

MINUTES

Aging and Disability Resource Center of Central Wisconsin

Aging Advisory Committee-Wood County Only

January 27, 2011-Centralia

Committees members present: **Wood County:** Jim Welch, Marion HoKamp, Katie Clark, Char Orgel; **Provider members:** Becky Huebner-Leu

Call to order

Meeting was called to order by Jim Welch

Public Comments

No public comments.

Discuss ADRC-CW services specific to Wood County

Discussed obtaining feedback from local residents regarding current/future transportation program and needs. Overview of history of transportation program needed in order to move forward. Group concensus to invite knowledgeable persons to next meeting to give history.

Discuss and define structure of future meetings

Address methods of identifying Wood County needs

Discussed visiting food sites to obtain feedback of ADRC services, communication and needs. Scheduled visits: Jim-Cedar Rail, Katie-Centralia, Char-Pittsville.

Future agenda items

Next meeting on Friday, March 4, 2011 at 9:00 a.m. at Centralia.

Adjournment

Meeting adjourned.

Aging and Disability Resource Center of Central Wisconsin

Minutes from the Joint Advisory Committee Meeting

February 16, 2011

Committee members present: **Langlade County** members: (Beth Schuelke and Lil Tower through video conferencing), Gloria Oberneder, **Lincoln County** members: Bill Kolar, Arlene Meyer, Margaret Robl, **Wood County** members: Jim Welch, (Marion HoKamp, Katie Clark, Char Orgel-by video conference), **Marathon County** members: Dona Schwichtenberg, Vicki Faoro Anderson, and **Provider** members: Becky Huebner-Leu, Jacqui Stoehr, and Kim Esterline.

Excused: Marcy Diedrick, Cathy Winters, Jalaine Streng, Bob Beck and Rose Boron

Others present: Linda Weitz, Doug Below, Erin Zastrow, and Jennifer Cummings

1. Call to order

The meeting was called to order by Linda Weitz at 10:00 a.m.

2. Public Comments

There were no public comments.

3. Approval of Minutes-December 15, 2010

Gloria Oberneder moved with a second by Jim Welch to approve the minutes. Passed unanimously.

4. Education Presentation-Long Term Care Re-design—the Family Care Program and the Role of the ADRC

In the committee packet, Linda distributed a “Glossary of Terms” as had been requested by committee members. Linda then gave a presentation that outlined the history of Long Term Care (LTC) in the State of Wisconsin, LTC public funding re-design, and the role of the ADRC. After the presentation, Linda encouraged committee members to keep informed through other sources, such as the WI Department of Health Services website at www.dhs.wisconsin.gov and read about “Aging and Disability Resource Centers” and “Family Care” and “IRIS” to become more informed about these programs.

5. Legislative Update

Linda distributed a packet of position papers supplied by GWAAR regarding specific programs, such as Senior Care, Elderly Benefit Specialist, and other aging programs. Linda discussed items that were just recently proposed in the Governor’s budget repair bill. Linda encouraged committee members, as she has encouraged ADRC-CW staff

members, to make sure that you receive accurate information regarding budget proposals. Much misinformation has been distributed and it is important that everyone has a clear understanding of the proposals and their impact upon programs to insure effective advocacy. At this point, without the full budget proposal, there is much uncertainty regarding the impact on existing programs. Linda encouraged committee members to receive information from accurate resources before advocating or contacting legislators. Linda will keep committee members informed as accurate information becomes available.

6. Break

7. Reports shared from the Counties that may have had activity since the last meeting:

Langlade County: Dave Kennedy, Resource Specialist in the Antigo office, met with the Langlade County committee members and gave them an overview of the work of the ADRC-CW. Committee members felt this presentation was helpful to help orient them to the work of the ADRC-CW. Potential advocacy issues in Langlade County include the closing of the Community Center to activities involving seniors and transportation. As we will be doing in all of our service areas, we need to develop an opportunity for input from community members in order to identify priority issues. Gloria suggested that perhaps aging advisory committee members should have business cards that would help identify who they were and how community members could contact them.

Wood County: Jim Welch said that they met 1/27/11 and discussed how to get feedback from local residents. They decided to visit nutrition sites in Wisconsin Rapids, Pittsville and Marshfield. Katie Clark said that the individuals there did not identify any problems; they only heard the good stuff. They did receive some helpful feedback: A couple of consumers read the "Around the Kitchen Table" newsletter front to back; as a result, committee members felt that more copies need to be delivered. Transportation was discussed with the dining site participants. There appeared to be lack of information and Becky Heubner-Leu suggested table tents at the dining sites with transportation information. Also, concerns were expressed about transportation inflexibility.

