



County Plan on Aging

2010-2012

TABLE OF CONTENTS

- ❖ **Executive Summary**
- ❖ **County/Tribal Approval of the Plan for Older People for 2010-2012**
- ❖ **Section 1 - Organization and Structure of the Aging Unit**
- ❖ **Section 2 - Context**
- ❖ **Section 3 - Planning Process**
- ❖ **Section 4 - Federally Required Focus Areas**
- ❖ **Section 5 - Locally Determined Focus Areas**
- ❖ **Section 6 - Budgets**
- ❖ **Assurances**

EXECUTIVE SUMMARY

The Aging & Disability Resource Center of Eau Claire County (ADRC) will be focusing on two major areas during the 2010- 2012 plan period. These areas are emergency preparedness and ADRC development.

Emergency Preparedness

In past years, Emergency Food Packs have been given to individuals receiving Meals on Wheels to use when meals cannot be delivered due to winter weather. In this plan period, the Emergency Food Packs will be expanded to include additional food items, food supplies for use in case of flu, and educational materials about emergency preparedness. The Packs will be made available to all ADRC customers.

ADRC development activities for this plan period will include:

- Improving transportation options for ADRC customers and their awareness of those options
- Expanding National Family Caregiver Support Program activities
- Strengthening and expanding information and assistance and long term care options counseling services including developing materials for individuals who are able to purchase services with private financial resources
- Increasing awareness of the Low Income Subsidy, Medicare Savings Plan, and Supplemental Nutrition Assistance Programs
- Providing a customer friendly access point for publicly funded long term care programs
- Strengthening staff advocacy skills
- Improving nutrition and volunteer programs
- Expanding marketing, outreach, and public education activities in general and in particular to adults age 18-59 with disabilities and adults age 60+ with private financial resources
- Increasing ADRC customers awareness of health promotion and prevention programs

The ADRC will continue to strive to create a “no wrong door” approach to information and assistance in Eau Claire County. An ongoing program of effective outreach and regular communication with the agencies and groups who provide services to the same people as the ADRC will help to ensure a customer friendly, seamless service network for Eau Claire County residents.

Efforts will continue to coordinate and not duplicate services with the goals of:

- Providing high quality, coordinated services for people age 60+, adults with disabilities, and their caregivers
- Building on current operational efficiencies to ensure funding will continue to meet demand for services.

Dorothy Moen, Director
ADRC of Eau Claire County

**COUNTY APPROVAL OF THE PLAN FOR OLDER PEOPLE
FOR 2010-2012**

EAU CLAIRE COUNTY

County

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

On behalf of the designated county/tribe, we certify that these organizations have reviewed the plan, and have authorized us to submit this plan which outlines activities to be undertaken on behalf of older people during 2010-2012.

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

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

| | |
|---|------|
| Signature, and Title of the Chair of the ADRC Subcommittee on Older Americans Act Programs | Date |
|---|------|

| | |
|---|------|
| Signature, and Title of the Chair of the ADRC Board | Date |
|---|------|

| | |
|---|------|
| Signature, and Title of the Chair or the County Board | Date |
|---|------|

SECTION 1 - ORGANIZATION AND STRUCTURE OF THE AGING UNIT

Section I-A Overview of the Aging Unit

Mission: To help people age 60+ and adults with disabilities secure needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life.

Eau Claire County's Aging Unit is a part of the newly formed Aging & Disability Resource Center (ADRC). The ADRC is a welcoming and accessible place where people age 60+ and adults with disabilities, of all incomes, can obtain information, advice, and help in locating services and applying for benefits.

ADRC staff help people understand and evaluate the various service options available to them. By assisting people to find resources in their communities and make informed decisions about how and when to use those resources, ADRC staff enable people to use their personal resources wisely, maintain self-sufficiency, and delay or prevent the need for publicly funded long-term care. When and if it is needed, the ADRC serves as the single access point for publicly funded long term care programs: Community Family Care, Community Health Partnership, and IRIS (Include, Respect, I Self Direct).

ADRC staff also provide the information, assistance, and advocacy needed for ADRC customers to obtain services and benefits. When customers are denied services or benefits, ADRC staff assist them with exercising their appeal and grievance rights.

