

Chippewa County

Aging & Disability Resource Center (ADRC) Board

Regular Meeting

November 13, 2025

Chippewa County Courthouse, Room 302

3:30 PM

1. Call to Order

The Vice Chair called the meeting to order at 03:30 PM

2. Roll Call

Members Present:

Patricia German, Larry Marquardt, Don Hauser, Yvonne Hedrington, Cindy Spaeth, Renee Thompson

Members Absent:

Kari Ives

Others Present: County Administrator, Andy Albarado, Aging & Disability Resource Center Staff: Sarah Zielke, Kayla Colbenson, Libby Leinenkugel, Human Services Staff: Bobbie Jaeger, Paul Brenner, Brandi Engel

3. Members of the Public Wishing to Be Heard

(Comments will be limited to 5 minutes per speaker.)

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

4. Consent Agenda

(Unless separation of an item is requested, all items will be adopted under one motion.)

Motion:	Approved
Result:	Passed (6 - 0)
Mover:	Cindy Spaeth
Seconder:	Don Hauser
Ayes:	Patricia German, Larry Marquardt, Don Hauser, Yvonne Hedrington, Cindy Spaeth, Renee Thompson
Nays:	None
Absent:	Kari Ives

1. Approve the Agenda
2. Approve the Minutes - September 11, 2025
3. Schedule Next Meeting Date - January 8, 2026

5. Reports

1. Staff Presentation - Libby Leinenkugel

Aging & Disability Resource Center (ADRC) Options Counselor, Libby Leinenkugel, presented to the board regarding her history that led to her role at the County. She provided details on her role within the team and how the team works together to assist the community members. She also spoke about a recent collaboration with Adult Protective Services working with an individual who was recently diagnosed with dementia. The individual experiences active hallucinations and their nearest support is 45 minutes away. This individual has had frequent involvement with local police. This individual does not have Medicaid in place, and they need to complete a functional screen to get further connected to programming. The ADRC team and Adult Protective Services team are working together to ensure this individual does not slip through the cracks and is able to access the additional support they require.

2. Manager Program and Financial Report - Sarah Zielke/Paul Brenner

Aging and Disability Resource Center (ADRC) Manager, Sarah Zielke, highlighted various items from the Program and Financial report:

The Elder Benefit Specialist is retiring in December and their replacement has begun onboarding and training for their new role. Presently, the ADRC is recruiting for a Site Aide candidate who can be cross-trained at multiple dining sites.

The ADRC Resource Guide is in the process of being updated to be ADA-compliant and all information has been verified and brought current; the updated guide will be launched onto the website in early 2026.

The Nutrition Program Prioritization will have a standardized assessment process to determine member eligibility and level of need, ensuring resources are being used most effectively. Presently, the wait-list has two individuals on it. At this time, enrollments into the Meals on Wheels program will be on hold until 2026.

Enrollment for Medicare is now open and staff have been busy assisting individuals with reviewing and enrolling in new plans. Several Medicare Advantage plans announced they were leaving the Chippewa Valley, leading to a surge of consumer calls and questions. Staff were quick to respond and created packets of information tailored to individual situations.

ARPA grant funding was utilized to its capacity by the deadline at the end of September. Those funds were used toward various items, including caregiver respite and health promotions. 45% of the annual transportation budget has been utilized thus far. The underutilization is, in part, due to consumers using Medicaid-funded transportation.

3. Advocacy Report - Sarah Zielke

Sarah Zielke informed the committee of Senator Jesse James' new proposal to protect volunteer drivers from unfair auto insurance treatment. Presently, many volunteer drivers are losing insurance coverage or experiencing rate increases due to insurers classifying their mileage reimbursement as "commercial activity." The reimbursement rate is \$0.14/mile. In comparison, the federal reimbursement rate is \$0.65/mile.

4. Strategic Plan Update - Sarah Zielke

Sarah Zielke provided an update on the Aging & Disability Resource Center's (ADRC) 2025-2027 Strategic Plan.

In regard to expanding staff knowledge of community resources and ensuring partners have accurate information about the ADRC, various organizational speakers have presented at team meetings to educate staff on additional programming and supports available within the community. To empower Chippewa County residents to easily access current information about ADRC programs, services, and events available, they have offered various community fitness classes, Power-of-Attorney workshops, updated the ADRC Resource Guide, participated in the Age Your Way conference, hosted free movie and pizza nights, and continued offering senior vouchers for the Farmers Market. In order to continuously enhance a healthy work environment through engagement and operational efficiency, they have held team building events and made revisions to the Consumer Walk-In form, making internal processes more effective.

5. Update on Agenda Management Software and Notifications - Brandi Engel

Meeting Clerk, Brandi Engel, advised on changes to the County website and provided instructions on accessing meeting agendas, as well as how to sign up for meeting alerts.

6. Business Items

1. 85.21 Transportation Grant - Sarah Zielke

The 85.21 Transportation Grant allows the Aging & Disability Resource Center to help fund rides for individuals who may or may not need wheelchair-accessible vehicle transport. Co-pay rates will remain the same for 2026. Approval was received to submit the grant application for the 2026 calendar year.

Motion:	Approved
Result:	Passed (6 - 0)
Mover:	Renee Thompson
Second:	Yvonne Hedrington
Ayes:	Patricia German, Larry Marquardt, Don Hauser, Yvonne Hedrington, Cindy Spaeth, Renee Thompson
Nays:	None
Absent:	Kari Ives

2. Allocations for the Alzheimer's Family and Caregiver Support Program and the National Family Caregiver Support Program - Sarah Zielke

Allocations for the Alzheimer's Family and Caregiver Support Program (AFCSP) and the National Family Caregiver Support Program (NFCSP) were reviewed and approved.

Motion:	Approved
Result:	Passed (6 - 0)
Mover:	Larry Marquardt
Second:	Yvonne Hedrington
Ayes:	Patricia German, Larry Marquardt, Don Hauser, Yvonne Hedrington, Cindy Spaeth, Renee Thompson
Nays:	None
Absent:	Kari Ives

3. 2026 Alzheimer's Family and Caregiver Support Program Budget - Sarah Zielke

Overall, funding for the Alzheimer's Family and Caregiver Support Program (AFCSP) decreased slightly from the previous year. Allocation limits established by the Aging and Disability Resource Center Board will support efforts to serve as many individuals as possible with this funding. The 2026 Alzheimer's Family and Caregiver Support Program Budget was reviewed and approved.

Motion:	Approved
Result:	Passed (6 - 0)
Mover:	Don Hauser
Second:	Renee Thompson
Ayes:	Patricia German, Larry Marquardt, Don Hauser, Yvonne Hedrington, Cindy Spaeth, Renee Thompson
Nays:	None
Absent:	Kari Ives

7. Agenda Items for Future Consideration

8. Adjourn

The meeting was adjourned at 4:39 PM.

