



Our mission is to deliver innovative support to lead aging agencies as we work together to promote, protect, and enhance the well-being of older people in Wisconsin.

Board Meeting Minutes

Friday, August 9, 2024 | 10:00 a.m.

ADRC of Portage County

Microsoft Teams Video Conference Call

Members present: *Dave Ostness, Beth Esser, David Hoberg, Bob Borremans, Wes Martin, Cookie Lough, Rob Wilkinson*

Members excused: *Rowena Nelson, John Helling*

Others Present: *John Schnabl, Executive Director; Patrick Metz, Fiscal Manager; Jean Lynch, OAA Consultant Manager; Pam VanKampen, OAA Consultant; Joanna Reinstein, Elder Abuse Hotline Coordinator; Sky Van Rossum, Special Projects Manager; Polly Shoemaker, Guardian Support Center Managing Attorney; Nick Musson, OAA Consultant; Neal Minogue, Older Americans Act Program Supervisor State Office on Aging (BADR); Diane Hofstedt, DHS; Rosanna Mazzara, Operations Coordinator*

Call to Order

The meeting was called to order at 10:06 a.m. by Dave Ostness, Chair.

Review and Approval of August 9, 2024 Agenda

Motion by Wes Martin, seconded by Beth Esser, to approve August 9, 2024, draft meeting minutes. Motion carried.



Review and Approval of June 14, 2024 Draft Meeting Minutes

Motion by Beth Esser, seconded by Rob Wilkinson, to approve June 14, 2024, draft meeting minutes. Motion carried.

Public Comment None

- Wes Martin would like discussion of board term limits placed as an agenda item at the next board meeting.

Comments from Chair

Dave Ostness

- I have been appointed to a National Association of Counties committee and will be happy to make the aging network opinions known on a national level. There are only two of us from the state of Wisconsin.

Executive Directors Report

John Schnabl

- Introduction of Rich Lavigne, new Legal Services Manager. Rich has been an EBS supervising attorney for three years now with GWAAR, and we are happy to have him transition to his new leadership role.
- May 13, 2025, is going to be Aging Advocacy Day. Please mark your calendars and we hope many can participate again at the Madison Capital.
- GWAAR has applied for a ADRC toll-free number grant in which GWAAR would administer and run. We have not heard if we will be the recipient of that grant as of yet.
- The next in person GWAAR ACE (A Commitment to Excellence) Meeting will take place on July 9, 2025, at the INCLUSA Center in Stevens Point.

- Part of the Community Health Worker Program grant is coming to an end in August. We did receive a grant extension but with the limited funding during the extension we will be losing 2 of these community health workers. However we are hoping that the remaining three will be absorbed into their host organizations.

Finance Committee Report

Dave Hoberg:

- It was noted that travel costs have gone up and Patrick gave some details as to why and a good portion is due to the expansion of the VA program.
- Extensive conversations were had regarding staff wages for this year and next year, and if a special year-end bonus is possible to compensate for the inflation level. We are consulting with Tandem on possible staff year-end bonuses.
- The Fiscal Department is looking into hiring for one additional position that would focus on aging unit/tribal site visits as well as compliance/audit so Patrick can focus more on managing the department.

Patrick Metz:

- The Finance Committee is interested in seeing more accounts receivable recognition in our financial statements and I will be working on trying to incorporate that.
- We just had our second annual tribal fiscal training up in Wausau about two weeks ago. The entire fiscal staff was there to do some intensive training. We had 9 of the 11 tribes in attendance. Kassy Heard, with GLITC, was a huge help and got it all organized and put together. We received a lot of good comments about it, and we are thinking about doing this on an annual basis. GLITC has also hired a new Tribal Specialist, Ryan Bunker, and it was nice to meet him.
- The Veterans Self Directed Program is growing by leaps and bounds. It looks like Madison will looking to serve some 80 veterans. The program will also be picking up some in the Twin Cities and Milwaukee will expand as well.

- GWAAR's reserve is about 1.9 million with the majority of that from the VA Program administrative funds that we receive. It helps us absorb delayed reimbursement.
- The 2023 audit it is wrapping up. I should be having a finalized audit for presentation to the board at the October board meeting.
- There was some conversation about having to restate the 2022 audit due to some things that were missed that had to go back to 2022. That is the only thing outstanding at this time.
- Continuing to look at the potential of a new accounting software and will keep the board informed as things progress.

Executive Committee Update

Dave Ostness, Chairman

Beth Esser, Vice-Chair

- Our representatives at Tandem have assured us that the buyout by Ensure will be seamless. Time will tell. We will continue to be serviced out of Madison however, which is good.
- It appears that we will not be doing an MOU, rather adding specific requests into our contract.

Elder Abuse Hotline

Joanna Reinstein, Elder Abuse Hotline Coordinator

- Joanna gave a presentation and overview on how the Elder Abuse Hotline works.
- We have the hotline phone number for reporting, and we have the website at www.reportelderabusewi.org. There's information about abuse and neglect on the website, as well as an online referral form. Once the online referral form is completed, that completed form comes directly to my email and then I return the call to the referral source to gather the information.

- In June an Elder Abuse Hotline campaign began using digital advertisements, including online and radio ads and an increase in calls has occurred.
- 2023 saw a total of 1614 calls/referrals. And so far, this year, from January through July 31st, there's already 945 calls. So, I expect to exceed the 1600 from last year. Just as some background, the initial goal of the hotline was to get at least 70 calls per month. But we're more than doubling that, as you can see in the stats for June and July.
- Financial exploitation continues to be the number one allegation called in, and second, is neglect.

