

County of Eau Claire
Eau Claire WI 54703
NOTICE OF PUBLIC HEARING/AGENDA

In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing:

The **Aging & Disability Resource Center Board** will meet on Wednesday, October 21, 2015 following the Wisconsin Department of Transportation 2016 85.21 Specialized Transportation Grant Public Hearing beginning at 12:30 pm at Augusta Senior & Community Center, 616 W. Washington Street, Augusta WI 54722. Items of business to be discussed or acted upon at this meeting are shown on the agenda listed below.

1. Call to order
2. Confirm agenda
3. Introduction
4. Public comment
5. Review September 16, 2015 ADRC Board Minutes / Discussion–Action Handout #1
6. 2016-2016 Eau Claire County Plan on Aging-Final / Discussion - Action Handout #2
7. Transportation survey results Handout #3
8. Memo from St. Croix County Handout #4
9. Director Report
 - a. Family Care 2.0
 - b. Regionalization meetings
 - c. 2016 budget
10. November meeting
November 18, 2015, following public hearing at 4:00 pm, LE Phillips Senior Center
11. 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 839-4710, (FAX) 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
Wednesday, September 16, 2015, 4:00 pm
Rooms 1301/1302 Courthouse, Eau Claire WI 54703

Members Present Thomas Christopherson, Lauri Malnory, Katherine Schneider, Jason Endres,
Gordon Steinhauer, Cheryl Stahl, Sue Miller, Stephannie Regenauer

Others Present Emily Gilbertson, Marlene Rud, Jennifer Owen, Kaylynn Stahlbusch,
Becky Hinzmann

Chair Miller called the meeting to order at 4 pm.

Confirm agenda – yes.

Introduction of ADRC Board and staff.

Public Comment – Katherine Schneider complimented ADRC staff on coordination of Celebrating Progress. Lauri Malnory will email board updates on Disability Rights WI. Sue Miller would like updates on the Social Security asset limits resolution added to October ADRC Board agenda.

Minutes of August 5, 2015 ADRC Board – Katherine Schneider moved approval. Motion carried.

Strategic Plan – Jennifer Owen discussed final document. ADRC staff who worked on the plan discussed priority areas. ADRC Board reviewed and discussed suggested changes to priority Integrate Technology into ADRC Services: Goal #1 replace currently with current, replace seniors and caregivers with ADRC consumers; Goal #2 after create add or find a. Katherine Schneider moved approval of plan with suggested changes. Motion carried.

85.21 Agency Fare update – Becky Hinzmann. Eau Claire County is one of a few Wisconsin ADRCs who does not have a transportation agency fare implemented. ADRC staff met with Eau Claire City Transit and discussed a \$9.00 agency fare per one way trip (includes \$3.00 co-pay). ADRC staff sent agencies authorizing transportation an agency fare informational letter to and invitation to a scheduled meeting to discuss an agency fare. Katherine Schneider requested updates on agency fare and consumer responses at a future ADRC Board meeting.

Long Term Care Advisory - Lauri Malnory. Discussed meeting updates.

Director updates – Jennifer Owen. Area ADRCs are meeting to discuss regionalization. In order to provide input, area ADRCs are requesting 3 ADRC Board members attend the regional meetings. The ADRC Board discussed proposal and supported Jennifer attending regional informational meetings as an observer. 2016 Proposed contract changes – Jennifer briefly discussed proposed changes. Staffing updates – 2nd round interviews will be held for vacant ADRC Options Counselor position. Family Care 2.0 Public Hearings – Jennifer discussed handout.

The October 21, 2015 ADRC Board meeting will be held at the Augusta Senior & Community Center and will include the 85.21 application public hearing prior to meeting at 12:30 pm, with board meeting

to follow immediately. Details of the November 18, 2015 ADRC Board meeting with public hearing, will be discussed at the October meeting.

Meeting adjourned at 5:16 pm.

Respectfully Submitted,

Marlene Rud, Clerk
Aging & Disability Resource Center Board

Chairperson

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:
 Report for:
 Title III-B Budget Amount:

Eau Claire
 Budget
 \$ 78,555

Section 6-B Title III-B Supportive Services

Expenditure Category	Title III-B Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration		4,462							4,462
2. Personal Care	1,834						75		1,909
3. Homemaker	1,833								1,833
4. Chore	1,833								1,833
5. Home Del Meals									-
6. Adult Day Care									-
7. Case Management									-
8. Congregate Meals									-
9. Nutrition Counsel.									-
10. Assisted Transpo.									-
11. Transportation									-
12. Legal/Ben. Assist.	34,175	4,462	6,185						44,822
13. Nutrition Education									-
14. Info. & Assistance	12,980	4,462					150		17,572
15. Outreach	12,980						75		13,035
16. Public Information	12,980						100		13,060
17. Counsel. & Training									-
18. Temporary Respite									-
20. Advoc./Lead.Devel.									-
21. Other									-
23. Health Promotion									-
24. Self-Directed Care									-
Total	78,555	13,386	6,185	-	-	-	400	-	98,526

Check (X) the corresponding box if the following services are being provided by other Title III funding or another agency/organization within the county in which you are not providing any Title III funding towards.

<input type="checkbox"/>	Access to Services	<input type="checkbox"/>	In Home Services
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Remaining Budget Balance \$ -
 Percent of Access to Services 33% **Ok - You provide at least 6% of your allocation to Services Associated with Access to Services.**
 Percent of Legal/Ben. Assist. 44% **You have received a waiver for this requirement.**
 Percent of In-Home Services 7% **Ok - You provide at least 7% of your allocation to In-Home Services.**
 Total Non-Federal Match \$ 19,571 **Ok - Minimum Match Met**
 Match Amount Needed \$ 8,729.00

C-1 To III B:
 Lines 10, 11, 14, 15, 16 & 21 2,391

C-2 To III B:
 Lines 10, 11, 14, 15, 16 & 21 5,299

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

Title III-C1 Budget Amount:

\$ 149,430

Section 6-C1 Title III-C1 Congregate Meals

Expenditure Category	Title III-C1 Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration									
2. Personal Care									
3. Homemaker									
4. Chore									
5. Home Del Meals	29,886								29,886
6. Adult Day Care									
7. Case Management									
8. Congregate Meals	107,590		21,918	-		759	28,000		158,267
9. Nutrition Counsel.	2,360								2,360
10. Assisted Transpo.									-
11. Transportation									-
12. Legal/Ben. Assist									-
13. Nutrition Education	7,173								7,173
14. Info. & Assistance									-
15. Outreach									-
16. Public Information	2,391								2,391
17. Counsel. & Training									-
18. Temporary Respite									-
20. Advoc./Lead.Devel.									-
21. Other									-
23. Health Promotion									-
24. Self-Directed Care									-
Total	149,430	-	21,918	-	-	759	28,000	-	200,107

Remaining Budget Balance \$ -

Percentage of HDM 20% Ok - You provide no more than 20% of your allocation to Home Delivered Meals.

Total Non-Federal Match \$ 21,918 Ok - Minimum Match Met

Match Amount Needed \$ 18,604

C-1 To III B:

Lines 10, 11, 14, 15, 16 & 21	2,391	Additional Transfer Request Above 20%	\$0
C-1 to C-2:			
Line 5	29,886		
C-2 to C-1:			
Line 8	-		

Agencies may request additional transfers above 20% to Home Delivered Meals; all additional requests will be considered within the statewide limits under the Older Americans Act.

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:
 Report for:
 Title III-C2 Budget Amount:

Eau Claire
 Budget
 \$ 58,890

Section 6-C2 Title III-C2 Home Delivered Meals

Expenditure Category	Title III-C2 Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration									
2. Personal Care									
3. Homemaker									
4. Chore									
5. Home Del Meals	44,168		177,430			175,555	184,816		581,969
6. Adult Day Care									
7. Case Management									
8. Congregate Meals									
9. Nutrition Counsel	4,711								4,711
10. Assisted Transpo.									
11. Transportation									
12. Legal/Ben. Assist									
13. Nutrition Education	4,712								4,712
14. Info. & Assistance	1,767								1,767
15. Outreach	1,768								1,768
16. Public Information	1,768								1,768
17. Counsel. & Training									
18. Temporary Respite									
20. Advoc./Lead. Devel.									
21. Other									
23. Health Promotion									
24. Self-Directed Care									
Total	58,890	-	177,430	-	-	175,555	184,816	-	596,691

Remaining Budget Balance \$ -

Percentage of HDM 0% Ok -You provide no more than 20% of your allocation to Congregate Meals.

Total Non-Federal Match \$ 177,430 Ok - Minimum Match Met
 Match Amount Needed \$ 6,544

C-2 To III B:
 Lines 10, 11, 14, 15, 16 & 21 5,299 Additional Transfer Request Above 20% \$0
 C-1 To C-2:
 Line 5 29,886
 C-2 to C-1:
 Line 8 -

Agencies may request additional transfers above 20% to Congregate Meals; all additional requests will be considered within the statewide limits under the Older Americans Act.

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

Title III-D Budget Amount:

\$ 4,417

***NOTE: All spending under IIID MUST be Evidenced Based.**

Section 6-D Title III-D Disease Prevention and Health Promotion Services

Expenditure Category	Title III-D Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration									
2. Personal Care									
3. Homemaker									
4. Chore									
5. Home Del Meals									
6. Adult Day Care									
7. Case Management									
8. Congregate Meals									
9. Nutrition Counsel.									
10. Assisted Transpo.									
11. Transportation									
12. Legal/Ben. Assist.									
13. Nutrition Education									
14. Info. & Assistance									
15. Outreach									
16. Public Information									
17. Counsel. & Training									
18. Temporary Respite									
20. Advoc./Lead Devel.									
21. Other									
23. Health Promotion	4,417		1,767						6,184
24. Self-Directed Care									-
Total	4,417	-	1,767	-	-	-	-	-	6,184

Remaining Budget Balance \$ -

Total Non-Federal Match \$ 1,767 **Ok - Minimum Match Met**

Match Amount Needed \$ 491

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

Title III-E Budget Amount:

\$ 35,086

Section 6-E Title III-E Family Caregiver Support Program

Expenditure Category	Title III-E Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration									
2. Personal Care									-
3. Homemaker									-
4. Chore									-
5. Home Del Meals									-
6. Adult Day Care									-
7. Case Management									-
8. Congregate Meals									-
9. Nutrition Counsel.									-
10. Assisted Transpo.									-
11. Transportation									-
12. Legal/Ben. Assist.									-
13. Nutrition Education									-
14. Info. & Assistance	6,519	5,950	1,767						14,236
15. Outreach	6,518	5,950	1,767						14,235
16. Public Information	6,518	5,950	1,767						14,235
17. Counsel. & Training	6,518	5,949	1,767						14,234
18. Temporary Respite	5,813								5,813
20. Advoc./Lead.Devel.									
21. Other	3,200								3,200
23. Health Promotion									
24. Self-Directed Care									
Total	35,086	23,799	7,068						65,953

Check (X) the corresponding box if the following services are being provided by other Title III funding or another agency/organization within the county in which you are not providing any Title III funding towards.			
<input type="checkbox"/>	Information and Assistance	<input type="checkbox"/>	Counseling and Training
<input type="checkbox"/>	Public Information	<input type="checkbox"/>	Temporary Respite

Remaining Budget Balance \$ -

Percent of Suppl. Services 9% Ok - You provide no more than 20% of your allocation to Supplemental Services.
 Total Supplemental Services \$ 3,200
 Total Non-Federal Match \$ 30,887 Ok - Minimum Match Met
 Match Amount Needed \$ 11,696

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

AFCSP Budget Amount:

\$ 30,999

Section 6-AFCSP State Alzheimer's Family and Caregiver Support Program

Expenditure Category	AFCSP Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration									
2. Personal Care									
3. Homemaker									
4. Chore									
5. Home Del Meals									
6. Adult Day Care									
7. Case Management									
8. Congregate Meals									
9. Nutrition Counsel.									
10. Assisted Transpo.									
11. Transportation									
12. Legal/Ben. Assist.									
13. Nutrition Education									
14. Info. & Assistance									
15. Outreach									
16. Public Information									
17. Counsel. & Training									
18. Temporary Respite									
20. Advoc./Lead Devel.									
21. Other	30,999								30,999
23. Health Promotion									
24. Self-Directed Care									
Total	30,999								30,999

Match for Title III-E

Note: To avoid duplication of match this will be adjusted on the Summary Page.

