

## AGENDA

Eau Claire County

Aging & Disability Resource Center Board

Monday, February 19, 2024, Eau Claire County Government Center Room 1301/1302

4 P.M.

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](mailto: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](mailto: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: 25941790097##

*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. Roll Call
4. Public Comment
5. Review of January 8, 2024, ADRC Board Minutes / Discussion – Action, Handout #1
6. Nutrition Updates
7. Transportation Updates
  - a. Contract Increase with City/Abby Vans – Handout #2
8. Resource Center Update
  - a. 2023 Annual Report – Handout #3
  - b. 2025-2027 Aging Plan – Handout #4
  - c. Volunteer Appreciation Day – April 18, 2024
  - d. Closure of HSHS and Prevea / Discussion
9. Advocacy/Unmet Needs
10. Future Agenda Items
11. 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 839-7335, (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.

**Minutes**

Eau Claire County

Aging & Disability Resource Center Board

Monday, January 8, 2024, Eau Claire County Government Center Room 1301/1302

4 P.M.

Welcome & Call to Order by Stella Pagnois at 4:01 p.m.

Confirmation of Meeting Notice

Confirmed

Roll Call/Members Present:

Bill Libberton, Allen Myren, Amanda Babb, Sandra Romey, Heather Deluka, Jean Doty, Sue Miller, Ron Hon, Stella Pagnois, Terri Stanley via WebEx.

Others Present:

Linda Struck, Betsy Henck, Karen Hauck

Public Comment

None received.

Review of December 11, 2023, ADRC Board Minutes / Discussion – Action, Handout #1 – Amanda Babb motioned to approve minutes as presented. All in favor, none opposed.

Nutrition Updates:

Kitchen Coordinator position has been posted internally. The Request for Proposal for Meals on Wheels food vendor has been completed and the contract has been awarded to Sysco, the current provider. Mom's Meals has been contracted to serve a couple who are in need of MOW though they live in a very rural part of the county that would not be able to be served without a significant increase in miles and time on a MOW route.

The additional lunch at LE Phillips Senior Center will start on January 19<sup>th</sup>, and a special Filipino meal will be served on February 6<sup>th</sup> in the evening, this will be in addition to the other evening meals.

March for Meals will be kicking off in the next couple of weeks.

Discussion of volunteer drivers and their roles.

Transportation Updates:

Transit Equity Day is on February 5<sup>th</sup> and Abby Vans and Eau Claire City Buses will have a flower in each vehicle that day. The 85.21 Transportation Grant has been submitted and Betsy is expecting an approval letter soon for the grants for 2024 including the Vehicle Modification and the Vehicle Repair grants.

Discussion of the 85.21 Trust Fund Community Grant. A few ADRC Board members will be needed to review and approve the grant applications; Bill, Ron and Allen said they might be able to serve in that role.

The Request for Proposal for the Paratransit Program has been completed. Abby Vans was the only company to submit a proposal and has been awarded the contract. Starting January 1, 2024, the co-pays were re-instated. Discussion of co-pays and Abby Vans service. Cost of rides are doubling. ADRC will put together recommendations on copay increases, reduced services or a combination of both at the next board meeting.

Stella requested data of the ridership for the paratransit program.

Resource Center Update:

Independent Living Support Pilot (ILSP) Updates: Discussion on the status of the Independent Living Support Pilot program, that is a joint program between Eau Claire, Chippewa, and Dunn County. Additional staff will be hired by Dunn County to help speed up the process for those who have applied for the ILSP program. There are 430 slots available in the ILSP program. Currently there are 293 on the referral list and 103 were from Eau Claire. There are some individuals enrolled but hardly any receiving services yet.

Ron asked for more information on how this program has been administered, Linda will send an email to the board with additional information.

Annual ADRC Board Confidentially Training/Signoff – Linda reminded that board members will be receiving the information and ask that board members read, sign, and send back. This will be done after the board elections so that new members are included.

Linda stated that due to the new ADRC funding methodology, Eau Claire County ADRC will get an increase of approximately \$30,000 in grant funding in 2024. Stella asked if this increase needed to go through the finance committee. Linda didn't think so but will research.

Advocacy/Unmet Needs: None

Future Agenda Items: Review transportation ridership data. Review the ILSP progress.

Stella adjourned the meeting at 5:13 p.m.

Next meeting, Monday, February 19, 2024, at 4 p.m. at the Eau Claire County Government Center 1301/1302

Respectfully submitted,

Karen Hauck, Clerk  
Aging & Disability Resource Center Board

**Paratransit Data**

	<b>2023</b>
Project 1 City Rides	25,894
Project 1 County Rides	9,784
Total	<u>35,678</u>

Project 2 Rides (county) 2,005

Out of County Trips (county) 1,060

	<b>2023</b>	<b>Cost</b>
No Shows (Proj 1&2 Cty)	869	\$ 10,428
No Shows (Proj 1 City)	?	?

