

Agenda
Eau Claire County
Aging & Disability Resource Center Board
Thursday, March 8, 2018, 11:30 am
Courthouse-Rooms 1301/1302, Eau Claire WI 54703

1. Call to order
2. Introductions
3. Public comment
4. ADRC Board meeting minutes of February 8, 2018 / Discussion – Action Handout #1
5. Chair/Vice Chair Report
6. Directors Report:
 1. Federal Match funding change
 2. Continued Skills Testing for Options Counselors
 3. 10 year anniversary celebration
7. 2017 Annual Report / Discussion – Action Handout #2
8. 2017 Aging Plan Self-Assessment / Discussion – Action Handout #3
9. Nutrition
10. Transportation
11. Advocacy
12. Upcoming Events Handout #4
 - o Aging Plan Listening Sessions Handout #5
13. Discuss future agenda items: April 12, 2018

13. 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, February 8, 2018, 12:00 Noon
Courthouse-Rooms 1301/1302, Eau Claire WI 54703

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

Others Present: Jennifer Speckien, Emily Gilbertson, Kelli Weiss, Lisa Wells, Melody Becker, Marlene Rud

Chair Schneider called the meeting to order at 12 Noon.

Introduction of ADRC Board, staff and others in attendance.

Public comment. Jason Endres – Saturday, February 10, 2018, 10 am-Noon there will be a democratic listening session at the Children’s Museum. Ruth Adix - attended the Fish All fund raising project in Chippewa Falls.

ADRC Board meeting minutes of December 14, 2017. Motion by Mary Pierce, second by Kimberly Cronk to approve. Motion carried.

Dementia Care Specialist program update. Lisa Wells reviewed the program, services and trainings provided and work plan for 2018.

Chair report. Katherine Schneider quizzed ADRC Board members on Board by laws. Board members who would like to submit an article for the ADRC newsletter should let Katherine or Jennifer Speckien know.

Vice Chair report. Sue Miller provided updates on the Fall Creek Kitchen to the County Board at their January meeting.

Director Report. Jennifer Speckien introduced Kelli Weiss, new ADRC Fiscal Associate. Kelli Weiss gave a brief background on her education/previous employment. Veteran Services is now located in ADRC suite.

Aging Plan amended goals. Jennifer Speckien reviewed the 2018 amended goals. Motion by Sue Miller, second by Mary Pierce. Motion carried.

Nutrition updates. Jennifer Speckien provided updates on: \$10,600 from 2017 Generous Juror funds awarded to Meals on Wheels. Feed My People contacted ADRC staff for possible interest in a central kitchen at their proposed facility expansion, Board directed ADRC staff to explore discussions with Feed My People. Central Kitchen new position requests; 2 current part time cooks to full time, add 1 cook position 15 hours/week and 1 cook position 29 hours/week and increase the current temporary 20 hours/week delivery driver to permanent. Two neighboring counties have contacted the ADRC requesting the Fall Creek Kitchen prepare meals for their programs. Motion by Mary Pierce, second by Sandra McKinney to approve position requests as presented. Motion carried.

Transportation. Emily Gilbertson reviewed the Ad Hoc committee discussion on upcoming RFP; rider no show/late fee, rural area drop off times/zones, process improvement, more frequent distribution of rider rights/responsibilities. The Eau Claire City Transit and Eau Claire County Purchasing will meet to discuss concerns and listening sessions will be planned to help prepare RFP. Interviews will be held next week for the limited term van drive position. ADRC staff will meet with West Central Wisconsin Regional Planning Commission staff to discuss transportation coordination plan options for the next 5 year plan. The bus fare increase implemented by the City of Eau Claire will be reviewed at an upcoming City Council meeting. There is a workgroup that is looking at alternatives for the fare increase.

Advocacy. Katherine Schneider - HR620 will be on floor of congress next week, if passed it would roll back ADA significantly. Jason Endres - Money Follows the Person, congress is not looking at it now. Audrey Nelson – LTC council agenda asking for suggestions/advice to alleviate need for LTC staff.

Board activity calendar reviewed.

Upcoming events for February reviewed.

Future agenda items March 8, 2018; LTC Council report, GWAAR self-directed supports program,

Motion by Sue Miller, second by Jason Endres to adjourned at 1:45 pm.

Respectfully submitted

Marlene Rud, Clerk
Aging & Disability Resource Center Board

Chairperson

Aging & Disability Resource Center (ADRC)

The mission of the ADRC is to help people age 60+ and adults with disabilities secure needed service or benefits, live with dignity and security and achieve maximum independence and quality of life. There are no income requirements to utilize the services of the ADRC. The ADRC also assists family members, friends, caregivers and other professionals helping adults age 60+ and/or adults with disabilities.

2017 Accomplishments

Central Kitchen for the Senior Nutrition Program

- The ADRC transitioned from a vendor/catering model to operating a central kitchen out of Fall Creek in the fall of 2017. The first meals were prepared in the kitchen on November 11 with all program participants receiving meals from the kitchen by mid-December.
- Program participation had been decreasing up until November. There has been a steady increase in participation since the kitchen began preparing the meals.
- A partnership with a local non-profit, Feed My People, has been beneficial to keep the quality of the food high while managing costs.

