

AGENDA

Eau Claire County
Aging & Disability Resource Center Board
Wednesday, February 17, 2016, 4:00 pm
Rooms 1301/1302 Courthouse, Eau Claire WI 54703

1. Call to order
2. Confirm agenda
3. Introduction
4. Public comment
5. December 16, 2015 ADRC Board Minutes / Discussion–Action Handout #1
6. Dementia Care Specialist Program Updates- Lisa Wells
7. 2015 Aging Plan Self-Assessment / Discussion- Action Handout #2
8. Subcommittee Meeting Update
9. 2016 ADRC Contract Compliance Plan Handout #3
10. Director's Report
 - a. Regionalization update
 - b. Family Care 2.0
 - c. Care Wisconsin
 - d. State study of ADRC & Economic Support integration update
 - e. ADRC workload Handout #4
 - f. Upcoming ADRC Board vacancies
11. Future agenda items: March 16, 2016
2015 Annual Report, Nutrition Costing Tool, 85.21 agency fare update
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.

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

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

Others Present: Stacy Garlick, Jennifer Owen, Emily Gilbertson, Marlene Rud

Chair Miller called the meeting to order at 4 pm.

Confirm agenda – yes.

Introductions of ADRC Board, staff and others in attendance.

Public comment – none

Reviewed meeting minutes from November 18, 2015 85.21 Public Hearing and November 18, 2015 ADRC Board Minutes. Motion by Katherine Schneider to approve minutes. Motion carried.

85.21 Grant – Jennifer Owen. Motion by Jason Endres to approve grant as presented. Motion carried, approved 7-1.

ContinuUs Presentation – Stacy Garlick. Reviewed handout and explained vision of program, counties served, and enrollment numbers, self-direct services and resource allocation decision tool to determine member benefits.

GWaar Board Report – Mary Pierce. Reviewed meeting minutes and updates.

LTC Council Report – Lauri Malnory. November 10 meeting updates on supporting family caregivers and integrated employment service settings.

Director Report – Jennifer Owen. Updates on ADRC Elder & Disability Benefit Specialists appointments for Medicare Part D open enrollment. Discussed ABLE Act reforming SSI limits, with ADRC Board support to moving forward with resolution. Jennifer & Lisa Wells provided testimony at the Speakers Task Force on Dementia in Eau Claire

Adjourned at 5:15 pm

Respectfully Submitted

Marlene Rud, Clerk
Aging & Disability Resource Center Board

Chairperson

BUREAU OF AGING AND DISABILITY RESOURCES

AGING UNIT SELF-ASSESSMENT FOR 2015

County/Tribe: Eau Claire County						
Name of Aging Unit Director: Jennifer Owen						
Approved by Commission on Aging?	Yes	X	No		Date Approved:	2/17/2016

Part I: Compliance With the Wisconsin Elders' Act

Organization of the Aging Unit	Check One
The law permits one of three organizational options. Which of the following permissible options has the county/tribe chosen?	
1. The aging unit is an agency of county/tribal government with the primary purpose of administering programs for older individuals of the county/tribe.	
2. The aging unit is a unit, within a county/tribal department with the primary purpose of administering programs for older individuals of the county/tribe.	X
3. The aging unit is a private nonprofit corporation, as defined in s. 181.0103 (17).	
Organization of the Commission on Aging	Check One
The law permits one of three options. Which of the following permissible options has the county/tribe chosen?	
1. For an aging unit that is described in (1) or (2) above, organized as a committee of the county board of supervisors/tribal council, composed of supervisors and, advised by an advisory committee, appointed by the county board/tribal council. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee.	X
2. For an aging unit that is described in (1) or (2) above, composed of individuals of recognized ability and demonstrated interest in services for	

older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.	
3. For an aging unit that is described in (3) above, the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.	

Part I: Compliance With the Wisconsin Elders' Act (continued)

Needs to be completed only if there have been changes since completing your 2013-2015 plan.

