



**AGING & DISABILITY RESOURCE CENTER OF CENTRAL WISCONSIN BOARD MEETING
ADRC-CW, 2600 Stewart Avenue, Suite 25, Wausau, WI.**

**Thursday, February 9th, 2023
9:30 A.M.**

Mission: The Aging and Disability Resource 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.

This meeting will be held in person at the ADRC-CW, 2600 Stewart Avenue, Suite 25, Wausau, WI.

You may participate virtually in the meeting by using the following:

- Join with Google Meet by clicking on this link
<https://meet.google.com/ucd-gqfs-nqx?authuser=0>
- Join via phone by calling 1 617-675-4444 and when asked, enter the following PIN: 217 959 860 0536#

Anyone wanting to participate via video or phone is welcome to join.

If you are joining by phone or computer, **PLEASE PUT YOUR PHONE or COMPUTER SPEAKER ON MUTE!** Use *6 (star 6) to put phones on mute or take phones off mute.

AGENDA

1. Call to Order
2. Roll Call Attendance
3. Public Comments
4. Approval of Minutes – 1/12/23

| | | | | |
|---|---|--|---|--|
| Antigo 715-627-6232 1225 Langlade Rd Antigo, WI 54409 | Marshfield 715-384-8479 300 S Peach Ave Suite 1 Marshfield, WI 54449 | Merrill 715-536-0311 607 N Sales St Suite 206 Merrill, WI 54452 | Wausau 715-261-6070 2600 Stewart Ave Suite 25 Wausau, WI 54401 | Wisconsin Rapids 715-421-0014 220 3 rd Avenue S Suite 1 Wisconsin Rapids, WI 54495 |
| Toll Free: 1-888-486-9545 Email: adrc@adrc-cw.org Website: www.adrc-cw.org | | | | |
| <i>WE PROVIDE WELCOMING, TRUSTWORTHY, RESPECTFUL, COLLABORATIVE, AND EMPOWERING SERVICES, PROGRAMS, AND OPPORTUNITIES.</i> | | | | |

5. Discussion/possible action: Wausau Office relocation proposal
6. Discussion/possible action: Strategic Goals update
7. Discussion/possible action: Board attendance policy
8. Discussion/possible action: ROLL CALL VOTE TO GO INTO CLOSED SESSION pursuant to WI Statutes Section 19.85(1)(c) to consider employment, promotion, compensation, or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercise responsibility, namely, review of the annual performance review for the Executive Director of the ADRC of Central Wisconsin
9. Motion to Return to Open Session and Possible Announcement(s) on Closed Session Item(s)
10. Discussion/possible action: Lynn’s Catering Contract Addendum request
11. Discussion/possible action: Advocacy Days
12. Operations Report
13. Future Agenda Items
 - a. Further Discussion regarding ENDS Statements
14. Adjournment

Any person planning to attend this meeting who needs some type of special accommodation in order to participate should call the County Clerk’s Office at 715-261-1500 or e-mail infomarathon@mail.co.marathon.wi.us one business day before the meeting.

EMAILED TO ANTIGO DAILY JOURNAL,
 MARSHFIELD NEWS HERALD, MERRILL FOTO
 NEWS, WAUSAU DAILY HERALD, WISCONSIN
 RAPIDS TRIBUNE
 Date:2/3/2023 Time: 1:00 AM/PM
 By Angela Hansen

Signed:
Ann Lemmer-Board Chair
 THIS NOTICE POSTED AT THE COURTHOUSE
 Date _____ Time _____AM/PM
 By _____



**AGING & DISABILITY RESOURCE CENTER OF CENTRAL WISCONSIN BOARD MEETING
ADRC-CW, 2600 Stewart Avenue, Suite 25, Wausau, WI.**

January 12th, 2023

Mission: The Aging and Disability Resource 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.