Enhanced Phone System Technology

- Implemented new phone technology to increase customer service and keep up with service demand without needing to add more staff.
- This new system reduced our “abandoned call” rate (i.e. missed calls) from 9% to less than 5%.
- Maintained contract compliance with the State’s ADRC contract through the implementation of this new process and system. Phones continue to be answered by a “live” person during business hours which is also required by State contract.

Office Expansion

- In November and December, the ADRC underwent some remodeling in order to meet the demand for additional space.
- This project was funded through State ADRC grant funds.

Caregiver Support Services

- Nearly 193,000 Wisconsinites care for family members with dementia and other age related illnesses. This approximately 219 million hours of unpaid care is valued at \$2.7 billion annually.
- The physical and emotional impact on caregivers results in higher health care costs, including \$140 million for Wisconsin caregivers.
- Respite and support are imperative for reducing caregiver stress and burnout.
- The Grandparents and Others as Parents Support Group started meeting monthly in 2017 at Grace Lutheran Communities in Altoona. This group helps provide support to older adults that find themselves in the position of raising their grandchildren.

Alignment with Strategic Plan

Ensure Financial Stability.	Innovate and adapt.	Improve Collaboration
The ADRC actively pursues outside grant opportunities.	In order to keep up with incoming call demand and adhere to State contract requirements, the ADRC had the phone system re-engineered to allow for more staff availability to answer calls. The new phone system has reduced the missed call rate to <5%.	Veterans Services Department and the ADRC coordinate transportation resources for Veterans. Co-location of the two departments has provided for collaboration at the point of reception.
The ADRC provides ongoing training and support to staff to maximize federal revenue claiming to support operations.	To provide better customer service and reduce printing expenses, the ADRC created topic based resource handouts instead of the comprehensive Options Directory. The topic based handouts provide customers with only the information they are looking for instead of a comprehensive directory.	City-County Health Department- multiple collaborations for the Dementia Care Specialist program. Continued collaboration on health promotion programs. Collaborating on opioid abuse prevention campaign. Medication lock boxes for seniors. Adult immunization awareness grant and campaign.
The Senior Nutrition Program was overhauled in order to operate for cost effectively and expand service to more community members.	By using technology, the ADRC streamlined the Medicare annual open enrollment appointment process which resulted in better service.	The ADRC continues to collaborate with a wide variety of community partners. Multiple agencies provide space for our health promotion programs at no cost. The county's senior centers provide space for the senior dining program. There are too many community collaborations to list.
The ADRC is actively working with the Wisconsin Institute for Healthy Aging to provide Living Well with Diabetes & Stepping On through contract with insurance providers, generating additional revenue for the ADRC.	To reduce customer wait times for those who stop in without an appointment, we upgraded our paging system for the on-call staff person so they can be reached anywhere in the building or outside of the building.	Feed My People foodbank provides emergency food boxes to all of our Meals on Wheels participants as well as extra boxes for the ADRC to distribute to those in need. They also provide a portion of the food supply needed to prepare the meals for the program participants.

2018 Future Opportunities

Growth & Service Demand

- The percentage of Wisconsin residents age 65+ grew by 24% from 2005 to 2015.
- There are 47.8 million people age 65+ in the United States. By the year 2020, this number will exceed 56.4 million. By the year 2040, this number will exceed 82.3 million.
- Service demand for the Meals on Wheels program has increased dramatically since November 2017. We are continuing to monitor growth while brainstorming solutions to continue to keep up with the demand while providing a high quality product.
- Service demand for the Elder Benefit Specialist program continues to increase significantly year after year as more and more citizens reach the age of 65. The ADRC is exploring ways to modify how we provide these services in order to keep up with the rising demand without adding more staff.

Meaningful Volunteer Opportunities

- The ADRC relies heavily on skilled volunteers for all of our program areas except transportation.
- Demand for consistent and committed volunteers is at an all-time high.
- Baby boomers that are retiring are looking for different volunteer experiences than the traditionalists. We are finding that many baby boomers do not want to make long-term volunteer commitments, so training and retention are proving to become a challenge.
- Just like many organizations are competing after the same grant opportunities, this is also true for volunteers. There are many agencies all trying to recruit from the same pool of interested volunteers.

2019-2021 Aging Plan Process

- In 2018, the ADRC will undergo the process to complete the County's next 3 year plan on aging which will encompass 2019-2021.
- Listening sessions have been scheduled in April to begin soliciting input and feedback from community members so meaningful work plan goals can be established.
- Final plan development will be complete by late Fall 2018.

#1 Information & Counseling

This program provides a central source of information about a broad range of community resources and benefits of interest to people age 60+ and adults with disabilities of all incomes and their caregivers. ADRC customers are helped to understand the various short and long term care options and benefits available, use their personal resources wisely, and delay or reduce the demand for public funding for services.

OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Information & assistance contacts:	10,742	12,294	17,271	16,632
Options Counseling Referrals		1182	1396	1485

Disability Benefit Specialist Referrals		<i>*2016 figure is Mar-Dec</i>		326	469
Elder Benefit Specialist Referrals		<i>*2016 figure is Mar-Dec</i>		656	933
Medicare Annual Open Enrollment Referrals (October 15 - December 7)		306	313	265	
Nursing Home Resident Contacts		194	205	171	129
Total Number of Volunteers				5	6
Hours Donated by Volunteers		505	399	167	104
Unduplicated number of people receiving assistance:		4149	5085	5999	5487
Contacts for assistance ages 60+ (standard is 1,344):		7758	8646	12858	12405
Contacts for assistance ages 18-59 (standard is 768):		2984	3648	4413	4227
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
To provide ADRC customers with reliable and objective information so that they can access services and make informed choices about their short and long-term care options.	90% of individuals completing satisfaction survey will report the ADRC met or exceeded their expectations for assistance.	90%		100%	100%
To provide nursing home residents with the information and assistance they need to safely relocate back into the community	We will assist a minimum of 27 nursing home residents in successfully relocating back into the community annually.	27	54	55	32

#2 Nutrition

This program includes Meals on Wheels delivered throughout the county as well the mobile meals partnership program with The Community Table. Senior dining sites located at the Augusta Senior Center, LE Phillips Senior Center, Lynn's Chatterbox Cafe and St. John's Apartments are included. Additional services that support nutrition are also a part of this program area such as the liquid supplement program and volunteer drivers for Meals on Wheels.

OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	
Congregate meals served:	7847	9200	8850	8572	
Meals on Wheels delivered:	71858	69544	68785	65834	
People served:	1354	1365	1411	1071	
Cases of Liquid Supplements distributed:	1087	1214	1384	1374	
Nutrition Risk Screens completed:	615	688	636	442	
Total number of volunteers:			192	203	
Hours donated by volunteers:	13760	13605	12934	12640	
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
To make high quality Nutrition Program services available to eligible individuals, countywide.	85% of program participants responding to semiannual satisfaction surveys will indicate overall program satisfaction as good to excellent.	85%		96%	tbd

#3 Prevention & Health Promotion

This program includes a variety of prevention and health promotions programs. Evidenced-based prevention classes such as Stepping On, Living Well with Chronic Conditions, Strong Bones, Powerful Tools for Caregivers and Healthy Eating for Successful Living are a part of this program area. Other prevention programs and promotion activities include: in home fall prevention screening and education, memory screening and referral, adaptive equipment loans, respite, and other supportive services such as in-home care or adult day services.

OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	
Total Prevention & Health Promotion Classes Offered:			35	38	
Total Number of Participants in Prevention & Health Promotion Classes:	284	370	428	651	
Memory Screens Completed:	55	133	44	69	
Adaptive Equipment Loans:		237	281	331	
Total number of volunteers			16	13	
Hours donated by Volunteers	89	491	622	808	
Individuals receiving supportive and/or respite services:	27	61	47	44	
1. Older Americans Act funded	7	26	19	14	
2. Alzheimer Family Caregiver Support Program funded	18	27	14	15	
3. Tax Levy Funded	2	8	14	15	
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
To provide classes, risk screenings, counseling and education to ADRC customers in order to promote healthy practices and increased quality of life.	95% of individuals responding to post class surveys will indicate the information and education provided met or exceeded their expectations.	95%	99%	100%	98%

	90% of memory screens indicating risk will be referred to the participant's physician.	90%		80%	44%
	95% of adaptive equipment loans will be returned within 90 days.	95%		100%	95%

#4 Transportation

The county partners with the City of Eau Claire to provide transportation for people age 60+ and adults with disabilities who do not have access to transportation. Rides are provided for medical, nutrition, social, and employment purposes. The program is funded with a WI Department of Transportation grant and levy match.

OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	
Total number of para-transit trips	21459	20365	25121	19173	
Total number of after-hours trips on Saturday evening & Sundays	2697	2582	3720	3034	
Total number of out of county trips	263	213	315	100	
Total number of rides for people age 60+	8250	6969	10997	10696	
Total number of rides for people with disabilities	16169	16201	17987	11611	
Total number of volunteers					
Total number of hours donated by volunteers					
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
To ensure individuals using Specialized	90% of users	90%	90%	94%	92%

Transportation are satisfied with the service.	responding to semiannual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.				

#5 Outreach & Public Education

This program promotes awareness of ADRC programs and issues relating to aging and disability including: staff presentations, website, Facebook page, newsletter, resource directory, posters, ads, mailings, news releases, health fairs, and a wide variety of other educational activities. It also includes education presentations such as Medicare & You, Owning Your Future, Final Affairs, The Caregiver Town hall Meeting and more.

OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Staff presentations and educational outreach:	134	184	194	177
Number of people attending presentations:	5143	9557	6585	11680
Newsletters distributed:	24319	26151	28690	30017
ADRC website hits:	57089	26030	27657	tbd
ADRC Facebook page likes:	252	336	423	529
Total number of volunteers			20	6
Total number of hours donated by volunteers			191	181

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
To provide a variety of educational opportunities and informational materials to ADRC customers and professionals who work	95% of all scheduled presentations and events will not be	95%	99%	99%	99%

with ADRC customers.	canceled due to low participation.				
----------------------	------------------------------------	--	--	--	--

#6 Public Long-Term Care Programs

This program includes administering the Adult Long Term Care Functional Screen for people age 65+ and adults with physical and developmental disabilities to determine their functional eligibility for publicly funded long-term care programs: Include, Respect, I Self Direct (IRIS) and Family Care.

OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Total Family Care Enrollments	147	172	248	170
1. Inlusa	147	172	170	104
2. Care Wisconsin	N/A	N/A	32	66
Total IRIS Enrollments	37	44	46	52
Medical Assistance Applications the ADRC Assisted With	191	155	202	197

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
To provide functional eligibility determination in an accurate and timely manner.	100% of ADRC staff certified to conduct the functional screen will successfully complete Continued Skills Testing to maintain their certification.	100%	100%	100%	100%

TOTAL ADRC FULL-TIME EQUIVALENTS (FTEs)	24.42	23.21	23.21	25.7
--	--------------	--------------	--------------	-------------

BUREAU OF AGING AND DISABILITY RESOURCES

AGING UNIT SELF-ASSESSMENT FOR 2017

County/Tribe: Eau Claire						
Name of Aging Unit Director: Jennifer Speckien						
Approved by Commission on Aging?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Date approved	3/8/2018

Part I: Compliance With the Wisconsin Elders' Act

Refer to Section 3-D (Statutory Requirements for the Structure of the Aging Unit) in your 2016-2018 Aging Plan

	Yes	No	Describe Change
Has the organization of the <i>Aging Unit</i> changed this past year?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Has the organization of the <i>Commission on Aging</i> changed this past year?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Does the aging unit have a full-time aging director?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Is the membership of the Commission on Aging in Compliance? <i>Members of a county or tribal commission on aging shall serve no more than 2 consecutive 3-year terms. In the case of county board members, the requirement is 3 consecutive 2-year terms.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Members of the Commission on Aging (please list)

Official Name of the Aging Unit's Policy-Making Body:	ADRC Board			
Name of Individual	Age 60 and Older (x)	Elected Official (x)	Mo./Year first term began	Mo./Year final term ends
Chairperson: Katherine Schneider	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7/2015	4/2021
Sandra McKinney	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4/2016	4/2022
Carl Anton	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4/2016	4/2022
David Mortimer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4/2016	4/2022
Kimberly Cronk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9/2016*	4/2022

Sue Miller		X	4/2017	4/2023
Audrey Nelson			4/2017	4/2023
Ruth Adix	X		4/2016	4/2022
Jason Endres			4/2015	4/2021
Mary Pierce	X		4/2014	4/2020
Thomas Christopherson	X		4/2013	4/2019

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?

(2016) In Blue please

(2017) in orange please

The ADRC has a fairly robust marketing and outreach plan. Many of the outreach efforts are used to raise awareness of specific ADRC programs and services; some are also used to inform older people about the issues that affect their lives. We have a monthly newsletter with a circulation of over 3,000. We also use our senior dining sites as a way to share information with older people. Our health promotion and prevention programs continue to be one of the most effective means for sharing information since the participation numbers in these classes is so high. We also use social media, TV, radio and other mediums to disseminate information.

In 2017, the ADRC's Volunteer Coordinator position evolved into a full time Outreach Coordinator position. This has helped us streamline our marketing and outreach efforts to better ensure we are reaching older adults and they are hearing not only about the programs offered by the ADRC but about other issues that may impact their lives as well.

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

(2016) In Blue please

(2017) in orange please

The ADRC teaches older people to act as advocates by sharing information on important issues that may affect older adults. The ADRC also makes available to customers a list of local legislators and their contact information. ADRC board and advisory committee members also advocate on behalf of all the populations served by the ADRC.

We have continued these same efforts in 2017. We have also added a standing agenda item to all ADRC Board meeting for legislative advocacy and updates. We have provided fact sheets on various programs that impact older people's lives so they feel armed with the information necessary to advocate for programs that impact them. One example of this is a fact sheet we created regarding the Dementia Care Specialist program.

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

(2016) In Blue please

(2017) in orange please

The ADRC works closely with the State and other community partners to ensure programming, services and supports are useful to older people in our County. Through participation on work groups, community coalition, state committees, etc. the ADRC serves as resource for change and development of services. The ADRC solicits input from older people which is then used for sharing with decision makers.

We continue all of the efforts listed above.

