

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)

Minutes of the ADRC-CW Advisory Committees Meeting

January 29, 2014

Mission: The Aging and Disability Resource Center of Central Wisconsin promotes choice and independence through personalized education, advocacy, and access to services that prevent, delay, and lessen the impacts of aging and disabilities in the lives of adults.

Committee members present: **Marathon County:** Dona Schwichtenberg, Pam Frary, Rose Boron; **Lanlade County:** Barbara Lehrer, Beth Schuelke, Lil Tower; **Wood County:** Marion HoKamp, Patty Ruder, Becky Huebner-Leu

Excused: Bill Kolar, Arlene Meyer, Jane Lange, Jacqui Stoehr, Bob Beck,

Others present: Linda Weitz; Jennifer Cummings; Mike Rhea; Tracey Baken; and Lance Pliml, Chairman of Wood County Board

1. Call to order: The meeting was called to order by Linda Weitz, ADRC-CW Executive Director, at 10:06 a.m.
2. Public Comments: Linda introduced Lance Pliml, Chairman of the Wood County board. Lance joined the meeting to keep up to date on the ADRC-CW. Linda also introduced Mike Rhea, Resource Services Director. Mike introduced himself and gave a little of his background.
3. Approval of Minutes – November 20, 2013: Correction to minutes, Beth's last name is spelled Schuelke. Motion to approve minutes with correction made by Dona Schwichtenberg, seconded by Pam Frary. Motion carried.
4. Director's Report and Updates since Last Meeting: Linda referenced the December and January director's reports. Highlights were as follows:

New IT Director: Travis Spoehr was hired as the new IT Director for Lincoln County. Travis had been working under Don's direction and was a great choice for a replacement. Lincoln County IT has great staff and we are confident that Travis will continue to provide our IT services in a professional and reliable manner.

Resource Directories: The new 2014 Resource Directories have been delivered to all locations. The committee working on this job did a phenomenal job coordinating, updating and organizing the data for this project.

Waitlist: Happy to report that in Langlade County entitlement was reached as of January 1, 2014. Lincoln County is slated to reach entitlement as of April 1, 2014. There are approximately 25 people on the Lincoln County waitlist.

Testing for Functional Screeners: Every two years the Resource Specialists need to take a Continuation Skills Test to be a certified Functional Screener. The Functional Screen is a tool used to determine a person's eligibility for publicly –funded community based long term care, so it is important that each employee is well-trained.

Public Benefit Changes: The Resource Specialists and the Benefits Specialists held a joint meeting to discuss the many changes in public benefits such as changes to divestment, impact on spousal impoverishment protection and changes through the Affordable Care Act. The challenge for all of our employees is that we provide information about the basics of the program but for complicated financial discussions we advise the individual seek advice from an attorney.

New Caterer for Wausau/Marathon County: Starting on January 2, 2014, Lynn's catering began providing meals for Wausau/Marathon County meal services. This transition went very well and we are excited for this change. Thanks to all the staff that helped with the pre-planning as this made the transition that much easier.

New Title "Meals on Wheels": We have been encouraged by GWAAR, the State and other Nutrition Programs statewide to strongly consider the "label" we give our meal delivery service. As a result, we have officially changed our meal delivery service to Meals on Wheels instead of Home Delivered Meals.

New Quality Project-Customer Satisfaction: We have a Customer Survey team that is working on revising our customer survey process. They are going to be starting in one area, which is Information and Assistance. Linda emphasized that we want to make sure that the information gathered is used. We are not going to be doing surveys just to do surveys. We will be taking this valuable information from customers and look at where we can change or improve services here at the ADRC-CW.

Personnel updates: We hired a Resource Specialist for the Marshfield office, Joan Breden. Gary LaVake will be retiring as of 3/6/14. We have three new Nutrition Site Managers in Marshfield, White Lake and Pickerel.

County Board Members: In April there will be new County Board members for Wood, Lincoln and Langlade.

2014 Goal Areas

5. Review of 2013 Goals and Accomplishments and 2014 Overarching Goals

Jennifer Cummings is working on the 2013 Self Assessment. This is a huge undertaking and Jennifer has been diligently working on reporting the goals that were met for 2013 to be

submitted to the State. The committee members agreed with the report from the self assessment.

Linda presented her 2013 Overarching Goals and Accomplishments, her 2014 Overarching Goals, and her 2014 Work Plan as included in packet. Linda noted that the three documents all work together in moving forward in 2014. Linda highlighted each of the goals/accomplishment and work plan and they were briefly discussed.