Full-Time Aging Director The law requires that the aging unit have a full-time director as described below. Does the county/tribe have a full-time aging director as required by law?	Does the aging unit have a full-time aging director?	
	X	Yes
		No
Membership of the Commission on Aging Members of a county or tribal commission on aging shall serve for terms of 3 years, so arranged that as nearly as practicable, the terms of one-third of the members shall expire each year and no member may serve more than 2 consecutive 3-year terms. In the case of county board members, the requirement is 3 consecutive 2-year terms.	Is the aging unit in compliance?	
	X	Yes
		No

Members of the Commission on Aging (please list)

Name of Individual	Age 60 and Older (x)	Elected Official (x)	Year first term began
Chairperson: Mary Pierce	X		2012
Catherine Barkovich	X		2011
Barb Baumgartner	X		2014
Darryll Farmer	X		2010
Heather Garber	X		2014

Sue Miller		X	2014
Stephannie Regenauer		X	2014

IMPORTANT: If the aging unit does not meet with all of the above, it is required to submit a corrective action plan outlining a timeline and goals, in SMART format, to GWAAR by

[April 15, 2015](#). The policy manual outlines such plans which must include involvement of older persons, discussion of such a plan at commission on aging/advisory committee meetings and appropriate public hearing notices, meeting notices, agendas, and minutes. Corrective action plan documents must be sent electronically to GWAAR (sarah.cowen@gwaar.org).

Part II: Activities to Help Older People Advocate for Themselves

1. What does the aging unit do to inform older people about the issues that affect their lives?

Articles in our monthly newsletter, bi-monthly Medicare and You presentations, bi-monthly Aging in Place seminars, information on our web site, Facebook page, news releases to local papers, and presentations and written information distributed at senior centers, meal sites, churches, housing units, business and civic organizations meetings, and other locations where seniors gather.

2. How does the aging unit teach older people to act as advocates?

Advocacy articles are placed in our monthly newsletter and discussed at Medicare and You presentations. Advocacy issues are routinely on the agendas for ADRC Board and Subcommittee meetings and advocacy materials provided by the Greater Wisconsin Agency on Aging Resources and through the state list serve are forwarded to members.

Customer rights notice is posted in the Resource Center, in every staff member's office, on the website, and printed annually in our newsletter so our customers know what to expect for programs and services and what to do if their expectations are not met. Complaint forms are available in the Resource Center and on our website.

Brochures from the various advocacy organizations are available in the Resource Center, at meal sites, and the organizations are listed on our website.

The Subcommittee on Older Americans Act Programs offers an opportunity for older people to learn about and serve on a committee that makes decisions about Older Americans Act and other funding for programs for older people. We actively recruit when we have vacancies, provide orientation, and take time to educate whenever possible at meetings. Meetings are noticed in the local media, in our newsletter, and on our website. Meetings include an opportunity for public input and minutes are posted on our website.

3. How does the aging unit advocate on behalf of the older people it serves?

We are continually improving and adding new programs in order to better serve our customers. Listening to the concerns and needs of the older people we serve, especially gaps in community services, has allowed us to better advocate on behalf of our customers. This allows us to either implement or change current aging unit services to meet the current needs of older people and/or work with other community partners to ensure services become available throughout our community.

Part III: Progress on the Aging Unit Plan for Serving Older People – Statewide Priorities

Section 4 A-F: Statewide Focus Areas	Progress Notes <i>(briefly summarize only those activities completed as of Dec. of each year; explain if a goal was not accomplished)</i>	Check if Done		
		2013	2014	2015
Focus 4-A: Development of a System of Home and Community-Based Services				
<p>Goal 1:</p> <p>In order to increase chore service options for older people in Eau Claire County, ADRC staff will work to increase membership in the Chippewa Valley Timebank by 10% from January 1 to December 31, 2013 by placing ads and articles in the ADRC newsletter, on the ADRC website and Facebook page, and through public speaking at locations frequented by older people.</p>	<p>Total time bank membership at the end of December was 168 which was a 14% increase since July 2013.</p>	X		
<p>Goal 2:</p> <p>In order to provide chore services to older people receiving Meals on Wheels, ADRC staff will promote membership in the Chippewa Valley Timebank throughout 2014 to individual and corporate Meals on Wheels volunteers who would earn Time Dollars delivering meals and then donate them to the older people on their routes who need chore assistance, but are not able to earn Time Dollars themselves. Goal would be at least twenty volunteers would participate and 240 Time Dollars would be donated to older people by December 31, 2014.</p>	<p>We currently have 2 volunteers donating their Meals on Wheels volunteer hours to the time bank.</p> <p>We were approached by local high schools to collaborate on an intergenerational volunteer project pairing students with Meals on Wheels participants interested in receiving assistance with lawn care, snow removal and other outdoor chores. We are still working to build this program.</p> <p>We were unable to achieve this specific goal utilizing the time bank.</p>			