Motion:	Approved
Result:	Passed (6 - 0)
Mover:	Don Hauser
Second:	Yvonne Hedrington

Ayes:	Patricia German, Larry Marquardt, Don Hauser, Yvonne Hedrington, Cindy Spaeth, Renee Thompson
Nays:	None
Absent:	Kari Ives

CHIPPEWA COUNTY**ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD****REGULAR MEETING****SEPTEMBER 11, 2025****CHIPPEWA COUNTY COURTHOUSE, RM 302****3:30 PM****1. CALL TO ORDER****2. ROLL CALL**

Attendee Name	Organization	Title	Status	Arrived
Kari Ives	Chippewa County	District 21, Chair	Absent	
Patricia German	Chippewa County	Citizen Rep	Present	
Larry Marquardt	Chippewa County	Citizen Rep	Present	
Don Hauser	Chippewa County	Citizen Rep	Present	
Yvonne Hedrington	Chippewa County	Citizen Rep	Present	
Cindy Spaeth	Chippewa County	Citizen Rep	Absent	
Renee Thompson	Chippewa County	Citizen Rep	Present	

Others present: County Administrator, Andy Albarado; ADRC Staff: Sarah Zielke, Jessica Gibson; DHS Staff: Bobbie Jaeger, Paul Brenner, Brandi Engel; public member, Mikayla Murkley.

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:	Larry Marquardt, Citizen Rep
AYES:	German, Marquardt, Hauser, Hedrington, Thompson
ABSENT:	Ives, Spaeth

1. Approve the agenda

2. Approve the Minutes

ADRC (Aging & Disability Resource Center) Board - Regular Meeting - Jul 10, 2025 3:30 PM

3. Schedule next meeting date - November 13, 2025

There was some discussion regarding rescheduling the November meeting. At this time, the meeting has not been rescheduled. ADRC Manager, Sarah Zielke, will follow up via email to continue this discussion.

5. REPORTS

1. ADRC Staff Presentation - Jessica Gibson

ADRC (Aging & Disability Resource Center) Board

Minutes

September 11, 2025

Regular Meeting

Chippewa County Courthouse, Rm 302

3:30 PM

Options Counselor, Jessica Gibson, highlighted a recent success story of an individual in his late 50s who had experienced both a stroke and a motor vehicle accident that have resulted in cognitive impairments. With virtually no support system in place, he was unable to sustain employment and did not have permanent stable housing. He had no transportation, and no way to communicate. Staff were able to assist him with getting a cell phone, identified eligibility for SSI-E payments, and connected him with a Managed Care Organization to further assist with his ongoing needs and goals.

2. ADRC Manager Program and Financial Report - Sarah Zielke/Paul Brenner

ADRC Manager, Sarah Zielke highlighted several areas from her director's report: The Cadott/Stanley Site Aide position has been open since May but they have not had any applicants. Staff have been working to assess Meals on Wheels recipients to ensure everyone enrolled in the program remains eligible for at home meals or if they'd be more suited for congregate dining. At this time, there are 17 consumers on the waiting list for Meals on Wheels. The wait list is largely in part due to the lack of volunteers for the routes. The ADRC received a \$10,000 grant from the state to be used towards congregate dining needs. A large portion of the funds will go towards sustaining the Cafe 60 program in Cornell; some of the funds will be used to purchase equipment at the Chippewa Falls and Bloomer congregate dining sites. The ADRC is now accepting credit/debit card payments as well as the continued option of cash or check. Staff are seeking to increase their online presence by focusing on promoting Google reviews.

Fiscal Manager, Paul Brenner, reviewed the financial data and noted the remainder of the ARPA funds will be spent by the end of this year. It was also noted that the Compass IL transportation invoices are about 2 months behind so the number does not reflect the actual amount spent.

3. ADRC Advocacy Report - Sarah Zielke

ADRC Manager, Sarah Zielke, presented updates from the ADRC Advocacy Report. It was noted the income requirements have been removed from the AFCSP which also allows for funds to be used for the NFCSP match.

4. ADRC Three Year Plan Update - Sarah Zielke

ADRC Manager, Sarah Zielke, indicated considerable progress has been made towards the three year plan including an increase in POA clinics, nutritional education opportunities, and health promotion programs. They are working to review what other counties are offering in terms of tools and resources.

5. Nutrition Annual Survey Results - Sarah Zielke/Kayla Colbenson

ADRC Manager, Sarah Zielke, reported on the results from the Annual Nutrition Survey. There were 77 respondents and feedback was overwhelmingly positive.

6. **BUSINESS ITEMS**

7. **AGENDA ITEMS FOR FUTURE CONSIDERATION**

8. **ADJOURN**

The meeting adjourned at 4:25 PM.

ADRC (Aging & Disability Resource Center) Board

Minutes

September 11, 2025

Regular Meeting

Chippewa County Courthouse, Rm 302

3:30 PM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Renee Thompson, Citizen Rep
SECONDER:	Yvonne Hedrington, Citizen Rep
AYES:	German, Marquardt, Hauser, Hedrington, Thompson
ABSENT:	Ives, Spaeth



Manager's Report to the ADRC Board

Sarah Zielke

November 13, 2025

1. Staffing

a. Michelle Fellom – Elder Benefit Specialist (EBS)

Michelle will be retiring in December. While we're sad to see her go, we're also so happy for her as she begins this well-deserved next chapter. Michelle has brought tremendous value and advocacy to the EBS role. Her background in teaching, combined with her empathy and ability to simplify complex information, has greatly benefited Chippewa County residents. We're deeply grateful for Michelle's years of service and dedication to the ADRC. Please join me in thanking her for her outstanding contributions. See [Michelle's Retirement](#) document.

b. New Elder Benefit Specialist – Cory Miller

We're excited to welcome Cory Miller as our next Elder Benefit Specialist! Cory brings experience working with Medicare, Medicare Advantage plans, and Medicaid, along with a strong background in public speaking and community outreach. She'll begin on November 10, allowing for a couple of weeks of overlap with Michelle before her retirement — an ideal opportunity for knowledge-sharing as Cory transitions into the role and begins her EBS training journey.

c. Nutrition Program Staffing Update

After nearly six months without applicants for our Stanley meal driver/site aide position, we've adjusted roles within the Nutrition Program to ensure continued service to Stanley, Boyd, and Cadott three times per week. Our Program Aide is now transporting meals from the Eau Claire kitchen to these sites using the Chippewa County Nutrition Program van, reducing costs associated with employee mileage. We're currently recruiting for a Site Aide "float" position who will be cross-trained at both the Bloomer and Chippewa Falls dining sites, as well as for Nutrition Assessments.

2. ADRC Resource Guide Updates

In coordination with the new Chippewa County website, the ADRC team has been updating our Resource Guide to make it easier to use and fully ADA-compliant. Sarah Hedlund has carefully verified provider information, clarified descriptions, and reorganized content, while Renee Price is overseeing implementation and ongoing monthly updates. This guide is widely used across DHS divisions and County departments, and our recent collaboration with Public Health to streamline resources highlights the strong teamwork between County departments. We plan to

launch the updated guide in early 2026, providing residents and partner organizations with a more accessible and user-friendly tool to connect with the local services they need.