Rose and Marion volunteered to be on the Nutrition focus group.

6. 2014 Goal Areas: Next Steps

Linda and Jennifer will keep the committee members updated as to the progress the focus workgroups have made and other progress toward goals.

7. Next meeting, date, place, agenda: Linda presented a draft schedule for the Advisory Committees meetings for 2014. The proposal is to meet the 4th Wednesday every other month, starting at 10:00 a.m. The July meeting will be incorporated with the July 23 All Staff meeting held in Weston. The committee members agreed to the new schedule.
8. Adjournment: Motion by Rose Boron seconded by Dona Schwichtenberg to adjourn. Motion carried. Meeting adjourned at 11:40 a.m.

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)

Minutes of the ADRC-CW Advisory Committees Meeting

March 26, 2014

Mission: The Aging and Disability Resource Center of Central Wisconsin promotes choice and independence through personalized education, advocacy, and access to services that prevent, delay, and lessen the impacts of aging and disabilities in the lives of adults.

Committee members present: **Marathon County:** Bob Beck, Dona Schwichtenberg, Pam Frary; **Langlade County:** Barbara Lehrer, Beth Schuelke, **Wood County:** Marion HoKamp, Patty Ruder, Katie Clark; **Lincoln County:** Bill Kolar, Arlene Meyer, Margaret Robl; **Provider Representatives:** Rose Boron

Excused: Jalaine Streng, Becky Huebner-Leu, Jane Lange, Jacqui Stoehr, Lil Tower

Others present: Linda Weitz, Victoria Johns, Mike Rhea, Doug Below, and Jennifer Cummings

1. Call to Order: The meeting was called to order by Linda Weitz, ADRC-CW Executive Director, at 10:01 a.m.
2. Public Comments: no public comments
3. Approval of Minutes – January 29, 2014: Motion to approve the minutes made by Bob Beck and seconded by Pam Frary. Motion carried.
4. Director's Report and Updates since Last Meeting: Linda highlighted the following:
 - ADRC-CW is currently recruiting for an individual to fill the position vacancy with Gary LaVake's retirement. Applications are being accepted until midnight on April 6th.
 - Langlade County was at Family Care entitlement January 1st, and Lincoln County will be at entitlement April 1st. Katie's goal was to stay until the waiting lists were gone, but she is rethinking staying on. Linda appreciates the work done by advisory committee members in educating the community about Family Care and the waiting lists of the past.
 - The new ADRC-CW quality project is focusing on implementing a new customer survey process and identifying how ADRC-CW services can be improved.
 - All of the volunteer celebration dates are now set. All of the committee members are invited to attend. Currently the ADRC-CW works with over 400 volunteers.
 - Dona inquired about whether any ADRC-CW information is being distributed to the eye clinics in the areas i.e. Eye Clinic of Wisconsin. She reports that this location is visited by many consumers and family members as well. Pharmacies are also another

targeted area. Doug will check the current marketing distribution tracking sheet to see where ADRC-CW materials are being distributed.

5. Educational Item – WI Dementia Care System Redesign – Mike Rhea: Mike summarized the history of the creation of the new dementia redesign plan. Thirty-three key stakeholders met and determined a plan direction. The timeline for plan implementation is by 2016. Mike highlighted the four key areas:

- *Community awareness-*
- *Facility Based Long-Term Care and Care for People with Significant Challenging Behaviors*
- *Dementia Care Standards and Training-*
- *Research and data collection-*

Written copies of the Dementia Care Redesign materials can be provided to advisory committee members upon request and can also be found on line at:

<http://www.dhs.wisconsin.gov/publications/P0/P00586.pdf>

2014 Goal Areas

6. Progress toward 2014 Goals:

1) Disability Workgroup- This group met for the first time on March 7th. Pam Frary participates on this workgroup. The next meeting is next Friday, April 4th. Pam reported that many of the ideas expand on what has already been done by the ADRC-CW. Art Lersch from Lincoln County UW Extension, has been the facilitator.

2) Nutrition Grant-One of the ADRC-CW strategic issues is related to how to deal with funding fluctuations. Given that the nutrition program has been impacted the most, a work group will be put together to address ideas. However, in the meantime, the State has offered an opportunity to apply for a grant to identify an innovative approach to serve individuals in a congregate meal setting. The ADRC-CW has submitted a grant to expand SNAC sites with the first location targeted for Pittsville. This provided us a formal opportunity to request SNAC expansion. The grant notification is due by May 1st.