MINUTES DRAFT

1. Call to Order: Call to order by Board Chair, Ann Lemmer at 9:31 am
2. Roll Call Attendance: Roll taken by Angela Hansen
 - a. Board attendance: Norbert Ashbeck, Robert Benishek, Bill Clendenning, Mike Feirer, Jim Hampton, Will Hascall, Ann Lemmer, John Medo, Kathy Meyer, Tony Omernik, Greta Rusch, Dona Schwichtenberg,
 - b. Board members absent: Chris Dickinson, Adam Fischer
 - c. Staff members in attendance: Mike Rhea, Traci Zernicke, Steve Prell, Barb Hartwig, Kit Ruesch, Angela Hansen, Erin Wells, Ronda James, Mary Rheinschmidt
 - d. Others in attendance: Penny Hurlbert, Kim McCann
3. Public Comments:
 - a. Dona Schwichtenberg asked to delete the closed session meeting recording. Ann Lemmer didn't believe we could delete the record once it was created. The record is not public, and can be retrieved electronically. Further discussion later in the meeting.
 - b. Mike Rhea acknowledged that the Langlade Senior Center purchased a new building.
4. Approval of Minutes – 12/08/22
 - a. Motion to approve the minutes by Greta Rusch, seconded by Kathy Meyer.
 - b. Motion passed, minutes approved.
5. Discussion/possible action: Finance committee report
 - a. Steve Prell discussed the report. The application Workday may delay year end reporting.
 - b. Correction to posting date on the finance agenda to 1.6.2023.
 - c. No finance committee meeting in February.
 - d. Motion to approve the finance committee report by Mike Feier, seconded by John Medo.
 - e. Motion passed, report approved.

6. Education Item: Quality manager/continuous improvement
 - a. Kit Ruesch discusses the types of reports and data he tracks as part of his role.
 - i. Progress and contact statistics across the teams and community reach.
7. Discussion/possible action: Customer Satisfaction Survey results
 - a. Kit Ruesch discusses the overall results of the Customer Satisfaction Survey.
 - i. The overwhelming majority reported hearing about the ADRC-CW through word of mouth.
 - ii. Board asks for some connections with rescue, clinics, hospitals, senior centers, and advertising.
 - b. Complete report in packet.
 - c. No action taken.
8. Discussion/possible action: Advisory Board Member appointment
 - a. Marathon County applicant Kue Her
 - b. Motion to approve application by Norbert Ashbeck, seconded by Dona Schwichtenberg.
 - c. Motion passed, application approved.
 - i. Application forwarded to the member counties for approval.
9. Discussion/possible action: 2023 Board meeting schedule.
 - a. Motion to approve the 2023 ADRC-CW Board meeting schedule by Greta Rusch, seconded by Dona Schwichtenberg.
 - b. Motion passed, schedule approved.
10. Discussion/possible action: Wausau office update
 - a. Mike Rhea shows a map and layout of the new Marathon County Lakeview Center.
 - i. The proposed space Marathon County would allocate to the ADRC-CW if the board approves a move in the future.
 - b. Discussion no action taken.
11. Discussion/possible action: development of ad hoc committee to develop board meeting policy
 - a. Jim Hampton suggests creating the ad hoc committee with members from each member county. As a way of collecting the best practices from each county's experience.
 - b. Langlade board members decline to participate in the ad hoc committee.
 - i. Board Chair appoints: Norbert Ashbeck, Bill Clendenning, Ann Lemmer, and Mike Rhea. Marathon County Corporation Counsel, Mike Puerner is available to advise.
12. Discussion/possible action: Strategic Goals/outcomes update, development of Organizational Ends statements
 - a. Mike Rhea suggests the board create end statements that the ADRC-CW can operationalize.
 - i. Not necessarily a goal but rather a big picture aim.
 - ii. Qualitative data rather than quantitative.
 - b. Operational tasks lead to the organization's end statements.
 - c. Board asks for a bit more information to clarify the concept of End Statements.



13. Operations Report

- a. Mike Rhea presents the operational report.
- b. Full report in the packet.

14. Future Agenda Items

- a. Wausau office proposal
- b. Closed session discussion
- c. Update to current strategic goals.

15. Adjournment

- a. Motion to adjourn the meeting by Bill Clendenning, seconded by Norbert Ashbeck.
- b. Meeting adjourned at 11:54 am

ADRC-CW 2022-2025 STRATEGIC GOALS/OUTCOMES
January 1, 2022 through December 31, 2025

