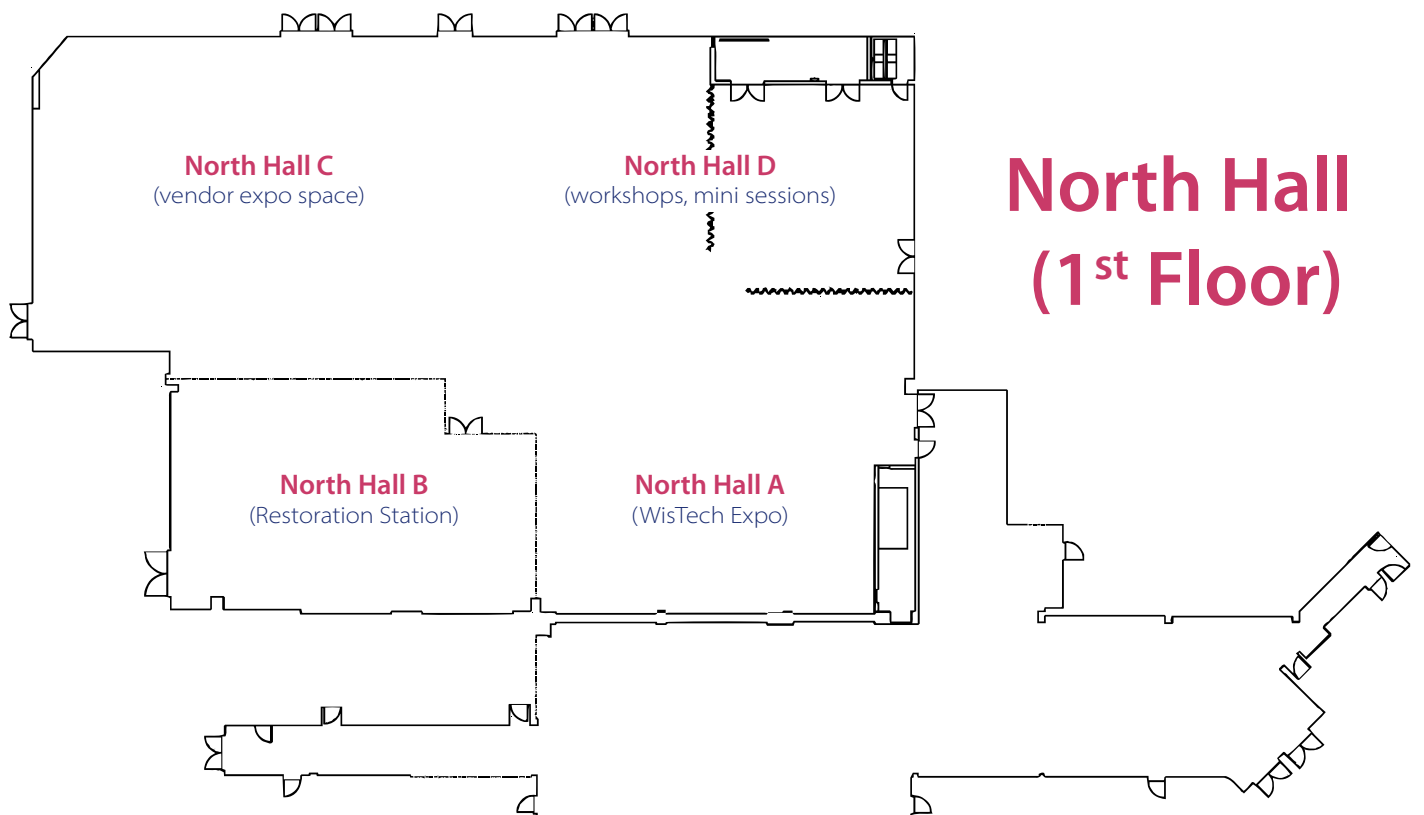
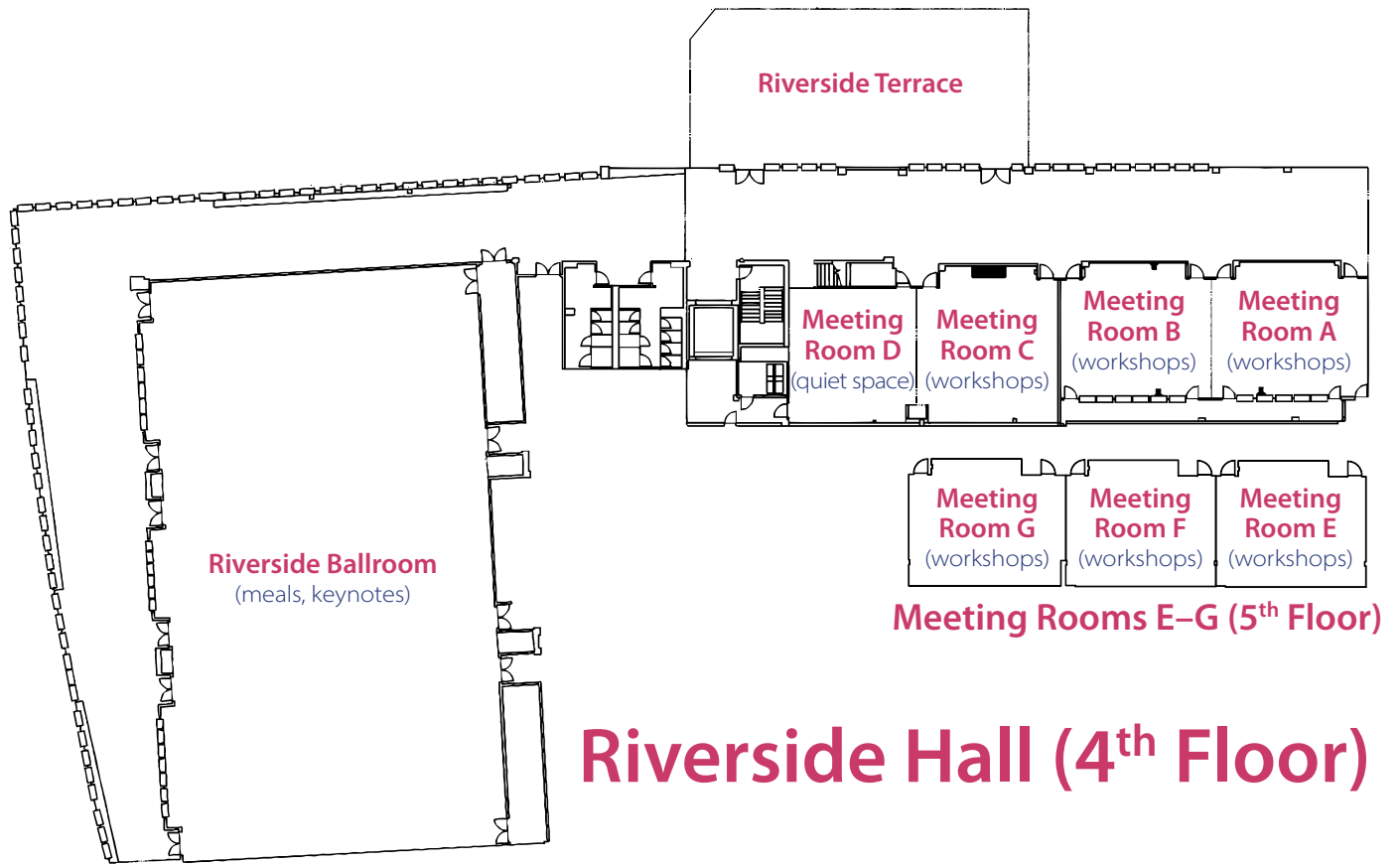




