

Aging & Disability Resource Center Advisory Committee Minutes of Meeting

Tuesday, May 6, 2014

Call to Order

The meeting was called to order by Ronk at 1:00 p.m.

Roll Call

Present: Earlene Ronk, Chair, Ellen Haines, Jim Mode, Carolyn Niebler, Carol Battenberg, Darlene Schaefer, Connie Stengel and Dan Krause

Also Present: Sharon Olson Sue Torum and Sandy Free, ADRC staff.

Certification of Compliance with Open Meetings Law

Olson certified compliance.

Review Agenda

The agenda was reviewed.

Public Comment

None

Approval of 4/1/14 Minutes

A motion to approve the 4/1/2014 minutes was made by Mode, seconded by Schaefer and passed unanimously.

Communications

Ronk read the 2013 Jefferson County Aging Unit Self-Assessment letter from the Greater WI Agency on Aging Resources (GWAAR).

Torum read the 2013 Aging Unit Assessment on the Elderly Nutrition Program from GWAAR.

Advocacy

Family Care Expansion: Governor Walker announced that Family Care will be expanded in Northeast Wisconsin. This expansion includes 7 additional counties and would bring Family Care to 64 counties.

Silver Alert: Governor Walker signed the Silver Alert bill into law recently. This law enables law enforcement to use the Crime Alert Network to send statewide notices, like the amber alert, when a senior is missing.

2015 Federal Budget Proposals: Under the President's 2015 Budget, programs funded through the Older American's Act would be level-funded. Elder Justice would see a substantial increase, as would the Low-income Home Energy Assistance Program. The budget asks for \$20 million each year for the next 5 years for ADRC's; however, the

community services block grant and Senior Corps Programs (Retired Senior Volunteer Program and Foster Grandparent Program) would be significantly reduced due to funding cuts.

Disability Benefit Specialist (DBS) Report by Sandy Free

Members were provided with a 2013 state summary of DBS services. Free shared her statistics; following are the highlights:

- The monetary impact was \$1,667,142, meaning that these dollars are now available to Jefferson County residents in terms of financial benefits which often go directly back into the community.
- In 2013 Free served 277 consumers; the statewide average was 226.
- The top four issues were:
 - o SSDI/SSI Eligibility
 - o Medicare Part D options Counseling
 - o Medicaid Disability Determinations
 - o Medicaid Purchase Plan

Medicaid disability determinations fell in 9^{th} place statewide. These determinations are essential to determining Medicaid eligibility which means that people have insurance to cover needed services.

ADRC Report

Olson reviewed the results of customer surveys by Dr. Amy Flowers of Analytic Insights. These surveys are done via a contract with the Department of Health Services to explore customer satisfaction with ADRC services. The caregiver survey showed that caregivers put the needs of care recipients ahead of their own; they cut back on activities that they enjoy, including volunteering; they identified respite care as a primary need; and they indicated that ADRC's help them continue to offer care. Satisfaction was reported at a higher level when the ADRC followed up with the caregiver. This is a consistent finding.

The Private Pay Study showed that 4 in 10 customers report incomes of less than \$20,000 and assets less than \$10,000 when they call the ADRC. Approximately 44.6% of respondents said that the ADRC helped them make the most of their money, but a key finding was that private pay customers are generally hesitant to pay for services unless it is an emergency, with a health care crisis ranking #1. Of those who called the ADRC nearly 50% wished they had called sooner. 95.6% said that they would recommend the ADRC to others!

Senior Farmer's Market Nutrition Program

The ADRC has entered into a contract with DHS to offer this program in Jefferson County. It was previously administered by the Community Action Coalition. Olson and Torum are working on implementation and the vouchers will be available to people 60+, with incomes at or below 185% of the federal poverty level, on a first-come, first-serve basis June 1st.

2/28/14 Nutrition Program On-Site Assessment

The on-site review results were handed out and reviewed. Torum pointed out some minor corrections:

- The Palmyra Site was relocated without prior approval from the Greater WI Agency on Aging Resources (GWAAR). The department received a two week eviction notice and decisions needed to be made quickly. The required documentation was provided to the reviewer and approved on the date of the on-site visit.
- Contribution posters need to include funding source information and a statement that "no eligible participant will be denied for not contributing toward the cost of the meal." These were handed out.

- At least once per quarter the last meal delivered on each route needs to be checked to ensure that it is maintaining temperature. Site managers will do this when the bags are returned.
- Site Managers should review the Power Point Serving Safe Food presentation before taking the book test.

Overall the assessment went very well and Nutrition Program staff were commended.

2013 Senior Dining Program Report - Final:

The final document was shared; the one that was discussed at a prior meeting had some errors.

Adult Protective Services: 2013 Year End Abuse/Neglect Statistics

Set next meeting date and possible agenda items

The next meeting will be on June 3, 2014. Haines stated that she will not be able to attend. Discussion will include caregiver coalition building and the Annual Report.

Adjourn

A motion to adjourn was made by Battenberg, seconded by Stengel and passed unanimously.

