

Agenda  
Eau Claire County  
Aging & Disability Resource Center Board  
Thursday, December 14, 2017, 12:00 Noon  
Courthouse-Rooms 1301/1302, Eau Claire WI 54703

1. Call to order
2. Introductions
3. Public comment
4. 85.21 Public Hearing minutes of November 14, 2017 / Discussion – Action Handout 1  
ADRC Board meeting minutes of November 14, 2017 / Discussion – Action Handout #2
5. Grandparents & Others as Parents Support Group- Rae Tipler Handout #3
6. Chair/Vice Chair Report
7. Director Report
  - a. Remodel
  - b. Position vacancy
8. Subcommittee Report
9. Nutrition
  - a. Central Kitchen Transition Progress Handout #4
  - b. Feedback on food
  - c. Other Updates
- 10 Transportation Handout #5
  - a. Scope of Services Workgroup
  - b. Van
  - c. Fare increase
  - d. Other Updates
- 11 Legislative Updates
- 12 Upcoming Events Handout #6
- 13 Future meeting agenda items: January 11, 2018, 12 Noon
- 14 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.

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

Handout #1

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 Tuesday, November 14, 2017, 5:30 pm at the LE Phillips Senior Center, 1616 Bellinger Street, Eau Claire WI 54703.

A Public Hearing will be held on the Wisconsin Department of Transportation draft 2018 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:

Audrey Nelson, David Mortimer, Katherine Schneider, Jason Endres, Tom Christopherson, Ruth Adix, Kimberly Cronk, Sue Miller, Sandra McKinney, Tina Gehrke, Peg Jones, Vera Hemminger, Joan Anderson, Fran Hofer, Larry Larson, Robert Fenney, Delma Delane, Jennifer Speckien, Emily Gilbertson, Marlene Rud

ADRC Board Chair Schneider welcomed everyone to the 85.21 Public Hearing. Asked for input and ideas.

Public Comment:

Eau Claire city resident who lives in downtown Eau Claire uses and appreciates the City Transit Bus.

Would like to have transportation for tours of Christmas light displays. Could school buses when not in use be used as well.

Would like to see city bus service from Eau Claire to Chippewa Falls.

Clarification that Paratransit does operate 7 days a week.

Transportation RFP in spring 2018.

2018 draft 85.21 Specialized Transportation Grant public hearing adjourned at 5:48 pm.

Respectfully submitted,

Marlene Rud,  
Aging & Disability Resource Center

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ADRC Board

Eau Claire County  
Aging & Disability Resource Center Board  
Tuesday, November 14, 2017, LE Phillips Senior Center, 1616 Bellinger Street,  
Eau Claire WI 54703, following the Wisconsin Department of Transportation  
2018 85.21 Specialized Transportation Grant Public Hearing beginning at 5:30 pm.

Members Present: Audrey Nelson, David Mortimer, Katherine Schneider, Jason Endres,  
Tom Christopherson, Ruth Adix, Kimberly Cronk, Sue Miller, Sandra McKinney

Others Present: Tina Gehrke, Peg Jones, Vera Hemminger, Joan Anderson, Fran Hofer, Larry Larson, Robert  
Fenney, Delma Delane, Jennifer Speckien, Emily Gilbertson, Marlene Rud

ADRC Board Chair Schneider called the meeting to order at 5:49 pm

Introduction of ADRC Board and staff.

Public comment. Ruth Adix – individuals have received notice of premium coverage increases thru the  
Exchange and concerned about coverage being affordable. Sue Miller - reminder to individuals to identify  
themselves at time of public comment.

Reviewed ADRC Board October 12, 2017 meeting minutes. Motion by Sue Miller, second by Jason Endres to  
approve with correction under legislative updates to ACA. Motion carried.

November 9, 2017 85.21 Specialized Transportation Grant Public Hearing minutes. Motion by Kimberly  
Cronk, second by Tom Christopherson to approve. Motion carried.

ADRC Board Chair Report. Katherine Schneider reminded board members to turn in their ADRC Board  
evaluation today. Katherine appreciated the great ADRC Board post by member, Audrey Nelson. Jennifer  
Speckien read the post made by Audrey Nelson on brain injury.

