

**ROCK COUNTY, WISCONSIN**



**COUNCIL ON AGING**  
51 South Main Street (mailing)  
Janesville, WI 53545  
3328 U.S. Highway 51 North (location)  
608-757-5472  
608-758-8472 (fax)

**COUNCIL ON AGING**

**ADVISORY BOARD AGENDA**

**Wednesday October 21, 2020, 9:00 a.m.**

**Council on Aging Office**

**3328 US Highway 51 North, Janesville, Wisconsin**

**NOTE: This is a Teleconference**

Rock County Council on Aging is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://us02web.zoom.us/j/84677266676?pwd=ZWdSQjdiMXI3aHJ5ekd3WEpFTkpCQT09>

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**If you are interested in providing public comments on items on this agenda, you must submit your comments by noon on Monday, October 19, 2020. To submit a public comment use the following email: [paula.schutt@co.rock.wi.us](mailto:paula.schutt@co.rock.wi.us).**

**COUNCIL ON AGING  
ADVISORY BOARD AGENDA  
Wednesday October 21, 2020, 9:00 a.m.**

**AGENDA**

- A. Call to Order
- B. Approval of Agenda
- C. Roll Call
- D. Introduction of Visitors
- E. Approval of August 19, 2020 Advisory Board Minutes
- F. Citizen Participation, Communications and Announcements
- G. Staff Report
  - 1. Director .....Paula Schutt
  - 2. Elder Benefit Specialist..... Lachel Fowler
  - 3. Mobility Management.....Jennifer McIlhone
  - 4. Transit..... Ryan Booth
  - 5. Caregiver Specialist.....Julie Seeman
  - 6. Health Promotion Coordinator.....Lisa Messer
- H. New Business
  - a. Update on integration
  - b. 2022 Budget
- I. Old Business
  - a. Aging Goals Report
  - b. Update on Transportation
- J. Reports
  - 1. County Board of Supervisors, Supervisor
  - 2. ADRC of Rock County, Vicky O'Donnell
- K. Adjournment

The County of Rock will provide reasonable accommodations to people with disabilities. Please contact us at 608-757-5510 or e-mail [countyadmin@co.rock.wi.us](mailto:countyadmin@co.rock.wi.us) at least 48 hours prior to a public meeting to discuss any accommodations that may be necessary.



**COUNCIL ON AGING ADVISORY BOARD MINUTES**  
**Wednesday August 19 2020, 9:00 a.m.**

**Call to Order:** The meeting of the Council on Aging Advisory Board was called to order at 9:00 a.m. by Jean Boyle. All present were participating via ZOOM or the telephone.

**Approval of Agenda:** A motion was made by Tom Brien and seconded by Janice Turner to approve the agenda with two changes. Aging Report Goals will be revisited in October and one speaker will be moved to the top of the list due to time constraints. Motion carried.

**Roll Call:**

Present: Mark Richardson, Janet Smith, Janice Turner and, Patricia Burhans, Robert Borremans, Jack Kooyman, Vicky Gobel, Rena Dewar, Sue McGinniss, Tom Brien, Karen Ferguson, Jean Boyle

Excused: Vicky O'Donnell, Debbie Kraus, Sherril Gilbertson

Unexcused: none

Staff Present: Paula Schutt, Lisa Messer, Ryan Booth, Lachel Fowler, Julie Seeman

**Introduction of Visitors:** Pam Bostwick, Terri Carlson

Approval of July 15, 2020 Advisory Board Minutes: A motion was made by Mark Richardson and seconded by Tom Brien to approve the minutes with noted correction (one typo).

**Citizen Participation, Communications and Announcements:** Pam Bostwick applauded the COA staff for all of their work.

**Staff Reports:**

Caregiver Specialist – Julie reported on the variety of virtual programs she has been offering recently. She is offering the Sage Elder Care workshops, and has also partnered with Jefferson County to offer them to seniors there as well. She is presenting Joyful Moments at Home as well as the Armchair Travel Series. She has purchased individual sessions for her caregivers as well. She is planning a fall caregiver conference workshop as well.

Director: Paula reported she has been working on grants, RFP's and the newsletter. She announced we will be losing our Transportation Dispatcher, Crystal Kreyer, who is moving to Texas with her family. The position has been posted. Paula submitted the Mobility Management Grant to the D.O.T. and finished the RFP (Request for Proposal) to be sent to Janesville Transit for the paratransit service. She is finishing quarterly reports for GWAAR and working on the next monthly newsletter.

Sue McGinniss asked if the Mobility Management Position was the only position we needed to write a grant for. Paula said it was.

