

Eau Claire County
Aging & Disability Resource Center Board
Thursday, September 13, 2018, 12 Noon
Courthouse - Rooms 1301/1302, Eau Claire WI 54703

1. Call to Order
2. Introductions
3. Public Comment
4. ADRC Board Minutes – August 9, 2018 - / Discussion – Action Handout #1
5. Chair/Vice Chair Report
6. Director Report Handouts #2 & #3
7. Transportation
 Review paratransit changes for 2019 Handout #4
 Other
8. Nutrition
 Kitchen proposal for Fall Creek
 Feed My People update
 Fundraiser by Group Health Cooperative
 Other
9. Legislative Updates
10. Upcoming Events Handout #5
11. Future agenda items – October 11, 2018: upcoming meeting dates: listening sessions dates
12. Adjourn

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters or other auxiliary aids. For additional information or to request the service, contact the County ADA Coordinator at 715-839-4710, (FAX) 715-839-1669, tty: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.

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Members Present: Tom Christopherson, Sandra McKinney, Katherine Schneider,
Audrey Nelson, Sue Miller, Lydia Boerboom, Mary Pierce, Carl Anton

Others Present: Jennifer Speckien, Emily Gilbertson, Marlene Rud

Chair Schneider called the meeting to order at 12 Noon.

Introduction of ADRC Board and staff.

Public Comment. Katherine Schneider attended Beep Softball game. Tom Christopher attend a Beep Softball game also.

ADRC Board minutes of July 12, 2018. Motion by Mary Pierce to approve. Second by Tom Christopherson. Motion carried.

Chair Report. Katherine Schneider announced that Jennifer Speckien was honored with Best Award by Real Living. Katherine presented her with home grown tomatoes.

Vice Chair Report. Sue Miller had no updates.

2019 Budget Proposal. Jennifer discussed the budget assumptions, program chances and revenues. ADRC Board members were asked to suggest an Adjustment Option to the proposed budget. Jennifer discussed Adjustment Option proposals if additional levy is not allocated. The Budget Proposal will move to Finance Committee, County Administrator and County Board. Mary Pierce moved to accept Adjustment Option 1 as presented. Second by Sandra McKinney. Motion carried. Sue Miller moved to accept 2019 Budget Proposal as presented with Adjustment Option 1. Second by Mary Pierce. Motion carried.

ADRC Director Report. Jennifer discussed transportation RFP awarded to Abby Vans. The ADRC Sub Comm set public hearing dates for the Aging Plan. New Federal level proposal for oral health benefits.

Upcoming events. Alice in Elderland showing again, Ruth Adix is part of a group that is planning an event on the caregiver crisis to be held on September 20, Final Affairs seminar registration is full, with a wait list.

Future agenda items: Aging Plan Public Hearings, Transportation RFP.

Meeting adjourned at 12:57 pm.

Respectfully submitted,
Marlene Rud, Clerk, Aging & Disability Resource Center Board

Chairperson

Annual Medicare Open Enrollment Starts October 15!

Do you receive Medicare? If so, it is important to note that the annual open enrollment period starts on October 15 and runs through December 7. This is the time frame when you can make changes to your Medicare plan selections for 2019.

The ADRC's Elder and Disability Benefit Specialists are extremely busy during the open enrollment period helping people explore what plan options may be best for them based on their specific situation. As the number of people over the age of 60 continues to increase and our staffing levels remain the same, we need to continue to modify how we do things to keep up with demand.

If you are between the ages of 18-59 and receiving Medicare, you can contact our office and one of our Disability Benefit Specialists will be happy to help you.

If you are age 60+ and receiving Medicare, you can contact our office and get registered for one of our group enrollment sessions. This year, we will not be offering any one on one appointments with our Elder Benefit Specialists. As you can imagine, this is a very **BIG** change from how we usually do things. We understand that people don't always love change but are hopeful you will understand and appreciate why we need to do things differently.

We will start signing people up for sessions on Monday, September 24. Please call our office if you are interested in more information and/or to sign up! **715-839-4735 or toll free 1-888-338-4636**

Why the change?

- 1) We will be able to help a significantly higher number of people than we have been able to in past years. Every year we have to start a wait list and turn people away. We do not want to do that at all this year.
- 2) We will be able to continue to help people with other needs besides open enrollment. Did you know that every year, customers that need help from an Elder Benefit Specialist with something other than open enrollment have had to wait until after December 7 to talk to an Elder Benefit Specialist? We do not think this is good customer service and need to make a change.

What will be different?

- 1) If you are over the age of 60+, when you call our office our staff will get you scheduled into one of the many group enrollment sessions available.
- 2) After attending the group session and deciding which plan you would like to select, you will need to enroll yourself. Contact information and instruction on how to do so will be provided.

What will be the same?

- 1) You will be mailed a worksheet to complete and send back to our office prior to your session. This allows us to enter your prescription drug information and provide you with the plans that will work the best for your current situation.
- 2) At the group session, you will receive a copy of your own personalized plan finder results.
- 3) Sessions will be made available at locations throughout Eau Claire County as well as at times that are convenient.

We appreciate your patience and willingness to change the open enrollment process in order to serve more customers.

You're invited to attend a
Public Hearing on the
Eau Claire County
**AGING PLAN 2019-2021 &
2019 SPECIALIZED
TRANSPORTATION GRANT**

Public Hearing Options Include:

When: October 1, 2018 at 12:15pm
Where: Augusta Community and Senior Center, 616 W. Washington Street
Augusta, WI

When: October 10, 2018 at 4pm
Where: LE Phillips Senior Center
1616 Bellinger Street, Eau Claire,
WI

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.

