

Eau Claire County
Aging & Disability Resource Center Board
Thursday, August 9, 2018, 12 Noon
Courthouse - Rooms 1301/1302, Eau Claire WI 54703

1. Call to order
2. Introductions
3. Public comment
4. ADRC Board meeting minutes of July 12, 2018 / Discussion – Action Handout #1
5. Chair/Vice Chair Report
6. ADRC Director Report
7. 2019 Budget Proposal /Discussion – Action Handout #2
8. Upcoming events Handout #3
9. Future agenda items- September 13, 2018
10. 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.

Members Present: Tom Christopherson, Ruth Adix, Katherine Schneider, Sandra McKinney, Sue Miller, Lydia Boerboom, Kimberly Cronk, Audrey Nelson

Others Present: Jennifer Speckien, Emily Gilbertson, Marlene Rud

Chair Schneider called the meeting to order at 12 Noon.

Introduction of ADRC Board and staff. Welcome to new board member, Lydia Boerboom.

ADRC Board members and staff shared their appreciation of ADRC or ADA.

Public Comment. Ruth Adix announced upcoming public session on the LTC worker crisis on September 20 with guest speakers and public input. Audrey Nelson attended Caregivers Alliance addressing care providers. Kim Cronk shared a resource that will donate crocheted items for ADRC fundraisers. Katherine Schneider announced August 7 underserved provider workgroup.

ADRC Board minutes June 14, 2018. Sue Miller moved approve, Kimberly Cronk second. Katherine Schneider noted the following corrections; paratransit co pay \$3.50 and “Katherine Schneider supports the ADRC connecting seniors with programs using therapy animals and with programs providing pet food and cat litter.” Sue Miller noted correction to duplicate second by Sue Miller to move caregiver resolution forward. Motion carried with corrections.

Chair – commented on social media post of ADRC staff on board since ADRC beginning.

Vice Chair –resolution passed by the ADRC Board regarding caregivers, was passed unanimously by the full County Board and added to the resolutions sent to WCA for consideration at the annual fall conference.

ADRC Director Report. Jennifer reviewed updates on Veterans Office relocation, Walk With Ease evidence-based pilot program, 2019 budget new forms and process will be sent to ADRC board members for review before proposed budget is submitted.

Position Modifications. Jennifer reviewed ADRC staff organizational structure handouts and discussed proposed modifications. Motion by Kimberly Cronk to approve as presented, second by Ruth Adix. Motion carried.

Transportation. Emily discussed monthly van schedule, RFP updates and regional transportation plan.

Nutrition. Jennifer reviewed handout of participant increase in congregate dining and Meals on Wheels, Fall Creek Kitchen preparing a portion of meals for Chippewa County and kitchen is now fully staffed. The Feed My People Board will meet today at the Fall Creek Kitchen. Trap Shoot was a successful fundraiser. ADRC staff are looking at replacement options for the delivery van that transports food daily.

Legislative updates. Jennifer reviewed the new Supported Decision-Making law. Katherine discussed legislation on plastic straws and Affordable Care Act.

Upcoming events. Discussed with ADRC anniversary celebrations. Katherine encouraged board members to attend a beep baseball game at upcoming local tournament.

Next meeting August 9, 2018, 12 Noon.

Motion by Sue Miller to adjourn at 1:21 pm.

Respectfully submitted,

Marlene Rud, Clerk
Aging & Disability Resource Center Board

Chairperson

Department 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.

Overview of Expenditures and Revenues

	2017 Actual	2018 Budget	2018 Estimate	2019 Request	2019 Approved	%
						Change
Expenditures:						
Personnel	\$ 1,748,386	\$ 1,991,272	\$ 2,008,557	\$ 2,323,056		
Services & Supplies	905,032	725,961	799,373	921,067		
Equipment	73,448	1,250	4,528			
Capital Improvement	88,717	-	-	25,000		
Total Expenditures	\$ 2,815,582	\$ 2,718,483	\$ 2,812,458	\$ 3,269,123	\$ -	-100.00%
Revenues:						
Federal/State Grants	\$ 2,282,320	\$ 2,222,062	\$ 2,190,838	\$ 2,252,238		
Charges & Fees	366,790	385,882	412,628	666,743		
Miscellaneous	24,000	-				
Fund Balance Applied	28,078	-	98,453			
Property Tax Levy	114,394	110,539	110,539	350,142		
Total Revenues	\$ 2,815,582	\$ 2,718,483	\$ 2,812,458	\$ 3,269,123	\$ -	-100.00%

