

Vilas
COUNTY

WISCONSIN

COMMISSION
ON AGING



2013
ANNUAL REPORT

April, 2014

Mr. Chairman, Members of the Vilas County Board of Supervisors, Commission on Aging Members and residents of Vilas County...

I am pleased to present the 2013 Annual Report of the Vilas County Commission on Aging (COA). Our mission remains constant in providing programs designed to enhance the quality of life for our older adults by committing to methods that provide opportunities for choices, promote independence and encourage healthy behaviors while promoting community responsibility. In addition, the COA provides services of value to the taxpayer and protection of vulnerable older adults. These are not mere words, but represent the deep and sincere commitment of every Commission member, staff person and volunteer to improve each individual's quality of life in Vilas County.

The Commission on Aging is challenged to serve a growing number of eligible people and increased demands for services related to a struggling economy and decreased funding sources. Success requires attention to details along with keeping "heart" in our services as our focus is on individual human needs and partnering with other agencies. The federal Older Americans Act funding took a double hit with census-based funding and Sequestration. The State of Wisconsin covered the losses in 2013, but will not in 2014.

The following report demonstrates the dedication by the staff to deliver quality services and strive to fulfill our mission. I am grateful for their service and the opportunity to work with them. I would like to thank the staff for their professionalism and dedication in providing the highest level of services to our citizens and the dedicated Commission on Aging Board and the Vilas County Board of Supervisors for your support.

I remain honored, proud and committed to diligently serve the Vilas county community as the Director of the Commission on Aging.

Thank you for the opportunity to submit our Vilas County Commission on Aging Annual Report for 2013.

Respectfully submitted,

Susan Richmond
Director

INTRODUCTION

The Vilas County Commission on Aging, located at 521 East Wall 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, 2013

Vilas County Commission on Aging Board

Front row left to right, Sue Richmond, *Director*; Erv Teichmiller, *Chair*; Ken Mitchell, Second row left to right, Diane Briggs, Audrey Stearns, Kris Main, Third row left to right, Fred Radtke, Merton Jensen, Forth row left to right, Dennis Nielsen, Chuck Hayes, *Vice Chair*.

Missing Nedra Kirkpatrick.

Nutrition Advisory Council

Erv Teichmiller, *Chair*; Dianne Briggs, Kathy Roggeman, Kathy Burg, Audrey Stearns, Donna Rollmann, Donna and Champ Ruffner, Ken Mitchell, Sharon Thompson and Susan Richmond, *Director*

Transportation Sub-Committee

Dennis Nielsen, *Chair*; Chuck Hayes, Fred Radtke, Kris Main, Merton Jensen, Sharon Thompson and Susan Richmond, *Director*.



Commission on Aging Staff, 2013

Vilas County Commission on Aging and ADRC of the Northwoods Staff

Front row left to right, Amie Rein, *Family Caregiver/Health and Wellness Coordinator*; Julie Livingston, *ADRC Specialist*; Susan Corrieri, *Elder Benefit Specialist*.

Second row left to right Mary Kapke, *Chore/Alzheimer's Coordinator*; Pamme Williams, *Elder Benefit Specialist*.

Back row left to right – Laura Rozga, *ADRC Specialist*; Beckie Gleason, *Administrative Professional*; Sue Richmond, *Director*.



ADRC OF THE NORTHWOODS STAFF, 2013

Front Row: Julie Livingston, *ADRC Specialist*; Pam Parkkila, *Regional Manager*
Susan Richmond, *Eagle River Office Supervisor*

Back Row: Laura Rozga, *ADRC Specialist*



Vilas County Elderly Nutrition Site Managers

From Left to Right: Sandy Mutter, Anna Moore, Jennie Johnson, Nancy Neff, Pam Cira, Carol Young, Susan Richmond and Gene Paasch

Nutrition Program Staff:

Pam Cira	Nutrition Clerk and Substitute Site Manager Eagle River
Jennie Johnson	Nutrition Site Manager Eagle River
Anna Moore	Nutrition Site Manager Hired, April
Gene Paasch	Substitute Site Manager Hired in December Land O' Lakes
Sandy Mutter	Nutrition Site Manager
Jennie Johnson	Substitute Site Manager Phelps
Carol Young	Nutrition Site Manager
Penny Friedrich	Substitute Site Manager Boulder Junction
Verdelle Mauthe	Nutrition Site Manager
Nancy Neff	Substitute Site Manager St. Germain
Mary Samuelson	Nutrition Site Manager Lac du Flambeau

To our many dedicated volunteers...

