

AGENDA

Eau Claire County
Aging & Disability Resource Center Board
Monday, March 8, 2021 at 3:00 pm
Remote Meeting via Webex Events

Those wishing to make public comments must submit their name and address no later than 30 minutes prior to the meeting to brianna.werner@co.eau-claire.wi.us. Comments are limited to 3 minutes; you will be called on during the public section of the meeting. Written comments will also be accepted and should be submitted to brianna.werner@co.eau-claire.wi.us

Public Access:
1-415-655-0001 US Toll, Access Code: 145 844 3935
*Mute your personal device upon entry

1. Welcome & Call to Order
2. Confirmation of meeting space
3. Introductions
4. Public Comment
5. Review of February 8th, 2021 ADRC Board Minutes/Discussion-Action
6. Chair/Vice Chair Report
7. Director Report
 - Highway-MOW Kitchen Update
 - Personnel-Vacancy Update
 - Covid Updates-Vaccine Assistance
 - 2020 Annual Report -Handout #2
 - Board Terms-Vacancies- Handout #3
 - MOW Donation Trends- Handout #4
8. Nutrition Updates
9. Reports from members on state advisory councils/committees
10. Advocacy
11. Upcoming Events- Handout #5

12. Future Agenda items- April 12, 2021

13. Adjourn

Prepared by Brianna Werner

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
Monday, February 8, 2021, 3:00 pm
Remote Meeting via Webex Events

Chair Kimberly Cronk called the meeting to order at 3:00pm

Roll Call/Members Present: Ruth Adix, Carl Anton, Jason Endres, Chris Hambuch-Boyle,
Sandra McKinney, Sue Miller, Tami Schrafnagel

Others Present: Linda Struck, Betsy Henck, Lisa Riley, Lisa Wells, Brianna Werner,

Confirmation of meeting notice- yes

Public Comment- none

Review January 11, 2021 ADRC Board Minutes. Motion by Audrey to approve, second by Ruth
Motion Carried. Passed as presented.

Presentation on Trualta and Dementia Programming-Lisa Wells

Trualta is a state caregiver program that is funded by NFCSP and GWAAR. There are 500 registrations for one year that have been paid for. On demand 24/7 skills-based portal. Articles, videos, audio lessons, printable sheet. Lisa Wells is the contact for ECC ADRC, 6 caregivers registered in Eau Claire County. Available in every county in WI.

Dementia care updates- all programming is virtual. Brain and body fitness program is going very well. 17 people meeting twice weekly. 3-month class. 2020- 110 virtual programs for caregivers and people living with dementia. Partnering with Northwest region. Statewide program, once a month webinar. Podcasts with Volume One coming out in March, one episode a month for 6 months. Dementia Live- dementia simulation training now doing a virtual experience.

Sponsoring In the Garden Play.

Presentation on Options Counseling Standards-Lisa Riley

Updates on Options Counseling standards and documentation. Discussion.

Chair Report. Kimberly Cronk- not present

Vice Chair Report. Sue Miller- no updates

Director Report. Linda Struck-

Admin assoc. position still vacant. Continue to evaluate.

ADRC is assisting with signing seniors up for COVID-19 vaccination.

MOW signed lease with current landlords. Out clause with lease for when we move to county owned facility. Need to give a 6-month notice.

Have started initial conversations with GWAAR and staff regarding 2022-2024 Aging Plan.

Disability Advocacy day- virtual this year. Signup will be available 2/15. Will forward more information to group as it becomes available.

Nutrition updates- Linda Struck and Betsy Henck-

Continue operations. Kudos to staff. Increased meals by 14,000 meals in 2020. Increase of only 10 hours per week of one staff member. Nutrition survey was just sent out to participants.

March for meals campaign starts next month.

Advisory updates- none

Advocacy- none

Upcoming events

Future agenda items- COVID vaccination updates, Trend in voluntary contributions for meals, employee morale

Declared adjourned at 4:27

Respectfully Submitted,

Brianna Werner

Aging & Disability Resource Center Board

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.

