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

NOTICE OF PUBLIC MEETING

Monday, July 20th, 2020 – 9:00 a.m.
Government Center – Chamber's Room (1st Floor)
421 Nebraska Street, Sturgeon Bay, WI 54235

In light of the declared state of emergency and to mitigate the impact of COVID-19 this meeting will be conducted by teleconference or video conference. Members of the public may join the meeting remotely or in person in the Peninsula Room (C121) 1st Floor Government Center (please note public in-person has limited capacity and is on a first come, first served basis). To attend the meeting via computer:

Go to: https://doorcounty.webex.com/doorcounty/onstage/g.php?MTID=e62acb118e9991d31a4a38ae337a0c767

Event password: July20adrc2020
To connect via phone: Call: 1-408-418-9388
Access Code: 146 433 1488

AGENDA

1. **Call to Order at 9:00 a.m.**
2. **Establish Quorum**
3. **Review and Approve Agenda**
4. **Review and Approve Minutes from the 03/16/2020 ADRC Advisory Committee Meeting**
5. **Review and Approve Minutes from the 03/16/2020 Nutrition Advisory Council Meeting**
6. **Public Comment**
7. **Committee & Council Response**

8. **Old Business**
   - New Committee Member Introductions
   - Staffing Update
   - ADRC Questionnaire

9. **New Business**
   - ADRC COVID-19 Response & Reopening
   - ADRC@Home Project
   - Caregiver Support Program Update
   - Appointment of New Chair and Vice Chair
   - 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 Monday, September 21st, 2020 at 2:30 p.m. location TBD
    - The next Nutrition Advisory Council meeting is tentatively scheduled for Monday, September 21st, 2020 at 9:00 a.m. location TBD

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, March 16th, 2020 at 2:30 p.m.

The Community Center, 916 N. 14th 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 2:30 p.m. by Helen Bacon. Members present were: Tom Krueck, Helen Bacon, Lucille Kirkegaard, Carol Moellenberndt, Tami Leist. Melissa Wolfe, and Vic Verni. Absent were: Roxanne Boren and Mike Green. 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 Melissa Wolfe and seconded by Tom Krueck to adopt the agenda. The motion was carried unanimously.

4. **Review and approve the Minutes of the Joint ADRC/NAC 01/20/2020 Meeting**

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

5. **Public Comment – None**

6. **Committee Response – None**

7. **Old Business**

- **Staffing Update**
  - We have a new Dietician; Teresa Mertens who works with Public Health.
  - Cathy Keller our Activities and Volunteer Coordinator has put in her 2 weeks. Her position was posted about a week ago. We have reviewed applications and have conducted 3 out of 4 interviews. We are hoping to put out an offer by the end of the week.
  - Our Disability Benefit Specialist, Lorraine Fahrenkrug, has put in her resignation letter. Her position will be posted in the next 2 weeks.
- **New Committee Member**
  - Tom Krueck's last meeting will be in April. Our potential new board member filling the physical disability position is Marie Massart.
- **Freedom From Falls Program Update**
  - The Freedom From Falls Program is going really well. In the last 10 weeks there have been 21 referrals, a few of which were repeat callers. About half we knew about and had helped in the past and half were new referrals. Consumers can self refer their falls if they are on Family Care and we will coordinate assistance with their MCO care manager. We have noticed there is a common fear amongst those we have been referred to and that is being removed from their homes if they report their falls. EMS will respond and electronically submit referrals to our general ADRC email. From there the referral is transferred to an Information and Assistance Specialist (I&A). We are rotating those referrals amongst the three I&As. We are also partnering with Options for Independent Living, the hospital and/or Adam Peronto to do complete an at-home risk assessment or work with an occupational therapist.
- **New Check-In Station (Senior Space)**
  - We have a new check-in station called Senior Space. The interface and support on the old check-in station was not the most user friendly. We started using Senior Space February 3rd.
- **Community Feedback Initiatives – ADRC Questionnaire**
  - Tom went over the questionnaire that was included in the packet. The state requires community input on the 3 Year Aging Plan. Last year's questionnaire was focused more on issues or topics surrounding our aging population and not as much related to those we serve living with a physical or developmental disability. Tom said we should redesign a questionnaire to get the "D" back in ADRC. Tom said he would do the introductory paragraph to reflect the focus of the ADRC. On the right side of the questionnaire are the notes Tom thought would be best. He added that we keep questions 1 and 2. Edit question; 3. Age groups to say under 30 and add 30-39 age group as well 80+ group. Delete question 4. Keep question 5 only if we

expand our survey audience. Change question 6 to have options that are; Healthcare, Housing, Employment, Volunteer Opportunities. Add a new question 7. What do you feel are the main challenges for the disabled? Employment, Housing, Education, Volunteer Opportunities. Change question 7 to 8 and edit to say; Are you providing assistance or do you receive support for a family or friend? Edit question 8 to make it question 9 and add from a family member or friend. Edit question 9 to make it 10 and ask Do you know someone who is having difficulty or struggling with daily living skills? Reword number 11 to address the appropriate audience.