Elder Benefit Specialist Lachel reported she has had a number of requests for those who want to begin their retirement at age 62. She believes it has something to do with the difficulty many have had accessing unemployment payments. Since she cannot meet with large groups or meet people in the office, she has been meeting outside the COA office and also in parks. She is gearing up for open enrollment and this year it will be done mostly by mail. She is having a virtual presentation on Sept 21 and another on Oct. 5 on Senior Care.

Sue McGinniss commented on the large number of people applying for retirement and asked if Lachel thought we would see a continued increase. She also asked why Lachel was going to be conducting Open Enrollment by mail. Lachel explained that GWAAR was requesting that EBS staff not meet in person with clients and no group meetings. Lachel said that it is hoped that this method will help to cut down on the possibility of spreading covid.

There was also a short discussion on the mail service and its current challenges. Jean Boyle thanked Lachel for going the extra mile and said she was a good example of the quality of employees at the COA.

Mobility Management: Paula reported for Jennifer who was on a Wednesday Walk event. Cycling with Age had 42 participants in June. August 21 and 28<sup>th</sup> are the last dates for seniors to ride the tri-shaw. August 25 the tri-shaw will be used to deliver meals in an area by Kandau. Wednesday Walks have had 102 participants since June. The Sept 2 Wednesday Walk scheduled for Wisconsin Wagon has been cancelled and replaced with an extra trip to Hoo's Woods. Jennifer has also been elected to the Board of Directors for the Wisconsin Association of Mobility Management. Board member Janice Turner said that she has participated in the Wednesday Walks and they are very well organized.

Transportation Supervisor – Ryan Booth reported that this Friday is Crystal's last day. She has been a leader in transportation and her knowledge will be missed. He also reported that all 3 of the new buses are now on the road. We have retired bus 16. We are back down to a fleet of 12 vehicles. In July we average 70 trips per day with an average of 5 buses. We have also had a new driver start. Ryan reported that one of our drivers averted a health crisis when he found a passenger collapsed on the floor in their home. Proper authorities were alerted and needed medical attention was obtained. Quick action on the part of the driver helped this person to avoid a major medical incident. State Patrol also did their yearly inspection of the vehicles and everything passed.

Paula also mentioned we are out for bid for a company to manage the van drivers. Manpower's contract ends in 2020.

### Health Promotion Coordinator

#### **Health Promotion Coordinator Report for Advisory Board Meeting – August 19, 2020**

**By Lisa Messer, RDN, CD**

#### **Workshop updates**

**To find a workshop in person or online statewide go to: <https://wihealthyaging.org/workshops>**

**To enroll in Rock County call 757-5309 or go to: <https://www.co.rock.wi.us/aging-classes-workshops/senior-wellness>**

**Timeframes and locations of leader trainings and workshops have been affected by organization, county and state COVID policies! WIHA has developed in person programming safety protocols and approved by Rock Co HD staff.**

**NEW! Eat Smart, Move More, Weigh Less! – FREE (\$230 value) online 15 week nutrition workshop through University of North Carolina and taught by Registered Dietitians. See flyer or August COA LINKS newsletter! Workshops start in September and October. We have 10 paid spots thanks to GWAAR funding!**

**Better Choices Better Health-** A national program online for managing chronic conditions (similar to Living Well with Chronic Conditions). I am speaking with state staff 8/19/20 to inquire about offering this to our Rock County residents.

**Living Well with Chronic Conditions (TOOLKITS):**

These are \$45 self-toolkits available for people to do at home and do a call in / phone in conference with a leader and other participants if desired. It is not quite the same as the workshops and therefore the funding is different than the workshops. We are looking for people who have taught LWCC workshops (within the past two years) to possible lead, but there are none? Meghan Timm of SSM health considering being trained as a leader for LWCC in October 2020, contact Lisa if interested in becoming a leader for LWCC.

**Healthy Living with Chronic Pain:**

Laura Meyer–Junco a Clinical Pharmacist from Illinois who works at Mercy Clinic in Janesville is being trained as a HLCP leader in September. (Leader training may be moved from Stevens Point to Rock Co, Lisa is helping find locations. **If someone wants to be trained as a workshop leader talk with Lisa quick!**) We are looking to pair her up with a HLCP leader from Rock County (through BASE out of Evansville). BASE director Jennifer Braun is asking if any stipends or funding can be provided to pay the salary of one of her leaders. CoA maybe has funds to do this. An HLCP online workshop is being planned in October for Rock county participants (if the leader training takes place

**Walk with Ease:** An evidence-based program designed to help people living the arthritis better manage their pain. It's also ideal for people without arthritis who want to make walking a regular habit. Sessions consist of group discussion and walking. **Leader training is 3 hours online with self-directed participation.** This could be a great walking program in each community for the fall season. If interested contact Lisa- training is free!