2020 Highlights-Accomplishments

- 15,557 Information & Assistance contacts were made with individuals regarding ADRC services.
- Successfully completed 317 Functional Screens on individuals applying for Family Care or IRIS programs.
- Delivered 80,156 meals to our Meals on Wheels (MOW) participants.
- Converted 141 ADRC Dementia, Health Promotion and Medicare classes-presentations into virtual platforms.
- Collaborated with North West Regional Dementia Care Specialists throughout the state to offer additional virtual programming each month.
- Implemented a new phone system for our Resource Center and Meals on Wheels lines. This allows flexibility to add more staff to phones, monitoring purposes and telework opportunities.
- Secured additional CARES COVID19 one time funding to support expansion of Meals on Wheels and Caregiver Programs during the pandemic.
- Implemented Fax2Mail (ability to fax through email) and Laserfiche (electronic filing system).
- Created a Senior Dining Site in Fairchild.
- In collaboration with LE Phillips Senior Center, started a Recumbent Bike Program.
- Successful implementation of new management structure shifted from three levels of management to two levels.
- Continued success with ADRC Rural Van program, 882 rides given.
- A partnership with a local non-profit, Feed My People, has continued to keep the quality of the food high while managing costs for Meals on Wheels and Senior Dining sites.
- Successful fundraising efforts with March 4 Meals.
- Successfully issued three Vehicle Modification Grants for participants who needed modifications to their vehicle for accessibility and safety reasons.
- Statewide Options Counseling Standards were implemented, all Options Counseling staff passed the certification process.
- Meals on Wheels kitchen catered 3,972 Meals for Positive Avenues and homeless shelter during the pandemic.

Alignment with Strategic Plan

Building and Infrastructure- To improve investment in buildings and infrastructure to solve space, maintenance, efficiency, and security concerns.

- The Veterans Services Department and the ADRC are fully transitioned and are co-located. ADRC provides reception services for the Vet Department and co-location also allows for continuity of service between consumers.
- We continue to have outreach offices in Fall Creek at our Central (MOW) Kitchen and in Augusta at the Senior Center.

- Working with Highway Department to incorporate the Meals on Wheels Kitchen into the new Highway Facility, projected to be completed in 2023.
- Teleworking has proven to be an effective and efficient way to conduct ADRC business for all aspects except walk-in traffic, which will be reinstated safely.

Funding & Revenue Generation- To improve the budget situation of Eau Claire County through identification of cost savings, new sources of revenue, and prioritized budget reallocations in an environment of fixed levy rates.

- The ADRC provides ongoing training and support to staff to maximize federal revenue claiming to support operations as well as to support staff to further working knowledge and updates with programs and services to better service the consumers of Eau Claire County.
- The ADRC works collaboratively with outside agencies as well as continuously with volunteers to provide services to maximize budget including meals on wheels kitchen, drivers, prevention, and caregiver programs.
- ADRC is a service provider for Chippewa County and has contracts to provide Prevention services and meals for their homebound seniors, thereby expanding our reimbursements.
- Secured additional CARES COVID19 one time funding to support expansion of Meals on Wheels and Caregiver Programs during the pandemic.
- Future Kitchen co-location with the Hwy Department. This will reduce a rent obligation of \$6,600/month.

Technology- To develop a process for continuous improvement of modern and integrated technology infrastructure, including training, shared knowledge, automated workflow processes, and adequate security.

- E-Newsletters are an option for both the ADRC Monthly Newsletter and the Quarterly Dementia Newsletter.
- Implemented a new web-based phone system for our Resource Center and Meals on Wheels lines. This allows flexibility to add more staff to phones, monitoring purposes and telework opportunities.
- Implemented Fax2Mail (ability to fax through email) and Laserfiche (electronic filing system).
- Transitioned all face-to-face presentations, support groups and classes to WEBEX.
- Continued enhancement of Meals on Wheels Database-App that was created in collaboration with our IT department. We use this application to automate our Meals on Wheels routes, daily logs, changes, and donation letters.
- Added VPN and updated Jabber software to all staff's computer to allow them to telework.

Staff- To transform Eau Claire County into a preferred place of employment (hiring and retention), including addressing needs for compensation, benefits, succession planning and work culture.

