



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

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Date: Tuesday, March 2, 2021

Time: 1:00 p.m.

Committee Members: Russell Kutz, Chair; Jeanne Tyler, Vice-Chair; Janet Sayre Hoeft, Secretary; Ellen Sawyers, Ruth Fiege. LaRae Schultz, Sira Nsibirwa, Michael Wineke, and Frankie Fuller. Guest: Katie Dixon,

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 January 5, 2020
6. Introduction of new committee members - Sira Nsibirwa and Michael Wineke
7. Communications
8. Public comment (Members of the public who wish to address the committee on specific agenda items must register their request at this time)
9. Advocacy Updates from GWAAR – Greater Wisconsin Agency on Aging Resources and /or ORCD – Office of Resource Center Development – 3-Year Aging Plan Update
10. Discuss ADRC 2021 Key Outcome Indicators
11. Discuss ADRC Report - Dominic Wondolkowski, ADRC Supervisor
12. Discuss Senior Dining Program Updates– Kimberly Swanson, Senior Nutrition Program Supervisor
13. Discuss Mobility Management Updates - Mike Hansen, Mobility Manager
14. Discuss Dementia Care Specialist Program - Heather Janes, Dementia Care Specialist
15. Discuss Caregiver Support Specialist Programs – Kim Herman, Caregiver Support Programs
16. Discussion Elder Benefit Specialist/Disability Benefit Specialist – Alyssa Kulpa/Shelly Wangerin/Karla Nava
17. Discussion and possible action on the ADRC Committee By-Laws – Updated Orientation Manual & By Laws.
18. Discussion on items for the Next Agenda
19. Adjournment

Next scheduled meetings: April 6, 2021
 May 4, 2021
 June 1, 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, February 2, 2021

Call to Order

The meeting was called to order by Kutz at 1:19 pm.

Roll Call

Present: Russell Kutz, Chair; Jeanne Tyler, Vice Chair; Janet Sayre Hoeft, Secretary; Ellen Sawyers, Frankie Fuller, LaRae Schulz, and Ruth Fiege. Guest: Carol O’Niel

Also present from ADRC: Michael Hanson, Kimberly Swanson, Kim Herman, ReBecca Schmidt, and Dominic Wondolkowski.

Certification of Compliance with Open Meetings Law

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

Approval of Agenda

Janet Sayre Hoeft made a motion to approve the agenda, Ruth Fiege seconded. Motion carried.

Approval of January 5, 2021 Minutes

Frankie Fuller made a motion to approve meeting minutes from January 5, 2021, Jeanne Tyler seconded. Motion carried.

Communications

No new communications

Public Comment

No public comment

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

ReBecca Schmidt shared that the 3-year Aging plan will be due to GWAAR by November of 2021. This plan encompasses the ADRC of Jefferson County’s goals and plans for meeting identified community service area needs and wants related to individuals over the age of 60.

GWAAR is holding monthly meetings to assist Directors in the development of the plan. The first meeting addressed the importance of, and ideas for gathering community input for the plan.

ReBecca Schmidt recommended that for this plan the ADRC of Jefferson County would focus on identifying community needs and interests as well as focusing on representation from diverse populations.

The 3-year Aging Plan requires ADRCs to utilize at least two distinct methods of community engagement for gathering input. ReBecca Schmidt asked the committee members to suggest methods for gathering community input. Several suggestions were provided by committee members. Suggestions were; paper surveys and phone surveys, visiting the local Farmer’s Markets to meet and survey individuals attending, visiting local aging apartment complexes to hold information gathering forum, hold outdoor Town Hall meetings when the weather allows, getting a booth at the Jefferson County Fair to connect with people in person, visiting Senior Centers when they are re-opened, and surveying our core volunteers. Several committee members stated that they would be willing to participate in these community input efforts.

ReBecca Schmidt was asked by the committee how a survey would be created. ReBecca reported that she is planning to work with the UW Social Work department to aid in the development of an effective survey.

ReBecca Schmidt updated the Committee on the ADRC's efforts to vaccinate employees against the COVID virus. The CDC identified that the ADRC staff qualified as frontline health care personnel, therefore COVID vaccines have been offered and many ADRC staff have chosen to receive these vaccinations in January, with the second dose being available the first week of February. The ADRC will continue to follow the CDC's preventative measures such as social distancing, virtual interactions when possible, wearing masks, and working remotely if reasonable.

Discussion: ADRC Report, Dominic Wondolkowski:

The new 2021 Key Outcome Indicator (KOI) was reviewed. ADRC staff are expected to provide enrollment counseling within 5-business days of the ADRC's awareness of confirmed functional and financial eligibility for publicly-funded long-term care (PFLTC). The KOI is a requirement of the 2021 Scope of Services. Staff must have at least two attempted contacts to the potential enrollee or designee within the 5-business day time frame. For January, the KOI was met. 8 of 8 customers were provided information per KOI guidelines, resulting in 7 LTC enrollments and/or IRIS referrals. After receiving enrollment counseling, one customer declined and the case is closed.

In January, ADRC staff documented 388 calls with 215 unduplicated callers. This is about the same as December 2020 (379 calls with 216 unduplicated callers). The ADRC now has four full-time staff accepting calls and hopefully productivity will increase in February.

COVID-19 updates provided include: (1) COVID-19 Vaccine: What You Need to Know Free Webinar Feb. 3rd at 12-1pm. provided by WI. Women's Health Foundation. Use link to access webinar: <https://register.gotowebinar.com/register/1019190516847567119>. (2) On 1-27-21, DHS send out communication regarding "Recent Expansion of Eligible Groups for COVID-19 Vaccination" which includes individuals enrolled in Medicaid long-term care programs. Information can be found on the DHS website. <https://www.dhs.wisconsin.gov/covid-19/vaccine-about.htm> and (3) Jefferson Co. will be offering FREE Walk-In Testing at our Parks Shop every Fri. and Sat. in February and first Fri-Sat in March. Information is available on County Facebook Page.