8. **New Business**

- **Coronavirus Discussion**
  - Jake referred to the Coronavirus handout in the packet which provides recommendations to ADRC's regarding organizational considerations to keep the populations we serve safe from contracting the virus. Jenny read a press release that explains the changes to the ADRC in response to our local COVID-19 situation. Jake said that at the moment Door County is considered a low risk and that the measures we are taking are focused in flattening the curve and preventing a widespread community viral spread. The committee discussed details regarding the replacement of our congregate meal program with a carryout meal program. Jenny reported MOWs volunteer drivers were temporarily going to stop delivering meals and staff from the ADRC and DHHS were going to start delivering meals. This is once again an effort to not prevent vulnerable populations from exposure to the coronavirus while delivering meals. Meals on Wheels qualifying criteria still remain in place. Participants would still need to meet the requirements to be eligible for delivery. Take-out meals criteria have been relaxed.
- **Options Counseling Training**
  - Jake referred to the Options Counseling Program Initiative handout. ADRC's are contracted to provide Options Counseling and this training will help standardize Options Counseling with Information and Assistance Specialists in ADRC's across the state. There are 6 modules. Last Friday was the deadline for Options Training to be completed. The first module is an overview of ADRC's that will also be available to advisory committee members in the future.
- **2020 Aging Advocacy Day**
  - Aging Advocacy Day is May 12th. Jake referred to the handout stating that it's an opportunity for anyone interested in attending. He said that it's a good time to present a list of priorities in the Aging Network that could be communicated to our local Representatives, such as Joel Kitchens and Andre Jacque. Please let us know if you are interested.
- **Unmet Needs.**
  - A concern was raised about the coronavirus and the impact this will have on individuals in our community.
- **Meeting Code –** 228

9. **Items to be placed on a Future Agenda**

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

- The next ADRC Advisory Committee meeting is tentatively scheduled for Monday, May 18th, 2020 at 2:30 p.m.

11. **Adjourn.**

- A motion was made by Tom Krueck and seconded by Tami Leist 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, March 16th, 2020 at 9:00 a.m.

The ADRC/Community Center of Door County, 916 N. 14th Avenue, 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 9:05 a.m.**
   - The meeting was called to order at 9:05 a.m. by Megan Lundahl. Members present were: Sue Clemens, Lynn Ballendux, Debbie Dahms, and Stephen Hey. Other persons present were Jake Erickson, and Jenny Fitzgerald. Robin Mark took minutes.
2. **A quorum was established and the meeting continued.**
3. **Review and approve the agenda**
   - A motion was made by Sue Clemens and seconded by Debbie Dahms to adopt the agenda. The motion was carried unanimously.
4. **Review and approve the Minutes of the Joint ADRC/NAC 01/20/2020 Meeting**
   - A motion was made by Lynne Ballendux to approve the minutes and was seconded by Stephen Hey to approve the minutes. The motion was carried unanimously.
5. **Read Statement – TBD.** The original statement cannot be located. Jake will bring GWAAR's similar statement to the next meeting so the committee has something to work from when creating a new statement.
6. **Public Comment – None.** Megan Lundahl suggested adding another agenda item "Public Correspondence" after #7 "Council Response" below. The committee agreed
7. **Council Response – None**

8. **Old Business**
   - **Staffing Update**
     - 1 current vacancy, as of 2/21/20, of the Activities & Volunteer Coordinator. Received over 20 applications which were narrowed down to the 4 top candidates. Interviews have been conducted and an offer is hopefully going to be extended by 3/20/20. New employee to start hopefully by mid-April. Jenny Fitzgerald currently handling duties of position in addition to her own duties.
     - Disability Benefit Specialist will be leaving April 10th due to a relocation of husband's position to Florida. The ADRC is currently working to get her position filled.
     - The new Liberty Grove Meal Site Manager, Silver Umberham, is doing very well and loves her job. She just passed her Serve Safe Certification and the reviews from meal site consumers is very positive.
     - Theresa Mertens of WIC Director in Public Health has replaced retired Dietician Carmen Schroeder.
     - Lynn Ballendux and Sue Clemens will be leaving the Committee as their terms are up. Two individuals, Nancy Tong – a retired Pharmacist and Paul Seneski – a retired Southern Door teacher, have been approached to replace them on the committee. Both have accepted and will be turning in their biographies soon. The biographies will then go to Administrator Ken Pabich and the County Board for approval. If approved, both will join the committee in May, 2020.
   - **Picture of NAC for Website**
     - Photo will be taken in May, 2020 at the next NAC meeting if all members attend.
   - **Frozen Meal Expansion Update**
     - Trying to expand to Washington Island. Jenny is waiting for the town chairmen to call back after their 3/18/20 board meeting. Space is an issue on the Island to store the equipment and frozen meals. Freezers are at the other meal sites and we are waiting to see if the requests for frozen meals grow with the COVID-19 virus pandemic. Once Jenny has received the information from Washington Island, she will publicize the frozen meal program in the newsletter. Requests for frozen meals still have to go through the proper paperwork to see if the consumer qualifies for the meal program.
   - **Review 2019 Congregate/HDM Survey Results**

