

Waupaca County Committee on Aging Meeting Minutes
Tuesday, January 23, 2018 – 10:01 AM
Waupaca County Courthouse
811 Harding Street
Room 1068

This meeting and all other meetings of this committee are open to the public. Proper notice has been posted and given to the press in accordance with Wisconsin statutes so that the citizenry may be aware of the time, place and agenda of this meeting.

Chairperson Mary Kay Poehlman called the meeting to order at 10:01 AM.

Members Present: Mary Kay Poehlman, Bob Appleby, Dona Gabert and Jan Lehrer.

Absent: Ray Claussen.

Others Present: Leah Klein, Darlene Kramer and Pat Huber.

- I. **Adoption of Agenda:** *A motion was made to approve the agenda by Dona Gabert and seconded by Bob Appleby. Motion Carried.*
- II. **Adoption of Minutes from November 21, 2017 Meeting.** *Motion made to approve the minutes by Jan Lehrer and seconded by Bob Appleby. Motion Carried.*

PUBLIC COMMENT: None.

III. 2017 Nutrition Program Survey Results – Leah Klein.

Leah reported on the findings of the survey. Overall high satisfaction rates for both home delivered meal and congregate dining programs. No comments or concerns were raised in the surveys that need immediate attention.

IV. Nutrition Program Update – Leah Klein.

Leah reported the updates to the program.

- a) Marion nutrition site has temporarily relocated to the Marion Public Library due to remodeling project being done at the Lion's Point Park building. Scheduled updates include new flooring and window treatments as well
- b) Recruitment to begin soon for the Manawa Nutrition Site as the previous Site Manager retired as of January 22, 2018. Job posting will be available soon.
- c) Concerns with the Waupaca & Weyauwega Nutrition Site caterer, Schueller's Great ExSPECHTations continue. Concerns currently being monitored include but are not limited to food product shortages, food product arrival temperatures and unauthorized meal component substitutions. Leah Klein & Aging Programs Supervisor Melissa Anderson will be meeting with the caterer today and have been meeting with them regularly to address concerns.
- d) An addendum to all catering contracts is currently in draft status to include language that allows Waupaca County DHHS to withhold payment for shortage or missing food components.

V. Regional ADRC Coordinator Update – Darlene Kramer.

- a) Information & Assistance Social Workers will be taking the Continuing Skills Test for the Long Term Care Functional Screen in April and May of 2018.
- b) March 14, 2018, there will be a regional training opportunity at FVTC focusing on clutter. Darlene invited Committee members to attend.
- c) Recruitment open for an ADRC Assistant in Outagamie County through a contract with Valley Packaging. This person will be responsible for assisting with applications for long term care Medicaid. Darlene asked that if anyone knows a possible candidate that they refer them for the position.
- d) The State of Wisconsin will be holding a Dementia Summit in 2018 as part of a closer look at Dementia care in Wisconsin. There is also an opportunity for the Regional ADRC of Calumet, Outagamie and Waupaca Counties to apply for a new Dementia Care Specialist position which the Region is seriously considering.

VI. Transportation Program Update.

Leah reported that the Volunteer Driver Transportation Program began utilizing a new computer database and it is going well. Provided to the Committee was December 2017 Volunteer Driver Transportation Program data that was pulled from the new database. Ongoing need for additional Volunteer Drivers was mentioned.

VII. Committee on Aging By Laws Require Update.

Leah reported that the current bylaws in effect for the Committee on Aging are out of date and incorrect as they relate to current county committee structure. Leah will be soliciting samples from other Commissions on Aging across the state. Draft bylaws will be presented and discussed to this group with the final draft of the new bylaws being read aloud at two Committee on Aging meetings before being put in place.

VIII. Adjourn. *Motion made to adjourn meeting by Jan Lehrer and seconded by Dona Gabert.* **Motion Carried.**

Next meeting – Tuesday March 27, 2018, 10:00 AM – Waupaca County Courthouse – Room 1068.

