



**Aging and Disability Resource Center of Door County  
ADVISORY BOARD - NOTICE OF PUBLIC MEETING**

MONDAY, November 20, 2017 - 3:00 P.M.  
ADRC of Door County @Senior and Community Center  
832 N. 14<sup>th</sup> Avenue, Sturgeon Bay, WI 54235

**AGENDA**

- 1. Call to Order at 3:00 p.m.**
- 2. Establish Quorum**
- 3. Adopt Agenda**
- 4. Approve Minutes from the 09/18/2017 Meeting**
- 5. Public Comment**
  
- 6. Old Business**
  - Building Project Update – Tour the New Building
  - 2018 Aging Plan Amendment & Budget
  - Staffing Update
    - Congrats Jennifer Fitzgerald!!!
    - Activities/Volunteer Coordinator
  - Operations Update
  - ADRC Board Members into Action
  
- 7. New Business**
  - Marketing Update
  - Planning for Next Year
  - Unmet Needs
  - Meeting Code
  
- 8. Confirm Next Meeting Date and Time**
  - The next meeting is tentatively scheduled for Monday, January 22<sup>nd</sup>, 2018
  
- 9. Adjourn**

*In compliance with the Americans with Disabilities Act, any person needing assistance to participate in this meeting should contact the Office of the County Clerk at (920) 746-2200. Notification 72 hours prior to a meeting will enable the County to make reasonable arrangements to ensure accessibility to that meeting.*

**Deviation from the printed order may occur.**

**Posted:**

# ADRC Advisory Board - Minutes

Monday, September 18, 2017 at 03:00 p.m.

Senior Resource & Community Center, 832 N. 14<sup>th</sup> Ave., Sturgeon Bay, WI

THESE MINUTES HAVE NOT BEEN REVIEWED AND APPROVED BY THIS BOARD AND ARE SUBJECT TO REVIEW AND REVISION BY THE BOARD AT THEIR NEXT REGULARLY SCHEDULED MEETING.

## Business Meeting

### 1. Call to Order

The meeting was called to order at 3:02 p.m. by Helen Bacon. Members present were: Helen Bacon, Christine Andersen, Judy Larson, Tami Leist, Lucille Kirkegaard, Tom Krueck, and Melissa Wolfe. Absent were; Robert Sullivan and Julie Kudick. Other persons present were Joe Krebsbach and Jake Erickson. Barb Snow took minutes.

### 2. Establish a Quorum

- A quorum was established and the meeting continued.

### 3. Adoption of Agenda

- A motion was made by Judy Larsen and seconded by Christine Andersen to adopt the agenda. The motion was carried unanimously.

### 4. Approve Minutes from 07/17/2017 Meeting

- A motion was made by Christine Andersen to approve the minutes and was seconded by Judy Larson. The motion was carried unanimously.

### 5. Public Comment – None

### 6. Old Business

- **Building Project Update - Timeline.** The new building is ahead of schedule. December 1<sup>st</sup> is the tentative date for the final run through with a move in date tentatively scheduled the 2<sup>nd</sup> or 3<sup>rd</sup> week of December. The last week in December the old Senior Center is scheduled to be demolished and the rest of the parking lot will be started and scheduled to be done in the spring. We are looking at a week long shut down to move into the new building and get situated before opening to the consumers. The name of the building will be The Door County Community Center. The new sign was approved last week on Monday through the City Asthetics Committee.
- **SRC & ADRC Blending/Integration Update.** Jake was awarded the integration funding proposal last week on Wednesday. The funding would help with getting the Aging Unit Programs under the ADRC, marketing material, website (the majority of the grant would go to the website), update addresses on the envelopes, brochures etc. Other areas in the state where Aging and ADRC's were blended their websites looked nice. The committee discussed ideas and the pro's and cons of websites, newspaper ads, television ads, social media as well as other options. Joe said approxiamately \$19000 would be used for maketing. The money has to be used by the end of the year. There does not need to be an official RFP because of the fast timeline. An email was sent to the marketing firms to bid on print material and the redesign of our print materials. One of the marketing ideas we need to be thinking about is our branding and how we are going to market. 50% of all new users on social media are age 50 and up. Jake talked about how the 2 boards (SSAC and the ADRC Advisory Boards) would be more efficient when blended. Pam VanCampen is working on a handbook to help guide us through the steps to blending the 2 boards. He also mentioned that if there wasn't a vision statement already that we develop a vision statement. Tom did state that he doesn't want to lose the "D" in the ADRC. Jake said he would look at each groups by-laws and bring them back to the committee.
- **Staffing Update.** Joe stated that the interviews for the Assistant Directors position are completed an an offer will be made hopefully there will be more information by the end of the week. The Activities and Volunteer Coordinator

position is going from half time to full time. It will go in front of the Finance Committee in October and the full County Board in November.

- **Operations Update.** Jake asked the committee: What do you want from him as the director when it comes to the ADRC Committee meetings? And, What do you want from the meetings? He would like the committee to be action driven, beneficial, and he doesn't want to waste anyone's time. Ideas that were presented were: unmet needs, what are the issues the staff has been handling, reporting on consumer successes, what has worked, staff involvement in the community. Possibly have an I & A, EBS or DBS give an in person report, a directors report (what Jake has done), statistical reports, and a quarterly data report.
- **Waiting List Update.** We have 1 year left before family care is fully implemented and with the waiting list. It has been very busy with the I & A's doing all the functional screens. Brown County estimated a 40% drop when family care was fully implemented.
- **Southern/Northern Door Involvement** Tabled.
- **Getting ADRC Board Members into Action.** Discussed this in Operations Update.

## 7. New Business

- **What's New in Family Care/IRIS.** The Department of Human Services is going to a pay by performance model possibly in 2018 or 2019 for MCO's and IRIS. There are 4 criteria listed and each MCO and IRIS have to meet each standard at 100%. Everything offered beyond that standard would be a bonus. There will be a broadening of the scorecards (how many people switched last year, turnover rates for staff etc.) for MCO and IRIS organizations during enrollment counseling.
- **ADRC Conference.** Jake mentioned that they discussed ways of promoting and marketing at the ADRC Conference. He said we should have a plan. A good takeaway from the breakfast session was that we should bring in someone who does this (promotions and marketing) day to day.
- **More than Meets the Eye Event.** There were 7 participants in the More than Meets the Eye Event. One being Melissa Wolfe. There was a good show of support at the event. This event promotes disabilities in the community and their work in the community and how its going. It also shows how those with disabilities are looked at differently than person without disabilities. The pictures are on display. Jessica Holland helped set up this event.
- **AIRS Certification Update.** The ADRC State contract says that we need to have one staff member certified so Jennifer Bender will be taking the AIRS Certification. She will be going to Baraboo on November 1<sup>st</sup> to take the certification exam.
- **Unmet Need.** There is a lack of In-Home Care providers in Door County. We will discuss this more in November.
- **News for Next Year.** Related to ADRC's we will talk about this when we have more information.
- **Meeting Code – 889**

## 8. Future Agenda Items.

- a. Tour new building in November.
- b. Family Care/IRIS (old business –info)
- c. Unmet needs.

9. **Confirm Next Meeting Date and Time** The next meeting of the ADRC Advisory Board will be held on Monday, November 20, 2017 at 3:00 p.m. at the Senior Resource & Community Center.

10. **Adjourn.** Meeting was adjourned at 4:45 p.m.

Recorded by Barb Snow

**Door County Plan for Older People  
2016-2018**

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**Section 1 – Verification of Intent**

This plan represents the intent of the county to assure that older people have the opportunity to realize their full potential and to participate in all areas of community life.

On behalf of the county, we certify that these organizations have reviewed the plan, and have authorized us to submit this plan which outlines activities to be undertaken on behalf of older people during 2016-2018.

We assure that the activities identified in this plan will be carried out to the best of the ability of the county.

We verify that all information contained in this plan is correct.

*Charles D. Vigness*

*10-22-15*

Signature, and Title of the Chairperson of the Commission on Aging

Date

*William Mueller*

*11-23-15*

Signature, and Title of the Authorized County Board Representative

Date

## Section 2 – Executive Summary

There is a significant amount of change happening in Door County that will influence our Aging Program and certainly our implementation of the 2016-2018 Aging Plan. These changes are following some very positive enhancements to our programming in Door County in the past three years. The changes will present both some challenges and interesting opportunities as we continue to strive to improve our services to the aging Door County population.

In 2013, we launched the Aging and Disability Resource Center of Door County (ADRC). As prescribed this was to be a one-stop-shop for individuals to receive information and assistance. At the same time, the Door County Senior Resource Center (SRC) was given a face-lift. The inside of the building was refurbished while programs and activities were enhanced. During the first year of the ADRC operations, we found that our senior population continued to have to get services in two separate places. To remedy this we moved our ADRC services to the SRC in August of 2014. In the first half of 2015, the county began to revisit the need for a new center.

In 2015 we lost two dynamic leaders in key roles, Aging Unit Manager and ADRC Director who had decided to retire. In August of 2015 Jake Erickson was hired as the new Aging Program Manager and in February of 2016 Rachelle Gramman was hired as the new ADRC/Aging Unit Director.

In 2016, the County Board, agreed to move forward with a new building to house both the ADRC and what has been formerly known as the Senior Center. A great deal of public input went into this process around the building itself and programs and services, including public hearings, presentations throughout the county, and discussions at the current Senior Center. The new building is under construction and is currently ahead of pace. We are tentatively scheduled to move into the new building sometime in early January of 2018. It is our intention to use this new building opening as the impetus to integrate all our services to the populations served by the ADRC and Aging Unit programs. The timing could not be more advantageous for an Aging/ADRC integration initiative in Door County!

The transitioning of key staff members has hindered the planning process. However, we believe we have developed some sound areas to focus on, as well as appropriate goals. Our report reflects the five primary goals developed by the state as well as some additional local priorities. We understand that new leadership may bring different perspectives and may want to adjust these goals. We hope the plan reflects that we are already moving in the right direction to care for our older adults, and that we will continue to progress in the upcoming years.

<p style="text-align: center;"><b>Section 3 – Organization and Structure of the Aging Unit</b> <b>Section 3-A Mission Statement and Description of the Aging Unit</b></p>
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**Descriptive Information:**

Our goal is to stop thinking of the ADRC and Aging Unit as two separate divisions but rather as one agency working together towards a common goal to empower older adults, and adults living with a disability to live a more independent and fulfilling life. We will be moving to one agency name, “Aging and Disability Resource Center (ADRC) of Door County”, one agency phone number, (920)746-2372(ADRC), and one agency email ADRC@co.door.wi.us. We have restructured positions in the program to have an ADRC Director and Assistant ADRC Director to help staff and the community gravitate toward the idea of one program as well. We will also be working toward combining the Senior Services Advisory Committee with the ADRC Advisory Committees.

In October of 2017, Jennifer Fitzgerald was hired as our new Assistant ADRC Director. This position reports directly to the ADRC/Aging Unit Director. Jake Erickson is the new ADRC/Aging Unit Director and was hired in July of 2017. Jenny’s role is to oversee the nutrition, transportation, caregiving and health promotion programs for the ADRC of Door County. All staff involved with the nutrition, transportation, caregiving and health promotion programs will report to the Assistant ADRC Director.

Additionally, in July of 2017 the organizational supervision of the Adult Protective Services (APS) Unit was moved to the Department of Human Services and removed from the ADRC/Aging Unit. The APS Unit will now be supervised by the Community Services Program (CSP) Manager.

Currently we have one vacant position. That position is our Activities & Volunteer Coordinator. That position was recently approved by our County Board of Supervisors from a part-time to a full-time position. This position works closely with the Assistant ADRC Director and is responsible in planning and implementing evidence-based health promotion programs, recruiting and training volunteers, scheduling monthly activities, data collection and the development of outreach materials offered by the Aging and Disability Resource Center (ADRC) of Door County.

**Aging Unit Mission Statement:** Through Advocacy for the personal choices of older adults and their care givers, the Door County Senior Resource Center strives to design affordable, safe and accessible services.

Current contacts related to the plan include the Human Services Director, Joseph Krebsbach, ADRC/Aging Unit Director, Jake Erickson and Assistant ADRC Director, Jennifer Fitzgerald. Please see below for contact information:

Joseph Krebsbach  
Human Services Director  
920-746-7155  
jkrebsbach@co.door.wi.us

Jake Erickson  
ADRC/Aging Unit Director  
(920)746-2545  
jerickson@co.door.wi.us

Jennifer Fitzgerald  
Assistant ADRC Director  
(920)746-2544  
jfitzgerald@co.door.wi.us

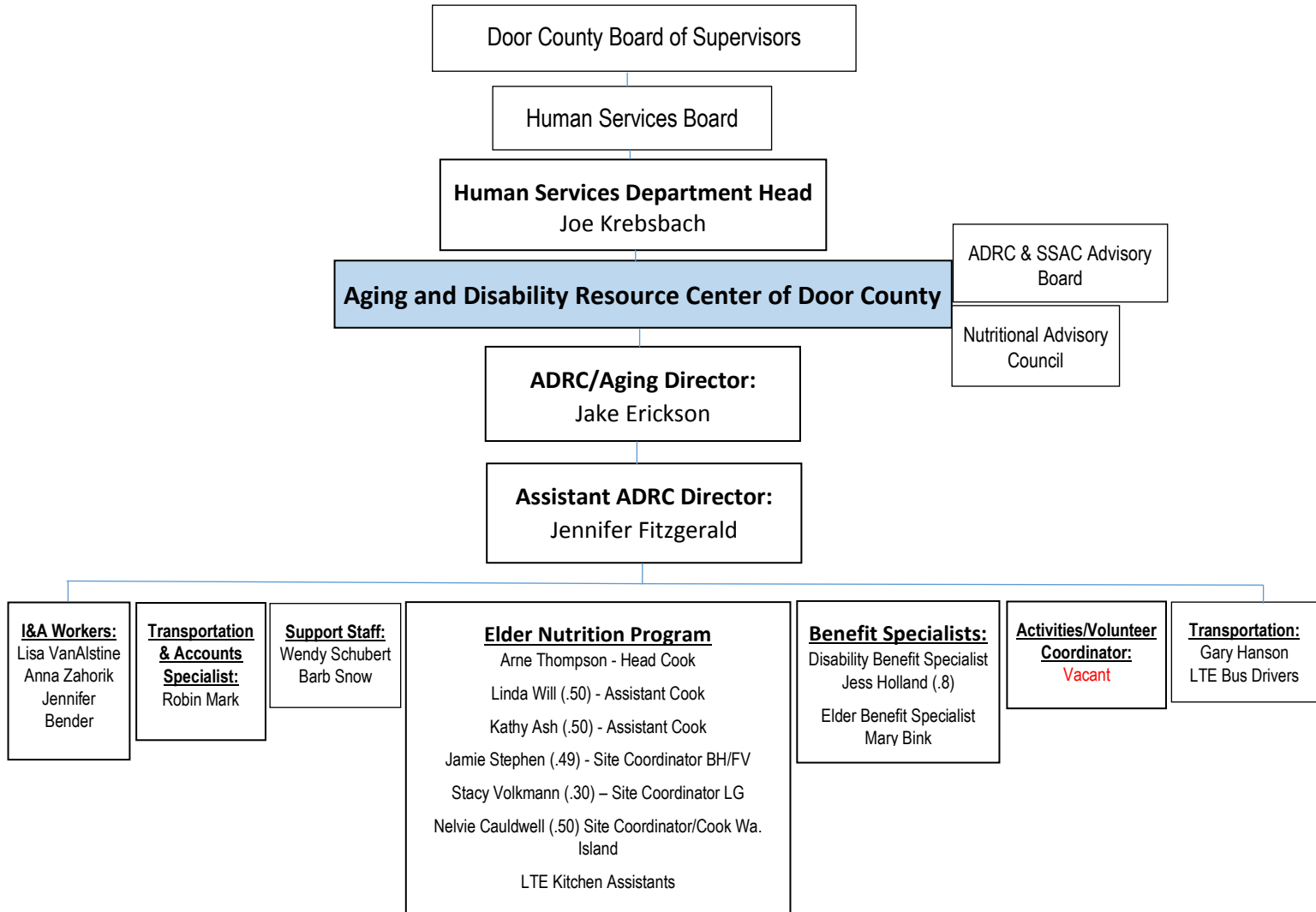


**Section 3 – Organization and Structure of the Aging Unit**  
**Section 3-B Organizational Chart of the Aging Unit**

DOOR COUNTY DEPARTMENT OF HUMAN SERVICES – Revised 11/06/2017

DOOR COUNTY DEPARTMENT OF HUMAN SERVICES

**ADRC Organizational Chart**



<p style="text-align: center;"><b>Section 3 – Organization and Structure of the Aging Unit</b> <b>Section 3-C Aging Unit Coordination with ADRCs</b></p>
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In August 2014, we physically moved the ADRC from the Government Center to the Senior Center. This was to create better service to our consumers and a true “one-stop-shop”. Since the time of the move, our walk in traffic has significantly increased. Our staff continue to provide information and assistance services while pooling their resources.

