

Agenda  
Eau Claire County  
Aging & Disability Resource Center Board  
Thursday, April 13, 2017, 12:00 Noon  
Courthouse-Rooms 1301/1302, Eau Claire WI 54703

1. Call to order
2. Introductions
3. Public Comment
4. Meeting Minutes – March 9, 2017 / Discussion – Action Handout #1
5. Mentors for New ADRC Board Members
6. Older Americans Proclamation for May / Discussion – Action Handout #2
7. Dementia Friendly Community Resolution / Discussion – Action Handout #3
8. Options Counseling Presentation Handout #4
9. Subcommittee Meeting Updates
10. Transportation
11. Long-term Care
12. Director's Report
  - Update on increased workload and need for additional staff
  - WIHA Pilot Handout #5
  - Nutrition Program
  - Legislative updates
13. Discuss future agenda items
14. Next meeting May 11, 2017
  - Janet Zander presentation on legislative issues and advocacy, majority of the meeting time.
  - Only other agenda item will be election for chair, vice chair and clerk.
15. 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 715-839-4710, (FAX) 715-839-1669, tty: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.

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Aging & Disability Resource Center Board  
Thursday, March 9, 2017, 12:00 Noon  
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Members Present: Lauri Malnory, Katherine Schneider, Tom Christopherson, Stella Pagonis, Jason Endres, Sandra McKinney, David Mortimer, Carl Anton, Kimberly Cronk, Ruth Adix

Others Present: Jennifer Owen, Emily Gilbertson, Marlene Rud

Chair Pagonis called the meeting to order at 12 Noon.

Introduction of ADRC Board and staff.

Public Comment. Katherine Schneider & Jason Endres attended meeting on state budget issues for the Affordable Health Care Act. Encouraged contacting legislators regarding the ACA. Katherine will speak to Greg Moore, County Board Chair, regarding county support of Affordable Care Act. Stella Pagonis has a draft letter to legislators for support to continue the Dementia Care Specialist Program. Carl Anton will speak with Chair Moore regarding DCS support. Ruth Adix shared notification of an upcoming event supporting ACA.

Minutes of February 9, 2017 ADRC Board. Motion by Katherine Schneider to approve with noted correction to word manager (not manger). Motion carried.

2016 Annual Data Report. Jennifer Owen reviewed handout of performance management program data. Discussed work load and need to look at additional ADRC Option Counselor staff. Stella suggested an Option Counselor discuss example of calls and work load at next ADRC Board meeting. The Board would like to see breakdown of Long Term Care enrollment; youth transition and IRIS/Family Care.

2016 Self-Assessment for Aging Plan. Jennifer reviewed handout year one self-assessment of the 3 year plan. Many of the 2016 goals were kept, with some goals not met due to technology challenges. Motion by Katherine Schneider to approve submittal of 2016 Self-Assessment for Aging Plan as presented. Motion carried.

LTC updates. Lauri Malnory, upcoming meeting next month, no updates at this time.

Nutrition Program. Jennifer Owen, Rebecca Hinzmann, Nutrition Program Supervisor and Purchasing Director, Frank Draxler met with Sacred Heart Hospital to discuss future meal costs. Nutrition Program RFP will go out for quotes on Congregate meals, Meals on Wheels, and transporting meals to sites. The Board discussed the upcoming RFP and directed ADRC staff to request RFP for zone options and all meals option, 1 year vs 3 year contracts. Discussed RFP options and review of comparisons. Discussed possibility of an on call volunteer for late meal delivery when provider inadvertently missed in meal preparation.

Legislative update. Jennifer will forward updates on the proposed Medicaid changes to board members. Upcoming legislative breakfasts announced.

Directors Report.

Jennifer reviewed the Hometown Health Grant letter of intent for grant application for Dementia Choir. ADRC and WIHA will move forward with pilot Living Well with Diabetes workshop for WCA. 2018 Transportation Vendor - extended contract for 1 more year. No more recent transportation complaints received.

Future agenda items. May meeting will have 2 new members. Sue Miller will be the county board appointment. Office elections will be at May meeting.

Future agenda items: Discussion of additional Options Counselor position/new ADRC staff, Long Term Care, IRIS enrollment, Nutrition Program RFP, future concerns. April will be last board meeting for Stella Pagonis and Lauri Malnory with board terms done. Election of officers at May board meeting. Katherine will have update on county resolution request.

Adjourn at 1:55 pm.

