

CHIPPEWA COUNTY

ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD

REGULAR MEETING

JANUARY 13, 2022

CHIPPEWA COUNTY COURTHOUSE, RM 302

4:45 PM

1. CALL TO ORDER

Chair Ives called the meeting to order at 4:45 p.m.

2. ROLL CALL

Attendee Name	Organization	Title	Status	Arrived
Kari Ives	Chippewa County	District 12 (Chair)	Present	
Larry Marquardt	Chippewa County	Citizen Rep, Vice-Chair	Absent	
Patricia German	Chippewa County	Citizen Rep	Present	
David Alley	Chippewa County	Citizen Rep	Present	
Mary Frasier	Chippewa County	Citizen Rep	Present	
Janet Mayer	Chippewa County	Citizen Rep	Absent	
Glen Howell	Chippewa County	Citizen Rep	Present	

Others Present: Leslie Fijalkiewicz, ADRC Manager; Tim Easker, Human Services Director; Pauline Spiegel, Administrative Assistant

3. MEMBERS OF THE PUBLIC WISHING TO BE HEARD

There were no members of the public wishing to be heard.

4. CONSENT AGENDA

Approved with agenda change - ADRC presentation next meeting

RESULT:	APPROVED [UNANIMOUS]
MOVER:	David Alley, Citizen Rep
SECONDER:	Glen Howell, Citizen Rep
AYES:	Ives, German, Alley, Frasier, Howell
ABSENT:	Marquardt, Mayer

1. Approve the agenda

2. Approve the Minutes

ADRC (Aging & Disability Resource Center) Board - Regular Meeting - Dec 2, 2021 5:00 PM

3. Schedule next meeting date - March 10, 2022

5. REPORTS

1. ADRC 2021 Social Media Report

Presenter unable to attend so this item moved to March 10, 2022 meeting.

ADRC (Aging & Disability Resource Center) Board

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Regular Meeting

Chippewa County Courthouse, Rm 302

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4:45 PM

RESULT: DISCUSSED

2. ADRC Manager Report

The Aging & Disability Resource Center's Manager's Report (including fiscal information) was reviewed and discussed. Board members expressed support for program/partnership education presentations at future meetings. Fijalkiewicz also shared new information about the Nursing Home Relocation Grant. It is going to be removed as a separate grant and be included with the ADRC base grant. As a result it can be used for other needs.

RESULT: DISCUSSED

3. ADRC Advocacy Report

The Center for Medicare Advocacy fact sheet was reviewed and discussed. Fijalkiewicz also shared there is a plan to create a local (Chippewa Valley) advocacy training.

RESULT: DISCUSSED

4. ADRC 2019-2021 Three Year Plan 2021 Self-Assessment

Fijalkiewicz reviewed the 2021 achievements of the 2019-2021 ADRC plan. Many of the goals were unable to be completed due to COVID. Several of the incomplete goals have been incorporated into the new three year ADRC plan.

RESULT: DISCUSSED

5. ADRC Board 2021 Performance Evaluation

The purpose and instructions for the board annual performance evaluation for 2021 were reviewed and discussed.

RESULT: DISCUSSED

6. BUSINESS ITEMS

1. ADRC Strategic Plan 2022-24

The ADRC Strategic Plan for 2022-2024 (that is part of the Department of Human Services 2022-2024 Strategic Plan) was reviewed, discussed, and approved.

RESULT: APPROVED [UNANIMOUS]
MOVER: Patricia German, Citizen Rep
SECONDER: Mary Frasier, Citizen Rep
AYES: Ives, German, Alley, Frasier, Howell
ABSENT: Marquardt, Mayer

7. AGENDA ITEMS FOR FUTURE CONSIDERATION

ADRC (Aging & Disability Resource Center) Board

Minutes

January 13, 2022

Regular Meeting

Chippewa County Courthouse, Rm 302

4:45 PM

8. ADJOURN

The meeting adjourned at 5:45 p.m.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Mary Frasier, Citizen Rep
SECONDER:	Glen Howell, Citizen Rep
AYES:	Ives, German, Alley, Frasier, Howell
ABSENT:	Marquardt, Mayer

CHIPPEWA COUNTY

ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD

REGULAR MEETING

DECEMBER 2, 2021

CHIPPEWA COUNTY COURTHOUSE, RM 302

5:00 PM

1. CALL TO ORDER

Chair Kari Ives called the meeting to order at 5 p.m.

2. ROLL CALL

Attendee Name	Organization	Title	Status	Arrived
Kari Ives	Chippewa County	District 12 (Chair)	Present	
Larry Marquardt	Chippewa County	Citizen Rep, Vice-Chair	Absent	
Patricia German	Chippewa County	Citizen Rep	Late	5:12 PM
David Alley	Chippewa County	Citizen Rep	Present	
Mary Frasier	Chippewa County	Citizen Rep	Absent	
Janet Mayer	Chippewa County	Citizen Rep	Present	
Glen Howell	Chippewa County	Citizen Rep	Present	

Others Present: Leslie Fijalkiewicz, ADRC Manager; Pauline Spiegel, Administrative Assistant; ADRC Staff: Sandy Winrich

3. MEMBERS OF THE PUBLIC WISHING TO BE HEARD

There were no members of the public wishing to be heard.

4. CONSENT AGENDA

RESULT: APPROVED [4 TO 0]
MOVER: David Alley, Citizen Rep
SECONDER: Janet Mayer, Citizen Rep
AYES: Ives, Alley, Mayer, Howell
ABSENT: Marquardt, Frasier
AWAY: German

1. Approve the agenda

2. Approve the Minutes

ADRC (Aging & Disability Resource Center) Board - Regular Meeting - Oct 14, 2021 4:45 PM

3. Schedule next meeting date - January 13, 2022

5. REPORTS

1. ADRC Manager Report

Minutes Acceptance: Minutes of Dec 2, 2021 5:00 PM (Consent Agenda)

ADRC (Aging & Disability Resource Center) Board

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December 2, 2021
5:00 PM

The Aging & Disability Resource Center's Manager's Report (including the financial information) was reviewed and discussed.

With ADRC Administrative Assistant Sandy Winrich's retirement today, she was recognized for her 32 years of service to the residents of Chippewa County. Sandy's position has been filled by Michelle Fellom, a previous ADRC Administrative Assistant.

RESULT: **DISCUSSED**

2. ADRC Advocacy Report

The advocacy information was reviewed and discussed.

RESULT: **DISCUSSED**

3. COVID Funding Report

The COVID related funds received for ADRC programs through the Cares Act, the Consolidated Appropriations Act, Vaccination Outreach, Vaccine Activity Grant, and ARPA were reviewed and discussed.

