



**Joint Aging and Disability Resource Center Advisory Committee  
and Nutritional Advisory Council Meeting**

**NOTICE OF PUBLIC MEETING**

Monday, January 20<sup>th</sup>, 2020 – 2:30 P.M.  
ADRC of Door County @ The Community Center  
916 N. 14<sup>th</sup> Avenue, Sturgeon Bay, WI 54235

**AGENDA**

- 1. Call to Order at 2:30 p.m.**
- 2. Establish Quorum**
- 3. Review and Approve Agenda**
- 4. Review and Approve Minutes from the 11/18/2019 ADRC Advisory Committee Meeting**
- 5. Review and Approve Minutes from the 11/19/2019 Nutrition Advisory Council Meeting**
- 6. Public Comment**
- 7. Committee & Council Response**
  
- 8. Old Business**
  - Operations Update
  - Staffing Update
  - New Committee/Council Members
  - One-on-One Interviews and Roundtable Conversations
  
- 9. New Business**
  - 2019/2020 Aging Plan Goal Review
  - Freedom From Falls Program
  - New Check-in System (Senior Space)
  - Unmet Needs
  - Meeting Code
  
- 10. Items to be placed on a future agenda**
  
- 11. Confirm Next Meeting Date and Time**
  - The next ADRC Advisory Committee meeting is tentatively scheduled for March 16<sup>th</sup>, 2020 at 2:30 p.m.
  - The next Nutrition Advisory Council meeting is tentatively scheduled for March 16<sup>th</sup> at 9:00 a.m. at the ADRC
  
- 12. 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:**

# Aging & Disability Resource Center Advisory Board - Minutes

Monday, November 18th, 2019 at 2:30 p.m.  
The Community Center, 916 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 meeting to order at 2:30

- The meeting was called to order at 2:44 p.m. by Lucille Kirkegaard. Members present were: Tom Krueck, Roxanne Boren, Lucille Kirkegaard, Carol Moellenberndt, Melissa Wolfe, Vic Verni. Absent were: Helen Bacon, Mike Green, and Tami Leist. Other persons present were Jake Erickson, and Jenny Fitzgerald. Barb Snow took minutes.

### 2. A quorum was established and the meeting continued.

### 3. Review and approve the agenda

- A motion was made by Carol Moellenberndt and seconded by Tom Krueck to adopt the agenda. The motion was carried unanimously.

### 4. Review and approve the Minutes of the 09/16/2019 ADRC Advisory Committee Meeting

- A motion was made by Melissa Wolfe to approve the minutes and was seconded by Vic Verni. The motion was carried unanimously.

### 5. Public Comment – None

### 6. Committee Response – None

### 7. Old Business

#### ● Operations Update

- **Human Statistics Report.** Jake discussed the Human Services Statistics handout to the board. There were 90 new membership cards made within the last 2 weeks. Consumers have traveled from all over, as well as other Wisconsin counties and other states. Tom asked if the staff is able to keep up with the increase in consumers. Jake responded that staff have been busy and they do offer quality one on one time so there is sometimes a wait for staff availability. When consumers come in for lunch they hear about the other ADRC services available and make appointments. Board members asked if the Health and Human Services Board or the Full County Board are aware of our need for additional staff due to the increase in demand on services. Vic asked if Jake or Joe had talked to the news media to let the community know how the ADRC is doing.
- **Care WI Transition – Door County Statistics.** Jake discussed the Care WI Transition handout provided to the board in their packet. Care WI will no longer have a contract as of January 1<sup>st</sup>, 2020 to provide long term care services throughout the Northeast region of Wisconsin. There was some added funding from the state to allow our Disability Benefit Specialist, Lorraine Fahrenkrug, to help with the transition enrollments. Barb scheduled appointments between the 3 Information & Assistance Specialists (Lisa VanAlstine, Jennifer Bender, and Jessica Holland), the Disability Benefit Specialist (Lorraine Fahrenkrug) and Jake Erickson. Robin Mark helped behind the scenes with data entry and tracking. So far 110 consumers are enrolled and 26 consumers did not reenroll. Of the 26 who did not reenroll; 2 members passed away, 2 disenrolled altogether and a few transferred out of the county. We currently have 5 transition enrollments left to follow-up on.
- **Kopseker Grant with Options for Independent Living.** Jake reminded the board that this Kopseker Grant was submitted in partnership with Options for Independent Living and is basically about providing additional services to Northern Door residents and caregivers who are interested in learning more about assistive technology that can help older adults live more independently and ultimately as long as possible in their own homes. The goal is to work with at least 30 Northern Door consumer and conduct home visits by July 2020. In the grant Northern Door is considered anywhere north of Sturgeon Bay.
- **Advocacy Coalition.** There are a couple people interested in being a part of and helping us develop a local Advocacy Coalition. One of the individuals interested is the co-facilitator of the hearing loss support group and the other interested individual is a part of the League of Women Voters here in Door County. We are currently waiting on them to get together and we will revisit earlier next year now that the other priorities have been completed such as the Dementia Care Position Grant. Jake and Jenny have a meeting to go over 2019 goals that have not been completed and are currently working on the development of a plan focused on the completion of our 2020 Aging Plan goals.