3. Nutrition Program Meal Prioritization Update

The Home Delivered Meal prioritization process is now underway, part of a statewide effort from GWAAR to ensure limited funding serves those who need it most in Chippewa County. We are also exploring creative ways to make our Home Delivered Meal resources stretch further, so we can support as many residents as possible. A tri-fold flyer explaining this process will be shared with participants by the end of the year, helping them understand these updates and what they mean for their services.

4. Congregate Revitalization Grant Implementation

The Congregate Revitalization Grant concluded on September 30, 2025, and in a short time, it made a meaningful impact on our congregate dining programs. At our Cornell Café 60 site, the grant supported 506 meals, averaging 63 meals per month this year. It also allowed us to invest in much-needed equipment at our meal sites, including four new warmers at the Bloomer site to maintain meal quality, three replacement carts to replace aging, unstable ones, and a small desk for site aides, giving them a comfortable workspace. These updates help ensure that diners continue to enjoy high-quality meals while staff have the tools they need to provide excellent service.

5. Medicare Open Enrollment – Chippewa Plan Changes for 2026

Medicare Open Enrollment is always a busy time for our Elder Benefit Specialist (EBS), and this year is no exception. This year, we mailed information to past clients and required their response to help make the most of our limited open enrollment appointments. Just before enrollment began, several Medicare Advantage plans announced they were leaving the Chippewa Valley or changing in-network providers, which led to a surge of consumer calls and questions. The EBS team responded quickly, creating self-help packets tailored to each situation, and Michelle is offering a specialized Medicare & You class on 11/18 for those affected. As an example of the impact these changes are making in Chippewa County, just one provider ending its Medicare Advantage plans impacts 913 Chippewa County residents. A huge thank you to Michelle and Breanna for their swift action, and Renee and Karen at our front desk for helping our community connect to the guidance they need to navigate these changes.

6. 2026 ADRC Board Meeting Dates

All meetings will be held in Room 302 at 3:30 pm. All meeting dates, aside from our September meeting, fall on the second Thursday of odd-numbered months. See Board Dates document.

Congratulations Michelle Fellom on your Retirement!!!! Thank you for your service to Chippewa County! Michelle's last day will be December 12, 2025.

In the summer of 2019, Michelle started her career with Chippewa County as a part time Administrative Assistant for ADRC. She worked in a couple of part time Administrative Assistant positions and then full time, prior to moving into her role as Elder Benefit Specialist in May of 2022.

What is your favorite part of your job?

"Knowing that I've helped consumers understand complex governmental programs as it relates to them: Social Security, Medicare, Medicaid. Much of my time was spent helping consumers better understand their healthcare or empowering them to make better healthcare choices. One thing that I really found rewarding was being able to help consumers with their healthcare by helping them apply for and gain Medicaid, Medicare Savings Programs, or Extra Help prescription drug coverage." "Another favorite part of my job is working with amazing coworkers. I feel so fortunate to have been able to work on such an amazing team. This is one thing that I will really miss..."



What makes you proud to be a part of this organization?

"At the ADRC, I really do feel that we all keep consumers as our number 1 priority and we all work hard every day to make positive impacts in peoples' lives."

Any retirement plans?

"I look forward to spending more time with family---especially with grandchildren and my parents. I also look forward to spending more time working in my gardens (with native plants to support pollinators and birds)."

Congratulations!



The Right Meal & Services for You **Process**

Important Updates to your Home Delivered Meals (HDM's)

*We are here to help you get
the meals and services that
best fit your needs.*



Contact Us



[www.chippewacountywi.gov/
ADRC](http://www.chippewacountywi.gov/ADRC)

adrc@chippewacountywi.gov



715-726-7777



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

711 N Bridge Street
Room 118
Chippewa Falls, WI 54729

Why Are We Making Changes?

- ✓ More people are requesting Home Delivered Meals (HDM).
- ✓ We must follow the Older Americans Act, which says we must serve people in greatest social and economic need first.
- ✓ Our new process helps us be fair, consistent, and able to help as many people as possible.



Meal Options

- **Home-Delivered Meals:** For people 60 and over who meet eligibility criteria and
- **Senior Dining:** For anyone age 60+. Enjoy a hot meal & socialization with friends, to enhance your health.

Did you know?

The Older Americans Act (OAA) provides essential federal support through two separate funding streams.

One designated for Senior Dining and one for HDMs.



How it Works

Step 1

In-Home Visit

We will visit you at your home to learn about your needs and health.

Step 2

Assessment

Together, we'll choose the meals and services that make the most sense for you

Step 3

Service Level

You will be offered placement in one of three levels and offered appropriate meal & supportive services/referral options:

RED- High Need

YELLOW- Moderate need

GREEN- Low Need



How You Can Help

- **Contact us right away if your situation changes** & we will promptly reassess you.
- If you no longer need HDMs, let us know so we can serve others in need.
- Contribute what you can toward the cost of your meals. Every dollar helps provide more meals.

(No one will be denied a meal for inability to contribute).

Your nutrition is important to us.

We are here to help you get the meals & services that keep you healthy & independent.



2026 ADRC Board Meeting Dates

All meetings are scheduled for 3:30PM in Room 302 (Courthouse Board Room)

January 8, 2026

March 12, 2026

May 14, 2026

July 7, 2026

September 17, 2026 (*note: 3rd Thursday of month*)

November 12, 2026

Fiscal Report to ADRC Board
Though October 2025
(83% of year)

Program/Grants	Budgeted Amount	Expenses	Revenue	Remaining Funds	% Budget Expended
ADRC Grant (includes Dementia Care Specialist)	\$1,126,814	\$887,891	\$887,891	238,923	79%
Nutrition Program (grants & donations)	543,319	441,386	441,386	101,933	81%
Transportation (85.21 grant, levy, donations)	242,230	109,530	222,851	132,700	45%
Other Grants	205,771	160,357	160,357	45,414	78%
TOTALS	\$2,118,134	\$1,599,164	\$1,712,485	\$518,970	75%

ARPA status at 1/1/2025

ARPA Grants Available	\$40,349
ARPA – III B	14,045
ARPA – III D	9,644
ARPA – III – E	16,660

ARPA status at 10/31/2025

	Total Grant	Balance
ARPA – III B	\$90,224	\$0
ARPA – III C1	58,366	0
ARPA – III C2	86,352	0
ARPA – III D	9,644	0
ARPA – III E	28,226	0
Total ARPA	\$272,812	\$0



Advocacy Report to the ADRC Board

Sarah Zielke

November 13, 2025

Protect Wisconsin's Volunteer Drivers

Volunteer drivers provide thousands of essential rides each year for older adults, people with disabilities, and others who can't drive—connecting them to medical care, groceries, and community life.

Unfortunately, many are losing insurance coverage or facing steep rate increases simply for volunteering. Some insurers classify mileage reimbursement as “commercial activity,” even when volunteers receive no pay.

We're excited to share that Senator Jesse James is preparing to introduce LRB-4850, a proposal to protect volunteer drivers from unfair auto insurance treatment. This bill ensures insurers cannot cancel, deny, or raise rates solely because someone volunteers their time to transport others.

