

CHIPPEWA COUNTY

ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD

REGULAR MEETING

SEPTEMBER 8, 2022

CHIPPEWA COUNTY COURTHOUSE, RM 302

4:45 PM

1. CALL TO ORDER

The ADRC Board meeting was called to order by Chair Kari Ives at 4:45 p.m.

2. ROLL CALL

Attendee Name	Organization	Title	Status	Arrived
Kari Ives	Chippewa County	District 21 (Chair)	Present	
Patricia German	Chippewa County	Citizen Rep (Vice-Chair)	Present	
Larry Marquardt	Chippewa County	Citizen Rep	Present	
Don Hauser	Chippewa County	Citizen Rep	Present	
Mary Frasier	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; Pauline Spiegel, Administrative Assistant; ADRC Staff: Jessica Gibson, Renee Price, Stephanie Rasmussen; All of US Research Presenter - Tammy Bieneck

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 [UNANIMOUS]
MOVER:	Don Hauser, Citizen Rep
SECONDER:	Patricia German, Citizen Rep (Vice-Chair)
AYES:	Ives, German, Marquardt, Hauser, Frasier, Mayer, Howell

1. Approve the agenda
2. Approve the Minutes

ADRC (Aging & Disability Resource Center) Board - Regular Meeting - Jul 7, 2022 4:45 PM

3. Schedule next meeting date - November 10, 2022

5. REPORTS

1. All of US Research Program Presentation - Tammy Bieneck
Tammy Bieneck from the Marshfield Clinic Research Institute presented information on the All of US Research Program, which is the first step of health related research studies (gathering information) - sponsored by National Institutes of Health in partnership with other large medical facilities. The goal is to help researchers understand more about why people get sick or stay healthy.

ADRC (Aging & Disability Resource Center) Board

Minutes
Regular Meeting

Chippewa County Courthouse, Rm 302

September 8, 2022
4:45 PM

RESULT: DISCUSSED

2. ADRC Staff Presentation - Jessica Gibson

ADRC Options Counselor Jessica Gibson specializes in completing Long Term Care functional screens to enroll eligible residents in Family Care or IRIS services. She presented information on the process of completing functional screens and enrolling at-risk people in long term care services.

RESULT: DISCUSSED

3. ADRC Manager Report

ADRC Manager Leslie Fijalkiewicz presented the ADRC Manager Report. She highlighted several items from her report: Disability Benefits Specialist Kay Hebert's retirement, revamping of the Nutrition Advisory Council, Wisconsin Employer and Family Caregiver Survey results, and fiscal information.

RESULT: DISCUSSED

4. ADRC Advocacy Report

Fijalkiewicz reviewed information on the Chippewa Valley Advocacy Training Day to be held September 20 and the virtual event on guardianship and voting September 14. She also shared there are positive Medicare changes coming through the Inflation Reduction Act.

RESULT: DISCUSSED

5. ADRC Three Year Plan - 2022 Update

Fijalkiewicz reviewed updates and progress of the ADRC Three Year Plan.

RESULT: DISCUSSED

6. ADRC 2022-24 Strategic plan Update

Fijalkiewicz reviewed the ADRC Division progress of the Human Services 2022-24 strategic plan.

RESULT: DISCUSSED

6. BUSINESS ITEMS

7. AGENDA ITEMS FOR FUTURE CONSIDERATION

8. ADJOURN

Meeting adjourned at 6:10 p.m.

ADRC (Aging & Disability Resource Center) Board

Minutes

September 8, 2022

Regular Meeting

Chippewa County Courthouse, Rm 302

4:45 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Larry Marquardt, Citizen Rep
SECONDER:	Janet Mayer, Citizen Rep
AYES:	Ives, German, Marquardt, Hauser, Frasier, Mayer, Howell

CHIPPEWA COUNTY

ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD

REGULAR MEETING

JULY 7, 2022

CHIPPEWA COUNTY COURTHOUSE, RM 302

4:45 PM

1. CALL TO ORDER

The ADRC Board meeting was called to order by Chair Kari Ives at 4:45 p.m.

2. ROLL CALL

Attendee Name	Organization	Title	Status	Arrived
Kari Ives	Chippewa County	District 21 (Chair)	Present	
Patricia German	Chippewa County	Citizen Rep (Vice-Chair)	Present	
Larry Marquardt	Chippewa County	Citizen Rep	Present	
Don Hauser	Chippewa County	Citizen Rep	Present	
Mary Frasier	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; Pauline Spiegel, Administrative Assistant; Tim Easker, Human Services Director; Paul Brenner, Senior Fiscal Manager; Ginger Dutton, Workforce Resource Presenter

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 [UNANIMOUS]
MOVER: Don Hauser, Citizen Rep
SECONDER: Patricia German, Citizen Rep (Vice-Chair)
AYES: Ives, German, Marquardt, Hauser, Frasier, Mayer, Howell

1. Approve the agenda
2. Approve the Minutes

ADRC (Aging & Disability Resource Center) Board - Regular Meeting - May 12, 2022 4:45 PM

3. Schedule next meeting date - September 8, 2022

5. REPORTS

1. Workforce Innovation Grant Presentation

Ginger Dutton presented information on services provided through Workforce Resource to people ages 14 and up (includes seniors) looking for employment. They are located on the second floor of Dove Healthcare South off of County Highway I in Chippewa Falls. Workforce Resource does provide walk-in services. Workers help job seekers with career planning through grant funded programs. Ginger is

Minutes Acceptance: Minutes of Jul 7, 2022 4:45 PM (Consent Agenda)

ADRC (Aging & Disability Resource Center) Board

Minutes
Regular Meeting

Chippewa County Courthouse, Rm 302

July 7, 2022
4:45 PM

program director for the Innovative Grant Program that helps individuals learn/obtain career skills. Their motto is to empower people through employment.

RESULT: **DISCUSSED**

2. ADRC Manager Report

ADRC Manager Leslie Fijalkiewicz presented the ADRC Manager Report. She highlighted several items from her written report: staff updates, Fortune Cookies play, Nutrition Program, ADRC contact data, Medicare and You presentations. The ADRC fiscal report through June was also reviewed.

RESULT: **DISCUSSED**

3. ADRC Advocacy Report

ADRC Manager Leslie Fijalkiewicz shared current advocacy information on the Chippewa Valley Advocacy Training day September 20 at the Eagles Club in Chippewa Falls. In addition, Leslie just received Older Americans Act advocacy information for legislative action regarding significant program cost increases. She will share this information with board members by email.

RESULT: **DISCUSSED**

6. BUSINESS ITEMS

1. Review Draft Resolution to Create Part-Time Options Counselor in ADRC Effective September 2022

ADRC Manager Leslie Fijalkiewicz explained the purpose of the resolution to create a part-time Options Counselor position in the ADRC. The resolution was reviewed and recommended by the ADRC Board to forward to the Health & Human Services Board for their review and approval.

RESULT:	REVIEWED [UNANIMOUS]	Next: 7/21/2022 7:45 AM
MOVER:	Patricia German, Citizen Rep (Vice-Chair)	
SECONDER:	Mary Frasier, Citizen Rep	
AYES:	Ives, German, Marquardt, Hauser, Frasier, Mayer, Howell	

2. ADRC 2023 Fees and Donations

The recommended fees and donations for the 2023 ADRC budget were reviewed and approved.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Patricia German, Citizen Rep (Vice-Chair)
SECONDER:	Glen Howell, Citizen Rep
AYES:	Ives, German, Marquardt, Hauser, Frasier, Mayer, Howell

3. ADRC 2023 Budget

The 2023 ADRC budget was reviewed and approved to forward to the County Administrator as part of the overall Human Services 2023 budget.

Minutes Acceptance: Minutes of Jul 7, 2022 4:45 PM (Consent Agenda)

ADRC (Aging & Disability Resource Center) Board

Minutes

Regular Meeting

Chippewa County Courthouse, Rm 302

July 7, 2022

4:45 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Patricia German, Citizen Rep (Vice-Chair)
SECONDER:	Glen Howell, Citizen Rep
AYES:	Ives, German, Marquardt, Hauser, Frasier, Mayer, Howell

7. AGENDA ITEMS FOR FUTURE CONSIDERATION

Discussion on having an ADRC Board Training (ADRC 101) in August.