- **October Job & Resource Fair for Adults with Disabilities.** The ADRC and the Door County Medical Center (DCMC) Rehab collaborated to put on the Job & Resource Fair for Adults with Different Abilities. Attendance included about 30 local employers and community agencies that provide services to individuals with different abilities. Melissa Wolfe, who is the acting President for the People First Chapter here in Door County, mentioned that they had a few organizations, such as, local high schools, that were not aware of People First. The fair helped get the word out about who they are and what services they provide. There were about 60-70 participants who attended the event. Secretary of Workforce Development Caleb Frostman and Door County Community Foundation's President & CEO Bret Bicoy were this year's keynote speakers. Overall the event went really well and there was a lot of positive feedback.
  - The ADRC held the 2<sup>nd</sup> Annual Caregiver Conference on Friday, November 15. We had roughly 60 caregivers attend this year compared to last year's attendance of about 80 caregivers. Breakouts sessions included "Care for the Caregiver" presented by Unity Hospice, "The Healing Power of Music" presented by the Dean of the College of Health and Education and professor of Music at UWGB, "Body Mechanics" presented by an OT from DCMC and "Intimacy and Caregiving" presented by Cindy Freitag from the State of WI's Long Term Care Ombudsman Office. Keynote speaker was Moira Kneer, a retired Chaplin and Community Outreach Coordinator from Eau Claire, WI. Moira presented on the "Unexpected Caregiver" and the various roles they play throughout their caregiver journey. We had 14 community agency partners attend as vendors during the event.
  - **MOWs Prescription Medication Pickup Program.** On November 5<sup>th</sup>, the ADRC partnered with the Sheriff's Department coordinate the pick-up of unused prescriptions drugs that have expired or are no longer needed for MOWs participants. Two Meals on Wheels volunteer drivers and a Sheriff's Department Deputy visited 17 Meals on Wheels participants and collected 8 pounds of unused medications. This is something we plan to do again. Door County Sheriff, Tammy Starnard, applied and received a grant through the United Way to help primarily cover the Deputy's time to conduct this drug pickup program again in 2020.
  - **Computer Workstations.** There will be 4 community computer workstations installed in the gathering/lounge space in December or January of next year. The computer workstation office equipment was ordered through Staples and they have agreed to complete the installation of the 4 workstation cubbies. Curative Connections out of Green Bay has a non-profit technical support program that will help get the computers ready to use and they will also assist us in the event we run into any future technical issues. They are able to remote in to help fix the computers and pc units when needed.
  - **Fitness Room Equipment.** We are currently in the process of replacing a few older pieces of fitness equipment that we brought over from the old building. Jenny talked to Summit Commercial Fitness and DCMC Rehab Department to see what equipment would be better for our consumers. The Exercise Room fee is \$10 a month. We do have options if they cannot afford to pay. The new equipment includes one hand/shoulder crank (like a NuStep but for the arms and mobility in the shoulders), a Medical Leg Press and an updated leg curl machine. The old equipment is not able to be serviced by anyone around the area and is the main reason we are replacing those pieces of equipment.
  - **Legal Aid Society Office Hours.** The ADRC has opened shared front office space to the Legal Aid Society, Attorney David Clowers, from 11:00 am to 12:00 pm for 2 half hour appointments. David did not think he was reaching the right individuals so he reached out to Jake. David sent an application to meet criteria that we would have consumers fill out from referrals and emailed to David. David will reach out to other attorneys or take the consumer's case on himself. There is no legal assistance for criminal issues. Legal Aid only provides free legal assistance for civil law cases.
  - **Staffing Update.**
    - **Liberty Grove Meal Site Manager.** Jenny had a few interviews for the open meal site manager position, however, the applicants did not want to travel that much, especially in the winter. There is another interview today. Jenny has had to get creative with scheduling to cover the Liberty Grove meal site. Stacy is willing to sub when needed if she is available.
  - **DCS Grant Application Update.** The grant was submitted on November 8<sup>th</sup> and we should have a decision sometime in December. The grant is competitive and we are a small county by percentage of population per capita with a high percentage of aging population.
- 8. New Business**
- **World Café Events.** Tom Krueck went over the Three Year Aging Plan Design for Obtaining Community Input handout and discussed the idea to conduct one-on-one consumer surveys and community roundtable conversations. The purpose of both community input activities would be to develop a plan to obtain a great sample of input across the county; Washington Island, Northern Door, Southern Door and Sturgeon Bay. Examples of topics for roundtables discussions include; caregiving and housing. This would help to get more substance for our next three year aging plan. The comment was made that if we plan to conduct the survey sometime in the winter season that we might miss a good chunk of our population who we also provide services to so perhaps conducting a spring or fall roundtable discussion would be most beneficial. Tom will be available January-March to start modifying the one-on-one survey questions and work on a tentative roundtable discussion schedule. Tom also offered to train advisory board members interested in facilitating a roundtable discussion.

- **ADRC New Committee Member.** In April of 2020, Tom Krueck's current and last term as an ADRC Advisory Board Member is expiring. Jake asked Tom K. and the other board members to start thinking about anyone they might know who would be a great fit as Tom's replacement. Tom sits on the ADRC advisory board as a representative for our community's population of those living with a physical disability. Melissa Wolfe mentioned that she might have a person; Marie Massart. March 2020 will be Tom's final official ADRC Advisory Board meeting.
  - **Joint Meeting in January.** Jake asked the board if they would once again be interested in holding a joint meeting with the members of the ADRC's Nutrition Advisory Board sometime early next year like we did to start of last year. Vic Verni mentioned he would soon be leaving for Florida and will not return until sometime in March of 2020. Jake mentioned that he also plans on asking the Nutrition Board tomorrow at their meeting. The board was not opposed to conducting the joint meeting again in 2020.
  - **Unmet Needs.** Jake shared information regarding a call he had recently received about the need for dialysis options for those that live in Door County seasonally. The question is how do we get info on dialysis or help them expand with extra staff and equipment. Davita Dialysis services is the only one providing dialysis here in Door County and because of demand only able to support year-round residents at this time. Jake mentioned he would reach out to someone from the hospital and start the conversation about expanding dialysis services here in Door County.
  - **Meeting Code – 515**
9. **Items to be placed on a Future Agenda**
- Community Roundtable Conversations – Tom
10. **Confirm Next Meeting Date and Time**
- The next ADRC Advisory Committee meeting is tentatively scheduled for Monday, January 20th, 2020 at 2:30 p.m.
11. **Adjourn.**
- A motion was made by Melissa Wolfe and seconded by Tom Krueck to adjourn.
  - Meeting was adjourned at 4:30 p.m.

The minutes for this meeting were recorded by Barb Snow.

# Nutrition Advisory Council - Minutes

Monday, November 19th, 2019 at 9:00 a.m.

The Brussels Community Center, 1366 Junction Road, Brussels, 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 meeting to order at 9:00 a.m.

- The meeting was called to order at 9:00 a.m. by Megan Lundahl. Members present were: Sue Clemens, Lynn Ballendux, Debbie Dahms, Stephen Hey, Roxanne Boren and Winnie Jackson. Other persons present were Jake Erickson and Jenny Fitzgerald. Barb Snow took minutes.

### 2. A quorum was established and the meeting continued.

### 3. Review and approve the agenda

- A motion was made by Lynn Ballendux and seconded by Sue Clemens to adopt the agenda. The motion was carried unanimously.

### 4. Review and approve the Minutes of the 09/16/2019 Nutrition Advisory Council Meeting

- A motion was made by Lynn Ballendux to approve the minutes and was seconded by Debbie Dahms to approve the minutes. The motion was carried unanimously.

