

**WINNEBAGO COUNTY
AGING & DISABILITY RESOURCE CENTER (ADRC) COMMITTEE**

MEETING MINUTES

DATE: 05/10/2021

TIME: 3:00 p.m.

PLACE: Zoom

Members Present: Paul Jantry, Michael Norton, Kate Pfaendtner, Rob Paterson, Jan Olson, Claire Steger ,Pete Christianson

Members Excused:

Staff Present: Beth Roberts, Bryn Ceman, Brian Nagler

Others Present: Alana Erickson of Public Health Department and Larry Lautenschlager

Paul Janty called the meeting to order at 3:04 p.m.

1. **Public Comments:** None made.
2. **Approve Minutes of the April 12, 2021 ADRC Committee Meeting:** Mike Norton motioned to approve and Kate Pfaendtner seconded the motion.
3. **Committee on Aging – Judy Richey**

Beth Roberts introduced Judy Richey of the Oshkosh Committee on Aging. She had been asked to speak to the ADRC Committee in order to provide a better understanding of the Oshkosh Committee on Aging and how the work being done there interrelates to the work the ADRC committee is doing.

Judy Richey stated she is currently the chair of the Oshkosh Committee on Aging. Everyone on the committee is appointed by the mayor. Meetings are held on the first Tuesday of the month and have been held virtually for the last year. In June, in-person meetings are being resumed. The composition of the team includes nine regular members and two alternates. Currently, all nine regular memberships are filled. However, Ron Durkop formerly of Human Services and Sue Ashton former public health nurse will be exiting the committee. The committee is seeking to fill these two vacancies as well as the two alternate positions. The committee seeks to reflect the diversity of parities professionally engaged in areas and issues affecting senior citizens such as but not limited to isolation, transportation, programs and services. They represent the elders of the city. Having grown

up in a rural area, Judy brings the stance to the committee that all elders should be represented, not just those residing in the city. The committee is an advisory committee for the council and also has a mission to educate the general public. When reviewing what is going on in the committee, speakers are brought into the group. Meetings are televised on cable access through Spectrum Channel 10, live streamed on Oshkosh Media, and live through Roku Apple TV and Amazon Fire Stick. Oshkosh Media also televises the meetings later as a taped meeting and on the YouTube Channel.

Judy stated that the ADRC is "the" resource center and expressed how fortunate they have been to have Bryn Ceman, Brian Nagler, and Beth Roberts. Bryn attends most of the meetings and is part of the discussion on a regular basis. She brings a tremendous amount of information as the committee discusses different subjects. Usually, there is someone from the ADRC that is already working on a program or another speaker is brought in from the outside. The Oshkosh Committee on Aging recognizes that they should be working with the ADRC as much as possible for the betterment of the entire committee. With the Age-Friendly Community that is not just the City of Oshkosh, it is the entire area. The Committee encourages individuals to contact the ADRC on a regular basis when they are looking for information. One of the things that the committee really likes to highlight about the ADRC is that it is a non-biased information source and are not trying to sell services. Some of the Oshkosh Committee on Aging members have the ADRC resource guide handy in order to share with neighbors as they see working with the ADRC as part of their role. With most of their meetings, information is provided on scams, legislation, and a number of other pertinent issues. With the pandemic, they were limited on speakers. Prior to the pandemic, they had a speaker who spoke regarding isolation, loneliness, and elder abuse and found that when they could bring back in such speakers these issues were even more pertinent than before the pandemic.

In 2017, the committee constructed a strategic plan with five main areas:

- Strengthening partnerships with neighborhood associations –working with the greater neighborhoods
- Improving access to affordable transportation and delivery services for seniors
- Improving access to home services – highlighting home maintenance and chores. Judy noted that the Health Department put together a list of the home maintenance groups, including volunteer groups and reputable area businesses that work with seniors. Steve Keyser, a retired police officer, at one time offered a free service for low income individuals which helped owners maintain equity in their homes to include items such as bathroom grab bars, replaced rotten flooring, door replacement, door locks, etc.
- Creating community design and policy that supports an age-friendly community which coincides with the AARP Program.
- Improving communication regarding available services to seniors. This included outreach in a number of programs including the Senior Expo. The Oshkosh Committee on Aging is viewed as a trusted entity so they try to respond to inquiries by providing basic information and referring individuals to the ADRC. No money is

allocated to their committee so their work focuses on word of mouth, referrals to other programs, and sharing information with the Council when appropriate.

