutes of the April 11, 2022 ADRC Committee Meeting Minutes:

March minutes were approved by all members.

3. Care Management Organization Updates – Kelly (Lakeland), Nancy Leipzig, and Tony
Schmidt (Inclusa): Beth Roberts stated that care management organizations are annually invited to
Committee meetings to provide updates. Beth stated that members are interested in hearing about
provider caregiver shortages, staffing, and would like the opportunity to ask questions.

Tony Schmidt is the Regional Operations Senior Manager for Inclusa. He manages the Northeast quadrant of Wisconsin. Tony reported membership has steadily grown with around 60 members currently being supported in Winnebago County. Inclusa currently supports 62 out of the 68 counties in Wisconsin. As far as providers, there are caregiver shortages across the state including in Winnebago County. Tony reported that on a larger scale, Inclusa is working with the Department of Health Services and funding sources such as ARPA for additional payments, rate increases for providers, and long-term plans on supporting and promoting maintaining current staff as well as increasing the number of staff available. Tony reported having used several outreach strategies when initially expanding into Winnebago County as well as ongoing efforts are made to reach out to current providers and interested potential providers with Inclusa. Inclusa's learning development software is offered to their provider network to be utilized for training of staff.

Paul Janty asked how the number of individuals Inclusa supports in Winnebago is counted. Tony stated that the individuals supported by Inclusa includes individuals living in both residential facilities, residential apartments, and within their own homes. Paul asked the follow-up question of how many individuals are currently unable to be placed due to current caregiver shortages. Tony clarified that Inclusa does not own or operate any residential facilities rather contracts with providers. Tony stated the shortage of beds statewide is a constant challenge as far as varying bed availability. Inclusa is doing some internal realignment in streamlining their residential process in an effort to partner better with providers in each of the counties.

**Beth Roberts** asked Tony whether tracking is done on timeframes in locating a placement for individuals. Tony stated that the timeframe is being worked on as far as time it takes to locate a placement and that Inclusa is in the midst of changing over some internal documentation systems which are being built into as part of the new system. Tony stated data is tracked on this and they try to keep individuals in their communities.

**Nicole Davis Dawald** stated that they have seen an increase in the number of placements giving 30-day notices and clients are not being moved due to not having anywhere for them to go. She asked Tony if he has any members who are currently experiencing this same situation. Tony stated that he did not think any members from Winnebago County are currently experiencing this situation; however, do track when individuals are given a 30-day notice as a priority to ensure they are placed in an appropriate setting to meet their needs.

Kelly Hermanson-Ottoman is the Director of Care Management with Lakeland Care District. Kelly stated much of the provider questions brought up would have the same responses as Tony had indicated. Focusing on the last year, Lakeland has done a redesign with some additional supports and added some internal resources specific to behavioral health; behaviors; and members with complex needs including sex offender registry, homelessness, eviction history factors, housing challenges, etc. Due to these needs, departments for behavioral health and specialty supports have been built up by Lakeland. Additional behavioral health specialists have created plans that create stability, reduce risk of crisis, reduce risk of IMDs, and help ensure that clients are brought out of IMDs in a timelier fashion. The delay of discharge has been brought up by the State in regards to IMDs and hospitalizations. Kelly stated a lot of their focus has been on ensuring a safely, quickly, or timely discharge where there is a reduced risk of reentry into more institutionalized settings. Behavioral health specialists that were brought doubled the capacity in the focus to be able to work a lot more with internal care managers, social work, nursing staff and also with providers directly. Specific training was given to providers for these situations in how to go out there and reduce risks or concerns. Lakeland also started a new position that is for crisis prevention which helps create some stability in that as well. Kelly reported Lakeland has experienced some 30-day notices with the root cause being the provider's inability to appropriately manage the behaviors or concerns without crisis or community risk. Lakeland has then been able to take a look at how to help serve individuals within their community, but add additional supports for providers as well as provide training for that by staff currently onboard. In addition, some resources have been added to the internal best practice which is doing some of the work on onboarding bringing best practices and supporting some of that training work. Kelly stated that overall in Winnebago County, about 40 percent of individuals with Lakeland Care reside within a variety of residential settings.