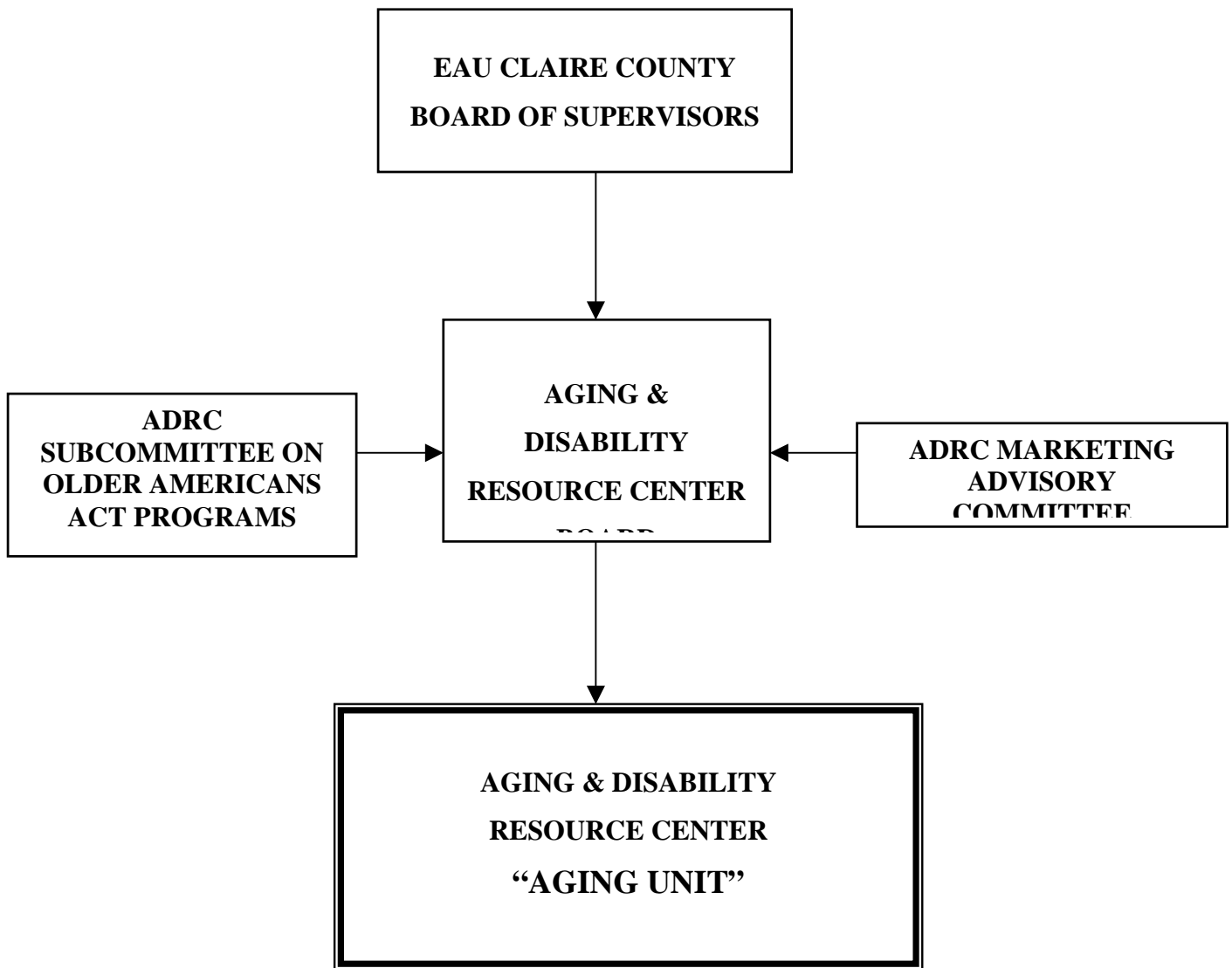
ADRC services are also available to families, friends, caregivers, physicians, and hospital and nursing home discharge planners. Services are provided at the Resource Center, over the telephone, via the Internet, and through home visits.

For more information, please contact:

Dorothy Moen, Director
ADRC of Eau Claire County
715.839.5199
dorothy.moen@co.eau-claire.wi.us

SECTION 1 - ORGANIZATION AND STRUCTURE OF THE AGING UNIT

Section 1-B Organizational Chart of the Aging Unit



**SECTION 1 - ORGANIZATION AND STRUCTURE OF THE
AGING UNIT**

Section 1-C Statutory Requirements for Aging Units

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

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

SECTION 1 - ORGANIZATION AND STRUCTURE OF THE AGING UNIT

Section 1-D Membership of the Policy-Making Body

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

“Members of a county/tribal commission on aging shall serve for terms of 3 years, so arranged that, as nearly as practicable, the terms of one-third of the members shall expire each year, and no member may serve more than 2 consecutive 3-year terms.”

In the case of county board/tribal council members the requirement is 3 consecutive 2-year terms.

| Official Name of the Aging Unit's Policy-Making Body- Aging & Disability Resource Center Board | | | |
|---|-------------------------|-------------------------|--|
| Name of Individual | Age 60 and Older | Elected Official | Year First Term Began/Due to Expire |
| Colleen Bates | X | X | 2008/2010 |
| Gloria Christensen | | X | 2008/2010 |
| Cindi Haag | X | | 2008/2010 |
| Katherine Schneider | | | 2008/2010 |
| Ardyth Krause | X | | 2008/2011 |
| Debi Levin-Stankevich | | | 2008/2011 |
| Todd Teske | | | 2008/2011 |
| Len Deprey | | | 2008/2012 |
| Jason Endres (Vice Chair) | | | 2008/2012 |
| Richard Ziemann | | X | 2008/2012 |
| vacant | | X | 2009 |
| | | | |
| | | | |

