

# ADRC Advisory Committee

*August 4, 2020*



**ADRC Advisory Committee Agenda  
Jefferson County Human Services Department**

Join Zoom Meeting  
<https://zoom.us/j/94904048088?pwd=YlVDSXhuVEEJejgvVE9icWlFMlFaZz09>

Meeting ID: 949 0404 8088  
Password: 656279

Dial by your location  
+1 312 626 6799 US (Chicago)

Date: Tuesday, August 4, 2020

Time: 1:00 p.m.

**Committee Members:** Russell Kutz, Chair; Jeanne Tyler, Vice-Chair; Janet Sayre Hoeft, Secretary; Ellen Sawyers, Ruth Fiege. LaRae Schultz, and Frankie Fuller.

1. Call to order
2. Roll call (establishment of a quorum)
3. Certification of compliance with Open Meetings Law
4. Approval of the agenda
5. Approval of the ADRC Advisory Committee minutes from June 2, 2020
6. Communications
7. Public comment (Members of the public who wish to address the committee on specific agenda items must register their request at this time)
8. Advocacy Updates from GWAAR – Greater Wisconsin Agency on Aging Resources and /or ORCD – Office of Resource Center Development
9. Discussion and possible action on Requests for Waiver of Transportation Co-payment
10. Discuss ADRC Report - Dominic Wondolkowski, ADRC Supervisor
11. Discuss Senior Dining Program Updates– Kimberly Swanson, Senior Nutrition Program Supervisor
12. Discuss Mobility Management Updates - Mike Hansen, Mobility Manager
13. Discuss Family Caregiver Programs - Kim Herman, Family Caregiver Specialist
14. Discussion and possible action on the 2021 Mobility Manager Application
15. Discussion and possible action on the 2021 5310 Vehicle Application
16. Discussion and possible action on the 2021 Aging Plan Goals for review
17. Discuss Voting in the time of Pandemic
18. Discussion on items for the Next Agenda
19. Adjournment

Next scheduled meetings:     September 1, 2020  
  October 6, 2020  
  November 3, 2020

A Quorum of any Jefferson County Committee, Board, Commission or other body, including the Jefferson County Board of Supervisors, may be present at this meeting.

Individuals requiring special accommodations for attendance at the meeting should contact the County Administrator 24 hours prior to the meeting at 920-674-7101 so appropriate arrangements can be made.

# Advocacy Updates from GWAAR

Virtual Events for Caregivers ~ [Virtual Events for Caregivers](#)

DME Fraud Alert

Statewide Presentations On COVID 19 also in Spanish

2020 Census Update

Emergency Supplemental FoodShare Benefits update

# Wisconsin Senior Medical Patrol

## Wisconsin Senior Medical Patrol

# Fraud Alert



July 2020

*Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.*

Please feel free to share this publication with others who may benefit from its contents.

#### TO CONTACT WI SMP

Call: (888) 818-2611

E-mail: [smp-wi@gwaar.org](mailto:smp-wi@gwaar.org)

Website: <https://gwaar.org/senior-medicare-patrol>

Facebook: [@WisconsinSeniorMedicarePatrol](https://www.facebook.com/WisconsinSeniorMedicarePatrol)



### Does this sound familiar?

You've heard about someone, let's call him Mark, who answered a phone call and the person on the other end started to engage Mark in conversation. This caller seemed to take a great deal of interest in Mark and then turned the conversation to any aches or pains that Mark may be experiencing. The caller has the perfect solution – a brace for Mark that will solve all his issues. This caller is persuasive, and emphasizes that the brace will be a quick, efficient and convenient solution. And, of course, the brace is FREE. The caller then convinces Mark to just give the caller his Medicare number and he'll be all set.

Shortly afterwards the braces begin to arrive. Boxes and boxes. These boxes include different braces for various body parts and in several sizes, none of which Mark needs nor wants. At this point, Mark isn't even sure how to use the brace he was expecting and questions which is the right size. There is no one to call, no customer service. Medicare, though, is billed for every brace. And if Medicare declines the billing, Mark becomes responsible for the total cost, equating to thousands of dollars.

This is fraud. The Durable Medical Equipment (DME) business is plagued by it. Even in a time when COVID-19 scams are numerous, this one persists.

The scammers who commit fraud not only use the phone; they also appear in TV commercials. They're selling the ultimate treatment, and it's all FREE. The viewer, who is wanting some relief, calls the number on the screen and gives their Medicare number. The same scenario of boxes arriving unexpectedly ensues.

