

AGENDA

Eau Claire County
Aging & Disability Resource Center Board
Monday, April 17, 2023, at 4:00 pm
721 Oxford Ave
Room 1301/1302
Eau Claire Wi, 54701

Those wishing to make public comments must submit their name and address no later than 30 minutes prior to the meeting to brianna.werner@eauclairecounty.gov. 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@eauclairecounty.gov

Public Access:

1-415-655-0001 US Toll, Access Code: 2594 179 0097

1. Welcome & Call to Order
2. Board Introductions
3. Confirmation of meeting notice
4. Public Comment
5. Review of March 20th ADRC Board Minutes / Discussion – Action Handout #1
6. Board terms ending/recognition
7. Impacts of Public Health Emergency Ending
8. Transportation Updates
9. Social Isolation Project- Coffee Talk
10. Nutrition Updates
11. State Finance Committee meeting
12. 2022 Annual Report- Handout #2
13. ILSG Grant Update <https://www.dhs.wisconsin.gov/arpa/hcbs-ilsp.htm>
14. Advocacy/Advisory committee updates
15. Future agenda items
16. 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, remote access, or other auxiliary aids. Contact the clerk of the committee or Administration for assistance (715-839-5106). For additional information on ADA requests, contact the County ADA Coordinator at 839-6945, (FAX) 839-1669 or 839-4735, 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, March 20, 2023, 4:00 pm
Room 1301/1302

Chair Stella Pagonis called the meeting to order at 4:00 pm.

Roll Call/Members Present: Amanda Babb, Heather Deluka, Stella Pagonis, Jean Doty, Sue Miller, Allen Myren, Audrey Nelson, Sandra Romey, Tami Schraufnagel

Others Present: Terri Stanley, Linda Struck, Betsy Henck, Kelli Weiss, Brianna Werner

Confirmation of meeting notice- yes.

Public Comment- none

Review February 20, 2023, ADRC Board Minutes- Action Handout # 1- One correction Patricia German name spelt wrong, Jean moves to approve- all approve none opposed. Minutes pass with one correction

Creating 1.0 (FTE) Nutrition Program Cook position/Discussion- Action Handout #2- HR approved, F& B approved, goes to CB tomorrow. Discussion about creating cook position. Stella entertains a motion to have an additional program cook for ADRC nutrition, Audrey moves. No further discussion, all in favor of motion- no opposed. Motion passes

2022 Financial Update- Handout # 3 – required item by county code-. Spent more ARPA funding in 2022 than budgeted. Net surplus in ADRC and nutrition was \$56,000 combined. \$75,900 surplus- ADRC- due to MA rate, vacancies, carryover, etc. Nutrition- deficit of \$19,800- ARPA funding split into two contracts, one ending 9/30/22, remaining funds from this contract will be carried over to 2023 for claiming usually around June. \$375,000-\$400,000 in fund balance right now, 56,000 additional for 2022. \$45,000 of 85.21 Trust was used for highway building because rural van program runs out of kitchen, office and van are located there. Listed on capital line under transportation. Highway building additional interest 193,000 was offering for township road repair, 290,000 in ARPA interest. The negative number in transportation represents decrease in trust fund balance. Ridership is still low compared to pre covid, but consistent for the last couple of years. Net decrease of 12,000.

ADRC Citizen Board Discussion-Action Handout #4- Discussion about candidates. Amanda makes a motion to appoint Ron to ADRC board citizen member vacancy, no further discussion. All in favor. Motion passes.

Nutrition Updates- no updates, electrical panels not in, expected to ship 4/3. Unsure of move in date. Month to month lease in Fall Creek as of now through May. Market and Johnson have hired moving assistance from kitchen to kitchen. Ideally would not have to shut meals down for longer than a day. Encourage people to order extra meals if we do need to close. Discussion about congregate dining. The contribution rate will be going up 5/1, \$4.00 per meal contribution suggested currently, \$5.00 will be the new suggested amount, Eau Claire Senior Center congregate meal suggested donation amount will be \$6.00. Current donations are well under \$4.00. Participant can cover about 35%, Older Americans Act does not fully cover all expenses. March for Meals, a national campaign to raise funds and awareness, currently has raised \$3700, typically raises \$4,000.

Personnel Updates- Fully staffed except for proposed cook position that needs to be approved. RS II started today.

ILSG Update- We were awarded the grant and are working with Dunn and Chippewa counties. Will start to recruit staff. Dunn County is the lead agency.