8. ADJOURN

ADRC Board meeting adjourned at 6:13 p.m.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Larry Marquardt, Citizen Rep
SECONDER:	Don Hauser, Citizen Rep
AYES:	Ives, German, Marquardt, Hauser, Frasier, Mayer, Howell

Minutes Acceptance: Minutes of Jul 7, 2022 4:45 PM (Consent Agenda)



STATEMENT OF EXPLANATION
ALL OF US RESEARCH PROGRAM PRESENTATION - TAMMY BIENECK

5.1

Tammy Bieneck will be presenting information about the All Of Us Research Project and the value of the research as it relates to the people we serve.



**STATEMENT OF EXPLANATION
ADRC STAFF PRESENTATION - JESSICA GIBSON**

5.2

Jessica Gibson is an Options Counselor who specializes in administering the Long Term Functional Screen. She will be sharing an example of how this work impacts the individuals she works with as well as the county as a whole.



STATEMENT OF EXPLANATION ADRC MANAGER REPORT

5.3

ADRC Manager Leslie Fijalkiewicz provides a division program and financial report.



Manager's Report to the ADRC Board Leslie Fijalkiewicz



Board Meeting Date: September 8, 2022

1. **Staffing**

- Carmen Olson was hired as the Administrative Assistant who works with the in-home support/caregiver programs.
- It was difficult saying farewell to Kay Hebert, but we wish for her a long, happy, and healthy retirement. We hope to fill this position by mid-October.

2. **Dementia programs updates**

We had over 70 attendees at the Bridging Memories event at Kamp Kenwood. It was great to see the smiles and hear the “thank you’s” from both the participants and the volunteers!

3. **Nutrition program**

We’ve been looking at the Nutrition Advisory Council and working with Dept of Administration about the ordinance in place as it does not reflect the needs and intent of the council. If the ordinance is repealed as planned, then we will create a procedure that identifies membership, meeting schedule, and overall structure using guidelines already provided by our state office.

4. **Medicare Open Enrollment**

Medicare Open Enrollment will be upon us soon (October 15 – December 7). This is the first year that Michelle will be doing it as the Elder Benefit Specialist. In addition, we do not yet have a Disability Benefit Specialist hired and it is quite possible that it will be a new experience for whoever is hired. Medicare Open Enrollment is the period of time in which Medicare beneficiaries can change their drug plan or Advantage (part C) plan.

5. **Advocacy Training**

Last chance to register for the Advocacy Training Day. You will learn about current legislative issues affecting our target populations along with the best strategies for communicating with your representatives! (See attached flyer.)

6. **Wisconsin Family and Caregiver Support Alliance**

A survey of working caregivers has recently been completed and while the results were not terribly surprising to the ADRC staff, it has been very eye-opening to others. Of great interest to us in our outreach planning, is the fact that a large number of caregivers expressed interest in learning more about legal, financial, and health care planning resources. The last of the baby boomers will turn 60 in two years, which means the working caregiver is going to become the norm very soon. (See attachments.)

7. **Social Isolation and Loneliness Project**

GWAAR is looking for partner agencies to pilot a project that addresses social isolation and loneliness in older people and people with disabilities. Holly Anderson, one our Options Counselors has expressed a passion for in addressing this issue with our customers. She is reviewing the materials with me to determine the ability of our ADRC to participate in this pilot project. Stay tuned!

**Fiscal Report to ADRC Board
Through July 2022
58 Percent of Year**

Program/Grants	Budgeted Amount	Expenses	Revenue	Remaining Grant	% Budget Expended
ADRC Grants (includes Dementia Care Specialist)	\$ 989,675	\$ 487,844	\$487,844	501,831	49%
Nutrition Program (grants & donations)	498,938	218,803	218,803	280,135	44%
<i>Nutrition CARES Act</i>		\$35,580		0	100%
Transportation (85.21 grant, levy, donations)	226,921	129,408	230,423	101,015	57%
Other Non-COVID Grants	226,437	90,709	90,709	135,728	40%
ARPA Grants				\$136,406	0%
TOTALS	\$1,941,971	\$962,344	\$1,027,779	\$1,155,115	50%

You are Invited to:

Chippewa Valley Advocacy Training Day

Tuesday September 20, 2022 – 1:00 pm – 3:00pm

Location: Eagles' Club, 2588 Highway 53, Chippewa Falls, WI

(Bus. 53 across from Blain's Farm & Fleet)



Guest Speaker: Janet Zander, GWAAR Inc.

Find out: Who your legislators are and how to have productive conversations with them. Learn how to connect with other advocates in your area. Receive updates affecting older adults and adults with disabilities

Event is free of charge,
sponsored by:



Ways To Register:

- Scan the QR code
- Go To: www.adrcevents.org and click on the calendar event
- Call 715-839-4735
1-888-338-4636 tty: 711



Wisconsin Employer and Family Caregiver Survey

From June through October of 2021, the Wisconsin Family and Caregiver Support Alliance (WFACSA) and UW-Madison Division of Extension asked employers and working caregivers to tell us how Wisconsin businesses and families are being affected by family caregiving responsibilities. Someone is a caregiver if they are providing care or financial assistance to an older family member, an adult child, a loved one with a disability, or a spouse with a long-term illness. A total of 564 employees responded, of which 447 (79%) had a family caregiving role.



More than **8 in 10** caregivers reported having their work life interrupted

Most common interruptions included:

Rearranged work schedule



Left work early



Unable to focus at work



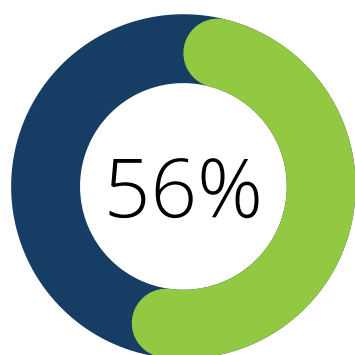
Responded to calls or emergencies



Used break or lunch for caregiving



"[I] always feel like I have to make a choice of which is more important. My [care recipient] or my job."



of caregivers indicated that their current situation is **unsustainable**

Factors that promote caregiver well-being

- A positive supervisor relationship
- Work from home capabilities
- Resources offered through employers
- Flexible hours

Giving caregivers resources can promote a healthy work-life balance

Caregivers reported being most receptive to information about:

Legal,
financial,
and/or health
care planning
(46%)

Coping with
caregiving
responsibilities
(43%)

Strategies to
approach hard
decisions
(41%)

COVID-19 has put a strain on caregivers

54% of caregivers said their caregiving responsibility **increased**

40% of caregivers said the pandemic made it **more difficult** to balance caregiving and job-related work

40% of caregivers said that time to themselves had **decreased**

When asked how they wanted resources to be distributed, caregivers most preferred:

Email (50%)



Online (45%)



Fact Sheet (39%)



"Calling to make appointments, transporting to and from day services, doctor appointments, and general care all need to be done during the hours I typically work. Missing any amount of work, doubles up the work I need to complete when I return."

Resources:

The **"Massachusetts Employer Toolkit to Support Working Caregivers"** offers specific recommendations for how to implement a positive caregiving culture into your workplace. Visit <https://macaregivercoalition.org/sites/mtc/files/documents/MeHI/MAEmployersToolkit.pdf>

Wisconsin's Family Caregiver Support Programs offers many resources for caregivers and employers. They also have a map that will connect you to resources by county and tribe. You can find more information at <https://wisconsincaregiver.org/> or on Facebook at <https://www.facebook.com/WisconsinFamilyCaregiver>.

The Wisconsin Department of Health Services offers articles, resources, and services for caregivers. Information about **Wisconsin Aging and Disability Resource Centers (ADRCs)** is available at <https://www.dhs.wisconsin.gov/adrc/index.htm>.

The Respite Care Association of Wisconsin offers respite resources, training and a statewide respite care registry. You can find information at <https://respitecarewi.org/training-courses/kit-for-caregivers/>.

