

AGENDA

Eau Claire County
Aging & Disability Resource Center Board
Wednesday, December 16, 2015, 4:00 pm
Rooms 1301/1302 Courthouse, Eau Claire WI 54703

1. Call to order
2. Confirm agenda
3. Introduction
4. Public comment
5. Review November 18, 2015 85.21 Public Hearing Minutes / Discussion–Action Handout #1
Review November 18, 2015 ADRC Board Minutes / Discussion–Action Handout #2
6. 85.21 grant approval / Discussion–Action Handout #3
7. ContinuUs Presentation - Stacy Garlick Handout #4
8. GWAAR Board Report - Mary Pierce
9. LTC Council Report - Lauri Malnory
10. Director's Report
 - Medicare Open Enrollment
 - ABLE Act
 - Speaker's Task Force on Dementia Handout #5
11. Future agenda items: January 20, 2016, 4:00 pm
12. Adjourn

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters or other auxiliary aids. For additional information or to request the service, contact the County ADA Coordinator at 839-4710, (FAX) 839-1669, tty: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.

**County of Eau Claire
Eau Claire WI 54703
NOTICE OF PUBLIC HEARING/AGENDA**

In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing:

The **Aging & Disability Resource Center Board** will meet on Wednesday, November 18, 2015, at 4:00 pm at the Eau Claire County Courthouse-Rooms 1301/1302, 721 Oxford Avenue, Eau Claire WI. A Public Hearing will be held on the Wisconsin Department of Transportation 2016 85.21 Specialized Transportation Grant. Items of business to be discussed or acted upon at this meeting are shown on the agenda listed below.

Present: Jason Endres, Mark Jones, Tina Gehrke, Becky Hinzmann, Marlene Rud, Jennifer Owen, Tom Christopherson, Lauri Malnory, Katherine Schneider, Tom Wagener, Sue Miller, Stephannie Regenauer, Mary Pierce, Cheryl Stahl, Andrea Reischel, Jenna Belter, Stella Pagonis, Mark Peterson, Ruth Adix, Alleah Adix

ADRC Board Chair, Miller, called the Public Hearing and ADRC Board to order at 4:00 pm.

Introduction of ADRC Board, staff and public in attendance.

Public hearing comments:

Katherine Schneider - concerned about co pay increase and that proposed agency fare might force cuts in consumer transportation.

Chair Miller - noted written comments received from Cheryl Cutsforth, opposing an agency fare.

Cheryl Stahl – concerned about co pay increase. Jennifer Owen explained that the transportation contract will be clarified and amended.

Lauri Malnory – appreciated comments received at the October 21, 2015 public hearing in Augusta.

Public hearing adjourned at 4:10 pm.

Respectfully Submitted

Marlene Rud, Clerk
Aging & Disability Resource Center Board

_____Chairperson

County of Eau Claire
Eau Claire WI 54703
NOTICE OF PUBLIC HEARING/AGENDA

In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing:

The **Aging & Disability Resource Center Board** will meet on Wednesday, November 18, 2015 following the Wisconsin Department of Transportation 2016 85.21 Specialized Transportation Grant Public Hearing beginning at 4:00 pm at Eau Claire County Courthouse-Rooms 1301/1302, 721 Oxford Avenue, Eau Claire WI. Items of business to be discussed or acted upon at this meeting are shown on the agenda listed below.

Members Present: Jason Endres, Tom Christopherson, Lauri Malnory, Katherine Schneider, Sue Miller, Stephannie Regenauer, Mary Pierce, Cheryl Stahl, Stella Pagonis

Others Present: Mark Jones, Tina Gehrke, Tom Wagener, Mark Peterson, Ruth Adix, Alleah Adix, Andrea Reischel, Jenna Belter, Becky Hinzmann, Jennifer Owen, Marlene Rud

Chair Miller called the ADRC Board to order at 4:10 pm.

Confirm Agenda posted - yes.

Review of October 18, 2015 85.21 Public Hearing and ADRC Board meeting minutes. Motion by Katherine Schneider to approve both minutes with addition of Emily Gilbertson in attendance at public hearing. Motion carried.

Jennifer Owen introduced Andrea Reischel, new Aging & Disability Resource Center Options Counselor for Eau Claire and Chippewa counties. Andrea discussed her social work employment background.

Public comment. Ruth Adix and Alleah Adix discussed Alleah's experience with paratransit transportation provided by Abby Vans, Inc. Preference for same driver and consistent pick up times, but appreciate the transportation, ease of service and excellent office staff.