No one who achieves success does so without acknowledging the help of others and our success in helping the seniors in Vilas County comes largely from the dedicated and committed volunteers.

A quote by Martin Luther King Jr. that I think describes our Volunteers:

“Everybody can be great, because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve.... You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love.” And that is exactly what our Volunteers have, a heart full of grace and love.

Our volunteers donated 3,870 hours of their time to help those in need. Volunteers don't get paid, not because they're worthless, but because they are priceless.

The Commission on Aging cannot thank you enough for all that you do for the citizens of Vilas County and for the help you give to the staff.

“The best and most beautiful things in life cannot be seen, not touched, but are felt in the heart.”

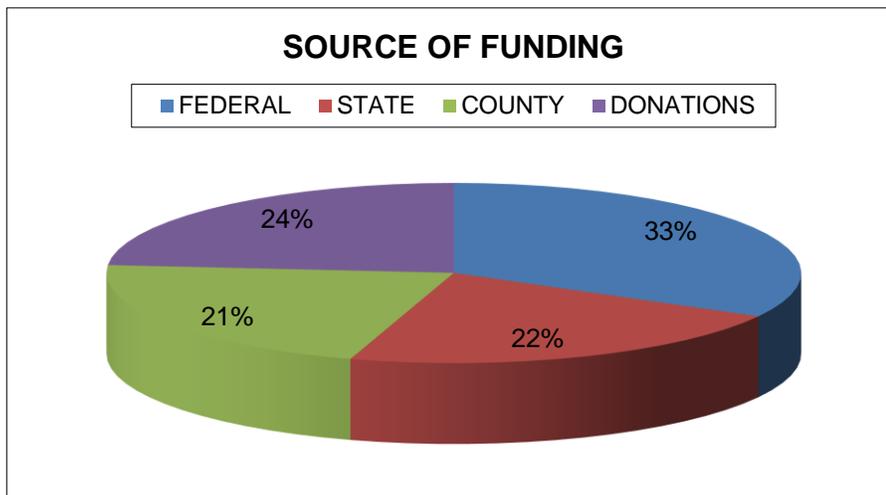
Helen Keller

Budget and Program Reports 2013

COMMISSION ON AGING 2013 BUDGET REPORT

SOURCE OF FUNDING

FEDERAL	\$ 198,164.00
STATE	\$ 130,755.85
COUNTY	\$ 129,515.10
DONATIONS	\$ 141,742.98
TOTAL REVENUES	\$ 600,177.93



EXPENDITURES

ADMINISTRATION	\$106,299.88
ALZHEIMER'S FAMILY SUPPORT PROGRAM	\$ 11,243.00
CHORE PROGRAM	\$ 22,017.89
BENEFIT SPECIALIST PROGRAM	\$ 70,811.59
HEALTH & WELLNESS/FV PROGRAMS	\$ 18,972.00
NATIONAL FAMILY CAREGIVER PROGRAM	\$ 16,917.00
NUTRITION PROGRAM	\$202,579.18
TRANSPORTATION PROGRAM	\$102,418.43

TOTAL EXPENDITURES \$551,258.97

** The difference between Revenues and Expenditures is the DONATION monies we are able to carry over to start the new year.*

**Respectfully submitted by Susan Richmond, Director
Certified Information and Referral Specialist, (CIRS-A) 2007**

TRANSPORTATION SERVICES



The Volunteer Transportation Program, through the efforts of volunteer drivers and coordinator, Rebecca Gleason, provides transportation for elderly and disabled citizens of Vilas County who are unable to drive and need assistance to do grocery shopping, attend medical appointments, or attend to other personal business and chores. This program is for adults who are 60 years plus or disabled. In 2013, nine clients were under the age of 60 and are disabled. Eight of our clients passed away during the year and one moved to another county. With an increasing number of older adults finding they need to get out into the community for various reasons, this program will continue to grow at a rapid pace.

Total Number of Clients	176	(65 Men/111 Women)
Total Number of Trips	1975	(1245 Medical/730 Personal)
Total Trip Miles	41,446.1	
Total Hours of Service	2116	
Total Cost of Service	\$37,377.49	
Average Cost per Trip	\$18.93	

Although the participants are not required to donate toward their trips, the 2013 donations totaled \$11,432.91.

