

CHIPPEWA COUNTY

ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD

REGULAR MEETING

MARCH 11, 2021

WEBEX CONFERENCE CALL

4:45 PM

DUE TO THE COVID-19 PANDEMIC, THIS MEETING IS BEING HELD VIA WEBEX CONFERENCE CALL TO COMPLY WITH THE SOCIAL DISTANCING GUIDELINES. IF YOU ARE A MEMBER OF THE PUBLIC AND WISH TO SPEAK, PLEASE CALL THE PHONE NUMBER LISTED BELOW AND THE BOARD CHAIR WILL ACKNOWLEDGE YOU DURING THE PUBLIC COMMENT SECTION ON THE AGENDA

IF YOU NEED TO EITHER MUTE OR UNMUTE YOURSELF DURING THE MEETING, PRESS *6.

MEETING PHONE NUMBER: 1-415-655-0001

MEETING NUMBER (ACCESS CODE): 182 453 4578

MEETING PASSWORD: 7816

1. CALL TO ORDER

2. ROLL CALL

Attendee Name	Organization	Title	Status	Arrived
Kari Ives	Chippewa County	District 12 (Chair)	Present	
Vern Weeks	Chippewa County	Citizen Rep	Present	
Patricia German	Chippewa County	Citizen Rep	Present	
David Alley	Chippewa County	Citizen Rep	Present	
Mary Quinlan	Chippewa County	Citizen Rep	Present	
Janet Mayer	Chippewa County	Citizen Rep	Present	
Glen Howell	Chippewa County	Citizen Rep	Present	

Others Present: Leslie Fijalkiewicz, ADRC Manager; Tim Easker, Human Services Director; Pauline Spiegel, Administrative Assistant; Paul Brenner, Human Services Senior Fiscal Manager; ADRC Staff: Sarah Hedlund, Kay Hebert, Jessica Gibson

Board member Vern Weeks has served two consecutive three-year terms so this is his final meeting. Recognition and appreciation expressed to Weeks for his six years of service and dedication to the Aging & Disability Resource Center Board and citizens of Chippewa County. Larry Marquardt will be the new voting member replacing Weeks.

3. MEMBERS OF THE PUBLIC WISHING TO BE HEARD

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

4. CONSENT AGENDA

ADRC (Aging & Disability Resource Center) Board

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March 11, 2021
4:45 PM

RESULT:	APPROVED [6 TO 0]
MOVER:	David Alley, Citizen Rep
SECONDER:	Patricia German, Citizen Rep
AYES:	Ives, Weeks, German, Alley, Mayer, Howell
AWAY:	Quinlan

1. Approve the agenda
2. Approve the Minutes

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

3. Schedule next meeting date - May 13, 2021

5. REPORTS

1. Nutrition Advisory Council Minutes
The March 3, 2021, Nutrition Advisory Council minutes were reviewed and discussed.

RESULT:	DISCUSSED
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2. ADRC Manager's Report - Leslie Fijalkiewicz
The Aging & Disability Resource Center's Manager's Report was reviewed and discussed. In addition, Fijalkiewicz shared the Aging Advocacy Day will be May 12 (virtual) and Joint Finance Committee sessions will be April 22 (at UW-Stout) and April 28 (virtual). She also stated the ADRC would be receiving an \$8,049 COVID Vaccination Outreach grant, and the ADRC will be collaborating with Public Health and COVID Incident Command System to address barriers.

RESULT:	DISCUSSED
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3. ADRC Advocacy Report - Leslie Fijalkiewicz
The advocacy information from Greater Wisconsin Agency on Aging Resources (GWAAR - Wisconsin Aging Advocacy Network) regarding the 2021-23 Governor's recommended budget items for ADRCs was reviewed and discussed. Fijalkiewicz will send out talking points for board members who wish to advocate with legislators.

RESULT:	DISCUSSED
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4. 2021 ADRC Program Prioritization Education - Leslie Fijalkiewicz
The ADRC programs/services descriptions and priority ranking form were reviewed and discussed. Board members are asked to rank the programs and return the form. The compiled rankings will be reviewed and approved at the May meeting.

RESULT:	DISCUSSED
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ADRC (Aging & Disability Resource Center) Board

Minutes
Regular Meeting

Webex Conference Call

March 11, 2021
4:45 PM

5. ADRC 2022-2024 Three Year Plan - Leslie Fijalkiewicz
Fijalkiewicz provided information on developing an Aging/ADRC three-year plan that adheres to the ten objectives of the Older Americans Act. Discussion on utilizing a survey and how board members can be involved in the process by providing input for questions on the survey, distribute surveys, compile results, create goals, and help collect feedback at public hearings.

RESULT:	DISCUSSED
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6. ADRC Board 2020 Performance Evaluation Review - Leslie Fijalkiewicz
The ADRC Board 2020 performance evaluation results were reviewed and discussed.

RESULT:	DISCUSSED
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6. BUSINESS ITEMS

1. ADRC Portion of 2020 Human Services Annual Report (Review and Approve)
The Aging & Disability Resource Center section of the 2020 Human Services annual performance report was reviewed and approved.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Vern Weeks, Citizen Rep
SECONDER:	Glen Howell, Citizen Rep
AYES:	Ives, Weeks, German, Alley, Quinlan, Mayer, Howell

7. AGENDA ITEMS FOR FUTURE CONSIDERATION

Dollar amounts for ADRCs through the American Rescue Plan.

8. ADJOURN

Meeting adjourned at 5:55 p.m.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Glen Howell, Citizen Rep
SECONDER:	Mary Quinlan, Citizen Rep
AYES:	Ives, Weeks, German, Alley, Quinlan, Mayer, Howell

CHIPPEWA COUNTY

ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD

REGULAR MEETING

JANUARY 14, 2021

WEBEX CONFERENCE CALL

4:45 PM

DUE TO THE COVID-19 PANDEMIC, THIS MEETING IS BEING HELD VIA WEBEX CONFERENCE CALL TO COMPLY WITH THE SOCIAL DISTANCING GUIDELINES. IF YOU ARE A MEMBER OF THE PUBLIC AND WISH TO SPEAK, PLEASE CALL THE PHONE NUMBER LISTED BELOW AND THE BOARD CHAIR WILL ACKNOWLEDGE YOU DURING THE PUBLIC COMMENT SECTION ON THE AGENDA.

IF YOU NEED TO EITHER MUTE OR UNMUTE YOURSELF DURING THE MEETING, PRESS *6.