8. Mechanism to collect and disseminate input

A discussion was held on possible mechanisms to collect consumer input in order to organize, prioritize, and take action. The possibility of a template was suggested that would include general areas broken specific to county location to include services such as transportation, nutrition, financial, housing, caregiver, etc. Another suggestion was offered to have committee agendas, minutes, etc. on a shared site. Committee members would like to consider having forums to discuss certain subject areas. Linda will follow-up.

9. New office open houses-March 16th in Antigo and March 23rd in Merrill

Linda invited all committee members to attend the Open Houses in the new offices. She also suggested that we may want to consider having open houses in our existing offices at some point in the future.

10. Adjournment

Jim Welch made a motion to adjourn with Katie Clark seconded. Meeting adjourned at 12:00.

Next Meeting

Wednesday, April 20th, location-Wausau location from 10-noon. Lil and Beth will video conference.

ADVISORY COMMITTEE MINUTES
Aging & Disability Resource Center of Central Wisconsin
Wisconsin Rapids Office

March 4, 2011

The meeting was called to order at 9:04 a.m. Friday, March 4

Members Present: Jim Welch, Katie Clark, Marion Hokamp, Becky Huebner and Jackie Bodette

A motion was made by Marion Hokamp, second by Katie Clark requesting an itemized financial report on 85.21 funds.

It was agreed to invite Lance Pliml and Mike Martin to the next Advisory Committee meeting.

Jackie Bodette, Mobility Manager gave an overview and history of transportation services.

The next meeting will be held Friday, April 8 at 9:00 a.m. in the Training Room at the Wisconsin Rapids ADRC office.

A motion was made by Marion Hokamp, second by Jim Welch to adjourn.

Respectfully submitted,
Becky Huebner

ADVISORY COMMITTEE MINUTES
Aging & Disability Resource Center of Central Wisconsin
Wisconsin Rapids Office

April 8, 2011

The meeting was called to order at 9:00 a.m. Friday, April 8

Members Present: Jim Welch, Katie Clark, Becky Huebner, Mike Martin and Connie Jacobson

Excused: Char Orgel and Marion Hokamp

Connie Jacobson—85.21 Transportation Grant for 2012 has been submitted. 2011 Grant has been approved and funds are scheduled to arrive in June, 2011.

Currently there are four full-time and one casual staff. Most counties receive 85.21 Grant funds. ADRC-CW does not provide transportation services in Marathon, Lincoln, and Langlade counties. Busses are owned and insured by Wood County. Because of grant requirements, it is necessary to develop and have contracts between ADRC-CW and Wood County or for Wood County to provide transportation services independently

Meeting adjourned at 11:00 a.m.

Respectfully submitted,
Becky Huebner

Aging and Disability Resource Center of Central Wisconsin

Minutes from the Joint Advisory Committees Meeting

April 20, 2011

Committee members present: **Langlade County members:** Jalaine Streng and Lil Tower attending through video conference, **Lincoln County members:** Margaret Robl, Arlene Meyer, and Bill Kolar, **Wood County members:** Jim Welch, and Marion Hokamp and Katie Clark attending through video conference, **Marathon County members:** Bob Beck, Dona Schwichtenberg, and Cathy Winters, **At-large members:** Kim Esterline

Excused: Marcy Diedrick, Becky Huebner-Leu, Gloria Oberneder, Char Orgel, Vicki Faoro Anderson, Rose Boron, Beth Schuelke, and Jacqui Stoehr

Others present: Linda Weitz, Doug Below, Jennifer Cummings, and Sharon Davisson

**Items bolded and italicized are charges of these advisory committees.*

1. Call to Order
The meeting was called to order by Linda Weitz at 10:02 a.m.
2. Public Comments
Arlene Meyer announced that the Coalition for Wisconsin Aging Groups will be having their spring meeting at the ADRC-CW Wausau office next week 4/27 from 9:30-2 p.m.. She invited any interested individuals to attend.
Cathy Winters announced that there will be a meeting today 5:30-6:30 at the Wausau library with Todd Berry, WI Tax Alliance, to discuss Medicaid and the budget.
3. Approval of Minutes – February 16, 2011
Motion made by Arlene Meyer, seconded by Bob Beck to approve the minutes.
Unanimous vote to approve.

