

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

January 22, 2020

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:** Tony Omernik; **Lincoln County:** Nancy Uerling, Dee Olsen; **Langlade County:** Douglas Curler, James Posselt; **Wood County:** Bonnie Roggenbauer, Ann Egge, Kathleen Meyer

Others present: Executive Director Jonette Arms, Director of Aging & Wellness Jennifer Cummings, Director of Resource Services Mike Rhea, Community Resources Manager Erin Wells, Quality Manager Pa Thao, Clerical Assistant Rhonda Powers

1. Call to Order

The meeting was called to order by Jennifer Cummings, Aging & Wellness Director, at 10:00 a.m.

2. Public Comments

Jennifer Cummings noted that the information packet contains a new Advisory Committee listing as well as a list of dining sites. Tony Omernik stated his phone number is 715-432-2079.

Jennifer Cummings introduced Rhonda Powers as the new clerical assistant.

Nancy Uerling shared about the new senior dining site that opened in Gleason last week. Jonette Arms shared appreciation for the Gleason Lions for hosting and that pictures of the opening were posted on Facebook.

Jennifer Cummings commented that Martin Luther King Day was an all ADRC staff training day for trauma informed care. Jonette Arms recognized Doug Curler for his participation on the trauma informed care award selection committee. All members of the Advisory Committee are invited to attend future all staff events.

3. Approval of Minutes – From November 20, 2019 meeting

Motioned by Dee Olsen, seconded by Nancy Uerling to approve minutes. Motion carried.

4. ADRC-CW Overview- Erin Wells, Community Outreach Manager

Erin Wells presented a PowerPoint presentation of the ADRC which will be used by staff when giving presentations in the community. Mike Rhea provided additional information regarding connection points available for youth transitioning to adulthood. Jonette Arms explained various contributions and funding sources, including the tax levy. Tony Omernik asked about how answers regarding social security insurance (SSI) questions are communicated to consumers. Erin Wells reported that Resource Specialists will make joint calls to SSI with consumers to ensure the consumer questions are asked and answered.

Regarding the recruitment of volunteers, Dee Olsen suggested Erin write three paragraphs about volunteers/businesses who have participated in delivering Meals on Wheels to encourage other businesses to also participate. Dee Olsen will forward this information to her media contacts.

5. ADRC-CW 2019 Accomplishments

Executive Director Jonette Arms highlighted several areas within the 2019 Annual Report on Strategic Goals handout. She invited committee members to share stories of the ADRC with Angela Hansen to include in the Choices magazine.

Nancy Uerling commented that she would like to see a similar Girls Scouts/Peyton's Promise Snow Day food delivery be performed in Lincoln County. The girl scouts and Peyton's Promise plan to continue working out the logistics to offer these meals throughout the region.

6. 2020 Goals and the Dementia Care Specialist work plan

Jonette Arms shared the handout. Jennifer Cummings noted that this position is currently advertised on Marathon County website.

7. Director's Reports (December, January)

Jennifer Cummings shared information from these reports.

8. Upcoming Advocacy Events

Jennifer Cummings shared a reminder that the Alzheimer's Advocacy event is February 11. Anyone who wants to attend can register through her. Jonette Arms shared that a scholarship is available for anyone in eastern Langlade County to attend the national event in Washington, D.C.

Jennifer Cummings distributed a new brochure, Senior Nutrition Program.

9. Next meeting: Wednesday, March 18th

Please note that this meeting varies from the normal schedule and will be moved to the third Wednesday of the month. Jonette Arms and Jennifer Cummings will be attending the national aging conference March 23-27 in Atlanta, Georgia.

10. Adjournment

Motioned by Nancy Uerling, seconded by Dee Olsen. Motion carried to adjourn.

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 and virtual locations

March 18, 2020

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:** Tony Omernik, Rose Boron, Barbara McMullen; **Lincoln County:** Nancy Uerling, Tara Schneider, Arlene Meyer; **Langlade County:** no members today; **Wood County:** Kathleen Meyer

Others present: Executive Director Jonette Arms, Director of Aging and Wellness Jennifer Cummings, and Resource Specialist Jane Reilly-Smith.

