



ADRC Advisory Committee Agenda
Jefferson County Human Services Department
1541 Annex Road, Jefferson, WI 53549
Health/Human Services Conference Room

Date: Tuesday, October 3, 2017

Time: 1:00 p.m.

Committee Members: Earlene Ronk, Chair; Ellen Haines, Russell Kutz, Marcia Bare, Carolyn Niebler, Connie Stengel, Ellen Sawyers, Jeanne Tyler

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 09/05/2017
6. Communication
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
9. Governance: Review Candidate for ADRC Advisory Board – Mary Vohs
10. Discuss ADRC Report, Dominic Wondolkowski – ADRC Supervisor
11. Discuss Senior Dining Program Updates– Leigh Fritter, Nutrition Program Supervisor
12. Discuss Caregiver Conference
13. Review and approve updated ADRC Advisory Committee By-Laws
14. Discuss and review Transportation
15. Discuss and Review Aging Plan Goals
16. Discuss and Review ADRC Policies
 - Access to other Programs and Benefits;
 - Information & Assistance Follow up;
 - Prevention and Early Identification
17. Discuss possible agenda items
18. Adjourn

Next scheduled meetings: November 7, 2017

December 5, 2017

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.



Aging & Disability Resource Center Advisory Committee
Minutes of Meeting
Tuesday, June 6, 2017

Call to Order

The meeting was held at the Rainbow Hospice Inpatient Center in Johnson Creek and was called to order by Ronk at 1:00 p.m.

Roll Call

Present: Earlene Ronk, Chair; Carolyn Niebler, Carol Battenberg, , Russell Kutz, Marcia Bare, & Ellen Sawyers,

Also Present: Sharon Olson, Leigh Fritter and Dominic Wondolkowski, staff, and Jeanne Tyler and Ella Reinel as interested community members.

Certification of Compliance with Open Meetings Law

Olson certified compliance.

Approval of Agenda

The agenda was reviewed and approved in a motion made by Battenberg, seconded by Neibler and passed unanimously.

Approval of 06/06/2017 Minutes

Motion by Bare, second by Battenberg, to approve the June 6, 2017, with an edit that the meeting was conducted at the Rainbow Hospice Center. Motion for approval with correction unanimously carried.

Communications

Ronk read the letter from Carrie Kroetz regarding the 2016 aging unit plan self-assessment. We are in compliance with the Wisconsin Elders Act.

Public Comment

None.

Advocacy Updates:

Talking Points on the 2018 Trump Budget:

Medicaid is Critical to the Health and Well-Being of Many Older Adults

- The Trump budget builds on the cuts in the House-passed American Health Care Act (AHCA) and further cuts Medicaid by \$610 billion, both acute care and long-term care. It does this by capping the amount of money the federal government contributes to Medicaid, which means states will be on the hook to cover federal cuts. States cannot absorb these costs!
- When states can't cover the difference, it will undermine seniors' access to long-term care like nursing homes or home and community-based services and supports.
- Medicaid pays 60 percent of long-term care—more than any other source!

- 2/3 of all Medicaid spending in Wisconsin is on older adults and people with disabilities. Optional Home and community-based services such as Family Care and IRIS are especially vulnerable to funding cuts, as current federal Medicaid law mandates coverage for care institutional facilities, but less expensive community-based services remain optional.
- The cuts in the Trump budget (AHCA) could result in higher Medicaid costs and reduced care, including co-pays and premiums for consumers, waiting lists for services.
- We must preserve Medicaid's safety net guarantee in order to keep older adults healthy and living safely in their homes and communities!

Medicare Is Complicated, so Save Our SHIPs!

- The President's Budget proposes to eliminate the federal State Health Insurance Assistance program (SHIP). In every state, SHIPs provides one-on-one assistance and counseling to Medicare beneficiaries whose complex needs require more help than is provided by 1-800- Medicare or medicare.gov.
- Wisconsin SHIP counselors and volunteers responded to over 86,000 customer contacts last year.
- SHIPs rely heavily on highly-trained volunteers and play a critical role in ensuring that older adults and people with disabilities make informed decisions about their Medicare coverage and navigate the complicated and shifting landscape of Medicare choices.

Last, but certainly not least, the President proposes zeroing out funding for the Low income Home Energy Assistance Program that helps low-income households and families, including many older adults, with heating and energy bills.

There is also concern about the budget cuts to Medicaid by \$610 billion over 10 years, with is a massive disinvestment in our nation's primary safety net health and long term care programs.

