



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

Join Zoom Meeting

<https://zoom.us/j/94904048088?pwd=YlVDSXhuVEFJejgvVE9icWlFMlFaZz09>

Meeting ID: 949 0404 8088

Password: 656279

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

Date: Tuesday, November 3, 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 October 6, 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. Presentation: Dementia Friends by Heather Janes, Dementia Care Specialist
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 Jefferson County's Specialized Transportation Assistance Program (wis. Stat. 85.21) Application
15. Discussion and possible action Alzheimer's Family Caregiver Support Program 2021 Budget
16. Discussion and possible action on stipends for Volunteer Committee Members of the Nutrition Council Project and the ADRC Advisory Committee
17. Discussion on items for the Next Agenda
18. Adjournment

Next scheduled meetings: December 1, 2020
 January 5, 2021
 February 2, 2021

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, September 1, 2020

Call to Order

The meeting was called to order by Kutz.

Roll Call

Present: Russell Kutz, Chair; Jeanne Tyler, Vice Chair; Janet Sayre Hoeft, Secretary; Ellen Sawyers, Frankie Fuller and Ruth Fiege.

Also present from ADRC: Michael Hanson, Kimberly Swanson, Kim Herman, Sharon Olson, and Dominic Wondolkowski. Guests: Laura Payne and Carol O'Neil.

Certification of Compliance with Open Meetings Law

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

Approval of Agenda

Janet Sayre Hoeft made a motion to approve the agenda, Frankie Fuller seconded. Motion carried.

Approval of August 4, 2020 Minutes

Frankie Fuller made a motion to approve meeting minutes from August 4, 2020, as written, Ellen Sawyers seconded. Motion carried.

Communications

None.

Public Comment

Laura Payne, County Board Supervisor, shared that she was asked to attend as a member from an ad-hoc group working within a committee in Cambridge for gathering information on resources.

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

Olson shared updates on the following:

- Janet Zander, Advocacy and Public Policy Coordinator from GWAAR will be presenting at our next meeting on Advocacy 101 with emphasis on voting.
- Updates on Monthly Income Limit Adjustment for 2021
- Update on Patient Liability and Cost Share Eligibility Changes to Medicaid Starting July 1, 2020

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

No requests at this time.

Discussion: ADRC Report, Dominic Wondolkowski - For August, the Key Outcome Indicator (KOI) Is met. Thirteen (13) customers were enrolled in a LTC program per KOI guidelines. For 2020, there have been 101 LTC enrollments. For August, the ADRC documented 484 calls with 272 unduplicated callers. This is a decline in documented calls compared to July (733) and June (1337) but expected as our contacts had increased each month since COVID due to making the wellbeing calls for the HDM program (wellbeing calls ended 7-9-20). Staff still report a high call volume and indicate with COVID, the nature of the calls are more complex and require more time per call.

127 out of 201 Sr. Farmer Market vouchers have been distributed with approx. 15 applications pending. Wondolkowski represented the ADRC as a non-profit vendor at the Lake Mills Farmer Market on 8-26-20. No additional vouchers were distributed. Open enrollment for Medicare Part D is Oct. 15-Dec 7. A letter will be mailed to all 2019 customers explaining their options due to the pandemic. Karla Nava, split DBS-EBS had her first successful disability determination. Karla also represented the ADRC as a Spanish translator on 8-28-20 at the Jefferson Co. Free Drive-Thru COVID-19 testing site at the fairgrounds. Fort Healthcare Partners Tele-Care Service program, which serves residents throughout Jefferson and other WI. Counties, is still open. Volunteers make phone calls to subscribers Mon.-Fri. to check on their wellbeing. DHS uploaded a new Adder workbook for all ADRC's to use starting with reporting August 2020 time and task information in September.

Discussion: Senior Dining Program Updates – Kimberly Swanson - Swanson presented the monthly meal totals for the 2020 Elderly Nutrition Program with 2444 total home delivered and congregate meals served in January and 2300 home delivered meals served in July. No congregate sites are currently open. Swanson also stated that there were 14 new home delivered meal participants in July. A new service, Contactless Curbside Meals, began on 7/20/20 and for July there were 17 participants and 69 meals provided in four locations: Jefferson, Lake Mills, Palmyra, and Watertown. Fort Atkinson plans to offer curbside meals in the next 30-45 days dependent on the training needs of Kevin Purcell, the new Fort Atkinson Nutrition Site Manager who started working on 8/31/20.

Discuss Mobility Manager Report – Michael Hansen - Ridership for the ADRC of Jefferson County Driver / Escort Service was a little lower during August with 437 rides compared with 533 rides in July. This drop was primarily due to the lack of available drivers. However, we recently hired another part-time driver and added another volunteer driver, so rides should increase going forward if demand continues to stay strong.

We recently received the 6 electronic tablets that were purchased for our part-time drivers. The tablets now have been setup with software to communicate with the ride scheduling software used by our administrative staff. Staff Drivers (non-volunteers) will be using tablets for passenger assignments, route mapping, fare collections, mileage tracking, hours, and pre & post trip vehicle inspections. So far, 3 of our 6 part-time drivers have had training on how to use them and begun using them in the field.

Our second of four Wednesday Walk events was held on August 19th at Korth Park. Eight individuals attended the event including 2 people who had not attended previously. The weather was perfect and everyone enjoyed themselves greatly. Some of the group walked the majority of the park path network logging over 4 miles.

Discuss Family Caregiver Programs – Kim Herman Kim Herman shared the current census of NFCSP, AFCSP, and Supportive Services programs. Jefferson County and Rock County are collaborating to offer Armchair Tours and Joyful Moments through the Hummingbird Project. Participants need to register with their name, phone number and email address. The sessions start on September 16th and are one hour long for a total of 12 sessions (6 Armchair Tours and 6 Joyful Moments).

Discussion on the 2021 ADRC Scope of Services Updates: There are several time line requirements added under cores services, including (1) If after providing initial information & assistance, there is a need for an appointment/home visit, the ADRC will conduct the appointment within 10-business days or at another time preferred by the customer; (2) option counseling shall cover all the elements of the options counseling training curriculum and certification and must be provided within the same 10-business day timeframe; (3) functional eligibility shall be determined no later than 30 days from the date the ADRC receives a request or expression of interest. If there is a delay in determining eligibility, the ADRC will notify the individual in writing specify the reason for the delay and inform the individual of their right to appeal the delay by requesting a fair hearing; and (4) Within 5-business days of the ADRC's awareness of confirmed functional and financial eligibility, an potential enrollee in a LTC program shall be provided enrollment counseling so they can use the information to make a selection among available MCOs and ICAs (similar to the current ADRC KOI). The contract also formally requires ADRCs to have an emergency preparedness and response plan. Also, individuals who serve on the ADRC

Governing Board are subject to the Conflict of Interest policy and when necessary, mitigation plans are required. DHS is in the process of revising the Conflict of Interest policy; release date unknown. There are also requirements added to be a Dementia Capable ADRC, which Jefferson Co. already has in practice.

Discussion Texting Policy for ADRC - The policy of JCHSD and the ADRC Division is to accommodate reasonable request for text communication, subject to the requirements and limitations set forth in the policy and procedure. Requirements of communication include: there must be a valid staff Text Message Acknowledgement Agreement form on file; staff shall only use JCHSD issued devices for texting customers; only minimum necessary PHI or other confidential information may be communicated; text messaging is not an appropriate way to communicate urgent mental health or emergency situations; and all text communication is documented in case notes. Customers will be asked to sign one of two authorizations forms which includes acknowledgement that text communication is not secure (encrypted) and the ADRC cannot guarantee privacy.

Discuss Future Agenda Items - Janet Sayre Hoeft suggested information on nursing home voting, Dominic will reach out to the nursing homes. Olson suggested Benefit Specialist to present on Food Share.

Adjourn: Frankie Fuller made a motion to adjourn the meeting, Jeanne Tyler Fuller seconded. Motion carried. Meeting adjourned.

Respectfully submitted,

Sharon Olson
Aging & Disability Resources Division Manager



Aging & Disability Resource Center Advisory Committee
Minutes of Meeting
Tuesday, October 6, 2020

Call to Order

The meeting was called to order by Kutz at 1:04 pm.

Roll Call

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

Also present from ADRC: Michael Hanson, Kimberly Swanson, Kim Herman, Heather Janes, Sharon Olson, and Dominic Wondolkowski. Guests: Carol O'Neil.

Certification of Compliance with Open Meetings Law

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

Approval of Agenda

Number 15 will be moved up for the presentation from Janet Zander and Michael Bruhn. Janet Sayre Hoeft made a motion to approve the agenda, Frankie Fuller seconded. Motion carried.

Approval of September 1, 2020 Minutes

Frankie Fuller stated that believes LaRae Schultz was present at the September 1, 2020 Meeting, by joining after roll call. I have that LaRae Schultz was excused that she was attending a conference but will verify with LaRae. Frankie Fuller made a motion to approve meeting minutes from September 1, 2020, as written, after confirmation from LaRae Schultz. Janet Sayre Hoeft seconded. Motion carried.

Communications

None.

Public Comment

None.

Presentation Advocacy and Voting, Janet Zander, Advocacy and Public Policy Coordinator, GWAAR and Michael Bruhn from the Alzheimer's Association - Janet and Mike presented Voting and older adults, lessons learned and changes needed. PowerPoint presentation may be found in the ADRC Advisory Committee Meeting October 2020. Janet also discussed Advocacy role getting to know your legislators.

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

Olson shared updates on the following:

- Wisconsin Senior Medicare Patrol Fraud Alert - Olson share information on insurance companies and agent misconduct
-

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

No requests at this time.

Discussion: ADRC Report, Dominic Wondolkowski - For September, the KOI was not met. 15 out of 16 customers were enrolled in a LTC program per the KOI guidelines. Wondolkowski reviewed the one case that did not meet the KOI. The ADRC has completed 117 enrollments for 2020 and there are 11 enrollments or likely enrollments already for the month of October. For September, the ADRC documented 614 calls (includes 7 home, 3 office and 2 nursing home visits) with 319 unduplicated callers. This is a increase in calls compared to August (484) but a decline compared to July (733).

Senior Farmer Market voucher program distribution concluded on 9-30-20. Of the 201 vouchers, 139 were distributed. The Elder Benefits Specialist programs mailed 450 letters to past consumers offering assistance with the Medicare Part D open enrollment period Oct. 15-Dec 7th. The ADRC will begin processing plan finders for customer beginning October 19th. The Dementia Care Specialist has many upcoming events including Dementia Basics Virtual training on October 13th 9-10am; Powerful Tools for Caregivers starting Nov. 3rd 9-11am; Virtual Book Club--launching November 2020; Monday Morning Caregiver Coffee Hour extended through December and a monthly Lewy Body Dementia Virtual Support Group beginning Sept 21st 1-2pm. Refer to ADRC website for event details.