LRB-4850:

- Defines “Volunteer Driver” as an individual who, without compensation other than reimbursement for actual expenses, provides transportation under the direction, sponsorship, or supervision of a qualifying entity (such as a governmental or charitable organization).
- Prohibits insurers from canceling, refusing to issue, refusing to renew, or increasing premiums for automobile insurance solely because the policyholder is a volunteer driver.

See **WAAN Issue Brief** for additional details

Communities feeling the effects of insurance practices that penalize volunteer drivers

Barriers for volunteers are not being addressed, leaving many programs unable to meet local needs

Volunteer drivers are a valuable asset to their communities,-they:

- **Dedicate their time** to transporting riders, often in their personally owned vehicles.
- **Receive no compensation** for the services they provide. Some may receive mileage *reimbursement* for some of their expenses, but this does not account for costs in time, money, or vehicle wear incurred by volunteer drivers.
- **Are often older adults, retired people, or part-time workers** or affiliated with local organizations. Many are individuals who are actively involved in their community.
- **Support critical programs** like Home Delivered Meals (HDM). These programs are losing volunteer drivers, forcing some nutrition programs to limit participation, create waiting lists for services and hire paid drivers (in a program that is already short-funded).

WAAN's Position:

Modify state law to protect volunteer drivers from insurance companies classifying volunteer driving as commercial activity.

These dedicated volunteers, who are contributing so much to their communities, are also being asked to take on the financial burden of insurance practices that were developed in response to the widespread popularity of ride-hailing programs, such as Uber and Lyft.

34% of volunteer driver programs lost volunteer drivers
due to increased insurance premiums or denials of coverage.

This has led to decreased volunteerism in programs that rely on volunteer drivers to function.

In turn, these programs are finding it harder to serve the members of their communities who lack other means of transportation to access:

- Medical care
- Basic nutrition sources
- Socialization
- And other essential services.

For many individuals, especially those in rural or low-density communities who lack other means of transportation, **volunteer transportation programs serve as a lifeline**. These programs allow older adults, people with disabilities, and other non-drivers the opportunity to age in place and retain their independence, preventing isolation that could be detrimental to their health.

-continued-

Background: AARP published an article in 2020, where this issue was identified as needing urgent attention: “Volunteer-provided transportation, organized by a local nonprofit or government agency, offers older adults and people with disabilities an affordable way to get to where they need or want to go. **The success of volunteer-provided transportation programs (including home-delivered meal programs) depends on their ability to recruit and retain drivers.**”¹



Photo by [Markus Spiske](#) on [Unsplash](#)

The introduction of ride-hailing programs such as Uber and Lyft (which operate as livery services as they involve transporting people for hire using a personal vehicle) has resulted in confusion among insurance agents who are not distinguishing for-profit drivers (ride-hailing) from volunteer drivers (ride-sharing). The lack of this distinction has led some insurance companies to raise their prices and charge similar insurance rates to both for-hire and volunteer drivers.

Wisconsin state law (unlike some other states such as Minnesota) currently does not protect volunteer drivers from personal auto insurance premium increases or coverage denials solely due to their volunteer driver status. Some insurance companies view mileage reimbursement as “compensation” allowing the insurance companies to justify a commercial policy. There is no consistency related to how insurance companies address this issue. Coverage and premiums for volunteer drivers differ from company to company and sometimes from one local office to another. **This lack of protection deters many individuals from volunteering and threatens the availability of crucial transportation services for those in need.**

“Managers of programs using volunteer drivers worry as the number of volunteers needed has not kept pace with the growing demand for services. Too many current and would-be drivers are deterred when insurance agents tell them that their car insurance rates might go up, that they might need a commercial policy or that they could lose their coverage.”¹

As programs lose volunteer drivers due to insurance costs and concerns, programs are reducing service, limiting participation, or hiring drivers to transport people and/or goods. Hiring drivers costs far more than the use of volunteers, resulting in less service being available overall.

According to the 2020 U.S. Census and the Wisconsin Department of Administration, Wisconsin’s population age 65 and older is projected to increase from 19.1% (just over 1.1 million people) of the state’s total population in 2020 to approximately 24% (over 1.5 million-) by 2040.^{2,3}

The demand for specialized transportation continues to grow. Without help from Wisconsin’s volunteer driver programs a growing number of older adults and other non-drivers will not have their transportation needs met.

Take action: Request the state legislature to amend Wisconsin’s insurance statutes to prevent insurance companies from increasing premiums or denying coverage solely due to volunteer driving. *Recommended reading and references available on the following page.*

Find this and other WAAN issue briefs at: <https://gwaar.org/issues-and-initiatives>

(1-2025)

Core member organizations

Aging and Disability Professionals Association of Wisconsin (ADPAW) • Alzheimer’s Association Wisconsin Chapter Board on Aging and Long Term Care (BOALTC) • Wisconsin Adult Day Services Association (WADSA)
Wisconsin Association of Area Agencies on Aging (W4A) • Wisconsin Association of Benefit Specialists (WABS)
Wisconsin Association of Nutrition Directors (WAND) • Wisconsin Association of Senior Centers (WASC)
Wisconsin Family and Caregiver Support Alliance (WFACSA) • Wisconsin Institute for Healthy Aging (WIHA)
Wisconsin Senior Advocates • Wisconsin Senior Corps Association (WISCA) • Wisconsin Tribal Aging Unit Association

Mission

The Wisconsin Aging Advocacy Network (WAAN) works with and for all older adults by educating community members and policy makers on priority issues while advocating for meaningful change. Learn more at <https://gwaar.org/waan>.

Recommended reading:

Volunteer Drivers Face Insurance Difficulties in the Age of Ridehailing

<https://www.aarp.org/pri/topics/livable-communities/transportation/volunteer-driver-insurance-in-the-age-of-ridehailing/>

1. Lynott, Jana, Johanna Zmud, Gretchen Stoeltje, Todd Hansen, Tina Geiselbrecht, Chris Simek, Ben Ettelman, Wendy Fox-Grage. *Volunteer Driver Insurance in the Age of Ridehailing*. Washington, DC: AARP Public Policy Institute. Texas A&M Transportation Institute. September 2020. <https://doi.org/10.26419/ppi.00109.001>
2. U.S. Census Bureau QuickFacts: Wisconsin 2020, <https://www.census.gov/quickfacts/WI>
3. Wisconsin Department of Administration, Demographic Services, 2010-2040 Population Projections, Vintage 2013

Additional resources:

Volunteer Driver Insurance infographic - 2023:

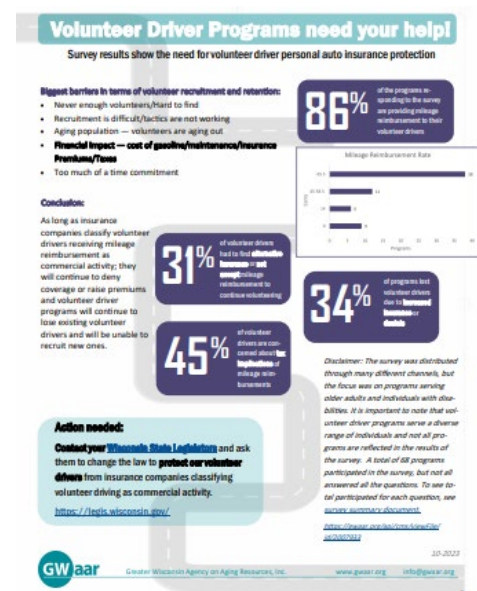
<https://gwaar.org/api/cms/viewFile/id/2008013>

