

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

## **ADVISORY COMMITTEE MEETING**

Date: March 25, 2014

Time: 1:00-3:00pm

Place: La Crosse County Human Services

### **Present**

Daniel Beyerl -chair  
Margaret Rewald-vice chair  
Sigrid Dooley  
Jill Kaphengst  
Jim Rice  
Mike Sallaway  
Dorothy Will  
Richard Yarrington  
Ole Yttri  
Jo Ann Nickelatti

### **Staff/Guests**

Dean Ruppert  
Peggy Herbeck  
Audra Martine  
Cheryl Neubauer  
Pam Eitland  
Ron Hamilton  
Jean Klousia  
Pat Peterson  
Sue Rettler  
Beth Smetana  
Jay Hein-Care WI  
Alicia Stork-Care WI  
Kristine Buehler

### **Call to Order:**

The meeting was called to order by Daniel Beyerl, Chair at 1:02pm.

### **Review of Meeting Minutes:**

Input was requested by Daniel Beyerl for any corrections or changes to the attached meeting minutes. There were no corrections or changes noted by the committee. Minutes were approved as written.

### **CARE Wisconsin Update:**

Jay Hein, Regional Director of Long Term Care Programs and Alicia Stork, Program Manager, provided a power point (see handout) presentation regarding Care WI which became a family care organization in this region August 2013. Currently they have 113 members in the Western Region with a ratio of 40 members per care manager and 80 per nurse. The majority of their consumers have either a physical disability or are frail elders, as well as many have the co-morbidity of mental health issues. They are ahead of the targeted enrollment that was expected for this time frame. Approximately 40% of the enrollments are transfers from another long term care program and many members are choosing the self directed support option through family care. Care WI is currently looking at a future office in Viroqua as they see the need for staff in that area.

The relationship with the four county ADRC has been very good with regular ongoing communication. Peggy mentioned that we are having joint meetings between Western Wisconsin Cares, Care WI and the ADRC to discuss protocol and processes for enrollment so we are doing things in a like fashion for both organizations.

### **Partner County Updates:**

Sue Rettler provided an update on Monroe County stating they have 80 cases open which has kept them busy as one worker is out on medical leave and will return on a very part time basis at the end of the week. Cases continue to be more complicated and take more time to work through in that we tend to be helping people to plan for their future.

Jean Klousia updated the group on Vernon County stating that individuals don't always understand the timing needed to become eligible and get enrolled in a long term care program. Many times people are calling after their money is spent and requesting family care be backdated, especially when they need assistance paying for residential care. Because Vernon County is so rural, the social workers are on the road 75% of the time. To help alleviate this, each staff is assigned designated areas of the county to cover. Many people are asking the social workers which program they would choose as they are uncertain of the one that best meets their needs. Several are choosing the IRIS program. With the complexity and the family dynamics of many of the cases they work with, it is very helpful to work closely with Human Services to get a better picture of the entire situation. The new clinic outreach is going well and has been beneficial to many people. The ADRC was invited to have a booth at the United Health Care outreach in May.

Beth Smetana informed the advisory committee that Todd Gundersen was hired to be the supervisor at the ADRC-WW in Jackson County. His start date will be April 28<sup>th</sup>. Social worker Jackie Williams was previously employed by Jackson County and was recently hired by La Crosse County. She is continuing to help out in Jackson County until a new social worker can be hired. On April 7<sup>th</sup> they will prescreen 11 applicants but there is a steep learning curve in this job and it will take awhile to get someone trained. Beth discussed the restructuring of the two full time ADRC social workers to one full time ADRC and one half-time ADRC with the other half-time hours to work in Adult Protective Services. Until fully staffed, Abbi is trying to hold the ADRC together for Jackson County with the help of the Disability Benefit Specialist, the Aging unit staff and Jackie coming back two days a week.

Peggy Herbeck gave the update for La Crosse County. We have two new Social Workers, Jackie Williams, who came to us from Jackson County, and our QA Social Service Specialist, Clara Pasell has now moved into a Social Work position. We recently hired Brook Duncan to replace Clara in her QA position. The ADRC is expanding the "Living Well with Chronic Conditions" by training more facilitators and volunteers with the goal of having enough people to teach in all of the counties. With changes being made at the State level, we are working with new issues and guidelines for applying for public assistance.

