

AGENDA

Eau Claire County
Aging & Disability Resource Center Board
Monday, September 18, 2023, at 4:00 pm
721 Oxford Ave
Room 1301/1302
Eau Claire WI, 54703

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

Join from meeting link:

<https://eauclairecounty.webex.com/eauclairecounty/j.php?MTID=m1f9bdd24d6b272ac4b7a9f1bb9b0b423>

Join from meeting number:

Access Code: 2594 179 0097 Meeting Password: hP8rb5drYr4

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

A majority of the county board may be in attendance at this meeting, however, only members of the committee may take action on an agenda item.

1. Welcome & Call to Order
2. Confirmation of Meeting Notice
3. Board Introductions
4. Public Comment
5. Review of August 21st, 2023, ADRC Board Minutes / Discussion – Action, Handout #1
6. Unwinding Presentation – Kathy Welke, Great Rivers Consortium Administrator, Handout #2
7. Health Promotion Programs Presentation – Deb Brunning, Prevention Program Coordinator, Handout #3
8. Transportation Updates
9. Nutrition Updates
10. Follow Up on 2024 Budget Presentation
11. Compensation/Performance Evaluation Project
12. Advocacy/Unmet Needs
13. Future Agenda Items
14. Adjourn

Prepared by Karen Hauck

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.

AGENDA

Eau Claire County - Aging & Disability Resource Center Board
Monday, August 21, 2023, at 4:00 pm
721 Oxford Ave – Room 1301/1302
Eau Claire WI, 54703

Welcome & Call to Order- Chair, Stella Pagonis called the meeting to order at 4 p.m.

Stella noted that this meeting was not publicly noticed as Joint ADRC Board and Finance and Budget Committee through error. Meeting to continue as planned.

Confirmation of Meeting Notice – confirmed.

Roll Call/Members Present: Amanda Babb, Heather DeLuka, Stella Pagonis, Jean Doty, Allen Myren, Bill Libberton, Tami Schraufnagel, Terri Stanley, Ron Hon, Sandy Romey

Finance Committee Members: Dane Zook, Robin Leary, Jim Dunning

Others present: Linda Struck, Betsy Henck, Lisa Riley, Kelli Weiss, Karen Hauck, Amy Weiss, Samantha Kraegenbrink

Stella noted that Dane, Robin, Jim, were in attendance as part of the Finance and Budget Committee.

Public Comment: The Butterfly House is still open.

Review of July 17th, 2023, ADRC Board Minutes / Discussion – Action Handout #1-Jean Doty motions to approved as presented-all in favor. None opposed. Approved July minutes as presented.

2024 Requested Budget – Discussion – Action Handout #2

Discussion of budget highlights, Linda, and Kelli –

Additional levy request of \$178,241 due to reduction of pandemic covid funding, increase in food, supply and staffing costs which is due to cost-of-living increases and benefit amounts.

Discussion of strategic direction and priority issues and how the ADRC will maximize collaboration with outside agencies. Example given of Chippewa County ADRC, sharing programming. Collaboration with Chippewa and Dunn County on a pilot program and Meals on Wheels partnerships with Chippewa and Trempealeau County. Robin asked if other counties are contributing to the budget when they use services, Linda confirmed that other agencies pay for the services they receive. Robin asked about how donations are coming for Meals on Wheels (MOW). Linda explained that in March there is a statewide push for donations for MOW and the ADRC does receive donations throughout the year.

Discussion of how volunteers are in high demand throughout the community, including Meals on Wheels, and how some of the MOW volunteers are also volunteering with other organizations such as the Community Table.

Dane asked where the projections and data in the Trends and Issues on the Horizon section of the budget comes from, Linda stated that it is provided by state staff.

Linda explained the need for the FTE position change in 2024 to increase a MOW Delivery Driver by .22 FTE, due to increased workload and further driving time from the new kitchen.

Discussion of Contractual Services. Contracted services are detailed on pages 20 and 21.

Discussion of supplies under nutrition, Robin mentioned that people in her district are happy with the quality of meals.

Discussion of why ADRC asked for an increase in the levy instead of using ADRC fund balance. Linda mentioned the unknowns and risks with the food, and transportation that maybe needed in the future.

Stella asked who supplied the estimates of electrical usage since it is a new building, Kelli and Linda responded that it came from County Facilities.