Want to see the full results of our survey? Go to: <https://wisconsincaregiver.org/employer-engagement-workgroup>

Wisconsin's Working Caregivers

STRATEGIES AND RESOURCES FOR EMPLOYERS



Visit us at
<https://wisconsincaregiver.org/>

Or email us at: wfacsa@gmail.com

A Message to Employers

Are you struggling to hire or retain workers? Do you know how many of your employees have family caregiving responsibilities in addition to traditional child rearing?

It may surprise you to learn that one in four working-age adults provides care or financial assistance to an older family member, an adult child or other loved one with a disability, or a spouse with a long-term illness. This means that at least one quarter of potential hires and of staff you currently employ are engaged in a balancing act between home and office. Attracting and retaining workers today requires strategies that stand out from competitors.

One relatively easy and low-cost way to grab a job seeker's attention is to be an employer that understands and supports working caregivers. The benefits to your company will be increased company loyalty, improved individual performance, and higher staff retention.

We learned that a few small changes can transform businesses into a place where employees will want to build a long career.

To survey your own workforce, visit the *Employed Caregiver Survey* page of the UW-Madison Division of Extension website and click *How To Host a Survey*. You can find this resource at:

<https://fyi.extension.wisc.edu/agingfriendlycommunities/employed-caregiver-survey/>

From June through October of 2021, the Wisconsin Family and Caregiver Support Alliance (WFACSA) and UW-Madison Division of Extension asked employers and working caregivers to tell us how Wisconsin businesses and families are being affected by family caregiving responsibilities. A total of 564 individuals responded, of which 447 (79.4%) had a family caregiving role.



More than **8 in 10** caregivers reported having their work life interrupted

Wisconsin Employer and Family Caregiver Survey

Introduction

We asked employers and working caregivers to tell us how Wisconsin businesses and families are being affected by family caregiving responsibilities. We defined family caregiving as care provided to any older adult, or a child or an adult of any age with a disability who requires routine care beyond what is considered conventional child rearing.

We already knew that one in four working-age adults regularly provides care to a family member or friend. What we didn't know is how well Wisconsin family caregivers and the businesses that employ them have been balancing daily challenges. We also wanted to know what resources both groups want or need that are not currently available at the state, county, or community level.

Most working caregivers told us they felt they could continue meeting their work and home responsibilities for longer with just a little more help. They report very low use of FMLA, although using paid leave, reducing work hours, or changing jobs to accommodate caregiving responsibilities were more common.

One of the caregivers described work-life interruptions such as:

“Calling to make appointments, transporting to and from day services, doctor appointments, and general care all need to be done during the hours I typically work. Missing any amount of work, doubles up the work I need to complete when I return.”

Role of supervisors

Supervisors play an important role and significantly impact how employees experience stress. Supervisors set the tone for an organization, either helping or impeding their ability to maintain balance between their work life and caregiving responsibilities.

When asked about job difficulties, several respondents mentioned that the level of a supervisor's understanding is important. Specific responses included:

*“The just never knowing (is stressful). I am lucky. My boss is **FANTASTIC**”*

“It is used as an excuse by my supervisor to not rely on me, to re-assign work, etc., even though I work many extra hours and am doing significant work.”

“Employer promotes work/life balance in words, but not actions.”

We encourage employers and businesses to consider how this information compares to what is happening in your own organizations. A little flexibility in the workplace or a couple hours a week of additional support could do much to ease employee stress levels and decrease their burden.

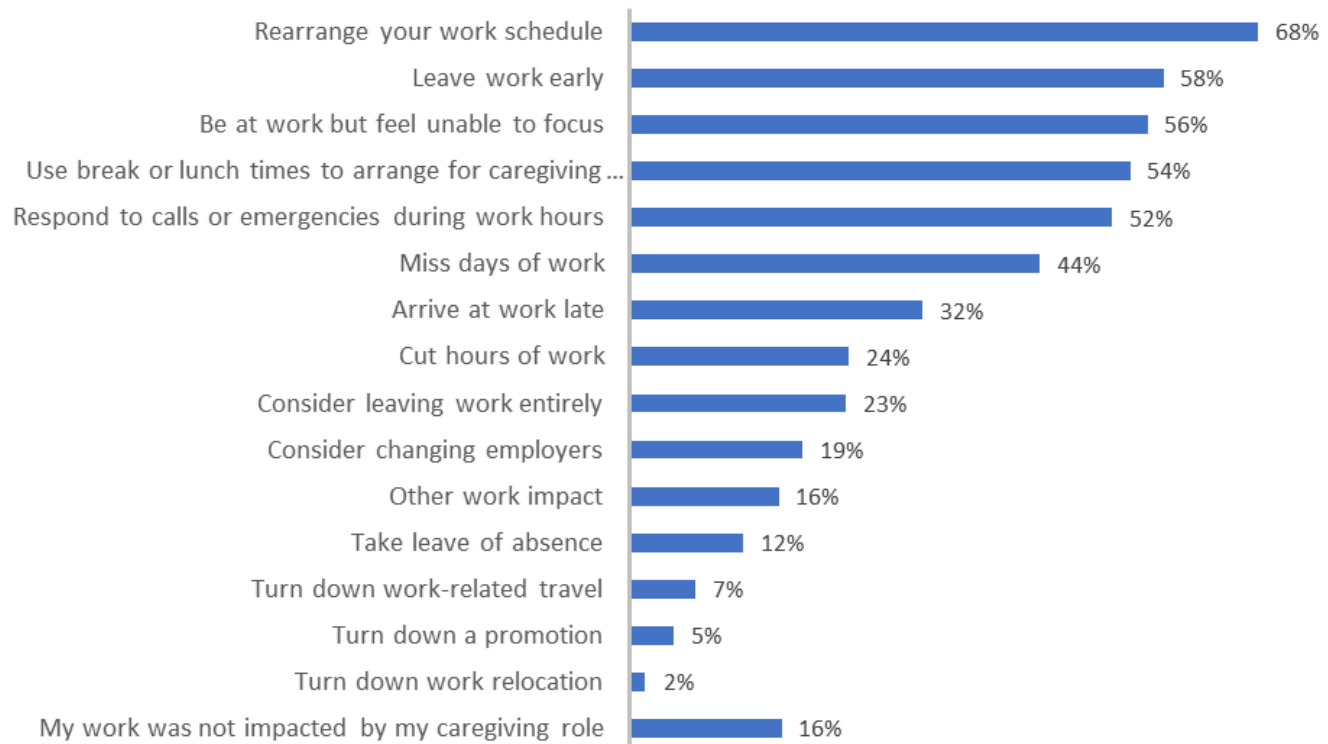
In fact, there is a good chance that flexibility in the workplace will also improve performance and pay off for employers in the end.

Effects of Caregiving Responsibilities

More than 8 in 10 caregivers reported having their work-life interrupted by caregiving.

These interruptions varied in types, and rearranging their work schedule was the most common interruption (68%). **Figure 1** depicts the proportion of caregivers reporting interruptions in their work-life.

Figure 1. Work-life interruptions from caregiving



Beyond work-life interruptions, more than three quarters of caregivers we surveyed missed work due to caregiving (77%). When these employees missed work, they most often used personal time or other paid time off (52%) or were able to compensate using flexible hours (50%).

They also commonly reported using vacation time (38%), sick leave (31%), and working from home (31%).

Other findings:

- One in 5 caregivers used time off without pay. (22%)
- More than a quarter of caregivers had not been able to take a vacation in over a year. (27%)
- 17% had not been able to take a vacation away from caregiving responsibilities in two years.
- Despite the majority of survey participants missing work due to caregiving, only 13% had used the Family Medical Leave Act (FMLA) or Wisconsin Family Medical Leave Act (WFMLA).

Specific examples from caregivers

When asked about caregiving difficulties, employees gave several examples of the burden caregiving creates on their work-life.

“Caregiving is a full-time job. If it isn't hands on care, it's arranging care. It is mentally exhausting. And then the job is also mentally exhausting. This leads to physical exhaustion to matter how much self-care or how many breaks you get/can take.”

“Difficult to balance work responsibility with caregiving responsibility... Always feel like I have to make a choice of which is more important—my [care recipient] or my job. Very stressful.”

“I cannot focus on working as I want to make sure my [care recipient] is OK.”

“I needed to schedule several doctor appts. that caused me to miss several hours of work each month.”