Other ADRC updates include: (1) DHS issued revised requirements effective 2-1-21 for the Social Assistance Management System (SAMS), which is the client tracking database used by ADRC'S to capture consumer, call and provider records (2) two staff are schedule to take the Continuing Skills Test (functional screen exam) Feb 4th and 5th. (3) All Resource Specialist staff are either actively in training and/or are in the beginning stages of scheduling a preventative health class (Living Well with Chronic Conditions and Healthy Living with Chronic Pain) and (4) the ADRC will again advertise in the Conexiones Latinas Quarterly Publication for calendar year 2021.

Discussion: Senior Dining Program Updates – Kimberly Swanson:

Swanson requested discussion and approval of the ADRC Advisory Committee for a second term appointment to the Nutrition Project Council for Barbara Schmitt when the first term expires on 11/13/21. A motion was made by Janet Sayre Hoeft and seconded by Jeanne Tyler to approve a second term appointment for Schmidt and to send the recommendation to the City Board for approval. Swanson also requested discussion and approval of the recommended amendments to the Nutrition Project Council bylaws. A motion was made by Ruth Feige and seconded by LaRae Schulz to approve the amendments and send to the City Board for approval. Swanson further requested discussion and approval for a Meal Waiver for a Home Delivered Meal Participant. A motion was made by Frankie Fuller and seconded by Jeanne Tyler to approve the Meal Waiver and send to the City Board for approval. And finally, Swanson shared that the Senior Nutrition Program served 29, 410 total meals

and enrolled 140 new Home Delivered Meal participants in 2020 as compared to 26,768 total meals and 66 new Home Delivered Meal participants in 2019.

Discuss Mobility Manager Report – Michael Hansen:

Ridership for the ADRC of Jefferson County Driver / Escort Service for January held steady with 546 rides in December. The number of new (first time) riders for January was 10.

The 2020 Driver Escort Transportation Client Survey results were presented. A total of 92 surveys were distributed to clients who had used our service during the month of December and 43 completed surveys were returned.

The questions from the 2019 survey were used again to be able to compare new results to those from the previous year. The 2020 survey results were very similar to those obtained in 2019. A few highlights of the 2020 survey are as follows: 1) Roughly half of our clients are unable to drive because they have a disability or do not have a driver's license, 2) Over half of our clients first learned of our service by word of mouth, 3) Over half of our clients are comfortable using other forms of public transit including taxi and van pools, 4) Our overall service was rated good to excellent by 100% of our clients. Lastly, some opportunities for improving our service would be to: 1) offer more trips for shopping, 2) have a live person answer the phone more than an answering machine, and 3) confirm the scheduling of all rides whenever possible.

Discuss Family Caregiver Programs – Kim Herman:

Kim Herman Shared the current census of the Alzheimer's Family Caregiver Support Program, the National Family Caregiver Support Program, and Supportive Services. She also shared the main sources of referrals for each program.

Orientation Manual and By Laws Annual Update:

Schmidt shared that the ADRC Advisory by-laws need to be updated. The by-laws are part of the Orientation Manual also requiring updating for 2021. All of the data and financials for 2020 have not been finalized at this time, therefore, the updated Orientation Manual along with the updated by-laws will be shared with this committee at the March 2021 meeting.

Adjourn: Jeanne Tyler made a motion to adjourn the meeting, Frankie Fuller seconded. Motion carried. Meeting adjourned at 3:00 pm.

Respectfully submitted,

ReBecca Schmidt
Aging & Disability Resources Division Manager



Orientation Manual

**For the Aging & Disability Resource Center (ADRC)
Advisory Committee of Jefferson County**



Our mission is to provide older adults and people with physical or developmental/intellectual disabilities the resources needed to live with dignity and security, and achieve maximum independence and quality of life. The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

ADRC's are authorized under s. 46.283 of the Wisconsin Statutes (<https://docs.legis.wisconsin.gov/statutes/statutes/46/283>) and subject to the requirements contained in Chapter DHS 10 of the Wisconsin Administrative Code (http://docs.legis.wisconsin.gov/code/admin_code/dhs/001/10).

SECTION 1: INTRODUCTION

The Aging & Disability Resources Division of Jefferson County Human Services encompasses many programs and funding streams. This manual is divided into sections to help committee members understand their power and duties; and the similarities, differences and contractual obligations related to each of the following programs:

Older American's Act

- Advocacy
- Elderly Benefit Specialist Program
- Health Promotion
- National Family Caregiver Support
- Senior Dining & Home Delivered Meals
- Supportive Services
- Transportation

Aging & Disability Resource Center

- Advocacy
- Access to Other Programs & Benefits Information & Assistance
- Access to Publicly Funded Long-Term Care
- Community Needs Identification
- Dementia Care Specialist
- Disability Benefit Specialist Program
- Options Counseling
- Outreach & Marketing
- Pre-Admission Consultation
- Prevention & Early Intervention
- Transitional Services for Youth

State Funded Initiatives

- Abuse/Neglect of Vulnerable Adults
- Adult Protective Services
- Alzheimer's Family Caregiver Support
- S85.21 Specialized Transportation
- S5310 Mobility Manager

SECTION 2: GOVERNANCE



The Older American's Act requires states to develop planning and service areas. There are various organizational options available for states to consider. In Wisconsin there are three planning and service areas: Milwaukee County, Dane County and the balance of the state. Within each of these areas the state has designated a public or private nonprofit organization as the Area Agency on Aging. Area Agencies on Aging are responsible for preparing and developing a plan for a comprehensive and coordinated system of supportive services for older persons in their respective areas.