The ADRC is involved in two initiatives. We are 1 of 5 counties involved in an Outcome Measurement Focus Group that started in April. The project is part of the No Wrong Door Return on Investment grant DHS received to study the benefits of options counseling and to develop a measurement tool ADRC staff would use to determine if options counseling is the best course of action and customer outcomes are achieved. The second initiative involves Screen Liaisons-Sara Zwieg to participate in the "pilot" CST examination in January. Based on the pilot test results, the test may be modified before all other screeners are required to take the test in the spring.

Discussion: Senior Dining Program Updates – Kimberly Swanson - Swanson shared monthly total meals in January (2444) compared to total meals served in August (2422). In addition, contactless, curbside meals began July 20 and the number of participants and meals has increased from 69 meals and 17 participants in July to 175 meals and 39 meals in August. Swanson further shared that Home Delivered Meal (HDM) participants received a 16 oz. container of cottage cheese, made in Wisconsin and purchased locally, courtesy of a donation from the VitaPlus Corporation. In addition, HDM participants each received a handmade quilted placemat, courtesy of the Patched Lives Quilt Guild of Waukesha County. And finally, Swanson shared that tentative plans for October include shelf stable meals planning, annual training of volunteers and staff, and annual kitchen inspections at nutrition sites.

Discuss Mobility Manager Report – Michael Hansen - Ridership for the ADRC of Jefferson County Driver / Escort Service was about the same in September with 447 rides compared with 437 rides in August. We now have another part-time driver on staff, so rides should increase going forward if demand continues to stay strong, since we have previously been limited by the number of available drivers.

The 6 electronic tablets that were purchased are now being used daily by all our part-time drivers. Staff Drivers (non-volunteers) are using the tablets for passenger assignments, route mapping, fare collections, mileage tracking, hours, and pre & post trip vehicle inspections.

Our third of four Wednesday Walk events was held on September 23rd at Carlin Weld County Park. Seven individuals attended the event including 1 person who had not attended previously. The weather was very nice and everyone enjoyed themselves greatly.

Discuss Family Caregiver Programs – Kim Herman Kim Herman shared the current census of NFCSP, AFCSP, and Supportive Services programs. The Armchair Tours and Joyful Moments through the Hummingbird Project has been successful, as participants expressed that they really enjoy the time and activities.

Discussion Jefferson County's Specialized Transportation Assistance Program (wis. Stat. 85.21) draft

Application: Olson share that the 2021 County Elderly Transportation project budget of Wisconsin DOT funding \$222,837 with a county match of \$44,567 would continue with the three on-going projects, Driver /Volunteer Escort Program, the Senior Dining Program, and The Wheelchair Accessible Transportation. Two new "Mobility" projects were reviewed and public hearing will be before our next meeting. One project is a transportation service for seniors and people living with disabilities to travel between the 4 major municipalities

that exist along the State Trunk Highway 26 Corridor in Jefferson County. At present, there is no affordable intercity transportation service in Jefferson County. This intercity service would be provided by the ADRC of Jefferson County using an ADRC vehicle and staffed by ADRC employees. The second project would provide a transportation service for seniors and people living with disabilities to enjoy unique places and popular attractions that can be reached within 1-2 hours of driving time from Jefferson County. The overall goal of this project would be to help individuals to have an active and social lifestyle all year round. The locations of the day trips would be selected to appeal to a variety of interests, but also to provide educational and cultural experiences as well. The Day Trip transportation would be provided by the ADRC of Jefferson County using an ADRC vehicle and staffed by ADRC employees.

Discuss Future Agenda Items - Janet Sayre Hoeft stated that she left a note in the conference room for a topic on stipends at the next meeting. Olson stated that Heather Janes, the Dementia Care Specialist would be presenting at the November meeting.

Adjourn: Janet Sayre Hoeft made a motion to adjourn the meeting, Frankie Fuller seconded. Motion carried. Meeting adjourned.

Respectfully submitted,

Sharon Olson
Aging & Disability Resources Division Manager

ADRC Advisory Committee

October 6, 2020





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

Or

Join Zoom Meeting

<https://zoom.us/j/94904048088?pwd=YlVDSXhuVEFJejgvVE9jcWlFMlFaZz09>

Meeting ID: 949 0404 8088

Password: 656279

Dial by your location

+1 312 626 6799 US (Chicago)

Date: Tuesday, October 6, 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.

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13. Discuss Family Caregiver Programs - Kim Herman, Family Caregiver Specialist
14. Discussion Jefferson County's Specialized Transportation Assistance Program (wis. Stat. 85.21) draft Application
15. Presentation Advocacy and Voting, Janet Zander, Advocacy and Public Policy Coordinator, GWAAR
16. Discussion on items for the Next Agenda
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January 5, 2021

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Voting & Older Adults: Lessons Learned & Changes Needed

Oct. 6, 2020

- **Michael Bruhn, Director of Public Policy, Alzheimer's Association, Wisconsin Chapter**
- **Janet Zander, Advocacy & Public Policy Coordinator, Greater Wisconsin Agency on Aging Resources, Inc.**



WAN Advocacy
Wisconsin Aging
| Advocacy | Network

Core Member Organizations

- Aging and Disability Professionals Association of Wisconsin (ADPAW)
- Alzheimer's Association Wisconsin Chapter
- Wisconsin Adult Day Services Association (WADSA)
- Wisconsin Association of Area Agencies on Aging (W4A)
- Wisconsin Association of Benefit Specialists (WABS)
- Wisconsin Association of Nutrition Directors (WAND)
- Wisconsin Association of Senior Centers (WASC)
- Wisconsin Institute for Healthy Aging (WIHA)
- Wisconsin Senior Corps Association (WISCA)
- Wisconsin Tribal Aging Unit Association

The Wisconsin Aging Advocacy Network is a collaborative group of individuals and associations working with and for Wisconsin's older adults to shape public policy to improve their quality of life.



Overview

- **Introductions**
- **Voting during a pandemic**
- **Lessons learned**
- **Changes needed**
- **Grassroots advocacy**
- **Building relationship**
- **How to be an effective advocate**
- **Budget & Legislative process**
- **Resources and partners**



Voting During a Pandemic

Wisconsin's April 2020 Election

- Less than 1 in 5 people voted in-person
- Fewer poll workers & fewer polling places
- Limited transportation
- Increased use of curbside voting
- More than 80% of voters cast an absentee ballot by mail



*See WAAN's Voting [White Paper](#)

What did we learn?

Some voters...

- faced long lines at the polls
- had parking difficulties
- had no transportation to their polling site
- found long lines for curbside voting, no signage, and/or no way to notify poll workers
- did not know how to request an absentee ballot application by mail



What else did we learn?

Some voters...

- found it difficult to get copies of photo IDs for absentee ballot applications or to upload their IDs for online applications
- had trouble obtaining the necessary witness signature on their absentee ballots (especially difficult for those who live alone)
- getting their ballots returned before the deadline
- in residential care facilities were not able to vote due to the absence of Special Voting Deputies (SVDs)

What did we already know?

Some voters...

- do not having the necessary photo identification
- need to use specialized voting equipment
- with disabilities need voting materials to be accessible
- need online voting materials in Hmong

People Impacted by Voting Barriers...

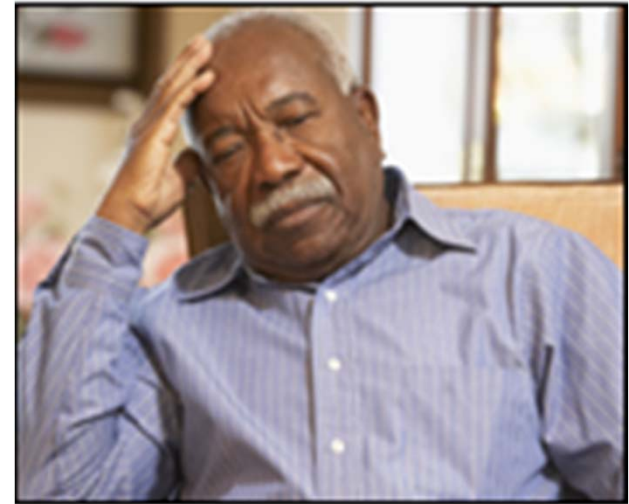
- regularly vote at polling sites but now facing additional challenges due to new restrictions such as voter ID requirements and Coronavirus limitations
- have mobility issues – no longer drive, cannot walk for long distances, climb stairs, stand for long periods of time, or do not have access to ADA compliant voting polls
- have sensory impairments and do not have access to ADA compliant voting in-person or via the online absentee voting process
- live in residential care facility not providing needed support and assistance to access the absentee voting but with new restrictions that may bar them from returning to their homes if they leave to vote at the polls
- are voting absentee ballot – for the first time or the hundredth time – and are struggling to understand the new requirements and technologies needed to secure a ballot, complete and safely return it
- are not able to obtain a voter ID because they do not have proper documentation, because no birth record exists, they don't have transportation to the granting office or they are homeless and cannot provide a permanent address
- live alone and unable to provide a witness to their completed absentee ballot
- are people of color and disproportionately impacted due to poor health or low incomes
- live in rural areas where polling places are miles apart and have limited or no access due to transportation
- live in urban areas where polling places have been reduced. The remaining sites may require some type of transportation which is often non-existent or are in places where suitable parking is not available
- have developmental disabilities or mild cognitive impairments and have difficulty understanding the new procedures but no assistance is available
- have low English proficiency.

Changes needed – Voter Registration (Now)

- Voter Registration Applications should be made available by the WEC at public locations throughout each community
- Complete online voter registration information should be available in English, Spanish and **Hmong**
- Outreach materials promoting the availability of Voter Registration applications should be developed by the WEC and posted at the public locations, community business, and places of worship
- Electronic outreach materials promoting voter registration and the availability of Voter Registration applications should be developed by the WEC and made available for use in or on websites, e-newsletters, social media platforms, and intranet systems.