Advocacy/Advisory committee updates- Audrey- last week there was a LTC council meeting. Brain injury alliance conference on 5/8 in the Dells. Jean- Aging Advocacy Day 5/9, UW Eau Claire joint finance meeting on 4/11 from 10-5 representation from ADRC will be there. Disability Advocacy Day 3/23.

Future agenda items- add transportation as regular item, 2022 annual report, rail commission.

Stella adjourned the meeting at 5:31 p.m.

Next meeting date, April 17, 2023 at 4:00pm

Respectfully Submitted,

Brianna Werner

Aging & Disability Resource Center Board

Aging & Disability Resource Center (ADRC)

ADRC Mission- The mission of the ADRC is to help people age 60+ and adults living with physical or intellectual 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.

2022 Highlights-Accomplishments

- 18,432 Information & Assistance contacts were made with individuals regarding ADRC services.
- Successfully followed up on 1,505 Options Counseling referrals for seniors and/or individuals living with a disability.
- Delivered 96,007 meals to our Meals on Wheels (MOW) participants. This is a 59% increase from 2019.
- Maintained a combination of virtual and face to face workshops in the areas of Dementia, Health Promotion, Medicare and ADRC presentations throughout the community.
- Secured additional COVID19 funding to support expansion of Meals on Wheels, Caregiver Programs, and vaccine outreach during the pandemic.
- Created a regional outreach commercial with Barron, Pepin, Buffalo, and Chippewa County.
- Continued success with ADRC Rural Van program, 989 rides given for non-medical appointments.
- 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.
- Benefit Specialist positions assisted in securing \$3,800,004 in benefits for individuals in need. These benefits help stimulate our county's economy and enhance quality of life.
- Construction of new central kitchen/highway facility.
- Issued \$20,000 in Vehicle Repair Grants to seniors and individuals living with a disability.
- Expanded the Connecting Eau Claire Program, which is where volunteers call homebound seniors who are isolated.
- Collaborated with Health Department on Vaccine Outreach efforts including identifying homebound individuals and assisting with vaccine appointments.
- In collaboration with Trinity Equestrian Center, implemented Reminiscing on the Ranch Program for individuals living with dementia and their care partners.
- Implemented Equity/Diversity/Inclusion (EDI) library for ADRC staff use.

2022 Future Opportunities-Challenges

- The populations of those age 60+ continues to increase at a rapid rate as the baby boomers grow older. All communities throughout the United States are experiencing this to some degree and Eau Claire County is no exception. From 2010 to 2020, we had an increase of 26% and from 2020 to 2040, we are projecting to have an additional 18% increase in this population.
- Due to population increase in older adults, service demand for our programs continues to increase significantly, however the funding has remained still. We continue to explore ways to modify how we provide these services to keep up with the rising demand.
- The population boom and the pandemic has put a strain on all resources for seniors and people living with a disability, such as low-income housing, nursing home beds, caregiver support, etc.
- State initiated Options Counseling standards-requirements have increased the workload for both the Options Counselors and management.
- Higher Turnover rate and the constant phase of training new staff along with the recruitment environment is more limited than years past.

Alignment with Strategic Plan

A Healthy, Safe Community- Enhance the health and safety of Eau Claire community members.

- ADRC partners with other departments and agencies to deliberately address community issues and unmet needs. ADRC staff are on numerous coalitions and committees that partner with community agencies (Housing Coalition, Healthwatch Coalition, Dementia Coalition, Hunger Prevention Coalition, to name a few).
- ADRC surveys the community every three years on “unmet needs”. This survey assists us in developing goals for the county’s aging plan.
- Work closely with Department of Human Services to transition individuals from children waiver programs to adult long term care programs.

Quality and Meaningful Relationship- Grow meaningful relationships internally and externally.

- ADRC partners with other departments and agencies to deliberately address community issues and unmet needs. ADRC staff are on numerous coalitions and committees that partner with community agencies (Housing Coalition, Healthwatch Coalition, Dementia Coalition, Hunger Prevention Coalition, United Way, etc).
- 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.
- Teleworking has proven to be an effective and efficient way to conduct much of ADRC business. This enhances employee resilience and work-life balance.

Robust Infrastructure- Define, develop, and maintain essential Eau Claire County infrastructure.

- 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 continued to have outreach offices in Fall Creek at our Central (MOW) Kitchen and in Augusta at the Senior Center.
- Construction of the new highway facility and Meals on Wheels Kitchen is an out of the box collaboration that will allow for multi county service delivery and cost savings to the county.