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

Aging Unit Plan Goals	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		
		2016	2017	2018
Focus Area 6-A. Involvement of Older People in Aging-Related Program Development and Planning				
In order to create awareness and continued support and involvement of older adults in our ADRC programming and services, we will create an online survey, available on our website, which will allow older adults the opportunity to provide input on what services they would like to see added, improved, or continued in the ADRC. This will be up and running by May 1, 2016. In addition, staff at the ADRC will establish outreach between May and June via email, presentations, outreach events and marketing flyers. We will implement with the community in July of 2016-October of 2016. The ADRC supervisor will keep track of results and gather ideas to present to the ADRC Board in November of 2016. The ADRC board will review, assess new ideas and set priority goals for the ADRC in the 2017 calendar year with this gathered information.	(2016) In Blue please (2017) in orange please All 2016 activities have been completed.	X		
In order to create awareness and continued support and involvement of older adults in our ADRC programming and services, we will hold 4 listening sessions, in a lunch and learn style, regarding our programs and services. We will do this by June 1, 2017 with the intent of gathering input from consumers, both in Eau Claire (2) and our rural communities (2). This will allow older adults the opportunity to provide ideas on what services they would like to see added, improved, or continued in the ADRC. The information from these listening sessions will then be presented to our ADRC Board for consideration in the fall of 2017 to implement in 2018.	Listening sessions were held in September 2017 at the Augusta Senior Center and a survey was used at the local Business Expo to gather input specific to marketing and outreach of programs and services. Another is planned for February at the LE Phillips Senior Center.			
In order to create awareness and continued support and involvement of older adults in our ADRC programming and services, we will host an advocacy event led by older adults, in our Eau Claire County community. This will spread awareness of what the ADRC does, as well as give older adults the opportunity to educate on programs and services they currently participate in, and market to other adults in the community to sign up to be leaders with prevention programs, volunteer for our Meals on Wheels program, and other opportunities within our agency. We will work with the older adults to create marketing videos and radio announcements that we will also post on our Facebook page and social media accounts and local radio stations. This will be done by November 1, 2018.	The ADRC is currently working with a local marketing and production firm which will result in 3-4 different promotional videos for the ADRC and more specifically for volunteer recruitment. Videos will be complete by May 2017. Promotional videos were complete in 2017. They were used in a volunteer recruitment campaign that ran in 2017. They were also		X	

	used on social media sites and are also posted on the ADRC's YouTube channel.			
Focus 6-B. The Elder Nutrition Program				
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.	This goal is complete. As of December 11, 2017 the senior dining had fully transitioned from a catering model to a central kitchen model.		X	
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.				
By March 1, 2016, ADRC staff will visit each site and ask participants what type of programming, activities, civic engagement opportunities that would like to see offered at the sites and how often. She will also hold focus groups or listening sessions in at least 3 locations throughout the county where older adults congregate that are NOT senior dining sites. This will provide valuable data from people who currently don't participate. She will then work with the congregate dining site hosts to schedule monthly programming based on older adults input, to compliment the meal time which will increase meal site participation by 25% by December 31, 2016.	(2016) In Blue please (2017) in orange please The Nutrition Program Supervisor spoke with senior dining participants at the meal sites throughout Eau Claire County as well as conducted a survey to solicit input from participants. Unfortunately, meal site participation declined in 2016 from the previous year.			
To increase congregate dining sites in Eau Claire County, the ADRC will open one restaurant based meal site that offers multiple breakfast meal options by September 1, 2016. The site will be open X day(s) per week?	(2016) In Blue please (2017) in orange please A restaurant site at Lynn's Chatterbox Café was opened in July 2016 operating 2 days per week- Tuesdays and Sundays. The restaurant site at Lynn's Chatterbox café was closed in 2017 due to the restaurant choosing to terminate their contract with the senior dining program.	X		
Through outreach, recruiting and organizing volunteer delivery drivers, developing and scheduling routes, purchasing supplies, and ensuring a quality product, we will increase the Community Table Mobile Meal Program which serves the city limits of Eau Claire and areas up to X miles outside of city limits, to 100 participants by January 1, 2017.	As of February 2017, the agreement with The Community Table and the Meals on Wheels program has been terminated. Because of capacity issues,			

	The Community Table was unable to increase the number of participants served.			
Through partnership with The Community Table, churches, schools and other appropriate organizations in Eau Claire, we will meet and plan the best way to offer/implement an intergenerational meal site. Meetings will be held throughout 2017 with the goal of having the first intergenerational meal site open by June 1, 2018 that will meet a minimum of once a month.	Because of the transition to a central kitchen model, this goal will no longer be pursued at this time. We are using the 2019-2021 aging plan process to determine if this is something that should be incorporated into that 3 year plan.			
Focus 6-C. Services in Support of Caregivers				
In order to increase awareness of adaptive equipment options specifically for caregivers, we will create an online database linked to our ADRC website for resource with adaptive equipment helpful in caregiving situations. This will include products, instructions and links to videos of demonstration on the items. We will also link a directory of items that our office has and other resources for items if we do not have them. We will work with our IT department to create a link and system to use by June 1, 2016. This will be available starting June 1, 2016 and continue on as long as it is being utilized.	<p>(2016) In Blue please (2017) in orange please</p> <p>The ADRC is currently working with the Information Systems department to explore options for the ADRC's website, including functionality. Ideally, we will have a new and redesigned website up and running by the end of 2017 at which point we will also include the chat feature and video demonstrations.</p> <p>We continue to work with the Information Systems department to pursue different options for our website functionality. We have updated our resource database on our website with various topic based resource sheets and resource videos. We are still hoping to pursue a more robust database option to have something in place by the end of 2018.</p>			
In order to increase awareness and participation in the Grandparents and Others as Parents Program, we will hold a large outreach event, partnering with other area agencies including Dunn and Chippewa County ADRCs. This event will be held at the local Children's Museum. We will hold one event per year for two years. We will start planning and coordinating with the other interested agencies by January 1, 2017 so	In September 2016, the ADRC partnered with the Kinship Care program, other area ADRCs and the Children's Museum to hold a special event for	X		