In response to questions on the workforce crisis, Kelly reported Lakeland is also actively working with and partnering with providers to help in different ways including ARPA and Home and Community Based Services (HCBS) funding with a total of only 9 percent going as a pass-through or direct to HCBS providers including some of the residential, but also including some of those direct supports like supportive homecare and other service codes that really support individuals that stay in the community. This often includes individuals in the community who are aging within their home and want care in that setting instead of going into a residential. Lakeland is working with them to identify specific nuance gaps in the network and then look to try to consider specific different rates or approaches. Overall, the focus in the last year has been not just in the support to providers, but also internal additional supports in terms of community integration and behavioral health supports to be able to support staff. The focus has been on the stability so there is a reduction in the number of 30-day notices, reduction in the number of IMDs, or hospitalizations.

**Paul Janty** asked whether any of CMOs have a sense of the current financial viability of the provider networks within Winnebago County. Kelly responded that she does not have any specific instances; however, generally speaking, the financial wellness and performance is built into the contracting process and that providers talk on a regular basis with Lakeland's Contract and Network Relations Team where any hardships would be discussed including staffing and financial components. Tony agreed and added that similarly Inclusa's provider relations department reaches out to encourage contact in order to creatively consider options. In addition, Inclusa has a high focus on utilization of technology to help support some of the challenges with finding caregivers.

Claire Steger shared she has been aware that nursing home placements are unable to be located for those with acuity issues. Kelly responded that in general this issue is worse in some areas statewide and that facilities are still operating with a reduced census to meet the current staffing available. In regards to the acuity, Kelly stated they have seen a hesitation towards taking individuals with additional care needs in response to sensitivity towards maintaining staff due to the impact that even one staff loss results in overtime and workforce burn out. The number of providers has remained pretty consistent as some facilities that had closed have since reopened. However, the number of beds within each facility has been reduced with providers being very selective in order to preserve their existing workforce.

Nancy Leipzig is the regional program manager at Community Care. She agreed with everything Tony and Kelly have been sharing and related experiencing longer discharge times as a result of this scenario. Prioritization needs to be given to those who really need to move as there is a finite number of bed available, especially for those with acute or behavioral needs. Community Care is currently working on a plan to submit to DHS on prioritization of individuals; however, are hearing from hospital associations that hospitalization timeframes have increased since three years ago. Claire pointed out that the circumstances with her mother being declined was based solely on acuity of medical issues occurred in the years of 2010 to 2013; thus, was precursory to the staffing shortages of today. Kelly responded that challenges for this type of situation have become multifold since that time. Claire stated this makes it all the more powerfully incumbent upon those who can influence the number of beds to start hearing some action plans in the future to change these issues.

**Paul Janty** asked whether there is a concerted effort with the care management organizations or DHS to address funding for the behavior and medical challenges. **Beth Roberts** pointed out that

there was a statewide conference last weekend where the sheer numbers of people in the workforce is changing dramatically. In particular, baby boomers are retiring and the number of people over 75 is dramatically rising. Demographic projections show a daunting inability in the number of available caregivers. Nancy responded that in Wisconsin there are many people in nursing homes who are receiving services funded through Medicare, private insurance, or straight Medicaid. Managed care organizations are required to reimburse Medicaid stays of which Nancy stated the rate is not good.

In regards to work being done towards these issues, Nancy reported that MCOs have come together with multiple different work groups meeting on a regular basis to consider workforce shortages, the rate components, challenges of finding appropriate settings, etc. Providers were brought to the table to work on collaboratively bringing discussions to the state level.

Beth Roberts stated a meeting is scheduled for May 17<sup>th</sup> with Wisconsin Department of Health Services Secretary-designee Karen Timberlake with a specific topic ask to address the issues discussed thus far in this meeting along with asking what can be done toward retention of current caregiver staff. Beth stated she has a couple of suggestions to offer the state on how to support retention of staff across all levels. Nancy stated what she is hearing from long-term residential providers is that the wage increases that had been passed onto them through managed care only accounts for where wages should have been prior to COVID. Also, it matters how connected staff are in the job itself. Beth stated there is a coaching model out of Rochester, New York which she has sent to some people to today to ask whether there are considerations of utilizing ARPA funds towards getting something up and running. Some models are being piloted or utilized in other parts of the country to address the retention issue. Tony added that in addition to the wages, staff retention is also attained by having staff who are trained. Tony stated this is an aspect where there are definitely opportunities.