Connections to Community Living – Jenna Belter, Aging & Disability Resource Center Options Counselor provided program updates. Year to date, Jenna has meet with nursing home residents wanting to return home with less restricted placement or in-home care; 78 private pay and 69 publically funded. Jenna shared a success story for an individual who was able to return home with services, after a nursing home and assisted living stay. Jennifer Owen added these figures far exceeded the State's prediction of 27 individuals for Eau Claire County.

Abby Van survey results. Jennifer Owen reviewed survey results requested by the ADRC Board. Mark Jones from Abby Vans discussed comments and that they are used to improve transportation services. Abby Van drivers make every attempt to provide timely pick up. Tom Wagener, Eau Claire City Transit, complimented Mark on Abby Van transportation service and good experience for Eau Claire Transit to work with Abby Vans.

2016 Agency Fare for Paratransit – Jennifer Owen. Traditionally Eau Claire County and Eau Claire City Transit have not charge an agency fare, only consumer co pay. Eau Claire County is one of last Wisconsin counties to not implement an agency fare, and the proposed \$9.00 agency fare is very low. Agencies have been notified about agency fare and no responses received. Paratransit riders will receive a letter of notification (107 individuals) about agency fare and appeal process. Katherine Schneider requested the December 16, 2015 ADRC Board agenda include a presentation by ContinuUs staff for a provider explanation of consumer budgets and how an agency fare would affect transportation services. Motion by Mary Pierce to support a \$9.00 agency fare for paratransit service. Second by Cheryl Stahl. Aye – 8; nay – 1. Motion carried.

Directors Report – Jennifer Owen discussed 2016 ADRC operational contract requirements, 3rd quarter performance management and regionalization meetings update.

Meeting adjourned at 5:35 pm.

Respectfully Submitted

Marlene Rud, Clerk
Aging & Disability Resource Center Board

Chairperson

THIRD PARTY CONTRACTS

Project Name	Contractor Name (if known)	Bidding Required (Yes/No)	Year Last Bid	Date of Contract	Contract Term (Years)
Eau Claire City/Co Paratransit Program Project 1	Abby Vans, Inc	yes	2012	2012-2017	5 years
Specialized Transportation Project 2	Abby Vans, Inc.	yes	2012	2012-2017	5 years

THREE YEAR TRUST FUND PLAN

Instructions

Please record your plan on how your county will spend down their trust fund over the next three years. Be as specific as possible.

County Name

Eau Claire County

Item	Planned Year of Purchase	Project Cost
Services	2016	7020
Total Projected cost for 3-year plan		\$7,020.00
Amount of s.85.21 aid held in trust as of 12/1/2015 Narrative for non-vehicle equipment purchases.		7020

Trust fund dollars will be used for services being provided through Project 1 program and the Project 2 programs.

PROJECT DESCRIPTIONS - Project 1

Instructions

Use this section to describe your project that will use s.85.21 funds.

Be sure to complete:

- * Project description information
- * Project budget information

General Information

County Name

Project Name

Type of Service

Place an "x" next to the type of service you will be providing for this project.

Volunteer Driver

Voucher Program

Vehicle Purchase

Planning/Management Study

Other (provide description)

General Project Summary

Please provide a **brief** description of this project.

The City of Eau Claire and Eau Claire County contract with Abby Vans, Inc to provide the Paratransit Transportation program. The program is for people whose disabilities prevent them from using the city bus system and for adults with disabilities and people age 60 and older who live in the rural areas of the county and do not have access to any transportation service. Rides can be provided for non-emergency medical, employment, shopping, social and personal business purposes.

Geography of Service

Please list the cities that are serviced through this project.

Throughout Eau Claire County including Eau Claire, Fall Creek, Augusta, and Fairchild

Service Hours

Please indicate your general hours of service for this project.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start time		6:00 AM	6:00 AM	6:00 AM	6:00 AM	6:00 AM	8:00 AM
End Time		10:00 PM	10:00 PM	10:00 PM	10:00 PM	10:00 PM	6:00 PM

Service Requests

Briefly describe how your service is requested for this project.

Interested individuals must complete an application for Paratransit Certification. Once the completed application is returned to Eau Claire Transit it is reviewed and either approved or denied. This process takes 21 days. If your application is denied, it can be appealed. And information on that process will be made available. If your application is approved, you will be notified and you can start requesting services from Abby Vans, Inc. directly.

Passenger Eligibility

Briefly indicate passenger eligibility requirements for this project.