<p>that we will be able to implement a program and complete marketing for the event by August 1, 2017.</p>	<p>grandparents.</p> <p>In September 2016 & 2017, the ADRC partnered with the Kinship Care program, other area ADRCs and the Children’s Museum to hold a special event for grandparents. In September 2017 the ADRC provided support and funding through NFCSP for refreshments and childcare for the Grandparents as Parents Support group facilitated by a Grandparent that is raising her granddaughter. This meets monthly in the community.</p>			
<p>In order to increase caregiver support, we will create a caregiver group, much like a Memory Café, where caregivers can get away once per month and meet with other caregivers to discuss their caregiving situation and for support. The ADRC will provide funding for respite care as needed through our NFCSP program. Meetings will occur in informal settings such as a coffee shop, restaurant or the library and possibly rotating depending on caregiver preference and need. The ADRC will promote and market the group by February 1, 2018, with an implementation date of September 1, 2018. The ADRC NFCSP Coordinator will be an initial point of contact for the group. The goal will be for the group to become self-sustaining with members, and the NFCSP coordinator will be available for questions and concerns. The ADRC will also be the point of contact for respite services and resources.</p>	<p>In 2016, the ADRC started a caregiver café at The French Press. A group of caregivers who met through Powerful Tools for Caregivers workshop helped with starting this café.</p> <p>In November 2017, the ADRC celebrated it’s one year anniversary for the Caregiver Café which began in 2016. This meeting continues to meet monthly at The French Press restaurant with regular attendance. The NFCSP Coordinator continues to be present for meetings at the request of the participants in order to provide updated information on events, community resources and answer questions</p>	<p>X</p>		
<p>Focus 6-D. Services to People With Dementia</p>				
<p>In order to assure early diagnosis and treatment, and resources to living well with memory loss, the ADRC will partner with the Eau Claire County Dementia Coalition to engage and educate health care providers by providing validated cognitive assessment tools, presentations, resource packets, and outreach to area clinics, physicians/nurses, hospitals/ER, and social work/discharge planners by December 31, 2016.</p>	<p>(2016) In Blue please (2017) in orange please</p> <p>Three outreach events were held in September, October and November for healthcare</p>	<p>X</p>		

	<p>professionals. Education was provided by a physician as well as other professionals on dementia.</p> <p>Meetings have been scheduled with Marshfield Clinic and tentatively with Mayo Clinic to provide more one on one education with their physicians.</p> <p>SHH ER – therapeutic activity kit, training/presentation with case managers</p> <p>Mayo – presentation to SW/case workers</p> <p>Updated resource packets/annual meetings with memory disorder clinics</p>			
<p>In order to promote awareness of Alzheimer’s disease and related dementias, the ADRC will coordinate with the City/County Health Department to develop an awareness campaign such as a link on their website, disseminate messages about risk reductions for preserving cognitive health and lifestyle and disease management techniques, integrate dementia into community health assessments, and community health planning processes by December 31, 2016.</p>	<p>(2016) In Blue please (2017) in orange please</p> <p>The Eau Claire City-County Health Department has been very involved and collaborative for dementia related initiatives. They have been well represented on the dementia coalition and were heavily involved in the dementia summit. They assist with securing LEEPS volunteers through their Medical Reserve Corps volunteers. They also are assisting, along with UWEC nursing students, in starting another memory café, support group for men, online training video and more.</p> <p>The community assessment was released in December 2017 and the addition of Alzheimer’s disease was added.</p> <p>Partnering twice a year with</p>	<p>X</p>		

	<p>the health department and UW-EC senior nursing students to do projects and outreach</p> <p>Serve on the Healthy Communities Council and Chronic Disease Action Team</p>			
<p>In order to maintain a dementia friendly business status, businesses are expected to train all new hires, volunteers and those who were not able to attend the original dementia friendly training. For the purpose of sustainability, the ADRC will produce a half hour webinar of the training and post on the ADRC website and Facebook page for employers to utilize for orientation of new employees, etc. by December 31, 2016.</p>	<p>(2016) In Blue please (2017) in orange please</p> <p>UW-Oshkosh created a 20 minute, free online dementia training to be utilized for the community and for businesses to use. Currently working with nursing students to create a video that will be specific to Eau Claire County.</p> <p>YouTube video created by UW-EC nursing students on dementia friendly businesses – on ADRC webpage and used in trainings/presentations/Facebook postings, etc.</p>	X		
<p>In order to provide a safe environment for individuals living with memory loss, as well as their care partners, to enjoy interaction with others in a setting free from awkwardness and stigma, the ADRC will collaborate with the Eau Claire County Dementia Coalition to offer an additional memory café and early stage support group by December 31, 2017.</p>	<p>Continued good attendance at the café at the CV Museum (20-30 people), however the St. John’s Church, Fall Creek and Augusta cafes were closed. The Fall Creek/Augusta facilitators were no longer able to commit and the St. John’s café were too low in numbers to continue.</p> <p>Early stage support group has lost members due to progression with the disease and people passing away. In response, an additional support group will begin for caregivers and people living in the later stages of dementia in March</p>			