- Similar to last year. High remarks for both programs. There is an opportunity to tailor/add questions to the survey or change the wording to clarify the questions.
- Megan was concerned that 2/3 of the respondents say that home delivered meals are their main meal of the day and that they may be under-nourished. Jenny explained the questions on the assessment form and also shared that many respondents have a small meal at breakfast and dinner and use the delivered meals as their main meal of the day. They also break up the meals into two and have ½ for lunch and ½ for dinner.
- Education is a part of our mission and we are required to do four educational presentations per year. Our new dietician will be taking over that role and it will be suggested that she focus on the importance of proper nutrition. Jenny also shared that there is a monthly article in the newsletter under the heading "Eat Well Care Well". It was also suggested that if participants are willing, the dietician could reach out to them to speak about their nutrition concerns.
- NAC to think of meeting ideas to support nutrition education for the next meeting.
- Another big topic from the survey was loneliness or social isolation.
- The congregate meal survey response was higher than the response from meals on wheels participants. The goal is to have a higher response rate from the meals on wheels participants for the next survey.

9. New Business

- **GWAAR News**
  - Jake and Jenny's Nutrition Director's meeting in April has been cancelled. Every five years there are changes to the nutrition guidelines, but those won't be shared until they meet again. The projected new meeting time will be the Fall of 2020.
  - Senior Advocacy Day is May 12, 2020. NAC is welcome to attend. Last year's day was long but fun. Many Northeastern Wisconsin Aging Groups attended and a lot of good information was shared.
  - In July of 2020, the Regional Nutrition Directors meeting will be held here at the ADRC.
  - GWAAR has started a new quarterly nutritional education webinar and also have new nutritional recipes. Jenny and Theresa will attend these webinars and bring the information back to the kitchen team.
  - May 21, 2020 Jean from GWAAR will be here to do a review of the nutritional program which includes verification of documentation, temp logs, etc.
- **Coronavirus – COVID-19 Preparedness**
  - Jake shared that there are daily changes and more change is coming. For the St. Patrick's Day party, the congregate meal has been changed to carry-out only.
  - Meals on Wheels will continue. We are considering having staff deliver meals instead of volunteers.
  - Stephen shared that WPR is doing a great job on their programming and sharing real-time information.
  - Looking to limit staff programs – Information & Assistance, Elderly Benefit Specialist and Disability Benefit Specialist – to phone calls, emails and/or virtual meetings only whenever possible.
- **Community Feedback Initiatives**
  - Tom Krueck from the ADRC Committee is working on developing a questionnaire for the 3-year aging plan. Once that is completed it will be shared with NAC. NAC will review and make suggested changes. It will be a one-page generic survey just to get started.
  - Jake read through the first ADRC survey and they are looking to make some changes.
  - NAC to share with Jake any ideas/gaps in the public about how people feel about the ADRC.
- **2020 Meeting Dates and Locations**
  - The NAC wants to meet at the meal sites in 2020 like they did in 2019.
  - May meeting will be held 10 am – 12 pm on 5/18/20 at the Liberty Grove meal site.
  - July meeting will be held 10 am – 12 pm on 7/23/20 at the Brussels meal site.
  - September meeting will be held 10 am – 12 pm on 9/18/20 at the Bailey's Harbor meals ite.
  - November meeting will be held 10 am – 12 pm on 11/16/20 at the Sturgeon Bay meal site.
- **Meal Site Updates-None**
- **Meeting Code** – 316

10. **Future Agenda Items**
    - Brainstorming Ideas
    - Survey Questions
    - Nutrition Education Ideas
11. **Confirm Next Meeting Date and Time**

- The next ADRC Advisory Committee meeting is tentatively scheduled for Monday, May 18th, 2020 at the Liberty Grove meal site.

12. **Adjourn.**

- A motion was made by Debbie Dahms and seconded by Sue Clemens to adjourn.
- Meeting was adjourned at 11:00 a.m.

The minutes for this meeting were recorded by Robin Mark.

April '20 New ADRC/NAC Committee Member BIOs

Bio for Marie Massart who is recommended to replace Tom Krueck on our ADRC Advisory Committee:

I am Marie Massart. I am apart of People First Wisconsin, I helped start a chapter in Door Co. Starting about 2011 I have been president of both state and my local chapter. I have been Membership Director and Vice president as well on the state executive board. I first was introduced to advocacy at Youth Leadership Forum in high school. I was a part of their board first as a member then Vice president ending my time with them as president. I always love advocating not only for myself but for others as well. I strive on finding ways to make Door Co. our home a better place for all to live independently as possible. I'm also apart of TMG'S Advisory Committee.