Remaining Budget Balance

-

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

State Elderly Benefit Services Budget Amount:

\$ 28,215

Section 6-BS State Elderly Benefit Services

Expenditure Category	State Elderly Benefit Services Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration									
2. Personal Care									
3. Homemaker									
4. Chore									
5. Home Del Meals									
6. Adult Day Care									
7. Case Management									
8. Congregate Meals									
9. Nutrition Counsel.									
10. Assisted Transpo.									
11. Transportation									
12. Legal/Ben. Assist.	28,215		6,626						34,841
13. Nutrition Education									
14. Info. & Assistance									
15. Outreach									
16. Public Information									
17. Counsel. & Training									
18. Temporary Respite									
20. Advoc./Lead.Devel.									
21. Other									
23. Health Promotion									
24. Self-Directed Care									
Total	28,215	-	6,626	-	-	-	-	-	34,841

Remaining Budget Balance \$ -

Total Non-Federal Match \$ 6,626 **Ok - Minimum Match Met**

Match Amount Needed \$ 3,135

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County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

State Elder Abuse Services Budget Amount:

\$ 31,003

Section 6-EA State Elder Abuse Direct Services

Expenditure Category	State Elder Abuse Services Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration									
2. Personal Care									
3. Homemaker									
4. Chore									
5. Home Del Meals									
6. Adult Day Care									
7. Case Management									
8. Congregate Meals									
9. Nutrition Counsel.									
10. Assisted Transpo.									
11. Transportation									
12. Legal/Ben. Assist.									
13. Nutrition Education									
14. Info. & Assistance									
15. Outreach									
16. Public Information									
17. Counsel. & Training									
18. Temporary Respite									
20. Advoc./Lead Devel.									
21. Other									
23. Health Promotion									
24. Self-Directed Care									
Total	-	-	-	-	-	-	-	-	-

Remaining Budget Balance \$ 31,003 Your budget amount does not match your allocation.

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

State Senior Community Services Budget Amount:

\$ 9,136

Section 6-SCS State Senior Community Services

Expenditure Category	State SCS Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration									-
2. Personal Care									-
3. Homemaker									-
4. Chore									-
5. Home Del Meals	9,136		4,418						13,554
6. Adult Day Care									-
7. Case Management									-
8. Congregate Meals									-
9. Nutrition Counsel.									-
10. Assisted Transpo.									-
11. Transportation									-
12. Legal/Ben. Assist.									-
13. Nutrition Education									-
14. Info. & Assistance									-
15. Outreach									-
16. Public Information									-
17. Counsel. & Training									-
18. Temporary Respite									-
19. Advoc./Lead Devel.									-
21. Other									-
23. Health Promotion									-
24. Self-Directed Care									-
Total	9,136	-	4,418	-	-	-	-	-	13,554

Remaining Budget Balance

- 

Total Non-Federal Match \$ 4,418 **Ok - Minimum Match Met**
 Match Amount Needed \$ 1,018

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

Section 6-Other Other Budget

Expenditure Category	Federal/State Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration				37,271	51,469				88,740
2. Personal Care						6,590			6,590
3. Homemaker						2,198			2,198
4. Chore						-			-
5. Home Del Meals					43,354	16,000			59,354
6. Adult Day Care									-
7. Case Management									-
8. Congregate Meals					3,000	850			3,850
9. Nutrition Counsel.									-
10. Assisted Transpo.									-
11. Transportation						235,863	41,573		277,436
12. Legal/Ben. Assiat.				55,108	39,913				95,019
13. Nutrition Education									-
14. Info. & Assistance				327,319	452,011	1,800			780,930
15. Outreach				75,418	104,148	1,800			181,166
16. Public Information				65,275	90,142	1,800			157,017
17. Counsel. & Training									-
18. Temporary Respite									-
20. Advoc./Lead.Devel.									-
21. Other				25,000	100,000				125,000
23. Health Promotion									-
24. Self-Directed Care									-
Total	-	-	-	585,389	1,119,900	72,009	-	-	1,777,298

You may use this page to record NSIP, DOT or other sources of funding outside of the Title III funding.

County/Tribal Aging Unit Budget - 2016

Name of County/Tribe:

Eau Claire

Report for:

Budget

Total Budget Amount:

\$ 425,731

Summary Budget

Expenditure Category	Federal/State Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration	-	4,462	-	37,271	51,469	-	-	-	93,202
2. Personal Care	1,834	-	-	-	-	8,590	75	-	8,499
3. Homemaker	1,833	-	-	-	-	2,198	-	-	4,029
4. Chore	1,833	-	-	-	-	-	-	-	1,833
5. Home Del Meals	83,190	-	181,848	-	43,354	191,555	184,816	-	684,763
6. Adult Day Care	-	-	-	-	-	-	-	-	-
7. Case Management	-	-	-	-	-	-	-	-	-
8. Congregate Meals	107,590	-	21,918	-	3,000	1,609	28,000	-	162,117
9. Nutrition Counsel.	7,101	-	-	-	-	-	-	-	7,101
10. Assisted Transpo.	-	-	-	-	-	-	-	-	-
11. Transportation	-	-	-	-	235,863	41,573	-	-	277,436
12. Legal/Ben. Assist.	62,390	4,462	12,811	55,106	39,913	-	-	-	174,682
13. Nutrition Education	11,885	-	-	-	-	-	-	-	11,885
14. Info. & Assistance	21,246	10,412	1,767	327,319	452,011	1,600	150	-	814,505
15. Outreach	21,244	5,950	1,767	75,418	104,148	1,600	75	-	210,202
16. Public Information	23,635	5,950	1,767	65,275	90,142	1,600	100	-	188,469
17. Counsel. & Training	6,518	5,949	1,767	-	-	-	-	-	14,234
18. Temporary Respite	5,813	-	-	-	-	-	-	-	5,813
20. Advoc./Lead Devel.	-	-	-	-	-	-	-	-	-
21. Other	34,199	-	-	25,000	100,000	-	-	-	159,199
23. Health Promotion	4,417	-	1,767	-	-	-	-	-	6,184
24. Self-Directed Care	-	-	-	-	-	-	-	-	-
AFCSP Adjustment	-	-	-	-	-	-	-	-	-
Total	394,728	37,185	225,412	585,389	1,115,900	248,323	213,216	-	2,824,153

Remaining Budget Balance 31003.00



You're invited to attend a
Public Hearing on the

2016-2018 Eau Claire County **AGING PLAN**

Public Hearing Options Include:

When: Monday, August 24, 2015 at Noon

Where: St. John's Apartments, Eau Claire

When: Tuesday, August 25, 2015 at 12:30PM

Where: Augusta Senior Center, Augusta

When: Tuesday, August 25, 2015 at 5:30PM

Where: LE Phillips Senior Center, Eau Claire

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.

But we need your input!

We invite you to take a look at our plan and give us your feedback. To find a copy of the plan, stop by the ADRC or go online at www.eauclaireadrc.org. Written comments will be accepted until August 28, 2015. Please send comments to:

721 Oxford Avenue

Suite 1130

Eau Claire, WI 54703

Or electronically to:

adrc@co.eau-claire.wi.us



Eau Claire

County Plan on Aging

2016-2018

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- 7. Coordination Between Titles III and VI**
- 8. Budget**
- 9. Compliance With Federal and State Laws and Regulations**
- 10. Assurances**
- 11. Appendices**

1. Verification of Intent

This plan represents the intent of the county to assure that older people have the opportunity to realize their full potential and to participate in all areas of community life.

On behalf of county, we certify that these organizations have reviewed the plan, and have authorized us to submit this plan which outlines activities to be undertaken on behalf of older people during 2016-2018.

We assure that the activities identified in this plan will be carried out to the best of the ability of the county.

We verify that all information contained in this plan is correct.

Signature, and Title of the Chairperson of the Commission on Aging

Date

Signature, and Title of the Authorized County Board Representative

Date

2. Executive Summary

The Eau Claire County 2016-2018 Aging Plan was developed with input from seniors, their caregivers, and professionals who work with older people. Opportunity for public input was provided by posting the draft plan on the Aging & Disability Resource Center (ADRC) website as well as through three public hearings.

The ADRC will continue with its present mission: “To help older people and adults with disabilities secure needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life.”

This plan expands and enhances present services and implements new programs to meet the needs of older adults in Eau Claire County.

The plan includes the following new goals for federal, state and local focus areas:

- Host an advocacy training event for older adults to increase awareness and support from the populations we serve.
- Make available an on-line survey opportunity for community members to provide input and suggestions for how we offer the services of the ADRC and aging unit.
- Modernize the congregate dining program in Eau Claire County to include meal sites at restaurant location(s).
- Enhance monthly programming at meal site locations to increase participation and interest amongst older adults.
- Continue growing and developing community partnerships with other nutrition related programs, such as The Community Table and Feed My People.
- Form a ‘Caregiver Café’ for family caregivers as another option for caregiver support and respite.
- Develop an adaptive equipment inventory and tutorial site on our ADRC webpage to assist family caregivers.
- Utilize the Eau Claire County Dementia Coalition to increase outreach to physicians and clinics throughout the county. In addition, with the assistance of the coalition, begin a second Memory Café in Eau Claire County to meet demand.
- Develop and disseminate a quarterly e-newsletter to increase awareness of issues, concerns and caregiving for those with Alzheimer’s disease and related dementias.
- Begin offering certain health promotion programs via live remote access or online groups.
- Implement an annual fall prevention awareness event.
- Begin offering the Physical Activity for Life for Seniors (PALS) program in collaboration with CAARN.

3. Organization and Structure of the County Aging Unit
3-A Mission Statement and Description of the Aging Unit

“To help older people and adults with disabilities secure needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life.”

The Aging & Disability Resource Center of Eau Claire County is a fully integrated aging unit and an ADRC housed as a separate department in Eau Claire County government. The ADRC of Eau Claire County is located at the Eau Claire County Government Center in Eau Claire. We also operate a satellite office located in Augusta, Wisconsin at the Augusta Community and Senior Center. This satellite office is open two days per week on Mondays and Wednesdays, giving residents of the rural area of the county an opportunity to access needed services and benefits of the aging unit and ADRC within their local community.

Contact information for the ADRC of Eau Claire County is as follows:

721 Oxford Avenue

Suite 1130

Eau Claire, WI 54703

Phone: 715.839.4735

Toll Free: 1.888.338.4636

Fax: 715.839.4866

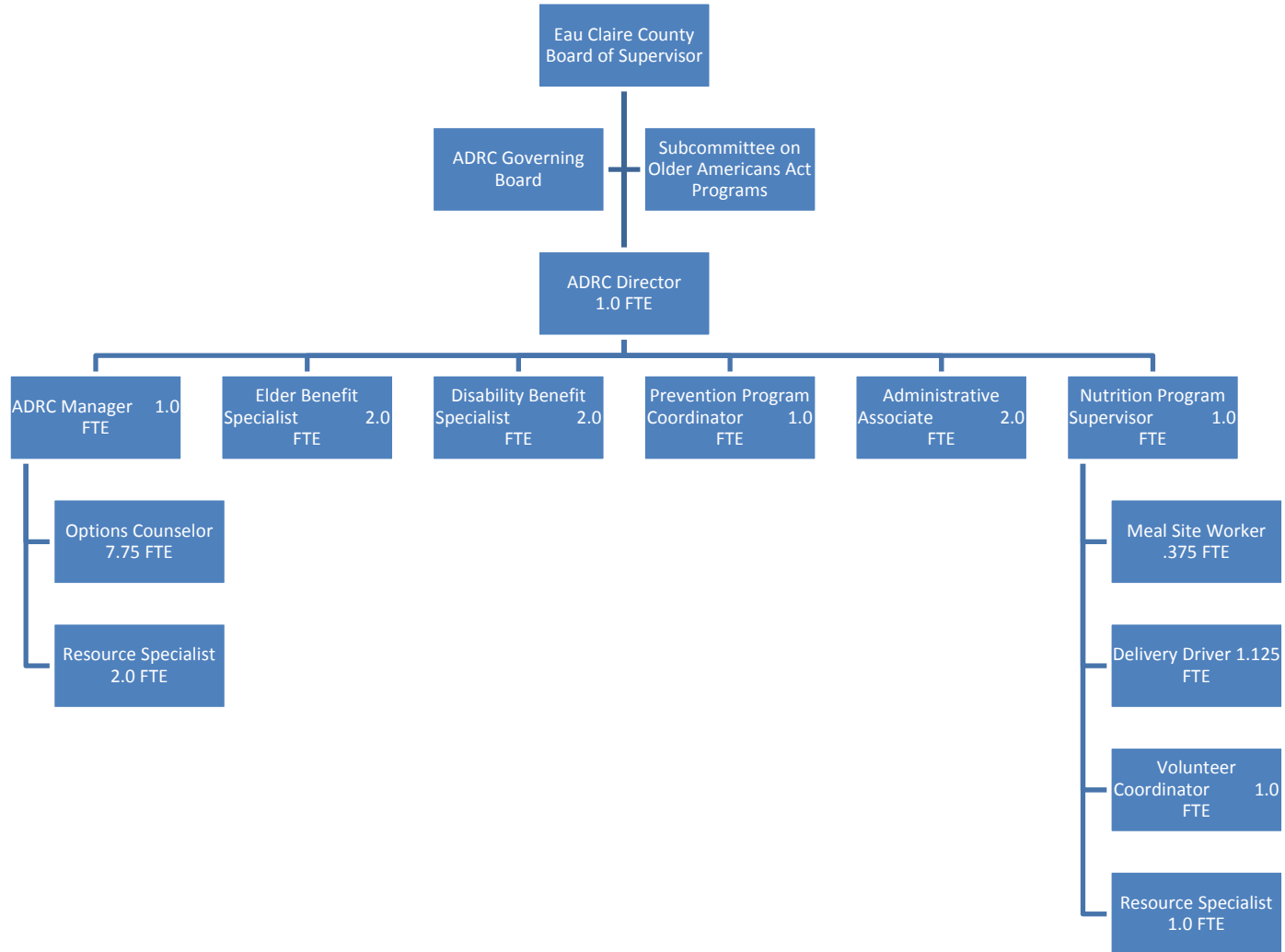
Email: adrc@co.eau-claire.wi.us

Website: www.eauclaireadrc.org

Questions or comments regarding the 2016-2018 Aging Plan can be directed to Jennifer Owen, Director, at the contact information listed above.