Respectfully submitted,

Susan Torum, Manager Aging & Disability Resources Division

Jefferson County Aging & Disability Resource Center Advisory Committee

ARTICLE I - Name, Purpose & Objectives

- Section I. Name The name of the organization shall be the Aging & Disability Resource Center (ADRC) Advisory Committee of Jefferson County.
- Section II. Purpose The ADRC Advisory Committee is organized under Section 3.06(1)(f) of the Jefferson County Board Rules and is responsible for advising the Human Services Board about programs, policies and identifying community needs for services that affect the health and well being of the elderly, persons with disabilities, persons with mental health and/or substance abuse issues and their caregivers.
- Section III. Objectives The objectives of the ADRC Advisory Committee are to:
 - Develop the mission statement for the ADRC.
 - Make recommendations to the Human Services Board about the appropriate structure, policies and procedures applicable to the ADRC and Older American's Act Programs (OAA),and assure that customers, service providers, Managed Care Organizations and local constituents have had an opportunity to provide input.
 - Oversee the ongoing operations of the ADRC and OAA programs.
 - Make recommendations regarding federal, state, county or private funds received that are designated to be used for County Aging Unit and/or ADRC operations; this includes grants or payments received by the county for the purposes for which the allocation was made.
 - Work to ensure that customers of ADRC and OAA programs have:
 - A voice in the direction the ADRC takes in responding to their needs by actively incorporating and promoting the participation of potential ADRC customers in planning efforts.
 - Access to information, assistance, resources and opportunities available through the ADRC, regardless of income.
 - The opportunity to contribute to the cost of OAA services, and that those services and resources are designed to reach those in greatest social and economic need.

- Ensure that the ADRC is visible and an accessible point of contact for individuals to obtain accurate and comprehensive information about public and private resources available in the community which can meet the needs of the elderly and other adults with long term care needs including those with physical or developmental disabilities, mental health and/or substance abuse issues.
- Ensure that ADRC customers have information about advocacy services, including those provided by elderly and disability benefit specialists.
- Recommend strategies for building local capacity to serve the ADRC target populations to local elected officials, the regional advisory committee and the Department as appropriate.
- Work towards securing a countywide transportation system that makes community programs and opportunities accessible to, and meets the basic needs of, the county's elderly and disabled.
- Work to ensure that programs and services for ADRC customers are available to homebound, disabled and non-English speaking persons, and to racial, ethnic and religious minorities.
- Identify and publicize gaps in services needed by older individuals and provide leadership in developing services and programs, including recruitment and training of volunteers that address those needs.
- Identify potential new sources of community resources and funding to serve the target populations.
- Work cooperatively with other organizations to ensure their services function effectively for ADRC customers.
- Provide information to the public about the aging experience and about resources for and within the aging population.
- Participate in program planning and oversight of the following programs:
 - o Alzheimer's disease family and caregiver support program;
 - Vulnerable adult/elder-abuse reporting system;
 - S85.21 Specialized transportation assistance program; and
 - Community Options Program Deleted 2/1/2011.

ARTICLE II - Membership

Section I. Membership - Members of the organization shall be appointed by the Human Services Board and confirmed by the county board. Members must be residents of the county. The size of the committee shall not be less than 9.

Composition - The composition of the committee shall represent the client groups served by the resource center, including: 5 members 60+ representing aging, and 2 members who represent the interests of individuals with physical disabilities, developmental disabilities, youth transitioning into the adult system of care and persons with mental health/and or substance use disorders; 2 interested others.

Terms - Members are appointed for staggered terms of 1, 2 or 3 years for continuity. No member shall serve more than 2 consecutive 3-year terms. The term of office shall begin July 1 on an annual basis.

Section II. Officers - The officers of the organization shall consist of a chairperson, vice-chair and secretary. Their duties are as follows:

The chair shall convene regularly scheduled meetings, preside at or arrange for other officers to preside at each meeting in the following order: vice-chair, secretary. The chair shall also state and to put to vote all questions which are regularly moved or necessarily arise in the course of the proceedings, and to announce the result of the vote.

The vice-chair shall assume all duties of the chair in his or her absence.

The secretary shall be responsible for keeping records of board actions, and for reviewing the official minutes when transcribed. The secretary shall chair committee meetings in the chair and vice-chair's absence.

Section III. Resignations/Vacancies - When a vacancy on the board exists mid-term, the ADRC Division Manager will work with the county administrator's office to post the vacancy on the Jefferson County Website and send out a recruitment notice to local newspapers. Committee members will be given an opportunity to review the nominee's letter of interest before making recommendations to the Human Services Board as to who is the preferred candidate to fill the vacancy.

ARTICLE III - Meetings

Section I. Regular meetings - Regular meetings of the Jefferson County Aging & Disability Resource Center Advisory Committee shall be held on the 1st

Tuesday of the month or called at the discretion of the chair. Any member who misses' three meetings without just cause shall resign from the Committee or be requested to resign by the chairperson.

- Section II. Special meetings Special meetings of the members may be called by the chair, or a simple majority of the committee.
- Section III. Notice of meetings Meetings notices will be posted in accordance with the Wisconsin Open Meetings Law.
- Section IV. Quorum A majority of members must be present before business can be transacted or motions passed.
- Section V. Voting All issues to be voted on shall be decided by a simple majority of those present at the meeting in which the vote takes place.

ARTICLES IV - Delegates

Section I. Pending

ARTICLE VIII - Amendments

Section I. Amendments to the Constitution and By Laws shall be approved by a majority vote of the ADRC Advisory Committee. A draft copy shall be forwarded to the Area Agency on Aging for review before final approval is requested.

