

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

Minutes of the ADRC-CW Advisory Committee Meeting

January 27, 2016

**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; **Langlade County:** **Wood County:** Jim Scott (by videoconference), Katie Clark (by videoconference), Patty Ruder (by videoconference); **Lincoln County:** Margaret Robl, Arlene Meyer; **At Large Representative:** Rose Boron, Becky Huebner-Leu

**Excused:** Vicki Anderson, Marion HoKamp, Jalaine Streng

**Others present:** Jennifer Cummings, Alyssa Vruwink, Ronda James, Tim Moe, Tracey Baken

1. Call to Order: The meeting was called to order by Jennifer Cummings, Director of Aging and Wellness, at 10:04 a.m.
2. Public Comments: no public comments.
3. Approval of Minutes – November 18, 2015: Motion to approve the minutes made by Arlene Meyer and seconded by Pam Frary. Motion carried.
4. Director’s Report and Updates since the last meeting:
  - a. December 2015 executive director report highlights:
    - Stepping on Mini-grant opportunity- Application for this grant was made in November and we were awarded. However after learning more about the details involved in the grant process, we declined to participate. Work will continue to develop a referral process for evidence-based classes.
    - PALS-The first year of the research project has been completed and we are awaiting feedback on these results. 2016 recruitment for class participants in Merrill and Wausau has begun.
    - Aging Plan 2016-2018- The new three-year plan was submitted to GWAAR and received approval.
    - Elderly Nutrition Program-Kathy Nesbitt, nutrition driver ,retired at the end of December and we welcomed David Keeffe to that position.
    - Making a Difference Story-Very heartwarming story of one of our nutrition site managers that “saved a life” and illustrated that we provide more than a meal.
  - b. January 2016 executive director report highlights:

- New ADRC Logo-Received the new ADRC logo and branding colors. We have added “of Central Wisconsin” to personalize it to our region. The ADRC-CW resource directories and the current monthly guide newsletter feature the updated logo.
- Healthy Living Classes- The ADRC-CW is collaborating with Aspirus management to plan a meeting to provide information about our classes and to work at developing a systematic referral process for providers.
- Holiday Frozen meals- The ADRC-CW noted a significant increase in the requested number of frozen meals requested over for the holidays in 2015. Currently, the Wausau MOW location is distributing on average 190 frozen meals each week.
- MIPPA Update-Mike Graper continues to outreach to rural areas and will be expanding into Lincoln and Langlade Counties.

It was noted that the group appreciates the director reports as they are very thorough and provide the committee with up-to-date information.

Jennifer informed the committee that at their recent meeting, the ADRC-CW board directed Linda to explore properties in the Wausau area that would meet ADRC-CW needs. In addition, all of our ADRC-CW offices will need to meet State contract requirements and that an assessment and plan of compliance needs to be submitted by March. Mike Rhea has taken the lead in contacting a local realtor and developing an office compliance plan.

#### 5. Progress toward Goals:

##### a) Quality Project updates:

Tim gave updates on two quality projects that recently started.

1. Customer follow-up- About a year ago a customer survey was conducted to individuals served by Resource Specialists. Although the survey results were good, we learned that the ADRC could make some improvements in following-up with customers. In November, we implemented follow-up with consumers that maybe most vulnerable. Prior to this planned implementation, there was a 3% follow-up rate with consumers. Since implementing the project there has been an increase to 13%. The goal is to reach 20% follow-up.
2. Client tracking data base-Tim gave a brief history on the lack of consistent data across the state and the recent direction to improve information. The state has defined contacts and documentation requirements. Since January, the ADRC-CW has been implementing these requirements. Our support staffs have been trained as well and have specific contact documentation requirements. Consistent definitions and documentation guidelines will provide more useful data to use in the future.

##### b) Nutrition Survey 2015

Ronda provided program background information. Every year we are required to survey participants in the nutrition program, whether they are consumers receiving Meals on Wheels, Congregate Meals or Café 60. In an effort to obtain consistent data across all nutrition programs in the state, we volunteered to pilot a new survey tool. Each nutrition participant was given the option to complete a paper copy of the survey or to complete it online through a link. All survey results were collected and entered into a program called Survey Monkey. GWAAR and the State will compile the results and then share the results with each nutrition program. Because we were involved in the pilot, GWAAR allowed the ADRC to view their data and analyze it in a way that improves overall customer services. Over 1500 surveys were distributed with a return rate at 62%-which is

outstanding as far as surveys usually fare. Twenty-four individuals completed the survey on-line. Alyssa is planning to compile 45 different reports that will allow us to evaluate services at each specific location. Agencies across the state will use the same survey instrument in 2016 and will only be allowed to customize up to three questions.

