

AGING AND DISABILITY RESOURCE CENTER OF WESTERN
WISCONSIN ADVISORY COMMITTEE MEETING

DATE: 12/14/2010

TIME: 1:00pm – 3:00pm

PLACE: Monroe County Health & Human Services Building

PRESENT:

Don Evenson
Barb Mlsna
Dorothy Will
Margaret Wood
Ole Yttri
JoAnn Nickelatti
Howard Garves
Jill Kaphengst

STAFF/GUESTS:

Dean Ruppert
Peggy Herbeck
Jen Timm
Todd Bowen
Pat Peterson
Jean Klousia
Sue Rettler
Erica Larsen
Scott Mathison
Pamela Eitland
Gene Phillips

EXCUSED:

Millie Evans
Stan Nofsinger

ABSENT:

CALL TO ORDER:

The meeting was called to order by Margaret Wood at 1:00pm; Stan Nofsinger was not present at the meeting.

REVIEW OF October 5th, 2010 MEETING MINUTES

The minutes were approved as written.

UPDATE ON PARTNER COUNTIES

A representative from each partner county provided an update on how things have been going in the Jackson, La Crosse, Monroe and Vernon County offices of the ADRC-WW.

Monroe County – Sue Rettler reports the Monroe County Elderly Benefit Specialist position is vacant with an anticipated vacancy of 4-6 weeks. In the meantime, EBS referrals will be sent to the ADRC-WW to assist in handling cases that are able to be. Scott Mathison, ADRC-WW Social Worker, shared a customer story in which highlighted the ADRC-WW's involvement in information and assistance, prioritization, and enrollment into Family Care.

Vernon County – Jean Klousia reports referral intake has been steady; the Viroqua office is becoming more known in the community. Also, the referrals have become more complex and more time consuming. ADRC-WW has recently hired a new part-time Social Worker and the position starts January 3rd, 2011.

Pat Peterson, Aging Unit, reports on the Transportation Brokerage Plan in which the state has issued an RFP for April 2011. This is now on hold, again, in regard to a project with Family Care and taking over Medicaid transportation.

Jackson County – Erica Larsen, reports on outreaches with the Salvation Army through ADRC-WW. Voucher requests have increased.

La Crosse County - Dean Ruppert comments on the great growth of the ADRC-WW the past year and the thought of being the best regional ADRC in the State. The 4-county partnership continues to work well by encouraging and utilizing creativity, brainstorming, a standard level of service, and high quality of service.

Peggy Herbeck reports on the enrollment of Franciscan Sisters of Perpetual Adoration. A group of 28 Sisters will be enrolled into Western Wisconsin Cares after assessing the first group of 42 individuals. Enrollment will occur within the first three weeks of January. Two ADRC-WW social workers have been focusing on this screening eligibility. The next process will include assessing those with higher level of needs.

Monroe County is now utilizing videoconference equipment for ADRC-WW regional weekly meetings.

La Crosse County management has received recommendations from a process improvement team who have looked at the access / intake / and on-call processes at La Crosse County. These recommendations mirror some ADRC processes. Action steps are pending, however will keep committee apprised of plans and how this affects the ADRC-WW.

ADRC-WW Statistics

Jen Timm discusses call volume to the centralized call center and referral volume over the course of this year and compares to the previous two years. Outreach activities occurring in the four counties are also identified from September, October, and November 2010. See handout.

Peggy Herbeck discusses enrollment data for ADRC-WW from September, October, and November 2010. See handout.

Peggy Herbeck discusses met and unmet needs data from September, October, and November 2010. See handout.

ADVISORY BOARD MEMBERSHIP / APPRECIATION / UPDATE

Chairman, Stan Nofsinger will be replaced on this committee due to a potential conflict of interest and therefore a new representative is needed. The next meeting (Spring 2011) will address board membership. However, there is a new Vernon representative who will join the next meeting. La Crosse is working on finding other representatives and will have these filled by next meeting.

A certificate of appreciation was presented for Stan Nofsinger and Pam Bendel for their time spent serving on this board.

EVALUATION FROM STATE – CUSTOMER SATISFACTION

ADRC-WW has been recognized as a premier regional ADRC in the State due to strong partnership practice. Dean Ruppert discusses a recent customer satisfaction survey completed by the State of Wisconsin, DHS. See handout, *Delivering a PACKAGE*.

NIATX – Jean Klousia and Peggy Herbeck explain a state quality improvement initiative being done in ADRCs. This project is a rapid cycle quality improvement plan. ADRC-WW is working on increasing utility of referrals and is focusing right now in the Vernon County office. Specifically, the projects are aiming to increase consistency of information provided to walk-in customers across all four offices.

MDS REQUIREMENT – Peggy Herbeck explains a new federal requirement that is affecting the ADRCs across the state. All nursing homes who accept medical assistance must complete what is called a MDS. Starting 10/1/2010, a new section (section Q) was initiated as part of this process. This process requires nursing homes to ask specific questions of interest in returning to the community and if the resident wishes to speak to someone. In addition to the MDS, ADRCs are continuing to receive Pre-Admission Consultations, which is duplicative. This is a workload issue and therefore we are tracking data to more fully understand how this is affecting the productivity of the ADRC-WW. Because of the timeframes required with this federal requirement, the question of how we are to continue to produce quality outcomes while doing more is being addressed with the State.

BOARD MEMBER INVOLVEMENT AND FEEDBACK

Dean Ruppert discusses the statue surrounding regional advisory committees and four ways in which statutory requirements can be met over the course of the next 18 months:

1. The State Department will select advocacy groups to hold public forums
2. Local-level focus groups, by invitation
3. Work with ADRC and MCO's to complete customer service surveys
4. Convene regional advisory meetings

Margaret Wood comments visiting Marathon County twice recently in which no ADRC logo / sign was displayed.

UPCOMING MEETINGS/TOPICS

The committee discussed and decided on next year's meetings. 2011 Meeting Schedule is as follows:

- March 22nd, 2011 – La Crosse**
- June 28th, 2011 – Black River Falls**
- October 4th, 2011 – Viroqua**
- December 13th, 2011 - Sparta**

CLOSURE / REMARKS

Please call the ADRC of WW for further information, brochures, or any other questions or clarifications you may need.

Next meeting: March 22nd, 2011 in La Crosse. Agenda will be mailed.

Adjournment at 3:00pm.

The above minutes may be approved, amended, or corrected at the next committee meeting. Approved, 3-22-2011.

Jen Timm, Recorder