

**PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER BOARD OF
DIRECTOR'S MEETING**

OCTOBER 22, 2015

PRESENT: Marvin Rucker, Beth Relich, Barbara Robinson, Joan Swigert, Pat Finder-Stone, Lisa Van Donsel, Larry Epstein, Supervisor Corrie Campbell, Pat Hickey, Jessica Nell, Ramon Fierros

EXCUSED: Lori Rasmussen, Melanie Maczka

ABSENT: None

ALSO PRESENT: Debra Bowers, Kinsey Black, Devon Christianson, Christel Giesen, Laurie Ropson, Sandy Groeschel, Diana Brown, Denise Misovec, Tina Whetung

Kitty Barry, Options for Independent Living Assistant Director, gave a welcome to the ADRC Board members and gave an overview of the organization.

The meeting was called to order by Chairperson Rucker at 8:45 a.m.

PLEDGE OF ALLEGIANCE

INTRODUCTIONS

ADOPTION OF THE AGENDA:

Ms. Finder-Stone/Ms. Robinson moved to adopt the October 22, 2015 agenda. **MOTION CARRIED.**

APPROVAL OF THE MINUTES OF MEETING OF SEPTEMBER 24, 2015:

Mr. Epstein/Ms. Relich moved to approve the minutes of the regular meeting of September 24, 2015. **MOTION CARRIED.**

COMMENTS FROM THE PUBLIC: None.

FINANCE REPORT:

A. REVIEW AND APPROVAL OF SEPTEMBER, 2015 FINANCE REPORT:

Ms. Bowers referred to the September 2015 Financial Highlights to demonstrate the expenses and revenues for the month of September.

Ms. Bowers recognized Donovan Miller, Accounting Clerk, who has worked with coordinators to maximize the in-kind hours captured by volunteers.

Board members asked about the breakdown of In-Kind Services and requested a breakdown of volunteer in-kind hours and their definitions by funding source. Ms. Bowers indicated that she would provide this at the December meeting.

Mr. Epstein questioned if expenses for volunteer service through WIHA should be submitted to the ADRC. Ms. Christianson will find out where these hours should be reported and follow up with Mr. Epstein.

Ms. Van Donsel/Mr. Epstein moved to approve the September 2015 finance report. **MOTION CARRIED.**

B. REVIEW AND APPROVAL OF RESTRICTED DONATIONS:

Ms. Bowers referred to the Restricted Revenue & Expense handout to show that the ADRC did not receive any restricted donations in the month of September; however there were expenses for a floor scrubber, folding machine, and Healthy Aging Summit Training.

Supervisor Campbell/Ms. Robinson moved to approve the restricted donations for September 2015. **MOTION CARRIED.**

NUTRITION & VOLUNTEER PROGRAM REPORTS:

Ms. Groeschel, Nutrition & Volunteer Coordinator, thanked all of the Board members for their volunteerism, support, and advocacy. Ms. Groeschel indicated that, on average, 600 meals are ordered daily through Aramark, the contracted caterer since 2013, and are distributed throughout Brown County. Of these meals, approximately 450 are delivered to homebound individuals and the other 150 are served at the 11 congregate meal sites throughout the county. Homebound meals are delivered Monday through Friday by 250 Volunteer Drivers along 22 meal routes in Green Bay, five in De Pere, one in Denmark, and one in Pulaski. The average route is 12 miles in length and can take an hour to an hour and half to deliver.

Twenty-two meals are able to be delivered on each route before a waiting list would need to be started for that route. When an opening becomes available on the route, the waiting list policy indicates that the person on the waiting list with the highest nutritional need would be added to the route first. In the past year, 40 people have had to be added to a waiting list with the average wait of one week before getting on a route. The wait is primarily tied to the amount of volunteers available to deliver the meals. While on the waiting list, alternative food resources are provided to these consumers and their family members. To help keep waiting lists minimal, continual phone reassessments are completed to be sure that those on the program continue to meet eligibility criteria for the Homebound Meal Program.

Volunteer Driver's training was held recently that focused on "red flags" for drivers to be alert to. The Drivers are the eyes and ears and look for abuse, neglect, financial issues, and excessive heat in the summer months. These concerns are reported back to the ADRC where staff follows up with family and emergency contacts to let them know what resources and options may be available.