Judy stated that current members are a diverse group representing assisted living, skilled nursing, independent living, and outreach in the community. Judy also shared that when individuals move into her 55+ building, she will introduce those individuals to the community by showing them the ADRC directory as well as a checklist of what to look for when seeking homecare services, assisted living facilities, and various ways of helping individuals. One such example was locating a large buttoned direct-dial phone for an individual in which a picture can be put in place of phone number.

A question was asked of Judy as to what the committee deems as "aging". Judy responded that any age can be considered "aging" and that it is more dependent upon need.

4. Aging Plan – Bryn Ceman

Bryn Ceman shared the tentative goals that have been drafted with program directors by screen sharing the goals with committee members. Following the meeting, she will also send out the goals in order to allow for committee members to have time to review on their own and then provide their feedback. Bryn indicated that each county receives Older American's Act funding of which a requirement is to develop a three-year aging plan. This year the ADRC only needs to focus on the four program areas of Title III B – supportive services, Title III C – nutrition program, Title III D – health promotion, Title III E – caregiver supports program. AFCSP and NFSCP services are largely provided by Brian and his staff.

This year, GWAAR wanted to ensure that as goals were crafted, the following values were kept in mind: Ongoing community engagement, person-centered services to maximize choice, address barriers to racial equality, and highlight any knowledge or skills that can be provided related to advocacy. Some of the efforts currently underway have been weaved into 3-year goal planning. GWAAR considers this to be a foundation towards establishing long-term goals for the next decade or two.

Goal 1 – Nutrition – Winnebago County's expansive nutrition program is largely led by Advocap who is a tremendous partner in both the establishment of the meal sites throughout the County as well as currently delivering close to 800 home delivered meals a month. This impressive process is established via paid drivers and increased participation. The goal statement is to incorporate inclusion, diversity, and equity programming efforts within Winnebago County's nutrition program. The director, Dawn, stated she is meeting every benchmark and has been successful in meeting the demand. Moreover, GWAAR has recognized Dawn as a county program director who has been able to offer different meal choices which remains a struggle for some counties. In addition, two different cultural cooking classes are being offered each year which tie in the history of that cuisine as it relates to the importance with the corresponding culture. These are to be held at locations such as a mosque, the Hmong community center, or meal sites for a total of six classes offered within each year through 2024.

The other piece involving inclusivity is multigenerational activities. Advocap's goal for 2022 – 2024 is to reach out to area school districts systems throughout the county to establish partnerships in order to formulate an event such as in the past where students decorated the brown paper bags utilized for home delivered meal participants. All six goals include some sort of ongoing community engagement with a focus on social media. With the recognition that social media does not meet all of the target population, information on all goals and actions towards goals will also be published in newsletters, Advocap's radio spots which currently occurring almost monthly on local radio, will offer information about programming with a specific highlight on nutrition programming. Programming information will also published be in local papers. The Oshkosh Herald, Omro Herald, and Winneconne News have been successful in the past.

Mike Norton stated that a few years ago he and Beth Roberts had attended a session at the ADRC conference of which one of the northern counties reported that in addition to their meal site, they hold nutrition sites in various rural places via a food truck. Mike questioned whether there would be consideration towards this. Second, in regards to Advocap working with the schools, he hoped that they would talk to the Health Department as a few years ago the Health Department was successful in working with the schools in their Farm to the Table program. In addition, Mike expressed an interest in the ethnic cooking classes.

Claire asked whether Bryn anticipates having any information being published in the Appleton Post Crescent. Bryn stated that press releases are sent to the Appleton Post Crescent and Oshkosh Northwestern which has not yielded much success in the past. Bryn also indicated that the ADRC has a strong partnership with the Neenah-Menasha Center who often puts tidbits from the ADRC in their newsletter and Bryn will make sure they are included in future press releases.