The Area Agency on Aging that oversees Jefferson County is the Greater Wisconsin Agency on Aging Resources, GWAAR. This nonprofit agency is committed to supporting the successful delivery of aging programs and services in 70 counties and 11 tribes in Wisconsin. GWAAR provides Aging Units and ADRC's with training, technical assistance, and advocacy to ensure the availability and quality of programs and services to meet the changing needs of older people living in Wisconsin. GWAAR is also responsible for contracting with counties who arrange for or provide direct services to people aged 60+ using federal Older American's Act and/or state connected funding.

County Aging Units

Each county in WI has a designated Aging Unit. In Jefferson County, the Aging Unit is called the "Aging & Disability Resources Division." The division was created in 2009 when the county opened the Aging & Disability Resource Center and began moving into Family Care. The division manages all of the state contracts associated with the Older American's Act, Transportation and the Aging & Disability Resource Center.

Aging Units and ADRC's are required to have a governing committee. On April 15, 2008 the **ADRC Advisory Committee** was created by the Jefferson County Board of Supervisors and is organized according to the following State Statutes:

- **Aging Unit**, Commission on Aging: 46.82(4)(a)1-2; Composition 46.82(4)(b)1-3; Terms 46.82(4)(c) and Powers & Duties 46.82(4)(d); AND
- **Aging & Disability Resource Center**, Governing Board: 46.283(6)(a)1-3; 46.283(6)(b)1-10.

The ADRC Advisory Committee is actively involved in advocacy, oversight and planning efforts on behalf for the division's constituents; however, the Human Services Board is the department's policy making body. Please refer to the following attachments for more information:

- Attachment I: Organizational Chart
- Attachment II: By Laws
- Attachment III: Job Description
- Attachment IV: Recruitment Standards



Section 3: The Older American's Act of 1965

The Older American's Act was originally signed into law by President Lyndon B. Johnson on July 14, 1965. The act was created by the federal Administration on Aging (AOA) and provides grants to states for a variety of activities and services that comply with the congressional declaration of objectives. Following is the *Preamble to the Older American's Act*:

"The Congress hereby finds and declares that, in keeping with the traditional American concept of the inherent dignity of the individual in our democratic society, the older people of our Nation are entitled to, and it is the joint and several duty and responsibility of the governments of the United States, of the several States and their political subdivisions, and of Indian tribes to assist our older people to secure equal opportunity to the full and free enjoyment of the following objectives:"

- An adequate income in retirement in accordance with the American standard of living.
- The best possible physical and mental health which science can make available and without regard to economic status.
- Obtaining and maintaining suitable housing, independently selected, designed and located with reference to special needs and available at costs which older citizens can afford.
- Full restoration services for those who require institutional care, and a comprehensive array of community-based, long term care services adequate to appropriately sustain older people in their communities and in their homes, including support to family members and other persons providing voluntary care to older individuals needing long term care services.
- Opportunity for employment with no discriminatory personnel practices because of age.
- Retirement in health, honor, dignity - after years of contribution to the economy.
- Participating in and contributing to meaningful activity within the widest range of civic, cultural, education and training and recreational opportunities.
- Efficient community services, including access to low-cost transportation, which provide a choice in supported living arrangements and social assistance in a coordinated manner and which are readily available when needed, with emphasis on maintaining a continuum of care for vulnerable older individuals
- Immediate benefit from proven research knowledge which can sustain and improve health and happiness.
- Freedom, independence, and the free exercise of individual initiative in planning and managing their own lives, full participation in the planning and operation of community-based services and programs provided for their benefit, and protection against abuse, neglect, and exploitation."

Older American's Act Programs

Advocacy

The Older American's Act is the foundation of the Aging Network and the central tenet of the OAA is advocacy. The context under which the ADRC Advisory Committee operates involves:

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

Elderly Benefit Specialist Program

Elderly Benefit Specialists (EBS) are advocates who are trained to help older persons who are experiencing problems with public or private benefit programs. Jefferson County employs two specialists, one is full-time, the other part-time. In 2020, the program served 773 clients.

Funding for this program in 2021 comes from the federal, state and county tax dollars:

- a. State EBS Contract from DHS - \$28,215
- b. State Health Insurance Program (SHIP) \$7,400
- c. Medicaid
- d. Aging & Disability Resource Center (ADRC)
- e. EBS OCI (SPAP) Prescription Drug Assistance \$6,102
- f. MIPPA – Medicare Improvement for Patients and Providers Act \$5,275
- g. State Senior Community Services (SSCS) - \$7,986

Health Promotion

At the national level there are many priorities that focus on maintaining good health and preventing or managing illness or injury. GWAAR and the Department of Health Services (DHS) continually provide county aging units with a variety of materials for distribution. There are several evidenced based prevention programs that GWAAR and DHS promote: Living Well with Chronic Conditions and Stepping On, a falls prevention program. In 2021 our budget allows \$5,060 of prevention programs to be provided, plus any unspent 2020 funds. We received additional CARES funding for this program in 2020.

The home delivered meal assessor provides participants with nutrition counseling and medication management services during the assessment. On a regular basis health & wellness is promoted by every ADRC team member.

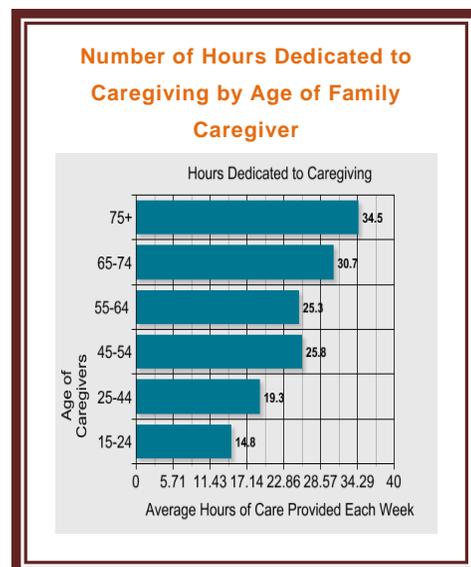
National Family Caregiver Support

The National Family Caregiver Support Program was created by the Administration on Aging in October, 2000. The funding allocation for 2021 is \$37,329, the county cash match for this budget is \$13,695 allowing a total budget of \$51,024. The program helps families sustain their efforts to care for older relatives by providing them with the following services/supports:

- **Information** in the form of outreach and education about resources to help families in their caregiver roles;
- **Assistance** to families in learning about and locating services;
- **Caregiver support** in the form of counseling, training, and support groups;
- **Respite care** to provide caregivers a temporary break from their responsibilities; and
- **Supplemental services** including items or services designed to help “fill the gap” when there is a need.