MEETING PHONE NUMBER: 1-415-655-0001

MEETING NUMBER (ACCESS CODE): 126 965 4054

MEETING PASSWORD: 7816

1. **CALL TO ORDER**

2. **ROLL CALL**

Attendee Name	Organization	Title	Status	Arrived
Kari Ives	Chippewa County	District 12	Present	
Vern Weeks	Chippewa County	Citizen Rep	Present	
Patricia German	Chippewa County	Citizen Rep	Present	
David Alley	Chippewa County	Citizen Rep	Present	
Mary Quinlan	Chippewa County	Citizen Rep	Present	
Janet Mayer	Chippewa County	Citizen Rep	Present	
Glen Howell	Chippewa County	Citizen Rep	Present	

Others Present: Leslie Fijalkiewicz, ADRC Manager; Tim Easker, Human Services Director; Pauline Spiegel, Administrative Assistant; Randy Scholz, County Administrator; ADRC Staff: Jordy Hilts, Sandy Winrich, Jessica Gibson, Sarah Hedlund

3. **MEMBERS OF THE PUBLIC WISHING TO BE HEARD**

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

4. **CONSENT AGENDA**

Minutes Acceptance: Minutes of Jan 14, 2021 4:45 PM (Consent Agenda)

ADRC (Aging & Disability Resource Center) Board

Minutes
Regular Meeting

Webex Conference Call

January 14, 2021
4:45 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Patricia German, Citizen Rep
SECONDER:	David Alley, Citizen Rep
AYES:	Ives, Weeks, German, Alley, Quinlan, Mayer, Howell

1. Approve the agenda
2. Approve the Minutes

ADRC (Aging & Disability Resource Center) Board - Regular Meeting - Nov 12, 2020 4:45 PM

3. Schedule next meeting date - March 11, 2021

5. REPORTS

1. Nutrition Advisory Council Minutes
The December 1, 2020 Nutrition Advisory Council minutes were reviewed and discussed.

RESULT:	DISCUSSED
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2. ADRC Manager Report - Leslie Fijalkiewicz
The Aging & Disability Resource Center's Manager's Report was reviewed and discussed. Fijalkiewicz noted the Medicare Open Enrollment revamped process went well. She commended ADRC staff on employee engagement demonstrated through attendance at ADRC Board meetings. Easker commended Fijalkiewicz for her leadership.
Several items on fiscal report were reviewed regarding budget and grants. The appropriations through the Older Americans Act was also reviewed.

RESULT:	DISCUSSED
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3. ADRC Advocacy Report - Leslie Fijalkiewicz
Advocacy information was reviewed and discussed. Disability and Aging advocacy days will be virtual for 2021. Greater Wisconsin Agency on Aging Resources (GWAAR) will be hosting virtual budget workshops for aging and disability advocates. Information on these events will be sent to board members when dates are finalized.

RESULT:	DISCUSSED
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4. ADRC Board 2020 Performance Evaluation - Leslie Fijalkiewicz
The purpose and instructions for the board annual evaluation for 2020 were reviewed and discussed. Fijalkiewicz also noted that two board members terms will be expiring April 2021 - Vern and Mary have served two consecutive three-year terms. Glen Howell's term will also expire but can serve another three-year term and is willing to continuing serving on the ADRC Board.

Minutes Acceptance: Minutes of Jan 14, 2021 4:45 PM (Consent Agenda)

ADRC (Aging & Disability Resource Center) Board

Minutes
Regular Meeting

Webex Conference Call

January 14, 2021
4:45 PM

RESULT: DISCUSSED

6. BUSINESS ITEMS

1. Res. 10-21: Resolution to Support Increased Funding for Aging and Disability Resource Centers from the State of Wisconsin

The resolution to support increased funding for Aging & Disability Resource Centers by the State of Wisconsin was reviewed, discussed, and recommended for approval by the Health & Human Services Board and County Board of Supervisors.

RESULT: RECOMMENDED FOR APPROVAL [UNANIMOUS] **Next: 1/21/2021 7:45 AM**
MOVER: Vern Weeks, Citizen Rep
SECONDER: Patricia German, Citizen Rep
AYES: Ives, Weeks, German, Alley, Quinlan, Mayer, Howell

2. Greater Wisconsin Agency on Aging Resources (GWAAR) 2021 Budget - Leslie Fijalkiewicz
The Greater Wisconsin Agency on Aging Resources (GWAAR) 2021 budget was reviewed, discussed, and approved.

RESULT: APPROVED [UNANIMOUS]
MOVER: David Alley, Citizen Rep
SECONDER: Glen Howell, Citizen Rep
AYES: Ives, Weeks, German, Alley, Quinlan, Mayer, Howell

3. Proposed Changes to Three Year ADRC Plan - Leslie Fijalkiewicz
The proposed changes (due to COVID-19) to the three year Aging & Disability Resource Center Plan were reviewed, discussed, and approved.

RESULT: APPROVED [UNANIMOUS]
MOVER: Patricia German, Citizen Rep
SECONDER: Vern Weeks, Citizen Rep
AYES: Ives, Weeks, German, Alley, Quinlan, Mayer, Howell

7. AGENDA ITEMS FOR FUTURE CONSIDERATION

Review board performance evaluation results.

8. ADJOURN

Meeting adjourned at 5:37 p.m.

RESULT: APPROVED [UNANIMOUS]
MOVER: Vern Weeks, Citizen Rep
SECONDER: Janet Mayer, Citizen Rep
AYES: Ives, Weeks, German, Alley, Quinlan, Mayer, Howell

Minutes Acceptance: Minutes of Jan 14, 2021 4:45 PM (Consent Agenda)



STATEMENT OF EXPLANATION NUTRITION ADVISORY COUNCIL MINUTES

5.1

The Nutrition Advisory Council meets every other month to review the Senior Dining/ Meals on Wheels programs, procedures and opportunities for improvements. The minutes from the March 3, 2021 meeting are included.

CHIPPEWA COUNTY
NUTRITION ADVISORY COUNCIL ON AGING
REGULAR MEETING
MARCH 3, 2021
WEBEX CONFERENCE CALL
12:00 PM

1. CALL TO ORDER

2. ROLL CALL

Attendee Name	Organization	Title	Status	Arrived
Angie Walker	Chippewa County	Citizen Rep (Chair)	Absent	
Judy Fedie	Chippewa County	Staff (Vice-Chair)	Present	
Mary Quinlan	Chippewa County	Citizen Rep	Present	
Betty Hable	Chippewa County	Citizen Rep	Present	
Kalina Kline	Chippewa County	Citizen Rep	Present	
Judi Gunderman	Chippewa County	Citizen Rep	Absent	

Kayla Olmstead - Program Contracted Dietician
 Kelly Zimmerman - Program Coordinator

3. MEMBERS OF THE PUBLIC WISHING TO BE HEARD

No one from the public attended.

4. CONSENT AGENDA

RESULT: APPROVED [UNANIMOUS]
MOVER: Mary Quinlan, Citizen Rep
SECONDER: Betty Hable, Citizen Rep
AYES: Fedie, Quinlan, Hable, Kline
ABSENT: Walker, Gunderman

1. Approve the agenda

2. Approve the Minutes

Nutrition Advisory Council on Aging - Regular Meeting - Dec 2, 2020 12:00 PM

3. Schedule next meeting date - May 5, 2021

5. REPORTS

1. Dietary Guidelines-Kayla

Chippewa County Senior Nutrition Program contracts with Kayla Olmstead to provide nutrition education, review and approve monthly menus, conduct nutrition analysis twice a year. Kayla gave an overview of the Nutrition Dietary Guidelines that the Senior Nutrition Program is required to follow with all meals.

Nutrition Advisory Council on Aging

Minutes
Regular Meeting

Webex Conference Call

March 3, 2021
12:00 PM

These guidelines are evidence-based recommendations for each stage of life, from children to older adults.

2. **Malnutrition Workgroup-Kayla**

Kayla gave an overview of the malnutrition workgroup she is participating in as a representative of Chippewa County. Malnutrition leads to poor health and the progression of disabilities. The purpose of the workgroup is to create preventative measures to avoid high-risk malnourished older adults. She will provide more information as the group advances with their progress.