**2024 Aging, Disability,
and Independent Living
Network Conference**

April 23–25 | La Crosse Center | La Crosse, Wisconsin

Conference Center Maps



Conference Schedule

Tuesday, April 23, 2024

| Time | Activity | Location |
|----------------|------------------------------|-------------------|
| 11 a.m.–4 p.m. | Conference registration open | Riverside Hall |
| 1–4 p.m. | Pre-conference sessions | Meeting Rooms A–G |

Wednesday, April 24, 2024

| Time | Activity | Location |
|---------------------|--|------------------------------------|
| 7:30 a.m.–4:30 p.m. | Conference registration open | Riverside Hall |
| 7:30–9:30 a.m. | Breakfast | Riverside Ballroom |
| 8:30–9 a.m. | Welcome and opening remarks from Carrie Molke, Director, Bureau of Aging and Disability Resources | Riverside Ballroom |
| 9–10 a.m. | Opening keynote Leadership Agility; Sustainable Skills for Positive Impact Presenter: Lisa Haen | Riverside Ballroom |
| 10–10:30 a.m. | Break Expo hall opens WisTech mini-session 1 (10:10–10:25 a.m.) | North Hall C North Hall D |
| 10:30–11:45 a.m. | Workshop session A | Meeting Rooms A–G; North Hall D |
| 12–1 p.m. | Lunch | Riverside Ballroom |
| 1–2 p.m. | Keynote When Life Gives You Wheelchair, Make Lemonade Presenter: Zach Anner | Riverside Ballroom |
| 2–2:30 p.m. | Break WisTech mini-session 2 (2:10–2:25 p.m.) | North Hall D |

| Time | Activity | Location |
|----------------|--|------------------------------------|
| 2:30–3:45 p.m. | Workshop session B | Meeting Rooms A–G; North Hall D |
| 3:45–4:30 p.m. | Free time for networking and visiting expo hall WisTech mini-sessions 3 and 4 (3:50–4:05 p.m.; 4:10–4:25 p.m.) | North Hall D |

Thursday, April 25, 2024

| Time | Activity | Location |
|--------------------|--|--------------------|
| 7:30–10:30 a.m. | Conference registration open | Riverside Hall |
| 8–9:30 a.m. | Breakfast | Riverside Ballroom |
| 9–10:15 a.m. | Workshop session C | Meeting Rooms A–G |
| 10:15–10:45 a.m. | Break Final chance to visit expo hall | North Hall |
| 10:45 a.m.–12 p.m. | Workshop session D | Meeting Rooms A–G |
| 12–1:45 p.m. | Lunch and closing keynote Strengthen Civic Participation and Build Our Power for Inclusive, Healthy Communities Presenter: Jeanne Ayers | Riverside Ballroom |

Keynote Presentations

Leadership Agility; Sustainable Skills for Positive Impact

Presenter: Lisa Haen

Do you want to create a culture where people want to show up and do their best work? In business today, leaders need sustainable solutions that help workers make smart decisions, work together collaboratively, and positively overcome obstacles of daily operations. This program delivers engaging and impactful lessons that empower leaders to implement progressive change, unlock their full potential, and help create a culture of growth, engagement, and long-term success.

About the presenter: Lisa Haen is on a mission to strengthen leadership skills, stabilize team performance, and make work life more manageable. As a dynamic keynote speaker, Lisa engages and empowers her audience to shift their perspective, ignite innovative ideas, and apply practical solutions to tough leadership challenges. As an executive advisor, Lisa works with business leaders to attract, engage, and retain top talent. Solid leadership skills help stabilize the workforce and position the organization as the best in the industry for talent, clients, and investors. When she is not working with clients, Lisa can be found on the lake in her kayak, in the garden, or dancing in the kitchen while pretending to be a Food Network chef. Find more about Lisa's work at <https://cultureinsideout.com/>.



When Life Gives You Wheelchair, Make Lemonade

Presenter: Zach Anner

Two months early, underweight, and under-prepared for life, Zach entered the world with cerebral palsy and an uncertain future. By his 30th birthday, he had grown into an adult with a career in entertainment, millions of fans, a loving family, and friends who would literally carry him up mountains. With a mixture of hilarity and heart, hear Zach share his miraculous story.

About the presenter: Zach Anner is an award-winning comedian, show host, TV writer, viral sensation, disability advocate, and public speaker. In 2011, he won his own travel show on the Oprah Winfrey Network, *Rollin' With Zach*. His videos have over 100 million views over social media platforms.



Zach has been a guest star and is now a full-time writer on ABC's hit family sitcom *Speechless*. He's an ambassador for the Cerebral Palsy Foundation and has worked with Momentum Wheels for Humanity, which supplies wheelchairs to people in developing countries.

Zach's memoir, *If at Birth You Don't Succeed: My Adventures with Disaster and Destiny*, is a hilariously irreverent and heartfelt memoir about finding your passion and your path, even when it's paved with epic misadventure.

Strengthen Civic Participation and Build Our Power for Inclusive, Healthy Communities

Presenter: Jeanne Ayers

What does civic participation and power have to do with health equity and an inclusive democracy? What role can we play to strengthen and promote inclusive civic participation? These questions will be addressed, along with conceptual frameworks and practices aimed at advancing health equity by promoting an inclusive, representative democracy.

About the presenter: Jeanne Ayers, R.N. MPH, leads [Healthy Democracy Healthy People](#), a coalition of 11 public health organizations committed to advancing health and racial equity by strengthening civic and voter participation and ensuring access to the ballot for all eligible voters. Prior to establishing this coalition in August 2020, Ayers held leadership roles in state governmental public health for over nine years. She served as the Wisconsin State Health Officer as well as Assistant Commissioner and Chief Health Equity Strategist for the Minnesota Department of Health.