Bio for Nancy Tong who is recommended to replace Lynn Ballendux on our Nutrition Advisory Council:

Nancy was born and raised in Sturgeon Bay, WI. After graduating from Marquette University with a degree in Biology in 1977 and UW-Madison with a degree in Pharmacy in 1981 she practiced pharmacy in hospitals and raised her family in the Milwaukee area. She relocated back to Sturgeon Bay to work full time in the Hospital Pharmacy at Door County Medical Center in 2008. Although not yet "fully" retired from DC Medical Center Nancy enjoys volunteering with the Red Cross (Disaster Relief and Blood Donor Ambassador), the Sunshine House and the Door County ADRC. She also enjoys spending time with her dog, 2 cats, family and friends and travelling, hiking, crafting in her "she" shed, sewing, gardening, reading, and exploring all corners of Door County.

Bio for Deacon Paul Zenefski who is recommended to replace Susan Clemens on our Nutrition Advisory Council:

Paul Zenefski grew up in a family photographic business, is a Vietnam veteran and has advanced degrees from UW-Whitewater in teaching and St. Mary's University of Minnesota in Ministry. Paul taught Marketing and Business, primarily at the secondary level, for 33 years. While still teaching, he and Laure owned a motel and cottages in Sturgeon Bay for ten years. In 1986 he was ordained as a deacon in the Catholic Church and volunteered part time in ministry for many years. Upon retirement from teaching, Paul devoted himself to full time ministry; the last seven years he was the Pastoral Leader responsible for several area parishes. A parishioner suggested he do some writing and he is now working on book four with several more intended after that. He is looking forward to being of further service to the Door County community.

Please Welcome

My name is Nicki Scharrig, I am the new Activities/Volunteer Coordinator for the ADRC. My background includes over two decades of experience in Resource Development, Marketing, and working collaboratively with older adults and volunteers. I am eager to meet each and every one of the volunteers and activity participants that contribute towards making the ADRC a very special environment.

Outside of work, I enjoy hiking, paddle boarding, reading, solving puzzles, and gardening. My family includes husband, Scott and two college-aged children, Matt & Kayla. I am thrilled to be part of the ADRC team and look forward to meeting you.

Upcoming Virtual Events

As we continue to social distance we still want you to feel like you are at The ADRC so join us for the following performances in the comfort of your own home

Guitarist George Sawyn
Thursday, July 9th at 11:45a.m.

Guitarist Ben Larson
Friday, July 17th at 11:00 a.m.

Watch the ADRC of Door County Facebook page for more details on how to watch the upcoming performances

Do you enjoy using the computer and are you looking for a few good websites for online games, please see below for some links to a variety of fun online games.

www.mindgames.com

www.seniorlink.com

www.improvememory.org

www.games.aarp.org

www.edupics.com

Tax Assistance Update

After much deliberation and guidance from AARP, the ADRC of Door County Tax-Aide site has determined that it will not re-open for this tax season. The health and safety of our volunteers, staff and taxpayers is our top priority, and the decision not to re-open was made with their protection in mind.

AARP Foundation Tax-Aide is offering online options to assist taxpayers affected by the suspension of in-person services:

A **self-prep option**, providing taxpayers with free access to software so they can prepare taxes on their own, is available at signup.aarpfoundation.org/preparing-your-taxes-online/.

If taxpayers would like **help completing their own taxes**, they can request the assistance of a volunteer to coach them through the process via phone or computer screen-sharing.

Visit aarpfoundation.org/taxaide for information and updates.

Welcome our Summer Intern

Hello!
I'm Sara, the new intern at the ADRC. As an intern for the ADRC, I will be helping them launch their new project called "ADRC @ Home." The purpose of this new initiative is to provide opportunities for clients to participate in more activities and programs from the comfort of their own home and to stay connected to one another. Thus, I would greatly appreciate if you would fill out the survey in this Newsletter! It will help guide me to find creative ways to support your favorite programs and activities virtually. As I begin to get the "ADRC @ home" set up, please watch out for new activity, event or program announcements on our Facebook page (ADRC of Door County – Door County Community Center) and/or website (www.adrcdoorcounty.org).

When I am not enjoying the summer in Door County, I am attending the University of Wisconsin-Madison. I am majoring in Economics and Environmental Studies along with getting a Global Health Certificate (minor). I love attending the University of Wisconsin- Madison for many reasons, one my favorite parts is having a dairy plant on campus, which means that amazing ice cream is accessible on campus. When I am not studying, I enjoy spending time with friends, baking and talking to my grandparents (who love the Door County ADRC as much as you do).
I look forward to connecting and listening to your ideas about the new "ADRC @ Home" project!

COUNTY OF DOOR
Disability Benefit Specialist

Job Title	Disability Benefit Specialist	**Last Revision**	10/12/2015
Department	Human Services	**HR Reviewed**	01/01/2017
Division	ADRC	**Employee Group**	General Municipal Employee
Report To	ADRC/Aging Program Director but supervised on most client work by Disability Rights Wisconsin Attorney	**FLSA Status**	Non-Exempt
Pay Grade	G	**EEO Code**	02 – Professionals

General Summary

This position is responsible for providing information and assistance, counseling, consultation and representation to all county residents between the ages of 17 3/4 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 *Disability Benefit Specialist Program Policies and Procedures* and the *Disability Benefit Specialist Scope of Services* documents. Regular attendance and punctuality along with being prepared to commence work at designated work locations, on the assigned or scheduled days and hours is expected.