RESULT: **DISCUSSED**

6. BUSINESS ITEMS

1. 85.21 Transportation Grant for 2022 Budget

The 85.21 Transportation Grant application for the 2022 budget was reviewed, discussed, and approved.

RESULT: **APPROVED [UNANIMOUS]**
MOVER: Patricia German, Citizen Rep
SECONDER: Glen Howell, Citizen Rep
AYES: Ives, German, Alley, Mayer, Howell
ABSENT: Marquardt, Frasier

2. Alzheimer's Family Caregiver Support Program (AFCSP) 2022 Budget

The Alzheimer's Family Caregiver Support Program budget for 2022 was reviewed, discussed, and approved.

RESULT: **APPROVED [UNANIMOUS]**
MOVER: Janet Mayer, Citizen Rep
SECONDER: Glen Howell, Citizen Rep
AYES: Ives, German, Alley, Mayer, Howell
ABSENT: Marquardt, Frasier

7. AGENDA ITEMS FOR FUTURE CONSIDERATION

- ADRC 2021 Board Performance Evaluation
- ADRC 2022-24 Strategic Plan

Minutes Acceptance: Minutes of Dec 2, 2021 5:00 PM (Consent Agenda)

ADRC (Aging & Disability Resource Center) Board

Minutes

December 2, 2021

Regular Meeting

Chippewa County Courthouse, Rm 302

5:00 PM

8. ADJOURN

The meeting adjourned at 5:55 p.m.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	David Alley, Citizen Rep
SECONDER:	Glen Howell, Citizen Rep
AYES:	Ives, German, Alley, Mayer, Howell
ABSENT:	Marquardt, Frasier

Minutes Acceptance: Minutes of Dec 2, 2021 5:00 PM (Consent Agenda)



STATEMENT OF EXPLANATION ADRC 2021 SOCIAL MEDIA REPORT

5.1

In June of 2021, the ADRC had its first Facebook post. In December, this presentation was prepared and presented to the Chippewa County Social Media Team. Lots of lessons have been learned since the beginning to now, and we are continuing to find new ways to reach more people.

Chippewa County Department of Human Services Aging Disability Resource Center

Social Media Check-In

Year: 2021

Leslie Fijalkiewicz & Breanna Schemenauer



Current Content & Goal

We want everyone to **know us** before they **need us**!

That means providing helpful information that is timely, accessible and relevant.

- Transportation program
- Meals on Wheels, Senior Dining
- Medicare & Medicaid
- Other public and private benefits and programs
- Dementia related programming and information
- Family caregiver resources & information
- Healthy living events
- Partner agency updates



Platform Administrators

Leslie	ADRC Manager
Kelly	Nutrition & Transportation Coordinator
Breanna	Administrative Assistant
Carla	Dementia Care Specialist

The diverse nature of our programs and services make it necessary to have diverse administrators.

Plus, many hands makes light work!



Posts, block, messages

- 100 posts (average of 20/month)
- 0 block rate
- 3 message inquiries asking about services for their loved one
- 34 past events (0-6 people respond)



We have a nice little “system”

- ADRC Staff submit stories & select distribution:
https://hipaa.jotform.com/ADRC_adrc/content-posting
- ADRC Facebook post requests go to a shared inbox:
adrcmedia@co.chippewa.wi.us
- Platform administrators are scheduled to handle posts and comments for two week periods. Time spent: 5 minutes daily to check in, plus 5 minutes per post generally (*some of us take a little longer!*)



ADRC Media Inbox sample

Facebook & Website Content (Internal form)	
What platform(s) should we post this to?	Website Facebook (ADRC)
Type:	Event
Title of Event/Story	Memory Cafe in Chippewa Falls
Description	Memory Cafe's are a great place for folks living with dementia and their care partners to socialize and have fun.
When do you want it posted on Facebook?	10-31-2021
Expire date	11-01-2021
Is this a recurring event?	first tuesday, this might already be scheduled. If not would be good to schedule the weekend before
File Upload	Click on the attached PDF.
Your name (if we have questions) and any additional instructions:	Leslie



Why has this been useful?

- Keeps FB posts out of our regular email inbox
- ADRC staff don't have to know which administrator to send their posting request to
- Scheduled posts are moved out of inbox
- Posting requests can be sent as soon as the information becomes available.



Additional Benefits

- Life happens! If a platform administrator needs to fill in for another, there's nothing to communicate or update them on.
- Mass distribution: The jotform allows us to send to multiple outlets. We are hoping to expand to other departments or even other agencies
- Can also be used for newsletter submissions





Page Reach (5 months)

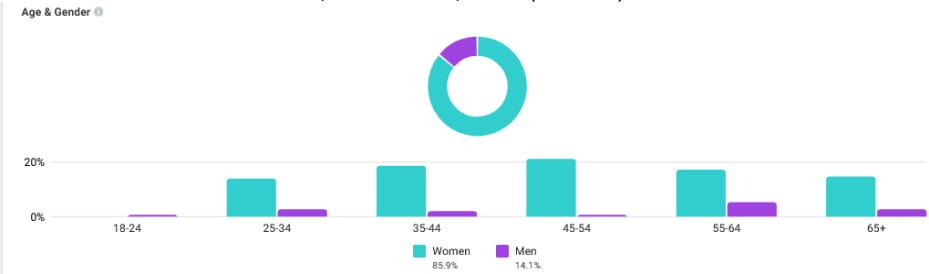
Facebook Page Reach ⓘ

7,250 ↑ 100%



Facebook Followers - 151

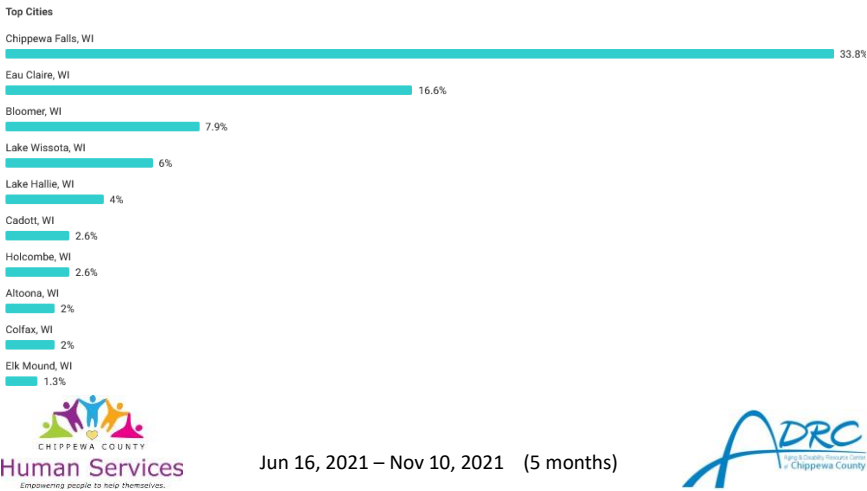
Jun 16, 2021 – Nov 10, 2021 (5 months)



We are reaching our target audience... anyone age 18+ and any gender.