January 1-Dec, 2022

| 1. OUTCOME STATEMENT: The ADRC-CW is a leader in providing adult disability services. | | | | |
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| Indicator <i>Observable and measurable impact/shows change/progress</i> | Strategies and Actions <i>How will we do it?</i> | Timeline <i>When will we do it?</i> | Accountability <i>Who is responsible?</i> | Performance Measure <i>How do we know we did what we said we were going to do?</i> |
| The number of adults with disabilities accessing services is increased by 3% | 1. Market to community, schools, and social/health departments. | Jan – Dec | Community Resource Services Manager, Executive Director, Communication/ Administrative Services Manager, DCS, and Resource Specialists | <ul style="list-style-type: none"> ▪ # of community partners connected to and informed of disability services ▪ # of new collaborations developed to support adults living with disabilities. ▪ # of current partnerships maintained. |
| | 2. Promote engagement and participation in advocacy efforts. | Jan – Dec | Director of Aging and Wellness and Executive Director, Resource Specialist w/disability focus | <ul style="list-style-type: none"> ▪ # of advocacy activities and trainings implemented and provided ▪ # of people participating in advocacy events |
| | 3. Increase staff awareness and education on what the ADRC-CW provides for individuals with disabilities. | Jan – Dec | Director of Resource Services, Community Resource Services Manager, disability agency partners | <ul style="list-style-type: none"> ▪ # of trainings and educational sessions provided employees ▪ # or employee participating in informational and educational events/activities ▪ Continue establishment of a disability think tank to explore opportunities to promote actions and utilize employees with adult disability expertise and experience to provide internal education and training. |

Progress to date: During this past year a workgroup was formed to develop strategies to improve service access for individuals with disabilities. The Workgroup Developed a Disability services work plan and are strategically working through the strategies identified within the plan. The workgroup continues to convene to monitor progress and adapt strategies as needed. The first strategy to be addressed was regarding improving access for transition aged youth with disabilities. The first action step was to assign each school district within our region to a resource specialist. This will increase collaboration and provide the school with a point of contact for any potential referrals.

[Disability Services Work Plan.docx](#)

Strategy 3

2. OUTCOME STATEMENT: The ADRC-CW provides strengthened outreach, public engagement, and access to services for underserved communities.

| Indicator <i>Observable and measurable impact/shows change/progress</i> | Strategies and Actions <i>How will we do it?</i> | Timeline <i>When will we do it?</i> | Accountability <i>Who is responsible?</i> | Performance Measure <i>How do we know we did what we said we were going to do?</i> |
|--|--|--|---|---|
| The number of people of minorities accessing services are increased by 20% | 1. Outreach to organizations that represent underserved communities i.e. people of color, refugees, LGBTQ+, etc. | Jan – Dec | ADRC-CW Diversity and Inclusion Committee | <ul style="list-style-type: none"> ▪ # of community partners connected to and informed of disability services. ▪ # of current partnerships maintained. |
| | 2. Outreach to Tribal Aging and Disability Resource Specialist (ADRS) and Tribal organizations | Jan – Dec | Director of Resource Services, Aging and Wellness Director, and Community Resource Services Manager | # of outreach efforts |
| | 3. Develop staff awareness and knowledge of | Jan – Dec | ADRC-CW Diversity and Inclusion Committee and all | <ul style="list-style-type: none"> ▪ # of activities and training provided/implemented ▪ # of people employees participating in trainings, activities, and team discussions |

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| | <p>unique needs of populations of color.</p> <p>4. Maintain the ADRC-CW's diversity and inclusion workgroup.</p> | <p>Jan – Dec</p> | <p>members of the ADRC-CW Leadership Team</p> <p>ADRC-CW Diversity and Inclusion Committee and all members of the ADRC-CW Leadership Team</p> | <ul style="list-style-type: none"> ▪ # sponsored events to inform and engage underserved communities ▪ # of tools researched to assess and improve service to underserved communities: <ul style="list-style-type: none"> o Door signage in Hmong and Spanish o Telephone message only line in Hmong and Spanish o Brochures in Hmong and Spanish |
| <p>Progress to date:2022 Activities:</p> <ul style="list-style-type: none"> ● Plain Language (Peggy and Traci): Introducing Plain Language to staff. Plain language is the concept that you are communicating in a way that allows your audience to understand it the first time they read or hear it. Being clear, concise and other best practices. <ul style="list-style-type: none"> ○ Accomplished: Traci and Peggy both sat through training and gathered information. They shared information with staff and provided a presentation at a Campfire meeting. Plain Language will be continued in 2023 with our accessibility goal. Also, Traci is exploring a training to bring to the ADRC-CW regarding Plain Language. ● Book Club (Meagan and Peggy): <ul style="list-style-type: none"> ○ Accomplished: Book Club the Summer of 2022: This Chair Rocks by Ashton Applewhite. 14 staff participated. This insightful book highlighted ageism and its impact on our health and society. ● Website Accessibility (Kit and Erin): Looking at how our website can be more accessible <ul style="list-style-type: none"> ○ Put on hold: Kit and Erin talked with Angela about the barriers to the ADRC-CW website regarding accessibility. We found and ran our website through an accessibility checker and determined that we could be doing better. Angela has been communicating with PowderKeg (the company that designed the website). There are barriers to unlocking certain accessible features and Angela is gathering information on the cost of making those changes. Kit and I also had an opportunity to explore additional website accessibility features and concerns during our work with an intern through DVR. ● New Staff Orientation (Chad and Kit and Cristina): <ul style="list-style-type: none"> ○ Accomplished: The New Staff Orientation Video was written with feedback from the group. Everyone was involved in recording the introduction video to the Diversity and Inclusion workgroup for new staff. (I just need to get it posted to the intranet...) <p>Other efforts:</p> <ol style="list-style-type: none"> 1. Quarterly meeting presentation from the Workgroup 2. Mosaic Presentation (Disability): May 2022 with Kit, Erin and Will 3. Continued to build the blog and add information, training resources, etc. | | | | |