3. **Program Updates-Kelly**

Kelly discussed the continued suspension of senior dining. Many factors will determine when senior dining will resume.

Check-in Chippewa, a volunteer group that provides phone calls to people that are isolated made Christmas cards and sent a flyer to all Meals on Wheels participants. An update on the rural routes was given.

Chippewa Falls Middle School's STAR group baked Valentine cookies for each Meals on Wheels participant. They have been making cookies for over ten years. Another individual made each participant Valentine's card.

The ADRC will be working on a three-year plan. Members gave suggestions on how to get the survey out that will provide feedback from consumers. It was suggested to contact local food pantries, Mission Coalition, partner groups, census data, and other public organizations.

4. **Rural Routes-Kelly**

This was updated in the previous agenda item.

5. **Bloomer Area Meal Packaging-Kelly**

Kelly discussed the importance of maintaining safe food temperatures during delivery. To be compliant with program regulations, the site staff in Bloomer will be sealing the meals at the site. Staff is in the process of being trained and gathering supplies.

6. **BUSINESS ITEMS**

7. **AGENDA ITEMS FOR FUTURE CONSIDERATION**

8. **ADJOURN**

9. **MINUTES APPROVAL**



**STATEMENT OF EXPLANATION
ADRC MANAGER'S REPORT - LESLIE FIJALKIEWICZ**

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: March 11, 2021

1. Advocacy Opportunities

- Disability Advocacy Day – March 23, 10 a.m. - noon (virtual) <https://p2a.co/0Kdd3jR>
- Aging Advocacy Day - TBD

2. Meals on Wheels

- We have expanded to rural areas around Bloomer, Cadott and have added Lake Holcombe and New Auburn to our service area.
- Overhauling our packaging/delivery systems in Bloomer due to food temperatures and state requirements. Carryover funding will be used for the equipment.

3. Senior Dining

- We have not set a date for reopening dining sites but are optimistic that vaccinations will make it possible before the end of summer!
- Restaurant sites may open later because of how our contracts are structured.

4. Return on Investment Federal Grant to Wisconsin DHS

- Calculating the cost savings to Medicare that happens when someone visits an ADRC.
- ADRC's will be able to use local data to determine the impact.
- Cost savings is related to reduction in hospital readmissions, emergency department visits and length of stay in a nursing home.

5. Vaccination and ADRC consumers

- Currently looking at ways to reach those who are having difficulty signing up for the vaccine as well as those who are unable to get to a vaccination location.
- ADRC's will can apply for funding to address these issues.

6. COVID Vaccination Grants for ADRC's

- ADRCs can apply for grant funding to improve vaccination outreach to ADRC customers.
- Each ADRC will have a maximum allowable grant based on the funding formula.
- Specific amounts not yet released but we can estimate our maximum will be around \$8,100.

7. Staff Updates

- Vaccination updates.
- Education and training around health equity.

8. Health Promotion and Leader Trainings

- Carla – Savvy Caregiver
- Leslie – Mind Over Matter

Fiscal Report to ADRC Board
Note – unaudited results
January 2020 – December 2020
100% of year

Program/Grants	Budgeted Amount	Expenses	Revenue	Remaining Grant	% Budget Expended
ADRC Grants	\$ 834,964	\$ 850,126	\$ 850,126*	0	100%
Nutrition Program (grants & donations)	420,693	391,887	250,334	195,512	93%
<i>COVID-19 Funding-Nutrition</i>	161,062	<i>(included above)</i>	141,553	19,441	88%
Transportation (85.21 grant, levy, donations)	209,494	212,976	212,976	0	100%
Other Grants	237,611	204,215	175,491	33,396	86%
<i>COVID-19 Funding-Other</i>	28,724	<i>(included above)</i>	28,724	0	100%
Dementia Care Specialist	101,600	32,784	32,784	68,816	32%
TOTALS	\$1,994,148	\$1,691,988	\$1,691,988	\$339,235	85%

The TOTAL Budgeted Amount will not equal what is on our 2020 budget for the following reasons:

- 1. Dementia Care Specialist award notification came after budget was approved.*
- 2. The decision to move APS out of the ADRC came after the budget was approved.*
- 3. COVID-related grants came in April and May of 2020.*

** ADRC revenue includes \$39,157 from the CARES Act (COVID relief)*

Fiscal Report to ADRC Board

January 2021

8% of Year

Program/Grants	Budgeted Amount	Expenses	Revenue	Remaining Grant	% Budget Expended
ADRC Grants	\$ 818,344	\$ 49,769	\$49,769	769,000	6%
Nutrition Program (grants & donations)	452,636	10,353	0	452.636	0%
<i>COVID carry over Funding</i>	19,441	<i>(included above)</i>	10,353	9,088	47%
Transportation (85.21 grant, levy, donations)	226,475	4,027	226,475	222,448	2%
Other Grants	221,719	10,217	10,217	211,502	5%
Dementia Care Specialist	107,456	6,509	6,509	100,947	6%
TOTALS	\$1,846,071	\$80,875	\$303,323	\$1,765,621	4%



STATEMENT OF EXPLANATION
ADRC ADVOCACY REPORT - LESLIE FIJALKIEWICZ

5.3

The ADRC is required to advocate on behalf of and empower our consumers to be their own advocates. Per the state contract for ADRCs, the governing board role includes: "Be an advocate for older adults and adults with physical or intellectual/developmental disabilities in the ADRC service area." This report identifies issues that relate to our consumers. The report is not all inclusive but will address federal, state, and local concerns.



2021-23 Governor's Executive Budget Summary

What is in the Governor's budget that impacts older adults and caregivers?

The Governor's budget includes the following:

Aging and Disability Resource Centers (ADRCs) - \$7 million over the biennium

- **Expand caregiver support services** to address the needs of caregivers of adults with disabilities who are age 19 to 59,
- **Expand the tribal aging and disability resource specialist program** which provides liaison services between the tribes and the aging and disability resource centers to ensure that tribal members receive culturally appropriate information and can comfortably and effectively access long-term care programs and services, and
- **Expand the tribal disability benefit specialist program**, which is a contractual partnership between the Wis. Department of Health Services (DHS) and the Great Lakes Inter-Tribal Council to provide assistance and advocacy services to adult tribal members with disabilities.

Broadband (High-Speed Internet) - Expands adequate broadband access to all Wisconsin residents by 2025:

- **Invest in the Broadband Expansion Grant program** at the Public Service Commission (\$76.8 mil/\$74.9 mil) to provide grants to profit or nonprofit organizations and/or municipalities **to help deliver broadband access to those parts of the state that are most in need of assistance.**
- **Modify statutory provisions that discourage municipalities from providing broadband service to residents in broadband "unserved" and "underserved" areas** and modify current law to allow these same municipalities to apply for grants under the broadband expansion grant program.
- **Create a new program at the WI Department of Children and Families (DCF) that is aimed at improving affordability of Internet access.** On behalf of families at or below 200% of the federal poverty level, DCF will work with community action agencies to reimburse the appropriate Internet service providers monthly (\$20 mil/\$20 mil.).
- **Establish a broadband line extension grant program** which will provide grants or financial assistance, with a \$4,000 maximum limit, to eligible households to subsidize the cost of a line extension from existing broadband infrastructure to a residence without access to 25/3 mbps service.
- **Modify current law to allow electric cooperatives and utilities to install, maintain or own broadband infrastructure on an eligible easement.**

- **Modify current law to protect broadband customers** by requiring broadband service providers to meet certain service requirements, including prohibiting a broadband service provider from denying service to residential customers based on race or income.