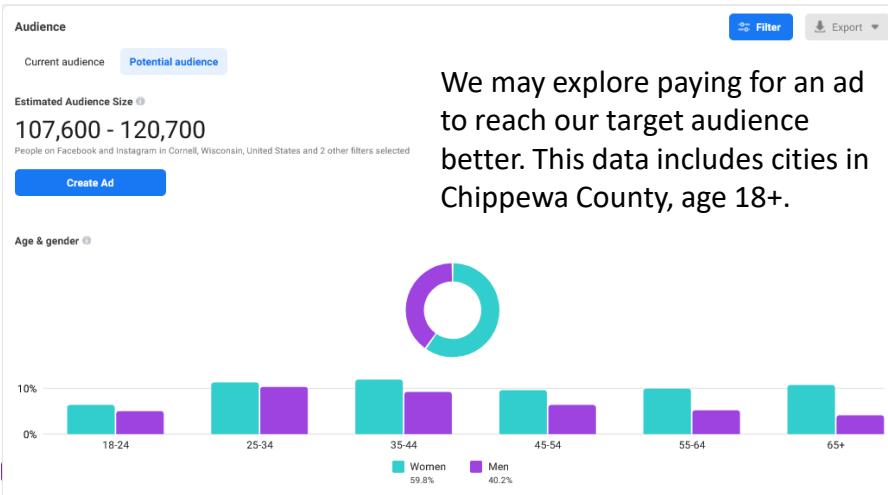


(cont) Followers locations



Potential Followers

Jun 16, 2021 – Nov 10, 2021 (5 months)





Most Liked Pages



WQOW and WEAU look at our website and FB for story ideas, resulting in two interviews in the past year



Jun 16, 2021 – Nov 10, 2021 (5 months)



Top Performing Posts

Jun 16, 2021 – Nov 29, 2021 (5.5 months)

Recent content	Type	Reach	
	Facebook	2.9K	Program Assistant position (resulted in a hire!!)
	Facebook	1.1K	Our November newsletter.
	Facebook	1.1K	Volunteer for Meals on Wheels.
	Facebook	914	Paid delivery driver (Rural Cadott)
	Facebook	697	3D photo of fidget blankets crocheted by Correctional Treatment Facility



Attachment: 5.1 2021 Social Media Presentation - ADRC (6764 : ADRC 2021 Social Media Report)

Things we've learned:

- At first, most of our posts were Dementia-related. To avoid being viewed as only a Dementia FB page, we created a new public Group: [Dementia Care & Resources of Chippewa County, WI](#)
- The ADRC page is the Group Administrator
- It's public, so anyone can find the group, see the posts, and engage. They do NOT need to "Join"
- Downside: Insights aren't available unless there's 50 members. About 30 posts this year total.



Things we learned:

- The most successful posts result from being shared to other Groups (Whats happening in CF, etc). It reaches a ton of people!
- Majority is from peer-to-peer sharing not individuals sharing our original post.
 Ex: Breanna shares to What's Happening in CF group, then another group member Shares to their personal profile, and their friend shares to their personal profile, etc...*sadly even if they share our post, we can't invite them to follow us.* ☹️



Bumps in the road:

- Gradual “roll out” for the new Business Suite and of course, platform admins had different versions
- One Administrator was “hacked” on FB so we needed to remove from administrator
- Some of the scheduled posts were not posting and still not sure why this happened
- Even with four administrators it can be difficult to post regularly when a perfect storm develops!



Things we will continue

- If a story has been submitted for ADRC website and FB, we will try to streamline and push traffic to our website when appropriate.
- If request has also included Human Services FB page... Pauline can “Share” the ADRC’s post instead of creating a post.
- Using videos and faces in the flyers we create



Goals for 2022

- Partner with other agencies to share each other's posts
- Get other ADRC staff to submit stories for Facebook (non-platform admins)
- Use more videos and pictures of people
- Utilize Events feature since we offer a lot of events
- Enhance engagement with questions
- Daily posts with more attention to time
- Utilize other strategies provided by trainer



Our website

We have been trying to link people to our ADRC website in our Facebook Posts to get more traffic to our website but we will need to be strategic about this given what we learned about directing people away from FB.

At this time we are waiting for website analytics to evaluate the traffic we've seen though it will be hard to say any increase is from FB.





Questions?





STATEMENT OF EXPLANATION ADRC MANAGER REPORT

5.2

Aging & Disability Resource Center Manager Leslie Fijalkiewicz, provides a division program and financial report.



Manager's Report to the ADRC Board Leslie Fijalkiewicz



Board Meeting Date: January 13, 2022

1. Staffing

- Darlene Sykora, nutrition program Site Aide will be retiring after 15 years of serving meals to Chippewa County residents. We are currently recruiting for her replacement which will serve the Bloomer area.
- We are also recruiting for another Site Aide position to serve Stanley-Boyd. This isn't a replacement but rather a shifting of workload. We will remain within our total budgeted hours/dollars for Site Aide positions.
- We continue to work on recruitment for the part-time administrative staff that will handle all aspects of the caregiver and in-home support programs.

2. Ideas for future Board meetings

- ADRC staff presentations describing parts of their job or a customer service experience
- Partner agency presentations (e.g. New Freedom Transportation, Inclusive, YMCA, etc)
- Provide 10-20 minutes of education on several grants at each meeting. Similar to what was done with the ADRC 101 session but in smaller increments
- Experts discussing an issue related to aging or disabilities

3. Work flow changes

- For most of what we do in the ADRC, we don't have the ability to increase our "numbers" to show greater outputs. It's not like our Meals on Wheels program where we can add more meals as long as our routes still have room. We are at saturation levels with services that require one-on-one time with a staff person.
- We are constantly looking at ways we can improve our processes within the ADRC to increase efficiency and decrease wait times for people. This can only happen when staff are so committed to the mission that they are willing to try something new and very often scary.

4. ADRC involvement when Nursing Home closes

- You may have heard that Wisconsin Health & Regional Vent Center is discontinuing its license for their long-term care unit. This does not affect the Ventilator Unit or their Rehab Unit, both of which will remain open.
- Whenever a nursing home closes, the ADRC of that county is notified immediately, even before facility residents, staff and families are notified. ADRCs have some involvement in the relocation of residents. This also means that a temporary adjustment of responsibilities needs to occur during the time that the residents are being relocated.