For people who have a disability determination through Social Security that prevents them from using the city bus system, and for those with disabilities or who are age 60 and older in rural parts of the County who do not have access to any transportation service.

Passenger Revenue

Briefly indicate passenger revenue requirements for this project

Rider co-payment is \$3.00 per one - way trip

PROJECT BUDGET - Project 1

Annual Expenditures

Total Expenditures for this project		Total	\$270,445
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Annual Funding Sources

Breakout By Funding Source

A. s.85.21 Funds from Annual Allocation		Total	\$171,782
B. s.85.21 Funds from Trust Fund		Total	\$5,020
C. County Match Funds		Total	\$34,357
D. Passenger Revenue		Total	\$59,286
E. Older American Act funding		Total	\$0

F. Other Funds (including Medicaid, other grants, or sources of funding) describe below and record the total amount

1.			
2.			
3.			
4.			
5.			
6.		Total	

Expenditures should equal funding sources \$0

PROJECT DESCRIPTIONS - Project 2

Instructions

Use this section to describe your project that will use s.85.21 funds.

Be sure to complete:

- * Project description information
- * Project budget information

General Information

County Name

Eau Claire County

Project Name

Specialized Transportation Program 2

Type of Service

Place an "x" next to the type of service you will be providing for this project.

Volunteer Driver

Voucher Program

Vehicle Purchase

Planning/Management Study

Other (provide description)

Manage Contract for Service

General Project Summary

Please provide a **brief** description of this project.

The Aging & Disability Resource Center of Eau Claire County contracts with Abby Vans, Inc, to provide the Specialized Transportation Program for adults with disabilities and people age 60 and older who do not have access to any transportation service after regular city bus hours, Sundays, and for trips to locations outside of the Eau Claire County. These services are provided after regular bus route hours and Sunday 7:00 AM to 2:00 PM. Rides can be provided for non-emergency medical, employment, shopping, social and personal business purposes.

Geography of Service

Please list the cities that are serviced through this project.

Throughout Eau Claire County including Eau Claire, Fall Creek, Augusta, and Fairchild

Service Hours

Please indicate your general hours of service for this project.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start time	7:00 AM	6:00 PM	6:00 PM	6:00 PM	6:00 PM	6:00 PM	6:00 AM and 6:00 PM
End Time	2:00 PM	10:00 PM	10:00PM	10:00 PM	10:00 PM	10:00 PM	8:00 AM and 10:00PM

Service Requests

Briefly describe how your service is requested for this project.

Interested individuals must complete an application for Specialized Transportation. Complete and return the application to Eau Claire Transit for approval. If your application is denied you will be provided with information on the appeal process. If your application is approved, you will be notified and you can start contacting Abby Vans, Inc. directly

Passenger Eligibility

Briefly indicate passenger eligibility requirements for this project.

The program is for adults with a disability determination through Social Security that prevent them from using the city bus system and adults with disabilities and people age 60 and older who live in rural areas of the county and do not have access to transportation service.

Passenger Revenue

Briefly indicate passenger revenue requirements for this project

Rider co-payment is \$5.00 per one way trip for rides on Sundays and after evening hours on Saturday with in Eau Claire County. Rider co-payment is \$3.00 per one way trip plus .55 cents per mile for out of county, begins at Eau Claire County line and ends at the out of county destination. Rider co-payment is \$3.00 per one way trip for weekday afterhours trips.

PROJECT BUDGET - Project 2

Annual Expenditures

Total Expenditures for this project

Total \$62,265

Annual Funding Sources

Breakout By Funding Source

A. s.85.21 Funds from Annual Allocation	Total	\$42,946
B. s.85.21 Funds from Trust Fund	Total	\$2,000
C. County Match Funds	Total	\$8,589
D. Passenger Revenue	Total	\$8,730
E. Older American Act funding	Total	\$0

F. Other Funds (including Medicaid, other grants, or sources of funding) describe below and record the total amount

1.		
2.		
3.		
4.		
5.		
6.		
	Total	

Expenditures should equal funding sources \$0

2016 COUNTY PROJECT BUDGET SUMMARY

Instructions

Please enter your county name. The rest of the spreadsheet should auto-fill from each of the project sheets. Be sure to review each budget before submitting and that your project expenses equal your funding sources.