**Respectfully submitted by Rebecca Gleason, Administrative Secretary
Commission on Aging staff since April, 2013**



We also receive monies in the amount of \$86,269.00 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. This amount from the Department of Transportation was about \$5,000.00 less than other years due to budget cuts. Each of the Clubs took a small decrease to accommodate this cut in funding. The 7 Clubs are: Lakeland Retirement Foundation, Eagle River Transportation, 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 participates in a variety of activities. Some of the activities include nutrition sites, shopping in Rhinelander, Wausau trips, Northern Lights Playhouse, and medical trips.

For the past several years we have been meeting and working with Oneida and Forest Counties to develop a Multi-County/Tribal Transportation Commission so we may provide more transportation opportunities to all citizens in these counties. Vilas County Commission on Aging continued to be part of the discussions and, although not much happened in 2013, we are working on hiring a consultant that should be on board by May, 2014. This consultant will be working with each of the County boards and Transportation sub-committees. The Department of Transportation informs us that change is coming and funds could be decreased, furthering the need for us to continue to collaboratively work with Oneida and Forest counties.

**Respectfully submitted by Susan Richmond, Director
Certified Information and Referral Specialist, (CIRS-A) 2007**



Senior Dining



Fellowship, Food Fun

Nutrition is essential to healthy aging. Proper nutrition makes it possible to maintain health and functionality later in life and it positively impacts the quality of life in older adults. The Older Americans Act Nutrition Program serves a population with a wide variety of health-care needs, but nutrition is a common denominator.

The Vilas County Commission on Aging Senior Nutrition Program provides hot meals with 1/3 the daily nutritional requirement, socialization and volunteer opportunities and connections to community supportive services. The program operates six dining sites and home delivery of meals throughout Vilas County. Home delivered meals are available based on eligibility. Our volunteer home delivered meal drivers provide a face to face personal contact with the home bound senior. The drivers also provide a safety check to a person who may be frail or isolated, and in some instances, this may be the only contact the person has that day.

The Commission on Aging collaborated with the UW Extension office to provide nutrition education to 285 participants who dined at the sites. The UW Extension office also provided nutrition counseling, which consists of a face to face visit to 4 homebound seniors.

Susan Richmond serves as co-President of the Wisconsin Association of Nutrition Directors. Richmond also serves as the chairperson for the WAND Training Committee which plans two annual statewide conferences for Nutrition Directors.

The Commission on Aging ensures that the Nutrition Program has the necessary qualified and properly trained staff and contracts with a dietician who reviews all the menus. The Site Managers are required to have 6.5 hours of training each year per our Contract with the State.

"It brightens my day when there is a tap at my door and a soft voice, food and a beautiful smile greets me!" (Anonymous home delivered meal participant)

"The drivers are so friendly and the meals are good. I would be lost without this program" (Anonymous home delivered meal participant)



Senior Dining



Fellowship, Food  Fun

TABLE #1 - NUMBER OF ELIGIBLE MEALS AND ATTENDANCE BY SITE

MEAL SITES	DAYS	CONG.	AVE DAILY MEALS	H-D MEALS	AVE. DAILY MEALS	TOTAL MEALS
Eagle River	197	2394	12	4307	22	6701
Phelps	149	2754	18	1160	8	3914
Land O'Lakes	146	1476	10	61	1	1537
Boulder Jct	149	1899	13	143	1	2042
St. Germain	148	1390	9	925	6	2315
Lac du Flambeau Seniors	153	459	3	306	2	765
TOTAL		10372		6902		17274

Senior Dining



Fellowship, Food Fun

TABLE #2 – THREE YEAR PROGRAM COMPARISON

	2011	2012	2013
Congregate Participants	446	413	362
Home-Delivered Participants	113	93	104
Total Meals Served	25,210	15,898	17,274
Total Donations	\$90,024.83	\$60,247.72	\$63,240.55
Average Donations	\$3.57	\$3.79	\$3.67
Average Cost Per Meal	\$9.14	\$10.32	\$11.81



TABLE #3 – NUTRITION PROGRAM DONATIONS

	TOTAL DONATIONS	AVERAGE DONATIONS
CONGREGATE MEALS	\$36,462.17	\$3.52
HOME-DELIVERED (INCLUDES COP \$'S)	\$26,746.38	\$3.88
TOTAL	\$63,240.55	