Dementia & Family Caregiver Support

- **Increase the Alzheimer's Family and Caregiver Support Program (AFCSP) funding** by \$1 million over the biennium and increase the income limit from \$48,000 to \$55,000.
- **Expand Dementia Care Specialists statewide** by providing \$1.2 mil. in yr. 1/\$2.35 mil. in yr. 2
- **Create and fund a one-year pilot of the Tailored Care Assessment and Referral (TCARE) protocol** which is a care management protocol designed to support family members who are providing care to adults of any age with chronic or acute health conditions.
- **Require hospitals to allow caregiver designation and to provide instruction for patient care after discharge** (Caregiver Advise, Record, Enable – [CARE] Act).
- **Require the DHS to conduct a one-year pilot to create a home care provider registry** and to issue a request for proposals to select the software platform.
- **Expand the Family Medical Leave Act (FMLA)** – the expansion requires smaller employers to provide FMLA to their workforce, extends leave to care for a grandparent, grandchild, or sibling (and others included in the current FMLA language) with a serious health condition and expands the definition of “serious health condition” to include medical quarantine (for the individual or a caregiver). Additionally, the expansion proposal lowers the threshold of hours an employee must work to qualify for FMLA.
- **Create a Caregiver Tax Credit** - an individual non-refundable income tax caregiver credit for qualified expenses up to \$500.
- **Establish mandatory initial training requirements for guardians** (Family and Guardian Training) and providing funding for the DHS to award a grant to an organization with expertise in state guardianship law to develop, administer and conduct the required guardian training in a plain language, web-based, on-line training module that can be accessed for free, with printed versions available for free upon request.

Dental Care

- **Create a new license for dental therapists** to increase the number of dental providers and dental services provided across the state, especially in regions designated as dental provider shortage areas.
- **Increase access to dental services** under the Medicaid program **by increasing Medicaid reimbursement rates for dental providers** who provide services to Medicaid and BadgerCare Plus patients.

Direct Care Workforce Proposals

- Provide funding to **increase the direct care and services portion of the Family Care capitation rates** provided to managed care (\$40.4 in yr. 1/\$37.4 mil. in yr. 2) in recognition of the direct care workforce challenges facing the state.
- Provide \$77.8 million over the biennium to **increase the rates paid to personal care workers.**
- Direct DHS to develop a statewide minimum **rate band** that establishes equitable and sustainable rates **for home and community-based long-term care supports** (proposal to implement the rate bands to be included in the 2023-25 DHS budget).
- Direct DHS to develop and implement a pilot program to provide person-centered **direct support professional training** to achieve consistent standards of practices and direct DHS to develop a career ladder for caregivers leading to potential certification as a nurse aide.
- Allow direct support professionals to **disregard a portion of their income related to caregiving** without losing eligibility to the Wisconsin Shares childcare subsidy program through the WI Department of Children and Families.
- **Increase the nursing home and intermediate care facility rates for individuals with intellectual disabilities to reflect the increasing acuity of residents** by 11.5% in fiscal year 2021-22 and an additional 11.7% increase in fiscal year 2022-23. Of this rate increase, \$77.8 million over the biennium **will be invested in direct care staff in nursing homes.**
- **Increase expenditure authority to fund increasing costs associated with operating the Wisconsin Veterans Home at Chippewa Falls.**
- **Provide four-year project positions to the Office of Caregiver Quality** to conduct entity background checks, screen misconduct reports and conduct field investigations into misconduct allegations in regulated healthcare settings and programs.

Housing

- **Create a new grant (\$600,000 GPR annually) to support the hiring of housing navigators throughout the state.**
- **Index the parameters of the Homestead Tax Credit** for inflation to preserve the credit's value (beginning in 2023) and increase the maximum income threshold to \$30,000.
- **Increase funding for homeless prevention programs.**
- To help address the need for more affordable housing **increase the limit on the total amount of State Housing Tax Credits that may be authorized annually from \$42 million to \$100 million and increase the credit period from six taxable years to ten taxable years.**
- **Modify statutory language related to landlord-tenant responsibilities** that were enacted over the past decade **to provide a better balance of rights and protections for landlords and tenants.**

Medicaid

- **Accept the federal ACA provision for Medicaid expansion** to provide coverage to approximately 90,000 state residents - covering all low- income Wisconsin residents who earn incomes between 0 - 138% of the federal poverty level (projected \$634 mil GPR savings over the biennium).
- **Repeal the BadgerCare reform changes** (work requirements, premium payments, health risk assessment, and copayments for nonemergency use of an emergency room) to create a uniform benefit system for all recipients and eliminate barriers for low-income individuals that receive Medicaid benefits.
- **Create a Medicaid community health benefit** that invests \$25 million for nonmedical services (housing referrals, nutritional mentoring, stress management, and other services that would positively impact an individual's economic and social condition) to reduce and prevent health disparities that result from economic and social determinants of health.

Mental Health

- **Support development of up to two regional crisis centers** with each offering a crisis urgent care and observation center, a crisis stabilization facility, and inpatient psychiatric beds.
- **Establish five regional crisis stabilization facilities** to assist adults in crisis or requiring short-term crisis stabilization.
- **Establish Emergency Response Collaboration Grants** to provide funding for grants to county/municipal governments to establish collaborative programs between behavioral health (BH) providers and local law enforcement to increase involvement of BH professionals in emergency response.
- **Provide funding** (\$1.2 million GPR in each year) **to support the staffing needs of county crisis programs and peer-run respite centers** for their telephone services that provide aid to individuals in crisis.
- **Establish Crisis Intervention Training Grant** to provide funding to conduct additional trainings on crisis intervention and de-escalation for law enforcement.
- **Provide a Milwaukee County Mobile Crisis Team** to support additional staffing and expand mobile crisis response availability.
- **Provide funding for a real-time crisis stabilization, peer respite and inpatient psychiatric bed tracking system** that is accessible to all entities involved in identifying placement for people in crisis.
- **Establish a Deaf, Hard of Hearing and Deaf-Blind Behavioral Health Treatment Program** (\$1.9 mil.) offered by healthcare providers fluent in ASL and aware of Deaf culture.

Other - Aging and Disability Related Proposals

- **Create a Hearing Aid Assistance Pilot Program** and increase funding for the Telecommunications Assistance Program (TAP) to expand financial assistance for hearing aids (\$321,000/\$321,000)
- **Provide funding to increase the staffing of the WI Board on Aging and Long Term Care Ombudsman Program** to continue to provide quality service to the increasing caseload of persons age 60 and older who are consumers of Wisconsin long-term care programs (2 FTE).