3. Organization and Structure of the County Aging Unit

3-B Organizational Chart of the Aging Unit



3. Organization and Structure of the County Aging Unit

3-C Aging Unit Coordination With ADRCs

The ADRC of Eau Claire County is a fully integrated ADRC and Aging Unit. All of the Aging Unit programs and ADRC programs are fully merged to provide a comprehensive access point to programs, services and benefits for older adults, adults with disabilities, caregivers and professionals. Examples of our coordination and full integration include:

Caregiver Programs-The National Family Caregiver Support Program (NFCSP) and the Alzheimer Family Caregiver Support Program (AFCSP) have been fully integrated into our Options Counseling service. All of the staff who provide Options Counseling are trained in the NFCSP and AFCSP programs, and are able to authorize services for caregivers in need, in addition to working with them and referring them to other community resources. We also have three Options Counselors and a Supervisor that are trained in the Powerful Tools for Caregivers evidenced based prevention program.

Alzheimer's Family Caregiver Support Program & Dementia Care Specialist- Our ADRC is fortunate to have a Dementia Care Specialist. Coordination with the Dementia Care Specialist program, Options Counselors and the Alzheimer Family Caregiver Support Program has greatly improved access and utilization of the AFCSP funds for direct service.

Health Promotion and Prevention-We have a full-time Prevention Program Coordinator whose role is to coordinate the evidenced-based prevention programs for the ADRC of Eau Claire County. All of the evidenced based prevention programs offered in Eau Claire County are integrated into our ADRC. All staff assist with program marketing, outreach and referrals. Several staff are also trained as leaders for the various evidenced-based prevention programs and assist with classes regularly.

Nutrition Program- Options Counselors and Resource Specialists in Eau Claire County are all cross trained on conducting the in-home assessment for the home delivered meal program. This has created not only efficiency for the home delivered meal program, but also stronger customer service for the person in need. In addition, all staff throughout the ADRC regularly assist with presentations and programming at senior dining sites.

Elder Benefit Specialist- Eau Claire County used to have the Partnership program as a public long-term care benefit option. With this program, individuals received their Medicare Part D coverage through Partnership and when they disenrolled from Partnership would need assistance obtaining a new part D plan. Our Options Counselors had been cross-trained in the Medicare Part D plan finder so they could assist these individuals. If Eau Claire County were ever to get another long-term care program similar to Partnership, we would implement this practice again. Currently, we have our Resource Specialists trained with running the plan finder to assist the EBS during open enrollment for part D.

3. Organization and Structure of the County Aging Unit

3-D Statutory Requirements for the Structure of the Aging Unit

Chapter 46.82 of the Wisconsin Statutes sets certain legal requirements for aging units.

<p>Organization: The law permits one of three options. Which of the following permissible options has the county chosen?</p>	<p align="center">Check One</p>
<p>1. An agency of county/tribal government with the primary purpose of administering programs for older individuals of the county/tribe.</p>	<p align="center">X</p>
<p>2. A unit, within a county/tribal department with the primary purpose of administering programs for older individuals of the county/tribe.</p>	
<p>3. A private nonprofit corporation, as defined in s. 181.0103 (17).</p>	
<p>Organization of the Commission on Aging: The law permits one of three options. Which of the following permissible options has the county chosen?</p>	<p align="center">Check One</p>
<p>1. For an aging unit that is described in (1) or (2) above, organized as a committee of the county board of supervisors/tribal council, composed of supervisors and, advised by an advisory committee, appointed by the county board/tribal council. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee.</p>	
<p>2. For an aging unit that is described in (1) or (2) above, composed of individuals of recognized ability and demonstrated interest in services for older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.</p>	<p align="center">X</p>
<p>3. For an aging unit that is described in (3) above, the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.</p>	
<p>Full-Time Aging Director: The law requires that the aging unit have a full-time director as described below. Does the county have a full-time aging director as required by law?</p>	<p align="center">Yes</p>

3. Organization and Structure of the County Aging Unit

3-E Membership of the Policy-Making Body

Chapter 46.82 of the Wisconsin Statutes sets certain legal requirements for aging units.

“Members of a county/tribal commission on aging shall serve for terms of 3 years, so arranged that, as nearly as practicable, the terms of one-third of the members shall expire each year, and no member may serve more than 2 consecutive 3-year terms.” In the case of county board/tribal council members, the requirement is 3 consecutive 2-year terms.

Official Name of the County Aging Unit’s Policy-Making Body (list below)

Name	Age 60 and Older	Elected Official	Year First Term Began
Chairperson: Sue Miller		X	2010
Gordon Steinhauer		X	2010
Stephannie Regenauer		X	2014
Stella Pagonis		X	2011
Mark Beckfield		X	2013
Mary Pierce	X		2012
Katherine Schneider	X		2015
Lauri Malnory			2011
Thomas Christopherson	X		2013
Mark Semisch			2015
Cheryl Stahl	X		2010

3. Organization and Structure of the County Aging Unit

3-F Membership of the Advisory Committee

If the aging unit has an advisory committee, listed below are the members of the advisory committee.

Chapter 46.82 of the Wisconsin Statutes requires that the membership of the aging advisory committee (where applicable) must consist of at least 50% older people, and individuals who are elected to office may not constitute 50% or more of the membership.

Official Name of the County Aging Unit's Advisory Committee (list below)			
Name	Age 60 and Older	Elected Official	Year First Term Began
Chairperson: Mary Pierce	X		2012
Sue Miller	X		2014
Stephannie Regenauer		X	2014
Heather Garber	X		2014
Catherine Barkovich	X		2014
Darryll Farmer	X		2013
Barb Baumgartner			2014

3. Organization and Structure of the County Aging Unit

3-G Staff of the Aging Unit

Listed below are the people employed by the County Aging Unit. Include additional pages as needed.

Name: Jennifer Owen

Job Title: ADRC/Aging Unit Director

Telephone Number/email Address: 715.839.4735; Jennifer.Owen@co.eau-claire.wi.us

Brief Description of Duties:

Responsible for the leadership, development, administration, and operation of programs and services offered by the Eau Claire County Aging & Disability Resource Center (ADRC), in accordance with state and federal laws, rules, and regulations and to implement general policies set forth by the ADRC Board and Commission on Aging.

Name: Emily Gilbertson

Job Title: ADRC Manager

Telephone Number/email Address: 715.839.4735; Emily.Gilbertson@co.eau-claire.wi.us

Brief Description of Duties:

Responsible for the development, planning, operation and leadership of programs and services offered by the Aging and Disability Resource Center including Information & Assistance, Long-Term Care Options Counseling, Managed Care Eligibility determination, Caregiver Coordination, Dementia Care Specialist and Short-Term Services.

Name: Rebecca Hinzmann

Job Title: Nutrition Program Supervisor

Telephone Number/email Address: 715.839.4735; Rebecca.Hinzmann@co.eau-claire.wi.us

Brief Description of Duties:

Manages and oversees the operations and personnel assigned to the Nutrition Program; performs assessments, determines the eligibility of customers to obtain services. This position provides coordination and assistance to the ADRC Director in the coordination of the specialized transportation program to assist seniors in remaining independent and providing programs to improve the quality of their life.

Name: Kaylynn Stahlbusch

Job Title: Volunteer Coordinator

Telephone Number/ email Address: 715.839.4735; Kaylynn.Stahlbusch@co.eau-claire.wi.us

Brief Description of Duties:

Responsible for recruiting, training, scheduling, and recognition of volunteers for Meals on Wheels and other ADRC volunteer opportunities; management of fundraising and marketing activities for the Meals on Wheels program; and performs other related work and special projects as assigned or required.

Name: Deborah Bruning

Job Title: Prevention Program Coordinator

Telephone Number/email Address: 715.839.4735 ; Deb.Bruning@co.eau-claire.wi.us
<p>Brief Description of Duties:</p> <p>This position is responsible for planning and implementing various evidence-based prevention programs for adults with disabilities and aging populations in order to retain or improve functioning, and to delay or prevent the need for comprehensive long-term care services.</p>
<p>Name: Lindi Engedal, Jessica Krause, Marlene Rud Job Title: Resource Specialist Telephone Number/email Address: 715.839.4735; Lindi.Engedal@co.eau-claire.wi.us; Jessica.Krause@co.eau-claire.wi.us; Marlene.Rud@co.eau-claire.wi.us</p>
<p>Brief Description of Duties:</p> <p>Responsible for providing information, assistance and referral services to older adults and adults with disabilities inquiring about community and department resources. Performs and coordinates department marketing and outreach plans including the newsletter, website, Facebook page and advertising. Provides office support for ADRC professional staff, the ADRC Board, ADRC Subcommittee on Older Americans Act Programs and the Transportation Coordination and Marketing Advisory Committees.</p>
<p>Name: Sandy Kronenberg, Lynne Braatz Job Title: Administrative Associate Telephone Number/email Address: 715.839.4735; Sandy.Kronenberg@co.eau-claire.wi.us; Lynne.Braatz@co.eau-claire.wi.us</p>
<p>Brief Description of Duties:</p> <p>Responsible for department reception, data entry, short-term services verification and tracking, program surveys, and maintaining the SAMS Administrator resource database. Also coordinates the mailing and distribution of the department monthly newsletter, as well as provides clerical support for ADRC operations.</p>
<p>Name: Leda Welke-Judd, Sue Brown Job Title: Elder Benefit Specialist Telephone Number/email Address: 715.839.4735; Leda.Welke@co.eau-claire.wi.us; Sue.Brown@co.eau-claire.wi.us</p>
<p>Brief Description of Duties:</p> <p>Provides benefits counseling and advocacy services to adults age 60+, regardless of income. Provides accurate information about public and private benefit programs, including assistance with application and appeal procedures and representation and advocacy on behalf of individuals when necessary and appropriate.</p>
<p>Name: Jim Coldwell, Melissa Wendtland Job Title: Disability Benefit Specialist Telephone Number/ email Address: 715.839.4735; Jim.Coldwell@co.eau-claire.wi.us; Melissa.Wendtland@co.eau-claire.wi.us</p>

Brief Description of Duties:

Provides benefits counseling and advocacy services to adults with disabilities, age 18-59, regardless of income. Provides accurate information about public and private benefit programs, including assistance with application and appeal procedures and representation and advocacy on behalf of individuals when necessary and appropriate..

Name: Lisa Wells, Dana Greicar, Dawnelle Horvath, Jenna Belter, Lisa Riley, Sue O'Branovich, Elizabeth Nett
Job Title: Options Counselor
Telephone Number/email Address: 715.839.4735; Lisa.Wells@co.eau-claire.wi.us; Dana.Greicar@co.eau-claire.wi.us; Dawnelle.Horvath@co.eau-claire.wi.us; Jenna.Belter@co.eau-claire.wi.us; Lisa.Riley@co.eau-claire.wi.us; Sue.O'Branovich@co.eau-claire.wi.us; Elizabeth.Nett@co.eau-claire.wi.us

Brief Description of Duties:

Provides information and assistance, long-term care option counseling, prevention and early intervention programs and advocacy to people age 60+, adults with physical and developmental disabilities, young adults with disabilities who are preparing to transition into the adult service network, and their families and caregivers. Provides information and referral services to adults with mental illness and/or alcohol or other drug abuse. Works to ensure safe and effective transfers for customers between care settings (i.e. hospital to home, nursing home to home, etc.). Also involved in raising community awareness about ADRC services through marketing and outreach activities.

Name: Doug Salter
Job Title: Meal Site Worker
Telephone Number/email Address: 715.839.4735

Brief Description of Duties:

Performs daily meal service duties at senior citizens' congregate meal sites to assist with facilitating the nutrition program for the ADRC.

Name: Gerald Carpenter, Cleo Carpenter, Kris Bertrand
Job Title: Delivery Driver
Telephone Number/email Address: 715.839.4735

Brief Description of Duties:

Responsible for delivering Meals on Wheels to homebound elderly and disabled people in isolated rural areas of Eau Claire County. Work also involves performing a daily check on clients' well-being.

4. Context

Eau Claire County's Aging Unit has a long history of providing a wide variety of high quality services for people age 60+. In 2015, Eau Claire County's projected population is 105,570 people, of which 21,781 are of the age 60+. By the year 2035, the population in Eau Claire County of individuals age 60+ is expected to exceed 32,300.