Nancy Leipzig stated that Community Care is fully staffed in this region with care managers and RNs. They were able to add some new positions for growth as well as adding a residential specialist to assist teams in identifying when there are vacancies and working with providers directly to keep information current. Community Care instituted a vaccination mandate in January, so 99.5 percent of their workforce is vaccinated. Nancy shared the good news that Community Care has been very successful in helping others get back to work or get new jobs which resulted in a 17.5 percent increase from first quarter of 2021 to fourth quarter of 2021 and anticipates that this percentage will continue to increase. Nancy stated this is a great time for individuals with disabilities to enter the workforce as employers are so much more willing and able to make jobs or parts of jobs available. Beth Roberts asked whether this is something that the State is measuring for with MCOs. Nancy responded that the State initiated a pay for performance in 2019. The initiative was paused in 2020 during COVID, but was reinitiated in 2021 going forward. Nancy that DHS has not yet formally announced, but believed all have far surpassed their 4 percent increase goal for 2021.

Nancy stated she will send a flier to Beth regarding a community legal decision-maker training CCI has been providing; which is an area that seems to have many questions; especially related to power of attorney. Two sessions were offered last year, a session was offered last month, and an upcoming session is being offered in October. The sessions are free of charge and are offered via Zoom.

**Paul Janty** asked whether there are any efforts across the MCOs to do targeted supported employment program for seniors for part-time hours. Nancy stated the current targeted age group for the pay for performance is 18 to 45-year-olds simply because of resources. Members are assisted in applying for services through DVR as the first step. Nancy stated there is no reason why an individual over the age of 55 could not do the same if interested in seeking employment. Tony agreed with Nancy and added that this subject is brought up with Inclusa members yearly.

Paul Janty stated it would be helpful if there was a listing of residential openings listing across the county. Trying to bringing this together as one piece of information is something they continue work on and are adding resources to. Paul suggested this be more public-facing so everyone could have access to this information. Nancy added that one component that would need to included is what funding sources are accepted. Some larger facilities will reserve a certain number of beds for Medicaid / Managed Care funding. This number will vary as the market changes. Nicole Davis-Dawald stated that last week she contacted five different facilities that appeared to have openings in an attempt to find a placement for a person who is privately funded. None of the facilities contacted her back. Nicole stated that between all of the callers from all of the different MCOs and ADRCs, much time is spent searching for placements and Nicole stated on approximately only 25 percent of calls she makes, she will actually receive a call back.

One of the challenges is there are often strict requirements imposed on acceptance of private pay where proof of two years of worth of funding / ability to pay needs to be shown. This makes private pay beds extremely difficult to get and would need to be clarified as such if a public-facing database listing were to become accessible. Such a database would be huge undertaking and would need to be kept current. Tony stated that this concept has been attempted in different fashions in the past and the difficulty is for providers to keep the listing current as changes can occur quickly. Tony agreed such a database would be a huge undertaking; however, would be vastly beneficial to MCOs, ADRCs, and facilities who all make and receive many calls daily regarding current openings. Beth stated her hope is to alleviate this with a universal system accessible to everyone with one point person or one way to indicate current openings. This would allow those looking to find a placement to only need to contact facilities with a current opening. A protocol would be needed to ensure listings are kept up to date. Mike Norton asked if any other states have a database or system similar to the one Beth is describing which could be looked at. Beth responded that the State of Wisconsin has talked about this as a potential solution; however, has not done anything about it. Mike stated if Beth wants to share any emails of the individuals from the State or National, that he is willing to reach out to inquire about solutions to this issue, such as the National Association of Counties. He is on the Human Services Aging Committee with the National Counties Association and is willing to work on this issue within Wisconsin. Paul Janty stated that COVID created the need to do things in new ways. This would save providers the time spent on all the phone calls and will help the open bed be filled quickly. One or two open beds can have a significant impact, especially for smaller providers. Beth stated it would be beneficial to set up a universal database with the capability to return current openings on a specified query (gender, counties, acceptable funding, etc. Claire Steger stated that Beth should think about taking her idea to EPIC Healthcare Solutions and felt that there are software developers who would be willing to take on this idea.