- Re-estimate the costs of and **fully fund the WI Board on Aging and Long-Term Care's Medigap Helpline** that provides seniors with information on health insurance options.
- **Create a small business retirement savings program** for people who are not currently eligible for an employer-sponsored retirement plan.
- **Create a cabinet-level Chief Equity Officer and agency equity officers embedded within state department secretary's offices** to identify opportunities to advance equity in government operations and to determine how current government practices and policies impact communities of color and individuals with disabilities.
- **Create equity grants at the Department of Children and Families, Health Services, and Administration** for public, private, or nonprofit entities that promote diversity and advance equity and inclusion.
- **Create a new discretionary grant of equal amounts to the tribes** to support nongaming programs that **meet the needs of members of the tribes**. The grant will start in fiscal year 2022-23 and will be funded at \$11 million or \$1 million per federally recognized tribe.
- **Provide grant funding for local and tribal public health departments to implement health equity action plans and to support communicable disease control and prevention activities.**
- **Increase (by 5%) grants to counties and the governing bodies of federally recognized American Indian tribes and bands in support of the costs of maintaining veterans service offices.**
- **Provide funding (\$425,000 GPR in each year) to implement a Healthy Eating Incentives Pilot Program** that will provide up to 2,000 FoodShare households with discounts on fresh produce and other healthy food options.

Prescription Drug Costs

- Re-estimate the costs of and **fully fund the SeniorCare program to reflect changes in caseload, cost, and utilization of prescription drugs**. In 2020, 95,045 individuals participated in the program and participation is expected to increase over the biennium.
- **Lower the cost of prescription drugs and generate savings by establishing a Prescription Drug Importation Program to import generic, off-brand drugs from abroad.**
- **Create transparency requirements for drug companies and pharmacy benefit managers to stop prescription price gouging and consumer exploitation.**
- **Eliminate barriers for Medicaid/BadgerCare Plus recipients who are prescribed prescription drugs by removing Medicaid prescription drug copayments.**
- **Create a Prescription Drug Affordability Review Board** to establish prescription drug spending targets for public sector entities and establishing price limits.
- **Establish a \$50 copay cap on insulin and create an Insulin Safety Net Program** to ensure people do not need to choose between rationing insulin and meeting other basic needs.
- **Increase funding for free and charitable clinics** (\$4 million over the biennium).
- **Create a Patient Pharmacy Benefit Tool** to help prescribers take out-of-pocket costs into consideration when choosing between medically similar medication options.

Transportation

- **Create a Transit Capital Improvement Grant Program** - \$10 million in each year of the biennium.
- **Increase general transit operating assistance** by 2.5% in each year of the biennium.
- **Increase funding for the employment access and mobility programs (WETAP)**- \$4 million in each year of the biennium.
- **Increase paratransit aids** by 2.5% in each year of the biennium.
- **Increase funding in the capital assistance program for specialized transportation (s.85.22)** in each year of the biennium - \$22,900 yr. 1/ \$46,300 yr. 2.
- **Change the fund source for tribal elderly transportation grants (s.85.215)** from tribal gaming revenue to the transportation fund **and increase funding for the program** -\$21,800 yr. 1/\$44,700 yr. 2.
- **Reinstate powers to local communities** for nonmotorized travel **by including provisions for complete streets and the ability to use eminent domain for bicycle and pedestrian infrastructure** to assist local municipalities to support all modes of transportation infrastructure. Provide **\$75 million for local multimodal transportation projects** that combine elements and jurisdictions that make funding from existing programs difficult.
- **Allow local government to collaborate to create and fund cross-jurisdiction transit corridors.**
- **Open two new customer service centers for the Division of Motor Vehicles in Dane and Brown counties.**

Voting/Elections

- **Automatic Voter Registration** – Directs the WI Elections Commission to work with the Department of Transportation to begin automatic voter registration and to facilitate the initial registration of all eligible electors as soon as practicable.
- **Expand voting access by eliminating the restriction on how soon a person may complete an absentee ballot in person** and further recommending that a person may complete an absentee ballot in person no later than 7:00 p.m. on the Friday preceding the election.
- **Require polling places to post a voter bill of rights** which informs voters of voting rights guaranteed under current law.

Now that the Governor has introduced his budget the process moves to the legislature. This is the time for you to communicate with your state legislators on budget priorities important to you and those you serve. The Joint Finance Committee of the legislature will be conducting public budget hearings to gather input on the budget from state citizens. More details will be shared when they are available.

*To view WAAN's current budget and policy priorities click [here](#).

Janet Zander, Advocacy & Public Policy Coordinator, MPA, CSW
 Greater Wisconsin Agency on Aging Resources, Inc.- www.gwaar.org
janet.zander@gwaar.org
 p. 715-677-6723 | m. 608-228-7253
 fb. Facebook.com/WAAN.ACTION | tw. [@ZanderWAAN](#)



STATEMENT OF EXPLANATION
2021 ADRC PROGRAM PRIORITIZATION EDUCATION - LESLIE
FIJALKIEWICZ

5.4

Background: Each year the ADRC Board receives information about the various programs and services offered by the ADRC. With that information, each Board member is asked to rank these in terms of priority. While the agency has never had to use this information for the purposes of resource allocation, that potential always exists. The ADRC Board has also requested that ADRC staff provide their perspective on program prioritization to provide them with greater insight about what our customers are needing or asking for information about.

Action: Board members submit individual program prioritization by March 26. The results will be compiled and then reviewed and approved at the May meeting.

ADRC Grants and Programs/Services Descriptions 2021

Our Grants

Older Americans Act Grants (federal)

- Within the Older Americans Act there are five separate grants. Each grant has its own parameters of allowable expenses. Some grants do overlap in what expenses they cover. For example, more than one grant will allow funds to be used for health promotion, caregiver respite, personal care, chores, etc.
- Core services include nutrition programs, caregiver support, in-home support, advocacy, health promotion, public education.
- All require a county match for which Chippewa County uses the value of in-kind contributions in the form of indirect expenses and volunteer contributions of time.
- Require that participants be given the opportunity to contribute toward the cost of the service provided.

ADRC Grant (state)

- Required /Core Services for the ADRC grant include: Information & Assistance, Options Counseling, Youth Transitions, Advocacy, Disability Benefits Specialist, Elder Benefits Specialist, Public Education/Marketing/Outreach, Administering Long Term Care Functional Screen, Enrollment Counseling for Family Care & IRIS programs, and Access to the following: publicly funded programs and benefits, emergency services, and adult protective services.
- ADRC grant requires specific staff to track their time in 15-minute intervals. This tracking allows the State of Wisconsin to access Federal funds so the grant we receive doesn't get used up as quickly.
- Other allowable but not required services include: health promotion, case management, dementia specific programs and activities

Dementia Care Specialist Grant (state)

- Three primary functions: Creation of dementia capable ADRC, dementia friendly communities, and implementation of evidence-based and evidence-informed dementia programming.
- Dementia Care Specialist serves both Chippewa and Dunn Counties
- Grant requires tracking of time in 15-minute intervals. This tracking allows the State of Wisconsin to access Federal funds so the grant we receive doesn't get used up as quickly.

Transportation (state)

- Services provided to persons who are not living in a group setting for which other services are provided or can be purchased as needed.
- Contract with several transportation providers for services provided to people with disabilities and those age 60+.
- Previous years of unspent transportation grants (85.21) are in a trust. The trust is used to assist individuals needing vehicle modification to be less reliant on other transportation services. This program is not listed for prioritizing.