SECTION 1 - ORGANIZATION AND STRUCTURE OF THE AGING UNIT

Section 1-E Membership of the Advisory Committee

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

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

| Official Name of the Aging Unit's Advisory Committee- ADRC Subcommittee on Older Americans Act Programs | | | |
|--|-------------------------|-------------------------|------------------------------|
| Name of Individual | Age 60 and Older | Elected Official | Year first term began |
| Debi Levin-Stankevich (Chair) | | | 2008 |
| Kathy Clark (Vice Chair) | X | X | 2008 |
| John Barland | X | | 2008 |
| Gail Hoff | X | | 2008 |
| Ardyth Krause | X | | 2008 |
| Cynthia McGinnis | | | 2008 |
| Sue Miller | | | 2008 |
| Inez Pettis | X | | 2008 |
| Violet Pederson | X | | 2008 |
| Cheryl Stahl | X | | 2008 |
| vacant | | | |
| | | | |

SECTION 1 - ORGANIZATION AND STRUCTURE OF THE AGING UNIT

Section 1-F Staff of the Aging Unit

Listed below are the people employed by the aging unit as the aging unit director, nutrition director, lead information and assistance specialist, benefit specialist, transportation coordinator, and caregiver coordinator. Attach additional pages as needed.

| |
|--|
| <p>Name: Dorothy Moen, BS, CIRS-A Job Title: Director Telephone Number/email Address: 715.839.4735 dorothy.moen@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Aging Unit Director. Transportation Coordinator. Administers Aging & Disability Resource Center programs including all Older Americans Act programs in accordance with state and federal laws, rules, and regulations.</p> |
| <p>Name: Marlene Rud, CIRS-A Job Title: Office Associate 5 Telephone Number/email Address: 715.839.4735 marlene.rud@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Reception including answering initial information and assistance inquiries in the Resource Center and making referrals to appropriate staff members and/or services. Clerks board and committee meetings and is responsible for newsletter and department web site.</p> |
| <p>Name: Kristine Nowak Job Title: Office Associate 2 Telephone Number/email Address: 715.839.4735 kristine.nowak@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Reception including answering initial information and assistance inquiries in Resource Center and making referrals to appropriate staff members and/or services. Maintains Beacon resource database, coordinates newsletter delivery, and assists with department web site.</p> |
| <p>Name: Jennifer Owen, CSW, CIRS Job Title: Options Counselor Supervisor Telephone Number/email Address: 715.839.4735 jennifer.owen@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Screen Liaison. Supervises the Options Counselors, provides information and assistance, long-term care options counseling, Long Term Care Functional Screen, enrollment and disenrollment counseling, and advocacy. Coordinates outreach.</p> |

| |
|---|
| <p>Name: Sue Eder, CSW, CIRS Job Title: Options Counselor Telephone Number/email address: 715.839.4735 sue.eder@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Provides information and assistance, long-term care options counseling, Long Term Care Functional Screen, enrollment and disenrollment counseling, and advocacy. Assists with outreach.</p> |
| <p>Name: Dana Greicar, CSW, CIRS Job Title: Options Counselor Telephone Number/email address: 715.839.4735 dana.greicar@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Provides information and assistance, long-term care options counseling, Long Term Care Functional Screen, enrollment and disenrollment counseling, and advocacy. Assists with outreach.</p> |
| <p>Name: Jill Sommerfeld, MS, CRC, CIRS Job Title: Options Counselor Telephone Number/email address: 715.839.4735 jill.sommerfeld@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Provides information and assistance, long-term care options counseling, Long Term Care Functional Screen, enrollment and disenrollment counseling, and advocacy. Assists with outreach.</p> |
| <p>Name: Lisa Wells, BA, COTA, CIRS-A Job Title: Options Counselor/Caregiver Specialist Telephone Number/email Address: 715.839.4735 lisa.wells@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Provides information and assistance, long-term care options counseling, Long Term Care Functional Screen, enrollment and disenrollment counseling, and advocacy. Assists with outreach. Coordinates the National Family Caregiver Support Program, various prevention programs including the Step-by-Step in-home Fall Prevention Program, Stepping On, and Memory Screening Programs. Responsible for implementing the annual marketing plan.</p> |
| <p>Name: Janet Lesniewski, BA Job Title: Elderly Benefit Specialist Telephone Number/email Address: 715.839.4735 janet.lesniewski@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties:</p> |

