



**Aging and Disability Resource Center
ADRC of Door County**

ADVISORY BOARD - NOTICE OF PUBLIC MEETING

MONDAY, January 18, 2016 - 4:00 P.M.
ADRC of Door County @Senior and Community Center
832 N. 14th Avenue, Sturgeon Bay, WI 54235

AGENDA

1. **Call to Order at 4:00 p.m.**
2. **Establish Quorum**
3. **Adopt Agenda**
4. **Approve Minutes from the 11/16/2015 Meeting**
5. **Public Comment**

6. **Old Business**
 - Update ADRC Director position
 - Data Information
 - MCO/IRIS Options-Handout
 - Building Project Update

7. **New Business**
 - Activities Coordinator Position
 - Short Term Service Coordination Policy-Approval
 - Managed Care Organizations/IRIS Options for Door County-Handout
 - Director's Report

8. **Confirm Next Meeting Date and Time**
 - The next meeting is tentatively scheduled for February 15, 2016 at 4:00 p.m.

9. **Adjourn**

In compliance with the Americans with Disabilities Act, any person needing assistance to participate in this meeting should contact the Office of the County Clerk at (920) 746-2200. Notification 72 hours prior to a meeting will enable the County to make reasonable arrangements to ensure accessibility to that meeting.

Deviation from the printed order may occur.

Posted:

ADRC Advisory Board - Minutes

Monday, November 16, 2015 at 04:00 p.m.

Senior Resource & Community Center, 832 N. 14th Ave., Sturgeon Bay, WI

THESE MINUTES HAVE NOT BEEN REVIEWED AND APPROVED BY THIS BOARD AND ARE SUBJECT TO REVIEW AND REVISION BY THE BOARD AT THEIR NEXT REGULARLY SCHEDULED MEETING.

Business Meeting

1. Call to Order

- The meeting is called to order at 4:00 p.m. by Dave Lienau. Members Present are: Christine Andersen, Tom Krueck, Robert Sullivan, Tami Leist, Judy Treptow, Julie Kudick, and Dave Lienau. Butch Tess was absent. Others present are: Michael Van Dyke, Barb Snow (Minutes), and Robin Mark.

2. Establish Quorum:

- A quorum was established and the meeting continued.

3. Adopt Agenda

- A motion was made by Tom Krueck, and seconded by Christine Andersen to adopt the agenda. The motion is carried unanimously.

4. Approve Minutes from 10/19/2015 Meeting

- Motion to approve was made by Christine Andersen and seconded by Judy Treptow. The motion is carried unanimously.

5. Public Comment.

- Tom states that the public feedback on Family Care is that the people he is hearing from are not happy with the MCO changes and the pinch they are feeling. He states that people are having to dip into many different areas of state funding to help cover the services that used to be covered under the old waiver program because the services are considered general upkeep. Judy mentioned that managed care is based on needs and not wants of convenience. Tom went on to say that the old Bay Pharmacy equipment area did well before Family Care but that the MCO's are going with the better deal somewhere else to save money. Michael pointed out that we are clearly in different times and that we need to be aware of what's changing so that we can help those based on the changes. The waivers are gone now. Tom doesn't want the ADRC staff to have to be the "heavy" that has to tell people that this is just the way it is and that he believes it is not the ADRC's job to have to tell people. Julie Kudick mentions that the ADRC's job is to provide the person adequate information and options so that the person can make informed choices. She also states that we should have open communication with the MCO's so that we can share the concerns with them but not solve the problems. Michael said that the Board members should be bringing what they hear in the community back to the ADRC Board.

6. Old Business

Introductions were made by the committee to introduce new Board member Julie Kudick.

• Update ADRC Director Position

- Human Resources interviewed their third applicant last week. As of today (November 16th) an offer has not been made. More information will be known when Joe Krebsbach gets back from vacation. Michael Van Dyke is still the Interim Director. Tom asked what limitations Human Resources put on applicants that deter them from applying. Dave Lienau explains that he is on the Admin Committee and Human Resources have permission to offer up to midpoint. Anything after midpoint has to be brought back to the Admin Committee. Michael added that the departments are free to

hire the best qualified candidates. Dave added that he doesn't know of any committee that would not take direction from the department head on hiring.