TABLE #4 – DEMOGRAPHICS FOR NUTRITION PROGRAM

DEMOGRAPHIC DATA	TOTALS
PARTICIPANTS – AGE 60-74	183
PARTICIPANTS – AGE 75-84	155
PARTICIPANTS – AGE 85 +	118
FEMALE PARTICIPANTS	282
MALE PARTICIPANTS	174



Respectfully submitted by Susan Richmond, Director
Certified Information and Referral Specialist, (CIRS-A) 2007

CHORE SERVICES 2013

Vilas County Commission on Aging is committed to providing programs designed to enhance the quality of life of older adults. Services provide the opportunities for choices, encourage health, wellness and living independently. One of these programs is the Chore Service.

The Chore Services Program matches workers with frail low income elderly clients who are in need of light housekeeping. Our chore workers will provide other services, such as shopping, laundry, etc. depending on the needs of the client.

A total number of 28 persons were provided with service at a total cost of \$22,017.89.

CLIENT CHARACTERISTICS

AGE	FEMALE	MALE
60-69	4	1
70-79	3	3
80-89	9	5
90 +	3	0
Total	19	9



Respectfully submitted by Mary Kapke, RN
Commission on Aging Staff since 2012

ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM 2013

QUICK FACTS

- ❖ More than 5.0 million Americans are living with Alzheimer's disease.
- ❖ 1 in 3 seniors dies with Alzheimer's or another dementia.
- ❖ Alzheimer's disease is the sixth-leading cause of death in the United States overall and the 5th leading cause of death for those aged 65 and older. It is the only cause of death among the top 10 in America without a way to prevent it, cure it or even slow its progression.
- ❖ In 2012, 15.4 million caregivers provided more than 17.5 billion hours of unpaid care valued at \$216 billion.
- ❖ Nearly 15% of caregivers for people with Alzheimer's or another dementia are long-distance caregivers.
- ❖ Alzheimer's disease is not a normal part of aging.

The Alzheimer's Family and Caregiver Support Program, or AFCSP is a program created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia.

Projections for the Future

In 2013, the direct costs of caring for those with Alzheimer's to American society will total an estimated \$203 billion, including \$142 billion in costs to Medicare and Medicaid. Total payments for health care, long-term care and hospice for people with Alzheimer's and other dementias are projected to increase from \$203 billion in 2013 to \$1.2 trillion in 2050 (in current dollars). This dramatic rise includes a 500% increase in combined Medicare and Medicaid spending.*

This year we had 10 clients 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.

Client Characteristics

Age	Female	Male
40-49	0	1
50-59	0	0
60-69	0	1
70-79	0	4
80-89	0	2
90-99	2	0
Total	2	8



Services are provided through a grant at no cost to Vilas County.

Alzheimer's Association 2013 Alzheimer's Disease Facts and Figures

Respectfully submitted by Mary Kapke, RN Commission on Aging Staff since 2012

INFORMATION AND ASSISTANCE

- Fielded a variety of information and assistance calls during 2013, sending out at least 300 resource guides
- Met with representative of Hodag Buyers guide to plan next Resource Guide
- Worked with Hahn Printing to update brochures

FAMILY CAREGIVER SUPPORT

Many caregivers find themselves in the situation of needing help caring for their loved one and not knowing where to turn. Through the efforts of our Coordinator, Amie Rein and funding from the National Family Caregivers Support Program, the Commission on Aging is able to offer respite options for caregivers. The following activities were reported in 2013:



- Attended DayBreak board meetings monthly
- Attended Palliative Care Coalition meetings monthly
- Assisted with the Final Affairs Workshop
- Attended National Family Caregiver Support training in Eau Claire
- Participated in the National Family Caregivers Support Program teleconferences
- Worked with the Caregivers Alliance of the Northwoods (CAN) which includes Oneida County Department on Aging, Alzheimer's Association, Ministry Medical Group, Ministry Home Health, and the Marshfield Clinic
- Renewal applications sent to all workers on the Home Support program
- Served four families with National Family Caregiver Support Program Funds
- Met with Bethany Madl and Heidi Karms, Ministry Medical Group Patient Centered Care, to explain the In Home Support Program
- Participated at the Health Fair at St. Mary's and the Senior Health and Wealth Fair in Eagle River
- Met with support group leaders and caregivers to discuss forming a general caregiver support group
- Held Powerful Tools for Caregiver Workshop in Eagle River
- Home Support Program
 - Received requests from 91 families about In-Home Support Services and other community services
 - 36 families completed paperwork and received referrals for private duty workers
 - Average of 25 active private duty workers in the program during the year