Jeanne has long been a recognized leader in national efforts to ensure health and racial equity and improve population health. She was selected as the 2010 University of Minnesota Josie R. Johnson Human Rights and Social Justice Award winner for her work and was responsible for development of the Minnesota Department of Health's award-winning report "Advancing Health Equity in Minnesota: A report to the State Legislature." Jeanne has worked extensively with many groups to deepen the public understanding of the social determinants of health and their relationship to race, place, class, and power. She led health equity initiatives in the faith-based organizing group, ISALAH, and launched Healthy Heartland, a partnership of community organizing groups and public health organizations in five Midwest states building collective capacity to impact public policy.

Jeanne describes her work as building power to ensure the conditions necessary for health are available for all. She sees civic participation and an inclusive, representative democracy as a prerequisite to advancing health equity and creating healthy communities.



Sessions at a Glance

Pre-Conference Sessions (Tuesday, April 23; 1–4 p.m.)

| Session | Title | Location |
|---------|--|----------------|
| PC1 | Aging and Disability Resource Center Director and Supervisor Orientation/Refresher | Meeting Room B |
| PC2 | Creating Psychological Safety: Establishing Support for Your Colleagues | Meeting Room C |
| PC3 | Wisconsin's Aging, Disability, and Independent Living Network: The Heart of the National Strategy to Support Family Caregivers | Meeting Room E |
| PC4 | Expanding Independent Living: New Ways of Returning to Core Values | Meeting Room F |
| PC5 | Engage for Change: DHS Disability Councils | Meeting Room A |

Workshop Session A (Wednesday, April 24; 10:30–11:45 a.m.)

| Session | Title | Location |
|---------|---|----------------|
| A1 | Leadership Agility; Sustainable Skills for Positive Impact | Meeting Room A |
| A2 | Say What? Interacting with People Who Have a Hearing Loss | Meeting Room B |
| A3 | Building Healthy Communities by Promoting, Supporting, and Expanding Quality Statewide Respite Care | Meeting Room C |
| A4 | Scams that Target Older Americans | Meeting Room E |
| A5 | Using Collective Lived Experiences to Drive Change | Meeting Room F |
| A6 | Improve Caregiver Competencies and Fill Needed Vacancies | Meeting Room G |
| A7 | Adaptive and Inclusive Gaming | North Hall D |

Workshop Session B (Wednesday, April 24; 2:30–3:45 p.m.)

| Session | Title | Location |
|---------|---|----------------|
| B1 | Unsung Heroes: Navigating the Caregiving Crisis and Advocating for a Compassionate Future | Meeting Room C |
| B2 | Advocacy Starts and Ends with You | Meeting Room E |
| B3 | If a Tree Falls: Building Community Through Peer Connection and Inclusion | Meeting Room A |
| B4 | Be Prepared, Have a Plan: Inclusive Emergency Preparedness | Meeting Room B |
| B5 | Make Connections and Inspire Action: Engaging Your Audience Through Personal Stories | Meeting Room F |
| B6 | Partnerships for Better Outcomes in Crisis: Working with Adult Protective Services and Crisis | Meeting Room G |
| B7 | Assistive Technology for Independence—Executive Functioning | North Hall D |

Workshop Session C (Thursday, April 25; 9–10:15 a.m.)

| Session | Title | Location |
|---------|--|----------------|
| C1 | From Confirmation to Contribution: Fostering Board Inclusion and Impact | Meeting Room E |
| C2 | How Is It Done? An Upstream Approach to Building Health Equity | Meeting Room B |
| C3 | Seriously, Go Ahead and Laugh | Meeting Room F |
| C4 | Our Epidemic of Loneliness and Isolation: Wisconsin Coalition to End Social Isolation and Loneliness | Meeting Room A |
| C5 | Wheelchair Commandos and Legislative Lions | Meeting Room C |
| C6 | Top 10 Things You Should Know To Improve Your Marketing and Communication Materials | Meeting Room G |

Workshop Session D (Thursday, April 25; 10:45 a.m.–12 p.m.)

| Session | Title | Location |
|---------|---|----------------|
| D1 | Zach Anner: Q&A and Book Signing | Meeting Room C |
| D2 | The Impact of the Community Health Worker Model in the Aging and Disability Network | Meeting Room B |
| D3 | Finding a Connection: Working with Tribal Communities | Meeting Room G |
| D4 | Collaborating With Your Health Department to Create Programming to Foster Social Connection | Meeting Room E |
| D5 | Family Caregiver Voices: Making the Shift From Advocacy to Empowerment | Meeting Room F |
| D6 | No Wrong Door: Taking Customer Service to the Next Level | Meeting Room A |

Pre-Conference Sessions

Tuesday, April 23; 1–4 p.m.

Aging and Disability Resource Center Director and Supervisor Orientation/Refresher

Presenters: Rachel Kaehny-Frank, Emma Klein, and April Little

The Office for Resource Center Development (ORCD) is providing a half-day intensive session designed to provide orientation and training to aging and disability resource center (ADRC) directors, managers, and supervisors, including those who are newer to their positions and those who would like a refresher.

The content will be presented by a panel of subject matter experts from ORCD and include a selection of topics to support effective leadership, a healthy workplace, and effective advocacy on behalf of the ADRC, including:

- **ADRC data and systems:** Understanding Encounter data, the Return-on-Investment calculator, and other ways to access data describing ADRC programs and services.
- **ADRC budgeting and fiscal information:** A discussion of ADRC funding that includes a background on ADRCs' statutory authority, tips for budgeting with Medicaid administrative funding, the importance of 100% time-and-task reporting, and more.

- **ADRC programs and services:** Meet program managers and get tips for supporting high quality ADRC specialists, benefit specialists, and dementia care specialists.

The workshop will be interactive, with plenty of room for questions and answers. It will also allow time for networking with fellow directors from other ADRCs across the state. Presenters will also help participants learn how to find valuable information and resources on the ADRC SharePoint site, including the ADRC policies, the Aging/ADRC Operations Manual, the events calendar, ADRC announcements, the training page, and more.

Creating Psychological Safety: Establishing Support for Your Colleagues

Presenter: Mai Lo Lee

We dedicate a minimum of eight hours per day to our workplace, which amounts to at least one-third of our waking hours spent with colleagues. It's no wonder that these relationships are often referred to as work family and work besties, highlighting the close bonds formed. Providing effective support is crucial, as it contributes to creating psychological safety for colleagues. Explore the concept of psychological safety and discover how to recognize practices that foster a psychologically safe workplace for your colleagues and professional circles. Elevate your professional growth and knowledge by strengthening the support for psychological safety among colleagues.

