



Aging and Disability Resource Center



Michelle Pike, Director

ADRC BOARD/COMMISSION ON AGING

*Katie Callen, Chairman, Karl Hertz, Colleen Kasper, James Kasum, Mark Roherty,
Ginger Ayres, Arthur Laubenstein, Cheri Farnsworth, Ross Rintelman, Jeanne Peterson*

AGENDA ADMINISTRATION CENTER – Room A200 MONDAY, FEBRUARY 13, 2017 9:00 A.M.

THE FOLLOWING BUSINESS WILL BE BEFORE THE COMMITTEE FOR INITIATION, DISCUSSION, CONSIDERATION, DELIBERATION AND POSSIBLE FORMAL ACTION:

- Call to Order
- Assurance that the Meeting has been Properly Noticed
- Adoption of Agenda
- Public Comments
- Approval of Minutes from January 9, 2017 meeting
- ADRC Discussion Items:
 - Review of Top 6 “Topics” for Information and Assistance Staff Contacts 2016
 - Review of Elder Benefit Specialist Statistics
 - Review of Disability Benefit Specialist Statistics
 - Discussion of Aging Plan update/Self-Assessment for 2016
 - Discussion of preliminary plans for 2018 Budget
- Advocacy Items
 - Dental Services for Low Income
 - “Moving Out” Presentation
- Reports
 - *Developmental Disabilities*
 - *Departmental Financials (ADRC and Aging – hand out at meeting)*
- Other Business
- Topics for Next Meeting
- Adjournment

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**ADRC BOARD/COMMISSION ON AGING MINUTES
JANUARY 9, 2017**

PRESENT: *Katie Callen, Karl Hertz, Colleen Kasper, Mark Roherty, James Kasum, Ginger Ayres, Arthur Laubenstein, Cheri Farnsworth, Jeanne Peterson, Ross Rintelman, Michelle Pike, Mary Ferrell and Kari Dombrowski*

OTHERS PRESENT: *Laurie Susen, Office Assistant*

CALL TO ORDER: *Chairperson, Katie Callen called the meeting to order at 9:03 a.m.*

ASSURANCE THAT THE MEETING HAS BEEN PROPERLY NOTICED: *Ms. Susen indicated that the meeting had been properly noticed.*

ADOPTION OF AGENDA: *On a motion by Mr. Roherty and a second by Ms. Farnsworth the agenda was adopted.*

PUBLIC COMMENTS:

- *Mr. Laubenstein asked if the county had helped with training the people in our office regarding basic CPR. Ms. Ferrell shared that the county did provide a basic first aid and CPR session that was attended by our Office Assistant, Jodie Kanneberg and Dementia Care Specialist, Kathy Glaser.*
- *Ms. Callen thanked Ms. Ferrell for her many years of service as the Aging Services Manager.*

APPROVAL OF MINUTES: *With a motion by Mr. Kasum and a 2nd by Mr. Roherty the minutes from the meeting on December 12, 2016 were approved with minor change.*

ACTION ITEMS: - *None*

❖ **ADRC DISCUSSION ITEMS**

- *Introduction of Kari Dombrowski – Ms. Dombrowski gave a brief description of her work history and qualifications.*
- *Report of Advocacy Meeting attended by Kari and Michelle – Janet Zander, Advocacy & Public Policy Coordinator with Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR) held training on how to communicate with legislators. Ms. Pike and Ms. Dombrowski found it very educational.*
- *Brainstorming ideas for Celebrate “out loud” for Older American’s Month in May 2017 – Ms. Pike asked for different ideas to encourage people to attend. Some suggestions were: Stomp Event, Drumming and Dancing Grannies. Ms. Ayres mentioned that there was usually an educational portion and with Parkinson’s disease their motto is “Big & Loud”*
- *Update on dental services within Ozaukee County: Nothing to report at this time.*
- *Farewell to Mary as she revs up for retirement! Thursday, January 19 from 2-4 pm there will be refreshments in the ADRC conference room for anyone that wants to come a say goodbye to Ms. Ferrell.*

❖ **REPORTS:**

Developmentally Disabilities Representative Report:

- *Ms. Peterson reported: She will be part of the committee working on a presentation for older parents who have adult children with special needs living with them.*
- *Mr. Rintelman reported: He will be a basketball game at the Concordia University on January 14 during the half-time.*