Due to the ADRC-CW rebranding priority for compliance, the consistent messaging project has been delayed. We will revisit this after rebranding is complete and we have more reports from the nutrition surveys.

c) Dementia Friendly Community Update

We convened our first meeting in WI Rapids and had discussion about the dementia friendly community initiatives. Although no community businesses attended this meeting, the members of the group identified and agreed to personally contact businesses to be involved in this project. The next meeting is scheduled for February 19<sup>th</sup>. There has been interest from a local grocery store, a bank, durable medical equipment provider, a pharmacy and the Wisconsin Rapids Chamber.

6. Next meeting date: March 23, 2016

7. Adjournment: Motion made by Arlene Meyer, seconded by Dona Schwichtenberg to adjourn. Motion carried. Meeting adjourned at 11:30 a.m.

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

Minutes of the ADRC-CW Advisory Committee Meeting

March 23, 2016

**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; **Langlade County:** **Wood County:** Jim Scott (by videoconference), Katie Clark (by videoconference); **Lincoln County:** Arlene Meyer; **At Large Representative:** Rose Boron

**Excused:** Vicki Anderson, Marion HoKamp, Jalaine Streng, Becky Huebner-Leu, Bob Beck, Bill Kolar, Margaret Robl, Patty Ruder

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

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:03 a.m.
2. Public Comments: no public comments.

Arlene happened to be reading the Women's World Magazine and there was an advertisement in it for ADRC's. Also in Barron County on the public radio the word is getting out about becoming a dementia-friendly community.

3. Approval of Minutes – January 27, 2016: Motion to approve the minutes made by Arlene Meyer and seconded by Rose Boron. Motion carried.
4. Director's Report and Updates since the last meeting:
  - a. Feb 2016 executive director report highlights:
    - Linda noted that she has been on intermittent leave since January and she is thankful for all the support from staff during this time. Linda commented that we all become caregivers at some point and can appreciate the information provided by ADRC's.
    - Rebranding- The ADRC-CW is working to rebrand marketing materials so that the logo is consistent with all ADRC's in Wisconsin.
    - Nutrition Program Customer Survey- As part of the nutrition program requirements, all Nutrition Program customers were provided a survey either on paper or through an on-line option. The ADRC-CW worked with the State in piloting this survey. We were successful in achieving a high return response rate and entered the results into Survey Monkey, a data collection tool. By looking at the results, we will be able to compile a meaningful report that will identify areas for nutrition service/program improvements.
  - b. March 2016 executive director report highlights:

- Linda noted that 2016 will be the year that the ADRC-CW focuses on data. By collecting more meaningful data, we will continue to find new ways to improve our services to customers.
- Staff update-We have hired two new staff, Mary Ann Hinkle, part-time Clerical Assistant in Marshfield and David Cha, Disability Benefit Specialist in Wausau.
- Outreach-Per the Board's request we will be giving quarterly updates on community outreach that staff have performed and a brief summary of those outreach opportunities.
- Partnerships-There continues to be increased partnerships with our Healthy Living opportunities throughout our service area.

Mike gave an update on the partnership that is forming with local fire departments. One of our Community Health Educators, Peggy Kurth and Mike gave presentations to educate the EMT's and Fire Departments on what services are provided by the ADRC-CW. We will continue to work with the EMS chief and create an official referral system to help better serve the community and provide consumers with information and class opportunities.

5. Progress toward Goals:

a) ADRC contract requirements/Wausau office location

The new ADRC requirements are more defined in relationship to our buildings (e.g. signage, looks, layout, etc.). We have examined all 5 offices and identified areas that need to be brought into compliance. In Jan the Board voted to research a new office location for Wausau. Mike Rhea has taken the lead on this and toured 8 different potential buildings and at this time has narrowed down the search to 2 locations, one on Merrill Ave close to Fleet Farm and one on Stewart Ave close to the 2510 Restaurant. Our first priority is to find a place that meets our needs and then the location needs to fit within our budgetary constraints. We will continue to keep everyone posted as things progress.