4. <u>Specialized Transportation Committee – Combining ADRC / Aging and Specialized</u> Transportation Committees – Nicole Davis Dawald:

Nicole had no new updates to discuss; however, stated that one of the ideas that is being looked at is to potentially roll the specialized transportation committee into the ADRC meeting and asked whether that is something everyone is open to. **Beth Roberts** stated that part of the reason this is being asked about is that some members serve on both committees and so the committees are a little bit duplicative including the subject of transportation being frequently talked about in the ADRC Committee meetings. The ADRC Committee also serves as the Aging Committee and a lot of the funding for specialized transportation comes from the Older Americans Act. Due to the overlaps, combining the ADRC/Aging and Specialized Transportation Committees is being proposed. If it is chosen to combine committees, this would go on the agenda to talk about specialized transportation.

**Mike Norton** stated that he has been a member of the Specialized Transportation Committee on and off in the past and expressed that he is in favor of combining the committees as this would give some "formality" and stature to the Specialized Transportation Committee.

**Paul Janty** asked if combining the committees would entail a ratification action by the County Board or could be done by the ADRC Committee only. Beth responded that only the ADRC Committee would need to vote which would have to be carried over into next month.

**Nicole Davis-Dawald** stated that due to the warmer weather, people are coming out more and EBS, DBS, and Social Security have consistently been busier. The hope is to assist those who have been isolated with their concerns as they have not been able to get out to do so for the last two years.

# 5. Dementia Program Updates – Alisa Richetti:

Alisa reported that in 2022, there has been a big expansion at the state level to have a dementia care specialist half-time position in every county and tribe in the state. ADRCs are being trained as dementia capable with a lot of emphasis on the dementia care specialists training all of the ADRC staff in a number of areas. Alisa has been working with Beth, Brian, and Nicole on this. There are many people in the community with dementia or memory loss that need to get attached to resources in order to receive more education and caregiver support. This task is more than one individual can do, so it is vital to ensure ADRC staff have more knowledge on this topic. Each staff member will be going through a training process of Dementia 101 and 201 to learn more about behaviors and memory screenings. The state wants more memory screening being done in the communities as this is a preventative measure and is a way to detect memory loss earlier. Because Wisconsin serves as a model with the dementia care specialists, the nation is looking at Wisconsin for data on the effectiveness of memory screening for communities and have rolled out a survey through the Wisconsin Alzheimer's Institute. With every screening, a survey is also completed by uploading basic demographics, screening results, and whether follow-up will be done with the individual's doctor. ADRC Specialists then follow-up with the individual as needed. These are all part of the upcoming ADRC trainings scheduled for May through August. Time will be spent every other team meeting going over the resources as there are many places reopening in the community following COVID. Specialists will learn more about the memory cafes, Spark, and the Mindworks programs including whether a caregiver would be needed to attend the program or to utilize as a respite program.

Alisa reported an increase in terms of the number of callers needing resources and support and is doing memory screenings at the senior centers in Oshkosh and Menasha. Now that things are picking up, Alisa stated she would like to start establishing some screenings in the rural areas.

A Dementia Care Partner conference will be held on Friday, June 10<sup>th</sup> hosted by the Fox Valley Memory Project through their ACL funding. The event is being held at Fox Valley Technical College with the primary speaker being Teepa Snow's daughter who will be training utilizing Teepa's dementia models. Alisa and Carrie (the dementia care specialist) will also be presenting to Calumet, Outagamie, and Winnebago Counties. Mosaic coaches will be giving a presentation. The conference is free for care partners and includes lunch. Respite will be available at the conference for people to be able to attend the conference and have a supported place for their loved ones to go and be engaged in an activity.

Fox Valley Memory Project has rolled out their memory link navigator program and are taking referrals now. They will be attending the ADRC meeting on the 24<sup>th</sup> where they will be explaining how to make referrals and will be talking more about their evidence-based program where they are working with individuals with dementia and caregivers in connecting to resources as well as set up their caregiver team of support.

Alisa reported to have just finished at Powerful Tools for the Caregiver Workshop which was hosted at the Neenah Library. Respite was available in a meeting room of the library. The class went really well and another one is being planned for fall.