Aging Program

- Ms. Ferrell reported: *Congregate counts are down for December. There was an emergency brake issue with the delivery van. We were forced to rent a vehicle from U-Haul for many days as the part was on order to repair. Home delivered meals have increased and revamping of the routes in Port Washington and Saukville were needed. Increased clients in both Cedarburg and Grafton will require us to find additional volunteers to have additional routes so they are not so long. Currently Grafton and Cedarburg have two routes each.*

ADRC:

- Ms. Pike reported: *End of year stats (Chart) distributed regarding Information and Assistance calls and contacts for 2016. Mr. Hertz requested 26 copies to hand out at the Human Services Board Meeting. Ms. Pike reported currently in the ADRC there are 4 Full Time Information and Assistance (I & A) positions and one part-time I & A position. When the part time individual retires, the plan will be to rehire this position with a full time individual. This will help with the increased call volume the unit has experienced over the last few years.*

Department Financial Report:

- Ms. Pike reported: *Financial report was handed out and Ms. Pike mentioned that there are at least two months of revenue that has not been included in this handout. Dementia Care Specialist will be funded by the state for the entirety of 2017, unsure about 2018 and beyond.*
- Ms. Ferrell reported: *Financials were handed out and Aging will finish up the year in great shape. For 2018, the state is changing the formula on how it distributes Older American Funds. More information on how this will affect Ozaukee County should be available sometime around June 2017. Will continue to update.*

OTHER:

- *Suggestion for an article in a newsletter, Wishes of a Senior*
- *Ms. Pike shared that Liza Drake, Human Services Director, is not here at the meeting because her husband passed away over the weekend.*
- *Mr. Roherty requested that Advocacy Action Items topic be added to agenda on a regular basis.*

TOPICS FOR THE NEXT MEETING:

- *Mr. Roherty asked if a list of topics discussed during calls and contacts could be developed so the board can see what the "hot" topics are that would have contributed to increased calls for the department. Ms. Pike will have this information for the board in February.*
- *Update on Dental Services for seniors.*

ADJOURNMENT: *On a motion by Ms. Ayres and a second by Ms. Farnsworth the meeting was adjourned at 10:50 a.m.*

Respectfully submitted,

Laurie Susen, Office Assistant
ADRC of Ozaukee County

Top 6 Information and Assistance Call Related Topics for 2016

<u>Category</u>	<u>Number of Calls</u>
<u>Public Benefits</u>	Total 5906
• Long Term Care Programs	4378
• Other	698
• Income Maintenance	763
• Referral for Financial Related Needs	67
<u>Alternate Housing Options</u>	Total 1703
• Assisted Living	1240
• Nursing Home	463
<u>Home Services</u>	1303
<u>Basic Needs</u>	Total 1053
• Food	399
• Housing	486
• Transportation	168
<u>Alzheimers and Other Dementias</u>	647
<u>Caregiving</u>	438

Aging and Disability Resource Center

Elder Benefit Specialist Statistics

2013

Consumers = 340

Presentation participants = 582

Monetary Impact = \$905,584

2014

Consumers = 432

Presentation participants = 629

Monetary Impact = \$1,281,272

2015

Consumers = 419

Presentation participants = 584

Monetary Impact = \$1,461,209

2016

Consumers = 682

Presentation participants = 759

Monetary Impact = \$2,482,583

Aging and Disability Resource Center

Disability Benefit Specialist Statistics:

Information only contacts are calls in which DBS spends less than 30 minutes in total, including research and call back time, providing an ADRC customer with an answer to a general question or referral to another agency.

Cases then are generally opened when you spend 30 minutes or more assisting an individual.

For opened cases, contacts are numerous and it's hard to quantify and/or determine an average. Most cases involve multiple contacts with the client directly, in addition to contacts with collateral professionals, and interaction with other agencies, hospitals, doctors, and community resources. It also involves investigative reviewing of medical records and other documents and case staffing with program attorney.

2013

- Total Cases Served – 390
- Total Info only contacts – 170
- Monetary Impact = 1,169,504

2014

- Total Cases Served – 315
- Total Info only contacts – 185
- Monetary Impact = 982,700

2015

- Total Cases Served – 306
- Total Info only contacts – 159
- Monetary Impact = 810,612

2016

- Total Cases Served – 338
- Total Info only contacts – 194
- Monetary Impact - 1,172,416

**BUREAU OF AGING AND DISABILITY RESOURCES
AGING UNIT SELF-ASSESSMENT FOR 2016**

County/Tribe: Ozaukee

Name of Aging Unit Director: Michelle Pike

Approved by Commission on Aging?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Date approved	2/13/2017
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Part I: Compliance With the Wisconsin Elders' Act
*Refer to Section 3-D (Statutory Requirements for the Structure of the Aging Unit)
in your 2016-2018 Aging Plan*