	2018. Two family caregivers who lost their loved one will be facilitating the group.			
In order to increase awareness of issues, concerns and caregiving for those with Alzheimer’s disease and related dementias, the ADRC will produce a quarterly e-newsletter to be sent via email to the Eau Claire Chamber of Commerce and other social network opportunities by July 1, 2018.				
Focus 6-E. Healthy Aging				
In order to increase participation in Living Well and other evidenced-based health promotion workshops, ADRC staff will collaborate with Public Health and Healthy Communities Chronic Disease Action Team to create an evidenced-based programs resource folder or guide to aid provider/employer referrals to workshops, outreach to at least 10 primary care providers to increase awareness of evidenced-based programs, and increase marketing efforts through direct emailing to area businesses with Employee Health & Wellness coordinators by December 31, 2016. The goal is to have a 20% increase in EB program enrollment.	(2016) In Blue please (2017) in orange please Health promotion participation grew by 16% in 2016 from 2015 with a total of 428 individuals. This goal will be continued into the 2 nd and 3 rd plan years.	X		
In order to increase physical activity levels among sedentary older adults, ADRC staff will implement at least one Physical Activity for Life for Seniors (PALS) program in collaboration with CAARN by December 31, 2016	(2016) In Blue please (2017) in orange please The ADRC successfully offered two PALS programs in 2016.	X		
In order to improve strength and balance among older adults and meet growing demand, ADRC staff will recruit at least two new Strong Bones leaders and conduct at least four Strong Bones workshops targeting new participants by December 31, 2017.	We added five new SWP leaders in 2016 and 2017. Priority outreach efforts have been to attract new participants. Consequently, we served 168 and 140 new Strong Bones participants, in 2016 and 2017 respectively.		X	
In order to increase fall prevention awareness and participation in Stepping On workshops, ADRC staff will implement annual fall prevention awareness events such as Fall Risk Screenings at UWEC’s Senior Americans Day, utilize the short ‘What We Learned’ Stepping On video created from a 2014 Stepping On reunion event in outreach presentations, other events and social media accounts, and collect and use personal stories for outreach in the ADRC newsletter and other channels by December 31, 2017.	Awareness activities carried out: - Conducted Fall Risk Screenings at SAD in 2016 and 2017, in addition to two Fall Prevention Month presentations and screenings in September 2017. - Continually collected and published personal stories in the monthly ADRC newsletter. - Provided fall prevention presentations to area groups, as requested.		X	

<p>In order to increase self-efficacy among Stepping on past participants, ADRC staff will work with Stepping On leaders to increase the number of participants attending booster sessions by 20% and/or reporting a continuation of exercises at follow up by December 31, 2018.</p>	<p>We opened Booster Sessions to all past participants to encourage dropping in as needed for a refresher. Fliers of Boosters are given during 7th class and a reminder letter sent 30 days prior. Additionally, leaders made f/u calls to participants about 30 days after workshop to encourage continuation of exercises and attendance at 3 Month Booster.</p> <p>Thanks to a Stepping On capacity expansion funds from WIHA a door prize drawing was offered to Stepping On participants who attend all 7 classes and their 3 Month Booster.</p> <p>Booster Session attendance ranged from 35 - 100 percent in 2017, which is a notable improvement.</p>		X	
<p>In order to reduce barriers and increase participations in evidenced based programs for individuals unable to attend in person classes, ADRC staff will use technology to connect participants to Living Well and/or Healthy Eating for Successful Living classes via live remote access or online groups by December 31, 2018. The goal will be to have this option utilized by at least 5 participants.</p>	<p>Due to Stanford University's program fidelity standards we weren't able to accommodate barriers by this modification.</p> <ul style="list-style-type: none"> - We explored other options, including what other coordinators were doing with Better Choices, Better Health through Canary Health, and surveyed clients to access receptiveness to using technology in order to connect to E-B workshops. - Survey responses were not in favor of using technology to replace in-person participation. We will work to overcome barriers as best we can by asking about individual needs and offering workshops at different times of day. 			

Focus 6-F. Local Priorities				
<p>In order to create awareness of mental health and AODA issues in older adults, the ADRC will provide outreach, administer evidenced based screening tools and refer individuals to follow up with their doctors or other medical professionals for treatment. ADRC staff will be trained to use the Patient Health Questionnaire (PHQ-9) and the Short Michigan Alcoholism Screening Instrument- Geriatric Version (SMAST-G). This will be implemented by October 1, 2018 and incorporated into our options counseling procedures when talking with consumers during home and office visits. Outreach will be provided through newsletters, Facebook, email announcements and at ADRC events.</p>	<p>(2016) In Blue please (2017) in orange please</p> <p>The ADRC Manager is currently researching these instruments and will work with the Options Counseling team for implementation in 2018.</p>			
<p>In order to keep up with the demands and desire for consumers to have multiple means to contact the ADRC, we will work with the Information Systems department within Eau Claire County to incorporate an on-line chat function from our website by December 31, 2018, for consumers to use when they have questions.</p>	<p>It has been identified that this goal will be possible with the County's current website vendor, Vision. Implementation will require many steps, including a complete rebuild of the ADRC's webpage. On target for implementation in 2018.</p>			

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

This section is not required for tribal aging units.