This is fraud. If you are on Medicare, you are the fraudsters' target.

Funded by: This project was supported, in part by grant number 90MPPG0041-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

## Fraud Alert

Companies are calling individuals and convincing them that they would benefit from a body brace. These scammers say it is free and that Medicare will cover all costs. They then obtain a patient's Medicare number, order excess amounts of Durable Medical Equipment and bill Medicare thousands of dollars.

When Medicare doesn't cover the claims, the patient then faces a huge bill and harassing phone calls for payment. Some of the companies are threatening people with noncompliance and loss of Medicare. Plus, the individual ends up with boxes of braces that don't fit and are not needed. And a real pain to deal with.

#### How do I Prevent Fraud?

- Don't pick up the phone.
- If you do pick up and don't recognize the caller, always hang up! It may seem rude, but it's the best tactic you can use in these harassing phone situations.
- Protect your Medicare number like it's a credit card.
- Don't order medical supplies from a TV commercial or from an unfamiliar caller/company.

#### Keep in Mind

- Durable Medical Equipment is marketed by phone calls, TV commercials and face-to-face meetings.
- These scammers are trained to entice you to place an order and they are quite persuasive.
- Once they get your Medicare number, the scam is in motion.
- **ONLY YOUR DOCTOR CAN PRESCRIBE MEDICAL EQUIPMENT.**

#### What to Do

- If you have given out your Medicare number to a person whom you suspect of having fraudulent intent, contact SMP. We can discuss with you some steps you can take.
- If you do think that you would benefit from some type of medical equipment, a back brace, etc., **speak directly with your health care professional.** They will provide you with local DME specialists who will likely measure you to ensure that your equipment fits you properly and they will show you how to properly wear the equipment.
- These professionals and specialists can also answer honestly any questions as to whether Medicare will cover the equipment and what out of pocket costs you might incur.

Wisconsin SMP is available for outreach events, educational sessions for beneficiaries, caregivers and professionals, workshops and exhibits at events. Please contact us at [smp-wi@gwaar.org](mailto:smp-wi@gwaar.org) for more information



@WisconsinSeniorMedicarePatrol

# Flyers for Statewide Presentations

## Spanish Webinars During COVID-19

Join us for our Spanish webinar series for older adults. We'll talk about brain health, Alzheimer's disease and much more.



### Let's Talk Brain Health

Cristina Huitron, *BSW* (Milwaukee County Department on Aging)

**August 18 at 10am**

[Register Here](#)

### Caregiving During COVID-19

Virginia Zerpa, *MPH* (Alzheimer's Association)

**August 25 at 10am**

[Register Here](#)



### Mental Health and Stress During COVID-19

María Mora Pinzon, *MD, MS* (Wisconsin Alzheimer's Institute)

**September 1 at 10am**

[Register Here](#)



### Nutrition and Physical Activity During COVID-19

Delia Gast (Sixteenth Street Community Health Center)

**September 8 at 10am**

[Register Here](#)



MILWAUKEE COUNTY  
Department on Aging



alzheimer's association



## Serie en Español durante COVID-19

Acompañenos a escuchar nuestra serie de presentaciones virtuales designadas para personas de la tercera edad. Hablaremos sobre la salud cerebral, la enfermedad de Alzheimer's y mucho más.



### Hablemos de la Salud Cerebral

Cristina Huitron, *BSW* (Milwaukee County Department on Aging)

**Agosto 18 a las 10am**

[Regístrese Aquí](#)

### El COVID-19 y Alzheimer

Virginia Zerpa, *MPH* (Alzheimer's Association)

**Agosto 25 a las 10am**

[Regístrese Aquí](#)



### Hablemos de la Salud Mental y Emocional

María Mora Pinzon, *MD, MS* (Wisconsin Alzheimer's Institute)

**Septiembre 1 a las 10am**

[Regístrese Aquí](#)



### Nutrición y Actividad física durante COVID-19

Delia Gast (Sixteenth Street Community Health Center)

**Septiembre 8 a las 10am**

[Regístrese Aquí](#)



MILWAUKEE COUNTY  
Department on Aging



alzheimer's association



# US Census Bureau Update

The U.S. Census Bureau announced that it will begin following up in select areas with households that have not yet responded to the 2020 Census. Millions of emails will be sent this week and then grow in numbers and continue into September. A final campaign reminding people to respond to the 2020 Census on their own, as census takers begin asking households to respond to the census. Encourage everyone in your service area to Be Counted!