	Yes	No	Describe Change
Has the organization of the <i>Aging Unit</i> changed this past year?		<input checked="" type="checkbox"/>	
Has the organization of the <i>Commission on Aging</i> changed this past year?		<input checked="" type="checkbox"/>	
Does the aging unit have a full-time aging director?	<input checked="" type="checkbox"/>		
Is the membership of the Commission on Aging in Compliance? <i>Members of a county or tribal commission on aging shall serve no more than 2 consecutive 3-year terms. In the case of county board members, the requirement is 3 consecutive 2-year terms.</i>	<input checked="" type="checkbox"/>		

Members of the Commission on Aging (please list)

Official Name of the Aging Unit's Policy-Making Body: ADRC Board of Directors

Name of Individual	Age 60 and Older (x)	Elected Official (x)	Mo./Year first term began	Mo./Year final term ends
Chairperson: Katie Callen	x		9/2013	9/2019
Ginger Ayres	x		9/2015	9/2021
Colleen Kasper	x		9/2014	9/2020
James Kasum	x		9/2014	9/2020
Mark Roherty (Co Chair)	x		9/2014	9/2020

Part II: Activities to Help Older People Advocate for Themselves

1. What does the aging unit do to inform older people about the issues that affect their lives?

- The ADRC distributes a newsletter titled Facts for Life on a quarterly basis. This newsletter is filled with information important to older adults living in Ozaukee County. The newsletter is distributed to approximately 13,000 households in Ozaukee. (see attached document for example)
- On a regular basis the ADRC sends informational/educational flyers or articles out to all of our Congregate meal sites as well as to our home delivered meal clients.
- Website and Facebook pages are updated very frequently in order to keep current with information and resources.
- Our prevention programs such as Stepping On, Living Well with Chronic Conditions (and Diabetes), and Powerful Tools also share important tips and supports for individuals.

2. How does the aging unit teach older people to act as advocates?

- The Facts for Life Newsletter often addresses issues that older adults may want to advocate for. Articles also provide individuals with information on how to contact their local legislators and provides examples of what to say.
- In the past we have provided examples of letters written to legislators so individuals who are wanting to express their concerns know how to correctly word their own sentiments.
- ADRC Board members will often take up a cause and will share the information with others in the community and encourage their friends and neighbors to be advocates for these causes also.

3. How does the aging unit advocate on behalf of the older people it serves?

- By bringing issues to the attention of the ADRC Board of Directors
- By contacting legislators
- By letter writing campaigns
- By getting the word out through our newsletter, website, and Facebook pages
- By keeping current and knowledgeable about changes in legislation that affect older adults.

Part III: Progress on the Aging Unit Plan for Serving Older People				
Aging Unit Plan Goals	Progress Notes <i>(briefly summarize only those activities completed as of Dec. of each year; explain if a goal was not accomplished)</i>	Check if Done		
		2016	2017	2018
Focus Area 6-A. Involvement of Older People in Aging-Related Program Development and Planning				
2016 Goal: In order to ensure that older adults from Ozaukee County are involved in planning processes regarding programs and services, the ADRC will develop a committee of older adults to assist in outreach and advocacy activities.	An article was placed in newsletter advertising need for individuals interested in focus group. Five individuals responded and two focus groups were held. Areas for outreach and advocacy activities were identified.	x		
2016 Goal: In order to help seniors be prepared for upcoming elections, the Ozaukee County Aging Unit will assist a minimum of 150 older adults in obtaining valid identification which will allow them to obtain the necessary ID to vote in the fall election.	The League of Women Voters attended our annual Senior Picnic in 2016 where over 200 individuals were educated as to the requirements for voting. The League was able to personally assist between 8 and 10 individuals in preparing for voting.	x		
2017 Goal: In an effort to combat Ageism, the Aging Unit will champion the recognition of older adults that demonstrate the positive impact of aging.				
Focus 6-B. The Elder Nutrition Program				
2016 Goal: In order to make sure homebound meal participants are healthy and safe, the Aging Unit will develop a training for home delivered meal volunteers as to warning signs to look for in regard to behavioral or health changes when delivering a meal to a homebound senior.	Mary Ferrell, Aging Services Manager who recently retired, developed a volunteer manual for individuals who deliver meals. A portion of the manual addresses red flags to look for related to health and safety of homebound individuals.	x		
2016 Goal: In order to increase participation by at least 10% at the congregate meal site with the lowest participation (Rangeline School), the ADRC Management Team, the nutrition council members, and the newly formed senior support committee (name to be decided by the committee) will investigate ways to increase participation at the Mequon/Thiensville dining	We continue to visit recreation department classes at Rangeline School to talk about the meal program, flyers have been taken to nearby low income housing apartments, We held a bring a friend to lunch day, chance at a door	x		