Duties and Responsibilities

Essential Job Functions

1. Researches, interprets and keeps informed of current federal, state and local agency rules, regulations, policies and procedures, as well as changes in the law as they affect benefits and programs for persons with disabilities, for programs including but not limited to Medicaid, Family Care, legacy waiver programs, SSDI, SSI, individual health insurance, FoodShare, Veteran's benefits, etc.
2. Interprets and explains the legal rights and responsibilities of applicants and participants for numerous benefit programs, including but not limited to public benefits, consumer law, housing law, advanced directives, etc.
3. Provides legal advocacy and lay representation in matters which require review, waiver, reconsideration and / or hearing before administrative agencies.
4. Identifies legal issues that arise in a client's specific situation; and after consultation with the supervising attorney, takes appropriate action.
5. Acts as a facilitator to resolve complaints or problems with public benefits.

General Job Functions

1. Maintains timely and thorough confidential documentation on all cases.
2. Required to attend and participate in initial and ongoing trainings conducted by the Disability Rights Wisconsin (DRW) and the Wisconsin Disability Benefits Network (WDBN), including updates and discussion of intricate aspects of laws and regulations.
3. Must pass a competency test on the duties of a Disability Benefit Specialist, including attendance at required continuing education courses in order to meet minimum performance standards.
4. Maintains a public relations program, including public speaking, development of informational materials, and media releases.
5. Participates in staff meetings and appropriate training and law updates.
6. Complies with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.

COUNTY OF DOOR
Disability Benefit Specialist

Requirements

Training and Experience

1. Graduate of an accredited college or university with a Bachelor's degree in Human Services or related field.
2. Minimum of 1 year of appropriate and relevant work experience.
3. Working knowledge of computers, computer programs, typing and data entry.
4. Current valid Wisconsin driver's license required and unlimited access to reliable transportation required.

Knowledge, Skills, and Abilities Required

1. Ability to master a working knowledge of complicated material on disability benefits, while working with considerable autonomy.
2. Ability to exercise independent judgment on sensitive subjects using privileged, confidential information, with a high level of responsibility, as the results that are achieved are highly consequential to the well-being of their vulnerable clients.
3. Ability to use effective interviewing techniques to obtain information relevant to the client's legal issues.
4. Ability to work very independently and to seek consultation from the supervising attorney on a regular basis.
5. Ability to do public demonstrations effectively.
6. Ability to proficiently use a computer and related office equipment; demonstrating familiarity with required software and database programs.
7. Demonstrated skill in solid written and oral communications to convey complicated legal concepts with such entities as governmental bodies, insurance companies, medical providers, decision-makers such as administrative law judges and hearing examiners, as well as many older people and their families.
8. Excellent public relations skills with specialized training on the characteristics of working with people with disabilities.
9. Ability to use tact and courtesy in maintaining an effective working relationship with department employees, county supervisors, county officials, and general public.
10. Ability to read, comprehend, and communicate, both verbally and in writing as well as effectively administer by written, and verbal communications.

Physical and Working Conditions

Most of the work is done in the office setting, with some time spent in client's homes and in other community facilities when presenting public information forums.

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.

COUNTY OF DOOR
Disability Benefit Specialist

Approvals:

Joseph A. Krebsbach, Human Services Director — Date 10/26/15

Kelly A. Hendee, Human Resources Director — Date 12/9/15

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.

Commented [BS1]: Tom said he would rewrite this paragraph

1. What part of Door County do you live?

   ☐ Northern Door ☐ Washington Island ☐ Southern Door ☐ Sturgeon Bay

2. What is your gender? _____

   ☐ Male ☐ Female ☐ Other:_____

3. How old are you?

   ☐ Under 30 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60-69 ☐ 70-79 ☐ 80+

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: _____

Commented [BS2]: Open for debate unless we get a much larger response

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 for the Senior Citizens in your life? (Check all that apply)

   ☐ Healthcare ☐ Housing ☐ Education ☐ Employment ☐ Volunteer Opportunities

   ☐ Other: _____

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

   ☐ Healthcare ☐ Housing ☐ Education ☐ Employment ☐ Volunteer Opportunities

   ☐ Other: _____

8. Are you providing or do you receive assistance or support for a family member or friend?

   ☐ Yes ☐ No

9. Are you receiving assistance or support from a family member or friend?

   ☐ Yes ☐ No

10. Do you know someone who is having difficulty or is struggling with daily living skills?

    ☐ 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.