1. **Call to order:** The meeting was called to order by Jennifer Cummings, Aging and Wellness Director, at 10:15 a.m. This meeting was held by phone conference due to current physical distancing recommendations.
2. **Public Comments:** Jennifer reported that twelve individuals participated in the State Alzheimer's Advocacy event on February 11th in Madison. Doug Curler and Arlene Meyer, advisory committee members were in attendance. Arlene reported that she found the event interesting and that she enjoyed it. She stated that it was good to see that communities are drawing together and providing education and personal stories to illustrate to legislators how Alzheimer's disease has affected them and their communities.
3. **Approval of Minutes from the January 22, 2020 meeting.** Motion by Nancy Uerling, second by Arlene Meyer to approve the minutes. Motion carried.
4. **ADRC-CW Education Presentation-** "Abilities versus Disabilities" by Jane Reilly-Smith, resource specialist. Brief introductions were made by committee members so that Jane would have a greater understanding of committee member's backgrounds, experience, and interest. Jane had provided the group with a copy of her presentation outline to follow during the discussion. In addition to the information offered, Jane provided a video link highlighting Project Search at: <https://vimeo.com/303114305> (need to press control + right click on it to make it work) and another link introducing the local community to two brothers, Ryan and Brad Hildebrandt: <https://www.wsaw.com/content/news/Twin-brothers-from-Merrill-have-left-their-mark-on-the-yodelling-world-567745251.html>

Discussion continued after Jane's presentation. There was agreement that there is additional need to connect and provide students and parents facing transition issues with information and resources. At this time, ADRC can begin working with students at age 17 and 6 months. Efforts to reach these students and families continue, but greater coordination needs to be done to promote early planning and option development.

5. **COVID-19 Agency Preparations and Actions:** Jonette described the ADRC-CW action plan that has been developed and continues to evolve as we work closely with our county departments and public health representatives in the various counties. Policies have been created to address employees' ability to work from home while providing information and services to our customers. Throughout the region, staff continue to compile information about local resources that can be shared with individuals and between office staff who are addressing needs. In addition, we are learning that more funding may be available to assist during the current emergency and this unprecedented time. Details will be forthcoming. Various local community organizations, foundations, and groups have also provided grant funds to assist agencies with funds needed to purchase additional supplies. At the current time, we see our nutrition program as an essential service and have created a work plan to address customer needs and maintain safety for our staff and volunteers. We have seen an outpouring of individuals willing to assist us as volunteers to package and deliver meals to our most vulnerable customers. In addition, staff and volunteers will be checking-in with our most at-risk customers by phone.
6. **Director's Reports (February and March):** To be respectful of meeting time allotment, Jennifer entertained any questions about the written reports. There were no questions at this time.
7. **Upcoming Advocacy Events:** The Disability Advocacy Event, the National Alzheimer's Advocacy Event, and the National Aging Conference were all cancelled due to the pandemic. The Aging Advocacy Day Event is still scheduled for May 12th at this time. However, Jennifer is holding on taking registration information for now.
8. **Next meeting:** Wednesday, May 27th from 10 a.m. until noon. We will provide information prior to the meeting related to how we plan to meet as soon as we assess situations closer to the meeting date.
9. **Adjournment:** Motion made by Nancy Uerling, seconded by Kathy Meyer to adjourn. Motion carried and the meeting adjourned at 12:00 p.m.

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)
Minutes of the ADRC-CW Advisory Committees Meeting
May 27, 2020

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:** no members present; **Lincoln County:** Arlene Meyer; **Langlade County:** Doug Curler, Carol Krochalk, Mary Jo Kawalski **Wood County:** Kathleen Meyer, Jim Scott

Others present: Executive Director Jonette Arms, Director of Aging and Wellness Jennifer Cummings, and Benefit Specialist Supervisor, Brittany Boyer, Elder Benefit Specialist Anikka Tesch, and Resource Center Director, Mike Rhea.