Update on Meal Prioritization Tool and Red Flags Training

Jean Lynch, OAA Consultant Manager

Pam VanKampen, OAA Consultant -Nutrition Specialist

Pam VanKampen:

- Pam VanKampen gave a presentation on how stagnant federal funding and an aging population on the rise, has made it necessary to create a meal prioritization tool (a form to be completed by meal deliverer) for counties or tribes that have a home delivered meals waiting list. This tool was rolled out on July 1st after a three-month pilot in which 14 counties participated. She discussed how meal deliverers are trained to complete this more “person centered” form to ensure those that truly have a higher need get their meals. Pam would like to describe it as the “right meals and services for you” tool. It’s a data driven decision making tool using a points system with assessment questions. Point based weighted scoring is used, which correlate to score level tiers such as high, moderate and low nutrition service need. Results from the county staff survey were very good - 92 % ease of use. Eight counties have adopted the new tool.

Jean Lynch:

- GWAAR has developed “Red Flag” training modules and a change of condition form to complete for those drivers delivering home delivered meals to older adults. GWAAR asks that counties and tribes provide this training every three years to their volunteers or paid drivers. Home delivered meal drivers have the potential to see the elderly shut-ins more than their doctors, therefore they play



a key role in this early detection of downhill trends in mental and physical health. The modules teach to look and take note of physical appearance, safety conditions (malnutrition, signs of stroke, abuse, hoarding, peculiar smells) and connections to the resources that they need.

Advisory Council Update

Nick Musson, OAA Consultant- Transportation

Beth Esser, Advisory Council

- I will be presenting GWAAR's draft aging plan at the October 11th board meeting. This is the opportunity to give you a good look at all the components of the plans and really dive into those goals that were developed.
- I will present the final GWAAR 3-year Aging Plan for your approval on December 6th; however, you will be given a chance to see the plan as it comes together before that date. After your approval, we will submit it to the state the end of December
- I have some sad news that we accepted the resignations of two Advisory Council members, Diane Cox and Mark Weisensel due to some health issues. I'm starting the recruiting process for their replacements immediately. If you know of any people who might interested, please tell them to reach out to me.

Advocacy and Public Policy

Janet Zander

- Please see Janet's Advocacy Update report for all details

Bureau on Aging and Disability Resources

Neil Minogue, Older Americans Act Program Supervisor, State Office on Aging (BADR)

- We are focusing on our AAA oversight responsibilities under the new regulations to provide enhanced oversight. I was just having a discussion with our bureau Fiscal Services Manager within the Office on Aging yesterday that we're probably going to have to lean into AAA site reviews that are up, that are going to be both fiscal and programmatic, and have them align with some of the new regulations

that are coming out under the Older Americans Act. I'd just think I think I want to forecast that it's going to become more formalized where in the past it was, I think less formal. There's certainly seems to be a push within those regulations for evidence that we can show the Administration on Community Living that we're monitoring our Area Agencies on Aging. It would fall into the categories of programmatic activities and what is happening and how are you serving individuals and what are the counts of those individuals? What are your goals that are outlined in your aging plan and how are you doing meeting those? And then from a fiscal perspective, it's accountability of when are reports getting in, how accurate are they? And is that information indicative of what's happening, matching what's happening programmatically? That's a really high-level statement and kind of overview, but I'm just forecasting that for the board, and we'll work with our AAA's as we develop tools around doing these AAA site reviews. We'd like to be able to share these in advance and say here's what we're going to be looking at. Here's the information that you will have to gather, and then sit down and talk about it as we walk through the materials that we may want in the future.

- Within the next several months, like GWAAR, we're ramping up toward developing the state aging plan, which is due to ACL on March 31st. So we're looking at your plans coming in December. And then we're working on developing our plans from the county and tribal and AAA plans, looking at what they're doing and using that as much as possible. Cindy Ofstead, the director of the Office on Aging, and I believe the state aging plan is going to be focusing on compliance. We will be needing to comply with the new regulations that have come out as of March of this year. Ultimately, we have to be in compliance by October 1, 2025.
- We had a really successful tribal meeting thanks to GWAAR and APS staff from around the state last month. There was thoughtful conversation about the challenges that tribes are facing in meeting the needs of their tribal members and protecting them from abuse and neglect. All tribes were represented. Over 45 attend which is really a great turnout for tribal communities around the state. There was interest in having another and we look forward to another in October.
- The state is switching software. We are expecting to leave WellSky and roll out the Peer Place software in October. We had WellSky for some 20 years and we are looking forward to the switch as it will meet our needs so much better. This vendor has lots of experience doing reporting for aging programs and for our ADRC's. We will now be able to offer counties and tribes throughout the state an



integrated system that puts these two databases together because for right now they're distinct and separate. It's a big switch and in order to make the change over, we're actually shutting down reporting for five business days.

Closed Session

- *Proposed closed session pursuant to Wisconsin Statutes 19.85 (c) for the purpose of considering matters related to employment promotion, compensation or performance data.*

Adjournment: 1:13 p.m.

Next Meeting Date: October 11, 2024 Stevens Point

Meeting Dates for 2024

February 9, 2024

April 12, 2024

June 14, 2023

August 9, 2024

October 11, 2024

December 6, 2024

Rosanna Mazzara, Operations Coordinator; Recorder