Senior Dining & Home Delivered Meals



The purpose of the elderly nutrition program is to provide nutrition services that assist older individuals to live independently, by promoting better health through improved nutrition and reduced isolation through programs coordinated with nutrition-related supportive services.

Nutrition services and health include the procurement, preparation, transport, and service of meals; nutrition education; nutrition screening; and nutrition counseling; to older individuals at community dining centers or in their homes.

Senior Dining is the biggest program in terms of dollars spent under the Older American’s Act. Funding for the program in 2020 was provided as follows:

GWAAR Contract*	\$191,927
FFCRA Funding	\$49,127
CARES Funding	\$107,212
Participant Contributions	\$85,894
MCO Payments	\$10,983

* Not all of this funding was used in 2020. Unused finding can be carried over into 2021.

Supportive Services

Supportive services are intended to help people remain in their homes, with the help that they need, to meet their activities of daily living or access community services. Supportive Services is the second largest funding category under OAA. The Title 3 B Supportive Services budget is funded at \$76,431 (2021) with a county match of \$11,718. The match includes an estimate \$29,000 of unspent 2020 funding.

Transportation

Jefferson County Provides transportation services to the elderly and to persons with a disability through the s85.21 Specialized Transportation Program. Persons seeking access to medical care are given priority services, as well as those needing help in meeting their nutritional needs. Our transportation budget for 2021 is \$349,281 in total expenses. This will be funded by the 85.21 transportation program contract, which is \$222,837 in 2021 and calls for a 20% County Local match. The remainder of the funding is MCO payments, participant contributions, and County tax levy.

Jefferson County began operating a Mobility Manager program in 2019. The Mobility Manager helps older adults, people with disabilities and anyone facing barriers finding transportation. Mobility Managers focus on meeting individual customer needs through a wide range of transportation options and service providers. In 2021, we will receive \$66,989 in 5310 Funding for the Mobility Manager Programs.

In addition, in 2021, Jefferson County was awarded a 5310 Vehicle Operating Grant. This grant will provide the County will provide the County with \$32,800 toward the purchase of an additional vehicle for the transportation program. The County will contribute \$8,200 of local match from our vehicle escrow reserve.

Aging & Disability Resource Center Excerpts from the state contract 2021

Advocacy

ADRCs shall advocate on behalf of the individuals and groups who comprise their target populations when needed services are not being adequately provided within the service delivery system. Required advocacy activities include:

Intervention by an ADRC staff person on behalf of a customer to ensure that he/she receives the benefits and services for which he/she is eligible.

Facilitation of a customer's self-advocacy by an ADRC staff person to motivate and support the customer obtaining information, opportunities, respect and recognition to which he/she is entitled and obtaining the services for which he/she is eligible.

Identification by the ADRC of community conditions, structures or institutions that are barriers to adequate availability of essential community services.

Communication and outreach by the ADRC to facilitate improvements to community conditions, structures or institutions that are barriers to adequate services with the objective to benefit the community rather than focusing on the needs of any one individual, family, group or organization.

Information and Assistance

The ADRC shall provide information and assistance to members of the client populations and their families, friends, caregivers, advocates and others who ask for assistance on their behalf. Providing information and assistance includes listening to the inquirer, assessing his or her needs, and helping the inquirer to connect with service providers or gain information to meet the identified needs. Information and assistance must be provided in a manner convenient to the customer including, but not limited to, being provided in-person in the person's home or at the ADRC office as an appointment or walk-in, over the telephone, via e-mail, or through written correspondence.

Long Term Care Options Counseling

The ADRC shall provide counseling about the options available to meet long-term care needs and factors to consider in making long-term care decisions. Options counseling is an interactive decision-support process that typically includes a face-to-face interaction, is more than providing a list of service providers or programs for people to choose among, and is time-intensive. The ADRC shall provide options counseling to members of its primary client populations and their families, caregivers, and others who ask for assistance on their behalf.

Access to Publicly Funded Long-Term Care

The ADRC shall assure that customers who request access to long term care and indicate potential eligibility for publicly funded long-term care services are informed of, and assisted in accessing, these services.

Community Needs Identification

The ADRC shall identify the unmet needs of its client populations, including unserved or underserved subgroups within the client populations, and the types of services, facilities or funding sources that are in short supply. The ADRC shall document unmet needs in its client tracking system, at a minimum, per the Department's Client Tracking System Requirements. ADRCs shall analyze at least annually unmet needs data from the ADRC's client tracking system to provide information to the ADRC governing board for the board to meet its requirements. The ADRC shall identify unmet needs in a manner that is consistent with and not duplicative of the requirements for ADRC governing boards. Results of the needs analysis by the ADRC and its governing board shall be used to target the ADRC's outreach, education, prevention, and advocacy efforts.

Disability Benefit Specialist Program

The Aging and Disability Resource Center shall ensure that people have access to the services of a disability benefit specialist (DBS) and that adults with developmental disabilities, physical disabilities, mental illness and/or substance use disorders receive information about, and assistance in, obtaining or retaining public and private benefits for which they are eligible.

Dementia Care Specialist (DCS)

Jefferson County has employed a Dementia Care Specialist since 1/2/13. Funding for the position comes from state GPR dollars and federal Medicaid matching funds via the ADRC contract between the county and Department of Health Services.

