



# ADRC OF WINNEBAGO COUNTY: WHAT TO EXPECT?



## NOW WHAT?

You have been told to call the ADRC, but what really happens when you call about yourself or someone else?



# QUESTIONS YOU MAY BE THINKING ABOUT....

- What happens during an initial call?
- What happens in an office visit or home visit?
- What should I bring with me when I meet with the ADRC?



# WHAT HAPPENS DURING AN INITIAL CALL?

- One of our ADRC support staff picks up your call.
- If both phones are busy, the call may go to voicemail. This voicemail box is checked numerous times during the day. Calls are returned same day or next business day.
- Our support staff asks questions like:
  - Are you calling about yourself or someone else?
  - Do you or the person you are calling about reside in Winnebago County? What city do you/they live in?
  - What is your name and the name of the person you are calling about? The caller and/or person can remain anonymous.
  - What is your date of birth or the date of the birth of the person you are calling about? It's okay if you don't have this information at hand.
  - What are you needing help with today?



# WHAT HAPPENS DURING AN INITIAL CALL?

Common calls we get are about:

- Housing
- Transportation
- Needing more help or equipment at home
- New to Medicare
- Having concerns about a family member/neighbor
- Running out of money to pay for care at home
- Running out of money to pay for an assisted living
- Needing to apply for disability
- Memory screening



## WHAT HAPPENS DURING AN INITIAL CALL?

- Based on what the caller is calling in about, our support staff will link that call to the appropriate ADRC worker.
- This could be an Adult Protection Service worker, ADRC Specialist, Dementia Care Specialist, Elderly Benefit Specialist, or Disability Benefit Specialist.
- Our support staff does a great job of helping get the caller to other divisions within the county if the call isn't necessarily for our department.

# WHAT HAPPENS DURING AN INITIAL CALL?

- Every call and situation is unique.
- Our support staff makes a warm transfer to the “on call” worker for each part of the ADRC (depending on what the caller is looking for). Then that specialized worker will ask more detailed questions to the caller.
- Questions that may be asked will differ depending on what the caller is calling in about.
- For example, if someone is calling the ADRC looking to get help with housing – an ADRC Specialist may ask questions like: Where do you live now? Do you live alone? What is your source of income? Are you employed or receiving Social Security benefits? Do you have accessibility needs? Where you do you want to live?

# WHAT HAPPENS DURING AN INITIAL CALL?

- Sometimes our staff can answer the caller's questions in one phone call (depending on the depth of the questions and situation). Our staff may be able to send some resources to the caller or we can set up an appointment to meet during the initial call.
- We try to “dose” information and resources as we understand things can be overwhelming.
- Many times, the caller and our staff want to talk further and may set up a follow up visit.
- We also can set up conference calls if the caller and/or loved ones would prefer that given the pandemic. We can be flexible with what works best for you and your loved ones.





# WHAT HAPPENS IN AN OFFICE VISIT OR HOME VISIT?

- Our staff is flexible in meeting wherever the customer determines would be the most convenient for them to meet.
- This may be in their home, the home of a family member, our office, an assisted living, a nursing home, virtually, or another location such as: library, hospital.
- Below are pictures of the Winnebago County Department of Human Services buildings. The building on the left is our Neenah location. In Neenah, the ADRC is located on the 2<sup>nd</sup> floor. The building on the right is our Oshkosh location. In Oshkosh, the ADRC is located on the 3<sup>rd</sup> floor. There are elevators in each location.



# WHAT SHOULD I BRING WITH ME WHEN I MEET WITH THE ADRC?

- The ADRC staff member you are talking with should tell you what they need you to bring when you meet with them. If by chance they do not ask please be proactive and ask them what you should bring.
- This will vary depending on what you are calling about. For example, if you are working with our ADRC Specialists on applying for Medicaid, we may need information like: bank statements, Powers of Attorney documents, etc...
- Depending on the situation, we may meet once or several times.



# QUESTIONS?

**Main Toll Free ADRC Phone Number:**  
877-886-2372

**Locations:**

- 220 Washington Ave, Oshkosh
- 211 N. Commercial St, Neenah

**Email:**

ADRC@co.winnebago.wi.us

**Website:**

<https://www.co.winnebago.wi.us/adrc>