When asked about how caregiving makes work-life difficult, almost two thirds of individuals reported that providing or arranging care had made their employment more difficult (60%). Caregivers reported consequences such as:

“Took a demotion as I was unable to focus on career.”

“The need for so much schedule flexibility and missed work was a contributing part of losing my job. I now do freelance work instead.”

“Only able to work very part time (less than 20 hours per week).”

“Unable to work outside the home. Caregiving role is my job.”



Making change in the workplace

Employers can provide resources, and many can provide some flexibility so that most caregivers are able to continue working. The reports below explain how some businesses are approaching the issue by designing workplace strategies that create a healthier work-life balance.

National Reports

“The Caring Company: How employers can help employees manage their caregiving responsibilities – while reducing costs and increasing productivity “

— Harvard Business School

This report identified hidden costs associated with caregiving such as turnover costs, loss of institutional knowledge, and temporary hiring and overtime. Beyond explicit financial costs, employers may also have productivity loss due to unsupported caregiving such as missing work, being distracted while at work, unexpected events, and redistribution of work labor to colleagues. In order to become a more caring company, they suggest conducting a care census to understand the proportion and demographics of caregivers, survey employees on benefit offerings and what they find valuable, adding additional benefits to address unmet needs, and assessing impacts of benefits and benefit changes. You can find this resource and more resources on caregiving and the workplace at:

<https://www.hbs.edu/managing-the-future-of-work/research/Pages/the-caring-company.aspx>.

“Caregivers in the Workplace: Finding Balance for Your Employees”

— New York State Office for the Aging and the New York State Department of Labor

This report recommends assessing the needs of caregivers in the workplace by addressing demographics of caregivers, employee perceptions on how caregiving affects work, ideas/suggestions on how to support caregivers, challenges and rewards of caregiving, and knowledge of employer benefits. They also recommend exploring different policies in the workplace related to caregiving such as a caregiving policy defining benefits and resources, roles and expectations, and training for managers. Other policies and resources include workplace flexibility policies, federal family and medical leave programs, programs or services designed for caregivers, and family-friendly policies. You can find this resource at:

<https://lifespanrespite.wildapricot.org/resources/Documents/State%20Tools/New%20York/Caregiver%20Guide%20for%20Businesses.pdf>

AARP offers many publications and educational opportunities designed specifically for caregivers. These resources are available in several different languages and are designed for different groups such as military families and LGBTQ families. You can find AARP Family Caregiver Support resources here:

<https://www.aarp.org/caregiving/prepare-to-care-planning-guide/>

“Massachusetts Employer Toolkit to Support Working Caregivers”.

— *The Executive Office of Elder Affairs, Massachusetts Business Roundtable, and Massachusetts eHealth Institute*

This resource includes several questionnaires to assess caregiver needs. Additionally they recommend programs and services such as a supportive caregiving culture, flexibility and paid time off, care delivery services, education and consultation services, and caregiver health and wellness programs. They include specific recommendations for how to implement these programs and services into the workplace.

You can find this resource at:

<https://macaregivercoalition.org/sites/mtc/files/documents/MeHI/MAEmployersToolkit.pdf>

Local Resources

Wisconsin’s Family Caregiver Support Programs offer state and federal resources for caregivers, which are provided by counties and tribes. Learn more about local offerings at <https://wisconsin caregiver.org/> or on Facebook at <https://www.facebook.com/WisconsinFamilyCaregiver>.

The Wisconsin Department of Health Services administers programs that, depending on need, age or health condition, may be able to provide in-home personal care, nursing services, housekeeping and chore services, minor home modifications, adaptive equipment, transportation, access to health care coverage, nutrition counseling, home delivered meals, Medicaid LTC coverage, caregiver respite, online caregiver training and other supports. More information about **Wisconsin Aging and Disability Resource Centers (ADRCs)** is available at <https://www.dhs.wisconsin.gov/adrc/index.htm>.

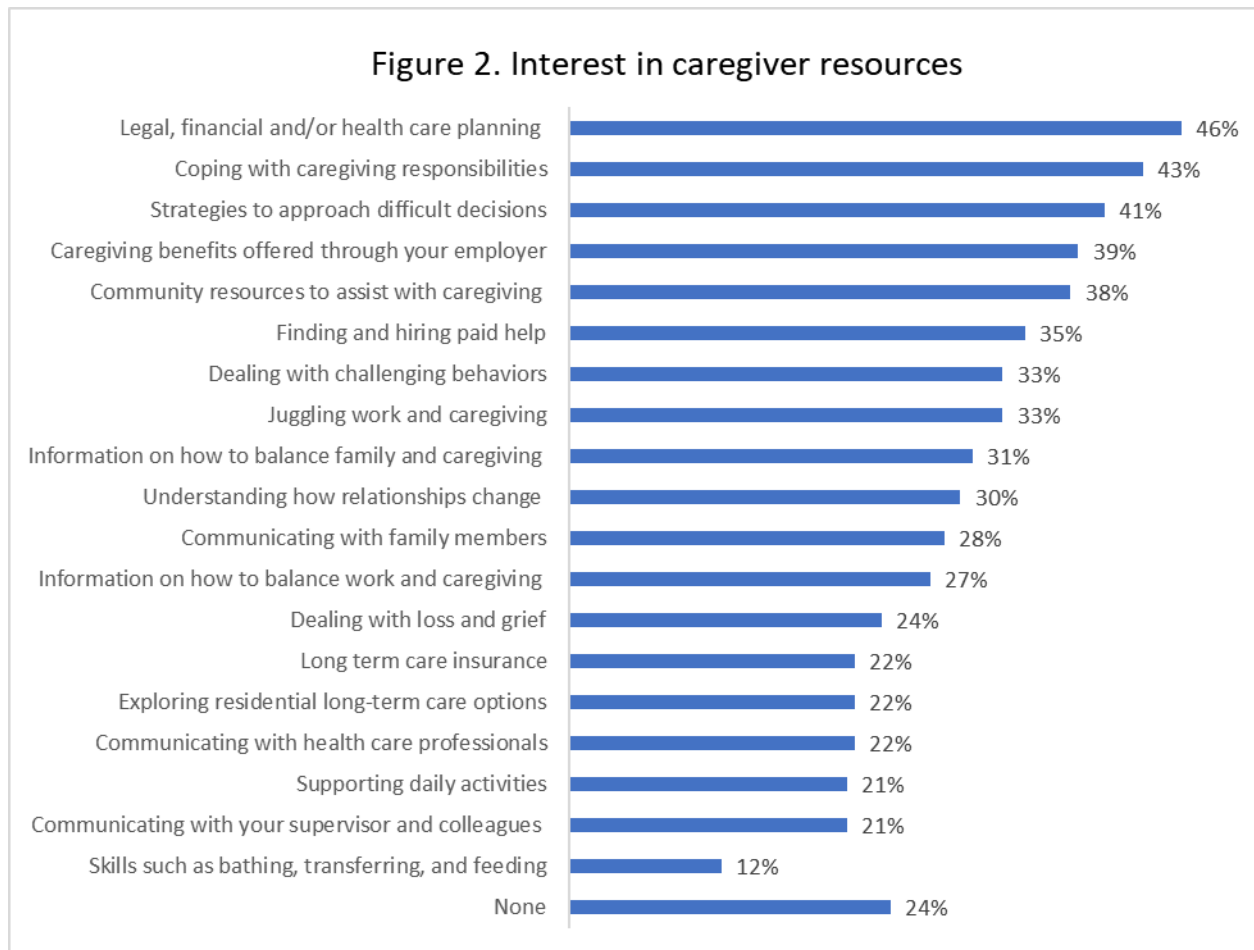
The State of Wisconsin also offers resources specifically for dementia care, including a toolkit for employers on how to support employees who are caring for a loved one with dementia: <https://www.dhs.wisconsin.gov/dementia/employers.htm> and a directory of information for caregivers of a loved one with dementia: <https://www.dhs.wisconsin.gov/dementia/dementiaresources.htm>

The Respite Care Association of Wisconsin offers free training for individuals interested in becoming a professional caregiver, a statewide caregiver registry, and offers respite grants to families that may not qualify for other state or federal programs. You can find information here: <https://respitecarewi.org/training-courses/kit-for-caregivers/>.