Advocate for Older Adults and Adults with Disabilities

4. Legislative Update – Review of Proposed Changes in State Budget
The March and April legislative update summaries in the board packet were referenced, which summarized proposals in the state budget. Linda emphasized the importance of having accurate information regarding the proposals to share with consumers.
Proposed budget issues:
(1) Kitty Rhoades, Deputy Director of the Wisconsin Dept. of Health Services, spoke at the recent ADRC conference. Reassurance was given that there are no plans in the state budget for funding reduction to ADRCs and that the expansion efforts to the rest of the Wisconsin counties will continue. There is a commitment to ADRC services. Linda explained that the ADRC-CW staffing structure is budgeted

conservatively and that at this time we do not anticipate any staffing changes or reductions.

(2) At this time, no significant reductions to Older Americans' Act (OAA) funds that fund our ADRC-CW services are being discussed at this time.

(3) The budget proposed that the Senior Care program will continue, but the participants would be required to enroll in a Part D plan. There are over 7000 individuals that are currently in Senior Care within our ADRC-CW region that would need to be enrolled in Medicare Part D. Discussion ensued regarding negative impacts on seniors, including the complicated nature of Medicare Part D resulting in individuals not receiving coverage and increased costs to individuals.

(4) The proposed budget will eliminate local Economic Support (ES) departments for counties. Discussion ensued about the impact on consumer access and understanding of programs, particularly for the elderly and disabled. Linda reports that the Wisconsin Counties Association (WCA) and the Wisconsin County Human Services Association (WCHSA) developed an alternate proposal that the State may consider to assure local access to services and programs.

5. Presentation by Sharon Davisson, Director of Resource Services- Waiting Lists, Entitlement, and the Impact of Proposed Enrollment Caps

The other significant proposal in the state budget that would impact ADRC-CW consumers is a cap on enrollment for the Family Care and IRIS programs statewide. As of June 30th, whoever is enrolled that day in IRIS and Family Care community-based services will stay enrolled, but from that point on, the only new enrollees would be allowed through attrition slots. Attrition slots would be created from individuals who have died, moved out of state, or have lost financial eligibility for medical assistance. The cap would be set by how many are enrolled by June 30th.

Sharon explained our current ADRC-CW status. Throughout our region, each county has a waiting list. Sharon indicated that we have been working through the wait lists and reducing them. Over a three-year period from the point that a county transitions to Family Care, staff work thru the wait list and by the end of the three year period, the wait list would have been completed. At this point, the program would be at entitlement, which then would allow qualifying individuals immediate enrollment.

With the proposed cap on enrollment, it is expected that the waiting lists will grow, since there will not be enough attrition to allow all eligible individuals to enroll. We have a wait list policy that addresses our criteria for prioritizing individuals. This policy was approved by our governing board and the State. The state is advocating for a consistent wait list criteria across all counties which is not occurring at this time. As we move forward, we will most likely have to adjust our wait list policy but the parameters are currently unknown.

Break 11:20-11:30

***Provide and Solicit Feedback Regarding Existing Programs and Services
Assist to Identify Service Needs in Local Communities***

6. Demonstration of a Computer Tool for Advisory Committee Members to Share Input

Gary LaVake demonstrated Share Point, an internet based program. Linda suggested that this tool would be used to keep all members informed of issues within

our entire region. Additional questions were posed to the group: How would the members see this tool used? The goal of this tool is to be able to gather information that can be shared with all advisory committee members and allow review of information between meetings. The ADRC would be able to deposit information on behalf of those committee members that do not have internet access.

7. Discussion/possible action – Mechanism to collect and disseminate input

The group felt that the “Share Point” tool is worth pursuing. This would document input/feedback from consumers. Arlene suggested that committee members could request additional information or clarification as well.

Jim Welch moved to proceed exploring this program with Margaret Robl seconded the motion. There was an unanimous approval vote. We will plan to explore this site further along with compatibility with other software.

8. Reports from the counties

Jim Welch reported on behalf of Wood County: they met 4/8 and discussed transportation. Wood County is the only county that provides transportation as part of ADRC-CW. The committee is requesting that the Wood County transportation program be reviewed and alternatives be explored. Jim asks that the committee make recommendation to the board to look at this. Linda reported that there are future meetings to explore how this will look and work in Wood County.