Ms. Groeschel shared a few examples of incidents where a consumer's life may have been saved by a volunteer driver:

- When attempting to deliver a meal, there was no answer and the door was locked, the driver grew concerned. Just then the mail carrier happened to be delivering mail and informed the driver that the consumer's sister lived across the street. The driver walked across the street to the sister's house and the sister unlocked the consumer's home where the consumer was found having a stroke. Rescue was called immediately and she was transported to the hospital. The consumer's son called the ADRC homebound meal program the very next day and thanked the ADRC for being so diligent.
- When making an effort to deliver a meal to a gentleman with dementia, a Driver found the door was locked and no one answered when called. Following procedure, the daughter was contacted. She returned the call later that evening and left a message stating her dad's meals needed to be cancelled indefinitely. The man's wife, who was his primary caregiver, was hospitalized and he wanted to visit her. He, however, had wandered off and was lost. A silver alert was issued. Fortunately, he was located the next day and was in good condition.
- Upon delivering a meal to a consumer, a volunteer smelled gas and alerted staff at the ADRC who reported the incident where a gas leak was indicated.

The ADRC was awarded a \$1000 grant from Meals on Wheels this year which was used to purchase red melamine dinnerware for the modernized ADRC congregate site. Research shows that red is dementia friendly and more appealing than meals served on trays. In addition, a \$5000 grant was awarded from Meals on Wheels within the past month for the Homebound Meal Program and was used to purchase meal delivery bags and supplies.

Along with the red dinnerware, another initiative that has helped triple the dining site numbers at the ADRC congregate site is the implementation of extended dining hours from 11 – 12:30 which offers more flexibility. Due to the homebound meal population growing and congregate population shrinking,

the total number of meals continues a downward trend. Because of this issue, modernization grants have been awarded around the state in hopes of changing the image of the congregate dining sites.

After doing research around unmet nutritional needs in rural areas, Volunteer Drivers were recruited and trained to provide expansion of the Homebound Meal Program to southern Brown County; delivering to approximately 15 seniors in the Wrightstown, Ledgeview, Greenleaf, and Askeaton areas.

Goals for 2016, as a result of recent listening sessions conducted for the three year aging plan, include exploring creative ways to include more fresh fruits and vegetables at the dining sites and opening a public café within the ADRC. It is difficult to provide additional fruits and vegetables under the contract with Aramark due to the agreed upon meal rate. Collaboration with school systems, community gardens, or the UW-Extension to acquire a food plot in the community may be an option to provide these resources. The goals for the café area within the ADRC will be to provide items for purchase including: coffee, muffins, yogurt, and smoothies. This café could be a place where individuals with disabilities are able to gain employment skills in partnership with agencies in the community.

Ms. Relich mentioned that KI recently changed their contract from Konop to Aramark and the cafeteria is being modified. Maintaining a fresh appealing salad bar has been a challenge even in a large cafeteria setting. Ms. Relich will keep the ADRC apprised of the food cost, quality, and options offered at KI.

Ms. Nell indicated that she has noticed Badger Terrace is in need of volunteers in the meal site and is concerned that they may decrease the days of operation or close permanently. Ms. Groeschel indicated that she will contact the site manager to discuss options to recruit specifically for this volunteer position.

As the Volunteer Coordinator, Ms. Groeschel is the initial point of contact for all volunteer requests that come into the agency and is responsible for interviewing applicants, maintaining the volunteer database, and ensuring reference and background checks are completed. Ms. Groeschel's main focus is on recruiting meal drivers, friendly visitors, and shopping assistants.

Ms. Groeschel referred to the Homebound Meal and Congregate Meal Survey Results for the fall of 2015 handouts. Ms. Robinson questioned whether or not the questions are standardized across the state and if the nutrition program could become evidence based to find out if the nutrition program is keeping consumers in their home or improving their health. Ms. Robinson also asked if there was a state report and if the Board could get a copy of it. Ms. Groeschel indicated that she would follow up with the state report.

Ms. Christianson indicated that the questions asked on the nutrition surveys are standardized for consistency around the state. Possible outcomes can be tracked with the nutrition risk assessment that is collected on all meal participants. Risk is assessed regarding prescription drug use, drinking alcoholic beverages, and eating certain foods. The impact of the nutrition program on these outcomes is available statewide data.

Board members discussed running a human interest story in the *Green Bay Press Gazette* focusing on the nutrition program, volunteers, and how consumers are affected. The front page would be ideal; however, an article in the Today's Take section would be an option as well. Board members mentioned working with Todd McMahon, *Green Bay Press Gazette*, who has written several inspirational human interest stories.

Ms. Groeschel indicated that in 2016 she plans to include a survey to those consumers who have a caregiver receiving the donation statements which will inquire about how the nutrition program is supporting them as a caregiver - not only the meal recipient. As an ADRC, we are interested in how caregivers are supported through programs offered that may not traditionally be seen as a caregiver program.