Education employees want

When asked which family caregiving topics they would like to learn about, caregivers were most receptive to resources regarding legal, financial, and/or health care planning (46%). Other areas of interest included resources regarding coping with caregiving responsibilities (43%), strategies to approach difficult decisions (41%), caregiving benefits offered through their employer (39%), and community resources to assist with caregiving tasks and responsibilities (38%).

Figure 2 depicts the interest in all options of caregiver assistance resources.



Preferred ways of receiving information

Respondents were asked how they would prefer to receive caregiving information if it were made available in the workplace.

Half of respondents indicated they would prefer to receive caregiving materials via email (50%). Other response types included online (45%), via fact sheet (39%), employee newsletter (31%), printed directory of caregiver services (27%), individual meetings (25%), lunchtime seminars (24%), on-site support groups (14%), and before or after work seminars (12%).

Sustainability and caregiving

Demographics of caregivers

Of all employees, about 79% had performed at least one caregiving task in the past six months, most (79%) were caring for an adult and some (18%) were caring for a child with a chronic illness, disability, or other healthcare need. These caregivers were primarily female (89%) and tended to be above the age of 46 (64%). **Figure 3** shows the breakdown of caregivers by age.

Caregivers were primarily caring for parents or parent in-laws (56%), but also reported caregiving for children (27%) and spouses (14%). The condition of the care recipient varied, about half (51%) were caring for other care needs such as being frail or mobility issues. Other conditions included long-term health conditions (34%), emotional or mental health conditions (28%), intellectual or developmental disability (19%), and shorter-term health conditions (13%).

Caregiver longevity

Most caregivers have been providing care to their care recipient for 1-5 years (46%). During the week a majority of caregivers typically spent 0-7 hours per week (52%), however, the second largest population of caregivers spent over 40 hours per week on caregiving (17%).

Figure 4 depicts the proportion of hours respondents spent on caregiving. Many caregivers reported being able to provide care as long as they are necessary (44%), but over half reported that their current situation was unsustainable; that they would need additional help (32%), were unsure (18%), or would not be able to provide care as long as necessary (6%).

Figure 3. Caregiver age

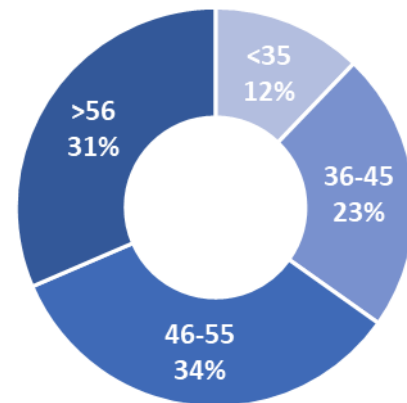
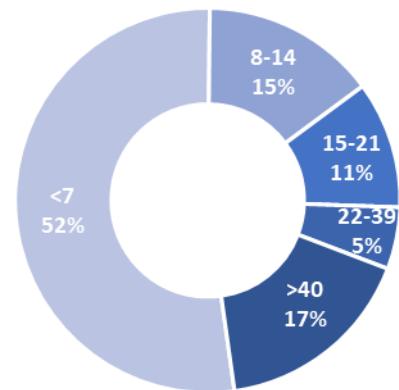


Figure 4. Hours spent caregiving



Influences of the COVID-19 Pandemic

Caregiving responsibility

More than half of respondents indicated that their caregiving responsibilities have increased compared to before the pandemic (54%) while only 15% of respondents indicated that their caregiving responsibilities have decreased compared to before the pandemic. 31% of respondents indicated that they “neither agree nor disagree.” See **Figure 5**.

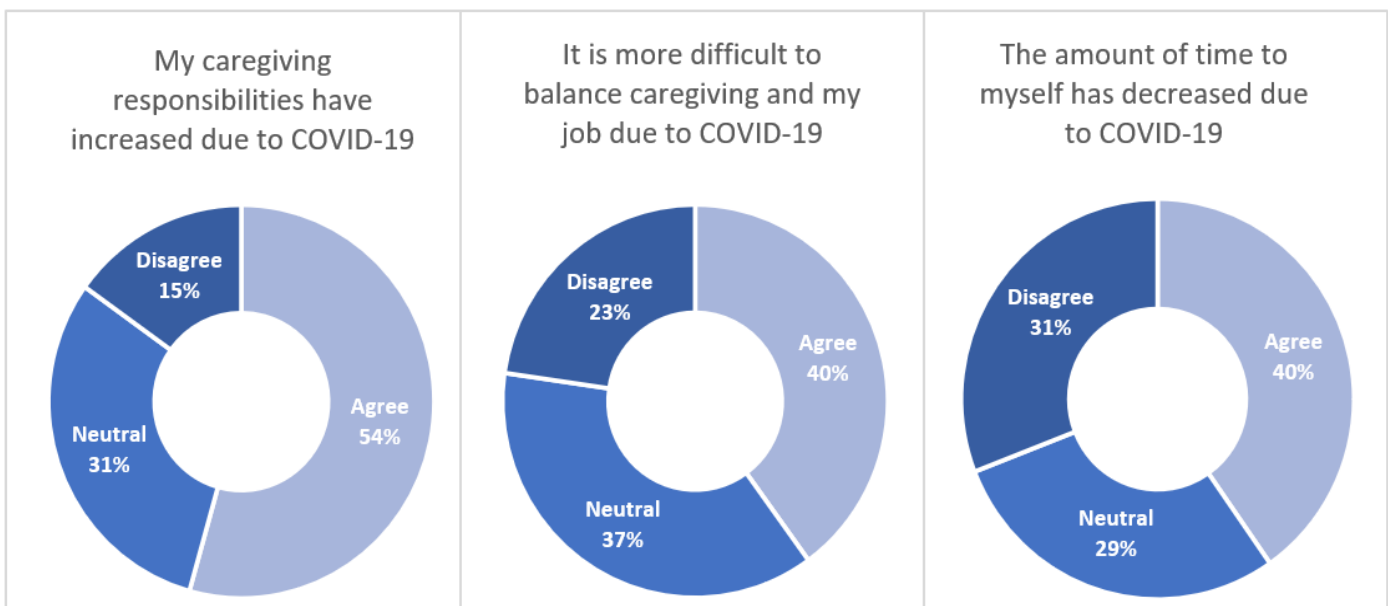
Balancing caregiving and work

Four in ten caregivers indicated that the pandemic has made it more difficult to balance caregiving responsibilities and job-related work (40%) while 23% of caregivers responded that the pandemic has not made it more difficult to balance caregiving responsibilities and job-related work. 37% of respondents indicated that they “neither agree nor disagree.” See **Figure 5**.

Personal time

40% of caregivers indicated that the time they have to themselves had decreased as a result of the pandemic, while 31% of caregivers indicated that time they had to themselves had not decreased as a result of the pandemic. 29% of respondents indicated that they “neither agree nor disagree.” See **Figure 5**.

Figure 5. COVID-19 and caregiving



Identifying Strategies for Your Own Organization

Now it's your turn. Use the worksheet below to reflect on your own organization and identify next steps to help support your caregiving employees.

What stands out in the report? How many employees in our organization are caregivers, and how is it impacting their work-life?	
What resources are currently available to support caregiving employees?	
Are caregiving employees using these resources? If not, why not? What can we change to make our programs and resources more accessible?	
What other needs are we seeing among caregiving employees? What programs or initiatives could we implement to meet those needs?	
What will we do first? Create a SMART goal (Specific, Measurable, Achievable, Relevant, Time-bounded)	
How will we measure whether these changes are having a positive impact on our employees and organization?	

Notes

About The Wisconsin Family and Caregiver Support Alliance

The Wisconsin Family and Caregiver Support Alliance (WFACSA) will address the needs of families who provide care, improve resource coordination, increase access to family supports and sustain Wisconsin families into the future.

Our Vision Statement:

People of all ages and abilities, their families, and caregivers will have the supports needed to live and be included in their communities.

We believe:

- Our communities are stronger when we work together to support each other.
- When family caregivers know information, have options and access to opportunities, they can better advocate for their needs and the needs of their loved one.
- The needs of the caregiver drive the prioritization of our shared resources.
- In encouraging one another to strive for positive outcomes and evidence-based decisions to further our mission and mutual goals.
- The community of family caregivers is a growing, and changing population served best when diversity is respected and celebrated.