center.	prize, free lunches for Vets, and activity/picnic postings at the recreation department. This goal will be continued into 2017.			
2017 Goal: In order to ensure adequate nutrition post-discharge, the Aging Unit will promote proactive nutrition planning for individuals anticipating an elective hospital stay.				
2018 Goal: The Aging Unit is aware that many seniors in Ozaukee County qualify for but do not utilize area food pantry services or the Hunger Task Force Stock Box Program. In order to encourage more seniors to take advantage of food resources they could benefit from, the ADRC will provide information and presentations to reduce the stigma connected to food pantries.				
Focus 6-C. Services in Support of Caregivers				
<p>In order to assist caregivers in their duties and to reduce caregiver burden, the ADRC will provide information and resources to caregivers about caregiving activities identified as most challenging for them by the <i>Caregiving in the U.S. 2015</i> report. Additionally, information will be garnered from talking with caregivers at the various caregiver coalition support groups.</p>	<p>Met our goal of providing our first ever “Skills Fair” with displays of “how to” information, resources and demonstrations related to the activities that caregivers identified as most challenging for them. Goal was for 40 caregivers to attend, but we only had 24 attend, which was still successful. Because of the positive feedback we received, we plan to make this an annual event. We did not complete the activity of initiating a caregiver coffee in 2016 in northern Ozaukee as planned. We found that planning the Skills Fair took more time and work than expected. We also felt it was important to increase attendance at the current coffees, so our efforts were directed toward that. However, several caregivers from the northern parts of the county did participate in various educational and social activities and also received support on a 1:1 basis. We still hope to complete this activity in 2017.</p>	x		

In order to encourage health care providers to reach out to caregivers who visit their offices, we will develop a toolkit of caregiver resources to give to both caregivers who accompany a care recipient to his or her appointment and to patients who are also caregivers.	This is a 2017 goal. Although the formal toolkit has not been created yet, similar caregiver resources were made available throughout the year to caregivers at various events, coffees, at the ADRC and at PTC classes, as well as during home visits for initiation of services through the ADRC. Resources from coalition partners also provided at events sponsored by the coalition.	x		
To assist working caregivers in the workplace in order to help manage working and caregiving, provide outreach to working caregivers and provide information and resources to them.	Although this is a 2018 goal, resources for working caregivers were made available at Journey Series presentations, PTC classes, the County Senior Conference and the Skills Fair. A brown bag presentation for working caregivers has been developed and is ready to be provided to working caregivers at various places of employment both this year and next year.	x		
Focus 6-D. Services to People With Dementia				
2016 Goal: In order to better meet the needs of individuals with dementia as well as those who care for them, the Aging Unit will explore and utilize creative ways to use 100% of the AFCSP funding allocated to Ozaukee County.	Returned \$2000 to be reallocated, and all but \$260 of funds were spent, due to a couple families who did not for various reasons follow through on receiving services that funds were encumbered for. 14 clients received assistance through AFCSP; of these, three self-directed funds. Also used funds to purchase books for PTC classes.			
2017 Goal: In an attempt to decrease the number of times law enforcement contacts the ADRC because of an individual with dementia exhibiting challenging behaviors, the Aging Unit will be an active partner with APS in efforts to develop an ongoing crisis management plan for individuals with cognitive impairments.				

