

## AGING AND DISABILITY RESOURCE CENTER OF WESTERN WISCONSIN

# ADVISORY COMMITTEE MEETING

Date: June 26, 2012

Time: 1:00-3:00pm

Place: Jackson County Human Services

<u>Present</u>	<u>Staff/Guests</u>
Daniel Beryl – Vice Chair	Dean Ruppert
Laurence Berg	Peggy Herbeck
Denise Lorenz	Audra Martine
Jo Ann Nickelatti	Cheryl Neubauer
Margaret (Maggie) Rewald	Pam Eitland
Jim Rice	Jean Klousia
Dorothy Will	Erica Larsen
Richard Yarrington	Linda Lazer
Ole Yttri	Sue Rettler
	Beth Smetna

### Call To Order:

The meeting was called to order by Daniel Beryl, Vice Chairperson, at 1:02pm.

### Introduction of New Members:

New members, Jim Rice and Richard Yarrington were introduced from Monroe County and Margaret Rewald was introduced from Jackson County.

### Elect New Committee Chair:

Daniel Beryl requested nominations for a new Committee Chairperson as Margaret Wood has retired from this position. Jo Ann Nickelatti nominated Daniel Beryl for the Committee Chairperson position and Dorothy Will seconded the nomination. Jim Rice closed the nominations. Unanimous vote in favor of Daniel as new Chairperson for the ADRC Advisory Committee.

Daniel requested nominations for the Vice Chairperson position as he has accepted the Chairperson position. Daniel gave an explanation of the role of the vice chairperson that if the chairperson is not able to attend the meeting, the vice chair will run the meeting. Jim Rice nominated Maggie Rewald and Denise Lorenz seconded the nomination. Dorothy Will closed the nominations. Unanimous vote in favor of Maggie Rewald as the new Vice Chairperson for the ADRC Advisory Committee.

### Review of Meeting Minutes:

Input was requested by Daniel Beryl as to any corrections or changes in the attached meeting minutes. There were no corrections or changes that needed to be made to the meeting minutes. JoAnn Nickelatti approved and Dorothy Will seconded.

### Partner County Updates:

Erica Larson introduced Beth Smetana as the new Director of Jackson County Human Services. Beth has been working in Jackson County for eight years as a supervisor in several of the adult programs. Erica also announced the hiring of Heather Holcomb as the Jackson County Financial Services Manager. Jackson County Social Workers have been focusing on community outreach since referrals have been down. They are currently updating the Resource Center where brochures and information is available to consumers who come into the Jackson County building. Erica attended a Niatx training which she will use to look at providing evidence based programming. She will be working with the Aging Unit and the ADRC to collaborate in providing services.

Abbi Goldsmith, Social Worker from Jackson County, provided a success story which involved a consumer, with a guardian, to successfully transfer from the IRIS program into Western Wisconsin Cares when the consumer and guardians' needs had changed. The consumer initially enrolled in the IRIS program and the father/guardian was the paid care provider. When the father/guardian had to move out of the state, he was no longer able to provide the hands on care for his adult son. A co-guardian was appointed and his son then enrolled in Western Wisconsin Cares in order for his cares to continue through an agency with oversight by a Social Worker/Nurse team.

Jean Klousia from Vernon County reported referrals were lower in number but more complex and time consuming in nature. It has been great to enroll people immediately when someone is eligible for the program. Jean mentioned the vacancy of a half time social worker which a current full time social worker will move into, leaving another full time social worker position available to be filled. The Aging unit in Vernon County is hosting "Home Tours" for the community to visit assisted living facilities, nursing home and community based residential facilities to see what they are like and find out the services they can offer. The ADRC will provide outreach at those tours to talk about services the ADRC provides, rules for MA and reassurance of programs available to help pay for the facilities when people run out of money.

Jean discussed the PI (Process Improvement) team she is facilitating which involves the social work packet that is taken out on home visits. The team consists of social workers from all four counties. What was discovered when meeting with the PI team was that each county had different information in their packets. The goal is to make it uniform. Four social workers will be piloting the new packet and providing feedback on July 20<sup>th</sup>. The team will look at any adjustments that need to be made. They also have developed a second packet with information that is needed but not used all of the time.

Sue Rettler stated there are 92 cases open in the Monroe County ADRC. 13 of these were prior to the CAP being lifted and social workers are still working with them to provide options but they may not enroll.

Peggy Herbeck from La Crosse County discussed the move from being good to great which means moving on to the next step and how can we be more efficient in what the ADRC does. She is participating in the Hospital Readmission group which is working to prevent hospital readmission. This group consists of people from the Health Science Consortium working with the hospitals and health department to look at evidence based information on hospital readmissions. The largest reason for readmission is medication non-compliance which stems from the patient not understanding their medication regimen. With the summer there is a slowdown in referrals and the social workers are doing extensive outreach to the community as to what the ADRC provides. Staff has gone to the Gundersen Lutheran to talk with the bedside nurses about looking at patients and what their needs may be when

going home and then making a referral if they feel the person could benefit from some supports in their home. The ADRC was a major sponsor of the Vital Aging Conference which was well attended by the community. We are working with the State on the new disenrollment forms as the completion of the form will automatically trigger a referral to the ADRC to offer options counseling to look at what other services may be available to a consumer.

Audra Martine from La Crosse County talked about improving the DBS (disability benefit specialist) process by putting a packet together for the staff to utilize that would keep them all consistent and paperless by scanning records and filling out applications on-line. We are looking at refocusing the message we are going to give this fall at the outreaches we have planned such as the Health and Wellness Fair, Parkinson's Symposium, Chamber Organized Event and outreaches to caregivers through a variety of company's personnel departments.

