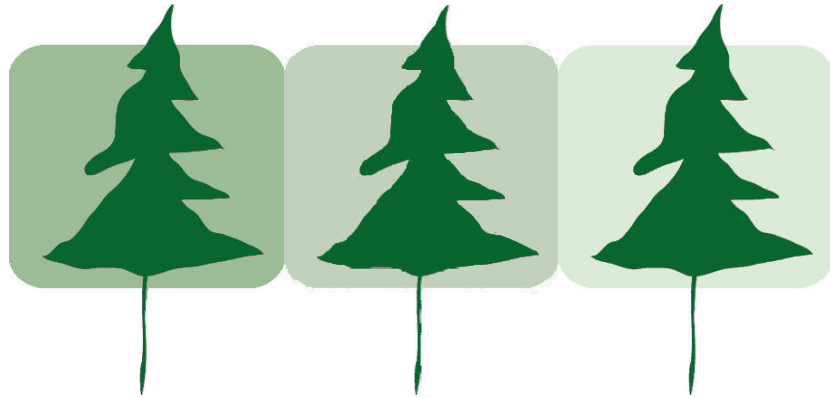




VILAS COUNTY  
COMMISSION ON AGING  
Annual Report  
2010



## **VILAS COUNTY COMMISSION ON AGING**

### **Mission Statement**

We, the Vilas County Commission on Aging, are a professional agency, dedicated to advocating for the community, working with consumers to access resources, empowering them to make positive life changes. With high ethical standards, we partner with other agencies whenever that alliance benefits the consumer.

Utilizing federal, state and local funding, along with consumer donations, we provide a wide array of services and supports to maintain and enhance the health and wellness of our consumers.

We serve Vilas County consumers who are residents, 60 years of age or greater, their caregivers, families, as well as people with disabilities.

April, 2011

Mr. Chairman, members of the Vilas County Board of Supervisors, Commission On Aging members and residents of Vilas County...

A fact that may be lost within the operation of this department is that the majority of the members of the Vilas County Commission on Aging are not elected officials, but members of Vilas County communities. Through their input, discussion, advice and consent we become an excellent organization. Our mission is to enhance the quality of life of mature residents and adults with disabilities. Commission members, staff and dedicated volunteers have devoted significant effort to assure that every person seeking assistance is served in the most appropriate way possible.

Efforts and outcomes are found in the following pages. We are engaged in a people centered endeavor. That link can never be broken, and there is no place we would rather be.

Meeting the needs of a growing older population in Vilas County presents a unique set of issues. Vilas County is the oldest county in Wisconsin with more than one third of our citizens greater than the age of 60.

A few highlights of the past year include significant progress toward an application for Vilas, together with three counties and three tribes, to organize and receive funding to operate an Aging & Disability Resource Center. For the second consecutive year we finished the fiscal year with a zero budget balance and 100% policy and program compliance. I express my most sincere gratitude to staff! They make the place run smoothly while I am involved in local, regional and statewide advocacy efforts. It is difficult for me to overstate the pride I feel in the things my colleagues and I have accomplished at every level. Much remains to be done!

I am grateful to the County Board, Commission on Aging members, staff, volunteers and service providers for continued support as well as their generous contributions of energy, time and treasure to the Commission on Aging, aiding in the delivery of services. These are ordinary people doing some of the most extraordinary things.

I am pleased to present, for your information and approval, the Vilas County Commission on Aging Annual Report for the year 2010.

Respectfully submitted,

Joe Fortmann  
Director

## INTRODUCTION

The Vilas County Commission on Aging, located in the Courthouse, 330 Court Street in Eagle River, is a central resource agency addressing the needs and interests of adults greater than 60 years of age. The Commission is appointed by the County Board of Supervisors and is responsible for setting policy.