| |
|--|
| Provides benefits counseling, education, and advocacy for adults age 60 and older. |
| Name: Sue Brown, CSW Job Title: Elderly Benefit Specialist Telephone Number/email Address: 715.839.4735 sue.brown@co.eau-claire.wi.us |
| Brief Description of Duties: Provides benefits counseling, education, and advocacy for adults age 60 and older. |
| Name: Jim Coldwell, BA Job Title: Disability Benefit Specialist Telephone Number/email address: 715.839.4735 jim.coldwell@co.eau-claire.wi.us |
| Brief Description of Duties: Provides benefits counseling, education, and advocacy for adults ages 18 to 59 with disabilities. |
| Name: Melissa Wendtland, BA Job Title: Disability Benefit Specialist Telephone Number/email address: 715.839.4735 melissa.wendtland@co.eau-claire.wi.us |
| Brief Description of Duties: Provides benefits counseling, education, and advocacy for adults ages 18 to 59 with disabilities. |
| Name: Ruth Kilness RD CD Job Title: Nutrition Program Supervisor Telephone Number/email Address: 715.839.4886 ruth.kilness@co.eau-claire.wi.us |
| Brief Description of Duties: Supervises Elderly Nutrition Program services including: congregate and home delivered meals, liquid nutritional supplements, and provides prevention programs including Chronic Disease Self Management, Stepping On, and nutrition counseling. |
| Name: Debbi Johnson, BSW Job Title: Volunteer Coordinator Telephone Number/email Address: 715.839.4886 debbi.johnson@co.eau-claire.wi.us |
| Brief Description of Duties: Recruits, screens, trains, and coordinates Meals on Wheels and other department volunteers. |
| |

| |
|--|
| <p>Name: Savanna Raciborski Job Title: Office Associate 2 Telephone Number/email Address: 715.839.4886 savanna.raciborski@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Nutrition Program clerical support including SAMS data entry, reception, verifying payment for meals, and donation and meal payment collection.</p> |
| <p>Name: Lisa Ehr, BA Job Title: Information & Assistance Specialist Telephone Number/email Address: 715.839.4886 lisa.ehr@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Determines eligibility for Meals on Wheels.</p> |
| <p>Name: Denise Trussell Job Title: Office Associate 1 Telephone Number/email Address: 715.839.4886 denise.trussell@co.eau-claire.wi.us</p> |
| <p>Brief Description of Duties: Nutrition Program clerical support including assisting with SAMS data entry.</p> |
| <p>Additional staff:</p> <p>4 Part time Meal Site Workers Diane Froseth- LE Phillips Senior Center Kristine Moore- Park Tower Apartments Debra Sandvig- VFW Post 305 Janel Schieffer- St Johns Apartments</p> <p>4 Part time Meals on Wheels Delivery Workers Kris Bertrand Douglas Salter Cleo Schilling Gerald Schilling</p> |

SECTION 2 - CONTEXT

Eau Claire County's Aging Unit has a long history of providing a wide variety of high quality services for the age 60+ population. In July 2008, Eau Claire County was awarded an Aging & Disability Resource Center (ADRC) grant to bring together existing Aging Resource Center services with new services for adults age 18-59 with disabilities and Family Care, Wisconsin's new publicly funded long term care program.

Aging Unit staff and members of the Commission on Aging were involved at all levels of planning and decision making for the ADRC.

- In September 2007, the Eau Claire County Board authorized the creation of an ADRC Board.
- In July 2008, the ADRC was designated as the Aging Unit for Eau Claire County.
- In December 2008, the Commission on Aging and Nutrition Program Advisory Council merged to become the new "ADRC Subcommittee on Older Americans Act programs".

Incorporating the "Aging Difference" philosophy of operation and service into the ADRC has resulted in high quality, coordinated service and major operational efficiencies. The formation of an ADRC allows for a comprehensive, holistic approach to determining and providing for the needs of people age 60+, adults with disabilities, and their caregivers. The ADRC pulls together information about the whole spectrum of resources available in the county and surrounding areas and helps coordinate access to them. A variety of health promotion and disease prevention programs are provided by the ADRC. Marketing, outreach and public education activities have been expanded, increasing awareness about services and giving people age 60+, adults with disabilities, and their caregivers better, more timely, and less stressful access to needed information and services.

The ADRC is the single entry point for "Family Care", Wisconsin's new publicly funded long term care program. ADRC staff enroll qualified individuals into the Family Care programs

Community Family Care, Community Health Partnership, and IRIS (Include, Respect, I Self Direct) and is managing the waiting list for these programs until November 1, 2011 when Family Care is scheduled to become an entitlement in Eau Claire County.

At this time, there are 90 people on the waiting list and the average wait for enrollment is three months. Family Care has eliminated the long (average 3 to 6 years) waiting lists under the old system and has been a wonderful opportunity for people age 60+ and adults with disabilities to remain independent in the community. ADRC staff are also responsible for working with people age 60+ and adults with disabilities who live in nursing homes and wish to move back to their own homes in the community.

Public education about the purpose and availability of the ADRC will be an ongoing challenge. People age 60+, adults with disabilities, their caregivers, and the professionals who work with them all need to be aware that there is an ADRC in Eau Claire County and that its purpose is to assist them with making decisions about and accessing long term care programs and benefits. The ADRC will continue to work closely with hospitals and clinics, assisted living facilities, nursing homes, senior centers, schools, and numerous other community organizations and agencies to establish a community-wide awareness and understanding of ADRC programs and services.