b) 2015 Aging Plan Assessment

Jennifer reviewed that as a requirement to receive our grant funds we need to compile a 3-year Aging Plan and then every year we are required to do a self-assessment. Jennifer reviewed the self assessment report and offered highlights.

c) Volunteer Program Update

Erin Wells, Community Resources Manager, provided a update on our volunteer program. Erin talked about the benefits of being a volunteer for our agency also for the person. Erin also talked about updates that have taken place since last year increasing communication with our volunteers and getting more face to face time with them on a regular basis. A volunteer handbook was also created to standardize orientation with volunteers. We will be having our annual volunteer appreciation gatherings within the month or two. In the past we have had placemats for these events with messages from the staff or the volunteers and this year we are looking at the Advisory Committees and also the Board to just jot down a message to our volunteers and why they are important to the agency.

6. Next meeting date: May 25, 2016

The All Staff Celebration date is July 27<sup>th</sup> and everyone is invited to attend to show support to all the staff and to hear about all the accomplishments in the past year.

7. Adjournment: Motion made by Arlene Meyer, seconded by Pam Frary to adjourn. Motion carried. Meeting adjourned at 11:43 a.m.

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

Minutes of the ADRC-CW Advisory Committees Meeting

May 25, 2016

**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:** Pam Frary, Bob Beck, Vicki Anderson; **Langlade County:** Jalaine Streng; **Lincoln County:** Arlene Meyer, Bill Kolar, Margaret Robl; **Wood County:** Katie Clark, Marion HoKamp, and Jim Scott.

Excused: Dona Schwichtenberg, Becky Heubner Leu, and Patty Ruder

Others present: Linda Weitz, Jennifer Cummings, and Mike Rhea

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:04 a.m.
2. Public Comments: Katie Clark offered appreciation for the recent volunteer recognition events.
3. Approval of Minutes – March 23<sup>rd</sup>, 2016—Motion by Bob Beck and second by Arlene Meyer to approve the minutes. Motion carried unanimously.

4. Director's Report and Updates since Last Meeting:

Linda referenced highlights in the April and May director's reports. In the April report, it was noted that changes to Family Care/IRIS have been proposed. Mike Rhea will provide an update during the meeting today. Senior Farmers' Market voucher distributions will be starting in June in Wood, Lincoln, and Langlade Counties. Older adults can obtain \$25 in vouchers to use to purchase fresh produce. These distribution events provide the ADRC with an opportunity to provide education about agency programs. ADRC-CW volunteer recognition events have been completed this spring. This year, our board and advisory committee member comments were shared with the volunteers in attendance.

Highlights in the May report include: Five new ADRC-CW board members were welcomed at the May meeting. We have one new board member in Langlade County, Julie Webb, two new from Marathon County- Tim Buttke and Joel Lewis, and in Lincoln County-Kevin Koth. Douglas Machon was elected Board chair. In addition, Danielle Yuska is a new citizen member.

Page 3- Dementia capable initiatives-Memory screen and upcoming events will be highlighted at the farmers' market events in Marshfield, Wisconsin Rapids, and Merrill to improve outreach and awareness of screening availability. The ADRC can provide memory screens at any time in any of our offices. The Caregiving Pathways coalition had a successful *Know it Before You Need It* event in Marshfield, and will be hosting upcoming events in Merrill, Hatley, and Nekoosa. This event provides education regarding all available care options. The State has appropriated an additional one million dollars of funding for the Alzheimers' Family Caregiver Support Program (AFCSP) that will be distributed to counties in July.

Arlene asked about the ADRC and income maintenance (IM) consortiums. Linda explained that within the proposed governor's budget there was language about having the State study the work of ADRC's/consortiums. The study revealed that the ADRC related work that IM consortiums do is minimal. And that the ADRC work in enrolling individuals in Family Care is only a small portion of their overall roles. The study clarified these roles and the recommendation was to explore the program overlaps and improve efficiencies and standardize processes. Jim asked to what extent the ADRC recommends completing durable power of attorney documents for healthcare to our consumers. Mike responded and explained that our staff inquires about whether these plans have been made and if not, the ADRC-CW directs individuals to resources to assist getting the directives in place. Mike also indicated that the designated power of attorney for finance is the person who signs Family Care enrollment forms. This is a change from the past as now powers of attorney for finance or guardianship is needed in the process. Aspirus has an "honoring choices" program that assists individuals in completing advance directives. In addition, medical providers have the forms and can explain the process.