### 5. Read Statement - TBD

### 6. Public Comment – None

### 7. Council Response – None

### 8. Old Business

#### • Operations Update

- Jake reviewed the 3Q Health & Human Services Board Statistics handout. He talked about the increase in overall participant memberships, comparing 2017 memberships to the YTD2019 memberships and the 2018 new memberships to the 2019 YTD new memberships. We created about 90 new participant membership cards in the last 2 weeks of September. Megan pointed out that nutrition is a big part of Public Health and since they are now joined with the Human Services Department that will help bring more attention to the nutrition program. Participation numbers for 2019 through September have already passed the total participation numbers for 2018. Jake and Jenny are starting to have conversations on how we as an organization can come up with create ways to sustain growth with the staff we have. Jake and Jenny are both keeping an eye on the quality of our services and whether or not the quantity or demand for services is impacting the overall quality of the services our staff can provide. In general, participation in Aging Unit/ADRC's Congregate Nutrition Programs statewide is decreasing but the participation in our congregate nutrition program has really increased over the past two years. Megan asked if we have seen an increase in participation at the Brussels meal site compared to participation at the previous Forestville meal site and whether or not we feel that people are aware of the Brussels meal site. Jenny said that in the beginning there were some Forestville consumers attending the Brussels meal site. Debbie said they need to overcome their reasonings for not coming, for example, transportation, they can still cook, they don't see it as socialization etc. Steve mentioned using the churches to spread awareness. That we should be able to create a "need" for consumers to attend. For example, giving someone else a ride that has a need for socialization or a good meal. Another difficulty is getting men to attend the meal sites. History or heritage can be a draw or ethnic foods based on the area. Debbie will check on getting a copy of a good Belgium Cook Book. Jake mentioned inviting communities in the spring or to the March meeting, to sit down and put their input and ideas on how to bring the community together. Debbie said that she would like to see more of the 70 to 80 year old age group attending. We will continue the conversation in January. Debbie will think of some names and Steve will see about getting some census information before next meeting.
- **MOWs Prescription Medication Pickup Program.** On November 5<sup>th</sup>, the ADRC partnered with the Sheriff's Department coordinate the pick-up of unused prescriptions drugs that have expired or are no longer needed for MOWs participants. Two Meals on Wheels volunteer drivers and a Sheriff's Department Deputy visited 17 Meals on Wheels participants and collected 8 pounds of unused medications. This is something we plan to do again. Door County Sheriff, Tammy Starnard,

applied and received a grant through the United Way to help primarily cover the Deputy's time to conduct this drug pickup program again in 2020.

- **Computer Workstations.** There will be 4 community computer workstations installed in the gathering/lounge space in December or January of next year. The computer workstation office equipment was ordered through Staples and they have agreed to complete the installation of the 4 workstation cubbies. Curative Connections out of Green Bay has a non-profit technical support program that will help get the computers ready to use and they will also assist us in the event we run into any future technical issues. They are able to remote in to help fix the computers and pc units when needed.
- **Sharps Containers.** The ADRC is now a pick up and drop off site for sharps containers. Sharps can also be placed in Tide bottles or other heavy-duty detergent bottles.
- **Fitness Room Equipment.** We are currently in the process of replacing a few older pieces of fitness equipment that we brought over from the old building. Jenny talked to Summit Commercial Fitness and DCMC Rehab Department to see what equipment would be better for our consumers. The Exercise Room fee is \$10 a month. We do have options if they cannot afford to pay. The new equipment includes one hand/shoulder crank (like a NuStep but for the arms and mobility in the shoulders), a Medical Leg Press and an updated leg curl machine. The old equipment is not able to be serviced by anyone around the area and is the main reason we are replacing those pieces of equipment.
- **Staffing Update**
  - **Liberty Grove meal site manager.** Jenny had a few interviews for the meal site manager position, however, the applicants did not want to travel that much, especially in the winter. There is another interview today. Jenny has had to get creative with scheduling to cover the Liberty Grove meal site. Stacy is willing to sub when needed if she is available.
- **Statement for Meetings**
  - The board will think about what they would like for a meeting statement and bring it back for a brainstorming session. Jake will connect with Mark Moeller to see if he has the old statement.
- **Community Provider Survey**
  - The Community Provider Survey would check with community partners and medical providers to get their feedback. Carmen is retiring at the end of the year. We are hoping to get another nutritionist from the hospital. The board agreed to put a hold on this topic for future consideration.
- **Picture of NAC for Website – Put on hold**

## 9. New Business

- **Positive Aspects of the Meal Sites – Discussed in old business**
- **January Joint Meeting**
  - Jake mentioned holding a joint meeting in January with the ADRC Board. The Council did not oppose the meeting.
  - Lynn and Sue's term on the Nutrition Advisory Council will end in April. Their last meeting will be in March. Bring ideas into the January meeting to do something special for members leaving the board.
- **Meal Site Updates**
  - Carmen will be retiring at the end of December.
  - The state nutritionist has been doing random meal site visits throughout Wisconsin.
  - The 2019 nutrition related goal of expansion of the freezer program. The freezers are all in place. We are waiting on the hire of the Liberty Grove meal site manager to start the frozen meals in that area.
  - Washington Island is up and running with their new kitchen.
- **Meeting Code – 126**

## 10. Future Agenda Items

- Brainstorming Ideas
- Brussels Community Conversations
- March meeting in Brussels

## 11. Confirm Next Meeting Date and Time

- The next NAC Advisory Council meeting is tentatively scheduled for Monday, January 20<sup>th</sup>, 2020 at 2:30pm at the ADRC in Sturgeon Bay.

## 12. Adjourn.

- A motion was made by Lynn Ballendux and seconded by Winnie Jackson to adjourn.
- Meeting was adjourned at 10:30 a.m.