Changes needed – Voter Registration (Future)

- Voter Education Ambassador Training should be made readily available by the WEC
- Voter Assistance may be provided by Aging Units and ADRCs
- Automatic voter registration should be made available by the WEC and the WisDOT whenever eligible individuals obtain or renew a driver's license or apply for a state photo ID
- Photo IDs for voter registration should be made easier to access in underserved communities by creating an online process for voters to get an ID and expanding DMV days and hours of availability and/or provide mobile locations



Changes Needed – Absentee Voting (Now)

- Absentee ballot application should be made available by the WEC at public locations throughout each community
- Complete online absentee ballot request information should be available in English, Spanish and **Hmong** at MyVote.wi.gov/
- In-person early voting options should be expanded to include designated early voting sites with established hours posted
- MyVote.wi.gov/ should include municipal postings of locations, dates, and time availability for in-person early voting

Changes Needed – Absentee Voting (Future)

- Mail absentee ballot applications to all registered voters before every election, including individuals living in residential care settings regardless if they have registered using their current address
- Absentee voting assistance should be available for individuals completing the application for witness signatures, transportation, etc.
- Secure absentee ballot drop-boxes should be made available in every municipality, in easily accessible central locations



Add'l Changes Needed – Absentee Voting (Future)

- USPS Intelligent Mail barcodes should be integrated into the absentee ballot mailing process to allow for tracking ballot delivery and return
- An exemption for the witness signature should be made available for those who self-certify they are unable to obtain the witness signature after reasonable effort to do so
- Accessible absentee ballot options should be developed to ensure voters with disabilities are able to complete their ballots without assistance

Changes Needed – In-Person Voting at the Polls (Now)

- In-person voting options should be retained to ensure access for voters who have difficulty accessing or low-utilization of the absentee voting process
- Polling place consolidation should be monitored by the WEC to ensure voters will not have difficulty accessing their polling sites or be subjected to unreasonably long lines at the polls, and to ensure Wis. Stat. § 5.35(2) is maintained
- Curbside voting, as required by law, should be offered and publicized at every polling site



Add'l Changes Needed – In-Person Voting at the Polls (Now) & Changes Needed (Future)

- Alternate polling sites should be near the closed site, ADA compliant, and accessible by transportation options similar to those available at the closed site.
- Trained staff and volunteers should be available in adequate supply to work at the polls
- Standardized PPE should be available for poll workers and staff at every polling site
- Action plans for conducting elections during a state declared emergency should be developed by and for each municipality (Future)

Changes Needed: Voting in residential care facilities (Now)

- Alternative options to Special Voting Deputies (SVD) should be developed when SVDs are not permitted access to residential care facilities
- Care facility staff should be permitted to assist voters residing in the facility and should be provided the information, forms, and training to enable them to provide needed voter support and assistance to residents
- Care facility care plan/chart for each resident should indicate whether an individual wishes to vote in upcoming elections so assistance can be provided, if needed



“Every policy
is **designed**
by someone...
It’s time for
us to **be that**
someone.”



Building Relationships

1. When you meet a public official introduce yourself and tell him/her you live in his/her district
2. Be friendly and personally helpfully
3. Learn about the legislators with whom you want to build relationships – background, issue areas, voting history, committees, shared interests
4. Help them learn about you – background, areas of expertise and interest, current roles and relationships
5. Know your facts on an issue and do some homework on the key issues that are important to the interests and viewpoint you represent
6. Share local examples of how an issue is impacting you, the community, and/or its members
7. Communicate often



Connecting & Communicating



- Get an introduction from a mutual acquaintance
- Attend an event where legislators/aides are likely to be present and introduce yourself
- Participate in a Town Hall meeting or District Listening Session
- Coffee with your legislator
- Public hearing – District, Regional, and State Capitol
- Social Media
- Write a letter or email
- Phone call
- Face to face meeting in-district
- Invite your legislators to one of your events/sites
- Face to face meeting at the state Capitol
- Group meeting or rally day



Tips for Sharing Your Story...

- Use (choose) a personal story that gives a glimpse into your (or someone else's) experience related to the topic
- Use the story (with permission) to forward the message
- Stay committed to the truth. Don't change or exaggerate your story to make it "fit" better
- Keep the details concise (2 min.) – stick to the highlights
- Showing emotion can be very powerful, but try not to overwhelm
- Don't feel you need to be an expert. If you don't know an answer commit to finding it and following up
- Make an "ask"
- Practice



Communication Tips

1. Do you know your legislator?
2. Do you know how to find them?
3. www.legis.wisconsin.gov
4. Do you know what your state legislators support?
5. Do you follow them on social media?



Sen. Nass



Sen. Fitzgerald



Sen. Ringhand



Rep. Horlacher



Rep. Jagler



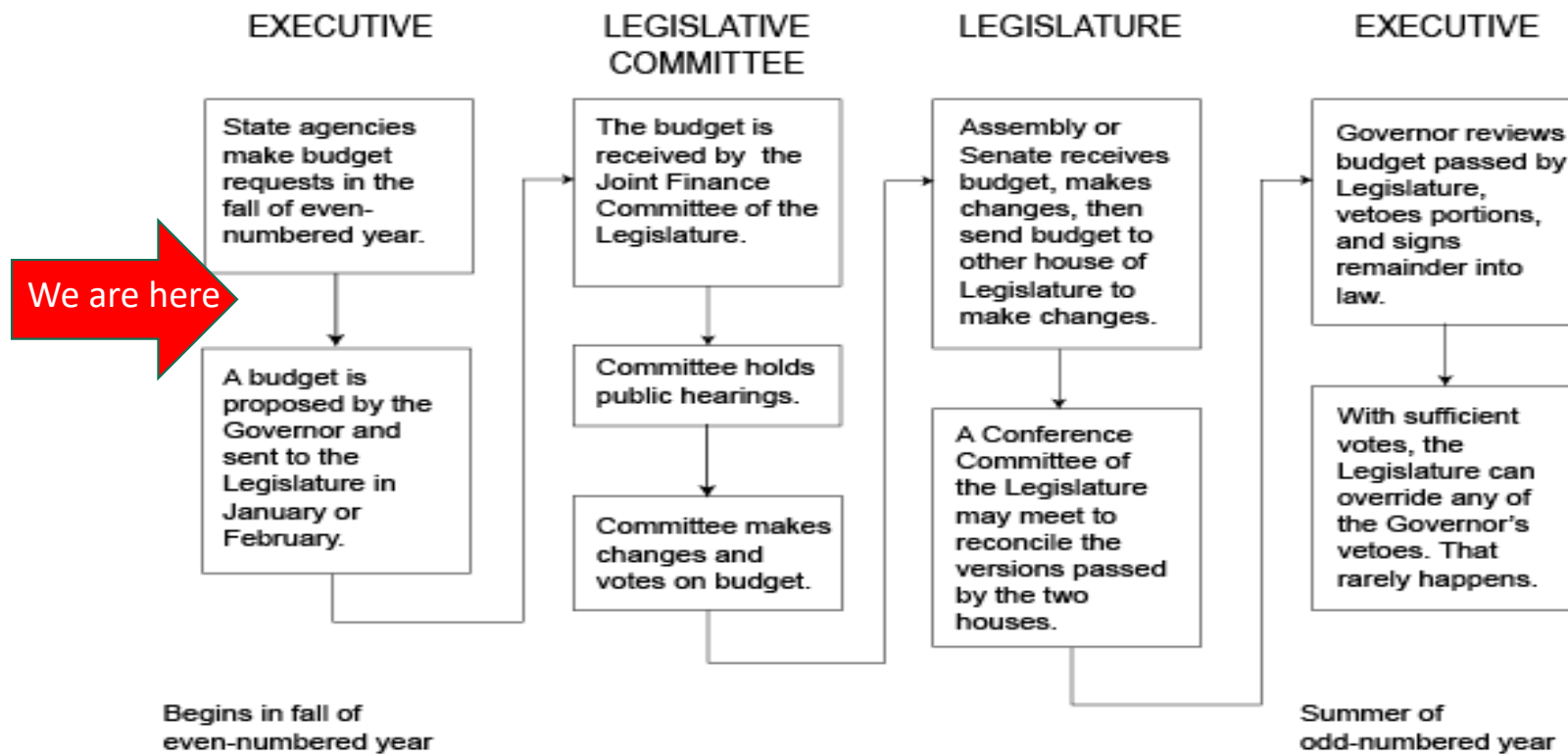
Rep. Dittrich



Rep. Vruwink

Budget & Legislative Process

The Budget Process in Wisconsin



WISCONSIN BUDGET PROJECT



Resources & Partners

- AARP Wisconsin - <https://states.aarp.org/wisconsin/>
- Alzheimer's Association Wisconsin Chapter - <https://www.alz.org/wi>
- Greater WI Agency on Aging Resources, Inc. (GWAAR) - <https://gwaar.org/>
 - Advocacy Resources document - <https://gwaar.org/api/cms/viewFile/id/2004922>
- Survival Coalition - <http://www.survivalcoalitionwi.org/>
- Wheeler Report - <http://www.thewheelerreport.com/>
- Wisconsin Aging Advocacy Network (WAAN) – <https://gwaar.org/wisconsin-aging-advocacy-network>
- Wisconsin Health News - <https://wisconsinhealthnews.com/>
- WisPolitics - <https://www.wispolitics.com/>

Make it happen

“There are three kinds of people in this world: people who make it happen, people who watch what happens, and people who wonder what happened.”-

Tommy Lasorda





EDUCATE
PATIENTLY



ADVOCATE
PASSIONATELY



INSPIRE
CONSISTENTLY

WAAN Advocacy
Wisconsin Aging
| Advocacy | Network

Twitter

Contact Information:

Michael Bruhn

mlbruhn@alz.org

Director of Public Policy

office: 608.318.4057 | cell: 608.576.0650

Alzheimer's Association Wisconsin Chapter

www.alz.org

Janet Zander

Janet.zander@gwaar.org

Advocacy & Public Policy Coordinator

p. 715-677-6723 | m. 608-228-7253

Fb. Facebook.com/WAAN.ACTION | tw. [@ZanderWAAN](https://twitter.com/ZanderWAAN)

Greater Wisconsin Agency on Aging Resources, Inc.

www.gwaar.org

ADVOCACY UPDATES

Wisconsin Senior Medical Patrol Fraud Alert



Wisconsin Senior Medical Patrol

Fraud Alert

September 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

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

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



Insurance Companies & Agents Have Marketing Guidelines

The Centers for Medicare & Medicaid Services (CMS) have established rules, regulations and guidelines that insurance companies, agents and brokers must follow when selling and promoting Medicare Advantage plans, Part D plans, cost plans, employer/union-sponsored group Advantage and Part D plans, and special needs plans. These rules and regulations are meant to prevent plans and agents from presenting misleading information and utilizing high pressure sales tactics. They also contain rules for how plan representatives may contact and market to beneficiaries. Marketing violations and agent misconduct tend to occur most often in the weeks leading up to the Open Enrollment Period (OEP) each year, when CMS allows Medicare beneficiaries to change their coverage. Every year, that seven-week period occurs from October 15 to December 7.

Due to the pandemic, we expect to see increased activity in the following areas during this OEP relative to last year. You can expect to see:

- Increased telemarketing calls
- The potential for increased marketing solicitation in medical offices
- Activities tailored to the shift from personal meetings to electronic platforms (i.e. Facebook, Instagram, customized ads, etc.)

Remember to be vigilant and extra cautious! Never share your personal information with someone who contacts you, unsolicited, via telephone, text message, or email.

