

**WINNEBAGO COUNTY
SPECIALIZED TRANSPORTATION COUNCIL MEETING**

Minutes

DATE: Tuesday, May 11, 2021

TIME: 1:34 p.m.

PLACE: ZOOM

PRESENT: Bryn Ceman, Winnebago County Department of Human Services; John Meissner, Options for Independent Living; Holly Keenan and Jarrod Tierney (SP?), Lutheran Social Services; Laura VanHooreweghe, Valley Transit; Tricia Rathermel, City of Oshkosh Economic Development; Mike Norton, Winnebago County Supervisor; Susan Garcia Franz, Winnebago County Public Health

1. WELCOME & INTRODUCTIONS

Bryn Ceman welcomed everyone and called the meeting to order.

John Meissner of Options for Independent Living stated that their offices are not open and everyone continues to be working from home. There are no tours at Green Bay, the Loan Closet is still closed with mechanics not loaning out any outdoor equipment. Options is looking at when they will be able to reopen and send out notifications upon reopening. Options is currently seeking a new executive director.

Holly Keenan manages the Making the Ride Happen Program through Lutheran Social Services. Holly stated she has a new team member and introduced Jarrod Tierney stated he is glad to be part of the Making the Ride Program.

Laura VanHooreweghe is a paratransit coordinator for Valley Transit of which she looks over third party contracts.

Tricia Rathermel works for Greater Oshkosh Economic Development Corporation. She works with Holly with the Winnebago Catch a Ride Program. Tricia introduced a new team member, Teresa, who is taking over some of the Catch a Ride responsibilities and will likely be attending future committee meetings. Teresa introduced herself as the new workforce developer and she also does the accounting.

Mike Norton, Winnebago County Supervisor, is also a member of the ADRC and Human Services Boards for Winnebago County.

Susan Garcia Franz with Winnebago County Public Health works on the committee with the Winnebago County Catch a Ride Program. She also has been working on access to transportation as an issue for equity in the Health Department.

Bryn Ceman is the Aging and Resources Program Supervisor with the ADRC at the Human Services building. She shared that she is a little bit new to the committee as this is her sixth or seventh meeting that she is facilitating for the Winnebago County Specialized Transportation Council. In July, she will have been with the ADRC for two years. Bryn shared that previous committee meetings have not been well-attended so sometimes the meetings are more about sharing updates than a formal public meeting because not enough individuals are in attendance for a quorum. Today, however, there is enough attendance for approval of prior minutes.

2. PUBLIC COMMENT

None.

3. APPROVAL OF MINUTES OF THE FEBRUARY 9, 2021 MEETING

Bryn Ceman screen shared the minutes to provide an opportunity for review by the committee. Susan Garcia Franz moved for approval of the February 9, 2021 minutes; seconded by Mike Norton.

4. REVIEW OF PLANNING GOALS

Bryn Ceman stated that as part of her role as the Aging and Disabilities Resource Director, she acts in the part as the Aging Director to which she is responsible for helping to create a three-year plan, along with ensuring the gathering of community feedback. Goals are currently in the draft stage and will be approved in the coming weeks.

Goal 1 – The first goal falls within two programs overseen by the Older American's Act funding which are supportive services and caregiver support which entails creating a dementia capable community. The hope is to achieve 36 dementia capable activities. Some activities outlined in the draft goal include training businesses who are interested in "purple angel" training which offers insight into how to tend to memory-impaired customers who come into their business. Another hope is to accomplish a dementia care community and efforts of law enforcement training. Right now, adult protective services, dementia care specialists, and crisis staff have completed approximately 14 different law enforcement trainings which will continue from 2022 until 2024 as part of the three-year aging plan. Part of this goal also includes memory screening clinics which are free and traditionally offered in-person but can also be done virtually or telephonically. Quality outcomes can be difficult to achieve when not in a one-on-one environment. When the opportunity to do so is safe, free screenings will hopefully be conducted throughout the county.