Certification

These	bylaws	were	reviewed	and	approved	at a	meeting	of the	Human	Services	Board
on:							-				

ADRC of Jefferson County Inclusion/Exclusion Policy for Database and Directory

<u>Policy Purpose:</u> To define providers that can list their services in the Resource Directory of the Aging and Disability Resource Center of Jefferson County.

Performance Goal:

To support elderly and persons with disabilities in accessing comprehensive, up-to-date information about available resources.

<u>Description</u>: The Aging and Disability Resource Center of Jefferson County is the access point for information and assistance pertaining to aging and disability services and options available in Jefferson County. The ADRC provides up-to-date and unbiased information about programs and services pertaining to aging and disabilities. The ADRC of Jefferson County makes clear to individuals that they are providing *referrals*, not *endorsements*, *recommendations*, or *ratings* of potential service providers. In making referrals, the ADRC presents the consumer with a list of organizations which purport to provide certain services; care is taken neither to recommend a particular agency nor to make any promises regarding what services any organization will ultimately provide to the consumer. The ADRC provides information for those individuals who will qualify to access publicly funded programs as well as those who will be able to pay privately for their services.

The ADRC uses the SAMS AssistGuide database to store the most current information about available services and community resources. The database is updated at least every six months or as needed. When inclusion requests don't clearly meet the guidelines, it is the ADRC's policy to present the information to the Aging and Disability Resource Center Advisory Committee for their input and guidance.

Inclusion in the database is a privilege not a right and organizations may be refused to be included. An organization may request reconsideration by writing or call the ADRC; These requests can be submitted to:

Aging & Disability Resource Center of Jefferson County Attn: Sharon Olson, 1541 Annex Road, Jefferson, WI 53549

Main number - 920-674-8734 Fax number - 920-674-7603 or email adrc@jeffersoncountywi.gov

Inclusion Guidelines:

- 1. Government, not-for-profit and for-profit agencies and programs that provide health, social, education, human or recreational services for the general public.
- 2. Federal, state and city and county governments as well as non-profits that have been designated as 501(c)(3) incorporations pursuant to the Internal Revenue Code.
- 3. Housing and facility establishments, home care providers, whether for-profit, commercial, private, governmental or not-for-profit.
- A provider must have an established Jefferson County business address, phone number and a
 designated contact person. Providers are highly encouraged to have a business e-mail
 address.

June 2014

Disclaimer: Inclusion does not imply endorsement and omission does not indicate disapproval.

- 5. The provider must provide services in Jefferson County, and must have been doing business as such for a minimum of one year. The provider is encouraged to be a member of the Better Business Bureau.
- 6. A provider must ensure that their information is accurate and updated on a yearly basis.
- 7. Agencies and providers certified to accept Medicaid, Medicare or any Medicaid waiver program including for-profit, commercial or private organizations.
- 8. Support groups that are sponsored by or affiliated with an agency or church as long as they provide services for all people and not just their members.
- 9. Agencies and programs that are under a county contract to provide services.
- 10. Agencies and providers who provide a fee for service or case management approach to service delivery that address long-term support needs of the residents of Jefferson County.

Exclusion Guidelines:

The Aging and Disability Resource Center of Jefferson County reserves the right to exclude any agency.

- 1. In general, private practitioners or medical doctors except as may be necessary under inclusion criteria, are excluded.
- 2. Elected public and government officials are excluded.
- 3. Political lobbying organizations are excluded.
- 4. Providers will be removed from the database if they neglect to supply accurate information about their organizations services.
- 5. Providers may be removed from the database if they do not review or update their information on a yearly basis.
- 6. Any organization that promotes or delivers illegal services/activities, pornography, violence, or misrepresents themselves or otherwise offers material that is patently offensive to general sensibilities is excluded.
- 7. Any agency that knowingly or unknowingly discriminates or denies services based on race, color, religion, gender, disability, age, marriage status, familial status or national origin or intention to make any such preference, limitation or discrimination as stated in the Title VII of the Civil Rights Act of 1964, as amended is excluded.
- 8. Agencies that have been found to be in violation of municipal, state or federal laws or regulations and have been excluded from providing service under the requisite licensure or certification are excluded.
- 9. Providers that are not established (in business locally for a minimum of one year) or are temporary in nature shall be declined for acceptance.
- 10. Websites from organizations that do not meet our inclusion guidelines, ie address location

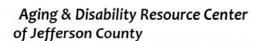
Informing Excluded Providers of Status and Options

- 1. If an agency does not meet the criteria for inclusion in the database, the agency will be informed via phone, fax or email.
- 2. The ADRC Director will have final say in inclusion/exclusion.
- 3. Those agencies who have asked for inclusion in the database/directory but have not been in business for a year or more will be given the opportunity to be listed during the ADRC's updating session the following year.

June 2014

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SENIOR DINING PROGRAM Residents in Assisted Living Facilities



Residents of group living facilities (adult family homes, community based residential apartments, supervised apartments or residential care apartment complexes) may participate in the County's Senior Dining Program.

Meals served to individuals 60+ who reside in the above named facilities are eligible to receive a meal on a "voluntary contribution" basis only if the individual is freely choosing to participate in the program, i.e. they come to the senior center to attend an activity and have made a reservation to stay for lunch.