The minutes for this meeting were recorded by Barb Snow.

| HUMAN SERVICES STATISTICS  |               |               |                  |                      |                      |                      |
|--|---------------|---------------|------------------|----------------------|----------------------|----------------------|
| UNIT   | 2017          | 2018          | 1st Quarter 2019 | 2nd quarter 2019-YTD | 3rd quarter 2019-YTD | 4th quarter 2019-YTD |
| <b>AGING &amp; DISABILITY RESOURCE CENTER (ADRC)</b>                   |               |               |                  |                      |                      |                      |
| Total Memberships  | 686           | 2,178         | 2,375            | 2,776                | 3,391                | 3208                 |
| Total New Memberships  | 686           | 1,492         | 197              | 401                  | 615                  | 825                  |
| Total participation-Activities and Events (check-ins)                  | 12,413        | 21,086        | 6,038            | 13,809               | 22,085               | 30,165               |
| Volunteer Hours (# of volunteers/hours)                                | 114/4692      | 263/6297      | 124/1740.5       | 150/3362             | 172/5107.50          | 193/6997             |
| I & A Contacts (incoming & outgoing calls, home visits, office visits) | 4,814         | 4,533         | 2,005            | 4,013                | 5,883                | 7,770                |
| Elderly Benefits Specialist (EBS) Consumers - Cases Open/Consumers     | 839/479       | 806/512       | 117/89           | 275/186              | 437/271              | 796/540              |
| Disability Benefits Specialist (DBS) Consumers - Cases Open/Consumers  | 252/137       | 178/94        | 36/188           | 71/338               | 585/117              | 660/174              |
| <b>Meals-Congregate</b>  |               |               |                  |                      |                      |                      |
| Baileys Harbor   | 1,520         | 1370          | 263              | 550                  | 951                  | 1284                 |
| Brussels Opened Octotber 2018  |               | 318           | 218              | 435                  | 669                  | 907                  |
| Forestville-Closed October 2018  | 856           | 659           | 0                | 0                    | 0                    | 0                    |
| Liberty Grove  | 1,197         | 1279          | 267              | 636                  | 1038                 | 1311                 |
| Sturgeon Bay   | 11,003        | 17155         | 3,692            | 8,026                | 12562                | 17183                |
| Washington Island  | 739           | 832           | 221              | 501                  | 838                  | 1124                 |
| <b>Meals Congregate TOTAL</b>  | <b>15,563</b> | <b>21,840</b> | <b>4,661</b>     | <b>10,148</b>        | <b>16058</b>         | <b>21809</b>         |
| <b>Meals on Wheels</b>   |               |               |                  |                      |                      |                      |
| Sturgeon Bay   | 17,838        | 17051         | 3,026            | 6,635                | 10246                | 17237                |
| Scand  | 1,251         | 1568          | 433              | 867                  | 1274                 | 1567                 |
| Washington Island  | 739           | 832           | 196              | 350                  | 501                  | 688                  |
| <b>Meals on Wheels TOTAL</b>   | <b>14,899</b> | <b>19451</b>  | <b>3,655</b>     | <b>7,852</b>         | <b>12021</b>         | <b>19492</b>         |
| <b>Meals-Frozen TOTAL</b>  | <b>4,914</b>  | <b>4523</b>   | <b>889</b>       | <b>1,830</b>         | <b>2759</b>          | <b>3630</b>          |
| <b>All meals TOTAL</b>   | <b>35,376</b> | <b>45814</b>  | <b>9,205</b>     | <b>19,830</b>        | <b>30838</b>         | <b>44931</b>         |
| <b>HUMAN SERVICES STATISTICS</b>                                       |               |               |                  |                      |                      |                      |
| UNIT   | 2017          | 2018          | 1st Quarter 2019 | 2nd quarter 2019-YTD | 3rd Quarter 2019-YTD | 4th quarter 2019-YTD |
| Door 2 Door Rides  | 43,932        | 42,573        | 10,866           | 21,197               |                      |                      |
| ADRC Bus   | 7,073         | 5,941         | 1,498            | 3,097                |                      | 6083                 |
| <b>Transportation- SRC Bus &amp; Door2Door-TOTAL</b>                   | <b>51,005</b> | <b>48,514</b> | <b>12,364</b>    | <b>24,294</b>        |                      |                      |

## Three Year Aging Plan Design for Obtaining Community Input

Mission Statement: Create and implement a systematic methodology focused on ensuring that Door County residents have a voice on issues facing the aging population.

1. Who – As large as possible number of interested adults reflecting the diverse population of Door County.
2. What – Both a survey of opinions on a wide-spread range of issues relevant to the needs of aging adults and a series of in-person round table discussions and personal interviews aimed at pursuing key topics in depth.
3. Where – Survey research will include as many respondents as possible. Roundtable discussions and personal interviews will be setup to reflect the four unique areas of Door County (Washington Island, Northern Door, Southern Door and Sturgeon Bay).
4. When – The survey questionnaire will be conducted annually preferably during the winter to allow results to influence topics and scope of roundtable discussions and personal interviews. Roundtable and interviews should occur in spring or fall to maximize participation while avoiding the pressure of summer activities.
5. Why – There are two primary reasons for implementing a data collection strategy concerning community input into the Door County plans for serving the aging population. First and foremost is the need to ensure that residents have a voice in the plan for services impacting the ever-growing aging demographic. Second, this effort will more than satisfy state requirements for the Three-Year Aging Plan.
6. How – Surveys will be developed to reflect historic and emerging issues impacting the aging population. Distribution and collection will be handled to obtain the greatest response throughout Door County. Roundtables will be moderated with note taking in groups not to exceed 10. This should ensure that all participants are allowed and encouraged to provide their personal views. Personal interviews will be conducted by the ADRC Board Members of selected residents who reflect knowledge and interests worthy of including for future decisions relevant to planning activities.

Every three years, the Aging and Disability Resource Center of Door County is required by the State of Wisconsin to complete a strategic plan that serves as a platform to create, improve and expand services we provide our community. It is required to receive federal funding through the Older Americans Act. The working document is known as our "Three Year Aging Plan" and will cover years 2019-2021. Our staff and advisory committee members all participate in the development of this plan, but most important is input from you. Please fill this questionnaire out and return it to us.

1. What part of Door County do you live?

Northern Door     Washington Island     Southern Door     Sturgeon Bay

2. What is your gender? \_\_\_\_\_

3. How old are you?

Under 40     40-49     50-59     60-69     70-79     80-89     90+

4. Where do you receive or look for information on the news around Door County? (Check all that apply)

WDOR Radio Station                       WBDK Radio Station     106.9 Lodge Radio Station  
 Peninsula Pulse Newspaper     Advocate Newspaper     Facebook     Other: \_\_\_\_\_

5. Are you aware of the Aging and Disability Resource Center of Door County?

Yes                       No

6. What do you feel are the main challenges in your life? (Check all that apply)

Financial     Mental Health     Transportation     Healthcare/Prescription Medication  
 Nutrition     Isolation                       Caregiving                       Physical Fitness     Other: \_\_\_\_\_

7. Are you providing assistance or support for a family member or friend?

Yes                       No

8. Are you receiving assistance or support for a family member or friend?

Yes                       No

9. Do you know someone who is living with dementia or Alzheimer's?

Yes                       No

10. Do you currently live alone?

Yes                       No

11. In an effort to improve the services provided to the older adult population of Door County, we would be interested in knowing if there are any issues that you are aware of that aren't being met? Please write your comment on the back of this questionnaire.