Mission Statement:

Our mission is to raise awareness of family and caregiver support needs and increase the availability of and access to services and supports (both paid and unpaid) which will keep people across the lifespan engaged in their community as long as they desire.

Membership:

Disability and Aging advocacy groups and other organizations are invited to become members and get involved with the Wisconsin Family and Caregiver Support Alliance. The WFACSA does not engage in lobbying activities but seeks to educate its members about public policy and other issues related to improved supports for caregivers.

If you would like to join WFACSA as an organizational or individual member, copy and paste this link:
<https://www.surveymonkey.com/r/WFACSAMembers>.

Or for more information send an email to wfacsa@gmail.com.





STATEMENT OF EXPLANATION ADRC ADVOCACY REPORT

5.4

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.



**STATEMENT OF EXPLANATION
ADRC THREE YEAR PLAN - 2022 UPDATE**

5.5

Included in your packet is an update of the progress on our Three-Year Plan (2022-2024) goals. This will also be reviewed with our GWAAR regional quality specialist, Pam VanKampen, in the coming weeks.

Chippewa County Three Year Plan 2022–2024 Plan Review for 2022

GOALS FOR THE PLAN PERIOD

Focus area: Title III-B and Person-Centered Services/Equity		Due Date
Goal statement: To improve access to in-home supports for all persons		12/31/24
Plan for measuring overall goal success – A program/service will be developed and implemented; Hmong elders will utilize the service/program		
Specific strategies and steps to meet your goal:	Measure	Due Date
Strategy 1: Develop a comprehensive list of strategies that could be used to deal with the unmet in-home support needs in Chippewa County		
Action step: Brainstorm with staff, consumers and other potential stakeholders ways to deal with unmet in-home support needs	Brainstorming session(s) held	3/31/2022 12/31/2022
Action step: Reach out to other ADRCs to learn how they are dealing with unmet in-home support needs in their communities	Other ADRCs are contacted	3/31/2022 12/31/2022
Action step: Brainstorm with staff the pros and cons of each strategy identified as it relates to implementation potential in Chippewa County	Brainstorming session(s) held	4/30/2022 2/28/2023
Strategy 2: Develop a better understanding of Hmong Elders and the unmet in-home support needs they have		
Action step: Attend training to expand understanding of Hmong elders, culture, and expectations.	Trainings are documented and attended	8/31/2022 4/30/2023
Action step: Meet with Hmong Mutual Assistance Association to identify unmet in-home support needs/challenges, and barriers to seeking or utilizing services	Meeting held	5/31/2022 6/30/2023
Action step: Hold a focus group of family caregivers in the Hmong community to identify additional challenges or considerations that need to be incorporated into larger plan/program/service developed	Focus group held	8/31/2022 8/31/2023
Strategy 3: Develop program/service that addresses the unmet in-home support needs of Chippewa County older adults and adults with disabilities that addresses with intention the specific needs of the Hmong community.		
Action step: Utilizing pros and cons list above, work with stakeholders to develop forms, waivers of liability or other documents needed and ensuring language barriers are addressed in creation of the forms.	List of documents needed is developed and documents are created in languages needed	5/31/2023 12/31/2023
Action step: Create marketing plans for program/service developed, including a plan separate and specific to reaching Hmong elders and their families	Marketing plans are developed	8/31/2023 12/31/2023
Action step: Simultaneously implement marketing plans utilizing agency resources, community partners, social media and other forms of reaching the community.	Program/service participants are surveyed to identify how they learned about it.	12/31/2023 4/30/2024

Annual progress notes We have not made any progress on this. We have not been able to hire anyone to actually fill the in-home support coordinator position until August of this year and it definitely seemed like this person should be involved in the process. It is my hope to be able to brainstorm in late 2022 which will have the unintended consequence of pushing everything else out as well.

Focus area: Title III-C Nutrition

**Due
Date**

Goal statement: To ensure that all eligible people who want Meals on Wheels have access to the program regardless of where they live in the county

12/31/24

Plan for measuring overall goal success – By December 31, 2024 there will no longer be a waiting list for meals in Chippewa County. By December 31, 2024 the Meals on Wheels delivery volunteer force will increase by 15% (compared to number of volunteers on January 1, 2022)

Specific strategies and steps to meet your goal:

Measure

**Due
Date**

Strategy 1: Identify and prioritize communities most in need of additional volunteers based on need to split large routes.

Action step: Ask other counties for volunteer recruitment activities that were successful.

Documentation of successful strategies used in other counties

2-28-2022

Action step: Develop and implement volunteer recruitment strategies

Recruitment plan created and followed

8-31-2022

Action step: Evaluate effectiveness of recruitment strategies;

Chart created of recruitment strategy used and volunteers recruited using each strategy

10-31-2022

Action step: Repeat effective strategies as needed throughout the three- year plan.

Volunteer force expands by 15%

12-31-2024

Strategy 2: Communicate with partners regarding waiting lists and ways to eliminate the waiting lists

Action step: Create a list of past, current and potential partners

List is created

2-28-2023

Action step: Create list of what is needed for resources to eliminate waiting lists in each area where they exist

List is created

3-31-2023

Action step: Personal contact, letters, social media and other methods will be used to share the needs with partners.

Partners will be contacted

7-31-2023

Strategy 3: Increase capacity for paid meal delivery routes in locations where volunteers are insufficient

Action step: Brainstorm with Nutrition Council, site aids, and other partners, to identify possible funding sources to support expansion of paid routes.

Brainstorming sessions held

3-31-2024

Action step: Brainstorm with staff, nutrition council and other partners, to identify various solutions to expanded delivery areas (new positions, alternate delivery days, multiple meals delivered, etc.)

Brainstorming sessions held

3-31-2024

Attachment: 5.5 ADRC Three Year Plan - 2022 Update (7278 : ADRC Three Year Plan - 2022 Update)

Action step: Implement solution(s) most appropriate given funding and area.	Areas are served	12-31-2024
Annual progress notes: We have had success with recruiting volunteers by asking partner agencies to post on their FB pages. We have also connected with a local school district to get the word out to community members and teachers. Started a television ad with other counties in need of volunteers. At the beginning of 2022 we had 164 active volunteers. These strategies have resulted in 12 more trained volunteers so far which is an increase of 7%.		
Focus area: Title III-C Nutrition & Racial Equity		Due Date
Goal statement: To enhance congregate meal program by providing Hmong Elders a dining location that is culturally competent, warm and welcoming		12/31/24
Plan for measuring overall goal success – Hmong dining site is established that serves Eau Claire and Chippewa County residents		
Specific strategies and steps to meet your goal:	Measure	Due Date
Strategy 1: Identify partnerships needed for development of new meal site		
Action step: Meet with Eau Claire County nutrition program to create list of who, what, when, where and how as it relates to development of new meal site	Meeting occurs	3/31/2022 3/31/2023
Action step: Meet with Hmong Mutual Assistance Association (HMAA) and Hmong Senior Center to identify Hmong elders that would participate in planning and implementation process	Meetings occur	6/30/2022 6/30/2023
Action step: Connect with additional partners recommended by Hmong Senior Center representatives, Hmong elders and HMAA	Meetings occur	9/30/2022 9/30/2023
Strategy 2: Establish work plan/timeline for completion of each section of “who, what, when, where and how” noted above		
Action step: Create list of possible vendors and locations that can meet the cultural needs and program requirements and meet with each	Lists created	12/31/2022 12/31/2023
Action step: Develop plan for outreach and marketing of new meal site	Plan created	8/31/2023 8/31/2024
Action step: Develop plan for addressing barriers to participation (i.e. transportation)	Barriers identified; plan created	8/31/2023 8/31/2024
Strategy 3: Meal site costs, revenues and opening are established		
Action step: Work with vendors, locations, and partners to identify start-up costs	Budget for start-up created	10/31/2023 10/31/2024
Action step: Work with partners to identify opportunities for revenue to cover start-up costs; apply for grants	Revenues identified; grants applied for	3/31/2024 2025
Action step: Work with partners to estimate revenue from participant donations.	Budget for maintenance of meal site created	3/31/2024 2025