Projections For Eau Claire County Population Age 60 and Older Through 2030:

| 2000 | 2005 | 2010 | 2015 | 2020 | 2025 | 2030 | | 2000- % 60+ | 2030- % 60+ |
|--------|--------|--------|--------|--------|--------|--------|--|-------------|-------------|
| 14,368 | 15,564 | 18,198 | 21,217 | 24,407 | 27,449 | 29,335 | | 15.4% | 25% |

By incorporating the Aging Unit into its ADRC, Eau Claire County is well positioned to be able to serve this large increase in the age 60+ population. A strong ADRC Board, active ADRC Subcommittee on Older Americans Act Programs, and excellent staff will contribute to our success. Recognizing that all people age 60+ are not alike or even from the same generation will help us be more effective in reaching and serving this group in a proactive manner. As the baby boomers age, we will need to change the assumption that our meal sites are the first point of

access for many of our services to the reality that our web site will not only be the first, but a major access point in the future.

Eau Claire County is striving to follow the “GUIDING PRINCIPLES FOR AGING AND DISABILITY RESOURCE CENTERS”:

- Individual And Organizational Advocacy
- Customers Really In Charge
- Core Services Provided Statewide
- Statewide Expertise In Aging And Disabilities Services And Systems
- Consistent Quality Services
- A Focus On Community Collaboration
- Convenient Service Areas
- Volunteers Are Key To Service Delivery

SECTION 3 - PLANNING PROCESS

The ideas and emphasis of this plan came from the following sources:

- Program participants and their caregivers
- Eau Claire County ADRC Subcommittee on Older Americans Act Programs
- ADRC staff
- Greater Wisconsin Agency on Aging Resources
- The Bureau of Aging & Disability Resources
- Aging & Disability Professionals of Wisconsin
- The Department of Health Services Division of Disability and Elder Services
- The U.S. Administration on Aging web site

Listed below are the dates, times, locations, and numbers of people in attendance at public hearings. A summary of the feedback and comments from the public hearings and how the draft version of the plan was altered as a result of the comments received at the public hearings are included.

Members of the ADRC Subcommittee on Older Americans Act programs attended both hearings. Seven of the eleven members attended in Augusta and nine of the eleven members attended in Eau Claire.

Public input sessions were held at the Augusta Senior Center in Augusta on Monday, August 10, 2009 at 12:30 pm and at the Eau Claire County Courthouse on Tuesday, August 11, 2009 at 4:00 pm.

Availability of the draft plan and the input sessions were advertised in the ADRC newsletter, Augusta senior center newsletter, local media, with posters sent to meal sites, flyers sent to community agencies, and on our department web site. The draft plan was posted on the ADRC web site and copies were made available at the Augusta Senior Center and at the ADRC.

9 individuals attended the public hearing at the Augusta Senior Center. Feedback and comments included:

- Importance of continuing to print materials as well as making them available on the web site as many seniors don't have computers
- Providing pre recorded information that could be accessed by phone
- Involving UW Health & Augusta Clinic in outreach and prevention programs

1 individual attended the public hearing in Eau Claire. Feedback and comments included:

- Utilizing H1N1 information letter developed by the City County Health Department
- Connecting with Northwest Wisconsin HomeCare to work together on prevention programs

Written and oral comments will be taken from August 10 through September 15.
Comments included:

None.

The plan will be updated with feedback and comments from public hearings, ADRC Subcommittee on Older Americans Act programs members, staff, and oral and written comments.

SECTION 4 - FEDERALLY REQUIRED FOCUS AREAS

Focus Area: - Emergency Preparedness Plans

Goal #1

Modify the Administration on Aging publication, “Emergency Readiness for Older Adults and Caregivers”, to include information for adults with disabilities. Post on the ADRC web site, make available to individuals on Meals on Wheels, to meal sites, senior centers, housing, and IRIS members, and publicize availability in the monthly ADRC newsletter by December 2010 and annually thereafter throughout the plan period.

Goal #2

Expand Emergency Food Packs to include enough shelf stable food items for three meals, shelf stable food items for use in case of flu, and written educational materials about emergency preparedness, flu, and personal responsibility and deliver to all individuals on Meals on Wheels and make available to all ADRC customers in October and January throughout this plan period. Coordinate with Community Health Partnership any food items and/or educational materials provided to their members who receive Meals on Wheels.

Goal #3

Survey individuals after they receive their Emergency Food Packs to determine their satisfaction with the items delivered, understanding of educational materials provided, and suggestions for improvements for future Packs throughout this plan period.

Goal #4

Coordinate ADRC’s emergency preparedness activities with Eau Claire County and other community activities to ensure the needs of older adults are addressed within the plan by December 2011.

Focus Area: - Transportation Coordination

Goal #1

Improve ADRC customer’s awareness of and access to transportation services by continuing to update and distribute paper copies of the Transportation Resource Guide, make the Guide available on the ADRC web site, make the Application for Para Transit Certification forms available in the Resource Center, and write at least four articles about transportation options including Medical Assistance transportation for the ADRC newsletter throughout this plan period.

Goal #2

Work with Center for Independent Living of Western Wisconsin (CILWW) to develop and support a volunteer driver program in Eau Claire County by assisting with recruiting volunteers (in mailings to Meals on Wheels volunteers, in monthly newsletter, and with posters at Resource

Center) and assisting with CILWW sponsored annual volunteer driver training (by providing a site and presenting information about the ADRC) throughout this plan period.