County Name	Eau Claire County								
Project Name									
	Paratransit Transportation Program Project 1	Specialized Transportation Program 2	0	0	0	0	0	0	Totals

Projected Expenses

Total Projected Expenses	\$270,445	\$62,265	\$0	\$0	\$0	\$0	\$0	\$0	\$332,710
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Funding Sources

2016 s.85.21 Funds	\$171,782	\$42,946	\$0	\$0	\$0	\$0	\$0	\$0	\$214,728
s.85.21 Funds from Trust Fund	\$5,020	\$2,000	\$0	\$0	\$0	\$0	\$0	\$0	\$7,020
County Funds	\$34,357	\$8,589	\$0	\$0	\$0	\$0	\$0	\$0	\$42,946
Passenger Revenue	\$59,286	\$8,730	\$0	\$0	\$0	\$0	\$0	\$0	\$68,016
Older American Act	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Funding source should equal expenses	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$332,710

12/10/2015

Continu^{US}
care. respect. together.

The ContinuUs Story

ADRC Presentation

December 16, 2015

Quick Facts

- Organized as a Long-Term Care District
- Contracted by Wisconsin Department of Health Services to deliver Family Care services
- Headquartered in Richland County
- Operate in 21 Wisconsin counties
- Approximately 5,000+ enrolled members
- Over 300 employees

8/14/2015 **Continu^{US}** 2

How Family Care Started

- The status of long-term care in Wisconsin in the late 1990s
- Proposal for Long-Term Care Re-design
- The Family Care Pilot Project

12/10/2015 **Continu^{US}** 3

Growth & Expansion

- Began in southern 8 counties as Southwest Family Care Alliance
- Growing GSR 3 – the South
- Expansion to GSR 1 – the North
- Expansion to GSR 5 – the East

12/10/2015 Continu^{US}

Becoming ContinuUs

- Reasons for Changing Names
- Continuus: Latin for "connected together"
- Effective August 1, 2013

12/10/2015 Continu^{US}

ContinuUs Today: Organization & Governance

- Long-Term Care District
- Board of Directors
- Contractual Requirements

12/10/2015 Continu^{US}

ContinuUs Today: Services

- Wisconsin's Family Care Program
- The Self-Directed Supports Option
- Relationship with Aging & Disability Resource Centers (processes enrollment)
- Relationship with County Human Services Departments (determines financial eligibility)

12/10/2015

Continu^{US}

ContinuUs Today: The ContinuUs Promise

• Mission Statement:

Through a network of service providers, ContinuUs offers long-term care support to our Members – adults with disabilities or frailties who enroll in Wisconsin's Family Care program.

We work together with our Members, the families of our Members, our service providers, and many others to:

- *Match the needs of our Members with appropriate, cost-effective long-term care services;*
- *Support Members to be in control of their own lives;*
- *And help our Members live as independently as possible, for as long as possible, in the community of their own choosing.*

We pursue this mission out of a passion to help those with compelling needs, to enrich the communities in which we all live, and to be good stewards of public funds.

12/10/2015

Continu^{US}

ContinuUs Today: The ContinuUs Promise

• Vision Statement:

Recognized for excellence and innovation, ContinuUs is the best choice for integrated health and long-term care services, developing partnerships with respected providers, and empowering highly skilled employees.

12/10/2015

Continu^{US}

**ContinuUs Today:
Service Territory**

ContinuUs operates in:
 GSR 1 – Red
 GSR 3 – Gray
 GSR 5 – Teal

Continu^{US}

ContinuUs Today: Enrollment

ContinuUs Enrollment		Eau Claire CMU Enrollment	
Frail Elders	1411	Frail Elders	450
Physically Disabled	1580	Physically Disabled	500
Developmentally Disabled	2128	Developmentally Disabled	667
Total Members	5119	Total Members	1623

Continu^{US}


ContinuUs Eau Claire Office

- Serves Chippewa and Eau Claire Counties
- Each Member is part of an interdisciplinary team (IDT) which includes the member, a Care Manager (CM) and Registered Nurse (RN) Care Manager
- 38 CMs
- 23 RNs

Continu^{US}

Continu^{US}

Self-Directed Supports



It's all about choice!

3/26/2014 US 13

Self-determination...

...Means helping people achieve active, rich and respected lives as valued members in our communities.

From: The Center for Self-Determination

3/26/2014 Continu^{US} 14

What is Self-Directed Supports?

- Self-directed supports (SDS) is an additional choice available to you if you want to be more involved in the direction of your own services.
- SDS give you considerable choice and control over how, when and where support services are provided.

3/26/2014 Continu^{US} 15

Making Decisions with Self-Directed Supports Means...