The ADRC/Aging Director will report directly to the Human Services Director and will work with the three boards associated to the senior services. The ADRC/Aging Director position will have oversight of all services provided to our aging and disabled populations.

**ADRC Mission Statement:** The Aging and Disability Resource Center of Door County offers a friendly, personal and timely approach to providing information, assistance and access to community resources. The goal is to keep the citizens of the county active and engaged in their own well-being and with their communities.

**Section 3 – Organization and Structure of the Aging Unit  
Section 3-D Statutory Requirements for the Structure of the Aging Unit**

Chapter 46.82 of the Wisconsin Statutes sets certain legal requirements for aging units.

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

**Section 3 – Organization and Structure of the Aging Unit  
Section 3-E Membership of Policy-Making Body**

Chapter 46.82 of the Wisconsin Statutes sets certain legal requirements for aging units.

“Members of a county/tribe commission on aging shall serve for terms of 3 years, so arranged that, as nearly as practicable, the terms of one-third of the members shall expire each year, and

no member may serve more than 2 consecutive 3-year terms.” In the case of county board/tribal council members the requirement is 3 consecutive 2-year terms.

<b>Official Name of the Human Services Board</b>			
<b>Name</b>	<b>Age 60 or Older</b>	<b>Elected Official</b>	<b>Year First Term Began</b>
Mark Moeller	No	Yes	Reappointed Yearly
Roy Englebert	Yes	Yes	2012
<a href="#">Laura Vlies Wotachek</a>	No	Yes	2017
Wayne Kudick	Yes	Yes	2015
Megan Lundahl	No	Yes	2015
Helen Bacon	Yes	Yes	2012
Thomas Leist	Yes	Yes	2004
Joe Miller	Yes	Yes	2013
Robert Rau	Yes	Yes	2015

**Section 3 – Organization and Structure of the Aging Unit  
Section 3-F: Membership of the Advisory Committee**

If the aging unit has an advisory committee, listed below are the members of the advisory committee.

Chapter 46.82 of the Wisconsin Statutes requires that the membership of the aging advisory committee (where applicable) must consist of at least 50% older people, and individuals who are elected to office may not constitute 50% or more of the membership.

<b>Official Name of the Aging Unit’s Advisory Committee: ADRC Advisory Board</b>			
<b>Name</b>	<b>Age 60 or Older</b>	<b>Elected Official</b>	<b>Year First Term Began</b>
<a href="#">Helen Bacon (Chair)</a>	Yes	Yes	2016
Christine Anderson (Vice Chair)	No	No	2013
Julie Kudick	Yes	No	2015
Tom Krueck	Yes	No	2013
<a href="#">Lucille Kirkegaard</a>	Yes	No	2017
Robert Sullivan	Yes	No	2013
<a href="#">Melissa Wolfe</a>	No	No	2016
Judith Treptow	Yes	No	2013
Tami Leist	No	No	2014

**Official Name of the Aging Unit's Advisory Committee:  
Senior Services Advisory Committee**

<b>Name</b>	<b>Age 60 or Older</b>	<b>Elected Official</b>	<b>Year First Term Began</b>
Judy Treptow	Yes	No	2013
Michael Green (Chair)	Yes	No	2013
Susan Clemens	Yes	No	2014
<a href="#">Carol Moellenberndt</a>	<a href="#">Yes</a>	<a href="#">No</a>	<a href="#">2017</a>
Lynn Ballendux	Yes	No	2014
Christine Andersen	No	No	2012

**Official Name of the Aging Unit's Advisory Committee:  
Official Name of the Senior Services Nutrition Advisory Council**

<b>Name</b>	<b>Age 60 or Older</b>	<b>Elected Official</b>	<b>Year First Term Began</b>
Judith Treptow	Yes	No	2013
Michael Green (Chair)	Yes	No	2013
Susan Clemens	Yes	No	2014
<a href="#">Carol Moellenberndt</a>	<a href="#">Yes</a>	<a href="#">No</a>	<a href="#">2017</a>
Jenny Spude	No	No	2014
Lynn Ballendux	Yes	No	2014
Carmen Schroeder	No	No	2012
Christine Andersen	No	No	2013

**Section 3 – Organization and Structure of the Aging Unit  
Section 3-G Staff of the Aging Unit**

Listed below are the people employed by the aging unit – [ADRC of Door County](#). Attach additional pages as needed.

**Name:** [Jake Erickson](#)

**Job Title:** [ADRC/Aging Unit Director](#)

**Telephone Number/Email Address:** [920-746-2545](tel:920-746-2545) [jerrickson@co.door.wi.us](mailto:jerrickson@co.door.wi.us)

**Brief Description of Duties:** [Development, administration, and operation of programs and services offered by the ADRC and the Aging Unit, in accordance with State and Federal laws, rules, and regulations. Some of the key services provided are: information and assistance, benefits counseling, long-term care options counseling as well as a full array of Older Americans' Act services in our Aging Unit. This position is also responsible for the overall coordination and integration of these program areas that serve older adult persons, persons with physical or developmental disabilities, and their families.](#)

**Name:** [Jennifer Fitzgerald](#)

**Job Title:** [Assistant ADRC Director](#)

**Telephone Number/Email Address:** [\(920\)746-2544](tel:(920)746-2544) [jfitzgerald@co.door.wi.us](mailto:jfitzgerald@co.door.wi.us)

**Brief Description of Duties:** [Assists the ADRC/Aging Unit Director in the overall program administration for the ADRC of Door County including budget preparation, program and staff development, outreach and community collaboration. Is responsible for coordination of the](#)

Caregiver Coalition and other caregiving programs, acts as the Nutrition Director and Transportation Director.
Name: Vacant Job Title: Activities & Volunteer Coordinator Telephone Number/Email Address:
Brief Description of Duties: This position works closely with the Assistant ADRC Director and will coordinate volunteers, health promotion programs, activities and various events connected to the Aging and Disability Resource Center of Door County.
Name: Wendy Schubert Job Title: Office Assistant – Human Services – Senior Resource Center Telephone Number/Email Address: 920-746-2542 <a href="mailto:wschubert@co.door.wi.us">wschubert@co.door.wi.us</a>
Brief Description of Duties: SAMS data entry, meal counts, transportation coordination, completes various reports as well as receptionist duties.
Name: Gary Hanson Job Title: Bus Driver Telephone Number/Email Address: 920-746-2372 <a href="mailto:ghanson@co.door.wi.us">ghanson@co.door.wi.us</a>
Brief Description of Duties: Provides transportation Services.
Name: Arne Thompson Job Title: Cook Telephone Number/Email Address: 920-746-2372 <a href="mailto:athompson@co.door.wi.us">athompson@co.door.wi.us</a>
Brief Description of Duties: Prepares meals according to safe food practices.
Name: Linda Will Job Title: Assistant Cook Telephone Number/Email Address: (920)746-2372 <a href="mailto:lwill@co.door.wi.us">lwill@co.door.wi.us</a>
Brief Description of Duties: Assists Cook in preparing meals according to safe food practices.
Name: Kathy Ash Job Title: Assistant Cook Telephone Number/Email Address: (920)746-2372 <a href="mailto:kash@co.door.wi.us">kash@co.door.wi.us</a>
Brief Description of Duties: Assists Cook in preparing meals according to safe food practices.
Name: Jamie Stephan Job Title: Nutrition Site Manager Telephone Number/Email Address: 920-746-2372 <a href="mailto:jstephan@co.door.wi.us">jstephan@co.door.wi.us</a>
Brief Description of Duties: Delivers, serves and cleans up at Meal Sites.
Name: Stacy Volkmann Job Title: Nutrition Site Manager Telephone Number/Email Address: 920-746-2372 <a href="mailto:svolkmann@co.door.wi.us">svolkmann@co.door.wi.us</a>
Brief Description of Duties: Delivers, serves and cleans up at Meal Sites.
Name: Nelvie Cauldwell Job Title: Nutrition Site Manager/Cook Telephone Number/Email Address: 920-847-2522 <a href="mailto:ncauldwell@co.door.wi.us">ncauldwell@co.door.wi.us</a>
Brief Description of Duties: Prepares meals and manages the meal site on Washington Island.
Name: Robin Mark Job Title: Transportation & Accounts Specialist Telephone Number/Email Address: 920-746-2372 <a href="mailto:rmark@co.door.wi.us">rmark@co.door.wi.us</a>
Brief Description of Duties: Responsible for the oversight of the Door to Door Public Transportation System. In addition the position will perform various and numerous accounting duties, related the ADRC and Aging Programs.
Name: Mary Bink Job Title: Elderly Benefit Specialist

Telephone Number/Email Address: 920-746-2546
Brief Description of Duties: Provides information, assistance and representation to county residents over 60 years and older about their public benefits and a wide variety of programs. Provides direct application assistance and acts as an advocate on their behalf.
Name: Jessica Holland Job Title: Disability Benefit Specialist Telephone Number/Email Address: 920-746-7154 <a href="mailto:jholland@co.door.wi.us">jholland@co.door.wi.us</a>
Brief Description of Duties: Responsible for providing information and assistance, counseling, consultation and representation to all county residents between the ages of 18 and 59, regarding public benefits and eligibility requirements of programs available to them. Services provided will meet all the State Department of Health Services' requirements as contained in the <i>Disability Benefit Specialist Program Policies and Procedures</i> and the <i>Disability Benefit Specialist Scope of Services</i> documents.
Name: Lisa VanAlstine Job Title: Information & Assistance Specialist Telephone Number/Email Address: 920-746-2315 <a href="mailto:lvanalstine@co.door.wi.us">lvanalstine@co.door.wi.us</a>
Brief Description of Duties: Responsible for providing the general public, but particularly adults who are elderly, physically disabled, developmentally disabled, or with mental health or substance abuse disorders, with information, referral, and assistance to a wide range of community resources; informing and educating people about their options; and assisting in connecting them to programs and services, including public and privately funded options. The Information and Assistance Specialist also provides intake, eligibility determination, and enrollment into and disenrollment from long-term managed care.
Name: Anna Zahorik Job Title: Information & Assistance Specialist Telephone Number/Email Address: 920-746-2476 <a href="mailto:avanlannen@co.door.wi.us">avanlannen@co.door.wi.us</a>
Brief Description of Duties: Responsible for providing the general public, but particularly adults who are elderly, physically disabled, developmentally disabled, or with mental health or substance abuse disorders, with information, referral, and assistance to a wide range of community resources; informing and educating people about their options; and assisting in connecting them to programs and services, including public and privately funded options. The Information and Assistance Specialist also provides intake, eligibility determination, and enrollment into and disenrollment from long-term managed care.
Name: Jennifer Bender Job Title: Information and Assistance Specialist Telephone Number/Email Address: (920)746-7154 <a href="mailto:jbender@co.door.wi.us">jbender@co.door.wi.us</a>
Brief Description of Duties: Responsible for providing the general public, but particularly adults who are elderly, physically disabled, developmentally disabled, or with mental health or substance abuse disorders, with information, referral, and assistance to a wide range of community resources; informing and educating people about their options; and assisting in connecting them to programs and services, including public and privately funded options. The Information and Assistance Specialist also provides intake, eligibility determination, and enrollment into and disenrollment from long-term managed care.
Name: Barbara Snow Job Title: Office Assistant – Human Services – ADRC Telephone Number/Email Address: 920-746-2544 <a href="mailto:bsnow@co.door.wi.us">bsnow@co.door.wi.us</a>
Brief Description of Duties: Responsible for providing the general public, but particularly adults who are elderly, physically disabled, developmentally disabled, or with mental health or substance

abuse disorders, with information and assistance about a wide variety of public and privately funded community resources, including referral to the appropriate ADRC staff person(s). Also performs a variety of receptionist / data entry / fiscal / and simple information and assistance functions

## Section 4 – Context

The provision of any social service that wishes to be appropriate, adequate and ultimately successful must recognize the unique environment in which the need exist. Door County presents a very challenging set of geographical, economic and social considerations. The mosaic of these three aspects provides the context within which the Aging Plan for 2016 – 2018 is set. Door County covers a vast range geographically. It is 90 miles from the southwest corner to the northeast tip. Washington Island accessible by ferry brings an additional, but valued, dimension to the County. The peninsula encompasses sparsely populated agricultural regions as well as a number of small towns and villages along its coastal landscape.

According to the U.S. Census Bureau the county sect of Sturgeon Bay has an estimated 2014 population of 9,155 while Door County's population is 27,976. The county sect of Sturgeon Bay has 32.7 percent of Door County's population in 2014 and is located in the southern portion of the County. From an economical perspective, Door County relies heavily on the recreational, tourism based sector. There is a large agricultural dimension and a small, but significant manufacturing segment. The population of Door County reflects a strong Scandinavian and Belgian influence. Added to the above noted factors, servicing the aged population must take into account seasonal variance. From Memorial Day to Labor Day the sheer number of people within the county can place greater pressure on services. Conversely, the long winter months increase isolation and mobility.

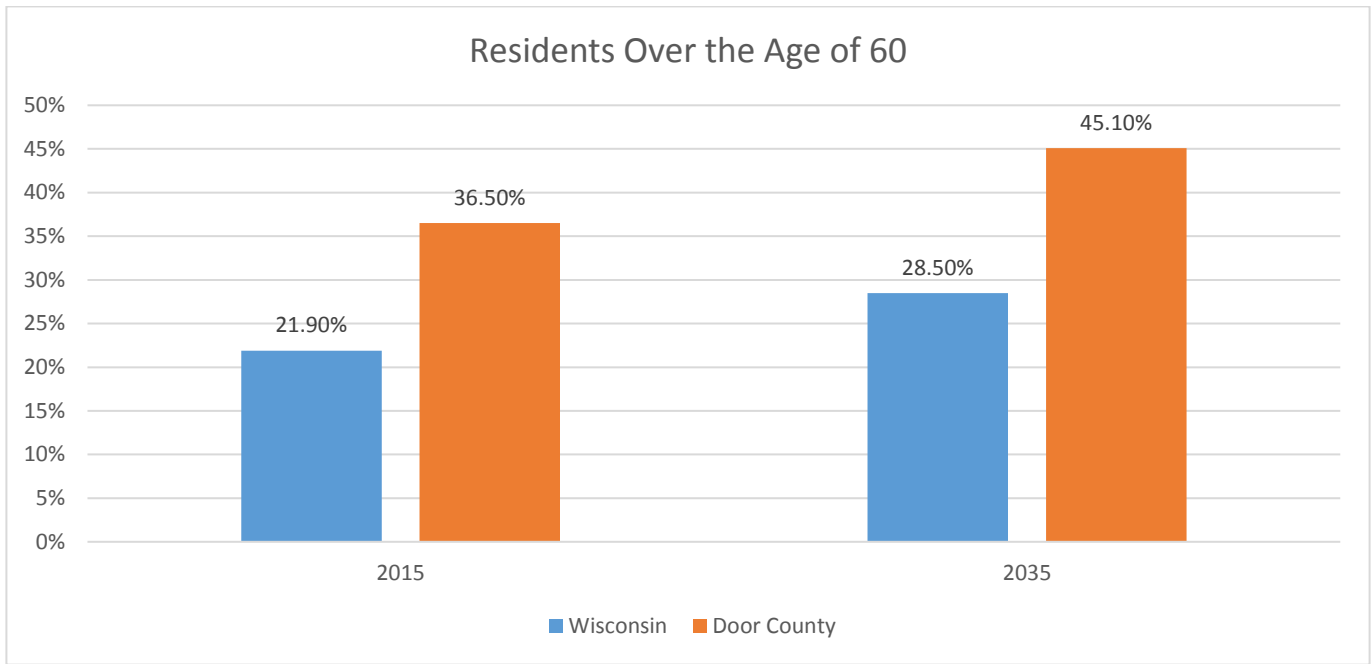
Door County's widely held attractiveness has drawn a very diverse population reflecting both the arts and those seeking a retirement setting. There are many who have part time residences desiring a warmer setting from November to April.

Current census data reflects the dramatic impact of two significant factors:

1. The upward trend of expected lifespan for both males and females.
2. The large number of "baby boomers" – those born between 1946 and 1964 – entering the over 60 category.

According to Statewide 21.9% of residents in 2015 are over 60 years of age. This proportion is expected to reach 28.5% by 2035. However, Door County's makeup of those over 60 is going from 36.1% to 45.1%. This is a 25 percent increase with respect to those in the target group to be served. Door County ranks as one of the top three counties with respect to the proportion of the target population in the State of Wisconsin. The gender distribution has females outnumbering males by more than 20 percent.





The reality of over one-third of Door County residents eligible for some level of service trending up to a proportion nearing one-half within two decades means this plan must begin to prepare for the future.