Volunteer Driver Program Survey Results:

<https://gwaar.org/api/cms/viewFile/id/2007933>

Find this and other WAAN issue briefs at:

<https://gwaar.org/issues-and-initiatives> (1-2025)



Core member organizations

Aging and Disability Professionals Association of Wisconsin (ADPAW) • Alzheimer's Association Wisconsin Chapter Board on Aging and Long Term Care (BOALTC) • Wisconsin Adult Day Services Association (WADSA) • Wisconsin Association of Area Agencies on Aging (W4A) • Wisconsin Association of Benefit Specialists (WABS) • Wisconsin Association of Nutrition Directors (WAND) • Wisconsin Association of Senior Centers (WASC) • Wisconsin Family and Caregiver Support Alliance (WFACSA) • Wisconsin Institute for Healthy Aging (WIHA) • Wisconsin Senior Advocates • Wisconsin Senior Corps Association (WISCA) • Wisconsin Tribal Aging Unit Association

Mission

The Wisconsin Aging Advocacy Network (WAAN) works with and for all older adults by educating community members and policy makers on priority issues while advocating for meaningful change. Learn more at <https://gwaar.org/waan>.

Strategic Plan 2025 – 2027

Progress Updates November 2025

Department/Division Goals:

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

Aging & Disability Resource Center (ADRC) Division Objectives

❖ **Expand staff knowledge of community resources and ensure partners have accurate information about the ADRC**

The ADRC team has focused on building staff expertise and strengthening partnerships to ensure accurate, current information is shared across Chippewa County and beyond. Staff connected directly with community partners, including the Family Health Center Benefit Navigator, Compass Independent Living, the Veteran Service Office, WestCap, the State Volunteer Ombudsman Program, and UW-Madison Extension-Human Development & Relationships program, learning more about their services, referral processes, and local trends. Staff also met with the Mental Recovery and Wellness (MRW) division to explore service areas and make connections that support cross-division collaboration. Additionally, a presentation was provided to students enrolled in the Wisconsin Area Health Education Centers program to share the role of ADRCs and how they serve the community. These meetings enhanced staff understanding of available resources and helped partner organizations gain a clearer picture of ADRC programs, strengthening collaboration across the community.

❖ **Empower Chippewa County residents to easily access current information about ADRC programs, services, and events available in each community**

The ADRC has worked to expand programming and make information more accessible for residents across the county. Programs such as Mind Over Matter workshop in Stanley, the Brain & Body Fitness class with the Chippewa Falls YMCA - a new offering in Chippewa County, expanding SAIL (Staying Active and Independent for Life) sessions, and the fall Strong Bodies program in Bloomer have all seen strong attendance and positive responses. We've begun tracking Power of Attorney Workshop attendance and survey feedback to guide future offerings. The ADRC Resource Guide is being updated alongside the new Chippewa County website to improve usability and meet full ADA compliance; it's widely used across DHS divisions and County departments, serving as a central resource for both staff and the community. Additional engagement efforts included the 3rd Annual Age Your Way Conference, "Facing the Wind" free movie and pizza nights at Bloomer and Chippewa Falls Libraries, and the Senior Farmer Market Voucher program, which distributed 388 vouchers through walk-in, mail, and online

applications. The Point & Pay system was also implemented, making it easier for residents to access and pay for ADRC programs using debit and credit cards.

❖ **Continuously enhance a healthy work environment through engagement and operational efficiency**

The ADRC has focused on both operational improvements and staff engagement to maintain a positive workplace. Onboarding a new front desk team member provided an opportunity to clarify roles based on staff strengths and capacity, improving communication and efficiency across the office. Team-building events, including Org Day, seasonal potlucks, flannel day, and staff games, provided opportunities for staff to connect and engage with one another outside of regular duties. Staff played a key role in quality improvement projects, including the revision of the Consumer Walk-in Form, helping make office processes smoother and more effective.

November 6, 2025

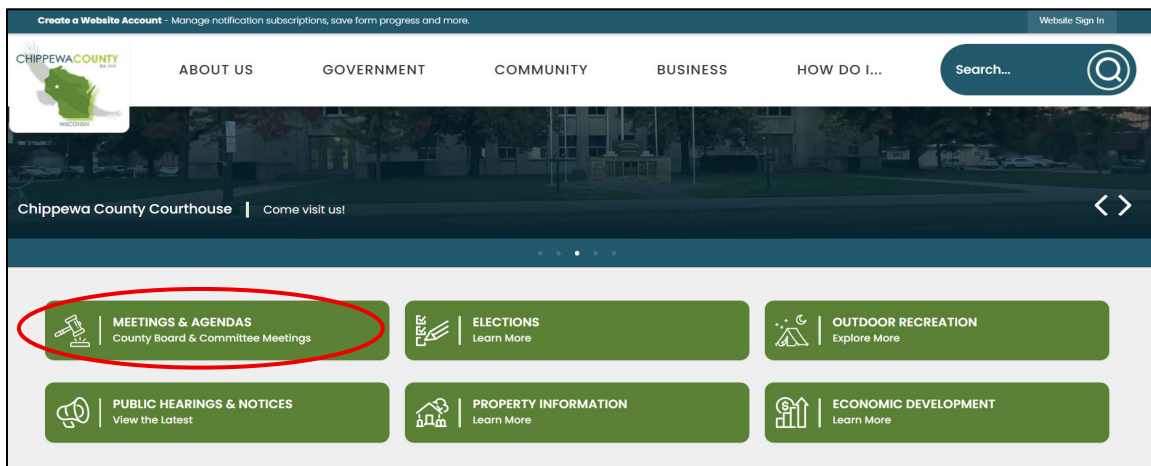
RE: How to Sign Up to Receive County Board and Committee Meeting Agenda Notifications

Chippewa County recently implemented a new website and a new agenda management software, both with a company called CivicPlus. This document will provide you with instructions on how to receive email notifications when County Board and/or committee agendas are posted.