Examples of Agent Misconduct

- Enrolling a beneficiary into a plan without their permission
- Using incentives to convince a person to sign up for a specific plan (offering free trips or meals in return for signing up)
- Misrepresenting the plan's benefits (lied to about providers and/or specialists in the network or claimed person will save money on prescription costs)
- Using scare tactics (sign up now or lose Medicare benefits)
- Attempting to sell a life insurance policy or an annuity at the same time as discussing Medicare plans (this is not allowed)

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

Regulations Set by CMS

- Insurance companies and agents are not allowed to market 2021 plans prior to October 1
- Insurance companies and agents are not to imply they are associated with Medicare or CMS
- Agents are not allowed to market or host sales activities in residential settings outside of the recreational or conference rooms, nor are they allowed to solicit door-to-door
- Agents are not allowed to send unsolicited text messages or voicemail messages
- Agents are not allowed to promote just one aspect of the overall plan, such as the drug plan
- Agents are not allowed to ask for credit card numbers, banking information, your Medicare or Social Security number in order for you to receive information
- Agents are not to use high pressure sales tactics and/or incorrect information
- Agents are not to threaten that your Medicare may end if you don't enroll
- Agents are not to say that you must enroll by a certain date or you lose an opportunity

Possible Consequences to Beneficiaries

- Medicare may stop paying claims, leaving beneficiaries with unexpected out-of-pocket expenses
- You may be switched to a different insurance plan without your knowledge/consent
- You might be unable to afford prescriptions with new plan
- You may not be able to see your Primary Care Physician and/or Specialists as you expected

What Should I Do?

If you have witnessed any of these violations, or encounter any in the future, please do the following:

- Get the name and address of the insurance company and agent
- Collect any materials available
- Make notes about what happened, including the date and location of the potential violation
- Report your concerns to the SMP at (888) 818-2611
- Remember that you have until December 7 to select a plan, do not feel pressure to choose a plan if you are not ready or have unanswered questions
- Remember to protect your personal information (Medicare and Social Security numbers, bank account information)

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 for more information



@WisconsinSeniorMedicarePatrol

ADRC REPORT

October 6, 2020

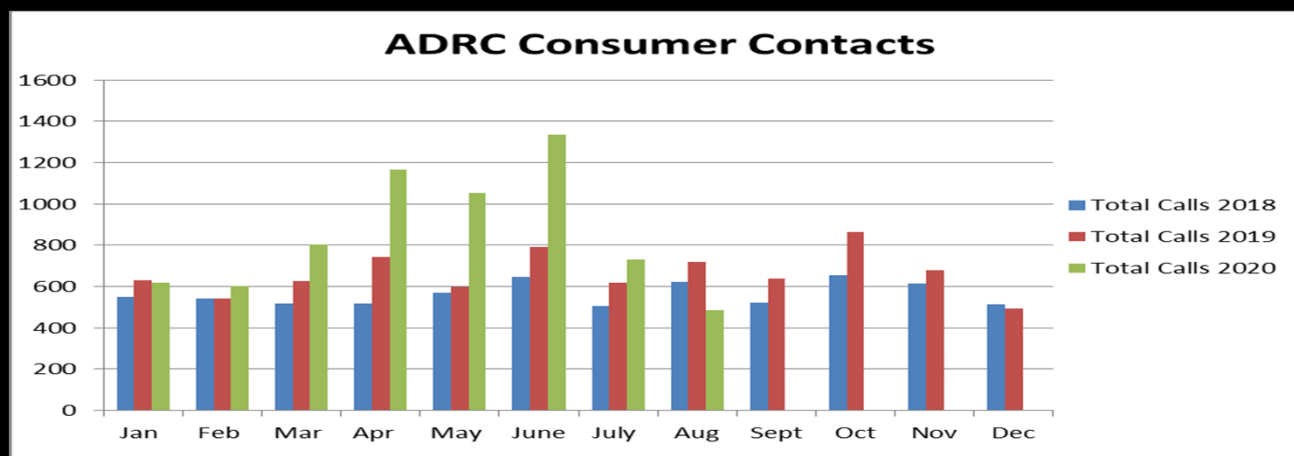


ADRC KEY OUTCOME INDICATOR (KOI)

- ▶ 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 or referral is delayed for other reasons outside the control of ADRC staff.
- ▶ For September, the KOI was not met. 15 of 16 customers were enrolled in a LTC program per the KOI guidelines indicated above.
- ▶ For Jan.-Sept. 2020, the ADRC has completed 117 enrollments into a LTC program and/or referrals to the IRIS programs.

ADRC Consumer Contacts

	Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Total Calls 2018		551	541	518	519	569	646	507	623	522	656	615	515	6782
Total Calls 2019		631	541	627	743	600	792	619	721	640	863	677	492	7946
Total Calls 2020		619	604	802	1168	1052	1337	733	484	614				7413



OTHER ADRC UPDATES

*Senior Farmer Market Vouchers Program

*Disability and Elder Benefits Specialist Programs

*Other

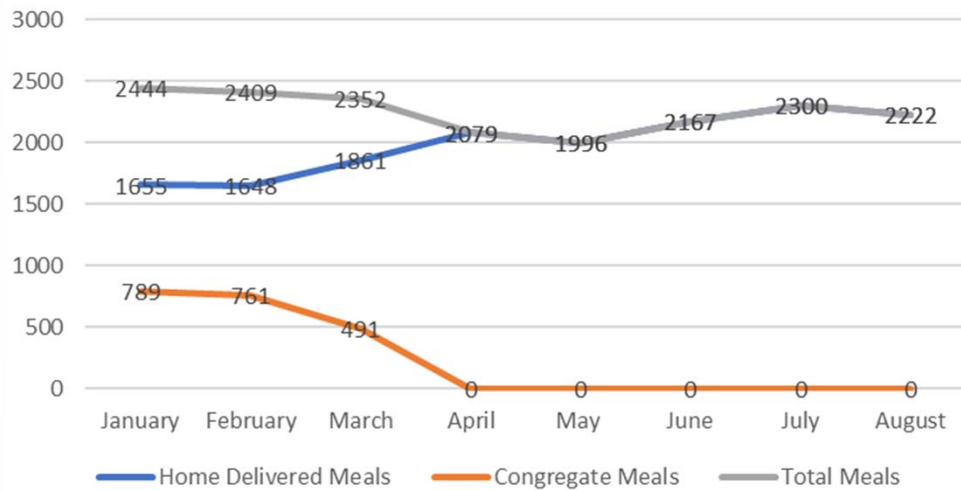


ELDERLY NUTRITION PROGRAM

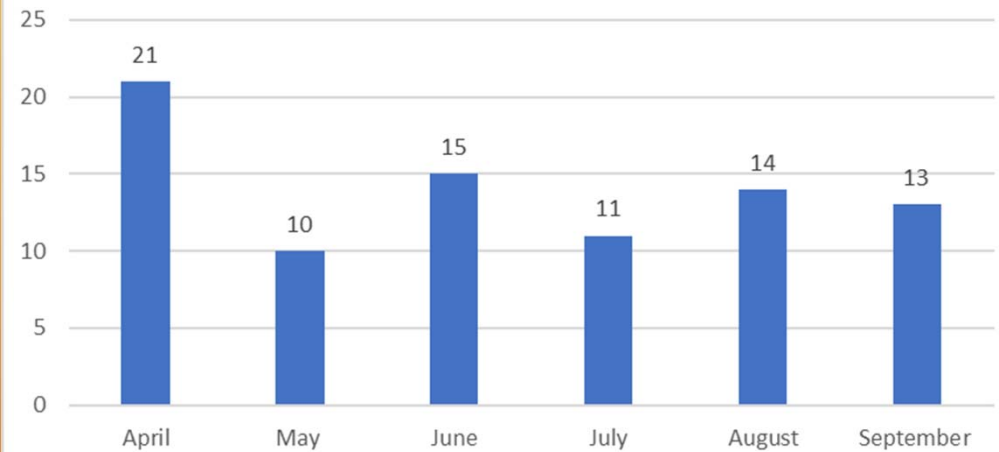
October 6, 2020



2020 Monthly Total Meals

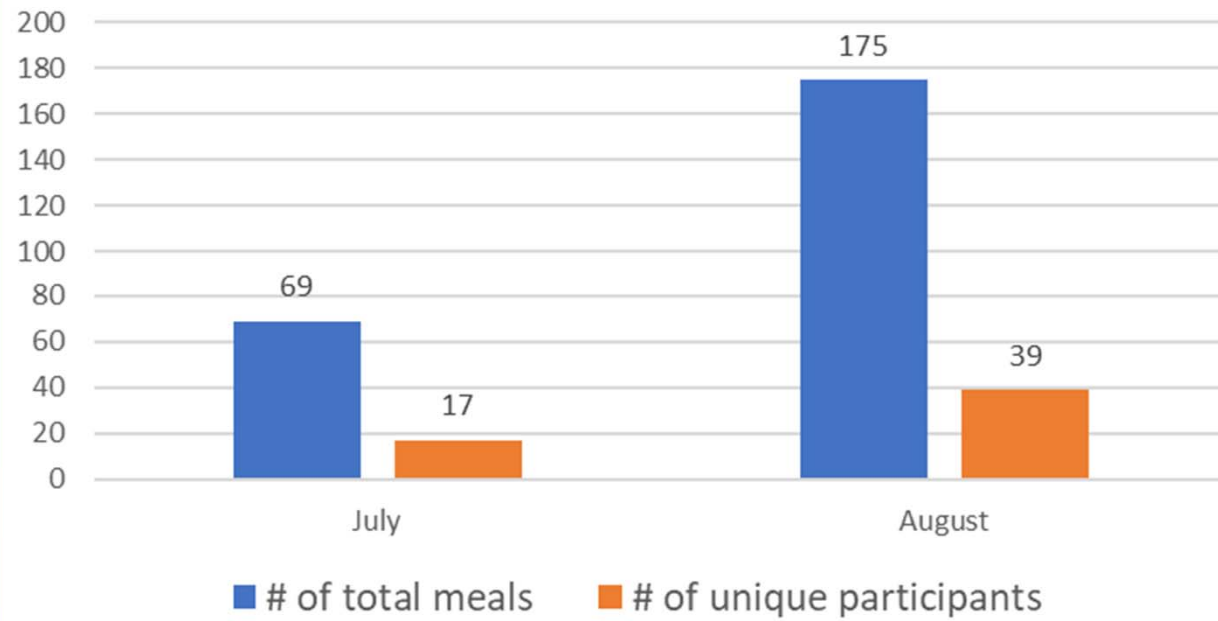


of New HDM Clients in 2020
January through March data not available



Does not include Curbside participants

Contactless Curbside Meal Pick-up 2020






Cottage cheese was distributed to Home Delivered Meal participants last week. Purchased at Festival Foods in Fort Atkinson, courtesy of a generous donation by VitaPlus Corporation, this product is made in Westby and supports Wisconsin farmers.



DISTRIBUTION OF 125 HANDMADE PLACEMATS DONATED BY THE
PATCHED LIVES QUILT GUILD IN WAUKESHA COUNTY.

