

Agenda
Eau Claire County
Aging & Disability Resource Center Board
Thursday, February 8, 2018, 12:00 Noon
Courthouse-Rooms 1301/1302, Eau Claire WI 54703

1. Call to order
2. Introductions
3. Public comment
4. ADRC Board meeting minutes of December 14, 2017 / Discussion – Action Handout #1
5. Dementia Care Specialist program update by Lisa Wells Handout #2
6. Chair/Vice Chair Report Handout #3
7. Director's Report
 - Introduction of Kelli Weiss, Fiscal Associate
 - Veteran Services co-location
8. Aging Plan amended goals / Discussion – Action Handout 4
9. Nutrition Updates
 - Generous Juror funds from 2017
 - Feed My People
 - Central Kitchen updates Handout #5
 - New Positions / Discussion – Action Handout #6
10. Transportation
11. Advocacy
12. 2018 Board activity Handout #7
13. Upcoming Events Handout #8
14. Discuss future agenda items: March 8, 2018, 12:00 Noon
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.

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

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

Others Present: Jennifer Speckien, Emily Gilbertson, Marlene Rud, Rae Tipler

Chair Schneider called the meeting to order at 12 Noon.

Introduction of ADRC Board and staff.

Public Comment. David Mortimer served on jury duty and was pleased to see ADRC as a recipient of the generous juror program. Emily Gilbertson discussed a flyer on the Dose of Reality program along with medication lock boxes through the City County Health Department. Ruth Adix – has been working with a Citizen Action Group, assisting with sign up for Badger Care/ACA benefits.

85.21 Public Hearing Minutes – November 14, 2017. Motion by Mary Pierce, second by David Mortimer. Motion carried.

ADRC Meeting Minutes - November 14, 2017. Katherine Schneider noted correction that Audrey Nelson's post was on Facebook. Motion by Jason Endres, second by Kimberly Cronk to approve meeting minutes with correction. Motion carried.

Grandparents and Others as Parents (GAP). Rae Tipler explained the background on raising her granddaughter and the GAP program. The ADRC Board thanked Rae for her presentation.

Chair Report. Katherine Schneider briefly reviewed the ADRC Board survey results and noted suggestions for improving knowledge of the board by laws and ongoing education program presentations at board meetings. At the January board meeting Katherine will have a quiz and prize on by law knowledge. Suggestion to receive board agenda handouts or shared information earlier for review.

No Vice Chair report.

Director Report. Jennifer Speckien provided updates on the ADRC remodel project, new fiscal associate starting on January 17.

Sub Committee Report. Mary Pierce discussed Nutrition program goals and aging plan timeline updates.

Nutrition. Jennifer discussed Central Kitchen Transition now with 52 new MOW participants. Kitchen operation is going extremely well, positive experience. Staff have received positive feedback on the food and program. The part time kitchen staff will increase to full time for 6 months during transition/growth. Sustainable Kitchens worked with the kitchen staff and will have report back on operation suggestions. Will apply for a commercial kitchen license after 1st of year, after final plumbing issue is resolved. The 2018 evening meals will be prepared by a local contracted chef using the Fall Creek Kitchen and transporting to LE Phillips Senior Center. ADRC Board/County Board member, Sue Miller, will speak to the full county board at

their next meeting with updates on the new Fall Creek Kitchen. Jason Endres commended ADRC Board on their support and implementation of the new kitchen.

Transportation. Sue Miller reviewed the Scope of Services Workgroup that met to discuss contract service and requirements of upcoming transportation RFP. Board members discussed concerns for drop off times, 2 levels of special needs transportation, taxi transportation for ambulatory riders and transportation provided by volunteers. Emily Gilbertson discussed the recent purchase of an accessible van with transportation trust funds. Working on logistics of service. The van is housed at Fall Creek Kitchen. The Paratransit Project 1 fare increase begins January 2018. Transportation survey results reviewed.

Legislative Updates. Jennifer reviewed SSI managed care updates with planned local educational video presentation. Suggestion for sign language interpreter.