**Stand Up & Move More!** (A research study.) All four pilot counties have rescheduled workshop until spring of 2021 due to logistics/ Covid-19. Lisa will teach in spring. All Beloit participants wanted to sign up for 2021!

**Powerful Tools for Caregivers:**

The PTC in person workshop at the Edgerton Hospital was cancelled but an online/virtual workshop began on Fridays 9-11 am August 7<sup>th</sup>- Sept 11<sup>th</sup> with 9 participants! Leaders from Rock and Jefferson County ADRC's Handouts have to be printed out and mailed (by me) to all people, as many don't have a printer. The March PTC Beloit workshop participants only got two sessions in before they had to stop the sessions. The leaders (from ADRC and Alzheimer's Alliance) contacted the 13 participants on a regular basis. They just resumed this group as an online workshop to continue where they left off. Many fewer participants though. **Looking for more leaders for PTC! Online training in October if interested – sign up is NOW!**

**Healthy Eating for Successful Living:** Amy Karas of Nutrition and Health Associates would like to teach Healthy Eating workshop on Monday mornings starting in September. Clinton senior center was the original location planned, but no public spaces large enough for 6-8 people + instructor are available in Clinton. Have asked churches and fire dept. looking at 3 other spaces in Beloit and Janesville areas.

**Stepping On:** All classes are postponed in person due to Covid concerns, lack of space to hold it and lack of leaders to teach it. State WIHA office is test piloting online version of SO now in four counties. **Sept is Falls Prevention Month** and NCOA, WIHA & Rock County will be doing promotions through media different ways to increase awareness. WI has highest rate of fatal falls of any state. If interested in being a Stepping on Leader training will be in 2021.

**Mind over Matter (MOM):** In person *leader* training is still planned for September 2 & 3 in Waupaca. The *participant* workshops may be in person or virtual! May refer Rock County folks to other counties who have online workshop openings this fall who have openings. If interested in the leader training or workshop contact Lisa ASAP.

**Healthy Living with Diabetes:**

Paula S and Pat B were to be trained as leaders for HLWD in August in Fond du Lac and a program has been scheduled for October 15-November 19 at Grinnell Hall in Beloit. The leader training was cancelled last minute due to low enrollment People dropped out due to covid concerns) We tried to relocate

training to Rock county, but master leader could not travel that far. Training r/s to April 2021. The Spanish version of HLWD, Vivir Saludable con Diabetes, was to be taught by Zylvia R. and Andrea L. from Beloit Area Community Health Center, but leader training has been postponed until 2021. So May 2021 earliest for HLWD.

**AMP toolkits:** are available through Rock County – Contact Paula Schutt. They are different than the workshop but a nice lead up to taking that series and something people can do at home! Over 150 sent out!

**HEAR (Health Equity Alliance of Rock Co):** July and August had guest speakers about Racial Health disparities, Covid-19 stats, and how the pandemic is changing how we provided services to our clients. CHIP survey feedback due by Sept.

**WIHA (WI Institute of Healthy Aging) State updates:**

For counties who don't have leaders we should be refer people across county lines to meet the needs of participants. WIHA is working with the program developers to test pilot virtual formats of the evidence based workshops to offer to clients as a program option. Offering virtual learning for some leader training updates. Heard from many across the state who are offering virtual programming- pros/cons. WIHA is adapting the National Council on Aging's "Falls Prevention Toolkit" for all WI counties to use for the month of September which is fall's Prevention Month.

**Rock County COA is looking to expand types & numbers of workshop offered, where they are offered and increase the number of leaders from all neighborhoods and areas of the county! If you know someone who may be interested please have them call Lisa or look on the Wisconsin Institute of Healthy Aging (WIHA) site to view program and leader information:**

<https://wihealthyaging.org/become-a-program-leader>

Mark Richardson asked Paula if the companies that were going out for bid for the drivers had the number of people they would need to fill the positions. Paula explained that whoever received the bid would be hiring the staff they needed.

**New Business – none**

**Old Business –** A vote was taken on the revised by-laws. The two significant changes were extending the time a board member could serve. It was changed so that they must take one term off and then they are able to run again after a two term appointment. A motion was made by Sue McGinniss and seconded by Karen Ferguson to accept the bylaws with noted changes. Motion passed.