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| <p>2023 Goals: We would like to really look at our written and electronic documents. I have had more conversations with Anglea about our website and the group's ideas. She is on board. We will develop our strategies a little bit more in January- but here is the basic ideas: 1. Select certain documents (letterhead and Caregiver newsletter were 2 that we for sure want to start with): research best practices: looking at the color, font style, font size, white space, plain language, etc. Angela calls this an identity manager. We will pull together templates based on the research (Angela to approve the letterhead). Molly (intern) is starting to pull together some research. 2. We will be sharing these best practices with staff as well. (handouts, presentations?) 3. Plain Language training for staff in 2023 4. Review websites that have a look and/or organization that we think would be promising for us. Angela thought that would be helpful. It would be interesting to run some of these "visually pleasing" websites through that accessibility checker!</p> | |
| Strategy 1 | |
| Strategy 2 | |
| Strategy 3 | |
| Strategy 4 | |

| 3. OUTCOME STATEMENT: Adults who are aging are engaged in the community and have improved nutrition. | | | | |
|---|--|--|--|---|
| Indicator <i>Observable and measurable impact/shows change/progress</i> | Strategies and Actions <i>How will we do it?</i> | Timeline <i>When will we do it?</i> | Accountability <i>Who is responsible?</i> | Performance Measure <i>How do we know we did what we said we were going to do?</i> |
| The number of unduplicated customers utilizing regional congregate dining services are increased by 3% <i>(using a three year average for comparison)</i> | 1. Establish two new senior dining options in underserved communities. | Jan – Dec | Nutrition Program Director, Aging and Wellness Director, Quality Manager | <ul style="list-style-type: none"> ▪ Two new dining options are established in two different underserved communities. ▪ # of age-appropriate diners participating in new dining locations. ▪ Marketing and public information resources and tools developed ▪ # of community partners connected to, informed of services, and helping to promote dining locations regionally. |
| | 2. Continue marketing to the community to recruit new diners and volunteers and encourage participation. | Jan – Dec | Nutrition Program Director, Aging Wellness Director, Community Resource Services Manager, Communication/Admi | |

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| | | | nistrative Services Manager | |
| <p>Goal / Outcome 2 - Progress to date:</p> <ul style="list-style-type: none"> ● Opened the Hmong Dining site ● Implemented Route for me program to optimize routes ● Hired new nutrition supervisor ● Began strategic discussions regarding nutrition services <p>Challenges:</p> <ul style="list-style-type: none"> ● Continue to face staffing challenges ● Adequate volunteers for meal delivery ● Increasing costs <p>Pressing concerns</p> <ul style="list-style-type: none"> ● Finding dining site in Wausau metro area ● Replacing cafe 60 site in Athens (looking at different approaches) ● Developing 5 year strategic plan | | | | |

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| Strategy 1 | |
| Strategy 2 | |
| Strategy 3 | |
| Strategy 4 | |