ADRC Board Vice Chair Report. Sue Miller reported the County Board approved the 2018 budget and  
committees did a good job of putting budget together. Sue will provide updates on the Fall Creek Kitchen at  
next County Board meeting.

Director Report. Jennifer Speckien discussed updates to SSI managed care/HMO. Reviewed 3<sup>rd</sup> quarter data.  
A MIPPA outreach grant will help with the Elder Benefit Specialist and the Medicare Savings Programs. WIHA  
grant application submitted for the Healthy Living with Diabetes program. Adult Immunization grant  
application was awarded in partnership with the Health Department. Recruitment will begin for the Fiscal  
Associate position.

2018 85.21 Grant application. Emily Gilbertson reviewed changes from 2017 grant application. Katherine  
Schneider recommended language “disability from SSA or other governmental disability determination”.

Motion by Jason Endres to approve grant application with amended wording, second by Kimberly Cronk.  
Motion carried.

Transportation updates. Emily Gilbertson discussed collaboration with county purchasing department to secure transport vehicle; the transportation work group will review 2018 RFP.

Nutrition update. Jennifer Speckien discussed the kitchen now being operational and shared picture of homemade birthday cakes for two participants. Now have cargo van and the van received from Eau Claire Automotive for meal transportation. The kitchen roll out is going great with start of meals and full transition planned by December 18. Yankee Jacks catered the recent evening meal and staff are looking for new catering provider since the Lismore is not able to continue providing evening meals. Emergency food boxes were delivered to Meals on Wheels participants to be used when meals cannot be delivered due to inclement weather. Reminder that with the holidays and the office being closed that participants can order extra meals to be delivered or use their emergency meal boxes if needed.

Legislative Updates. Jennifer forwarded the email to ADRC Board Members on the restructure of tax at federal level that will affect people with disabilities. Also discussed bills regarding Alzheimer's silver alert referral and caregiver tax credit.

Upcoming events for December reviewed.

Next meeting December 14, 2017, 12 Noon, lunch served at 11:30 am. Agenda items; Rae Tipler, GAP leader updates, ADRC expansion and Veterans colocation with ADRC.

Motion by Ruth Adix, second by Sandra McKinney to adjourn at 6:35 pm.

Respectfully submitted

Marlene Rud, Clerk  
Aging & Disability Resource Center

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Chairperson



**Are you raising a grandchild?**

**So are we!**

Over 59,345 children in Wisconsin are being raised by grandparents.

## **Grandparents and Others as Parents (GAP)**

Focus is to provide support and awareness of Services

### Regular Monthly Meetings

**DATE:** Third Tuesday of each month beginning September 2017

**TIME:** 6:00 - 7:30 pm

**WHERE:** River Pines Long-Term Concierge Care & Prairie Pointe Rehabilitation Suites

206 N. Willson Drive, Altoona, WI 54720

Community Room #3 located in the Center of the building. Park behind the building and enter there through Rehab then turn right down hallway across from the coffee shop.

\* Childcare available if needed

For more information, contact Rae Tipler, 715-225-0404 [Rae.Tipler@yahoo.com](mailto:Rae.Tipler@yahoo.com)