Please Return To: Aging and Disability Resource Center of Door County  
916 N. 14<sup>th</sup> Avenue, Sturgeon Bay, WI 54235  
(920)746-2372

The following is a suggested guide to conducting your interviews. Use your own style or words to encourage the person or persons you're with to feel comfortable and share their thoughts. Keep the conversation light and informal. We are interested in anything that will help the 3 year aging plan with public input.

Intro:

Recently, a survey was made available to Door County residents to obtain some basic information and concerns. Almost 200 people responded to the questionnaire. This was the first step in getting public input for a 3 year aging plan for the county. Now you are part of the next level of getting public input. With your time and help, we are trying to further our preparation by obtaining your thoughts and opinions. There are key areas I would like you to speak about.

First – Challenges facing seniors

Second – The nature and availability of caregiving

Third – The role county services can play in the lives of seniors.

- 1) In times of challenges, the survey found physical fitness the major issue. Financial and healthcare concerns were also noted.
  - a. Do you feel the same way? If yes, why? If no, what?
  
  - b. Is there anything county services might do to help in this area? Probe as appropriate to get opinions or ideas with regard to the challenges facing seniors.
  
- 2) While relatively few people filling out the survey were giving or receiving assistance, caregiving has been growing issue in Door County.
  - a. What are your feelings about this issue?
  
  - b. What do you think can be done to try and meet the growing needs in the future?
  
- 3) What is your opinion of current county services for seniors?
  - a. What would you like to see happen with county services over the next three years?

Ask if there is anything they would like to include in an aging plan in the future.

Interview #1 67 year old male - never been to new ADRC

- 1) (a) Physical fitness is a concern especially aerobic fitness since hip surgery and limitations after. He is not concerned about finances at this time - except that concerns in the background about if medicare and social security will continue to be viable. Healthcare is adequate for him right now with the medicare and supplement and what is available locally. Other challenges include adjusting to retirement and finding stimulating, meaningful, and community service activities. Also finding the balance with all that so would not be tied down too much.
- (b) As long as th YMCA accepts Silver sneakers or equivalent, he doesn't need additional fitness help. Maybe speakers addressing any changes in Medicare and Social security would be of interest. Or any other options which come up at that time. He thinks the county could be a resource or clearing house for everything which is going on and connect people with similar interests. For him this might be a Spanish conversation group or a music circle.
- 2) He believes caregiving is a growing issue in Door County. High on his list is parenting people with special needs and caregiving needs and expectations of grandparents. He believes current services available are under utilized because of individual attitudes as far as getting help and cultural attitudes. "Narrowly individualistic" culture we are in as far as reaching our beyond families for support. One thing he thinks could be done would be to try to connect people who have the same type of caregiving needs such as parent of special needs children/adults and grandchildren.
- 3) He has a high opinion "from a distance" of what he sees and hears about current county services. He cannot think of anything to add at this time.

Interview #2 87 year old male - never been to ADRC recent health problems

- 1) Physical fitness is a top concern with his blood pressure problems, dizziness and shortness of breath. Difficult to know what he can do. Is taking PT at this time. Would like to check out the ADRC sometime. He does not have an issue with insurance, but he thinks it is a problem for some low-income people. He thinks that we have good health care here.
- 2) He would like to see a Hospice unit here. He had a friend who had to go to Green Bay for 3 days before he died because they did not have a hospice room or facility here. (available) He has had recent experience with Advocates for Independent Living and found that service helpful. He has used Door to Door once when his wife could not drive. He would like to see a Scand-type facility here in the Sturgeon Bay area. That way people could keep the same friends and activities as their needs increased. He suggested maybe an apartment building being built next to a nursing home facility. He thought maybe the county could advocate for that.
- 3) He thinks the clinic and the Hospital here are excellent resources. He had a concern but no knowledge, that both ends of the county are being served adequately.

Interview #3 70 year old female who has used ADRC with LIR classes and had a tour. Knows people who have used it.

- 1) Agrees with the issues mentioned. Also sees a social concern with people who move here for their children to be closer but then have no other support system in place. Personally she has access to fitness options, no concerns with finances or health care access.
- 2) She thinks that caregiving is a growing issue as most people want to stay in their own homes. As they have increasing needs there are more things they cannot do and their houses go into disrepair. They don't want to spend the money as they don't know how much they need to save for later and they want to leave money for their children. She also mentioned Respite care and how that can be a challenge as it has to be acceptable to the caregiver and the person needing care. She wonders if somehow the county could help support the Sunflower Cottage, or offer some type of day program with a meal at the ADRC building.
- 3) From what she sees and hears from others the county is doing a good job and we have many supports for seniors in Door County. She would like to see a Scand type facility in Sturgeon Bay. She has heard of a service offered in other towns where neighbors, who want to stay at home but have some trouble doing things around their house, the have a service where everyone pays a monthly fee and then the services of a handyman or worker of some sort is available when they need help. Could something like this work in Door County to help people stay in their homes longer?
- 4) Just as an aside, she has been to meetings LIR classes in the big meeting room at the ADRC and even though she was sitting in the back she was surprised at how well she could hear the speaker.

Interview # 4 man in his 70's has not been to ADRC. has a sister at Pinecrest he is responsible for.

- 1) Fitness is a main concern of his. He is very active in mentally challenging projects but finds he has to be very intentional about exercise or it just doesn't happen (as in his younger years) Financial and health care are not presently a concern, But he is concerned about the health care insurance situation especially in the last year. He thinks the county needs to advocate for insurance coverage for all. He also thinks more educational programs on insurance options are necessary as people who need the information are constantly changing as their needs change. He mentioned about paying better for care providers and paying family members who take care of their family at home.
- 2) He used the hospice system with his mother-in-law and thought it worked well. He liked the availability of equipment. He felt the caregiver needs were met and he was impressed with that. But he thinks it will be more of an issue in the future. He mentioned that people are saving less for future needs and that will be a big problem in the future.
- 3) He has heard nothing but good about the new ADRC building and programs. He was wondering if Drug-dependency in the elderly was being addressed by the county. Educating the public about the problem with drug dependency is important. He also had thoughts about how the insurance companies are sending people home from the hospital so soon and thought maybe the county could survey people to see if this was

a problem and how it could be advocated for longer stays or more education and support at home.