4. OUTCOME STATEMENT: ADRC-CW employees and customers served using flexible and efficient approaches.

| Indicator <i>Observable and measurable impact/shows change/progress</i> | Strategies and Actions <i>How will we do it?</i> | Timeline <i>When will we do it?</i> | Accountability <i>Who is responsible?</i> | Performance Measure <i>How do we know we did what we said we were going to do?</i> |
|---|---|---|--|---|
| <p>% customers stating improved customer satisfaction</p> <p><i>% of employees stating improved employee satisfaction.</i></p> <p><i>A baseline will be established using the employee and customer service satisfaction surveys.</i></p> | <p>1. Optimize internal technological systems.</p> <p>2. Develop and implement customer satisfaction survey.</p> <p>3. Develop and implement employee satisfaction surveys.</p> <p>4. Enhance resource specialist position to</p> | <p>Jan – Dec</p> <p>Jan – Dec</p> <p>Jan – Oct</p> <p>Jan – Dec</p> | <p>Executive Director, leadership team, and all employees</p> <p>Quality Manager, Executive Director, and leadership team</p> <p>Quality Manager, Executive Director, leadership team</p> <p>Director of Resource Center</p> | <ul style="list-style-type: none"> ▪ Establishment of telephone only messages in Hmong and Spanish. ▪ Expand the use of the intranet <ul style="list-style-type: none"> o Creation of forms that can be accessed via intranet o Employee lunch and learns houses on intranet ▪ Standards of practice will be established to objectively measure employee performance for programs/services where they do not currently exist. ▪ Customer satisfaction survey completed by customers and compiled. Results demonstrate 95% or above satisfaction. ▪ Employee satisfaction survey completed by customers and compiled. Results demonstrate 95% or above satisfaction. ▪ Plan is developed to enhance the resource specialist role. |

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| | most effective use of the role. | | Services, Resource Center Manager, Resource Center team leads, Executive Director | <ul style="list-style-type: none"> ▪ Pilot changes | |
| Goal / Outcome 2 - Progress to date: <ul style="list-style-type: none"> ● Implemented hybrid work model ● Customer satisfaction survey completed and compiled. ● Resource services teams working toward implementing a significant service model change to a regional approach. This would improve the customer experience, make work load more equitably distributed and improve efficiencies. ● Development of the I@A specialist position ● Development of the benefits specialist assistant position | | | | | |
| Strategy 1 | | | | | |
| Strategy 2 | | | | | |
| Strategy 3 | | | | | |
| 5. OUTCOME STATEMENT: Community identifies with organization instead of individual employees. | | | | | |
| Indicator <i>Observable and measurable impact/shows change/progress</i> | Strategies and Actions <i>How will we do it?</i> | Timeline <i>When will we do it?</i> | Accountability <i>Who is responsible?</i> | Performance Measure <i>How do we know we did what we said we were going to do?</i> | |

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| <p>% of people identifying with the ADRC-CW instead of employees.</p> <p><i>A baseline will be developed from the 2020 Customer Satisfaction Survey and compared to the 2022 Customer Satisfaction Survey</i></p> | <p>1. Replace phone #s for employees that separate from the organization.</p> | <p>Jan – Dec</p> | <p>Communication/ Administrative Services Manager</p> | <p># of phone numbers replaced</p> |
| | <p>2. Promote proper ADRC standards and protocol to employees and customers</p> | <p>Jan – Dec</p> | <p>Executive Director, leadership team, supervisors and managers</p> | <ul style="list-style-type: none"> ▪ Develop employee standards for each position ▪ Develop employee job aids and train employees ▪ Post job aids on the intranet on team pages ▪ Hold employees accountable via: <ul style="list-style-type: none"> o supervisor/employee bi-weekly or monthly one on one meetings o regular/consistent team meetings o Annual employee appraisals inclusive of quarterly check-ins |
| | <p>^{3.} 4. Create consistency in customer’s experiences across the region</p> | <p>Jan – Dec</p> | <p>Communication/ Administrative Services Manager, Quality Manager, Executive Director, leadership team, managers and supervisors</p> | <ul style="list-style-type: none"> ▪ Referral process established ▪ Tracking tool to capture comprehensive tracking process in line with contractual requirements ▪ # of referrals made based on established process |
| | <p>5. Market ADRC-CW video to promote programs and services across the region</p> | <p>Jan – Dec</p> | <p>Communication/ Administrative Services Manager, Community Resource Services Manager, Executive Director, and leadership team</p> | <ul style="list-style-type: none"> ▪ Post recurring survey on ADRC-CW website ▪ # of platforms. Post and share video on various platforms: <ul style="list-style-type: none"> o Website o Youtube o Facebook o Movie cinemas o Community events/fairs/presentations |

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| | | | | o News stations/public access television | |
| Goal / Outcome 2 - Progress to date: | | | | | |
| Strategy 1 | | | | | |
| Strategy 2 | | | | | |
| Strategy 3 | | | | | |
| Strategy 4 | | | | | |
| Additional Accomplishments | | | | | |
| Q1 | | | | | |
| Q2 | | | | | |
| Q3 | | | | | |
| Q4 | | | | | |

**AGING AND DISABILITY RESOURCE CENTER OF CENTRAL WISCONSIN
ADRC-CW**

**Policy Manual
Section II. Board**

Subject: ADRC-CW Board of Directors Attendance Policy

Purpose: To define attendance expectations, to address definitions, and to outline remedial procedures. In order for the Board to conduct business, regular attendance is expected.