5. Aging Well In Chippewa County

- Carla and Jordy were instrumental in organizing this monthly activity at the Chippewa Falls Public Library. (see handout)
- We hope to expand this to other libraries or locations in the county

**Fiscal Report to ADRC Board
Through December 2021
100 % of year**

Program/Grants	Budgeted Amount	Expenses	Revenue	Remaining Grant	% Budget Expended
ADRC Grants	\$ 818,344	\$ 761,297	\$761,297	57,047	93%
Nutrition Program (grants & donations)	452,636	430,314	430,314	22,322	95%
<i>COVID carry over Funding</i>	19,441	<i>(included above)</i>	19,441	0	100%
Transportation (85.21 grant, levy, donations)	226,475	162,727	162,727	63,748	72%
Other Grants	221,719	219,857	219,857	1,862	99%
Dementia Care Specialist	107,456	94,955	94,955	12,501	88%
TOTALS	\$1,846,071	\$1,699,150	\$1,688,591	\$157,480	90%

Note: Amounts above include all 2021 payroll expenses. Certain vendor payments related to 2021 are still owed.

Aging Well in Chippewa County

Are you aware of the many local resources available to help you age well? Join local experts on a variety of topics to learn more!

Second Tuesday of the Month ~ 3:00 pm to 4:30 pm

Chippewa Falls Public Library—105 W. Central Street

January 11 - What is the Aging & Disability Resource Center

February 8 - Brain Health 101

March 8 - Guardianship

April 12 - Power of Attorney

May 10 - Make a Plan to Pass On Your Possessions

June 14 - Dementia 101

July 12 - Medicare and You* (pre-registration required/space limited)

August 9 - Common Scams and Tenant Rights

September 13 - Your Roadmap to Staying Independent

October 11 - Medicare Open Enrollment* (pre-registration required/space limited)

November 15 - Care for the Family Caregiver

December 13 - Disability 101

*For topics that
require
pre-registration,
contact the ADRC
at 715-726-7777

CHIPPEWA FALLS PUBLIC LIBRARY



It's All Yours





FCC Affordable Connectivity Program Helping Households Connect

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The Affordable Connectivity Program provides:

- Up to \$30/month discount for broadband service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than \$10 but less than \$50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

Who is Eligible?

A household is eligible if a member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the Federal Poverty Guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or [Lifeline](#);
- Participates in one of several Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal Head Start (only households meeting the relevant income qualifying standard), Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

Check out www.fcc.gov/ACP for a **Consumer FAQ** and other program resources.

Two-Steps to Enroll

1. Go to ACPSBenefit.org to submit an application or print out a mail-in application; and
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must **both apply for the program and contact a participating provider to select a service plan.**

Call 877-384-2575

or find more information about the Affordable Connectivity Program at fcc.gov/ACP



STATEMENT OF EXPLANATION ADRC ADVOCACY REPORT

5.3

A significant function of ADRCs and ADRC Boards are to provide advocacy. ADRC Manager, will provide a brief summary of recent and upcoming advocacy events as well as local, legislative and other advocacy issues of concern.



INDOOR VISITATION ALLOWED AT ALL TIMES IN NURSING HOMES: NATIONAL CMS & CDC GUIDANCE UPDATE*

CMS/CDC National Guidance

The Centers for Medicare & Medicaid Services (CMS), in accordance with the Centers for Disease Control and Prevention (CDC), issued new guidance for nursing homes to expand visitation on March 10, 2021 (updated November 12, 2021). This guidance “supersedes and replaces previously issued guidance and recommendations regarding visitation.”

Federal Requirements

“Facilities must allow indoor visitation at all times and for all residents.” Furthermore, “facilities can no longer limit the frequency and length of visits for residents, the number of visitors, or require advance scheduling of visits.”

No Limiting Scenarios

“There are no longer scenarios related to COVID-19 where visitation should be limited, except for certain situations where the visit is limited to being conducted in the resident’s room or the rare event that visitation is limited to compassionate care.” **Therefore,**

- A nursing home must facilitate in-person visitation consistent with the applicable CMS regulations
- Failure to facilitate visitation would constitute a potential violation and “the facility would be subject to citation and enforcement actions.”

Compassionate Care Visits

“Compassionate care visits are allowed at all times.” “In the event a scenario arises that would limit visitation for a resident (e.g., a resident is severely immunocompromised and the number of visitors the resident is exposed to needs to be kept to a minimum), compassionate care visits would still be allowed at all times.”

IF COVID-19 Outbreak

In the event of an outbreak investigation is initiated (defined as one new case of COVID-19 among residents or staff), the facility should adhere to CMS regulations and guidance for COVID-19 testing.

While it is safer for visitors not to enter the facility during an outbreak investigation, visitors must still be allowed in the facility.

- Visitors should be made aware of the potential risk of visiting during an outbreak investigation and adhere to the core principles of infection prevention.
- If residents or their representative would like to have a visit during an outbreak investigation, they should wear face coverings or masks during visits, regardless of vaccination status, and visits should ideally occur in the resident’s rooms.

*CMS QSO-20-39-NH Memo available here: <https://www.cms.gov/files/document/qso-20-39-nh-revised.pdf>



STATEMENT OF EXPLANATION
ADRC 2019-2021 THREE YEAR PLAN 2021 SELF-ASSESSMENT

5.4

Each January a self-assessment of the previous year's goals are completed. The report will include progress on goals and if any challenges existed that prevented accomplishment of the goals. This self-assessment marks the final year of the 2019-2021 Three Year Plan

6. Goals for the Plan Period

Progress notes to be completed during self-assessment process.