Interview #5 woman in 60's who is a caregiver for her significant other. both use the fitness room at the ADRC

- 1) Fitness is a concern and they are enjoying the fitness room at the ADRC. "If you don't move you lose!" She sees a big need in the county for people who go out and visit the homebound and those in facilities. she does this visiting and sees how people need more contact with others. She has found that once a person is in a facility it is harder to make medication and other health care changes. It is good to let people know what funding is available if they should need it. But she thinks the county should advertise what is available because many people do not want to ask and do not know where to ask for information.
- 2) Yes, care giving is a growing problem in Door County. For her, personally she gets tired and exhausted at times. Respite services are a good thing to have. Having another respite program option with meal at the ADRC would be a good thing to have.
- 3) The county does a good job. Senior bus is a good thing. Everyone has different needs. People are afraid to ask for help. They are afraid they will be taken out of their homes. We are going to need more places for people in the future. It would be nice if the county could help with lifelines for everyone, just as we have fire alarms in all homes.

## 6. Goals for the Plan Period

**Progress notes to be completed during self-assessment process:**

| Aging Unit Plan Goals<br><i>(write at least one goal per focus area per year - add extra boxes as needed - put cursor to the left of the box and click the + sign)</i>   | Progress Notes<br><i>(briefly summarize only those activities completed as of Dec. of each year)</i> |      | check if completed |      |
|--|--|------|--------------------|------|
|  | 2019   | 2020 | 2021               | 2021 |
| <b>Focus Area 6-A. Advocacy Related Activities</b>   |  |      |                    |      |
| In an effort to empower older adults to get involved in advocating for issues regarding policies that may affect their lives, the ADRC will create an advocacy training program designed to develop older adults who are willing and able to work with legislators and local officials on community educational initiatives by December 31, 2019. Resulting in at least five individuals participating in the training program by the goal deadline. |  |      |                    |      |
| In addition to the goal above, the ADRC will help facilitate the creation of self-directed Door County Advocacy Coalition by December 31, 2020. Resulting in at least six meetings being held throughout the 2020 calendar year.   |  |      |                    |      |
| To improve older adult's understanding of local, state and federal policies, the ADRC will include at least one advocacy related article in our monthly newsletter throughout the 2020 calendar year. Resulting in at least twelve separate advocacy related articles being distributed in our monthly newsletter in the year 2020.  |  |      |                    |      |
| In order to increase the participation of Door County older adults during the annual Aging Advocacy Day in Madison, the ADRC will coordinate a bus trip to attend the event by December 31, 2021. Resulting in at least 14 individuals attending the first bus trip to the capital.  |  |      |                    |      |
| <b>Focus Area 6-B. The Elder Nutrition Program</b>   |  |      |                    |      |
| To provide easier access of frozen meals to individuals living in southern and northern Door County, the ADRC will establish a weekly frozen meal pick-up time and location at every congregate meal site by December 31, 2019. Those meal sites will include: Washington Island, Brussels Community Center, Baileys Harbor Town Hall and Liberty Grove Town Hall. Resulting in a 15%  |  |      |                    |      |

|   |  |  |
|---|--|--|
| increase in the frozen meals distributed in the southern and northern Door County.  |  |  |
| In order to improve the nutrition among both congregate and home delivered meal participants, the ADRC will utilize the "Eat Well, Age Well" materials at all dining sites and to all home delivered meal participants every month throughout the 2020 calendar year. A pre/posttest will show that 75% increased their knowledge of healthy aging as it relates to healthy eating.   |  |  |
| In an effort to increase congregate meal site participation, the ADRC will start a second soup and salad bar program at a congregate meal site outside of Sturgeon Bay by December 31, 2021. Resulting in a 15% increase in that meal site's participation.   |  |  |
| <b>Focus Area 6-C. Services in Support of Caregivers</b>  |  |  |
| In an effort to support family caregivers, the ADRC in partnership with the Door County Caregiver Coalition will hold a caregiver specific training once a month throughout the calendar year of 2019. Resulting in at least 5 caregivers participating in each monthly caregiver training.   |  |  |
| In order to increase the support and resource sharing between Door County caregivers regardless of location, the ADRC in partnership with the Door County Caregiver Coalition and the monthly in-person caregiver support groups, will create a private caregiver Facebook Page linked to the ADRC website by December 31, 2020. Resulting in at least 40 caregivers joining the group by the end of 2020.  |  |  |
| To assist individuals who might find themselves relatively new to the role of caregiving, the ADRC in partnership with the Door County Caregiver Coalition will develop a "Welcome to Caregiving Orientation" packet by December 31, 2021. The packet will contain material such as helpful tips and tricks for a new caregiver and information regarding local resources and assistive technology. Resulting in at least 25 packets being distributed to caregivers new to their role. |  |  |
| <b>Focus Area 6-D. Services to People with Dementia</b>   |  |  |
| To ensure first responders in Door County are better prepared to effectively respond to someone with dementia in the event of a crisis, the ADRC in   |  |  |

|  |  |  |  |
|--|--|--|--|
| <p>partnership with the Dementia Crisis Planning Workgroup will implement the Purple Tube Project which will result in piloting the new initiative by December 31, 2019. Resulting in at least 15 individuals diagnosed with dementia participating in the project.</p>  |  |  |  |
| <p>To enhance the quality of life for an individual diagnosed with dementia and their caregivers, the ADRC of Door County will implement the Music and Memory Program by December 31, 2020. Resulting in at least 5 individuals participating the program.</p>   |  |  |  |
| <p>In order to increase early detection of memory loss and dementia, the ADRC will hold 4 memory screening events throughout Door County resulting in at least 20 memory screens being completed by December 31, 2021.</p>   |  |  |  |
| <p><b>Focus Area 6-E: Healthy Aging</b></p>  |  |  |  |
| <p>To prevent older adults from further injury and re-hospitalization due to frequent falls, the ADRC in partnership with the Door County Emergency Services Department will develop a direct referral process that EMS can utilize to connect the older adults to the ADRC for additional support and follow up by December 31, 2019. Resulting in at least 15 new referrals to our evidence based fall prevention classes.</p>   |  |  |  |
| <p>In an effort to improve the physical fitness and balance of older adults throughout the county, the ADRC will start one new Evidence Based Program (Strong Bones, Fit and Strong) on Washington Island, Northern Door and Southern Door by December 31, 2020. Resulting in at least 20 new participants in our evidence based programming by the end of 2020.</p>   |  |  |  |
| <p>In order to increase the participation in healthy aging programs, the ADRC will partner with the Door County Medical Center, local medical clinics, YMCA and Public Health to start a quarterly Health Prevention and Promotion Coalition by December 31, 2021. The overall mission of this group will be to concentrate community efforts on addressing the top health concerns amongst Door County older adults. Which will result in a 10% increase in Evidence Based Program participation compared to the previous year.</p> |  |  |  |