Dane asked about performance management outputs and how the I & A contacts are broken down. Lisa explained that contacts can be served in one or multiple contacts. Youth transitions referrals come from schools or Department Human Services.

Dane explained the budget process moving forward.

Linda mentioned that the organizational chart should reflect four cooks.

Dane confirmed information on Page 9 levy requests of \$405,642, which is an increase of \$178,241 over 2023.

Open House on September 9, and chamber ribbon cutting on September 6th at the MOW Kitchen and County Highway Facility Building.

Jim Dunning asked if there have been requests from other organizations for services. Linda stated that there are some discussions ongoing with surrounding counties to increase the number of meals they receive.

Allen made the motion to approve the budget as presented, all approve. None opposed.

Future Agenda Items - Deb Bruning will present information about prevention programs and Kathy Welke from Great River Consortium to talk about the unwinding of the pandemic benefits. Stella would like to see more data on transportation. Stella adjourned at 4:42 p.m.

Next meeting date of September 18, at 4 p.m. in County Government Center Room 1301.

Respectfully submitted,

Karen Hauck
Aging & Disability Resource Center Board
Prepared by Karen Hauck

Great Rivers Consortium

Unwinding Updates

Caseload Growth

Great Rivers Caseload

June 2019 56,119 Households (45,768 Healthcare)

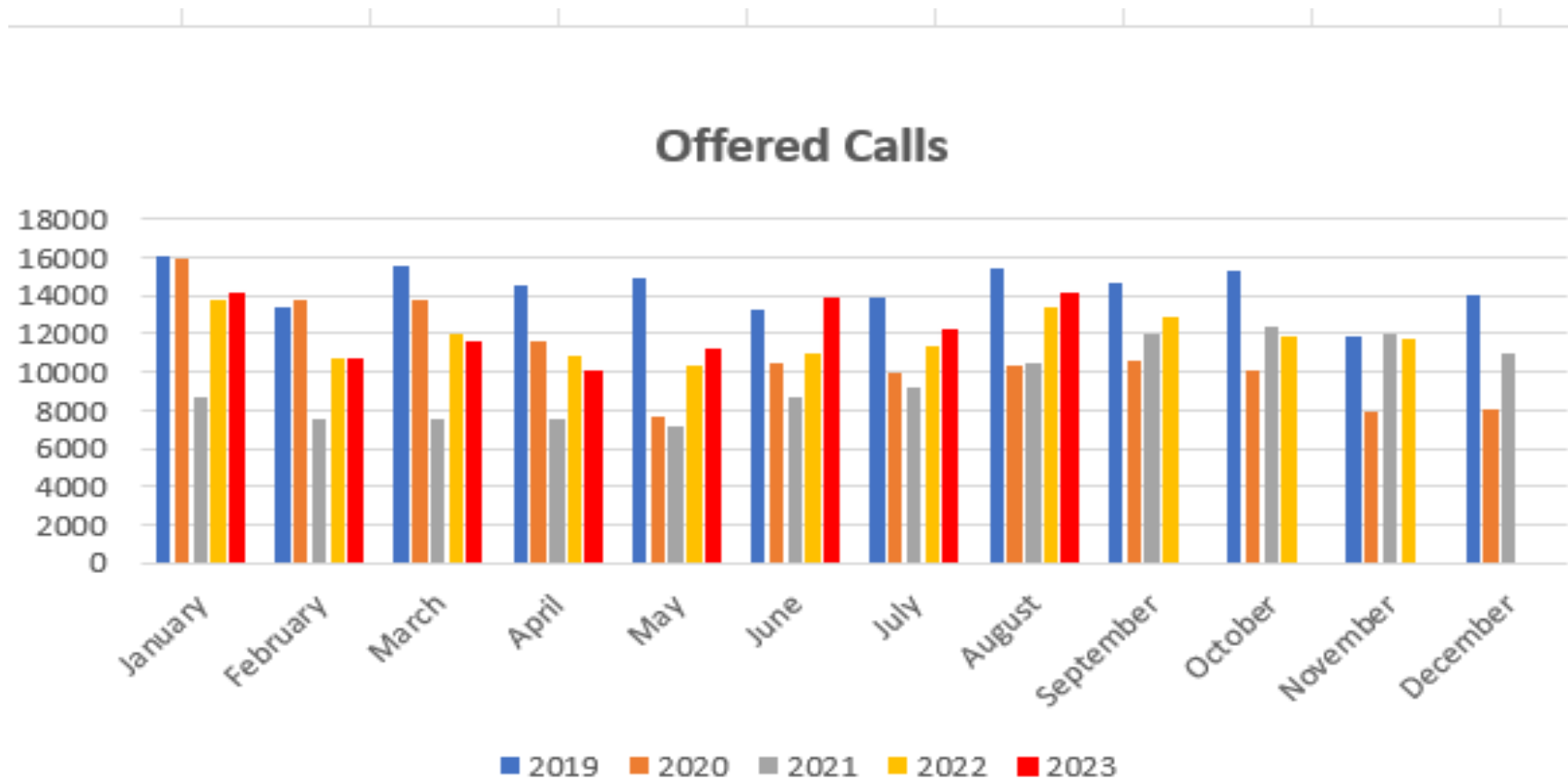
June 2023 73,325 Households (64,558 Healthcare)