<https://public.tableau.com/profile/us.census.bureau#!/>

Wisconsin has had great response when compared nationally, but there's still work to be done. Thank you for your efforts to promote this important process.

# Emergency Supplemental FoodShare Benefits due to COVID - 19

DHS has received approval to provide emergency supplemental FoodShare benefits due to COVID 19 for July and August 2020. Households eligible for FoodShare for July and August will receive the maximum FoodShare allotment for their AG size. These benefits will be available to the member on 8/23/2020. Two additional deposits are scheduled for 9/12/2020 and 9/26/2020 to issue emergency supplements to households for July and August that were not issued in the August batch, and the benefits will be available to the member the following day.

CARES will also issue a Supplemental Notice of Decision informing members of the emergency supplements.

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# ADRC Updates

*Dominic Wondolkowski*



# ADRC Key Outcome Indicator(KOI)

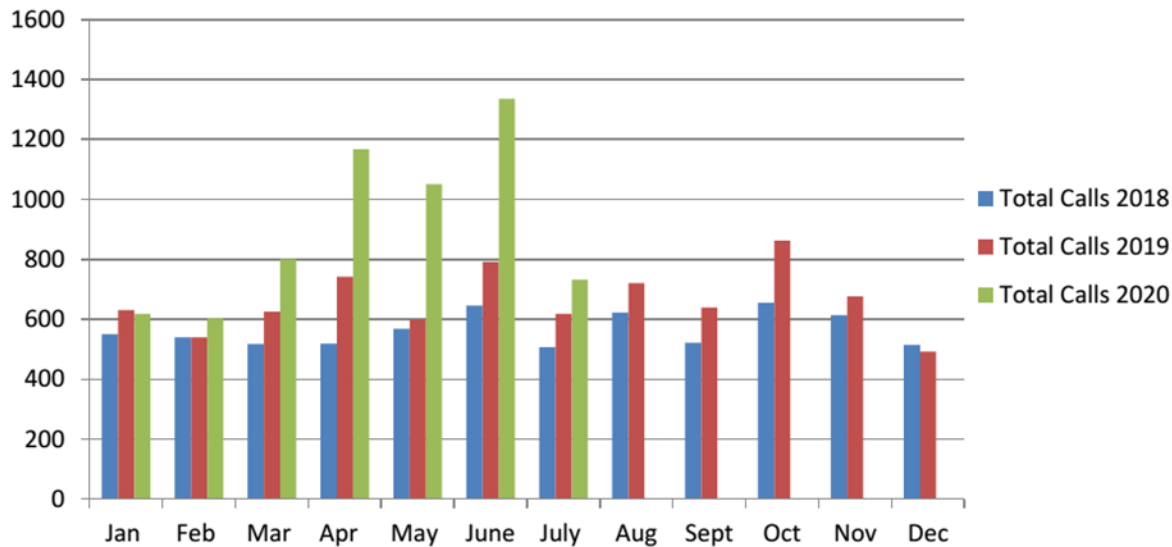
Within 10-business days from the date the customer is determined functionally and financially eligible for publicly-funded long term care (PFLTC), ADRC staff shall provide enrollment counseling to assist the customer in the selection of a Family Care, Partnership and IRIS program and have the enrollment or referral submitted to the designated Managed Care Organization (MCO) or Iris Consultant Agency (ICA) unless the customer requests a date greater than 10-business days or the enrollment /referral is delayed for other reasons outside the control of ADRC staff.

For July the KOI was met. Eleven (11) customers were enrolled in a LTC program per the KOI guidelines indicated above.

# ADRC Consumer Contacts

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
<b>Total Calls 2018</b>	551	541	518	519	569	646	507	623	522	656	615	515	6782
<b>Total Calls 2019</b>	631	541	627	743	600	792	619	721	640	863	677	492	7946
<b>Total Calls 2020</b>	619	604	802	1168	1052	1337	733						6315

## ADRC Consumer Contacts



# Senior Nutrition Program Supervisor

*Kimberly Swanson*

# ELDERLY NUTRITION PROGRAM

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AUGUST 4, 2020

# WHAT'S NEW?

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- Interviewing for the Nutrition Site Manager position at Fort Atkinson
- Lake Mills home delivered meals and the August 11 election
- New cell phones for Nutrition sites
- Exploring costs to better serve rural home delivered meal participants
- Contingency planning for potential staffing and volunteer shortages due to COVID-19
- Going out to bid for catering services for January 1, 2021