9. Discussion/possible action – Next steps

Linda reported changes to the advisory committees. Jim Welch will be resigning from this committee due to a move out of the county. Therefore, we need an additional Wood County individual to represent our 60 and older population. Marcy Diedrick will continue to work with caregivers, but will be resigning her position on this committee. Arlene indicated that we should recruit from the northern part of Lincoln County—Tomahawk for example.

Bill Kolar had suggested that a committee member attend the board meeting. Bill has been attending, but will not be available for the next meetings. The next two board meetings are scheduled for May 12 in Merrill and June 9 in Wisconsin Rapids. Margaret Robl will plan to attend the May meeting in Merrill. Katie Clark will attend at the June meeting.

10. Next meeting – Date, Place, Time

June 8th 10-12 meet in Wausau ADRC office location

11. Adjournment

Motion made by Bob Beck and seconded by Bill Kolar to adjourn. There was a unanimous vote in favor of adjournment at 12:12 p.m.

Aging and Disability Resource Center of Central Wisconsin

Minutes from the Joint Advisory Committees Meeting

June 8, 2011

Committee members present: Jalaine Streng, Margaret Robl, Gloria Oberneder, Bob Beck, Dona Schwichtenberg, Cathy Winters, Becky Huebner-Leu, Kim Esterline and Katie Clark (by videoconference)

Excused: Bill Kolar, Lil Tower, Marion Hokamp, Arlene Meyer, Rose Boron, Vicki Faoro Anderson, Jacqui Stoehr

Others present: Linda Weitz, Jennifer Cummings, and potential new member Jean Doty (by videoconference)

**Items bolded and italicized are charges of these advisory committees.*

1. Call to Order

The meeting was called to order at 10:02 a.m. by Linda Weitz, ADRC-CW Executive Director.

2. Public Comments-No public comments.

3. Approval of Minutes – April 20, 2011

Motion by Gloria Oberneder, seconded by Dona Schwichtenberg to approve the minutes. Unanimous vote to approve.

Advocate for Older Adults and Adults with Disabilities

4. Director's Update

Due to the amount of misinformation being circulated surrounding the state budget, Linda encouraged committee members to obtain accurate information regarding changes.

Copies of the updated Resource Directories from all office locations were distributed to committee members. Becky offered feedback on the directories. People like the "one-stop directory" and asked if it is possible to have one directory for ADRC-CW. Linda responded that due to the size of our service area, one directory would be difficult. But the ADRC-CW is working with the state to have an online directory on our ADRC-CW website that can be searched by service area

The marketing project has begun and staff members have started to make contacts with identified key locations in our regions: hospital and clinics, libraries, social security offices, social services and public housing complexes. Copies of ADRC-CW resource directories, general agency brochures, and posters will be offered to each of the contacts at these locations for distribution. Linda offered to bring a master list of these locations

to the committees for review. Committee members offered other marketing suggestions: the YMCA's, pharmacies, churches, other community groups. Cathy also suggested that an ADRC-CW representative offer a presentation at a State pharmacy meeting.

Brief legislative update: Senior Care will remain unchanged. Individuals will not be required to enroll into a Medicare Part D program. There is no longer a requirement that local county economic support units will be eliminated, instead, each county will choose to "opt out", meaning the local unit will be eliminated, or "opt in", meaning the county will have a local unit, but must join a multi-county consortium. The cap for Family Care/IRIS enrollment has not changed. Linda indicated that ADRC-CW has been planning for this. The ADRC-CW is able to manage the wait list as a region not by county. This will give the ADRC flexibility to serve people well because of our regional size.

5. 2010 Annual Report and Lincoln/Langlade Update

Linda reviewed the 2010 Annual Report and a brief Lincoln and Langlade County service update that was distributed to the advisory committee members.

6. New Advisory committee members – Lincoln and Wood counties

Linda reported that the committee has some changes. Since our last meeting we have had the following resignations: Marcy Diedrick from Lincoln County, Char Orgel from Wood County, and Beth Schuelke from Langlade County. Potential replacements in Wood County include: 1) Phyllis Olson who is a retired RN from the Marshfield health dept. after 29.5 years. Phyllis has many years of community experience and currently works part-time at St. Joseph's Hospital in their employee health dept. 2) Jean Doty from Marshfield has shown interest in being involved with this committee and is participating today by video conference. Jean recently retired after 16 years as St. Joseph's Hospital volunteer coordinator. She currently is the secretary for the Marshfield senior center and participates on the Marshfield Committee on Aging (COA). Tomorrow, the ADRC-CW board will make recommendations to the county boards for advisory committee replacements.

