

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

Minutes of the ADRC-CW Advisory Committees Meeting  
2600 Stewart Avenue, Suite 25, Wausau, Wisconsin

February 22, 2017

**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, Rose Boron, Barbara Mullen; **Langlade County:** Doug Curler, Dave Krochalk, Mary Jo Kawalski, James Posselt; **Lincoln County:** Heidi Jarvis, Dee Olsen, Nancy Uerling; **Wood County:** Anne Egge, Ella Wisniewski, Patty Ruder and **At-large members:** Laura Mazzini, Becky Huebner-Leu

Others present: ADRC-CW Executive Director Linda Weitz, ADRC-CW Aging and Wellness Director Jennifer Cummings, Resource Services Director Mike Rhea, Quality Manager Tim Moe

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:02 a.m.
2. Introduction of members
3. Public Comments: None
4. Approval of Minutes – November 16, 2016—Motion by Ann Egge and second by Nancy Uerling to approve the minutes. Motion carried unanimously.
5. Orientation to the ADRC-CW and Role of the Advisory Committee

This is the first ADRC-CW Advisory Committee meeting of 2017 with the new members; therefore, Linda gave the committee an overview of the roles of the ADRC-CW Board and Advisory Committee; information regarding meeting schedules, locations, and mileage reimbursement; and a brief overview of the ADRC-CW organization.

6. 2016 ADRC-CW Accomplishments and 2017 Overarching Goals

Linda presented a written summary of the 2016 Accomplishments made in relation to the ADRC-CW's 2016 overarching goals. Linda briefly went through each of the goals and the actions/strategies that were implemented in order to achieve these goals.

Linda also presented a written summary of her 2017 Overarching Goals. Linda stated the introduction of standardized data from the state allowed her to present the 2017 goals in a new format that focuses on outcomes rather than processes and outputs. Linda briefly went through each of the 2017 Overarching Goals.

Some suggestions from the group were to have a luncheon in the counties to learn more about the ADRC-CW. Also a suggestion was made to have brochures taken to facilities such as the Assisted Living and CBRF's; Rose Boron is willing to volunteer to provide some outreach.

7. Advisory Input related to Priorities for Services for Older and Disabled Adults

Tabled discussion for meeting in March

8. Informational updates

Linda highlighted a few topics that were included in her Directors Reports:

- All employees have been trained on the Trauma Informed approach and the ADRC-CW is committed to practicing the principles of being welcoming, trustworthy, respectful, collaborative and empowering.
- In Wisconsin Rapids the initiative to become a Dementia-friendly community continues to grow. Thus far the following businesses have been trained; Walgreens, a local Law office, Miracle Ear and Saint Luke's Church.
- Beginning in July, there will be a second organization, Lakeland Care that will be providing Family Care services in our area. This will mean there will now be two choices for Family Care and two choices for IRIS.

Jennifer Cummings presented a brief update on the written summary of the 2016 Aging Self-Assessment. She indicated that we were able to accomplish all the goals except for two.

9. Next meeting date: Wednesday, March 22, 2017 at 10:00 a.m. in Wausau.

10. Adjournment: Motion made by Ella Wisniewski second by Laura Mazzini to adjourn at 12:10 p.m. Motion carried.

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

Minutes of the ADRC-CW Advisory Committees Meeting  
2600 Stewart Avenue, Suite 25, Wausau, Wisconsin

March 22, 2017

**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, Barbara Mullen, Liz Fischer; **Langlade County:** Doug Curler, Dave Krochalk, Mary Jo Kawalski, James Posselt; **Lincoln County:** Heidi Jarvis, Dee Olsen, Nancy Uerling; **Wood County:** Ann Egge, and Jim Scott.

Others present: ADRC-CW Executive Director Linda Weitz, ADRC-CW Aging and Wellness Director Jennifer Cummings, Caregiver Support Coordinators Erin Johnson and Meagan Fandrey, and Quality Manager Tim Moe