5. Progress toward Goals:

- a. **Building Updates-Wausau** Linda reported that at the May 12<sup>th</sup> board meeting the board voted to move our offices to the Stewart Center office complex next to the 2510 restaurant. Consumers already familiar with this location are consumers that could benefit from ADRC programs. Linda showed pictures of the new location. This new location will meet contractual requirements. The plan is to be relocated into the new building in December. Rent costs will be less than our current costs and we were able to obtain funds from the State to assist in build out costs.
- b. **Building updates – Marshfield** Marshfield is in the process of building a new library. The old library will be remodeled to create a community center which will house the senior center, Parks and Recreation department of the city, and offer the ADRC leased office space. We could move next year if final approvals are obtained.
- c. **Proposed changes to Family Care and IRIS-** Mike Rhea explained that this process has been long. There were discussions to redesign long-term care (LTC) system and ADRC functions. At the current time, the ADRC functions have remained unchanged. However, the redesign of LTC programs did proceed. A concept paper was created in late March. Instead of having managed care organizations (MCO) in the state, currently there are 11, the State would be divided into three regions determined by population. Within each region, there would be three integrated health agencies (IHA's) which replace the MCO's. One IHA could serve all three regions, or just one. There will be a request for proposal (RFP) process to become an IHA. Currently we have two choices MCO/IRIS. With the shift, individuals can choose an IHA, and then determine the level of self-direction. ADRC will be providing choices to consumers based on IHA contracts. Right now MCO's manage the supportive services, but the IHA's will also manage health care and medical insurance. The IHA's would be supervised by the office of the insurance commissioner. Currently, this proposal was submitted to joint finance. They are reviewing these proposed changes. Once this is approved, the proposal needs to be submitted to the Center for Medicare and Medicaid/federal government and then the plan would be phased in. Joint finance approval needs to be done in May, otherwise nothing will happen until fall. Rose commented that she had heard that the governor may entertain just "giving this program to three insurance companies". The ADRC-CW will be working to stay current with the changes and keeping individuals informed. Our role is to help individuals and advocate for the best options for consumers. Our role as

advocate is important. There are a lot of different advocacy groups throughout the State to represent the individuals affected by these changes. Disability Rights of Wisconsin and AARP are powerful advocacy groups. The eligibility requirements have not changed and enrollments continue. The state's website includes information about Family Care 2.0. Linda encouraged all the committee members to let us know how we can continue to get the information to our consumers.

Linda also reported on the recent reorganization within the Department of Health Services. ADRC's were located in the Division of Long-term Care (LTC) and were placed under The Bureau of Aging and Disability Resources (BADR). With this reorganization, the division of LTC no longer exists. BADR is now under the Division of Public Health, which may give us better alignment with the public health charge of keeping people healthy.

- d. **Advisory Committee terms and reappointment schedule:** Linda explained as a regional ADRC and aging unit, according to the Elder's Act, the advisory committee meets the commission on aging requirement which requires term limits of two, three-year terms. The ADRC-CW started in January of 2011 and as a result, a number of members will reach their six year limit at the end of this year. Linda encouraged the current members to consider individuals that may be interested in this committee. Interested individuals may want to come to an upcoming meeting to learn more. These meetings are public meetings so everyone is welcome. We would like to bring in our new members at the November meeting so the incoming members can meet the experienced members. We have been fortunate to have a wonderful group of committee members that have worked with us for a long time.

When the advisory committees were first formed, we had an outside facilitator help the members make decisions on the structure, location, when to meet, and other issues, since the members are the ones who "drive" the meetings. Due to the commitment of insuring consistent services throughout the region, the members chose to meet as one advisory group instead of meeting individually in their respective counties. Current members voiced their continued support of this decision. Arlene voiced appreciation in being able to learn from each other. Katie indicated that meeting together is a good idea. Katie reported that she came from the commission on aging from Wood County originally and at that time, the group needed to learn how to work together as everyone had separate needs and opinions. The more that we focus as a regional committee, the stronger we all become in advocating for consumers. Jalaine agreed and stated that "I feel that it's the best learning experience". "When we initially met—just the four of us—we could not be as effective as this is a much more informative model by getting everyone's input". Linda complimented the group and voiced her appreciation of the many contributions the members have made in making the advisory committee such a strong, high-performing group.