Goal 2 – Goal 2 falls under the focus areas of caregiver support and supportive services. This goal statement reads: Post COVID rebuild of Oshkosh YMCA active older adults and outreach programming, enhance ongoing community engagement. The ADRC has a grant relationship with the Downtown Oshkosh, 20th Street Oshkosh, and the Neenah/Menasha YMCAs. Bryn has had extensive conversations with the Oshkosh program director and the Neenah/Menasha interim

program director. Specific goals and partnership with the Neenah/Menasha Y have not yet been established as they are currently in the process of hiring a program director. The work that has been captured for this goal is active recruitment to focus on in-person memory cafes. These are currently being done virtually mostly by Siri, who is the active older adults program director with the Oshkosh YMCA. This is still a benefit to have caregiver support, to learn information, and to have some connectedness but as the ADRC moves more toward an in-person opportunity, the goal will be to recruit five additional volunteers and ten additional participants. Also included in this goal is ongoing community partnerships with assisted living. So, the YMCA will be able to offer in-person exercise classes to be held weekly or monthly at interested local assisted living facilities. The Y also had an additional goal to learn if there are assisted living facilities who might be located on a bus line or have a shuttle service with residents who would be able to get to the downtown or 20th Street YMCA. Siri feels that this is an accomplishable goal and target dates have been established for 2023.

Goal 3 – In regards to the nutrition program, Bryn indicated that 2 of the 6 goals established as a prior benchmark have been completed. The ADRC currently delivers close to 800 home delivered meals in Winnebago County. This is far more than have ever been in the past which is because the meal sites currently are closed with restrictions due to COVID. The goal statement within the nutrition program is to incorporate inclusivity, diversity, and equity programming efforts throughout Winnebago County. ADVOCAP is Winnebago County ADRC's largest partner for delivery and meal operations who was identified as having an opportunity to offer ethnic and other types of diverse cuisine for their participants. Because of already being identified as a bit outstanding in this category, there is want to incorporate more culture. The program director, Dawn, hopes to provide at least two presenters each year either at the meal sites upon reopening or at a cultural center such as the Hmong Center or a mosque dependent on the speaker. Cooking classes would be offered to tie the importance of that cuisine with the corresponding culture. Also identified in the nutrition programming are multigenerational activities. Historically, ADVOCAP has worked very well with the school systems throughout the county which hopefully in time will continue. Those activities could be in-person and most recently, before COVID, a project which saw great results and positive feedback was the decorating of the brown paper bags utilized for home delivered meal participants. The children took time and were being very creative, thoughtful, and colorful with the bags they knew were going to be delivered to an individual who is homebound. This was a very quality type of activity that the ADRC hopes to replicate and potentially expand to possibly more in-person activities.

Goal 4 – This goal falls under supportive services within the Older Americans Act as well as the nutrition program within the Older Americans Act funding. The goal is to address food insecurity in Winnebago County. The plan is to partner with ADVOCAP by recruiting three new volunteer drivers and also to provide malnutrition education and assessment to home delivered meal drivers. Their current efforts for recruitment, which have been successful, are hoped to be capitalized on especially as more volunteerism and civic opportunities are being promoted. UW-Oshkosh and Oshkosh United Way also have volunteerism sites. They will certainly capitalize on this as the word is getting out. Those positions are provided mileage reimbursement which allows for a little bit of incentivizing for drivers to stay and be committed as their services are vital. The other piece is malnutrition screening in which the home delivered meals drivers would be screened on how to identify signs of an individual who is not getting adequate nutrition and steps to providing assistance. This may involve including frozen meals so that more than one nutritious meal is provided to be saved for dinner or throughout the weekend. Another step

would possibly be coordinating with one of the volunteer transportation program drivers for a medical ride to their primary care physician or provide nutritional supplements as needed. The hope is to dig deeper so that food security is addressed. The final piece to this goal is food pantry delivery. There has been a lot of success through the Lutheran Church to provide food pantry delivery to individuals who are unable to obtain groceries for various reasons such as being immune compromised, physical limitations, individuals with fall risks, etc.