Due to the COVID-19 pandemic and associated public health directives, the meeting was held by teleconference.

1. **Call to Order:** The meeting was called to order by Jennifer Cummings, Aging and Wellness Director at 10:01 a.m.
2. **Public Comments:** There were no public comments at the meeting today.
3. **Approval of Minutes from March 18, 2020:** A motion to approve the minutes as read was made by Doug Curler; motion to second by Kathy Meyer. Minutes approved.
4. **ADRC-CW Service presentation regarding Benefit and Resource Specialist findings and updates related to COVID-19:** Brittany Boyer, Benefit Specialist supervisor and Anikka Tesch, Elder Benefit staff introduced themselves to the group. Brittany provided an overview of the benefit specialist role which included assisting customers with issues related to social security, Medicare, health insurances, and public/private benefits. In addition, the benefit specialist works with individuals to assess bill reduction options and appeals related to nursing home stays and ambulance payments. The Elder Benefit specialist works with individuals who are age 60 or older while the Disability Benefit specialist addresses concerns with individuals who are age 18-59 years.

During recent months and to address COVID-19 related issues, the delivery of services have looked different as individuals were encouraged to stay home and home visits or in-person office visits were put on hold. Staff have been available to assist customers by phone, email, using mail to obtain signatures. Staff and customers have explored computer applications and have been creative in learning new options.

Benefit specialists have received many questions regarding the government stimulus checks i.e. how the money may affect their current benefits/asset determinations as they did not want to jeopardize current benefits. Others have contacted the ADRC-CW to inquire about when they will receive their stimulus checks. Recently, the ADRC-CW learned that the stimulus money may be offered on debit cards. There are many daily changes and staff find it challenging to stay current with information coming at them from many different sources.

Additional customer concerns relate to Medicare, nursing home requirements and coverage guidelines. Benefits through social security during this time are of lower importance, but those who do have questions are finding it difficult to reach someone in the social security office. So staff have assisted in placing conference calls to reach income maintenance offices and the like.

Benefit specialists work closely with their partners who include supervising attorneys through the Greater Wisconsin Agency on Aging Resources (GWAAR), Disability Rights Wisconsin, and the Department of Health Services.

In preparing for the near future, staff expect to see an influx of customer concerns with billing issues related to coding during COVID-19 which may result in addressing corrections, appeals and high cost bills. Individuals new to Medicare may experience problems with special enrollment/delayed enrollment penalties which have been altered during COVID-19. In addition staff expect an increased number of calls related to unemployment and that process.

Staff have explored ways to continue to deliver services in innovative ways. One example is piloting a Medicare Basics class virtually. The first class offered in this manner will be held tomorrow, May 28. Participants pre-registered for the class, technology was available at their homes, and packets of information were mailed to use during class. Anikka explained that offering the class on-line will provide information to the public in a way that meets current safety recommendations. Those eligible to attend are either brand new to Medicare or will be eligible in a few months. The class explains the various parts of Medicare, provides information on how to find coverage that works for the individual. This class had been offered monthly with consistently high attendance. If this pilot goes well, the ADRC-CW may expand to using this presentation option to provide consumers choice in obtaining the information.

Staff are also planning ahead to Medicare Part D open enrollment in the fall and are exploring how virtual options and creativity can improve customer service and access.

Mike Rhea provided an overview of what resource specialists have been addressing during these last few months. He reports that since staff are not performing in-person or home visits, there have been challenges in doing assessments. "There are no questions that one can ask to get a complete picture of needs compared to

assessments in an individual's home environment". Staff have adapted by adapting approaches, asking clarifying questions and techniques to offer customers support and services. Staff have been working from home with limited office hours.

Initially call volumes were down as the community may have thought that our offices were closed, but through social media, press releases, radio broadcasts, newsletters and word-of-mouth, the calls have slowly returned to previous levels. Some customer preference is to wait until they can meet face-to-face or more is known about safety in the community. Food, housing support, Medicaid questions have been routine calls.