Respectfully submitted

Marlene Rud, Clerk  
Aging & Disability Resource Center

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Chairperson

**PROCLAMATION**

- PROCLAIMING MAY 2017 TO BE OLDER AMERICANS MONTH -

WHEREAS, Eau Claire County includes older Americans who richly contribute to our community; and

WHEREAS, we acknowledge that what it means “to age” has changed—for the better; and

WHEREAS, Eau Claire County is committed to supporting older adults as they take charge of their health, explore new opportunities and activities, and focus on independence; and

WHEREAS, Eau Claire County can provide opportunities to enrich the lives of individuals of *all ages* by:

- involving older adults in the redefinition of aging in our community;
- promoting home- and community-based services that support independent living;
- encouraging older adults to speak up for themselves and others; and
- providing opportunities for older adults to share their experiences.

NOW, THEREFORE, I, Gregg Moore, chair of the Eau Claire County Board of Supervisors, do hereby proclaim May 2017 to be Older Americans Month.

PRESENTED: This 18th day of April, 2017.

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Gregg Moore, County Board Chair

FACT SHEET RESOLUTION **File No. 17-18/007**

- Dementia Care Specialist (DCS) are highly trained professionals who have the time to stay current on new treatments and clinical trials that are occurring around dementia diagnosis and treatments.
- DCS provide valuable case consultation with families beyond what ADRC staff can provide assisting them in staying at home for as long as possible.
- DCS has the time to ensure this expertise is shared widely.
  - By training other agencies, law enforcement, fire and rescue, and hospitals, etc. so they are prepared to meet the needs of the people they serve.
  - Through leadership creating a dementia friendly community that includes businesses, employers, local organizations, etc. to help raise awareness of the unique needs of people with dementia and their families. Without this dedicated position the ADRC would not be able to continue to lead the Coalition initiatives. It has been shown that without a dedicated person leading initiatives, they tend to fail and dismantle.
- DCS offer evidence-based interventions.
  - The DCS provide opportunities for individuals and family caregivers to participate in evidence-based interventions.
    - The Memory Care Connections program provides family caregivers with the tools to be successful in providing care for their loved ones. The program has been shown to help families care for loved ones at home an average of 18 months longer than without the support of the program.
    - The LEEPS (Language Enriched Exercise Plus Socialization) program provides opportunities for people in the early stages of Alzheimer's disease or mild dementia to engage in exercise and social opportunities. LEEPS has been shown to help individuals with dementia improve their physical fitness and mood as well as maintain functional ability.

The Dementia Care Specialist position has made an impact in our community on multiple levels:

- Public Speaking
  - Increasing public awareness of dementia, the importance of early detection, and how to provide support to individuals living with dementia and their families.
  - Empowering the public to be part of a Dementia Friendly Community and reach out and support neighbors, friends, & family members living with dementia
  - Reducing the stigma to enable people with memory/cognition concerns to reach out for information and support
- Leadership and Coalition Building
  - ***Eau Claire County Dementia Coalition*** is a comprehensive group of community members working together to improve access to dementia related services in our community. They work together to help minimize the need for crisis based interventions.
  - ***Purple Angel Program*** trains employees of local businesses to create welcoming environments for persons living with dementia and their care partners. Our community

needs to not only be prepared to help individuals live and work with memory loss but also embrace their presence in the places we live, work and socialize.

- **Memory Cafes** engage families, reduce isolation and stigma and will change the face of living with dementia right here in Eau Claire County. Three cafes are currently open, two in the city of Eau Claire and one in rural Fall Creek/Augusta communities. We need to continue to open more cafes.
- **Dementia Choir** provides an opportunity for people in the early stages of memory loss, as well as their care partners, to enjoy music and socialize with other people living with Alzheimer's. Participants also benefit from the wellness aspects of singing, such as reduced stress and improved mood.
- **Personal Assessments and One-on-One Family Coaching and Advocacy**
  - Provide disease and symptom education, communication strategies, techniques on working with challenging situations and behavior, and how to live with a new diagnosis.
  - Facilitate family meetings, caregiver support, and service connection – with a goal of remaining in the home for as long as possible with the best quality of life for all. This goes far beyond what existing ADRC staff is able to provide due to the special knowledge and expertise required.
- **Professional Community Consultation, Training, and Expertise**
  - Provide consultation and training to aging and disability service professionals, law enforcement, adult protective services, Crisis Center, social services agencies, faith communities, business managers, financial sector professionals, care providers, or any other professional when they have questions regarding assisting a consumer who has dementia.