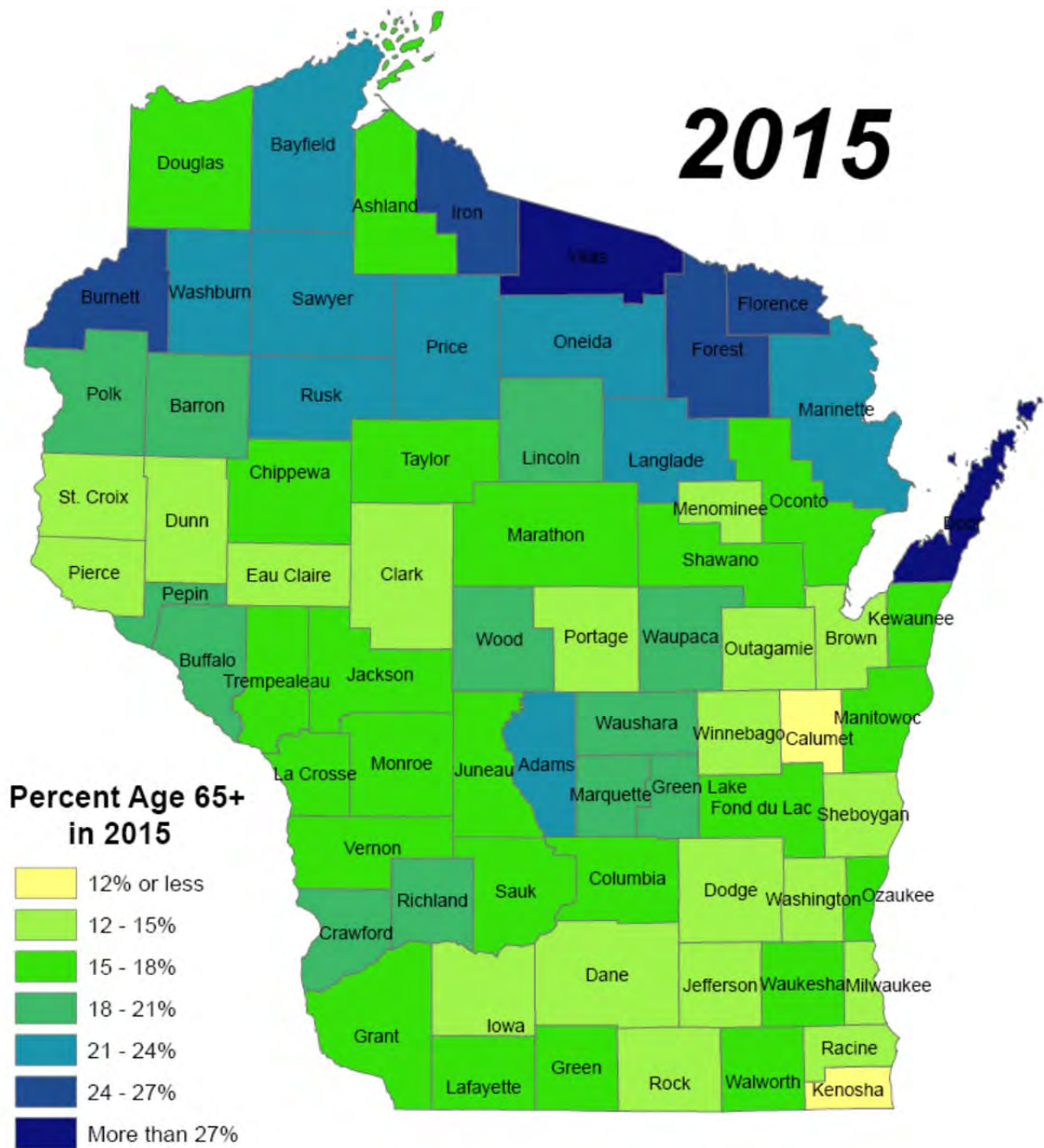
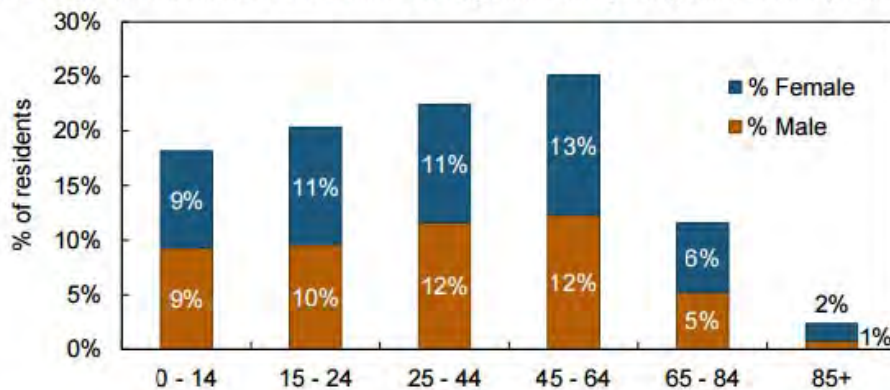
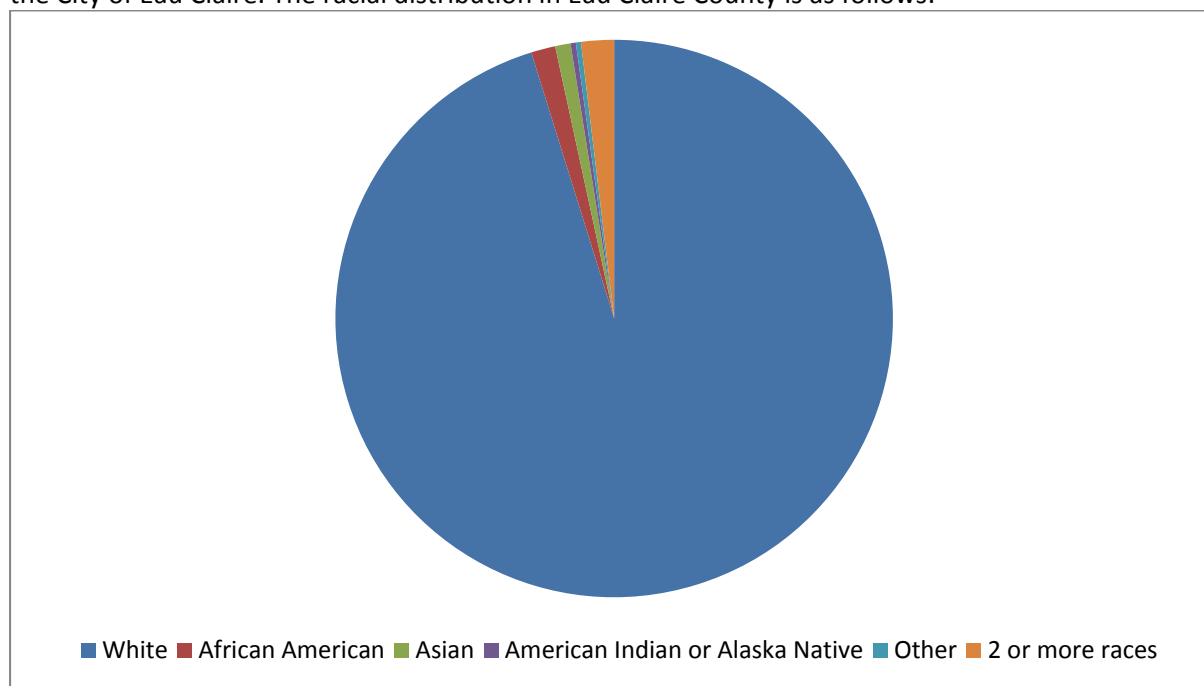


Figure 4. Age distribution of Eau Claire County residents (DHS public health profile, 2012)



Eau Claire County is located in the Chippewa River Valley in west-central Wisconsin. Approximately 23% of Eau Claire County is rural with the remainder being urban comprised of 3 cities and 2 villages. The county seat is in the City of Eau Claire. The racial distribution in Eau Claire County is as follows:

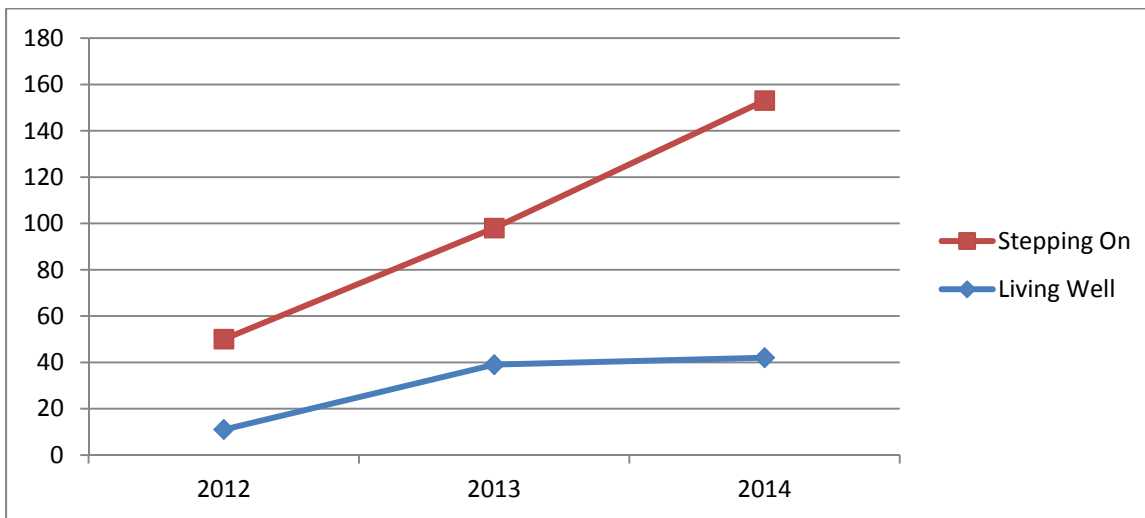


According to the 2014-2015 Eau Claire County Community Health Assessment, which is a joint effort of nine partner organizations in Eau Claire and Chippewa County, Wisconsin, to improve the quality of life in the Chippewa Valley. The purpose of the assessment is to assess the health needs and identify the top health concerns in the community, and mobilize the community in working toward prevention for these areas of concern. As a result of this assessment, the partners can develop initiatives that more closely align with the priorities identified by the community. The Eau Claire County residents identified mental health, alcohol misuse, obesity, substance abuse and healthy nutrition as the top 5 areas needing improvement.

(source: <http://www.eauclairewi.gov/home/showdocument?id=10266>)

The ADRC is committed to working collaboratively with partners in the community to address these concerns in the population we serve. We feel the goals we have developed under the Nutrition Program, Healthy Aging and Local Priorities sections will help reduce the rate of obesity, improve healthy nutrition and help create awareness and identify older adults with mental health concerns so that appropriate follow up and intervention can occur. Additionally, we feel that older adults have an intergenerational role to play in helping to address the substance abuse and alcohol use/misuse needs. We have included a goal around this in our local priority section.

Eau Claire County is served by 3 local hospital systems: Mayo Clinic Health System, Hospital Sisters Health System and Oakleaf. Ample access to healthcare providers is available in the community. These medical systems are strong community partners for the aging unit for programming and referrals for services, including support of healthy aging and health promotion programs. Participation in evidenced-based health promotion programs has increased dramatically in Eau Claire County as a result of these strong partnerships.



Fall prevention will continue to be a focus and area of concern in Eau Claire County as we far exceed the national average for deaths due to falls for adults age 65+. The national average per 100,000 people is 54 deaths due to falls and in Eau Claire County that figure is 76 deaths due to falls per 100,000 people.

In 2014, Eau Claire County received a Dementia Care Specialist grant which has enabled us to enhance and expand our services to those living with dementia, their caregivers and other professionals. The State of Wisconsin’s Dementia Care Redesign initiative has proven effective in Eau Claire County and has increased the well-being of many individuals living with dementia in our community. The need for dementia services will grow nationally and Eau Claire County will not be any different.

The ADRC of Eau Claire County has also been able to provide a wide variety of public outreach, education and marketing to reach older people and their caregivers early and provide them with the information, resources and prevention programs they need to remain independent in their homes and spend their savings wisely. The ADRC had the ability to engage in our first commercial advertising campaign in 2014, which has carried in to 2015. This has dramatically increased the community’s awareness of the ADRC and services offered.

Eau Claire County's strong service provider network gives older people who need long-term care services a wide variety of options. The Aging Unit provides funding for short-term services such as personal emergency response systems, home care, supportive home care, adult day care, adaptive equipment and respite with Alzheimer's Family Caregiver Support Program as well as Older Americans Act Title IIIB and IIE grant funds.

Modernization and enhancement of the Aging Units nutrition program has been, and will continue to be, a focus in Eau Claire County. Expanding current community partnerships as well as establishing new community connections will help to create a nutrition program in Eau Claire County that meets the needs of older adults living in our community. We have experienced a continual decline in participation in our congregate dining and have been challenged with meeting the needs of the 'younger' senior in addition to meeting the needs of the 'older' senior. The number of seniors attending congregate dining sites in Eau Claire County has cut in half since 2012. Because of the reduced participation, Eau Claire County chose to close a 5 day per week lunch meal site at the LE Phillips Senior Center in Eau Claire as well as a restaurant based site in Fairchild. We also had to close a meal site at Park Towers apartments because the residents of that building no longer met a majority of adults age 60+. We have had success with a 2 time per month evening meal at the LE Phillips Senior Center in Eau Claire and will continue to investigate other opportunities for congregate dining. This is something that will continue to pose a challenge in not only the nutrition program, but all programs and services offered by the ADRC of Eau Claire County.