- **ADRC New Staff**

- Jennifer Bender is the new Information & Assistance (I&A) Specialist hired to fill the position Jake left. She was previously an Enrollment Counselor for Family Care and helping with Medicare part D. Her hire date was October 26th.
- Mary Bink is the new Elderly Benefit Specialist (EBS). Mary was previously with the Economic Support Unit. She is now focusing on Medicare Part D.

- **Data Information**

- The SAMS Agency Call Report for 3rd Quarter 2015 handout is in the Agenda Packet. Michael handed out the SAMS Agency Call Report for 3rd Quarter 2014 for comparison. Michael states that the numbers are gearing up and that this is what we should be seeing, an increase in calls.
- Tom mentioned that in the beginning the ADRC was getting calls and answering calls that should have been directed to other departments. He asked if we were still fielding all those calls or if they are being sent to the area they belong. He asked "What is the real role of the ADRC, are people knowing what our role is and mission is and do we stick to that structure?" It's not out there for everybody. Jake answered that in the beginning we were getting a variety of calls for things like public benefits and long term care. He stated that we contract with the State that we will provide information on a variety of different categories, and that we have to be careful not to reduce ourselves to one area. However, we do receive calls from areas such as transportation and we do forward those calls to the area they belong (for example Door-Tran).
- It was asked if we could bring information to the January meeting of case examples on how ADRC staff worked and resolved cases. Julie would like to see conflicts in options counseling examples and what kind of impact it has had on time-what is it that would help your jobs move easier. The committee would also like zip code information to be divided out to see how the Northern and Southern Door areas are being helped. Michael said that we will see about capturing info on location.
- Jake said Bob Sullivan called about starting an exercise group for Northern Door and that Baileys Harbor would provide the facility. Bob said there was a design team that came into Baileys Harbor and did a thorough job asking people what they want to see in the future. Jake said the key is to encourage more ownership from towns/villages. Julie mentioned that coordinating and collaborating with adjoining communities is important.

7. **New Business**

- **Unmet needs discussion**

- Michael identified the differences of Advisory Board versus a Governing Board. The biggest difference between an Advisory Committee and an oversight committee is authority. Advisory Committees should have a clear, specific mission or purpose. The committee members should be bringing issues they are hearing to the meetings.
- All staff positions are filled except the ADRC Director and a Part time Activities Coordinator.

- **Senior Center Ambassadors**

- The Senior Center Ambassadors idea was discussed with Staff and Jake found out that the Senior Center did have Ambassadors at one time. As an example, Michael said that his father-in-law in Oshkosh went into the Senior Center a bit skeptical, he is 92 years old, and was met by an Ambassador. She made him feel right at home, explained what happens at the Senior Center and escorted him to a table where others were already seated. It was a wonderful way to introduce someone new. We could do that here to welcome new folks. Bob stated that people that are not from Sturgeon Bay have come in and sat at the wrong table and were asked to move because they were not part of the group. It was mentioned that Judy Treptow has a wonderful personality and

would be a wonderful Ambassador. Jake mentioned that in the spirit of integration of ADRC & SRC there are people that still come in for lunch and don't know what I&A or EBS or other staff are. It was also noted that when people think of Senior Center, they think bingo. Michael stated he thought he wasn't old enough to come to the Senior Center. The 60's are the new 40's and baby boomers are still in their 40's.

- Memory screening clinic – 30 people signed up.
- Michael stated that we have a golden opportunity with a new building. We can rename it, it doesn't have to be a "Senior Center". Other Senior Centers that are successful have a new facility with a new name. For example Beaver Dam call theirs the Watermark and participation has skyrocketed and attracted baby boomers. Adding programming that will also attract new people along with a new name will help make it more successful. Michael mentioned that our programs didn't surprise the current population of the senior center but bringing in new programs will help bring in a new population. Dave said the majority of the County Board is in favor of the Senior Center building complex. The committee discussed the cost fluctuations, what assets are available and location options (such as the old highway department building) of a new Senior Center. There is support for the senior center building, we are just looking at how we are going to do it.

- **Public Feedback**

- Jake went to Baileys Harbor to present at their Design Team meeting and to introduce himself as the New Aging Manager.