Given our experience over the past three years and the above information about the demographics of Door County, a critical issue is the rapid growth of our aging population. We will have an increased need for services that don't currently exist at a capacity to meet the increased demands. Door County has also seen a continuing trend of increased elder abuse referrals. These current trends are confronted with the clear issue of financial county support at a time when increasing demands are being placed on limited resources.

To obtain information from seniors concerning needs and services for the plan, we used both a written survey and oral surveys (see Section 11 – Appendices – Attachments 1 & 2). The written surveys were done at all meal sites, was in our newsletter and was handed out at the recent Door County Fair. The Lion's Club worked at the Fair to collect these. Aging Services Committee Members also did oral surveys at the meal sites. Surveys were also given to our Meals on Wheels participants. The questionnaires and interviews identified the following as primary needs in the county:

- Physical/Health Condition of the target population
- Nutrition
- Socialization
- Caregiver Support/Burnout
- Transportation
- 

The last three year aging plan had focused on isolation as a concern. It did not rise to the level of the above needs through the survey; however, there is concern about who completed the surveys and those who were interviewed as possibly not representing all those who are actually isolated. Based on staffs' interactions and input from other community providers, isolation still appears to be a problem for our population. Therefore, addressing isolation issues will be included in this plan as well.

Door County's long-term care system is in the process of significant changes as we create this plan. We are currently transitioning from the CIP and COP System to the Family Care System. We are not yet sure the implications of how this new long-term care system will work with our aging network. We have kept open communication with the Managed Care Organizations, specific to our roles related to adult protective services and the Aging Disability Resource Center functions of determining eligibility, for Family Care.

As mentioned in our organization information, the ADRC and Aging Unit are in the process of becoming one unit. This unit includes our information and assistance services, nutrition programs, educational programs, as well as adult protective services systems. This is why section 3 of this plan has included all staffing affected by this merger. Consistent with the staffing changes that are being made within the County, we are considering looking at the make-up of these boards representing the aging population.

Door County is a resource rich community with a high number of for profit and nonprofit organizations serving our target population. There is also positive and far reaching collaboration between those groups. These groups have an intense concern over the growth of the target population. As an example of this collaboration, our aging programs already partners with hospital staff in areas related to memory care, physical rehabilitation, and nutrition programming. Hospital staff regularly give health-related presentations at our Sturgeon Bay meal site and regularly collaborate with our ADRC and APS staff. The work with the hospital is indicative of the kind of collaboration that occurs. Door County has had a very strong support of our I-Team from various county government units as well as private entities. The aging unit continues to collaborate with church and civic group for provisions of our meals programs and in outlying areas of the county.

As mentioned, the county is looking to move forward with a new building. Fortunately, in addition to the collaborating partnerships Door County has been blessed to have a newly developed Friends of the Senior Center group. Their goal and purpose is to help with financial support and guidance into filling gaps in our service arrays for our target population.

The challenges facing Door County are how to maintain and grow upon our successes in transportation and nutrition as well as responding to currently under-met or unmet needs. Over the past three years, Door County has struggled with maintaining facilitators for our caregivers support group and as a result we have seen decreased participation in these groups. In our surveys, consumers continue to identify caregiver burnout as an area to address. Another challenge will be to provide appropriate representation of the target groups needs when competing for dwindling financial support.

Although we provide services such as frozen meals and meals on wheels outside of the Sturgeon Bay areas, we continue to be limited in providing an array of services in the outlying areas of the county.

## Section 5 – Public Involvement in the Development of the County Aging Plan

Input into the aging plan was received through the former mentioned surveys and has also been on the agenda and reviewed in both the ADRC board meetings as well as our Senior Services Advisory Committees meetings.

Door County will hold its Public Hearing to review the plan on September 15<sup>th</sup> 2015 at 1:30 at the Senior Resource Center. Public notice of this was in the County Newspaper on September 9<sup>th</sup> and 12<sup>th</sup> 2015. The Public Hearing was also announced in the September issue of the Senior Center Newsletter distributed at various public locations and mailed or emailed to our consumer list. We had only one hearing pertaining to this plan, however, as the publication indicates the plan was available for review at all meal sites and per request.

### **PUBLIC MEETING NOTICE 2016-2018 Aging Unit Plan (Senior Resource Center)**

The Door County Department of Human Services will hold a public participation meeting on Tuesday, September 15, 2015 beginning at 1:30p.m. The meeting will take place in the Senior Resource Center located at 832 North 14<sup>th</sup> Avenue, Sturgeon Bay, WI. The Senior Center is accessible to those with special needs.

The purpose of the meeting is to gather citizen input on the proposed Aging Unit Plan for 2016-2018 focusing on the services provided by the Senior Aging and Disabilities Resource Center. These services include: outreach, information and assistance, nutrition programs, transportation program, elderly benefit specialist, activity programs, caregiver support, evidence based health promotions, etc.

A draft copy of the proposed Aging Unit Plan for 2016-2018 will be available for inspection at the Senior Center and other meal sites beginning September 2<sup>nd</sup>.

Those unable to attend the meeting who would like to offer comments may submit their written statements to the Department of Human Services in care of Joseph Krebsbach, Director at 421 Nebraska Street, Sturgeon Bay, WI 54235. Additionally, citizens may offer comments via email to [sbarlament@co.door.wi.us](mailto:sbarlament@co.door.wi.us).

The regular open board meeting of the department will occur immediately upon conclusion of the public participation process meeting.

**In compliance with the Americans with Disabilities Act, any person needing assistance to participate in this meeting should contact the Office of the County Clerk at 920-746-2200. Notification 48 hours prior to a meeting will enable the County to make reasonable arrangements to ensure accessibility to that meeting. This meeting location is wheelchair accessible.**

Below is a copy of the Public Meeting Notice that was in the Door County Advocate. This notice ran on September 9<sup>th</sup> and 15<sup>th</sup>, 2015.

**PUBLIC-MEETING NOTICE**  
**2016-2018 Aging Unit Plan**  
**(Senior Resource Center)**

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WI-5001-902970

WNAXLP

# Door County Advocate

STATE OF WISCONSIN  
BROWN COUNTY

**DOOR CO HUMAN RESOURCES**  
421 NEBRASKA ST  
STURGEON BAY, WI 54235-2225

Being duly sworn, doth depose and say that she is an authorized representative of the Door County Advocate, a newspaper published in Door County, Wisconsin, and that an advertisement of which the annexed is a true copy, taken from said paper, which was published therein on:

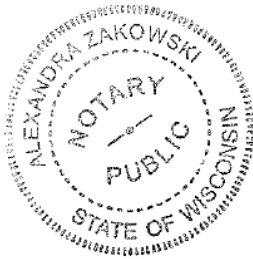
**Account Number: 279155**

**Ad Number: 5001932870**

Published Date: September 9, 2015

Published Date: September 12, 2015

(Signed): Bradley Zitek Date: 9-14-15  
Legal Clerk



Signed and sworn to before me

Alexandra Zakowski  
Notary Public,  
Brown County, Wisconsin

My commission expires 3/3/19

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PO BOX 23430  
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FAX 877-943-0443  
EMAIL [legals@doorcountyadvocate.com](mailto:legals@doorcountyadvocate.com)

**PUBLIC MEETING NOTICE**  
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WNAXLP

WA-5201032870

**DOOR COUNTY AGING AND DISABILITY RESOURCE CENTER**

**ADRC Advisory Board**

**Monday, July 20, 2015**

**4:00 p.m. at the Door County Senior Resource Center**

**AGENDA**

**Helen Bacon, Chair**

1. Call to order at 4:00 p.m.
2. Establish Quorum
3. Adopt Agenda
4. Approve Minutes from the 4/20/2015 Meeting
5. Public Comment
6. Old Business
  - Space Issues: Tour of temporary office space.  
Other office changes
7. New Business
  - 4/10 ADRC/SRC Schedule
  - 3 yr. Aging Plan
  - Friends of the Senior Center
  - Implications of Governor's Budget-attachments
  - May ADRC month celebration
  - Family Care Update:
    - Waitlist Management
    - New ICA (IRIS)-attachment
  - MDCMC Strategic Plan Follow-up/Senior Care Hoshin

Other general updates

  - One Board member position opening
  - Staff Changes
8. Confirm Next Meeting Date and Time
  - The next meeting is tentatively scheduled for October 19, 2015 at 4:00 p.m.
9. Adjourn

*These minutes have not been approved by the oversight committee and are subject to approval or revision at the next meeting.*

## **ADRC Advisory Board - Minutes**

**Monday, July 20, 2015**

**Senior Resource & Community Center, 832 N. 14<sup>th</sup> Ave., Sturgeon Bay, WI**

**THESE MINUTES HAVE NOT BEEN REVIEWED AND APPROVED BY THIS BOARD AND ARE SUBJECT TO REVIEW AND REVISION BY THE BOARD AT THEIR NEXT REGULARLY SCHEDULED MEETING.**

### **Business Meeting**

#### **1. Call to Order**

- The meeting was called to order at 4:02 p.m. by Helen Bacon. Members present were: Christine Andersen, Helen Bacon, Paul Kok, Tom Krueck, Robert Sullivan, Tami Leist, Butch Tess and Judith Treptow. Dave Lienau was excused. Other persons present were Patti Peterson. Robin Mark took minutes.

#### **2. Establish a Quorum**

- A quorum was established and the meeting continued.

#### **3. Adoption of Agenda**

- A motion was made by Christine Andersen, and seconded by Butch Tess to adopt the agenda. The motion was carried unanimously.

#### **4. Approve Minutes from 4/20/15 Meeting**

- A motion was made by Tom Krueck to approve the minutes and was seconded by Butch Tess. The motion was carried unanimously.

#### **5. Public Comment**

- Tom Krueck shared that with the onset of Family Care, he is hearing many concerns from the public regarding the workings of the new process. With 2 MCO's offering different pay scales for services, consumers are concerned about finding care providers. Judy Treptow asked if private vendors can be a part of Family Care and Patti explained that yes they can as long as they have a contract with the MCO's and IRIS.

#### **6. Old Business**

- **Space Issues: Tour of Temporary Office Space** -Patti invited the board to tour the trailer that currently is housing some of the ADRC and SRC staff. Judy and Christine shared that they had already been out to the trailer and had some concerns regarding the heavy chemical smell that permeates the air inside. The other item of concern was air circulation. Patti shared that the worker's did have the windows open for a while but found that telephone conversations were not necessarily private, people in the parking lots could hear them speaking. Once the board went to the trailer, the first item of concern was the metal ramp. There was concern about slipperiness not only during the upcoming winter but also during rainy days. Once the board



entered the trailer, they immediately noticed the chemical smell. The workers that were present shared that they were pretty much used to the smell, but sometimes, if they are away from the trailer for a while, it hits them when they return. The staff tries to combat this with scented air fresheners. The ant problem that was present when the staff moved into the trailer seems to have abated since the purchase of ant traps. The board also noted that the trailer has no running water and employees must walk across to the Senior Center to use the restroom. The staff also cannot meet with clients in the trailer due to a lack of separate offices and no privacy. The board asked if there were mold issues in the trailer and while the workers stated they were not aware of any, the board suggested they watch for leaks and drips during inclement weather. The staff present did share with the board that there were positive aspects to being in the trailer. These included the many windows that let in a lot of natural light, the solitude with minimal interruptions, WIFI and great co-workers. Small issues with the trailer, such as wall panels coming loose, were corrected before the staff moved in, so all in all, it is a tolerable space.

- **Other Office Changes:**

The Disability Benefit Specialists old office has been converted into a small conference room. This room can be used by all who need it, but is being used primarily by the Disability Benefit Specialist since they cannot meet with clients in the trailer. The back room that housed the Senior Center Manager and ADRC Director is currently empty and used for larger meetings. Once a new Senior Center Manager is hired, that person will be housed in the back room. There also will be another position added. The position will be a part time Activities/Volunteer Coordinator position. This position will support the Senior Center Manager and be housed in the back room also. The goal is to get this person hired during the month of August. The Senior Center Manager will still be responsible for the entire aging program and will oversee the Activities/Volunteer Coordinator. Now that the Senior Center Manager has resigned and the ADRC Director is leaving, the two departments will be reorganized. Another position that is being talked about adding is a Financial/Transportation position. There will also be 2 full time receptionists. Tom Krueck wanted to know how the decisions get made on what types of positions are needed and when to fill them. Helen explained that they look at the needs of the department then the budget. Once those items are looked at, the information is brought to the different boards and they have the final say so on whether or not the positions get filled. Tom's concern was that they were just dovetailing job duties together without giving much thought to the qualifications needed to complete the different jobs. Helen assured him that this was not the case. Tom also stated that it is hard to replace good knowledgeable employees and wondered what the County was going to implement to try to keep their employees on staff with a high morale. Judy Treptow stated that changes need to happen from the top down. Patti shared that the Management team has been looking at ways to try and increase employee morale and has so far come up with a mission statement and will be soliciting employee input on how to accomplish this. Paul Kok brought up that the issues in Human Services are not just a problem in this department. The problem is wide spread among other departments also. The county has not had long term steady leadership for a while and he feels that once we have steady leadership things should improve. Paul himself has just been appointed to the County

Board and is still learning all the ins and outs. It was shared by others that they felt that the County Board does not recognize the SRC or the ADRC and the work that goes on in those two organizations. Helen does sit in on the meetings and while there is support for the SRC, the SRC is just one of many departments with issues.

## **7. New Business**

- **4/10 ADRC/SRC Schedule** – Patti explained to the board why we started the 4/10 schedule. Now that we have more room, issues have arisen regarding long work days and finding a work/family balance. We currently have a survey out that is being filled out by all customers of the SRC and ADRC. There is another survey being created for the staff. Once all the surveys have been distributed, filled out and tallied, decisions will be made on whether to keep the 4/10 schedule or revert back to the traditional 5/8 schedule.
- **3 Yr. Aging Plan** – The plan is supposed to be done and submitted to GWAAR by 9/1/15. The plan is very in-depth. We have contracted with Lyndsey DeKeyser, an old GWAAR employee, to assist the team in the creation of the plan. Judy Dobbins, previous Senior Center Manager, has chosen to not be a part of this new aging plan. There is a big part of the plan that is community feedback. Barb Snow, Office Admin, is working on modifying a survey we borrowed from Brown County. This survey will be done tomorrow and ready to hand out to the Senior Services Advisory Committee/Nutrition Board. The Committee/Board will work to go to the public and get the surveys filled out and back to the County as soon as possible. Tom Krueck has volunteered to tally those surveys once they have all been received back. Bob Sullivan and Helen also volunteered to help wherever they are needed to get this information gathered and back to the team. Patti shared that if she has any questions, she can call Judy Dobbins, but Judy does not wish to be on the County payroll anymore. Robin will make sure that Tom has a blank copy of the survey to use to prepare for when the surveys are completed. This way he will have an idea of what questions are being asked of the community.
- **Friends of the Senior Center** – Patti shared with the team that the group seems to have lost a bit of steam. The top person who had volunteered to do the main fund raising ended up resigning due to frustration at the slowness of County Government. The President has also had some health issues which have slowed the group down. With Judy Dobbins no longer a County employee, she will have time to join the group and help renew the enthusiasm for raising money. Helen shared that there are many convoluted stories in the community about the County Board and their lack of support for the new Senior Center. These stories are just not true. The County Board is for the new center and wants to see it completed. Patti stated that she would ask Judy Dobbins if she would be willing to write an article each month regarding the Friends group and how they are doing.
- **Implications of Governor's Budget** – Patti included attachments to the agenda which gave some information on the survival coalition and the types of questions. She felt the articles did a good job of summarizing the pros and cons. There will be huge changes for clients between the new program and the loss, in some cases, of their case managers. People waited until Connections was on board due to LuAnn (a former county case manager) working for them. The Enrollment Counselors have 16 more to enroll. Enrollment Counselors have done an amazing job and are done September 15<sup>th</sup>. Patti would love to see an opportunity open up for Jen. Tom K had

questions regarding the MCO's. If people see services cut will be voiced loudly by second month because that is when things will pick up. Helen said people need to call their legislators because they need to hear what is going on. Patti hopes folks will give the MCO's a chance. They really do want to help and provide quality services. Helen said we are in the top 7 of all counties in the state as far as providing services to our community. The ADRC will be hearing about gaps in coverage. The ADRC should have everyone off of the waitlist by April 16<sup>th</sup>. Butch shared frustrations in the community from folks that use wheelchairs with doors that don't open with buttons or electric eyes

- **May ADRC Month Celebration** - Patti thanked Helen and Judy for helping with celebrations. Staff were surprised by ADRC by gifts. Patti passed around a thank you card to the board from the staff.
  - **Family Care Update** – Training is this Thursday. Seven people per month paperwork starts August 1<sup>st</sup> to get ready for October 1<sup>st</sup> folks coming off the waitlist. Christine who does when EC leaves. Patti shared that the I&A Specialists will continue with the enrollment/disenrollment process.
  - **MDCMC Strategic Plan Follow-Up/Senior Care Hoshin** – Judy and Patti did a presentation at Stone Harbor for the hospital. The hospital wanted a follow up meeting to prepare for not thinking ahead enough about help for seniors. The next meeting is August 19<sup>th</sup> and will need 4 hours of planning.
  - **Other General Updates** – one board member position opening. See information above. Paul talked to Dan Austad about continuing on the ADRC board and will be continuing to do so until told differently. Patti shared with the board that the Elder Benefit Specialist, Melissa Andrews, will be leaving for another position outside the county at the end of July.
- 8. Confirm Next Meeting Date and Time**
- The next meeting of the ADRC Advisory Board will be held on Monday, October 19, 2015, at 4:00 p.m. at the Senior Resource & Community Center.
- 9. Adjourn**
- A motion was made by Christine Andersen, to adjourn the meeting. The motion was seconded by Judy Treptow. Meeting adjourned at 6:10 p.m.