Outreach & Marketing

The Aging and Disability Resource Center shall develop and implement an ongoing program of marketing, outreach and public education to make its services known to members of its client population(s), including people who are isolated or otherwise hard to reach, and to community agencies and service providers in its service area to inform them of the availability of its services.

Pre-Admission Consultation

Pre-admission consultation is a service that ADRC's make available to people with long term care needs who are considering an out of home placement. The purpose of pre-admission consultation is to provide information and decision support and to prevent or delay the need for publicly funded long-term care.

Prevention & Early intervention

As a routine part of information and assistance and long-term care options counseling, the ADRC shall be alert to potential risk factors in the person's situation, identify opportunities for prevention and early intervention and, where appropriate, provide specific prevention advice and education to individuals in its target populations.

Transitional Services for Youth

The Aging and Disability Resource Center shall regularly employ a variety of measures to ensure that children with physical or developmental disabilities, together with their families and guardians, know about the services the ADRC provides to assist with the transition.

Funding

Funding for the ADRC is provided via state and federal dollars. For 2021, the state contract for the ADRC is \$523,756, and the Dementia Care Specialist is \$80,000. There are additional Medicaid drawdown and one time carry over requests. No county tax dollars go into the ADRC. An annual report is shared with the Advisory Committee and Human Services Board.

State Funded Initiatives

Abuse/Neglect of Vulnerable Adults

Jefferson County receives \$25,025 dollars annually to receive and respond to allegations of abuse/neglect of the elderly, age 60+. The county is mandated to receive and respond to allegations of abuse/neglect on other vulnerable adults age 18-59; however, this is an unfunded mandate.

Abuse/Neglect includes:

Physical abuse: intentional or reckless infliction of physical pain or injury, illness, or any impairment of physical condition.

Emotional abuse: language or behavior that serves no legitimate purpose and is intended to be intimidating, humiliating, threatening, frightening, or otherwise harassing, and that does or reasonably could intimidate, humiliate, threaten, frighten, or otherwise harass the individual to whom the conduct or language is directed.

Sexual abuse: a violation of criminal assault law, s. 940.225 (1), (2), (3), or (3m).

Financial exploitation: 1. Obtaining an individual's money or property by deceiving or enticing the individual, or by forcing, compelling, or coercing the individual to give, sell at less than fair market value, or in other ways convey money or property against his or her will without his or her informed consent. 2. Theft. 3. The substantial failure or neglect of a fiscal agent to fulfill his or her responsibilities. 4. Unauthorized use of an individual's personal identifying information or documents. 5. Unauthorized use of an entity's identifying information or documents. 6. Forgery. 7. Financial transaction card crimes.

Neglect: means the failure of a caregiver to secure or maintain adequate care, services, or supervision for an individual, including food, clothing, shelter, or physical or mental health care, and creating significant risk or danger to the individual's physical or mental health.

Self-neglect: means a significant danger to an individual's physical or mental health because the individual is responsible for his or her own care but fails to obtain adequate care, including food, shelter, clothing, or medical or dental care.

Adult Protective Services (APS)

Adult protective services refer to any services that, when provided to an individual with developmental disabilities, degenerative brain disorder, serious and persistent mental illness, or other like incapacity, keep the individual safe from abuse, neglect, or misappropriation of property or prevent the individual from experiencing deterioration or from inflicting harm on himself or herself or another person.

Protective services include any of the following:

- Outreach.
- Identification of individuals in need of services.
- Counseling and referral for services.
- Coordination of services for individuals.
- Tracking and follow-up.
- Social services.
- Case management.
- Legal counseling or referral.
- Guardianships.
- Emergency Protective Placement.
- Diagnostic evaluation.
- Other

Alzheimer's Family Caregiver Support

The Alzheimer's Family and Caregiver Support Program or AFCSP was a program created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia. To be eligible, a person must have a diagnosis of Alzheimer's disease or a related disorder, and be financially eligible.

Funding allocated for 2021 is \$35,502 can be used to cover in-home help, medical equipment, prescriptions medications, respite care, adult day care, assistive devices and transportation.

S85.21 Specialized Transportation

Jefferson County operates three transportation projects under the **S85.21 Specialized Transportation Assistance to Counties Program**. In 2021 Jefferson County's contract with WI DOT is \$222,837. Funds are used to operate three programs that service the elderly (defined as individuals age 60+) and individuals with disabilities.

1. ADRC Van: provides rides for in-county shopping trips, which include getting groceries, personal items, medications and medical supplies.
2. Taxi Program Subsidy: provide rides to the elderly who wish to attend the Senior Dining Programs located in Fort Atkinson, Jefferson and Lake Mills.
3. Driver Escort Program: provides rides to medical appointments for individuals who have *no other means of transportation*.

S5310 Mobility Manager & New Vehicle

Jefferson County began operating a Mobility Manager program in 2019. In 2021, we will receive \$66,989 in 5310 Funding for the Mobility Manager Programs.

In addition, in 2021, Jefferson County was awarded a 5310 Vehicle Operating Grant. This grant will provide the County will provide the County with \$32,800 toward the purchase of an additional vehicle for the transportation program.

Governing Board, Committee or Commission

Per the ADRC Contract: The ADRC shall have a governing board, committee or commission which meets the standards set forth in this section.

1. **Composition**
 - a. The composition of the governing board shall reflect the ethnic and economic diversity of the ADRC's service area.
 - b. If a tribal government headquarters is located in an ADRC's service area, then the ADRC shall have a Native American member on its governing board. The Native American member does not need to be a formal representative of the tribal government.
 - c. Consumer Representation on the ADRC Governing Board
 - i. At least one-fourth of the members of the governing board shall be older adults or adults with a physical or developmental/intellectual disability or their family members, guardians, or advocates.
 - ii. The governing board shall include at least one representative of each client group served by the ADRC Representatives of groups receiving limited services may also be represented but shall not count toward the one-fourth consumer representation requirement.
 - iii. The proportion of board members representing each client group shall be the same as their group's proportion of the state's Family Care enrollment.