In the event that a group living facility requests to have its residents participate in the Senior Dining Program, the facility is responsible for paying the full price of the meal because the cost of food is included in what the resident pays for rent to the facility. In these cases, site managers must inform the office of the situation so that payment arrangements can be worked out.

Reviewed and approved by:		
Aging Unit Director	Date	
Nutrition Project Council	Date	
ADRC Advisory Committee	Date	

2014 Donation Snapshot - Congregate Sites								
	Jan	Feb	Mar	Site	2013			
Fort	3.00	3.33	3.72	3.35	3.61			
Jeff	2.71	4.00	3.36	3.36	2.70			
Johnson Creek	3.50	3.50	2.88	3.29	3.27			
Lake Mills	2.63	3.04	2.82	2.83	2.65			
Palmyra	2.30	0.83	1.96	1.70	2.55			
Watertown	3.09	3.29	3.60	3.33	3.20			
All	2.87	3.00	3.06					

AND YOUR MEAL IS ON THE DAY OF SERVICE PRESENT THIS CARD ON

PARTINE BY CALLING NEEDED ONE DAY IN A RESERVATION IS

WE SERVE MEALS 11:30 A.M.

PLEASE CONSIDER

WISIT TO THE LAKE MILLS
VISIT TO THE LAKE MILLS

Uiners often see people that they haven't seen in years

 Each meal provides 1/3rd of the daily requirements for maintaining good health

The donation is voluntary and is kept confidential

• We offer tasty, nutritious meals to people 60+ on a donation basis

a Meal!

Senior Dining

Fellowship, Food Fun

Made especially for you by: Linda Winterland, Senior Dining Manager



You're Invited!

AGING & DISABILITY RESOURCE DIVISION

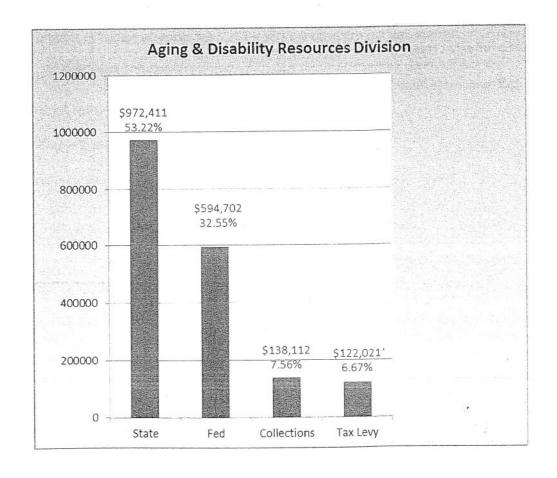
~Providing services seamlessly to the elderly and persons with disabilities~

The Aging & Disability Resources Division of Jefferson County Human Services encompasses many programs and funding streams. The division has two distinct units, which provide services seamlessly to the elderly and persons with disabilities.

The Aging & Disability Resource Center, or ADRC, is 100% funded by state general purpose revenue and federal Medicaid dollars. Federal dollars are earned based on staff activities. The ADRC is required to earn 28.6% of its support from the federal government in order to meet its operating

budget. The ADRC has consistently averaged 40%+.

The Aging Programs are funded with federal and state dollars, county tax levy and private donations. Federal funding comes from the Older American's Act, or OAA. In 2013, sequestration at the federal level reduced funding to all aging programs. However, due to the 2010 census and shifts in the population of low-income people age 60, federal funding was reallocated among Wisconsin counties and Jefferson County saw an overall increase in funding; the effect of sequestration was negligible.



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AGING & DISABILITY RESOURCE DIVISION TEAMS

Aging & Disability Resource Center
Adult Protective Services
Elder Benefit Specialist
Senior Dining Program
Transportation

AGING AND DISABILITY RESOURCE CENTER

~Providing information and assistance or services for older adults and persons with physical or developmental disabilities and their families~

Aging and Disability Resource Centers (ADRCs) are welcoming and accessible places where older people and people with disabilities can obtain information, advice, and help in locating services or apply for benefits. They provide a central source of reliable and objective information about a broad range of programs and services and help people understand and evaluate the various options available to them. By helping people find resources and make informed decisions about long-term care, ADRCs help people conserve their personal resources, maintain self-sufficiency and delay or prevent the need for potentially expensive long-term care. ADRCs serve as the single access point for publicly funded long-term care, providing eligibility determination and enrollment counseling for the state's managed long-term care and self-directed supports waivers.

ADRC services are available to older people and adults with disabilities regardless of income and regardless of whether the person is eligible for publicly funded long-term care. ADRC services are also available to families, friends, caregivers, physicians, hospital discharge planners, and others who work with or care about older people or people with disabilities.

The ADRC is funded by the Department of Health Services utilizing a cost model that includes the elements that are used in calculating the cost of operating an ADRC serving 1% of the state population over age 18. Presently, the figure being used for planning is \$481,301 per 1% of the statewide adult population when the ADRC is fully functional. Federal revenue included in the budget request is based on an assumption that approximately 28.6% of funds expended will qualify for the federal administrative match rate. Amounts are separated between state and federal funding. Federal amounts are an estimate of what will be generated by 100% time reporting, based on current experience. In Jefferson County, the total estimated 18+ population is 60,153 or 1.4244% which equals \$686,513 of total funds. The DHS contract is \$524,363 with an estimate of \$162,150 from federal match funds due to 100% time reporting. The ADRC of Jefferson County is fully funded by the State contract and federal match funds.