Goal 5 – The fifth goal identified is within the evidence-based health promotions class. Winnebago County Human Services partners with Winnebago Public Health in their Wellness Plus. These evidence-based health promotion classes are largely spearheaded by Joanne Murphy-Spice who is amazing at outreach and education. Consistency of core classes is a goal. In conversation with Public Health partners, the following goal has been established: Meeting the health needs of Winnebago County based on gap areas as identified in our most recent health assessment. Three of the four health promotions classes which are routinely requested throughout the County are to be identified and the plan is get those three classes up and running. Operationalizing can sometimes be difficult because historically there have not been facilitators that are sustainable. In order to meet this goal, facilitators who are passionate and committed are needed in order to achieve the sustainability factor.

Bryn screen shared a slide entitled "Reducing Social Isolation Goal". This goal reads: Reducing social isolation within Winnebago County. This goal falls within two of the focused areas in the Older American's Act funding of supportive services and caregiver support. The plan for measuring goal success is by promoting safe programming options in a variety of media formats, offering ADRC benefits through multiple platforms and multiple languages, and to provide transportation education to Winnebago County residents. Bryn shared that social isolation, transportation, and falls have been identified as Winnebago County's top areas of need as it relates to Public Health and Human Services which will likely continue for some time. The hope with this goal is to first promote the awareness of what is currently offered and from there get some user feedback of how to enhance or create something additional. One of the strategies right now in meeting this goal is to increase participation in safe programming options thus allowing individuals to live in their home longer and be safer living in their home longer, maybe even through the end of life. This would be accomplished by promoting the Lifesaver Project Program. Officer Todd Rodney has been sharing his successes with Project Lifesaver. With the ADRC committee's further support, this has now been expanded beyond the City of Oshkosh to throughout the County. The plan is to help people learn more about this program, find out if it is something that would work well for them and their family, and then ensure that they get connected to the service. The other piece of that is another program in the ADRC using Older American's Act funding through NFCSP (National Caregiver Support Program Funding) which would allow anyone who is a caregiver for another individual to get some relief in order to help aide in the care for that individual. Current statistics project by the year 2030 the number of adults to be approximately 50 percent or more of the Winnebago County population within the community. Questions include how to meet the needs of aging adults as well as their caregiver's needs. A press release is planned in regards to that program which is typically published in three of the local papers: Omro and Oshkosh Herald, Winneconne News, as well as social media platforms accomplished by tagging organizations with similar missions who in turn share. The press release will also be submitted to other news organizations like the Appleton Post Crescent and Oshkosh Northwestern who will sometimes publish. Additionally, there are different cable opportunities such as a recent segment on Oshkosh Today with the hope to continue those opportunities so that those who do not use social media platforms are still able to hear of

program options. ADRC videos will also be accessible through social media platforms and the website in English, Hmong, and Spanish so that the public can get an idea of what to expect when they come to the Neenah or Oshkosh Human Services building such as where to go, what information is being offered with the hope to make their experience a less intimidating one, more welcoming, and friendlier.

Lastly, Bryn asked the Committee for feedback on the hope to provide transportation education to residents. The top three reasons individuals call the ADRC is for questions related to housing, transportation, or other types of benefits such as Medicaid, energy assistance, Food Share. If the ADRC can get the information of what is currently existing out there, that may solve some of barriers for some individuals.

5. **APPROVAL FOR THE 85.21 GRANT FUNDS FOR ELDERLY AND DISABLED TRANSPORTATION FUNDING FOR 2021**

.

6. **ROUTE 10 – ECWRPC**

.

7. **TRANSIT ADVISORY COMMITTEES**

.

8. **MRH AND WINNEBAGO CATCH A RIDE UPDATES**

9. **VALLEY TRANSIT UPDATE**

.

10. **GO TRANSIT UPDATE**

.

11. **ADVOCAP VOLUNTEER DRIVER PROGRAM UPDATE**

.

12. **NEXT MEETING DATE:** August 10, 2021

13. **ADJOURNMENT**

With no further business, __ moved for adjournment; seconded by __ and carried at approximately ____ p.m.

Respectfully submitted by: Bryn Ceman, Human Services Department

Upcoming Meeting: November 9, 2021