- You have the freedom to determine a meaningful life for yourself with assistance from care managers and from others you choose.
- You can choose to self-direct some or all of your services
- SDS allows you to hire your own support staff

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Comprehensive Assessment

RN:

- o Activities of Daily Living (bathing, grooming, dressing, meal preparation, shopping...)
- o Cardiovascular
- o Diabetes
- o Eyes, Ears, Nose, Throat
- o Neurological
- o Medication Management
- o GYN/GU
- o Nutrition/Fluids
- o Pain
- o Respiratory
- o Wound/Skin Evaluation

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Comprehensive Assessment

Care Manager:

- o Advance Directives
- o Financial
- o Social History
- o Behavioral Health
- o Employment
- o Supports
- o Caregiver Strain
- o Risk Assessment (environmental, living situation, health, cognition, communication, financial, etc)

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Member Centered Plan

Identify what is important to the member =
outcomes (hopes and dreams)

The MCP identifies services and supports to
achieve the member's Long Term Care
outcomes.

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Resource Allocation Decision (RAD) Process

The RAD process is used within 14 calendar days to make a
decision on whether or not to authorize services that are within the
Family Care benefit package.

The RAD process always includes the member and is a
collaborative process.

Members receive the right service, at the right time
in the right amount.

12/10/2015 **Continu^{US}** 20

Thank You!

*For More Information,
please contact...*

Stacey Garlick
Community Living Manager
715-598-2360
sgarlick@continuous.org

Becky Kerr
Regional Operations Manager
715-309-5850
bkerr@continuous.org

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RESOURCE ALLOCATION DECISION (RAD) TOOL

With the exception of #5, all steps in this process must be conducted with the member and/or guardian.

1. What is the core issue/concern/need?

2. How does the core issue relate to the member's long-term care outcome?

- Does the core issue affect the member's health or safety?
- Does the core issue affect the member's independence, ADLs, or IADLs?

3. What options address the core issue while supporting the long-term care outcome?

- Member, guardian/legal representative and IDT staff identify and consider all potential options (including the requested item/service) to address the core issue.
 - Assess the current interventions in place.
 - Review interventions from the past—what has worked previously?
 - Explore the role of natural supports (family, friends, and volunteers).
 - Explore community resources that may be appropriate (supports and services that are not authorized or paid for by the MCO and are readily available to the general public)
 - Address the core issue as if the member were not in a managed/long-term care program (e.g., how would this issue be met if you were not in the program?)
 - Identify the member's ability and responsibility to address the core issue.
 - Explore loaner programs and rental vs. purchase options.

4. Review with the member which options are:

- a. Most effective in supporting the member's long-term care outcome?
- b. Most cost effective in supporting the member's long-term care outcome?
 - *Cost effective means, "effectively supporting a desired outcome at a reasonable cost and effort."*

5. What organizational policy or guidelines apply? *(MCO staff may need to look into this and get information back to the member about which MCO policies or guidelines may apply.)*

6. Negotiate with the member or guardian to reach a decision that best supports the member's long-term care outcome.

- If a service is to be authorized, explore the option for the member to self-direct this part of the plan of care.

Introduction: Jennifer Owen, ADRC Director
ADRC of Eau Claire County

I would like to start by saying thank you for your commitment in supporting people with dementia and their caregivers so they can receive the best possible care in our communities. I have worked at the ADRC of Eau Claire County since we opened our doors nearly 8 years ago and have watched the need and demand for support to those with dementia and their caregivers rise with every new year.

Dementia can affect anyone regardless of age, culture, gender, income status and education. Most individuals with dementia do not fit the stereotype of someone who is confused and living in either an assisted living or nursing home. Recent data from DHS shows in 2015, 101,489 people in Wisconsin are living with dementia in our communities. Approximately 22% are living alone. It is estimated by 2040 that number will rise to 213,238.

I ask that you think about the significance of these numbers and how your communities will respond. We will all know someone or will be caring for someone with the disease.

We are very fortunate in Eau Claire County to be a recipient of the Dementia Care Specialist grant. For our ADRC and 15 others across Wisconsin, we have seen the effectiveness and impact that having a DCS in our ADRCs can do to improve our community's ability to support those living with dementia as well as their caregivers. You will be hearing from 2 DCSs today and several others in our community that have been touched or impacted by the work of the DCS.