Respectfully submitted by Amie Rein, SW
Commission on Aging Staff since 2010



HEALTH AND WELLNESS PROGRAM

Provides informational programs on health and wellness to enrich the quality of life of our Seniors. Coordinator, Amie Rein is certified to teach the following classes Living Well with Chronic Conditions and Stepping On. The following activities were reported for 2013:

- Held a Living Well with Chronic Conditions Workshop in Eagle River in May. Tried to hold another workshop in the fall but it was cancelled due to inadequate registrations
- The Bringing Health Aging to Scale Grant (B-HAS) for \$2,500 which we received with Oneida County Department on Aging was used to train other leaders, purchase supplies, and raise awareness for the program
- Partnered with Public Health and had two nurses trained as Living Well facilitators
- Held a “Stepping On” workshop in March and April in Eagle River and there were twelve participants
- Donna Barron and Jackie Fruth held two Arthritis Foundation Exercise classes in Phelps for eight weeks each with 23 total registered participants
- Attended the Health Summit in Stevens Point in August
- Presented at the Health Summit in Stevens Point
- Attended the Health and Wealth Fair in Eagle River in October
- Met with staff from Sport and Spine and Dawn Hazeltine, Ministry Medical, to discuss collaborating for the Stepping On Workshop in 2014

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
 - 3-4 visitors reporting each month
 - 3-4 participants receiving monthly visits
 - 3 new participant received Friendly Visitor
 - Volunteers traveled 677 miles in their duties
 - Volunteers spent 120.25 hours visiting
 - Volunteers made 21 phone contacts



Respectfully submitted by Amie Rein, SW
Commission on Aging Staff since 2010

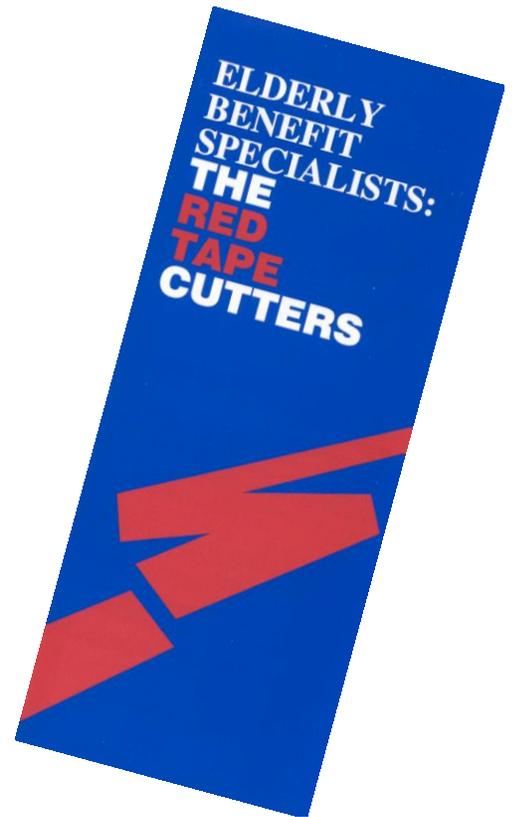
Elderly Benefit Specialist

Vilas County employs two Elder Benefit Specialists. Susan Corrieri began full-time with us in April of 2013 and Pamme Williams continues in her role as part-time EBS. These two Benefit Specialists are paraprofessionals trained by Greater Wisconsin Area Agency on Aging Resources (GWAAR) attorneys to help persons 60 years of age or older who need assistance 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 for benefit programs. They work to assist individuals in determining what benefits they might be entitled to and what is needed to assist in obtaining those benefits. When appropriate, an EBS can also represent individuals in hearings to appeal benefit denials.

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

In 2013:

- 412 unduplicated clients were served, with over 200 people enrolled in Medicare Part D. Of these, 139 were new to EBS services.
- 71 distinct issues of various types were addressed.
- A total of 86 individuals attended the monthly “Solving the Insurance Puzzle” workshops offered at COA, with very positive feedback.
- Multiple PSA’s were run on the Insurance Puzzle and Medicare Part D Open Enrollment, in two local newspapers and radio station, reaching thousands.
- \$1,447,494.00 in benefits obtained for Vilas County seniors.
- There were over 2,000 telephone contacts relating to EBS issues during 2013.