In Wisconsin, the joint Finance Committee voted to continue the 19 DCS position for 1/1/18 until 6:30/2018 and increase funding in the second year of the biennium for 24 DCS positions on an ongoing basis. Although it is not official until the Governor signs the budget, but this is a big step in the process!

Discussion: 2016 Annual Report: ADRC Section

Dominic Wondolkowski presented in 2016, the ADRC of Jefferson Co. had 7,197 contacts with 2,496 unduplicated individuals to provide information and assistance, referrals and administrative duties. This is an increase of 706 contacts compared to 2015 and an increase of 1,932 contacts compared to 2014. The ADRC enrolled 194 individuals into Family Care, Partnership and/or IRIS publicly-funded programs. This is an 18% increase in enrollments compared to 2015 when the ADRC enrolled 160 customers.

In December 2016, DHS issued the report "Reliability and Consistency of ADRC Functional Screening and Options Counseling" and concluded ADRC services are reliable. Data examined included: screener certification (in 2016, 95% of all screeners passed the Continuing Skills Test) and 90% of screens

performed by ADRC's in 2015-16 determined the same level of care-need as first subsequent screens performed by another entity. Independent research by Analytic Insight of customers served by the ADRC of Jefferson Co. in 2015 concluded the vast majority of our customers would recommend ADRC services to another. Jefferson Co.'s consumer satisfaction rating increased from 3.4 in 2010 to 3.8 in 2015. This is higher than the statewide average of 3.6 (scale rate 0-4).

In 2016, the ADRC met goals of (1) 100% compliance with the State Contract and (2) Submitting a Business Plan to DHS by 11-1-16. The ADRC's KOI goal of providing 100% of all home visits to consumers within 7-days was not fully met; the ADRC averaged 84% compliance for the year. In 2016, Farmer Market redemption rate was 76%; the goal was 86%.

The ADRC also met its' 2016 goal to complete two Aiming for Excellence Projects. Projects included "Calling All Scanners" whereby desk scanners were purchased and now most paper documents are scanned by I & A staff to achieve accurate and unduplicative case record storage. Similar, a second project "DBS Word-To-Citrix" was an effort to record all case notes in electronic format within 1-2 days verses use of hand written notes with electronic data entered into Citrix as time permits. Both change projects have been adopted as current practice.

Discussion: ADRC Report:

Dominic Wondolkowski updated the committee on the following items:

Key Outcome Indicator: In April 2017, I & A staff provided at total of 23 LTC Functional Screens; 16 of 23 (69.56 %) were calculated within the 14-day KOI goal. Two of the four staff were 8 out of 8 and 6 out of 6 in compliance for the month of April. In May 2017, I & A staff provided at total of 26 LTC FS; 18 of 26 (69%) were calculated within the 14-day goal. Of the cases not in compliance, most were calculated seven or less days beyond the 14-day standard. Waiting for medical records and/or a lack of time are the contributing factors to not meeting the KOI goal. A change project to evaluate and improve the process is under consideration.

Jennifer Huff, Independent Living Coordinator from Society Assets completed an assessment of the ADRC physical plant on 5-16-17 regarding compliance with the Americans with Disability Act (ADA). Overall, the ADRC is in compliance with the following exceptions: (1) the pipe under each bathroom sink needs to be wrapped for safety of the consumers in wheelchairs; and (2) the reception window is too high for some consumers. Rather than lowering the window, installation of a doorbell by the receptionist window would meet ADA compliance. DHS will reimburse the \$350 assessment fee and may provide funding for necessary repairs/remodel. All requests for funding must be submitted to DHS by 6-30-17.

Senior Farmer's Market Vouchers are now available. Vouchers will be distributed at local senior centers, farmer's markets, and the ADRC office. On 6-2-17, Wondolkowski participated in a phone interview with Michael Clish from the local radio station-WFAW. The interview will be run a few times a day on the radio to market the program and distribution sites.

Nutrition Program and Updates

Nutrition Program Supervisor Leigh provided a power point presentation on Meals and Participant rates from 2012-2016, including the first quarter of 2017. Since 2012 there has been a decline in the number of meals distributed for both home delivered and congregate meals. Meal numbers declined by 1,612 meals compared to 2012 amounts in the first quarter of 2017.

Congregate meal participant numbers have increased from 2012-2016 by 112 participants, while home delivered meals have decreased by 14 participants from 2012-2016. In the first quarter of 2017, participants at congregate meals increased to 385 participants from 291 in 2012. Home delivered meal participation has seen a decline of 10 meal participants from 2012-2017.