The momentum that Eau Claire County has seen as a result of an effective DCS program has been nothing short of amazing. We have seen the community rally together around a common concern and cause knowing that everyone has been touched by this disease in some way or another. From churches, to law enforcement, to grocery stores, banks, clinics, dental offices and fitness centers- to name a few- are stepping up to do their part to improve the life for those living with dementia in our community.

Expanding nursing home beds to meet care demands at the cost of \$97,000 per bed per year does not sound like our solution. Funding a Dementia Care Specialist in every ADRC in Wisconsin, at the cost of \$80,000 per year seems like an extremely cost effective way to begin and continue to address the needs of those living with dementia. We all realize the importance of prevention and early detection in any chronic condition and this is no different with dementia. Our ADRC has conducted over 120 early detection memory screens with folks in Eau Claire just this year alone. That is potentially 120 individuals who, as a result of meeting with the ADRC and having a quick, painless memory screen conducted, are individuals who have now opened up conversations with their physicians regarding their memory concerns and have a relationship established with the ADRC. This early intervention work is what needs to happen to keep individuals living well with dementia in our communities longer.

Not only is the Dementia Care Specialist program an extremely cost effective measure for early intervention by prolonging or eliminating the need for more expensive care, the ADRC offers several other evidenced based health promotion programs that also serve as early interventions. According to the Alzheimer's Association, staying physically active is associated with a lower risk of cognitive decline. Increased and/or funding specifically for evidenced based prevention programs in ADRCs across the State is an essential element to addressing the long-term effects of aging. Classes such as Strong Bones, Stepping On, Physical Activity for Life for Seniors (PALS) and Living Well are all examples of additional preventative and/or intervention focused options that we see work and know there is a demand for in our community.

Supporting our caregivers who are supporting their loved ones with dementia in homes and communities is essential. I would urge consideration of increased funding to the Alzheimer Family Caregiver Support Program. In Eau Claire County, we have served 26 families this year utilizing our AFCSP funding. Our total allocation of funds is roughly \$30,000 per year. That \$30,000 provided support to 26 families, allowing them to keep their loved ones living in their own homes longer than would have been possible without the help. Again, another example of a very cost effective alternative to help those living with dementia and the people caring for them. The number of caregivers who are trying to juggle working, caring for their loved one with dementia as well as the rest of the members of their family is becoming an exponentially increasing issue. Many caregivers are still in the workforce. We need to urge all employers to implement policy that allows these caregivers the flexibility they need to balance their work and home responsibilities. The Department of Health Services recently launched a Caregiver Employer Toolkit. This would be a great starting point for all businesses as they look to ensure their workplace is conducive to their employees who are also caregivers.

Last but certainly not least, I would like to bring into consideration the importance of the programs offered through the county aging unit as it directly impacts those living with dementia and their caregivers. In Eau Claire County, our aging unit is integrated into our ADRC so we operate as a single entity. The majority of our aging programs are grossly underfunded through the Federal Older Americans Act. A program like Meals on Wheels that delivers a nutritionally balanced meal to a senior can make all the difference in their ability to remain at home, in addition to their caregiver being eligible to receive a meal as well. It is what may seem like small gestures, which make a huge impact in people's lives. I would urge you to work with your peers in Washington to see the Older Americans Act Reauthorization Act of 2015 signed into law and funding levels restored in order to allow these great programs to keep working for people.

To create a community where individuals with dementia live independently and access community businesses such as banks, grocery stores, department stores and restaurants feel respected, valued and a sense of belonging is not just what people deserve it is a necessary culture for our communities. With education and awareness we can see our entire communities move towards supporting people with dementia with greater understanding, patience, and respect.

In summary, I would urge you to consider the following for those living with dementia in Wisconsin:

- Please continue to fund and expand the Dementia Care Specialist program to include every ADRC in Wisconsin. This program is proving to be an extremely impactful and cost effective part of the solution.

- Please consider dedicated funding for ADRCs to expand their health promotion and evidenced based prevention programming as a tool to help keep people in our communities healthy and prolonging the need to access more expensive care options.
- Urge businesses across Wisconsin to utilize the Caregiver Employer Toolkit as well as implement policy to create a workforce conducive to supporting employees who are caregivers.
- Increase funding for the Alzheimer's Family Caregiver Support program to allow ADRCs the ability to support the family caregiver in keeping their loved one in the community, at home, as long as possible.
- Support local ADRCs and county Aging Units in the great work that we are doing throughout Wisconsin to help those living in our communities.

Thank you for your time today and your commitment to making Wisconsin a better place to live well with dementia.