- iv. No governing board member shall represent more than one ADRC client group.
 - v. Elected officials of the county(ies) or tribe(s) served by the ADRC may not be counted as meeting the requirements for consumer representation on the governing board.
- d. Persons Prohibited from Serving on the ADRC Governing Board
- i. An individual who is, or has a family member who is, employed by, has a financial interest in or serves on the governing board of any of the following organizations is prohibited from serving on the ADRC governing board, committee or commission:
 - a) A Family Care MCO, PACE or Family Care Partnership program or SSI managed care plan.
 - b) A service provider which is under contract with a managed care organization or which, if included on the board, would give the perception of bias on the part of the ADRC towards that provider.
 - c) An IRIS Consultant Agency (including IRIS consultants and orientation consultants) or IRIS Fiscal Employer Agency.
 - ii. County or tribal employees may not serve on the ADRC governing board, except with approval from the Department. Exceptions may be granted for situations covered by an Intergovernmental Cooperation Agreement pursuant to s. 66.0301 of the Wisconsin Statutes or when the appointee's employment is not in an area that may affect or be affected by policies of the ADRC. Requests for exceptions shall be made to the Department in writing and submitted to DHSRCTeam@wisconsin.gov.
- e. The ADRC governing board may be combined with the Commission on Aging. A combined board must meet requirements for ADRC governing boards, per this Scope of Services contract, and the composition requirements prescribed in the Wisconsin Elders Act.
- f. The ADRC shall submit annually, or upon request, information about governing board members. The Department will review board membership with respect to the client group and diversity requirements and conflict of interest prohibitions per Wisconsin Statutes s. 46.283(6) and this Scope of Services. The Department reserves the right to remove members with conflicts of interest and to require that members be added or removed to ensure that client groups and the diversity of the service area are represented.

2. **Governing Board Roles**

The governing board, committee or commission shall perform the following roles for the ADRC:

- a. Provide strategic direction to the ADRC to ensure fidelity to the ADRC mission.
- b. Be an advocate for older adults and adults with physical or developmental/intellectual disabilities in the ADRC's service area.
- c. Be an ambassador for the ADRC, representing and promoting the ADRC and the services it provides to the community at large.

3. **Duties**

The governing board shall have the following duties:

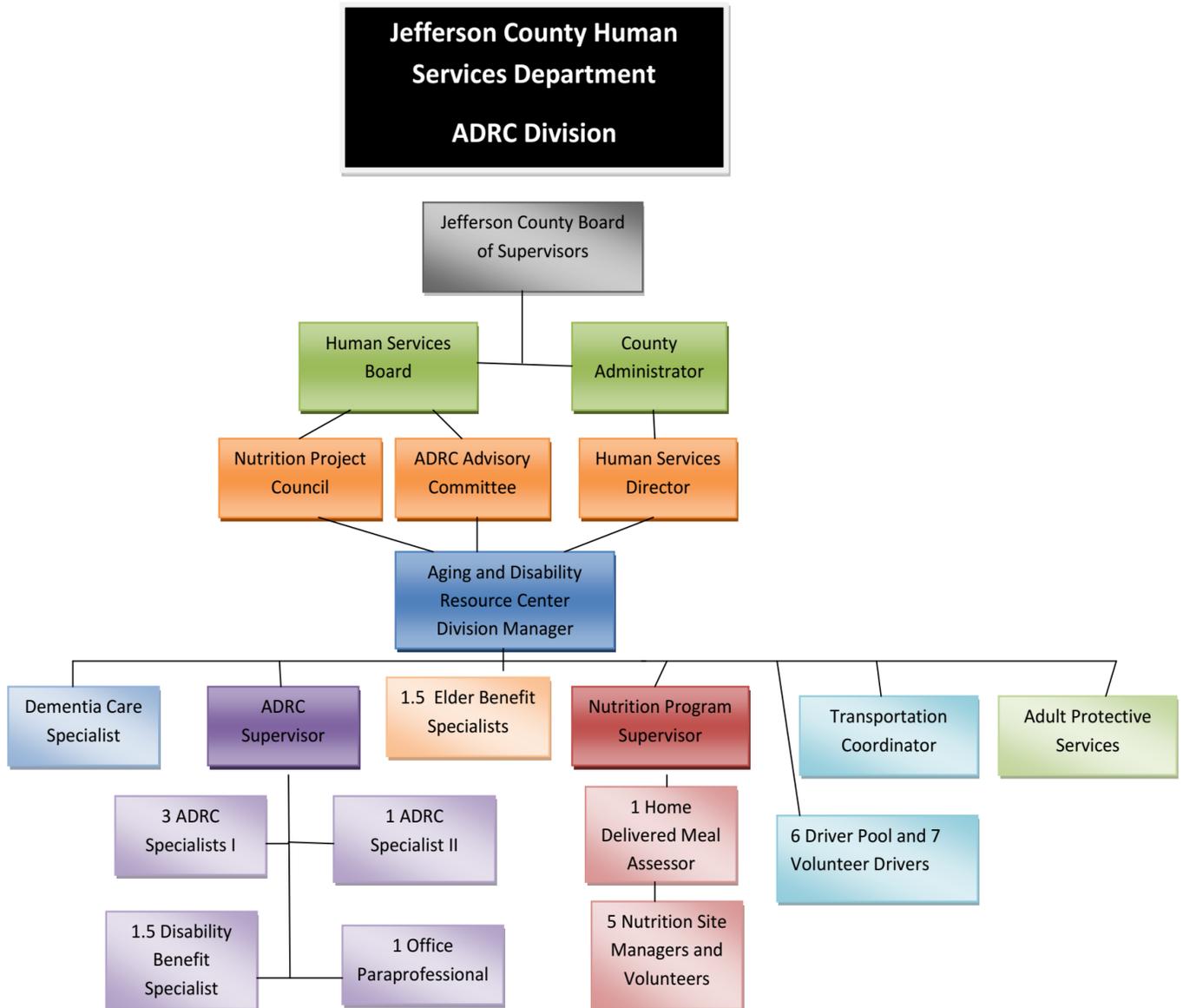
- a. Provide guidance and feedback on the ADRC's services, priorities and future directions.
- b. Oversee the operations of the ADRC, including its policies, procedures, contracts and other agreements.
- c. Provide input to the ADRC budget and review spending relative to the budget.
- d. Ensure that there are no conflicts of interest in the ADRC operations.
- e. Review ADRC customer feedback and other sources of information to determine if there is a need to change the ADRC's policies or otherwise improve performance.
- f. Annually gather information about and identify unmet needs of the ADRC's target populations for long term care and other services. Provide well-advertised opportunities for public participation in the board's information gathering activities.
- g. Identify potential strategies and resources for building local capacity to serve ADRC customers.
- h. Report findings and recommendations to the ADRC Director, local officials, and the Department as appropriate.
- i. Provide input to and approve any proposed changes in the organizational structure of the ADRC.
- j. The hiring of the ADRC Director will follow the county personnel ordinance.