The Tax Bill will be voted on December 15. There will be no extension for ACA eligibility if premiums are not paid on time.

Events for January reviewed.

Future agenda items: Dementia Friendly updates, Disability Rights WI, support for caregivers of individuals with disability, ADRC staff program presentations, presentation/education on brain injury.

Motion by Mary Pierce, second by Audrey Nelson to adjourned at 1:30 pm.

Respectfully submitted

Marlene Rud, Clerk
Aging & Disability Resource Center Board

Chairperson

**Aging and Disability Resource Center
Dementia Care Specialist Program
Addendum to the 2018 Scope of Services
January 1, 2018 – December 31, 2018**

Section 1:

Department Requirements of the Aging and Disability Resource Center (ADRC) with a Dementia Care Specialist (DCS) Program

1. The dementia care specialist must be headquartered at the ADRC.
2. The ADRC shall ensure that all ADRC staff members that serve customers who have dementia or their family caregivers have a basic knowledge of dementia and have the capacity to provide dementia-capable services.
3. The ADRC shall hire and orient the dementia care specialist in accordance with the “2018 Dementia Care Specialist Position Description” template (Attachment A) and the “2018 Dementia Care Specialist Orientation Plan” template (Attachment B).
4. The ADRC shall support and provide oversight to the dementia care specialist in data collection and program reporting. Dementia care specialist data shall be collected in accordance with client tracking database protocols and program-specific data requirements as established by the department.
5. The ADRC shall serve as a catalyst for developing and implementing strategies to create and sustain dementia-friendly communities in the ADRC service area. The ADRC shall collaborate with interested community partners, businesses, and employers in creating dementia-friendly communities.
6. The ADRC shall provide memory screens in accordance with the ADRC Contract Scope of Services.
7. The ADRC shall assure that the dementia care specialist has access to the necessary training and materials required to provide the approved evidence-based and evidence-informed interventions.
8. The ADRC shall recognize that the target population may need support from the dementia care specialist for a longer period of time and shall allow the dementia care specialist to provide short-term service coordination beyond current time frames in ADRC policies.
9. The ADRC shall ensure that customers experience the fewest feasible number of transfers between the dementia care specialist and other ADRC staff.
10. The ADRC must submit a narrative report of dementia care specialist program activities for each contract year. The reports are to be submitted to the program designee at DHS by February 1 for the previous year’s activities using the DHS-provided template through the Resource Center email address: DHSRCTeam@wisconsin.gov
11. The ADRC must submit a work plan for each contract year. The work plans are to be submitted to the program designee at DHS by February 1 for the current contract year using the DHS-provided template through the Resource Center email address: DHSRCTeam@wisconsin.gov

Section 2:**Department Requirements of the Dementia Care Specialist Position**

1. The dementia care specialist shall comply with all requirements in the job description (Attachment A).
2. The dementia care specialist shall collaborate with and provide dementia education and dementia-capable training to ADRC, county/tribal aging unit, adult protective services, and other county/tribal agency staff.
3. The dementia care specialist shall offer and provide one-on-one consultation for individuals with dementia and/or their caregivers.
4. The specialist shall collaborate with other county staff and crisis teams that can benefit from the specialist's expertise.
5. The specialist shall provide training and ongoing support to ADRC staff regarding memory screens in accordance with the Memory Screening in the Community manual (Attachment C). The specialist is also available to provide memory screening, as necessary.
6. The dementia care specialist shall serve as a catalyst for developing and implementing strategies to create and sustain dementia-friendly communities in the ADRC service area. The dementia care specialist shall collaborate with all interested community partners, businesses, and employers in creating dementia-friendly communities.
7. The dementia care specialist shall provide community outreach and public awareness of services and supports available to people with dementia and family caregivers. The specialist is not to provide education or training to credentialed health care providers or any long-term care facility staff but may engage in dementia-friendly efforts with systems and agencies that provide medical care.
8. The dementia care specialist shall provide two DHS-approved evidence-based or evidence-informed interventions enabling people with dementia to remain at home as long as possible. One must focus on family caregivers.
9. The dementia care specialist shall attend two in-person meetings scheduled by the Department each contract year.
10. Dementia care specialist data shall be collected in accordance with time reporting, client tracking database protocols, and program-specific data requirements as established by the Department.