### Vilas County Commission on Aging, 2010

Left to Right

Front: Fred Radtke, Transportation Sub-Committee Chair; Joe Fortmann, Director; Erv Teichmiller, Committee Chair; Mary Platner, Committee Vice Chair  
Rear: Bob Meyers; Chris Wise; Kris Main; Betty Hansen; Shirley Haws; June Wedell  
Non Pictured: Danielle Montgomery; Sue Richmond, Administrative Support, Nutrition/Transportation Coordinator

#### **Nutrition Advisory Council**

Mary Platner, Chair; Donna Rollmann, Betty Hansen, Shirley Haws, Ray Johnson, Danielle Montgomery, Sue Richmond, Joe Fortmann

#### **Transportation Sub-Committee**

Fred Radtke, Chair; Kris Main, Bob Myers, June Wedell, Chris Wise, Sue Richmond, Joe Fortmann

#### **Aging & Disability Resource Center/Human Services Center Committee**

Erv Teichmiller, Chair; Al Bauman, Maynard Bedish, Danielle Montgomery, Dennis Nielsen, Mary Platner, Kate Gardner, Director of Social Services; Joe Fortmann



**Commission On Aging Staff, 2010**

Left to Right,

Front Row: Penny LaFata, Coordinator Chore/Alzheimer's Program; Sue Richmond, Administrative Professional; Connie Gengle, Benefit Specialist; Rear Row: Pamme Williams, Benefit Specialist; Joe Fortmann, Director; Amie Rein, Caregiver Support Coordinator; Not Pictured, Donna Barron, Retired, December, 2010

**Nutrition Program Staff:**

Pam Cira	Nutrition Clerk Eagle River
Penny LaFata	Nutrition Site Manager Eagle River
Helen Williams	Nutrition Site Manager Retired, October
Kathy Niesen	Nutrition Site Manager Hired, November
Beverly Ripp	Substitute Site Manager Land O' Lakes
Sandy Mutter Jennie Johnson	Nutrition Site Manager Substitute Site Manager Phelps
Carol Young Penny Friedrich	Nutrition Site Manager Substitute Site Manager Boulder Junction
Verdelle Mauthe Nancy Neff	Nutrition Site Manager Substitute Site Manager St. Germain
Danielle Montgomery	Nutrition Site Manager Lac du Flambeau

## **To our many dedicated volunteers...**

... one of the reasons you do what we do is that you know and understand that there are people in our community, our county, our towns and cities, who are needy... people who have great difficulty providing for themselves. These are individuals who have less, and in some cases much less, than we have.

When you make the choice to provide assistance, services and supports to people who are in need, you become more human, you demonstrate your humanity. You share something of yourselves with another. You give freely of your time, talent and treasure.

You are the veins through which the life blood of Commission on Aging supports flow to consumers. You provide transportation for hospital or doctor visits. You deliver meals. You provide companionship. You respond to a higher sense of community service.

There are some who choose to not give, to share, believing those who receive what you choose to give are freeloaders, lazy. Those who choose to not give are unenlightened. When you offer assistance to people in these very human ways you become more human yourself.

You are ordinary people, doing extraordinary things.

We are profoundly grateful!

Sincerely,

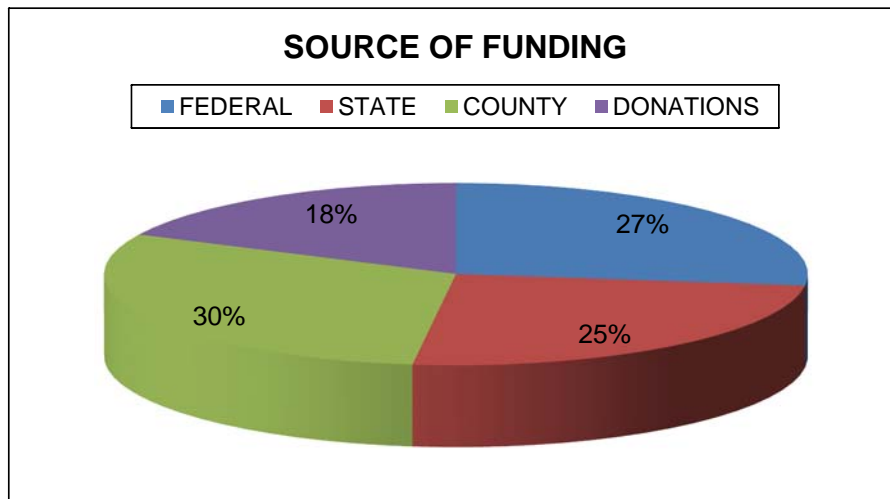
The Vilas County Commission on Aging

# Budget and Program Reports 2010

**COMMISSION ON AGING**  
**2010 BUDGET REPORT**

**SOURCE OF FUNDING**

<b>FEDERAL</b>	<b>\$202,576.00</b>
<b>STATE</b>	<b>\$186,861.88</b>
<b>COUNTY</b>	<b>\$225,995.32</b>
<b>DONATIONS</b>	<b>\$133,911.35</b>
<b>TOTAL REVENUES</b>	<b>\$749,344.55</b>