OCTOBER PLANS

1. Provide two shelf stable meals to current participants
 2. Annual training for staff and volunteers
 3. Annual kitchen site inspections
- 

TRANSPORTATION / MOBILITY MANAGER

October 6, 2020



Driver / Escort Ridership

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	533
Aug	382	362	647	437
Sep	337	373	652	447
Oct	435	499	682	
Nov	372	444	634	
Dec	343	409	740	
Total	4,441	5,022	6,995	

Y-to-Y Chng (%)

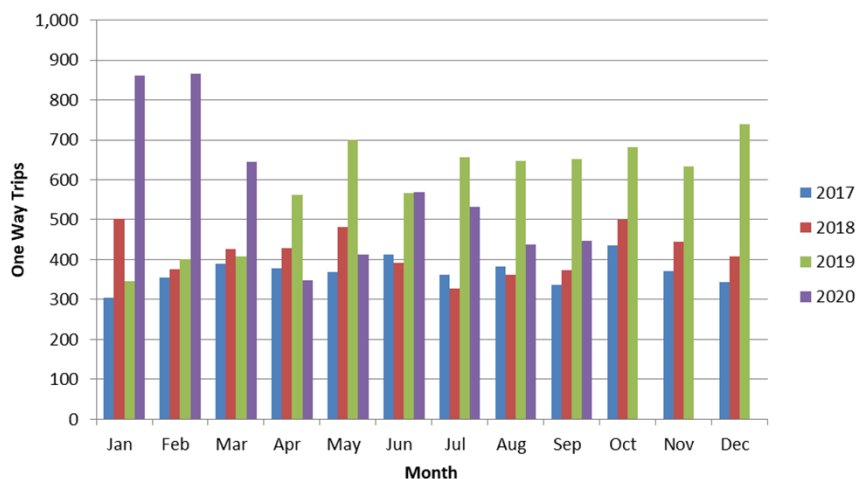
13.08

39.29

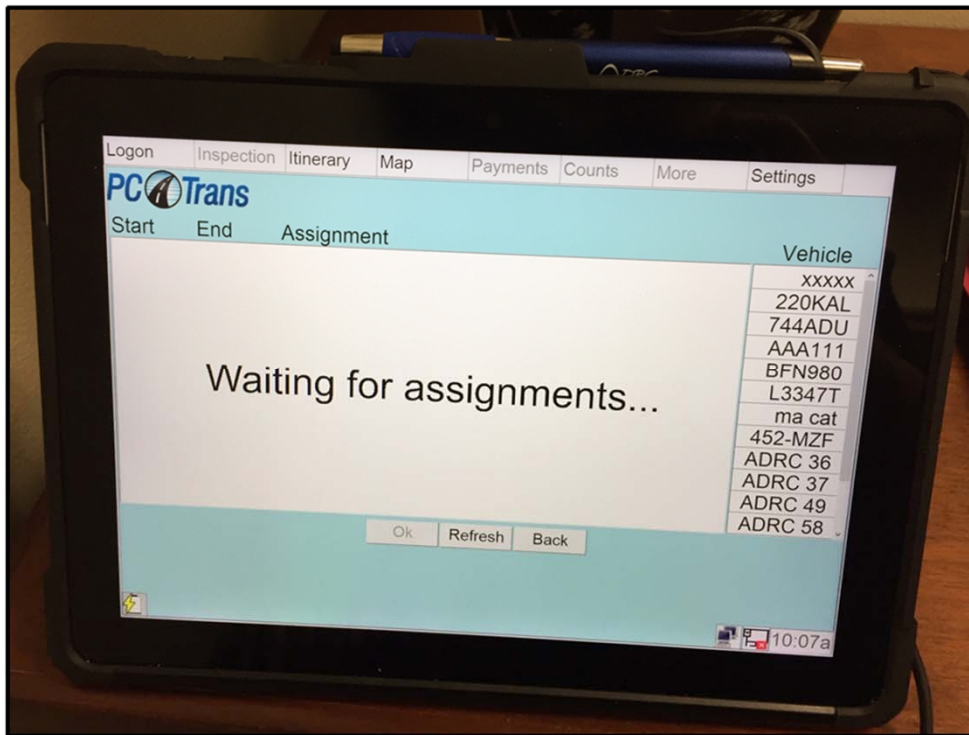
149 % Incr.
116 over
58 previous
-38 year
-41
0
-19
-32
-31

DRIVER / ESCORT TRANSPORTATION PROGRAM

Driver / Escort Ridership



ADRC Driver / Escort Program



Staff Drivers (non-volunteers) will be using tablets for passenger assignments, route mapping, fare collections, mileage tracking, hours, and pre & post trip vehicle inspections.

DRIVER / ESCORT TRANSPORTATION PROGRAM

Wednesday Walks Program



MOBILITY
MANAGER
PROJECT

JEFFERSON COUNTY'S SEPCIALIZED TRANSPORTATION ASSISTANCE PROGRAM AND NEW PROJECTS

October 6, 2020



**COUNTY ELDERLY TRANSPORTATION
2021 PROJECT BUDGET SUMMARY**

County of

Jefferson - 222,837

Project Name

Driver Escort/Volunteer Program	Senior Dining Transportation Program	Wheelchair Accessible Transportation	Day Trip Project	GoJeffCo	0	0	0	Totals
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Project Expenses

Total Project Expenses	\$292,226.00	\$200.00	\$5,000.00	\$3,220.00	\$6,108.00	\$0.00	\$0.00	\$0.00	\$306,754.00
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Project Revenue by Funding Source

\$85.21 Annual Allocation	\$209,659.00	\$200.00	\$4,750.00	\$2,920.00	\$5,708.00	\$0.00	\$0.00	\$0.00	\$223,237.00
\$85.21 Trust Fund	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
County funds	\$44,567.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$44,567.00
Passenger Revenue	\$38,000.00	\$0.00	\$250.00	\$300.00	\$400.00	\$0.00	\$0.00	\$0.00	\$38,950.00
Older American Act (OAA)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$5310 grant funds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total from other funds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
4.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
5.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Expenses - revenue =	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
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JOIN US!

- The ADRC of Jefferson County offers a specialized shopping van service on Tuesday each week.



- Space is reserved for people age 60 years and older and adults with disabilities. However, people of any age may ride if space allows.

Specialized Shopping Van Service

Trips on Tuesday each week

Advance Reservations Required
Call: 920-675-4049

\$3.00 Round-trip



1541 Annex Road
Jefferson, WI 53549
Phone: 920-675-4049

GoJeffCo Shopping Van Service



Organized by:
Jefferson County ADRC
Mobility Management

POSSIBLE MOBILITY /
TRANSPORTATION
PROJECT



TUESDAY ROUTE SCHEDULE

(Approximate Times)

10:00 AM Fort Atkinson
10:15 AM Jefferson
10:30 AM Johnson Creek
10:45 AM Watertown

11:15 AM Watertown
11:30 AM Johnson Creek
11:45 AM Jefferson
12:00 PM Fort Atkinson

12:30 PM Fort Atkinson
12:45 PM Jefferson
1:00 PM Johnson Creek
1:15 PM Watertown

1:45 PM Watertown
2:00 PM Johnson Creek
2:15 PM Jefferson
2:30 PM Fort Atkinson

PLEASE NOTE

- Cost is \$3.00 for the round trip.
- Seats are limited and by reservation only.
- Please call at least 2 business days in advance to reserve your spot.

**Reservations
Required
920-675-4049**

- Passengers will be picked up at prearranged group locations. Exceptions may be made on a case by case, pre-approved basis to meet the needs of some passengers.

IMPORTANT INFORMATION

- Minimum capacity is 2 passengers per trip.
- Bus trips may be canceled on short notice due to weather; nonparticipation, or unforeseen issues.



- Your van driver reserves the right to deny stops and passengers must wear seat belts while the van is in motion.

POSSIBLE MOBILITY / TRANSPORTATION PROJECT

ADRC
Aging & Disability Resource Center
of Jefferson County

Corridor Van Cost Estimates								
Vehicle	2017 Dodge Caravan			<p>The Corridor Van project would provide a transportation service for seniors and people living with disabilities to travel between the 4 major municipalities that exist along the State Trunk Highway 26 Corridor in Jefferson County. At present, there is no affordable intercity transportation service in Jefferson County. This intercity service would be provided by the ADRC of Jefferson County using an ADRC vehicle and staffed by ADRC employees. The proposed project would provide funding to operate this service to complete two round trips up and down the Highway 26 corridor on one day of each week. The vehicle that will most likely be used for this project is a 2017 Dodge Caravan, which has an nominal operating cost (fuel and maintenance) of \$0.19 per mile. The total miles driven each day of operation would be roughly 92 miles (which includes the miles when there are no passengers onboard). Therefore, the total vehicle cost per day would be roughly \$17.48. It is expected that each round trip up and down the Highway 26 Corridor would take about 2 hours, so the total hours of driving time would be 4 hours each day that the service operates. Driver wages and overhead cost are approximately \$25 per hour, so the total driver cost per day would be \$100. Hence, the total combined daily cost of the program would be \$117.48 (Vehicle and Driver costs). Finally, the total annual cost of the program would be \$6108.96 (assuming 1 day a week for 52 weeks of the year.</p>				
Fuel	\$ 0.15	Cost per mile						
Maintenance	\$ 0.04	Cost per mile						
Total	\$ 0.19	Cost per mile						
Trip	Distance							
One-Way base miles	18	miles						
Dead Head miles	5	miles						
Total	23	miles						
2 round trips daily	92	miles						
x cost per mile	\$ 17.48	Cost per day						
Wages & Overhead	\$25	Cost per hour						
Hours worked daily	4							
Total Wages & Overhead	\$100	Cost per day						
Total Daily Costs	\$ 117.48							
Total Hourly Costs	\$ 29.37	4 hrs per day						
# Working Days	52	Per year						
# Saturdays	0	Per year						
Total Days Served	52	Per year						
Total Annual Cost	\$ 6,108.96							

The Corridor Van project would provide a transportation service for seniors and people living with disabilities to travel between the 4 major municipalities that exist along the State Trunk Highway 26 Corridor in Jefferson County. At present, there is no affordable intercity transportation service in Jefferson County. This intercity service would be provided by the ADRC of Jefferson County using an ADRC vehicle and staffed by ADRC employees. The proposed project would provide funding to operate this service to complete two round trips up and down the Highway 26 corridor on one day of each week. The vehicle that will most likely be used for this project is a 2017 Dodge Caravan, which has an nominal operating cost (fuel and maintenance) of \$0.19 per mile. The total miles driven each day of operation would be roughly 92 miles (which includes the miles when there are no passengers onboard). Therefore, the total vehicle cost per day would be roughly \$17.48. It is expected that each round trip up and down the Highway 26 Corridor would take about 2 hours, so the total hours of driving time would be 4 hours each day that the service operates. Driver wages and overhead cost are approximately \$25 per hour, so the total driver cost per day would be \$100. Hence, the total combined daily cost of the program would be \$117.48 (Vehicle and Driver costs). Finally, the total annual cost of the program would be \$6108.96 (assuming 1 day a week for 52 weeks of the year).

POSSIBLE MOBILITY / TRANSPORTATION PROJECT

JOIN US!

We welcome ideas for future **GoJeffCo** Day Trip travel destinations.