5. Public Involvement in the Development of the County Aging Plan

The Aging & Disability Resource Center of Eau Claire County conducted 5 listening sessions with older adults, adults with disabilities, caregivers, professionals and ADRC staff to collect input for the Aging Plan. In addition to the in-person listening sessions, we also allowed individuals to provide comments via an on-line survey link. A total of 19 responses were received via the on-line survey option. All of these listening sessions were advertised in the ADRC's monthly newsletter as well as via email. Flyers on the sessions were also shared at multiple community outreach events, including Senior Americans Day held at UW-Eau Claire.

Listening sessions were held at the following dates, times and location and the number in attendance included:

- 1) April 23, 2015 at 1:30 PM- Eau Claire County Government Center- Target audience: ADRC employees. Total in attendance: 23
- 2) June 15, 2015 at 9:00 AM- Dove West Community Room, Eau Claire- Target audience: older adults, adults with disabilities, caregivers and professionals. Total in attendance: 12
- 3) June 15, 2015 at 3:30 PM - Dove West Community Room, Eau Claire- Target audience: older adults, adults with disabilities, caregivers and professionals. Total in attendance: 10
- 4) June 17, 2015 at 1:00 PM- Augusta Community and Senior Center, Augusta- Target audiences: older adults, adults with disabilities, caregivers and professionals. Total in attendance: 10
- 5) June 19, 2015 at 9:00 AM- Eau Claire County Government Center- Target audience: older adults, adults with disabilities, caregivers and professionals. Total in attendance: 10

The same five questions were asked at each of the listening sessions to gather input and consideration for this aging plan. The questions included:

- 1) What are your expectations when you contact the ADRC? If you have had recent contact with the ADRC, were those expectations met?
- 2) If the ADRC wanted to improve or modernize its nutrition services, what would you change?
- 3) How can the technology promote safety and independence so seniors and those with disabilities can remain living in their home?
- 4) As you think about your life as a caregiver or consumer in the next 5 years, what keeps you up at night?
- 5) Please rank the following services in order of importance with 1 being the most important and 5 being the least:
 - a. Information, Assistance and Long-Term Care Options Counseling
 - b. Family Caregiver Support
 - c. Elder and Disability Benefits Counseling
 - d. Health Promotion and Prevention
 - e. Nutrition Services

Following completion of the draft Eau Claire County Plan on Aging, public hearings will be held on the following dates and locations to gather additional input on the plan. These listening sessions will be advertised in the local Leader Telegram as well as the Augusta Area Times. We will include information in our monthly newsletter publication, via email as well as provide flyers at community outreach events as well as the dining sites and senior centers in Eau Claire County.

- 1) Monday, August 24 at 12:00PM at St. John's Apartments in Eau Claire
- 2) Tuesday, August 25 at 12:30PM at the Augusta Community and Senior Center in Augusta
- 3) Tuesday, August 25 at 5:30PM at the LE Phillips Senior Center in Eau Claire

Minutes and comments from the public hearings are as follows:

County of Eau Claire
Eau Claire WI 54703
NOTICE OF PUBLIC HEARING

In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing.

Public Hearing on the 2016-2018 Eau Claire County Aging Plan held on Monday, August 24, 2015 at 12 Noon at St. John's Apartments, 815 Chapin Street, Eau Claire WI. While members of the Aging & Disability Resource Center Board have been invited to attend, and a quorum of the board may exist, no official business of the board will be conducted. Items to be discussed at this public hearing are listed below.

Present: Emily Gilbertson, Rebecca Hinzmann, Barb Baumgartner, Marlene Rud

Public Hearing called to order at 12:05 pm by Emily Gilbertson, Aging & Disability Resource Center Manager.

No public comment received.

Adjourned at 12:15 pm.

Marlene Rud, Clerk

Aging & Disability Resource Center Board

County of Eau Claire
Eau Claire WI 54703
NOTICE OF PUBLIC HEARING

In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing.

Public Hearing on the 2016-2018 Eau Claire County Aging Plan held on Tuesday, August 25, 2015, 12:30 pm at Augusta Senior & Community Center, 616 W. Washington Street, Augusta WI. While members of the Aging & Disability Resource Center Board have been invited to attend, and a quorum of the board may exist, no official business of the board will be conducted. Items to be discussed at this public hearing are listed below.

Present:

Ethel Johnson, Barb Pritzl, Evalyn Thaler, Ralph Boettcher, Don Gerike, Mike Daley, Mimi Daley, Ken Reetz, Clara Knuth, David Nehring, Lawrence VonHaden, Emily Gilbertson, Rebecca Hinzmann, Barb Baumgartner, Marlene Rud

2016-2018 Eau Claire County Aging Plan Public Hearing called to order at 12:40 pm by Emily Gilbertson, Aging & Disability Resource Center Manager.

Introduction of everyone in attendance.

Reviewed Aging Plan purpose, priorities, goals; Services in Support of Caregivers, Services to People with Dementia, Healthy Aging, Involvement of Older People in Program Development and local priorities.

Reviewed Nutrition Program Plan goals; increase monthly programming at meal site, open 1 restaurant based meal site, increase Community Table Mobile Meal Program, open intergenerational meal site.

Public Comments:

Restaurant based meal site competing with a restaurant that is currently offering senior meals. Donations, fundraising, memorials, and government aid. Hand written letter/comments for input on programs for older people public. Alternate transportation other than paratransit for Augusta/area residents.

The ADRC Board and County Board will approve final plan.

Adjourned at 1:35 pm.

Marlene Rud, Clerk
Aging & Disability Resource Center Board

County of Eau Claire
Eau Claire WI 54703
NOTICE OF PUBLIC HEARING

In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing.

Public Hearing on the 2016-2018 Eau Claire County Aging Plan held on Tuesday, August 25, 2015 at 5:30 pm at LE Phillips Senior Center, 1616 Bellinger Street, Eau Claire WI. While members of the Aging & Disability Resource Center Board have been invited to attend, and a quorum of the board may exist, no official business of the board will be conducted. Items to be discussed at this public hearing are listed below.

Present:

Lila Brummond, Delma Dalane, Norman Danielson, Kay Davey, Darlene Falkner, Raymond Falkner, Pat Farber, Jennifer Flategraff, Donald Flategraff, Bonnie Gibson, Pat Henderson, Delma Howell, Eleanor Mayer, Anne Mooney, Walter Mooney, Judy Peak, Ruth Potter, Theola Sands, Phyllis Skinner, Don Skinner, Shirley Stark, Sylvia Steiner, Richard Steitz, Lois Stoltz, Jeanette Fredrickson, Stan Fredrickson, Colleen Reilly, Sandy Stahlbusch, Clayona Walter, Gerald Wendt, Margaret Whiteledge, Fran Wirth, Emily Gilbertson.

Public hearing called to order at 5:10 pm by Emily Gilbertson, Aging & Disability Resource Center Manager.

Reviewed 2016-2018 Eau Claire County Aging Plan. Public comments received on caregiver programs and services, online survey, technology and received positive feedback on planned programs and services.

The Aging & Disability Resource Center Board and County Board will approve final plan.

Adjourned at 5:50 pm.

Respectfully Submitted

Emily Gilbertson, Manager
Aging & Disability Resource Center

6. Goals for the Plan Period

6-A. Involvement of Older People in Aging-Related Program Development and Planning

In order to create awareness and continued support and involvement of older adults in our ADRC programming and services, we will create an online survey, available on our website, which will allow older adults the opportunity to provide input on what services they would like to see added, improved, or continued in the ADRC. This will be up and running by May 1, 2016. In addition, staff at the ADRC will establish outreach between May and June via email, presentations, outreach events and marketing flyers. We will implement with the community in July of 2016-October of 2016. The ADRC supervisor will keep track of results and gather ideas to present to the ADRC Board in November of 2016. The ADRC board will review, assess new ideas and set priority goals for the ADRC in the 2017 calendar year with this gathered information.

In order to create awareness and continued support and involvement of older adults in our ADRC programming and services, we will hold 4 listening sessions, in a lunch and learn style, regarding our programs and services. We will do this by June 1, 2017 with the intent of gathering input from consumers, both in Eau Claire (2) and our rural communities (2). This will allow older adults the opportunity to provide ideas on what services they would like to see added, improved, or continued in the ADRC. The information from these listening sessions will then be presented to our ADRC Board for consideration in the fall of 2017 to implement in 2018.

In order to create awareness and continued support and involvement of older adults in our ADRC programming and services, we will host an advocacy event led by older adults, in our Eau Claire County community. This will spread awareness of what the ADRC does, as well as give older adults the opportunity to educate on programs and services they currently participate in, and market to other adults in the community to sign up to be leaders with prevention programs, volunteer for our Meals on Wheels program, and other opportunities within our agency. We will work with the older adults to create marketing videos and radio announcements that we will also post on our Facebook page and social media accounts and local radio stations. This will be done by November 1, 2018.

6-B. The Elder Nutrition Program

By March 1, 2016, ADRC staff will visit each site and ask participants what type of programming, activities, civic engagement opportunities that would like to see offered at the sites and how often. She will also hold focus groups or listening sessions in at least 3 locations throughout the county where older adults congregate that are NOT senior dining sites. This will provide valuable data from people who currently don't participate. She will then work with the congregate dining site hosts to schedule monthly programming based on older adults input, to compliment the meal time which will increase meal site participation by 25% by December 31, 2016.

To increase congregate dining sites in Eau Claire County, the ADRC will open one restaurant based meal site that offers multiple breakfast meal options by September 1, 2016. The site will be open X day(s) per week?

Through outreach, recruiting and organizing volunteer delivery drivers, developing and scheduling routes, purchasing supplies, and ensuring a quality product, we will increase the Community Table Mobile Meal Program which serves the city limits of Eau Claire and areas up to X miles outside of city limits, to 100 participants by January 1, 2017.

Through partnership with The Community Table, churches, schools and other appropriate organizations in Eau Claire, we will meet and plan the best way to offer/implement an intergenerational meal site. Meetings will be held throughout 2017 with the goal of having the first intergenerational meal site open by June 1, 2018 that will meet a minimum of once a month.

6-C. Services in Support of Caregivers

In order to increase awareness of adaptive equipment options specifically for caregivers, we will create an online database linked to our ADRC website for resource with adaptive equipment helpful in caregiving situations. This will include products, instructions and links to videos of demonstration on the items. We will also link a directory of items that our office has and other resources for items if we do not have them. We will work with our IT department to create a link and system to use by June 1, 2016. This will be available starting June 1, 2016 and continue on as long as it is being utilized.

In order to increase awareness and participation in the Grandparents and Others as Parents Program, we will hold a large outreach event, partnering with other area agencies including Dunn and Chippewa County ADRCs. This event will be held at the

local Children’s Museum. We will hold one event per year for two years. We will start planning and coordinating with the other interested agencies by January 1, 2017 so that we will be able to implement a program and complete marketing for the event by August 1, 2017.

In order to increase caregiver support, we will create a caregiver group, much like a Memory Café, where caregivers can get away once per month and meet with other caregivers to discuss their caregiving situation and for support. The ADRC will provide funding for respite care as needed through our NFCSP program. Meetings will occur in informal settings such as a coffee shop, restaurant or the library and possibly rotating depending on caregiver preference and need. The ADRC will promote and market the group by February 1, 2018, with an implementation date of September 1, 2018. The ADRC NFCSP Coordinator will be an initial point of contact for the group. The goal will be for the group to become self-sustaining with members, and the NFCSP coordinator will be available for questions and concerns. The ADRC will also be the point of contact for respite services and resources.

6-D. Services to People With Dementia

In order to assure early diagnosis and treatment, and resources to living well with memory loss, the ADRC will partner with the Eau Claire County Dementia Coalition to engage and educate health care providers by providing validated cognitive assessment tools, presentations, resource packets, and outreach to area clinics, physicians/nurses, hospitals/ER, and social work/discharge planners by December 31, 2016.

In order to promote awareness of Alzheimer’s disease and related dementias, the ADRC will coordinate with the City/County Health Department to develop an awareness campaign such as a link on their website, disseminate messages about risk reductions for preserving cognitive health and lifestyle and disease management techniques, integrate dementia into community health assessments, and community health planning processes by December 31, 2016.

In order to maintain a dementia friendly business status, businesses are expected to train all new hires, volunteers and those who were not able to attend the original dementia friendly training. For the purpose of sustainability, the ADRC will produce a half hour webinar of the training and post on the ADRC website and Facebook page for employers to utilize for orientation of new employees, etc. by December 31, 2016.

In order to provide a safe environment for individuals living with memory loss, as well as their care partners, to enjoy interaction with others in a setting free from awkwardness and stigma, the ADRC will collaborate with the Eau Claire County Dementia Coalition to offer an additional memory café and early stage support group by December 31, 2017.