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:01 a.m.
2. Public Comments: None
3. Approval of Minutes – February 22, 2017—Motion by Dee Olsen and second by Doug Curler to approve the minutes. Motion carried unanimously.
4. Director's Report and Updates since the last meeting- Linda explained the recent press regarding cuts to the national meals on wheels program. She discussed the role of the ADRC- CW in providing accurate information and using credible sources of information. Linda explained that the budget cuts to the national meals program does not affect our meals on wheels programs as their funding source is different from that of the ADRC-CW. We have communicated this information to our customers, encouraged them to contact their legislators if they are concerned about the future of their MOW program as we have not received any information as of this date that changes our funding. Linda reported that we had been contacted by the media and communicated clarification and accurate information.
  - a. Volunteer recognition events: Reference was made to the annual recognition dates and locations throughout the region. All of the breakfasts begin at 8:30 a.m. and advisory committee members will be receiving mailed invitations.
  - b. Senior Farmer's Market Voucher Distributions: The ADRC-CW schedules these annual events in Wood, Lincoln, and Langlade Counties. Over 600 vouchers valued at \$25 are distributed to eligible seniors meeting income eligibility guidelines. Marathon County is not a registered participant and until additional USDA funding is available, they are not able to file an application for consideration to participate in the program.

- c. New website: An ADRC-CW workgroup has been formed to work with a new web designer. The focus is to create a user friendly site that can be easily navigated with language that is recognizable for customers, not technical jargon.

Pam Frary referenced the March Director's report and commented that even with the recent Wausau office move, which might initially impact the number of customers, the number of contacts continued to increase. Linda referenced the ADRC making a difference section of the report with the direct focus on consumers.

### **2017 Goal Areas**

5. Progress Toward Goals: a. Dementia Friendly Communities Update  
Caregiver Support Coordinators Erin Johnson and Meagan Fandrey provided an update on their current progress related to dementia friendly community initiatives. The highlights included:
  - The initiative began in 2013 as part of the State's dementia redesign process with the goals of raising community awareness, providing cost effective and safe care, reduction of barriers and stigma through early identification and interventions, education, and improvement in crisis response systems and processes.
  - ADRC-CW dementia friendly initiatives include offering memory screens throughout all offices in the region. Individuals are encouraged to obtain a baseline memory screen with the plan that this screen becomes as common as having one's blood pressure or cholesterol levels checked.
  - The Dementia Friendly communities initiative promotes education about dementia with the goals of improving support to caregivers and to maintain the respect, dignity, and independence of individuals with dementia. This is accomplished by providing education about the disease, communication strategies, physical environmental recommendations, signage, lighting, accessible restrooms, etc. related to approaches and procedures.
  - The Wisconsin Rapids community began dementia friendly trainings and to date have trained five businesses in the area. To prepare for these trainings a template was created in coordination with the Alzheimer's Association. The trainings are tailored to the specific organization or business. Criteria were established that includes having 75% of management and 50% of front line staff participate in the training.
  - The Wausau downtown River District has requested dementia friendly training so program expansion is occurring. There will be train the trainer sessions scheduled in May in preparation for working with these area businesses.
  
6. Advisory Committee input on Goals
  - a. Marketing: Discussed that the ADRC-CW is unable to do our work, if consumers do not know we exist. Linda reported on a recent statewide survey that focused on resource specialist services. Word-of-mouth is how 70% of consumers have learned of the ADRC-CW. This percentage is higher for our region than with other ADRC's in the state indicating that we have close-knit communities. Because of this, we also need to assure that every customer has a good experience!
  - b. Improving the customer experience: It is important to use customer friendly language. How can we use language to encourage individuals to connect with the ADRC-CW as no one wants to appear "needy or need help"? In a past nutrition survey, the one reason why

- individuals said that they didn't participate was that "they didn't need it yet...and the average age of these respondents was 70+. Prevention is easier than curing ills.
- c. Other ideas on priorities, community service needs: Discussed ADRC-CW representation at church settings, employer sponsored health fairs—getting information to families, market more generally. Other suggestions included: taste testing meals, have disabled representation at ADRC-CW booths, mental health first aid, outreach to medical providers, cooking classes, show pictures, encourage and promote healthy recipes, be user friendly, develop strategies to combine more disabled issues with aging . Jim P. will explain the meals on wheels /funding at the meal site in Antigo.
7. Next meeting date: Wednesday, May 24, 2017 at 10:00 a.m. in Wausau. The group voiced an interest in learning more about the Trauma Informed Care Approach.
  8. Adjournment: Motion made by Pam Frary seconded by Nancy Uerling to adjourn at 11:55 a.m. Motion carried.