Discussed meals on wheels eligibility and how the senior nutrition program continues to offer meals on wheels throughout the region. Committee members agreed that "re-opening" needs to be done cautiously and in coordination with public health guidelines and recommendations. Given the warmer weather, perhaps staff taking advantage of the outdoors while maintaining physical distancing may be incorporated into some service delivery options. Encouraging the wearing of masks in public is a good practice. Dr. Meyer shared some tips about masks: use masks with the nose pieces to help with fit and comfort, use masks with ties and tie on the top of the head while leaving the lower set of ties looser which will help to decrease glasses fogging up and air exchange. (thanks for the tips)

5. **Director's Reports (May report as there was no board meeting in April):** Jennifer highlighted a few areas in the report to include the aggregate and region-specific grant funds that have become available from the federal government.
6. **Senior Farmers' Market Voucher Distribution Program Update:** Vouchers in the amounts of \$25 will be distributed started June 1st in Langlade, Lincoln, and Wood counties. Marathon County is not in the program. Individuals need to be 60 years old or older or be an American Indian 55 years or older and meet household eligibility guidelines. Interested individuals are asked to call the ADRC-CW and the distribution process will begin.
7. **ADRC-CW "re-opening" considerations:** Given that the population that we serve is the most vulnerable to COVID-19, the ADRC-CW is working to develop a "new normal" way of continuing to serve our region. We are working in partnership with State and public health officials. A recent press release was sent to community partners to communicate our concerns and considerations moving forward.
8. **Future Agenda Items:** We will plan to update the committee on agency adaptations and progress in service delivery during the current environment.
9. **Adjournment:** A motion to adjourn was made by Arlene Meyer and seconded by Doug Curler. Unanimous vote to adjourn at 11:05 a.m.

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)
Draft Minutes of the ADRC-CW Advisory Committees Meeting
July 22, 2020

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:** Tony Omernik; **Lincoln County:** Arlene Meyer, Tara Schneider; **Langlade County:** Mary Jo Kawalski, Carol Krochalk; **Wood County:** Kathleen Meyer, Jim Scott

Others present: Executive Director Jonette Arms, Director of Aging & Wellness Jennifer Cummings, Director of Resource Services Mike Rhea, Community Resources Manager Erin Wells, Communication and Administrative Services Manager Angela Hansen, and Clerical Assistant Rhonda Powers

1. Call to Order

The meeting was called to order by Jennifer Cummings, Aging & Wellness Director, at 10:00 a.m.

2. Public Comments

There were no public comments at the meeting today.

3. Approval of Minutes – From May 27, 2020 meeting

A motion to approve the minutes as read was made by Arlene Meyer; seconded by Mary Jo Kawalski. Motion carried.

4. ADRC-CW Aging Plan Focus Area Review/accomplishments from 2020

Jennifer Cummings explained that every year the ADRC reviews goals and has the opportunity to make amendments to goals. She highlighted the following from the review packet:

Page 1, Advocacy Related Activities

- Many of the planned advocacy events were cancelled due to COVID19; however, twelve staff were able to attend the statewide Alzheimer's Advocacy event in February.
- Education for participating at the polls and filing an absentee ballot.
- Meeting with State Representatives Patrick Snyder and Mary Felzkowski to give an overview of the ADRC and ask/answer questions.

Page 2, Elder Nutrition Services

- Two congregate sites were added: Second Street and Gleason site.
- The number of participants is up to 6%.
- Adapted to COVID19 restrictions and recruited 40 new volunteers where orientation was done online.

- Nutrition staff recruited and trained eight new staff members.
- Senior Farmers Market Voucher program was very successful with 615 vouchers originally available. Additional vouchers (75) were made available for distribution. Report later in 2021 will indicate how many vouchers were redeemed at the farmers' markets.