# Mobility Manager Updates

*Mike Hansen*

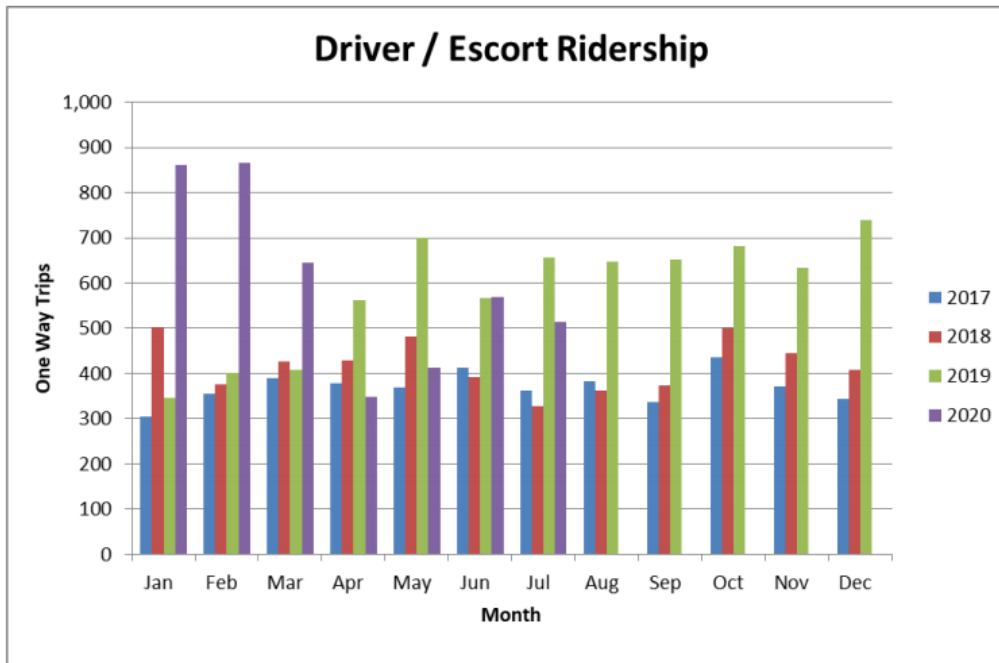
# ADRC Driver / Escort Program

Month	2017	2018	2019	2020
Jan	305	503	346	861
Feb	356	376	400	865
Mar	390	426	408	645
Apr	379	428	561	349
May	368	482	701	412
Jun	413	392	567	568
Jul	361	328	657	514
Aug	382	362	647	
Sep	337	373	652	
Oct	435	499	682	
Nov	372	444	634	
Dec	343	409	740	
<b>Total</b>	<b>4,441</b>	<b>5,022</b>	<b>6,995</b>	

Y-to-Y Chng (%)      13.08      39.29

149 % Incr.  
116 over  
58 previous  
-38 year  
-41  
0  
-22

## Monthly Results



# Transportation Webpage – Ride App



**Aging & Disability Resource Center (ADRC)**

Calendar of Events

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Frequently Asked Questions (FAQ)

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Click the Image to [Find a Ride!](#)

Click Here





# Transportation Webpage – Ride App

Jefferson County Wisconsin

## Find a Ride

FILL OUT THIS SHORT QUESTIONNAIRE TO BE RECOMMENDED A RIDE:

Is the ride for medical?  No  Yes

[Start Questionnaire Over](#)

OR SEARCH FOR A RIDE USING THESE OPTIONS:

- Door to Door [?]
- Curb to Curb [?]
- Door Through Door [?]
- Wheelchair accessible[?]
- Out of County[?]
- Escort Needed[?]

[Search for Ride](#)



# Family Caregiver Specialist

*Kim Herman*

# 2021 Mobility Manager Application

	Service Type	Customer Contacts	notes
INFORMATION-BASED	Itinerary Planning	100	Person centered planning guide
	Internet-based info	1,500	1500 for web based access of transportation needs.
	One-on-one transit training	100	Target young adults with disabilities that are graduating from area high schools.
	Driver Training (individuals)	100	Target 100 elders and people with disability on Driver Training modules and materials.
	Materials & Marketing	2,000 English / 150 Spanish	Material dispersed to all Senior Centers, lower income apartment building, medical offices and grocery stores.