<p>2018 Goal: The Aging Unit will partner with the DCS and Public Health Department to increase awareness and utilization of assistive technologies available to keep people safe at home.</p>				
<p>Focus 6-E. Healthy Aging</p>				
<p>2016 Goal: The Aging Unit will work to involve community partners in efforts to expand the availability of health promotion programs within the county that assist seniors in remaining as independent as possible.</p>	<p>In 2016, the ADRC was able to involve individuals from local pharmacies, physical therapy clinics, and an optometrist. We also held a skills training night for caregivers by bringing in an occupational therapist to show ways to safely care for someone in a home setting. We also work hand in hand with our Public Health Department when composing our quarterly newsletter.</p>	<p>x</p>		
<p>2017 Goal: The Aging Unit will add at least one new health promotion program not currently offered by having 2 staff or community partners trained and certified</p>				
<p>Focus 6-F. Local Priorities</p>				
<p>2016 Goal: In Ozaukee County, the city of Port Washington, WI currently supports its Senior Center which centrally houses all senior services. The lease on this building is scheduled to end in December of 2016. At this time the continued financial support of the city is in doubt. The Aging Unit embraces its role for advocating for the seniors of Port Washington to retain a centralized location for all senior services.</p>	<p>The ADRC has kept abreast of the latest plans for the Senior Center in Port Washington and has kept the community apprised of developments through the Facts for Life newsletter. Articles also encouraged individuals to contact their local alderman with concerns or comments.</p>	<p>x</p>		
<p>2017 Goal: Many non-profit agencies in Ozaukee are expressing a need for revitalizing their volunteer base. To ensure the ADRC and the NPO's in the community have an adequate number of volunteers, active recruitment of between 5-10 newly retired individuals will be undertaken.</p>				
<p>2018 Goal: Aging in Stride is a nine week educational program that touches on wellness, financial, medical, legal, and other aspects to achieve successful and healthy aging. The information is presented by community individuals</p>				

with expertise in each session topic. In order to present this program for the benefit of at least 75 seniors in Ozaukee County, the Aging Unit will plan and implement this series in 2018.

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Part IV: Progress on the Aging Unit Plan for Serving Older People – National Family Caregiver Support Program (NFCSP)

This section is not required for tribal aging units.

Minimum Service Requirements: *The minimum service requirements of NFCSP must be provided by the aging unit or contracted with another agency. Please indicate who provides these services.*

Service	Aging Unit (X)	Other Agency (please list)
Information to caregivers about available services	X	
Assistance to caregivers in gaining access to the services	X	
Individual counseling, support groups, and training to caregivers	X	
Respite care	X	
Supplemental services (e.g., transportation, assistive devices, home modifications, adaptive aids, emergency response systems, supplies, etc.)	X	

Caregiver Coordination: *To ensure coordination of caregiver services in the county, the aging unit shall convene or be a member of a local family-caregiver coalition or coordinating committee with other local providers who currently provide support services to family caregivers.*

Does the aging unit belong to a local caregiver coalition?

YES NO

Name of Coalition: Caregiver Connection of Ozaukee Co.

If YES, please provide a brief update on coalition activities conducted each year.

If NO, please explain plan for compliance.

- **2016 Activities:** a.) Caregiver Coffees, which are peer-led support groups, occurred four times a month at various times and locations; b.) The Journey Series, a 1x/month for 5 months educational series was attended by 83 individual caregivers, the largest number attending in the past three years; c.) First Skills Fair – 20 partners and 24 caregivers attended the event, and Sr. Marianne Muscott gave an inspirational presentation as part of the event for “caregiver renewal” for caregivers. Evaluations indicated success of the event; d.) social activities were provided like the Caregiver Picnic and Caregiver Bingo, social outings through the coalition’s Grief Support Group for caregivers who lost loved ones; e.) coalition had a booth at the Ozaukee County Senior Conference along with a speaker as one of the breakout sessions; f.) monthly column in the local News Graphic newspaper written by a local caregiver, titled, “The Caregiver

	<p>Connection.” It addresses various caregiver issues and helps direct caregivers to the ADRC and Caregiver Connection for assistance; g.) four new community partners joined the Caregiver Connection in 2016; h.) participation in the “Healthy Families Stick Together” immunization project through GWAAR; i.) training session on “facilitating a support group” provided for caregivers who were interested in becoming peer leaders for caregiver coffees.</p>
	<p>2017 Activities:</p>
	<p>2018 Activities:</p>

<p>Part V: Significant Accomplishments or Issues Not Included in the Aging Unit Plan <i>(Unplanned accomplishments or issues that had a significant impact on the aging unit’s activities during the previous year. This is not meetings attended or actions that fit under plan goal objectives but may reflect noteworthy events or achievements.) This section is not required.</i></p>

Part VI: Coordination Between Titles III and VI

If the county includes part or all of a federally-recognized tribe, indicate how the county aging unit and the tribal aging unit have worked together in the previous year to coordinate and ensure the provision of services to tribal elders.

If the county does not include part or all of a federally-recognized tribe, please indicate: Not Applicable

Empty response area for providing details on coordination with tribal aging units.