While providing a comparison between other counties with similar older adult population based on information provided by the state in 2011 (Dodge, St. Croix, Manitowoc, Ozaukee, and Walworth counties) have seen a decline in congregate meal participation over the 5 year span as well. These counties have overall, seen slight decreases in home delivered meals over this time span as well.

Leigh stated that the Senior Nutrition Program will continue to look into what has worked in in the past and for other counties to encourage new seniors age 60 and older to join in for meals, and to retain current participants.

Discussion and review of the Suggested 2018 ADRC Contract Revisions:

On 5-22-17, DHS provided the internal review draft of the full 2018 contract along with a summary of 22 proposed changes. Suggested changes include: Provide limited services to adults with mental illness and substance disorders; “required” activities referenced in statute and administrative rule vs. “other authorized services” under the contract; ADRC website to include link to State’s ADRC consumer page; require systems access for termination of staff no longer employed; mandate marketing address all populations; options counseling additional services; dementia services not required but authorized; primary funding for EBS from aging unit (not ADRC budget); change-in-practice: brochures from MCO’s & ICA shall not be shared with the consumer until after an enrollment decision is made; clarifying language regarding ADRC’s responsibility for consumer access to Medicaid and other public programs; add language that prohibits use of ADRC grant funds for APS; ADRC may provide health promotion services as part of marketing; changes for Governing Board memberships and duties; add language to eliminate conflicts of interest and Tribal MOUs. The suggested revisions will be discussed at the next Director’s meeting scheduled for 6-7-17.

Discuss Elder Abuse Awareness Day:

Thursday, June 15th, 2017 is World Elder Abuse Awareness Day. On that day, communities in the USA and all over the world will sponsor events to highlight the growing tragic issue of elder abuse. During the month of June, a banner promoting the Awareness of Elder Abuse has been displayed in front of the Jefferson County Courthouse along with purple pinwheels that represent the number of cases the Jefferson County Adult Protective Services Unit – Mark Nevins and Shelly Theder - has responded to in 2016. On June 12th from 2 – 3 pm, the public is invited to attend the Jefferson County Elder and Vulnerable Adult Abuse Interdisciplinary Team meeting which will be held at the Aging and Disability Resource Center (ADRC) of Jefferson County, 1541 Annex Road in Jefferson. Topic speakers will be Lauren Hamvas on the Elder Rights Project and Sue Konkol & Sue Torum on the Dementia Care Training for Crisis Response. Please call the ADRC 920-674-8734 or 1-866-740-2372 to register as there is limited seating capacity.

Discuss and review Meal Cost Tool:

The tool is not finished. I am working with Brian, fiscal depart so we will share at the next meeting.

Discussion of possible agenda items:

Olson asked for suggestions from the committee on topics of interest. Reviewing the ADRC Satisfaction Survey was a topic members were interested in.

Adjourn:

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

Respectfully submitted,
Sharon Olson, Manager, Aging & Disability Resources Division



Aging & Disability Resource Center Advisory Committee
Minutes of Meeting
Tuesday, September 5, 2017

Call to Order

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

Roll Call

Present: Earlene Ronk, Chair; Carolyn Niebler, Connie Stengel, , Russell Kutz, Marcia Bare, Jeanne Tyler & Ellen Sawyers,
Also Present: Sharon Olson, Leigh Fritter and Dominic Wondolkowski, Sue Torum, staff, and Linda Branson and Mary Vohs as interested community members.

Certification of Compliance with Open Meetings Law

Olson certified compliance.

Approval of Agenda

The agenda was reviewed and approved unanimously.

Approval of 06/06/2017 Minutes

Motion by Kutz, second by Bare, to approve the June 6, 2017, with an edit that the meeting was conducted at the Rainbow Hospice Center. Motion for approval with correction unanimously carried.

Communications

None.

Public Comment

Linda and Mary shared that they were interested in becoming an ADRC Advisory Board Member.

Advocacy Updates:

Olson shared that today **The Assembly's Aging and Long-Term Care Committee has scheduled a public hearing on AB 432.** This bill would cut the required training hours for nurse aides by more than one-third. The legislation prohibits the Department of Health Services from requiring instructional programs for certified nurse aides (CNAs) to exceed the federal required minimum total training hours (currently 75 hours) or minimum hours of supervised practical training (clinical experience) specified in the federal regulation (currently 16 hours and is included as part of the total 75 hours). Wisconsin currently requires 120 hours of training which includes at least 32 clinical hours. Legislators have indicated the bill was intended to get direct care workers into the workplace faster to help alleviate the workforce shortage.