| <b>Focus Area 6-F: Local Priorities</b>  |  |  |  |
|--|--|--|--|
| <p>In an effort to connect younger generations with older adults, the ADRC will host at least 4 intergenerational events (i.e. Monthly Book Reading with Older Adults and Preschool Children or Introduction to Facebook and Social Media where local high schoolers teach older adults) by December 31, 2019. Resulting in at least 12 older adults and children participating in each intergenerational event.</p> |  |  |  |
| <p>In order to improve the access of older adults to ADRC services such as information and assistance, benefit counseling and long term care options counseling, the ADRC will schedule weekly office hours in Northern Door and Southern Door throughout the 2020 calendar year. Resulting in an increase of two new consumers from Southern and Northern Door County a week.</p>                                   |  |  |  |
| <p>In an effort to prevent isolation amongst older adults living alone, the ADRC will partner with Neighbor to Neighbor and create a "Friendly Phone Call" volunteer program by the December 31, 2021. Resulting in the participation of at least 10 individuals in the new volunteer program by the end of the year.</p>  |  |  |  |
| <p>In an effort to reduce isolation and increase the participation in our Northern and Southern Door County congregate meal program, the ADRC will start a "Lunch &amp; Ride" program in both of those communities by December 31, 2020. Resulting in a 10% increase to our congregate meal sites in Northern and Southern Door County.</p>  |  |  |  |

# Partners Preventing Falls



## First Responders

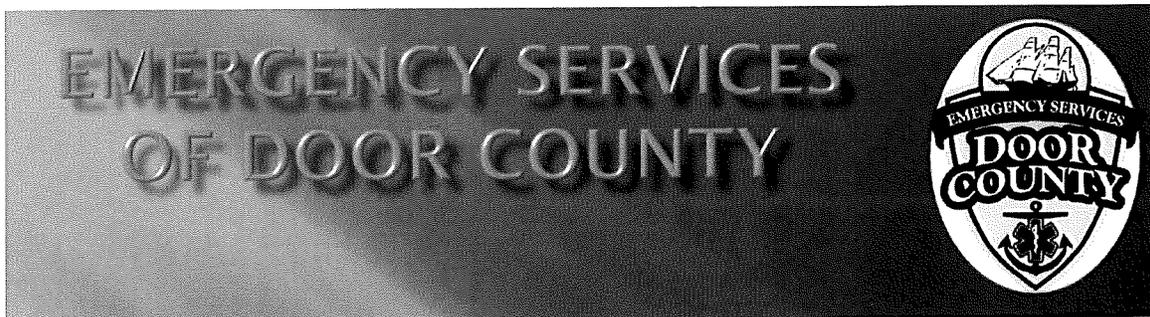
& the Aging and Disability Resource Center (ADRC) of Door County work together to help prevent falls at home. We care about you and want to help you prevent a fall that could cause serious injury and loss of independence.

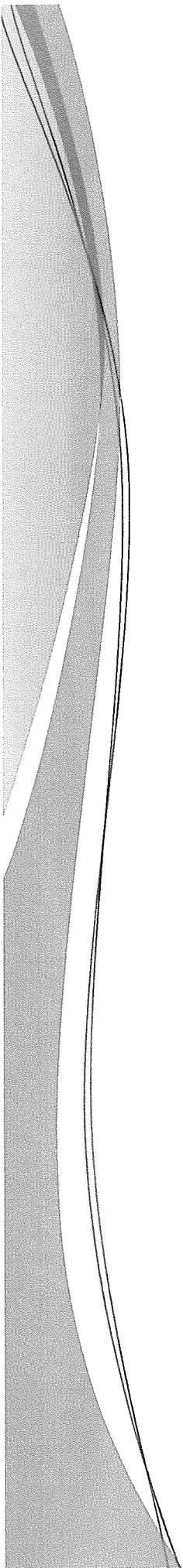
## The Aging and Disability Resource Center (ADRC) is...

An organization that is dedicated to helping senior citizens stay safe in their own home. They listen, care, and provide ideas and solutions based on your goals and interests. So please don't hesitate . . .  
***Their service is FREE!***

## The ADRC can help & here's how...

If you are interested in talking with the ADRC, the ADRC will call you the next business day and leave a message so you know who to call back. From there they will look for a time that is most convenient for you to learn more. It is a free service. There is no obligation, you decide for yourself if the ADRC can help. If you need something in the meantime, you can also call ADRC directly at **920-746-2372**.





# Overview:

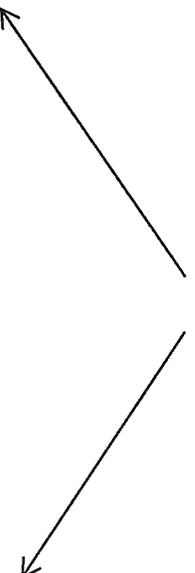
- Purpose of collaboration among EMS and community service organizations:
  - Goal of NEW RTAC - injury prevention
  - Goal of ADRC – information and assistance of older people
  - Goal of EMS providers – reduce repeat fall call pick-ups
- Who is the ADRC of Door County, who can be referred to ADRC, how, and what to communicate to the patient
- Q&A