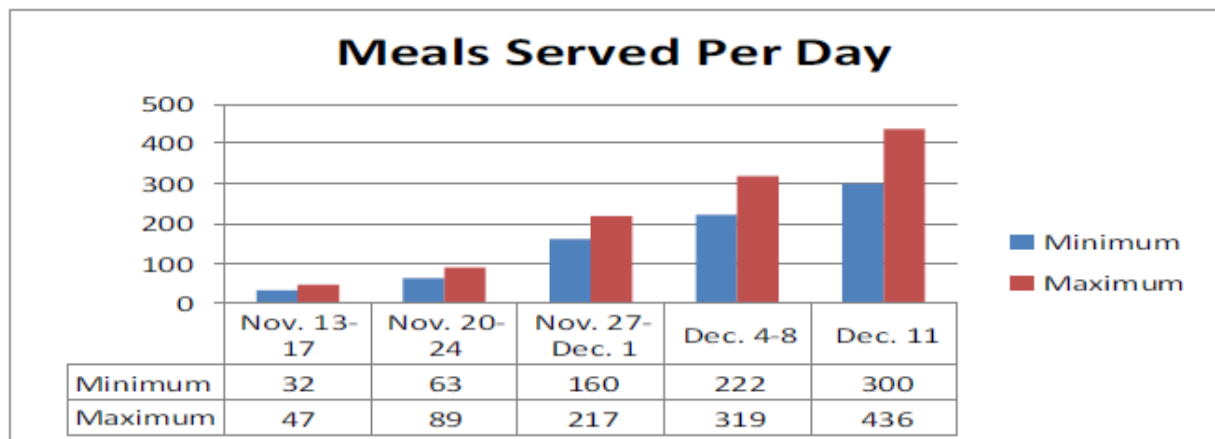




## Senior Dining Program Central Kitchen Update

Prepared by: Jennifer Speckien, ADRC Director

December 5, 2017



**Current Staffing for Kitchen Only**  
 1.0 Kitchen Manager (1 person)  
 1.45 Cooks (2 people)  
 1-2 volunteers

Approximately 40% of food supplies have come from Feed My People

**Program Growth**  
 30 new participants have started on the Meals on Wheels program between November 13 to December 5, 2017. This is double from the same time last year.

### Participant Feedback of the Meals

“What a huge improvement on the meals that are being delivered now. I can’t believe it. It is like somebody flipped a switch. It is the difference between night and day. It is so good now I will definitely make an effort to contribute. I know this is a government funded thing but I don’t want to see this change go anywhere.”

“The new meals are wonderful. I was doubtful hearing the news of you operating your own kitchen and making your own meals. I was worried that they wouldn’t be good but they are even better than before! The portions are larger, especially the fruit and vegetable portions. Keep these delicious meals coming!”

“The new meals are very generous– good flavored– can make two meals from one. The cooks are doing a great job!”

“The new meals are great!”

“You must be doing something different. The meals are so good now! I don’t remember the last time I had real mashed potatoes. Thank you so much.”

1. Happy St. John's Participant
2. Volunteer leaving Fall Creek
3. Cook Regina's homemade buns
4. Homemade rhubarb crisp

5. Fresh apples
6. Roast beef
7. Fresh salad
8. Homemade veggie bread

9. Roasted Potatoes
10. Birthday cake for participant
11. Meals on Wheels packaging
12. Homemade meatballs



<b>Specialized Transportation Service Customer Survey Results Fall 2017</b>					
	Very Satisfied 4	Satisfied 3	Unsatisfied 2	Very Unsatisfied 1	N/A
Courtesy of Abby Vans office personnel Total of 89 Reponses	59 66.29%	27 30.34%	1 1.12%	1 1.12%	1 1.12%
Ease of scheduling rides with Abby Vans Total of 90 Reponses	48 53.33%	34 37.78%	5 5.56%	2 2.22%	1 1.11%
Courtesy of Abby Vans drivers Total of 89 Reponses	59 66.29%	26 29.21%	2 2.25%	2 2.25%	0 0.00%
Cleanliness of Abby Vans vehicles Total of 89 Reponses	47 52.81%	35 39.33%	4 4.49%	1 1.12%	2 2.25%
Comfort of Abby Vans vehicles Total of 90 Reponses	47 52.22%	39 43.33%	2 2.22%	2 2.22%	0 0%
Cost of service Total of 88 Responses	64 72.73%	21 23.86%	1 1.14%	1 1.14%	1 1.14%
Overall experience with transportation Program Total of 86 Responses	50 58.14%	29 33.72%	6 6.98%	0 0%	1 1.16%



### Comments:

1. Have you ever talked to an Abby Van driver or called Abby Vans office with a complaint?
  - a. Yes- 24 or 27.59%
  - b. No-62 or 71.62%
  - c. Did not answer- 1 or 1.15%
  