**Speaker's Task Force on Alzheimer's Disease and Dementia Public Hearing
December 9, 2016
MCHS, Eau Claire, WI**

Introduction: Lisa Wells, Dementia Care Specialist
ADRC of Eau Claire County

I have been working with families and caregivers and people living with Alzheimer's disease and related dementias for the past 27 years, and now...I am confronted with the disease in my own family. I am very passionate about helping people who are living with Alzheimer's disease and related dementias to live a quality of life and continue to be a part of their community. I am committed to serving families and caregivers to provide resources and tools to help them along their journey, and I am determined to ensure Eau Claire County residents, businesses, medical providers, faith communities, and other organizations understand, are aware, and supportive of people living with dementia.

In May of 2014, I stepped into the position of Dementia Care Specialist (DCS) at the ADRC of ECC, prior to being an Options Counselor. Since the inception of the DCS program, myself and the Eau Claire County Dementia Coalition have been able to initiate and accomplish a stronger and more supportive community. As you have heard in previous testimonies, the focus of the DCS position is supporting individuals living with dementia, their family caregivers, and developing dementia friendly communities.

Support for People Living with Dementia

Early detection of dementia provides an opportunity for an individual to adjust to the diagnosis and to actively participate in planning for the future. However, there are many hurdles to receiving a diagnosis such as stigma, fear, and denial, the complexity of the diagnostic process, physicians' lack of familiarity to name a few. Undetected dementia can place an individual at risk for medication errors, car accident, financial difficulties, delirium, and hazards in the home. To ease the pressure and or fear of going to the doctor, the ADRC provides no-cost memory screens to detect any cognitive changes, and with permission, directs individuals to their physician for further testing. This past year the ADRC has administered 123 screens.

Due to the rising numbers and calls to the ADRC, the ADRC partnered with Mayo Clinic in September 2012 to begin an early stage memory loss support group. The group includes people living with memory loss and early stages of dementia and their caregivers. Our first meeting we had 4 people – to date, we have up to 35. This support group has given those with dementia the ability to connect, to grow friends and abilities despite their disease process and go from a process of waiting to die to one of continuing to live.

Studies show that physical exercise and social engagement can improve physical fitness and mood in people living with dementia. The Language Enriched Exercise Plus Socialization program (LEEPS) is a volunteer-driven, evidence-based program that engages the individual with dementia, provides respite for the caregiver, and allows a volunteer to give back to their community. We have had success in obtaining volunteers through working with the students at UW-EC...a great community partnership.

Memory cafes are places where persons with Alzheimer's disease and related dementia can go with their care partners to socialize, have fun with other people going through similar things, not have to worry about whether they might forget a word, and to have a sense of normalcy in being a part of their community. Caregivers connect and those diagnosed do not become so quickly isolated. Eau Claire has two memory cafes that meet twice a month – Chippewa Valley Museum and St. John's Lutheran Church. Couples come from as far away as Thorp, Rice Lake, and Chippewa to attend the café's. In October, we rented a Coach bus and took 35 people to the Eagle Center in Wabasha and lunch at Nelson's Cheese Factory. Due to outreach and marketing in our rural communities, the Fall Creek and Augusta libraries are looking to host and facilitate a monthly memory café in 2016.

Providing opportunities for independence and ways to stay active in the community after a diagnosis is an important role for the DCS. You will soon hear from Judy, who is living with Alzheimer's disease, the impact she has had and how she is bringing hope to our community. She has publicly spoken at Alzheimer's events, TV interviews, and just recently a 30 second commercial that will soon be seen in Micon Cinemas for the next six months.

Support for Family Caregivers

Alzheimer's disease affects not only the person living with the illness, but also the entire family. The Alzheimer's Association estimates that caregivers provided 17.9 billion hours of unpaid assistance, valued at \$217.7 billion in 2014. The demands of caregiving may also cause a decline in their own health. I have worked with caregivers who have passed away before their loved one. They may have waited too long for help, didn't want to burden anyone else in their family, or may not have known about the ADRC.

The Memory Care Connections program is an evidence-based caregiver intervention program that has been proven effective in reducing caregiver stress, improving family support, and delaying nursing home care by up to 18 months which relates to tremendous cost savings, as Jennifer alluded to. We have had 33 families enroll in the no-cost program. Through emotional support, consultations, and education, caregivers are learning how to manage and cope with challenging behaviors, improve their communications skills, participate in support groups, attend caregiver conferences, learn resources in the community, and building bonds with families and neighbors.