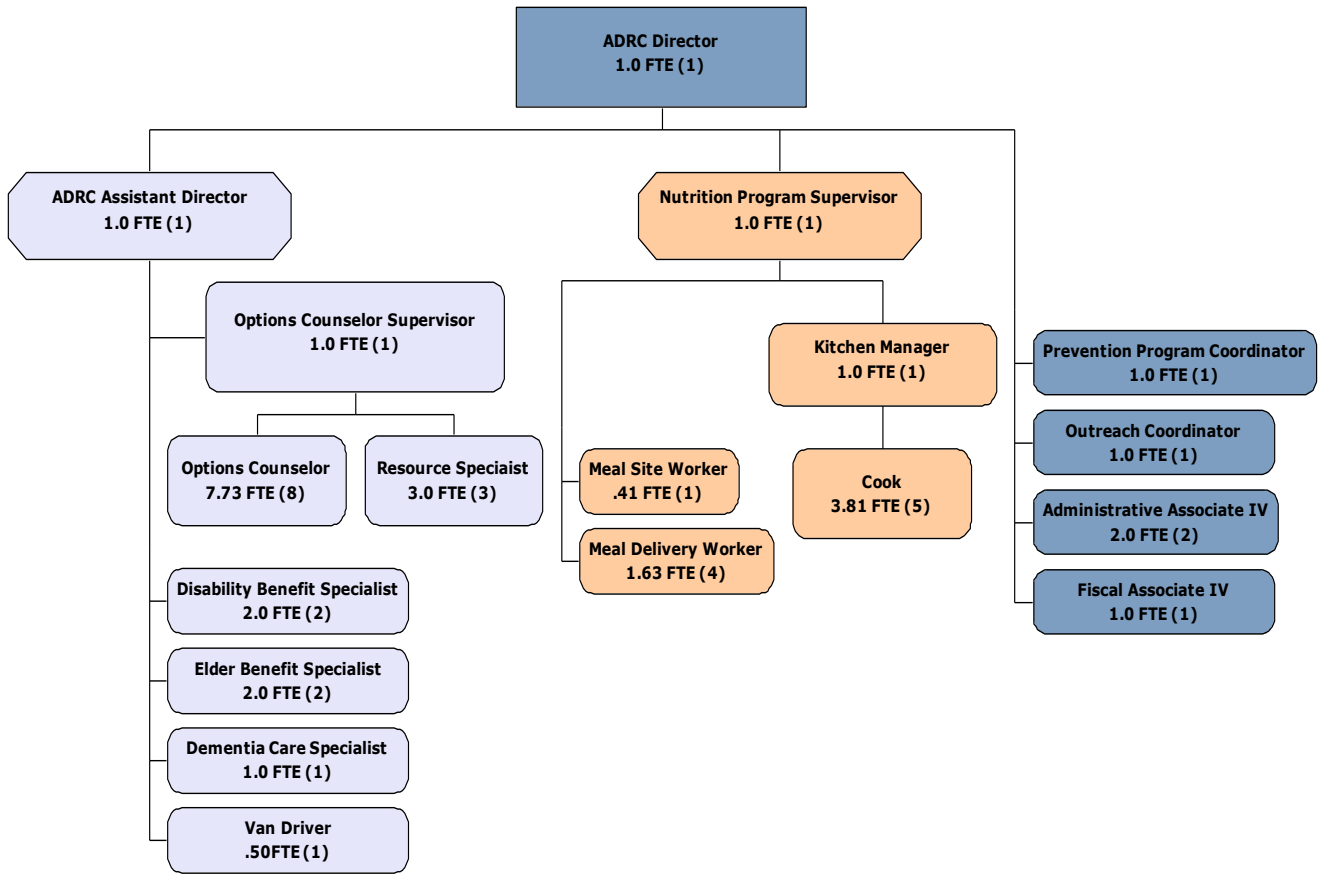
Strategic Direction & Priority Issues

1. Focus on core services and functions (per State contract) of the ADRC.
2. Utilize the central kitchen to generate new revenue to support the senior dining program.
3. Continue to manage programmatic growth despite flat and/or decreasing grant sources.
4. Utilization of technology to meet the changing needs of the ADRC's target populations in addition to keeping up with service demand.
5. There is a continued need for departmental outreach and education. Early education and information leads to better outcomes with fewer decisions being made during "crisis".