PERFORMANCE MEASURES OBJECTIVES:	
Objective 1:	The Mobility Manager will: 1. collaborate with area partners and stakeholders to identify unmet and undermet needs of the communities. 2. gather and analyze data to evaluate intermodal transportation service options for persons with disabilities, the elder and others who are transportation disadvantaged to design the most efficient and cost effective options possible.
Objective 2:	The Mobility Manager will: 1. develop and maintain a pro-active stakeholder group and coordinate public involvement activities, 2. support operational planning for the acquisition of implementation of a one-call, one click, centralized call center and share trip dispatch system, and 3. Update and maintain a transportation resource database with provider information to share with coordinating Agencies and make available on-line for the general public.
Objective 3:	The Mobility Manager will: 1. develop strategies for seeking other funding sources 2. create travel training program for new users of the public and other transportation options, utilizing a person centered transportation planning guide.
Objective 4:	The Mobility Manager will provide an final analysis of implemented program to see if programs has: 1. increased efficiency in the service delivery system, 2. lowered trip costs, 3. improved service quality for consumers through increased service options of the one-call, one-click, transportation guide and 4. identify other gaps of unmet or undermet needs.

# 2021 5310 Vehicle Application

Application due  
August 28, 2020

Request for \$41,000  
for a Wheelchair  
accessible Minivan –

Estimated 20% Match  
of \$8,200 from trust

## Commercial Vehicles

### Commercial Rear-Entry Dodge



We get it: downtime is expensive. That's why BraunAbility® specializes in designing accessible vehicles that are up to the challenge of tough, real-world use in your transit fleet. With a number of floorplan options and ambulatory seating configurations, you'll have the flexibility to meet all of your customers' needs.

**FLEXIBLE SEATING**  
Multiple options are available to accommodate ambulatory passengers and wheelchair users.



BraunAbility has a proven track record of producing economical and dependable commercial vehicles designed to keep you up and running day after day, year after year. Contact your BraunAbility representative today to see how the wheelchair accessible Dodge Caravan can help you maintain ADA compliance... and your bottom line.

**LOWERED FLOOR**  
Choose the configuration that best meets your needs.



**BraunAbility**  
Life is a Moving Experience®

# 2021 Aging Plan Updated Goals

Met with Jayne Mullins to edit the following goals

Need comments, revision suggestions and approval



2020

# Advocacy Related Activities

- 6.A.2. Revised Goal: By 12/31/2020, Partner with the GWAAR Advocacy staff to provide training to ADRC Patrons goal for 10 participants.



2021

# Advocacy Related Activities

- 6.A.3. By 12/31/2021, invite local legislative representation to a Meet and Greet Your Legislator. This will give people the opportunity to meet and discuss their issues and concerns in person with legislatures. Our goal will be to recruit 20 individuals.



2020

# Elder Nutrition Program

- 6. B. 3. To increase community interactions for program participants, outreach to community providers (Girls and Boy Scouts, 4 H, Adopt a grandparent) to complete service learning projects will be completed via mailings, emails, and/or face to face with community group leaders.
- These service learning projects may be activities such as decorating placemats to be distributed to congregate meal sites for participants, writing holiday/seasonal cards to be distributed to congregate and home delivered meal participants, or creating holiday/seasonal décor to be distributed to home delivered participants or to be displayed at the congregate meal sites during the appropriate holiday season.
- Edit to By 12/31/2020, community groups will create a minimum of 120 placemats/decorations/cards or other projects agreed upon for the year for Jefferson county nutrition program participants.

Goal is met.





2020 & 2021

# Elder Nutrition Program

- 6. B. 1. By the end of 2019, the Nutrition Program will open a restaurant model dining site in one rural community and achieve participation of 12 participants on an average day. If successful, this model will be duplicated in other identified rural areas at least 1 per year for 2020 and 2021.



2021

# Elder Nutrition Program

- 6. B. 4. To increase rural nutrition program participation, the aging unit will educate rural residents about meals programs and ways of obtaining food and groceries by:
  - 1. Noting additional external resources available (i.e. grocery delivery through stores) to the current resources guide currently provided.
  - 2. Then, providing resources guides to 30 local businesses that will allow them to be displayed such as doctor's offices, grocery stores, etc. As well as displaying and distributing them at the ADRC.
  - 3. By educating rural residents about services available, we hope to achieve an increase in meal delivery volunteers by an addition of 8 more volunteers through
- Increasing community awareness of the program and volunteer opportunities to service new rural participants.
- Objectives are to be accomplished by 12/31/2021 to meet and end goal of increasing rural program participation by 5% of the current quarterly total participation rate of 406 consumers.
- This goal has been met.