Minimum Service Requirements: *The minimum service requirements of NFCSP must be provided by the aging unit or contracted with another agency. Please indicate who provides these services.*

Service	Aging Unit (X)	Other Agency (please list)
Information to caregivers about available services	X	
Assistance to caregivers in gaining access to the services	X	
Individual counseling, support groups, and training to caregivers	X	
Respite care	X	
Supplemental services (e.g., transportation, assistive devices, home modifications, adaptive aids, emergency response systems, supplies, etc.)	X	

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.*

Does the aging unit belong to a local caregiver coalition?

YES NO

Name of Coalition: Chippewa Valley Family Caregiving Alliance

If YES, please provide a brief update on coalition activities conducted each year.

If NO, please explain plan for compliance.

2016 Activities:

The annual Caregiver Town hall meeting and Resource Fair was held in November 2016.

2017 Activities:

The annual Caregiver Town hall meeting and Resource Fair were held in November 2017.

2018 Activities:

Part V: 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.

(2016) In Blue please

(2017) in orange please

Not applicable.

Although this is noted above, the transition of the senior dining program from a catering model to a central kitchen model was a significant accomplishment. More importantly, the impact that the central kitchen is having the senior dining programs costs and quality of food is remarkable. We began leasing the space for the central kitchen on August 15, 2017 and were fully transitioned by December 11, 2017. Four months is an extremely fast time frame to overhaul any program operations and we are very proud of our success, especially for the program participants.

Part VI: Coordination Between Titles III and VI

If the county includes part or all of a federally-recognized tribe, indicate how the county aging unit and the tribal aging unit have worked together in the previous year to coordinate and ensure the provision of services to tribal elders.

If the county does not include part or all of a federally-recognized tribe, please indicate: Not Applicable

(2016) In Blue please

(2017) in orange please

Not applicable.

Healthy Living with Diabetes

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 715-839-4735.

Save the date

Trap Shoot, June 14, 2018.

Powerful Tools for Caregivers

April 3 thru May 8, 2018, 9:30 - 11:00 am, Courthouse. Class size limited, registration required by Monday, March 22 2018, www.adrcevents.org or 715-839-4735.

Save the Date

May 1, 2018 • 5:30 – 7:00 pm, *Steering Into the Skid*— a one-act play on progression of dementia. Bethesda Lutheran Church, Eau Claire.

Nutrition Staff Training Day

March 27, 2018 - No Meals on Wheels delivery & no Congregate Dining.

Strong Bones

Info Sessions March 7, 2018 and March 28, 2018, Classes - April 2-June 11 and April 3 - June 7, 2018 Registration required by March 23, 2018, 715-839-4736. www.adrcevents.org.

Eau Claire Caregiver Café

March 6, 2018, 9:30-11:00 at The French Press Restaurant, respite available, contact the Aging & Disability Resource Center, 715-839-4735.

Medicare & You

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

Evening Meals

March 13, 2018 and March 27, 2018, check in 4:30 pm, dinner served at 5:00 pm. \$5.00 per person suggested donation. MUST RSVP at 715-839-4886 or www.eauclaireadrc.org/events.

Stepping On Workshop

March 13 - April 24, 2018, 9 - 11 am at Marshfield Clinic Physical Therapy Center, 1262 W. Clairemont Avenue, Eau Claire. Register at www.adrcevents.org or 715-839-4735.

Eau Claire Memory Cafe

March 13, 2018, 9:30-11:30 am, Chippewa Valley Museum, Carson Park, Eau Claire.

Stand in the Light Memory Chorus

Thursdays, through April 26, 2018, 9:30-11 am at Lutheran Church of the Good Shepherd, 1120 Cedar Street, Eau Claire. Concert April 26, 2018, 6:30 pm.

Grandparents and Others as Parents (GAP)

March 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.

Middle-Late Stage Alzheimer's and Dementia

Caregiver Support Group

March 28, 2018, 1:30 - 2:45 pm at The Classic at Hillcrest Greens, 2455 Sawgrass Place, Altoona. For more information or to register contact the Aging & Disability Resource Center at 715-839-4735.

Aging Plan 201-2021 Listening Sessions

April 2, 2018, 12:00 Noon, Augusta Senior & Community Center, April 4, 2018, 10:30 am Dove Healthcare-West Eau Claire.

You're invited to attend a
Listening Session on the
Eau Claire County
AGING PLAN 2019-2021

Listening Session Options Include:

When: April 2, 2018 from 12pm-2pm

Where: Augusta Community and Senior Center, 616 W. Washington Street
Augusta, WI

When: April 4, 2018 from 10:30am-12:30pm

Where: Dove Healthcare West
1405 Truax Blvd, Eau Claire, WI

*An additional dedicated listening session will be available to professionals by invitation.

Aging programs and services play a major role in the health of our community. The ADRC of Eau Claire County is undergoing a planning process to determine how best to provide the services that keep older people healthy and independent.

We need your input! Please consider attending one of the above public sessions to provide valuable feedback. Your responses during these sessions are taken into account when building this very important plan for our community.

RSVP to a Session:

Online: www.adrcevents.org or call 715-839-4735