Respectfully Submitted,
Pat Huber, ADRC Clerk

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

County/Tribe: Waupaca

Name of Aging Unit Director:

Approved by Commission on Aging?

Yes

No

Date approved

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?		X	
Has the organization of the <i>Commission on Aging</i> changed this past year?		X	
Does the aging unit have a full-time aging director?	X		
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>	X		

Members of the Commission on Aging (please list)

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

Waupaca County Committee on Aging

Name of Individual	Age 60 and Older (x)	Elected Official (x)	Mo./Year first term began	Mo./Year final term ends
Chairperson: Mary Kay Poehlman	X	X	1/2013	1/2019
Dona Gabert	X	X	1/2016	1/2022
Vacant				
Ray Claussen	X		1/2016	1/2022
Jan Lehrer	X		2/2016	2/2022
Bob Appleby	X		2/2016	2/2022

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 Waupaca County Aging Unit is fully integrated with the Aging & Disability Resource Center serving Calumet, Outagamie and Waupaca County (Waupaca County Branch integrated only). Our Aging & ADRC unit is simply known as the Aging & Disability Resource Unit (ADRU). The ADRU provides quarterly publication of the ADRConnection. A newsletter focused on the aging & disabled population needs, activities, opportunities and resources. Information is also provided on a monthly basis to Home Delivered Meal and Congregate Dining participants in our Elderly Nutrition Program via our monthly meal menus. Information provided on these menus relates to Nutrition, upcoming events, physical activity, local resources and more. Our ADRU staff has contributed to community education efforts by being a vendor at 12 health fairs, senior conferences and other community events geared toward our target population.

The Aging & Disability Resource Unit continued to implement the strategies listed above for calendar year 2017. In addition, the ADRU staff participated in a local radio show, promoting their area of expertise. This local radio show is broadcasted countywide. An annual, coordinated publication of local and area resources is published with targeted services and supports for individuals who are aging and or have a disability. The ADRU staff contributed their knowledge to community members by providing vendor booth services at 19 Health Fairs, Community Presentations and other events. In total, our vendor booths connected with 1,318 individuals.

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

When individuals and their families come to the ADRU they are often unsure of their options and rights as an aging or disabled citizen. We meet one-on-one with the individual and/or their family in the setting of their choice; home, office, health care facility or other. The individual and/or their family get individualized information and assistance based on the needs expressed. If individuals are unsure what needs they have, comprehensive questions and assessments can be provided to help them identify their needs (i.e. Home delivered meal assessment, long-term care functional screen, caregiver inventory, memory screen, etc.). Once educated on their needs, some individuals and/or their families feel empowered to make their own decisions and communicate their needs to other community resources. Some individuals need more assistance than a one-time visit; that continued short-term assistance can continue to happen through the ADRU. The ADRU provides information via face-to-face visits, print materials and our comprehensive website and online resource directory.

The Aging & Disability Resource Unit continued to implement the strategies listed above for calendar year 2017. During the 2017 year, members of our ADRU visited each of our 7 Congregate Dining Sites throughout the county. The ADRU staff presented on the warning signs of Elder Abuse, who to call if you suspect an elderly person is being abused, neglected or exploited as well as provided encouragement to possible victims to advocate for themselves and say something to law enforcement or the ADRC. The Elderly Nutrition Site Managers provided a goodie bag of information to each program participant on Medicare and Medical Assistance Fraud and how to protect yourself from that abuse and who to report it to.

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

The Waupaca County ADRU advocates on behalf of older adults by participating in local councils and coalitions. The ADRU team has representatives on the Waupaca County Caregiver Coalition (Caregiver advocacy) and the Waupaca County THRIVES Coalition (Health Promotion and Prevention). We also have staff persons who sit on boards and committees that influence the education of industry professionals such as the Adult Protective Services Conference Planning Committee, Wisconsin Association of Volunteer Coordinators, APS I-Team and the Waupaca County Department of Health & Human Services Trauma-Informed Care Committee. Our Waupaca County Committee on Aging has representatives that participate in County Board activities and other County Committees such as Health & Human Services Board. The ADRU Manager participates in local and state meetings and conferences relating to the target population.

