

ADRC of the Lakeshore

2025-2027 Aging Plan

**Wisconsin Department of Health Services
Division of Public Health
Bureau of Aging and Disability Resources
Office on Aging**



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Executive Summary

Both Kewaunee and Manitowoc County follow the national trend of rapid growth in our 65 and older populations. Because of this, the need for services provided by the Aging and Disability Resource Center of the Lakeshore will continue to be in great demand. In an attempt to be proactive with this increase, the ADRC is constantly striving to improve our programs to meet the needs of our customers so that they can remain informed, healthy, and independent for as long as possible. Current service areas include the following:

Nutrition Program- Provides nutritious meals, social connection, and nutrition education through congregate dining sites and home delivered meals.

Benefit Specialist Program- Provides accurate and current information about private and government benefits and programs.

Transportation program- Provides safe rides to doctor appointments and other necessary appointments.

Family Caregiver Program- Provides resources and tools to aid and assist those taking care of others.

Dementia Care Program- Provides memory screens, education, and resources for individuals living with memory loss and their caregivers.

Health and Wellness Program- Provides opportunities to learn, exercise, and socialize.

Volunteer Program- Provides chances to help others and the community.

The ADRC of the Lakeshore's mission is to be a single source of information, assistance, and access to community resources for the aging population, people with disabilities, their families, and caregivers in Kewaunee and Manitowoc counties. This is accomplished by adopting a no wrong door philosophy. Those who contact the ADRC are immediately helped by someone, usually an Information and Assistance Specialist, who assesses their needs and provides them with the appropriate resources either within the agency or outside of the agency. For Older Americans, the ADRC has an additional responsibility of helping them adjust to changes that are happening to them physically and mentally as they age, as well as helping their caregivers with the resources to provide the best care possible.

Along with providing resources, the ADRC of the Lakeshore values empowering community members to make their own choices as often as possible. They will be presented with all of their options and then it is up to them to decide the next steps. This level of autonomy is very important to maintaining a purposeful and fulfilling life.

This Aging Plan is a required document by the State of Wisconsin that serves as the framework to create, improve, and expand the services provided to Older Americans and caregivers by the ADRC and other aging units throughout the state. The plan is formed by collecting as much data as possible from community members, as well as looking at growing concerns and trends that directly impact this population. This information is then analyzed to create realistic goals over the next three years that will directly benefit those who are being served.

The ADRC of the Lakeshore's 2025-2027 Aging Plan goals were developed utilizing information gathered by a survey tool made available to the public in several ways. Information was also obtained from aging program specialists, board and committee members, and other platforms. From the responses, the ADRC came up with seven realistic goals to accomplish over the next three years. These include increasing marketing and outreach efforts, offering more nutrition education, creating a new way to receive nutritious meals, and providing extra caregiver support and resources.

Context

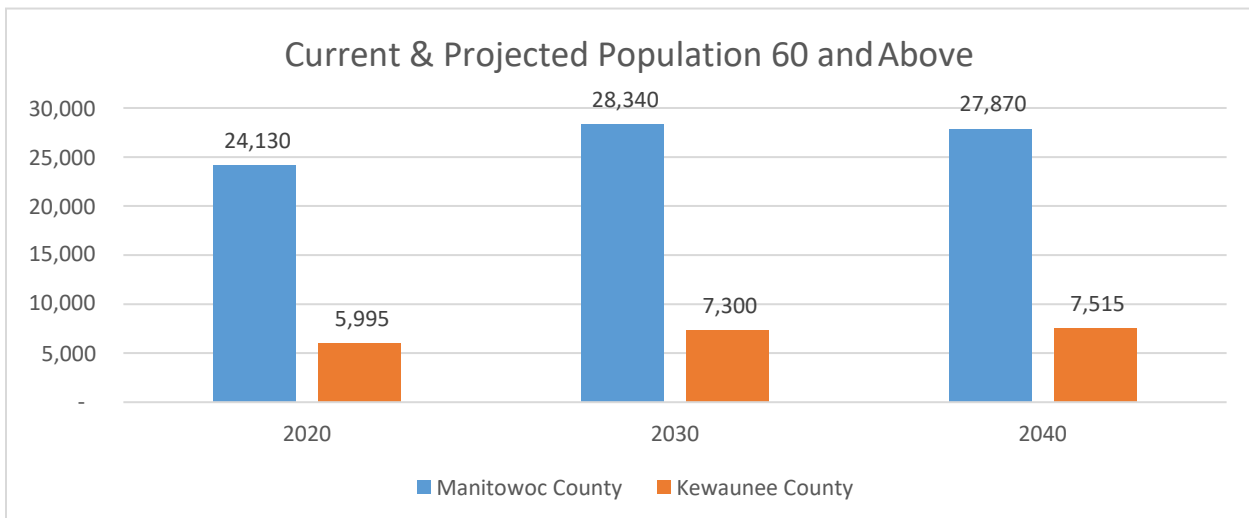
The services provided by the ADRC of the Lakeshore are constantly changing and expanding to meet the growing needs of the aging community. According to the United States Census Bureau data, individuals 60 years old and older make up 29.3% of Manitowoc County's total population and 28.9% of Kewaunee County's total population. The Department of Health Services projects that by 2040 these percentages will increase to 35% in both counties. This significant increase highlights the responsibility that Aging programs have on keeping a pulse on the community and providing the right resources at the right times.