- a) **Confirm Next Meeting Date and Time**

- The next meeting will be held on January 18, 2015, at 4:00 p.m.

- b) **Adjourn**

- A motion was made by Tom Krueck and seconded by Julie Kudick. The motion was carried unanimously. Meeting adjourned at 5:40 p.m.

Recorded by: Barb Snow

SAMS Agency Call Report

4015

1/7/2016

- SAMS Agency Call Report

Who made contact (Caller Type):

No. of Calls	Caller Type
273	(Self)
219	03-Relative/Guardian/Friend/Neighbor/Community member
2	06-PAC (Nursing Home)
2	07-PAC (CBRF)
10	12-Caregiver
101	14-Agency/Service Provider
415	15-ADRC Contacted Consumer/Designee
33	99-Other
1055	Total

Topic Categories discussed during call:

No. of Calls	Topic Category
15	Abuse & Neglect
26	Assistive Technology
20	Caregiving
1	Clothing
1	Community I&R
3	Complaints
13	Employment
2	End of Life
77	Financial Assistance
34	Food
44	Health
96	Housing
131	In-home services
2	Insurance
18	Legal Services
14	Mental Health
505	Public Benefits
28	Transportation
42	Unmet Needs
1	Veterans
2	Volunteer Programs
879	Total

ADRC Activity:

No. of Calls	ADRC Activity

SAMS Agency Call Report

1/7/2016

- SAMS Agency Call Report

8	05-Referred to economic support
9	07-Referred for financial-related needs other than economic support
1	08-Referred for private pay service options
3	14-Referred for mental health services
16	Long-Term Care Functional Screen
20	Provided Assistance with MA Application Process
3	Provided Brief or Short-Term Service Coordination
9	Provided Disenrollment Counseling
43	Provided Enrollment Counseling
84	Provided Follow-up
938	Provided Information & Assistance
19	Provided Options Counseling
1055	Total

Consumer Age Group:

No. of Calls	Consumer Age Group
217	18 - 59
571	60 - 150
788	Total

Referred By:

No. of Calls	Referred By
1	Assisted Living
3	Called Before
1	Friend/Family
2	Home Health Agency
6	Internal Referral
3	MCO/IRIS
3	Other Agency
19	Total

Disability:

No. of Calls	Disability
119	01-Developmental/Intellectual Disability
596	02-Elderly: Age 60 or Older
93	03-Mental Health
158	04-Physical Disability
2	05-Substance Use
140	06-Unknown
1055	Total

SAMS Agency Call Report

1/7/2016

- SAMS Agency Call Report

Monthly Total

No. of Calls	Total Minutes	Month
391	54,603	October, 2015
323	566	November, 2015
341	19,881	December, 2015
1055	75050	Total

FAMILY CARE – TWO (2) MANAGED CARE ORGANIZATION (MCO) OPTIONS

Office for Resource Center Development

This chart may be useful in providing enrollment counseling to people in areas where two Managed Care Organizations are available. The categories found in the chart provide consumers with more detailed and factual information about each MCO that may be useful when weighing their options.

Service Detail	Care Wisconsin State Certified: 2008	Lakeland Care District State Certified: 2010
What are the Family Care Managed Care Organizations serving Door County?	14 S. 3rd Ave Sturgeon Bay, WI 54235 Toll-Free: 1-844-503-5074 enrollsrvc@carewisc.org	305 Steele Street Algoma WI 54201 Toll-Free : 1-877-227-3335
Managed Care Organization Websites?	www.carewisc.org	www.lakelandcaredistrict.org
What type of agency?	Private Non-Profit	Public Non-Profit Public
Who are the Care Managers?	Employees of Care Wisconsin	Employees of Lakeland Care District
What experience does the agency have working with frail elders and adults with disabilities?	Frail Elders: Since 1976 Physical Disability: Since 1997 Intellectual Disability: Since 2008	Frail Elderly: Since 2000 Physical Disability: Since 2000 Intellectual Disability: Since 2000
What counties does the MCO now serve?	Brown, Buffalo, Clark, Columbia, Dodge, Door, Green Lake, Jackson, Jefferson, Kewaunee, LaCrosse, Marinette, Marquette, Menominee, Monroe, Oconto, Ozaukee, Pepin, Shawano, Sheboygan, Trempealeau, Vernon, Walworth, Washington, Waushara and Waukesha counties	Brown, Calumet, Door, Fond du Lac, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Waupaca, and Winnebago counties
How many members will each Care Manager and Nurse be working with?	Care Manager: 1:40 Nurse: 1:80	Care Manager: 1:38 Nurse: 1:58