Aging Unit Plan Goals <i>(write at least one goal per focus area per year - add extra boxes as needed – put curser to the left of the box and click the + sign)</i>	Progress Notes <i>(briefly summarize only those activities completed as of Dec. of each year)</i>	check if completed		
		2019	2020	2021
Focus Area 6-A. Advocacy Related Activities				
In an effort to develop a network of consumer aging advocates, the ADRC will provide five educational sessions throughout the county with a focus on the proposed 2019-2020 state budget by December 31, 2019.	Leslie offered in 5 locations throughout the county. Three had attendees and were completed. A total of 36 attendees. Advocacy is a standing agenda item for board meetings. COMPLETED	X		
In order to promote the involvement of older adults in self and community advocacy a “How to be an Advocate” type of public training session will be held in each year of the three-year plan.	This was not done in 2019, will complete in 2020 and 2021. Janet Zander will be invited to present at the event. While COVID has made the completion of this goal difficult for 2020, it is not impossible. I have approached our GWAAR Advocacy contact, Janet Zander about possibly having a series of videos that we can promote. For those who don’t have computers or internet access, we could possibly use a conference room with social distancing to view these. ADRC board members and staff would also be encouraged to watch. In the event that GWAAR is unable to provide this, I will look for other options. I checked with Janet and she is willing to do this training virtually so please connect with her. There are several other ADRCs in the NW part of the state that have		Not yet	no

	similar goals. 2021: Not done (COVID) but added to new plan			
In order to promote the involvement of older adults in legislative issues, the ADRC will facilitate the attendance of at least 3 advocates at Aging Advocacy Day in each year of the three year plan.	Leslie and 3 others attended the event in May of 2019 in Madison. Completed for 2019. Although the plan was specific to Aging Advocacy Day, our agency was working to make this happen for Disability Advocacy Day too. Cancellation of both happened due to the pandemic. However, I did receive a call from someone who was interested in attending when she saw the initial date saver. Next year will be a state budget year so it is even more important to have advocates at next year's events. Email sent to Les on 11-12 regarding the first The first Governors' first virtual budget listening session will take place next week Tuesday, November 17, 2020, at 6:00 PM and will focus on Healthcare and Public Health. 2021: Not completed due to COVID but did have two board members attend Public Hearings and Aging Advocacy Day	X	no	no
Focus Area 6-B. The Elder Nutrition Program				
In order to ensure all eligible consumers have equal access to the Meals on Wheels program, the ADRC will develop and implement a plan to eliminate underserved/unserved areas of the County by December 31st, 2019. Goal amended 1-21: In order to ensure more eligible consumers have equal access to the Meals on Wheels program the ADRC will expand to	Leslie and Kelly are working on a plan; it is a process to make changes. They did increase days of service at a meal site by adding breakfast. They are also working with MOMs meals to arrange for meal delivery in areas they don't currently have volunteers to deliver to. They continue to recruit for vol. drivers. No county	X	X	X

underserved areas of the county by 12-31-21. (Expansion measured by comparing areas served Dec. 31, 2020 to areas served Dec. 31, 2021.)	levy in the Nutrition program and that is a challenge. Changes made due to COVID resulted in the expansion of delivery areas. Approval received to hire a paid driver to deliver in areas of the county where demand is high and delivery using volunteers is not possible. Anticipate having at least one person hired by the end of October 2020. 2021: expanded delivery to new auburn and rural cadott areas			
In an effort to improve consumer access to information about programs and services, the Nutrition Program Manager will develop and implement a plan to improve communication and referral between nutrition site staff and ADRC specialists by December 31st, 2019	Kelly and Leslie are working on this. The plan has staged phase in timelines. All volunteer drivers and site managers are aware of the ADRC programs and services and encourage participants to contact the ADRC office as appropriate. This is not likely to occur in 2020 but again, opportunities present themselves in the form of a pandemic. The connections we have made through the ICS structure caused a ripple effect. More volunteers, more referrals for meals, and greater awareness of this vital resource in our communities. In addition, we have been updating our Resource Guide and requesting email addresses. This will help in making connections and possibly have a virtual meeting of these vital community partners. We have also done a better job of tracking unmet needs for meals on wheels in the county. This is making it	X	no	no

	possible to identify the best location to use a paid meal delivery driver once hired. 2021: Not completed due to COVID. More difficult for site staff to meet new participants, and see the previous senior diners.			
In an effort to be consistent in the education provided to nutrition program volunteers, the Nutrition Program Manager will develop a training plan (initial and ongoing) for new and existing volunteers. At least 75% of all program volunteers will participate in the training by Dec. 31, 2020 by December 31st, 2021.	Work has begun on this goal. In 2019, it was identified that meals were being offered to volunteers and staff for free. During the first 5 months of 2019, 1777 free meals were provided which would be valued at ~\$20,000 over the course of the year. In August of 2019, the policy was changed and clarified that staff and volunteers can participate on a donation basis. The original goal did not include virtual training but COVID created this opportunity! The nutrition program coordinator has created a virtual training plan for new volunteers. She was able to train 7 new volunteers at the same time and found it to be both time-saving and helpful to the volunteers. While it would be ideal to create ongoing training for our experienced volunteers by the end of the year, other duties having to take priority over this. 2021: 100% of all new volunteers have completed this but due to work load during covid we were not able to complete the "ongoing" training to send out to existing volunteers		X	no

In an effort to become a more prevention oriented, the ADRC will implement an evidence-based or evidence-informed nutrition related program by December 31st, 2021, with at least 8 participants completing the program.	We discussed the new Stepping Up Your Nutrition Class that Maryland developed. Sent webinar information to learn more on 11/11/19, the webinar is 11/12/19. This class can be offered as a stand alone or with other EB Programs. 2020 Updates: Stepping Up Your Nutrition training will be held this fall and WAND will pay for the leader registration fee. Training information will be available soon. Are you aware of the Eat Smart, Move More, Weigh Less EB Program that some AUs are currently piloting? This may be a great fit. https://esmmweighless.com/ Contact Angie Sullivan if you are interested. All you have to do is enroll people and pay for each person, but the RD does the classes all online through the program. 2021: COVID made it difficult to add anything new to the workload of staff. However, due to the limited time commitment, Mind Over Matter, Healthy Bowel, Healthy Bladder was added. This workshop has a significant nutrition component to it.			no
In an effort to increase awareness of the program and provide a consistent marketing message regarding its value and needs, the Nutrition Program Manager will meet with hospital, home care and nursing home discharge planners in 2019, 2020 and 2021 to provide updates about nutrition services offered through the ADRC.	Foundational work has been done in 2019. Kelly has made significant changes in Nutrition and Transportation. Now that those changes are in place, will begin marketing messaging in early 2020. COVID has made these connections much easier for the ADRC Manager using the ICS teams and		X	no

	community partners. Through this, we have been able to recruit more volunteers and identify at-risk people in the county. The actual goal is not taking place as designed but we are still getting the word out to these groups. Will adjust as needed in 2021 to continue our community outreach. 2021: COVID has made it near impossible to schedule time with any hospital, home care and NH staff. Likewise, our own ability to schedule this has been complicated by COVID			
Focus Area 6-C. Services in Support of Caregivers				
In an effort to support grandparents and other relatives as parents, the ADRC will coordinate with Children, Youth & Families Division to identify need, develop a plan, and implement the plan for one new program or service that promotes a healthier family, by December 31st, 2019. (will provide this service to 3 families)	In 2019, identified issues with the process and cleaned those up. There have been big changes in how caregiver support programs are now implemented. Sandy W. is now the Caregiver and IIIB services person. New process, forms and checks and balances now in place. Hoping to provide help to some families yet in 2019. We have connected in person, through phone and email with our Children Youth and Families division and explained the availability of funding on several occasions. We continue to reach out but at this time we have not been able to serve any families. Have also used our monthly newsletter to try and reach families that might be eligible for this service but this has also produced any participation. 2021: We have not been able to serve any families meeting this criteria. This is not directly related to COVID but is indirectly because of the		no	no