In order to increase awareness of issues, concerns and caregiving for those with Alzheimer's disease and related dementias, the ADRC will produce a quarterly e-newsletter to be sent via email to the Eau Claire Chamber of Commerce and other social network opportunities by July 1, 2018.

6-E. Healthy Aging

In order to increase participation in Living Well and other evidenced-based health promotion workshops, ADRC staff will collaborate with Public Health and Healthy Communities Chronic Disease Action Team to create an evidenced-based programs resource folder or guide to aid provider/employer referrals to workshops, outreach to at least 10 primary care providers to increase awareness of evidenced-based programs, and increase marketing efforts through direct emailing to area businesses with Employee Health & Wellness coordinators by December 31, 2016. The goal is to have a 20% increase in EB program enrollment.

In order to increase physical activity levels among sedentary older adults, ADRC staff will implement at least one Physical Activity for Life for Seniors (PALS) program in collaboration with CAARN by December 31, 2016.

In order to improve strength and balance among older adults and meet growing demand, ADRC staff will recruit at least two new Strong Bones leaders and conduct at least four Strong Bones workshops targeting new participants by December 31, 2017.

In order to increase fall prevention awareness and participation in Stepping On workshops, ADRC staff will implement annual fall prevention awareness events such as Fall Risk Screenings at UWEC's Senior Americans Day, utilize the short 'What We Learned' Stepping On video created from a 2014 Stepping On reunion event in outreach presentations, other events and social media accounts, and collect and use personal stories for outreach in the ADRC newsletter and other channels by December 31, 2017.

In order to increase self-efficacy among Stepping on past participants, ADRC staff will work with Stepping On leaders to increase the number of participants attending booster sessions by 20% and/or reporting a continuation of exercises at follow up by December 31, 2018.

In order to reduce barriers and increase participations in evidenced based programs for individuals unable to attend in person classes, ADRC staff will use technology to connect participants to Living Well and/or Healthy Eating for Successful Living classes via live remote access or online groups by December 31, 2018. The goal will be to have this option utilized by at least 5 participants.

6-F. Local Priorities

In order to create awareness of mental health and AODA issues in older adults, the ADRC will provide outreach, administer evidenced based screening tools and refer individuals to follow up with their doctors or other medical professionals for treatment. ADRC staff will be trained to use the Patient Health Questionnaire (PHQ-9) and the Short Michigan Alcoholism Screening Instrument- Geriatric Version (SMAST-G). This will be implemented by October 1, 2018 and incorporated into our options counseling procedures when talking with consumers during home and office visits. Outreach will be provided through newsletters, Facebook, email announcements and at ADRC events.

In order to keep up with the demands and desire for consumers to have multiple means to contact the ADRC, we will work with the Information Systems department within Eau Claire County to incorporate an on-line chat function from our website by December 31, 2018, for consumers to use when they have questions.

7. Coordination Between Titles III and VI

This section is not applicable for Eau Claire County.

8. Budget

9. Compliance With Federal and State Laws and Regulations

On behalf of the county, we certify

(Give the full name of the county aging unit)

has reviewed the appendix to the county plan entitled Assurances of Compliance with Federal and State Laws and Regulations for 2016-2018. We assure that the activities identified in this plan will be carried out to the best of the ability of the tribe in compliance with the federal and state laws and regulations listed in the Assurances of Compliance with Federal and State Laws and Regulations for 2016-2018.

Signature and Title of the Chairperson of the Commission on Aging

Date

Signature and Title of the Authorized County Board Representative

Date

10. Assurances

The applicant certifies compliance with the following regulations:

1. Legal Authority of the Applicant

- The applicant must possess legal authority to apply for the grant.
- A resolution, motion or similar action must be duly adopted or passed as an official act of the applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein.
- This resolution, motion or similar action must direct and authorize the person identified as the official representative of the applicant to act in connection with the application and to provide such additional information as may be required.

2. Outreach, Training, Coordination, & Public Information

- The applicant must assure that outreach activities are conducted to ensure the participation of eligible older persons in all funded services as required by the Bureau of Aging and Disability Resources designated area agency on aging.
- The applicant must assure that each service provider trains and uses elderly persons and other volunteers and paid personnel as required by the Bureau of Aging and Disability Resources designated area agency on aging.
- The applicant must assure that each service provider coordinates with other service providers, including senior centers and the nutrition program, in the planning and service area as required by the Bureau of Aging and Disability Resources designated area agency on aging.
- The applicant must assure that public information activities are conducted to ensure the participation of eligible older persons in all funded services as required by the Bureau of Aging and Disability Resources designated area agency on aging.

3. Preference for Older People With Greatest Social and Economic Need

The applicant must assure that all service providers follow priorities set by the Bureau of Aging and Disability Resources designated area agency on aging for serving older people with greatest social and economic need.

4. Advisory Role to Service Providers of Older Persons

The applicant must assure that each service provider utilizes procedures for obtaining the views of participants about the services they receive.

5. Contributions for Services

- The applicant shall assure that agencies providing services supported with Older Americans Act and state aging funds shall give older adults a free and voluntary opportunity to contribute to the costs of services consistent with the Older Americans Act regulations.
- Each older recipient shall determine what he/she is able to contribute toward the cost of the service. No older adult shall be denied a service because he/she will not or cannot contribute to the cost of such service.
- The applicant shall provide that the methods of receiving contributions from individuals by the agencies providing services under the county/tribal plan shall be handled in a manner that assures the confidentiality of the individual's contributions.
- The applicant must assure that each service provider establishes appropriate procedures to safeguard and account for all contributions.
- The applicant must assure that each service provider considers and reports the contributions made by older people as program income. All program income must be used to expand the size or scope of the funded program that generated the income. Nutrition service providers must use all contributions to expand the nutrition services. Program income must be spent within the contract period that it is generated.

6. Confidentiality

- The applicant shall ensure that no information about, or obtained from an individual and in possession of an agency providing services to such individual under the county/tribal or area plan, shall be disclosed in a form identifiable with the individual, unless the individual provides his/her written informed consent to such disclosure.
- Lists of older adults compiled in establishing and maintaining information and referral sources shall be used solely for the purpose of providing social services and only with the informed consent of each person on the list.
- In order that the privacy of each participant in aging programs is in no way abridged, the confidentiality of all participant data gathered and maintained by the State Agency, the Area Agency, the county or tribal aging agency, and any other agency, organization, or individual providing services under the State, area, county, or tribal plan, shall be safeguarded by specific policies.
- Each participant from whom personal information is obtained shall be made aware of his or her rights to:

(a) Have full access to any information about one's self which is being kept on file;

(b) Be informed about the uses made of the information about him or her, including the identity of all persons and agencies involved and any known consequences for providing such data; and,

- (c) Be able to contest the accuracy, completeness, pertinence, and necessity of information being retained about one's self and be assured that such information, when incorrect, will be corrected or amended on request.
- All information gathered and maintained on participants under the area, county or tribal plan shall be accurate, complete, and timely and shall be legitimately necessary for determining an individual's need and/or eligibility for services and other benefits.
 - No information about, or obtained from, an individual participant shall be disclosed in any form identifiable with the individual to any person outside the agency or program involved without the informed consent of the participant or his/her legal representative, except:
 - (a) By court order; or,
 - (b) When securing client-requested services, benefits, or rights.
 - The lists of older persons receiving services under any programs funded through the State Agency shall be used solely for the purpose of providing said services, and can only be released with the informed consent of each individual on the list.
 - All paid and volunteer staff members providing services or conducting other activities under the area plan shall be informed of and agree to:
 - (a) Their responsibility to maintain the confidentiality of any client-related information learned through the execution of their duties. Such information shall not be discussed except in a professional setting as required for the delivery of service or the conduct of other essential activities under the area plan; and,
 - (b) All policies and procedures adopted by the State and Area Agency to safeguard confidentiality of participant information, including those delineated in these rules.
 - Appropriate precautions shall be taken to protect the safety of all files, microfiche, computer tapes and records in any location which contain sensitive information on individuals receiving services under the State or area plan. This includes but is not limited to assuring registration forms containing personal information are stored in a secure, locked drawer when not in use.

7. Records and Reports

- The applicant shall keep records and make reports in such form and requiring such information as may be required by the Bureau of Aging and Disability Resources and in accordance with

guidelines issued solely by the Bureau of Aging and Disability Resources and the Administration on Aging.

- The applicant shall maintain accounts and documents which will enable an accurate review to be made at any time of the status of all funds which it has been granted by the Bureau of Aging and Disability Resources through its designated area agency on aging. This includes both the disposition of all monies received and the nature of all charges claimed against such funds.

8. Licensure and Standards Requirements

- The applicant shall assure that where state or local public jurisdiction requires licensure for the provision of services, agencies providing services under the county/tribal or area plan shall be licensed or shall meet the requirements for licensure.
- The applicant is cognizant of and must agree to operate the program fully in conformance with all applicable state and local standards, including the fire, health, safety and sanitation standards, prescribed in law or regulation.

9. Civil Rights

- The applicant shall comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and in accordance with that act, no person shall on the basis of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity under this plan.
- All grants, sub-grants, contracts or other agents receiving funds under this plan are subject to compliance with the regulation stated in 9 above.
- The applicant shall develop and continue to maintain written procedures which specify how the agency will conduct the activities under its plan to assure compliance with Title VI of the Civil Rights Act.
- The applicant shall comply with Title VI of the Civil Rights Act (42 USC 2000d) prohibiting employment discrimination where (1) the primary purpose of a grant is to provide employment or (2) discriminatory employment practices will result in unequal treatment of persons who are or should be benefiting from the service funded by the grant.
- All recipients of funds through the county/tribal or area plan shall operate each program or activity so that, when viewed in its entirety, the program or activity is accessible to and usable by handicapped adults as required in the Architectural Barriers Act of 1968.

10. Uniform Relocation Assistance and Real Property Acquisition Act of 1970

The applicant shall comply with requirements of the provisions of the Uniform Relocation and Real Property Acquisitions Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of federal and federally assisted programs.

11. Political Activity of Employees

The applicant shall comply with the provisions of the Hatch Act (5 U.S.C. Sections 7321-7326), which limit the political activity of employees who work in federally funded programs. [Information about the Hatch Act is available from the U.S. Office of Special Counsel at <http://www.osc.gov/>]

12. Fair Labor Standards Act

The applicant shall comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act (Title 29, United States Code, Section 201-219), as they apply to hospital and educational institution employees of state and local governments.

13. Private Gain

The applicant shall establish safeguards to prohibit employees from using their positions for a purpose that is or appears to be motivated by a desire for private gain for themselves or others (particularly those with whom they have family, business or other ties).

14. Assessment and Examination of Records

- The applicant shall give the Federal agencies, State agencies and the Bureau of Aging and Disability Resources authorized Area Agencies on Aging access to and the right to examine all records, books, papers or documents related to the grant.
- The applicant must agree to cooperate and assist in any efforts undertaken by the grantor agency, or the Administration on aging, to evaluate the effectiveness, feasibility, and costs of the project.
- The applicant must agree to conduct regular on-site assessments of each service provider receiving funds through a contract with the applicant under the county or tribal plan.

15. Maintenance of Non-Federal Funding

- The applicant assures that the aging unit, and each service provider, shall not use Older Americans Act or state aging funds to supplant other federal, state or local funds.
- The applicant must assure that each service provider must continue or initiate efforts to obtain funds from private sources and other public organizations for each service funded under the county or tribal plan.

16. Regulations of Grantor Agency

The applicant shall comply with all requirements imposed by the Department of Health and Family Services, Division of Supportive Living, Bureau of Aging and Disability Resources concerning special requirements of federal and state law, program and fiscal requirements, and other administrative requirements.

17. Older Americans Act

The applicant shall comply with all requirements of the Older Americans Act (PL 89-73).

18. Federal Regulations

The applicant shall comply with all federal regulations (45 CFR 1321) governing Older Americans Act funds and programs.

19. Wisconsin Elders Act

The aging unit must comply with the provisions of the Wisconsin Elders Act.

Wisconsin Statutes Chapter 46.82 Aging unit.

“Aging unit” means an aging unit director and necessary personnel, directed by a county or tribal commission on aging and organized as one of the following:

- (1) An agency of county or tribal government with the primary purpose of administering programs of services for older individuals of the county or tribe.
- (2) A unit, within a county department under s. 46.215, 46.22
- (3) or 46.23, with the primary purpose of administering programs of and services for older individuals of the county
- (4) A private corporation that is organized under ch. 181 and
- (5) that is a nonprofit corporation, as defined in s. 181.0103 (17).

Aging Unit; Creation. A county board of supervisors of a county, the county boards of supervisors of 2 or more contiguous counties or an elected tribal governing body of a federally recognized American Indian tribe or band in this state may choose to administer, at the county or tribal level, programs for older individuals that are funded under 42 USC 3001 to 3057n, 42 USC 5001 and 42 USC 5011 (b). If this is done, the county board or boards of supervisors or tribal governing body shall establish by resolution a county or tribal aging unit to provide the services required under this section. If a county board of supervisors or a tribal governing body chooses, or the county boards of supervisors of 2 or more contiguous counties choose, not to administer the programs for older individuals, the department shall direct the area agency on aging that serves the relevant area to contract with a private, nonprofit corporation to provide for the county, tribe or counties the services required under this section.

