

**AGING AND DISABILITY RESOURCE CENTER OF WAUKESHA COUNTY
ADVISORY BOARD
Meeting Minutes**

Meeting Date/Time: 5/6/10

Location: Human Services Center Brookfield Room

Committee Members:

<u>X</u> Curtis, John	<u>X</u> Lee, Lorraine
<u>X</u> Farrell, Dennis	<u>X</u> Pagels, Nancy
<u>X</u> Goetz, Jennifer	<u>X</u> Turkoske, Julie
<u>X</u> Graham, Bill	<u>EA</u> Weidmann, Larry
<u>X</u> Hansen, Patricia	<u>EA</u> Wolff, Sandy
<u>X</u> Johnson, Scott	<u>X</u> Zaborowski, William
<u>X</u> Lee, Glenn	

X = Present A = Absent EA = Excused Absence

Additional Attendees:

<u>X</u> Cathy Bellovary, ADRC	<u>X</u> Gina Groskopf, Care Wisconsin
<u>X</u> Ken Eimers, Care Wisconsin	<u>X</u> Ann Lamberg, Care Wisconsin
<u>X</u> Kristen Jeffries, Care Wisconsin	

Call to Order:

Chairman B. Graham called the meeting to order at 9:34 a.m.

Public Comments:

None.

Approval of minutes of April 1, 2010 meeting:

Chairman B. Graham called for approval of the meeting minutes of April 1, 2010. J. Curtis moved to approve the minutes; D. Farrell seconded the motion. All in attendance approved. Motion is carried.

Educational Segment –

C. Bellovary introduced the Care Wisconsin staff to the Board.

Ken Eimers, Chief Operating Officer, shared that Care Wisconsin is a non-profit agency serving southeastern Wisconsin for 34 years, and currently serving 851 members in Waukesha County. He discussed the bill paying process, detailing the process of using a third party administrator. The third party administrator was challenged with the volume of client billings. Their processes have been resolved, the backlog of bills have been eliminated, and the billing process is currently working well.

Ann Lamberg, Administrator of the Waukesha office, discussed some of the transportation problems plaguing clients. She shared that the taxis are not billing the MCO directly, but

continue to send invoices to the ADRC. She reviewed possible solutions to some of these issues, and stressed the importance of constant communication with the ADRC. Ann spoke about the very important client/care manager relationship. Each care management team has two social workers and one registered nurse. Each social worker has 40 cases and the nurse has 80 cases. There are currently twelve teams at Care Wisconsin. The focus is on patient education, goals and outcomes. Ann will set up a meeting to discuss solutions.

Kristen Jeffries, Vice President of Planning and Development, discussed the quality improvement plan. Member satisfaction surveys had been sent throughout the state in early 2009. There was a 43% return rate with over 800 surveys mailed. Kristen shared an overview of the survey results and identified the areas that they are focusing on improving. The results will act as their benchmark, with another survey planned for late 2010.

Gina Groskopf provided a statistical breakdown of the current 851 members, highlighting that 258 clients have been taken off of the county waitlist since July 1, 2008. There have been 90 clients moved from state facilities.

There were many questions for the Care Wisconsin staff, with good discussion.

ADRC Manager's Report -

- C. Bellovary commented that Care Wisconsin's presentation to the Board this day indicates a continued desire to be responsive to client concerns.
- The Caregiver Conference, held on April 20, 2010 at the Country Springs Conference Center, was a great success with positive feedback received from participants.
- The Volunteer Recognition event, held on April 25 at the Country Springs Conference Center, was a wonderful event recognizing the many volunteers who give their time to older adults in Waukesha County. Accompany of Kids performed for the audience to rave reviews.
- An event on April 23, 2010 in memory of Jack Bodien was well attended by HHS staff, as well as many members of Jack's family. A memorial plaque in Jack's honor was unveiled in the ADRC lobby, and many kind words and memories of Jack were shared.
- The ADRC continues to be involved in planning for the new HHS building. Staff met with architects to share space needs.
- C. Bellovary distributed information regarding OAA reappropriation of funding. Additional information will be shared at future meetings.
- The budget process will begin soon for the 2011 budget.
- The public hearing held at the Waukesha Expo on April 22, 2010 was well attended with numerous individuals sharing their stories with Waukesha County staff.
- The ADRC's new Disability Benefit Specialist, Tim Huyhn, will start on May 17, 2010.
- The HDM distribution center at the Waukesha Expo is running well after a less-than-ideal start. The planning committee for the new HHS building visited the site recently to assess the viability of including the distribution center in the new building.
- The mobility manager from Interfaith has scheduled a meeting for June 3, 2010 at 2:30 pm at Goodwill to discuss specialized transportation.

Greater Wisconsin Agency on Aging Resources (GWAAR) Report -

C. Bellovary reports that she and Mary Smith attended a recent training provided by GWAAR on transitioning challenges for ADRC's.

Coalition of Wisconsin Aging Groups (CWAG) -

J. Curtis reports that the recent Senior Statesman program was very well attended and very successful. The State Conference is scheduled for July 29-30 in Green Bay. See J. Curtis for details.

People Can't Wait Report -

L. Lee reports that the recent meeting had a presentation about Family Care. There was discussion about the various issues that members continue to experience. L. Lee shared that there is a focus on vocational goals and teams are working on the issue. There is still a need for more members to participate and get involved. S. Johnson encouraged people to contact their state legislator to encourage them to increase funding.

Health and Human Services Board and Committee Report -

D. Farrell shared that he attended a meeting with the county executive to discuss recommendations for quality of services offered by the county. There is a transportation summit planned whose focus is to resolve transportation challenges throughout the county.

Other Business/Updates:

- L. Lee reports that a meeting is planned for May 6 to address transportation issues and the direction that is planned. See L. Lee for details.
- B. Zaborowski distributed a handout on Alzheimer's disease.
- L. Lee shared that she is in a play at the Waukesha Civic Theatre from May 21-25 with four performances planned.
- There was a suggestion that a future meeting presentation from Addiction Resource Council on alcohol and drugs be considered.
- B. Graham called for discussion about canceling the July meeting. J. Curtis moved to cancel the meeting; L. Lee seconded the motion. All in attendance approved.

Adjournment:

J. Curtis moved to adjourn the meeting; B. Zaborowski seconded the motion; all in attendance approved. Motion is carried.

Meeting Dates and Times/Next Meeting:

June 3, 2010 - 9:30 a.m. – Brookfield Room, HSC

July 1, 2010 meeting Cancelled.

Approved _____ Date _____

Recorded and Submitted by Pat Popowski on May 6, 2010.