6. Next meeting date: All staff meeting, July 27<sup>th</sup> from 10:00 a.m.-2:00 p.m.

Location: Covenant Community Church  
1806 Weston Avenue  
Schofield, WI 54476

7. Adjournment: Motion made by Arlene Meyer seconded by Bob Beck to adjourn. Motion carried. Meeting adjourned at 11:34 a.m

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

Minutes of the ADRC-CW Advisory Committees Meeting

September 28, 2016

**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:** Pam Frary, Bob Beck, Dona Schwichtenberg; **Langlade County:** Jalaine Streng; **Lincoln County:** Arlene Meyer, Margaret Robl; **Wood County:** Patty Ruder, Katie Clark and Jim Scott.

Excused: Becky Huebner- Leu, Vicki Faoro-Anderson, Marion HoKamp, Rose Boron, and Bill Kolar

Others present: Executive Director Linda Weitz, Aging and Wellness Director Jennifer Cummings, Kirby Crosby-Lincoln County ADRC-CW Board Member, and Nancy Uerling-potential new advisory member

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:07 a.m.
2. Public Comments: None
3. Approval of Minutes – May 25, 2016—Motion by Arlene Meyer and second by Bob Beck to approve the minutes. Motion carried unanimously.
4. Directors Report and updates since last meeting:

The State suddenly and unexpectedly pulled the Family Care 2.0 concept plan. More changes are expected, but the Governor is going to expand Family Care into every county by 2017 with the exception of Dane County in 2018.

**June 2016:** At the request of the Board at the Dec 2015 meeting, we will routinely report on the community outreach activities by the ADRC-CW on a quarterly basis. Over 600 \$25 vouchers were distributed at the Senior Farmers Market Nutrition Program events in Lincoln, Langlade and Wood Counties. At the current time, Marathon County is not able to participate in this program until additional USDA funding is available.

**July 2016:** The All Staff meeting was held at the end of July. This meeting allows for staff from all five offices to meet in a single location. The ADRC-CW has begun working to adopt a trauma-informed care approach to service delivery. Starting July 1<sup>st</sup>, the State allocated additional respite funds to counties participating in the Alzheimer Caregiver Support Program. The funding will continue in 2017.

**August 2016:** Throughout this report you will note the Team Accomplishments for each program area. Health educators are working with Aspirus to develop an expedited health care provider referral process to evidence based classes. In addition, this referral form will be embedded into

the provider electronic medical record to improve accessibility. The ADRC-CW was awarded a grant from Security Health Plan that will improve the ADRC-CW capacity to increase the number of successful class offerings and maximize the number of consumers participating in the classes.

**September:** Tim Moe reported on the number of customers served by the ADRC-CW region for the first 6 months of 2016.

5. Progress toward Goals:
  - a. **Building Updates-Wausau**-Linda reported that the Wausau office is moving to 2600 Stewart Ave, Suite 25 (next to the 2510 restaurant). The ADRC-CW has signed a 10 year lease. The projected moving date is scheduled for December 1<sup>st</sup>. **Marshfield**- The new library has been built. The old library will be remodeled to create a community center which will house the senior center, Parks and Recreation department of the city, and offer the ADRC leased office space.
  - b. **2017 Budget**-The ADRC-CW will be able to continue with same staffing pattern and maintain the current level of service delivery.
  - c. **Trauma-Informed Care Update**-Linda gave a brief explanation of the trauma-informed approach. The ADRC is at the point of determining how to implement trauma informed principles in our day-to-day work. Recently all employees provided input as to what principles were important to them. At the all staff meeting employees formed small groups to discuss what practices and procedures the ADRC-CW should “stop, start, or continue”.
  - d. **Dementia Friendly Community Initiatives**-The dementia friendly network in WI Rapids offered a “train the trainer” session where local volunteers were trained to better understand how to approach, interact with and assist someone who has dementia. These volunteers will provide dementia friendly trainings to area businesses as part of the overall initiative.
  - e. **Nutrition survey feedback**-The ADRC-CW was asked by the State to pilot a new survey and process in late 2015. The ADRC-CW was able to access the results and noted a 61% return rate. We received good customer feedback that will help improve our nutrition services. The State will plan to implement this survey process for all nutrition programs in 2016.
  - f. **Advisory committee terms and recruitment**-Linda commended the advisory group for all their work in the past years. Members’ terms are limited to two-three year terms. Linda and her staff are working on recruiting individuals to replace those whose term limits have been met at the end of this year. Linda is planning to invite new members to the November meeting.
6. Next meeting date: Due to the Thanksgiving holiday, the meeting is moved up by one week and will be held on November 16<sup>th</sup> from 10:00 a.m. - 12:00 p.m.
7. Adjournment: Motion made by Bob Beck seconded by Arlene Meyer to adjourn. Motion carried.