Aging and Disability Resource Center completed on: 1/1/2016

IRIS (Include, Respect, I Self-Direct) TWO (2) CONSULTANT AGENCY OPTIONS
 Office for Resource Center Development

This chart may be useful in providing enrollment counseling to people in areas where two IRIS consultant agencies are available. The categories found in the chart provide consumers with more detailed and factual information about each ICA that may be useful when weighing their options.

Service Detail	ICA Connections State Certified: 7-1-2015	ICA TMG State Certified: 1-1-2015
What are the IRIS consultant agencies serving Door County?	<p>Central Office location: 647 W. Virginia Street Milwaukee, WI 53204</p> <p>Additional physical locations (by appointment): 185 East Walnut Street Sturgeon Bay, WI 54235</p> <p>W. 18105 Hemlock Ave. Wittenberg, WI 54499</p> <p>ICA Telephone: 1(844) 520-1712 ICA Fax: (414) 325-3124 ICA Email Address: connections@lsswis.org</p>	<p>Central Office location: 1 South Pinckney St. Suite 320 Madison, WI 53703</p> <p>Additional physical locations: Options for Independent Living (2nd Tuesday of each month from 1:00pm -3:00pm) 555 Country Club Rd. Green Bay, WI 54313</p> <p>Manitowoc County Office Complex (2nd Thursday of each month from 10:00am-12:00pm) 4319 Expo Dr. Manitowoc, WI 54220</p> <p>ICA Telephone 1(844) 864-8987 ICA FAX (608) 255-0898 ICA Email Address: IRISinfo@tmgwisconsin.com</p>
IRIS consultant agency websites?	www.Connectionswis.org	www.tmgwisconsin.com
What type of agency?	Private Non-Profit	Private for Profit
Who are the IRIS consultants?	Employees of Lutheran Social Services.	Employees of TMG
What experience does the agency have working with frail elders and adults with disabilities?	Frail Elders: since 1993 Intellectual Disability: since 1980	Frail Elders: since 1989 Intellectual Disability: since 2000

	Physical Disability: since 1993	Physical Disability: since 1989
What counties does the IRIS consultant agency now serve?	Brown, Door, Kenosha, Kewaunee, Marinette, Milwaukee, Menominee, Oconto, Racine and Shawano	Statewide where IRIS is available
How many participants will each IRIS consultant be working with on average?	Not to exceed 1:45	On average 1:45

Aging and Disability Resource Center completed on: January 2016

Appendix F- ADRC Success Story from 2015

Use the space provided below.

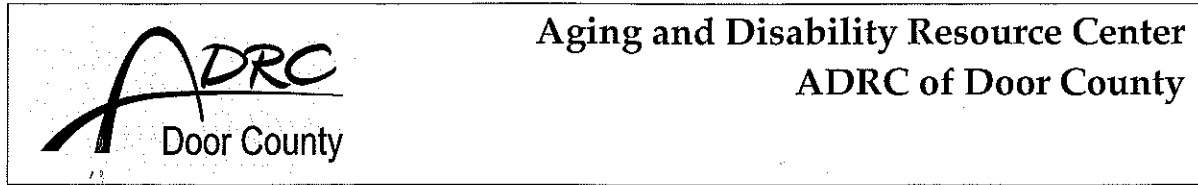
- 1) Please share a success story about a customer with dementia who was assisted by the ADRC.
(Do not share name or other identifying information.)