Eau Claire County Caseload

June 2019 9,974 Households (9,974 Healthcare)
22,918 Individuals (3,345 Childless Adults)

June 2023 14,248 Households (16,629 Healthcare)
38,230 Individuals (8,080 Childless Adults)

Call Center



Call Center



	Offered Calls
January	14121
February	10635
March	11515
April	9983
May	11111
June	13826
July	12215
August	14126

Workload/Mitigation Strategies

- ▶ **4,000 Healthcare Renewals/month & 60% return rate**
- ▶ **Processing timeframes continue to be within 7 business days**
- ▶ **Average wait time 6 minutes; best days to call TWF and early in the morning**
- ▶ **Staffing: 103 staff including 3 vacancies, 8 in training**

Workload/Mitigation Strategies

- ▶ **FoodShare Interviews Waived**
- ▶ **LTE Pool Staff hired by DHS (60 statewide)**
- ▶ **All consortia are using overtime and DHS pool staff help**
- ▶ **Enhanced Genesys/Call Center messaging**
- ▶ **ACCESS Mobile Application (Texting and Email features)**



Questions



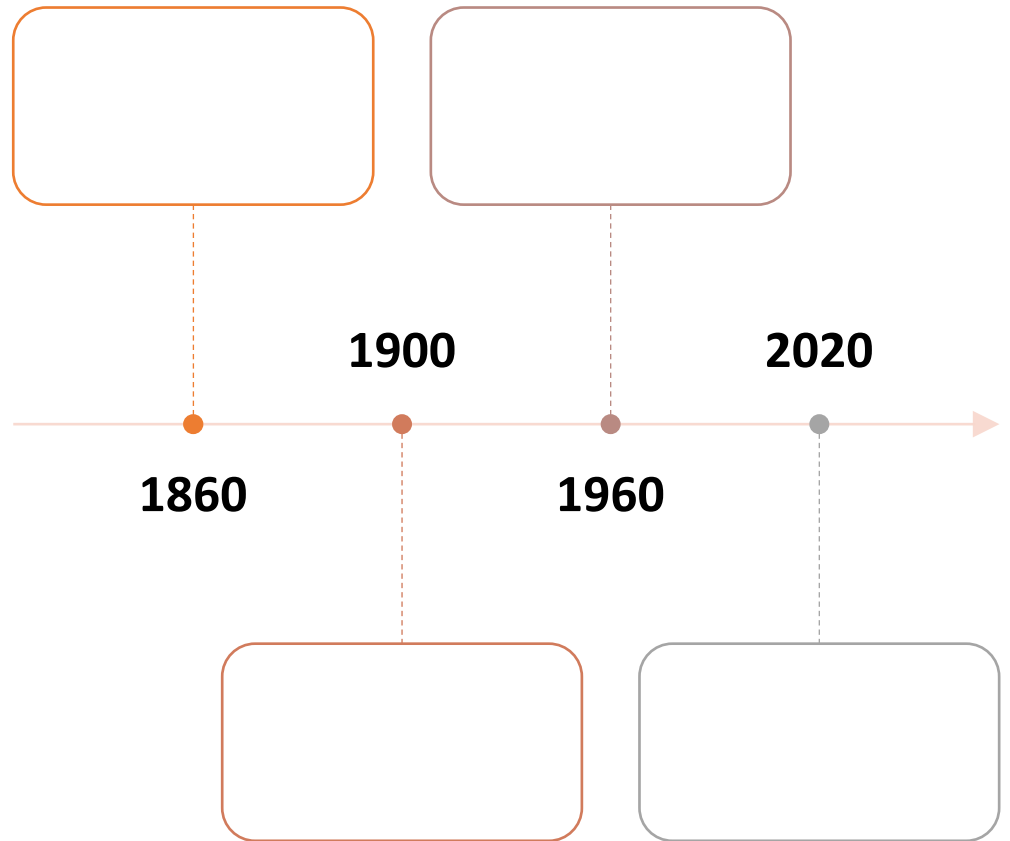
Health Promotion & Prevention Programs



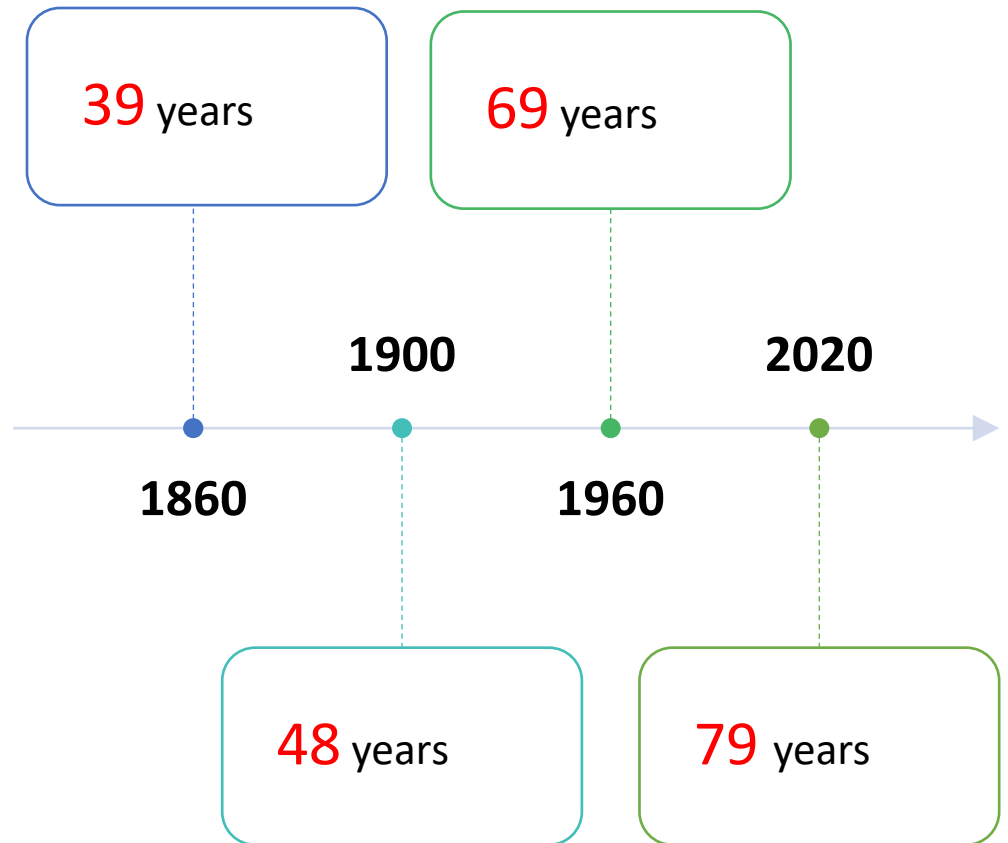
Offered through the Aging & Disability Resource Center of Eau Claire County