	changing work environment and challenges of implementing a new program while existing programs are constantly changing.			
In an effort to provide caregivers with strategies that promote self-care, the ADRC will collaborate to bring Powerful Tools for Caregivers Savvy Caregiver program to Chippewa County and provide one workshop series by December 31 st , 2020.2021 (will have 10 attendees)	We do not expect to have any trained leaders by the end of 2020, but I have made it known to neighboring counties that I will promote any virtual workshops they host and we can use our health promotion funds to help compensate that county for their efforts. We already do this with Eau Claire County. In addition, our Dementia Care Specialist is going to offer the Savvy Caregiver starting in 2021. If we are able to identify some potential PTC leaders through that we will provide financial support for training. 2021: Due to staffing issues we were not able to implement this.		no	no
In an effort to improve the awareness of caregiver related programs and services, the ADRC will provide at least 5 presentations to agencies that serve caregivers and persons needing care by December 31 st , 2021. (Will have a minimum of 25 people attend).	COVID has also made this difficult, however to date, 3 presentations have been done (two in person and one virtually), plus one virtual outreach event occurred in September, with one more scheduled for November. I believe we will accomplish this goal. 2021: This was not achieved due to COVID and the fact that we did not offer in person presentations for most of the year. We did have the Caregiver Conference that was done virtually and had 19 people participate.		X	no
Focus Area 6-D. Services to People with Dementia				

In an effort to educate the community about dementia and promote early detection, the ADRC will host 3 memory screening events in the county by December 31 st , 2019. (will screen 30 people)	Three memory screening events are planned for Nov. 2019 in Stanley, Cornell and Chippewa Falls. The goal remains to screen at least 30 people. How many where screened in 2019? 2021: Not completed due to COVID.			no
In an effort to educate caregivers about improving communication with dementia the ADRC will collaborate to bring nationally known speaker/dementia educator, Teepa Snow, to Chippewa County by December 31, 2020. Conference evaluations will demonstrate increase in communication skills.	Recently learned that Azura is planning to bring Teepa Snow to the Chippewa Valley for their annual Memory Care Conference. After creating this plan, we learned that Azura had scheduled Teepa Snow to present in Eau Claire this year so we abandoned our plans with the intent to advertise and help cover the cost for Chippewa County caregivers to attend. The event became virtual because of COVID. It is our hope to have an in-person event within the next few years. 2021: Not completed as intended due to COVID however, a virtual workshop was offered by another ADRC and opened up to all regardless of location. Uncertain how many Chippewa County residents may have attended.		no	no
In an effort to provide a wider array of services that support families and individuals living with dementia, the ADRC will collaborate to bring one evidence-based or evidence-informed dementia related program by December 31 st , 2021, that will be completed by at least 8 people.	2021: We did not complete this but we did add several new programs for people that were focused on dementia.			
Focus Area 6-E. Healthy Aging				
In an effort to promote healthy aging, the ADRC will hold three Stepping On workshops by December 31 st , 2019, two of which will be	Very nice and effective partnership in place with Eau Claire County's Health Promotion	X		

held in communities that have not had a workshop within the past 3 years.	Coordinator. They open their Health promotion workshops to Chippewa County residents. We reimburse Eau Claire Cty and claim in SAMs. Collaborating on Strong Bones and Mind Over Matter event in December with Dr. Heidi Brown coming to Eau Claire to talk to both healthcare providers and the general public. Completed a LW class in 2019. 2021: Our partnership with Eau Claire County is going well and we intend to continue this. No in person Stepping On classes were offered but we did have several Chippewa County residents participant in the virtual ones.			
In an effort to promote healthy aging, the ADRC will collaborate and offer at least one new evidence-based program by December 31, 2020. 2021. That is completed by at least 10 people.	We have collaborated with Eau Claire County to provide evidence-based healthy aging programs to our residents until we are able to train leaders for these workshops. There is no plan to train our own leaders at this time though we do have residents participating in virtual workshops facilitated by other ADRC's. It is our plan to train staff in 2021 for Mind Over Matter: Healthy Bowel Healthy Bladder. 2021: One staff person did become trained in MOM and offered one in person workshop in 2021 that had 7 participants, plus those who participated virtually in the ones offered by the ADRC of EC County		X	X
By December 31 st , 2021, the ADRC will increase overall participation in evidence-based healthy aging programs by 25% over the three-year period of the Aging Unit Plan.	2021: Our partnerships with neighboring ADRC's has allowed us to increase participation by over 25% during the three year period.			X
Focus Area 6-F. Local Priorities				

In an effort to improve access to transportation services the ADRC will collaborate with service providers and provide outreach to increase the number of non-ambulatory consumers and rides provided by 20% by December 31st, 2019. (comparison of 2018 to 2019 data)	Big Win for 2019! Working with Rusk Cty Transit Comm. In Sept. 2019, started providing door to door pick up and drop off for Cornell and Lake Holcombe residents to Ladysmith and back twice a month. Based on how it goes, may offer in other parts of the county. Will compare data at the end of the year to see if goal attained. The number of rides has decreased considerably with COVID. We eliminated the co-pay early in 2020 and have expanded our provider network. Our numbers increased significantly between 2018 and 2019 but we will not see this in 2020. 2021: Our rides are gradually returning to pre-covid levels but we haven't gotten there yet.		no	no
In an effort to promote healthy views on aging the ADRC will provide at least 2 community presentations and two articles for The Times that deal with ageism, loneliness and social isolation by December 31st, 2020.	Working with local Publisher, Arwen Rasmussen, the newsletter has a totally new look! Very eye catching, easy to read, informative and engaging. Leslie has already written a few articles that are outstanding. It is not on the website, but maybe in the future, however, there is a large distribution area. The name was changed to "Bridging Chippewa County" instead of The Senior Times. The Times is now Bridging Chippewa County. With the pandemic, we have only been able to do one community presentation about ageism, loneliness and social isolation. This did result in great feedback from those who participated along with a request to possibly do it for other groups. Our newsletter has included articles each month on at least one of those topics. Again, the		X	no