In this session, you will:

- Discover how to establish psychological safety and grasp its significance as well as its evolution in the workplace.
- Recognize practices that promote psychological safety among your colleagues and in professional group settings.
- Enhance support for psychological safety among colleagues.

Wisconsin's Aging, Disability, and Independent Living Network: The Heart of the National Strategy to Support Family Caregivers

Presenters: Lynn Gall, Harriet Reman, Bryn Ceman, and Lisa Schneider

This workshop is an overview of the National Strategy to Support Family Caregivers that invites attendees to explore ways our Aging, Disability, and Independent Living Network can help improve the lives of all family caregivers in Wisconsin. The first national caregiving strategy, released in 2022, reflects a wide range of priorities for America's future. National priorities were identified by individuals from across the country in preparation for a future in which the number of older adults and people with disabilities will outpace the number of family members available to care for them, and more of us will be working while caregiving.

Presenters will explain Wisconsin population and workforce data trends, why improvements in respite care and respite options are at the heart of the National Family Caregiving Strategy, and why the ADIL Network is essential to helping Wisconsin families thrive. Several projects underway by the Respite Care Association of Wisconsin that support the National Strategy will be highlighted, including direct respite grants to individuals and organizations, free online provider training, a registry for families and respite providers, new respite models being developed, increased outreach to underserved communities, and more. We will also share an HR CareKit designed for human resource professionals that was recently released by the Wisconsin Family and Caregiver Support Alliance.

Expanding Independent Living: New Ways of Returning to Core Values

Presenters: Jason Glozier and Tyler Wilcox

The Independent Living Movement has a major impact on policy at all levels of government. For more than a half-century, independent living has shaped how we think about disabilities in this county and across the globe. The Wisconsin Independent Living Network is an initiative to expand the movement in the state of Wisconsin and build lasting partnerships with every organization that helps people with disabilities to live independently.

There are three major components of the Independent Living Network; planning, advocacy, and services. Each member of the network plays an important role in all three. In this session, you will learn about:

- What the Statewide Independent Living Council is and about its role in the state.
- The Wisconsin Independent Living Network and how to get involved.
- Expanded services offered by independent living centers.
- New strategies to collaborate to help people across the state lead more independent lives.

Engage for Change: DHS Disability Councils

Presenters: Staff from the Office for the Promotion of Independent Living

This is an opportunity for members of disability councils that are supported by the Bureau of Aging and Disability Resources to come together for learning, networking, and determining shared priorities.

Workshop Session A

Wednesday, April 24; 10:30–11:45 a.m.

A1 Leadership Agility; Sustainable Skills for Positive Impact

Presenter: Lisa Haen

Continue the journey of empowerment to implement progressive change and create a culture of growth, engagement, and long-term success in the workplace.

Building from her keynote presentation earlier in the day, Lisa will expand on the program objectives and offer attendees a deeper learning experience, including tabletop exercises, worksheets, and practical application handouts.

A2 Say What? Interacting with People Who Have a Hearing Loss

Presenters: Jennifer Anderson and Caroline Ludka

Who loves awkward encounters? No one! This presentation will provide a general overview of the difference between hearing and deaf culture. Knowing the differences will help with using appropriate communication strategies and etiquette when communicating or interacting with individuals who are deaf and hard of hearing. In this session, you will learn:

- The differences between deaf, Deaf, and hard of hearing populations.
- The basic techniques of communicating effectively with deaf and hard of hearing individuals.
- The importance of providing accessible services to promote inclusion.

A3 Building Healthy Communities by Promoting, Supporting, and Expanding Quality Statewide Respite Care

Presenters: Kelly Lamberty, Leslie Thede, and Rachel Watkins-Petersen

According to the 2022 National Strategy to Support Family Caregivers, “High-quality respite is one of the most requested needs of caregivers, but gaps in the availability and affordability of access are significant.” This interactive workshop will leave professionals who serve family caregivers with a toolkit to help them achieve the outcome of respite care that meets their needs. In this session, you will learn:

- How to help family caregivers achieve the outcome of respite care that meets their needs with grant programs, the Wisconsin Respite Care Registry, and Respite Connections.

- Where to find free online training for those interested in providing respite care and free training for family caregivers on various topics.
- How the Respite Care Association of Wisconsin focuses on business development and respite care expansion by providing a variety of workshops and grants to help fund new respite programs or businesses in Wisconsin.

A4 Scams that Target Older Americans

Presenter: Tiffany Bernhardt Schultz

Did you know that 20% of older Americans have been a victim of fraud? Every day, scams become more sophisticated with twists and turns to fool victims out of hundreds—sometimes even thousands—of dollars. Additionally, the Covid-19 pandemic contributed greatly to scammers stealing consumers' money, personal information, and time. Join us and learn about the common scams targeting older Americans, how to spot them, and what to do if you or a loved one becomes a victim.

A5 Using Collective Lived Experiences to Drive Change

Presenters: Rosie Bartel, Stacy Ellingen, and Dan Krohn

Co-presenters Rosie Bartel and Stacy Ellingen, with the support of Dan Krohn, will share how advocates can use their collective voices and personal lived experiences to move beyond self-advocacy to bringing about impactful changes that can help others. Rosie and Stacy are passionate advocates who have shared their own stories with state, national, and global audiences. Through their work, they have informed the public, legislators, health care providers and other agencies about the issues facing their communities and potential solutions to help solve these problems.

Learn how to go from advocating for yourself to using your voice to inform the public, legislators, health care providers and other agencies about the issues facing people in the aging and disability community. Rosie and Stacy will use storytelling to help develop solutions for challenges and/or problems and show how collective voices provide for a safer ecosystem that benefits all people.

A6 Improve Caregiver Competencies and Fill Needed Vacancies

Presenter: Kevin Coughlin

Come to this interactive session to learn about the new free Certified Direct Care Professionals (CDCP) program offered to anyone working in home and community-based services. Learn how staff can earn bonuses through this program. WisCaregiver Connection, a job matching platform, is free to eligible job seekers and employers. Wisconsin Department of Health Services (DHS), in partnership with University of Wisconsin–Green Bay, has launched the CDCP program and WisCaregiver Connections. Hear the early success of the program and learn how you can be part of this exciting initiative.

A7 Adaptive and Inclusive Gaming

Presenters: Jason Beloungy Eric Riskus, and Grey Hay

This presentation and demonstration of adaptive gaming will show how it can be used for addressing social isolation as well as building skills. The presentation will focus on adaptive gaming, with demonstrations of various types of equipment. Attendees will get to try too! Participants will be leave being knowledgeable about adaptive gaming and the opportunities it presents for older adults and people with disabilities.

