



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

Date: Tuesday, May 7, 2019

Time: 1:00 p.m.

Committee Members: Russell Kutz, Chair, Jeanne Tyler, Vice-Chair, Carolyn Niebler Secretary, Ellen Haines, Marcia Bare, Connie Stengel, and Ellen Sawyers

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 03/04/2019
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 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– Leigh Fritter, Nutrition Program Supervisor
12. Discuss Moility Management Report - Mike Hansen, Mobilty Manager
13. Discussion on Transportation Policies (handout)
14. Discussion Quarterly Transportation Report
15. Discussion on items for the Next Agenda
16. Adjournment

Next scheduled meetings: June 4, 2019
July 2, 2019
August 6, 2019

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
Monday, March 4, 2019

Call to Order

The meeting was called to order by Tyler at 1:04 p.m.

Roll Call

Present: Jeanne Tyler, vice- chair; Carolyn Niebler, Secretary; Marcia Bare, Connie Stengel and Ellen Sawyers.

Also Present: Sharon Olson, Leigh Fritter and Dominic Wondolkowski, and Mike Hansen, ADRC Staff.

Certification of Compliance with Open Meetings Law

It was determined that the committee was in compliance with the Open Meetings Law.

Approval of Agenda

Marcia Bare made a motion to approve the agenda. Motion seconded by Carolyn Niebler. Approved unanimously.

Approval of February 5, 2019 Minutes

Ellen Sawyers made a motion to approve February 5, 2019 meeting minutes as written, Connie Stengel seconded. Motion carried.

Communications

None.

Public Comment

None.

Advocacy Updates from GWAAR – Greater Wisconsin Agenda on Aging Resources and /or ORCD – Office of Resource Center Development:

Olson shared updates:

- Advocacy Day at the Capitol on May 14th. This year's focus as an aging network priority is Direct Care Workforce Support, Elder Benefit Specialists Funding, Family Caregiver Support, Health Aging Grants and Transportation.
- The Credit for Caring Act is a bill that would create a nonrefundable individual income tax credit (caregiver tax credit) for people caring for a member or members of their family. Caregivers often need to spend their own personal finances to help meet the care needs of a loved one, (on average they spend about \$7,000/year).
- The Wisconsin Aging Advocacy Network shared that Governor Evers' announcement to include a 20% increase in funding in the County Elder and Disabled Transportation Assistance Program as well as expansion of the Dementia Care Specialist Program to all ADRC's.

Discussion and possible action on Requests for Waiver of Transportation Co-payment

Jean shared that she sent but have not received back a couple request for waiver, when we receive them, I can send info for approval in an email/phone call, or review at our next meeting.

Meet new Mobility Manager, Mike Hansen

Mike introduced himself to the committee. We are looking forward to Mike's help with transportation issues within the county. He will share quarterly reports and updates.

Discussion: ADRC Report, Wondolkowski

The Key Outcome Indicator for February was met. I & A staff provided 26 of 26 (100%) of the initial home visits within 10-business days of the consumer's request or at later time as preferred by the consumer. Note: Wondolkowski initially reported 25 of 26 visits met the KOI but after further clarification, all home visits were in compliance.

Wondolkowski and Resource Specialist-Karen Tyne will concluded the six week workshop “Living Well with Chronic Conditions” at Blackhawk Sr. Apartments on 3-7-19.

Staff-Wendy Petitt and Erika Holmes completed training to become an instructor of “Healthy Living with Chronic Pain”, an evidence-based program for people who have on-going, persistent pain. The next step is to schedule a class sometime in the next 3-6 months.

Discuss Senior Dining Program Updates

Fritter, Senior Nutrition Program Supervisor shared that the last session of Cooking for 1 or 2 was being offered this month at the Senior Centers and that she felt it had been well received. She stated that the nutrition program is looking into other topics of interest to provide nutrition education at the meal sites. She also brought up that the 2019 Volunteer recognition Banquet would be held on Wednesday May, 8th. She stated that this week was the last week of the Stepping-On, the evidence-based falls prevention workshop that Fritter and a volunteer have been facilitating at the Jefferson Senior Center.

Discussion on possible of action on Meal Cost donation for 2019

Fritter explained that the previous suggested donation increase occurred in 2018 from \$3.75 per meal to \$4.00 per meal, and the meal cost from the caterer increased by forty-two cents per meal for 2019. A motion by to recommend taking an increase of the suggested donation to \$4.25 per meal to the Nutrition Project Council for approval for 2019 was made by Caroline Niebler, Jeanne Tyler seconded. Motion passed 4-0.

Discussion and possible actions on ADRC Policies.

Wondolkowski reviewed six ADRC policies as follows: (1) Conflict of Interest policy to ensure conflict of interests are prevented, recognized, and promptly addressed so the ADRC may provide customers with objective and unbiased information; (2) Complaint and Appeal policy to ensure the ADRC maintains and implements due process procedures to review and resolve complaints and inform people of their appeal rights; (3) ADRC Confidentiality policy and procedures with the purpose to provide guidance on how information should be accessed or shared consistent with the customer’s right to privacy and respect and with the requirements of state and federal law. Jefferson Co. has its own internal confidentiality policies independent of the DHS policy; (4) Information and Assistance Follow-Up policy- the expectation is to contact customers to determine outcomes and to provide additional assistance in locating or using services as appropriate; (5) Short Term Service Coordination policy to assure individuals unable to coordinate services for themselves will receive help but not to exceed 90 days; and (6) Long-Term Care Authorization, Enrollment, and Disenrollment Form Signatures policy, which describes who may sign authorization, enrollment, and disenrollment forms for the Family Care, PACE, Partnership, and IRIS programs.