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

Minutes of the ADRC-CW Advisory Committees Meeting  
2600 Stewart Avenue, Suite 25, Wausau, Wisconsin

May 24, 2017

**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, Barbara Mullen; **Langlade County:** Dave Krochalk, Mary Jo Kawalski, James Posselt; **Lincoln County:** Heidi Jarvis; **Wood County:** Ann Egge, Jim Scott, Patty Ruder; **At-large Representatives:** Becky Huebner-Leu and Laura Mazzini.

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

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:09 a.m.
2. Public Comments: None
3. Approval of Minutes – March 22, 2017—Motion by Jim Posselt and second by Pam Frary to approve the minutes. Motion carried unanimously.
4. Director's Report and Updates since the last meeting-
  - a. There will be no formal Advisory Committee meeting in July however, everyone is invited to the annual All Staff Celebration of Success on Fri. July 28<sup>th</sup> at the Marshfield Wildwood Park.
  - b. Happy to report that we hired a new Communication/Administrative Services Manager, Angela Hansen. Her first day will be June 5<sup>th</sup>.
  - c. This spring, the dementia friendly initiative will move to Wausau where the River District businesses have expressed interest in the training.
  - d. MIPPA grant - intend to get the word out about those who are Medicare eligible and be aware of the benefits and also to get the word out about the ADRC. Will be targeting outlying rural areas.
  - e. We will be having upcoming volunteer celebrations to recognize our pool of over 400 volunteers that help throughout our service area. Without these volunteers we wouldn't be able to serve the number of consumers that we do.
  - f. Terri Sersch, long-time citizen member on the board has decided to resign. We will begin recruiting immediately for another citizen member.
  - g. A workgroup is being formed to focus on our volunteer structure and programs. This group will be made up of different staff throughout the region and will focus on how best to support and retain volunteers.

### **2017 Goal Areas**

5. Progress Toward Goals:
  - a. Trauma Informed Care Approach-Powerpoint handout given out. Linda gave an overview of what Trauma Informed Care is and how we plan to incorporate it into our daily work lives.
  
6. Advisory Committee input on Goals
  - a. Improving service to individuals with disabilities

Linda wanted to brainstorm with the group to see what suggestions they would have on how we can improve our services. The group felt marketing was huge (use testimonials for advertising, work with movie theaters for pre-movie advertising), working with medical providers (doctors and dentists), networking in schools to start early, develop a program similar to Kinship in Tomahawk, providing a service that is helpful to them.
  - b. Nutrition program intent and how best to meet this intent

Jennifer Cummings gave an update on both the Congregate and MOW nutrition programs. Funding has been very stable but very flat for the past 8-9 years. Looking into the future, what do we want to create/change that will allow access to good nutrition and socialization? What would make the programs more attractive? Jennifer asked the group for their input. Some thoughts; need to modernize, make parking and transportation accessible, lose the stigma of “being poor”.
  - c. Update on ADRC-CW board strategic plan

This is not done quite yet. Looking at the “big” picture for the ADRC-CW
  
7. Upcoming meeting dates: All staff meeting on Friday, July 28<sup>th</sup> – Marshfield-Wildwood Station  
Advisory meeting September 27<sup>th</sup> – Wausau office
  
8. Adjournment: Motion made by Ann Egge seconded by Patty Ruder to adjourn at 12:00 p.m.  
Motion carried.

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

Minutes of the ADRC-CW Advisory Committees Meeting  
2600 Stewart Avenue, Suite 25, Wausau, Wisconsin

September 27, 2017

**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; **Langlade County:** Dave Krochalk, Mary Jo Kawalski, Doug Curler; **Lincoln County:** Nancy Uerling, Dee Olsen; **Wood County:** Ann Egge, Jim Scott;

Others present: ADRC-CW Executive Director Linda Weitz, ADRC-CW Aging and Wellness Director Jennifer Cummings, Nutrition Program Manager Ronda James, Intern Billy Littlejohn

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:05 a.m. Ella Wisniewski from Wood County has decided to resign from the Advisory Committee due to health issues. Therefore, we will be recruiting for a new member from Wood County.
2. Public Comments: None
3. Approval of Minutes – May 24, 2017—Motion by Dee Olsen, second by Nancy Uerling to approve the minutes. Motion carried unanimously.
4. Director’s Report and Updates since the last meeting-
  - a. All Staff Celebration of Success update - Was held in July in Marshfield and it’s the one time of year that all staff are able to gather together. Linda highlighted several of the accomplishments for each team.
  - b. Trauma Informed Care update-2 handouts given. Linda explained that the Leadership Charter was created by the Management Team and it conveys what is important to the ADRC-CW organization. The Trauma Informed champions are the voices for the employees and bring thoughts/ideas on how the employees would like to see trauma-informed practice brought in to the workplace.
  - c. Dementia Friendly Community Update-The Caregiver Support Coordinators continue to organize trainings. It originally started with WI Rapids but now has moved into the Wausau area. Have had request from the Wausau River District and thus far have completed 17 trainings to different organizations.