3) Antigo Caregiver Event- There is interest in offering a caregiver presentation/event in the Antigo location. Barb Lehrer has talked to the hospital and they are working at getting speakers set up. A fall event is the tentative timeframe.

7. Advisory Committee Re-appointments- Reappointments will be requested by respective county boards. Committee members will be reappointed to their second -three year term in April. Linda identified those affected committee members.

8. Next meeting, date, place, agenda: The next meeting is scheduled for May 28th at 10:00 a.m. at the ADRC-CW office in Wausau

9. Adjournment: Motion made by Bob Beck seconded by Arlene Meyer to adjourn. Motion carried. Meeting adjourned at 11:36 a.m.

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)

Minutes of the ADRC-CW Advisory Committees Meeting

May 28, 2014

Mission: The Aging and Disability Resource Center of Central Wisconsin promotes choice and independence through personalized education, advocacy, and access to services that prevent, delay, and lessen the impacts of aging and disabilities in the lives of adults.

Committee members present: **Marathon County:** Bob Beck, Dona Schwichtenberg, Pam Frary; **Langlade County:** Barbara Lehrer, Beth Schuelke, Jalaine Streng, Lil Tower **Wood County:** Marion HoKamp, Patty Ruder, Katie Clark; (by videoconference) **Lincoln County:** Arlene Meyer, Margaret Robl; **At Large Representative:** Becky Huebner-Leu (by videoconference)

Excused: Vicki Faoro Anderson, and Bill Kolar

Others present: Linda Weitz, Ronda James, Jennifer Cummings, and ADRC-C Board Member Loretta Baughn

1. Call to Order: The meeting was called to order by Linda Weitz, ADRC-CW Executive Director, at 10:01 a.m.
2. Public Comments: no public comments
3. Approval of Minutes – March 26, 2014: Motion to approve the minutes made by Bob Beck and seconded by Arlene Meyer. Motion carried.
4. Director's Report and Updates since Last Meeting: Linda highlighted the following:
 - ADRC-CW hired a new Communication/Administrative Services Manager, Jessica Gaedtke, who will start June 9.
 - As will be covered later in today's agenda, the ADRC-CW was awarded the nutrition grant that will allow us to expand the Senior Nutrition Access Coupon program into the Pittsville area.
 - Linda gave an update on the implementation of the new ADRC-CW pay for performance plan that has now been completed and implemented this month. A good discussion was held regarding the many advantages of the new system, mainly, to clarify expectations for all employees at the ADRC-CW, resulting in better performance and better services.

- Linda pointed out the dates for the upcoming Seniors' Farmer Market voucher distribution events in Wood, Lincoln, and Langlade counties.
- Linda pointed out that now that all four counties are at entitlement with no waiting lists for publicly-funded long term care services, Mike Rhea has begun reporting on how many individuals have been enrolled in either Family Care or the IRIS programs.
- The newest quality improvement project is focusing on creating a better customer satisfaction survey process. The first surveys are being distributed this month.

5. Progress toward 2014 Goals:

1) Disability Workgroup- The initial group met two times to identify an initial direction and the summary was distributed in the advisory committee packet. Another workgroup has been formed to tackle the first strategy, which is to identify key partners that serve individuals with disabilities. The next step will be to create a separate "Central Wisconsin Disability Network" that will highlight events and resources in our communities.

2) Nutrition Grant-The ADRC-CW has awarded a grant to expand Senior Nutrition Access Coupon (SNAC) sites with the first location targeted for Pittsville. Jennifer Cummings provided a background on the SNAC program and the intent of the grant. We have just received word that the grant was awarded, so we have not begun to work on the project yet, nor do we have a site identified.

3) Antigo Caregiver Event- The Langlade County advisory committee members developed the idea of an event in the Antigo area. Working with the Caregiver Coalition, Victoria Johns, Caregiver Support Coordinator, set an event to be held August 14 at the Antigo library. Jennifer reports that it is hopeful to bring a similar model to other communities throughout the region. Becky Huebner-Leu gave some good suggestions of other topics/activities that she has found helpful at events for caregivers: information on Power of Attorney and advanced directives, information on supportive home care, information on elder abuse and protective services, and information to personally help the caregivers, such as meditation, yoga, avoiding burn-out, etc.