The Department of Health Services is purchasing a set of resource center services that are intended to be consistently available to citizens throughout the State. The requirements of this contract define a "franchise model" for Aging and Disability Resource Centers. The "Scope of Services" describes the services to be provided by and the organizational and procedural expectations for all Aging and Disability Resource Centers (ADRCs). Our four largest service areas are information and assistance, options counseling, enrollments and marketing. Performance goals are identified for each topic included in the "Scope of Services."

Performance Goal - People receive information and assistance to get what they need.

Information and Assistance

The requirement is for the ADRC Specialists' to respond to initial inquiry for information and assistance within 24 hours and provide follow-up post service. In 2013, the ADRC of Jefferson County recorded 5,828 contacts, which averaged to 486 per month.

The majority of activities reported (99%) fell under Information and Assistance. Follow-up is the second most frequent service provided to ADRC customers. Follow-up includes finding out how the person is doing, asking whether the help they received was right for them, and if other connections or referrals are needed. Activity reporting helps ADRC's capture the extent of federal match

funds to which they are assisting individuals in more than 14 "Scope of Service" areas.

choices about long term care.

Performance Goal – People have the information they need to make informed

Options Counseling

Options counseling is a person-centered, decision support service that empowers older adults, adults with disabilities and their families/caregivers to make informed decisions about current or future long—term care needs. In 2012 and 2013, that ADRC Specialists were trained in Motivational Interviewing and Options Counseling Standards as part of a NIATX project. Overall, our results were

favorable, as customer perceptions of the ADRC representative that worked with them went from 84.5% in satisfaction to 91.5%.

Enrollment Activity

Performance Goal - People are able to make informed decisions regarding enrollment in publicly funded long-term care programs and experience a timely, accurate, and streamlined process for eligibility determination and enrollment.

The ADRC enrolled 197 individuals who are eligible for publicly-funded long term care in Family Care, Partnership or the IRIS (I Respect, I Self-direct) programs. These programs provide community-based care to persons with disabilities and older adults who were functionally and financially eligible. In August of 2013, an additional Managed Care Organization, ContinuUs, began providing Family Care services to Jefferson County residents. Per the State of Wisconsin's monthly snapshot of enrollment data (dated 1/1/2014) in Jefferson County, there are 789 members enrolled in the Family Care Program, 109 enrollees into the Partnership Program and 107 participants enrolled in the IRIS program. The following are enrollment subsets:

Assistance with Resident Institutional Relocations

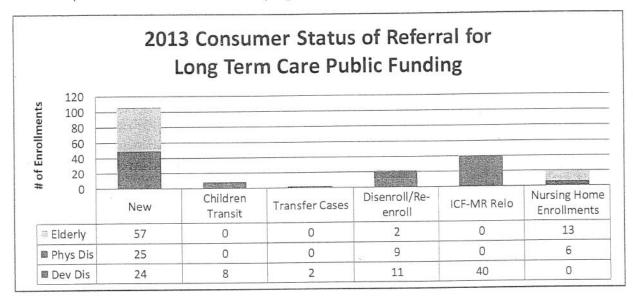
Performance Goal - People have the information and assistance they need to make informed decisions regarding moving to or relocating from a nursing home or assisted living facility.

Out of the 197 enrollments, 59 individuals were enrolled via ICF- MR/Nursing Home relocations. The average public funded cost of a nursing home in 2013 was \$7,406 a month or \$88,872 per year, by enrolling individuals into a lower cost community setting results in huge savings in tax dollars, and at the same time, provides

individuals with choice and independence.
Service: Transitional Services for Students and Youth

Performance Goal - Young adults with disabilities experience seamless transition and entry into the adult long-term care system.

The ADRC assists youth (17.6 to 25 years) in transitioning from high school into the adult services system. Of the 26 youth that the ADRC provided options counseling too, 8 were enrolled into the publicly funded long term care programs. The ADRC Specialists are able to meet with students and their families when the consumer is 17 years, 6 months of age by attending their Interdisciplinary Education Plan (IEP) Meeting. Some students are already receiving services through the Children's Long Term Support Waiver programs, so staff are able to help them transition into the Adult programs without a disruption of services.



Marketing
And
Outreach

Performance Goal - People know about and use the services of the Aging and Disability Resource Center.

In 2013, the ADRC provided 31 information and outreach activities including a combined effort with Second Harvest to eight food pantries in Jefferson County. ADRC Staff also attended the various Farmer's Markets through-out the county and had an impressive response by the number of people gathering information about our services.

Staff presented at various locations within the county. They provided information on Assistive Technology at a local Senior apartment building, they met with medical staff at clinics and emergency rooms as well as presenting on ADRC resources to support groups and community organizations.

REVIEW OF 2013 GOALS:

- Continue to promote the ADRC and raise awareness of programs and issues relating to aging and disability.
 - ✓ Increase outreach efforts in our communities by being visible at food pantries, Farmer's markets, and other community fairs.