**Board Membership Report Reports:**

County Board of Supervisors, Tom Brien: Tom reported that the County Board was scheduled to begin meeting in person again in September, but due to a result of a vote, that will be postponed until the first of the year.


ADRC of Rock County, Vicky O'Donnell: absent...

**Adjournment:** A motion was made at 9:50 a.m. by Pat Burhans and seconded by Sue McGinniss to adjourn the meeting. Motion carried. *Minutes not official until approved by the Council on Aging Advisory Board.*



DATE: October 8, 2020

TO: Education, Veterans, and Aging Services Committee  
Human Services Board  
Council on Aging  
ADRC Advisory Committee

FROM: Josh Smith   
County Administrator

RE: ADRC – Council on Aging Integration Recommendation

**Background**

In early 2019, the retirement of the director of the Council on Aging provided the opportunity to study the feasibility of combining the senior services of the Council on Aging with the Aging and Disability Resource Center.

Separate but related, the decision to move Human Services programs to 1717 Center Avenue led to the decision for the Council on Aging to be co-located with the future office space of the ADRC as both programs' clients were similar.

In May 2019, the County Board established an Aging Services Integration Review Advisory Committee to look into whether to integrate the Council on Aging and the ADRC. The Study Committee consisted of ten members:

- half representing the Council on Aging (three citizens and two County Board members serving on the Council on Aging and/or Education, Veterans and Aging Services Committee); and
- half representing the ADRC Advisory Committee (four citizens and one County Board member serving on the ADRC Advisory Committee and/or Human Services Board).

The Advisory Committee was chaired by then County Board member Phil Owens who also represented the Council on Aging and Education, Veterans and Aging Services Committee.

A consultant was hired utilizing state funds to assist the Advisory Committee with its charge. The purpose of this project was to gather and analyze information, gather input, and discuss the opportunities and concerns with regard to integration.

Meetings were held in 2019 with a final report in early fall of that year. The report's recommendations (page 15 of the report) called for:

1. The Rock County COA and ADRC to integrate into one entity:
  - a. This effort's main focus must be on the customer.
  - b. Set aside personal agendas.
  - c. Multiple staff trainings needed monthly. Utilizing experiences from other benchmark counties to establish a training process for moving forward. No need to re-invent the wheel.
2. Develop a marketing strategy for all aging programs and services in the newly integrated entity:
  - a. One brochure, one website, one social media point, one phone number, and advertising that promotes all aging programs and services as one.
  - b. Identification of the potential for additional marketing dollars through ADRC.
  - c. Solicit Donations from health care organizations for additional promotion.
3. Establish an integrated SAMS (software application used by Council on Aging and ADRC) database for tracking purposes.
  - a. Staff need to understand and review customer contacts within the software application.
  - b. Establish contact goals on an annual basis and include them in County budget documents.
4. Establish customer service metrics
  - a. What does excellent customer service mean?
  - b. Define what excellent customer service means and use this as a tool to develop a customer service survey. Review survey metrics with staff every 6 weeks.
5. Strategize on how integration with ADRC can grow state funding for positions.
  - a. Initially, growing the Elder Benefits Specialist FTE, prevention funding, and caregiver support for people with disabilities.
  - b. Implementing a billable hours model across the integrated organization.
6. Identify how the integration will affect advisory boards and oversight committee.
  - a. Identify the structure of advisory boards and what County Board committee will provide oversight.
  - b. Work with Eau Claire and Sheboygan counties to learn about their processes with regard to structure and how their corporation counsels engaged with this effort.
7. Secure additional funding for transportation services.
  - a. Is it possible to expand transportation rides from Beloit to Rockford and Janesville to Madison?
  - b. Determine what funding sources could be secured to expand transportation and write proposals to obtain this funding.

In late 2019 and into early 2020, the report's findings were presented to the respective governing committees and subsidiary committees. At that time, no decision was made as to the preferred organizational structure for integration. Due to COVID-19, progress to recommend an implementation strategy was placed on hold.



## Options for Integration

The report clearly outlines the benefits of a combined department, such as being able to share one database of clients. Another important benefit is that a combined department could generate more funding that could be used to expand Elder Benefit Specialist services. Specifically, integration would allow the current Elderly Benefits Specialist function in the COA to capture Medicaid (MA) reimbursement. The COA Elder Benefit Specialist position is currently funded by state monies in the amount of \$53,000. In a merged environment, the position would be able to bill the MA program for MA clients it serves, which would free up the state aging grant funds for other needed areas, including additional Elder Benefit Specialist staff. Currently, this additional revenue cannot be realized as the COA does not have the capability to bill for MA clients.