In addition to the continuance of the strategies listed above, members of the ADRU wrote letters in support of various aging programs to local and state representatives. The ADRU team in Waupaca County regularly reviews and educates themselves on the legislative happenings, most often from information disseminated by Janet Zander of GWAAR. The Waupaca County Department of Health and Human Services Director, Chuck Price, is the current President of the Wisconsin County Human Service Association. When ADRU staff feel that local issues and concerns can and should be brought up for discussion in a more influential audience, members of the ADRU often pass along ideas in support of advocating for the elderly population at WCHSA meetings.

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 – To encourage and promote involvement in election voting among Waupaca County aging population, by November 8th, 2016, Waupaca County ADRU will offer one (1) educational session regarding voting basics, voting locations and absentee voting how-to.	The ADRU in Waupaca County sent two individuals to the Waupaca Senior Center on October 18, 2016. They provided information on voter basics, absentee ballots and new identification policies. This presentation had 12 participants	X		
2017 – To ensure the continued empowerment of Waupaca County seniors, by December 31st 2017, Waupaca County ADRU will offer two (2) no-cost training and education sessions regarding advocacy.	1) Members of the ADRU team were guest presenters at the 7 Elderly Nutrition Sites in Waupaca County. During these presentations, the ADRU staff informed the participants on aspects of Elder Abuse as well as self-advocacy strategies. 2) During the 2017 Waupaca County Caregiver Coalition’s Caregiver Conference, 2 separate presenters focused on a) Civility & Getting Along with others as well as advocating for your own needs and b) the importance of family caregiver self-care including information from the larger Powerful Tools for Caregivers workshop.		X	
2018 – In order to support and encourage Waupaca County seniors in their involvement with local Health and Human Services initiatives, by December 31st, 2018, Waupaca County ADRU will offer 3 no-cost training and education sessions on local Health and Human Services organization and function and information on ways to get involved.				

Focus 6-B. The Elder Nutrition Program				
<p>2016 – To ensure quality of Nutrition services offered to Waupaca County seniors, by December 31st, 2016, Waupaca County ADRU will create modernized training program for all Nutrition Site Managers and Volunteers.</p>	<p>In 2016, the ADRU Manager and Volunteer Coordinator collaborated on preparing a new Volunteer Meal Driver, Nutrition Site Volunteer and Nutrition Site Manager Training Manual. This Manual will serve as a content outline for face-to-face trainings in 2017 & 2018.</p>	<p>X</p>		
<p>2017 – To continue modernization efforts through the 2017 calendar year, the Waupaca County ADRU will implement at least one best practice from the 2016 modernized training program by December 31st, 2017.</p>	<p>In 2017, the Nutrition Site Managers provided new support to onboarding new Volunteer Meal Drivers including at least one ride-along training session on Meal Delivery 101. Also implemented was the requirement that permanent volunteers (Monday-Friday) who have heavy involvement with food handling and sanitation take the Serving Safe Food Certification Course. Nutrition Site Managers have also educated the Site Volunteers on and implemented the Emergency Response procedures when a participant is not answer the door or is visibly ill in their home.</p>		<p>X</p>	
<p>2018 – To support rejuvenation and growth of the Waupaca County Nutrition Program, by December 31st, 2018, each of the Waupaca County Nutrition Sites to increase their congregate dining participation by 10% through ADRC newsletter advertisement and ADRU event promotion efforts.</p>				
Focus 6-C. Services in Support of Caregivers				
<p>2016- To begin the process of modernizing and refreshing the services Waupaca County offers its caregivers, by December 31st 2016, Waupaca County ADRU in collaboration with the Waupaca County Caregiver’s Coalition will revitalize the Caregiver Conference survey.</p>	<p>In August 2016, the ADRU Manager developed a new Waupaca County Caregiver Conference Survey to be used in the 2016 Caregiver Conference held on Friday November 4, 2016 in New London, WI. This survey was intended to collect more meaningful data about the specific needs of caregivers living in Waupaca County. The Caregiver Coalition adopted the survey</p>	<p>X</p>		