- ✓ Increase staff presentations at community organizations and support groups.
- ✓ Utilize the Aiming for Excellence quality improvement process to increase new ADRC customers thru advertising/marketing venues.
- Increase promoting health and wellness via educational programs such as Living Well with Chronic Conditions, fall prevention, and providing memory assessments and screening.
 - The ADRC held two Living Well Classes in 2013 which met our goal. One session was held in Waterloo, the northern part of the county and the other in Fort Atkinson, on the southern end.
- During this past year, Aging and Disability Resource Specialists were trained on providing memory assessments and screening. In 2012, 14 memory screens were provided. Our goal would be to increase our number of assessments by 50% during the year 2013.
 - ✓ In 2013, 23 consumers were assessed using the memory screens
 - ✓ In 2013, a Dementia Care Specialist was hired who assesses individuals
- Improving brochures and handouts has been an ongoing goal. The ADRC worked on two resource and checklist guides: Assisted Living Options and Nursing Home Options. We continue to improve our website and will continue this process in 2014. In 2013 we added the ability for consumers to access our Satisfaction Survey thru the website. We aim to empower our consumers and will be reviewing our website for consumer advocacy and filling grievance/complaints.

2014 GOALS:

- The ADRC has been facilitating a Care Transition Workgroup with local health care community partners. The goal is to work on a plan to reduce readmissions to the hospital which occur within 30 days of discharge.
- The ADRC of Jefferson County applied for and received approval to administer the Farmers' Market Nutrition Program for Jefferson County. We will be helping 201 Senior households with application and allocation of this program. It will also be advantageous to provide a benefit checkup to consumers for possible other programs that will support the individual and their family.
 - The ADRC will continue to work on Aiming for Excellence Projects:
 - Increase staff knowledge of cultural diversity and then to market services to ethnic populations.
 - Increase number of customer satisfaction surveys thru mailings and via website.

Disability Benefit Specialist Program

In 2013 the Disability Benefit Specialist Program made a positive economic impact on our community by helping people to access food, shelter, health insurance and attain a monthly income. The reported approximate value of the benefits gained in Jefferson County for 2013 was over 1.6 million dollars. Federal funds accounted for 87 % of the benefits gained. A total of 226 consumers with disabilities between the ages of 18 and 59 were served as well as 145 consumers who called for information only. The most common cases were provided with information and services concerning SSDI/SSI, Medicaid and health insurance. During the year, 153 applications for benefits were completed, with 130 applications being approved.

In 2013, a targeted effort was made to educate consumers about their Medicare benefit choices. This effort resulted in an increase in Medicare Entitlement cases and Medicare Supplement cases rising from 58 in 2012 to 65 in 2013.

2014 GOALS:

In 2014, the DBS Program plans to expand its outreach efforts to the Latino population in Jefferson County. The DBS will first determine the best available outlets for the outreach effort. Then the DBS will complete the outreach with marketing tools, including Spanish-based brochures and printed materials.

AGING PROGRAMS

~Providing services for the elderly and persons with disabilities of Jefferson County~

Advocacy

The Older American's Act (OAA) is the foundation of the Aging Network and its central tenet is advocacy; it is core to the work that this division does. The OAA provides the framework under which the ADRC Advisory Committee operates and involves committee members in advocacy activities, including:

- > Assisting in the development of better public policy;
- > Ensuring that the Aging & Disability Resource Division is accountable to citizens;
- > Giving a voice to (misrepresented or underrepresented) citizen interests;
- > Mobilizing citizens to participate in the public policy process; and
- > Supporting the development of a culture of tolerance, equality and acceptance of people with

Alzheimer's Family Caregiver Support Program

The Alzheimer's Family and Caregiver Support Program (AFCSP) was created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia. To be eligible, a person must have a diagnosis of Alzheimer's disease or a related disorder, and be financially eligible. A maximum benefit of \$4,000 per family, per calendar year is available. The county's total

REVIEW OF 2013 GOALS:

- Funds were fully expended on families in need;
- Some funds (\$4,000) were used to offset costs that the county incurred via tax levy for an individual under emergency protective placement.
- The Dementia Care Specialist helped identify and assist people in applying for program funds.

2014 GOALS:

- ✓ To increase a family's ability to keep those diagnosed with dementia at home. By the end of 2014, 5 eligible families will be provided with up to \$4,000 to help cover the cost of needed goods and services. 75% of the families served will report no changes in living arrangement.
- √ 100% of families served will be offered Dementia Care Specialist Services.

Dementia Care Specialist

In 2010, the Alzheimer's Association reported 1,576 persons in Jefferson County had Alzheimer's disease or another dementia and in 2030 they project that number to increase to 2,438, which is a 55% increase. Also in

2010, 453 persons aged 65+ that had been diagnosed with AD were living alone in Jefferson County - it is estimated that 75% of those diagnosed live alone.

In October 2013, the Department of Health Services convened a Stakeholder Summit; the result was a report that outlined the purpose, process and outcomes of the Summit, called "Redesigning Wisconsin's Dementia Care System: A Stakeholder Summit." As part of the redesign, Wisconsin has made a commitment to expand Dementia Care Services incrementally across the State. Jefferson County was awarded grant funding for a Dementia Care Specialist (DCS) who started working in Jefferson County on 1/2/13. Since that time, the state has made a commitment to fully fund one full-time position in Jefferson County. Funding for the position comes from state GPR dollars and federal Medicaid matching funds.