4) Jennifer Cummings gave an update on a healthy living grant that was just awarded and that the ADRC-CW will play a role. The part of the project we will be involved in is identifying older adults in the community who do not regularly exercise. The project will involve the subjects in exercise over a 10 week period and follow up for 6 months. The first conference call for more specifics will be held June 10.

6. Next meeting, date, place, agenda: The next meeting is the annual All Staff Celebration of Success, with all ADRC-CW employees, board members, and advisory committee members invited. It will be held on Wednesday, July 23 from 10:00-2:00 at the annex of the Covenant Community Presbyterian Church located at 1806 Weston Avenue in Schofield.

7. Adjournment: Motion made by Arlene Meyer seconded by Bob Beck to adjourn. Motion carried. Meeting adjourned at 11:46 a.m.

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)

Minutes of the ADRC-CW Advisory Committee Meeting

September 24, 2014

Mission: The Aging and Disability Resource Center of Central Wisconsin promotes choice and independence through personalized education, advocacy, and access to services that prevent, delay, and lessen the impacts of aging and disabilities in the lives of adults.

Committee members present: **Marathon County:** Bob Beck, Pam Frary, Vicki Faoro Anderson; **Langlade County:** Barbara Lehrer, Beth Schuelke, Jalaine Streng (by videoconference); **Wood County:** Marion HoKamp (by videoconference), Patty Ruder (by videoconference), Katie Clark (by videoconference); **Lincoln County:** Arlene Meyer, Margaret Robl, Bill Kolar

Excused: Dona Schwichtenberg, Lil Tower

Others present: Linda Weitz, Doug Below, Jennifer Cummings, Tracey Baken

1. Call to Order: The meeting was called to order by Linda Weitz, ADRC-CW Executive Director, at 10:0 a.m.
2. Public Comments: no public comments. One of the members commented on the State advertisements for the ADRC's. Others have seen them and say they are very impressive.
3. Approval of Minutes – May 28, 2014: Motion to approve the minutes made by Bob Beck and seconded by Arlene Meyer. Motion carried.
4. Director's Report and Updates since Last Meeting: Linda highlighted the following:
 - Implemented Pay for Performance system at the end of May. Felt it was time to get system up and running.
 - This year the Senior Farmers Market gave out over 615 vouchers to residents of Lincoln, Langlade and Wood Counties.
 - Antigo residents were given a presentation on caregiving and it had a wonderful turnout of about 38 individuals.
 - All staff celebration of success was a good time and enjoyed by all. Glad to see board members, advisory members and staff come together.
 - Have begun the workgroups focusing on dementia.
 - Jessi Gaedtke, Communication/Administrative Services Manager started and is working on revamping our Facebook page.

- Linda talked briefly about the 2015 budget. Typically this would be completed by the end of July early August however there was a slight delay because of a new software program that Marathon County installed. Funding is stable but has not increased.

5. Progress toward 2014 Goals:

1) Nutrition Grant-The ADRC-CW received word that the grant was awarded. Jennifer Cummings and Ronda James have been working with a restaurant in Pittsville called the Gathering Place. This seems to be a very good fit for the program and the next steps will be to do a pre & post survey to those in the area, look at maybe changing the name of the program and see what other changes both staff and current SNAC restaurants would like to see. The goal is to have the new restaurant up and running by December 1st. Arlene would like to send a “thank you” to the Gathering Place after it is up and going with the SNAC program.

2) Workgroup for serving Individuals with Dementia and Their Families. Jennifer gave an update; this group met twice with Art Lersch, Lincoln County UW-Extension, who facilitated the sessions, and came up with four basic goals/issues.

3) Customer Survey Results – Doug Below gave an update on the surveys that were sent out to the consumers that either called or visited with a Resource Specialist. Doug gave a brief overview of the team goals that were set and one was to increase our return rate of surveys from 16% to 25% which we accomplished. Our return rate for this set of surveys was 46% which was much more than the goal of 25%. Now from these results we want to identify an area to focus on improving. The plan is also to survey other services with in the ADRC-CW.

4) Healthy Living Grant-Jennifer gave a brief update. Have been in contact with the UW researcher and this program is to get people to exercise 3x/week in a group setting. The plan is to have a pre-assessment, then have 10 weeks of exercise and then a post-evaluation for all those involved. Also once a week the participants will meet with an instructor to discuss how the exercising is going on the off days (what barriers or patterns are formed). Recruitment for this program will begin in January 2015.