Possible **GoJeffCo** Day Trip destinations include:

- Madison Shopping Malls
- Wisconsin State Capitol
 - Olbrich Gardens
 - Art Galleries
 - Museums
 - Fall Colors Tour
- Local Fairs and Festivals
 - Henry Vilas Zoo
- Lake Delton & Wis Dells
 - Mount Horeb

Recreational Excursion Trips

Day Trips
planned
for
each
month

Advance
Reservations
Required
Call: 920-675-4049

\$5.00
Round-trip



1541 Annex Road
Jefferson, WI 53549
Phone: 920-675-4049

GoJeffCo Day Trips

Recreational
Excursion Trips
for people age
60 years and
older and adults
with disabilities

Organized by:
Jefferson County ADRC
Mobility Management

POSSIBLE MOBILITY /
TRANSPORTATION
PROJECT



What is it?

GoJeffCo Day Trips are recreational excursion trips designed by the ADRC staff to help combat social isolation, promote an independent lifestyle and add some fun to your life routines. These trips are social in nature, usually to a destination for enrichment, entertainment and/or educational purposes.

Where do they go?

Day Trips are planned for a variety of locations including museums, local attractions or shopping centers, etc. We welcome ideas you have for destinations that appeal to you, your friends and neighbors. Some destinations may require a significant amount of walking and may not be suitable for everybody.

What is the day like?

Passengers are picked up at a pre-arranged group location, usually between the hours of 8:30 am and 9:30 am. A lunch destination will be suggested but in most cases passengers may collectively choose the exact lunch location. Passengers are then returned to their pick up location usually between the hours of 3:30 pm and 4:30 pm.

Who is eligible?

These trips are designed for adults age 60 years and older and adults with disabilities.

How much does it cost?

The fare is \$5 per person, per trip, and is collected by the driver. Each passenger is responsible for purchasing their own lunch and any additional admission fees or purchases.

Where will I find the schedule?

www.jeffersoncountywi.gov/calendar.php#ADRC

How do I make reservations?

Reservations are taken at the ADRC office. You may make a reservation for yourself and one other person. Seats will be assigned based on a first call basis. When the trip fills up, we will create a waiting list. All riders will be called with specific details 48 hours before the trip. Any openings will be filled by those on the waiting list.

Reservations

Required

920-675-4049

POSSIBLE MOBILITY / TRANSPORTATION PROJECT



Day Trip Project Cost Estimate						
Vehicle	2017 Dodge Caravan					
Fuel	\$ 0.15	Cost per mile				
Maintenance	\$ 0.04	Cost per mile				
Total	\$ 0.19	Cost per mile				
Trip	Distance					
One-Way base miles	150	miles				
Pickup / Dropoff miles	30	miles				
Total	180	miles				
1 round trips daily	360	miles				
x cost per mile	\$ 68.40	Cost per day				
Wages & Overhead	\$25	Cost per hour				
Hours worked daily	8					
Total Wages & Overhead	\$200	Cost per day				
Total Daily Costs	\$ 268.40					
Total Hourly Costs	\$ 33.55	8 hrs per day				
# Working Days	12	Per year				
# Saturdays	0	Per year				
Total Days Served	12	Per year				
Total Annual Cost	\$ 3,220.80					

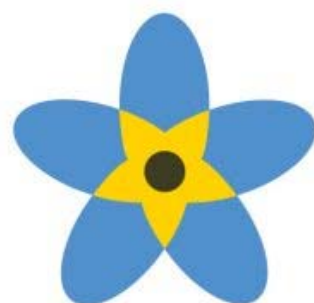
The Day Trip Project would provide a transportation service for seniors and people living with disabilities to enjoy unique places and popular attractions that can be reached within 1-2 hours of driving time from Jefferson County. The overall goal of this project would be to help individuals to have an active and social lifestyle all year round. The locations of the day trips would be selected to appeal to a variety of interests, but also to provide educational and cultural experiences as well. The Day Trip transportation would be provided by the ADRC of Jefferson County using an ADRC vehicle and staffed by ADRC employees. The vehicle that will most likely be used for this project is a 2017 Dodge Caravan, which has an nominal operating cost (fuel and maintenance) of \$0.19 per mile. The total miles driven each day of operation would be roughly 360 miles (which includes the miles to pickup and dropoff passengers). Therefore, the total vehicle cost per day would be roughly \$68.40. It is expected that each complete day trip up would take about 8 hours. Driver wages and overhead cost are approximately \$25 per hour, so the total driver cost per day would be \$200. Hence, the total combined daily cost of the program would be \$268.40 (Vehicle and Driver costs). Finally, the total annual cost of the program would be \$3220.80 (assuming 1 day a month for each month of the year).

POSSIBLE MOBILITY / TRANSPORTATION PROJECT

ITEMS FOR NEXT AGENDA

National Care Giver Month

Dementia Friends Training



**Dementia
Friends
Wisconsin**



A Dementia Friendly America initiative

**Heather Janes, Dementia Care Specialist
ADRC of Jefferson County**

DEMENTIA FRIENDLY INFO SESSION

Print off your Info Session Workbook here:

<https://wai.wisc.edu/wp-content/uploads/sites/1129/2020/05/DFWI-Information-Session-Workbook.pdf>

<https://youtu.be/x9g0oK2G9x8>

Dementia Friends Intro

People with dementia need to be understood
and supported in their communities.



You can help us by becoming a Dementia
Friend!

SESSION OUTLINE

This session will last approximately 45 minutes

We will cover the five key messages that everyone should know about dementia and you will be asked to choose something you can do as part of becoming a Dementia Friend today.



ICEBREAKER

In the chat:

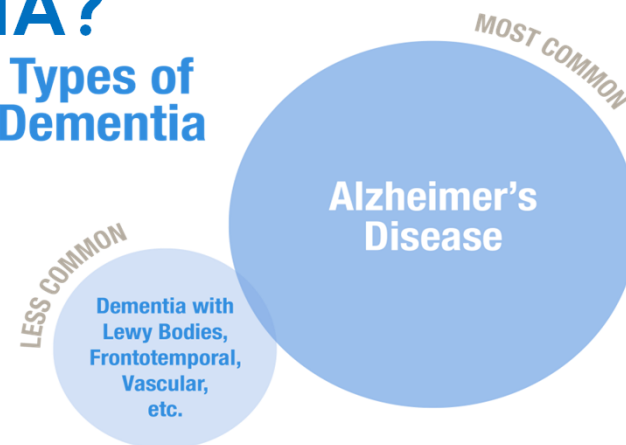
How many of you know someone (in your family, community, place of employment, place of worship, etc.) who has dementia or Alzheimer's?

Dementia – share one word that comes to mind when you hear this word.



WHAT IS DEMENTIA?

Types of Dementia



- Dementia is not a specific disease.
- It is an overall term that describes a wide range of symptoms associated with a decline in memory or other thinking skills severe enough to reduce a person's ability to perform everyday activities.
- Alzheimer's disease is the most common type of dementia, accounting for 60-80% of cases.

-Other types of dementia include Dementia with Lewy Bodies, Frontotemporal, and Vascular.

The goal of Dementia Friends is to increase understanding about dementia and reduce stigma.

WHAT IS DEMENTIA FRIENDS?

Dementia Friends is a global movement to help everyone understand dementia so that people can live well with dementia and feel part of their community.

Minnesota was the first state in the United States to offer Dementia Friends.

We currently have 2,238 Dementia Friends in the U.S.
242 Dementia Champions
42 Dementia Friends Master Trainers

You are helping create a dementia friendly generation!



Alzheimer's Disease vs. Normal Aging

10 Early Signs and Symptoms	Normal Aging
1. Memory loss that disrupts daily life	Sometimes forgetting names or appointments but remembering them later
2. Challenges in planning or solving problems	Making occasional errors when balancing a checkbook
3. Difficulty completing familiar tasks at home, at work or at leisure	Needing occasional help to use the settings on a microwave or to record a TV show
4. Confusion with time or place	Confused about the day of the week but recalling it later
5. Trouble understanding visual images and spatial relationships	Vision changes related to cataracts
6. New problems with words in speaking or writing	Sometimes having trouble finding the right word
7. Misplacing things and losing the ability to retrace steps	Misplacing things from time to time and retracing steps to find them
8. Decreased or poor judgment	Making a bad decision once in awhile
9. Withdrawal from work or social activities	Sometimes feeling weary of work, family and social obligations
10. Changes in mood and personality	Developing very specific ways of doing things and becoming irritable when a routine is disrupted.

Broken Sentences Worksheet

Match the sentences in Column 1 to Column 2 by drawing a line from each sentence beginning to the corresponding sentence end. You should end up with five sentences that make sense and become five key messages about dementia!

Column 1		Column 2
1. Dementia is not ...		A. ...diseases of the brain.
2. Dementia is caused by...		B. ...the dementia.
3. Dementia is not just...		C. ... good quality of life with dementia.
4. It is possible to have a...		D. ... about having memory problems.
5. There's more to the person than...		E. ...a normal part of aging.

FIVE KEY MESSAGES

- ❑ Dementia is not a normal part of aging
- ❑ Dementia is caused by diseases of the brain.
- ❑ Dementia is not just about having memory problems.
- ❑ It is possible to have a good quality of life with dementia.
- ❑ There's more to the person than the dementia.



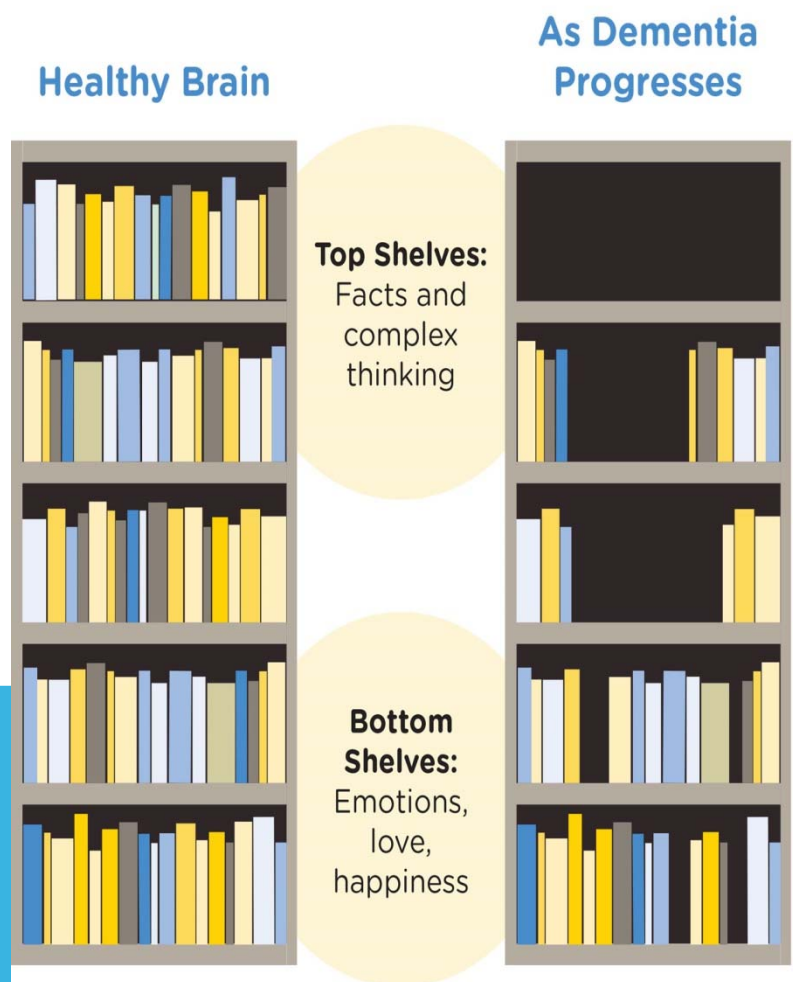
Imagine a 70- year-old woman who has Alzheimer's disease. Now imagine there is a full bookcase beside her. Each book inside the bookcase represents one of her skills or memories.