Ms. Christianson thanked Ms. Groeschel for her energy, positivity, and coordination of both the Nutrition and Volunteer programs and incredible work that she does.

Ms. Campbell indicated that the *Ashwaubenon Press*, a newspaper that she contributes articles to will do an article around the nutrition program.

DIRECTORS REPORT:

A. LONG TERM CARE INFORMATION PAPER – DHS MEETING:

Ms. Christianson referred to the *Keep Our Care at Home* handout included in the Board packet that presented major principles that need to be considered as the State re-designs the long term care plan again in 2017. Family Care and MCO's, Managed Care Organizations, will be reorganized into IHA's, Integrated Health Agencies, which will integrate acute and long term care into one benefit. Advocates are providing input to the Department of Health Services (DHS) that will provide a report to the legislators in April of 2016. Ms. Christianson and Ms. Nell attended a roundtable meeting to provide input along with several other advocacy organizations. Ms. Nell indicated that approximately 30 individuals were in attendance including advocates and professionals from agencies that will be affected.

A major concern is the lack of experience insurance agencies have serving individuals with disabilities. These agencies are interested in eventually hiring advocates to teach them how to serve these populations.

The message communicated to DHS was that individuals with disabilities and older adults need to be at the table, as stakeholders, through the development and implementation of the new system. Many great ideas were offered up but at this point it is unsure how much will be taken into consideration. At the roundtable, Ms. Christianson asked to slow this process down and indicated the northeast region hasn't even completed the transition to Family Care which would require people to change from one system to another more than once.

Much discussion was held amongst the Board around this topic and how unclear the new programs will be. Ms. Christianson indicated that answers are unknown at this time and asked DHS for transparency and public record. Once the design is available, specific feedback will be given and it will be shared with board members.

Ms. Nell encouraged board members to speak up even if they don't think they have any power and to keep advocating for what is important to them. Ms. Nell also offered to be a resource to board members and offered for anyone to contact her.

B. TAMMY BALDWIN VISIT:

Ms. Giesen mentioned that the ADRC hosted a round table event which brought Senator Tammy Baldwin and caregivers together to share information around the RAISE Family Caregivers Act (Recognize, Assist, Include, Support, and Engage). The RAISE Act helps to create a national strategy on how to support family caregivers. Wisconsin alone has nearly 600,000 family caregivers who provide 6,000,000 hours of care each year.

Some very brave and open caregivers attended and shared their caregiving experiences. The support, recognition, and need for respite and care were identified overall.

Ms. Robinson indicated that it was great being able to speak about her caregiving experience and having Ms. Baldwin available to listen. Ms. Robinson also stated that it was eye opening to hear those speaking on caregiving for those with dementia. Training is available; however, each day and situation can be unique and the population of those with dementia is increasing.

Ms. Robinson also thought that the training that is used for fire protection and police on how to work with individuals with dementia would be an interesting presentation for the board.

Ms. Brown thought the caregiver stories were honest and touching and hopes that with the help of the media coverage of the event the message will spread.

Ms. Ropson revealed that she was fighting back tears throughout the event and drove home how vital the Dementia Care Specialist and making our communities dementia capable really are; businesses and people need to be able to handle those with dementia in a respectful, caring manner.

Ms. Giesen indicated that this occurred in the same week as a Powerful Tools Class and the Self-care for Those who Give caregiver event which was a very successful event. November is National Family Caregiver Awareness month and information is highlighted on this topic throughout the November *AddLife News*. The Brown County Caregiver Coalition is sponsoring Coffee and Conversation for Caregivers throughout Brown County which will focus on sharing, support, networking, and socializing.

Ms. Nell, Mr. Rucker, Mr. Epstein, and Ms. Finder-Stone attended the Paul Wesselmann event at the ADRC. The County did videotape the session and will post on YouTube. Ms. Ropson will let the Board know when this is available.

C. DENMARK UPDATES: RETIREMENT AND NEW STAFF:

Ms. Christianson shared that Carol Derricks, Rural Program Coordinator – Denmark, retired on Friday, October 16 after 25 years of dedicated service with the ADRC. Sara Wall will be starting on November 2 in this position and will attend a future meeting to introduce herself. Sara will be a great fit for this position and comes to the ADRC from the YWCA with a background working in volunteer recruitment.