*There is no fiscal impact on county tax levy for support of this resolution.*

**- SUPPORTING RETENTION AND EXPANSION OF WISCONSIN'S AGING AND  
DISABILITY RESOURCE CENTERS' DEMENTIA CARE SPECIALIST PROGRAM AND  
PROMOTING THE WORK OF THE DEMENTIA COALITION IN EAU CLAIRE COUNTY-**

WHEREAS, in Wisconsin, it is estimated that 115,000 individuals age 65 and older are living with some form of clinically diagnosable dementia, and by 2040 that population is expected to grow to 240,000; and

WHEREAS, in Eau Claire County, it is estimated that over 2,000 individuals are living with some form of clinically diagnosable dementia, and the care and treatment of persons with dementia is now being described as a public health emergency; and

WHEREAS, 90% of people with dementia live in their home and 22% live alone; a diagnosis of dementia doesn't mean a person has to lose their dignity or their ability to remain in their home and part of the community; and

WHEREAS, Eau Claire County has made a significant commitment to persons with dementia through the critical work of the Aging and Disability Research Center's (ADRC's) Dementia Care Specialist (DCS), and through the work of the Dementia Coalition, which includes the Purple Angel Program (Business Training Program), and Memory Cafés; and

WHEREAS, the DCS and Dementia Coalition strive to improve the quality of life for all those affected, including people living with memory loss and their caregivers, while helping them to remain in the community where they want to live and cost-savings to taxpayers can be realized and

WHEREAS, each day that an individual remains in the community, and outside of expensive publicly funded institutional care facilities, saves the taxpayers an estimated \$161 per day or \$58,925 annually, making the DCS program a wise and sound investment of public dollars.

WHEREAS, the ADRC of Eau Claire County has experienced a steady growth in contacts by customers, caregivers and professionals (there were 17,271 contacts in 2016); and

WHEREAS, the Governor's proposed budget does not include funding for the DCS positions in 2017-2019, thereby removing this valuable expertise and coalition support from the community.

NOW THEREFORE BE IT RESOLVED that the Eau Claire County Board of Supervisors respectfully requests that these critical programs and services be consistently available in Eau Claire County and around the State of Wisconsin by having the state add Dementia Care Specialists funding to ADRC base allocations in the next proposed 2017-2019 biennial state budget.

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Aging and Disability Resource Center Board

JO/yk

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2017.

ORDINANC/17-18/007



## ADRC of Eau Claire County

I and A and Options Counseling

### Information and Assistance ( I and A)

- Information and Assistance is a core service requirement within the ADRC contract.
- When someone calls they are greeted by a resource specialist who provides information and assistance on a variety of topics. The resource specialist directs people to where they need to go in an efficient and effective manner.
- Resource Specialists provide up to date and in-depth information and assistance about services, resources and programs such as housing, transportation, applying for social security disability, medical assistance, family care, caregiving support, nutrition services, adaptive equipment and much more. They also provide information on where to go next once they have the resources they need.

## Information and Assistance ( I and A) Continued...

- Resource Specialists respond to requests such as sending out applications and information on a variety of topics, as well as keeping resources up to date.
  - Specialty areas: nutrition, MA applications, clerking meetings, etc.
- They provide timely follow-up to ensure consumers have the information they need, and to answer any further questions.
- They make referrals to the Options Counselors, EBS/DBS, Nutrition program, prevention programs as well as other community resources like Human Services, Veteran Services, hospitals, nursing facilities, etc.

## Options Counseling

- Options Counseling is a core service requirement within the ADRC contract. Options Counselors are required to be licensed professionals, and must maintain their license in order to be an Options Counselor.
  - Specialty Areas: DCS, MFP, Youth Transition, Prevention Programs
- Options Counselors are also required to be certified by the State of Wisconsin as a Long Term Care Functional Screener. They take an examination every 2 years to continue their certification as well as attend regular trainings on changes within the LTCFS.
  - The ADRC Manager is the Screen Liaison and answers any questions, reviews screens, and is the main point of contact with the State including for complaints or appeals.
- Goal of Options Counseling: To meet with customers early in their long term care decision-making process to help prevent higher cost services and enable customers to stay financially independent for as long as possible.

## What do Options Counselors Do?

- Options Counseling is an interactive decision-support process, where individuals are assisted in evaluating and weighing their long term care service options. This process includes private pay services as well as publicly funded services. These are often in-depth conversations in the person's own home.
- Options Counselors listen to concerns and offer information about the options that are available to meet long-term care needs (Family Care, IRIS, assisted living, nursing home, private pay options, home care services, caregiving options)
- They discuss factors to consider when making long-term care decisions and offer non-biased advice on what services may work best to help the individual plan their care. They also offer advice on how to best spend their personal resources.
- They assist with applications such as Medical Assistance, housing, transportation, etc.