Governance: Review Candidate for Nutrition Project Committee Vacancy

Carol Battenberg who recently retired from the ADRC Advisory Committee applied to become a member of the Nutrition Project Council approved unanimously to recommend to the Human Services Board for review.

Discussion: ADRC Report:

Dominic Wondolkowski updated the committee on the following items:

Key Outcome Indicator: For the second month in a row, our KOI was met. In August, 25 of 25 functional screens provided by staff (100%) were calculated within the 14-day time frame.

ADRC Budget & Marketing: It is anticipated there will be funding available in the 2017 budget to do some additional marketing of the ADRC to help grow the customer base as per our current Business Plan. Under consideration is have a billboard ad (there is billboard space available in Johnson Creek), running an advertisement at a local movie theatre, etc. Also much needed is to market to the Hispanic population. Considerations for this include placing an ad in the quarterly publication, "Conexiones Latinas". The ADRC has only a few printed materials in a Spanish version and Wondolkowski will pursue getting translation quotes for additional printed materials (i.e. Benefit Guide).

MCO/IRIS/IM ADRC Roundtable Meeting: The quarterly meeting occurred on August 11, 2017. Announcements included personnel changes at CARE WI. Discussion included the handling of discrepancies and room & board rates for a person already in a facility. Overall, a productive meeting.

MCO-ContinuUS announced a name change to "Inclusa". On 9-5-17, DHS sent the ADRC a new MCO Option Chart which staff use for enrollment counseling. The closest office for Jefferson Co. members will now be in Janesville (it was Lone Rock, WI. with ContinuUs).

ADA Assessment and Repairs: JK Plumbing completed repairs to the ADRC lobby bathrooms to be ADA compliant. Final bill is \$3,350. Still pending is the installation of a full glass door by Jefferson Glass Co.

ABC's of Medicare Presentation: Elder Benefits Staff-Alyssa Kulpa and Denise Grossman held another workshop at the Watertown Hospital. The event was well attended with 35 participants. Per usual, staff had ADRC brochures to market the ADRC.

Upcoming Events:

Aging & Disability Network Conference-Sept. 6-8, 2017: Wondolkowski and one other staff will attend the conference. Day 1 offers a pre-conference session: Board Members-Leadership & Partnership. Wondolkowski invited Advisory Committee members to attend, noting the session is free.

YOST or Young and Old Stick Together Training: Once again ADRC staff (EBS, Dementia Care Specialists, ADRC Division Manager & Supervisor) will partner with other organizations to provide training to a select group of students from Waterloo High School. The event is scheduled for Wed. Sept. 13, 2017. Presentation will include Normal Aging: Fact or Fictions, Dealing with Grief & loss, assistive technology, hearing impairment and understanding memory loss.

Presentation to MS Support Group: Wondolkowski is scheduled to present to this support group at Fort Atkinson Hospital on September 18, 2017 at 7 p.m.

Senior Dining Program Updates:

Leigh Fritter discussed the information that was shared at the Nutrition Project Council. The Annual Regional Fall nutrition staff training was discussed as it will be occurring in October. The theme of the training "More than a meal" and how Jefferson County's meal program covers the seven dimensions of wellness for the meal participants. She stated that there were nutrition site assessment completed at each meal site by the site manager and nutrition project council representative. A fire drill to prepare meal participants in the event of a fire at each site, as well as Leigh would be completing the nutrition site assessment at each site. Fritter also discussed the meal participant satisfaction survey that will be provided in October to home delivered meal participants as well as congregate meal members. Olson and Fritter also discussed their visit to Feil's catering which caters the Nutrition Program's meals. Fritter noted that there are still two volunteer opportunities in the Rome/Sullivan area for home delivered meal drivers.

Presentation by Sue Torum, Dementia Care Specialist

UW-Oshkosh Dementia Training for Crisis Responders: Sue Konkell, Dementia Care Specialist is qualified to provide this training which was funded in part by a Crisis Grant that ended 6/30/17. We expect to have 237 individuals trained by the end of September. Sue is also qualified to teach the Challenging Behavior Specialist training and will be offering this to various groups later this fall.

Dementia Coalitions/Networks: Sue Konkell is facilitating discussions with the Watertown & Fort Atkinson Dementia Coalitions to ensure that they continue in both communities. She is following a change model that engages people at various levels of participation and has identified two people that may be "local champions," to take on the leadership of the group.

Sue Torum and Sue Konkell met with the Geriatric Point Team at Fort HealthCare about the Dementia Care Hospital Tool and at their request it was reduced to one page. The team is also operationalizing procedures to ensure that staff are trained on dementia to maintain the Dementia Friendly Business status (purple angel).