**EXPENDITURES**

ADMINISTRATION	\$201,450.32
BENEFIT SPECIALIST PROGRAM	\$ 34,052.00
NUTRITION PROGRAM	\$269,109.27
TRANSPORTATION PROGRAM	\$178,403.96
CLIENT SUPPORTIVE SERVICES	\$ 66,329.00

TOTAL EXPENDITURES \$749,344.55

Respectfully submitted by Susan Richmond, CIRS-A,  
Administrative Secretary and COA Staff since 1999  
Certified Information and Referral Specialists, 2007

## **CHORE SERVICES 2010**

The Chore Services Program matches workers with frail elderly clients who are in need of light housekeeping and yard maintenance. Our chore workers will provide other services, such as shopping, laundry, etc. depending on the needs of the client. This program enables the frail elderly to remain independent in their own homes.

A total number of 29 persons were provided with service at a total cost of \$25,000.00

### **CLIENT CHARACTERISTICS**

**Females: 19**

**Males: 10**

<b>AGE</b>	<b>FEMALE</b>	<b>MALE</b>
40-49	0	0
50-59	0	0
60-69	3	1
70-79	7	3
80-89	9	6
90 +	0	0



## **ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM**

Alzheimer's disease is not a normal part of aging. It occurs when changes in the brain make the victim unable to think clearly. It robs them of short term memory and sound judgment. It leaves them unable to function safely on their own. This year we had 14 clients receiving services and supports on the program, at a cost of \$11,243.00. Funding is available to the caregiver to help with expenses such as respite, daycare, prescriptions and medical aids.

<b><u>Age</u></b>	<b><u>Client Characteristics</u></b>	
	<b><u>Female</u></b>	<b><u>Male</u></b>
40-49	0	1
50-59	0	0
60-69	0	1
70-79	2	1
80-89	3	2
90-99	4	0
<b>Total</b>	9	5

Both of the programs are coordinated by Penny LaFata. Her services are provided through a grant at no cost to the county.

## **INFORMATION AND ASSISTANCE**

- Fielded a variety of information and assistance calls during the year sending out at least 50 resource guides
- Continue updating provider information for Beacon database and Resource Guide
- Assisted Sue Richmond at the Health Fair in June
- Met with representative of Hodag Buyers guide to plan next Resource Guide
- Attended AIRS (Alliance of Information and Referral Specialist) conference in Green Bay in October

## **Family Caregiver Support**

- Member, DayBreak Respite Care Board of Directors
- Attended National Family Caregiver Support training in Wausau
- Presented “Loss and Grief”, jointly with Sue Piazza of Oneida County Department on Aging at Woodruff Family Caregivers Conference in March
- Attended “End of Life Care” Conference in Woodruff in March
- Renewal applications sent to all workers on the Home Support program
- Home Support Program
  - 25 families completed paperwork and received referrals for private duty workers
  - Average of 28 active private duty workers in the program during the year

Respectfully submitted by Donna Barron, RN CIRS-A  
Program Coordinator  
Commission on Aging Staff from 2002-2010  
Compiled by Amie Rein, SW  
Commission on Aging Staff since 2010

## **FRIENDLY VISITOR**

- Program Information
  - Volunteers visit and/or make phone contact with homebound or isolated frail older adults
  - Link to the COA and available services
- Statistics
  - 5-7 visitors reporting each month
  - 3 new visitors recruited
  - 4 new clients
  - Volunteers traveled 1,573 miles in their duties
  - Volunteers spent 186.5 hours visiting
  - Volunteers made 24 phone contacts

### Health and Wellness Program

- Completed training by Arthritis Foundation in Rhinelander to be an exercise instructor.
- Arthritis Foundation Exercise class in Phelps for eight weeks with 17 total registered participants
- Diabetes Conference in Lac Du Flambeau in April
- Attended the Prevention Summit in Wausau in September
- Worked with Sue Piazza, Oneida County Department on Aging and Marshfield Clinic Minocqua staff to discuss Chronic Conditions workshop in October the class was cancelled due to inadequate sign up