Specialized transportation, or paratransit, is an essential program for people with disabilities or who are older and unable to use or access the bus or safely drive.

We need your input! Please consider attending one of the above public sessions to provide valuable feedback on the draft aging plan.

To review the draft plan, go to www.eauclaireadrc.org or stop by our office for a copy!

Can't attend a public hearing? No problem! Feel free to call with your comments or submit written feedback by 5:00pm on October 5, 2018. 715.839.4735adrc@co.eau-claire.wi.us





September 4, 2018

Valued Paratransit Rider,

Thank you for your continued support of this important service. We're writing to inform you that we have recently awarded a contract for Paratransit Services, and Abby Vans will continue as our provider. Your co-pay for using this service will remain at \$3.50 per trip during normal city hours. For rides after hours, on Sunday, as well as out of county, the co-pay will remain at \$3.00. You may continue to schedule your trips as usual, by contacting Abby Vans directly at: 1-800-236-8468.

During the contract review, we were able to make a few changes that we believe will help serve you better. Here's what you can expect from our Paratransit Service going forward:

- You should be picked up no earlier than 10 minutes before the scheduled pick-up time and no later than 20 minutes after that time.
- You should be dropped off no earlier than 30 minutes before your appointment time and no later than your appointment time.
- Your trip should take no longer than 60 minutes for urban trips and county trips less than 25 miles.
- For trips over 25 miles, your trip should take no longer than 75 minutes.
- If you have a medical appointment that goes longer than expected, you should be picked up within half an hour, as long as someone notifies Abby Vans at least 30 minutes before the scheduled pickup time and then contacts Abby Vans again when the appointment is finished.
- You may request that Abby Vans make reasonable accommodations for you.
- When calling to schedule a ride, your wait time should be no longer than 1 minute and 30 seconds to speak with a Customer Service Representative.
- You may leave a voicemail with Abby Vans on weekends and holidays to schedule a trip.
- Drivers should continue to be polite, professional, and assist you as needed from your door to the door of your destination.

If at any time these standards are not met, or you have any other comments or complaints, please contact Tom Wagener at Tom.Wagener@eauclairewi.gov or by phone at (715) 839-5111 or Emily Gilbertson at Emily.gilbertson@co.eau-claire.wi.us or by phone at (715) 839-4735. Thank you for choosing Eau Claire Transit for your transportation needs; we appreciate your business.

Sincerely,

Tom Wagener, Manager
Eau Claire Transit

Emily Gilbertson, Assistant Director
ADRC of Eau Claire County

September 2018 Events

Powerful Tools for Caregivers Tuesdays, September 11 - October 16, 2018, 5:30-7:00 pm, Courthouse - Eau Claire

Living Well with Memory Loss and Early Dementia 2nd Wednesday of month September 12 or October 10, 2018, 12:00-1:15 pm (light lunch provided) Dove Healthcare - West Eau Claire, 1405 Truax Blvd, Eau Claire.

Medicare & You Friday, September 7, 2018, 1 pm, Friday, September 21, 2018 10 am, Room 1277 Courthouse, Eau Claire. Register at www.adrcevents.org or 715-839-4735.

Living Well with Chronic Conditions Mondays, October 15-November 19, 2018, 5:30-8:00 pm, Mayo Clinic Health System-Amalia Conference, 220 Chestnut Street, Eau Claire. Register at least one week prior, www.adrcevents.org or 715-839-4735.

Eau Claire Caregiver Café September 4 & 18, 2018, 9:30-11 am at The French Press Restaurant, 2823 London Road, Eau Claire. Respite available, contact ADRC at 715-839-4735.

Middle-Late Stage Alzheimers and Dementia Caregiver Support Group September 26, 2018, 1:30-2:45 pm, The Classic at Hillcrest Green, 2455 Sawgrass Place, Altoona. Registration required, contact Lisa at 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, Eau Claire. Concert November 15, 2018, 6:30 pm.

Evening Meals September 4 & 18, 2018, LE Phillips Senior Center, 1616 Bellinger Street. Check in 4:30 pm, dinner served 5:00 pm. Suggested donation \$5.00 per person. RSVP 715-839-4735 or www.eauclaireadrc.org/events.

Who Will Care for You? Community Presentation & Conversation Eagles Club, Lake Hallie, September 20, 2018, 5:40 pm pizza buffet, 6:00-8:00 pm presentation conversation.

Coffee Group for Men – New Group!! Wednesday, September 12, 2018, 7:00 am, Wednesday, September 26, 2018, 11 am, Peace Lutheran Church, 501 E. Fillmore Avenue, Eau Claire. Bob 414-378-2114 or rvogler1@att.net.

Brain & Body Fitness Mondays & Wednesdays, September 10 -November 28, 2018, 10-11:30 am, Chippewa Valley Museum, Carson Park, Eau Claire. Info and registration contact Lisa, 715-839-4735.

Healthy Eating for Successful Living Wednesdays, September 19-October 24, 2018, 9-11:30 am, Hope United Church, 2233 Golf Road, Eau Claire. Register at www.adrcevents.org or call 715-839-4735

Eau Claire Memory Café September 11, 2018, 9:30-11:30 am, Chippewa Valley Museum, Carson Park, Eau Claire. For more info contact Lisa at 715-839-4735.