Beth Roberts stated that in regards to the conference she attended with Mike Norton, she, Brian and Bryn are working with the Oshkosh School District who has expressed a strong desire to purchase a food truck and have their students with disabilities serving people. Beth believed that Sawyer County had done this in a rural area of their county, so the OASD is connecting with them to try to determine what the possibilities would be of going offsite with something like that. In addition, she and Brian had learned that Sawyer County's local 4-H also donated food towards that effort. Beth stated there are a lot of good ideas being looked at which are currently in the development stages.

Goal 2 – Nutrition – This goal falls within the two programs of supportive services and the nutrition program. The goal is to address food insecurity in Winnebago County. Measurements of success include establishing at least three new volunteer drivers and also to provide malnutrition training to home delivered drivers in order to assess for malnutrition by observation. The first strategy is volunteer driver recruitment, train drivers based on Advocap's research, and implementation of assessment skills. That way if a meal recipient seems to be malnourished, skipping meals, or not eating their food, there is an opportunity to identify those in need of follow-up.

Bryn indicated that Advocap has heard widely that their participants receiving food pantry deliveries would like to see this remain. Criteria is being established for participants to utilize this program.

Goal 3 – Wellness Plus – Through Public Health partners, the following Wellness Plus goal has been established: Meeting the health needs of Winnebago County based on gap areas identified in our most recent health assessment. Bryn shared that she felt it is important for the ADRC committee to know that goals are being established based on participant feedback including nutrition participants and the recent health assessment. Measurement of accomplishment of this goal is to identify three of the core health promotions classes that will operate routinely throughout the County. As the Health Department identified there is a need to focus on rural areas, two additional classes are being established in those areas. Bryn screen shared strategies for accomplishment of this goal.

Goal 4 – DCS (Dementia Care Specialist) – This goal entails creating a dementia capable community. Measurement of success is to achieve 36 dementia capable activities. Some activities could include "purple angel" training for businesses, law enforcement training on dementia response, and establishing memory care clinics. Bryn indicated Alisa shared her focus on the Northern portion of the county in order to ensure time is spent time at the Menasha Center or the Neenah Public Library to offer free memory screening clinics as well as conducting on a routine basis.

Bryn stated that in a few of the goals, a way to address a barrier to racial equities is to highlight the fact that Google Translate features is being utilized. More importantly is the recognition that the outreach committee needs to keep the calendar of events updated a month out. Right now, the May calendar is very robust; however, everything may not have been captured for June or July. Bryn stated they will be focusing on making sure that the calendar of events is being updated so that as individuals use the website and the Google Translate feature, they are able to plan out a few weeks ahead of time.

Goal 5 – Title III E – Caregiver Support Program – Brian and his staff largely utilize this and this also incorporates some of the supportive services programming. This is a joint goal with the Oshkosh YMCAs as well as Alisa through dementia care services. Since the Fox Cities YMCA is currently recruiting for an adult program director, that Y location was not included as part of this goal. Right now, there is no memory café outside of the virtual opportunities so Siri, who is the active adults program director at the Oshkosh YMCAs, will be working with Alisa to actively recruit. The goal is to rebuild the program. Measurement of success will be in establishing five additional memory café volunteers and ten additional participants and their caregivers by 2024. Siri will be doing an upcoming "Oshkosh Today" segment, will offer information in local newspapers, will update the ADRC calendar of events, and is already in talks with local assisted living facilities to establish some sort of shuttle service for residents who are unable to get to the YMCA. For residents who prefer to have activities in assisted living or 55+ senior complexes, Siri is willing to go there to provide in-person exercise classes to be held weekly or monthly.

Goal 6 – Title III B – Supportive Services; Title III D – Caregiver Program. The goal is to reduce social isolation within Winnebago County. Plan for measurement of goal success is promoting safe programs in a variety of media formats. Social media will be focused on as well as radio, local tv, and newspapers. ADRC benefits will be offered through multiple platforms and in multiple languages and provide transportation education to Winnebago County residents. The hope is to increase participation in safe programs such as Project Lifesaver which, thanks to the ADRC Committee, is now a county-wide program. Updates will be provided at I Team meetings and through public service announcements for OPD or Winnebago County Sheriff's Office. Another focus will be on increasing the number of enrollments in NFCSP in order to prevent caregivers from becoming burned out. The second strategy will be to promote programming efforts and to share information about the ADRC by recording ADRC tours in English, Hmong, and Spanish. The recording had been planned prior to the pandemic; however, will be taking place once the brochure wall is back in place and will be in shared out in social media shortly.