Respectfully submitted by Donna Barron, RN CIRS-A  
Program Coordinator  
Commission on Aging Staff from 2002-2010  
Compiled by Amie Rein, SW  
Commission on Aging Staff since 2010

## TRANSPORTATION SERVICES



The Escort Program, through the efforts of volunteer drivers and coordinator, Susan Richmond, provides transportation to the disabled and to older adults who are unable to drive, and need assistance to do grocery shopping, attend medical appointments, and attend to other personal business and chores. The program is for adults, 60 years plus or disabled. We are allowed to transport others as long as it is not taking a ride from an elderly or disabled person. Eight of our clients were under the age of 60, but are disabled. One of our clients passed away through the year.

Total Number of Clients	77 (Men - 24 // Women - 53)
Total Number of Trips	1454 (Medical- 945//Personal -509)
Total Trip Miles	33,646.40
Total Hours of Service	1579.5
Total Cost of Service	\$28,141.34
Average Cost per Trip	\$19.35

Although participants are not required to donate toward their trip, the 2010 donations totaled \$4,647.16.



We also receive monies in the amount of \$88,391.00 from the Wisconsin Department of Transportation to run 7 of our Senior Club vans/buses. The County gives a mandatory match to these funds of 20% of the grant. The 7 Clubs are: Lakeland Retirement Foundation, S.E.R.V.E. Inc., Phelps Senior Citizens Club, Northwoods Seniors, Inc., Lac du Flambeau Seniors & Disabilities, Headwaters, Inc., and the St. Germain Prime Timers, Inc. Each of these Clubs participate in a variety of activities. Some of the activities include, Nutrition Sites, Reel Fun Tuesdays, shopping in Rhinelander, Wausau trips, Northern Lights Playhouse, Medical trips, Employment, etc.

In 2008 and 2009, Vilas County had been a part of a regional transportation study. The Community Transportation Association of America (CTAA), on behalf of Headwaters, Inc., contracted with LSC Transportation Consultants, Inc. to develop expanded coordinated transportation services throughout its service area. The three county area includes Forest, Oneida and Vilas Counties and three Native American Reservations. The study had examined transit needs and was looking at opportunities to enhance transit services. Public input was an important part of this process.

The "Transportation Plan" was completed in March, 2010. One recommendation of the study was to pursue the development of a Multi-County/Tribal Transit Commission. It would be a challenge to create a Transit Commission involving just one governmental entity. The complexity of investigating a multi-County/Tribal Transit Commission exceeded the skill or experience of any of the parties involved. In July, 2010, the State of Wisconsin Department of Transportation awarded a planning grant to Oneida County to assist in the development of a Multi-County/Tribal Transportation Commission in the Oneida, Vilas and Forest County region to provide direction for future transit projects. All three counties designated 85.21 agencies contributed to the 20% required match for this funding.

Larson & Associates, LLC was contracted to review the FOVCTCP (Forest, Oneida and Vilas Counties Transit Coordination Plan) final report, meet with stakeholders to evaluate and determine the potential of a Multi-County/Tribal Transit Commission and draft a Section 5311 application for submission in fall of 2011.

We will continue to meet with Larson & Associates and all interested stakeholders until this issue is resolved. There is no significant change in our 2011 85.21 Projects described in our application. We anticipate major changes (improvements) in the coming years with the creation of a Transit Commission. We do not feel it is in the best interest of our clients to make any changes to their current service delivery at this time.

Respectfully submitted by Susan Richmond, CIRS-A  
Transportation Coordinator and COA Staff since 1999  
Certified Information and Referral Specialists, 2007

## Senior Dining



Fellowship, Food Fun

The Commission on Aging Senior Nutrition Program provides meals and other nutrition services to 633 participants throughout the county. The six dining sites are more than just a meal, they are food, fellowship and fun. Meals served under this program offer at least 33% of the recommended dietary allowances for an older person. The Commission on Aging also collaborates with the UW Extension office to do nutrition education presentations to 409 participants who dine there. Home-delivered meals are available based on eligibility. In 2010, the Commission on Aging Nutrition Advisory Council performed site reviews at five of the dining sites. It was determined that all sites are in compliance and the few suggestions that were given were implemented by the Nutrition Coordinator. It is the responsibility of the Nutrition Coordinator, Susan Richmond, to make sure that the site managers and their substitutes meet regularly and are certified in Serving Safe Food and various other trainings throughout the year.