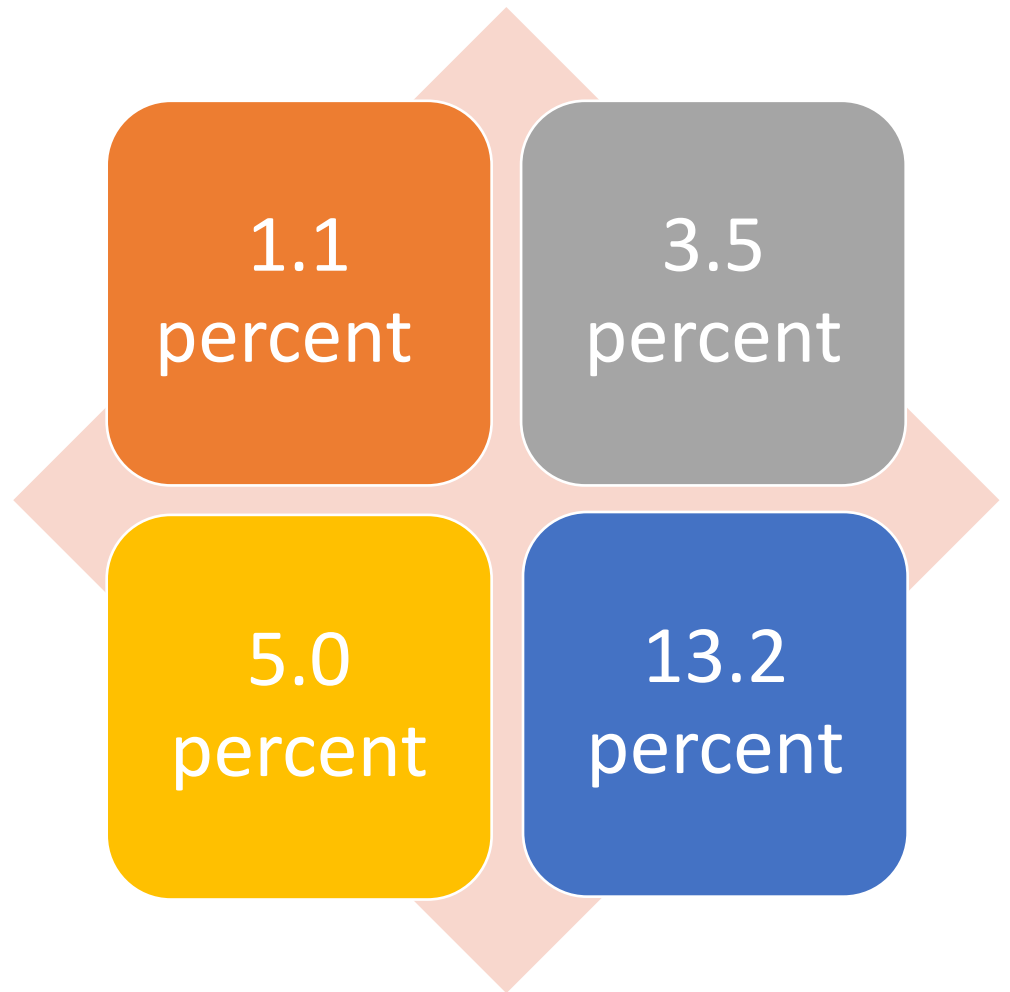
What was
the average
life
expectancy?



What was
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life
expectancy?



What percentage of older adults live in nursing homes?



What
percentage
of older
adults live in
nursing
homes?

- Only about **5%** of older Americans live in nursing homes at any given time.
- However, the percentage increases with age, ranging from 1.1% for persons 65-74 years to 3.5% for persons 75-84 year and 13.2% for persons 85+.

What are Evidence-Based Health Promotion (or prevention) programs?

Means: *Researched and Proven*

- Proven to **Improve** health and well-being, or **Reduce** disease, disability and/or injury
- Based on research – gold standard of randomized control trials
- Documented health benefits: They work!
- Packaged programs: Must implement with fidelity

Health Promotion: prevents injury and improves or relieves symptoms of disease

Making lasting behavior change

What doesn't work?



Guilt, fear and regret

Long lasting change is most likely to happen when it's **self-motivated** and rooted in **positive thinking**.

Change is a process not an event.