Elder Benefits Specialist/SHIP/MIPPA/OCI (state & federal)

- The Elder Benefits Specialist grant is insufficient so the other three grants plus part of the ADRC grant are also used to help fund this service.

Alzheimer's Family Caregiver Support Program (state)

- This is the only grant and program we have for which income eligibility is required.
- Program will reimburse for certain expenses related to care of person with dementia that is living in the community and not a facility of some type.

Our Programs/Services

Program/ Service	Funding & Staffing	Description
Bridging Chippewa County	All grants can be used to cover costs associated with this service. Staff time to prepare articles comes from all funding sources. 11 staff provide copy 9 involved in distribution	The ADRC is required to provide advocacy, outreach and public education. An agency monthly newsletter is recognized throughout the state as a valued method of providing the public with important information and a best practice. All ADRC staff are involved in preparing copy, proofing and/or distribution of the paper. Newsletter features sections on: Brain Health, Healthy Living, Nutrition & SCAMS Partnering agencies include: Emergency Management, Public Health, UW Extension, Center For Independent Living. Local businesses can also submit articles as long as article does not advertise their service e.g. Midwest Physical Therapy.
Caregiver Support	1 staff involved in administration of these two programs	Chippewa County limits enrollment in each program to 2 years.
<i>Alzheimer's Family Caregiver Support Program</i>	State grant (no match required)	Funding made available in each county to assist individuals to purchase goods and services related to the care of someone with Alzheimer's disease or a related dementia. County can establish a household maximum up to \$4,000. Funds can be used to expand or develop new services related to dementia, such as respite care, adult day care or support groups.
<i>National Family Caregiver Support Program</i>	Federal Older Americans Act III-E (required match is AFCSP)	Funding made available in each county to assist individuals to purchase goods and services related to supporting caregivers. County can establish funds available per caregiver depending on person's need for services and county priorities with total respite per caregiver not to exceed 112 hours. Funds can be used to support persons age 55+ providing "custodial" care for a relative's child (e.g. grandparent raising grandchild). Donation requested.

Program/ Service	Funding & Staffing	Description
Dementia Care Specialist (DCS)	DCS Grant 1 FTE to cover Chippewa and Dunn Counties	Encompasses the following activities: • Educating ADRC and other county staff about Dementia • Building partnerships to create dementia friendly communities • Developing or implementing programs and services that meet the local needs including evidence-based programs like Savvy Caregiver, Memory Cafes, Boost Your Brain & Memory, Support Groups, Ask The Dementia Care Specialist, etc. • Coordinating local Dementia Coalitions • Coordinating local memory screening activities/events
Disability Benefits Counseling (DBS)	State ADRC grant 1 FT DBS .5 LTE Admin Assistant (shared with EBS)	Provides benefits counseling services to persons age 18-59 with Medicare (Part A, B, C and D), Medicaid, FoodShare, SSI, private health insurance, housing and utilities, debt collection, community-based services, Social Security, etc. Information and assistance with public and private benefits including application and appeals. Training and consultation is provided by Disability Rights Wisconsin attorneys.
Elder Benefits Counseling (EBS)	State EBS and ADRC grants; Federal MIPPA, SHIP, OCI 1 FT EBS .5 LTE Admin Assistant (shared with DBS)	Provides benefits counseling services to persons age 60+ with Medicare (Part A, B, C & D), Medicaid, FoodShare, SSI, private health insurance, SeniorCare, housing and utilities, debt collection, community-based services, Social Security, etc. Information and assistance with public and private benefits including application and appeals. Training and consultation is provided by Greater Wisconsin Agency on Aging Resources Legal Services Team.
Health and Wellness programs	Federal Older Americans Act 3-D; State ADRC grant	Funds are used to provide health and wellness programs that have researched benefits. Chippewa County currently contracts with neighboring counties to provide health and wellness programming to our residents. Programs offered include: Stepping On, Strong Bodies, Healthy Living With Diabetes, Living Well with Chronic Conditions, Aging Mastery, Mind over Matter: Healthy Bowels, Healthy Bladder, Powerful Tools For Caregivers
In-home Support Services	Federal Older Americans Act 3-B (ages 60+); County levy (ages 18-59); 1 staff involved in administration of these funds	Provides in-home support on a limited term basis to assist individuals with housekeeping, laundry and basic inside chores. The intent is to help people during recovery or to help others determine if “a little help” is a worthwhile investment in their overall health, wellbeing, and independence. Will provide for snow plowing under some circumstances. Donation requested

Program/ Service	Funding & Staffing	Description
Meals on Wheels	Federal Older Americans Act 3-C2; State GPR; Participant and community donations; contracts with Long Term Care programs 1 FT Nutrition & Transportation Coordinator .75 Program Assistant 2.5 FTEs Site Aids .3 Meal delivery drivers Contracted Dietitian	Meals delivered to persons who are homebound, age 60+ and having difficulty consistently preparing nutritious meals. Meals provided without regard to income. Program also includes nutrition education, outreach, and nutrition counseling by a Registered Dietitian National research demonstrates that this service reduces hospitalizations and nursing home placements. Donation requested
Memory Screening	ADRC Grant 8 staff trained to provide this service	Staff are certified to provide a basic Memory Screen which involves a series of questions and/or tasks that takes approximately 10 minutes to complete. The screen can indicate if someone might benefit from a comprehensive medical evaluation. It is not used to diagnose any particular illness and does not replace consultation with a physician or other clinician.
Options Counseling (referring to the position more than the activity referred to as Options Counseling)	ADRC grant 4.5 FTE Options Counselors	Encompasses the following activities • Information & Assistance • Options Counseling (certification required) • Long Term Care Functional Screen for Family Care & IRIS (certification required) • Enrollment Counseling into Family Care & IRIS • Provide assistance with Powers of Attorney documents • Consumer advocacy • Youth Transitions services (assists youth with disabilities access adult programs as disenrollment from children's services becomes necessary) • Public education & outreach • Short-term case management

Program/ Service	Funding & Staffing	Description
Senior Dining	Federal Older Americans Act 3-C1; State GPR (Indian Gaming); Participant and community donations 1 FT Nutrition & Transportation Coordinator .75 Program Assistant 2.5 FTEs Site Aids Contracted Dietitian	Meals served in a group dining center to persons age 60+ without regard to income. Program also includes nutrition education, outreach, and nutrition counseling by a Registered Dietitian. National research demonstrates that the social component of the program is at least as beneficial as the nutritional component in preventing hospitalizations and nursing home placements. It is believed that participation in Senior Dining delays or prevents the need for Meals on Wheels because of the social component.
Transportation Program	State DOT 85.21 grant plus required 20% county levy match; participant copays 1 FT Nutrition & Transportation Coordinator	Each county receives transportation funds specifically to serve persons age 60+ and those with a disability. Counties can choose to contract for the provision of transportation services or can use the funds for administration of county operated vehicles to serve the targeted population. Chippewa County contracts with various entities to provide rides for medical, nutrition, social and to a limited degree employment purposes. Co-pay for services is required but currently waived due to COVID

Aging & Disability Resource Center - 2021

Here is how we ranked the programs / services. I arrived at the rankings by taking the number each person assigned to the program and service. The number in the last column is what the total was. The lowest number was given #1 and the highest number was given #12. For example, these were the rankings given to the Options Counseling: 2,3,3,3,1,3,6,2,1,1,1....that totaled 26 which was the lowest score of all programs/services and therefore the highest ranking.