Break 10:45 – 11:00

Provide and Solicit Feedback Regarding Existing Programs and Services Assist to Identify Service Needs in Local Communities

7. Reports from counties

a. Transportation issues -Katie and Becky from Wood County had met to discuss and express concerns about the state-wide change in transportation coordination for individuals on Medical Assistance. Starting July 1st, MA transportation is scheduled and arranged by Logisticare, a transportation brokerage system. Katie and Becky expressed concerns about how the would impact individuals' ability to access medical care. Linda said the ADRC-CW has been working to inform consumers and volunteer drivers about the changes and will continue to do so after July 1. Bob Kellerman, Executive Director of the Greater Wisconsin Area on Aging Resources (GWAAR) suggests documenting issues that are affecting consumers and they will collect input statewide to give to state decision-makers.

8. Discussion/possible action – Soliciting feedback from Consumers

a. Advisory committee members' roles

1. In order to begin the process of advisory committee members collecting feedback, should an article be placed in the “Around the Kitchen Table”? Would it be helpful to have an article in the newsletter to let consumers know who their representatives are within their respective areas?

Motion made by Bob Beck, seconded by Katie Clark to pursue this avenue to get the committee members' names and contact information into the communities.

Discussion followed. All voted in favor to start with the AKT article with all committee members' names listed. Linda will contact each advisory committee member to determine what contact information to use.

2. Introduction at events-Advisory committee members were introduced at the volunteer recognition events and will continue to be introduced at events to familiarize the public of their role. A discussion had been held about making generic ADRC-CW business cards available for committee members' use for interaction in the community. After some thought, Gloria thought that ADRC-CW business cards might not be the best solution. Linda offered that these would be available if other members would have a need.

b. Shareware update

Work is underway to develop this online tool to be used by advisory committee members for the following: 1) Depositing information from consumers' feedback such as surveys and more informal sources (contact with committee members) 2) Using that information to identify a need or a focus area, possibly unique to a particular geographic area. Gloria stated that “we can't always find the solutions, but we can meet and gather the information.” 3) Ongoing discussion threads around a certain topic, such as marketing, so that committee members can suggest and comment on ideas on an ongoing basis outside of meetings.

9. Becky asked whether our advisory committee has been making an impact on policy issues taken by the board. Information is shared between the two groups as there has been an advisory committee member scheduled at each ADRC-CW board meeting. Linda reported that so far, there have not been any “priority issues” from the advisory committee for policy action by the board.

10. Next meeting – Date, Place, Time

August 24th 10-12 meet in Wausau ADRC-CW office location.

Linda will plan to send a “save the date” message to members ahead of time. There was some discussion about changing the meeting date to the fourth or third Wednesday of every month for planning purposes.

11. Adjournment

Motion made by Bob Beck and seconded by Gloria Oberneder to adjourn. There was a unanimous vote in favor of adjournment at 12:05 p.m.

Aging and Disability Resource Center of Central Wisconsin

Aging Advisory Committees Meeting Minutes

August 24, 2011

Committee members present: **Marathon County:** Bob Beck; **Lincoln County:** Jane Lange, Bill Kolar, Arlene Meyer, Margaret Robl; **Langlade County:** Gloria Oberneder, Jalaine Streng, Lil Tower; **Wood County:** Marion HoKamp, Katie Clark, Phyllis Olson; **At-large representatives:** Becky Huebner-Leu, and Rose Boron.

Excused: Cathy Winters, Dona L. Schwichtenberg, Vicki Faoro Anderson, Barbara Lehrer, Jean Doty, Kim Esterline, and Jacqui Stoehr.

Others present : Linda Weitz, Janell Keeter from the Greater Wisconsin Agency on Aging Resources (GWAAR), Gary LaVake, Doug Below, and Jennifer Cummings.

*** Items bolded and italicized are charges of these advisory committees**

1. Call to Order

The meeting was called to order at 10:05 a.m. by Linda Weitz, ADRC-CW Executive Director.