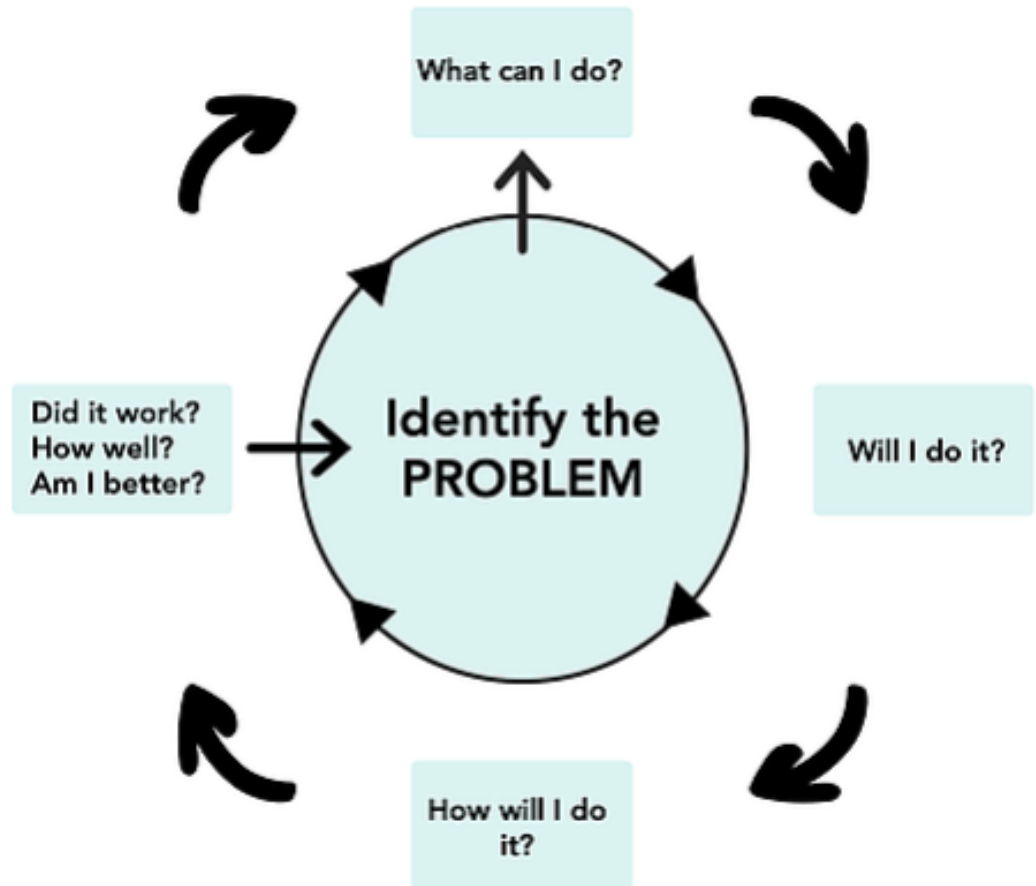
Specific goal:

“I will walk 20 minutes a day,” rather than “I will get more exercise.”

Transtheoretical Model



Self-Efficacy Framework



Healthy Living

Evidence-based workshops are offered by the Aging & Disability Resource Center of Eau Claire County.

 <p>Building confidence, reducing falls</p> <p>Learn strength and balance exercises, how medications, vision changes, footwear and home modifications affect your risk for falling. Interactive workshop with guest presenters: physical therapist, vision specialist, community safety expert, and pharmacist.</p> <p>Meets 2 hours weekly for 7-weeks</p>	 <p>StrongBodies Lifting Women & Men to Better Health</p> <p>Strength and balance training program designed for older adults. Each class includes warm-up, progressive weight training, balance and flexibility exercises. Minimal equipment needed: sets of dumbbells, ankle weight and floor mat.</p> <p>Meets twice weekly 10-week sessions</p>	 <p>Healthy Living with Chronic Pain</p> <p>Topics include mind-body connection, quality sleep, fatigue management, relaxation and breathing, stress and depression management Moving Easy Program, healthy eating, decision-making, problem-solving, medication usage, evaluating treatments, and more!</p> <p>Meets 2½ hours weekly</p>	 <p>Healthy Living with Diabetes</p> <p>You will learn about healthy eating, food label reading and meal planning, monitoring blood sugar, problem solving, fitness for exercise and fun, communication strategies and more!</p> <p><i>Plus class with a certified diabetes educator</i></p> <p>Meets 2½ hours weekly for 6-weeks</p>	 <p>Healthy Bowels, Healthy Bladder</p> <p>Provides information and group activities along with simple exercises and dietary changes to practice at home.</p> <p>In this workshop you will learn information about bladder and bowel control, at-home techniques and exercises to help prevent or improve symptoms, and tools to help you set goals and mark your progress.</p> <p>Meets 2 hours every-other week for three sessions</p>
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Call for dates, times and locations. Advance registration is required at least one week prior to start. Class sizes are limited to 8 - 18 participants per workshop. Register online at adrcvents.org or call 715-839-4735, 1-888-338-4636, tty: Relay (711), adrc@co.eau-claire.wi.us.