REVIEW OF 2013 GOALS:

- The Memory Care Connections Program was established;
- The Language Enriched Exercise and Socialization Program has 7 trained volunteers;
- Five businesses are "Dementia Friendly;"
- "Maintaining Brain Health" training is being offered;
- A county-wide dementia registration and identification program was developed through the Sheriff's Department;
- Education, outreach and marketing efforts are well underway and UW Whitewater Communication Students are involved with public education.
- A Dementia Summit was held in August 2013, approximately 100 people attended and the following task groups were established to meet on an ongoing basis to address concerns:
 - Person Centered Dementia Care;
 - Dementia Friendly Communities;
 - Promoting Early Detection;
 - Increasing Public Awareness;
 - Minimizing and creating successful care transitions;
 - Building crisis capacity through mobile crisis, treat in-place teams;
 - Emergency response (ER) placement facilities;

2014 GOALS:

- To facilitate a 2nd summit to report on task group activities;
- To provide education and support to peers in the ADRC to encourage excellence in dementia care;
- Train the ADRC and 6 businesses on becoming part of the Dementia Friendly Community;
- Collaborate with the Dodge County Dementia Alliance to expand the project in Watertown;
- Increase opportunities for people with dementia to remain in their own homes through 1:1 case consultations;
- Increase position from part-time to full-time.

Senior Dining Program

The Elderly Nutrition Program, enacted by Congress in 1972, provides grants to support nutrition services to older people throughout the country and is intended to improve the dietary intakes of participants and to offer participants opportunities to form new friendships and to create informal support networks. The legislative intent is to make community-based services available to older adults who may be at risk of losing their independence.

In 2013 the program received \$224,388 in state/federal funds; \$97,964 in program income and \$22,782 in county tax levy, which is the required match. The county carried over \$5,996 of program income into 2014.

The purpose of the elderly nutrition program is:

- > To reduce hunger and food insecurity;
- > To promote socialization of older individuals; and
- > To promote the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

REVIEW OF 2013 GOALS:

- The Senior Dining Program served 720 unduplicated individuals for a total of 29,138 meals in 2013.
 - o The congregate sites served 12,950 meals,
 - Volunteers delivered 16,188 meals;
 - There were no cuts in service despite the federal Sequestration Act.
 - Donations comprised 30% of the program's funding.
- The Nutrition Program Coordinator and Home Delivered Meal Assessor were trained to facilitate an
 evidenced based prevention program called: Healthy Eating for Successful Living Among Older
 Adults. The program was offered twice, but was canceled due to lack of interest.

2014 GOALS:

- To increase congregate participation in Fort Atkinson and Palmyra by 5%.
- To offer Wii Bowling at the Palmyra Site to encourage attendance.

Transportation Services

Jefferson County provides transportation services to the elderly and persons with disabilities through the s85.21 Specialized Transportation Program, Managed Care, county tax levy and passenger co-payments. Persons seeking access to medical care are given priority services, as well as those needing help in meeting their nutritional needs.

The WI Department of Transportation is the major source of funding for these services. The 2013 allocation was \$181,046; the county provided \$41,918 in tax levy (the required county match was \$36,309) and passenger revenue was \$28,867. Total expenditures were \$259,354.

REVIEW OF 2013 GOALS:

- 6,556 rides were provided; the majority of trips were provided to the county's elderly (74%);
- The scheduling software (pcTrans) purchased at the end of 2012 was fully implemented;
- The ADRC Grocery Shopping Van Program ended to make way for more efficient and cost-effective alternatives;
- A part-time driver was hired to transport agency consumers from hospital to home.
- The Community Transportation Association of America (CTAA) Brown Cab study was concluded. See 2014 goals are follows:

2014 GOALS:

- Continue exploring ways to implement the CTAA Workgroup Recommendations, including:
 - 1. Simplified dispatch or development of a regional dispatch center;
 - 2. Procurement of software, services, and equipment for one-click/one-call center
 - 3. Interagency agreements for mobility management services (provider referrals and brokerage)
 - 4. Commitment of 85.21 funding to support service in rural towns
- Increase ridership by alternatively scheduling three part-time drivers and volunteers to cover the need.
- Purchase two new vehicles to use in the transportation pool;
- Reallocate costs realized via attrition to vehicle purchases and contract with the Taxi Cab company for intracounty transportation.
- Explore expansion into 2015.

Elder Benefit Specialist

An elder benefit specialist is a person trained to help older persons who are having a problem with their private or government benefits. They receive ongoing training and are monitored by attorneys knowledgeable in elder law. The attorneys are also available to assist older persons in need of legal representation on benefit matters.

Funding for the EBS position is complex and comes from a variety of federal and state sources. The 2013 expenditures totaled \$103,963. Of this total, \$100,828 was covered by state/federal funding; the required county match was \$3,135.

REVIEW OF 2013 GOALS:

Between 10/1/2012 and 09/30/2013, the Elder Benefit Specialist program served 788 clients and reported 1565 contacts. These efforts translated into a total monetary impact of \$2,177,025 in recouped federal/state/other dollars for Jefferson County's elderly residents!