Discussion and possible action on 2016 – 2018 Aging Self Assessment. Olson shared the Aging unit self-assessment review for 2018. Ellen Sawyers made a motion to approve the Self-Assessment as written, Carolyn Niebler seconded. Motion carried.

Discuss Future Agenda Items

Some items on the agenda will include first Quarter Transportation Report and Mobility Manager Quarterly Report. Transportation Policy for consumers is being updated.

Adjourn:

Caroline Niebler made a motion to adjourn, Marcia Bare seconded. Motion approved unanimously.

Respectfully submitted

Sharon Olson, Manager
Aging & Disability Resources Division

VEHICLE RULES

1. No eating, drinking or smoking on board.
2. No abusive, threatening, or obscene language or actions. Should a passenger's actions be so abusive, threatening or obscene as to constitute a threat or significant concern to other passengers or driver, the passenger may be asked to leave the vehicle.
3. No physical abuse of another passenger or the vehicle operator.
4. No operating or tampering with any equipment while on board.
5. No ride will be provided if the passenger appears to be under the influence of alcohol or illegal drugs.
6. No playing radios or other electronic equipment at a loud volume or without headphones.
7. Passengers who can sit in a seat must wear a seatbelt.
8. Passengers who use wheelchairs must be secured using wheelchair securement straps and a shoulder belt.
9. Passengers must pay applicable fare. Driver are unable to make change. Cash or check is allowed.
10. Passengers must not pose a public health threat. Examples of public health threats include, but are not limited to:

- the existence of excrement on clothes or on hands
 - the existence of other body fluids, such as blood or vomit.
 - inappropriate personal hygiene, i.e. an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers.
11. No hitting, horseplay, yelling, screaming, swearing is allowed. No throwing things inside the vehicle or out the windows. No putting body parts (head, hands, arms, etc.) out the windows.
 12. No inappropriate touching or kissing on the vehicle.
 13. Trash is not to be thrown on the floor. Take trash with you when exiting the vehicle.
 14. Only bring on board what you can carry yourself. 2 bag limit.
 15. No engaging in unauthorized canvassing, soliciting or distributing any material.

NON-DISCRIMINATION NOTICE

All services, routes and accommodations provided by Jefferson County ADRC are offered without regard to race, color, or national origin, in accordance, with Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against on the basis of race, color, or national origin in the services offered by Jefferson County ADRC, you have the right to submit a complaint to the Jefferson County ADRC management and/or Federal Transit Administration. For more information, call Jefferson County ADRC at 920-674-8139.



**1541 Annex Road
Jefferson, WI 53549
Phone: 920-674-8104**

Driver/Escort Services



PASSENGER POLICIES

Scheduling Requests:

To request a ride, please call the Transportation Office at **920-674-8104**. Requests for transportation should be made at least **2 days in advance** of the appointment. Emergencies will be scheduled with less notice if drivers are available. Voicemail is available 24-hours a day for you to leave a message to request a ride, whether you are requesting a ride or calling to cancel one.

Cancellations & "No Shows":

Passengers are required to cancel their scheduled trip at least one (1) hour prior to their pick up time. If a passenger fails to cancel their trip one hour prior to the pickup time and the vehicle arrives for pick-up, they will be charged the one way fare to cover the cost of the vehicle driving to their pick up location.

Service may be suspended if an individual consistently [five (5) or more times within one (1) calendar year, or, three (3) or more times within one (1) calendar month] misses scheduled appointments. Passengers will be notified of suspension in writing.

To Cancel an Appointment:

Contact the Jefferson County ADRC Transportation Coordinator at **920-674-8104**. Normal office hours are Monday through Friday, 7:00 a.m. to 4:30p.m. If canceling outside normal business hours, call and leave a message.

Waiting Time:

In the event a driver arrives to pick up a passenger and the passenger is not present or is not prepared to travel within five (5) minutes, the driver may leave and go on to the next scheduled appointment.

Passengers should expect to be picked up from five (5) minutes before to fifteen (15) minutes after the scheduled pick-up time. In the event it becomes obvious that the actual pick-up time will occur outside of this "window", the passenger shall be contacted and a revised pick-up time arranged.

Return Trips:

Passengers are to notify the dispatcher, by calling the Jefferson County ADRC office at **920-674-8104**, when they are ready to return home. The dispatcher will notify the driver that the passenger is ready. Some passengers have a set pick-up time, which is noted on the schedule.

Denial of Service:

There are several reasons why service may be denied to a passenger. Those reasons include: 1) An excessive number of "no-shows", 2) Abusive behavior toward the driver, 3) Disorderly conduct caused by the influence of alcohol or drugs, 4) Behavior that puts the safety of the driver and other passengers at risk, 5) Inability to safely ambulate to the vehicle, or failure to utilize the services of an aide, 6) Failure to use seat belts or proper wheelchair restraints, 7) Medical conditions that necessitate specialized medical transport.

The passenger or his/her guardian will be notified, in writing by Jefferson County ADRC staff that service is suspended or will not be provided in the future.

If a trip needs to be suspended, due to abusive behavior toward the driver or other passengers, the driver will take the passenger to the nearest safe place, i.e. the passenger's residence, passenger's destination or other safe location. The driver will then notify the dispatcher. The passenger will be responsible for continuing their trip with another provider.