Beaming Inc. is hosting a summer equestrian therapy program called Riding in the Moment. The program is for individuals with dementia and their caregivers either riding horses, working towards riding, feeding horses, or just spending time with the horses. Alisa reported efforts are being made to find more participants for the programs so summer classes can be started up.

Beth Roberts stated she would welcome ideas from Committee members on locating more individuals interested in participating in programs such as this. Alisa stated that the Mindworks class at the Oshkosh Library is low on participants which may be partly due to COVID concerns. They are also trying to get the word out for the Memory Cafes and have partnered with the Alzheimer's Association who has funding for the Oshkosh cafes. The Alzheimer's Association will be putting an ad in the Oshkosh Herald for the June Memory Cafes hosted at the Oshkosh Ys and Oshkosh Public Library.

Mike Norton asked Alisa if she reached out the Housing Authority and the Neighborhood Associations as they may know of individuals who could benefit from some of the dementia programs being offered. Alisa stated they have not specifically reached out, but expressed that to be a good idea. Alisa stated that she and Nicole had just done some dementia/memory presentations at Simeanna Apartments and Carmel Residence. Mike stated that it would be beneficial to also reach out to Fox View in Omro; Riverside in Winneconne; and Marian Manor, Raulf Place, Waite Rug Place, and Court Tower in Oshkosh. Alisa stated that these are good ideas and more presentations will be set up.

**Nicole Davis-Dawald** stated that the first intergenerational activity which had been planned for last Friday at the Senior Center was canceled due to having no participants sign up. Today, a

scams presentation which included lunch was provided; however, only five individuals attended. The presentation covered scams including Medicare, text messages, and Facebook/romance scams. Attendees had past experiences where there had been attempts to scam on them. Right after the presentation on scams, bingo was held where 50 people had signed up.

**Paul Janty** asked if it is worth having a conversation with some the UW-O students to look at the public-facing side of dementia and aging and how people access resources / information. Alisa stated that they have an intern right now, Rochelle, who is working on revamping some of the ADRC website to have icons in place of wording. This is a work in process to make the website information easier to understand. Karenna is working on the Facebook page and is getting information out; however, Alisa still feels a segment of people are being missed.

### 6. Reports:

- a. Beth Roberts ADRC:
  - Beth reported that the website is being revamped. An example of what is being redone is that there had been links on one side which had to be clicked directly on otherwise the category next to it would be pulled up instead. The problem has been solved by enlarging and centering icons on the webpage.
  - The Wheelchair Wash will be held on June 25<sup>th</sup>.
  - Mike Norton asked Beth if any additional presentations will be done on the Housing Study findings. Mike will ask the County Board Chairman if a presentation could be done with the Board and at the Oshkosh and Menasha City Councils. Mike stated he wants to begin discussions on getting something done with this issue. Beth stated that Jeremiah from UW-Oshkosh was only contracted for three presentations. One of the presentations was recorded and is currently available on the ADRC's Facebook site. Beth stated this is a committee decision and stated to be cautious as there are concerns from providers about putting up new facilities due to there already being a caregiver shortage. Beth continues to be concerned about this issue; however, every provider and those interested developers, are encountering issues with the astronomical building costs or purchasing costs coupled with the significant lack of caregivers. The question was raised of what the Committee could do specifically with these projections and information. Paul **Janty** stated he was willing to put down a one-page document illustrating the study's findings, potential ways to go, and hold votes on a direction for the ADRC. Beth stated that some ideas could be given to them that are some very specific "to dos" that would have a beneficial impact. Mike stated he would like to hear ideas on the caregiver shortage as there is an upcoming meeting with legislators in a couple of weeks. With this being election time, the discussion needs to begin now to get the legislators to start addressing how to take care of the senior population who are progressively getting older. A forum is needed with the State or the Legislature.
  - Claire Steger shared that she really likes Mike's idea of getting this information to city councils as there are a lot of new members and Neenah has a new mayor. Claire stated that city councils are unable to work on issues that they are unaware of. Discussing this with them is an important first step as it may spark some ideas in their meetings.