Aging Unit; Powers and Duties. In accordance with state statutes, rules promulgated by the department and relevant provisions of 42 USC 3001 to 3057n and as directed by the county or tribal commission on aging, an aging unit:

- (a) Duties. Shall do all of the following:
 1. Work to ensure that all older individuals, regardless of income, have access to information, services and opportunities available through the county or tribal aging unit and have the opportunity to contribute to the cost of services and that the services and resources of the county or tribal aging unit are designed to reach those in greatest social and economic need.

2. Plan for, receive and administer federal, state and county, city, town or village funds allocated under the state and area plan on aging to the county or tribal aging unit and any gifts, grants or payments received by the county or tribal aging unit, for the purposes for which allocated or made.
3. Provide a visible and accessible point of contact for individuals to obtain accurate and comprehensive information about public and private resources available in the community which can meet the needs of older individuals.
4. As specified under s. 46.81, provide older individuals with services of benefit specialists or appropriate referrals for assistance.
5. Organize and administer congregate programs, which shall include a nutrition program and may include one or more senior centers or adult day care or respite care programs, that enable older individuals and their families to secure a variety of services, including nutrition, daytime care, educational or volunteer opportunities, job skills preparation and information on health promotion, consumer affairs and civic participation.
6. Work to secure a countywide or tribal transportation system that makes community programs and opportunities accessible to, and meets the basic needs of, older individuals.
7. Work to ensure that programs and services for older individuals are available to homebound, disabled and non-English speaking persons, and to racial, ethnic and religious minorities.
8. Identify and publicize gaps in services needed by older individuals and provide leadership in developing services and programs, including recruitment and training of volunteers, that address those needs.
9. Work cooperatively with other organizations to enable their services to function effectively for older individuals.
10. Actively incorporate and promote the participation of older individuals in the preparation of a county or tribal comprehensive plan for aging resources that identifies needs, goals, activities and county or tribal resources for older individuals.
11. Provide information to the public about the aging experience and about resources for and within the aging population.
12. Assist in representing needs, views and concerns of older individuals in local decision making and assist older individuals in expressing their views to elected officials and providers of services.
13. If designated under s. 46.27 (3) (b) 6., administer the long-term support community options program.
14. If the department is so requested by the county board of supervisors, administer the pilot projects for home and community-based long-term support services under s. 46.271.
15. If designated under s. 46.90 (2), administer the elder abuse reporting system under s. 46.90.
16. If designated under s. 46.87 (3) (c), administer the Alzheimer's disease family and caregiver support program under s.

46.87.

17. If designated by the county or in accordance with a contract with the department, operate the specialized transportation assistance program for a county under s. 85.21.

18. Advocate on behalf of older individuals to assist in enabling them to meet their basic needs.

19. If an aging unit under sub. (1) (a) 1. or 2. and if authorized under s. 46.283 (1) (a) 1., apply to the department to operate a resource center under s. 46.283 and, if the department contracts with the county under s. 46.283 (2), operate the resource center.

20. If an aging unit under sub. (1) (a) 1. or 2. and if authorized under s. 46.284 (1) (a) 1., apply to the department to operate a care management organization under s. 46.284 and, if the department contracts with the county under s. 46.284 (2), operate the care management organization and, if appropriate, place funds in a risk reserve.

(b) Powers. May perform any other general functions necessary to administer services for older individuals.

(4) Commission On Aging.

(a) Appointment.

1. Except as provided under sub. 2., the county board of supervisors in a county that has established a single-county aging unit, the county boards of supervisors in counties that have established a multicounty aging unit or the elected tribal governing body of a federally recognized American Indian tribe or band that has established a tribal aging unit shall, before qualification under this section, appoint a governing and policy-making body to be known as the commission on aging.

2. In any county that has a county executive or county administrator and that has established a single-county aging unit, the county executive or county administrator shall appoint, subject to confirmation by the county board of supervisors, the commission on aging. A member of a commission on aging appointed under this subdivision may be removed by the county executive or county administrator for cause.

(b) Composition.

A commission on aging, appointed under par. (a) shall be one of the following:

1. For an aging unit that is described in sub. (1) (a) 1. or 2., organized as a committee of the county board of supervisors, composed of supervisors and, beginning January 1, 1993, advised by an advisory committee, appointed by the county board. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee.

2. For an aging unit that is described in sub. (1) (a) 1. or 2., composed of individuals of recognized ability and demonstrated interest in services for older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.

3. For an aging unit that is described in sub. (1) (a) 3., the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least 50% of the membership of this commission and

individuals who are elected to any office may not constitute 50% or more of the membership of this commission.

(c) Terms.

Members of a county or tribal commission on aging shall serve for terms of 3 years, so arranged that, as nearly as practicable, the terms of one-third of the members shall expire each year, and no member may serve more than 2 consecutive 3-year terms. Vacancies shall be filled in the same manner as the original appointments. A county or tribal commission on aging member appointed under par. (a) 1. may be removed from office for cause by a two-thirds vote of each county board of supervisors or tribal governing body participating in the appointment, on due notice in writing and hearing of the charges against the member.

(c) Powers and duties.

A county or tribal commission on aging appointed under sub. (4) (a) shall, in addition to any other powers or duties established by state law, plan and develop administrative and program policies, in accordance with state law and within limits established by the department of health and family services, if any, for programs in the county or for the tribe or band that are funded by the federal or state government for administration by the aging unit. Policy decisions not reserved by statute for the department of health and family services may be delegated by the secretary to the county or tribal commission on aging. The county or tribal commission on aging shall direct the aging unit with respect to the powers and duties of the aging unit under sub. (3).

(5) Aging Unit Director; Appointment. A full-time aging unit director shall be appointed on the basis of recognized and demonstrated interest in and knowledge of problems of older individuals, with due regard to training, experience, executive and administrative ability and general qualification and fitness for the performance of his or her duties, by one of the following:

(a) 1. For an aging unit that is described in sub. (1) (a) 1., except as provided in subd. 2., a county or tribal commission on aging shall make the appointment, subject to the approval of and to the personnel policies and procedures established by each county board of supervisors or the tribal governing body that participated in the appointment of the county or tribal commission on aging. 2. In any county that has a county executive or county administrator and that has established a single-county aging unit, the county executive or county administrator shall make the appointment, subject to the approval of and to the personnel policies and procedures established by each county board of supervisors that participated in the appointment of the county commission on aging.

(b) For an aging unit that is described in sub. (1) (a) 2., the director of the county department under s. 46.215, 46.22 or 46.23 of which the aging unit is a part shall make the appointment, subject to the personnel policies and procedures established by the county board of supervisors.

(d) For an aging unit that is described in sub. (1) (a) 3., the commission on aging under sub. (4) (b) 3. shall make the appointment, subject to ch. 181.

11. Appendices

How satisfied are you with the Abby Vans Office Personnel?

58.33 %	Very Satisfied
32.14%	Satisfied
2.98%	Unsatisfied
2.98%	Very Unsatisfied
3.57%	N/A

How satisfied are you with the certification process?

46.43%	Very Satisfied
30.36%	Satisfied
.60%	Unsatisfied
2.38%	Very Unsatisfied
20.24%	N/A

How satisfied are you with the ease of scheduling rides with Abby Vans?

54.17%	Very Satisfied
31.95%	Satisfied
5.95%	Unsatisfied
3.57%	Very Satisfied
5.36%	N/A

How satisfied are you with the Courtesy of Abby Vans Drivers?

65.27%	Very Satisfied
28.74%	Satisfied
2.40%	Unsatisfied
1.80%	Very Unsatisfied
1.80%	N/A

How satisfied are you with the cleanliness of Abby Vans Vehicles?

48.47%	Very Satisfied
38.04 %	Satisfied
3.07%	Unsatisfied
3.07%	Very Unsatisfied
7.36%	N/A

How satisfied are you with the comfort of Abby Vans Vehicles?

49.70%	Very Satisfied
37.13%	Satisfied
3.59%	Unsatisfied
1.80%	Very Unsatisfied
7.78%	N/A

How satisfied are you with the cost of service?

64.07%	Very Satisfied
26.95%	Satisfied
1.80%	Unsatisfied
1.80%	Very Unsatisfied
5.39%	N/A

Have you ever talked to an Abby Van Driver or called Abby Vans office with a complaint?

29.52%	Yes
63.86%	No

Comments (positive)

- Your personnel is very nice, polite & helpful
- Everyone was very helpful and friendly
- They have always been very good to me

- Nice service
- I am very pleased with the service
- I am happy that a service like this is available.
- Thank you so much for offering this service. I don't know what I would do without it.
- Some of your drivers rock! Tim and others.
- The complaint happened several years ago. OK now.
- Your staff is wonderful and kind. If anyone needs help they are there to assist. Were it not for Abby Van, I possibly would have to move. God bless!
- No complaints this year. Satisfied service.
- I have been pleased with this service.
- When you have so many people to move about there are always a problem or 2 but life not perfect. Deal with it and be happy. Where would we be without the service?
- We are blessed to have this service.
- Passenger attitude has a lot to do with it.
- This is a wonderful service and I'm so glad not to worry how to get to appointments.
- One of the vans that will hold 2 wheelchairs is kind of rattily, but the service is just wonderful!
- I am very satisfied.
- I think this is a wonderful service and feel very fortunate to be able to use it. Not only for medical appointments but to be able to get together for social interest as well. Thank you.
- I would really be lost without this service because I don't drive.
- They are always prompt and very courteous. They fasten the belt. At destination they unstrap me and walk me to the door at destination.
- Very pleased to be able to use Abby Vans when I have doctor appointments that requires sedation.
- My son gets four rides a week, one to work at CDC and three home. He really likes his evening driver who is very kind to him. No complaints.
- Would like to use service especially in winter.
- Friendly and concerned workers! Thanks.
- I use Abby Vans on Sunday. I love being able to go to my church!
- There's bound to be some difficulties at times. I really appreciate this service, thank you so much.
- Drivers always so nice. Easy scheduling and reliable.
- Very satisfied.
- Excellent, I would be lost without it. Thank you much.
- We were pleased with transfer from EC Oakwood Villa to Red Wing, MN in March 2015.
- Very good service. Drivers are all courteous and friendly.
- Driver resolved issue.
- Abby Van drivers friendly and helpful some more than others. Downside is the time range for pick-up and return sometimes long wait
- Two times I got somebody else's bill but no problem, just a phone call away. I'm satisfied. Drivers are courteous when they take you to your destination and return home again. Thank you!
- The man was not driving well, went from one white line to the other white line. Never heard from them but never had that driver again. Over all Abby Vans are very good.
- One driver was driving erratically and running stop signs. I don't know how it was resolved; I haven't seen the driver since. Excellent service, thank you.

Comments (negative)

- Driver did not read their pick up sheet, just assumed I was at one location. I was at the other. I was waiting for them; they marked me down as a "no show". Called the office and had to wait much longer to get home, just because they just assumed.
- They wrote down and was supposed to get back – never did.

- Have called numerous times to ask that the drivers not come into my house!! I've called several times and asked them to have the drivers come to the door and help the client into the car. They often sit in the van and wait. Don't like the fact that almost every day there is a new driver. Had a driver named Tim for several months, he was awesome, now we never know who will come. I have called many times – they take down the info but we don't often see results.
- Never return call
- While waiting for a ride home from the cancer center, driver went to the wrong entrance, waited 15 minutes, then left. Recorded me as a no show and I had to wait 3 hours for Abby Vans to send another driver, this time to the correct door. This was in no way the fault of Abby Vans or the driver. He was not aware that the regional cancer center has a separate entrance, in fact SHH has 4 different entrances all with the same addresses.
- They left me and I had to find other accommodations. This only happened once.
- I have had so many. Sometimes the service is very good but other times I am taken out of the way because the office doesn't know Eau Claire. Having to be ready 55 minutes ahead wastes my time. Today the service was very good but I cannot depend on it. Usually I get to appointments on time. Most of the time it isn't the drivers fault, it's the offices scheduling. They don't know Eau Claire distances. I prefer small vans but often get big vans for which I need a stool. Sometimes driver doesn't have one so I have to sit in the back which isn't the most comfortable.
- Got a round a round
- Van had a motor exhaust leak. Enough it burned your eyes and nose. I called them as soon as I got home to let them know. They never give you an exact time for your pick-up. It's always ½ hour slot for pick-up and then they almost arrive either early or late. One time almost 3 hours late to bring me back home from eye clinic.
- A female driver drove with the window down about 5" in the rain so it was very noisy then out on the highway. She would have gone through a red light but I hollered "there's a light". She slammed on the brakes and said "I thought I was going to sneeze". Then she continued at 65 miles an hour, when I asked her what the speed limit was she slowed down. I told others about it and was advised to make a complaint– which I did. If she is still driving - ??
- Recently had a bad experience in a large van. Driver couldn't locate passenger - lots of turns/detours – felt like I was being thrown around van resulting in lot of bruising on left arm due to seatbelt.
- Never called, but one time after being picked up after my appointment I was driven way beyond where I lived to downtown Eau Claire and along the way to downtown other passengers were picked up. I thought I was never going to be taken home
- Several times for picking up my son so late that he was late for work. One incident the driver yelled and swore at my son for his mother reporting him. The driver was very rude and late. After the swearing incident a few days later he was given a new driver part of the time.
- Driver has been late picking me up for appt. Drivers have also had me wait over an hour after appt.
- leaking fluids from vehicles – frequent delays in getting home – frequent break downs
- There was only one incident in which the day I took Abby Vans to get to surgery on 11-11-14, the driver almost got me and husband late to the Oak Leaf Surgical Hospital
- Van was so late that a medical appointment was missed. It had to be rescheduled and then the van was late for that one. The wait time for a van is too long. Sitting in a wheelchair for so long causes swelling in elderly people's legs. Also urinary concerns. Abby Vans seems to be trying to do too much with the number of drivers and vans it has. Too many multiple stops to pick up people or drop them off. They are frequently late after the rider has been sitting for 30-45 minutes.
- Multiple, very late, no shows, dropped at wrong location, drivers "lost". Less of a burden on drives by adding more vans to each route. Sensitivity training to drivers needed (regarding persons with disabilities).
- For some reason twice the driver was told to get a huger more elaborate van because someone thought I had an elaborate wheelchair, twice! Even after I had two people call in addition to the driver. I only had a knee scooter.