There are a number of options to consider.

1. Option 1

Status Quo. As co-location has been incorporated into the 1717 Center Avenue project, clients will already see a benefit from services located on the same site.

2. Option 2

Integrate COA with ADRC/Adult Protective Services (APS) under the Human Services Department.

This option would utilize the HSD Administrative Services Division for financial/grant administration support. This would likely result in three separate units (ADRC, COA, and APS). Utilizing existing HSD fiscal and administrative support would free up time of COA staff to focus on providing services.

3. Option 3

Merge the ADRC and the Council on Aging as a separate department outside of the Human Services Department.

This option would require separate fiscal staff for the integrated and larger department to oversee budget, grant reporting, billing, and accounting functions. We would suggest creating a 1.0 FTE Account Clerk position at a cost of \$59,414. Additionally, the APS unit would be transferred to another HSD division. Further Human Resources involvement would be needed to further analyze position and pay grade changes for a stand-alone department.

4. Option 4

Take a more targeted approach by transferring the Elderly Benefit Specialist position from COA to ADRC in order to maximize MA client reimbursement. Leave all else as status quo.

## Future of Advisory Bodies

Presently, state and/or federal regulations require the County to have several advisory committees composed of predominantly citizen volunteers. These include:

1. **Council on Aging Advisory Council** consisting of 15 members representing a cross-section of seniors and/or service providers for the senior population. The Rock County Council on Aging Advisory Board's main objectives are to advise and assist the staff of the County Aging Unit and the Education, Veterans & Aging Services Committee (policy body), and to advocate on behalf of the older population living in Rock County. In doing so, members provide information to the public about the aging experience and about resources for, and within, the aging population. Members 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. Terms are 3 years, with the option of serving two consecutive terms.
2. Members of the Council on Aging Advisory Council also serve as the **Council on Aging Nutrition Advisory Board**. Over 50% of the membership is composed of individuals over age 60. Other members are advocates for older adults and their family members. Terms are 3 years, with the option of serving two consecutive terms.
3. Per the Council on Aging Mobility Management program, the **Transportation Coordinating Committee** was established in 2013. This advisory body develops and administers the Public Transit-Human Services Coordination Plan, advocates on behalf of transportation-disadvantaged populations, reviews and comments on federal and state human service transportation capital assistance applications, and reviews passenger transportation plans for Rock County. Membership consists of up to 16 members with representation from the County Board; County Aging Unit; County Department of Human Services; public, proprietary and non-profit transportation providers; County Mobility Manager; area planning organizations; elderly and disabled citizen advocates and consumer and agency advocates; and health care, medical or medically related organizations/individuals. Members serve 3-year terms.
4. The **ADRC Advisory Committee** meets quarterly and provides strategic direction to ensure fidelity to the ADRC mission. This committee advocates for older adults and adults with physical or intellectual/developmental disabilities as well as represents and promotes the ADRC and the services it provides to the community. An ADRC is required to have a governing board that reflects the ethnic and economic diversity of the geographic area served by the ADRC and at least 1/4 of the members of the governing board shall be individuals who belong to a client group served by the resource center or their family members, guardians, or other advocates. The proportion of these board members who belong to each client group, or their family members, guardians, or advocates, shall be the same, respectively, as the proportion of individuals in this state who receive services under s.46.2805 to 46.2895 and belong to each client group,

## **Recommendation**

It is my recommendation that the County implement Option 2, integrating the COA and ADRC under the Human Services Department. I believe this is the best option not only because it maximizes MA reimbursement, which could lead to expanded Elder Benefit Specialist services, but also because it utilizes the already existing fiscal and administrative support staff in HSD. This will keep administrative costs lower by not having to hire additional accounting staff and allow COA and ADRC staff to spend more time on programming, communication, marketing, and other strengths.

## **Timeline**

I would suggest the following timeline:

October 2020—The two advisory committees and two governing committees discuss the recommendation.

November 2020-January 2021—The two governing committees and the County Board consider a resolution to integrate,

January 2021-August 2021—The COA and ADRC prepare for the move to 1717 Center Avenue and develop an integration plan. This would include working with Eau Claire and Sheboygan counties, as identified in the Advisory Committee's report, to learn about their processes used for integration and developing a communication strategy for clients. Any further organizational structure changes would be submitted as part of the 2022 budget request. Part of the integration plan would also include a recommendation for advisory committee oversight that meets state statutory requirements and the needs of the represented constituencies.

September 2021-December 2021—Following the move, finalize plans to begin operation as a joint entity as of January 1, 2022.