In November, 2010, we held a Food Drive at each of the sites. Participants were asked to bring 3 items for the food pantries located throughout the county and they would receive their meal “free of donation” for that particular day. Nutrition Coordinator, Richmond went to each site dressed as a Turkey to promote the Food Drive. Fun was had by all!





# Senior Dining



Fellowship, Food  Fun

**TABLE #2 - TWO YEAR PROGRAM COMPARISON**

	2009	2010
Congregate Participants	511	506
Home-Delivered Participants	123	127
Total Meals Served	26,685	27,980
Total Donations	\$89,395.68	\$79,234.54
Average Donations	\$3.35	\$2.83
Average Cost Per Meal	\$9.45	\$8.89



**TABLE #3 - NUTRITION PROGRAM DONATIONS**

	TOTAL DONATIONS	AVE. DONATIONS
CONGREGATE MEALS	\$38,017.44	\$2.40
HOME-DELIVERED (INCLUDES COP \$'S)	\$41,217.10	\$3.39
TOTAL	\$79,234.54	



**TABLE #4 – DEMOGRAPHICS FOR NUTRITION PROGRAM**

<b>DEMOGRAPHIC DATA</b>	<b>TOTALS</b>
<b>PARTICIPANTS – UNDER 60*</b>	<b>3</b>
<b>PARTICIPANTS - AGE 60-74</b>	<b>240</b>
<b>PARTICIPANTS – AGE 75-84</b>	<b>213</b>
<b>PARTICIPANTS – AGE 85 +</b>	<b>170</b>
<b>FEMALE PARTICPANTS</b>	<b>387</b>
<b>MALE PARTICIPANTS</b>	<b>236</b>

\*Persons under the age of 60 are able to participant if their spouse is over 60.



**Site Managers 2010**

Left to right: Penny Friedrich (Boulder Junction Sub) Beverly Ripp,(Land O'Lakes Sub) Jenny Johnson,(Phelps & Eagle River Sub) Carol Young (Boulder Junction Site), Penny LaFata (Eagle River Site), Sandy Mutter (Phelps Site), Sue Richmond, Coordinator, Verdelle Mauthe (St. Germain Site) and Nancy Neff (St. Germain Sub)

Respectfully submitted by Susan Richmond, CIRS-A  
 Nutrition Coordinator and COA Staff since 1999  
 Certified Information and Referral Specialists, 2007



## **REEL FUN TUESDAYS**

How about a movie and some popcorn? The winters can be very long in the northwoods and realizing that there is more to LIFE than basic food, transportation and housing needs in the lives of our seniors, the Commission on Aging has collaborated with Oneida County Department on Aging/Oneida Senior Center to provide a well rounded recreational activity that is hard to beat.

In 2010, we made improvements to this program. Seniors are now invited to choose one of six movies currently playing at a first class theater in the Rhinelander area. The movies begin at eleven o'clock. The Rouman Cinema offers a movie ticket for \$4.00, plus a combo pack of popcorn and soda for \$4.00 per person. Full concession stand is also available.

Some of the top hits included: Alice in Wonderland, Avatar, Dear John, How to Train Your Dragon, Iron Man 2, Life as We Know It, Shutter Island, Toy Story 3, Little Fockers and many more.

Program Coordinator, Susan Richmond, reports that the enhancements to the program have been positive and the numbers continue to grow.

The program began in March of 2001.

Respectfully submitted by Susan Richmond, CIRS-A  
Program Coordinator and COA Staff since 1999  
Certified Information and Referral Specialists, 2007

## Elderly Benefit Specialist

Connie Gengle, the full-time Vilas County Benefit Specialist, was joined by half-time Pamme Williams in October, 2007. These two Benefit Specialists are paraprofessionals trained by Coalition of Wisconsin Aging Groups (CWAG) Elder Law Center (ELC) attorneys to help persons 60 years of age or older who are having a problem with their private or governmental benefits. Benefit Specialists are called “Red Tape Cutters” because they help older persons with the extensive and complicated paperwork that is often required in benefit programs. They help older persons figure out what benefits they are entitled to and tell them what they must do to receive those benefits. Benefit Specialists can represent individuals in hearings to appeal benefit denials.