- The ADRC changed the organizational structure to include moving from three tiers of management to two tiers. This allows for better workflow as well as efficiencies in supervision and roles.
- Increased flexibility of work hours and location were encouraged and implemented by many staff.

Provision of Services- To develop a countywide process to identify relevant services based on a defined evidence-based needs assessment, which will include criteria to determine adoption, continuation, or termination of specific programs and services.

- 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 and ease of service to consumers served by both departments.
- Converted 141 ADRC Dementia, Health Promotion and Medicare classes-presentations into virtual platforms.
- ADRC Staff continue to establish collaborative relationships with outside agencies to increase referral and presentation. These include with UWEC, local healthcare agencies and the City/County Health Department.

- There were significant adaptations to service provision due to the pandemic. Implementation of several new safety standards such as spacing, plexiglass in lobby and specially set up meeting rooms, office procedures, adjustment to expectations and duties etc. Face to face appointments were shifted to phone or WebEx virtual platform, some events were cancelled and any classes or group activities that were able to be moved to WebEx were re-envisioned and implemented.
- All (nine) prevention programs the ADRC offers are evidence-based and meet Title III Part D Disease Prevention and Health Promotion Older Americans Act funding requirements. We seek opportunities to bring new health promotion programs to Eau Claire County as they become available.
- Collaborated with NW Regional Dementia Care Specialists to offer additional virtual programming each month.

Communication- To develop an effective, modern, and accessible communications system, including internal, external and advocacy, to better serve and engage the citizens of Eau Claire County.

- An electronic version of the ADRC and Dementia newsletter are available for individuals to sign up for.
- Sign Up Genius is used so that our participants can self-register for our programs.
- Social Media is used to promote our services.
- Provide virtual formats (WEBEX) for meetings, presentations, classes, etc.
- The ADRC has continued partnerships with the media, including WEAU13, WQOW, Volume One, and Leader Telegram.
- For those who cannot do things electronically, ADRC staff are available by phone to assist with electronic signup. We also provide paper copies for all home delivered meal participants and by request of anyone accessing our services.

2020 Future Opportunities-Challenges

- The percentage of Wisconsin residents age 60+ continues to grow. We are expecting a 22% increase in this population between now and 2040.
- Due to population increase in older adults, service demand for our programs continues to increase significantly, however the funding has remained still. The state is researching a new funding methodology that would fund all ADRC's using the same criteria. It is unknown at this time how this would affect Eau Claire ADRC. We continue to explore ways to modify how we provide these services to keep up with the rising demand.
- Two key focus areas for our Aging plan are loneliness and technology. A main concern of consumers as well as professionals in the community for older adults is combating loneliness as well as reaching people with technology innovation. The pandemic has heightened these concerns.
- Population boom also increases the need for caregiver support. Caregiver support and funding continues to be a challenging service demand. The ADRC works with local agencies and the state on issues related to caregiving. We will continue to provide information to caregivers we serve and help connect them to resources including additional financial resources.
- Service demand for the Meals on Wheels program has steadily increased, however the Older Americans Act funding has remained stagnant. We are continuing to monitor growth while brainstorming solutions to continue to keep up with the demand while providing a high-quality product.
- State initiated Options Counseling standards-requirements have increased the workload for both the Options Counselors and Manager
- COVID-19
 - Virtual and phone programming can be very difficult for the population we serve.
 - Moving everything to a virtual platform has taken staff time to learn themselves, implement and assist our consumers in getting connected. Staff that previously did face to face visits had to relearn how to assess individual's situations without the valuable context that comes with face to face.

- Future considerations of safely and gradually returning operations back to normal service provisions will be a challenge.
- As pandemic conditions initially dictated offering online formats, post Covid-19 is likely to see a continuation in demand for some virtual workshops as it enables individuals with mobility, caregiver, or disability challenges to participate; and it eliminates a need to cancel classes due to inclement weather conditions.
- There is an opportunity to fill virtual workshops to maximum capacity as participants can reside in any geographic location.