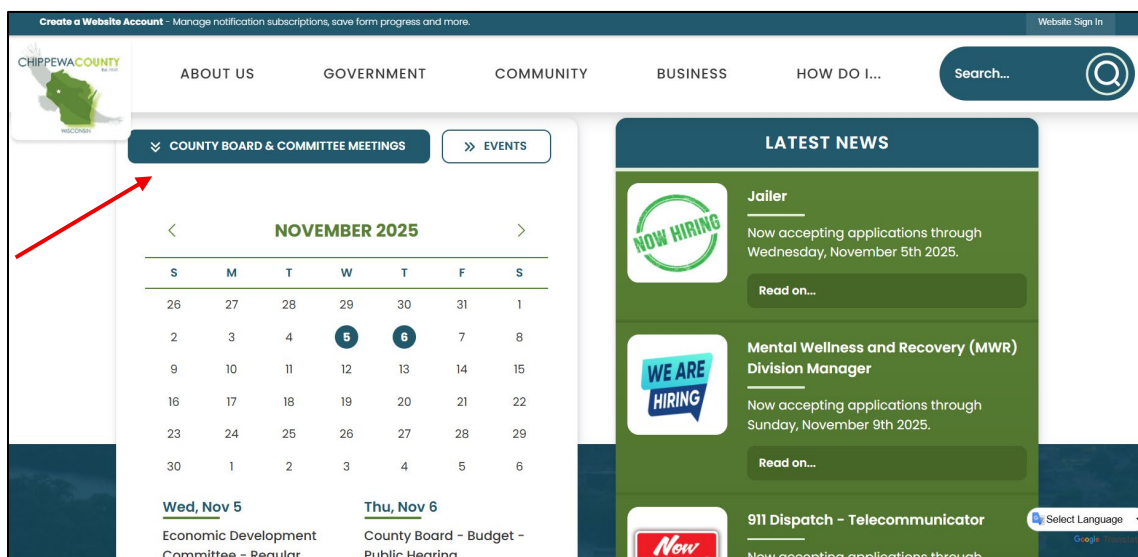
PLEASE NOTE: If you were previously registered to receive email notifications regarding items on our website or when agendas/minutes are posted for meetings, you will need to register again on our new website. Unfortunately, we were not able to transition that information from one system to the other.

HOW TO VIEW THE AGENDAS/MINUTES

There are a couple ways you can access this information. The easiest way is to click on the green “Meetings and Agendas” button on our homepage. (see below)



Another option is to click on the “County Board & Committee Meeting” calendar. (see below)

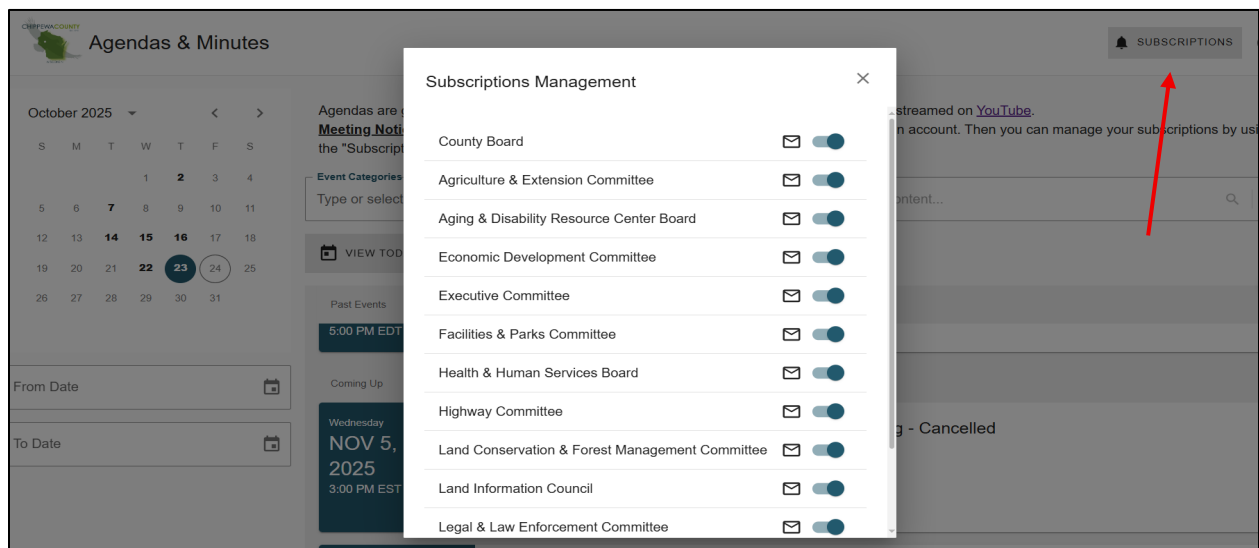
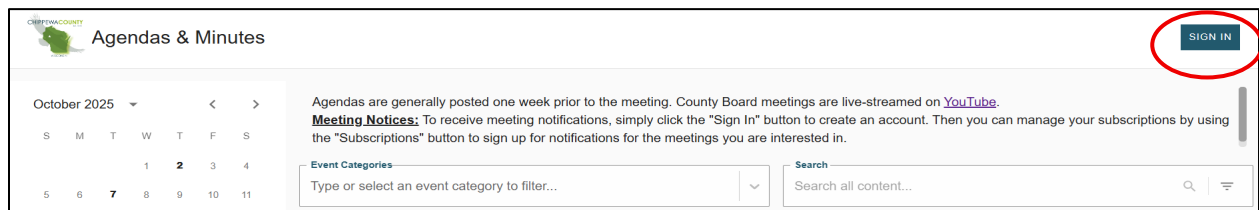


After you click either of these options it will take you to the public agenda portal where you can sign up.

HOW TO SIGN UP TO RECEIVE COUNTY BOARD/COMMITTEE AGENDA NOTICES

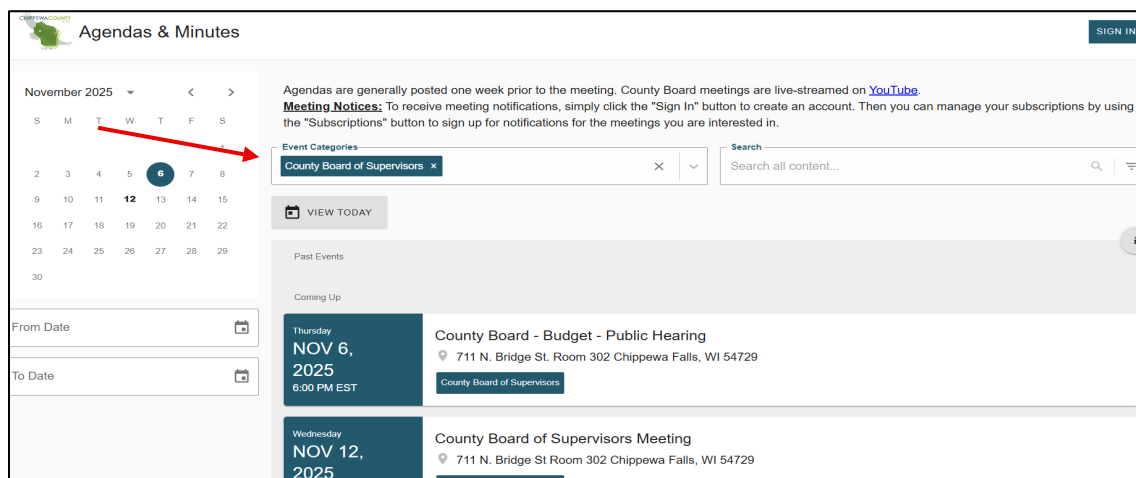
Everyone will need to register on our website if you want to receive an email notification when an agenda is posted. This includes all County Board Supervisors, voting committee members, staff and members of the public.