Audra gave an overview of the current television advertising that recently started. The State gave money to the ADRC regions based on the area market and requested we collaborate with neighboring regions to determine which stations covered specific target areas. Our region was awarded a \$20,000 grant and the money was split between Channels 8 and 19. On Channel 8, the ads will be run throughout the day and on Channel 19 they will be run during the news shows. These are educational ads that the State made them generic so there isn't a local phone number to contact. People watching the ad will

have to search out through other means to be able to access the ADRC phone number in their area. There are five ads which will play across the state highlighting the different target groups that we serve.

Kristine Buehler, from the La Crosse office, presented a success story. After a yearlong process, a woman, with the assistance of several human services staff, was able to finally enroll in a long term care program. Her mother made the referral to the ADRC for her daughter who recently lost her job. She is familiar with the ADRC as she is currently receiving long term care services. The daughter lost her job due to the increase in physical and mental health issues. Her insurance was ending and unemployment was running out. She had no other source of income and her mental health was becoming more unstable due to all of these issues. When screened for a long term care program she came up Non-Nursing home level of care as she didn't have enough medical documentation to support her care needs. Kristine made a referral to our internal mental health triage clinic as she did not have insurance. She was provided mental health services and therapy to relieve some symptoms. She was denied Social Security disability and Kristine referred her to a disability benefit specialist and 3 months later after reconsideration was awarded SSDI with a back payment. Due to more stability and compliance with medical care, after a rescreen, she was found Nursing Home level of care and was able to enroll in a long term care program.

Pat Peterson from Vernon County Aging updated the committee that there is a great need for more volunteer tax preparer's as all the time slots with the AARP tax preparer's are full in Vernon County. It is National Volunteer Week April 6<sup>th</sup> through 12<sup>th</sup> so thank you to all who volunteer.

#### **ADRC-WW Statistics**

Peggy went over the enrollment data (see handout). There has been an increase in enrollment into the IRIS program. One reason people switch from one long term care program to another is a cut in services from one program and the consumer is hoping to have the other program approve the services. Another reason is that the consumer is unhappy with the care manager/nurse team and aren't willing to try another team within that organization. A third reason is when people starting out in a managed care program switch to IRIS after getting a better handle on how services and programs work as they feel they can manage their own services. Others may leave to obtain MA card services and work specifically with one personal care agency for all their care needs.

Dorothy Will asked about people in residential facilities that are doing well and then moved to a less supervised setting and then start to decline. Peggy said that the rule of thumb is to always look at the least restrictive setting for consumers where the person can be served safely. The MCO's struggles with this issue when looking at residential placements. There have been several voluntary disenrollments for people in the nursing home that don't want to leave and the care management team has a viable less restrictive residential option for them. The consumer or family has to choose to either leave the nursing home and remain in the long term care program or disenroll to continue living in the nursing home.

Audra discussed the number of met/unmet needs (see handout). At this time there aren't as many unmet needs because not as many cases have been closed during this review period. This may be due to the trend of more complex cases which take longer to work through. The main categories of this report continue to be the same as in previous reports, basic needs and financial related and disability/long term care related services.

Cheryl presented the ADRC-WW Contact Data (see handout). Since the television ads began this week, we have requested the Call Center start to survey the callers as to how they heard of the ADRC. This

information gives us a good indication as to how our marketing is working. That data will be included in the next report. Of the data reported, the noteworthy item is the number of referrals ADRC-WW receives and the small percentage of that number that actually enroll in a long term care program. This signifies that we are more than just the gatekeeper to Long Term Care programs but we do so much more.

**Update on the Complaint and Appeal Process:**

Audra gave an update on the request from the State to look at what constitutes a complaint. We will now view complaints in a broader perspective. If someone requests to speak with a supervisor about an issue, it will be considered a complaint, even if we are able to easily resolve the issue. Previously, this would not have been a documented complaint to report. The State will be looking at our problem solving techniques. In a survey done by the State, 7% would not recommend the ADRC to a friend. They will be identifying areas that we can improve on and if there are any noticeable trends that can help guide us. The contract states that we report any complaints and appeals to the Advisory Committee. Most years we have none and some years we have one. Because we will see an increase in documented complaints, we will report these to the Advisory Committee twice a year so there is a better understanding of the types of complaints we receive.

**Committee Member Involvement and Feedback:**

Maggie Rewald did not run for County Board again so this will be her last meeting. Thank you for your service as Vice Chair of this committee. Elections will be held in April so we will have some new County Board members at our next meeting.

**Upcoming Meetings and Topics:**

The next Advisory Board meeting will be held June 24<sup>th</sup> at Jackson County Human Services in Black River Falls.

Meeting was adjourned at 2:40pm.

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

Respectfully submitted by:

Cheryl Neubauer