Goal #3

Sponsor at least one Transportation Awareness Day in rural Eau Claire County by December 2011 in order to highlight services available and facilitate rural county residents application and approval for service.

Focus Area: - Family Caregiver Support Activities

Goal #1

Increase ADRC customer's awareness of caregiver issues and resources including respite care vouchers by placing paid ads in local papers (3x per year), writing caregiving articles for local papers (3x per year), and the ADRC newsletter (monthly), sending letters to churches (annually) and parish nurses (6x per year), distributing Caregiving Resource packets to physician offices (2x per year), continuing to participate in the annual "Caring for the Caregiver" conference, expanding and updating the ADRC Caregiver web pages (monthly), and purchasing materials to expand and keep current the Caregiver Lending library (annually) throughout this plan period.

Goal #2

Attend monthly Chippewa Valley Family Caregiving Alliance and steering committee meetings (members include family caregivers, health care agencies, nursing homes, assisted living facilities, Parrish nurses, UW-EC, clinics, Alzheimer's Association, and Red Cross) and assist with the areas of focus: Caregiving in the Workplace, Connecting Caregivers with Services through Health Care Providers and the annual Caregiver Town Hall Meeting and Resource Fair to expand our capabilities to reach and serve caregivers in our county throughout the plan period.

Goal #3

Increase awareness and offer information, education, and support to grandparents and other relative caregivers of minor children by helping to sponsor and speaking at the annual 5-week Grandparenting Series, list the Grandparents Support Group in the monthly ADRC newsletter, educate Options Counselors about the program, and provide respite care vouchers by December 2012.

Goal #4

Write articles for the ADRC newsletter and maintain information on the ADRC web site about adaptive equipment including types, uses, sources, and funding availability at the ADRC at least twice each year in 2010 and annually thereafter throughout the plan period. Write letters to all Eau Claire County churches, housing facilities, support groups, and civic organizations to offer presentations on the AT Kit provided by the UW Stout Vocational Rehabilitation Institute and the Center for Independent Living of Western Wisconsin and provide presentations as requested by December 2011.

Goal #5

Develop a program to provide samples of incontinence supplies and written information about incontinence and supply availability for use by Options Counselors in order to increase caregiver's awareness of causes of incontinence, strategies for effective management, and resources by December 2011.

Goal #6

Develop a quarterly caregiving newsletter and distribute to churches, local employers (including Eau Claire County and City, UW Eau Claire, civic organizations), and post on the ADRC web site to increase employer awareness of caregiving challenges and resources by December 2011.

Goal #7

Strengthen ADRC relationship with local Alzheimer's Association office by routing the Alzheimer's Association newsletter to all staff, membership in the Alzheimer's Association, writing articles for the monthly ADRC newsletter, and supporting local Alzheimer's Association support groups and conference throughout this plan period.

Goal #8

Meet all requirements for SAMS data collection and entry for the National Family Caregiver Support Program activities by October 2010.

SECTION 5 - LOCALLY DETERMINED FOCUS AREAS

Focus Area: Information and Assistance and Long Term Care Options Counseling

Goal#1

Develop informational materials appropriate for use by Options Counselors when counseling individuals who are able to purchase short and long term care services with their own resources by December 2010.

Goal #2

Provide ADRC customers of all incomes with reliable and objective information so they can access services and make informed choices about their short and long-term care options throughout the plan period.

Goal #3

Respond to all Pre Admission Counseling referrals within 5 days to provide information on short and long term care options prior to admission to nursing homes and community based facilities throughout the plan period in order to provide the information necessary for individuals to make informed decisions and utilize their personal financial resources wisely and delay or prevent the need for public funding throughout this plan period.

Goal #4

Develop policies and procedures so all information and assistance contacts are entered into Beacon in a timely and consistent manner by September 2010 so the program can be used to provide seamless service to ADRC customers and real time information to ADRC staff.

Focus Area: Benefits Counseling

Goal #1

Increase ADRC customer's awareness of the Low Income Subsidy and Medicare Savings Plan programs by writing quarterly articles for the ADRC newsletter, placing posters and brochures at pharmacies and other locations determined to be effective in reaching this population, placing information on the ADRC web site, arranging for outreach events, and sponsoring other public information activities throughout the plan period.

Goal #2

Provide ADRC customers assistance with application for Foodshare by writing quarterly articles for the ADRC newsletter, placing information on the ADRC web site, arranging for outreach events, and sponsoring other public information activities throughout the plan period.

Focus Area: Eligibility Determination for Publicly Funded Long Term Care

Goal #1

Provide older adults and adults with disabilities access to publicly funded long term care programs by publicizing programs available quarterly in the ADRC newsletter and Transition newsletter, sponsoring outreach events for agencies working with eligible individuals, and attending local resource fair opportunities throughout this plan period.

Focus Area: Advocacy

Goal #1

Provide the information, assistance, and advocacy needed for ADRC customers to exercise their rights to services and when denied services, their rights to appeal and grievance by inviting CWAG and DRW representatives to ADRC staff meetings and ADRC board and subcommittee meetings each year of the plan period and posting the “Notice of Aging & Disability Resource Center Customer Rights” at the Resource Center, in the monthly newsletter, and on the web site throughout this plan period.