	pandemic has provided an opportunity to educate the public about social isolation, ageism and loneliness with older adults and persons with disabilities. We have used our website to provide information. The ADRC is represented on the Vulnerable Populations subcommittee of the ICS structure and this has given voice to these concerns with even more community partners. 2021: COVID has necessitated changes in newsletter content as we keep people informed about that. In person sessions were not possible either. However, we were able to work with our local community education program to offer a six-part series called Brain Gains. Participation ranged from 3-25.			
In an effort to improve visibility in the county, the ADRC will increase the number of outreach (ADRC definition) participation by 20% by December 31st, 2021. (comparison of 2020 to 2021 activities). In an effort to improve visibility in the county, the ADRC will participate in face-to-face outreach events that have over 150 attendees by Dec. 31, 2021.	New outreach activities, “Dr. Google” and “I wish I knew”. Excellent. This should go a long way to achieving or surpassing the 2021 goal. Also partnering with local UWEC and Continuum of Care coalition for a Be Empowered event to share the Being Mortal documentary and discuss the importance of planning for the future. Outreach for the ADRC has been limited to virtual events and the presence of the ADRC in the COVID Response for Chippewa County. While it wasn’t the intended way to reach people, these contacts have resulted in greater visibility with agencies we typically don’t work with (school districts, local PD’s, EMS, and more). Also, the addition of a Dementia Care Specialist has also resulted in greater visibility by the community.		No	No

	2021: COVID prevented our ability to offer anything in the way of in person outreach events because those events were either virtual or cancelled.			
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2019 Highlights:

- Congrats on opening the new Breakfast option in Holcombe! The average is over 20 and some from Cornell are traveling to the Holcombe site.

2020 Highlights:

- Expansion of meals on wheels delivery into some areas not previously covered.
- Added contracted providers for in-home supports, caregiver supports, and transportation
- Overhauled the Resource Guide for easier use online and with customers
- Added Dementia Care Specialist position that has resulted in several new partnerships, programs and services. One example of community partnership - they received approval from the Correctional Facility in Chippewa Falls to partner together to create fidget blankets and muffs for those with dementia! I will be collecting supplies of yarn and buttons and deliver it to the inmates. They are taught crochet as a skill and a relaxation technique. So they will be doing the work for us. If you would like to know more please watch this short video <https://www.weau.com/2020/07/07/incarcerated-men-crochet-projects-for-the-community/>
- Restructured EBS and DBS service delivery for Medicare Annual Open Enrollment to ensure we are available to assist those who can not do it themselves and have nobody available to assist them. In addition, our process is empowering those who can do it.
- *I want to acknowledge, thank, and recognize all of the staff and volunteers for the ADRC and Nutrition Program. You have worked tirelessly during the pandemic and have provided essential services to those most in need. The willingness to adapt and make changes quickly with creativity and innovation has been inspirational. Your programs are held in high regard! Thank you!*

2021: Highlights

- **FACEBOOK!** We started a Facebook page to expand our reach and among other things, it resulted in being able to fill a vacant position, recruit volunteers and receive donations of fidget blankets
- Further expansion of delivery area for Meals on Wheels
- Added Mind Over Matter Healthy Bowel, Healthy Bladder workshops
- Hosted the virtual Aging Advocacy Day with our local legislators and advocates
- Worked with 6 other ADRCs to develop television ad promoting vaccinations
- All options counselors passed their skills test with scores from 92.5% to 100%
- We were able to reopen one senior dining site



STATEMENT OF EXPLANATION ADRC BOARD 2021 PERFORMANCE EVALUATION

5.5

Every year a board evaluation is given to all Aging & Disability Resource Center (ADRC) Board members to complete. This provides feedback to the Board, Board Chair, and ADRC manager on what is working well and areas that may require further development. The evaluation survey is included in the packet and board members can complete it on paper and mail it back, or complete it electronically per an email to be sent to board members containing the link.

ADRC Board Performance Evaluation 2021

This Aging & Disability Resource Center (ADRC) Board evaluation provides feedback to the board, board chair, ADRC manager, and Human Services director on what is working well and areas that may require further development. Please rate your answers on a 1 to 5 satisfaction scale with 1 indicating low satisfaction, 5 indicating high satisfaction, and 3 being neutral. Written comments are also appreciated. Thank you so much.

Board Meetings

	1	2	3	4	5
1. Board meetings begin on time.	☐	☐	☐	☐	☐
2. Board meetings are completed in a reasonable amount of time.	☐	☐	☐	☐	☐
3. Board meetings are focused and stick to the agenda.	☐	☐	☐	☐	☐
4. Board meetings have a positive tone.	☐	☐	☐	☐	☐
5. Board meetings encourage participation by all members.	☐	☐	☐	☐	☐
6. Board meetings focus on policy and outcomes rather than management issues.	☐	☐	☐	☐	☐
7. Board meeting discussion/participation indicate members come prepared to take action on policies and programs.	☐	☐	☐	☐	☐
8. Board meetings are held in adequate facilities.	☐	☐	☐	☐	☐
9.	☐	☐	☐	☐	☐

Board meetings are cordial and personal attacks avoided.

Board Meeting Comments

10. Suggestions on how to further develop meetings that will assist you the most:

11. Additional Comments:

Board Members

	1	2	3	4	5
12. Board members understand and support the ADRC's mission and strategic plan.	☐	☐	☐	☐	☐
13. Board members understand their ADRC statutory responsibilities.	☐	☐	☐	☐	☐
14. Board members understand that communication with staff goes through the Human Services Director and ADRC Manager.	☐	☐	☐	☐	☐
15. Board members work with the Human Services Director and ADRC Manager to secure and maintain sufficient staff.	☐	☐	☐	☐	☐
16.	☐	☐	☐	☐	☐

Board members take advantage of learning opportunities such as conferences, summits, and other activities.

- | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 17. Board members communicate community needs to the Human Services Director and ADRC Manager. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 18. Board members support improving efficiency and effectiveness of the ADRC through staff training and quality improvement initiatives. | ☐ | ☐ | ☐ | ☐ | ☐ |

Board Member Section Comments

19. Additional Comments:

The Board

- | | 1 | 2 | 3 | 4 | 5 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 20. The Board reviews important documents (e.g. policies, programs, strategic plan, etc.). | ☐ | ☐ | ☐ | ☐ | ☐ |
| 21. The Board reviews the annual budget. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 22. The Board support improving ADRC efficiency and effectiveness through staff training and quality improvement initiatives. | ☐ | ☐ | ☐ | ☐ | ☐ |

23. The Board works with allied interests to achieve ADRC goals. ☐ ☐ ☐ ☐ ☐
24. The Board is provided adequate information and data to make informed decisions. ☐ ☐ ☐ ☐ ☐

The Board Section Comments**25. Additional Comments:**

New Board Member Orientation**26. Orientation as a new board member provided an adequate overview of my role and responsibilities.**

- ☐ 1
☐ 2
☐ 3
☐ 4
☐ 5

27. Suggestions that you think would be helpful to include in new board member orientation:

Submit Your Responses



STATEMENT OF EXPLANATION ADRC STRATEGIC PLAN 2022-24

6.1

Background: In October the ADRC staff completed a SWOT analysis to identify what was collectively identified as the greatest strengths, weaknesses, opportunities and threats of our agency. We then used this information to create our 2022-2024 Strategic Plan.