Healthy Living

Evidence-based workshops are offered by the Aging & Disability Resource Center of Eau Claire County.

 <p>Stand Up AND Move More</p> <p>A sedentary behavior reduction program</p> <p>Reducing sitting time and standing up more is associated with better health and function in older adults. Learn strategies to reduce your sitting time. Small group activities focus on optimism, positive talk, goal setting, progress assessment and problem-solving.</p> <p>Meets 1½ hours weekly for 4-weeks + refresher</p>	 <p>Walk With Ease</p> <p>Walk With Ease</p> <p>Walking program designed to help people living with arthritis better manage their pain, but it's also ideal for people without arthritis who want to make walking a regular habit. Provides information, group support and tools needed to set and reach goals.</p> <p>Meets one hour three times weekly for 6-weeks</p>	 <p>Powerful Tools FOR Caregivers</p> <p>Balance your life Take care of yourself</p> <p>Learn to reduce stress, improve self-confidence, better communicate feelings, increase ability to make tough decisions, and locate helpful resources.</p> <p>Meets 2½ hours weekly for 6-weeks</p>
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Consequences of Falls

- 40% of nursing home admissions had a fall in the prior 30 days
- WI Hospital and ED visits = \$800M each year
- 75% of costs are covered by Medicare & Medicaid
- Cost of doctor visits, time off work, caregivers, etc., in addition to ED costs
- Emotional toll
- Fear of falling → reduced activity and isolation, causing and increased risk for falls

The falls epidemic

- **1 in 4** people aged 65+ falls every year
- Fall-related injuries are the **leading cause of death** in Wisconsin for older persons
- A majority of falls occur at home
- Falls are **not a normal part of aging**; they are **preventable**
- Reduces the risk of falling by 31%

SteppingOn © Clemson, Swann & Mahoney, 2022 is CDC-Endorsed

Addresses multiple factors associated with falls risk

- Strength and Balance Exercises
- Vision
- Medication Review
- Home Modification
- Footwear

SteppingOn © Clemson, Swann & Mahoney, 2022 Topics:

- Building trust, risk appraisal
- Strength and balance exercises, homework
- Home hazards and safety modifications
- Vision and falls
- Medication management
- Bone Health
- Sleep medication alternatives
- Safe footwear
- Community safety

Small group of 10 - 14. Meets once weekly for 7 weeks. Utilizes guest presenters



StrongBodies™

Why it's needed

- Osteoporosis is a pediatric condition with geriatric consequences
- In our mid-forties we lose $\frac{1}{4}$ - $\frac{1}{3}$ lb. of muscle a year and gain that much (or more) in fat!
- Arthritis affects more than 20 million Americans



StrongBodies

- Strength training improves/increases

- Muscle mass

- Strength & balance

- Bone density

- Arthritis symptoms

- Metabolic rate

- Glucose control & lipid profile

- Increases your level of energy

- Socially, allows you to enjoy others' company and build a new circle of friends



StrongBodies

Strength & balance training program. Classes meet twice weekly for 10-weeks:

- 5-minute warm-up
- 12 strength training exercises
- 5-minute cool-down
- Nutrition education





Walk With Ease

Why it's needed:

- Arthritis is most common condition of older adults.
- 1 in 4 adults affected. But more than half of 65+
- Even more common in those who are overweight or obese.
- 1% of people with arthritis have limitations in daily activities.
- Co-morbidities: 50% also have diabetes; 57% also have heart disease; 45% also have high blood pressure



Walk With Ease

Shown to:

- Reduce pain and discomfort of arthritis
- Increase balance, strength and walking pace
- Build your confidence to be physically active
- Improve overall health by making walking a regular everyday habit



What You Learn:

- Basics about arthritis and relationship between arthritis, exercise and pain
- How to exercise safely and comfortably
- Ways to make walking fun
- How to make a personal walking plan with realistic goals for improved fitness
- Tips and strategies to make exercise stick

Small group of 6 - 14. Meets for one hour, three times weekly for 6 weeks.

