

**Aging and Disability Resource Center of Western Wisconsin**

**ADVISORY COMMITTEE MEETING**

Date: December 10, 2013

Time: 1:00-3:00pm

Place: Monroe County Human Services

**Present**

Ole Yttri  
Daniel Beyerl-chair  
Sigrid Dooley  
Jill Kaphengst  
Margaret Rewald-vice chair  
Jim Rice  
Richard Yarrington

**Staff/Guests**

Dean Ruppert  
Peggy Herbeck  
Audra Martine  
Cheryl Neubauer  
Pam Eitand  
Ron Hamilton  
Jean Klousia  
Pat Peterson  
Sue Rettler  
Elizabeth Faulkner-Baldwin  
Jackie Williams  
Lindsey Schwarz-Nichols  
Jamie Christianson-Fawcett

**Call to Order:**

The meeting was called to order by Daniel Beyerl, Chair at 1:04pm.

**Review of Meeting Minutes:**

Input was requested by Daniel Beyerl as to any corrections or changes in the attached meeting minutes. There were no corrections or changes that needed to be made. Jim Rice approved and Ole Yttri seconded.

**Affordable Care Act Update for Western Region:**

Lindsey Schwarz –Nichols, Western Region Enrollment Network Coordinator and Jamie Christianson-Fawcett, Department of Human Services Area Administrator provided an update on the eight county consortia which includes La Crosse, Buffalo, Clark, Pepin, Trempealeau, Vernon, Jackson, and Monroe Counties. These are the same counties that comprise the Western Region Economic Assistance consortia. There are approximately 30,000 people in the Western Region that are uninsured or underinsured and will need to seek insurance. This includes the people who will lose eligibility for Medicaid due to income above 100% federal poverty level (FPL).

A foundation was laid in Spring 2013 to collaborate as a Western Region consortium to bring the Affordable Care Act forward in our area (see handout). A Coordinating Committee comprised of community organizations formed to determine how to best meet the needs of the region in assisting people to enroll in a health insurance program. The focus of this group was to identify the face to face assistance needed and make certain that information provided to the community is consistent and streamlined.

La Crosse County took the lead in designing and continuously updating a website which lists community organizations that have Certified Application Counselors (CAC's) to assist people in applying for insurance. Gundersen Health Systems developed the educational materials and La Crosse Community Foundation covered the printing costs. The materials are distributed in the community by a mobilizer network and 24/7 telephone support is provided by Great Rivers 211. Enrollment is completed with individuals at several enrollment sites throughout the Western region.

The target goal for CAC's in the region is 64 and at this time we have 48. They are trained and are actively taking applications. There was a mass enrollment last week in La Crosse where CAC's from different organizations came together to help people enroll. About 140 people attended and about half were able to enroll in a qualified health plan and half were Medicaid eligible. Some people just stopped by for more information. It was determined this was a successful event and will occur again in January. Lindsey stated that our region is very fortunate to have this collaborative effort put forth by the Counties and Community Partners to assist people in the enrollment into a health insurance plan. Jaime Christianson-Fawcett stated that the Western Region Consortia fell into place a lot easier than other areas. She discussed the current challenges in the Marketplace as the messaging hasn't been consistent but it is getting better. "We want healthy people in our state to bring in employers." The uninsured or underinsured population that is targeted is unfamiliar with the world of health insurance and picking a plan can be scary. It is exciting that the single, or people without dependents, will now have access to affordable health care options or Medicaid.

On October 1<sup>st</sup> the Marketplace was set to open but had several glitches that prevented people from accessing the website. Due to this delay, insurance would not be available on January 1<sup>st</sup> as planned for those losing Medicaid or HIRSP. On November 14<sup>th</sup>, Governor Walker announced a special session to look at delaying the changes until March 31<sup>st</sup> in order to get the Marketplace up and running. This would also mean that single people under 100% FPL income will not be eligible for Medicaid until April 1<sup>st</sup>. The bill has passed the Assembly and will be voted on in the Senate on December 19<sup>th</sup>.

Dean stated that the role of the ADRC is to be a mobilizer and assist people to access information on where the CAC's are located to help with enrollment. He also inquired about the LTE positions ending on March 31<sup>st</sup> as that is when open enrollment ends even with the delays. Lindsey's opinion was that they will end at that time but nothing has been verbally stated. On April 1<sup>st</sup> we will pull back the 9 CAC's but will have community CAC's available to still help others with the enrollment process.

Elizabeth asked if consumers not eligible for Medicaid today can enroll through the Marketplace at this time and Jamie answered that they are able to. Peggy asked if people between 100% and 200% FPL can still apply for Badger Care plus during the delay and receive the Medicaid for three months. Jamie said that those people would be eligible for the three months.

Jamie stated that we were the only consortia in the State not to utilize an Americorps member to coordinate the Affordable Care Act. The Western Region committed funds to have Lindsey coordinate this program and it shows the commitment to do the best for the community.

### **Partner County Updates:**

Sue Rettler informed the group that they have 82 open cases between the three social workers. Elizabeth Faulkner-Baldwin shared a success story from Monroe County which also involved the collaboration of many community organizations. Most people appreciate the involvement of the ADRC, so this was an atypical referral. This is a 52 year old single gentleman, with no natural supports, who had undergone a leg amputation and is intermittently on dialysis. He is of tribal decent; English not being his primary language, but not Ho Chunk, so tribal payments are not consistent. He lives in his own home but due to an outstanding \$1500.00 electric bill, his electricity was turned off. Several agencies, including the ADRC, have tried to help him in the past, but he declined assistance. With the weather getting colder, he was finally agreeable to meet with Elizabeth. It took the coordinated effort of four

agencies and his brother to reduce the bill to \$600 and the Electric Company then agreed to turn on the electricity in a 30 minute intermittent capacity. This story illustrates that the ADRC's only role is not to be the gatekeeper to Family Care or IRIS. We work with the community and provide a wide array of assistance.