2. Introductions of new members were made: Jane Lange-Lincoln County- is the program manager for Tomahawk Interfaith volunteers. Phyllis Olson-Wood County- is working part-time for St. Joseph's Hospital in the wellness dept., but also worked for the Wood Co. Public Health Dept. Janell Keeter, GWAAR, older American acts consultant was also introduced.

3. Public Comments- Katie Clark indicated that she is passionate about transportation and she brought a broom to offer to the group as a suggested "ride-home" transportation opportunity.

4. Approval of Minutes-June 8, 2011

One correction is needed to indicate that Lil Tower had participated by video conference at the June meeting. Motion by Bob Beck, seconded by Gloria Oberneder to approve the minutes as corrected. Unanimous vote to approve.

Advocate for Older Adults and Adults with Disabilities

5. Director's Report:

For the benefit of the new advisory members, Linda reviewed the charges of the committee. The educational piece of this agenda will include a marketing project presentation and the nutrition program assessment review from GWAAR.

Linda referenced the executive director reports as a summary of what has been happening at the ADRC-CW over the past two months. Jane Lange asked for abbreviation clarification and for additional explanation of the MA brokerage system through Logisticare. There were no further questions regarding the Director's reports.

6. Marketing project report:

Linda explained that marketing is a critical need. If consumers don't know we exist, we certainly can't meet our mission. A systematic approach to marketing was lacking in the past which led us to identify this "quality improvement project". Doug Below offered handouts to be referenced during his presentation. He began by explaining the overall process involved in this project. The numbers of new callers and "drop-ins" were tracked by clerical staff over a two week time frame. In addition, the individuals were asked how they had heard of the ADRC-CW. Next, staff were polled and asked about where they felt ADRC-CW information needs to be distributed. By using the information from consumers and staff we identified 6 key locations that would be most effective to have marketing materials. This project focused on distributing three types of materials: ADRC resource guides, the general brochure and posters.

Lil Tower suggested that future consideration should be given to use tax preparation time as another avenue to distribute and reach a large number of consumers. Becky Huebner-Leu identified that many times children of consumers are the audience we need to reach.

Once the distribution locations were identified in each region, an ADRC-CW staff member was assigned to contact an individual identified at each key location. Staff members were directed to use consistent "talking points" with each contact. Information regarding the contact, such as who was involved, what was distributed, and the follow-up is then tracked on a regional spreadsheet. Linda explained that this tracking form was placed on the Sharepoint web program for the committee members to review.

Staff was also indicating whether a location refused or was not interested in displaying ADRC-CW information. However, staff explained to the locations that their consumers had identified their site as an important contact location. Arlene Meyer indicated that during admission or touring a facility there is so much paperwork that ADRC-CW information may get lost in the process.

Next steps in the marketing project: There will be systematic follow-up with each of the contact sites to determine brochure usage/ needs and additional distribution. We will be conducting another two week survey of new contacts in October by tracking phone calls and "drop-ins" to see if our marketing efforts have improved our visibility. Jalaine Streng indicated that consumers need to understand that the ADRC is a RESOURCE CENTER for ALL as she believes that the "building" has long been recognized as providing services only for the poor. Jalaine Streng suggested distributing to the churches as well. Becky suggested that *Wisconsin.gov* should be a

link on the ADRC-CW web site with search words to identify why one may want to search there, such as looking for a nursing home or assisted living facility.

7. Nutritional program assessment:

Linda referenced the summary letter from GWAAR regarding the April 2011 nutrition assessment that was distributed to advisory committee members. Katie Clark, on behalf of the advisory committees, wanted to go on record that “we’re proud of you”. Linda referenced the program meal counts for the committees’ information. She explained that the nutrition program operates 17 traditional senior dining sites throughout the region and has five Senior Nutrition Access Coupon (SNAC) program sites in Marathon County. Linda explained the SNAC program which allows consumers to use coupons to purchase approved restaurant menu items. The nutrition program is funded through the Older Americans Act. Linda explained the low attendance of 2-3 participants at the Pittsville site for the past couple of years even with some intensive outreach efforts. The ADRC-CW board has made the decision to close the site at the end of September. We are hopeful that the State will allow us to explore expanding the SNAC program to one of the local Pittsville restaurants in order to provide a service to residents in that area. The committee is interested in advocating for this option. The committee expressed their opinion that the SNAC option is a much more “normal” environment to share a meal/fellowship. Linda also explained that we will continue to meet the needs of the home delivered meal participants in the Pittsville area.