4. **Training and Accommodation**

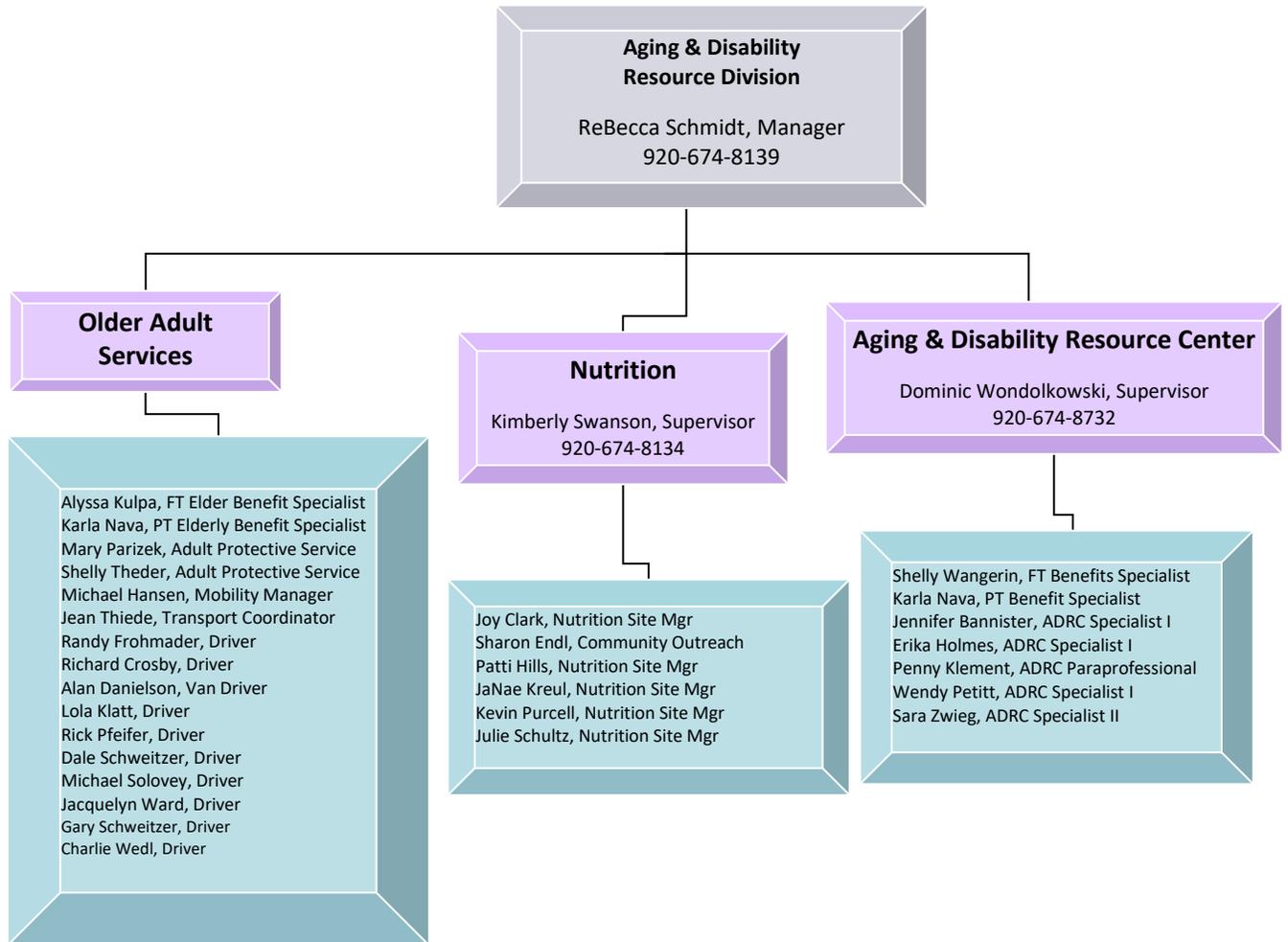
- a. The ADRC shall provide the governing board with information and assistance to enable its members to have a strong and effective voice on the governing board and to fulfill their duties under this contract. The information and assistance provided shall include, but is not limited to, the following:

- i. An orientation to the requirements for ADRCs, the activities and staff of the ADRC, and to the role and responsibilities of the governing board.
 - ii. Access to any information or training for governing boards provided by the Department.
 - iii. Information about customer needs, customer feedback, complaints and appeals regarding ADRC and long-term care services.
 - iv. Assistance with the board's information gathering activities.
- b. The ADRC shall provide any accommodation needed by a governing board member to participate in the board.