Workshop Session B

Wednesday, April 24; 2:30–3:45 p.m.

B1 Unsung Heroes: Navigating the Caregiving Crisis and Advocating for a Compassionate Future

Presenter: Former Governor Marty Schreiber

America has become a caregiver nation. More than 53 million caregivers provide unpaid care and support for their loved ones. The “silver tsunami,” as some people call it, will only grow larger and larger as Baby Boomers get older and require more care. Marty learned first-hand what it takes to be a loyal and selfless caregiver after his dear wife Elaine was diagnosed with Alzheimer’s disease in 2007 at age 67. He never realized until it was over how critically important he was to her as she faced a daunting future. In his book, *My Two Elaines*, he writes about several ways that people can be the best caregiver possible so they not only cope but survive and thrive in their role as caregivers.

B2 Advocacy Starts and Ends with You

Presenter: Don Posh

Learn effective advocacy strategies you can take as an individual in personal advocacy and collective advocacy with other community stakeholders and governor-appointed councils and committees. Learn how you can be an effective advocate at all levels of systems advocacy including city, county, state, and federal levels. In this workshop, learn how to use media and other means to educate and engage others to make a difference and achieve policy and legislative change for people with disabilities. In this session, you will learn:

- How previous advocacy is working for us today.
- The importance of understanding the issue and knowing who you should contact.
- The basics of advocacy communication.

B3 If a Tree Falls: Building Community Through Peer Connection and Inclusion

Presenters: Emily Cadman and Gerald Hay

Participating in outdoor recreational activities can improve one's mental, physical, and emotional health. Whether one enjoys the outdoors with family, friends, or on their own, recreational activities can build self-esteem and independence, fostering healthy relationships and communities. However, many older people and individuals with disabilities face barriers to accessing and enjoying outdoor spaces, despite increasing accessibility efforts and features in recent years. How can we bypass or dismantle these barriers so that people with varying support needs can experience nature without barriers and interact with their peers independently? In this session, you will learn:

- How to find accessibility within state parks.
- How to find accessible equipment to use for recreation outdoors.
- Why inclusion matters within recreation.

B4 Be Prepared, Have a Plan: Inclusive Emergency Preparedness

Presenters: Ben Barrett and Karen Secor

Are we fully prepared to assist people with disabilities during an emergency? Do they have any resources that they can use to prepare themselves before, during, and after an emergency? During this presentation, you will have an opportunity to explore practical strategies for preparing and responding to

emergencies in ways that accommodate diverse abilities. The Council on Physical Disabilities will also share its emergency preparedness toolkit and new emergency preparedness communications folder, which provides information on how to request reasonable accommodations in a health care or emergency setting and what to do if this request is denied.

B5 Make Connections and Inspire Action: Engaging Your Audience Through Personal Stories

Presenters: Jim Schmidlkofer, Stephanie Sue Stein, and Janet Zander

Sharing personal stories helps individuals realize and demonstrate connections between their struggles and larger social issues. Anecdotes evoke empathy and understanding well beyond mere facts and figures. Learn how your knowledge of people and their stories can be powerful in helping policymakers to better understand issues and inspire action. A panel of workshop leaders will share examples of how stories have effectively been used to put a human face on an issue. The examples will include written, oral, and/or visual vignettes used to share powerful personal stories. After each example, workshop leaders will lead a discussion to uncover what made the story effective and will engage audience members by encouraging them to share their experiences and examples of using specific formats to share similar stories of lived experience. The workshop will conclude with leaders and audience members brainstorming ideas and simple how-tos for replicating effective storytelling strategies at the local level.

B6 Partnerships for Better Outcomes in Crisis: Working with Adult Protective Services and Crisis

Presenters: Laurie Kohler and Brianne Zaborowske

Providing effective crisis response to an adult experiencing a behavioral concern can be a challenge. This is especially true for adults with disabilities or older adults that may present in crisis with complex behaviors, health concerns, and/or neurocognitive limitations. Crisis responders must balance an adult's right to self-determination and least restrictive intervention with the need for protection and safety. Caregivers, family members, and other involved care partners often reach out to local county agencies to assist with these types of circumstances in which a person may be at risk of self-harm, abuse, or neglect by others. County crisis response and adult protective services (APS) are often involved to intervene in these crisis scenarios. The two systems operate from different perspectives and can provide different resources for an adult in crisis. Given the complexity of needs of adults in crisis, there is often a

need for crisis response and APS to collaborate with a variety of resources for the best possible outcome. This session will explore the intersection between APS and crisis response systems and ways in which a collaborative approach can be beneficial to support individuals at risk in crisis. Through use of case studies and discussion on trends in crisis, this session will promote participants' understanding of multidisciplinary approaches and ideas for partnerships for supporting adults and elder adults at risk and their families through crisis.

B7 Assistive Technology for Independent Living—Executive Functioning
Presenter: Cassie Frost

Participants will spend this session learning about executive functioning and how deficits in this area can affect aging adults and adults with disabilities. The session will focus on techniques and tools to help support adults in the areas of attention, memory, time management, and organization. Special focus will be given to how attention skills develop and how this affects all areas of an individual's life experience. Participants will have an opportunity to reflect on the changing demands on the executive functioning system as technology increases. High- and low-tech tools, including planners, low-tech note-taking options, Chrome extensions, iOS apps, websites, and more will be demonstrated. Participants will learn about tools and strategies they can implement the very next day.

Workshop Session C

Thursday, April 25; 9–10:15 a.m.

C1 From Confirmation to Contribution: Fostering Board Inclusion and Impact

Moderator: Helen Sampson

Panel members: Rhonda Staats, Josh Theis, Daniel Idzikowski, and Sara O'Donnell

Bringing unique perspectives from the board member level, local leadership, and the Wisconsin Department of Health Services, this panel will take a deeper dive into how the Aging, Disability, and Independent Living Network can make their boards, advisory committees, and commissions have greater impact in our communities. The panel will be guided by the moderator to share insights on recruitment, what makes a "good" board member, on "boarding", belonging, and impact. This session will provide some frank talk about board development and practical tips to take boards from confirmation to real contribution.

In this session, you will learn:

- Regulations that dictate board operations.
- Specific strategies to enhance board inclusion and contribution for attendees, organizations, and communities.
- How to prioritize and further invest in the ongoing development of your boards, committees, and commissions.

