Aging and Disability Resource Center of Western Wisconsin

ADVISORY COMMITTEE MEETING

Date:     October 8, 2013
Time:     1:00-3:00 pm
Place:    Vernon County Human Services

Present: Ole Yttri
Dorothy Will
Margaret Rewald
JoAnn Nickelatti
Richard Yarrington
Jim Rice
Sig Dooley
Bill Schultz

Staff/Guests
Beth Smetana
Nicole Stachowitz
Ron Hamilton
Sue Rettler
Cheryl Neubauer
Pat Peterson
Peggy Herbeck
Pam Eitland
Dean Ruppert
Audra Martine
Jean Klousia

Call to Order:
The meeting was called to order by Margaret Rewald, Vice Chair at 1:05pm.

Review of Meeting Minutes:
Input was requested by Margaret Rewald as to any corrections or changes in the attached meeting minutes. There were no corrections or changes that needed to be made. JoAnn Nickelatti approved and Richard Yarrington seconded.

Partner County Updates:
Jean Klousia provided an overview for Vernon County. They had a busy September with the fair and open house. The ADRC was co-located in with Aging Booth. Not as many individuals stopped in this year as in years past. Vernon ADRC celebrated their 5 yr anniversary by hosting an open house on September 17th from 1-4pm. There was a steady flow of people visiting. Thank you to La Crosse for attending. Currently the Living well with Chronic Illness program is being facilitated by Judy, a volunteer from Vernon County and Violet Rose, ADRC RN. The class has been well received and participation is close to capacity. At the open house, there was a video of the program available to watch for people who stopped in. Donated gift cards were given as door prizes at the open house. The Pizza cutters, which are ADRC marketing items, went over well. There were nice ads in the Vernon County paper and the Vernon Aging newspaper. The three Vernon County social workers have 75 cases open at this time. Individuals are presenting with more complex situation to the ADRC and are open for longer time frames to get their needs addressed. Medicare questions are prevalent with the arrival of Pt D season. There have been many questions about the Affordable Care Act, such as “what do I need to do?” and “who should I talk with?” There will be consultants from Scenic Bluffs available on Wednesday in Vernon County Human Services and the ADRC to assist people in the Marketplace.

Nicole Stachowitz, SW in Vernon County presented a success story regarding an 87 yr old woman, Mary, who was married 30 yrs and recently diagnosed with end stage kidney failure and a prognosis of six months to a year to live. She spent down her private assets on residential care, as she thought she did not have long to live. She was out of money and not able to continue paying privately for her assisted living residence. Nicole was able to assist Mary to apply for Medical Assistance and enrolled her in Family Care to help meet her needs.

Pat Peterson provided information on the SMART bus. Ridership has increased from 700 to 1300. Viroqua also opened hospice house behind Fairhaven and Vernon Memorial is running it. Currently there is room for four people with expansion to 8.

The Disability Benefit Specialist in Vernon has been out due to FMLA and the three other DBS’s are helping out in the interim. Vernon staff have pitched in and helped out with referrals. Mandy, in Vernon County, has been backing up the La Crosse ADRC Call Center as they were short staffed. This has been working very well and is truly appreciated.
Beth Smetana provided the update for Jackson County. This has been an exciting summer with two social workers Abbi and Jackie both having babies as well as, Erica, the Jackson County ADRC supervisor also having a baby. With one month left on her FMLA, Erica submitted her resignation in order to accept a position at Marshfield Clinic Dental Care. Kellee Murphy, a former ADRC social worker has returned half time while Jackie continues on FMLA. Abbi has been working hard on the cases that will be enrolled in long term care programs as Kellee does not complete long term care functional screens. Jenn Arns, Disability benefit specialist, has stepped up to help out with people who walk in the agency. Beth sees this as an opportunity to explore new options with Erica’s position being vacated. Jackson County also has a new personnel director, and together, they will be working to get new positions ironed out. With being short staffed, everyone is pitching in to continue providing good service.

Sue Rettler provided the update for Monroe County. Linda Lazer, former director for Monroe County resigned and Sue introduced Ron Hamilton, the newly appointed director. Ron provided a short introduction about himself. Sue went on to say that the three Monroe County social workers have 96 open cases and already received 15 cases this month. It was also noted that the Monroe County Health Department is also offering the Living Well with Chronic Illness program. It will be 5 years on November 1st that Monroe County ADRC opened up for business.

Peggy Herbeck provided the update for La Crosse County. The Living Well brochure was passed around and Peggy provided some background information about the program. This is an evidence based program with the goal to have improved general health and fewer hospitalizations. The class is to help people take more control of their life and health care. The partnership with Vernon County has been successful. The class is limited to 15 participants. La Crosse County ADRC is fully staffed again. The ADRC has a mobilize role with La Crosse County to help people enroll in the Affordable Health Care Act. On August 1st, Care Wisconsin has become available as an MCO option. This has had an impact on all four offices and how we offer options counseling. Outreaches have increased over the last quarter.

ADRC WW Statistics:
Peggy provided enrollment data for the quarter (see handout). In June and July, Care Wisconsin was not an option so enrollment continued to be in IRIS and WW. In August when Care Wisconsin became an option, only 14 were enrolled. There was not the flurry of activity that we thought when a new long term care program became available. The letters from the State of Wisconsin are going out in 3 batches by alphabet to everyone enrolled in a long term care program stating there is new managed care organization in region and if interested in finding out more about new options, they should contact the ADRC. We have not received a lot of calls as of yet. Pam Eitland heard from community members that even though they weren’t happy with WW, they didn’t like the option of change and are learning to accept the program and services offered.