<p>Goal 3:</p> <p>In order to increase the number of older people using short term services offered by the ADRC by 10% by December 2015, ADRC staff will write at least two articles for the ADRC newsletter, post information on the ADRC website and Facebook page, send an annual letter to all churches in Eau Claire County, and provide information in public presentations at locations frequented by older people.</p>	<p>We were able to achieve a 73% growth in OAA short term services funding from 2014 to 2015. Our 2015 participation, however, was still lower than 2013 by 33%.</p>			X
<p>Focus 4-B: Older Americans Act Programs</p>				
<p>Goal 1:</p> <p>In order to increase overall participation at congregate meal sites by 10% by December 31, 2013, the Nutrition Program will initiate evening meals monthly at the two senior centers, special restaurant catered meals twice each month at the Augusta Senior Center, and a congregate meal site at Mega Foods West deli and promote these opportunities in the ADRC newsletter and on the ADRC website and Facebook page.</p>	<p>We successfully implemented the evening meal and catered meals in 2013. However, we did not increase congregate dining participation by 10% despite these efforts and in fact, participation decreased from 2012. We continue to work with our subcommittee and community partners on ways to increase participation in congregate dining in 2014.</p> <p>We increased participation in congregate dining by 15% in 2015 from the previous year.</p>			X
<p>Goal 2:</p> <p>In order to increase satisfaction with the Meals on Wheels program meals from the present 79% of participants rating the meals very good to excellent to 85% or more rating the meals very good to excellent, the Nutrition Program will complete a NIATx Process Improvement Project December 31, 2014.</p>	<p>We will begin a Process Improvement project in spring 2014.</p> <p>In 2014, there were changes made to the Meals on Wheels menu as a result of needed cost reduction. From this, participant meal satisfaction remained consistent at 78%. However, our rating from good to very good to excellent is 87%.</p> <p>We have still been unable to achieve the desired</p>			

	outcome of 85% of participants rating the food very good to excellent in 2015.			
<p>Goal 3:</p> <p>In order to increase the number of people determined to be at high risk for nutrition related problems to agree to follow up nutrition counseling by 10%, the Nutrition Program will develop a process for the annual Nutrition Risk Screening by December 31, 2015 that ensures at least 75% if the people who attend a congregate meal site more than 3 times each week will complete a screen and if determined to be at high risk for nutrition related problems will be offered nutrition counseling within one week of completing the screen.</p>	We increased the number of nutrition risk screens by 11% in 2015 from the previous year.			X
Focus 4-C: Alzheimer's Disease				
<p>Goal 1:</p> <p>In order to increase the use of respite vouchers by caregivers of people with Alzheimer's disease living in the rural areas of the county by 10% by December 31, 2013, ADRC staff will send information and offer presentations at rural churches and libraries, schedule an Options Counselor one day each week at the Augusta Senior Center, and place informational posters in locations frequented by older people by December 31, 2013.</p>	<p>This was achieved through:</p> <ul style="list-style-type: none"> - ADRC outreach office in Augusta - Augusta caregiver conference - Monthly caregiver support group held in Augusta 	X		
<p>Goal 2:</p> <p>In order to continue some activities from the Memory Care Connections program when the grant ends, ADRC staff will coordinate with the state Alzheimer's Plan and work closely with the state Office on Aging through December 31, 2014.</p>	We were able to secure funding to continue the Memory Care Connections program in 2014.	X		
<p>Goal 3:</p> <p>In order to provide support to people with early onset Alzheimer's disease, ADRC staff will establish a support group and class series for people with early onset</p>	We have had an established support group since 2012 for those with early onset and their caregivers.	X		

Alzheimer's disease in the Eau Claire area by December 2015.				
Focus 4-D: Emergency Preparedness				
<p>Goal 1:</p> <p>In order to promote individual responsibility for emergency preparedness, ADRC staff will continue to distribute a total of 3,500 copies of the "Prepare Now" emergency preparedness flyer in the September ADRC newsletter which goes to everyone receiving Meals on Wheels, at the ADRC, and on the ADRC website and Facebook page and write an article that promotes taking the actions suggested in these materials for local media during Emergency Preparedness month (September) for each year of the plan.</p>	We included information from 'Prepare Now' in the September 2013 ADRC newsletter.	X		
<p>Goal 2:</p> <p>In order to provide a demonstration of how to prepare an emergency supply kit, ADRC staff will produce a YouTube video to post on the ADRC website and Facebook page by September 1, 2014.</p>	<p>Because of some IT related challenges moving to a new website vendor, this project needed to be postponed. New goal date of September 1, 2015.</p> <p>We have been unable to complete this goal at this time.</p>			
<p>Goal 3:</p> <p>In order to acquire weather emergency radios to distribute to older people who live in "at risk housing" such as mobile homes, ADRC staff will partner with the County Emergency Preparedness Coordinator to apply for grant funds by December 31, 2015.</p>	The ADRC partnered with Walgreens to supply weather emergency radios that were distributed to targeted older people in Eau Claire County.			X
Focus 4-E: Evidence-Based Prevention Programming				
<p>Goal 1:</p> <p>In order to increase the number of successful Living Well classes from one in 2012 to</p>	We held 3 Living Well workshops in 2013 with a total of 39 individuals completing the program. This is up from the 11 total participants we had the	X		