C2 How Is It Done? An Upstream Approach to Building Health Equity

Presenters: KC Cullinan, Margarita Northrop, and Lisa Sobczyk

This workshop will introduce strategies to integrate health equity, social determinants of health, and intersectionality in everyday work, programing, policy, and advocacy efforts. The session will present an overview of the main concepts and root causes and their impact on health and wellbeing; share practical examples of how these concepts can be and have been integrated in existing efforts; and provide the opportunity for ample discussion, sharing and brainstorming of possible actions, collaborations, and next steps. There is no need to have any background in the discussed topic—all who would like to learn more and advance this work are welcome! In this session, you will learn:

- The main concepts and definitions for health equity and social determinants of health, and their importance for health and wellbeing.
- Examples and practical applications in programing, planning, and policy.

C3 Seriously, Go Ahead and Laugh

Presenter: Cori Marsh

Seriously, Go Ahead and Laugh opens with a look at why laughter is important and moves to a fast-paced presentation that uses fun, music, and movement embedded in a message of laughter and self-care. It is easy to get caught up in the “busyness” of work and life in general. Much of our work involves filling the tanks of others, often at the expense of ourselves. We need to give ourselves permission and the time to fill our own tanks. A list of simple, fun stress reducers and tank fillers is followed by a bit of self-reflection ending with a challenge: what would you do if you were brave? Program is interactive with a bit of lecture liberally peppered with reflection, fun, music, and movement. In this session, you will learn:

- How to say, “NO.”
- To develop a self-care list of quick stress reducers.
- How to change one thing on your self-care journey.

C4 Our Epidemic of Loneliness and Isolation: Wisconsin Coalition to End Social Isolation and Loneliness

Presenter: Jill Renken

Loneliness and social isolation are on the rise across the United States, exacerbated by the COVID-19 pandemic. A 2023 U.S. Surgeon General's advisory raises alarms about the mental, physical, and societal impacts of loneliness, isolation, and lack of connection. According to the report, about half of adults in the U.S. indicated that they experienced loneliness—even before the pandemic—which can increase the risk for early death as much as smoking up to 15 cigarettes a day. While people of all ages and backgrounds experience isolation and loneliness, older adults are uniquely susceptible, which puts them at risk for significant health problems as well as a significant increased risk for depression and anxiety. Given the scope of the problem, individuals and organizations throughout Wisconsin have joined forces to form the Wisconsin Coalition to End Social Isolation and Loneliness (WCESIL) to address the challenges and find community-based solutions.

In this session, we will discuss the Surgeon General's report on loneliness and isolation. Data from the report will be presented to illustrate the epidemic. Definitions, trends, and factors that impact social connection will be outlined, as well as information on personal and public health implications. The six pillars to advance social connection will be presented. This session will then provide an overview of how Wisconsin partners and communities have engaged in efforts to advance social connection in the formation of WCESIL.

Finally, we will create a venue for dialogue about the opportunities surrounding the issue, including detecting and engaging older adults who are isolated and lonely, finding or creating interventions to meaningfully and measurably address isolation and loneliness, and determining ways to leverage existing programs and services to make an impact on isolation and loneliness.

C5 Wheelchair Commandos and Legislative Lions

Presenters: Jean S. Logan and James W. Wahner

The untold story of how a visionary quadriplegic, a rookie legislator, and a mother of five in a wheelchair ignited a 1970s Wisconsin disability rights revolution. A small group of feisty citizen advocates and their allies struck down barriers, altered public attitudes and created landmark policy changes mandating access and equal rights that foreshadowed the national Americans with Disabilities Act (ADA) by 15 years and made life qualitatively better for tens of thousands of Wisconsinites.

In this session, hear from the authors, two able-bodied people who were recruited into this movement in 1969 and never left it, about their book, which focuses on the journey to inclusion and participation in community life of people with physical and hearing disabilities in Wisconsin. It spans a period of enormous activism (roughly 1950 to 1990) prior to passage of the Americans with Disabilities Act (ADA) at the national level and is built around the achievements of the many “giants” of the Wisconsin movement and their stories.

C6 Top 10 Things You Should Know To Improve Your Marketing and Communication Materials

Presenter: Kim Cobb

Many people working in the aging and disability service organizations are responsible for marketing and communications materials. Without a large marketing budget, staff often find themselves creating these materials with little or no training. Many factors contribute to effective promotional materials; understanding and applying some basic principles and guidelines can go a long way in improving effectiveness across changing communication platforms without spending any more money. These basics apply whether you're printing from your office copier or posting on social media.

The content of this presentation will help participants create materials that reflect the value and professionalism of the programs and services they provide. Overarching topics will include branding, writing, layout, accessibility, and reproduction. Examples of more specific information could include: audience, message/benefit, distribution, copy, proportion, images, fonts, color, tools, and search.

Tips and resources (web links) will be provided to participants to help them focus their messaging and improve the look and accessibility of their promotional materials in a variety of media.

The presentation will be a combination of lecture, interactive quizzes and Q&A. Attendees will have an opportunity to evaluate sample materials to reinforce their understanding.

Workshop Session D

Thursday, April 25; 10:45 a.m.–12 p.m.

D1 Zach Anner: Q&A and Book Signing

Presenter: Zach Anner

Zach Anner will be onsite to answer any questions that participants may have after his keynote presentation, or in general. Zach will also be signing copies of his book.

D2 The Impact of the Community Health Worker (CHW) Model in the Aging and Disability Network

Moderator: Phoebe Hefko

Panel members: Tracy Fischer, Lynette Gates, Jennifer Jake, and Sky Van Rossum

In 2022, Wisconsin implemented a community health worker (CHW) model to address the health, safety, and socioeconomic well-being of older adults, people with disabilities, and their caregivers in rural communities that were disproportionately impacted by the pandemic due to health inequity, resource limitations, and poverty. This work is supported through The National Initiative to Address COVID-19 Health Disparities Among Populations at High Risk and Underserved, Including Racial and Ethnic Minority Populations and Rural Communities (CDC-RFA-OT21- 2103), a federal grant provided by the CDC. The CHW model employs one or more frontline workers who are trusted members of and/or have an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. CHWs may serve a variety of functions, but the goal is always to better serve under-resourced, high-risk individuals who are living independently in our communities and are not enrolled in publicly funded long term care programs. Panelists will share four unique models of utilizing a CHW.

In addition to having the opportunity to network with panelists and ask questions, in this session you will learn:

- How and why to consider implementing a CHW model within your agency to meet unmet needs.
- Qualitative and quantitative data from four projects that support the CHW model meeting unmet community needs.