Expectations:

- 1) In order to conduct the business of the ADRC-CW it is imperative that the Board of Directors be fully knowledgeable and understanding of the issues before the Board. Therefore it is important and expected that all board members be present at all meetings.
- 2) All ADRC-CW office locations have video conferencing or members may attend remotely using the organization's video conferencing platform for the Board meetings. This may be considered due to extenuating circumstances.

Attendance Definitions:

- 1) The minutes of the meeting will reflect a member's presence based on three definitions:
 - a) Present; Those who are attending the meeting either in person or by video conferencing
 - b) Excused; Those who notify either the Director or the Board Chairman preferably 24 hours prior to the meeting.
 - c) Absent; Those who do not attend the meeting without any prior communication.

Remedial Procedures:

- 1) After a member has missed three meetings in a calendar year (excused or absent) the Executive Committee will take action to address the lack of attendance.
- 2) The Executive Committee will evaluate if the lack of attendance on the part of a citizen member and/or a County-appointed member is due to extenuating circumstances such as illness, etc., and decide if further action is to be taken.

Reviewed and approved by the Board on December 14, 2017

Reviewed by the Policy Review Committee on March 29, 2021

Reviewed and approved by the Full Board on April 8, 2021

January 23, 2023

ADRC – CW Board

I am requesting that the .50/meal increase that was applied in July of 2022 remain in place due to the current inflation status of our cost of goods and services for providing the meals for the senior nutrition program for the ADRC of Central Wisconsin.

Thank you and thank you for reaching out to my company for providing the meals to your senior nutrition meal program.

Lynn

Lynn's Catering

Rhineland, WI

715-360-3708

alzheimer's  association®

Wisconsin Chapter

Wisconsin Advocacy Day

**Tuesday, March 7th 9:00am -
3:00pm**

Join Alzheimer's advocates from across Wisconsin as we make sure that Alzheimer's disease and all related dementias remain a legislative priority in 2023 and beyond!

During our opening program at the Best Western Premier Park Hotel in Madison, you will hear from key state policymakers and take away tools to empower your advocacy efforts on behalf of all who are impacted by Alzheimer's and dementia. Then, we will walk across the street to the Wisconsin State Capitol in the afternoon, where you will meet with your state lawmakers and ask them to support our policies!

Lunch will be provided and there are no registration fees.



**Survival
Coalition**

of Wisconsin Disability Organizations

SAVE THE DATE!

Disability Advocacy Day of Action!

Thursday, March 23, 2023



In -Person 10 A.M.– 3:00 P.M.

**Starting at Monona Terrace,
One John Nolen Drive, Madison, WI
(And State Capitol)**



Disability Day of Action is back in person! The event is focused on connecting Disability Advocates with their legislators to talk about issues that matter to them. Attendees are expected to participate in the morning briefing and visit their legislators in the afternoon.

REGISTRATION OPENS FEBRUARY 1, 2023



Operations Report to the Board

ADRC-CW Board Meeting

February, 2023

Executive Director update: *Submitted by Mike Rhea, Executive Director*

Every organization has an organizational culture. However, creating a good culture within an organization is intentional and requires a dedicated approach. The ADRC-CW takes organizational culture very seriously. We strive to have a culture that provides a place that people are proud to be a part of. A culture that values each person's perspective, strives for creativity and offers flexibility. Several years ago we started our journey to becoming a trauma informed organization. As a part of that journey we developed Trauma Informed Care principles. These principles have become our organizational values. They are the basis for our organizational culture, how we provide service and how we evaluate performance. Our values of being Welcoming, Collaborative, Empowering, Trustworthy and Respectful are weaved throughout all that we do and all that we are. These values are not just words on a paper, we spend time ingraining them throughout the fabric of our organization.

As our governing board it is imperative that you also know and understand these values. In the coming months, in addition to the ongoing operational education that occurs at each board meeting I will also be reviewing our organizational values and how we implement these operationally.