Trends & Issues on the Horizon

1. Nursing home and assisted living closures have been and may continue to be an issue in our community. The ADRC plays an important role in any nursing home or assisted living closure, providing families with options during a highly stressful time. Eau Claire County has had 2 skilled nursing facilities and 1 community-based residential facility close since Spring 2017. All of these closures place a large workload strain on ADRC Options Counselor staff.
2. The caregiver workforce crisis is significantly impacting our community- there are not enough qualified people to provide care as there are jobs. This has led to increased complexity in working with ADRC customers to find resources to keep people living safely at home. This crisis is also a contributing factor to the nursing home and assisted living facility closures our community has been experiencing.
3. Growth of the central kitchen and the senior dining program has been significant. The ADRC needs to continue to monitor for increased efficiencies and opportunities within the program. This also includes monitoring space and capacity issues.

Organizational Chart



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019
FTE	19.4 9	21.4 1	22.9 9	24.4 2	23.2 1	23.2 1	25.7	32.0 8	32.0 8

2019 Requested Program/Service	Program 1 Info & Counseling	Program 2 Nutrition	Program 3 Transportation	Program 4 Prevention & Health Promotion	Program 5 Marketing & Outreach
Expenditures:					
Personnel	\$ 1,064,011	\$ 463,852	\$ 30,702	\$ 234,199	\$ 234,391
Service & Supplies	100,360	472,963	239,952	55,061	49,126
Equipment		25,000			
Total Expenditures	\$ 1,164,371	\$ 961,815	\$ 270,654	\$ 289,260	\$ 283,517
Revenues:					
State & Federal Grants	\$ 994,450	\$ 264,913	\$ 225,545	\$ 185,107	\$ 282,717
Charges & Fees		643,334		22,609	800
Miscellaneous					
Fund Balance Applied					
Property Tax Levy	169,921	53,568	45,109	81,544	
Total Revenues	\$ 1,164,371	\$ 961,815	\$ 270,654	\$ 289,260	\$ 283,517
Mandated Service?	Yes	Yes	Yes	Yes	Yes

2019 Requested Program/Service	Program 6 Public Long Term				Totals
Expenditures:					
Personnel	\$ 295,901				\$ 2,323,056
Service & Supplies	3,605				921,067
Equipment					25,000
Total Expenditures	\$ 299,506				\$ 3,269,123
Revenues:					
State & Federal Grants	\$ 299,506				\$ 2,252,238
Charges & Fees					666,743
Miscellaneous					-
Fund Balance Applied					-
Property Tax Levy					350,142
Total Revenues	\$ 299,506				\$ 3,269,123
Mandated Service?	Yes				Yes

2018 Approved Program/Service	Program 1 Info & Counseling	Program 2 Nutrition	Program 3 Transportation	Program 4 Prevention & Health Promotion	Program 5 Marketing & Outreach
Expenditures:					
Personnel	\$ 968,550	\$ 330,504	\$ 29,213	\$ 187,454	\$ 151,980
Service & Supplies	101,362	331,543	241,905	51,564	35,738
Equipment	1,250	-	-	-	-
Total Expenditures	\$ 1,071,162	\$ 662,047	\$ 271,118	\$ 239,018	\$ 187,718
Revenues:					
State & Federal Grants	\$ 1,039,201	\$ 268,351	\$ 225,545	\$ 232,374	\$ 173,019
Charges & Fees	10,495	364,987		2,000	5,950
Miscellaneous	-	-	-	-	-
Fund Balance Applied	-	-	-	-	-
Property Tax Levy	\$ 21,466	\$ 28,709	\$ 45,573	\$ 4,644	\$ 8,749
Total Revenues	\$ 1,071,162	\$ 662,047	\$ 271,118	\$ 239,018	\$ 187,718
Mandated Service?	Yes	Yes	Yes	Yes	Yes