- I guess the thing that frustrated me a little is that there is always someone already on when picked up and have to ride around for a long time before where I'm going and usually bigger van for wheelchairs and I just need the small van which is easier to get into and better riding. Otherwise thankful for the service.
- I just have refused to call for an Abby Van again and I wait until a friend can come to help me. I happened to get a driver on one van that was experienced. The other time I took an Abby Van to the bank within a few blocks of home. Then for the return trip after allowing a half hour I was driven all over Eau Claire to pick up at least 4 other people and came within short distance of here without him coming here. At least 2 ½ hours of wasted time!
- Wrong van for client's disability/ability. We have not had this issue for about 2 months.
- Abby Van drivers take hold of the walker instead of gait belt. Some expect her to walk alone, however having dementia and using a walker she needs that extra guidance. It seems that drivers are not well informed on certain people with special needs. We always inform them and things go better.
- Claimed a missed ride but had # - they dismissed claim. Wish could go online and see my ride schedule.
- They need to have better communication with care facilities when rides are scheduled. Make sure which Mayo facility rides are scheduled for.
- Sometimes more than 3 people in van. Drop offs were very long in reaching my home.
- They periodically forget my girls. Makes for a hectic morning when schedule gets interrupted.
- Driver did not get out to help, instead let a client help my daughter. They returned my call.
- Actually I was fortunate enough to have my sister to take me to PT. Connor picked me up from the hospital and since he's my husband, he was spectacular!
- Driver wasn't here; they had scheduled appointment for the next month! Said we hadn't paid our bill. I got copies of checks from bank to prove it.
- Had ride scheduled at 12:00-12:30, pick up at 2:30-3:00pm. Got picked up at my place at 12:50 and to come home picked up at 1:55. I think if rides need to be changed they should call and let the person taking the ride know. I thought they should have at least waited until 2:30 or 2:25 to come if they were going to be early.
- Several times the lady I was caregiver for was left at site and not picked up on time and Abby Van had to be called. These folks who use Abby Vans are old and disabled. The dependability is just not there with Abby Vans.
- The price of Abby Van was getting to be too much for me.
- I called Abby Vans office and City of EC. Nothing was done. There has hardly been a time when they picked me up that they sometimes didn't know where they were going or come to the incorrect address or late for pick up. I hope Abby Vans' contract with the city will not be renewed!!
- Picked up at Mayo on Clairemont then picked up lady #2 at Phillips Senior Center and then went to Hwy 53 and North Crossing and picked up lady #3. Took her and dropped off at YMCA-downtown Eau Claire and then took lady #2 near Oakwood Mall. I was last one dropped off nearly 1 ½ hours later. After lady #3 was dropped off on way to Oakwood Mall we were less than ½ mile from my residence but driver said she could not drop me off before lady #2.
- I complained to driver a few times that I had to call because they forgot to pick me up.
- There is such a small running board, really hard to get in since the hand rail is too far back to make an easy entry, especially with hip and knee problems.
- Abby Vans cancelled wrong person and forgot a client.
- Forgot client. Dropped at wrong place. Mixed up rides. Tina has helped!
- #459 does not come to the door, drops off at end of driveway, misplaced rider.
- Did not come on time.
- Scheduled wait time is often too long before desired arrival time.
- Many times vehicles have a strong odor especially from male drivers, some female (smoke). Driver went to the wrong place due to being given the wrong directions. The staff at the doctor's office stayed after hours and waited for my driver to come. Driver was very apologetic and kind. I have had drivers that drive through

stop signs and also drive very reckless when in a hurry. Over all my experience has been pretty good though. Good people! I am truly thankful for the help.

- Upon loading on a van my foot was cut open during boarding. Abby Van refused to take me to ER. I was bleeding, went by ambulance later that night and had 7 stitches to top of my foot. My insurance, not Abby Van, payed the bill.
- Every Friday I go to the beauty parlor and then to Mega East. I am always ready ahead of time, get to beauty parlor early, but wait as much as 1 ½ hours for pick up to go to Mega. I need 1 hour to shop and have waited 2 hours for pick up. It has been better lately. I need this transportation so I try not to complain.
- I have called numerous times to ask where my ride was. They have made me late for dialysis many times. I don't like the way some drive. Sometimes I have had to keep calling to tell them I was running out of portable oxygen. I didn't get a response. I have bad legs and they send me a van that's hard to climb in to.
- On 4/23/15 I had Abby Van take me to a routine dentist appointment here in Eau Claire. When the return driver brought me home 3 ½ hours later, he told me the first driver had forgotten to close the sliding glass door that I had used from the kitchen to the deck with my wheelchair. Left it wide open the whole time! I called in for someone in the office but it was 4:50pm and everyone in the office had gone home. The gal on the phone with me said she would write up an incident report on it and that was the last I heard of the whole thing.
- I wasn't picked up from my home. It was the person who took the call faults. They apologized and it didn't happen again.
- Abby Vans driver left client at work – didn't wait. Abby Van driver keeps coming into client's job and getting client in trouble. Both issues unresolved.
- Some of your vans have a step hard to stand on, probably just me. Don't have the strength to pull myself up. Otherwise everything OK.
- Abby Van was one hour late in pick up for appointment. I could not let that happen again. I am using a private source now. I would like to use Abby Van again when you get your scheduling straightened out.
- Long waits for return trip.
- My driver would not wait 5 minutes for me; I am 99% on time always.
- Waited over an hour and 20 minutes for pick up.
- Sometimes they failed to get me on their list but they always sent someone quickly when I called but sometimes that would mean I had waited as much as 45 minutes past when I had asked them to come. I believe that happened 4 times but they had to wait on me when they came early 2 or 3 times.
- I don't like the ½ hour window for pick up. Sometimes one rides all over before getting to your destination. They pick up other people. Some they never showed for a ride home, friends brought me. Drivers don't know the way.
- 24 hour notice is inconvenient.
- Waited more than 2 hours; vans were coming and going but not for me.
- No heat and no air conditioning.
- A return ride lasted 2 hours. The "reason" was that rides had been added that day to the end of the day. This had happened many times, but the 2 hours was the worst. It took me 2 weeks to talk to 1st the scheduler then Tina. I had to initiate after the complaint was made on the day of that ride. I ended up writing a letter to the owner of Abby Vans and EC Transit. In the end the rides have not run over or if they may be a few minutes, I get a call. It is always the same driver. She is happy that there are no longer add-ons and I am happy. It never should have happened in the first place as one hour is the max for a ride.
- Due to the office scheduled pick up times I rode the van for an hour when the drive could have been done in 10 minutes.



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MEMO

TO: SUE MILLER, CHAIR, ADRC BOARD
FROM: KEITH R. ZEHMS, CORPORATION COUNSEL *Keith*
DATE: SEPTEMBER 15, 2015
SUBJECT: ST. CROIX COUNTY RESOLUTION #28

Attached please find a copy of a resolution recently received from St. Croix County. If you feel this would be appropriate for the ADRC Board to review or to consider a similar resolution, please schedule for an upcoming meeting. Thank you.

KRZ/yk
Attachment

MEMOS\



Resolution No. 28 (2015)
RESOLUTION SUPPORTING NEW SOCIAL SECURITY
SUPPLEMENTAL SECURITY INCOME (SSI) ASSET LIMITS
AND IMPLEMENTATION OF THE ACHIEVING A BETTER
LIFE EXPERIENCE ACT

1 WHEREAS, Supplemental Security Income (SSI) is a Federal and State income
 2 supplement program funded by general tax revenues (*not* Social Security taxes); and

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 4 WHEREAS, the SSI program is designed to help aged, blind, and disabled people, who
 5 have little or no income; and

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 7 WHEREAS, the SSI program provides cash to meet basic needs for food, clothing and
 8 shelter; and

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 10 WHEREAS, the SSI program eligibility requirements are as follows:

- 11
 12 • Anyone who is 65 and over, blind or disabled.
 13 • Has limited income, resources, and is a US citizen or national; and

14
 15 WHEREAS, the SSI program asset limits are as follows:

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 17 • Individual/Child is \$2,000/month.
 18 • Couple is \$3,000/month; and

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 20 WHEREAS, the SSI asset limit was set in 1989 and has never been adjusted; and

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 22 WHEREAS, the asset level limits employment and savings options for recipients due to
 23 risk of losing Medicaid for health care coverage; and

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 25 WHEREAS, the SSI asset limits can prevent SSI recipients from saving for post-
 26 secondary education, homeownership, and retirement; and

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 28 WHEREAS, per 2013 data collected by the Social Security Administration, there are 680
 29 SSI recipients in St. Croix County; and

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 31 WHEREAS, in December of 2014, the Achieving a Better Life Experience (ABLE) Act
 32 was passed at the Federal level; and

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 34 WHEREAS, the ABLE Act allows individuals whose disability manifest before the age
 35 of 26 would be eligible to set up ABLE accounts that are tax-advantaged savings accounts where
 36 they can save \$14,000 per year and \$100,000 in total which will not affect eligibility for
 37 Medicaid, Wisconsin Long Term Programs and other public benefits; and




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 39 WHEREAS, each state is responsible for establishing and operating an ABLE program;
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WHEREAS, this resolution is supported by the Council on Aging and Disabilities and the Health and Human Services Board.

THEREFORE, be it resolved that the St. Croix County Board of Supervisors supports the implementation of the ABL Act to reform the SSI asset limits in Wisconsin as soon as practicable.

FURTHER be it resolved, that the St. Croix County Board of Supervisors directs the County Clerk to forward this resolution to the office of the governor, assembly members and senators representing St. Croix County, Disability Rights Wisconsin, all Wisconsin counties, and Wisconsin Counties Association.

Legal – Fiscal – Administrative Approvals:	
<u>Legal Note:</u>	
<u>Fiscal Impact:</u>	None
 Scott L. Cox, Corporation Counsel 8/28/2015	
 Robert Mittet, Interim Finance Director 8/30/2015	
 Patrick Thompson, County Administrator 8/28/2015	

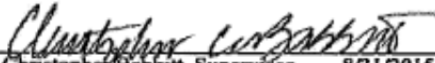
08/11/15 Health & Human Services Board APPROVED

RESULT:	APPROVED [UNANIMOUS]	Next: 8/21/2015 9:00 AM
MOVER:	Ron Kiesler, Supervisor	
SECONDER:	Shaela Leibfried, Supervisor	
AYES:	Babbitt, Logelin, Novotny, Kilber, Kiesler, Anderson, Leibfried, Rasmussen	
ABSENT:	Lisa Ramsay	

08/21/15 Council on Aging and Disabilities APPROVED

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Paulette Anderson, Supervisor
SECONDER:	Mary Ellen Brue
AYES:	Adams, Ostness, Kiesler, Anderson, Brue, Drath, Jonas, Peinar, Schrank, Schreiber
EXCUSED:	George Zaske

Vote Confirmation.


Christopher Babbitt, Supervisor 8/31/2015

St. Croix County Board of Supervisors Action:

Roll Call - Vote Requirement – Majority of Supervisors Present

RESULT: ADOPTED AS AMENDED [UNANIMOUS]
MOVER: Christopher Babbitt, Supervisor
SECONDER: Ron Kiesler, Supervisor
AYES: Schachtner, Ring, Babbitt, Novotny, Sjoberg, Koch, Nelson, Berke, Ostness,
Larson, Hansen, Kiesler, Peterson, Anderson, Achterhof, Leibfried
ABSENT: Chris Kilber, Andy Brinkman, William Peavey

This Resolution was Adopted as Amended by the St. Croix County Board of Supervisors on September 1, 2015
Cindy Campbell, County Clerk