Community Support

As the Dementia Care Specialist, I work closely with our ADRC, Adult Protective Services, social workers, physicians, clinics/hospitals, and law enforcement to name a few. It is imperative the DCS continue to work with medical providers and other professionals, but it is equally important to work with members of the community such as businesses, faith communities, banks, grocery stores, libraries, restaurants, and other organizations. Alzheimer's disease is a silent type of discrimination causing stigma and social isolation. I have heard countless stories from people living with the illness and their caregivers that family and friends stop calling or visiting after they hear of a dementia diagnosis. People in our communities have misconceptions about dementia and don't understand so when a person behaves a little differently or needs additional support, they avoid social contact. Most likely it is not

deliberate, but the result of ignorance and the uncertainty about how to communicate with a person living with dementia.

Dementia friendly communities challenge the stigma and offer the opportunity to promote broader awareness about dementia and social engagement. As you have probably heard at these hearings, a dementia friendly community is one that supports people living with dementia to be empowered, respected, supported, and engaged in all aspects of community life.

Since the DCS program began, there has been an exciting movement happening throughout our county with many programs and initiatives. This past April, the ADRC partnered with Mayo Clinic Health System to bring the Glen Campbell documentary, "I'll Be Me," to Eau Claire. Festival Foods graciously provided all the food and Micon Cinemas their theatre. We planned for 300 people – we sold out 4 theatres and a total of 450 people attended. The Eau Claire County Dementia Coalition hosted dementia friendly community information sessions in 4 communities this past fall. The result was large numbers of community members coming together to learn about what they can do to support people living with dementia – we have new memory cafes beginning, more businesses going through the dementia friendly training, volunteers for the LEEPS program and Memory Cafe

All of our First Responders have been trained and last week was the first of three trainings for our Sheriff Department. One dementia training resulted in learning ways to collaborate between the ADRC and Sheriff's Department and looking at software to create a volunteer dementia registry. The Coalition also recently held a medical provider breakfast. This discussion provided an opportunity to hear from clinics and hospitals about their challenges and for them to learn about the resources in the community. We learned that medical providers have a difficult time communicating with their patients who have dementia. In 2016, the Coalition is looking to provide a short training on communication. We also discussed the possibility of holding classes on "Living with Dementia" or "After the Diagnosis."

We have an active and passionate group of young people at UW-EC called the Students for Alzheimer's Awareness Group. They hold fundraisers on campus to raise awareness with their peers. They are excited to be working with the ADRC and together will be hosting a community and campus-wide event in the spring.

I recently had a retired choir director from a local middle school contact me as she is very interested in starting a dementia choir. A dentist contacted me last week because he had a patient who had heard about the dementia friendly initiative and wants his entire staff to go through the training. Our local newspaper and TV stations are catching the excitement and articles have been written and stories have been aired. I wish I had more time to talk about all the initiatives and progress we have made.

In conclusion, I believe we have come a long way since the days of when I first began working in a nursing home in the early 80s; however, concerns still remain. As the Dementia Care Specialist, I would like to see:

- Heightened awareness for an early diagnosis. Treatment options can be limited; however, as I mentioned earlier, the benefits are clear. This would also include the need for more education and support for physicians and other medical providers.
- Intervention designed to minimize a crisis before it happens. I am concerned about our folks living with dementia who live alone. All too often at the ADRC we receive calls from concerned friends and neighbors, but until a crisis happens, we (and APS) can do nothing.

- Expansion of funds for the Alzheimer’s Family Caregiver Support Program (AFCSP). The AFCSP provides funding for respite care, adaptive equipment, and other services to keep people living in their homes longer and provides caregivers the opportunity to take care of their own health and well-being. Due to the rising numbers, we are exhausting our funds halfway through the year, yet the funding remains the same each year.
- Heightened awareness about the stigma of Alzheimer’s disease and related dementia, specifically in the words we use. The language we use about dementia affects how people think and feel about dementia. Words are powerful – they can build you up or put you down. Words such as ‘victim,’ ‘sufferer,’ ‘burden,’ ‘demented,’ are derogatory and discriminatory.
- Finally, the expansion of the Dementia Care Specialist Program throughout all ADRCs. The DCS program is creating a network of support that allows those with memory loss to live within their community longer, with more support, better equipped to navigate whatever the disease throws at them and with more knowledge of what to expect along the way. It is a program that needs to be rolled out across the state, so that those touched by this illness have a face, voice, and arms to go to locally when they need support or a hand to help.

Thank you for the opportunity to address you today.