Page 3, **Caregiver Support and Dementia Services**

- Over the past year, our caregiver support coordinators had been trained in using the DICE approach to address behavior issues that caregivers were facing as an alternative to prescription medications. DICE stands for **D**escribe the behavior, **I**nvestigate, **C**reate a Plan, and **E**valuate the Plan. However, we reached out to Rose Boron, advisory committee member, as she was familiar with this approach and could address some of our concerns. The current program is part of a research grant study, so the hope is that caregivers may participate to strengthen the program as well as empower caregivers to use these principles.
 - The question was raised about the use of DICE by nursing homes where medication is often used. Jennifer stated that DICE is still in the beginning/research stage. Kathy Meyer suggested contacting physical and occupational therapists who may be a good outlet for speaking to families.
 - The question was raised whether a medical advisor should be added to the ADRC board. Jennifer commented that the ADRC works with the individual's physicians and having a medical advisor could present a communication challenge. Kathy Meyer added that usually the family and the individual's doctor make decisions on the care of the individual and typically families prefer a non-medication solution for treatment.
 - Tara Schneider, who has worked as a case manager, commented that this is a great resource and questioned how to get this information into clinics. Jennifer Cummings commented that moving forward will be a case-by-case basis, allowing for the communication of successful uses of DICE to providers. Jennifer asked Tara to provide contact information of those with whom she believes would readily use this information in her area. and Jennifer will contact Molly Schroeder, program coordinator, to see if she would like to reach out to these providers.
- Jennifer relayed the successful hiring of Dementia Care Specialist Scott Seeger.
- The ADRC-CW was successful in offering 7 Dementia Friendly Business/Organizational trainings and 7 Dementia Friends Sessions. The Wisconsin Valley Library Association has requested a dementia training which Scott and Meagan will provide in the fall.

Page 4, **Healthy Aging**

- Partnerships developed throughout the region to ensure services are provided across the region.
- A lot of in-person classes were cancelled due to COVID19; however, the ADRC is working with Wisconsin Institute for Healthy Aging (who holds the licensure agreements for these programs), to be able to offer some of these evidence-based classes virtually.

Page 5, **Local Priorities**

- The goal is to increase accuracy of data which is recorded for State and Federal reporting purposes. We were successful in decreasing errors in reports.

- Training on Medicare Basics via a virtual monthly webinar. “Working great!”
- Continue addressing the pandemic with staff attending Emergency Government meetings in each county in our region. Also, this connection has assisted the ADRC-CW in obtaining some supplies needed for re-opening, such as masks, gloves, and hand sanitizer.
- Working with Island Place apartments to offer training on utilizing Chromebooks which were purchased with a grant. The goal is to help with social isolation issues. Medical student, Phil, is working with the training coordinator at Island Place to assess social isolation and whether teaching the use of Chromebooks will make a difference in this area.

Page 6, **Tribal Coordination**

- Jennifer Cummings reported that Jonette has been working to schedule a meeting with tribal elders to learn more about the ways in which the ADRC-CW can collaborate.
- Senior farmers’ market voucher information was shared with tribal contacts

5. ADRC-CW 2020 Customer Satisfaction Report

Jennifer Cummings explained that this year’s report expanded to include class participants and consumers in the areas associated with the Resource Specialists, Benefit Specialists, and Healthy Living class participants. In 2014, the report only included the Resource Specialists.

This customer feedback helps us assess how our services are being utilized, understood, and can assist us in making improvements and updates. For example, we need to ensure that printed material is appropriate for our consumers related to content and cultural sensitivity. The goal is to focus on healthy equity to serve people with differing cultures and life experiences and to provide information that is not overwhelming.

6. Advisory Committee and ADRC-CW Board option related to Wisconsin Elders Act requirement-new interpretation

Jonette Arms reported that John Schnabl, Older Americans Act Programs & Special Projects Manager from GWAAR, spoke at the last board meeting. He reported that GWAAR has decided to allow ADRC boards and Advisory Committees to be combined. This is an option, not a mandate. Our ADRC Executive Committee will meet this week to discuss the pros and cons and the impact this will have on the ADRC-CW.