Recorded by Robin Mark

**DOOR COUNTY SENIOR RESOURCE CENTER**  
**COMBINED - Senior Services Advisory Committee/Nutrition Advisory Council**  
**Thursday, July 16, 2015**  
**10:00 a.m. at the Door County Senior Resource Center**

**AGENDA**

1. Call meeting to order at 10:00 a.m.
2. Read Opening Statement – “Seniors Really in Charge”
3. Review and approve the agenda
4. Review and approve the Minutes of the 04/16/2015 – Joint Senior Services Advisory Committee / Nutrition Advisory Council meetings
5. Senior and Community Center
6. Three year Aging Plan
7. Nutrition related agenda items:
  - Farmer Market Vouchers/Barb
  - Meal site updates/Carmen
8. Ideas for future meeting agenda items:
  - a) Tentative future meeting date: September 1, 2015
  - b) Adjournment

Menu: Lemon pepper chicken, brown rice pilaf, carrots, fresh grapes, birthday cake with ice cream/soup and salad bar option.

# Combined Senior Services Advisory Committee/Nutrition Advisory Council – Minutes

Thursday, July 16, 2015 at 12:00 p.m.

Senior Resource & Community Center, 832 N. 14<sup>th</sup> Ave., Sturgeon Bay, WI

THESE MINUTES HAVE NOT BEEN REVIEWED AND APPROVED BY THIS BOARD AND ARE SUBJECT TO REVIEW AND REVISION BY THE BOARD AT THEIR NEXT REGULARLY SCHEDULED MEETING.

## Business Meeting

### 1. Call to Order

- The meeting was called to order at 10:00 a.m. by Chuck Wagner. Members present were: Carmen Schroeder, Christine Andersen, Jennifer Spude, Judy Treptow, Lynn Ballendux, and Sue Clemens. Others Present were: Patti Peterson, Joe Krebsbach, Lyndsay DeKeyser, and Mark Moeller. Carrie Porter from GWAAR on the phone. Barb Snow took minutes.

### 2. Establish a Quorum

- A quorum was established and the meeting continued.

### 3. Adoption of Agenda

- A motion was made by Jennifer Spude, and seconded by Sue Clemens to adopt the agenda. The motion was carried unanimously.

### 4. Approve Minutes from 04/16/2015 Meeting

- The meeting minutes were approved with the edit removing Christine Andersen who was not at that meeting. Request was made to make the minutes shorter and get them out faster.

### 5. Senior and Community Center

Joe reviewed the progress on the new Senior Center building. He stated that the preliminary design phase was going to Venture Architect. The county board passed the resolution to move the project forward. \$4 million, half paid by the county and half fundraised. Venture Architect said \$6.4 million and the county board move that they would cover \$4.4 million and still looking to fundraise \$2 million. The resolution passed in June so now we can move to phase three on the project which is the size of things. The county board says they can start phase three once \$1 million is raised in fundraising by September. When Joe and Patti went to the friends group and told them they had to raise the \$1 million fundraising by September they replied that it was really aggressive. Joe stated that he is working on being prepared behind the scenes with Venture Architect. They will hire a contract manager on the county's behalf to work with us on what our needs are and will also oversee the building. Mark Moeller mentioned that Paul Kok was familiar with the process and fundraising and hopes he works with the friends group.

- Lyndsay DeKeyser is here to help with the Aging Plan. She is working with Carrie Porter at GWAAR to work with getting approved and Feedback from community and partners. Carrie Porter joined the conversation by phone to help walk through what the requirements were for the Aging Plan as well as

to give advice on how to reach the public, who has to be notified and example questions to ask. The draft has to be done by September 1st. The Common Identity for the Aging Handout was used by Carrie Porter to help describe Principles of the Aging Plan. Carrie said that the Aging Plan is required by the Older Americans Act from GWAAR to engage them in planning and that the Wisconsin Elders Act does that as well. This is to be done with the elders not for the elder adults. The Policy and Advisory Committee follow the format is given by GWAAR and approved by state. Appendix E gathering input has four basic questions that are asked; 1) Where are you now? 2) Where do you want to be? 3) How will we get there? and 4) How will we know we are making progress? This helps gain staff input within the community. It has five required goals; Elder, Nutrition, Services, Supports, and Caregivers. One plan for each goal is required. Physical staff and Nutrition team approved plans. GWAAR has to submit to state by November. Carrie also pointed out that the goals for this plan need to look significantly different than the last plan. Clinics and classes held on a regular basis should not be implemented in the plan as this is regular business. Joe asked Carrie that since the plan is due September 1<sup>st</sup>, what happens if we get the plan done but cannot get the signatures? Lyndsay said and Carrie confirmed that the plan can be submitted without the signatures and get the signatures by the second week in September. Once the plan is written a public hearing is required so they can add their input. Carrie said the Public hearing has to be officially noted and can be done where the Seniors would know it's happening and they are already there. Joe mentioned the public hearing could be done during the August 11 board meeting scheduled. Lyndsay says it has to be written before public hearing. Joe said maybe will do an extra meeting DHS specific to Aging Plan at the end of August meeting need to schedule. Chuck said for public input the best place to do it is at lunch at the Senior Center where you can sit down with the people who eat here and ask questions. Sue asked if there were specific questions. Carrie said she can send us a sample of questions. Joe said the public that does not attend the meeting or at the center should also be asked. Carrie said she will send Lyndsay info from other aging units that have questions that worked for them. Jennifer said we should put a note on the human services board agenda for the public. Chuck mentioning reaching the other meal sites as well as the Door County Fair. Joe mentioned to Christine Andersen that she can connect to the people up in Washington Island. When asked if we could get someone on the board from Southern Door Chuck mentioned that they probably don't want to be on the board. Chuck works the Lions Club stand he could get out surveys there. Patti said it would be better if we had someone there to fill out the questions. Joe said he was going to ask for assistance from the SSAC group to get the surveys out there. Chuck to get him a questionnaire and he'll put it out there at the fair. Also Roy Englebert will be there at the Lions Club stand as well and can help hand out the surveys. Joe said get the survey by Wednesday the 29th to Chuck. Jennifer said it meets all audiences. Patty is going to bring this up at the ADRC meeting and ask for volunteers. Lyndsay said we're just trying to reach the people the plan is for. Joe said we have the written survey and the oral conversation to get together for Judy Treptow, Lynn Ballendux and Sue Clemens. Lynn and Sue are going to get 3 to 5 people out of their craft group to do the oral surveys. The same surveys go to Christine Andersen for Washington island. Christine said yes but she is concerned her group may feel the same way that Southern Door is feeling which is separated from us. Joe said that it's a plan for all services; Meals on Wheels ADRC, Washington Island outreach etc. The Aging plan is for all areas not just Senior Center building related. Carmen asked if we can add it to the newsletter and reach out to the meal sites.

Carrie Porter said that the September 1<sup>st</sup> Aging Plan deadline was extended until September 21<sup>st</sup>. Joe going to ask that Carrie get the questions to Lyndsay by July 21<sup>st</sup>. Chuck mentioned getting the surveys to the homebound, MOW's. Judy Treptow said maybe we can get Trudy from the Red Hatters to help with the surveys. Joe asked Barb to get the information for Trudy Berkhahn and call and ask her to help. Patti said she would bring it up at the ADRC Advisory Committee and get their thoughts on Monday (July 20<sup>th</sup>). Chuck said the Public hearing can be on September 8<sup>th</sup> and changes in the Aging plan can be done by the 21<sup>st</sup>. It just won't get signed until October.

Joe working on how to restructure the ADRC and Senior Center. Changing job descriptions, creating jobs, some things have fallen apart. Guardianships are nonexistent, no new volunteers, no recruiting and training etc. The Caregiver program has been struggling. Southern Door and Sturgeon Bay are without facilitators for those groups. Lyndsay said she is still trained in Powerful Tools and that there is training for facilitators. Lyndsay said that could be a goal for the Aging Plan; to get training for Facilitators for Caregiver.

**6. Nutrition related agenda Items.**

- **Farmers Market Vouchers/Barb**

We were able to start handing out Farmers Market vouchers on June 1<sup>st</sup>. We only have a few farmers market packets left. Judy set up a Mini farmers market here at the Senior Center with a couple of vendors on Thursdays from 12:00-1:30. So far it has been a huge success.

- **Meal site updates/Carmen**

Forestville and Baileys Harbor have been safety and sanitation education. The function of meal sites are for community enjoyment and talking. Carmen is going to Northern Door and Washington Island Packer Party. Site surveys here as well. Next week Linda Will and Kathy Ash and Nelvie going to Safe Serve Certified. This is offered to staff as well. Mark mentioned that the Packer Party is August 21<sup>st</sup> here at the Senior Center and September 21<sup>st</sup> on Washington Island. Chuck mentions that MOW's is more about human contact versus nutrition. Carmen replies that it is about nutrition of the heart and health.

**7. Ideas for future meeting ideas**

- Better in Communication.
- Chuck said he was going to step down as chairman but was persuaded to stay until April.

**8. Confirm Next Meeting Date and Time**

- A motion was made by Sue Clemens and seconded by Judy Treptow to confirm the next meeting. The meeting will be held on Thursday, September 17, 2015.

**9. Adjourn**

Recorded by Barb Snow

## DOOR COUNTY HUMAN SERVICES BOARD MINUTES

Wednesday, September 15, 2015

These minutes have not been reviewed by the oversight board and are subject to approval or revision at the next regular meeting.

1. **Call to Order-**  
Chair Mark Moeller called the September 15, 2015 meeting of the Door County Human Services Board to order at 1:38 pm at the Senior Center, 832 North 14<sup>th</sup> Avenue in Sturgeon Bay immediately following the Public Participation Meeting that was scheduled for 1:30 p.m.
2. **Roll Call / Establishing a Quorum-**  
**Present:** Chairman Mark Moeller, Helen Bacon, Roy Englebert, Paul Kok, Susan Kohout, Tom Leist.  
**Excused:** Dr. John Beck and Joe Miller  
**Staff Present:** Joseph Krebsbach - Human Services Director, Cori McFarlane – Human Services Deputy Director, Ken Pabich – County Administrator, Robyn Brauer – HS Administrative Assistant and Shawn Barlament – Office Manager / Recording Secretary.  
**Others present:** Sandy Brown, Andrew Goodman, Pam Busch, Judy Ritter and Markus Ritter.  
The Board members present established a quorum.
3. **Adopt Agenda-**  
A motion was made by Tom Leist and seconded by Roy Englebert to adopt the agenda. All were in favor.
4. **Approve Minutes-**  
Susan Kohout motioned to approve minutes from the August 11, 2015 Human Services Board meeting. This was seconded by Paul Kok. All approved.
5. **Correspondence-**  
None
6. **Public Comment-**  
Paul Kok commended Mark Hill on his presentation to the Big Brother Big Sisters of Northeast Wisconsin organization.
7. **Public Comment/Discussion of Public Participation Meeting-**  
None



8. **Program Reports-**

There were no questions on the written reports. The Birth-3/CLTS/FSP/CST report that was not included in this meeting's agenda packet is attached to these minutes.

a. **ADRC/Adult Protective Services**

Joe Krebsbach, Director, gave a brief oral report. In the absence of an Aging Director and until recently the Senior Center Manager, he has been spending additional time at the center. The staff remains focused, working very cooperatively during this time of transition. We are considering hiring a limited term employee (LTE) for supervision responsibilities until all the management positions can be filled.

b. **Behavioral Health & d. Community Support Program**

Cori McFarlane, Deputy Director, gave a verbal report. There continues to be 4 vacancies in Behavioral Health, all at varying steps in the hiring process. Crisis call volume is high with suicide assessments and drug overdoses most prevalent. CCS now has 4 children and 5 adults enrolled. There have been a few clients transitioning from CSP to CCS. Board members discussed the continuity of care and medications when clients are transitioning to and from incarceration.

9. **Continuing / Pending Business-**

a. **Family Care Updates**

The transition is complete. A thank you to all staff involved, Long Term Care, ADRC and Kathy Zak of the support team. A limited term employee (LTE) is helping with the waitlist and with the I&A Specialist shortage after the promotion of Jake Erickson to the Senior Center Manager. The Support Team is developing procedures to invoice the Managed Care Organizations (MCO) for services we are providing.

b. **Resource Center Building Updates**

A Request for Proposal (RFP) will be sent out for a feasibility study on the former Highway Shop as a possibility of providing the space needs for the Senior Center.

c. **Staff Recruitment Updates**

The department continues to look for other qualified individuals for the ADRC Director. An offer will go out this week for the Behavioral Health Manager. Review of the applicants for the 2 Behavioral Health Case Manager positions will be next week. The Elder Benefits Specialist, AODA case manager, and the Senior Center Supervision LTE will close tomorrow. The Senior Center Office Assistant position will close on September 24<sup>th</sup>. We are delaying the hiring process for the ½ time Activities Coordinator position until the new Senior Center Manager can acclimate to what is needed at the Center.

d. **Vouchers**

No questions asked.

10. **Legislative Topics-**

None

11. **New Business-**

a. **Proposed 2016 Budget**

Joe reviewed significant changes due to the implementation of Family Care and the highest increases in inpatient care within the past several years. Additional funds were added to the Boys & Girls Club Truancy Program, JAK's Place for their work emphasis program and Wednesday Night Meal Program and to Help of Door County for supervised visitation.

Roy Englebert moved to approve the 2016 Budget as presented. Helen Bacon seconded the motion. All were in Favor

b. **Draft 2016-2018 Aging Plan**

Roy Englebert, requested that the last sentence, "They have agreed to do fundraising for the new building." of paragraph 4 on page 16 of the plan, to be removed. Roy is a member of the Friends of the Senior Center and fundraising was not a component of their purpose. The board agreed to move the plan to the Senior Advisory Committee and will review and approve in the October meeting.

12. **Matters to Be Placed on a Future Agenda or Referred to a Committee, Official or Employee-**

Please contact Joe Krebsbach or Mark Moeller with any other additional agenda items.

13. **Next Meeting Date:**

Tuesday, October 13, 2015 at 8:30am in the Chambers Room of the Government Center, 421 Nebraska Street, Sturgeon Bay.

14. **Adjournment:**

Tom Leist motioned and Paul Kok seconded to adjourn the meeting. The motion carried. The meeting adjourned at 3:08 pm.

Respectfully submitted,

Shawn M. Barlament, Recording Secretary

**DISABILITIES PROGRAM UPDATE: September, 2015**

**DOOR COUNTY DEPARTMENT OF HUMAN SERVICES**

By Cindy Zellner-Ehlers, Program Coordinator

**BIRTH TO THREE EARLY INTERVENTION PROGRAM:**

We continue to look at strategies to do outreach and child find activities promoting child development and the resources within the Department in our Early Intervention Program. We've had a number of referrals recently of children with special health care needs whereby coordination of services along with our community partners is essential to quality care and coordination of services.

Current enrollment: **24**

**CHILDRENS SERVICES:**

- Our collaborative work continues as we seek to refine our "single point of entry" referral and intake process. With the advent of the new CCS Program and the addition of one more program resource for children and families it remains our goal as a Department to help families have one entrance to a milieu of supports/services. We are looking at the design of COMPASS-Threshold out of the Racine/Kenosha area to springboard this concept and program design. As a Board member, if you are interested in looking at this design you can access it <http://www.compasswisconsin.org> to see what lies ahead for our Department.
- We are partnering with our Children and Families Unit within the Department to undergo a shared learning experience with the Behavioral Partnership Project through UWGB to explore crisis planning strategies for youth. This will involve agency staff training around roles and responsibilities/role mapping, understanding the neurobiology of youth in crisis, and the art of crisis planning.
- In the new State budget the Family Support Program will end, as we know it, with a replacement of a Community Options Program for Children. The rules and regulations related to the how that program can be accessed and expectations around implementation will be released to us sometime this Fall. We are looking at ways to incorporate this in our menu of services, combining oversight committee responsibilities with existing committee

structures, and having some thoughtful planning on still another new program's implementation.