	developed by the ADRU manager and it was utilized during the conference.			
2017- Based on the modernized Caregiver Conference Survey developed in the 2016 goal, by December 31st 2017, Waupaca County ADRU in collaboration with the Waupaca County Caregiver’s Coalition will focus support efforts on the most prominent issue Waupaca County caregivers face by developing one (1) new education presentation.	At the 2017 Waupaca County Caregiver Coalition’s Caregiver Conference, input from the 2016 Conference was considered and multiple presentations were offered. A major focus of the 2017 Caregiver Conference, as a result of the 2016 Survey Results, was a focus on caregiver self-care. 40+ attendees were present to hear this important message.		X	
2018-To continue the efforts outlined in the 2016 goal of the Services to People With Dementia focus area, by December 31st, 2018, Waupaca County ADRU in collaboration with the Waupaca County Caregiver Coalition, will participate in outreach and education efforts to support caregivers of individuals with Dementia by training 5 established restaurants in Waupaca County to become Dementia Friendly businesses.				
Focus 6-D. Services to People With Dementia				
2016 – To better support persons living with dementia and their families in Waupaca County, by December 31st, 2016, the Waupaca County ADRU will collaborate with the Regional ADRC Consortium to discuss and review the Building Dementia-Friendly Toolkit and develop a plan to implement or promote one (1) or more of the ideas/programs in Waupaca County.	In 2016, the Regional ADRC Coordinator for Calumet, Outagamie and Waupaca Counties provide the ADRU Manager in Waupaca County the DHS publication “Wisconsin Dementia Care Guiding Principles: 2015”. This publication served as an educational tool as well as an instructional handbook for creating a more dementia-friendly environment within the ADRU. Plans for future dementia-friendly community collaboration began January 2017 with the Wisconsin Veterans Home at King.	X		
2017 – To promote awareness and provide education regarding dementia and available supportive resources to the Waupaca County aging and caregiver population, by December 31st, 2017, Waupaca County ADRU will collaborate with Area Aging Network to provide one (1) dementia presentation.	At the 2017 Waupaca County Caregiver Coalition’s Caregiver Conference, Cindy Lotzer presented on “Activities on a Shoe-String Budget” for caregivers of individuals with Dementia. This informative and fun presentation focused on the basics of dementia,		X	

	education on what activities are most effective and how caregivers can do all of these things on a limited income and budget.			
2018 – To provide education and promote awareness of Alzheimer’s to the Waupaca County aging and caregiver population, the Waupaca County ADRU will collaborate with the Alzheimer’s Association to provide two (2) educational presentations on the topic of Alzheimer’s.				
Focus 6-E. Healthy Aging				
2016 – In order to increase the capacity to offer more evidence-based programs offered in Waupaca County, by December 31st 2016, Waupaca County ADRU will recruit and train 2 new class leaders.	The increase in demand for Stepping On falls prevention class was evident in 2015. For 2016, Waupaca County facilitated the training of two new Stepping On leaders. This effort not only helped us in 2016, but will continue to help us meet our 2017 Aging Plan Healthy Aging goal.			
2017 – In order to increase the knowledge of evidence-based programs available in Waupaca County and attract referral sources, by December 31st, 2017, Waupaca County ADRU will offer at least 4 presentations to rural healthcare providers and/or senior groups outside of Waupaca, WI.	During the 2017 year, the Health Promotion staff in Waupaca County changed. Our long-time Health Promotion Coordinated resigned for another opportunity leaving our Health Promotion Coordinator position vacant beginning in August 2017. During this time, no recruitment effort unfolded as Waupaca County utilized the Health Promotions Coordinator for Calumet & Outagamie Counties. Nancy Krueger did an excellent job with the continuation of services in Waupaca County. Nancy was able to hold two information sessions in lola at the lola Living Assistance facility as well as the New London Senior Center. We were unable to accomplish the remaining two presentations in calendar year 2017. Nancy has since made robust programming plans for 2018 including offering multiple Health Promotion Classes outside of the Waupaca city area.		X	