**Eau Claire County
Aging and Disability Resource Center Board
By-Laws**

Article I: Definitions

Section 1:

1. “ADRC Board” means the Aging and Disability Resource Center Board.
2. “ADRC” means the Aging and Disability Resource Center.
3. “Older adults” means individuals 60 years of age or over.

Section 2:

The ADRC Board shall be the governing committee for the Aging and Disability Resource Center, which is the lead agency of municipal government representing the needs, concerns, interests, and well-being of older adults and adults with disabilities in Eau Claire County.

Article II: Mission and Duties

Section 1:

Mission: To help people age 60+ and adults with disabilities secure needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life.

Section 2:

The powers and duties of the Board shall be exercised and performed in conformity with the laws, ordinances and resolutions of Eau Claire County. Duties of the Board shall include the following:

- Be accountable for the mission and goals of the ADRC;
- Determine the structure, policies and procedures of the ADRC within state guidelines and local governance structure;
- Oversee the ongoing operation of the ADRC;
- Identify unmet needs of the client populations;
- Assure input from consumers, service providers, MCO’s and local constituents regarding the policies, and goals of the ADRC;
- Ensure that there are no conflicts of interest involving or affecting the ADRC;
- Serve as a grievance committee that other local steps to resolve concerns about the ADRC have provided unsuccessful;
- Review the number and type of grievances and appeals concerning the long term care system in the service area and make recommendations for improvements as appropriate;
- Provide financial oversight, including development of a budget and monitoring of expenditures;
- Exercise county board oversight specialized transportation assistance programs under Wis. Stat. 85.21;
- Carry out such additional responsibilities as may from time to time be authorized by the county board.

Article III: ADRC Board Membership, Appointment and Tenure

Section 1:

- The ADRC Board will consist of 11 members appointed by the Chair of the County Board, upon the advice of the Committee on Administration, and subject to confirmation by the County Board.
- The ADRC Board will reflect the ethnic and economic diversity of the geographic area served by the resource center.
- At least one-fourth of the membership of the board will consist of individuals who belong to an ADRC

client group or their family members, guardians, or other advocates.

The proportion of board members representing older adults, individuals who are physically disabled and individuals who are developmentally disabled shall be the same as the proportion of individuals in these target groups statewide that are enrolled in Medicaid managed long-term care programs. These individuals will each only represent one target group: 6 citizen members, 4 older individuals, 1 adult with a developmental disability, and one adult with a physical disability, or their family members, guardians, or advocates.

Section 2:

All members shall serve a term of 3 years from the 3rd Tuesday of April and until their respective successors are appointed and qualified. No member may serve more than 2 consecutive 3-year terms. Any vacancy shall be filled for the unexpired term in the same manner as the original appointment. The board shall be composed of:

1. 6 citizen members.
2. 5 members of the county board of supervisors and one member residing outside the city of Eau Claire.
3. Members shall be chosen on the basis of recognized ability and demonstrate an interest in services for older adults and adults with disabilities. No person shall be appointed who has a conflict of interest as determined by state law or regulations or by county ordinance.
4. Individuals who are employed by, have a financial interest in, or serve on the governing board of a managed care organization, PACE program, Family Care Partnership Program, SSI managed care plan, or who have a family member with any of these same conflicts may not serve on the ADRC Board. Providers under contract with a managed care organization are considered to have a financial interest in the MCO and therefore are not eligible to serve on the ADRC Board. IRIS Independent Consultants and Financial Services Agency employees are also considered to be providers, therefore are not eligible to serve on the ADRC Board.