2018 Approved Program/Service	Program 6 Public Long Term Care				Total
Expenditures:					
Personnel	\$ 237,235				\$ 1,904,936
Service & Supplies	3,117				765,229
Equipment	-				1,250
Total Expenditures	\$ 240,352				\$ 2,671,415
Revenues:					
State & Federal Grants	\$ 238,954				\$ 2,177,444
Charges & Fees	-				383,432
Miscellaneous	-				-
Fund Balance Applied	-				-
Property Tax Levy	1,398				110,539
Total Revenues	\$ 240,352				\$ 2,671,415
Mandated Service?	Yes				Yes

#1 Information & Counseling		Budget \$1,164,371	Levy \$169,921		FTEs 13.21
<p>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.</p>					
OUTPUTS					
<i>(YTD column = Jan-June results)</i>		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>YTD 2018</u>
Information & assistance contacts:		12,294	17,271	16,632	8,734
Options Counseling Referrals		1182	1396	1,485	863
Disability Benefit Specialist Referrals			326	469	233
Elder Benefit Specialist Referrals			656	933	466
Medicare Annual Open Enrollment Referrals (October 15 - December 7)		313	265	199	tbd
Nursing Home Resident Contacts		205	171	129	80
Total Number of Volunteers			5	6	3
Hours Donated by Volunteers		399	167	104	58
Unduplicated number of people receiving assistance:		5,085	5,999	5,487	3,123
Contacts for assistance ages 60+ (standard is 1,344):		8,646	12,858	12,405	6,672
Contacts for assistance ages 18-59 (standard is 768):		3,648	4,413	4,227	2,062
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>YTD 2018</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%	97%
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	55	32	19

#2 Nutrition	Budget \$961,815	Levy \$53,568		FTEs 9.25
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This program includes Meals on Wheels delivered throughout the county. Senior dining sites located at the Augusta Senior Center, LE Phillips Senior Center, 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

<i>(YTD column = Jan-June results)</i>	2015	2016	2017	YTD 2018
Congregate meals served:	9,200	8,850	8,572	4,463
Meals on Wheels delivered:	69,544	68,785	65,834	33,960
People served:	1,365	1,411	1,071	803
Cases of Liquid Supplements distributed:	1,214	1,384	1,374	661
Nutrition Risk Screens completed:	688	636	442	287
Total number of volunteers:		192	203	218
Hours donated by volunteers:	13,605	12,934	12,640	6,792

Performance Goal	Outcome Measures	Benchmark	2016	2017	YTD 2018
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%	93%	tbd

#3 Transportation	Budget \$270,654	Levy \$45,109		FTEs 0.73
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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, nutritional, social, and employment purposes. The program is funded with a WI Department of Transportation grant and levy match.

OUTPUTS

<i>(YTD column = Jan-June results)</i>	2015	2016	2017	YTD 2018
Total number of para-transit trips	20,365	25,121	19,173	8,440
Total number of after-hours trips on Saturday evening & Sundays	2,582	3,720	3,034	1,313
Total number of out of county trips	213	315	100	80
Total number of rides for people age 60+	6,969	10,997	10,696	4,156
Total number of rides for people with disabilities	16,201	17,987	11,611	5,677

Total number of volunteers					
Total number of hours donated by volunteers					
Performance Goal	Outcome Measures	Benchmark	2016	2017	YTD 2018
To ensure individuals using Specialized Transportation are satisfied with the service.	90% of users responding to semiannual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.	90%	94%	92%	97%

#4 Prevention & Health Promotion	Budget \$289,260	Levy \$81,544		FTEs 2.68
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This program includes a variety of prevention and health promotions programs. Evidenced-based prevention classes such as Stepping On, Living Well with Chronic Conditions, Living Well with Diabetes, 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

	<i>(YTD column = Jan-June results)</i>	2015	2016	2017	YTD 2018
Total Prevention & Health Promotion Classes Offered:			35	38	16
Total Number of Participants in Prevention & Health Promotion Classes:		370	428	651	390
Memory Screens Completed:		133	44	69	44
Adaptive Equipment Loans:		237	281	331	162
Total number of volunteers			16	13	14
Hours donated by Volunteers		491	622	808	311
Individuals receiving supportive and/or respite services:		61	47	44	23
1. Older Americans Act funded		26	19	14	11
2. Alzheimer Family Caregiver Support Program funded		27	14	15	10
3. Tax Levy Funded		8	14	15	2