As you will see in this report we have many big things occurring throughout our operations. Each team is impacted by a big change in process or staffing changes. It is an exciting time as we are moving in a positive direction. We are working toward greatly improving how we provide services and are committed to improving our customer experience. That is not to say that we aren't already providing excellent service but we can always do better and we are listening to our customers.

The Governor will be releasing his proposed biennial budget sometime next week. Early indicators that have been released have not shown an investment into the work we do at the ADRC. As the budget is released this is a good time to contact our state representatives to remind them of the great work being done by ADRC's throughout the state and the drastic need for increased funding. If you need talking points or data for these conversations let me know and I will be happy to gather this for you. I will be developing a letter with customer impact

stories to highlight the great work that is being done and will be sending this letter to the representatives within our region.

Programmatic Happenings:

Resource Services as submitted by Traci Zernicke, Director of Resource Services

Employee Update: During the month of January we have had new employees join the resource services team. Brittany Peissig started as the Disability Benefit Specialist in the Wausau Office on January 9th. Alyssa Read started as a Resource Specialist in the Antigo Office on January 23rd. We are happy to have both of them join our Team. Frank Dann will be working with the Resource Specialist during this Spring semester providing assistance with Home Delivered Meal referrals. Frank is pursuing his Masters of Social Work with UW Green-Bay. Jane Reilly-Smith announced that she will be retiring after 23 years at the ADRC-CW. We are happy for Jane and wish her all the best as she begins this new chapter in her life. Interviews for the Resource Specialist position were held February 1.

Workplace Safety Plan: Each of the offices will be meeting to develop a plan of response in the event of emergent situations.

Community Partners Campus: ADRC-CW is partnering with Marathon County to maintain office space at the new Community Partners Campus in Wausau. This will provide the opportunities to access our services in a convenient location.

Public Health Emergency Unwinding: Through the Consolidation Appropriations Act, the federal government has separated continuous eligibility for health care from the public health emergency (PHE). Medicaid continuous coverage will end April 1. Training and Updates will be provided by GWAAR and ORCD in February and strategies will be developed to serve these individuals.

Benefit Specialist Team: A new position has been created to support the Benefit Specialist and Resource Specialist Team. The Benefit Assistant Specialist will be responsible for providing information and assistance to customers in regards to public benefits. Brittany Boyer will be the supervising manager of the position.

Resource Specialist Team: During the month of February employees that are taking a continuing skills test in order to maintain their certification to complete Long Term Functional Screens.

Senior Nutrition Program as submitted by Ronda James, Nutrition Program Director

Employee Updates: Linda Henrichs began employment on 2/6/23 as the Wausau Meals on Wheels Site Manager. This position has been covered by regular and casual employees since

November. They have done a fantastic job of uninterrupted Meals on Wheels service through the busiest season of the year- Thank You, Nutrition Team!

Meals on Wheels: We implemented Route4Me, Meals on Wheels delivery route optimization software in October 2022 for WI Rapids, Marshfield, & Wausau service areas, and are in the process of implementation in Antigo and Merrill locations. This new process has been a significant project across numerous ADRC-CW teams and we continue to evaluate the process for best practices, and make adjustments that are customer-focused.

Volunteers: Peggy Kurth transitioned to the Volunteer Coordinator position recently. She has stepped up recruitment of volunteers in the short time she's been in this role. She is working closely with staff, community partners, and existing volunteers to share information about volunteer opportunities.

We **need more volunteers** for Meals on Wheels deliveries, especially in Wausau, Antigo, and Wisconsin Rapids. Our goal is to serve all customers who are eligible for service and avoid a waiting list. A number of current volunteers are helping more than usual, and our hope is that new volunteers will help lighten the load. January saw a very high volume of new Meals on Wheels referrals region-wide.

Additional Updates: *submitted by Erin Wells, Director of Aging and Wellness*

Dementia Care Specialists:

Memory Cafes offer people with dementia and their care partners an opportunity to enjoy a social interaction with others in similar circumstances. Memory Cafes are recommended as part of building a dementia friendly community. Currently, there are Memory Cafes in Marshfield (2) and Wisconsin Rapids. The Dementia Care Specialists met with past Memory Cafe facilitators, local churches and others to explore the possibility of re-starting a Memory Cafe in Wausau. They will continue to work with partners and volunteers as ultimately the most successful Memory Cafes are not under the umbrella of an agency such as the ADRC. If getting the Cafe off the ground is successful, the next step is to explore the interest in a Memory Cafe in other communities. The Memory Cafe in Wausau will be offered every other month and the hosting is alternated between Covenant Community Presbyterian Church and Mount Olive Church.