D. 85.21 – 2016 SPECIALIZED TRANSPORTATION UPDATE:

Ms. Giesen reviewed the Public Hearing for the 2016 Specialized Transportation Grant Application serving seniors and individuals with disabilities in Brown County flyer which indicates that copies of the preliminary draft application will be available for review beginning November 6 at the ADRC, Denmark & Pulaski Senior Centers, and the De Pere Community Center. The Public Hearing will be held on November 16, 2015 at the ADRC at 3:30 p.m. Ms. Giesen reported that a small increase was allocated through the state budget process for the 2016 85.21 specialized transportation program which serves older adults and persons with disabilities. The ADRC is also required to provide a local 20% match using levy received from Brown County for the 85.21 specialized transportation program. In total, this represents just over a 5.5% increase. Over the next month, feedback from the current providers will be collected and a draft plan will be assembled for 2016. Ms. Giesen invited all Board Members to attend the Public Hearing which will include an overview on transportation.

Ms. Christianson commended Ms. Brown and Ms. Whetung from Curative Connections who have taken on the management of this program and helped to make this a seamless transition.

Mr. Epstein asked if Mr. Runge, Brown County Planning Commission/Brown County Transportation Coordinating Committee, and Ms. Spielman, Brown County Emergency Management, will be present at this Public Hearing. Ms. Giesen indicated that she will send them both the information on the Public Hearing.

E. REVIEW HUMAN SERVICE COMMITTEE MEETING 10/20:

Ms. Christianson attended the Human Service Committee Meeting on October 20 and indicated that Supervisor Zima brought forward a \$1.6 million request around unmet needs for mental health services. The committee was very receptive and approved this additional request which

will focus on mental health services and alcohol and drugs. The ADRC's standing budget was passed; however, department wish lists weren't addressed due to the mental health discussion. The items on the wish list include: the DCS position, funding for under 60 meals, and the part-time job coach in the café. The grant for the DCS ends in July and the state is reducing the number of DCS positions from 16 to 12 which could potentially affect the ADRC. If this is the case, Ms. Christianson will ask the Board for approval to use net assets in order to support this position through the end of 2016 and would need county support in the 2017 budget for this position to continue. Supervisor Campbell and Ms. Bowers also indicated that Brown County employee health insurance premiums will remain as is for 2016 and the contributions to the HRA will continue to be tied to the employee's personal health assessment; though, retiree premiums may be increasing. Supervisor Campbell discussed the stadium tax options on the table at the state and county level.

LEGISLATIVE UPDATES: Ms. Campbell asked Ms. Christianson if she were invited to participate in any of the community stakeholder focus groups for the Titledown District redevelopment. These focus groups are being held to determine desired programming and activities for the 10-acre public plaza which includes a park-like setting with year-round, diverse programming that will feature fitness-related activities, cultural opportunities, versatile space for a variety of uses, a winter ice skating rink and team-inspired public art, in addition to festive game day action. Three key tenants to be integrated around the public plaza will include: Lodge Kohler, a Bellin Health Sports Medicine Clinic, and Hinterland Restaurant and Brewery. Supervisor Campbell indicated that one large component of this initiative will be aimed at seniors and those with disabilities and would like to see the ADRC advocate for accessibility and programming for these populations. Ms. Finder-Stone also was invited and thought the focus group she attended was concentrated on millennials.

ANNOUNCEMENTS: Ms. Christianson mentioned that the dementia redesign is continuing to occur; legislators are holding a roadshow to do listening on dementia care and system redesign. Nicolette Miller, DCS, will attend and speak on DCS for the region on November 3, from 9 – 12 at the Stone Cellar at Riverview gardens in Appleton. Hearing from the public on how important these roles are will be more significant to the legislators.

Ms. Finder-Stone mentioned that there will be a redistricting dinner at the League of Women Voters Meeting on Monday, October 26. Former State Senators Tim Cullen (D) and Dale Schultz (R) will be the keynote speakers and will discuss the need for bipartisan, independent redistricting reform in Wisconsin. Due to the timeline, Ms. Finder-Stone suggested contacting the League President at 434-0764 if you are available and interested in attending.

Ms. Swigert announced that a bench is being dedicated to remember those who died without a home on November 16 for Hunger Awareness week. Ms. Swigert will drop a poster off at the ADRC and asked if this information could be put on the ADRC online sites as well.

Mr. Epstein mentioned that Ron Niesing, Outreach and Benefit Program Specialist, from the ADRC gave a wonderful presentation on Medicare changes and Part D to the Men's club and reached 150 people.

NEXT MEETING – The next meeting will be Thursday, December 10th, 2015 at 8:30 a.m. at the ADRC which will include a holiday breakfast at 8 a.m. with ADRC staff.

ADJOURN:

Mr. Epstein/Supervisor Campbell moved to adjourn the meeting. **MOTION CARRIED.**
The meeting adjourned at 11:10 a.m.

Respectfully submitted,

Kinsey Black, Administrative Specialist