- Paul Janty stated over the next few days he will kick out some ideas that are mindful of the multiple directions ADRC is given and the variety of ways to meet the needs when staffing is always an issue.
- Nicole Davis-Dawald shared that she thought the problem is a bigger one than can be solved with more money. When Nicole ran a homecare company in the past, attempts were made to hire new staff including up to \$2000 starting bonuses, insurance for working a minimum number of hours, weekly bonuses of \$100 for picking up an hour, hiring a nationwide recruiting company, and higher pay; however, none of this was enough to gain interest in the jobs. Nicole stated it appears to be more of a difference in the mentality of younger people versus older people who worked jobs because they care about people than younger people who are not interested in working to help people when they could do something easier, from home, more fun, more exciting, or more fashionable. So, a totally different shift has to happen when looking into this issue that entails more than monetary means. For example, Wisconsin Dells still has employees who work at the waterparks because housing is provided. The shift Nicole is referencing would need to help people be willing to do a job that is not fun; however, is extremely rewarding. The new workforce is a totally new generation of people who think differently and do not care about pay unless it is substantial. Beth Roberts stated that she is encountering individuals applying for jobs, but then do not show up for interviews. Paul Janty stated he understood this agreeing that his nephew of that generation keeps changing jobs and wonders what he will do next.

# b. Brian Nagler – ADRC:

Brian stated staff are very busy and also have to do their own Medical Assistance. The MA Assistant position through Valley Packaging has finally been filled and the new staff member will be starting the position in the beginning of June. 514 unduplicated people were served in the month of April. There were 1486 total contacts with 130 requiring a long-term care functional screening. 45 enrollments went to IRIS and Family Care in the month of April. Brian reported that he and Beth sat in on a statewide Zoom call with the discussion of how much more goes into each caller; how many things are done, and reported contacts per caller has drastically changed in Wisconsin. Brian credited Nicole with a new staff morale booster that is being done in both Oshkosh and Neenah every morning where staff get together near the reception area for 5-10 minutes and rap about what they have going on; including things that both good or frustrating. This is a great way for staff to connect and creates comradery.

c. <u>Alana Erickson – Public Health</u>: Alana reminded Committee members that probably the most helpful thing out of discussions in today's meeting is to educate ourselves on what ARPA funding can be used for. Alana stated it can be utilized for caregiver pays, shortages. Long-term and short-term solutions can be paid for with ARPA funding, so Alana asked that members be educated on how that can happen so that when talking with council members, Committee members are able to provide educated answers.

## d. Committee Member Updates:

Harold Singstock stated he wanted to defend Beth on her concerns, but is looking at the issue from a different angle in terms of setting up priorities based on what we can really control or have an impact on. Setting priorities needs to be considered and should be the first thing the Department should be working on. If something is tried for a year, what was the result? Did this accomplish anything? Did we improve it? Did we make it worse? Is there some other priority item that started during this last year that we should change our priorities on? Harold stated that if the committee cannot control or have any impact on an issue, then the committee should not be working on it. Beth Roberts stated that she appreciated Harold's support and will put on the August or September agenda to begin discussing priorities.

**Pete Christianson** reported that the representative, Rachel, never showed up and he received a second call stating she would come, but again did not show up. Pete stated she has lost his vote. Another 16-foot grain train trailer is going out on May 25<sup>th</sup>. Pete just made a referral to ADRC after receiving a call on the hotline saying a van had been bought to haul people and then learned that a 35-foot ramp would be needed to get people on it. The hope had been that there would be some way to modify the van. **Beth Roberts** inquired if Pete has any wheelchairs that could be borrowed for the wheelchair wash. Pete stated in the past few years he has brought wheelchairs that end up not being utilized. Beth stated she could come get the wheelchairs on the Tuesday prior to the wash event and return them the Tuesday after. Pete stated he currently has around 30 wheelchairs, but is uncertain how many there will be in June. Beth stated she will talk to him again around that time. Because it is a shorter period of time that the washes will be done, more chairs will be done at one time which means more loaner chairs will be needed that time.

Claire Steger had no updates to report.

- 7. "Community Beat" Sharing of Compliments / Complaints from Community, Consumers, Providers Committee Members:
- 8. Next Meeting Monday, June 13, 2022 at 3:00 PM.

With no further business, Paul Janty adjourned the meeting.

Respectfully submitted: Beth Roberts