This year, in 2015, the Aging and Disability Resource Center of Door County provided services to an elderly woman with dementia to help keep her independent in her own home. Before she came to the ADRC, this woman was afraid of her worsening confusion and realized her home was becoming increasingly cluttered. She decided to come to the ADRC to ask for the names and contact information for a person who could clean her house one day each week. Staff at the ADRC noticed that she was also experiencing trouble with her balance and lived alone in her home. Staff suggested she get a personal emergency response system, just in case she ever fell at home. Staff then coordinated and set up these services, because the woman's increasing confusion made it difficult to follow-through on tasks like these. The woman reached out to the ADRC again in the summer time in order to receive help with lawn care. Staff once again provided her with the contact information and coordinated this service for her. Her continued relationship with the Door County ADRC has prevented this woman from needing to use state funded long-term care programs by keeping her safe and independent in her own home.

- 2) Please share a success story about a customer whose need for publicly funded long term care was delayed or not needed due to the services he/she received from the ADRC?
(Do not share name or other identifying information.)

I worked with a consumer who lives independently in a trailer in Door County. After connecting with her and developing a relationship, she shared that she had a leak in her roof that the neighbor had been trying to patch for her for years. She invited me into her home and there were buckets all over the floors of her trailer. She expressed concern about what would happen when winter came because of the holes in her roof that you could see the sky out of when looking up at the ceiling. She had a recent brain injury several years before that had affected her ability to follow through with projects so this appeared to be a difficult issue for her to rectify. Worker asked her if she would like me to assist her in trying to get a new roof for her trailer. She said that she would, but she did not think she could afford it. I asked her if I could look into something that might be an option to make a new roof possible. She said it was worth a try.

I went to our local Habitat for Humanity to speak to them about their "Brush with Kindness" program. They explained the procedure and gave me an application to go over with her. I explained that someone would come over and evaluate the roof and then would give her more details on the process. Habitat called me when this would be done, so I could be with the consumer when this was happening since she had told me she was nervous about the process and understanding how it would all come together. The volunteers did the evaluation and said that they could do the replacement roof for no cost for the labor and she would just need to pay for the materials. I worked with her to get all of her financial information together to be approved for the program and assisted her with the application. Her roof was replaced, and she is happy to say she is warm and dry.



POLICIES AND PROCEDURES

TOPIC:	Short-Term Service Coordination
EFFECTIVE DATE:	
REVISION DATE:	

In order to assure that short-term service coordination is focused and time limited, and does not exceed 90 days duration for any customer, the Door County ADRC has developed the following policy. The protocol includes procedures for case closure and for internal review if the need for service coordination goes beyond the established time limit. The protocol includes a process for making exceptions to the 90 day limit.

This policy addresses short-term service coordination and does not address assistance that is provided as part of I & A and/or options counseling. Short-term is defined as a service delivered by an I & A Specialist that will be completed within a 90 day time frame. The consumer is informed that short-term service coordination is a maximum time frame of up to 90 days. ADRC Staff plan for case closure as soon as they start providing short-term service coordination. As part of service delivery ADRC Staff identify needed services and document the actions taken in SAMS-IR upon initiation and program completion.

Customers are selected for short-term service coordination when one or more of the following criteria exists:

- There is no family, friend, neighbor, or other person who is willing or capable of providing the needed coordination.
- The person has complex and immediate service needs.
- There is reasonable expectation that short-term services can make a difference.
- The person is elderly or has a physical or developmental disability.

The Door County ADRC criteria for determining when to end short-term service coordination for a consumer includes:

- 90 days have expired.
- The immediate crisis or concern has been addressed.
- The individuals' situation has been stabilized.

ADRC of Door County
Short-Term Service Coordination Policy and Procedures

- The person has been linked to others who can provide needed assistance on an ongoing basis.
- The person understands what resources are available and is able to manage independently.

Supervisory notice is required for all situations that have exceeded 45 days. Monitoring and case plans will be reviewed at 60 and 90 day intervals. When a service delivery is anticipated to exceed the 90 day limit, alternative case management plans will become necessary. Other more appropriate public or private service delivery providers will be engaged to continue coordination.

Given the above guidelines clients are not limited to the number of times, length of time or by circumstances under which they can return to the Door County ADRC for additional short-term service coordination. Situations that require new service delivery systems will be shared with the Door County ADRC Advisory Committee, United Way and other community wide groups/organizations for program development.

Developed _____.

Adopted _____.

Revision History

Policy Origination Date:

Revision Date(s)	Description of Change