Commented [BS3]: Tom will reword to fit audience

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

County of Door
DEPARTMENT OF HEALTH AND HUMAN SERVICES
County Government Center
421 Nebraska Street
Sturgeon Bay, WI 54235

Joseph Krebsbach, Director
(920) 746-7155
1st floor fax (920) 746-2355
2nd floor fax (920) 746-2439
dhs@co.door.wi.us

Memo

Date: June 30th, 2020

To: Health and Human Services Board

Cc: County Board

From: Jake Erickson, ADRC Director

RE: Plans to Reopen the ADRC

Starting on Monday, July 6th, 2020 the Aging and Disability Resource Center of Door County is planning to implement our "next phase" in moving towards reopening our building and offering a limited amount of activities and services inside the building. To summarize, our "next phase" plans to reopen include the following:

- The ADRC/Community Center building will be open to the public by appointment only. In person services will include;
  - Office visits with an Information & Assistance Specialist, Elderly Benefit Specialist or Disability Benefit Specialist.
  - Preregistered participants, on a limited basis, to use the fitness room, public computer workstations and small group activities or classes.
- Walk-ins are discouraged at this time. However, if someone stops by who does not have an appointment, front desk staff will schedule a future appointment or complete any activity or class preregistration.
- Office visits with any ADRC staff member will not be conducted in individual offices. Instead office visits will all be conducted in a designated office space outfitted with a plexi-glass barrier and cleaning supplies. Staff are required to wear a mask at all times they are with a consumer and when escorting the individual anywhere in the building.
- At the time of the appointment, individuals will be required to wear a mask. If they do not have a mask, one will be provided to them. Front desk staff will also conduct a coronavirus symptom screening, take the individual's temperature upon arrival and ask the individual to use hand sanitizer. Anyone showing/expressing symptoms will be asked to come or call back when they have been symptom free for a period of 14 days. Phone, email and Webex meeting appointments will continue to be offered initially in place of a face to face meetings.

Respectfully Submitted

ADRC Recommendations to Public Reopening

Timeframe: TBD

Next Phase of Reopening Process: Starting on Monday, July 6th, the Aging and Disability Resource Center/Door County Community Center building will be open to the public. The ADRC receptionist and other staff will inform consumers of the ADRC Reopening plan below. Consumers will be notified of what to expect upon arrival or in advance via phone call or email.

Entrance into the ADRC

The ADRC will be open to the public by appointment only, which includes those who have a scheduled office visit with an I&A Specialist/Elderly or Disability Benefit Specialist, preregistered to use the fitness room, public computer workstations and small group activities or classes.

Walk-ins will be seen by front desk staff to make a future appointment or to complete any activity or class preregistrations. Staff will ensure that all appointments are listed on the ADRC Shared Calendar and a daily appointment/activity sheet will be provided to front desk staff.

At the time of the appointment, the individual will be required to wear a mask (unless they are unable to due to health reasons). If they do not have a mask, one will be provided for them. Front desk staff will also conduct a coronavirus symptom screening, take the individual's temperature upon arrival and ask the individual to use hand sanitizer. Anyone showing/expressing symptoms will be asked to come or call back when they have been symptom free for a period of 14 days. Phone and Webex Meeting appointments will be offered in place of a face to face meeting.

Lobby Area and Office Visits

Lobby seating will also be arranged to adhere to the recommended 6 feet of distancing between people and will have a seating capacity of no more than 4 people. Tables and other office furniture in lobby area will be removed to free up space for proper waiting area seating.

If the reception/lobby area reaches full capacity any additional walk-in individuals will be asked to wait in their car or near the front door until the seating capacity is 4 or less.

When individuals arrive, the ADRC receptionist shall direct the individual where to sit and will contact the staff member to inform them their appointment has arrived. Office visits with any ADRC staff member will not be conducted in individual offices, at this time. Instead office visits will all be conducted in a designated office space outfitted with a plexi-glass barrier and cleaning supplies. Staff are required to wear a mask at all times they are with a consumer and when escorting the individual anywhere in the building.

Plexi-glass barriers will be placed at the ADRC reception desk. Staff conducting an office visit will disinfect all surfaces and office equipment after meeting with a consumer(s). Front desk staff will disinfect the ADRC reception/lobby area after each consumer use.

All staff will stagger office appointments, attempting to provide at least 30 minutes between appointments to lessen congestion and to allow for proper disinfection of areas. All appointments

will begin no earlier than 9:00 am and no later than 4:00 pm, whenever possible, to ensure time to disinfect. Office visits will not occur during the time we provide our carry out meals between 11a.m. – 12:30pm to ensure the proper screening can be completed. Staff will also request there be no more than 2 people present for the office visit.

If time permits, staff will call a consumer the morning of or evening before an appointment, staff who have appointments set up should contact the individual and ask the following screening questions:

1. In the last 14 days have you had a fever, cough, runny nose, congestion, body aches, GI symptoms, loss of taste/smell, or fatigue?
2. Have you or someone with whom you've been in close contact traveled outside of the state of Wisconsin within the last 14 days?
3. Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?
4. Have you tested positive for the coronavirus in the last 14 days?

If an individual answers yes to any of these questions an in person visit will not be completed. Staff will offer a phone appointment or Webex Meeting appointment instead.

Interpreter Services: Staff meeting with individuals needing interpreting services will utilize the language line instead of in person interpreting services when possible.