Jonette stated that she is in favor of this move. Various members voiced their initial opinion of this matter:

- “I’m unsure of this move as the advisory committee is the ‘bringer of ideas’ to the board.”
- “The advisory members can provide more input in governing and policy-making decisions.”

- “Being an advisory committee member gives me a purpose and I would be disappointed to not be able to be involved any longer.”

Jonette stated that she appreciates the Advisory Committee and all they bring to the organization and would want to invite that presence to the board. She also requested that each member send her an email sharing their thoughts on this matter. She will communicate their ideas and concerns to the board and provide ongoing communication with the Advisory Committee moving forward as to decisions being made.

**** Technology Issue: Disconnected/Reconnected meeting from conference call ****

7. Director’s Reports (June and July)

Jonette Arms highlighted the following:

- Numbers are up for congregate dining
- People are taking advantage of MOW and Café 60 meals
- Elcho and Pickerel “pick-up” meals continue to flourish
- Numbers have gone up for phone contacts
- Caregiver support is actively assisting consumers
- Resource Specialists are reporting seeing more difficult cases come in, possibly from the isolation due to COVID19. Long term care (Family Care/IRIS) have gone up or stayed steady.
- Staff working from home has been productive and will continue as long as it doesn’t impede serving our customers.
- Employee recruitment (3): administrative position serving Lincoln/Langlade counties; caregiver support specialist; and quality manager.
- Katie Hamm’s presentation, “The Uncomfortable Truth: A Primer for Undoing Racism” was a success. Many staff members have requested more time with this presenter on other topics.

8. Wear A Mask Campaign

Jonette Arms praised Jennifer Cummings for this campaign that lets the public know that the ADRC wants to keep people safe by wearing masks. We received over twenty pictorial submissions of individuals with masks and many slogans which will be selected for one billboard per county in our region. The estimated timeframe for the billboard to be up is for thirty days beginning approximately August 10th.

Jennifer Cummings stated that there is benefit in reminding individuals that there are many styles of masks and encouraged people to try various styles to find the one that works best for them. Thanks to Arlene for offering her experience and success in finding a mask that works for her!

9. ADRC-CW “reopening” updates and current status

Jonette Arms shared that our offices are still closed to the public. Our next step is to have scheduled appointments, but no walk-ins nor home visits. “We will take it one day

at a time as we need to ensure the protective supplies are on hand.” The next phase will have a two week leeway via press release before officially opening.

Jonette commented, “We are all looking forward to more services being provided, but we need to keep safety of consumers and staff in mind as current COVID numbers continue to increase.”

10. Future Agenda Items

- Continued communication after the board meets to discuss the combination of the Advisory Committee and ADRC Board
- Creation of a glossary of abbreviations for committee members’ reference
- Reminder to utilize the *6 feature on the phone to mute/unmute during the meeting. Jennifer Cummings apologized for the technology issue during today’s meeting.
- Next meeting is scheduled for Wednesday, September 23rd.

11. Adjournment

A motion to adjourn was made by Kathy Meyer; seconded by Mary Jo Kawalski. Motion carried unanimously to adjourn at 11:30 a.m.

Minutes respectfully submitted by Rhonda Powers

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)
Draft Minutes of the ADRC-CW Advisory Committees Meeting
September 23, 2020

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:** unavailable; **Lincoln County:** Tara Schneider, Nancy Uerling; **Langlade County:** Doug Curler, Carol Krochalk; **Wood County:** Kathleen Meyer, Jim Scott

Others present: Executive Director Jonette Arms and Director of Aging & Wellness Jennifer Cummings

1. Call to Order

The meeting was called to order by Jennifer Cummings, Aging & Wellness Director, at 10:03 a.m.

2. Public Comments

Jennifer Cummings apologized for the meeting disconnection in July. We were able to finish the meeting, but not all members were able to re-connect so that's why the draft minutes were emailed to committee members soon after the July meeting for review.

3. Approval of Minutes – From July 22, 2020 meeting

A motion to approve the minutes as read was made by Doug Curler; seconded by Carol Krochalk. Motion carried.