Focus Area: Nutrition Program

Goal 1

Increase awareness of congregate meal sites by applying Greater Wisconsin Agency on Aging Resources (GWAAR) Quality Improvement principles when evaluating all sites by December 2012.

Goal #2

Improve meal site menu variety and nutritional value by raising expectations in food contracts and/or contracting with different caterers by December 2010.

Goal #3

Ensure an adequate number of trained volunteers are available to keep program costs down and meet increasing demand for Meals on Wheels by a planned program of advertising, screening, training, and recognition throughout this plan period.

Focus Area: Marketing, Outreach, and Public Education

Goal 1

Develop an annual Marketing Plan that includes a variety of activities that will ensure ADRC customers of all incomes are aware of and use ADRC services by January of each year of this plan period.

Goal #2

Continue staff speaker bureau, participation in exhibit and Health Fairs, conferences, and other outreach and public education activities throughout this plan period.

Goal #3

Continue offering the Elderly Benefit Specialist Medicare and 65 presentations two times each month throughout this plan period.

Goal #4

Work with the Chippewa Valley CARE Coalition to plan and implement at least two “Final Affairs” seminars to provide ADRC customers with education and guidance on arranging personal and legal affairs in each year of the plan period.

Goal #5

Provide a variety of informational materials and educational opportunities to physicians, hospital and nursing home discharge planners, and other professionals who also work with the same individuals as the ADRC throughout this plan period.

Focus Area: Health Promotion

Goal #1

Provide a variety of evidence based and other classes, risk screenings, education, and support group to ADRC customers in order to promote healthy practices and strategies for caregiving, fall prevention, and disease management throughout this plan period.

Goal #2

Provide Nutrition Risk Screens to everyone participating in the Nutrition Program and offer counseling to individuals determined to be at high risk for nutrition related problems throughout this plan period.

Goal #3

Offer the “Powerful Tools for Caregiving” class 2-3 times a year and at least one time in the rural area throughout the plan period.

Goal #4

Offer the “Prepare to Care” class to employees including Eau Claire County, city, UW Eau Claire, and others, annually throughout the plan period.

Goal #5

Provide Memory Screens to identify early indicators of Alzheimer’s disease and make referrals as appropriate throughout this plan period.

SECTION 6 - Budgets

See Attachment I

**ASSURANCE OF COMPLIANCE WITH
FEDERAL AND STATE LAWS AND REGULATIONS**

On behalf of the designated county/tribal organization, we certify that the

Aging & Disability Resource Center of Eau Claire County

(Give the full name of the aging unit)

has reviewed the appendix to the county/tribal plan entitled Assurances of Compliance with Federal and State Laws and Regulations for 2010-2012. We assure that the activities identified in this plan will be carried out to the best of the ability of the county/tribe in compliance with the federal and state laws and regulations listed in the Assurances of Compliance with Federal and State Laws and Regulations for 2010-2012.

Signature, and Title of the Chair of the ADRC
Subcommittee on Older Americans Act Programs

Date

Signature, and Title of the Chair of the ADRC board

Date

Signature, and Title of the Chair of the County Board

Date

ASSURANCES

The applicant certifies compliance with the following regulations:

1. Legal Authority of the Applicant

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

2. Outreach, Training, Coordination & Public Information

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

3. Preference for Older People with Greatest Social and Economic Need

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

4. Advisory Role to Service Providers of Older Persons

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

5. Contributions for Services

- The applicant shall assure that agencies providing services supported with Older Americans Act and state aging funds shall give older adults a free and voluntary

opportunity to contribute to the costs of services consistent with the Older Americans Act regulations.

- Each older recipient shall determine what he/she is able to contribute toward the cost of the service. No older adult shall be denied a service because he/she will not or cannot contribute to the cost of such service.
- The applicant shall provide that the methods of receiving contributions from individuals by the agencies providing services under the county/tribal plan shall be handled in a manner that assures the confidentiality of the individual's contributions.
- The applicant must assure that each service provider establishes appropriate procedures to safeguard and account for all contributions.
- The applicant must assure that each service provider considers and reports the contributions made by older people as program income. All program income must be used to expand the size or scope of the funded program that generated the income. Nutrition service providers must use all contributions to expand the nutrition services. Program income must be spent within the contract period that it is generated.

6. Confidentiality

- The applicant shall ensure that no information about, or obtained from an individual and in possession of an agency providing services to such individual under the county/tribal or area plan, shall be disclosed in a form identifiable with the individual, unless the individual provides his/her written informed consent to such disclosure.
- Lists of older adults compiled in establishing and maintaining information and referral sources shall be used solely for the purpose of providing social services and only with the informed consent of each person on the list.
- In order that the privacy of each participant in aging programs is in no way abridged, the confidentiality of all participant data gathered and maintained by the State Agency, the Area Agency, the county or tribal aging agency, and any other agency, organization, or individual providing services under the State, area, county, or tribal plan, shall be safeguarded by specific policies.
- Each participant from whom personal information is obtained shall be made aware of his or her rights to:
 - (a) Have full access to any information about one's self which is being kept on file;
 - (b) Be informed about the uses made of the information about him or her, including the identity of all persons and agencies involved and any known consequences for providing such data; and,
 - (c) Be able to contest the accuracy, completeness, pertinence, and necessity of information being retained about one's self and be assured that such information, when incorrect, will be corrected or amended on request.