## Long Term Care Programs

- Long Term Care Programs available in Eau Claire County:
  - Family Care and IRIS
- Process of Eligibility and Enrollment
  - Functional-Long Term Care Functional Screen by the ADRC
  - Financial-Medical Assistance process with Great Rivers Consortium
- Timeframe of enrollment
  - 2-3 months
- Options for enrollment and disenrollment
  - Switching programs

## Reporting Requirements

- Time Reporting
- Documentation in SAMS
- LTCFS Reporting
  - Medical Records
- MA Applications
- Phones Calls

## How are these services Effective?

I and A:  
Numbers in 2015 vs. 2016  
State Survey Results

Options Counseling:  
Numbers in 2015 vs. 2016  
State Survey Results



## Overview of the Security Health Plan 'Stepping On' Falls Prevention Pilot for the Aging & Disability Resource Center of Eau Claire County

Prepared 3-27-17 by Kristin Jeffries, WIHA

Recognizing that falls prevention is essential to the well-being of older adults, Security Health Plan and the Wisconsin Institute for Healthy Aging are partnering on a pilot to support the proven "Stepping On" Falls Prevention Program in communities around the state. In its second year, the "Stepping On" Pilot is expanding and invites the ADRC of Eau Claire County to participate.

### Background on the Pilot Initiative

A Wisconsin insurance organization, Security Health Plan (SHP) has a long history of collaboration with the aging network to sponsor preventive health and wellness services for its plan members and communities. A non-profit statewide organization, the Wisconsin Institute for Healthy Aging (WIHA) is dedicated to helping Wisconsin residents improve their health and collaborates with County ADRCs and Aging Units (ADRCs/AUs) to spread health promotion programs around the state.

Starting in 2016, SHP and WIHA partnered to launch the "Stepping On" Falls Prevention Pilot Initiative to address the growing concern about the falls epidemic. The "Stepping On" Program is a 7-week program that has been researched and proven to reduce the incidence of falling. Designed for people age 60+, the workshop offers tools and strategies to decrease risk and gain the knowledge and self-confidence to avoid a fall. WIHA administers this program statewide, coordinates with County (ADRCs/AUs), and trains the leaders who facilitate the sessions.

In the first year, SHP sponsored a "Stepping On" Program in each of these counties, through its Community Benefits Program: Clark, Marathon, Portage and Wood Counties. WIHA coordinated with the three ADRCs covering those counties to put on the programs, free and open to both SHP members and older adults from the general community.

### How the SHP "Stepping On" Pilot Works

The arrangement for the "Stepping On" Pilot Initiative is that SHP has one contract with WIHA, and then WIHA sub-contracts (as either an MOU or a contract, whichever the county prefers) with each of the ADRCs/AUs providing the "Stepping On" Programs. The sponsorship amount is shared between WIHA and the ADRC/AU, per the responsibilities and deliverables described in the MOU. The sponsorship amount and the share are the same for each ADRC/AU.

Other than fulfillment of the agreed responsibilities and deliverables, WIHA places no other restrictions on use of the sponsorship share by the ADRC/AU. Our mutual goals are both to meet the needs of more people and to build sustainability for aging services and programs – particularly in light of decreasing funding from sources such as the Older Americans Act. Funds from this sponsorship are intended to be used to supplement – not supplant – the level of Federal, State, local public funds or any other source of funds that would have been expended for health promotion programs like "Stepping On."

## Expanding the “Stepping On” Pilot Initiative

Based on the success of the first year of the “Stepping On” Falls Prevention Pilot, Security Health Plan wishes to expand its sponsorship to other counties in western and central Wisconsin. The vision is for sponsorship of a “Stepping On” Program each spring and fall, starting with fall 2017. Like many organizations, SHP commits to sponsorships one year at a time. So, this year, SHP will be contracting with WIHA for fall 2017 “Stepping On” Programs in the invited counties, including Eau Claire County. For 2018, SHP and WIHA will begin discussing that sponsorship schedule late this summer.

We at the Wisconsin Institute for Healthy Aging are delighted that Security Health Plan is stepping up to partner in bringing falls awareness and falls prevention to older adults in Wisconsin. It’s encouraging to see the “Stepping On” Pilot Initiative move forward and expand to new counties this year. We hope that the ADRC of Eau Claire will accept this invitation to start participating in this important falls prevention pilot initiative!

We welcome any questions or feedback – please contact us at:

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