In calendar year 2006, Benefit Specialists were enlisted as State Health Insurance Program (SHIP) counselors for the State of Wisconsin. This is a national system set in place to assist individuals with solving problems and making complicated insurance decisions resulting from the implementation Medicare Part C and Part D. The inclusion of this duty drastically changed the scope, volume of inquiries and complexity of the position.

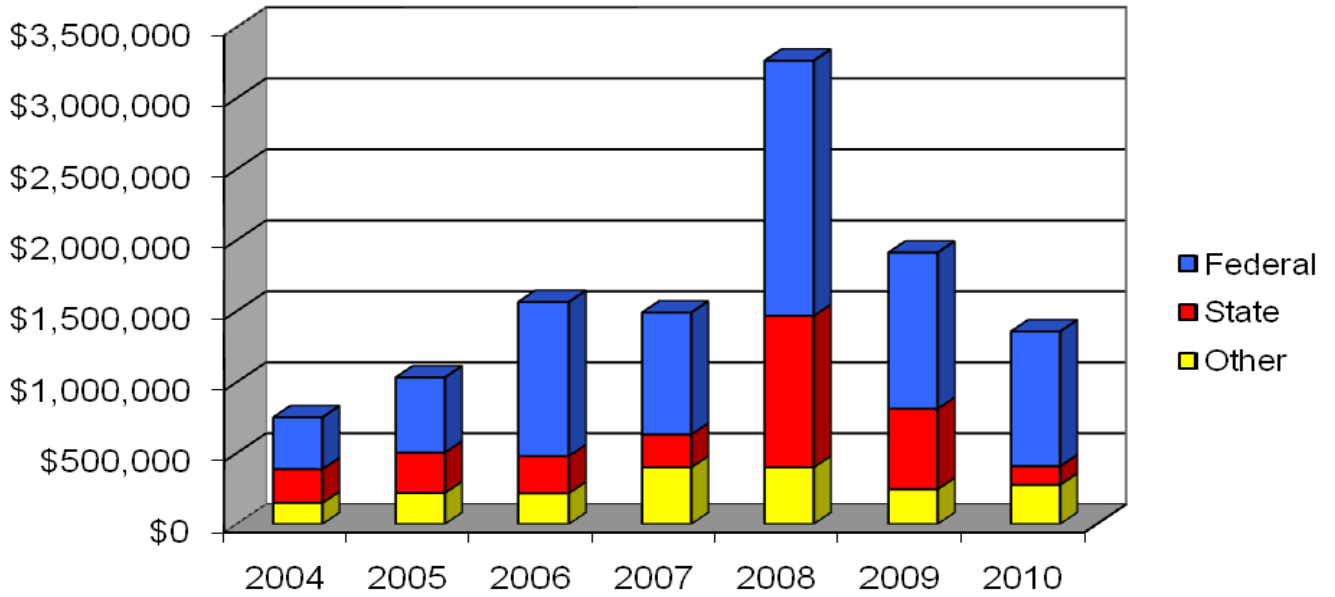


In 2010:

- 443 clients were served.
- 796 separate and distinct issues were addressed.
  - 76% of these issues were SHIP related.
  - 24% were for non-health insurance related services.
- A total of 126 individuals attended the monthly “Solving the Insurance Puzzle” workshops.
- \$1,356,586.44 in benefits were obtained for Vilas seniors.
  - Federal: \$948,735.22
  - State: \$130,791.37
  - Other: \$277,059.85
- Conducted outreach as follows:
  - Conducted the Insurance Workshop for Social Workers with the Howard Young and Marshfield systems to 9 attendees.
  - Presented a workshop on developing SHIP Volunteerism at the 2010 Wisconsin Aging Network Conference to about 30 attendee

**2010 Commission on Aging**  
**Benefit Specialist**

**Monetary Impact by Source**



Respectfully submitted by:

Connie Gengle & Pamme Williams  
Elderly Benefit Specialists/SHIP Counselors