Performance Goal	Outcome Measures	Benchmark	2016	2017	YTD 2018
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%	100%	98%	100%
	90% of memory screens indicating risk will be referred	90%	80%	44%	15%

to the participant's physician.				
95% of adaptive equipment loans will be returned within 90 days.	95%	100%	95%	95%

#5 Outreach & Public Education	Budget \$283,517	Levy \$0		FTEs 2.77
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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

<i>(YTD column = Jan-June results)</i>	2015	2016	2017	YTD 2018
Staff presentations and educational outreach:	184	194	177	102
Number of people attending presentations:	9,557	6,585	11,680	9,674
Newsletters distributed:	26,151	28,690	30,017	14,775
ADRC website hits:	26,030	27,657	27,599	14,295
ADRC Facebook page likes:	336	426	529	602
Total number of volunteers		20	6	9
Total number of hours donated by volunteers		191	181	81

Performance Goal	Outcome Measures	Benchmark	2016	2017	YTD 2018
To provide a variety of educational opportunities and informational materials to ADRC customers and professionals who work with ADRC customers.	95% of all scheduled presentations and events will not be canceled due to low participation.	95%	99%	100%	100%

#6 Public Long-Term Care Programs	Budget \$299,506	Levy \$0		FTEs 3.44
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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

		<i>(YTD column= Jan-June results)</i>			
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>YTD 2018</u>
Total Family Care Enrollments		172	248	170	95
1. Community Link		172	170	104	45
2. Care Wisconsin		N/A	32	66	50
Total IRIS Enrollments		44	46	52	43
Medical Assistance Applications the ADRC Assisted With		155	202	197	90
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>YTD 2018</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%
Totals		Budget \$3,269,123	Levy \$350,142		FTEs 32.08

EAU CLAIRE COUNTY, WISCONSIN

2019 BUDGET

HIGHLIGHTS

Changes and Highlights to the Department's Budget:

Cost to Continue - The cost to continue includes the insurance increase of 11%, cost of living adjustment of 2% and step increases for staff for an overall personnel increase of 14%.

Change 1 - Increase revenue through catering contracts to support the senior dining program. Operating a commercially licensed kitchen allows the ADRC more flexibility and options for generating revenue to support a core program area.

	2018 Revised Budget	Cost to Continue Operation in 2019	Change 1	Change 2	Change 3	Change 4	Change 5	2019 Budget Request
Description of Change			Increase revenue to support senior dining through catering contracts					
Personnel	\$ 1,991,272	\$ 331,784	\$ -					\$ 2,323,056
Supplies & Services	725,961	\$ 86,946	108,160					921,067
Equipment	1,250	\$ (1,250)	-					-
Capital Improvement	-	\$ 25,000						25,000
Total Expenditures	\$ 2,718,483	\$ 442,480	\$ 108,160	\$ -	\$ -	\$ -	\$ -	\$ 3,269,123
Tax Levy	\$ 110,539	\$ 239,603	\$ -					\$ 350,142
Use of Fund Balance or Carryforward Funds	-	\$ -	-					-
All Other Revenues	2,607,944	\$ 60,657	250,380					2,918,981
Total Revenues	\$ 2,718,483	\$ 300,260	\$ 250,380	\$ -	\$ -	\$ -	\$ -	\$ 3,269,123

**EAU CLAIRE
COUNTY, WISCONSIN
2019
BUDGET
ADJUST.**

Implications of adjustments

Adjustment 1 - Reductions in personnel would have a significant negative impact on ADRC operations. As a department that serves the fastest growing population demographic, reducing an already stretched staff will put Eau Claire County in a position of contract incompliance with the State. Focus will need to be on maintaining core contract functions in order to remain contract compliant.

Adjustment 2 - The van that is currently being used for delivering over 200 meals per day from Fall Creek to Eau Claire is a 1979 Dodge Cargo van. This van has no air conditioning, significant rust and holes in the floor boards (you can see the road through the floor while driving). The senior dining program had hoped to contract out for the provision of this service; however, quotes obtained came back at 2 times the cost for us to continue delivery. A new, reliable delivery vehicle is essential to the ongoing success of the home delivered meal program. The ongoing operational costs are already accounted for in this budget proposal.