Jean Klousia, from Vernon County, said referrals were down in November but rising in December as they had 18 this past week. Cases are a lot more complex and they aren't related to enrollment in a long term care program. Income Maintenance has been very assistive in processing cases in a timely manner and is willing to help when there is a case that needs to move through quickly. There is a new initiative that began in November with the ADRC staff providing outreach at the Viroqua Clinic from 11-1:00 weekly to help with the completion of Power of Attorney forms and also provide information regarding the role of the ADRC.

Pat Peterson, Aging Director for Vernon County, informed the group that the Medicare Pt D enrollment season has come to a close on December 7<sup>th</sup>. Due to Thanksgiving being so late this year, people didn't gear up for it as they usually would. Funding for the EBS position has been affected by sequestration. The EBS receives many calls from the ADRC for assistance in funding caregiver needs which have been increasingly higher. The SMART bus offered 95 rides last December when it started operation and October 2013 they offered over 3000 rides. It is not self-sustaining, but the amount brought in from ridership has exceeded the anticipated initial figures.

Jackie Williams provided an update for Jackson County as Beth Smetana was not able to attend. Jackie has returned full time from FMLA and so Jackson County is back to two full time social workers. The ADRC supervisor position has changes made to the job description so it will be brought before the County Board this month, and should be filled by February or March. Heather Heinz has started as the supervisor in Adult Mental Health and Protective Services. She previously worked in Clark County.

Peggy Herbeck, from La Crosse County noted that a social worker with 37 years of experience at La Crosse County is retiring on January 2<sup>nd</sup>. We also had a social worker in the ADRC who returned back to her previous position in the Mental Health unit and that leaves us with 2 vacancies that we are advertising for.

Last quarter Care WI had 29 enrollments and three disenrollments. They have hired a second social worker and in the process of hiring a third. They are having difficulty getting their network established but we haven't heard complaints in that regard from consumers. It is difficult to provide options counseling with a small network of agencies to provide consumers services.

Dean said he was thinking of having Care WI back to an advisory meeting to talk about how things are going for them now that they are up and running in this area. Pam Eitland offered that Western Wisconsin Cares should also be invited to present at one of the advisory meetings also.

Peggy mentioned the new Community Living Sustainability Initiative brought forward from the State regarding increasing the work we do with Nursing Home relocation. They determined the number of people in nursing homes per county that the ADRC's need to look at for relocation in order to save Medicaid dollars. ADRC-WW has between 5-8 people across the four counties per month.

Audra explained that the ADRC supervisors got together in November and went through point by point the joint responsibilities document which determines the division of responsibilities of each of the partner counties in providing the scope of services of the ADRC.

Ole Yttri asked about the financial solvency of Western Wisconsin Cares as he heard they were having difficulties and wondered if the Counties would take over. Pam Eitland and Dean both answered that WWC is struggling because of the low capitation rate which keeps decreasing when they have a reserve

available. It is a legitimate struggle as it impacts the consumers. If an MCO was to fold a different private agency would step in as the larger the agency have more financial solvency than the Counties.

**ADRC WW Statistics:**

Peggy provided the statistics for Enrollment/Disenrollment (see handout). Enrollments are staying in the 50's per month. November was slow but it will pick up again. They are now spread over two MCO's and IRIS. The largest reason for disenrollment remains death. There were 2 cases during this quarter where DHS made the decision allowing the MCO to disenroll the person as they could not meet their health and safety needs and it was too risky for them to be served. Movement from one MCO to the other and sometimes back again, is still occurring.

Audra provided the Met/Unmet Needs information (see handout). Disability/Long Term Care and Basic Needs/Financial are the same two categories that continue to be the areas we don't meet. This time, for most of them, we have no control over the reasons. The balance, we had something for them but they didn't return our calls.

Cheryl gave an update on the Contact Data for the ADRC-WW. The most notable of the statistics were the high volume of calls the Call Center received in October; 1566 calls. This is the highest number of calls in a month that the Call Center has ever received. This may be due to the Medicare Pt D season and the Affordable Health Care Act beginning October 1<sup>st</sup>. This volume led to over 1000 referrals to provide further information and assistance from a DBS/EBS, social worker or Adult Protective Services. The ADRC-WW remains in the community providing outreaches to community organizations, meal sites, health fairs etc...

Dan Beyerl asked about the status of the tribal outreach with Roberta Decorah. Peggy said there are a few out of Jackson County but a small volume. Jackie said she send an e-mail to Roberta when she knows a person is involved with the tribe. She has found that most of their needs are met by the tribe. Elizabeth has one case with the tribe that resides in Monroe County but close to the Jackson County border.

**Upcoming Meetings:**

2014 Advisory Committee Meetings were scheduled and will remain from 1:00-3:00pm:

<b>March 25<sup>th</sup></b>	<b>La Crosse County</b>
<b>June 24<sup>th</sup></b>	<b>Jackson County</b>
<b>September 30<sup>th</sup></b>	<b>Vernon County</b>
<b>December 16<sup>th</sup></b>	<b>Monroe County</b>

Meeting was adjourned at 3:00.

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

Respectfully submitted by:

Cheryl Neubauer