	<b>2023</b>	<b>2024</b>
85.21 Grant	279,544	273,477
20% Levy Match	55,909	54,695
	<u>335,453</u>	<u>328,172</u>

	<b>2023</b>	<b>2024</b>	<b>% Inc</b>
Proj 1 Rate/Ride	\$ 22.20	\$ 40.80	84%
Proj 2 Rate/Ride	\$ 25.80	\$ 40.80	58%
OOC Rate/Mile	\$ 1.75	\$ 2.70	54%

	<b>2023</b>
Proj 1 CoPay	\$ 3.50
Proj 2 & OCC CoPay	\$ 3.00
OCC mileage rate	\$ 0.55

## **Aging & Disability Resource Center (ADRC)**

**ADRC Mission-** To advocate for individuals age 60+ and adults living with disabilities, and assist them in securing needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life.

### **2023 Highlights-Accomplishments**

- 19,051 Information & Assistance contacts were made with individuals regarding ADRC services.
- Successfully followed up on 1,511 Options Counseling referrals for seniors and/or individuals living with a disability.
- Delivered 99,677 meals to our Meals on Wheels (MOW) participants.
- Maintained a combination of virtual and face to face workshops in the areas of Dementia, Health Promotion, Medicare and ADRC presentations throughout the community.
- Continued success with ADRC Rural Van program, 982 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 \$3,020,207 in benefits for individuals in need. These benefits help stimulate our county's economy and enhance quality of life.
- Moved into the new Meals on Wheels Kitchen (MOW)/Highway Facility with limited interruption to service.
- Provided EDI and Change Management Training for all staff.
- Facilitated respite for a record number of caregivers due to increased ARPA Funds.
- Hosted a Final Affairs event for the community.
- Expanded collaboration with surrounding counties to provide MOW for Trempealeau.
- Using Paratransit Trust Funds provided the following.
  - \$30,000 in vehicle repair grants
  - \$20,000 in vehicle modification grants
  - 4 Tri-Shaw bikes for local organizations
  - All-Terrain wheelchair for Beaver Creek Reserve
- The Brain and Body Group Fitness Program was represented at the International Alzheimer's Conference in Amsterdam in July of 2023. Brain and Body Group Fitness was also represented at the International Nursing Conference in Edinburgh, Scotland in 2022. This program has provided an opportunity for people living with dementia and their caregivers to have social connections, to get out and active in the community, and to remain at home.

### **2023 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 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.

- 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 the 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.
- The ADRC’s central MOW kitchen provided 27,854 meals for Chippewa and Trempealeau Counties.
- 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 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.

- One of our core services within our ADRC contract is marketing, outreach, and public education so we make our presence and service availability throughout our service area.
- In 2023 the ADRC offered 33 Health Promotion Classes and took part in 213 presentations, workshops, support groups and educational outreach efforts.
- ADRC Nutrition program provided over 100,000 nutritious meals to 1440 individuals, allowing individuals to age at home for a longer period. Wellness checks were also provided when delivering meals.

## ADRC

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.

OUTPUTS	2020	2021	2022	YTD* 2023
Information & assistance contacts	15,557	17,619	18,432	19,051
Unduplicated number of people receiving assistance	4,555	5,093	5,456	5,693
Contacts for assistance ages 60+	11,826	14,068	14,655	14,831
Contacts for assistance ages 18-59	3,731	3,551	3,777	4,220
Options Counseling Referrals	1,442	1,881	1,505	1,511
Youth Transition Referrals	42	26	30	47
Disability Benefit Specialist Referrals	326	285	398	374
Elder Benefit Specialist Referrals	655	640	618	550
Medicare Annual Open Enrollment Referrals (October 15 - December 7)	194	187	187	215
Total Family Care Enrollments	183	198	290	249
Total IRIS Enrollments	54	44	30	56
Medical Assistance Applications the ADRC Assisted With	186	217	188	189
Functional Screens Completed	317	329	388	408
Memory Screens Completed	70	66	98	132
Total Prevention & Health Promotion Classes Offered	28	30	34	33
Total Number of Participants in Prevention & Health Promotion Classes	462	431	513	531
Adaptive Equipment Loans	259	397	260	357
Total number of volunteers for prevention	14	11	12	14
Hours donated by volunteers for prevention	309	372	411	516
Individuals receiving supportive and/or respite services	52	53	50	62
Staff presentations, workshops, support groups, and education outreach		159	203	213
Number of people attending presentations, workshops, support groups, and education outreach		1768	4765	3,608
OUTCOMES	2020	2021	2022	YTD* 2023
Less than 5% of calls coming into the ADRC queue will be abandoned by the caller		3.40%	3.83%	5.00%
95% of individuals responding to Prevention & Health Promotion post class surveys will indicate the information and education provided met or exceeded their expectations.	99%	98%	100%	100%