<p>two in 2013, ADRC staff will incorporate the program into the Care Transition intervention and expand marketing efforts to include billboard advertising, direct mailings to area large business Employee Wellness programs, and produce a YouTube video with class participant testimonials to post on the ADRC website and Facebook page by December 31, 2013.</p>	<p>previous year.</p>			
<p>Goal 2: In order to increase awareness of the high incidence of suicide among seniors and improve coordination of resources between community stakeholders, ADRC staff will collaborate with at least four community partners to develop a senior suicide prevention coalition by December 31, 2014.</p>	<p>This goal was not achieved by the noted deadline of December 31, 2014. However, we will be attempting to start a coalition in 2015.</p> <p>This has not been achieved in 2015.</p>			
<p>Goal 3: In order to help older people make better food choices, ADRC staff will recruit and facilitate training for two class leaders and implement the evidence based “Healthy Eating for Successful Living” program by December 31, 2015.</p>	<p>Two ADRC staff have been trained as facilitators for Healthy Eating for Successful Living.</p>	<p>X</p>		
<p>Goal 4: In order to increase awareness of the evidence based Stepping On fall prevention program, ADRC staff will increase the number of outreach presentations and screenings for seniors and health professionals from four events per year to six events per year for each year of the Wisconsin Medical College grant study through July 2016.</p>	<p>We did not obtain a grant through the Wisconsin Medical College for falls prevention. However, we did increase the number of outreach presentations and screenings for falls prevention in 2013.</p>	<p>X</p>		
<p>Focus 4-F: Family Caregiver Support (NFCSP) Please answer the following where the aging unit is the direct services provider.</p>				
<p>Area 1: Provide information to caregivers about available services.</p>				
<p>Goal 1: In order to provide information to caregivers about available services, ADRC staff</p>	<p>The ADRC sponsored and participated in all events listed in the goal area in 2013.</p>	<p>X</p>		

<p>will continue to sponsor the annual fall Caregiver Town Hall meeting, the annual spring Caring for the Caregiver Conference, the annual fall Alzheimer's Conference, the annual spring Senior Americans Day conference, the annual fall Memory Loss: Empowering Communities through Early Detection seminar as well as other presentations to senior housing, businesses, civic groups, churches, and the Eau Claire Chamber of Commerce throughout the plan period.</p>				
<p>Goal 2: In order to provide information and support to family caregivers of older people with mental illness, ADRC staff will offer the NAMI Family to Family class in the Eau Claire area once each year throughout the plan period.</p>	<p>Family to family was offered in 2013 but was not facilitated by the ADRC.</p>	<p>X</p>		
<p>Goal 3: In order to increase public awareness of caregiving issues and resources, ADRC staff will produce at least two YouTube videos that address caregiving issues and post them on the ADRC website and Facebook page by December 2014.</p>	<p>Instead of producing our own videos, we utilized videos from AARP and they are posted to our website, Facebook page and will be posted to the county YouTube channel.</p>		<p>X</p>	
<p>Area 2: Provide <i>assistance</i> to caregivers in gaining access to the services.</p>				
<p>Goal 1: In order to provide assistance to caregivers in gaining access to services, the ADRC Options Counselor/ Caregiver Specialist will continue to meet weekly with Options Counselors to provide information on new caregiver programs and resources as well as provide technical assistance on caregiver issues to all ADRC staff throughout the plan period.</p>	<p>The Caregiver Specialist, who is also an Options Counselor in our ADRC, meets weekly with the full Options Counseling team and regularly reports out on resources available to caregivers.</p>	<p>X</p>		
<p>Area 3: Provide <i>individual counseling, organization of support groups, and training</i> to caregivers to assist in making decisions and solving problems relating to their caregiver roles.</p>				
<p>Goal 1: In order to provide individual counseling, organization of support groups, and</p>	<p>The ADRC achieved all of the items listed in the goal area in 2013.</p>	<p>X</p>		

