



Aging & Disability Resource Center

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Serving Green Lake, Marquette, and Waushara Counties

Aging and Disability Resource Center Of Green Lake, Marquette, and Waushara Counties Coordinating Committee Minutes March 13, 2008 Location: Marquette County

- I. **Call to Order** – Chair Brewer called the meeting to order at 1:00 pm.
- II. **Roll Call** –
Green Lake:
Elden Dallman
Joanne Guden
Kathleen Crimmings
Maria Elena Melchor
Emil Pionke

Marquette:
Earl Ewert
Shirley Floeter
Mike Ingram
Priscilla Starrine

Waushara County:
Warren Brewer
Bill Haag

Others Present: Denise Blackbourn (GL), Debbie Paavola (W), Kate Surprise (W.), Denise Rigden (W), Sylvia Phillis (Marq), Marie Lehman (Marq), Suzi Giesen (GL)
- III. **Adoption of the Agenda** Motion was made to adopt the agenda by Emil Pionke, second by Mike Ingram, motion carried.
- IV. **Approval of Minutes of the Previous Meeting.** Motion was made to approve the minutes by Mike Ingram, second by Joanne Guden, motion carried.
- V. **Public Comment-** none

VI. Reports

A. ADRC Local Activity

Blackbourn shared the January & February data. For January, the total I&A contacts were 466. In February, the total I&A contacts were 396. The largest volume of call topics were related to health/in-home services along with public benefits.

The Elderly Benefits Specialist (EBS) contacts for the three counties for January were 528 and for February it was 605.

The DBS referrals for January were:

Marquette County-6

Green Lake County-10

Waushara County -11

Total DBS referrals in January were 27

The DBS referrals for February:

Marquette County-6

Green Lake County 12

Waushara County -10

Total DBS referrals in February were 28

Total open cases currently for Matt Wecker is 45, total open cases for Brenda Kochanowski is 48.

Marie Lehman, I&A Specialist for Marquette County shared some local examples of calls that come into the ADRC. One call she shared had resulted in over 9 different referrals and over 5 different people involved in assisting this individual.

B. Statewide ADRC Activity

The state passed out some samples of state wide ADRC logos. The counties do not have to use their logo and can remain using their own logo. The state did have a logo that had three puzzle pieces that had a saying "Trying to pull all the pieces together? We can help. This may be a possibility for future ads for marketing.

Ann Pooler, an RN, PhD Brain Injury Waiver Nurse Consultant, Patricia David, Brain Injury Association of Wisconsin and Holly Fentress from DHFS did a presentation at our ADRC meeting. By definition, a Traumatic Brain Injury is a blow or jolt to the head or a penetration head injury that disrupts the function of the brain. The severity of the injury may range from mild to severe. Falls are the leading cause of total brain injuries in the US. It makes up 32% of brain injury causes. Other causes are motor vehicle traffic, struck by/against, non-traffic transport and motorcycles. 25% of the total brain injuries in Wisconsin were related to a fall. This is all the more reason we promote and continue to deliver prevention programs from our ADRC.

The Self Directive Supports Wavier program was discussed at the state meeting.

The consumers need to have an alternative choice for the 20% of people that are eligible for long term care programs outside of choosing Managed Care. The state modeled a program from New Mexico called Mi Via, which means "My Way". The SDS Wavier will be up and running no later than July 2008. The consumers that are eligible that choose the SDS Wavier will be able to select which services they may need. The ADRC will be knowledgeable of all the choices available

C. Marketing/Outreach Update

Blackbourn has developed an outreach/marketing calendar that includes dates for outreach as well as what ads or marketing material was purchased in that particular month. One idea we are exploring is sending information to local churches to have them include our ad or information in their directory, display brochures or resource directories, etc. Due to bad weather, outreach (especially at the meal sites) in the last 2 months was canceled and need to be rescheduled. Some future outreach includes the MCO provider meeting in Waushara County on March 18 at the WWII Building. A display table will be set up for the ADRC. Blackbourn will continue to do this for each county's MCO provider and consumer meetings. Blackbourn will send a letter out to the ADRC board members informing them of the dates for the MCO consumer meeting to be held for Green Lake & Marquette County. The MCO Consumer meeting for Waushara County is April 9th either from 1-3pm or 4-6pm. On April 8th Blackbourn will be at the Berlin Senior Center at 5pm for a website overview. Blackbourn would like to have the subgroup marketing team meet after today's meeting to discuss future ideas for marketing materials. Earl Ewert suggested that local barbers & beauty salons should be informed of the ADRC services.