\*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	2020	2021	2022	YTD* 2023
Congregate meals served	1,709	897	5,001	7,770
Meals on Wheels delivered	80,156	89,334	96,007	99,677
Contracted Meals	23,655	24,866	22,158	27,854
People served	1,190	1,166	1,388	1,440
Cases of Liquid Supplements distributed	871	708	676	840
Nutrition Risk Screens completed	625	528	608	662
Total average number of volunteers	106	160	169	172
Hours donated by volunteers	12,248	12,212	11,817	11,440
OUTCOMES	2020	2021	2022	YTD* 2023
Average food-supply costs per meal will be below \$4.00/meal	\$2.91	\$3.13	\$3.93	\$4.18

\*YTD indicates Jan-Dec Results

## Transportation

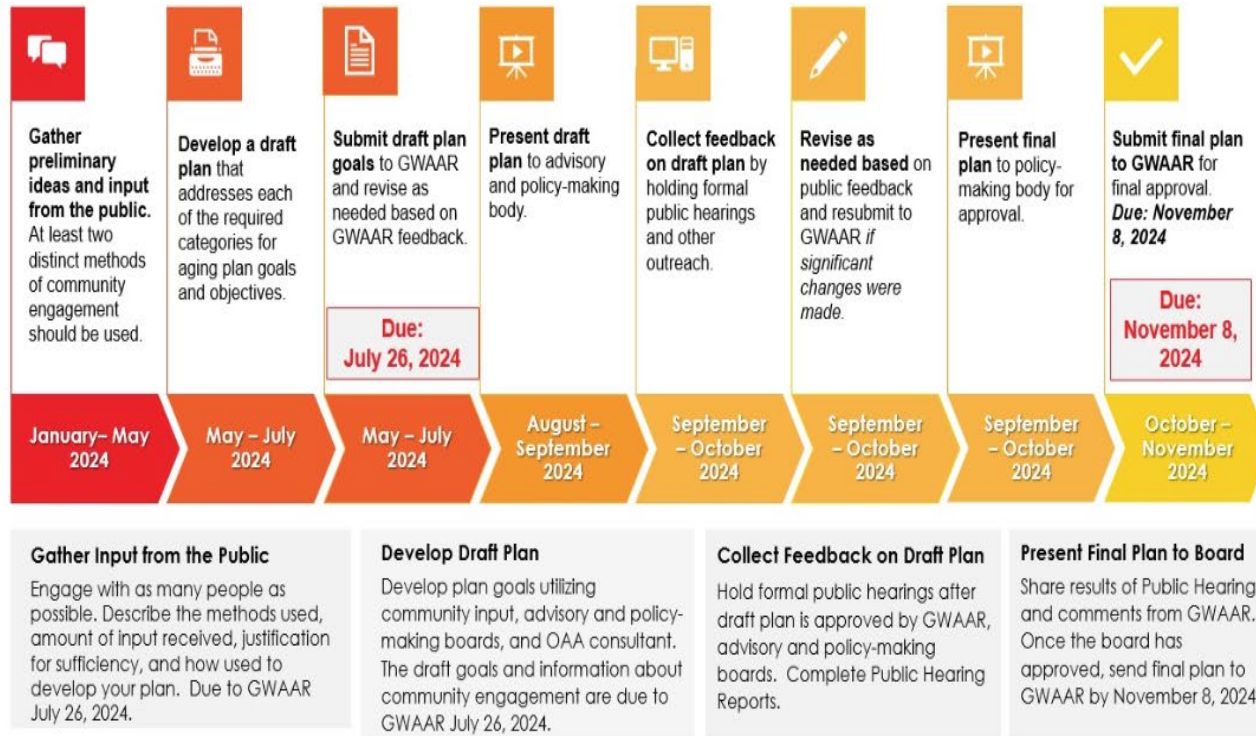
The county partners with the City of Eau Claire to provide transportation for people age 60+ and adults with disabilities who do not have access to transportation. Rides are provided for medical, nutritional, social, and employment purposes. The program is funded with a WI Department of Transportation grant and levy match.

OUTPUTS	2020	2021	2022	YTD* 2023
Total number of Project 1 paratransit rides (normal bus hours)	9,172	8,203	8,788	9,784
Total number of Project 2 paratransit rides (non-bus hours)	1,257	1,901	1,856	2,005
Total number of out of county trips	1,127	1683	1194	1,060
Total number of trips with ADRC van	882	749	989	982
Total number of rides for people age 60+ (all rides)	4,631	4,687	4,573	5,373
Total number of rides for people with disabilities (all rides)	6,931	7,086	7,265	7,476
OUTCOMES	2020	2021	2022	YTD* 2023
90% of users responding to semi annual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.	97%	96%	97%	97%

\*YTD indicates Jan-Dec Results



## Aging Plan Timeline - 2025-2027



<https://awaar.org>