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

Minutes of the ADRC-CW Advisory Committees Meeting  
Location: 2510 Restaurant; 2510 Stewart Avenue; Wausau, Wisconsin

November 16, 2016

**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.

**Outgoing and Incoming Committee members present:** **Marathon County:** Pam Frary, Dona Schwichtenberg, Rose Boron **Langlade County:** Jalaine Streng, Doug Curler **Lincoln County:** Margaret Robl, Dewey Swoch, Heidi Jarvis, Dee Olsen, Nancy Uerling **Wood County:** Marion HoKamp, Katie Clark, Anne Egge, Ella Wisniewski, Jim Scott and **At-large members:** Laura Mazzini

Others present: ADRC-CW Executive Director Linda Weitz, ADRC-CW Aging and Wellness Director Jennifer Cummings, and Joe HoKamp

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:17 a.m.
2. Public Comments: None
3. Approval of Minutes – September 28, 2016—Motion by Dona Schwichtenberg and second by Katie Clark to approve the minutes. Motion carried unanimously.
4. Director's Report and updates since the last meeting: Linda referenced the advisory committee member packet and the contents which included the director reports for the past two months. She described the usual meeting format which includes the highlighting of information in the director's report and entertaining discussion and progress towards goals. She explained that today's meeting format will allow for introductions, discussion, and sharing of feedback amongst outgoing committee members and new 2017 advisory members.
5. Introductions: Linda asked everyone in the room to introduce themselves and give the group some information as to their background and why their interest past/present in serving as advisory committee members
6. Progress toward goals: Linda summarized the role of the advisory committee and highlighted some of the accomplishments to include: development of the ADRC-CW Aging and ADRC marketing plans, improving outreach to consumers as ambassadors to their local communities about programs and services, addressed needs for increased caregiver support and advocated for dementia education, promoted the expansion of the Café 60 nutrition option, developed service priorities, discussed methods to enhance services for individuals with disabilities, explored transportation needs, and offered recommendations to the board of directors regarding the direction for the new multi-county organization from its inception in 2011.

Jennifer offered a summary on the 2016-2018 Aging Plan development and process to include the goals and current objectives. Linda provided an overview of the ADRC-CW business plan which included data analysis. Moving forward, we will be looking for feedback and recommendations on how to reach new customers, increasing services to adults with disabilities, targeting customers early, determining underserved populations in our region i.e. rural, minorities, improve outreach to those with chronic diseases, and make improvements to improve the overall customer experience in all service areas. We plan to expand dementia friendly community initiatives, prevention programs, and collaborations with community partners. In addition, we will continue to promote options counseling on a pro-active basis to the community.

Committee members provided input regarding priorities/ideas moving forward, which included: Focusing on advocacy, addressing future funding, focus on self-education to help disseminate accurate information in our communities and dispel misinformation, effectively use volunteers, get information into the communities such as offering presentations to clubs and service groups, need to look at intergenerational issues and how to support health throughout, market ADRC information to businesses for the customers they serve as well as their employees and families, continue to support transitions from inpatient setting to the community to prevent people from falling through the cracks, outreach to housing complexes, keep people engaged and connected, and facilitate opportunities for individuals to venture out of comfort zones in order to combat loneliness.

We appreciate the work and dedication of our advisory committee members as they've seen us through the start-up of the ADRC-CW and provided us with the support and feedback to set work plans and achieve goals. We look forward to the ongoing passion and commitment to better serve individuals and the ADRC-CW! THANK YOU!

7. 2017 meeting dates: The group decided that the 2017 meeting schedule will stay unchanged-meeting on the 4<sup>th</sup> Wednesday of every other month starting in January at the Wausau ADRC-CW office location from 10:00 a.m. - 12:00 p.m. The November meeting will be scheduled for the third Wednesday of that month due to the Thanksgiving holiday.
8. Adjournment: Motion made by Jalaine Streng seconded by Pam Frary to adjourn at 11:50 a.m. Motion carried.