Paul questioned whether the ADRC collectively has a good understanding of what the limitations are in terms of broadband infrastructure across the county, including rural areas and whether participants in low broadband areas could access the videos. Bryn indicated uncertainty regarding this and stated she would bring her laptop to rural areas to check the access capabilities in such locations. Bryn stated that there is a partnership with the Oshkosh YMCA and Neenah Senior Center for the older adult "Connect to Tech Program" of which there is some success of rural residents with a MiFi Hotspot being used as an internet connection.

Lastly, doing a press release about transportation, which continually comes up as a barrier to accessing healthcare, socialization, errands, etc. While it will not meet everyone's needs, what is available and currently working will be highlighted. A press release will be done once a year for the years 2022-2024 to explain how 85.21 grant dollars are used, which is ADA and paratransit services at a reduced fee. In addition, information will be shared about the Medicaid non-emergent medical ride availability as well as volunteer driver programs throughout Winnebago County through "Make the Ride Happen" and Advocap. Information about the travel trainer programs that exist with both Go Transit and Valley Transit would be highlighted. Physically bus routes can be accessed by individuals; however, there can be hesitancy due to uncertainty of how to use. Both agencies have a staff member whose purpose is to help new riders or individuals with limitations learn how to use the bus and staff go through actual rides with individuals so they learn where to get off, where to sit, etc. Travel trainer information is already available on the ADRC's website and would be highlighted on the press release.

Claire asked a follow-up question regarding the Family Caregiver press release saying "completed" and whether that included a press release in the Menasha Senior Center newsletter, Neenah Public Library or Neenah YMCA. Claire stated she would be willing to physically take the press release there. Bryn indicated that goals are written in past tense due to being a means of measurement. Bryn clarified that the press releases have not been published yet as the forecasted goals first start in 2022. Bryn stated she will take the

feedback being given and will ensure that future contact is made with the locations in question.

5. Housing Update – Paul Jantry and Beth Roberts

Paul Jantry stated that next week Monday at 3:00 PM some committee members will be meeting with the Oshkosh Community Foundation to discuss whether there are funds available for a study on the topic of housing. **Beth Roberts** added that the draft had been shared at the last meeting and since that time scheduled next week's meeting to present the information as well as determine if there are others who can be collaborated with on this venture.

Mike Norton indicated that the city is having a meeting in a couple weeks to gather ideas from the public on handling the property where the old Pioneer Inn had been located and he felt that might be a good location to consider for a senior living area. Mike will report back to the Committee with what plans are in motion.

6. Reports:

a. **Manager Reports – Complaints/Grievances**

Beth Roberts reported that the City of Oshkosh is voting tomorrow night on banning scooters on sidewalks downtown. She has made efforts to connect with numerous individuals without success in regards to this. Her understanding is the City is trying to get individuals on electric Segways and scooters off of the sidewalks due to being a safety hazard. The way the information is written this would inadvertently exclude individuals in power wheelchairs from sidewalk usage. Beth received a call requesting that the effort not pass with the current language. Beth asked that committee members who feel compelled in this matter contact council members to urge rewording prior to vote.

Beth reported that on Wednesday afternoon GWAAR (Greater Wisconsin Agency on Aging Resources) will be meeting with legislators. She has set up a Zoom call for people to share their interest in the budget and how they have been directly impacted. Beth will be asking Tanisha to join in on this Zoom call to share her story as well as a couple other individuals. Beth shared that representatives are part of our community so when specific stories are shared with them about the impact of budget items, it is much more powerful than mass standard-type letters.