Strategy 4: Marketing plan implemented prior to and after meal site opening	Meal site opens with participation	12/31/2024 2025
Annual progress notes We have made no progress on this due to the fact that we still haven't reopened one of our existing sites since closing it in March of 2020. I don't see us moving forward on this until 2023 and will be working with Eau Claire County		
Focus area: III-D Health Promotion-Social Isolation, Loneliness, Depression		Due Date
Goal statement: Reduce the negative health effects of social isolation, loneliness and depression in older adults in Chippewa County by implementing proven interventions that address one or more of these issues		12/31/24
Plan for measuring overall goal success – Implement use of loneliness and/or depression scales to develop a baseline; evidence-based program(s) implemented in at least 3 communities in Chippewa County; participation rates are sufficient for program efficacy		
Specific strategies and steps to meet your goal:	Measure	Due Date
Strategy 1: Communicate with the public regarding the importance of social connectedness		
Action step: Identify existing awareness materials that can be used to educate the public and stakeholders.	Awareness materials are published and shared	7/31/2022
Action step: Create any awareness materials that reflect the unique needs of vulnerable populations (Hmong, LGBTQ+, low literacy, etc.)	Awareness materials are created and distributed	7/31/2022
Action step: Communication plan is developed and implemented	Plan is created	8/31/2022
Action step: Distribute awareness materials widely and in a manner that reaches vulnerable populations	Methods of distribution are documented to reach vulnerable populations	12/31/2022 and ongoing
Strategy 2: Implement tools to measure or identify potential or existence of loneliness, social isolation or depression		
Action step: Identify various tools available to measure loneliness, depression, and/or social isolation	Screening tools compiled	12/31/2022
Action step: Evaluate tools for ability to widely distribute to or use with older adults in Chippewa County	Tool(s) are selected	3/31/2023
Action step: Identify and work with partners to assist in distribution of the tool(s) that are selected for use	Tool(s) are distributed and completed	6/30/2023
Strategy 3: Using information obtained from tools, implement one program that best addresses the issues identified		
Action step: Review evidence-based programs that can address the issues of loneliness, social isolation and/or depression	EB programs list is compiled; program selected	9/30/2023
Action step: Recruit leaders that represent populations that are most vulnerable to isolation/loneliness/depression (LGBTQ+, Hmong)	Leaders are selected and trained	3/31/2024

Action step: Work with existing partners and cultivate new partners to assist in implementation of and/or referrals to evidence-based programs	Referrals to program are received; participants will be asked how they learned about it	12/31/2024
Annual progress notes Participated in the informational session about a pilot program hosted by GWAAR and would like to be involved in this pilot. The strategies and tasks noted above will likely still be done but just not in the same order or designated time frames. Really depends upon the pilot and how the tasks fit into it.		
Focus area: Title III-E and Inclusivity		Due Date
Goal statement: Caregivers will have access to a variety of virtual and in-person training, support group/programs, workshops and events		12/31/24
Plan for measuring overall goal success – Participation of caregivers at various ADRC affiliated programs/events will be tracked with a demonstrated increase between 2022 and end of 2024. (SAMS and DCS Sharepoint data will be used); participation in caregiver programs that target marginalized communities		
Specific strategies and steps to meet your goal:	Measure	Due Date
Strategy 1: Identify all caregiver related programs offered in Chippewa Valley		
Action step: Contact partner agencies to gather programs they offer or have been considering offering	List of programs our partners offer will be created	2/28/2023
Action step: Contact neighboring ADRCs to identify caregiver programs that have been successful	List of programs other ADRCs offer will be created	2/28/2023
Action step: Create list of caregiver related programs offered by the ADRC of Chippewa County over the past 5 years	List will be created	3/31/2023
Strategy 2: Identify caregiver needs in Chippewa County as it relates to education/training, support and events		
Action step: Identify other surveys that have been successfully used by others to gather similar information and review those results	Surveys and results will be gathered	4/30/2023
Action step: Develop survey to address caregiver needs within marginalized communities and distribute in ways most appropriate for those communities	Create survey if needed	5/31/2023
Action step: Identify barriers to participation through community input, with intentional outreach to marginalized communities	Create a list of barriers to participation	7/31/2023
Strategy 3: Implement programming that meets the identified training, support, and event needs of caregivers in Chippewa County		
Action step: Recruit leaders, being intentional toward marginalized communities and ensure they are properly trained for the role they have	Leaders are identified and trained	Ongoing 12/31/2024
Action step: Secure locations for programs/services that address barriers to participation; including barriers for marginalized populations	Locations are secured	Ongoing 12/31/2024

Action step: Utilize program evaluations to ensure all activities remain relevant to the needs of the community	Programs/services are utilized by caregivers	Ongoing 12/31/2024
Annual progress notes nothing due here until 2023, though we have already had success with two major events in 2022...Fortune Cookie play and Bridging Memories.		
Focus area: Advocacy		Due Date
Goal statement: Chippewa County residents will have access to training and/or issue workshops that provide skills and resources needed to become effective advocates in the aging & disabilities network		12/31/24
Plan for measuring overall goal success – Annual training about policy making processes will be provided; at least 10 trained advocates will participate in Aging, Disability or Alzheimer's Advocacy Day events by 12/31/2024		
Specific strategies and steps to meet your goal:	Measure	Due Date
Strategy 1: Train interested community members about the legislative process and ways to advocate at least every other year		
Action step: Identify trainer, location and "curriculum" for the training	Date will be scheduled	12/31/2022 and ongoing
Action step: Resources/materials will be located or developed for the training	Learning materials will be created for participant use	12/31/2022 and ongoing
Action step: Recruit participants to attend the training through personal phone calls, social media, newsletter, and word of mouth and hold training	Training will be held with at least 10 participants	1/31/2023 and ongoing
Strategy 2: Identify opportunities where trained advocates can gain experience using their newly acquired skills and knowledge		
Action step: Create a contact mailing list of advocates, invite to follow on FB and register for newsletter mailing (postal service or email)	Contact list created; additional newsletter mailings or FB friends	1/31/2023 and ongoing
Action step: Provide information about Advocacy Day events and offer opportunities to attend	Notified of events; attendance at events	1/31/2023 and ongoing
Action step: Provide notifications of issues that affect older adults and people with disabilities at least quarterly or more often for those who desire more frequent updates	Mailed, emailed and FB notifications completed at least quarterly	1/31/2023 and ongoing
Annual progress notes: First session is scheduled for September 20, 2022 with Janet Zander providing the training. As of 8/28/2022, we had 28 people registered.		
Focus area: Community Engagement		Due Date
Goal statement: The ADRC will provide opportunities for community members to become more actively involved in the planning and development of programs and services		12/31/24
Plan for measuring overall goal success – Public attendance at ADRC Board & Nutrition Advisory Council meetings; attendance at listening and brainstorming sessions and focus groups (in-person and virtual); participation in surveys increases		

Specific strategies and steps to meet your goal:	Measure	Due Date
Strategy 1: Increase opportunities for people to learn about upcoming ADRC Board and Nutrition Council meetings		
Action step: Use monthly newsletter to notify community members about upcoming meetings as well as information about where to find minutes of meetings	Newsletter has meeting dates	4/30/2022 and ongoing
Action step: Notify program participants of meetings through table tents, donation letters, flyers, etc.	Donation letters will include notices; table tents will be used	7/31/2022 and ongoing
Action step: Use website and social media to inform community of meetings	Meeting notices will be on website and added to social media publishing calendar	4/30/2022 and ongoing
Strategy 2: Increase opportunities for people to provide input about program or service delivery changes		
Action step: Develop a plan for using website and social media platforms to survey the public about targeted topics and needs throughout the year. (e.g during Nutrition Month we could have a survey about nutrition needs)	Plan is created and used	2/28/2022 and ongoing
Action step: Before changing, discontinuing or developing a program or service, provide at least two events for the public to provide input	Community input is documented	Ongoing
Action step: Before changing, discontinuing or developing a program or service, use monthly newsletter, website, and/or social media to gather input	Community input is documented	Ongoing
Strategy 3: Increase opportunities for marginalized populations within our communities to provide input into program or service delivery changes		
Action step: Staff will participate in trainings to enhance cultural competency of the identified marginalized populations in Chippewa County	Trainings are recorded	Ongoing
Action step: Identify leaders within various marginalized populations and seek guidance about ways to obtain input from individuals	Meetings with community leaders occur	6/30/2022
Action step: Provide opportunities for input from marginalized populations in the ways that are most appropriate.	Community input is documented	7/31/2022 and ongoing
Annual progress notes: ADRC Board meetings are identified on website and in monthly newsletter. either. We have started to use FB for “events” and would like to try doing this with Board meetings. We have not created a plan yet, admittedly, only because we have been dealing with reopening meal sites, replacing staff, and recruiting volunteers. There is an intention to do these things but 2022 has been challenging to get our lofty goals off the ground.		