<p>training to caregivers to assist in making decisions and solving problems relating to their caregiving responsibilities, the ADRC staff will continue to maintain a list of support groups, sponsor a monthly caregiver support group in Augusta, partner with Mayo Clinic Health Systems to sponsor a support group for individuals with early Alzheimer's and their caregivers in Eau Claire, sponsor a Grandparents (and others) As Parents support group and educational series, offer the Powerful Tools for Caregivers class each year throughout the plan period.</p>				
<p>Goal 2: In order to increase access to caregiving loan library materials, ADRC staff will collaborate with the five public libraries in Eau Claire County to feature caregiver materials during Caregiver Month (November) of each year of the plan period.</p>	<p>We did not achieve this goal in 2013 but plan to do so in 2014.</p>		<p>X</p>	
<p>Area 4: Provide <i>respite</i> care to enable caregivers to be temporarily relieved from their caregiving responsibilities.</p>				
<p>Goal 1: In order to provide respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities, ADRC staff will continue to provide funding for respite care in nursing homes, adult day care facilities, and at home with a neighbor or friend and coordinate Memory Care Connections, Alzheimer's Family Caregiver Support grant funds, and Older Americans Act Title III E grant funds as evidenced by SAMS data entry throughout the plan period.</p>	<p>We provided funding to individuals through AFCSP, III E and Memory Care Connections in 2013. Funding was provided for respite, adult day services, assisted living care for respite, supportive home care and adaptive equipment. We were able to serve 51 families in 2013.</p>	<p>X</p>		
<p>Area 5: Provide supplemental services, on a limited basis, to complement the care provided by caregivers.</p>				
<p>Goal 1: In order to provide supplemental services to complement the care provided by caregivers, ADRC staff will continue to coordinate Alzheimer's Family Caregiver Support grant funds, Older Americans Act Title III B and III E grant funds to assist with transportation, assistive technology, incontinence supplies, and emergency response system needs throughout the plan period.</p>	<p>In 2013 we coordinated a supplemental services program utilizing AFCSP, III B and III E funds. We also started an adaptive equipment loan program. We serve a total of 51 families through the supplemental services program.</p>	<p>X</p>		

Part IV: Progress on the Aging Unit Plan for Serving Older People – National Family Caregiver Support Program

This section is not required for tribal aging units.

Caregiver Coordination: *To ensure coordination of caregiver services in the county, the aging unit shall convene or be a member of a local family-caregiver coalition or coordinating committee with other local providers who currently provide support services to family caregivers. The aging unit shall coordinate activities under this program with other community agencies and voluntary organizations providing services to caregivers.*

Does the aging unit facilitate a local caregiver coalition?

YES or NO

If No, please state which local agency facilitates this coalition: We are a member of the Chippewa Valley Family Caregiving Alliance.

If Yes, was information provided in the 3-year plan on the coalition’s members?

YES or

NO

If Yes, were goals stated to coordinate caregiver services?

YES or

NO

The ADRC of Eau Claire County is a member of the Chippewa Valley Family Caregiving Alliance. The Alliance was established in 2003 and has over 40 members from Chippewa, Dunn, and Eau Claire Counties. Activities include educating members, area medical facility staff, and employers and employees on caregiving issues and resources as well as distributing resource packets for distribution to patients and employees who are caregivers. The Alliance meets six times each year. For more information and a full list of member organizations, please visit the Alliance website:

<http://www.chippewavalleycaregiving.org/>

Please provide a brief update on coalition activities conducted in 2013:

- Caregiver Town Hall Meeting
- Caring for the Caregiver Event
- Augusta Caregiver Conference

Please provide a brief update on coalition activities conducted in 2014:

- Caregiver Town Hall Meeting
- Caring for the Caregiver event
- Augusta Caregiver Conference

	<p>Please provide a brief update on coalition activities conducted in 2015:</p> <ul style="list-style-type: none"> - Caregiver Town Hall Meeting - Caring for the Caregiver Event - Augusta Caregiver Conference
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Part V: Progress on the Aging Unit Plan for Serving Older People – Local Priorities

It is expected that each aging unit will have at least one local focus area/goal for each year of the plan. Please provide information here on goals accomplished in the previous year.