Other highlights:

- Letters were sent to all churches, medical clinics, hospitals, and pharmacies in Vilas county informing of Part D Open Enrollment Period (OEP) beginning October 15, 2013.
- There are currently 7 Vilas County residents who actively volunteer their time with the Elder Benefit Program throughout the year.
- All required reporting for 2013 was completed and submitted timely.
- Mandatory trainings were attended, as well as the annual WABS conference that was held in Wausau in June, 2013. At that time the Disability Benefit Specialists joined the Elder Benefit Specialists, as their duties are similar throughout Wisconsin. That decision has been beneficial with both areas of expertise that serve the residents of the 72 counties in Wisconsin.
- Visited all nutrition sites to introduce new EBS, Susan Corrieri, and talk about Medicare Part D Open Enrollment.
- Presented Medicare Workshops at the Lakeland Senior Center-Visually Impaired Group, UCC Church and Avanti Health.
- Partnered with Oneida Co. Benefit Specialist for workshops and presentations.

Respectfully submitted by:
Susan M. Corrieri
Elder Benefit Specialist/SHIP Counselor
Commission on Aging Staff since April 2013



The Aging and Disability Resource Center of the Northwoods serves older adults, adults living with disabilities and their caregivers. The ADRC is a no cost single point of contact for information and assistance about providers and services in the community, their availability, and costs.

The ADRC is a cooperative effort between four counties (Vilas, Oneida, Forest and Taylor) and three tribal communities (Lac du Flambeau, Sokaogon Chippewa and Forest County Potawatomi). A total of 7 offices are located within the service territory which employs 11 ADRC Specialists and 2 full time Disability Benefit Specialists, 1 part time Disability Benefit Specialist and a part time Administrative Assistant/Receptionist.

Each County and Tribal Jurisdiction provide representation on the ADRC of the Northwoods Board of Directors. The Board of Directors oversees the ongoing operations of the ADRC, provides financial oversight, serves as advocates for their jurisdiction and client groups. Vilas County Board Members include Board Chair Erv Teichmiller who represents Vilas County and Mary Platner who serves as a representative for older Americans.

The Vilas County ADRC is co-located with the Vilas County Commission on Aging at its location at 521 E Wall Street in downtown Eagle River. Staff are supervised by the COA Director Susan Richmond. ADRC Specialists Julie Livingston and Laura Rozga are available to provide customers with information and assistance about the multitude of programs and services available for seniors and adults living with disabilities. Disability Benefit Specialist Terese Poe maintains regular office hours in Eagle River and assists customers in applying for disability.

An important function of the ADRC Specialist is to assist customers who request help applying for publicly funded programs by completing the Long Term Care Functional Screen and assisting with supplemental applications and verifications. This role historically has been handled by the Long-Term Care Department of Social Services. A strong collaborative relationship has been developed with Social Services in Vilas County and they now refer customers who need a Long-Term Care Functional Screen to the ADRC. ADRC Specialists Julie Livingston and Laura Rozga have been trained and certified in administration of the screen. Each year, Department of Health Services completes a desk top review of all agencies who perform the Long Term Care Functional Screen. DHS advised us that based on the results of their desk top review of screens completed by ADRC of the Northwoods Regional Staff, they feel we are one of the best screening agencies across the state.



The ADRC of the Northwoods Eagle River office completed 65 Long-Term Care Functional Screens for Vilas County (an average of 5.4 screens per month in 2013). Those eligible were placed on the Community Options Program wait list maintained at the Vilas County Department of Social Services.

The ADRC tracks activities and target groups by utilizing the SAMS-IR database. In 2013, the Eagle River office took approximately 3,128 calls related to the following target groups:

Elderly:	1,637 calls
Physically Disabled:	1,143 calls
Developmentally Disabled:	45 calls
Substance Abuse:	59 calls
Mental Illness:	125 calls
Unknown Target Group:	119 calls

**A person can be more than one target group, duplication does occur when counting totals.*

**Submitted by Pam Parkkila, Regional Manager
Julie Livingston and Laura Rozga, ADRC Specialists
ADRC of the Northwoods**