I thought you might also be interested in seeing the range that people ranked each program/service. For example, we had three programs/services that were ranked as #1 (DBS, Option Counseling and Meals on Wheels). We also had five programs /services that were ranked as #12 (Bridging paper, Health & Wellness, Memory Screening, Senior Dining and Transportation).

COVID-19 impacted the scores because our community priorities had to change. The addition of a Dementia Care Specialist also shifted our rankings as we learned more about what is possible with the position.

Program or Service	2021 ADRC Division Rankings	Total points	Range	2021 ADRCB Ranking 1 - 12
Bridging Chippewa County	10	102	4-12	
Caregiver Support (AFCSP and NFCSP)	6	76	2-9	
Dementia Care Specialist	5	48	2-6	
Disability Benefits Counseling	3	41	1-7	
Elder Benefits Counseling	2	30	2-8	
Health & Wellness Programs	12	109	4-12	
In-Home Support Services	9	100	6-11	
Meals on Wheels	4	44	1-7	
Memory Screening	11	105	5-12	
Options Counseling	1	26	1-6	
Senior Dining	8	90	3-12	
Transportation	7	87	2-12	



STATEMENT OF EXPLANATION
ADRC 2022-2024 THREE YEAR PLAN - LESLIE FIJALKIEWICZ

5.5

Background: Leslie Fijalkiewicz, ADRC Manager, reports on requirements and development of the 2022-2024 Three-Year Plan. Will also include board discussion about collective and individual involvement board member involvement in the process of identifying community concerns.

Aging Disability Resource Center

Creating Our 2022-2024 Three-Year Plan

Leslie Fijalkiewicz



Older American's Act of 1965

"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:"



Objectives 1, 2, and 3

- 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...



Objective 4

- 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.



5, 6 and 7

- 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



8, 9 and 10

- Efficient community services, including access to low-cost transportation...
- Immediate benefit from proven research
- 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



Nutshell

- To provide immediate benefit from research our programs have to evolve.
- To meet the needs of our aging population with programs and services we must involve them in the planning.

It's a requirement of the Older Americans Act
but it also makes good sense to involve all
ADRC customers in planning



Aging Plan Timeline - 2022-2024





Help create the survey(s)



Help get the surveys out





Help compile results



Help create goals



Help collect feedback at public hearings



Can you...

- Provide feedback on survey developed?
- Stuff envelopes to do a mailing?
- Use a script and call 5-10 people you know?
- Help recruit participants for a virtual listening session?
- Ask your faith leader to mention the survey?
- Give the survey to your neighbors?





**No single person can do
everything...but every single
person can do something!**



DRAFT DRAFT DRAFT DRAFT DRAFT

The Aging & Disability Resource Center of Chippewa County is looking for your input. Your responses will help us improve programs and services for our county over the next three years and beyond.

Over the next 3,5 or even 10 years, what do you think you might need to help you live where you want to live. Please check all that apply:

- | | |
|--|---|
| ☐ Rides to medical appointments | ☐ Learning how to manage my health problem(s) |
| ☐ Rides for other errands (groceries, banking, hair appointments, etc) | ☐ Learning how to use a computer or other technology |
| ☐ Rides for local social activities (church, club meetings, visiting local friends) | ☐ Help staying mentally healthy |
| ☐ Rides for other reasons _____ | ☐ Staying connected to friends and family |
| _____ | ☐ Finding ways to keep fit and stay healthy |
| ☐ Help with shopping at the store | ☐ Finding ways to avoid falls |
| ☐ Help with home repairs and upkeep | ☐ Learning about brain health |
| ☐ Help with caring for a loved one | ☐ Programs or services related to memory loss/dementia |
| ☐ Help with choosing a Medicare drug plan | ☐ Help finding affordable housing options |
| ☐ Help with other Medicare issues | ☐ Help with preparing meals |
| ☐ Help with inside chores-cleaning, laundry, changing sheets, etc. | ☐ Other _____ |
| ☐ Help with outdoor chores | _____ |
| ☐ Help paying for any help I need | _____ |

What have you seen or heard of in other communities that you think would be good to have in Chippewa County?

DRAFT DRAFT DRAFT DRAFT DRAFT

The following information will help us identify who we are reaching with this survey.

Please indicate your age range:

- | | | |
|--------------------------------------|--------------------------------------|---|
| ☐ 18-29 years | ☐ 50-59 years | ☐ 80-89 years |
| ☐ 30-39 years | ☐ 60-69 years | ☐ 90 years or better |
| ☐ 40-49 years | ☐ 70-79 years | |

Do you live alone? ☐ Yes ☐ No

Are you caring for a loved one? ☐ Yes ☐ No

Have you ever contacted the Aging & Disability Resource Center of Chippewa County? ☐ Yes ☐ No

Do you use email, internet or a computer? ☐ Yes ☐ No

How did you learn about this survey?

- | | |
|---|--|
| ☐ Mailed to me | ☐ Given to me at my apartment building |
| ☐ Bridging Chippewa County | ☐ A friend or family member gave it to me |
| ☐ ADRC website | ☐ Board member called me |
| ☐ ADRC Facebook | |
| ☐ Given to me at a meeting | |

If you would like any additional information about the Aging & Disability Resource Center of Chippewa County, please call us **715-726-7777**; email us ADRC@co.chippewa.wi.us or visit us online www.chippewa.wi.us/ADRC

Thank you for completing this survey!



STATEMENT OF EXPLANATION
ADRC BOARD 2020 PERFORMANCE EVALUATION REVIEW - LESLIE
FIJALKIEWICZ

5.6

Background: Each year ADRC Board members are surveyed to provide feedback to the County Board, County Administrator and ADRC Manager. The survey identifies what is working well as well as areas that might require further development. Results of this survey are being provided.