2020 EOY Performance Management Outcomes

ADRC			
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. ADRC-MFP-DCS			
OUTPUTS	<u>2018</u>	<u>2019</u>	<u>YTD*</u> <u>2020</u>
Information & assistance contacts	17,265	17,005	15,557
Unduplicated number of people receiving assistance	6,048	5,156	4,555
Contacts for assistance ages 60+ (standard is 1,344)	13,337	13,078	11,826
Contacts for assistance ages 18-59 (standard is 768)	4,915	3,927	3,731
Options Counseling Referrals	1,676	1,651	1,442
Youth Transition Referrals	n/a	n/a	42
Disability Benefit Specialist Referrals	420	400	326
Elder Benefit Specialist Referrals	891	784	655
Medicare Annual Open Enrollment Referrals (October 15 - December 7)	219	145	194
Total Family Care Enrollments	198	210	183
Total IRIS Enrollments	78	58	54
Medical Assistance Applications the ADRC Assisted With	178	176	186
Functional Screens Completed	n/a	n/a	317
Memory Screens Completed	85	96	70
OUTCOMES	<u>2018</u>	<u>2019</u>	<u>YTD*</u> <u>2020</u>
90% of individuals completing satisfaction survey will report the ADRC met or exceeded their expectations for assistance.	99%	100%	96%
*YTD indicates Jan-Dec Results			
Nutrition			
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	<u>2018</u>	<u>2019</u>	<u>YTD*</u> <u>2020</u>
Congregate meals served	9,215	7,707	1,709
Meals on Wheels delivered	68,287	60,240	80,156
People served	1,139	1140	1190
Cases of Liquid Supplements distributed	1,297	1134	871
Nutrition Risk Screens completed	521	612	625
Total number of volunteers	222	86	106
Hours donated by volunteers	13,664	12,719	12,248

OUTCOMES	<u>2018</u>	<u>2019</u>	<u>YTD*</u> <u>2020</u>
85% of program participants responding to annual satisfaction surveys will indicate overall program satisfaction as good to excellent.	93%	95%	n/a
Average food costs per meal will be below \$2.90/meal	n/a	\$2.74	\$2.91

*YTD indicates Jan-Dec Results

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, 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	<u>2018</u>	<u>2019</u>	<u>YTD*</u> <u>2020</u>
Total Prevention & Health Promotion Classes Offered	35	42	28
Total Number of Participants in Prevention & Health Promotion Classes	773	819	462
Adaptive Equipment Loans	364	441	259
Total number of volunteers	14	12	14
Hours donated by Volunteers	668	749	309
Individuals receiving supportive and/or respite services	38	29	52

OUTCOMES	<u>2018</u>	<u>2019</u>	<u>YTD*</u> <u>2020</u>
95% of individuals responding to post class surveys will indicate the information and education provided met or exceeded their expectations.	98%	99%	99%

*YTD indicates Jan-Dec Results

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, nutritional, social, and employment purposes. The program is funded with a WI Department of Transportation grant and levy match.

OUTPUTS	<u>2018</u>	<u>2019</u>	<u>YTD*</u> <u>2020</u>
Total number of Project 1 paratransit rides (normal bus hours)	21,402	25,744	9,172
Total number of Project 2 paratransit rides (non-bus hours)	3,119	2,984	1,257
Total number of out of county trips	194	196	1127
Total number of trips with ADRC van	586	898	882
Total number of rides for people age 60+ (county trips)	12,005	7,822	4,631
Total number of rides for people with disabilities (county trips)	12,011	11,326	6,931

OUTCOMES	<u>2018</u>	<u>2019</u>	<u>YTD*</u> <u>2020</u>
90% of users responding to semi-annual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.	97%	93%	97%

*YTD indicates Jan-Dec Results

SOLICITATION OF CANDIDATES

Eau Claire County is seeking citizen appointments for the following:

Aging & Disability Resource Center Board (2 vacancies). 1 appointment is filling a vacancy term to end April 2022. 1 appointment shall be older persons or persons with physical or developmental disabilities; mental illness or substance abuse issues; or the family members, guardians, or other advocates thereof. Members shall be chosen based on recognized ability and demonstrate an interest in services for older persons or persons with physical or developmental disabilities. No person shall be appointed who has a conflict of interest as determined by state law or regulations or by county ordinance. No member may have any direct or indirect financial interest in a managed care organization.