<p>Goal 1:</p> <p>In order to sustain the evidence based Coleman Model Care Transition intervention at current level of service in Eau Claire and Chippewa counties through December 2014, ADRC staff will connect with the new ADRC Manager in Chippewa County to ensure she understands and supports the program by December 31, 2013.</p>	<p>We worked very closely with Chippewa County throughout 2013 on the Care Transition program.</p>	<p>X</p>		
<p>Goal 2:</p> <p>In order to enhance the Care Transition intervention, ADRC staff will expand partnership and program to include another intervention such as the Peer Link Model by December 31, 2015.</p>	<p>This goal will not be achieved. The Care Transition program was dissolved in early 2014 due to lack of referrals from providers.</p>			

<p>Goal 3:</p> <p>In order to increase the number of private pay customers using ADRC Information and Assistance services by 5% by December 31, 2013, ADRC staff will place advertisements on Public Television and Radio, at locations frequented by higher income older people, and by producing at least two YouTube videos and posting them on the ADRC website and Facebook page.</p>	<p>The ADRC experienced a 12% increase in the number of contacts for Information and Assistance in 2013 from 2012. We advertised in several different ways in 2013 as well. We did not produce and post 2 YouTube videos but plan to do so in 2014.</p>	<p>X</p>		
<p>Goal 4:</p> <p>In order to increase private pay customer's awareness of long term care programs and costs, ADRC staff will develop and implement at least one seminar for long term care planning similar to the Medicare and You presentations by December 31, 2014.</p>	<p>The ADRC developed and implemented a seminar titled "Aging In Place: Planning for Future Care Needs". We began offering this one to two times per month in September, October and November 2013. We will continue offering this at least once per month throughout the plan period.</p>	<p>X</p>		
<p>Goal 5:</p> <p>In order to increase older people's awareness of low and no cost exercise options in Eau Claire County, ADRC staff will develop a guide and make 3,500 print copies available in the monthly ADRC newsletter and post on the ADRC website and Facebook page by December 31, 2014.</p>	<p>The ADRC has developed a draft of an exercise guide for Eau Claire County. This will be finalized, printed and available to public in early 2014.</p> <p>The ADRC's exercise guide has been in print since January 2014 and is very popular by consumers.</p>		<p>X</p>	

Part VI: Significant Accomplishments or Issues Not Included in the Aging Unit Plan

(Unplanned accomplishments or issues that had a significant impact on the aging unit's activities during the previous year. This is not meetings attended or actions that fit under plan goal objectives but may reflect noteworthy events or achievements.) This section is not required.

Significant unplanned accomplishments (briefly describe).

In 2014, we partnered with Feed My People food bank to provide emergency meal boxes to Meals on Wheels participants. These boxes are intended to be used in the event that we are unable to deliver Meals on Wheels. The boxes contained shelf stable food items that are simple to prepare. These emergency meal boxes were then delivered by Meals on Wheels volunteers. There was no monetary cost to provide the over 300 boxes of food to participants.

We experienced a high demand and growth for the Alzheimer's Family Caregiver Support Program in 2014. We exhausted our full allocation on direct service to customers.

We facilitated training sessions for our volunteers to educate them on recognizing signs of dementia, recognizing potential red flags with participants, confidentiality and boundaries. The training was well received by volunteers that attended.

In 2015, we began offering additional evidenced based prevention programs- Strong Women and Healthy Eating for Successful Living. We significantly increased participation in Stepping On, as well as Living Well and Powerful Tools for Caregivers as we continue see increasing demand for health promotion and prevention programs.

We have been fortunate to receive the Dementia Care Specialist grant which has expanded our efforts in reaching those with dementia as well as their caregivers in Eau Claire County. We currently are offering two memory cafes, increased requests for memory screens as well as a significant amount of community education and outreach.

In 2015, we also began partnering with The Community Table to pilot a mobile meals program partnership specifically for MCO participants. This partnership has been quite successful with high satisfaction rates with the food provided by The Community Table and strong volunteers facilitated through the ADRC.

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance (X)	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
EXAMPLE ITEM					
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.		X	Fiscal: ADRC does not have funds in budget to replace the ADRC sign on building.	ADRC will look at budget and adjust it so that a new sign can be purchased.	5/1/2016
Welcoming and Inviting Environment (Page 4 of 2016 Contract)					
All ADRC locations are accessible by public transportation, if the municipality in which the ADRC is located has public transportation.	x				
The ADRC has adequate parking, including accessible parking, at no cost to the public.	x				
Signage (Page 4 of 2016 Contract)					

All ADRC locations have clearly visible signage on the interior of the building in which it is located.	x				
All ADRC locations have clearly visible signage on the exterior of the building in which it is located.	x				
The ADRC is identified on any posted building directories.	x				
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.		x			
Facility Requirements (Pages 4-5 of 2016 Contract)					
<u>ADA Standards for Accessible Design</u>					
The building and furnishings are clean, in good condition, free of hazards and meet state and federal requirements for physical accessibility. Please refer to link above.	x				