#### ADRC-WW Statistics:

Peggy gave a historical perspective of the ADRC from May 2010 through May 2012 (see handout) which included the enrollment CAP being initiated by the State and the development of a waitlist as well as the CAP being lifted and contacting consumers to see if they were interested and eligible for enrollment. At this time, all four counties are at full entitlement and there are no waitlists for enrollment into a long term care program.

Cheryl discussed the Call Center volume, referral volume and sources of referrals (see handout). The large numbers of phone calls that actually result in an enrollment into a long term care program are very small. Of the over 10,000 phone calls we received in 2011 only 571 enrolled in Western Wisconsin Cares and 57 enrolled in IRIS. These numbers reflect the vast amount of options counseling and alternative information that staff in the ADRC provide. We are not just the gatekeeper to the LTC program but so much more. Cheryl also gave a brief overview of the hard work staff put into developing "The Next Step – Transitional Advisory Council" outreach for families and their children who are turning 18. This outreach focused on what services a child may be eligible for, the Social Security process for someone turning 18 and disabled, the guardianship process and much more. It was well attended and quite successful. Other outreaches in the community were also listed.

Audra discussed the Met/Unmet needs over the last quarter (see handout). Lost contact is the biggest reason for someone's needs being unmet. The State is tightening up on evidence based practice and the ADRC is setting stricter time frames in which staff will respond to calls that have come in. Staff will have a three day turnaround to respond to a call and a face to face visit must occur within 5 days of the call.

#### Update on Regional Long Term Care Advisory Committee Meeting:

Dorothy Will read a statement of her appreciation for the knowledge that is provided to the Advisory Committee regarding wait lists, finances, referrals and other information that is given at our meetings. She felt that she had a better understanding of the ADRC-WW than other advisory board members from other ADRCs outside of our region. She went on to list the various areas of met and unmet needs that were listed by advisory board members at the regional meeting. A few that she mentioned were increase in home care services such as OT and PT, adequate supervision to prevent abuse and neglect, navigating the medical system and respite in and out of the home. One area of extreme importance to Dorothy was the low pay and lack of health insurance for service providers of people with developmental disabilities. She also noted the differences between ADRCs related to their knowledge of financial eligibility. Dorothy said she was proud to be from the ADRC-WW. The next step is for the State

staff to take back all of the comments and concerns they were given and hopefully they will truly reflect the meaning behind the information provided.

All eight counties had representation at the meeting. According to Dean, there are seven regional entities in the State, all of which held meetings.

#### Process Improvement Teams:

Dean Ruppert explained that he went to the three partner counties and met with all staff to explain the purpose of the formation of the Process Improvement (PI) teams. He stated that there has been no new money in the last six years, and most years we don't spend all of the money we receive. We have had adequate resources which helped us survive because staff is diligent in billing for MA services that they have provided. We are able to use federal dollars to match the state dollars to help us keep the level of services high. Staffing costs are our biggest expense to the ADRC and we need to look at how we do better with what we have. Analyzing how we provide services and take a look at how things flow and then what can we do provide more efficiency, consistency and better service in all four counties. We identified eight areas for change or improvement and created multicounty teams with 3-5 people and a facilitator. Out of the eight teams, three have started in June and the rest will follow shortly thereafter.

The eight PI teams and facilitators are as follows:

1. Enrollment Checklist Process - Sue Rettler
2. Central Enrollment Process – Peggy Herbeck
3. Uploading Cases to the MCO – Audra Martine
4. Connect Documentation - Peggy Herbeck
5. Quick Find Organization – Audra Martine
6. Development of 211 database – Cheryl Neubauer
7. Social Worker Packet and Contents – Jean Klousia
8. LTC Functional Screens Expectations and Quality – Erica Larsen

Dean went on to say that our financial resources won't be increasing but the PI teams can look at changes to help make gains within our system.

Sue Rettler updated the group on the PI team she is facilitating which is the Enrollment Checklist process. Prior to meeting with the team, she asked the social workers to send her a list of what they do when they are ready to enroll someone into a long term care program. From that list and further discussion with the group it became evident that each county has some similarities and some differences in how they process cases. They are currently looking at revising and revamping the process to make it consistent across the four counties. Sue also stated that she is enjoying the process more than she thought she would as she has learned a lot from the participants in the group and it has been an overall good experience.

Peggy Herbeck gave an update on the Central Enrollment PI team she is facilitating. She is currently writing up a process for social workers to follow when completing a central enrollment. Social workers are already knowledgeable about the financial information needed for an enrollment to occur and now they need to just take it a step further looking at the big picture.

Peggy said staff are excited about the process and investment into a better product for what they do every day. Dean felt that it is important for staff to be the owner versus the renter of these processes. When the four county consortium formed it happened very rapidly and protocol and processes were put together quickly. Now that we have been together for awhile, it is time to step back and relook at how we do things. Peggy said that since staff from all four counties are now starting to work together again, the hope is that they will utilize each other as mentors instead of always calling a supervisor. Richard

made the remark that it is nice to see that the processes are developing from base up versus top down and better results will come that way.

Committee Involvement and Feedback:

Richard Yarrington asked about how the changes in Badger Care eligibility will affect people on the program and how many people will lose eligibility. Pam Eitland answered that people will not lose eligibility but they will have to pay a higher premium for the program and some people will self select out of the program as they won't be able to afford the monthly premium increase.

Upcoming Meeting/Topics:

Next meeting will be held on October 2<sup>nd</sup> from 1:00-3:00pm at Vernon County Human Services in Viroqua.

Adjournment at 2:57pm.

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

Respectfully Submitted by:

Cheryl Neubauer