D3 Finding a Connection: Working with Tribal Communities

Presenters: Kassy Heard, Joyce Binder, and Amanda Thompson

Kassy, Joyce, and Amanda work for Great Lakes Inter-Tribal Council, Inc., which works with a variety of agencies in the Aging, Disability, and Independent Living Network, as well as Tribal communities and elders in different capacities. This presentation will offer varying perspectives and experiences on working with and within Tribal communities. After this session, participants will have a better understanding of:

- The similarities and differences in Tribal communities.
- Why there are some barriers to connecting with each community.
- Insight about how to connect with Tribal partner agencies and Tribal Elders in a respectful way.
- The roles Elders play in the community.

D4 Collaborating With Your Health Department to Create Programming to Foster Social Connection

Presenters: Kristen Hecht and Carmen Pangilinan

In this lecture presentation with Q&A, we will cover how the Wauwatosa Health Department has developed programs which are bringing generations together to create social connections while simultaneously advancing health equity and community health improvement. We will encourage participants to reach out to their local health department with the goal of creating partnerships to advance social connection and health equity in their communities. We will share background information about how we identified our community's needs through our Community Health Assessment and Community Health Improvement Plan processes, while highlighting some of the similarities between these processes and those of creating Aging Plans. We will discuss our AAR Age-Friendly Community designation and how the work of becoming a more age-friendly community contributes to creating social connection and the advancement of health equity. We will also highlight some of our successful intergenerational programs and partnerships that we have established within the City of Wauwatosa.

D5 Family Caregiver Voices: Making the Shift From Advocacy to Empowerment

Presenters: Alisa Lammers and Trisha Witham

Family caregivers play an essential role in the well-being of every community and are often undervalued and forgotten. Their often long journeys of care will take them through a multitude of systems, supports, networks, and resources that are often minimal and fragmented, leaving more gaps than they fill. For too long our country has looked at care as something families have to figure out on their own. Too often, families are stretched thin and many feel like they've personally failed in some way. Right now, there are 53 million unpaid family caregivers in the U.S. By 2040, that number is expected to **double**. Today's family caregivers are often expected to perform highly complex tasks, including medical procedures, care coordination, administration, and technological support—activities that extend well beyond help with activities of daily living that were the hallmark of family caregiving in years past.

Wisconsin ADRC services are an essential tool for family caregivers; however, they too are limited to their scope of services. Through the art of active listening, specialists in the ADRCs are often gatekeepers to their stories, including the challenges of their journeys. This presentation will explore how the dementia care specialist and caregiver specialist from the ADRC of Barron and Rusk Counties chose to use these stories to deduce common themes in their community and provide family caregivers an opportunity to collectively share with local legislators. The presentation will include an overview of the planning and implementation of the Family Caregiver Voices advocacy event, along with the successes and lessons learned. Organizations within the Aging, Disability, and Independent Living Network are all tasked with advocating on behalf of their customers and work to identify unmet needs; however, this presentation will focus on efforts to empower customers to use their own voices to advocate for change. The impact is powerful, both on the customer and those who are in a position to enact change. This allows our organizations to be more effective in our advocacy efforts and shifts the power back to the person.

D6 No Wrong Door: Taking Customer Service to the Next Level

Presenters: Amos Besaw, Hazel Miller, and Catherine Moe

The idea of the No Wrong Door approach to service delivery is not new, but is as relevant as ever. What does it mean for service provision today and how we can draw on the principles to enhance our customer focus and customer satisfaction? No Wrong Door is a unifying principle we can break down into

more concrete concepts (customer service, person-centered counseling, outreach, culture change). Let's explore these components in greater detail and discuss ways to apply them in our work. We will talk about our No Wrong Door story in Milwaukee County with recent adult integration efforts.

Additional Activities and Opportunities

Vendor Expo

Stop by the vendor expo to learn more about some organizations that provide services to individuals who are aging and living with disabilities. In addition, the vendor expo will be hosting some small businesses owned by individuals with disabilities that will have items for sale.

The vendor expo space is located in North Hall C (see map on page 1) and will be open throughout the conference.

Don't forget to complete the exhibitor scavenger hunt for a chance to win some fabulous prizes (information on additional handout)!

- AARP Wisconsin
- AssuranceSD
- Alzheimer's Association
- Board on Aging and Long Term Care
- CapTel Outreach
- CaptionCall by Sorenson
- Disability Rights Wisconsin (DRW)
- Disability Service Provider Network (DSPN)
- Drift Cycle La Crosse
- GT Independence
- J&J's Handmade Crafts
- LSS Connections
- Milwaukee County DHHS Aging and Disability Services
- My Choice Wisconsin
- Nick's Dog Treats & Coffee Brew
- Senior Medicare Patrol
- TMG
- Wisconsin Board for People with Developmental Disabilities (BPDD)
- Wisconsin Council of the Blind & Visually Impaired
- Wisconsin Independent Living Network (WILN)
- Wisconsin Institute for Healthy Aging (WIHA)
- Wisconsin Office for the Blind and Visually Impaired (OBVI)
- Wisconsin Office for the Deaf and Hard of Hearing (ODHH)
- Wisconsin Talking Book and Braille Library

WisTech Assistive Technology Expo

Explore the world of assistive technology (AT) and participate in hands-on learning experiences at the WisTech Assistive Technology Expo.

Learn from experts in the field and test out devices, tools, and resources that are available for the aging population and individuals with disabilities.

Stop by during one of the four mini-sessions or attend either or both of the AT-related conference workshop sessions.

The WisTech Expo is located in North Hall A and D (see map on page 1) and is open Wednesday, April 24, from 10 a.m. to 4:30 p.m.

Mini-Sessions and Workshops

Note: All WisTech mini-sessions and workshops will take place in North Hall D on Wednesday, April 24.

| Time | Session Description |
|------------------------------------|---|
| 10:10–10:25 a.m. Mini-Session 1 | Artificial Intelligence (AI) and Assistive Technology (AT) Presenters: Deepak Arora, Dr. Philip Konkel, and Mayur Birari AI is available on wearable devices and is enhancing safety and connectivity for people with disabilities. Join us to learn more! |
| 10:30–11:45 a.m. Workshop | Adaptive and Inclusive Gaming Presenters: Jason Beloungy, Eric Riskus, and Grey Hay See workshop session A7 on page 13 for workshop description. |
| 2:10–2:25 p.m. Mini-Session 2 | Accessible Dining Sites: Welcoming the Community Presenter: Sara Koenig Creating an accessible dining site can be simple and easy. Learn more about the quick and easy things you can do to welcome everyone to your dining site. |
| 2:30–3:45 p.m. Workshop | Assistive Technology for Independent Living—Executive Functioning Presenter: Cassie Frost See workshop session B7 on page 16 for workshop description. |

| Time | Session Description |
|----------------------------------|---|
| 3:50–4:05 p.m. Mini-Session 3 | <p>Hearing Loss: Myths and Facts</p> <p>Presenters: Jennifer Anderson and Caroline Ludka</p> <p>Most myths about hearing loss circulate widely in our society and get in the way of understanding between hearing people and those who do not hear well or at all. Let’s talk about those common myths!</p> |
| 4:10–4:25 p.m. Mini-Session 4 | <p>Optical Character Recognition: How to Turn Printed Text into Spoken Content Using Devices and Applications</p> <p>Presenter: Jean Kenevan</p> <p>Optical character recognition (OCR) software, devices, and apps help people with vision loss access printed information and objects in their environment. OCR devices “look” at the print and convert it into speech. Stop by to see these devices in action with live demonstrations.</p> |