**PERSONAL CARE PROGRAM SERVICES:**

Current enrollment: 61 -planning for the reduction in client services as we enroll clients in Family Care or IRIS. We remain hopeful that as we transition clients into managed care this will open up opportunities for children and youth to access the PCW Program whereby in the past we've had a waiting list for such services. PCW is being looked at as a safety net resource for elderly and physically disabled individuals who may not qualify for Family Care and are at risk of involvement in our APS/Adults at Risk Unit if unable to get the services/care needed in the community.

**ADULT SERVICES:**

August 1<sup>st</sup> marked the official date of transition for over 160 individuals to managed care, and the remainder near 40, September 1<sup>st</sup>. We are now officially no longer the provider entity for long term care services for adult developmentally disabled, people with physical disabilities, and the frail elderly. Our ADRC operates as the single point of entry for any person needing or wanting access to services. The two care management organizations are Lakeland District and Care Wisconsin. The two IRIS (self-directed) organizations are IRIS-TMG and Lutheran Social Services-Connections. We continue to field telephone calls and drop in office visits by clients and provider agencies, confused, concerned or unfamiliar with how to access their care management resource, in which we guide them to the appropriate entity for answers. A special thank you one more time for hard work of Kathy Zak, support staff person, who helped make this as smooth of a transition as possible regarding recordkeeping and communications with the organizations. Thank you Kathy!

This concludes the September Board report.

Respectfully submitted,

Cindy Zellner Ehlers

Program Manager- Children's Long Term Support Services

*These minutes have not been approved by the board and are subject to approval or revision at the next meeting.*

**DOOR COUNTY DEPARTMENT OF HUMAN SERVICES**

**PUBLIC PARTICIPATION PROCESS MEETING (2016-2018 Aging Unit Plan)**

**\*\*\*\*\* Tuesday, September 15, 2015 at 1:30 p.m. \*\*\*\*\***

These minutes have not been reviewed by the oversight board and are subject to approval or revision at the next regular meeting.

The Door County Human Services Board held a public participation meeting. The purpose of the meeting was to receive public comments regarding the 2016-2018 Aging Unit Plan of the Door County Department of Human Services. The Notice of Public Hearing appeared in the September 7, 2015 and September 10, 2015 issues of the Door County Advocate and on radio announcements.

Chairman Mark Moeller called the Public Participation Process Meeting to order at 1:30 p.m. Human Service Board members and staff present introduced themselves. The Chair then shared the public participation meeting process formalities. A written sign-in sheet for the public guests present and those that wished to speak was provided to the Recording Secretary and to the Chairman to acknowledge requests. This list is attached to these minutes.

Joseph Krebsbach, Director of the Door County Department of Human Services, shared the goals of this proposed plan (Section 6A-F of the plan).

Mr. Moeller asked the one individual to speak before the Board and the following is the one public comment made. No written correspondence was received prior to the meeting regarding the proposed Aging Plan.

1. **Judy Ritter – Community Member:**

Judy shared that the Nutrition Program at the center is terrific.

Mr. Moeller asked if anyone else wished to add any comments and then thanked the public for their participation.

The Public Participation Meeting was adjourned at 1:37 p.m.

Respectfully submitted,  
Shawn M. Barlament – Recording Secretary

Door County Department of Human Services  
 Public Participation Meeting - Aging Plan  
 September 15, 2015 1:30pm Senior Resource Center

**Please Print**

	Name	Organization	"X" If You Wish to Speak
1	SANDY BROWN	LWV & PFLAG	
2	Andrew Goodman	Golden Living Center - Portchester	
3	Pam Busch	Door-Tran	
4	Judy Putter	community member	X
5	Markus Putter	"	
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<p>Notice of Public Meeting Thursday September 17<sup>th</sup>, 2015 10:00 a.m. – 12:00p.m.</p>	<p><b>COMBINED SENIOR SERVICES ADVISORY COMMITTEE / NUTRITION ADVISORY COUNCIL</b></p>	<p>Door County Senior Resource Center  832 N. 14<sup>th</sup> Avenue Sturgeon Bay, WI 54235</p>
<p>Advisory Committees for the Door County Aging Unit with the Human Services Board</p>		

### AGENDA

1. Call meeting to order at 10:00 a.m.
2. Read Opening Statement – "Seniors Really in Charge"
3. Review and approve the agenda
4. Review and approve the Minutes of the 01/15/2015 and 07/16/2015- Joint Senior Services Advisory Committee / Nutrition Advisory Council meetings

#### **Senior and Community Center**

5. 2016-2018 Aging Plan
6. Organizational Structure
7. Staff Recruitment Update
8. Hours Change
9. Physical Office Moves

#### **Nutrition related agenda items:**

10. Farmers Market
11. Meal Site Updates/Carmen

#### **Ideas for future meeting agenda items:**

- a) Tentative future meeting date:
- b) Adjournment

MENU: Liver and Onion/Bacon, Steamed Potatoes, Asparagus, Cottage Cheese w/Fruit, Birthday cake, soup and salad bar option

Deviation from the order shown may occur.

*Members of the Door County Board of Supervisors and / or its subunits may be in attendance at this meeting to listen and gather information. Notice is hereby given that the above meeting may constitute a meeting of the Door County Board of Supervisors or one of its subunits. However, no official action will be taken except by the Senior Services Advisory Committee or Senior Services Nutrition Advisory Council.*

*In compliance with the Americans with Disabilities Act, any person needing assistance to participate in this meeting, should contact the Office of the County Clerk at (920) 746 - 2200. Notification 48 hours prior to a meeting will enable the County to make reasonable arrangements to ensure accessibility to that meeting.*

Posted-

**COMBINED SENIOR SERVICES ADVISORY  
COMMITTEE/NUTRITION ADVISORY COUNCIL**

**Advisory Board**

**Thursday, September 17, 2015 at 10:00 a.m.**  
Senior Resource & Community Center, 832 N. 14<sup>th</sup> Ave., Sturgeon Bay, WI

THESE MINUTES HAVE NOT BEEN REVIEWED AND APPROVED BY THIS BOARD AND ARE SUBJECT TO REVIEW AND REVISION BY THE BOARD AT THEIR NEXT REGULARLY SCHEDULED MEETING.

**Business Meeting**

**1. Call to Order**

- The meeting is called to order at 10:05 a.m. by Mark Moeller. Members Present are: Carmen Schroeder, Christine Andersen, Christine Wisniewski, Jennifer Spude, Judy Treptow, Mike Green, and Sue Clemens. Others present are: Joe Krebsbach, Mark Moeller (acting-chairperson), Barb Snow (Minutes), and Robyn Brauer (Joe's Assistant).

**2. Establish Quorum:**

- 4 members are present for a Senior Advisory Committee Quorum and 7 members are present for a Nutrition Advisory Committee Quorum.

**3. Adopt Agenda**

- A motion was made by Mike Green, and seconded by Sue Clemens to adopt the agenda. The motion is carried unanimously.

**4. Approve Minutes from 01/15/2015 Meeting**

- Corrections made to include changing 2014 to 2015 and 2:00 p.m. to 10:00 a.m. in the header, and change PM to AM in Call to Order. On page 7 adding Washington Island to section c.
- Motion to approve with corrections was made by Carmen Schroeder and seconded by Mike Green. The motion is carried unanimously.

**Approve Minutes from 07/16/2015 Meeting**

- One correction was on the last page changing the date of the Washington Island Packer party from September 21<sup>st</sup> to September 11<sup>th</sup>.
- Motion to approve with corrections was made by Carmen Schroeder and seconded by Mike Green. The motion is carried unanimously.

**Introductions were made by the committee for guest Robyn Brauer, who is Joe's Assistant.**

**Senior and Community Center**

**5. 2016-2018 Aging Plan**

- Joe credits Robyn Brauer and Tom Krueck for their efforts in helping put together the Aging Plan. Information from the survey was integrated into the Aging Plan. The 5 goals in Section 6 are directed by the State. Joe indicated that the plan would be reviewed each year.
- The Human Services Board talked about the Aging Plan and suggested only one change which was that the "Friends Group is not going to fundraise for the new building".
- There was a significant amount of discussion on the Aging Plan and changes were made in these goal areas (please see the Revised Aging Plan for specifics):



- The SSAC/NAC had some minor grammatical changes that were made throughout the Aging Plan
  - Section 6-B, The Elder Nutrition Program. The Committee discussed changing the goals to include accessibility of fresh produce.
  - Section 6-C, Services in Support of Caregivers. Wording was changed to expand the goal from groups to programs.
  - Section 6-D, Services to People with Dementia. Wording changed to note the changes that the Virtual Dementia Tour can only be done in 2 locations.
  - Section 6-E, Healthy Aging. Dropping a word to include more locations.
- We go back to Human Services Board in October to get the Aging Plan technically approved with signatures but we send the plan into the State as a final on the 21<sup>st</sup> of September.
  - Motion to approve the Aging Plan with all changes mentioned by the Human Services Board and the SSAC/NAC Committees and to forward to DHS Board and GWAAR was made by Christine and seconded by Mike Green. The Motion is carried unanimously.
6. **Organizational Structure – Not Discussed**
  7. **Staff Recruitment Update – Not Discussed**
  8. **Hours Change**  
Joe- The building hours for the Senior and Community Center and the ADRC were changed to 8:00-6:00, with staff offices closing at 4:30 pm and the Evening Soup and Salad Bar open from 3:30-5:30.
  9. **Physical Office Moves – Not Discussed**

**Nutrition Agenda Items- Carmen**

10. **Farmers Market – Discussed in the Aging Plan**
11. **Meal Site Updates/Carmen**
  - Washington Island Packer Party with Nelvie. Carmen helped in the kitchen. The meals were accepted. There is talk about kitchen remodeling. The staff are in ongoing discussions with the city. Nelvie took the Serve Safe class and missed by 2 points she is continuing to study and will take it again. The report went to Jake and Arne.

**Ideas for future meeting agenda items:**

- a) **Confirm Next Meeting Date and Time**
  - The next meeting will be held on January 21, 2015, at 10:00 a.m.
- b) **Adjourn**
  - A motion was made by Carmen Schroeder and seconded by Mike Green. The motion was carried unanimously. Meeting adjourned at 11:50 a.m.

**Recorded by: Barb Snow**

*In compliance with the Americans with Disabilities Act, any person needing assistance to participate in this meeting should contact the Office of the County Clerk at (920) 746-2200. Notification 72 hours prior to a meeting will enable the County to make reasonable arrangements to ensure accessibility to that meeting.*

**Deviation from the printed order may occur.**

**Posted:**

Tuesday, October 13, 2015  
8:30 a.m.

**HUMAN SERVICES BOARD**

Door County Government Center  
Chambers Room (C102), 1st floor  
421 Nebraska Street, Sturgeon Bay, WI

Oversight Board for the Department of Human Services

**AGENDA**

**HUMAN SERVICES BOARD MEETING**

1. Call Meeting or Order
2. Roll Call
3. **Adopt** Agenda
4. **Approve** Minutes – September 15, 2015 Public Participation Meeting for Aging Plan and Human Services Board Meeting
5. Correspondence
6. Public Comment
7. Program Reports
  - a. ADRC/Adult Protective Services
  - b. Aging/Senior Center
  - c. Behavioral Health – Verbal from Deputy Director
  - d. Children & Family Services
  - e. Community Support Program – Verbal from Sheryl Flores
  - f. Birth-3 / CLTS / FSP / CST
  - g. Economic Support
8. Continuing /Pending Business
  - a. Family Care Updates
  - b. Resource Center Building Update
  - c. Staff Recruitment Updates
  - d. Vouchers
9. Legislative Topics
10. New Business
  - a. Dissolution of LTC Support Committee
  - b. Resolution of CCOP Support Committee beginning January 2016
  - c. Letter of Resignation – Lindsey Reckelberg
  - d. Request to Refill Position – Social Worker/Child & Family Unit
  - e. Transportation Program Update & Grant Application
  - f. 2016-2018 Aging Plan
  - g. Revised Organizational Chart
11. Matters to be Placed on a Future Agenda or Referred to a Committee, Official or Employee
12. Set Next Meeting Date – Tuesday, November 10, 2015
13. **Adjourn** Meeting

Members of the Door County Board of Supervisors and/or its sub-units may be in attendance at this meeting to listen and gather information. Notice is hereby given that the above meeting may constitute a meeting of the Door County Board of Supervisors or one of its sub-units. However no official action will be taken except by the Administrative Services Committee.

*Deviation from the order shown may occur*

## DOOR COUNTY HUMAN SERVICES BOARD MINUTES

Tuesday, October 13, 2015

These minutes have not been reviewed by the oversight board and are subject to approval or revision at the next regular meeting.

- 1. Call to Order/Establish a Quorum of Members Present:** Chair Mark Moeller called the October 13, 2015 meeting of the Door County Human Services Board to order at 8:30 a.m. at the Door County Government Center Chambers Room.

Present: Chairman Mark Moeller, Helen Bacon, Roy Englebert, Susan Kohout, Dr. John Beck, Tom Leist, Paul Kok.

Absent: Joe Miller

Staff Present: Joe Krebsbach, Human Services Director, Ken Pabich, Door County Administrator, Debby Karas, Recording Secretary.

- 2. Roll Call was taken and The Board members in attendance established a quorum.**
- 3. Adopt Agenda:** Motion by Roy Englebert, seconded by Tom Leist to adopt the agenda. The motion carried.
- 4. Approve Minutes:** Motion by Paul Kok, seconded by Susan Kohout to approve the minutes from the Human Services Board meeting on September 15, 2015. The motion carried.
- 5. Correspondence:**  
Referenced letter from citizen requesting that a new Senior Center be built.
- 6. Public Comment:** None
- 7. Program Reports-written reports**
  - ADRC/Adult Protective Services at Door County
  - Aging/Senior Center - Question regarding Jake Erickson attending Senior Hoshion which is a meeting involving planning events for seniors as a pro-active means of staying healthy.
  - Behavioral Health – Wait list: 15 total, 11 for AODA services, and 4 for Mental Health. Eight consumers enrolled in CCS.
  - Children & Family Services – Psychiatrist is collaborating with this team related to children with MH issues. We are trying to improve our internal referral process.
  - Community Support Program – In the last year five longtime consumers have died and five went to Family Care. This is the most significant amount of client changes in years.
  - Birth-3/CLTS/FSP/CST
  - Economic Support

## **8. Continuing/Pending Business**

- a. Family Care Updates – Some of the MCO's have reduced services, they are watching closely for duplication of services, AFH rates have been reduced. One board member expressed frustration with lack of local service providers, reduction in hours provided, and mileage reimbursement for those providers.
- b. Resource Center Building Update – Several construction companies did a walk through of the old Highway Shop with ideas for potential remodeling the building to house the Senior Center and Emergency Services. RFP's are due 10/21/15. – Ken Pabich, Wayne Spritka, Dan Williams and Joe Krebsbach will review and bring to Property Committee.
- c. Staff Recruitment Updates
  - \*AODA Counselor – Brenda Franco, starting 10/19/15
  - \*Behavioral Crisis Case Manager – Jamie Loehnis started 10/1/15
  - \*Behavioral CCS Case Manager – Still searching.
  - \*Behavioral Health Manager – offer made, candidate took different position. Will advertise wider area.
  - \*ADRC Manager – interviews, but no candidate selected. Michael VanDyke will fill in the interim, three hours a day.
  - \*ADRC Director – Jake Erickson hired.
  - \*Adult Protective Services – interviews, no candidates hired.
  - \*Elderly Benefits Specialist – Internal offer goes to Administrative committee for approval next week
  - \*Economic Support – The two new hires are in training. May need to fill a third position in EBS position approved.
  - \*CCS Coordinator – We made an offer yesterday for a tri- county position.
  - \*ADRC Receptionist – Barb Snow has accepted the fulltime position.
  - \*I & A Worker – will make offer this week.
- d. Vouchers

## **9. Legislative topics –**

Concerns re: Family Care regarding rates paid are not enough to attract service providers.

Discussion regarding seventeen year old non-violent first time offenders being transferred to trial in the juvenile system instead of adult court. The WCA conducted a study of the cost involved.

## **10. New Business**

- a. Dissolution of LTC Support Committee – Since our agency transitioned its adult CIP and COP Waiver program participants to Family Care and IRIS and no longer receives a COP or waiver allocation for these target groups, a COP Planning Committee is no longer required.
- b. Resolution of CCOP Support Committee will be needed beginning January 2015 – Cindy Zellner-Ehlers and Cori McFarlane are working with Children's Services Team advisory board and CCS Committee to come up with recommendations.