Section 3:

Eligibility to become a member of the ADRC Board shall be the same as those for other County Board appointments to committees.

Section 4:

Persons seeking to fill the position of citizen member must submit a letter and application to the Eau Claire County Administrator within the time frame identified.

Section 5:

Any member that has more than three (3) unexcused absences in a twelve (12) month period, from regular ADRC Board meetings, shall resign his/her position on the Board. An unexcused absence means that the absentee did not notify the Chair or the appointed agent that he/she would be unable to attend the meeting.

Section 6:

The current policies on payment of per diems for attending meetings for the county shall be applied to representatives appointed by the County to serve on the Board

Article IV: ADRC Board Officers

Section 1:

The County Board Chair shall appoint a chair pro tem to chair the first meeting. The ADRC Board shall elect a chair and a vice-chair. Officers so elected shall serve a term of 1 year from the 1st Monday of May following their election or until their respective successors are elected and qualified. All succeeding terms shall be for one year. Any mid-term vacancy in an officer position will be filled by ADRC Board election.

Section 2:

The Chair shall:

1. preside at regular and special meetings of the ADRC Board
2. be prepared to report to the County Board and/or its committees, and to attend such meetings as are appropriate to the business of the ADRC Board
3. appoint committees as needed
4. approve and sign documents where appropriate

Section 3:

The Vice-Chair shall:

1. Assume the responsibilities of the Chair in the Chair's absence

Article V: Appointments

Section 1:

The Chair will make appointments to board committees and to regional and state committees as appropriate.

Article VI: Meetings

Section 1:

The ADRC Board shall meet as the members determine or the chair directs, but at least a minimum of six times per year. The majority of the ADRC Board shall constitute a quorum.

Section 2:

The ADRC Board shall determine its meeting schedule based upon the convenience of its members. Thereafter, a change in the regular schedule shall be approved by a two-thirds vote of the ADRC Board. The members shall be notified in advance of any change in the schedule.

Section 3:

The purpose of public comment is to provide nonmembers with an opportunity to present information to the ADRC board. It is not intended to provide for interactive debate or for the cross examination of nonmembers. Any person who is not a member of the board shall be given, subject to the chair's discretion, up to 3 minutes to speak to the board during the public comment time period. Any person with a speech disability or using a language or sign language interpreter may request a reasonable accommodation (e.g. a couple more minutes). The public comment time period will be limited to no more than 30 minutes per meeting. Any person wishing to speak may sign in prior to the meeting to obtain a priority order to addressing the board. After all speakers who signed up have spoken, anyone else interested in speaking will be given the opportunity if any time remains within the 30-minute public comment period. The 30-minute public comment time period may be extended at the discretion of the chair.

Article VII: Committees

Section 1:

The ADRC Board may appoint sub-committees, or advisory committees consisting of either members or non-members or both, to encourage community involvement and carry out the purposes and objectives of the ADRC Board.

Article VIII: Code of Ethics

Section 1:

Both ADRC Board members and staff must abide by the Eau Claire County Ethics Code.

Section 2:

ADRC Board members shall not release the names and/or other confidential information about program participants without the consent of the participant. The responsibility to maintain confidentiality should be fulfilled in such a way as to not obstruct or preclude legitimate public access to records or information relative to the activities, programs, services and financing of the Aging and Disability Resource Center.

Article IX: Rules of Order

Section 1:

The ADRC Board shall conduct its business according to Roberts' Rules of Order.

Article X: Ratification of By-Laws

Section 1:

Ratification of these by-laws shall be by a two-thirds vote of the ADRC Board.

Section 2:

These by-laws may be amended as deemed necessary by a two-thirds vote of the ADRC Board at any regularly scheduled meeting provided there has been at least ten days advance notice of the intent to amend.

Approved by ADRC Board on 11/18/09

Draft with proposed updates

6-B. The Elder Nutrition Program (Amended 10/2017)

In order to improve quality and sustainability of the senior dining program, the ADRC will transition from a catering model to a central kitchen model by January 1, 2018.