Consequences of Chronic Conditions

- Responsible for over 2/3 U.S. deaths annually
- Accounts for over 80% of \$2 trillion health care costs
- Medicaid and Medicare largest payors
- Responsible for significant and **preventable** hospitalizations, ED visits, doc visits
- Result in work absenteeism, loss of productivity
- Emotional and physical toll on individuals and families



Researched and proven.

Study results show that participants:

- Improved their healthful behaviors
- Improved their health status
- Decreased days in hospital
- Decreased ED visits



Healthy Living with Diabetes:

1. What is diabetes?, Monitoring, Guidelines for Healthy Eating, Action Plans (happens every session)
2. Problem Solving, Menu Planning, Dealing with Stress
3. Preventing Low Blood Sugar, Focusing on Fat, Preventing Complications, Making Decisions, Physical Activity/Exercise
4. Dealing with Difficult Emotions, Food Choices
5. Depression, Positive thinking, Relaxation Techniques, Communication, Endurance Activities
6. Strategies for Sick Days, Foot Care, Medication Usage, Working with the Health Care System

Small group of 8 -15. Meets 2 ½ hours once weekly for 6 weeks.



Healthy Living with Chronic Pain

Why it's needed

- Chronic pain affects more Americans than diabetes, heart disease and cancer combined
- 4 in 10 Americans say pain interferes with their mood, activities, sleep, ability to do work or enjoyment of life
- Pain is a component of many long-term health issues
- Many struggle to find ways to manage their chronic pain



Healthy Living with Chronic Pain Weekly Contents:

1. What is pain?, Mind-Body Connection, Quality Sleep, Action Plans (happens every session)
2. Dealing with Difficult Emotions, Intro to Physical Activity (*Moving Easy Program*), Better Breathing, Fatigue Management
3. Pacing, Evaluation Treatments, Decision Making
4. Healthy Eating, Communication Skills, Problem Solving
5. Medication Usage, Depression, Positive thinking, Stress and Relaxation Techniques
6. Working with the Health Care System, Communicating about Pain, Weight Management, Planning for the future

Small group of 8 -15. Meets 2 ½ hours once weekly for 6 weeks.



Mind Over Matter

Why it's needed

- By the time women reach menopause, over half of older women experience urine or bowel leakage, also called incontinence.
- The consequences of having incontinence increases the risk of:
 - Falling
 - Social isolation
 - Depression
 - Hospitalization
 - Caregiver burnout
 - Admittance to a nursing home



Can Incontinence Improve?

- Yes!
- How?
 - Low impact exercises
 - Making changes to how we eat or drink
- Most women do not know about these solutions
 - Why?
 - They don't talk about their symptoms with a doctor.

Mind Over Matter; Healthy Bowels, Healthy Bladder is a program that aims to bring these solutions to women in their communities.



Topics Covered:

- The pelvic floor: How our bladder, bowels and pelvic floor muscles work together
- Building confidence to set and achieve reasonable goals
- How to do low-impact pelvic floor muscle exercises (Kegels)
- How to adjust fluid intake and fiber intake to improve bladder and bowel function
- Helping one another solve problems and cope with setbacks
- Learning about other solutions if symptoms are not cured through workshop
- Asking for more & navigating uncomfortable discussions with healthcare providers

Small group of 8 -12 women. Meets 2 hours every-other week for one month.

Med Wise Rx

Why it's needed

- Medication management can be challenging, especially when people have many conditions and medications.
- Medication errors by older adults can result in **unwanted effects** from medicines, and worse, falls, hospitalizations and even death.
- Poor communication and medication coordination problems with multiple people prescribing a person's medications can increase these errors even more.
- The pharmacist is important to help people manage their medications and address their medication-related questions and concerns. Yet, patients and caregivers often are unsure **what questions to ask** their pharmacist or how to ask them.



Med Wise Rx

- First skills-based educational program designed to improve older adults' communication with pharmacists and other providers leading to safer medication management.
- Consists of two 1.5-hour classes, separated by one week for home practice.

Who is eligible?

- Older adults (at least 65 years old),
- Taking 4 or more multiple medicines regularly (this includes nonprescription drugs),
- Able to navigate and join two Webex meeting (at ADRC, library, or home),
- Able to participate in phone interviews and provide feedback











To register or learn more about a workshop



Visit www.adrcevents.org or call 715-839-4735,
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