On the top shelves are her memories of facts and her skill for thinking in complex or complicated ways. For people with dementia, the top or outer part of the brain is damaged first. Skills like math, using language and keeping one's behavior in check are in this part of the brain. In our bookcase story, these skills are also books on the top shelves.

When dementia rocks the woman's bookcase, the books on the top shelf begin to fall out. The woman may not remember what she ate for breakfast, or that she has to pay for items at the drugstore or that someone came to visit her this morning. Emotions and feelings are lower down within the bookcase just like they are in the lower or inner part of the brain. This is the instinct area of the brain.

Feelings like love, happiness, frustration and sensing respect reside here. As dementia continues to rock her bookcase, the books on these lower shelves stay for a much longer time. The bookcase story helps explain different thinking skills and memories and the effects of dementia. Facts and complex thinking will fall away quickly. Emotions and feelings will remain longer.

BOOKCASE STORY



COMMUNICATION

The ability to exchange ideas, wishes, and feelings is a basic need! Communicating with a person with dementia requires patience, understanding, and good listening skills.

People with dementia may have difficulty communicating if we move or talk too quickly.

It may take a person up to 20 seconds to take in what you have said and get out of their response.



EVERYDAY TASKS

Write a step-by-step instruction list to complete a task you do daily or often. Make sure someone reading your list could follow the instructions successfully to complete the task.

How many steps does it take?

Did you miss any steps?

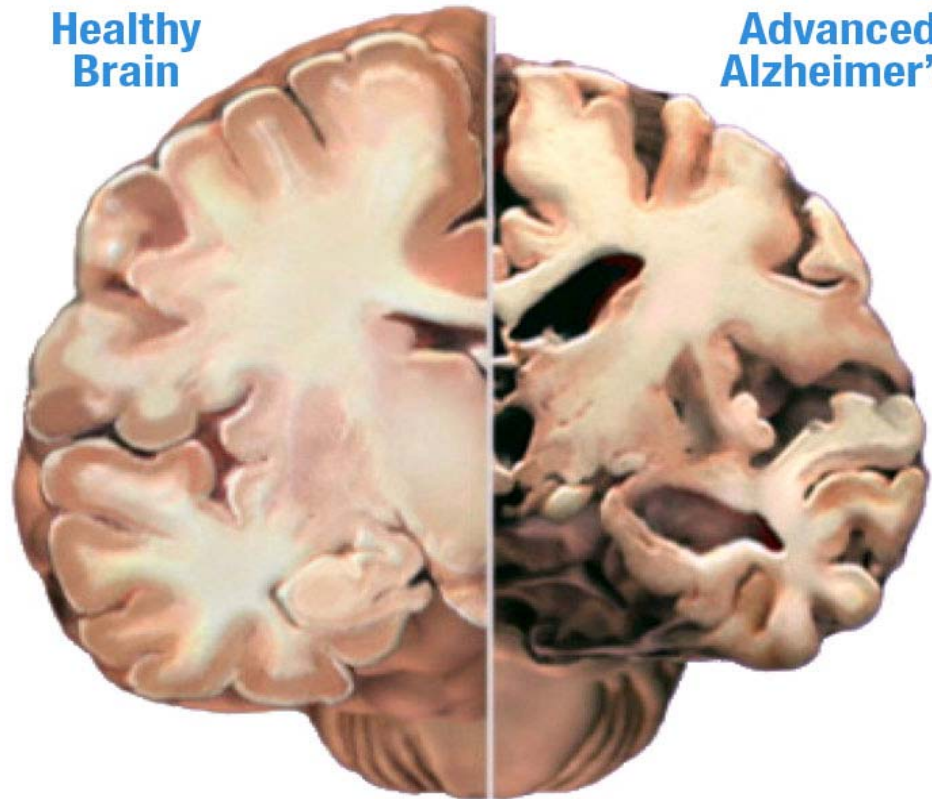
Do you think about these steps as you are doing the task?

How easy/difficult would it be for someone with dementia to complete this task?



Ideas: Making a peanut butter & jelly sandwich, brushing your teeth, tying your shoes, taking a shower, getting dressed, making a cup of coffee, etc.

**Healthy
Brain**



**Advanced
Alzheimer's**

What differences do you see?

COMMUNICATION PRACTICES

Consider these tips when communicating with a person with dementia.

Treat the person with dignity and respect. Avoid talking past the person as if he/she isn't there.

Be aware of your feelings. Your tone of voice may communicate your attitude. Use positive, friendly facial expressions.

Be patient and supportive. Let the person know that you are listening and trying to understand.





COMMUNICATION PRACTICES

Offer comfort and reassurance. If the person is having trouble communicating, reassure them that it's okay and encourage the person to continue.

Avoid criticizing or correcting. Don't tell the person what was said was incorrect. Instead, listen and try to find the meaning in what is being said.

Avoid arguing. If the person says something that you don't agree with, let it be. Arguing usually only makes things worse and often increases agitation for the person with dementia.

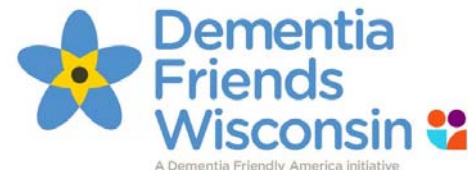
Offer a guess. If the person uses the wrong word or cannot find a word, try guessing the right word. If you understand what the person means, finding the right word might not be necessary.

Encourage nonverbal communication. If you don't understand what is being said, ask the person to point or gesture.

CONVERSATION TIPS

When approaching the person with dementia and starting a conversation:

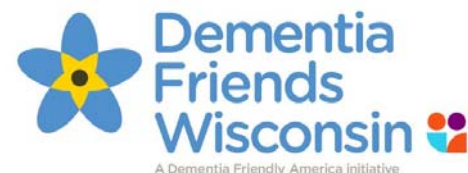
- Come from the front, identify yourself, and keep good eye contact. If the person isn't standing, go down to eye level.
- Call the person by their preferred name to get his/her attention.
- Use short, simple phrases and repeat information as needed. Ask 1 question at a time.
- Speak slowly and clearly. Use a gentle and relaxed tone.
- Patiently wait for a response while the person takes time to process what you said.



CONVERSATION TIPS

During the Conversation:

- Provide a statement rather than ask a question. For example, say “The bathroom is right here”, instead of asking, “Do you need the bathroom?”.
- Avoid vague statements about something you want the person to do. Speak directly: “Please come here. Your lunch is ready”. Name an object or place. Rather than “Here it is”, say “Here is your hat”.
- Turn negatives into positives. Instead of saying “Don’t go there”, say “Let’s go here.”
- Give visual cues. Point or touch the item you want the person to use or begin the task yourself.
- Avoid quizzing statements like “Do you remember when?”
- Try using written notes or pictures as reminders if the person is able to understand them.



5 KEY MESSAGES REFRESHER

<https://www.youtube.com/watch?v=4olrRTayLJw>



TURN YOUR UNDERSTANDING INTO AN ACTION

As a Dementia Friend, I will...

- ☐ Get in touch and stay in touch with someone I know living with dementia
 - ☐ Be patient
 - ☐ Be more understanding
 - ☐ Carry out this personal action:
-



RESOURCES IN YOUR COMMUNITY

Alzheimer's Association Greater Wisconsin Chapter

www.alz.org/gwwi

920.469.2110

24/7 Helpline: 800.272.3900

Wisconsin Dementia Resource Network

Kathleen O' Toole Smith

Wisconsin Alzheimer's Institute

608-206-2378

mkotoole@wisc.edu

Wisconsin Parkinson Association

16655 W. Bluemound Road St 330

Brookfield, WI 53005

414-312-6990

mail@wiparkinson.org

Alzheimer's and Dementia Alliance of Wisconsin

www.alzwisc.org

608.232.3400

Toll Free: 888.308.6251

Wisconsin Alzheimer's Institute Memory Clinic Network

www.wai.wisc.edu/clinics/overview.html

Wisconsin Alzheimer's Institute Best Practice Guides

www.wai.wisc.edu/publichealth/guides.html

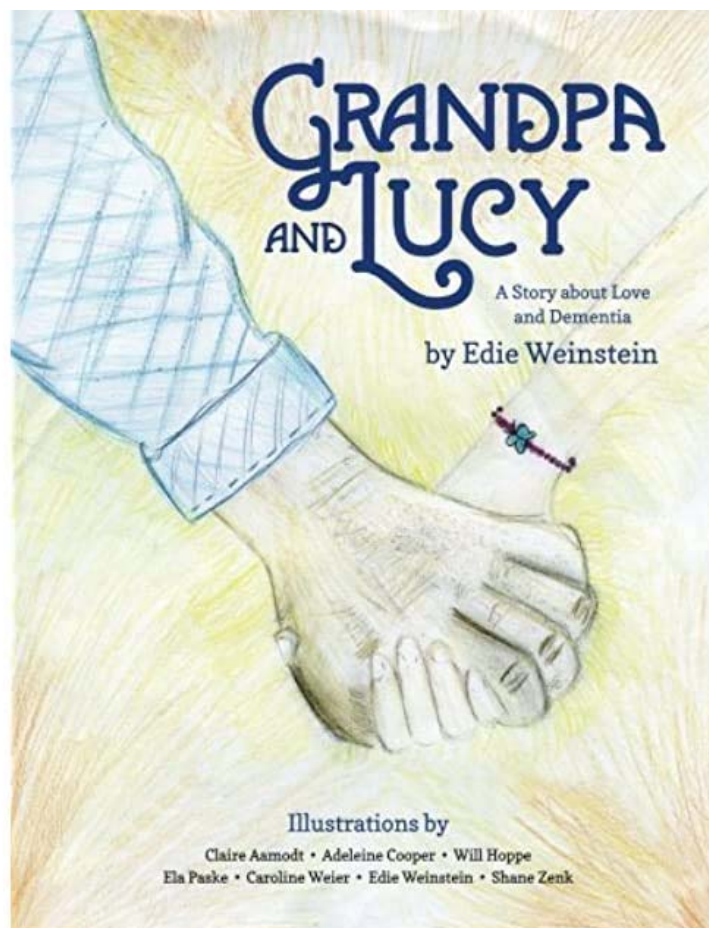
To find your local Area Agency on Aging or Aging and Disability Resource Center,

visit: <http://www.eldercare.gov/>

Dementia Friends Wisconsin is a program of the Wisconsin Alzheimer's Institute at the University of Wisconsin.