Vibrant Communities- Provide and promote services and resources that enhance the quality of life and economic prosperity of community members.

- Per the ADRC’s contract with the state, ADRC’s must make their presence and service availability known throughout the service area, so one of our core services is marketing, outreach, and public education.
- In 2022 the ADRC offered 34 Health Promotion Classes and took part in 203 presentations, workshops, support groups and educational outreach efforts.
- ADRC Nutrition program provided over 100,000 nutritious meals to 1388 individuals, allowing individuals to age at home for a longer period. Wellness checks were also provided when delivering meals.

Performance Management

ADRC				
<p>The ADRC offers information and assistance and access to a wide variety of services for people age 60 and older; adults with disabilities and their caregiver; regardless of income. The ADRC provides information on a broad range of programs and services, helps people understand the various long-term care options available to them, helps people apply for programs and benefits, serves as the access point for publicly funded long-term care, provides support for people living with dementia and their care partners and offers evidence based health promotion and prevention classes.</p>				
OUTPUTS	2019	2020	2021	YTD* 2022
Information & assistance contacts	17,005	15,557	17,619	18,432
Unduplicated number of people receiving assistance	5,156	4,555	5,093	5,456
Contacts for assistance ages 60+	13,078	11,826	14,068	14,655
Contacts for assistance ages 18-59	3,927	3,731	3,551	3,777
Options Counseling Referrals	1,651	1,442	1,881	1,505
Youth Transition Referrals	n/a	42	26	30
Disability Benefit Specialist Referrals	400	326	285	398
Elder Benefit Specialist Referrals	784	655	640	618
Medicare Annual Open Enrollment Referrals (October 15 - December 7)	145	194	187	187
Total Family Care Enrollments	210	183	198	290
Total IRIS Enrollments	58	54	44	30
Medical Assistance Applications the ADRC Assisted With	176	186	217	188
Functional Screens Completed	n/a	317	329	388
Memory Screens Completed	96	70	66	98
Total Prevention & Health Promotion Classes Offered	42	28	30	34
Total Number of Participants in Prevention & Health Promotion Classes	819	462	431	513
Adaptive Equipment Loans	441	259	397	260
Total number of volunteers for prevention	12	14	11	12
Hours donated by volunteers for prevention	749	309	372	411
Individuals receiving supportive and/or respite services	29	52	53	50
Staff presentations, workshops, support groups, and education outreach			159	203
Number of people attending presentations, workshops, support groups, and education outreach			1768	4,765
OUTCOMES	2019	2020	2021	YTD* 2022
Options Counselors record reviews will be at or above 85% accuracy			n/a	n/a
Less than 5% of calls coming into the ADRC queue will be abandoned by the caller			3.40%	3.83%
95% of individuals responding to Prevention & Health Promotion post class surveys will indicate the information and education provided met or exceeded their expectations.	99%	99%	98%	100%
*YTD indicates Jan-Dec Results				
Nutrition				
<p>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.</p>				
OUTPUTS	2019	2020	2021	YTD* 2022
Congregate meals served	7,707	1,709	897	5,001
Meals on Wheels delivered	60,240	80,156	89,334	96,007
People served	1,140	1,190	1166	1388
Cases of Liquid Supplements distributed	1,134	871	708	676
Nutrition Risk Screens completed	612	625	528	608
Total average number of volunteers	86	106	160	169
Hours donated by volunteers	12,719	12,248	12,212	11,817
OUTCOMES	2019	2020	2021	YTD* 2022
85% of program participants responding to annual satisfaction surveys will indicate they would recommend meals on wheels to friends and family.	95%	96%	96%	94%
Average food-supply costs per meal will be below \$2.90/meal	\$2.74	\$2.91	\$3.13	\$3.93
*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>2019</u>	<u>2020</u>	<u>2021</u>	<u>YTD* 2022</u>
Total number of Project 1 paratransit rides (normal bus hours)	25,744	9,172	8,203	8,788
Total number of Project 2 paratransit rides (non-bus hours)	2,984	1,257	1,901	1,856
Total number of out of county trips	196	1127	1683	1,194
Total number of trips with ADRC van	898	882	749	989
Total number of rides for people age 60+ (all rides)	7,822	4,631	4,687	4,573
Total number of rides for people with disabilities (all rides)	11,326	6,931	7,086	7,265
OUTCOMES	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>YTD* 2022</u>
90% of users responding to semi annual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.	93%	97%	96%	97%

*YTD indicates Jan-Dec Results