6. Next meeting, date, place, agenda: The next meeting will be on Wednesday, November 19th instead of the November 26th (day before Thanksgiving) as originally scheduled.

7. Adjournment: Motion made by Arlene Meyer seconded by Bob Beck to adjourn. Motion carried. Meeting adjourned at 11:50 a.m.

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)

Minutes of the ADRC-CW Advisory Committee Meeting

November 19, 2014

Mission: The Aging and Disability Resource Center of Central Wisconsin promotes choice and independence through personalized education, advocacy, and access to services that prevent, delay, and lessen the impacts of aging and disabilities in the lives of adults.

Committee members present: **Marathon County:** Bob Beck, Pam Frary, Dona Schwichtenberg; **Langlade County:** Barbara Lehrer, Beth Schuelke, Lil Tower; **Wood County:** Katie Clark (by videoconference); **Lincoln County:** Margaret Robl, Bill Kolar

Excused: Vicki Faoro Anderson, Arlene Meyer, Jalaine Streng, Patty Ruder, Marion HoKamp

Others present: Linda Weitz, Mike Rhea, Jennifer Cummings, Tracey Baken

1. Call to Order: The meeting was called to order by Linda Weitz, ADRC-CW Executive Director, at 10:00 a.m.
2. Public Comments: no public comments.
3. Approval of Minutes – September 24, 2014: Motion to approve the minutes made by Bob Beck and seconded by Bill Kolar. Motion carried.
4. Director's Report and Updates since Last Meeting: Linda highlighted the following:
 - 2015 budget approved by ADRC-CW Board.
 - New evidence-based workshop for people managing diabetes
 - Work continues to address dementia care locally
 - Medicare Part D open enrollment season results in very high volume of work for our Benefit Specialists
 - Customer survey return rate was above what we expected and we plan use the same process for surveys in other service areas.
 - The ADRC-CW's organizational structure has been viewed as a model in the state
 - New video conference equipment is going to be ordered for all offices.
 - Resource Specialists will have a shift in service area coverage to even out workload distribution.
 - New name for the SNAC program; now will be called Café 60.

Linda distributed and reviewed the printed 2013 Annual Report. This is a snapshot of how the ADRC-CW did as a whole for the year.

Jennifer gave an update on the Healthy Living opportunities, including the new PALS grant project. The final leader manual for PALS will be completed shortly and then recruitment materials will be distributed in early 2015. The first class for our region is scheduled to begin in Spring 2015 in Wausau.

5. Progress toward 2014 Goals:

- a) Nutrition Grant-A new name has now been selected, Café 60. There are students from NTC that are designing a logo for the new materials. After getting the logo all new materials will be printed and mailed to current users and also there will be packets available at the restaurants for anyone that maybe interested in starting the program. Jennifer and Ronda have met with the new restaurant in Pittsville and they are looking forward to this new partnership. The ADRC-CW hopes to increase geographical access and choice through this grant.
- b) Education Item on the Changes in the Federal Waiver for the Family Care and IRIS Programs -Linda introduced the subject and gave background information on this item, reminding the committee that the Family Care and IRIS programs are federal waivers to use Medical Assistance dollars for community based care. The concern from some groups is that the proposed federal changes to the waivers will reduce access to certain services. Mike Rhea, ADRC-CW Resources Services Director, presented some information regarding these proposed changes and how this impacts the Family Care and IRIS programs. Mike explained that the information we have received is that the changes include a better definition of “community based care”, in which Wisconsin has been a leader. Much of the concern regarding the changes has focused on vocational services and whether the new federal guidelines eliminate the payment for sheltered workshops as an option for vocational services. However, this is not clearly stated and there is a need for more clarification. Wisconsin prepared a proposed transition plan to the new federal guidelines and is waiting for a response. Mike shared information from different advocacy groups, who do not all agree on the best options for vocational services. The responsibility of the ADRC-CW is to be knowledgeable on the issues to be able to provide accurate information to our customers and the community.

6. Next meeting, date, place, agenda: Propose to continue with the schedule for 2015, meeting the 4th Wed every other month in the following months: Jan 28th, March 25th, May 27th, and Sept 23rd. In July, the meeting will correspond with the ADRC-CW All Staff “Celebration of Success” at the end of July and the November meeting will be moved up a week to the 3rd Wednesday, November 18th, due to Thanksgiving.

7. Adjournment: Motion made by Bob Beck, seconded by Dona Schwichtenberg to adjourn. Motion carried. Meeting adjourned at 11:40 a.m.