Procedure for brochures or other informational material: Brochures and other informational material will not be accessible by visitors, a posting will be placed in reception area for consumers to ask staff for those items.

Procedure for copies or scanning: Individuals who bring in paperwork to be copied or faxed and given to staff: gloves shall be worn. Staff will also be encouraged to wash their hands or use hand sanitizer after scanning or coping materials provided during the office visit.

After ADRC Office Appointments

In order to minimize contact ADRC staff will escort consumers out the front door, ensuring no one else is coming in the doors to promote proper distancing.

After an appointment/walk-in, staff will disinfect rooms while still wearing PPE. Surfaces to be disinfected include tables, sneeze guards, pens, phone, chairs, phone, keyboard and door handles.

Home Visits

During this next phase, ADRC staff will try to avoid home visits by offering virtual meetings, phone meetings or in office meetings. If an individual is unable to do any of the previously mentioned options a home visit may be completed, as long as the individual meets the following criteria; individual and anyone living in the same household must be symptom free, has not been out of the state of Wisconsin, has not been previously diagnosed with the coronavirus, and has not been in contact with someone who has been diagnosed with the coronavirus in the last 14 days.

In order to confirm, staff will contact the individual to assess for symptoms (fever cough, runny nose, congestion, aches, fatigue or if they have been in contact with anyone who is symptomatic or has tested positive for COVID 19 in the last 14 days, or if they have tested positive for COVID 19). Staff will also request there be no more than 2 people present for the home visit and that there be a way for them to sit at least 6 feet from the individual and anyone else who may be present.

When scheduling a home visit staff will let the consumer know that anyone present during the visit will be required to wear a mask. Staff will also be required to wear gloves during the home visit. Staff should use hand sanitizer after the visit and discard any PPE properly.

Nutrition Program

Carryout Meals: There will be no in-person meals served at any ADRC meal sites throughout the month of July. Instead we will continue to offer carryout meals on a pick-up basis as an alternative. Carryout meal participants interested in reserving a meal will continue to be instructed to call (920)746-2372, by 1:00 p.m. the day before. Pick up time for a carryout meal is between 11:30 a.m. and Noon.

Meals On Wheels: Starting on Monday, June 29th, the plan is to gradually bring back and start having volunteers deliver meals once again. Volunteers will be instructed to call upon arrival. A designated ADRC staff member will meet volunteers at the kitchen door, conduct a coronavirus symptom screening and take the volunteer's temperature. Any volunteer showing or expressing symptoms will not deliver meals on that day. The designated ADRC staff member screening volunteers will also provide the volunteers with the proper bags, coolers and any other meal delivery supplies for the route they are assigned to.

Volunteers will be required to wear a mask and gloves while delivering meals. Upon arrival after the meals are delivered the volunteers will leave the bags and coolers right inside the first set of doors. If they were unable to deliver any meals volunteers will be required to call the front desk at (920)746-2372 with any reports.

Frozen Meals: Our frozen meals will continue to be available to individuals upon request. Individuals are instructed to call the front desk upon arrival, wait in their car and an ADRC staff member will deliver the meals to them. Participants can pick up 7 meals at a time on a weekly basis.

Public Computer Workstations

There will only be one public computer workstation available at any given time and preregistration for use is required. Time limits for computer use will be 45 minutes at a time, leaving at least 15 minutes to clean and disinfect. Individuals will have the option to extend their time if there are no appointments immediately following. All public computer appointments will begin no earlier than 9:00 am and no later than 3:00 pm so there is time to clean the station before the end of the day. Appointments will not occur during the time we provide our carry out meals between 11a.m. – 12:30pm to ensure the proper screening can be completed.

Individuals are required to wear a mask while using the computer workstations. The computer and workstation will be disinfected after each use, by ADRC staff. The ADRC has four separate computer workstations that will also be rotated after each use to minimize exposure.

Fitness Room

The ADRC fitness room will reopen to the public on a limited basis. There will only be two people allowed in the fitness room at any given time and preregistration for use is required. Appointments for fitness room use will be 45 minutes, allowing at least 15 minutes to clean/disinfect in between each use. All fitness room appointments will begin no earlier than 9:00 am and no later than 3:45 pm to allow enough time for cleaning. Appointments will not occur during the time we provide our carry out meals between 11a.m. – 12:30pm to ensure the proper screening can be completed.

Individuals signed up for a fitness room appointment are required to wear a mask anytime they are in the building besides the fitness room. Equipment in the fitness room will be arranged in such a way allowing at least 6 feet of distancing. The fitness room will be disinfected after each use, by ADRC staff. Individuals will also be expected to use the disinfecting wipes after each use of fitness room equipment. All hand weights, kettle bells and exercise bands will be removed at this time.

Other Activities and Classes

Walking Group: This activity will be led by the ADRC's Activities and Volunteer Coordinator on a weekly basis, Wednesdays at 10am for 30 – 45 minutes, weather permitting. Participants will be required to preregister to participate. Participants will track their steps and set goals for distances to achieve each week. Participants will not be required to wear masks while walking but must stay at least 6 feet apart of one another. This activity will take place in the ADRC parking lot.