For more information, please contact Kate Kowalski at kmkowalski@wisc.edu, or visit www.wai.wisc.edu/dementiafriendswi

GRANDPA & LUCY



COMMUNITY RESOURCES

**Aging and Disability Resource Center of Jefferson
County**

**1541 Annex Road, Jefferson, WI 53549
920-674-8734**

Dementia Care Specialist: 920-675-4035



I'm a
Dementia
Friend



CERTIFICATION

A certification of completion will be e-mailed to you within the next two weeks.



TIME FOR QUESTIONS!



Information Session

People with dementia need to be understood and supported in their communities.

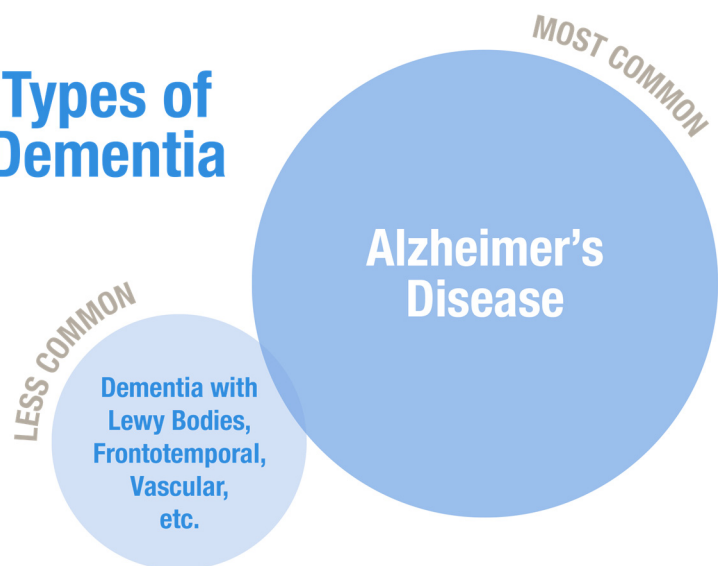
You can help by becoming a Dementia Friend.

What is Dementia?

Dementia is not a specific disease. It's an overall term that describes a wide range of symptoms associated with a decline in memory or other thinking skills severe enough to reduce a person's ability to perform everyday activities.

Alzheimer's disease is the most common type of dementia and accounts for 60 to 80 percent of cases. Other types of dementia include Dementia with Lewy Bodies, Frontotemporal, and Vascular.

Types of Dementia



With permission of Dementia Friends, Alzheimer's Society, London UK

Alzheimer's Disease vs. Normal Aging

10 Early Signs and Symptoms	Normal Aging
1. Memory loss that disrupts daily life	Sometimes forgetting names or appointments but remembering them later
2. Challenges in planning or solving problems	Making occasional errors when balancing a checkbook
3. Difficulty completing familiar tasks at home, at work or at leisure	Needing occasional help to use the settings on a microwave or to record a TV show
4. Confusion with time or place	Confused about the day of the week but recalling it later
5. Trouble understanding visual images and spatial relationships	Vision changes related to cataracts
6. New problems with words in speaking or writing	Sometimes having trouble finding the right word
7. Misplacing things and losing the ability to retrace steps	Misplacing things from time to time and retracing steps to find them
8. Decreased or poor judgment	Making a bad decision once in awhile
9. Withdrawal from work or social activities	Sometimes feeling weary of work, family and social obligations
10. Changes in mood and personality	Developing very specific ways of doing things and becoming irritable when a routine is disrupted.

Source:

www.alz.org/10-signs-symptoms-alzheimers-dementia.asp

Broken Sentences Worksheet

Match the sentences in Column 1 to Column 2 by drawing a line from each sentence beginning to the corresponding sentence end. You should end up with five sentences that make sense and become five key messages about dementia!

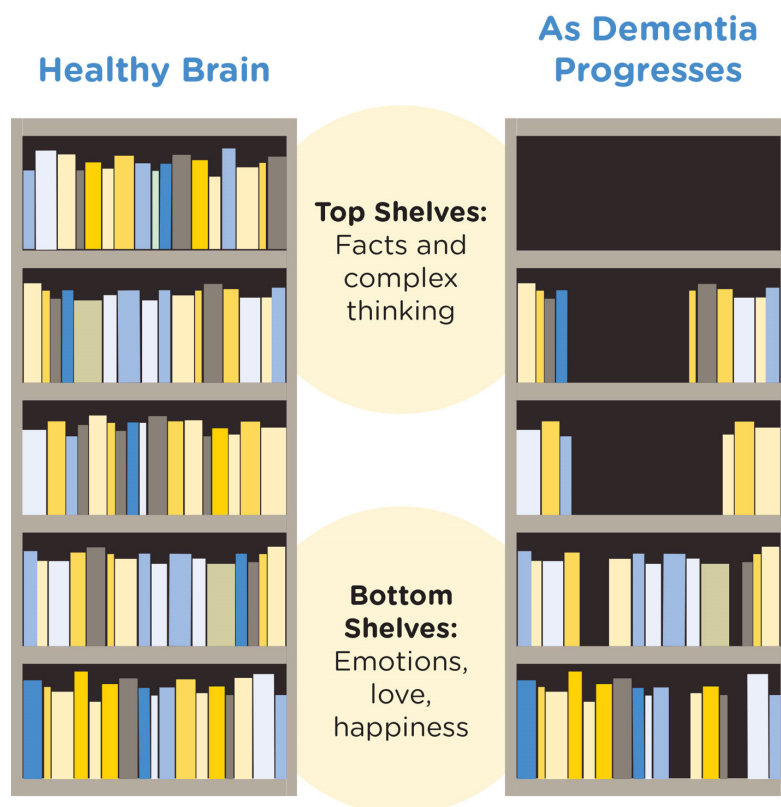
Column 1
1. Dementia is not ...
2. Dementia is caused by...
3. Dementia is not just...
4. It is possible to have a...
5. There's more to the person than...

Column 2
A. ...diseases of the brain.
B. ...the dementia.
C. ... good quality of life with dementia.
D. ... about having memory problems.
E. ...a normal part of aging.

Bookcase Story

Imagine a 70- year-old woman who has Alzheimer's disease. Now imagine there is a full bookcase beside her. Each book inside the bookcase represents one of her skills or memories.

On the top shelves are her memories of facts and her skill for thinking in complex or complicated ways. For people with dementia, the top or outer part of the brain is damaged first. Skills like math, using language and keeping one's behavior in check are in this part of the brain. In our bookcase story, these skills are also books on the top shelves.



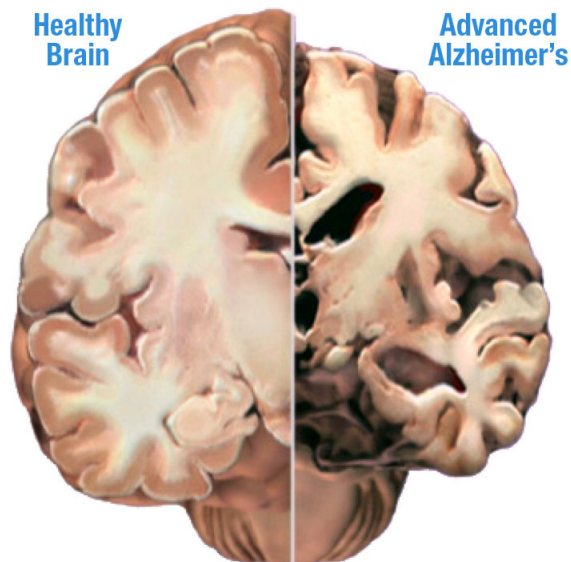
When dementia rocks the woman's bookcase, the books on the top shelf begin to fall out. The woman may not remember what she ate for breakfast, or that she has to pay for items at the drugstore or that someone came to visit her this morning.

Emotions and feelings are lower down within the bookcase just like they are in the lower or inner part of the brain. This is the instinct area of the brain. Feelings like love, happiness, frustration and sensing respect reside here. As dementia continues to rock her bookcase, the books on these lower shelves stay for a much longer time.

The bookcase story helps explain different thinking skills and memories and the effects of dementia. Facts and complex thinking will fall away quickly. Emotions and feelings will remain longer.

Everyday Tasks

Write a step-by-step instruction list to complete a task you do daily or often. Make sure someone reading your list could follow the instructions successfully to complete the task.



Communication Practices

Consider these tips when communicating with a person with dementia.

Treat the person with dignity and respect. Avoid talking past the person as if he or she isn't there.

Be aware of your feelings. Your tone of voice may communicate your attitude. Use positive, friendly facial expressions.

Be patient and supportive. Let the person know that you are listening and trying to understand.

Offer comfort and reassurance. If the person is having trouble communicating, reassure them that it's okay and encourage the person to continue.

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- Give visual cues. Point or touch the item you want the person to use or begin the task yourself.
- Avoid quizzing statements like "Do you remember when?"
- Try using written notes or pictures as reminders if the person is able to understand them.

Five Key Messages

- Dementia is not a normal part of aging.
- Dementia is caused by diseases of the brain.
- Dementia is not just about having memory problems.
- It is possible to have a good quality of life with dementia.
- There's more to the person than the dementia.

Turn Your Understanding into Action

As a Dementia Friend, I will...

- _____ get in touch and stay in touch with someone I know living with dementia.
- _____ be patient.
- _____ be more understanding.
- _____ carry out this personal action:

Resources in Your Community

Alzheimer's Association Greater Wisconsin Chapter www.alz.org/gwwi 920.469.2110 24/7 Helpline: 800.272.3900	Alzheimer's Association Southeastern Wisconsin Chapter www.alz.org/sewi 414.479.8800 24/7 Helpline: 800.272.3900
Alzheimer's Association South Central Wisconsin Chapter www.alz.org/scwisc 608.203.8500 24/7 Helpline: 800.272.3900	Alzheimer's and Dementia Alliance of Wisconsin www.alzwisc.org 608.232.3400 Toll Free: 888.308.6251
Wisconsin Alzheimer's Institute Memory Clinic Network www.wai.wisc.edu/clinics/overview.html	Wisconsin Alzheimer's Institute Best Practice Guides www.wai.wisc.edu/publichealth/guides.html

To find your local Area Agency on Aging or Aging and Disability Resource Center, visit:

<http://www.eldercare.gov/>



Dementia Friends Wisconsin is a program of the Wisconsin Alzheimer's Institute at the University of Wisconsin. For more information, please contact Kate Kowalski at kmkowalski@wisc.edu, or visit www.wai.wisc.edu/dementiafriendswi