Organizational Chart



2021 ADRC Division Chart with Staff Names



**Jefferson County Aging & Disability Resource Center
Advisory Committee**

BYLAWS

ARTICLE I – Name, Purpose & Objectives

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

3. The opportunity to contribute to the cost of OAA services, and that those services and resources are designed to reach those in greatest social and economic need.

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

ARTICLE II – Membership

Section I. Membership – Members of the organization shall be appointed by the Human Services Board and confirmed by the county board. Members must be residents of the county. The size of the committee shall be up to 11 members but not less than 5 members.

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

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

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

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

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

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

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

Section IV. All members shall receive a per diem payment for each meeting attended as well mileage.

ARTICLE III – Meetings

- Section I. Regular meetings – Regular meetings of the Jefferson County Aging & Disability Resource Center Advisory Committee shall be held on the 1st Tuesday of the month or called at the discretion of the chair. Any member who misses’ three meetings without just cause shall resign from the Committee or be requested to resign by the chairperson.
- Section II. Special meetings – Special meetings of the members may be called by the chair, or a simple majority of the committee.
- Section III. Notice of meetings – Meetings notices will be posted in accordance with the Wisconsin Open Meetings Law.
- Section IV. Quorum – A majority of members must be present before business can be transacted or motions passed.
- Section V. Voting – All issues to be voted on shall be decided by a simple majority of those present at the meeting in which the vote takes place.

ARTICLES IV – Delegates

- Section I. Pending

ARTICLE VIII – Amendments

- Section I. Amendments to the Constitution and By Laws shall be approved by a majority vote of the ADRC Advisory Committee. A draft copy shall be forwarded to the Area Agency on Aging for review before final approval is requested.
- Section II. THE COUNTY BOARD OF SUPERVISORS OF JEFFERSON COUNTY ON 12/8/20
ORDAINED AS FOLLOWS: authorize per diem payments in addition to mileage reimbursement to public members of the above-named committee.
Appointed Governments officials had previously received a per diem payment and mileage.

**Advisory Committee
Job Description**

Purpose: To advocate for and advise the Human Services Board on all matters pertaining to older adults and persons with disabilities.

Vision: Our vision is of an inclusive community where older adults and people with disabilities are respected, healthy and productive.

Mission: Our mission is to advocate for and help people achieve their goals by providing them with comprehensive information, assistance and opportunities to engage in the public policy process so they can make informed decisions and remain in charge of their lives.

Major Responsibilities:

- Advocate for all target groups served by the ADRC.
- Provide input on policies and procedures.
- Review & approve Aging Unit Plans, ADRC Annual Updates & S85.21 Specialized Transportation Grant applications.
- Provide guidance on goals, needs and organizational direction.
- Oversee ongoing operations.
- Identify unmet community needs.
- Provide financial oversight.
- Identify new community resources.
- Assure continued stakeholder participation.
- Ensure contract terms are fulfilled.
- Review number and types of complaints regarding the ADRC.

General Qualifications:

- Demonstrated interest in services for older adults and persons with disabilities as evidenced by involvement in various activities that have impacted the lives of potential ADRC customers.
- Ability to monitor progress toward achieving goals & vision.

- Genuine concern for the well-being of older adults and persons with disabilities and the willingness to contribute one's time and talents towards efforts that will improve the quality of life experienced by them.
- The ability to assume a leadership role and advocate on behalf of older adults and persons with disabilities.
- The desire to represent the interests of all people served by the ADRC.
- Willingness to make a monthly time commitment in order to attend meetings.
- Be familiar with Robert's Rules of Order.

Expectations:

1. Represent a consumer groups served by the ADRC.
2. Adhere to the ADRC's values.
3. Attend regularly scheduled meetings.
4. Provide connections to organizations outside of the ADRC.
5. Review meeting materials and participate in discussions of agenda items.
6. Request additional information or training about any issues, programs, policies or procedures that may be unclear.
7. Participate in training or informal meetings available to committee members.
8. Ability to effectively contribute in a committee setting.
9. Be free of conflict of interest.

Conflict of Interest:

Individuals who are or have a family member who is employed by, have a financial interest in or serve on the governing board of any of the following organizations are prohibited from serving on the ADRC governing board, committee or commission:

1. A Family Care Managed Care Organization, Family Care Partnership Program or SSI Managed Care Plan.
2. A service provider which is under contract to a managed care organization or which, if included on the board, would give the perception of bias on the part of the ADRC towards that provider.
3. An IRIS Consultant Agency (including IRIS consultants) or IRIS Financial Services Agency. Any representative that has a potential conflict of interest shall not be in a position that could constitute a conflict of interest.





Standards for Effective Committee Advocacy

“Advocacy is taking action to help people say what they want, secure their rights, represent their interests & obtain services they need. Advocates work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.”

*The Advocacy Charter
Action for Advocacy
May 2006*

Standard 1: “Put People First” by supporting the development of a culture of tolerance, equality and acceptance of people with disabilities and the elderly.

Standard 2: Assist in the development of better public policy by attending and participating in committee meetings, human services and/or county board meetings and by continually seeking input from stakeholders and support networks. Regularly review policies and procedures.

Standard 3: Empower people by giving the misrepresented or underrepresented a voice at meetings, and/or by encouraging their attendance at meetings and supporting their concerns. Interact with associations that have shared interests in the people the ADRC represents.

Standard 4: Mobilize citizens to participate in the public policy process through public education and the public hearing process. Maintain legislative awareness and communicate issues to ADRC constituents by serving as a liaison to your local community.

Standard 5: Ensure that the Aging & Disability Resource Division is accountable to citizens by engaging them in the public policy process and by actively participating in meetings. Comply with all board policy and applicable rules and regulations.

Standard 6: Put self-interests aside and be free of conflict of interest.