- c. Letter of Resignation Accepted from Lindsey Reckelberg, Child Protection Social Worker & Foster Care Coordinator
- d. Request to Refill Position – Child Protection Social Worker/Child & Family Unit – Motion made by Susan Kohout, seconded by Roy Englebert to refill this position. Unanimous.
- e. Transportation Program Update & Grant Application – The board reviewed the list of Door to Door consumer complaints & declined rides. Number of rides provided in first eight months of 2015 = 27,000. Percentage of complaints equals less than 1%. The grant proposal is due this week, the full cost of the system will be just over \$1.1 million. Most of our declined rides are on Saturdays. We are asking for additional funding to run one more 8 hour shift on Saturday. When we ask for another shift we will need to have a public hearing. We have a three year contract with Abby Vans and another two years are optional. We hired Robin Mark as Transportation Specialist. There was a suggestion to ask the Advocate to do an article on the history of Door to Door transportation system to promote use.
- f. 2016-2018 Aging Plan – The Senior Advisory committee changed three goals. Paul Kok made a motion to accept those changes as approve as proposed, Tom seconded the motion, passed unanimous.
- g. Revised Organizational Chart – Review, the board asks that this chart be included in the packet monthly.

**11. Matters to be placed on a Future Agenda or Referred to a Committee, Official or Employee:** Contact Joe Krebsbach or Mark Moeller with any agenda items.

**12. Set Next Meeting Date:**

Wednesday, November 11, 2015 at 8:30 a.m.

**13. Approve adjournment:** Tom Leist made a motion to adjourn. Helen Bacon seconded. The motion carried. The meeting adjourned at 10:55 a.m.

Respectfully submitted,

Debby Karas, Secretary

## **Section 6 – Goals for the Plan Period**

### **Section 6-A – Involvement of Older People in Aging-Related Program Development and Planning**

#### *a. Involvement of Older People in Aging-Related Program Development and Planning*

- 1) In order to increase the visibility of the Advisory groups; ADRC, Senior Advisory Committee and Nutrition Counsel, the ADRC Director and Aging Unit Manger will work with the three committees to explore options for increased advertisement, collaboration, and information sharing to the policy making boards. By December 2016, the group will have three action recommendations, one in each area for implementation in 2017.
- 2) In an effort to enhance the Aging Unit and ADRC's operational effectiveness within the community we serve, both units will work towards building a more integrative arrangement by December 2017. This will include the following tasks: designating one agency name which is the "Aging and Disability Resource Center (ADRC) of Door County." In addition to one agency name there will also be one agency phone number, which is 920.746.2372(ADRC). There will also be work towards creating one comprehensive marketing plan which will include one unified brand and website. Having one comprehensive marketing plan will further promote our agency as one entity and support a greater "one stop shop" philosophy. Lastly, the ADRC Director and Aging Unit Manager will work to combine the Senior Services Advisory Committee with the ADRC Advisory Committee, keeping the Nutritional Advisory Council separate.
- 3) In order to increase older adults' knowledge of programs or services available to them, including the impact local state and federal legislators have on those services, the ADRC Director and Aging Unit Manger will work with the Learning in Retirement Group to present three programs specific to aging services within their curriculum before December 31<sup>st</sup> 2018.

## **Section 6 – Goals for the Plan Period**

### **Section 6-B – The Elder Nutrition Program**

#### *b. The Elder Nutrition Program*

- 1) To increase access to fresh produce and enhance eating habits of our older population, the Aging Unit will offer weekly on-site vendors for farmer's market and increase participation of the evening soup and salad bar by 25% offered by the Sturgeon Bay Meal site by December 2016.
- 2) To improve access to nutritious options throughout the county and reach more of our older population, we will work to relocate our Southern Door meal site from the Forestville community to the Brussels community by December 31, 2017.
- 3) To increase the coordination of meals for individuals being discharged from medical care, the ADRC will work with discharging units at local medical facilities including those in Brown County. By December of 2018, we will have a referral form to be included with all discharges for individuals over the age of 60.

**Section 6 – Goals for the Plan Period**  
**Section 6-C – Services in Support of Caregivers**

*c. Services in Support of Caregivers*

- 1) To increase the availability of Caregiver support, by the end of 2016, Door County will have 8 individuals trained in caregiver program facilitation.
- 2) To continue with efforts to increase availability of Caregiver support groups, by December 2017 we will have caregiver support programs in four geographical locations throughout the county.
- 3) By the end of 2018, Door County will have an average participation of six or more caregivers attending our caregiver programs in each of our locations.

**Section 6 – Goals for the Plan Period**  
**Section 6-D – Services to People With Dementia**

*d. Services to People With Dementia*

- 1) To increase the knowledge of available community resources regarding Alzheimer's and other dementias the Caregiver Coalition, ADRC and Aging Unit will identify six additional opportunities to provide the Door County Resource Guide in addition to the medical providers in the county by December 2016.
- 2) To raise awareness and understanding of dementia and its impact on our community, the Aging Unit and ADRC will designate one staff member to complete additional dementia specific training by December 2017. This one staff member will also be tasked with the responsibility of conducting several outreach and educational events related to dementia throughout the year 2017 and moving forward.
- 3) To help students understand the challenges of Alzheimer's disease, the Aging Manager will work in collaboration with the hospital to offer a Virtual Dementia Tour as part of the Life Skills programs to each of the school district by December of 2018.

**Section 6 – Goals for the Plan Period**  
**Section 6-E – Healthy Aging**

*e. Healthy Aging*

- 1) To provide ongoing education regarding health, by December 2016 we will provide a minimum of three evidence-based training programs such as living well with chronic illness in Sturgeon Bay.
- 2) To increase the availability of healthy activities to our older population, we will complete an interest study by December 2017 to determine the interest in programming and location options for providing healthy physical activity programs or classes in the county.
- 3) To provide additional healthy activities by December 2018, we will provide at least two additional programs at sites where there is a demand based upon the above mentioned interest study.

**Section 6 – Goals for the Plan Period**  
**Section 6-F – Local Priorities**

*f. Local Priorities*

- 1) To continue to enhance our current transportation system which has been crucial to the mobility of our senior population and to help reduce isolation, we will look to have an increase in local financial support. The goal will be to add at least one additional taxi to the system by December of 2016.
- 2) We have significantly increased the number of socialization events/activities at the Sturgeon Bay meal site. In 2017, one additional special event will be held at the other four locations.
- 3) Through collaboration with community partners we will work to identify need and options for adult day services. The goal is to work with at least one community partner to develop one to two sites where day services are available five days per week by December 2018.



**Section 7 – Coordination Between Titles III and VI**

Not applicable

**Section 8 - Budget**

See additional Excel Document

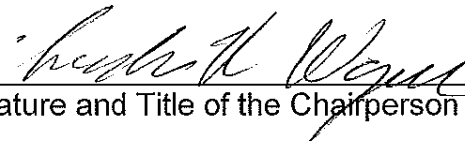
**Section 9 – Compliance With Federal and State Laws and Regulations**

On behalf of the county, we certify

Door County Human Services Aging Unit

(Give the full name of the county aging unit)

has reviewed the appendix to the county plan entitled Assurances of Compliance with Federal and State Laws and Regulations for 2016-2018. We assure that the activities identified in this plan will be carried out to the best of the ability of the tribe in compliance with the federal and state laws and regulations listed in the Assurances of Compliance with Federal and State Laws and Regulations for 2016-2018.

  
Signature and Title of the Chairperson of the Commission on Aging

10-27-15  
Date

  
Signature and Title of the Authorized County Board Representative

10/23/15  
Date

## Section 10 – Assurances

The applicant certifies compliance with the following regulations:

### **1. Legal Authority of the Applicant**

- The applicant must possess legal authority to apply for the grant.
- A resolution, motion or similar action must be duly adopted or passed as an official act of the applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein.
- This resolution, motion or similar action must direct and authorize the person identified as the official representative of the applicant to act in connection with the application and to provide such additional information as may be required.

### **2. Outreach, Training, Coordination, & Public Information**

- The applicant must assure that outreach activities are conducted to ensure the participation of eligible older persons in all funded services as required by the Bureau of Aging and Disability Resources designated area agency on aging.
- The applicant must assure that each service provider trains and uses elderly persons and other volunteers and paid personnel as required by the Bureau of Aging and Disability Resources designated area agency on aging.
- The applicant must assure that each service provider coordinates with other service providers, including senior centers and the nutrition program, in the planning and service area as required by the Bureau of Aging and Disability Resources designated area agency on aging.
- The applicant must assure that public information activities are conducted to ensure the participation of eligible older persons in all funded services as required by the Bureau of Aging and Disability Resources designated area agency on aging.

### **3. Preference for Older People With Greatest Social and Economic Needs**

The applicant must assure that all service providers follow priorities set by the Bureau of Aging and Disability Resources designated area agency on aging for serving older people with greatest social and economic need.

### **4. Advisory Role to Service Providers of Older Persons**

The applicant must assure that each service provider utilizes procedures for obtaining the views of participants about the services they receive.

### **5. Contributions for Services**

- The applicant shall assure that agencies providing services supported with Older Americans Act and state aging funds shall give older adults a free and voluntary opportunity to contribute to the costs of services consistent with the Older Americans Act regulations.
- Each older recipient shall determine what he/she is able to contribute toward the cost of the service. No older adult shall be denied a service because he/she will not or cannot contribute to the cost of such service.

- The applicant shall provide that the methods of receiving contributions from individuals by the agencies providing services under the county/tribal plan shall be handled in a manner that assures the confidentiality of all individual's contributions.
- The applicant must assure that each service provider establishes appropriate procedures to safeguard and account for all contributions.
- The applicant must assure that each service provider considers and reports the contributions made by older people as program income. All program income must be used to expand the size or scope of the funded program that generated the income. Nutrition service providers must use all contributions to expand the nutrition services. Program income must be spent within the contract period that it is generated.

## **5. Confidentiality**

- The applicant shall ensure that no information about, or obtained from an individual and in possession of an agency providing services to such individual under the county/tribal or area plan, shall be disclosed in a form identifiable with the individual, unless the individual provides his/her written informed consent to such disclosure.
- Lists of older adults compiled in establishing and maintaining information and referral sources shall be used solely for the purpose of providing social services and only with the informed consent of each person on the list.
- In order that the privacy of each participant in aging programs is in no way abridged, the confidentiality of all participant data gathered and maintained by the State Agency, the Area Agency, the county or tribal aging agency, and any other agency, organization, or individual providing services under the State, area, county, or tribal plan, shall be safeguarded by specific policies.
- Each participant from whom personal information is obtained shall be made aware of his or her rights to:
  - (a) Have full access to any information about one's self which is being kept on file;
  - (b) Be informed about the uses made of the information about him or her, including the identity of all persons and agencies involved and any known consequences for providing such data; and,
  - (c) Be able to contest the accuracy, completeness, pertinence, and necessity of information being retained about one's self and be assured that such information, when incorrect, will be corrected or amended on request.
- All information gathered and maintained on participants under the area, county or tribal plan shall be accurate, complete, and timely and shall be legitimately necessary for determining an individual's need and/or eligibility for services and other benefits.
- No information about, or obtained from, and individual participant shall be disclosed in any form identifiable with the individual to any person outside the agency or program involved without the informed consent of the participant or his/her legal representative, except:
  - (a) By court order; or,
  - (b) When securing client-requested services, benefits, or rights.
- The lists of older persons receiving services under any programs funded through the State Agency shall be used solely for the purpose of providing said

services, and can only be released with the informed consent of each individual on the list.

- All paid and volunteer staff members providing services or conducting other activities under the area plan shall be informed of and agree to:
  - (a) Their responsibility to maintain the confidentiality of any client-related information learned through the execution of their duties. Such information shall not be discussed except in a professional setting as required for the delivery of service or the conduct of other essential activities under the area plan; and,
  - (b) All policies and procedures adopted by the State and Area Agency to safeguard confidentiality of participant information, including those delineated in these rules.
- Appropriate precautions shall be taken to protect the safety of all files, microfiche, computer tapes and records in any location which contain sensitive information on individuals receiving services under the State or area plan. This includes but is not limited to assuring registration forms containing personal information are stored in secure, locked drawer when not in use.

## **7. Records and Reports**

- The applicant shall keep records and make reports in such form and requiring such information as may be required by the Bureau of Aging and Disability Resources and in accordance with guidelines issued solely by the Bureau of Aging and Disability Resources and the Administration on Aging.
- The applicant shall maintain accounts and documents which will enable an accurate review to be made at any time of the status of all funds which it has been granted by the Bureau of Aging and Disability Resources through its designated area agency on aging. This includes both the disposition of all monies received and the nature of all changes claimed against such funds.

## **8. Licensure and Standards Requirements**

- The applicant shall assure that where state or local public jurisdiction requires licensure for the provision of services, agencies providing services under the county/tribal or area plan shall be licensed or shall meet the requirements for licensure.
- The applicant is cognizant of and must agree to operate the program fully in conformance with all applicable state and local standards, including the fire, health, safety and sanitation standards, prescribed in law or regulation.

## **9. Civil Rights**

- The applicant shall comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and in accordance with that act, no person shall on the basis of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity under this plan.
- All grants, sub-grants, contracts or other agents receiving funds under this plan are subject to compliance with the regulation state in 9 above.
- The applicant shall develop and continue to maintain written procedures which specify how the agency will conduct the activities under its plan to assure compliance with Title VI of the Civil Rights Act.

- The applicant shall comply with Title VI of the Civil Rights Act (42 USC 2000d) prohibiting employment discrimination where (1) the primary purpose of a grant is to provide employment or (2) discriminatory employment practices will result in unequal treatment of persons who are or should be benefiting from the service funded by the grant.
- All recipients of funds through the county/tribal or area plan shall operate each program or activity so that, when viewed in its entirety, the program or activity is accessible to and usable by handicapped adults as required in the Architectural Barriers Act of 1968.

#### **10. Uniform Relocation Assistance and Real Property Acquisition Act of 1970**

The applicant shall comply with requirements of the provisions of the Uniform Relocation and Real Property Acquisitions Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of federal and federally assisted programs.

#### **11. Political Activity of Employees**

The applicant shall comply with the provisions of the Hatch Act (5 U.S.C. Sections 7321-7326), which limit the political activity of employees who work in federally funded programs.

[Information about the Hatch Act is available from the U.S. Office of Special Counsel at <http://www.osc.gov/>]

#### **12. Fair Labor Standards Act**

The applicant shall comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act (Title 29, United States Code, Section 201-219), as they apply to hospital and educational institution employees of state and local governments.

#### **13. Private Gain**

The applicant shall establish safeguards to prohibit employees from using the positions for a purpose that is or appears to be motivated by a desire for private gain for themselves or others (particularly those with whom they have family, business or other ties).

#### **14. Assessment and Examination of Records**

- The applicant shall give the Federal agencies, State agencies and the Bureau of Aging and Disability Resources authorized Area Agencies on Aging access to and the right to examine all records, books, papers or documents related to the grant.
- The applicant must agree to cooperate and assist in any efforts undertaken by the grantor agency, or the Administration on aging, to evaluate the effectiveness, feasibility, and costs of the project.
- The applicant must agree to conduct regular on-site assessments of each service provider receiving funds through a contract with the applicant under the county or tribal plan.

#### **15. Maintenance of Non-Federal Funding**

- The applicant assures that the aging unit, and each service provider, shall not use Older Americans Act or state aging funds to supplant other federal, state or local funds.

- The applicant must assure that each service provider must continue or initiate efforts to obtain funds from private sources and other public organizations for each service funded under the county or tribal plan.

## **16. Regulations of Grantor Agency**

The applicant shall comply with all requirements imposed by the Department of Health and Family Services, Division of Supportive Living, Bureau of Aging and Disability Resources concerning special requirements of federal and state law, program and fiscal requirements, and other administrative requirements.

## **17. Older Americans Act**

The applicant shall comply with all requirements of the Older Americans Act (PL 89-73).

## **18. Federal Regulations**

The applicant shall comply with all federal regulations (45 CFR 1321) governing Older Americans Act funds and programs.

## **19. Wisconsin Elders Act**

The aging unit must comply with the provisions of the Wisconsin Elders Act.

Wisconsin Statutes Chapter 46.82 Aging unit.

“Aging unit” means an aging unit director and necessary personnel, directed by a county or tribal commission on aging and organized as one of the following:

- (1) An agency of county or tribal government with the primary purpose of administering programs of services for older individuals of the county or tribe.
- (2) A unit, within a county department under s. 46.215, 46.22
- (3) or 46.23, with the primary purpose of administering programs of and services for older individuals of the county.
- (4) A private corporation that is organized under ch. 181 and
- (5) that is a nonprofit corporation, as defined in s. 181.0103 (17).

**Aging Unit; Creation.** A county board of supervisors of a county, the county boards of supervisors of 2 or more contiguous counties or an elected tribal governing body of a federally recognized American Indian tribe or band in this state may choose to administer, at the county or tribal level, programs for older individuals that are funded under 42 USC 3001 to 3057n, 42 USC 5001 and 42 USC 5011 (b). If this is done, the county board or boards of supervisors or tribal governing body shall establish by resolution a county or tribal aging unit to provide the services required under this section. If a county board of supervisors or a tribal governing body chooses, or the county board of supervisors of 2 or more contiguous counties choose, not to administer the programs for older individuals, the department shall direct the area agency on aging that serves the relevant area to contract with a private, nonprofit corporation to provide for the county, tribe or counties the services required under this section.