- All information gathered and maintained on participants under the area, county or tribal plan shall be accurate, complete, and timely and shall be legitimately necessary for determining an individual's need and/or eligibility for services and other benefits.
- No information about, or obtained from, an individual participant shall be disclosed in any form identifiable with the individual to any person outside the agency or program involved without the informed consent of the participant or his/her legal representative, except:
 - (a) By court order; or,
 - (b) When securing client-requested services, benefits, or rights.
- The lists of older persons receiving services under any programs funded through the State Agency shall be used solely for the purpose of providing said services, and can only be released with the informed consent of each individual on the list.
- All paid and volunteer staff members providing services or conducting other activities under the area plan shall be informed of and agree to:
 - (a) Their responsibility to maintain the confidentiality of any client-related information learned through the execution of their duties. Such information shall not be discussed except in a professional setting as required for the delivery of service or the conduct of other essential activities under the area plan; and,
 - (b) All policies and procedures adopted by the State and Area Agency to safeguard confidentiality of participant information, including those delineated in these rules.
- Appropriate precautions shall be taken to protect the safety of all files, microfiche, computer tapes and records in any location which contain sensitive information on individuals receiving services under the State or area plan. This includes but is not limited to assuring registration forms containing personal information are stored in a secure, locked drawer when not in use.

7. Records and Reports

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

8. Licensure and Standards Requirements

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

9. Civil Rights

- The applicant shall comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and in accordance with that act, no person shall on the basis of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity under this plan.
- All grants, sub-grants, contracts or other agents receiving funds under this plan are subject to compliance with the regulation stated in 9 above.
- The applicant shall develop and continue to maintain written procedures which specify how the agency will conduct the activities under its plan to assure compliance with Title VI of the Civil Rights Act.
- The applicant shall comply with Title VI of the Civil Rights Act (42 USC 2000d) prohibiting employment discrimination where (1) the primary purpose of a grant is to provide employment or (2) discriminatory employment practices will result in unequal treatment of persons who are or should be benefiting from the service funded by the grant.
- All recipients of funds through the county/tribal or area plan shall operate each program or activity so that, when viewed in its entirety, the program or activity is accessible to and usable by handicapped adults as required in the Architectural Barriers Act of 1968.

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

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

11. Political Activity of Employees

The applicant shall comply with the provisions of the Hatch Act (5 U.S.C. Sections 7321-7326), which limit the political activity of employees who work in federally funded programs. [Information about the Hatch Act is available from the U.S. Office of Special Counsel at <http://www.osc.gov/>]

12. Fair Labor Standards Act

The applicant shall comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act (Title 29, United States Code, Section 201-219),

as they apply to hospital and educational institution employees of state and local governments.

13. Private Gain

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

14. Assessment and Examination of Records

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

15. Maintenance of Non-Federal Funding

- The applicant assures that the aging unit, and each service provider, shall not use Older Americans Act or state aging funds to supplant other federal, state or local funds.
- The applicant must assure that each service provider must continue or initiate efforts to obtain funds from private sources and other public organizations for each service funded under the county or tribal plan.

16. Regulations of Grantor Agency

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

17. Older Americans Act

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

18. Federal Regulations-

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

19. Wisconsin Elders Act

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

Wisconsin Statutes Chapter 46.82 Aging unit.

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

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

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

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

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

1. Work to ensure that all older individuals, regardless of income, have access to information, services and opportunities available through the county or tribal aging unit and have the opportunity to contribute to the cost of services and that the services and resources of the county or tribal aging unit are designed to reach those in greatest social and economic need.
2. Plan for, receive and administer federal, state and county, city, town or village funds allocated under the state and area plan on aging to the county or tribal aging unit and any gifts, grants or payments received by the county or tribal aging unit, for the purposes for which allocated or made.

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

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

(4) Commission On Aging.

(a) Appointment.

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

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

(b) Composition.

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

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

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

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

(c) Terms.

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

(c) Powers and duties.

A county or tribal commission on aging appointed under sub. (4) (a) shall, in addition to any other powers or duties established by state law, plan and develop administrative and program policies, in accordance with state law and within limits established by the department of health and family services, if any, for programs in the county or for the tribe or band that are funded by the federal or state government for administration by the aging unit. Policy decisions not reserved by statute for the department of health and family services may be delegated by the secretary to the county or tribal commission on aging. The county or tribal commission on aging shall direct the aging unit with respect to the powers and duties of the aging unit under sub. (3).

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

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

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

(d) For an aging unit that is described in sub. (1) (a) 3., the commission on aging under sub. (4) (b) 3. shall make the appointment, subject to ch. 181.