Growing Older in Rural Wisconsin

Growing Older in Rural Wisconsin is a project in which Rural Wisconsin, Inc. will produce a documentary film and show it in community screenings throughout Wisconsin. Its goal is to use the tools of documentary filmmaking and grassroots community organization to promote discussion and awareness of the challenges which seniors face in rural areas, as well as the often-ignored benefits which aging populations provide to their communities.

The filmmakers, Jim Winship and Marty Lee, are seeking subjects and stories to feature in their documentary and would like to speak with conference attendees who may have stories to share. Jim and Marty will be on site on Tuesday, April 23 and Wednesday, April 24. Stop by the vendor expo hall to learn more about the project and share your stories.

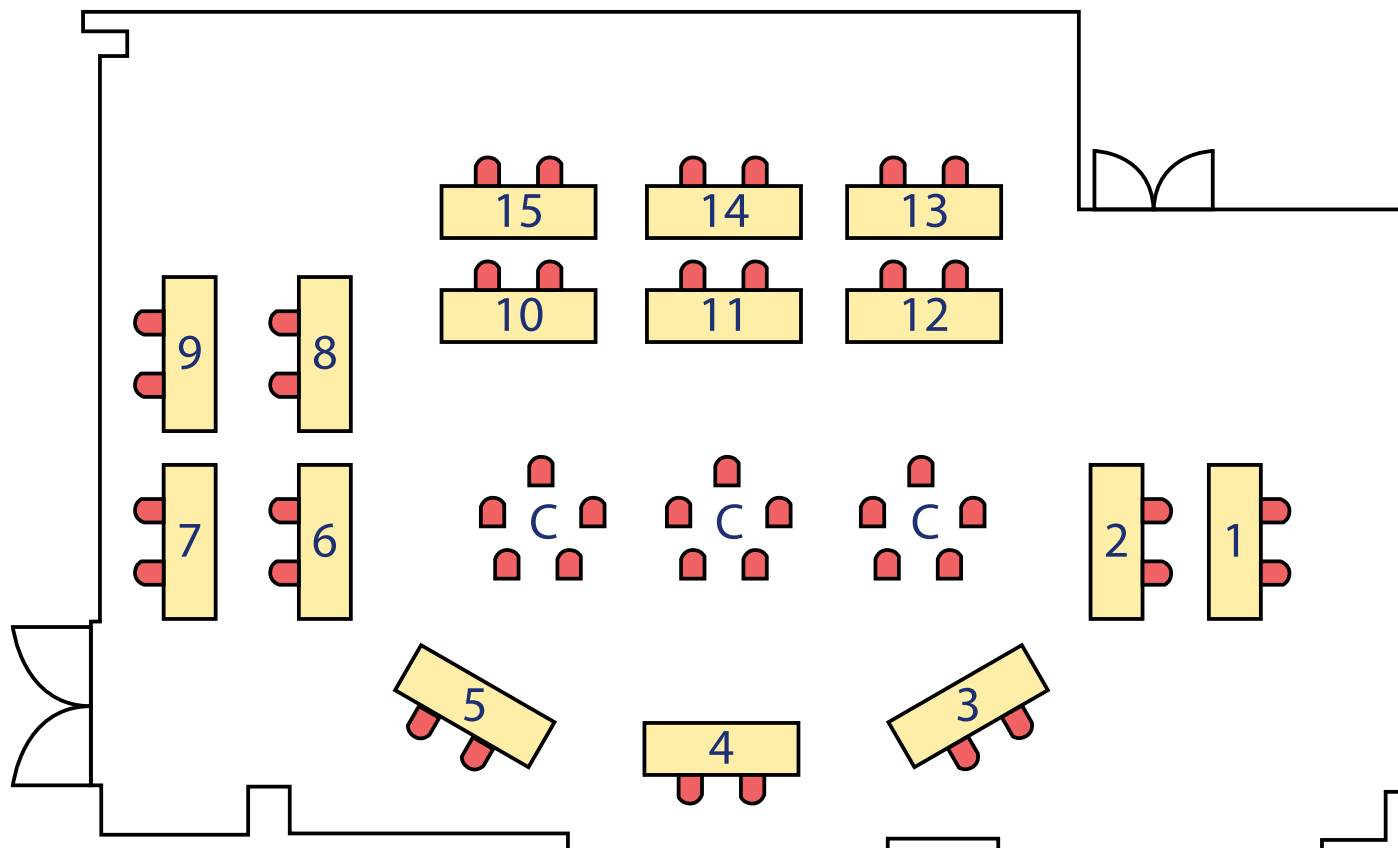
Quiet Space/Sensory Room

For anybody who needs a quiet place to decompress, remove yourself from the hustle and bustle of the conference, or just get away for a few minutes, we have set aside a designated quiet space in meeting room D, in the fourth floor Riverside Hall (see map on page 1 for location).

Restoration Station

The Restoration Station is a self-serve environment where you can follow your own need to connect, play, reflect, or even sing! Check out the stations and go with *your* flow.

Located in North Hall B (see map on page 1), the Restoration Station will be open throughout the conference for you utilize and enjoy as you wish.



Station 1: Stretch Yourself: Physical Activity with the Wisconsin Institute for Healthy Aging (WIHA)

Station 2: Little Free ADILN Library

Station 3: Paper Chain

Station 4: ADILN Hopes and Dreams

Station 5: Logo Color Wall

Station 6: Painted Rocks

Station 7: Autograph Wall

Station 8: Map Your Past and Future

Station 9: Sing, Sing a Song

Station 10: Lego Love

Station 11: "To Not Do" List

Station 12: What a Pair

Note: We recommend stopping at this station early in the conference.

Station 13: A Note of...

Station 14: Games Galore!

Station 15: Laughter *is* the Best Medicine!

C: Conversational Groupings



**Thank you for attending the
2024 ADILN Conference.**