Below are a couple snapshots of the public portal where you can go to sign up to get notifications for agendas and minutes. After you sign in, then you can click the subscription button and select the committees you want to receive email notifications for. You will need to enter your email address and your password.

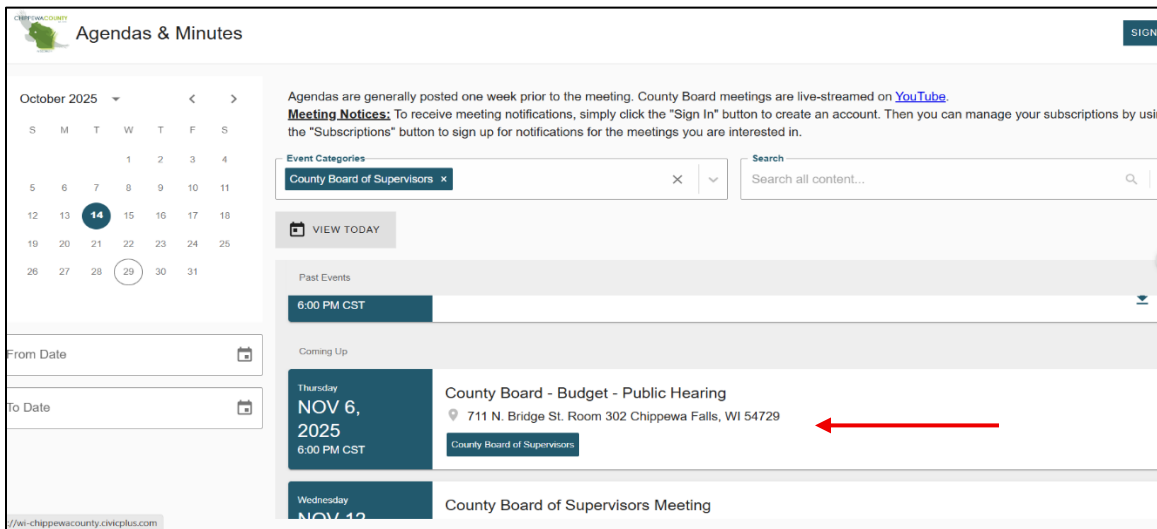


HOW TO NAVIGATE THE PUBLIC MEETING PORTAL

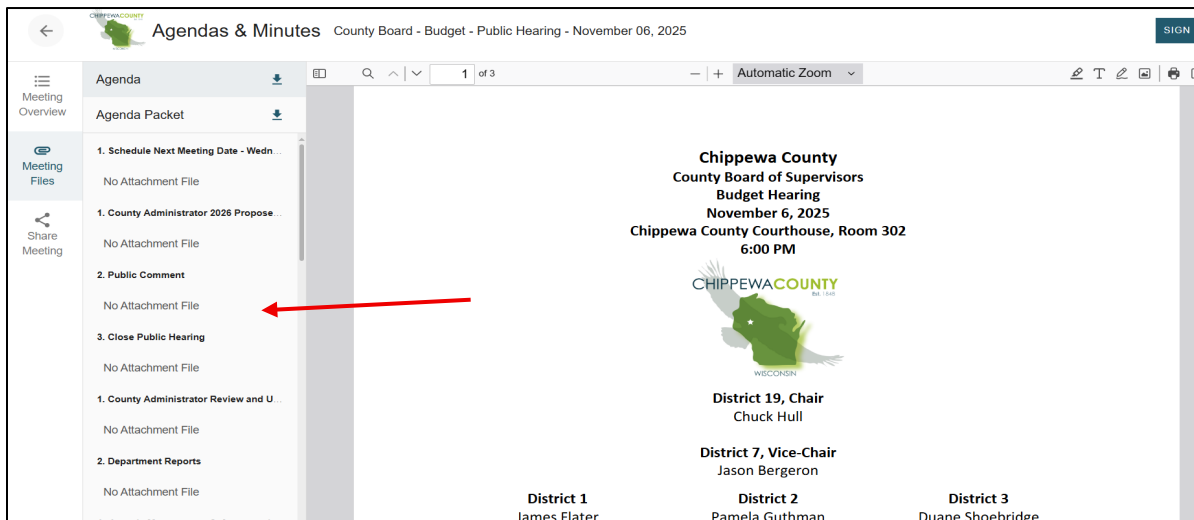
The image below shows how you can search in the Event Category field and select the committee or board you are looking for.



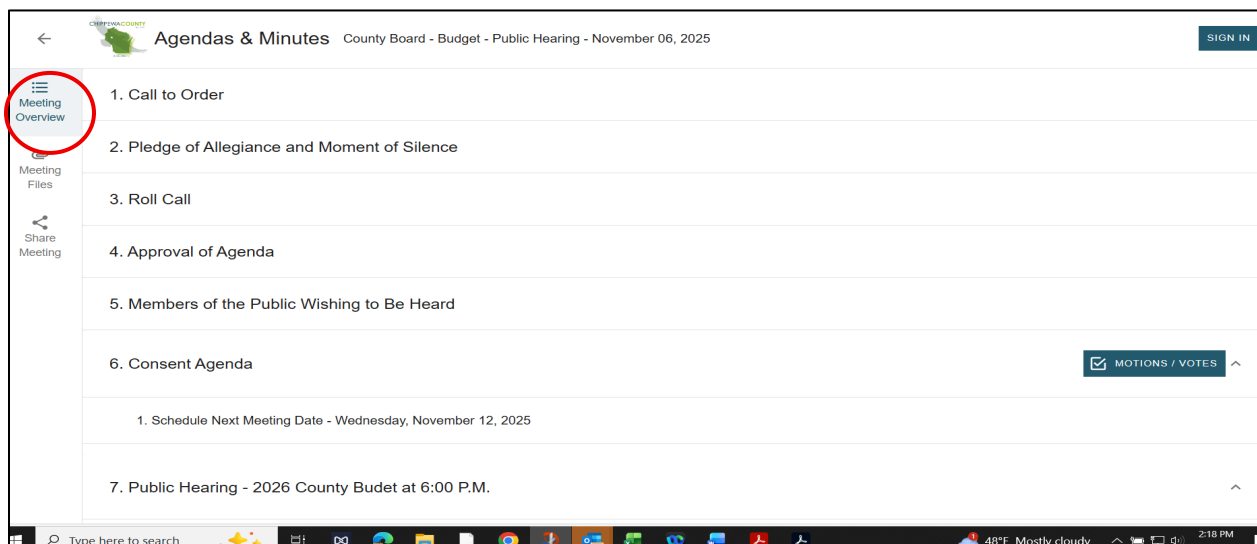
To view the meeting agenda and packet click on the meeting.



On the left-hand side of the screen you will see the outline for the agenda and packet.



If you click on **meeting overview** it will show you an outline of the agenda.



If you click on **meeting files** you will see the agenda packet.