The Music & Memory Program has been given a lot of attention in hopes of reaching those who need it. There will be a WFAW Radio segment on it on 9/8/17, a community presentation at the Waterloo Library on 10/5 and last week Reaching out Respite was contacted to see if they have any referrals. They were very excited to have been asked because they do a lot of music programs as part of their regular programming.

Brain & Fitness, a.k.a. LEEPS, is also being reinvigorated. This program is being offered as a collaborative effort between the Dementia Care Specialist Program and Your Friends in Action. The policies and procedures are being reviewed so that the program is well established before Cathy returns or the new person starts.

The ADRC has a goal to increase the number of Memory Screens being done in 2017. At year-end 2016, there were 45 screens documented. As of today (9/5), 56 have been done. There are still 3 communities where screening is being offered so we may exceed the current goal.

St. Luke's Church in Rome has asked for Dementia Friendly Community Training. Sue K. will be doing this later this month.

Sue Torum & Sharon Olson are working on organizing a caregiver event in November and have worked to reduce the current waiting lists for AFCSP & NFCSP.

Torum reported on other Outreach/Marketing Activities, including:

- ✓ YOST (Young & Old Stick Together)
- ✓ Ball Corp Employee Fair
- ✓ Fairhaven Presentation
- ✓ The ADRC's dementia resources, including Assist Guide, various brochures and the ADRC website have been updated.
- ✓ The countywide employee E-News is being sent information on dementia on a monthly basis.

Torum explained more about ***Project Lifesaver & Dementia Registry*** and asked for feedback from the group on how to move forward.

Review and approve the Updated ADRC Orientation Manual

Olson shared the new ADRC binders with the updated Orientation Manual. Since the last orientation manual was updated a couple years ago, the references to the funding program and the budgets were updated.

Review and approve updated ADRC Advisory Committee By-Laws

Olson shared that when she orientation manual, the last by-laws she had were that the board would be 11 members. Since the ADRC Advisory Board serves as a cohesive board to serve the ADRC as well as the Aging Programs, Olson reviewed with Christine See the Regional Quality Specialist for the ADRC, ORCD – Office of Resource Center Development, as well as Carrie Porter of GWAAR for the Aging programs. Christine referenced the ADRC Technical Assistance Document #16 but advised that this may change once all the counties are in family care. Carrie was checking into this matter so at this time the by-laws are on hold.

Discuss and review Transportation

The Transportation Program's KOI is to meet qualifying ride requests 100% of the time. In August, there were 429 scheduled 1-way trips, 47 were canceled and 8 trips were nc/ns leaving 382 trips for the Driver Escort Program. The Veteran's Van provided 71 one-way trips provided. 1 day was cancelled due to not having a driver.

Discuss Updates on Alzheimer's Family & Caregiver Support Program (AFCSP) – 2017 - \$33,053

The AFCSP wait list has been cleared. Present program participants - 8 households

Discuss Updates on National Family Caregiver Support Program (NFCSP) 2017 - \$39,920.

The NFCSP wait list has been cleared. Present program participants - 30 Care Recipients.

Discuss Updates on Title 3 Housekeeping Program

Our wait list for the Title IIIB – Housekeeping Assistance program has been cleared at this time 28 consumers being served with no waiting list.

Discuss and review Unmet Needs Data from Social Assistance Management System (SAMS)

Wondolkowski reported for the first eight months of 2017, there have been 26 documented unmet needs. Of the 26 entries, the most common unmet needs include housing/accessible housing (10) and transportation (5). The towns of Fort Atkinson, Watertown, Eagle and unknown town were identified as the towns with the highest unmet housing needs (2 per town/ 8 total of 10). Lake Mills has the highest recorded unmet need for transportation (2 out of 5 entries). Although data numbers are limited, not surprising, a lack of affordable, low-income housing and a lack of available, low-cost transportation are consistently two unmet needs in the county. The highest unmet housing needs is identified in the larger cities of Jefferson County (i.e. Watertown). Lake Mills does not have a cab service, which may be the reason for the highest unmet transportation need. Uber may be an alternative transportation service to close the gap on this unmet need.

Discuss and Review Adult Protective Services:

APS attended the National Adult Protective Services Conference the last week of August. A great opportunity that was offered for the first time in Wisconsin

Discuss Future Agenda Items:

Look at our Aging Plan for goals.

Adjourn: A motion to adjourn was made by Sawyers, seconded by Tyler and passed unanimously.

Respectfully submitted,

Sharon Olson, Manager,
Aging & Disability Resources Division