- The EBS served on the Advisory Committee to the Second Harvest Foodbank for 12 months to target FoodShare outreach to people aged 60+ in a sixteen county service area in an effort to brainstorm effective and efficient senior outreach strategies. The outcome noted a 12% increase in EBS FoodShare cases in Jefferson County in 2013.
- The EBS continues to serve on the Board of Directors for the Conexiones Latinas group and regularly submits articles about Medicare and other public benefits for seniors in the publication of their quarterly newsletter. The newsletter is printed in Spanish and is widely distributed in the Hispanic communities of Jefferson, Rock, Walworth and Dodge Counties. The EBS program has worked with 14 Spanish speaking seniors in fiscal 2012-2013 and hopes to add 1-2 clients in fiscal 2014.
- The EBS program recruited 2 additional volunteers for the "Seniors Out Speaking" project (supported by a \$3000 national grant from the Medicare Rights Center). These two volunteers expanded the SOS with presenting monthly "Medicare Minutes" and joined six returning volunteers who helped with SOS and also as SHIP counselors by assisting at Medicare Workshops during the busy Annual Enrollment period in the fall. Combined, these volunteers donated 130 hours of assistance during the fiscal year.

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2014 GOALS:

- Continue to build on success of Second Harvest Foodshare Outreach project by providing continued FS outreach via Press Releases, MOWs inserts, and WFAW Morning Magazine radio callin.
- Grow the SOS Volunteer base by "promoting" one of the SOS Leadership Team to serve as SOS
 coordinator/captain. Thus, some of the administrative monitoring will be delegated to the
 Captain and this ownership should encourage more efforts to land outreach sites to present the
 monthly Medicare Minutes.
- Double the number of ABCs of Medicare workshops from 6 to 12 per year, including specific instructions on the online computer tool.

Special State/Federal Consideration for 2014/2015

 A priority for the EBS will be providing outreach to seniors, providers, and state and federal legislators on the merits and necessity to continue SeniorCare, the State of Wisconsin Pharmacy Assistance program after Dec 2015;

Family Caregiver Support Program

The National Family Caregiver Support Program provides caregivers with information about available services; assistance in gaining access to services; individual counseling, support groups and training; respite care to give them a break from providing care and supplemental services to compliment care. This program's budget is \$42,119. The federal government covers \$31,599 with the county matching the difference.

REVIEW OF 2013 GOALS:

- In 2013, thirty-three caregivers were provided funding under the National Family Caregiver Support Program. This is an 18% increase over the previous year.
- All of the goals and strategies from 2013 involved creating a dementia capable system of care. All
 of the goals were met. Please see the Dementia Care Specialist section for more information.

2014 GOALS:

 The Caregiver Coalition will devote its effort to public information. Members will jointly work on a quarterly newsletter that promotes health, wellness and available services.

Adult Protective Services (APS) & Abuse/Neglect of Vulnerable Adults & Elders

The APS unit is responsible for ensuring that the health and safety needs of the elderly or individuals with disabilities are met, especially when they are in situations where there is cognitive impairment and substantial risk is evident. Several different statutes cover the counties responsibilities in responding to these situations, and the Human Services Department is the designated "lead agency" for receiving and responding to allegations of abuse or neglect.

APS services are mandated by state statute and are severely underfunded. The 2013' expenditures totaled \$183,100. State funds totaled \$81,852 and county tax levy totaled \$101,248. In April 2014, the department received an additional award of \$10,004 to offset county costs in 2013. This funding is redistributed at year end when other counties don't spend their entire allocation.

Highlights from 2013

- 113 reports of abuse/neglect were received
 - o 28 on Adults-at-Risk Age 18-59
 - 40% of reports were regarding self-neglect and physical abuse
 - 60% of reports were substantiated
 - o 85 on Elder Adults-at-Risk Age 60
 - 38% of reports were regarding self-neglect
 - 24% of reports were regarding financial exploitation and in 16 cases the abuser was financially dependent on the elder
 - 21% of reports were regarding neglect by others
 - 43% of reports were substantiated
 - Abuse/neglect occurs where people live
 - o Managed Care Organizations, Law Enforcement and Relatives are the most likely reporters
 - o Persons with Alzheimer's disease or a related dementia are in a high risk group
- 179 Annual Review of Protective Placements or WATTS reviews
- 86 Petitions for Guardianship
 - The increase in guardianship requests include successor petitions on the wards served by Lutheran Social Services who discontinued this service early in the year

2014 GOALS:

- Provide training with Corporation Counsel, Register-in-Probate and Clerk of Courts for new volunteer guardians
- Market Elder Abuse I-Team services to community organizations

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PROTECT SENIORS

Take a stand against ELDER ABUSE

YEAR OF ELDER ABUSE PREVENTION

June is World Elder Abuse Awareness Month

The Jefferson County Elder Abuse & Neglect Interdisciplinary Team is pleased to extend an open invitation to organizations and individuals who share our concerns about abuse/neglect of seniors and persons with disabilities living in Jefferson County.

The mission of the Jefferson County Elder Abuse I-Team is to:

- Enhance recognition, prevention and education of abuse
- Provide a coordinated community response to vulnerable adults at risk

If you'd like to learn more about the I-Team and how we can all work together to protect seniors and other vulnerable adults from abuse and neglect, please join us.

When: Monday, June 9th

Time: 2:00 p.m.—3:00 p.m.

Where: Workforce Development Center

874 Collins Road, Room 103, Jefferson

Sponsored by:

RSVP: 920-674-8734

Aging & Disability Resource Center, 1541 Annex Road, Jefferson, WI 53549