Caregiver Coordinators:

Powerful Tools for Caregivers is a 6 week evidenced based program to work with family caregivers so together they can explore tools for better self care. The program has been shown to reduce feelings of stress, guilt, depression and improve decision making, time management and communication skills. Powerful Tools is planned for April 20- May 25 from 1:00-2:45 in Wausau on Thursdays. If you or someone you know could benefit from a Powerful Tools program, please connect with one of our Caregiver Coordinators. If you know of a group outside

of Wausau that has an interest in learning more about Powerful Tools, please encourage them to connect with us. If you know of an individual who is passionate about supporting caregivers and might be interested in getting trained and helping to lead a Powerful Tools program please get in touch.

Fall Prevention Programs and Efforts:

With Wisconsin's unfortunate #1 spot in the nation for the number of deaths due to falls in older adults, we have a lot of work to do. Jennifer Clark, Community Health Educator, has been working closely with the Resource Specialist team to explore the impact of falls throughout our region. Conversations with various Trauma/ Emergency Rooms, Regional Trauma Advisory Committee and Fire Department/Emergency Medical Service providers has been telling a very consistent story... falls are having a growing impact on resources. Determining if this is due to an increase in actual numbers, increase in severity or shift in the use of resources is a little trickier to figure out. We are starting to dig deeper into falls and asking many questions and gathering information to determine how we can help shift the direction of how falling is impacting the health and independence of older adults and adults with disabilities. Stepping On is an evidenced based fall prevention program (7 weeks; 2 hours a week). The program is planned to start in February. The class was quickly filled and an overwhelming interest led to a wait list of 40 people for the next program. With one Community Health Educator, we are looking for volunteers to get trained and help lead the program throughout our region.

Accessibility:

Thanks to some insight shared by customers, the ADRC-CW is paying more attention to how we can create documents, flyers, presentations and other written materials to accommodate those with visual differences including those using e-readers. With the help of a student intern and the Diversity and Inclusion Workgroup, resources and information on best practices is being compiled. Staff had an opportunity to take a look at how font, font size, color and even how a pdf is saved can impact how individuals can utilize the information we are providing. The more we learn, the more we realize there is a lot of work to be done to shift our written work, website, etc to be more accessible.



ADRC-CW TRAUMA INFORMED CARE PRINCIPLES

WELCOMING - be warm, inviting, comfortable, and welcoming for ALL – provide a safe place to share thoughts and ideas – ensure every interaction conveys a sincere desire to help

TRUSTWORTHY – commit to honesty, objectivity, clarity, and consistency – present accurate and unbiased information – commit to promises made – ensure all actions explained so ALL know what to expect

RESPECTFUL –be inclusive, accepting, compassionate, non-judgmental and empathetic to ALL – practice civility – focus on strengths – value diversity

COLLABORATIVE – partner and work side by side – identify common ground – identify and value differences – value teamwork – recognize the importance of relationships – work to get to know each other

EMPOWERING - sincerely listen – honor choices – help to identify strengths – share ideas – help craft solutions – recognize and celebrate successes – instill hope

Langlade County Board

Lincoln County Board

Marathon County Board

Wood County Board

ADRC-CW Board

Executive Director
1.0 FTE

Director Aging and Wellness
1.0 FTE

Director Resource Services
1.0 FTE

Director Nutrition Services
1.0 FTE

Director Fiscal Services
1.0 FTE

Quality Manager
1.0 FTE

Caregiver Support Specialists
1.4 FTE

Dementia Care Specialists
2.0 FTE

Volunteer Coordinator
1.0 FTE

Community Health Educators
1.0 FTE

Resource Specialist Supervisor
1.0 FTE

Benefit Specialist Supervisor
1.0 FTE

Nutrition Services Supervisor
2.0 FTE

Comm/Admin Services Manager
1.0 FTE

Fiscal Administrative Specialists
1.7 FTE

Resource Specialists
15.8 FTE

Elder Benefit Specialists
4.8 FTE

Disability Benefit Specialists
3.0 FTE

Nutrition Staff
8.58 FTE

Clerical Administrative
Specialists
7.7 FTE

Total FTEs 59.67