Break occurred from 11:05-11:15 a.m.

***Assist in Community Outreach Regarding ADRC-CW Services
Provide and Solicit Feedback Regarding Existing Programs and Services***

Linda mentioned that in the August issue of *Around the Kitchen Table*, there is an article about the Aging Advisory Committees and member contact information. Margaret Robl has received three contacts as referenced by this article. Bob Beck suspects that this is how his contact obtained his phone number.

Gloria Oberneder showed how she put her address label on the generic ADRC-CW agency card with her phone number. This generic card also lists all the agency office phone numbers.

8. Sharepoint update:

Gary LaVake, Director of Administrative Services, demonstrated the Sharepoint information sharing tool. Each advisory committee member will be given their own access code. Libraries can be created at this site and would be a collection of static materials i.e. a depository for survey information. The first information that has been deposited in the “library” on this site is the marketing distribution tool. The site also provides for a discussion tab, whereby a committee member could start a discussion thread and others could reply and offer their comments/suggestions. Once fully operational, ADRC-CW staff, board members and advisory committee members will have access to the site, can view the information, and can have a

dialogue regarding the contents. Lil Tower felt that this site will be helpful to localize on-time information.

Instructions on using the Sharepoint tool is summarized in a separate document titled "Advisory committee Sharepoint Instructions"

9. Reports from the Counties:

Wood County sees transportation as an important focus. Linda provided a copy of a letter from the State explaining the complaint process regarding Logisticare. The State is trying to gather all complaints in one location. For consumers, they need to call a specific phone number so that they can track response and follow-up regarding consumer issues. When asked how things were going in Wood County (where the ADRC-CW had been providing the volunteer transportation for MA users) Gary indicated that at first there were many issues related to consumers' lack of information. In response to this need, the ADRC-CW played a role in insuring consumers were educated about the new process. Jane Lange asked about what should be done if someone can't be helped by an individual organization. Linda advised that the consumer should be directed back to the ADRC-CW for further exploration of resources.

Wood County transportation changes have taken place due to budgetary issues. Linda explained that we are not going to be able to do as much "on demand" services as in the past. The result is that we hopefully can continue to meet the need, but unfortunately, the convenience for the consumer will be reduced. At this point, consumers are encouraged to contact the office and options will be discussed. Katie Clark voiced a concern regarding many transportation issues, and especially for those individuals without informal supports that can provide transportation.

The next meeting will be scheduled for October, which is this group's one-year anniversary. Linda asked if the committees would like to go a standard meeting day every other month, and members agreed. Standard meeting days will now be the third Wednesday every other month.

Next meeting: Wednesday, October 19th 10:00-noon at the Wausau ADRC-CW office.

Bob Beck moved to adjourn with a second by Bill Kolar. Unanimous vote to adjourn at 12:05 pm.

Aging and Disability Resource Center of Central Wisconsin

Joint Advisory Committees Meeting Minutes

October 19, 2011

Committee members present: **Marathon County:** Bob Beck, Dona Schwichtenberg, Vicki Faoro Anderson, Cathy Winters; **Lincoln County:** Jane Lange, Bill Kolar, Arlene Meyer, Margaret Robl; **Langlade County:** Gloria Oberneder, Jalaine Streng, Lil Tower, Barbara Lehrer; **Wood County:** Marion HoKamp, Phyllis Olson, Jean Doty; **At-large representatives:** Becky Heubner-Leu, Kim Esterline, and Rose Boron.

Excused: Jacqui Stoehr and Katie Clark

Others present: Linda Weitz, Doug Below, Ronda James, Stacey Dalton, and Jennifer Cummings.

The group had a brief celebration of the advisory committees' one year anniversary. Thank you to all the committee participants!

1. Call to Order

The meeting was called to order at 10:03 a.m. by Linda Weitz, ADRC-CW Executive Director.

2. Public Comments-Ronda James, RD, nutrition program manager, introduced Stacey Dalton, dietetic intern.

3. Approval of Minutes- August 24, 2011.

Bob Beck made a motion to approve the minutes. Bill Kolar seconded. Motion carried unanimously.