Agendas & Minutes County Board - Budget - Public Hearing - November 06, 2025

Meeting Overview

Meeting Files

Share Meeting

Agenda Packet

1. Schedule Next Meeting Date - Wedn ...
No Attachment File

1. County Administrator 2026 Propose ...
No Attachment File

2. Public Comment
No Attachment File

3. Close Public Hearing
No Attachment File

1. County Administrator Review and U ...
No Attachment File

2. Department Reports
No Attachment File

Chippewa County
County Board of Supervisors
Budget Hearing
November 6, 2025
Chippewa County Courthouse, Room 302
6:00 PM

CHIPPEWA COUNTY
EST. 1848
WISCONSIN

District 19, Chair
Chuck Hull

District 7, Vice-Chair
Jason Bergeron

District 1 District 2 District 3

If an item has a down arrow () you can click on it to view the supporting documents.

Meeting Overview

Meeting Files

Share Meeting

Agenda

Agenda Packet

A. Agenda Management Software and ...
CIVIL RIGHTS GO LIVE FINAL
10-27-2025

B. 2025 Report of Highway Operations...

Statement of Explanation

Presentation - Operations
Report -2025

3. General Reports
No Attachment File

1. Res. 34-25: Resolution To Approve ...

Resolution To Approve
County Aid In 2026 For
Bridges and Culverts -
Chris Elstran



85.21 Specialized Transportation Assistance Program for 2026

Chippewa County Aging and Disability Resource Center provides funding assistance to meet transportation needs for older adults 60+ and individuals with disabilities. We contract with transportation agencies to provide the service.

Program Overview

Rides are provided for individuals who may or may not need wheelchair-accessible vehicle transport. A referral process determines if an individual is eligible for 85.21 transportation. Recommendations are suggested based on the consumer's needs and provider availability. All trips require a copay per one-way, which is determined annually. Prioritized rides include: medical, nutrition, personal business, and social.

Contracted transportation agencies include:

- New Freedom Transportation (Compass IL)
- Patient’s Express
- Abby Vans
- Ready Ride
- Rusk County Transit

Ridership Recap for 2025

Wheelchair-accessible rides have increased 12% compared to the previous year. Overall, transportation services experienced a modest decrease from 2024 levels. We continue to work diligently with our transportation partners to meet transportation needs. The following are ridership statistics based on January through September data, along with the projection for the remainder of the calendar year.

Estimated Non-wheelchair accessible rides..... 2,600 one-way trips
Estimated Wheelchair-accessible rides..... 500 one-way trips
Estimated Number of miles driven..... Over 127,000 miles

Transportation for medical purposes made up about 80% of the total number of rides.

Budget for 2026

Below is information about program funding.

Definition	Dollar Amount
Department of Transportation Grant	\$170,131.00
Required County Match	\$ 43,751.00
Rider Copay (\$5.00)	\$ 8,500.00
Total Program Revenue	\$222,382.00



2026 AFCSP Budget Report

Alzheimer's Family Caregiver Support Program (AFCSP) 2026 Budget

Please respond to each question, using the previous year's budget as a guide for completing this report. Completion of this form satisfies the requirements under Wis. Admin. Code § DHS 68.05 for a distinct program budget for the AFCSP.

You will not be able to start, stop, and then resume data entry into this report. You may want to print this report so you can gather the necessary information before beginning the data entry.

Please complete this by November 28, 2025.

* denotes a required field

1. County, counties, or tribe included in budget *

Chippewa

2. Name of designated AFCSP lead agency *

ADRC of Chippewa County

3. Your name *

Sarah Zielke

4. Your email address *

szielke@chippewacountywi

5. Your phone number (include area code) *

715-726-7779

6. 2026 allocation in dollars ***7. Number of households anticipated to be enrolled and served in the coming year ***

Planned distribution of funds by purpose, in dollars (\$) and percents (%)
(Wis. Admin. Code § 68.06)

- Please check your math before you submit.
- County programs are required to spend a minimum of 40% of the agency's AFCSP allocation to provide respite to caregivers of people diagnosed with dementia. Tribes are exempt from the 40% respite requirement.
- No more than 10% can be claimed for program administration.
- Estimates are allowed for the categories in question 9, but be aware that actual expenses for each type of respite are required on all fiscal claims submitted to GWAAR and GEARS and summarized on the year-end AFCSP Fiscal Report.

8. Dollars planned for all respite services ***9. Amount planned for each type of respite ***

Adult day services	1200.00
Self-care	300.00
Homemaker	2000.00
Chore	
In-home general respite	24284.00
Personal care	
Overnight facility respite	
Other respite service(s)	

10. Percent planned for all respite services *

79%

11. Dollars planned for purchasing other goods and services (supplemental services) *

\$2,000.00

12. Dollars planned for the development of new or expanded services. Note: If any expenditures are planned, please complete item 24. *

0

13. Dollars planned for public awareness activities *

\$1,500.00

14. Dollars planned for support group development or assistance *

\$500.00

15. Dollars planned for case management *

\$0.00

16. Dollars planned for staff training *

\$0.00

17. Dollars planned for program administration *

\$3,531.00

18. Percent planned for program administration (maximum 10%) *

10%

19. Do you plan to make payments to service providers for direct care as a method of distributing these funds? Wis. Admin. Code § DHS 68.09 *

☒ Yes

☐ No

20. Do you plan to make payments to households of persons with Alzheimer's Disease (i.e., cash grant for agreed-upon service/goods)? Wis. Admin. Code § DHS 68.09* *

☒ Yes

☐ No

21. Indicate the county's or tribe's maximum amount payable in the calendar year to or on behalf of any participating person. *

☐ \$4,000

☒ Less than \$4,000

22. If maximum amount payable in question 21 is less than \$4,000, indicate the amount of maximum*

\$3,000

23. Briefly describe any limitations being placed on goods and services that are to be provided, purchased, or contracted. See Wis. Admin. Code § DHS 68.06(2)(b) for list of possible services. Generally speaking, all services should be made available to AFCSP enrollees and approved based on the family's needs and preferences. If no limitations, indicate none. *

If person qualifies for home delivered meals or transportation services then we would encourage participant to use those programs versus using their limited AFCSP funds for that purpose.

24. Briefly describe any new programs or expanded services planned for the coming year, see definitions under Wis. Admin. Code §§ DHS 68.02(8) and (13). Indicate if this is year one, two, or three of the program development or expansion. *

No new services planned but community needs and changing availability of resources may dictate otherwise.

25. Explain your program's waiting list policy, including how many families have been told they must wait for services. *

We have historically had a limited wait list. Timeline and funding expectations are communicated when initial contact is made for the program. Consumers who are within the income limits have chosen to go with Family

26. Explain how your program, aging unit, and/or Aging and Disability Resource Center (ADRC) will provide outreach to families living with or newly diagnosed with Alzheimer's or dementia. Include specific plans for marketing, collaborating with your agency's dementia care specialist, and providing education to families and community partners about the benefits of enrolling in AFCSP. *

We have done this through monthly newsletter, Facebook, presentations in the community with partner agencies, caregiver conference, support groups, and advertising in publications that are geared toward a younger senior

Submit

0%