<p>The ADRC provides directional signs and instructions for the use of ADRC services in print, Braille, and alternate formats (e.g., increased font size, high contrast in colors, American Sign Language video translations, closed captioning on videos.)</p>		<p>X</p>			
<p>The ADRC has public restrooms for use by customers that are clearly signed and accessible.</p>	<p>x</p>				
<p>The ADRC has public restrooms that accommodate customers with an attendant while maintaining privacy.</p>	<p>x</p>				
<p>Reception Area (Page 5 of 2016 Contract)</p>					
<p>The ADRC has a clearly defined, separate, distinct, accessible and welcoming reception area where the public is greeted by an individual ready to assist them.</p>	<p>x</p>				
<p>The reception area is large enough to accommodate people of all ages and with different disabilities.</p>	<p>x</p>				
<p>The layout of the reception area does not allow customers to overhear conversations between the receptionist and another customer.</p>	<p>x</p>				

The reception area has an accessible display space for fliers, pamphlets and other information materials, arranged so that customers can easily reach the material.	x				
Privacy and Confidentiality (Page 5 of 2016 Contract)					
Information and assistance specialists, options counselors and benefit specialists have access to private meeting space for confidential conversations.	x				
Private meeting spaces are equipped with telephones and computers with high speed internet access and can access databases and benefits assessment tools.	x				
The ADRC stores confidential information securely on site.	x				
Co-Location with an MCO (Page 5 of 2016 Contract)					
The ADRC is not located in the same building as an MCO.	x				
Co-Location with an Aging Unit (Pages 5-6 of 2016 Contract)					
If the ADRC and Aging Unit share a phone number, the phone is answered, "Aging and Disability Resource Center."	x				
Regularly Scheduled Business Hours (Page 6 of 2016 Contract)					

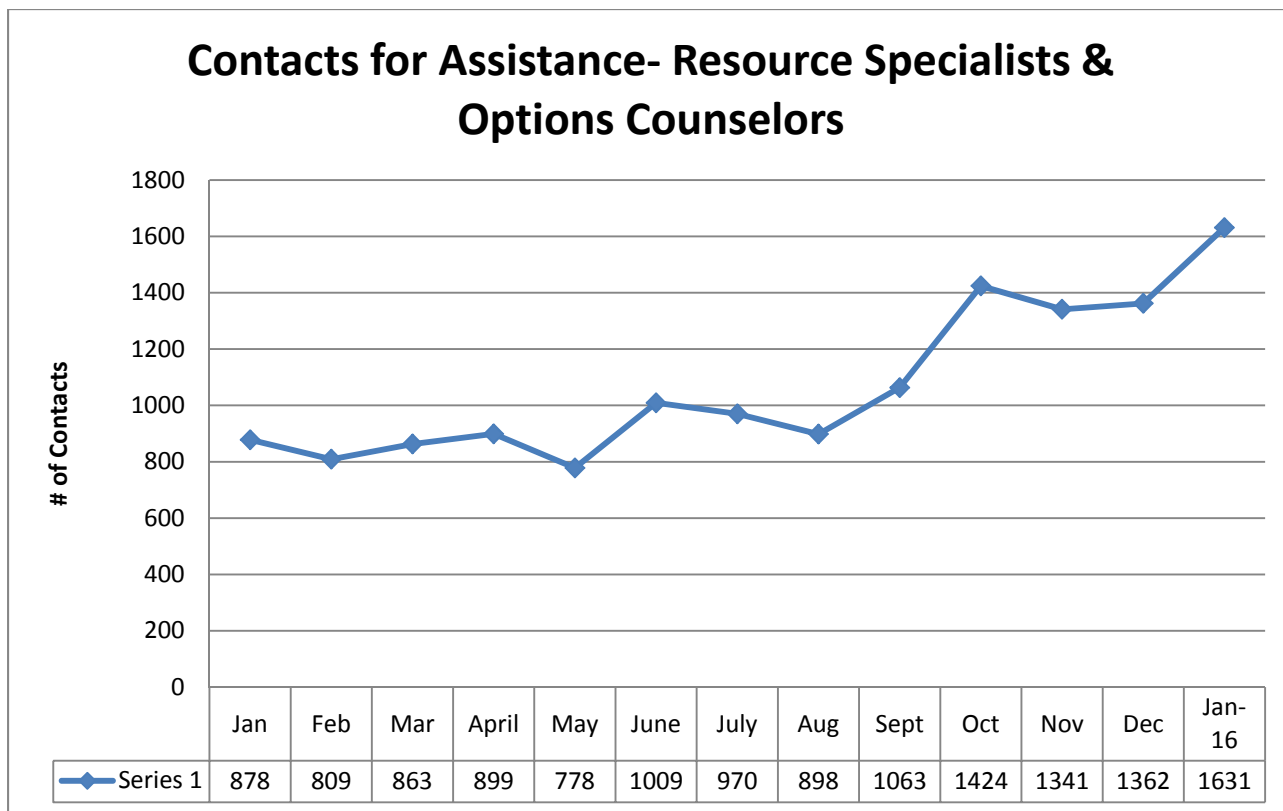
The ADRC assesses the most convenient days and times for customers to visit the ADRC.	x				
Information and assistance service is available continuously when the ADRC is open.	x				
ADRC hours are fixed and posted.	x				
After Hours Services by Appointment (Page 6 of 2016 Contract)					
The ADRC has the capacity to set up after-hours and weekend appointments.	x				
The ADRC establishes criteria for determining when after-hours appointments are necessary.	X				
Computer Systems (Pages 6-7 of 2016 Contract)					
The ADRC has a computer system that can stream both video and voice over the internet.	X				
The ADRC operates either a SAMS IR or an equivalent software that has the same capacity as SAMS IR for client tracking, resource database, and reporting.	x				