Mike Norton stated that indicated at the last meeting he brought up the wheelchair wash and asked if Beth could give an update. Beth stated that right now with the CDC (Center for Disease Control) rolling out new guidelines and still recommending social distancing from other people, this is continuing to remain on hold. The hope is to hold the event later this summer once the CDC changes requirements and recommendations.

Brian Nagler reported staff are continuing to ramp up as on call days are very busy at this point. This month, the number of packets going over to Family Care and IRIS to get people the help they need whether that is financially or assisting in their house increased to 62. Last month 49 packets went to Family Care and IRIS which already had been a

huge up tic. Brian thought people may be sensing more normalcy and are reaching out for help. The agency is doing a lot with resiliency and compassion fatigue so staff are continuing to receive support in how they are feeling and maintaining balance in their work life. Brian feels these efforts have helped the agency evolve in supporting each other being that this is tough work with phone calls received generally being emergent in nature with some individuals being somewhat cantankerous.

Brian indicated he is continuing Options Counseling for consumers. In addition, the State requires him to conduct desk reviews of staff to ensure that Options Counseling is consistent among staff as well as with other ADRCs in the state.

Brian shared that he is excited for the second half of the year at which time he anticipates attending home visits in order to witness staff in the fine work they do and provide coaching when appropriate.

Brian stated it has been busy and is glad people are reaching out. Some staff are still working from home, which has gone well. Staff are required some scheduled days in the office in order to handle services for walk-ins and clients who could benefit from help being brought up by staff from other floors.

Alana Erickson from Public Health shared that the training that is being done for Health and Human Services staff is so evident as staff jump in to help with the hotlines, onsite and clinics, and the way those high stress situations are handled is clearly evident. She is happy to report that her job is starting to feel a bit normal again. Work has begun to start to dig through emails and piles of work from prior to COVID. Alana shared the community health assessment website published last year with many partnered health systems in the area which will be a start in identifying the barriers and gaps that they had begun working on. There is a large amount of federal money available if strategic in defining perimeters. Alana indicated that she is excited to work with Health and Human Services to help educate the County Board as to where funding is most needed and how it can have the most impact and sustainability. As a matter of awareness, Wisconsin has very poor public health funding with approximately \$17 investment per individual whereas the national average is \$36-\$40. Public Health professionals had been screaming about a communicable disease for years and asked for an increase in funding for the Communicable Disease Division in the state budget for the last ten years. An increase never happened and it clearly showed when dealing with COVID which was unmanageable and left them with a lot more severe illness needing to be handled in the State. Alana requested committee members to take the opportunity to educate themselves and the public in prep of this budget round.

She was asked to give an update on vaccination rates. Alana reported that the percentage of individuals in the county with completed vaccine series has jumped up to 35.8 percent and one dose is 41.8 percent. The numbers have not moved much in the last few weeks because individuals were getting their second dose. In addition, a lot of hesitancy is showing up which was expected but had not been anticipated to be so hard and so soon. Alana believes that the FDA is going to release the emergency use of Pfizer down to the

age of 12 likely within the next week. A big focus and push will occur prior to the fall school year to ensure that wherever parents and families feel comfortable, they will have access to a vaccine.

Mike Norton inquired whether vaccination walk-ins at the Expo Center are still expected through May. This was confirmed by Alana. The latest information is available on wcvaccine.org. Jan stated she has been working quite a bit out at the Culver site hosted by Aurora and UW-Oshkosh which also takes walk-ins.

b. Committee Member Updates

Mike Norton had no further updates.

Larry Lautenschlager had no updates to report.

Kate Pfaendtner had no updates to report.

Rob Paterson had no updates to report.

Jan Olson had no updates to report.

Claire Steger had no updates to report.

7. **“Community Beat” – Sharing of Compliments / Complaints from Community, Consumers, Providers – Committee Members**

Beth Roberts wanted to end the meeting on positive note and shared that there had been a division wide meeting held regarding compassion fatigue. The word cloud was screen shared with the committee as to input received from staff in regards to what brings to work every day, what they are passionate about, and/or what drives them.

8. **Next Meeting – June 14, 2021 via Zoom.**

With no further business, Paul Janty adjourned the meeting at 4:23 PM.

Respectfully submitted:
Beth Roberts