**Aging Unit; Powers and Duties.** In accordance with state statutes, rules promulgated by the department and relevant provisions of 42 USC 3001 to 3057n and as directed by the county or tribal commission on aging, an aging unit:

(a) Duties. Shall do all of the following:

1. Work to ensure that all older individuals, regardless of income, have access to information, services and opportunities available through the county or tribal aging unit and have the



- opportunity to contribute to the cost of services and that the services and resources of the county or tribal aging unit are designed to reach those in greatest social and economic need.
2. Plan for, received and administer federal, state and county, city, town or village funds allocated under the state and area plan on aging to the county or tribal aging unit and any gifts, grants or payments received by the county or tribal aging unit, for the purposes for which allocated or made.
  3. Provide a visible and accessible point of contact for individuals to obtain accurate and comprehensive information about public and private resources available in the community which can meet the needs of older individuals.
  4. As specified under s. 46.81, provide older individuals with services of benefit specialists or appropriate referrals for assistance.
  5. Organize and administer congregate programs, which shall include a nutrition program and may include one or more senior centers or adult day care or respite care programs, that enable older individuals and their families to secure a variety of services, including nutrition, daytime care, educational or volunteer opportunities, job skills preparation and information on health promotion, consumer affairs and civic participation.
  6. Work to secure a countywide or tribal transportation system that makes community programs and opportunities accessible to, and meets the basic needs of, older individuals.
  7. Work to ensure that programs and services for older individuals are available to homebound, disabled and non-English speaking persons, and to racial, ethnic and religious minorities.
  8. Identify and publicize gaps in services needed by older individuals and provide leadership in developing services and programs, including recruitment and training of volunteers, that address those needs.
  9. Work cooperatively with other organizations to enable their services to function effectively for older individuals.
  10. Actively incorporate and promote the participation of older individuals in the preparation of a county or tribal comprehensive plan for aging resources that identifies needs, goals, activities and county or tribal resources for older individuals.
  11. Provide information to the public about the aging experience and about resources for and within the aging population.
  12. Assist in representing needs, views and concerns for older individuals in local decision making and assist older individuals in expressing their views to elected officials and providers of services.
  13. If designated under s. 46.27 (3) (b) 6., administer the long-term support community options program.
  14. If the department is so requested by the county board of supervisors, administer the pilot projects for home and community-based long-term support services under s. 46.271.
  15. If designated under s. 46.90 (2), administer the elder abuse reporting system under s. 46.90.
  16. If designated under s. 46.87 (3) (c), administer the Alzheimer's disease family and caregiver support program under s. 46.87.
  17. If designated by the county or in accordance with a contract with the department, operate the specialized transportation assistance program for a county under s. 85.21.
  18. Advocate on behalf of older individuals to assist in enabling them to meet their basic needs.
  19. If an aging unit under sub. (1) 1. or 2. and if authorized under s. 46.283 (1) (a) 1., apply to the department to operate a resource center under s. 46.283 and, if the department contracts with the county under s. 46.283 (2), operate the resource center.
  20. If an aging unit under sub. (1) (a) 1. or 2. and if authorized under s. 46.284 (1) (a) 1., apply to the department to operate a care management organization under s. 46.284 and, if the department contracts with the county under s. 46.284 (2), operate the care management organization and, if appropriate, place funds in a risk reserve.

(b) Powers. May perform any other general functions necessary to administer services for older individuals.

(4) Commission on Aging.

(a) Appointment.

1. Except as provided under sub. 2., the county board of supervisors in a county that has established a single-county aging unit, the county boards of supervisors in counties that have established a multicounty aging unit or the elected tribal governing body of a federally recognized American Indian tribe or band that has established a tribal aging unit shall, before qualification under this section, appoint a governing and policy-making body to be known as the commission on aging.

2. In any county that has a county executive or county administrator and that has established a single-county aging unit, the county executive or county administrator shall appoint, subject to confirmation by the county board of supervisors, the commission on aging. A member of a commission on aging appointed under this subdivision may be removed by the county executive or county administrator for cause.

(b) Composition.

A commission on aging, appointed under par. (a) shall be one of the following:

1. For an aging unit that is described in sub. (1) (a) 1. or 2., organized as a committee of the county board of supervisors, composed of supervisors and, beginning January 1, 1993, advised by an advisory committee, appointed by the county board. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee.

2. For an aging unit that is described in sub. (1) (a) 1. or 2., composed of individuals of recognized ability and demonstrated interest in services for older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of the commission.

3. For an aging unit that is described in sub. (1) (a) 3., the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.

(c) Terms.

Members of a county or tribal commission on aging shall serve for terms of 3 years, so arranged that, as nearly as practicable, the terms of one-third of the members shall expire each year, and no member may serve more than 2 consecutive 3-years terms. Vacancies shall be filled in the same manner as the original appointments. A county or tribal commission on aging member appointed under par. (a) 1. may be removed from office for cause by a two-thirds vote of each county board of supervisors or tribal governing body participating in the appointment, on due notice in writing and hearing of the charges against the member.

(c) Powers and duties.

A county or tribal commission on aging appointed under sub. (4) (a) shall, in addition to any other powers or duties established by state law, plan and develop administrative and program policies, in accordance with state law and within limits established by the department of health

and family services, if any, for programs in the county or for the tribe or band that are funded by the federal or state government for administration by the aging unit. Policy decisions not reserved by statute for the department of health and family services may be delegated by the secretary to the county or tribal commission on aging. The county or tribal commission on aging shall direct the aging unit with respect to the powers and duties of the aging unit under sub. (3).

(5) Aging Unit Director; Appointment. A full-time aging unit director shall be appointed on the basis of recognized and demonstrated interest in and knowledge of problems of older individuals, with due regard to training, experience, executive and administrative ability and general qualification and fitness for the performance of his or her duties, by one of the following:

(a) 1. For an aging unit that is described in sub. (1) (a) 1., except as provided in subd. 2., a county or tribal commission on aging shall make the appointment, subject to the approval of and to the personnel policies and procedures established by each county board of supervisors or the tribal governing body that participated in the appointment of the county or tribal commission on aging. 2. In any county that has a county executive or county administrator and that has established a single-county aging unit, the county executive or county administrator shall make the appointment, subject to the approval of and to the personnel policies and procedures established by each county board of supervisors that participated in the appointment of the county commission on aging.

(b) For an aging unit that is described in sub. (1) (a) 2., the director of the county department under s. 46.215, 46.22 or 46.23 of which the aging unit is a part shall make the appointment, subject to personnel policies and procedures established by the county board of supervisors.

(3) For an aging unit that is described in sub. (1) (a) 3., the commission on aging under sub.

(4) (b) 3. shall make the appointment, subject to ch. 181.

## **From the Desk of the ADRC**

# **ORAL SURVEY**

The Older Americans Act is founded on a principle of American democracy that people affected by programs and policies should have ownership of those programs and policies, including an integral role in their planning and development. The active participation of older people in the design, development and implementation of policies and programs gives them ownership of and responsibility for the aging network. Participation in the operation of the aging network not only gives an older person an opportunity to comment on a particular issue but also recognizes her/him as an equal partner in the discussion. Simply put we want your ideas on what you want so that we may provide the best possible policies and services for you.

**What are the three most important issues that you are facing?**

**Are there services that would make your life easier?**

**What would make it easier for you to be involved in providing input to our agency about the services we provide?**

**What ideas might you have for new programs or improvements on our current programs?**

**What do you see as some of the biggest challenges to remaining in your home as you age?**

**What do you think you will need in the next 3, 5 or even 10 years to help you remain as independent as possible?**

**What does healthy living mean to you?**

**What would you like your Senior Resource Center to do to promote healthy aging in our communities?**

**What do you like the most about our current nutrition programs?**

**Where do you see improvements could occur?**

**If you were to wave a magic wand and create the ideal nutrition program for you, your family members what would it look like?**

**Are there barriers for you to participate in the nutrition program?**

**Do you wish there was more nutrition education sessions? Cooking demonstration?**

**Have you attended one of our evidenced based health promotion classes? Living Well with Chronic Conditions? Living Well with Diabetes? Exercise classes? Powerful Tools for Caregiving?  
What gaps exist in our community for people who want to get or stay healthy?**

What barriers exist for people to participate in wellness activities or programs?

What is one or two things you currently do to stay healthy?

## Caregivers

What do you see are the most important issues that caregivers face?

Are there opportunities to reach out to caregivers that are not being explored?

Are there programs and services that should be available but are not?

## Services to people with Dementia how can aging care implement programs?

What needs do persons with Dementia and their families need but are unable to obtain?

What programs could the Senior Resource Center develop or enhance that might support persons with Dementia more effectively?

What is available in our community for folks with dementia that are working well?

How might we create a dementia friendly community?

Please complete and return this survey by August 7, 2015. Your participation is greatly appreciated.

Thanks,

Patti Peterson

**Section 11 – Appendices**  
**Attachment 2: Written ADRC Survey**

**From the Desk of the ADRC**  
**SURVEY**

The Older Americans Act is founded on a principle of American democracy that people affected by programs and policies should have ownership of those programs and policies, including an integral role in their planning and development. The active participation of older people in the design, development and implementation of policies and programs gives them ownership of and responsibility for the aging network. Participation in the operation of the aging network not only gives an older person an opportunity to comment on a particular issue but also recognizes her/him as an equal partner in the discussion. Simply put we want your ideas on what you want so that we may provide the best possible policies and services for you.

1. What are the three most important issues that you are facing? Pick top 3  
 Nutrition                       Socialization     Independence  
 Transportation                 Caregiving             Family  
 Mental Health                  Financial               Isolation  
 Physical Health                 Insurance              Abuse
2. What do you like most about the current Nutrition Program?  
 Food    Socialization    Convenience    Other \_\_\_\_\_
3. Have you attended one of our health promotion classes?  
(Example: Living Well, Powerful Tools, Arthritis Class, etc).  
 Yes                       No
4. I would attend programs and services at the Senior Center for my: (Mark all that apply)  
 Quality of Life                       Connection to Support Services  
 Learning                               Mental Health  
 Physical Health                       Transportation  
 Nutrition                               Socialization
5. Would you like to see more:  
 Exercise Classes                       Entertainment  
 Mental Health Classes                 Activities (specify \_\_\_\_\_)  
 Community Outreach                  Learning opportunities  
 Intergenerational interaction         Nutritional Classes
6. What do you see as some of the biggest challenges to remaining in your home as you age?  
 Mobility             Mental Health    Physical Health             Financial  
 Support             Transportation    Nutrition
7. Are you a Caregiver?  
 Yes                       No
  - a. If Yes do you attend or would you want to attend a Caregiver support group?  
 Yes                       No
  - b. If no then what prevents you from becoming a caregiver? (example: Scheduling, Responsibilities, disabilities or illness, emotions, Age, other, etc.)
  - c. Would you like to have information on being a Caregiver?  
 Yes                       No
8. Would you like to see more learning opportunities about Dementia/Alzheimer's?  
 Yes                       No
9. Do you have someone in your family with Dementia/Alzheimer's?  
 Yes     No
10. Is there anything you would like to add or comment on?

Please complete and return this survey by August 7, 2015. Your participation is greatly appreciated.

Thanks,  
Patti Peterson

**County of Door**  
**Assistant ADRC Director**

**Requirements**

***Training and Experience***

1. Graduate of an accredited college or university with at least a Bachelor's Degree in social work, gerontology, or a related human services field preferred, or equivalent experience.
2. Four (4) years of progressive, professional work experience directly with seniors and / or adults with disabilities.
3. At least 1 year of progressive experience with organizational management, budget development and monitoring, and public / media relations or equivalent experience.
4. The County of Door reserves the right to consider candidates whose education and work experience provides comparable knowledge, skills and abilities.

***Knowledge, Skills, Abilities Required***

1. Strong leadership qualities, and ability to develop and effectively lead a well-functioning team.
2. Applicant to successfully pass the "Safe Serve" exam (in order to supervise the Nutrition Program).
3. Ability to market/outreach the program in the community.
4. Ability to direct and supervise the work of others.
5. Ability to read, comprehend, and communicate, both verbally and in writing as well as effectively administer by written, and verbal communications.
6. Ability to communicate effectively with consumers who use our services, including ability to deal with challenging behavior when necessary.
7. Ability to use tact and courtesy in maintaining an effective working relationship with department employees, county supervisors, county officials, and general public.

**Physical and Working Conditions**

Nearly 100% of time work is performed in a normal office setting with little or no discomfort from temperature, dust or noise. Interacting with other employees, general public, whether walking in or on the telephone may be encountered.

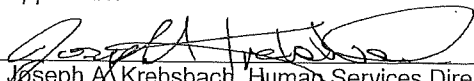
Over 75% of work is performed seated at a desk, working on a computer keyboard and/or telephone with about 10% of work performed standing and walking. Over 75% of the work is performed by talking, hearing, and using both far and near vision. Occasional lifting is required up to 10 lbs. (i.e. paper and equipment).

Potential for physical harm exists during contacts with angry or irate members of the public. Limited office space may cause some distraction.

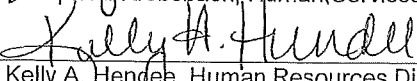
In an effort to provide for continuity of County government and to cope with the problems of the emergency, you may be required to work during a proclaimed state of emergency, consistent with Sec 323.14 Wis. Stats. and County emergency management plans and programs.

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. They may be subject to change at any time due to reasonable accommodation or other reasons.

Approvals:

  
\_\_\_\_\_  
Joseph A. Krebsbach, Human Services Director

7/5/2017  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Kelly A. Hender, Human Resources Director

7/5/17  
\_\_\_\_\_  
Date

**County of Door**  
Assistant ADRC Director

<b>Job Title</b>	Assistant ADRC Director	<b>Last Revision</b>	10/12/2015
<b>Department</b>	Human Services	<b>HR Reviewed</b>	01/01/2017
<b>Division</b>	ADRC	<b>Employee Group</b>	General Municipal Employee
<b>Report To</b>	ADRC/Aging Program Director or designee	<b>FLSA Status</b>	Exempt
<b>Pay Grade</b>	J	<b>EEO Code</b>	02 – Professionals

**General Summary**

This position works in conjunction with the Aging and Disability Resource Center (ADRC) Director to provide administration and leadership of the programs provided at the ADRC. This position assists the ADRC Director with the development and implementation of short and long range planning, operations, programming, and supervision of staff related to ADRC Services and Older Americans Act services. Acts on behalf of the Director on all matters in his/her absence.

**Duties and Responsibilities**

***Essential Job Functions***

1. Works with the Director to provide leadership and oversight that promotes and enhances the operation of the ADRC.
2. Participates in the writing of the Business Plan, Aging Plan, and required updates.
3. Participates in the development and oversight of the ADRC budget.
4. Serves as the designated Nutrition Director to meet the requirements for funding under the Older Americans Act. This includes oversight of multiple meal sites located throughout the county, as well as home delivered Meals (Meals on Wheels and frozen meals).
5. Performs meal site visits at regular intervals and interacts with seniors to get feedback on programming.
6. Supervises assigned staff as determined with the Director.
7. Provides support to all units including case consultation, consumer issues, complaints by consumers, or response to employee needs.
8. Participates in the interpretation of program and policy to the community and in community planning and education efforts, via media outlets, public hearings, committee meetings, and the monthly Senior Resource Center newsletter.
9. Promotes, markets, and conducts health, prevention and wellness education and activities.
10. Responsible for oversight, developing and monitoring goals to ensure quality assurance in services provided,

***General Job Functions***

1. Advocates for the elderly and disabled adult population and works in collaboration with community organizations to identify and maximize services to meet identified needs.
2. Promotes interagency cooperation and represents the agency in meetings related to assigned agency programs.
3. Coordinates the Door County Caregivers Coalition and provides oversight to these services.
4. Participates in research programs (as assigned) and in the review and development of agency programs, policies and procedures.
5. Provides assistance in grant writing.



# County of Door

## Activities/Volunteer Coordinator

### Requirements

#### *Training and Experience:*

1. High School diploma or equivalent.
2. One (1) to three (3) year of employment experience in computer/office related field.
3. One or more years' experience working with older adults preferred.
4. Ability to type a minimum of 40 words per minute determined by a standard keyboard test.

#### *Knowledge, Skills, and Abilities Required:*

1. Ability and skill to communicate effectively, both orally and in writing with a variety of people, including public speaking.
2. Skill and ability to independently organize time and records.
3. Computer proficiencies in Microsoft Office products and in other database related software.
4. Ability to work as an effective and collaborative team player with County employees, community partners and the general public.
5. Knowledge of evidence-based prevention programs for aging adults and adults with disabilities.
6. Knowledge of applicable resources throughout the community.
7. Ability to successfully build and maintain community partner relations.
8. Ability to maintain confidentiality of participant files and information.
9. Ability to work the allocated hours of the position

### Physical & Working Conditions

Nearly 100% of time work is performed in a normal office setting with little or no discomfort from temperature, dust or noise. Interacting with other employees, general public, whether walking in or on the telephone may be encountered.