D. Customer Satisfaction Survey

In January, the ADRC had mailed 30 surveys and the return rate on the surveys was 33%. The ADRC can not report on February data because not all surveys have been received yet. Blackbourn shared that the surveys have given us more feedback on our unmet needs. The state requires us to track unmet needs at a local level. Some of the unmet needs discussed in the past few months are:

- Adult Day Services- not enough services in the area.
- Cleaning and Chore Services – for example, Marquette County only has Northland.
- Beacon also has an inclusion/exclusion policy the ADRC needs to follow. We are continuing to ask our current providers of service if they will serve in other counties and speak with individuals that want to become a business.
- Snow plowing and roof shoveling.
- Assistance in filling out tax forms. Solution – have tax forms readily available in the ADRC.
- Services for children transitioning to adult but do not qualify for long-term care services.

VII. Old Business

A. Beacon Update

No new updates on Beacon – changes may occur to enhance the use of Beacon in the summer of 2008. We will be starting sometime in April or May time frame on the process of updating our resources in the database and website. This process will include e-mailing our current providers and sending letters. Blackbourn suggested removing this item from future agendas and if we have future updates, it can be include in ADRC local activity.

B. Budget 2008

The ADRC has sent in the 2008 budget to the state. Blackbourn passed out the 2008 budget. Suzi Giesen reviewed the budget with the group. Warren Brewer, Joanne Guden, Mike Ingram, Linda Van Ness, Suzi Giesen, Denise Blackbourn, and other management team members will be having a follow up meeting explaining the details of the budget on April 2nd, 2pm in Green Lake County.

VI. New Business

A. Family Care update

Each county has been having local meetings with our MCO regarding family care implementation. Originally we had two MCO's that were partnering with our counties; we will only have one. Care Wisconsin will be our MCO provider. Community Living Alliance is not moving forward. Having one MCO will actually make the decision making process for our consumers easier. It would have been confusing having to choose from 2 MCO's. Our consumers will have a choice of going with the MCO or choosing the self directed supports waiver.

Monthly meetings have been progressing with Care Wisconsin regarding the implementation of Family Care. This includes an initial transition plan 90 days prior to starting Family care. This would be 90 days prior to June, July, and August. Waushara County is June, Marquette County is July, and Green Lake County is August. The transition plan indicates the total number of waiver participants, the total number of individuals on the wait list, and how they will be transitioned into the managed care program. Waushara County's plan was submitted and accepted by the state. ADRC's must develop an enrollment plan and submit their plan 60 days prior to the start of the Managed Care Organization (MCO). The enrollment plan is an access plan that outlines the process of how individuals will access long term care services. Yesterday the Economic Support Supervisors along with members from our management team met to review the 1st draft of the Enrollment plan. The MCO's have been meeting with local providers and have conducted staff meetings in Waushara County and Marquette County. Green Lake is scheduled in April.

Waushara County- April 9 is the Consumer meeting for Family Care. Blackburn passed out information on the meeting. Consumer meetings for Marquette County and Green Lake County still need to be scheduled. Advertisements one week prior to the consumer education meetings should be in your local papers.

B. Health Prevention Project update

Denise Rigden gave an update on prevention programs scheduled at each county location.

C. Meeting and location schedule:

May 8th, 2008, Waushara County demo room 1pm.

Adjournment – Motion to adjourn the meeting made by Joanne Guden, second by Emil Pionke, motion carried.

Respectfully Submitted,

Denise Blackburn for Secretary Floeter