4. Advisory committee resignations.

Jennifer has received two recent committee resignations- Ann Egge, representative from Wood County and Jim Posselt from Langlade County. We also have a vacant position from Marathon County. Given that the ADRC-CW board may consider a change in governance structure, recruitment for these vacant positions is on hold at the current time.

5. ADRC-CW Board/Advisory governance update and discussion

At the September ADRC-CW board meeting, there was discussion related to consideration of restructuring the board in compliance with the Wis. Elders' Act regulations. Kathy Meyer, Tony Omernik, Doug Curler, and Tara Schneider, advisory committee members, were also present at the meeting to hear the discussion and offer their comments. The board is requesting a 6- month consideration period. The monthly board meeting will include a standing agenda item for an advisory committee member presentation and allow a committee member to advocate for a specific topic or issue that they feel the board needs to consider addressing based on community/customer population needs and trends. Advisory committee members would have the opportunity to bring issues which they felt were important to the board and

advocate and educate the board so that they could take informed and intentional actions. The board will also receive a copy of the advisory committee draft meeting minutes.

Discussed potential issues and topics to bring to the board. Kathy said that she would be prepared to talk to the board about people with developmental disabilities and the need for affordable housing. There is a need to educate the board about individuals' special needs, interventions and options. Kathy would be willing to discuss this information as well as talking about autism because many individuals with developmental disabilities have shades of autism which requires interventions to be delivered in new ways to accommodate different ways of thinking.

Jonette states that the presentation should be approximately 10 minutes and then allow for board questions and discussion. Jonette suggested that the presenter talks about the topic as an issue, the importance to the board and the region, and what type of action that could be suggested to the board. The ADRC-CW has struggled with addressing issues surrounding individuals with disabilities so this topic is welcomed.

Advisory committee members voiced concern that the board appeared to lack interest and engagement in considering an opportunity for a change in governance in advocating for issues and offering direction to ADRC-CW staff related to programs and services. The board appears focused on policy and operations instead of exploring issues and thinking broader. Committee members questioned whether the board's role is strictly that of a 'gatekeeper' and that they are reluctant to move forward. Advocacy plays a huge role in how the board is to address "big picture/broader" issues.

There was ongoing discussion about advocacy day events, and the need to build ongoing relationships with elected officials to keep communication flowing. Working with legislators and participating in advocacy events are important to communicate regional needs and request support by way of funding as well.

We discussed the need that the topics and reports come from the advisory committee as a whole. Perhaps one advisory committee member offers the presentation and another committee member also attends. Kathy said that she would plan to prioritize coming to the board meetings and would be willing to work collaboratively with any committee members to present.

Kathy will plan to offer the board a presentation on autism at the October 8th board meeting which begins at 9:30. Jonette will plan to schedule the advisory committee presentation near the beginning of the agenda so committee members can leave the meeting if they wish. The advisory committee presenter can attend the meeting in person, but virtual attendance is always an option. Screen shares can be done virtually. Kathy will plan to attend virtually.

Other committee members are invited to attend and will receive board agenda packet information. Doug is willing to offer an advocacy presentation for the November 12th board meeting. Any handouts need to get to Jonette or Jennifer by Tuesday the week before the board meeting or more information can be provided to board members following the presentations.

The list of abbreviations was sent as a hard copy in each committee members' packet for this meeting. From now on committee members will get an electronic copy of these abbreviations with every meeting agenda. Committee members felt that this directory was helpful and useful.

6. Director's reports from August and September

Highlights addressed from the director's reports from August and September included:

- Although ADRC-CW offices are not open for walk-ins, staff have begun to reach out to individuals/consumers who would benefit more from an in-person meeting. A limited appointment calendar has been created in each office and staff use this tool to schedule appointments and allow time for proper disinfection practices to be implemented between appointments. We've instituted pre-screen checks when scheduling appointments, then when individuals come for the appointment they are required to wear a mask and asked screening questions again.
- "Wear a mask campaign" cards: These have been ordered and were supposed to be arriving this week. We will get some sent to each committee member.
**The cards did arrive...Jonette will work with clerical staff to get them distributed.
- Two additional resource specialist positions have been successfully recruited. One individual has experience with disabled individuals and the other worked with IRIS. We are currently recruiting for a full-time clerical position in the Wausau office.
- Adult Protective Services details are being investigated before moving forward in bringing this program into the ADRC-CW organization
- Langlade County HeART grant recently surveyed over 4000 individuals to assess technology access, availability, internet access, social isolation, and affordability.
- Wear a mask campaign billboards were up, Governor Evers has also extended the mask wearing recommendation.
- ADRC-CW classes are being offered virtually and individuals can register for them by contacting the offices.
- Senior Farmer's Market Voucher Program (SFMVP) was expanded to Marathon County late this summer. Although vouchers were made available, the distribution has been limited. We will plan to promote the program earlier next year to improve overall distribution.
- ADRC-CW is switching and upgrading our phone system to a program called Ring Central. This will improve staff/consumer access and efficiency.
- Discussed preparing for nutrition/meal closures with winter weather. Doug suggested considering a phone tree/text option and multiple avenues to share the closure information.

7. Future agenda items-Next meeting November 18th (a week early due to Thanksgiving)

- Follow-up from the board meeting presentations

8. Adjournment

The motion to adjourn was made by Doug Curler and the meeting ended at 10:58 a.m.

Aging and Disability Resource Center of Central Wisconsin (ADRC-CW)
Draft Minutes of the ADRC-CW Advisory Committees Meeting
November 18, 2020

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:** unavailable; **Lincoln County:** Tara Schneider, Arlene Meyer; **Lanlade County:** Doug Curler, Mary Jo Kawalski; **Wood County:** Kathleen Meyer

Others present: Executive Director Jonette Arms, Director of Aging & Wellness Jennifer Cummings, Director of Fiscal Services Steve Prell, Comm/Admin Services Manger Angela Hansen and Clerical Assistant Tracey Baken

1. Call to Order

The meeting was called to order by Jennifer Cummings, Aging & Wellness Director, at 10:06 a.m.

2. Public Comments

None

3. Approval of Minutes – September 23, 2020 meeting

A motion to approve the minutes as read was made by Arlene Meyer; seconded by Kathleen Meyer. Motion carried.

4. Advisory Committee member board presentations:

- a. October – Kathleen Meyer – Autism
- b. November - Doug Curler – Advocacy
- c. December – Tony Omernik – Investment in a growing aging population
- d. January – (volunteer and topic)

Kathleen presented to the Advisory Committee as she did for the full board. Powerpoint included in packet.

Doug gave brief recap of his presentation.

Tony will be presenting at the December meeting.

Committee discussed what could be presented. Tara volunteered to present for January.

5. ADRC-CW 2020 Final outcomes and 2019 Annual report

Outcomes included in packet. Was a hard year. Lots of adjustments due to Covid-19. With the boards approval we will continue to work on these goals for 2021. Added an

additional goal for 2021 and that is to have a flexible approach with how we serve our customers.

2019 Annual Report included in packet. This usually comes out in spring but again due to Covid-19 there was a setback.

6. Update on Wear A Mask Campaign Hand Cards

Small supply of cards left if anyone needs or wants to handout yet.

7. Director's Reports from October and November

Oct 2020

- APS-this is off the table now. Talks will continue between the three-member counties in 2021.
- Staff recruitment-2 new Resource Specialists starting in WI Rapids office.
- Dementia Care Specialist book club initiative.
- Virtual programming-many of our classes are now virtual due to Covid.
- Quality Services-Kit provided data for 2nd quarter.

Nov 2020

- Reallocation Reinvestment Project-how do we equally serve all
- 2020 Outcomes and Goals

8. 2021 Calendar of meetings

Included in packet are all the regular board meeting dates, advisory meeting dates and then also our staff development day and All Staff celebration.

9. Future agenda items

- Revised Aging Plan

10. Adjournment

The motion to adjourn was made by Kathleen Meyer at 11:36 a.m.