Chippewa County Aging & Disability Resource Center Board Evaluation Survey

Statements	2016 Mean	2017 Mean	2018 Mean	2019 Mean	2020 Mean
<u>ADRC Board Meetings</u>					
1. Board meetings begin on time.	5.00	5.00	4.43	5.00	5.00
2. Board meetings are completed in a reasonable amount of time.	4.75	4.60	4.00	4.86	5.00
3. Board meetings are focused and stick to the agenda.	4.50	4.80	4.14	4.86	5.00
4. Board meetings have a positive tone.	4.25	4.80	4.14	4.86	5.00
5. Board meetings encourage participation by all members.	4.75	5.00	4.14	5.00	5.00
6. Board meetings focus on policy and outcomes rather than management issues.	4.25	4.80	4.14	5.00	5.00
7. Board meeting discussion/participation indicate members come prepared to take action on policies/programs.	4.25	5.00	4.14	5.00	5.00
8. Board meetings are held in adequate facilities.	4.50	5.00	4.29	4.86	4.71
9. Board meetings are cordian and personal attacks avoided.	4.75	5.00	4.43	5.00	5.00
Average Mean	4.56	4.89	4.21	4.94	4.97
10. Suggestions on how to further develop meetings that will assist you the most:					
*COVID precautions make hearing everything a real challenge for me. I don't know how to fix this though.					
*Encourage board members to read, educate themselves. Maybe provide sites via computer to learn more about ADRC services and issues facing the ADRC population.					
*Meetings aren't as effective and interactive on the phone - darn COVID.					
11. Additional Comments: None					
<u>ADRC Board Members</u>					
12. Board members understand and support ADRC's mission and strategic plan.	4.75	5.00	4.29	5.00	4.86
13. Board members understand ADRC statutory responsibilities.	4.00	4.80	4.00	5.00	4.86
14. Board members understand that communication with staff goes through the Human Services Director and ADRC Manager.	4.75	5.00	4.14	4.86	4.86
15. Board members works with the Human Services Director and ADRC Manager to secure and maintain sufficient staff.	4.75	5.00	4.00	5.00	5.00
16. Board members take advantage of ADRC related learning oppotrunities such as conferences, summits, and other activities.	3.75	4.00	3.71	4.57	4.43
17. Board members communicate community needs to the Human Services Director and ADRC Manager.	4.00	4.20	4.14	4.86	4.71
18. Board members support improving efficiency and effectiveness of ADRC through staff training and quality improvement initiatives.	4.50	4.40	4.29	5.00	4.86
Average Mean	4.36	4.63	4.08	4.90	4.80
19. Additional Comments:					
Looking forward to attending learning activities in person once this pandemic passes.					
<u>ADRC Board</u>					
20. The Board reviews important dcouments (e.g. policies, programs, strategic plans, etc.)	4.50	4.80	4.14	5.00	5.00
21. The Board review the annual budget.	4.75	5.00	4.29	5.00	5.00
22. The Board supports improving ADRC efficiency/effectiveness through staff training and quality improvement initiatives.	4.75	5.00	4.29	5.00	5.00
23. The Board works with allied interests to achieve ADRC goals	4.25	4.60	4.29	5.00	4.86
24. The Board is provided adequate information and data to make informed decisions.	4.25	5.00	4.29	5.00	5.00
Average Mean	4.50	4.88	4.26	5.00	4.97
25. Additional Comments:					
Chippewa County ADRC Manager Leslie welcomes board member questions. Additionally, she explains answers to provide understanding.					
26. Orientation as a new board member provided an adequate overview of board member role and reponsibilities	3.50	4.60	4.40	N/A	4.40
27. Suggestions that you think would be helpful to include in new board member orientation:					
*Have a potential member observe a meeting or shadow someone in ADRC.					
*I was not told there would be training sessions that would be so important that due to my work schedule, I've never been able to attend.					
*Perhaps board members should update education of their responsibilities. Maybe every six months to a year, more educational learning could be provided via computer.					
Average Overall Mean	4.31	4.72	4.27	4.95	4.91

For 2018 - 2020: 7 Responses; For 2017 - 5 Responses; For 2016 - 4 Responses



STATEMENT OF EXPLANATION
ADRC PORTION OF 2020 HUMAN SERVICES ANNUAL REPORT (REVIEW
AND APPROVE)

6.1

Background: Leslie has compiled ADRC information about activities in 2020. This information will be included in the 2020 Chippewa County Department of Human Services Annual Report . The document contains information about numbers of customers served by program area as well as achievements and challenges the ADRC experienced.

Action: The recommendation to the ADRC is to approve the ADRC report for the 2020 Human Services Annual Report.

DHS Annual Report 2020 - ADRC

The simplest version of the ADRC mission is to say that we are here to help older people and people with disabilities remain as independent as possible in the setting of their choosing. Aging and Disability Resource Centers (ADRCs) are the first place to go to get accurate, unbiased, and timely information on all aspects of life related to aging or living with a disability. ADRCs are friendly, welcoming places where anyone - individuals, concerned families or friends, or professionals working with issues related to aging or disabilities - can go for information tailored to their situation. It isn't about what we feel is best for the individual, but rather it's about presenting options so they can make an informed choice.

All Human Service divisions are unique in some way. ADRC's are unique in that 100 percent of our services are 100 percent voluntary.

We also recognize that people don't always know what they need...that's okay too because ADRC staff have extensive training at asking the right questions. The questions not only help people figure out what they need or want, but also help identify their strengths. When help is requested with applying or connecting to programs or services, ADRC staff will assist.

The ADRC of Chippewa County provides more than information and assistance. We also have programs that can help people remain in their home. Meals on Wheels, Senior Dining, Transportation Coordination, Caregiver Respite, In-Home Support, Healthy Living workshops, Memory Screening, Dementia-related programs, and Brain Health education are just some of the programs our agency offers. Our Options Counselors present customers with an array of choices that can help their situation along with assistance in accessing if needed. We also have highly trained Benefit Specialists that assist with Medicare, Social Security, Consumerism, Housing, Medical Assistance, and other private and public benefit questions. Complicated issues require extensive training, and our Benefit Specialists work directly with attorneys who specialize in all of these areas as they relate to older people and people with disabilities.

One thing that sets ADRCs apart from other governmental agencies is the fact that we are legislatively required to provide advocacy on behalf of the people we serve. Sometimes that means talking to local businesses and sometimes that means connecting with legislators. But most importantly, it means providing people with information so they are empowered to advocate on their own behalf.

Achievements of 2020:

- Expanded Meals on Wheels delivery to several rural areas previously not served.
- Implemented the Dementia Care Specialist program with many new services.
- Bridging Chippewa County newsletter available online with sign up for e-newsletter.
- Expanded Healthy Living Workshops offered to Chippewa County residents.
- Created an online orientation & training for Meals on Wheels volunteers which was great because we increased our volunteer pool by 17 percent.
- Developed new partnerships throughout the county
- Implemented Grab & Go meals when COVID required closure of group dining sites.

Challenges of 2020:

- Delivery of Meals on Wheels changed to ensure safety of volunteers and participants.
- Staff had to change their processes and create a space to work-from-home.
- Communication with consumers limited to phone and the occasional virtual meeting.
- Maintaining staff engagement with most staff working from home.
- Healthy Living workshops, Memory Cafés, Caregiver programs and other workshops moved to virtual format.
- Meals on Wheels requested at faster rate than our volunteer pool could accommodate.

Many people would say that everything about 2020 presented challenges. From an ADRC standpoint, it was also a year that demonstrated the resilience of our customers. We know that most people age 60-75 years old have some experience with computers and technology even if they weren't doing it often. In 2020, we met people in their 80's and 90's who decided to start using their smart phones in new ways and added other forms of technology. They connected with families and friends through email. Our customers demonstrated to the world what we've always known...that they've never lacked the ability to learn new technology ... they just needed a good reason!

Service/Program	Consumer Data for 2020
Caregiver respite	31 consumers 1981 hours respite service
Dementia Related Services	35 consumers 10 new services/programs
Disability Benefits	112 consumers 139 cases closed
Elder Benefits	458 consumers 625 cases/contacts
Healthy Living Workshop Sessions	17 consumers 273 classes/sessions
Information and Assistance/Options Counseling	5695 consumer contacts
Nutrition Program	624 consumers 40,701 meals
Transportation	4,719 rides 239,785 miles
Bridging Chippewa County	18,800 copies distributed
*In-home Supports (housekeeping & snow removal)	45 consumers 518 service units

*Previously reported with Caregiver and In-home Supports.