4. Marion Ho Kamp asked about the Senior Nutrition Access Coupon (SNAC) program and whether the State has given approval to expand to other parts of our service area beyond Marathon County. The question is especially relevant due to the recent Pittsville dining site closure and whether SNAC would be a good option there. At this point the ADRC-CW has not been allowed to expand the SNAC program beyond Marathon County.

Marion HoKamp, who will be attending a GWAAR state board meeting next week, will express the advisory committees' support of SNAC expansion to the GWAAR board.

A discussion took place regarding the committees' support of expanding the SNAC program to other areas of the ADRC-CW service area. Bill Kolar moved, seconded by Bob Beck, that a letter is drafted to send to the State to promote this program. Discussion following the motion involved bringing the letter in support of expanding SNAC to the ADRC-CW Board for their support as well. The motion passed unanimously. Linda will draft the letter indicating support of the committees and bring it to the November ADRC-CW Board meeting to be sent to the state.

Vickie Faoro Anderson made a motion to place an article in the AKT to inform people of the SNAC program. The motion was seconded by Bob Beck. Motion carried unanimously.

Arlene Meyer indicated that people are asking about the AKT and where to obtain the newsletter—specifically in the Merrill and Gleason areas. The publication is becoming more familiar and known in these areas.

5. Director's Report:

Linda referenced the Sept/Oct. executive director reports and offered highlights:

- The ADRC-CW 2012 budget was prepared and approved at the October board meeting. In an overview, none of our grants were cut or reduced significantly, but none of the grants were increased. A discussion was held with all committee members as to how long services can be sustained with no increases. Members suggested pursuing grants, “thinking outside the box” to address service needs, and how the advisory committees can assist. Members discussed how services to seniors and the disabled need to have a priority.
- Linda gave a personnel update: Elderly Benefit Specialist, Glen Engel, was hired for the Marshfield office; a nutrition site manager, Mike Swirkowski, was hired for the Antigo Parkview location; and a casual nutrition employee, Dave Kirsch, was hired for the Antigo service area. There are two current openings; one for the Senior Home Safety Coordinator and one for a Caregiver Support Coordinator.
- On November 11th the Caregiving Coalition is sponsoring its first annual event at the Grand Lodge by Stoney Creek.

***Assist in Community Outreach Regarding ADRC-CW Services
Provide and Solicit Feedback Regarding Existing Programs and Services***

6. Developing an Advisory Committee Action Plan regarding Priority Issues for 2012:

Marketing and Outreach

One priority issue for 2012 that the committees have identified over the past year is in the area of outreach and marketing. How do we get the word out in reaching our elderly and disabled adults? The committee members will brainstorm today and at the next meeting develop an action plan to help with this outreach process. Doug Below, quality improvement manager, gave an update regarding the marketing committee and a recent follow-up survey to assess new consumer contact. Lil Tower felt that we need to know how the word about the ADRC-CW and services is getting out to consumers. Rose Boron also feels that “once they contacted us—was the information helpful or useful?” is important to know. Arlene Meyer indicated that since the ADRC is still new in Lincoln County, it's difficult to assess whether people realize what the ADRC-CW does. Information regarding where marketing information has been distributed in each county will be placed on Sharepoint so that committee members can see whether we have missed some critical groups or locations. The Sharepoint instructions are in the advisory

committee packets. Give Gary LaVake a call if members have difficulties accessing the internet based sharing tool.

Physical Space—A Welcoming Environment for the ADRC-CW

Looking at our physical space in each service area will be another 2012 priority. What is the experience for consumers as a brand new person accessing our services? The committee members agreed that this and marketing/outreach are important issues.

Next steps: How do we prioritize the outreach efforts? Linda encouraged committee members to post information on the Sharepoint web site. Bring information to the next meeting and we will begin to formulate an action plan.

7. Reports from counties-Langlade group met and talked about issues as a new county with the ADRC-CW. They met at a senior dining site. Before the joint committees meet in January, the groups may want to brainstorm as to regional issues and deposit them on the Sharepoint website as well.
8. Next meeting—Agenda items, Date, place, Time:
The next meeting will be held **January 18th at 10:00 at the ADRC-Wausau location.**
2012 meetings will be held on: **March 21, May 16, July 18, September 19, and November 21.**
9. Adjournment: Rose Boron moved to adjourn the meeting at 12:05 a.m. with a second by Jalaine Streng. There was a unanimous vote to adjourn.