## **2017 Goal Areas**

5. Progress Toward Goals:
  - a. 2018 Budget Summary Overview-handout included in packet. Linda gave overview of the 2018 Budget. Very close to finalizing and this will be brought to the October board meeting for approval.
  - b. Nutrition Program Survey-handout included in packet. Linda updated the committee as to plans to review the regional congregate meal program throughout the region. Linda gave an overview of the Nutrition Program Survey results and they will be looking at these results to see what consumers are wanting in a nutrition program in order to guide short and long term plans.
6. ADRC-CW Board Strategic Plan
  - a. How do we provide a high level of services with an expanding target population and no increase in funding?
  - b. How does the ADRC-CW serve more individuals with disabilities?
  - c. How does the ADRC-CW become well known in our communities as a familiar and trusted source of information related to aging and disabilities?

Hand out given and Linda reviewed all the possible strategies for each of the areas. Now the board will be drilling down on how to best address these three areas.

7. Upcoming meeting dates: Upcoming meeting dates: November 15th-Wausau office  
Meeting schedule for 2018
8. Adjournment: Motion made by Doug Curler seconded by Nancy Uerling to adjourn at 12:00 p.m.  
Motion carried.

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

Minutes of the ADRC-CW Advisory Committees Meeting  
2600 Stewart Avenue, Suite 25, Wausau, Wisconsin

November 15, 2017

**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, Barb Mullen; **Langlade County:** Dave Krochalk, Doug Curler, Jim Posselt; **Lincoln County:** Nancy Uerling, Heidi Jarvis; **Wood County:** Ann Egge, Jim Scott; **At-large Representatives:** Becky Huebner-Leu, Laura Mazzini

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

1. Call to Order: The meeting was called to order by Linda Weitz, Executive Director, at 10:05 a.m.
2. Public Comments: None
3. Approval of Minutes – September 27, 2017—Motion by Nancy Uerling, second by Pam Frary to approve the minutes. Motion carried unanimously.
4. Director’s Report and Updates since the last meeting-
  - a. As an agency we are focusing on defining our “core services”. We want our customers to feel they have a safe place to find help.
  - b. Linda highlighted the customer stories that are included in every director’s report.
  - c. Marshfield and Wi Rapids offices will be having the reception areas remodeled. Wausau office is having the finishing touches and once all complete will have an “open house”.
  - d. As many know Linda’s retirement will be in March 2018. The Executive Committee will begin to develop a recruitment plan.
  - e. Launch of our new website using the new domain of .org vs .com. We will also have a searchable resource directory.
5. Recruitment for one Lincoln and one Wood County member

Still looking for 2 members to fill the advisory committee. If anyone has any suggestion to let Linda know.

***2017 Goal Areas***

6. Progress Toward Goals:
  - a. Nutrition Program Survey Results-handout included in packet. Linda reviewed handout.

b. Congregate Nutrition Program goals and analysis

At this time we will not be re-opening the 2 dining sites that we had temporarily closed. In developing congregate options, we need focus on meeting the intent of the program which is to promote health and well-being of older adults & promote socialization. This was a hard decision and we are always looking for new ways to make the congregate sites more appealing to new individuals.

7. ADRC-CW Board Strategic Plan

- a. How do we provide a high level of services with an expanding target population and no increase in funding?
- b. How does the ADRC-CW serve more individuals with disabilities?
- c. How does the ADRC-CW become well known in our communities as a familiar and trusted source of information related to aging and disabilities?

Management team will be working on these strategies beginning at their next meeting in January.

8. Upcoming meeting dates:

Meeting schedule for 2018 included in packet

9. Adjournment: Motion made by Doug Curler seconded by Ann Egge to adjourn at 11:55 a.m. Motion carried.