Dane County

Minutes - Final Unless Amended by Committee

Area Agency on Aging - Access Committee

Consider:
Who benefits? Who is burdened?
Who does not have a voice at the table?
How can policymakers mitigate unintended consequences?

Friday, February 8, 2019	**9:30 AM**	**AAA/ADRC, 2865 N. Sherman Ave., Room 108 Madison, WI 53704**

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Madison, WI 53704

A. Call To Order

Staff & Guests Present: Cheryl Batterman, Howard Thomas, and Angela Velasquez

Chair Hochkammer called the meeting to order at 9:31 am.

Present 6 - JON HOCHKAMMER, GERRY DERR, FRAN BARMAN-PAULSON, SRIDEVI MOHAN, NORA HAMMER, and CAROL LORENZ

Absent 3 - ELAINE DESMIDT, PAMELA FLAD, and BARBARA BOUSTEAD

B. Consideration of Minutes

2018 MIN-405 MINUTES FROM DECEMBER 17, 2018

Attachments: 2018_1217_AAA Access Committee Mtg

A motion was made by BARMAN-PAULSON, seconded by DERR, to approve the minutes. The motion carried by the following vote:

Ayes: 6 - HOCHKAMMER, DERR, BARMAN-PAULSON, MOHAN, HAMMER and LORENZ

Absent: 3 - DESMIDT, FLAD and BOUSTEAD

C. Action Items

1. 2019 COMMITTEE WORK PLAN

2018 ACT-321 2019 COMMITTEE WORK PLAN

Attachments: 2019 Access Comm Work Plan DRAFT

AAA Manager Cheryl Batterman provided an overview of the work plan and answered committee members' questions. Establishing quantitative benchmarks was a focus when constructing the 2019-2021 Dane County Aging Plan.

A motion was made by DERR, seconded by LORENZ, to approve the 2019 Access Committee Work Plan as presented. The motion carried by the following vote:

Ayes: 6 - HOCHKAMMER, DERR, BARMAN-PAULSON, MOHAN, HAMMER and LORENZ

Absent: 3 - DESMIDT, FLAD and BOUSTEAD

D. Presentations

1. LISTENING SESSIONS: SPRING & FALL 2019

Batterman stated one avenue to achieve committee members' request to conduct listening sessions with seniors could be teaming with the Aging & Disability Resource Center Governing Board and the Dane County Human Services Board -- which also plan to conduct listening events – for a combined event. Batterman will contact the meeting facilitators for those bodies to ascertain the feasibility of a combined event. If that proves cumbersome, Batterman will pursue locations for Access Committee-only listening sessions.

2. CAREGIVER PROGRAM UPDATE

Caregiver Program Coordinator Jane De Broux was unable to attend the meeting. The update will be rescheduled.

E. Reports to Committee

1. 2018 CASE MANAGEMENT SERVICE REPORTS: QTR 4

2018 RPT-467 2018 CASE MANAGEMENT SERVICE REPORTS: QTR 4

Attachments: 2018 Focal Point CM Service Reports QTR 4

2018 RPT-487 2018 CASE MANAGEMENT EMERGING TRENDS CLIENT ISSUES

Attachments: 2018 Case Mangement Emerging Trends Client Issues

Batterman reported the primary objectives of the quarterly reports are to ascertain seniors' unmet needs and to identify emerging tends in narrative form. Quantitative case management numbers are received in monthly reports via an Excel spreadsheet referred to as the 610 Report.

The quarterly service reports also track the number of contacts case managers have with seniors who have enrolled in Family Care, IRIS or Partnership – individuals who should be contacting the case manager assigned through their new coverage rather than a Focal Point case manager. Batterman started meeting periodically with Care Wisconsin representatives who administer the Family Care and Partnership programs to share issues Focal Point case managers are experiencing following Dane County's conversion to the Family Care model.