In order to increase participation in the congregate dining program, the ADRC will open a meal site at the Fall Creek location by December 31, 2018.

Overall nutrition program participation will increase by 5% from January 1, 2018 – December 31, 2018.

In order to improve the nutritional quality of the meals provided, fresh produce will be used in 75% or more of prepared meals in 2018.

Central Kitchen Updates

Prepared: January 25, 2018 by Jennifer Speckien

**Figures are based on the average of 21 serving days per month*

**Central kitchen has been fully operational since December 11, 2017*

9,068

Total number of meals prepared between December 11, 2017 – January 19, 2018 (6 weeks)

336

Average number of meals prepared each day

**Pre-central kitchen, the comparable figure was 297 meals per day*

7,056

Average number of meals prepared per month

**Pre-central kitchen, the comparable figure was 6,248 meals per month*

\$1.84

Average food and supply cost per meal

**Pre-central kitchen, the comparable figure for food only from contract providers was \$3.97 and \$6.95*

\$6.33

Total cost per meal, including all operational expenses

**Pre-central kitchen, the comparable figure for total cost per meal was \$9.10*

101

Number of new Meals on Wheels participants from November 1, 2017- January 25, 2018

**Pre-central kitchen, the comparable figure for new participants from 11/1/16-1/31/17 was 65*

Background

The Aging & Disability Resource Center (ADRC) operates the County elderly nutrition program known as Meals on Wheels and the Senior Dining programs. The ADRC serves roughly 78,000 meals per year, of which 88% are for homebound seniors on the Meals on Wheels program, and 12% are served at locations throughout the county. Without this program, many of Eau Claire County's seniors would not be able to live safely in their own homes.

In November 2017, the ADRC began preparing locally sourced meals made from scratch in a central kitchen located in Fall Creek. As of December 11, 2017, we had fully transitioned all participants over to receiving meals from the Fall Creek kitchen.

The ADRC has seen an increase in the number of homebound seniors utilizing Meals on Wheels since November. In 2017, we had a net gain of 148 new participants on the program of which 102 occurred during the last quarter. In 2016, the program had a net gain of 57 new participants.

January 2018 brought an additional gain of 28 new participants. This data clearly shows a direct correlation between program growth and when we began operating the central kitchen.

Issue

Participant growth requires more kitchen staff to supply program capacity needs. By maintaining a central kitchen, Eau Claire County has reduced the food and supply cost per meal to \$1.84, thereby increasing capacity. Former food and supply cost per meal was \$3.97 from one vendor and \$6.95 from another. The total cost per meal, including all overhead expenses, has been reduced from \$9.10/meal to \$7.03/meal which **includes** the cost of the new positions outlined below.

Recommended Solution

Position	Current FTE	Proposed FTE	Net Change	Fiscal Impact Net Change
Cook ⁽¹⁾	0.73	1.0	0.27	\$32,788
Cook ⁽¹⁾	0.73	1.0	0.27	\$18,886
Cook		0.38	0.38	\$14,810
Cook		0.73	0.73	\$28,634
Delivery Driver		0.5	0.5	\$16,251
Cook ⁽²⁾ (only if needed)		0.73	0.73	\$28,634
<i>Total</i>	<i>1.46</i>	<i>4.34</i>	<i>2.88</i>	<i>\$140,003</i>

⁽¹⁾ The fiscal impact includes all costs (wages+benefits); variations are due to differences in health care elections.

⁽²⁾ The ADRC has a potential opportunity to secure a contract with a neighboring county for the provision of their meals. If this contract occurs, the ADRC will need an additional .73 FTE Nutrition Program Cook to meet the increased demand. This position would be fully funded through the contract agreement with the other county. ***If a contract is not established, this position will not be filled.***

Fiscal Impact: There is no levy impact. Fiscal impact of \$111,369 will be funded by Older Americans Act funds and program revenues. Fiscal impact of \$28,634 will be funded from revenue derived through a contract agreement with a neighboring county. The ADRC also maintains a fund balance specific to the nutrition program. It is not anticipated that any fund balance will be needed for these positions; however, if the need would arise funds are available.