2. If yes, please tell us what happened and how satisfied you were with actions taken to resolve the complaint: 25 Responses
  - a. Very Satisfied
  - b. Driver went to wrong door at Sacred Heart Hospital, then left and counted me as a "no-show". I waited 3 hours for another ride to be sent.
  - c. Have requested to ride in a mini-van for all transportation---at times large bus type van was used---very rough ride---hurts my back---very uncomfortable
  - d. They forgot to pick me up at the grocery store. Waited 2 hrs and had to call again for a ride.
  - e. Driver was late or lost and took 1.5 hours to get home from church---only 1 time.
  - f. Over 5 years ago previous service was poor--but has consistently improved so I can say I'm very satisfied. Great service!
  - g. A driver talked about sex of his sister and kept trying to find out why I was going to the doctor.
  - h. I request NOT to have a certain driver who made me ride in the back because he laid his map on the front seat and I never had him again.
  - i. Will discuss on a phone call. Please contact me.
  - j. A couple of years ago we rode to an appointment and the driver was driving so slow and getting over near curbs that we were afraid we would get in an accident.
  - k. They made errors a couple of times and I had to call to correct the errors quickly
  - l. Scheduling problems--not always solved, but within time limits. Sometimes pickup is too early and I arrive at Sacred Heart too early for my appts.
  - m. kept too long for pick-up to go home
  - n. Times for pick differs what we are told and what driver has
  - o. I rode around for an hour and missed an appointment
  - p. Inappropriate sexual comments and advances from Richardo G (?) All schedulers were alerted not to let him transport me.
  - q. One of the male drivers makes me uncomfortable. Otherwise all drivers are great.
  - r. Requested that I not be scheduled to go home after dialysis on a big bus as the bumpy ride makes me ill. They did their best to accommodate.
  - s. First driver who picked me up, knew where take me. Second Driver all it said was Sacred Heart Hospital not location at hospital.
  - t. I need a lift on the van and when ordering its forgotten, 4 or 5 times in a year.
  - u. Called regarding being late for an appointment--they pick me up on time/early now
  - v. late pickup--bus had mech. Troubles
  - w. Let passengers on van to visit 15 min late for appointment Driver checked out something of own interest
  - x. N/A
  - y. a few episodes--drivers lost/confused, mix-ups thru the office with rides--was resolved OK
  
3. Other Comments: 42 Responses
  - a. My daughter loves Abby Van drivers.
  - b. My only complaint is they quit waving the fee or didn't renew a contract for disabled vets and charged me \$94.00 for a round trip to the VA in Minn. Or accepting my travel pay which is at the

- moment \$78.02. I haven't finished paying my bill which was close to \$200.00. I sent in \$25 so far. I'm pretty sure that's the total amount.
- c. Only used service once. Driver was polite on the way to the destination. He was rude when he got lost on the way back.
  - d. When Abby Van used to pick up people from Fairchild to where they needed to go, it was nice, now they don't. My Drs. and dentist are in Osseo. The Drs. and hospital are owned by Eau Claire's Luther Hospital--so I am NOT happy about no rides--Its hard for people in the 90's the way it is now.
  - e. 10 minute appointment turns into a 3 hr. trip
  - f. All of your drivers have been wonderful.
  - g. Please, if possible, only have mini vans. Thank You!
  - h. Glad to have Abby Van service always available.
  - i. I am completing this survey for my mom, who passed away in July. She relied on and appreciated this service very much.
  - j. Very satisfied.
  - k. Only complaint I would have is the long wait for my ride home.
  - l. I'm very satisfied with Abby Vans and the service.
  - m. Most of them are friendly
  - n. Sometimes late--one driver was rude!
  - o. I am the family of the participant and I was not with for the ride. I'm sure everything is fine. Thanks
  - p. Awesome service/Thanks a million
  - q. I don't think he is working for Abby Van now, as I haven't seen him. (follow up from above comment on specific driver)
  - r. Generally they seem to be trying hard at getting better with time. Nice short survey!
  - s. I am 92 and can't work walk very far or stand too long. I am thankful for Abby!
  - t. Some vans are very clean, but a good many are not. Dirty floors and some debris. Kleenex would be nice to have aboard and a garbage disposal bag also.
  - u. Great service for the community
  - v. Regularly ride to church on Sundays (church provides service), prompt pick up, drivers assistance with pickup and delivery, drivers friendliness and familiarity with personal conversations accommodates other health related family transports.
  - w. Major difficulty is that the dispatchers are so far away for planning routes, I don't blame the drivers. Eau Claire has had constant road construction since I moved here 4 years ago.
  - x. I think it's wonderful to provide this service to people who need it. I've had friendly drivers and will continue to use this service when needed.
  - y. Great program
  - z. Some rider are great but I think all the people need to ride with the driver before getting job at office in all the city's try to get Abby Vans to go to Elk Mound and Chippewa Fall for Medical and work transportation. Thank you
  - aa. If it was necessary to schedule me on a big bus, the driver would hook me up to the one seat closer to the front and not in the back.
  - bb. Always as accommodating as they can be
  - cc. I don't like the 30 minute window we have to wait, it's just too long for older people.
  - dd. They always take care of things politely have been taking the vans for over 15 years.
  - ee. Scheduling here in Eau Claire is tricky because of traffic lights. An extra 15 minutes is needed
  - ff. It seems to be working out fine
  - gg. Awesome Service
  - hh. Thank you for the service you provide--it was great
  - ii. I truly appreciate having this service available now that I no longer drive a car.
  - jj. Hard to get through to the office--Pick up times are spot on. Great service Great Drivers!!
  - kk. With their new call system its a lot harder to schedule, we are always put on long hold times
  - ll. Has been some decline in their overall services this year. Scheduling rides has been getting tougher.