<p>2018 – In order to improve the health and outreach efforts to seniors and persons with disabilities in rural Waupaca County areas, by December 31st, 2018, Waupaca County ADRU will hold at least 2 evidence-based programs (Stepping On, Living Well or Healthy Living with Diabetes) will be held outside of Waupaca, WI.</p>				
<p>Focus 6-F. Local Priorities</p>				
<p>2016 – To promote a healthy living community within Waupaca County aging population, by December 31st, 2016, the Waupaca County ADRU in collaboration with the Waupaca County Health Department, will continue efforts in creating healthier menu choices for the Elder Nutrition Program by promoting 2 new menu items per month.</p>	<p>The ADRU collaborated with the Elderly Nutrition Program caterers for this goal, completed in 2016. Current menu entrees, vegetables and other sides were prepared in new ways with new spices in 2016. For example, honey mustard pork chops were tried and participants didn't like them.</p>	<p>X</p>		
<p>2017 – To increase awareness and utilization of Waupaca County's Transportation Program for the elderly and disabled, by December 31st, 2017, Waupaca County ADRU will provide at least one (1) presentation to the aging population at a more rural Nutrition Site within Waupaca County on the Transportation Program, eligibility requirements and how to utilize the services.</p>	<p>The Aging Programs Supervisor visited two of our Elderly Nutrition Sites, Clintonville and Marion, during the 2017 year. She presented each participant with written material on the program as well as provide information and answered questions that they had. Many participants were unaware Waupaca County offered this service. Many have since utilized the service.</p>		<p>X</p>	
<p>2018 – To promote financial empowerment and provide education to Waupaca County seniors, by December 31st, 2018, Waupaca County ADRU will provide at least one (1) education opportunity regarding the healthy management of finances.</p>				

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	XX	
Assistance to caregivers in gaining access to the services	XX	
Individual counseling, support groups, and training to caregivers	XX	Community Caregiver Support Groups, Waupaca County Caregiver Coalition Community Caregiver Support Groups, Waupaca County Caregiver Coalition
Respite care	XX	
Supplemental services (e.g., transportation, assistive devices, home modifications, adaptive aids, emergency response systems, supplies, etc.)	XX	

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

Name of Coalition: Waupaca County Caregiver Coalition SAME

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

If NO, please explain plan for compliance.

2016 Activities:
 Alzheimer’s Walk – September 2016
 Waupaca County Caregiver Conference – November 2016
 Caregiver Support Groups – Year Round

2017 Activities:
 Waupaca County Caregiver Conference – October 2017
 Small Vendor Fairs – Year Round
 Caregiver Support Groups – Year Round

2018 Activities:

Part V: Significant Accomplishments or Issues Not Included in the Aging Unit Plan

(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.

In 2016, the Adult Protection Services team completed a World Elder Abuse Awareness Day presentation at all 7 Elderly Nutrition Program Dining Sites. The Senior Dining participants learned about World Elder Abuse Awareness Day, the signs and symptoms of elder abuse and what to do/who to contact if they suspect elder abuse.

Waupaca County's Volunteer Coordinator was named the Vice President of the Wisconsin Volunteer Coordinator's Association in 2016.

To promote growth and overall excellence within the Waupaca County Elderly Nutrition Program and Caregiver Support Programs, Waupaca County Department of Health and Human Services requested the development of a new position that would oversee and coordinate both programs. Since this position's creation and subsequent hiring of the Aging Programs Supervisor, additional attention and support has been provided to these programs which has resulted in significant gains in program compliance and has been influential in the revitalizing of these programs.

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

Not Applicable

Not Applicable