Respectfully Submitted,

Jennifer Speckien

ADRC Director

Jamie K Gower

Human Resources Director

2018 ADRC Board Activity

<p><u>January</u></p>	<p><u>February</u> 2018 Amended Aging Plan goals</p> <p>Nutrition Positions</p>	<p><u>March</u> 2017 Annual Report (tentative)</p> <p>Presentation: Veteran Self Directed Support Program, GWAAR</p> <p><i>*Staff will be holding community listening sessions for the aging plan</i></p>	<p><u>April</u> *last meeting of the current ADRC board</p> <p><i>*County board elections on April 10. New board members sworn in on Tuesday, April 17.</i></p>
<p><u>May</u> First meeting of the new ADRC board</p> <p>Elect chair, vice chair, clerk</p> <p><i>*May 1- ADRC Director's report to County Board</i></p>	<p><u>June</u> Review draft 2019-2021 aging plan</p>	<p><u>July</u> Review 85.21 RFP results</p> <p>Program Prioritization for 2019 budget</p>	<p><u>August</u> 2019 budget proposal</p>
<p><u>September</u></p>	<p><u>October</u> 85.21 public hearings</p> <p>Aging plan public hearings</p> <p>5 Year Transportation Coordination Plan Approval</p>	<p><u>November</u> Approve 2019-2021 Aging Plan</p> <p>Approve 85.21 application</p> <p><i>*County board adopts 2019 budget</i></p>	<p><u>December</u></p>

February 2018**Stand in the Light Dementia Chorus**

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

Evening Meals

Tuesday, February 13, 2018, 5:00 pm, LE Phillips Senior Center. Register by February 9 at 715-839-4735
 Tuesday, February 27, 2018, 5:00 pm, LE Phillips Senior Center. Register by February 23 at 715-839-4735.

Eau Claire Caregiver Café

1st Tuesday each month, February 6, 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, February 13, 2018, 9:30-11:30 am, Chippewa Valley Museum, Carson Park, Eau Claire

Medicare & You

Friday, February 2, 2018, 10 am and Friday, February 16, 2018, 1 pm, Room 1277 Courthouse, Eau Claire. Register at www.adrcevents.org or 715-839-4735.

Grandparents and Others as Parents (GAP) monthly meetings

Third Tuesday each month, February 20, 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.

Living Well Workshop

Wednesdays, February 7-March 14, 2018, 1:00-3:30 pm, Grace Lutheran Church, 202 W. Grand Avenue, Eau Claire. Register at www.adrcevents.org or 715-839-4735.

Stepping On Booster Session

Wednesday, February 28, 2018, 9:00-11:00 am, Marshfield Clinic Physical Therapy Center, 1262 W. Clairemont Avenue, Eau Claire. No registration required. For more information, 715-839-4735.

Healthy Living with Diabetes

Mondays, March 26 - April 30, 2018, 4:00 - 6:30 pm, L.E. Phillips Memorial Public Library, 400 Eau Claire Street, Eau Claire. Register at www.adrcevents.org or Aging & Disability Resource Center, 715-839-4735, 1-888-338-4636, tty: use Relay (711).

Strong Bones

Orientation for new participants March 7, 2018, 10:00 am and 5:00 pm and March 29 2018, 9:00 am at Grace Lutheran Church, 202 W. Grand Ave., Eau Claire for Strong Bones workshops April 2 - June 11, 2018. Register at www.adrcevents.org or 715-839-4735.1-888-338-4636, tty: use Relay (711).

Powerful Tools for Caregivers

Tuesdays, April 3—May 8, 2018, 9:30-11:00 am, Courthouse-Room 1273, Eau Claire. \$10.00 includes materials and refreshments and The Caregiver Helpbook. Register by March 22 at www.adrcevents.org or 715-839-4735.