2020 & 2021

## Services in Support Of Caregivers

- 6. C. 3. Revised: In 2017, a Caregiver Resource Fair in was held and 3 caregiver attended. To provide caregiver training and educational resources to family caregivers to strengthen family capacity to provide care, a goal for 2020 do to COVID 19 is to offer caregiver Coffee Hour on Mondays. This has started in April and will continue through COVID pandemic. Goal for 2020 is to get 10 caregiver participants



2020 & 2021

Services to  
People  
with  
Dementia

- 6.D.1 Revised: Work with community partners to open one Virtual Memory Café in Jefferson County in 2020 due to COVID 19.



2020 & 2021

# Services to People with Dementia

- 6.D.2 To increase awareness of the business-friendly community, the goal is to target outreach efforts to those organizations that have not received dementia training. Training will be offered to 2 businesses each year as well as support individuals who have taken the Dementia Friends training to offer support and outreach. This will be an annual goal for 2019, 2020 and 2021.



2020 & 2021

# Services to People with Dementia

- 6.D.3. To provide early diagnostic of memory loss, the number of memory screens for each year will exceed the previous year by 10%. Memory screen clinics will be conducted through-out Jefferson County. In 2016, the Dementia Care Specialist and I & A staff completed 45 memory screens, in 2017 95 screens were completed. The annual goal will be to increase by 10 additional screens per year for 2019 would be 10 additional screens (105), 2020 would be 116 screens , and for 2021 129 screens.
- In 2019 10 events and 117 Memory Screens completed.



2020 & 2021

# Healthy Aging

- 6. E. 3. To maximize the integration of person-centered philosophy in our service delivery, the Dementia Care staff will provide Dementia Live training. This community training will be on hold for 2020.



2020 & 2021

# Healthy Aging

- 6. E. 4. To expand access to, and increase participation in evidence-based health promotion and disease prevention programs, a goal is to increase the number of those who participate in evidenced based health promotion programs by increasing leadership availability to provide Living Well with Chronic Condition/Diabetes and Pain Self-management classes. At this time, the ADRC has two trained leaders for LSWCC, by the end of 2020, our goal is to have two more trained LWCC/D/Pain self-management leaders to provide 2 workshops each year with 10 participants for each class.





2020 & 2021

# Healthy Aging

- 6. E. 1. The ADRC will sponsor a Fall's prevention initiative. Staff will be trained to provide the "Stepping On" evidence-based falls prevention series of workshops to conduct 2 workshops by December 31 of each year 2019, 2020, and 2021. Goal would be 20 participants in 2019, 30 in 2020 and 40 for 2021.
- This goal is placed on hold for 2020. ADRC does not have trained staff.



2020 & 2021

# Local Priorities

- 6. F. 1. The Elder Benefit Specialist will create a condensed presentation of Puzzled about Medicare and present at two community settings such as an apartment complex, library or community center in 2019 to inform Medicare Beneficiaries about benefits and promote wellness by providing information on LIS – Low-Income Subsidy and MSP – Medicare Savings Programs. The goal will be to present to 10 residents at each location.
- **This goal has been met.**



2020 & 2021

## Local Priorities

- 6. F. 2. Promote the Sip and Swipe program that is available at community locations. Many survey recipients are interested to learn more about technology such as computer, I-pads and cell phones. Many respondents reported isolation and loneliness so the ability to connect them to a social network and applications may be resourceful. Many mindfulness programs are free and available on the computer, iPad and cell phone. **Goal is to have 50 participants enrolled in the My Strength App in 2019, 100 by 2020.**



2020 & 2021

## Local Priorities

- 6. F. 3. To promote Elder Abuse Awareness, the Adult Protective Services staff will offer presentations on scams, guardianship roles and responsibilities, and Prevention on Elder Abuse. The plan would be to conduct 2 presentations a year: a guardianship presentation in the spring and prevention program in the fall and have 10 for attendance at each presentation. Participants will be surveyed for effectiveness of the presentation materials.



2020 & 2021

## Local Priorities

- 6. F. 4. Columbia 211 Suicide training for all ADRC staff including Nutrition site managers, nutrition volunteers and volunteer drivers as well as patrons of the senior programs. **In 2020, will revise to work with Behavioral Health Unit on Suicide Awareness.**



2020 & 2021

## Local Priorities

- 6. F. 5. Revised Goal for 2020: To expand training and education opportunities to the aging network of the unique need of the aging lesbian, gay, bisexual, transgender, queer (LGBTQ) community, a goal will be to conduct a least one **staff** training annually: 2019, 2020 and 2021.

# Voting in the Time of Pandemic

# Next Agenda Ideas

Adult Protective Services and Guardianships