Description of Change	2019 Department Requested Budget	Adjustment 1	Adjustment 2	Adjustment 3	Adjustment 4	Adjustment 5	Administrator Budget Recommendation	Finance and Budget Recommendation	2019 Budget Adopted
		Personnel Reduction(s)	Eliminate purchase of home delivered meal van						
Personnel	\$ 2,323,056	\$ (214,603)	\$ -						\$ 2,108,453
Supplies & Services	921,067								921,067
Equipment	-								-
Capital Improvement	25,000		(25,000)						-
Total Expenditures	\$ 3,269,123	\$ (214,603)	\$ (25,000)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,029,520
Tax Levy	\$ 350,142	\$ -	\$ -	\$ -	\$ -				\$ 350,142
Use of Fund Balance or Carryforward Funds	-								-
All Other Revenues	2,918,981								2,918,981
Total Revenue	\$ 3,269,123	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,269,123



Aging & Disability Resource Center
 721 Oxford Avenue-Room 1130, Eau Claire WI 54703
 715-839-4735 adrc@co.eau-claire.wi.us

Walk With Ease

Mondays, Wednesdays, Thursdays
 August 1 - September 12, 2018, 9-10 am
 (no class Sept 3). RSVP www.adrcevents.org
 or 715-839-4735.

Stand in the Light Memory Choir

Rehearsals, August 23—November 15, 2018,
 9:30—11:00 am. Lutheran Church of the Good
 Shepherd. Concert Nov. 15, 2018, 6:30 pm.

Stepping On Booster

for past participants, August 22, 1:30 -3:30 pm
 UW Extension/ Agriculture & Resource
 Center, 227 1st Street W. Altoona.

Evening Meals

Tuesdays, August 14 & 28, 2018
 LE Phillips Senior Center, dinner 5:00 pm.
 Suggested donation \$5.00 per person.
 Register at 715-839-4735
 or www.eauclaireadrc.org/events

Fall Risk & Balance Screening before meals
 August 14, 2018, 4:00-5:00 pm (evening meal)
 LE Phillips Senior Center and
 August 23, 10:30-11:30 am (lunch)
 Augusta Senior & Community Center.

Eau Claire Memory Cafe

August 14, 2018, 9:30-11:30 am,
 Chippewa Valley Museum, Eau Claire.

Medicare & You

Wednesday, August 8, 2018, 1 pm
 Wednesday, August 22, 2018 10 am
 Register at www.adrcevents.org or
 715-839-4735.

Living Well with Chronic Conditions

Wednesdays, August 8 - September 12, 2018,
 5:00-7:30 pm. The Wellness Shack,
 505 S. Dewey Street- Suite 101, Eau Claire.

Friday Facts

August 10 & 24, 10:00 -11:30 am
 Dove Healthcare - West Eau Claire.

Early Stage Memory Loss Support Group

Wednesday, August 29, 2018, 1:30 – 3:00 pm
 Lake Street Methodist Church, 337 Lake Street,
 Eau Claire. Registration required, Lisa
 715-839-4750 or lisa.wells@co.eau-claire.wi.us

Eau Claire Caregiver Café

August 7 & 21, 2018, 9:30-11 am.
 Now 1st and 3rd Tuesday of month,
 The French Press Restaurant. Respite available,
 contact ADRC at 715-839-4735.

**Living Well with Memory Loss and
 Early Dementia**

2nd Wednesday of month August 8 or
 September 12 or October 10, 2018, 12-1:15 pm
 Dove Healthcare - West Eau Claire.

Final Affairs

Wednesday, August 22, 2018, 8 am— 3:30 pm
 Dove Healthcare - West Eau Claire, Community
 Room 1405 Truax Boulevard, Eau Claire.
 Register at www.eauclaireadrc.org/events or
 715-839-4735.

**Middle-Late Stage Alzheimer’s and
 Dementia Caregiver Support Group**

Wednesday, August 29, 2018, 1:30-2:45 pm,
 The Classic at Hillcrest Greens, 2455 Sawgrass
 Place, Altoona. Registration required, Lisa
 715-839-4750 or lisa.wells@co.eau-claire.wi.us

Powerful Tools for Caregivers

Tuesdays, September 11 - October 16, 2018
 5:30-7:00 pm, Courthouse - Eau Claire
 Register by Monday, August 30, 2018
www.adrcevents.org or call 715-839-4735.