Over 75% of work is performed seated at a desk, working on a computer keyboard and/or telephone with about 10% of work performed standing and walking. Over 75% of the work is performed by talking, hearing, and using both far and near vision. Occasional lifting is required up to 10 lbs. (i.e. paper and equipment).

In an effort to provide for continuity of County government and to cope with the problems of the emergency, you may be required to work during a proclaimed state of emergency, consistent with Sec. 323.14, Wis. Stats. and County emergency management plans and programs.

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. They may be subject to change at any time due to reasonable accommodation or other reasons.

#### *Approvals:*

---

Joseph A. Krebsbach, Human Services Director

Date

---

Kelly A. Hendee, Human Resources Director

Date

## County of Door Activities/Volunteer Coordinator

<b>Job Title</b>	Activities/Volunteer Coordinator	<b>Last Revision</b>	10/27/2017
<b>Department</b>	Human Services	<b>HR Reviewed</b>	10/27/2017
<b>Division</b>	ADRC	<b>Employee Group</b>	General Municipal Employee
<b>Report To</b>	Assistant ADRC Director	<b>FLSA Status</b>	Non-Exempt
<b>Pay Range</b>	D	<b>EEO Code</b>	06 – Office/Clerical

### General Summary

This position works closely with the Assistant ADRC Director and is responsible in planning and implementing evidence-based health promotion programs, recruiting and training volunteers, scheduling monthly activities, data collection and the development of outreach materials offered by the Aging and Disability Resource Center (ADRC) of Door County. Time management and reporting flexibility is required for this position to revolve around scheduled events. Regular attendance and punctuality along with being prepared to commence work at designated work locations on the assigned scheduled days and hours is expected.

### Duties and Responsibilities

#### **Essential Job Functions:**

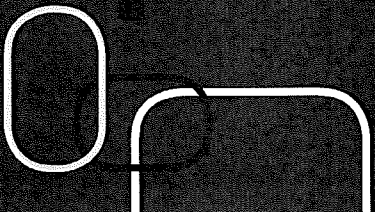
1. Develops, implements and evaluates evidence-based promotion programs that impact the lifestyle and/or behavioral health habits of the aging population and adults with disabilities.
2. Coordinates with community partners and resources to schedule and promote programs.
3. Trains, recruits and supports class leaders in the facilitation of health promotion programs.
4. Attends and successfully complete training for evidence-based health promotion programs.
5. Recruits volunteers for several programs and activities through various methods. Including but not limited to advertising, radio appearances, making connections with the volunteer center, churches, schools and juvenile programs.
6. Interviews volunteer candidates for various tasks.
7. Trains volunteers for various programs and activities.
8. Provides program information and direction to volunteers when concerns or problems arise.
9. Schedules and plans monthly activities and events.
10. Assists in preparing the ADRC monthly newsletter.
11. Maintains the daily participation check-in software program (SchedulesPlus).
12. Develops program materials used in marketing and promoting classes, activities and events.
13. Provides public presentations and education on evidence-based programs and activities.


#### **General Job Functions:**

1. Assist Assistant ADRC Director in recruitment for special events and activities.
2. Maintains appropriate files and assists in the collection of program participation data for activities, health-promotion programs and volunteers.
3. Reassignment of activities when appropriate to volunteers.
4. Compile necessary paperwork on mandatory volunteer background checks and maintain records.
5. Organizes materials, equipment and supplies needed for activities and programs.
6. Decorates as needed for holiday events and celebrations.



# BOARD ORIENTATION GUIDE





# ***Contents***

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ADRC History .....	4
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Notes.....	11
ADRC Contact Information .....	12



# **Aging and Disability Resource Centers (ADRCs): A Guide for New Board Members**

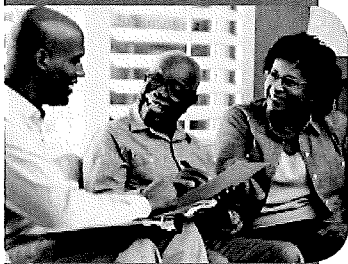
*Congratulations  
on your new  
role as a board  
member for  
an ADRC in  
Wisconsin!*

## **Welcome**

This guide will introduce you to ADRCs and help you prepare for your important new role as a valued member of the ADRC board. Your local ADRC will provide additional information and answer questions as your orientation continues.

### **ADRC Mission**

The ADRC mission is to provide older adults and people with physical or developmental/intellectual disabilities the resources needed to live with dignity and security, and achieve maximum independence and quality of life. The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the appropriate services and supports.



## ADRC History

Wisconsin is the birthplace for ADRCs. The long history of ADRC development started in the 1990s as people in Wisconsin came together to develop the concept of ADRC. The first ADRCs in Wisconsin began operation in 1998 and expanded to cover the entire state in 2013. ADRC board members helped shape the statewide ADRC network of today. The federal government has provided financial support to 54 states and territories to develop ADRCs.

Across the country, people can get help to learn about services available in their area because ADRCs in Wisconsin blazed the trail.



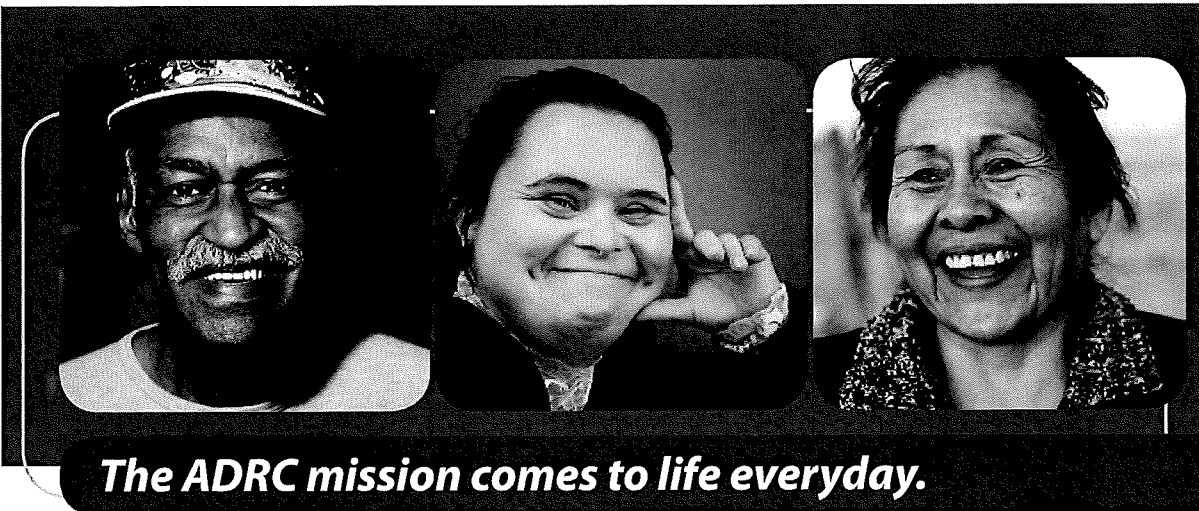
**1998**

*First ADRC in  
Wisconsin*

**2013**

*Full state  
coverage*

***ADRC board members  
helped shape the statewide  
ADRC network of today.***



## ADRC Board Member Roles

### Reaching Out to the Community

ADRC board members are ambassadors of the ADRC. Board members help to “spread the word” about the ADRC and about the services the ADRC provides. Board members are active people in their community. You may receive questions from neighbors or family members about the ADRC. You can help raise awareness about the ADRC by promoting the work of the ADRC in your community. Encourage others to call, email, or drop by the ADRC.

As a member of the ADRC board, it is important to have an understanding of how ADRCs fulfill their mission. ADRCs help people learn about the options available in the community to support them as they age or live with a disability. ADRCs enable people to stretch their resources and delay the need to use public dollars to pay for long-term care services. ADRCs provide information, assistance, help to examine options through options counseling, help to access publicly



funded long-term care programs such as Family Care and IRIS (Include, Respect, I Self-Direct), and help to access other benefits like Social Security Disability. ADRCs are warm, welcoming, customer service driven organizations.

## Representing ADRC Customers

Board members represent the interest of the customers served by the ADRC. You will play a role in monitoring and ensuring the quality of the ADRC as well as participating in quality assurance activities. For example, board members review customer complaints in addition to considering potential improvements to policies and procedures in light of the complaints that have occurred.





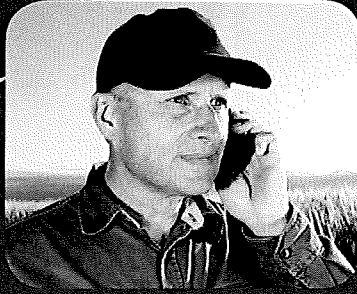
## Quality Improvement

*Learn what ADRC customers thought about their experiences through customer satisfaction surveys.*

The ADRC and the State of Wisconsin conduct customer satisfaction surveys. As a board member, it will be important to learn what your ADRC customers thought about their experience with the ADRC. Information from these surveys provides valuable insight and you may consider improvements to the ADRC based on the results.

ADRCs also have staff who are trained in quality improvement methods and complete at least one quality improvement project each year. As a board member, you will learn about the quality improvement initiatives and may be asked to take part in special projects.





***ADRC customers may have challenges locating a service.***

## **Analyzing and Raising Awareness about Unmet Needs**

ADRC staff may work with a customer who is having challenges meeting a need because a service or resource doesn't exist in the area. ADRCs gather information about service gaps. The ADRC board reviews and analyzes information about these unmet needs. Likewise, board members may identify new community resources as well as sources of funding needed by the people served by the ADRC. Information about community needs can be shared with other community leaders and support planning efforts.

*Board members may identify new community resources as well as sources of funding.*

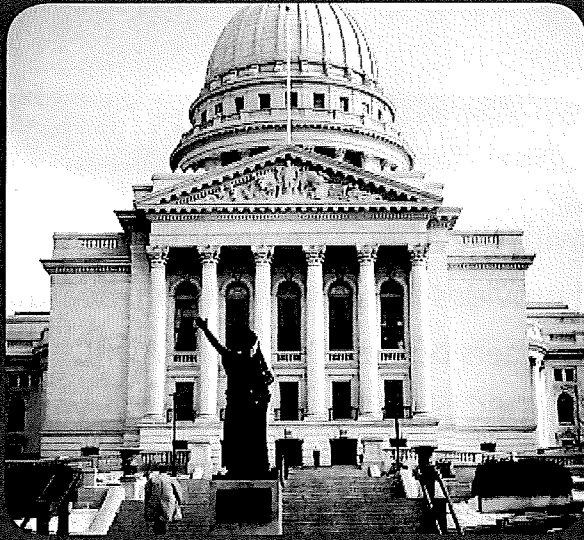


## **Working with ADRC Management and Staff**

The ADRC board works closely with the ADRC Director. When a new director is hired, the board provides input on the hiring. Board members often interact with members of the ADRC team. ADRC staff may present information at ADRC board meetings and serve as a resource. Board members may be asked to research particular issues or concerns, participate in discussions, and problem solve.

***ADRC board members may help sort through issues or guide special projects.***





***The State of Wisconsin contracts with each ADRC for ADRC services.***

## **Next Steps**

Your journey as an ADRC board member is just beginning. As part of your orientation, you will want to become familiar with state and federal requirements of ADRCs. ADRCs and their role in the long-term care system are articulated in the Wisconsin State Statutes, Wisconsin Administrative Code, federal regulations, and federal law—namely the Older Americans Act. In addition, the State of Wisconsin contracts with each ADRC for services. As a board member, you will want to be knowledgeable about the Scope of Services. The Office of Resource Center Development, in the Bureau of Aging and Disability Resources, works closely with each ADRC to ensure that customers receive high-quality services delivered consistently across Wisconsin.

As a board member, you will continue to learn about the changing needs of ADRC customers and the community that the ADRC serves. Keeping pace with these changes is a challenge that the ADRC board, management, and staff all have in common. ADRCs are quality-driven organizations rooted in customer service. As a board member, you can help foster this commitment to quality and advocacy for adults with disabilities and older adults.





Wisconsin  
Department of Health Services

**For more information, visit:**

<https://www.dhs.wisconsin.gov/adrc>

# tweak

Social Media & Marketing

Good People. Great Work.

## WORKSHEET ADRC

- **Overall Project Coordination: \$4,500**

Includes Tweak Start-up fee and all coordination in and around each of the following marketing efforts over a (6) month period.

- **Website: \$4,065**

- Plus hosting cost - \$75 for first year (\$180 a year after)
- Included 2 hour training session
- Upgraded events calendar

- **Graphic Design: \$2,835**

- Brochures (x6)
- Envelopes
- Folders
- Business Cards (x10)
- 3½" x 2" Magnets
- 2" x 6" Bookmarks
- Pulse ad design (2 different ads)

- **Printing: \$3,496**

- Program Brochures (6 x 1,000) - **\$1,603** (\$267.17 each 1,000)
- ADRC Envelopes (1,000) - 1 color - **\$94** or 4 color - **\$185**
- 9" x 12" Folders (1,000) - **\$978**
- Business Cards (10 x 1,000) - **\$530** (\$53 per name)

- Magnets - **\$105**
- Bookmarks - **\$95**

- **Print Media: \$1,150**

The Peninsula Pulse: ¼ page color ad in 4 issues (2 different ads each running twice)

- **Social Media: \$4,000.00**

One year of Facebook / Instagram Marketing efforts

- **Digital Marketing: \$1,200**

E- newsletters, Facebook advertising

- **Public Relations (writing & management): \$600**

Up to (4) Press Releases

- **Videography: \$2,600**

Based on (8) videos: (2) 2-3 minute videos + (6) short vids: 30 - 60 seconds outlining people enjoying activities, caring staff, food, services, seasons, holidays.

- **Photography: \$480**

Throughout the term of the contract.

- **Radio: \$3,000**

WDOR / WBBK



Name of County/Tribe:  
 Report for:  
 Total Budget Amount:

Door  
 Budget  
**\$ 233,361**

**Summary Budget**

Expenditure Category	Federal/State Budget	Cash Match Budget	In-Kind Match Budget	Other Federal Budget	Other State Budget	Other Local Budget	Program Income Budget	Prior Year Program Income Budget	Total Budget
1. Administration	14,529	30,854	-	-	-	-	-	-	45,383
2. Personal Care	-	-	-	-	-	-	-	-	-
3. Homemaker	3,419	2,722	-	-	-	-	-	-	6,141
4. Chore	-	-	-	-	-	-	-	-	-
5. Home Del Meals	30,402	117,731	63,044	19,715	-	-	74,000	-	304,892
6. Adult Day Care	-	-	-	-	-	-	-	-	-
7. Case Management	-	-	-	-	-	-	-	-	-
8. Congregate Meals	73,692	118,914	15,295	-	-	-	46,000	-	253,901
9. Nutrition Counsel.	-	-	-	-	-	-	-	-	-
10. Assisted Transpo.	-	-	-	-	-	-	-	-	-
11. Transportation	-	-	-	-	94,527	45,099	5,000	-	144,626
12. Legal/Ben. Assist.	28,215	30,073	-	47,747	6,275	-	-	-	112,310
13. Nutrition Education	427	907	-	-	-	-	-	-	1,334
14. Info. & Assistance	11,219	33,672	-	-	-	-	-	-	44,891
15. Outreach	-	-	-	-	-	-	-	-	-
16. Public Information	8,556	64,764	-	-	-	-	-	-	73,320
17. Counsel. & Training	-	-	-	-	-	-	-	-	-
18. Temporary Respite	-	-	-	-	-	-	-	-	-
20. Advoc./Lead.Devel.	-	-	-	-	-	-	-	-	-
21. Other	43,052	20,873	35,815	-	-	-	6,000	-	105,740
23. Health Promotion - EB	2,100	248	-	-	-	-	-	-	2,348
1. Caregiver Counseling	-	-	-	-	-	-	-	-	-
2. Caregiver Training	-	-	-	-	-	-	-	-	-
3. Caregiver Support Group	2,840	1,017	-	-	-	-	-	-	3,857
4. Case Management	-	-	-	-	-	-	-	-	-
5. Respite Care - In Home	7,810	8,714	-	-	-	-	-	-	16,524
6. Facility Based - Day	-	-	-	-	-	-	-	-	-
7. Facility Based - Overnight	-	-	-	-	-	-	-	-	-
8. Supplemental Services	1,065	382	-	-	-	-	-	-	1,447
9. Access Assistance (I&A)	710	254	-	-	-	-	-	-	964
10. Information Services	5,325	1,909	-	-	-	-	-	-	7,234
AFCSP Adjustment	-	(5,917)	-	-	-	-	-	-	(5,917)
<b>Total</b>	<b>233,361</b>	<b>427,117</b>	<b>114,154</b>	<b>67,462</b>	<b>100,802</b>	<b>45,099</b>	<b>131,000</b>	<b>-</b>	<b>1,118,995</b>

Remaining Budget Balance 0.00