- mm. I am very disappointed that Abby Vans cannot take me to Trempealeau or Jackson County. I doctor in Osseo and sometimes I would like to go to Black River Walmart. Is there any other transportation service so I can get to my doctor and dentist both are in Osseo.
- nn. Billing is slow. Drivers are great, especially Connor, Debbie, Mary, Valarie (spelling?), Larry and many more
- oo. Thank you for this service
- pp. Difficult to write checks-is there an automatic with-drawl or something similar that could be used for co-payment?

## January 2018

### **Monday, January 1, 2018**

No Meals on Wheels delivery, no Congregate meals served in Augusta or Eau Claire, ADRC closed

### **Monday, January 15, 2018**

No Meals on Wheels delivery, no congregate meals served in Augusta or Eau Claire, ADRC closed

### **Stand in the Light Dementia Chorus**

Thursdays, January 11—April 26, 2018, 9:30-11 am at Lutheran Church of the Good Shepherd, 1120 Cedar Street, Eau Claire.

### **Eau Claire Caregiver Café**

1st Tuesday each month, January 2, 2018, 9:30-11:00 am at The French Press Restaurant, 2823 London Road, Eau Claire. Respite services available. Contact ADRC, 715-839-4735.

### **Eau Claire Memory Cafe**

Tuesday, January 9, 2018, 9:30-11:30 am, Chippewa Valley Museum, Carson Park, Eau Claire

### **Medicare & You**

Friday, January 5, 2018, 10 am and Friday, January 19, 2018, 1 pm, Room 1277-Courthouse, Eau Claire. Register at [www.adrcevents.org](http://www.adrcevents.org) or 715-839-4735.

### **Grandparents and Others as Parents (GAP) monthly meetings**

Third Tuesday each month, January 16, 2018, 6:00-7:30 pm, River Pines Long-Term Concierge Care & Prairie Pointe Rehab. Contact Rae Tipler 715-225-0404 or [rae.tipler@yahoo.com](mailto:rae.tipler@yahoo.com).

### **Brain & Body Fitness**

Mondays and Wednesdays, January 29—April 18, 2018, 10-11:30 am, Chippewa Valley Museum, Carson Park, Eau Claire

### **Stepping On Falls Prevention**

Tuesdays, January 16 - February 27, 2018, 1:30 - 3:30 pm at HSHS Center for Rehabilitation Services, 1109 W Clairemont Avenue, Eau Claire. Register at [www.adrcevents.org](http://www.adrcevents.org) or contact the ADRC, 715-839-4735.

### **Stepping On Booster Session**

Tuesday, January 23, 2018, 9:00 - 11:00 am at HSHS Center for Rehabilitation Services, 1109 W. Clairemont Ave., Eau Claire. Reserve a seat at [www.adrcevents.org](http://www.adrcevents.org) or 715-839-4735

### **Strong Bones Information Session**

10-week *Strong Bones* strength and balance training workshop. **Info Session:** Thursday, January 4, 2018, 9:00 - 10:15 am at Grace Lutheran Church, 202 W Grand Avenue, Eau Claire. **Workshops:** Mondays & Wednesdays or Tuesdays & Thursdays, January 8 - March 15, 2018. Sign up at [www.adrcevents.org](http://www.adrcevents.org) or call 715-839-4735