Small Group Classes: Throughout the month of July, the ADRC will also work on gradually bringing back small group size classes and activities that meet the following criteria: no more than 5 participants in a class or activity at a time, no hand-to-hand exchange is allowed at any time during the class or activity, participants must stay at least six feet apart at all times during class or activity and masks will be required at all times during class or activity. Small group activity or class examples: wood carvers, knitting, hand quilters, etc.

**Due to the rapidly changing situation guidance instructions may change. Our priority is to ensure the health and safety of our staff, volunteers and community at-large.

PRESS RELEASE -- FOR IMMEDIATE DISTRIBUTION

Public Notice
"ADRC @ Home" Project
(ADRC of Door County)

The Aging and Disability Resources Center (ADRC) of Door County is excited to announce our brand new "ADRC @ Home" project. The primary purpose of this initiative is to provide more opportunities for you to participate in activities, programs and events from the comfort of your own home and to stay connected to one another.

We have had many discussions about launching an "ADRC @ Home" project in the past. As a result of the current situation surrounding the coronavirus pandemic in Door County, there is an increased need for us to "think outside the box" and explore alternative ways to support our community.

We strongly encourage your participation in the "ADRC @ Home" programs and activities to help us build a more connected community here in Door County. To learn more about the project and how to get started, please call us at (920)746-2372 or email us at ADRC@co.door.wi.us.

"ADRC @ Home" Survey

We are excited to launch a new project that we are calling, "ADRC @ Home". The purpose of this new initiative is to provide opportunities for you to participate in more activities and programs from the comfort of your own home and to stay connected to one another. In order to provide, quality programs and activities that meet the needs of the community, we are asking for your support to determine the types of programs and activities you would like to participate on your computer, smartphone or tablet at home.

1. **What are the main challenges in your life? (Check all that apply).**

☐ Mental Health ☐ Healthcare/ Prescription Medication ☐ Financial

☐ Nutrition ☐ Physical Fitness ☐ Isolation

☐ Transportation ☐ Caregiving ☐ Other:

2. **What are the top 3 activities in which you would participate virtually in?**

   We care researching options for virtual programing. Please mark which ones you would participate in.

☐ Physical Fitness (Aerobics, Yoga etc.) ☐ Caregiver Education ☐ Brain Fitness

☐ Knitting/Crocheting ☐ Arts & Crafts ☐ Book Club

☐ Informational Presentations ☐ Painting/Drawing Classes ☐ Other: _____

3. **Would you be willing to pay a fee to participate in a program or activity**? ☐ Yes ☐ No

4. **Do you have internet access?** ☐ Yes ☐ No

5. **Do you have access to a computer (laptop, iPad, etc.)?** ☐ Yes ☐ No

6. **What is your comfort level using technology?**

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Not Confident Confident

7. **What is a way that the ADRC could support you in using technology?**

_____

8. **If you would be interested in participating in any virtual put your name along with an email or phone number you would like to be contacted at.**

Name: **Phone Number:**

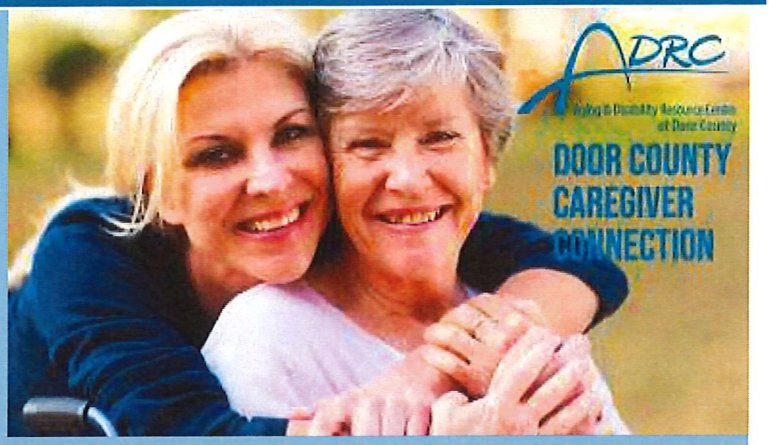
Email:

NEW! Caregiver Facebook Page

If you are caregiving and need some extra support or resources, please join our new private Facebook group:

Door County Caregiver Connection

https://www.facebook.com/groups/DCcaregivers/



This group will provide caregivers with information, resources, and tools to help support them at home as well as connect them with other caregivers who may be facing the same challenges. Please note: this group is not intended to be in place of the support groups we hold.

Advertisements below are provided for information only, endorsements are not implied or assumed.

Your local Family Care option for personal care and support.

Some of the services we manage with you include:

- Care Management
- Personal Care
- Residential Care
- Medical Supplies & Equipment
- Outpatient Mental Health
- In-Home Supportive Care

For more information about the Family Care Program, contact your local Aging and Disability Resource Center (ADRC).

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