Interested candidates for any of the above-named board, can apply online at <https://www.co.eau-claire.wi.us/government/boards-and-commissions-application>. If you require a paper application or assistance with the application, please contact Samantha Kraegenbrink at samantha.kraegenbrink@co.eau-claire.wi.us or 715-839-5106.

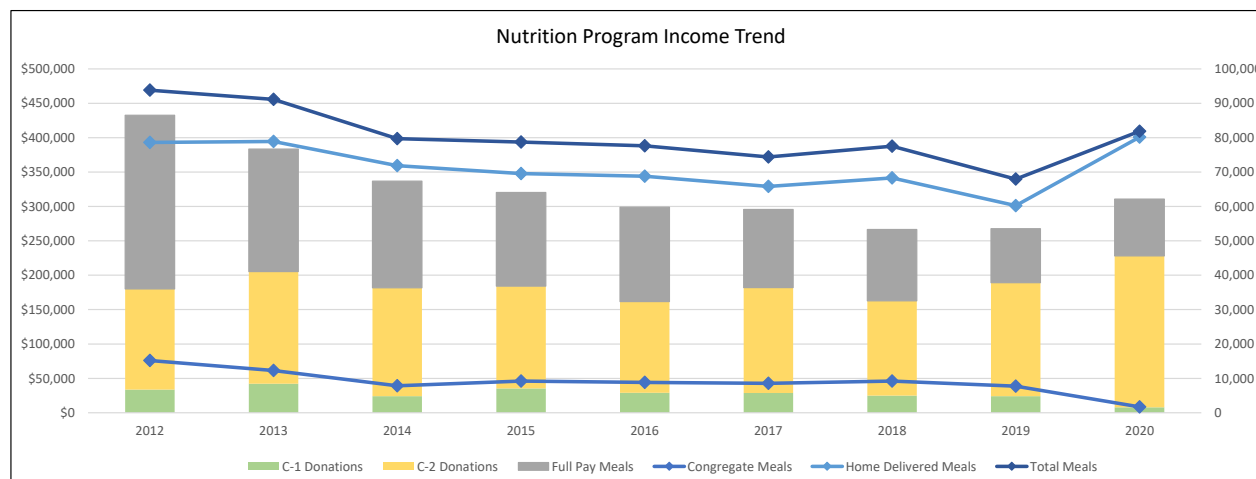
All resumes must be submitted by noon on Friday, March 26, 2021, to the County Administrator's office. Equal consideration will be given to each qualified candidate. Please note that the submittal of a resume does not guarantee an appointment.

Samantha Kraegenbrink – Assistant to the County Administrator
County Administrator's office

Donation Trend Summary

C1= Congregate
C2= Home Delivered

	2012	2013	2014	2015	2016	2017	2018	2019	2020
Full Pay Meals	252,643.76	178,228.58	155,297.06	136,137.04	137,238.70	113,669.01	103,822.40	78,565.40	82,759.60
C-1 Donations	33,668.54	42,165.88	24,206.79	35,483.44	29,013.62	28,875.78	24,961.64	24,146.16	8,007.50
C-2 Donations	146,344.64	163,194.04	157,391.60	148,812.58	132,656.34	153,124.07	137,881.10	164,928.78	219,989.04
Total Program Income	\$ 432,656.94	\$ 383,588.50	\$ 336,895.45	\$ 320,433.06	\$ 298,908.66	\$ 295,668.86	\$ 266,665.14	\$ 267,640.34	\$ 310,756.14
% Change C-2 Don		11.5%	-3.6%	-5.5%	-10.9%	15.4%	-10.0%	19.6%	33.4%
% Change HD Meals		0.3%	-8.9%	-3.2%	-1.1%	-4.3%	3.7%	-11.8%	33.1%
Congregate Meals	15,190	12,262	7,847	9,200	8,850	8,572	9,215	7,707	1,709
Home Delivered Meals	78,622	78,881	71,858	69,544	68,785	65,834	68,287	60,240	80,156
Total Meals	93,812	91,143	79,705	78,744	77,635	74,406	77,502	67,947	81,865
HD Avg/Meal	1.86	2.07	2.19	2.14	1.93	2.33	2.02	2.74	2.74
% Change		11.1%	5.9%	-2.3%	-9.9%	20.6%	-13.2%	35.6%	0.2%