All ADRC staff members have a computer and it allows staff to input data into the SAMS IR or equivalent software.	x				
Management-Information Systems (Pages 7-8 of 2016 Contract)					
The ADRC has a client tracking database lead.	x				
The resource database includes information relating to each of the information and assistance topics listed in Section III, B.2.C.	x				
The resource database includes information relating to the name of the resource, contact information, and key features of the resource.	x				
Resource information is updated annually.	x				
The ADRC has a resource database lead.	x				
Management-Information Systems FOR NON-SAMS IR USERS (Pages 7-8 of 2016 Contract)					
The ADRC client tracking system meets all Department reporting requirements.					
The ADRC client tracking system collects Department-required performance criteria and indicators.					

The client tracking system assigns a unique contact number for each contact and a unique client identification number for each customer.					
The client tracking system tracks data on the initial and subsequent client contacts, including characteristics of the customer, reasons for the contact, subjects of the contact, and issues identified.					
The client tracking system also tracks data on the ADRC services provided, the outcomes that result and follow-up activities.					
The client tracking system meets the standards for database content and structure established by the Department.					
The RQS has access to its client tracking database system.					
Telephone Systems (Page 8 of 2016 Contract)					
The ADRC has its own dedicated phone number(s) including a toll-free telephone number. (Unless ADRC is integrated with an Aging Unit, then must be answered, "Aging and Disability Resource Center.")	x				
If regional, there is one telephone or telecommunications system for the entire regional ADRC.					

The ADRC phone number(s) are on the ADRC's web site, in the ADRC's marketing materials, and published in the local telephone book(s).	x				
If the ADRC is county-based, the telephone number is on the home page of the county's web site.		X			
The ADRC telephone is answered during business hours by a staff person who tells the customer that he/she has called the "Aging and Disability Resource Center."	x				
The telephone system transfers calls internally. Multi-office ADRCs must be able to transfer calls among their offices.	x				
The telephone system tracks and reports hold times and abandoned calls.					
After business hours, the telephone system identifies the ADRC's business hours, permits callers to leave a message, and refers callers to an emergency number.					
An ADRC staff member responds to phone messages by the end of the next business day.	x				
E-Mail (Page 8 of 2016 Contract)					
The ADRC has an email address published on the ADRC's web site, in marketing materials and submitted to the Department for publication on the Department's website.	x				

For county-based ADRCs, the ADRC's email address is also published on the home page of the county's web site.		X			
An ADRC staff member responds to e-mail contacts from customers by the end of the next business day.	x				
Website (Page 9 of 2016 Contract)					
The ADRC website includes descriptions of the ADRC's mission, the populations it serves, and the types of information and services it provides.	x				
Contact information for the ADRC (telephone number, address, hours of operation, and email address) is highly visible and easy to find on the ADRC's home page.					
For county-based ADRCs, the ADRC website link is highly visible and easy to find on the home page of the county's website.		X			
The website contains or provides a link to the ADRC's electronic resource database.	x				
The ADRC website, including the resource database, is accessible to people with impairments or disabilities that limit access to standard web formats. (e.g., increased font size, high contrast in colors, American Sign Language video translations, captioning on videos.)		X			



2015 Options Counselor FTEs = 7.75

2015 Resource Specialist FTEs = 2.5

2016 Options Counselor FTEs = 7.35 (.4 reduction with Chippewa County contract)

2016 Resource Specialist FTEs = 2.5