Action: Requesting ADRC Board approve the 2022-2024 ADRC Strategic Plan



Strategic Plan 2022 – 2024

Department/Division Goals:

1. Build a culture of community engagement.
2. Utilize data driven decision making.
3. Demonstrate fiscal responsibility.
4. Build a culture of service.
5. Continue to build and maintain a healthy workplace.

Aging & Disability Resource Center (ADRC) Division		
<i>Build a Culture of Community Engagement</i>		
Objectives	Strategies	Tactics
❖ Improve staff knowledge of community resources and ensure partners have accurate information about the ADRC by hosting three meeting each year with various partners.	○ Host three meetings each year with various partner agencies and/or stakeholders.	▪ Create a team in the ADRC each year that will facilitate these meetings ▪ Identify Team leader – division manager. ▪ Determine and schedule meeting dates/times and whether it is in person, virtual or hybrid – team. ▪ Review/evaluate each meeting for usefulness – team/team leader. ▪ Evaluate frequency for bringing each group together again – team. ▪ Identify possible partners each year: those to consider include discharge planners, case managers, police departments, assisted living – team. ▪ Develop agenda for the meetings to include but not limited to: gaps noticed, education about each agency, processes for referrals, ways to help each other – team/team leader.

Aging & Disability Resource Center (ADRC) Division

Utilize Data Driven Decision-Making

Objectives	Strategies	Tactics
❖ Improve online community access to information about resources and ADRC programs, services and events.	○ Review Facebook and Website and newsletter analytics/trends quarterly and make recommendations for improvements.	▪ Create an ADRC workgroup each year that will facilitate the evaluation of online presence – manager. ▪ Identify workgroup leader – workgroup. ▪ Determine meeting frequency and schedule meetings – workgroup/leader. ▪ Obtain and review 2020 analytics for website and 2021 analytics for Facebook to use as baselines – leader/workgroup. ▪ Develop website survey to identify opportunities for enhancements – workgroup. ▪ Develop question to include in all evaluations of program/educational sessions – workgroup. ▪ Develop voicemail template that includes mention of website and FB – workgroup/manager. ▪ Identify other methods for sharing information about Facebook, website, and newsletter – workgroup/manager.

Demonstrate Fiscal Responsibility

Objectives	Strategies	Tactics
❖ Improve operational efficiencies within ADRC programs and/or services.	○ Streamline at least one program/service each year by working with other ADRC's or partner agencies to collaborate or improve efficiency.	▪ Create an ADRC workgroup each year to that will work on this issue – manager. ▪ Identify Workgroup Leader – workgroup. ▪ Determine meeting frequency and schedule meetings – workgroup/leader ▪ Survey ADRC staff to identify where they feel inefficiencies exist – workgroup/manager. ▪ Identify program(s) or service(s) that are in most need of developing efficiencies – workgroup/manager. ▪ Utilize BADR, GWAAR, etc. to identify agencies that have found efficiencies in targeted program/service – manager. ▪ Identify ways in which “paperless” processes can be implemented – workgroup. ▪ Implement changes – workgroup/manager. ▪ Evaluate changes for usefulness – workgroup/manager.

Aging & Disability Resource Center (ADRC) Division

Build a Culture of Service

Objectives	Strategies	Tactics
❖ Chippewa County residents will receive up-to-date information about ADRC programs and services available in each community.	○ Chippewa County residents will have access to at least one additional ADRC service/program that was not previously offered in the county or in a region of the county.	○ Create an ADRC workgroup each year that will work on this issue – manager. ▪ Identify workgroup leader – workgroup. ▪ Determine meeting frequency and schedule meetings – workgroup/leader. ▪ Review with staff importance of unmet needs documentation in WellSky – manager. ▪ Workgroup to evaluate unmet needs report and waiting lists for services - workgroup ▪ ADRC staff training in cultural competence to improve customer service and outreach to marginalized populations – manager. ▪ Team will identify opportunities to collaborate with other ADRCs and community partners to expand services -workgroup/manager. ▪ Staff training on internal programs/services provided at one meeting monthly - workgroup/manager.
❖ The ADRC of Chippewa County will promote consumer empowerment and advocacy.	○ Advocacy training sessions will be offered annually each year for consumer and staff participation.	▪ Identify and promote opportunities for empowerment of consumers – manager/ADRC team. ▪ Advocacy and empowerment sessions will be shared with consumers and staff - manager/ADRC team. ▪ Team will identify educational staff needs as it relates to specific diversity, ethnicity and cultural issues and provide to ADRC manager - manager/ADRC team.

Aging & Disability Resource Center (ADRC) Division

Continue to Build and Maintain a Healthy Workplace

Objectives	Strategies	Tactics
❖ The ADRC Team will continually improve a healthy work environment through enrichment and engagement opportunities.	○ ADRC courthouse staff will plan and facilitate one organizational work day per year that includes team building and individual well-being components.	▪ Create an ADRC workgroup each year that will work on this issue – manager. ▪ Identify workgroup leader – workgroup. ▪ Determine meeting frequency and schedule meetings ADRC planning team will be created each year – workgroup/leader. ▪ Workgroup will send out date saver (mandatory attendance) - leader. ▪ ADRC manager will provide workgroup with a budget for the training day – manager. ▪ Workgroup will identify speakers, location, and food (with confirmation from manager) -workgroup/manager. ▪ Agenda will be developed – workgroup. ▪ AAs will arrange for phone coverage – reception AAs.
	○ ADRC nutrition program staff will meet every other week via conference call or in person.	▪ Agenda will typically include day-to-day operations and administrative updates, customer service changes, status of supplies, blizzard packs, registrations, etc. will be reviewed – nutrition program coordinator/manager. ▪ Meeting schedule will be sent out to all nutrition staff - manager ▪ Nutrition Staff provided opportunity to add to agenda and share personal or work-related updates - nutrition program coordinator/manager.