Audra provided an update regarding the State and Federal language change from Developmentally Disabled to Intellectual Disability. Also provided information on the met/unmet needs of consumers we work with (see handout). Discussed that the information that people provide during the initial call can be very different from what the social worker discovers when they meet with the consumer. Residency can be a barrier to receive long term care services and each county has different residency rules. Consumers may be eligible for some programs through Human Service but not other programs. We regularly consult with State staff and Corporation Council regarding residency. People frequently come to the ADRC because they see their neighbor receiving services/benefits and would like help to get on disability without having any documented medical condition. Staff are coaching the people to seek medical care to determine if the condition is truly disabling enough to be eligible for disability.

Cheryl provided the ADRC Call Center statistics for the quarter. Call volume has been up slightly this quarter and we have been short staffed. Thank you to Mandy in Vernon County for backing up the Call Center. Referrals to ADRC staff for follow-up are slightly down this year as compared to the past two years. Outreaches this quarter have significantly increased as they do every fall season.

Update on LTC Programs:
Peggy gave an update on all of the long term care programs. Before Care WI opened for business, there were lots of discussions on how we would work together, procedures and process that needed to be ironed out. MOU’s were signed by the different Counties and an enrollment plan was agreed upon that Office for Resource Center Development (ORCD) signed off on. The enrollment plan is the same for both WW and Care WI. Economic Support also wanted to have the same plan for enrollment/disenrollment as they have with WWC. The ADRC supervisors and both MCO’s had a meeting to look at making certain that processes across the board stayed consistent for the consumer. The State strongly encouraged the last case note should state why the consumer chose the program they did whether it is WWC, IRIS or Care WI. This is to make certain social workers are offering neutral options counseling. The consumer needs to decide based on unbiased information that they have been provided. The ADRC-WW has been developing a relationship with local staff at Care WI. Currently they only have one
nurse and SW team but will be hiring another SW to prepare for increased enrollments. They have guaranteed that if an individual is being served by a provider through WWC they would contract with that specific agency for that member. They would like to contract with all the major providers in the area and state they are having no problems thus far. Various ADRC’s have expressed concerns about how IRIS is handling cases that may need to involve Adult Protective Services. Office for Resource Center Development (ORCD) is in process of establishing guidelines to allow APS and IRIS to provide the necessary confidential information to each other.

Richard asked how someone in IRIS who has increased needs gets their budget increased when needed. Peggy stated the functional screen is completed to determine the initial budget. If a member has a short term need IRIS can provide a one time increased budget approval for services such as a needed ramp. IRIS doesn’t update the functional screen as often but has more flexibility to adjust budget when needed. If a member becomes ill IRIS can increase services that they pay for and also can potentially increase the services that are available to bill MA card.

**Nursing Home Relocation Outreach Initiative:**
Peggy provided information on the nursing home relocation initiative. Once a year each ADRC should work on a process improvement (PI) project. The Minimum Data Set (MDS) is a form faxed by the nursing home to provide a referral to ADRC when a staffing occurs and the resident wants community information. This PI project was created for La Crosse County and we requested all of the nursing homes in our region to participate. Each facility would have an ADRC social worker physically present in the nursing home every two weeks to meet with residents and family members. The two social workers started this project in May. It was determined after three months that the number of referrals and contacts were not high enough to warrant continuing the project. The ADRC-WW received more MDS referrals during the three month period than the social workers that were present in the nursing home received. Initially this was a six month project but only lasted three months as it showed that MDS is working as it should. The project did have a positive outcome in that we re-established the relationships with nursing homes by making our presence known. Also through this PI project, a social worker created a one page form to help family members apply for Medical Assistance to pay for the nursing home.

**ADRC Mobilizer Role:**
Cheryl provided information on the role of the ADRC in assisting people with the Affordable Care Act (see handouts). Gundersen Lutheran developed a very useful tool that is being distributed throughout the region which provides basic information on whether or not someone needs to access the Marketplace and how they go about it. The ADRC-WW staff are to act as Mobilizers to help disseminate information to consumers, make referrals to the Marketplace assisters and provide input to the development Regional Enrollment Networks. Most of the ADRC consumers will not be affected by the Affordable Health Care Act as they have Medical Assistance or Medicare. Some consumers that make seek out our assistance may be a person who has been approved for SSDI and has to wait two years for Medicare, a person who may be losing their Badgercare benefit due to the change in financial eligibility criteria or someone recently applying for disability and waiting for a determination. We will assist by directing consumers to the appropriate Marketplace enrollment specialists.

Dean spoke of the great need in the community and not everything is up and running smoothly even though the Marketplace opened October 1st. There is a regional website being developed that will provide more information as to when and where Certified Application Counselor’s (CAC’s) will be assisting people to enroll in the Marketplace. It was recently determined that funds to Counties to pay for CAC’s were not able to be utilized for that purpose and so some Counties have chosen not to hire any CAC’s to assist with enrollment. La Crosse has decided to use county levy to hire the CAC’s. Ron stated that Monroe County also has chosen to hire a CAC as of Monday. This will be a County to County decision. Economic Support will not change with any of the designed plans and their funding is secure. Some regional hospitals will have CAC’s and some will have existing staff act as enrollment counselors. One advantage to the ADRC consumers will be when a person meets target group and doesn’t have an MA source, they may now be eligible for LTC programs.

**Upcoming Meetings:**
Next meeting will be held on December 20th at 1:00 in Monroe County Human Services in Sparta.

Meeting was adjourned at 2:42pm.

Minutes may be approved, amended or corrected at the next advisory board meeting.

Respectfully Submitted by:

Cheryl Neubauer