Aging & Disability Resource Center Staff

*Denotes staff for which all or some portion of their wages/benefits are paid w/Title III funds

Name: Timothy Easker Job Title: Department of Human Services Director Telephone Number/email Address: 715-726-7868 teasker@co.chippewa.wi.us Brief Description of Duties: Oversight of DHS to ensure county and agency strategic plans are incorporated into day to day operations.
Name: Leslie Fijalkiewicz* Job Title: ADRC Manager Telephone Number/email Address: 715-726-7779 lfijalkiewicz@co.chippewa.wi.us Brief Description of Duties: Oversight of day to day operations of ADRC and ensures agency policies, procedures and outcomes are implemented.
Name: Kelly Zimmerman* Job Title: Nutrition & Transportation Programs Coordinator Telephone Number/email Address: 715-738-2590 kzimmerman@co.chippewa.wi.us Brief Description of Duties: Coordinates nutrition program and works with contracted transportation providers
Name: Michelle Fellom Job Title: Elder Benefits Specialist Telephone Number/email Address: 715-726-7778 Brief Description of Duties: Assists persons age 60+ with public and private benefits and consumer related issues
Name: Stephanie Rasmussen* Job Title: Administrative Assistant Telephone Number/email Address: 715-726-7992 Brief Description of Duties: Provides administrative assistance to the division
Name: Carmen Olson* Job Title: Administrative Assistant (In-Home Support Coordination) Telephone Number/email Address: 715-726-7777 colson@co.chippewa.wi.us Brief Description of Duties: Provides administrative assistance to division through coordination of III-B in home support, NFCSP and AFCSP.
Name: Renee Price Job Title: Administrative Assistant Telephone Number/email Address: 715-726-7828 rprice@co.chippewa.wi.us Brief Description of Duties: Provides administrative assistance to the division
Name: Breanna Schemenauer* Job Title: Administrative Assistant (to Benefit Specialists) Telephone Number/email Address: 715-726-2505 bschemenauer@co.chippewa.wi.us Brief Description of Duties: Provides administrative support to EBS and DBS
Name: Jeff Hahn* & Jason Kolano* Job Title: Nutrition Program Assistants email Address: jhahn@co.chippewa.wi.us

Brief Description of Duties: Delivers bulk senior dining food and home delivered meals; maintains nutrition program inventory; delivers monthly newsletter throughout the county.
Name: Mary Ann Brodbeck*, Laura Henderson* , Rose August*, Yvonne Bernier*, Susan Barnum*, Kathy Boiteau*, Cathie Mercier*, Darcy Bjerke* Linda Felmlee* Job Title: Nutrition Program Site Aids Telephone Number: Varies by location Brief Description of Duties: Oversee daily meal site operations; performs in-home Meals on Wheels assessments
Name: Vacant Job Title: Disability Benefit Specialist Telephone Number/email: 715-726-2503 Brief Description of Duties: Benefit Counseling for individual 18-59
Name: Carla Berscheit Job Title: Dementia Care Specialist Telephone Number/email: 715-944-8091 cberscheit@co.chippewa.wi.us Brief Description of Duties: Provides programs and services to individuals living with or caring for someone with dementia
Name: Holly Anderson, Jessica Gibson, Sarah Hedlund, Erika Stevens, Kasha White Job Title: Options Counselors Telephone: 715-726-7777 Brief Description of Duties: Provide information, assistance, options counseling, and Long Term Care functional screen assessment and enrollment counseling.
Name: Jill Johnson* Job Title: DHS Accountant Telephone Number/email Address: 715-726-7819 jjohnson@co.chippewa.wi.us Brief Description of Duties: Coordinates/assists with ADRC contracts and accounts payable/receivable
Name: Paul Brenner* Job Title: DHS Senior Fiscal Manager Telephone Number/email Address: 715-726-7810 pbrenner@co.chippewa.wi.us Brief Description of Duties: Coordinates and assists with all DHS/ADRC budget activities; submits all claims to GWAAR and State for payment
Contracted Staff: Kayla Olmstead* Contracted Dietitian providing menu review and nutrition education

Statutory Requirements for the Structure of the Aging Unit

Organization: The law permits one of three options. Which of the following permissible options has the county chosen?	Check One
(1) An agency of county/tribal government with the primary purpose of administering programs for older individuals of the county/tribe.	
(2) A unit, within a county/tribal department with the primary purpose of administering programs for older individuals of the county/tribe.	X
(3) A private, nonprofit corporation, as defined in s. 181.0103 (17).	
Organization of the Commission on Aging: The law permits one of three options. Which of the following permissible options has the county chosen?	Check One
For an aging unit that is described in (1) or (2) above, organized as a committee of the county board of supervisors/tribal council, composed of supervisors and, advised by an advisory committee, appointed by the county board/tribal council. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee.	X
For an aging unit that is described in (1) or (2) above, composed of individuals of recognized ability and demonstrated interest in services for older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.	
For an aging unit that is described in (3) above, the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.	
Full-Time Aging Director: The law requires that the aging unit have a full-time director as described below. Does the county have a full-time aging director as required by law?	Yes

Role and Membership of the Policy-Making Body

The ADRC Board is a policy-making board. All policies specific to the ADRC must be approved by this Board. Since the ADRC is part of the Department of Human Services, it also is advisory to the Health & Human Services Board in other non-policy making activities. Examples of such activities include budgeting and creation of new positions.

Aging & Disability Resource Center Board Members

Name	Age 60 and Older	Elected Official	Year First Term Began
<i>Chairperson:</i> Kari Ives		X	2018
Don Hauser	X		2022
Glen Howell			2017
Janet Mayer	X		2017
Patricia German	X		2020
Larry Marquardt	X		2021
Mary Frasier	X		2021

^David Alley was appointed in 2014 to finish the term of another board member. He was then appointed to his first three-year term in 2016 and his second three-year term in 2019.

Refer to Appendix E for minutes from ADRC Board, Health & Human Services Board, and County Board of Supervisors approval of 2022-2024 Three Year Plan.



STATEMENT OF EXPLANATION ADRC 2022-24 STRATEGIC PLAN UPDATE

5.6

Included in your packet is an update of the progress made on our ADRC Strategic Plan. The strategic plan includes a mixture of programmatic plans as well as internal operations that wouldn't necessarily be reflected in our Three Year Plan.



Strategic Plan 2022 – 2024

Progress Updates August 2022

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.

Objectives

❖ Aging & Disability Resource Center (ADRC) Division:

- Improve staff knowledge of community resources and ensure partners have accurate information about the ADRC by hosting three meeting each year with various partners.
 - *Setting up meetings with hospital discharge planners; Also working with RWC to set up some team meetings.*
- Improve online community access to information about resources and ADRC programs, services and events.
 - *Reviewing analytics to identify successful engagement posts; updating resource guide monthly.*
- Improve operational efficiencies within ADRC programs and/or services.
 - *Resource guide now able to updated more frequently due to operational changes that streamlined process for staff to make recommended updates.*
 - *Partnering with Barron County to make their adult day program available to Chippewa County residents to participate.*
- Chippewa County residents will receive up-to-date information about ADRC programs and services available in each community.
 - *Working on planning stages for having satellite walk-in hours in some of the rural areas.*
- The ADRC of Chippewa County will promote consumer empowerment and advocacy.
 - *Chippewa Valley Advocacy Training has been scheduled for September 20th at Eagles Club. This is a collaborative effort with Eau Claire County.*