	2012	2013	2014	2015	2016	2017	2018	2019	2020
C-1 Title III Meals		12,085	7,795	9,166	8,780	8,572	8,243	7,646	1,689
C-2 Title III Meals		59,130	54,704	54,290	52,633	51,419	57,184	51,469	69,837
C-2 Donations	146,344.64	163,194.04	157,391.60	148,812.58	132,656.34	153,124.07	137,881.10	164,928.78	219,989.04
Avg per Meal		2.76	2.88	2.74	2.52	2.98	2.41	3.20	3.15

March 2021 Events

Senior Dining sites offering Grab ‘n Go meals:

- St. John’s Apartments, 815 Chapin St, Eau Claire, Monday through Friday, 11:15 am
- Augusta Senior & Community Center, 616 W Washington St, Augusta, Monday through Friday, 11:30am.
- LE Phillips Senior Center, 1616 Bellinger St, Eau Claire, February 9th and February 23rd, 2021, 5:00pm.
- Fairchild Community Center, 121 Farmer Street, Fairchild, every Wednesday, 12:00pm.

February Dementia Virtual Support ([online webinar and/or conference call](#)):

- Early-Stage Memory Loss Support Group. Wednesday, March 31st, 1:30–2:30pm. Register at www.adrcevents.org or call the ADRC 715-839-4735.
- Middle-Late Stage Alzheimer’s/Dementia Caregiver Support Group. Tuesday, March 9th 1:30–2:45pm. To register contact Paula at paulajwaincott@gmail.com.
- Coffee Group for Men. Wednesdays, March 10th and March 24th 11:00am. To register contact Bob at 414-378-2114 or beevee6610@gmail.com.
- Chippewa Valley Memory Café. 2nd Tuesday. March 9th 10:00-11:30am. Register at www.adrcevents.org or call the ADRC 715-839-4735.
- Ask a Dementia Care Specialist. Monday, March 8th 10:00- 11:30am. Register at www.adrcevents.org or call the ADRC 715-839-4735.
- Brain & Body fitness. Mondays and Wednesdays, January 18th- April 7th, 2021. 10:00am-11:30am. Register at www.adrcevents.org or call the ADRC 715-839-4735.
- Caregiver Book Club- *Creating Moments of Joy*. Thursdays beginning February 4th, 3:30pm-4:30pm. Register at www.adrcevents.org or call the ADRC 715-839-4735.
- Lewy Body Dementia Support Group. Wednesdays, March 10th and 24th, 6:00pm-8:00pm. To register contact Janelle at romatowskij@comcast.net or Amy at 715-379-3148 or amy@modularmarketingsystems.com
- Soul-Care for Caregivers. Tuesday, February 23rd, 2021. 10:30am – 12 noon. To register contact Paula at paulajwaincott@gmail.com
- Stand in the Light Memory Choir Spring Semester. Thursdays January 7th -April 29th, 2021. 9:45am-11:00am. To register call 715-210-4165 or standinthelightchoir@gmail.com

Medicare & You

Virtual meeting via Webex. Friday, March 5th at 1:00pm or Wednesday March 17th at 10:00am Register at www.adrcevents.org or call the ADRC 715-839-4735.

Mind Over Matter: Healthy Bowels, Healthy Bladder

Virtual meeting via Webex. Mondays, March 1st, and March 15th 1:00pm-3:00pm. Register at www.adrcevents.org or call the ADRC 715-839-4735.

Stepping On

Virtual via Webex. Tuesdays, February 2nd -March 16th, 10:00am 12:00 noon. Register at www.adrcevents.org or call the ADRC 715-839-4735.

Eau Claire Caregiver “Virtual” Café

Virtual Meeting via Webex. Tuesdays, March 2nd, and March 16th, 9-10:30am. Register at www.adrcevents.org or call the ADRC, 715-839-4735