# 9-1-1 Call for help because of fall

EMS Assessment of Need



Address Immediate Need



Injury. Medical Transport to ER



DCMC and Green Bay  
Hospitals provides  
Discharge Planning

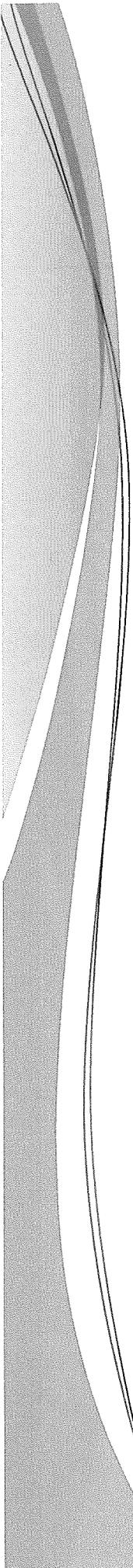
Lift Assist/Invalid Assist



Inform Patient



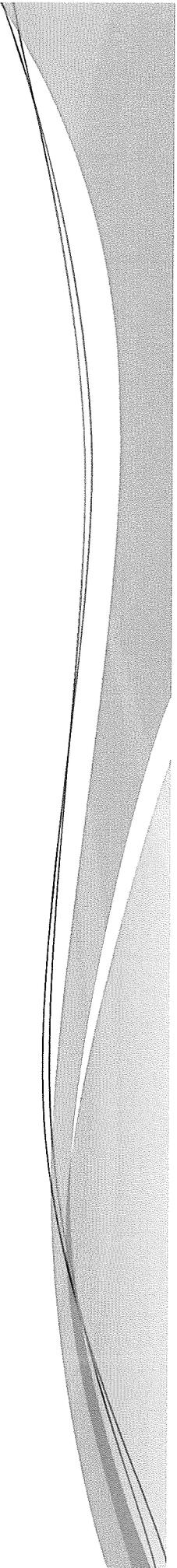
Referral to ADRC



# Which Fall Pick-up Patients Can You

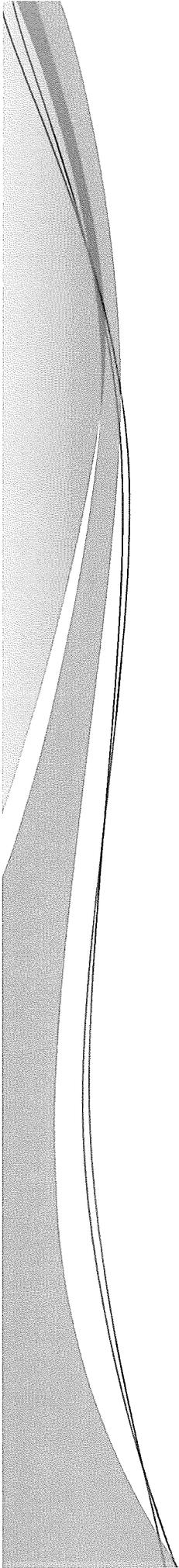
## Refer?

- **Criteria for program referral:** age 60+, community dwelling (living in own home or apartment)
- **Who cannot be referred:** Patients from Assisted Living, Nursing Homes, Adult Group Home, or Acute Drug and/or Alcohol
- **Is patient consent required to the ADRC:** No, ADRC is part of the health care of the patient. However, EMS will speak with the patient about the referral.
- **Electronic Referral:** Yes. Referral can be emailed on site at patient side.
- **Materials to leave with patient:** ADRC general brochure + fall prevention brochure explained by EMS.



# ADRC Gets Notification of EMS Referral

- Email receipt generated to ADRC immediately upon submission of EMS referral
- ADRC staff check this daily M-F and 24 hour follow-up standard to patient



# What does ADRC Track

- Date of referral
- Customer information
- Location of fall
- Cause of fall
- Memory Concerns
- Is the individual already known to ADRC
- Is individual currently participating in long term care Family Care Services and has a case manager
- Results of ADRC contact (accepted, declined, unable to reach)
- 3 month follow-up contact

Please print this proof and review the order details and artwork carefully. If there are any discrepancies or missing details please call 800-318-3500 or email support@duracard.com immediately.

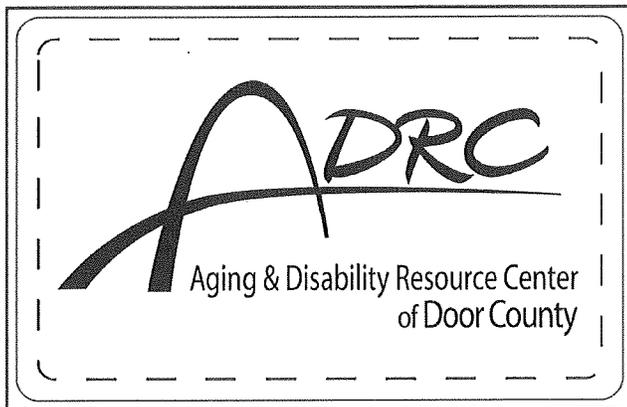
**ANY ORDER THAT IS PRINTED AS APPROVED WILL NOT BE REPRINTED.**

|                                     |  |  |
|-------------------------------------|--|--|
| COMPANY: <b>LPI - ADRC</b>          | DATE: <b>12/18/19</b>  | Prep: <b>AG</b>  |
| SIZE: <b>3.375" x 2.125" (CR80)</b> | QUANTITY: <b>1,000</b>   | THICKNESS: <b>30 mil (0.03")</b>   |
| PRINT: <b>Front &amp; Back</b>      | MAGNETIC STRIPE: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | BARCODE: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No         |
|                                     |  | MATERIAL: <input checked="" type="checkbox"/> Teslin <input type="checkbox"/> PVC    |
|                                     |  | PERSONALIZATION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

**Sequential 128 barcode starting with 1000**

FRONT

BACK



The supplied back file is low resolution and will print blurry or pixelated.



Please print and test the barcode to be sure it works properly with your system.



**COLOR KEY:**

-  Safe Zone — Art outside of this area may be clipped
-  Trim — Art that passes this line will be cut
-  Bleed — Full coverage designs must extend to this line

Color shown on the computer or printed from your printer may not be an accurate representation of the final printed color. The color of final product may vary from CMYK specs/PMS numbers/chips provided due to brightness of substrates, difference in toner or ink, and variation in printing process. This variation is limited by industry standards.

There is a minor shift during the production process of up to 0.063".

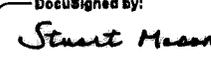
**ONCE A PROOF IS APPROVED AND PRODUCTION BEGINS, ORDERS CANNOT BE CANCELLED OR CHANGED, AND THERE ARE NO REFUNDS.**

The full Terms of Use can be found online at [www.duracard.com](http://www.duracard.com).

**BY SIGNING, I AGREE TO THE TERMS AND AUTHORIZE THIS PROOF.**

Date 12/23/2019 | 12:39 PM EST

Name Stuart Mason

DocuSigned by:  
  
 Sign B55AC06C1C0C401...