Medicare Part D enrollments consume a large portion of case managers' time in the fourth quarter each year. Batterman tracks how many seniors enrolled in new plans, how many seniors were helped, and how much money case managers saved seniors by helping them find a more cost-effective plan. In 2017, case managers helped Dane County seniors save $285,000. The 2018 total to date is $214,000, with four Focal Points yet to submit final data. Batterman will share the final numbers with committee members.

2. 2018 COMMITTEE WORK PLAN REPORT: QTR 4

2018 RPT-488 2018 ACCESS COMM WORK PLAN QTR 4 DRAFT

Attachments: 2018 Access Comm Work Plan QTR 4 DRAFT

Batterman and AAA Aging Program Specialist Angela Velasquez provided an overview of progress made during the fourth quarter and answered committee members' questions. The Caregiver statistics will be provided at a later date.

3. CASE MANAGEMENT FUNDING FORMULA: 2020 BUDGET

2018 RPT-468 CASE MANAGEMENT FUNDING FORMULA: 2020 BUDGET

Attachments: 2019 CM Funding Formula

Batterman provided background on the current Case Management Funding Formula. Focal Point Directors will be given the opportunity to provide input and suggest changes.

4. 2020 AAA BUDGET PRIORITIES DRAFT

AAA staff will meet with Focal Point Directors on 14 February to solicit input regarding their initial priorities for the 2020 budget – information that will be shared with the committee. Increased case management funding will remain a top priority after it was decided during the 2019 budget process that AAA would seek a $226,000 funding increase in equal amounts spread over three years. The first increase was received in the 2019 budget. Point of Service agencies also will provide input.

5. CHAIR & STAFF REPORTS

Batterman provided background about Shawn Tessman, who on 7 February was named Lynn Green's successor as Dane County Department of Human Services Director. Tessman, who has worked for Dane County since 2016, will begin her new duties on 1 March 2019. The newly created DCDHS Deputy Director position and the department's Fiscal & Management Services Division Administrator position remain open.

Batterman read comments from an Elder Benefits Specialist Satisfaction Survey submitted by a consumer who recently received services and was very happy with the results and professionalism of the employee (Tiffany Scully).

Velasquez reported Dane County is adding "Healthy Living with Chronic Pain" to its lineup of evidence-based health promotion programs. Seven leaders are receiving training. Workshops will be held at five locations in 2019: DeForest Area Community & Senior Center, Oregon Area Senior Center, Sugar River Senior Center in Belleville, Colonial Club Senior Activity Center in Sun Prairie, and Waunakee Senior Center.

Batterman reported meetings in 2018 with case managers identified Ethics and Boundaries Training as a major need due to case managers' varying experience, education, and training levels. A mandatory four-hour Ethics and Boundaries Training was conducted on 18 January 2019. University of Wisconsin-Madison Professor Tracy Schroepfer was the presenter for the training, which is accredited by the National Association of Social Workers. Ethics and Boundaries Training will become a yearly requirement for all Focal Point case managers. Batterman will share Schroepfer's PowerPoint with committee members.

Batterman reported Phoebe Hefko, Elder Benefit Specialist Program Manager for the Wisconsin Department of Health Services, recently provided training to case managers regarding the State Health Insurance Assistance Programs (SHIP) and the Medicare Improvements for Patients and Providers Act (MIPPA).

F. Future Meeting Items and Dates

NEXT MEETING: MONDAY, 4 MARCH 2019, 2:30 PM @ AAA/ADRC

G. Public Comment on Items not on the Agenda

None.

H. Such Other Business as Allowed by Law

None.

I. Adjournment

A motion was made by LORENZ, seconded by BARMAN-PAULSON, to adjourn.

Ayes: 6 - HOCHKAMMER, DERR, BARMAN-PAULSON, MOHAN, HAMMER and LORENZ

Absent: 3 - DESMIDT, FLAD and BOUSTEAD

This meeting adjourned at 11:02 am.

Minutes respectfully submitted by Howard Thomas, AAA Clerk III.