Manitowoc County Current and Projected Population 60 and Above

- 2020 – 24,130 / 2030 – 28,340 / 2040 – 27,870

Kewaunee County Current and Projected Population 60 and Above

- 2020 – 5,995 / 2030 – 7,300 / 2040 – 7,515



Important factors when determining what services are needed for individuals 60 years old and older include race and socioeconomic status. While America's population is more racially diverse than ever, both Manitowoc and Kewaunee Counties are still predominately white when examining racial demographics. Per the United States Census Bureau data from July 2022 for individuals 65 or older, the population distribution is as follows:

Manitowoc County: White– 97.5%, Black or African American- 0.2%, Native American or Alaska Native- 0.4%, Asian- 0.9%, Native Hawaiian or Other Islander- 0.0%, Two or more races– 0.3%, and Hispanic- 0.8%.

Kewaunee County: White- 98.3%, Black or African American- 0.3%, Native American or Alaska Native- 0.2%, Asian- 0.2%, Native Hawaiian or Other Islander- 0.0%, Two or more races- .4%, and Hispanic- .6%.

As for socioeconomic factors, the United States Census data from 2018-2022 show that 9.4% of the population in Manitowoc County residents and 7.2% of Kewaunee County residents are living under the poverty level. Along with this, Kewaunee County has an additional challenge of most of their Older Americans living in a rural community.

Given these statistics, it is important that special attention be given in the areas of diversity and equity to ensure all populations are appropriately served. This aging plan hopes to accomplish this, especially through the nutrition program, by providing culturally authentic meals to our largest minority population in Manitowoc County.

Social Isolation and Loneliness is a growing concern for Older Americans. According to the National Institute on Aging Website, there are many reasons someone may find themselves alone, such as the death of a close family member, retirement, lack of transportation options, hearing or vision loss, and/or cognitive decline. This loss of connection with others can result in mental and physical health conditions, including but not limited to depression, heart disease, high blood pressure, obesity, and dementia. The good news is that there are a number of ways individuals can stay connected to others. For example, engaging in a hobby, volunteering, using advances in technology to talk with family and friends, taking a class, and/or exercising are all great ways for Older Americans to stay connected to their communities.

The ADRC of the Lakeshore offers many opportunities for Older Americans to socialize, learn, and stay healthy. Participants can attend Senior Dine-In Sites, Health and Wellness Programs, Support Groups, Memory Cafés, and more. Despite this, the ADRC is always thinking of new and exciting ways to have fun and come together. For this Aging Plan, that includes holding a “Senior” Prom along with finding new and different ways to increase participation in our evidence-based prevention programs.

As mentioned earlier, the ADRC of the Lakeshore works especially close with caregivers. These are individuals who provide direct or indirect care to a family member or friend. A lot of times, caregivers do not realize that is what they are doing – they are simply helping someone they care about with some everyday tasks. And while this may be manageable at first, often times the demands on the caregiver increases, causing them to spend less and less time on themselves and their own needs.

According to a 2020 AARP research report on caregiving in the U.S., more than 1 in 5 Americans (21.3%) have acted as an unpaid caregiver at some time in the past 12 months. Based on this, it can be estimated that there are approximately 16,248 unpaid eldercare caregivers in Manitowoc County and 4,114 unpaid eldercare caregivers in Kewaunee County. Caregivers are vital not only because they provide love and support, but also because they reduce nursing home placements and increase the ability for those 65 and older to remain and thrive in their homes.

The ADRC works hard to provide support and resources to caregivers in order to help reduce the emotional, physical, and mental strain associated with this type of responsibility by holding regular support group meetings, helping to fund respite services through grant programs, and providing resources. In this Aging Plan cycle, the ADRC plans to continue this support by organizing and hosting a workshop utilizing the Caregiver Roadmap as a guide and holding a Caregiver Resource Connection Meeting.

Development of the Aging Plan

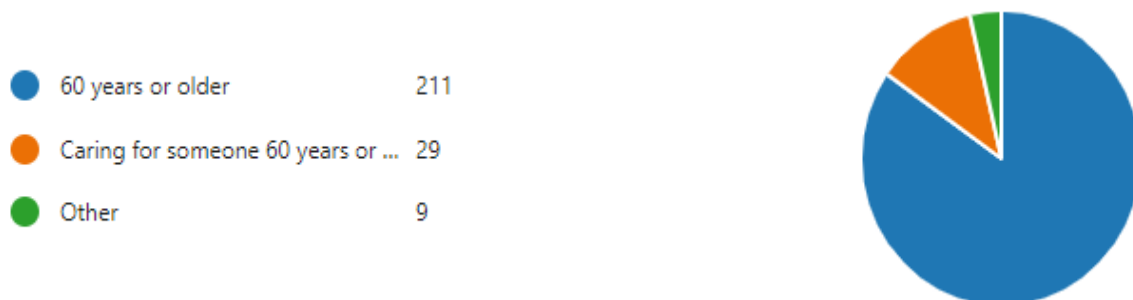
Community Engagement

In order to develop the 2025-2027 Aging Plan, the ADRC of the Lakeshore Staff obtained information from Manitowoc and Kewaunee County residents using a variety of methods. A quantitative survey was completed and made available to the public by leaving them at different organizations/businesses across both counties, inserting them in the newsletter, mailing them to all Home Delivered Meal participants, and handing them out at different events and workshops. It was also placed on the ADRC website and Facebook page as well as talked about on the radio numerous times. One of radio spots included the opportunity for listeners to call in with questions.

Along with the surveys, members of the ADRC of the Lakeshore Board and the Nutrition Council were asked to interview at least 5 people as to what they would like to see included in this Aging Plan. Both of these committees have equal representatives from Manitowoc and Kewaunee Counties. The FoodWise program also helped to interview Hmong participants who attend the Senior Dining program in Manitowoc County.

Through these efforts, the ADRC of the Lakeshore was able to reach over 250 residents, most of whom were 60 years and older. Of these, 60% were from Manitowoc County and 40% were from Kewaunee County.

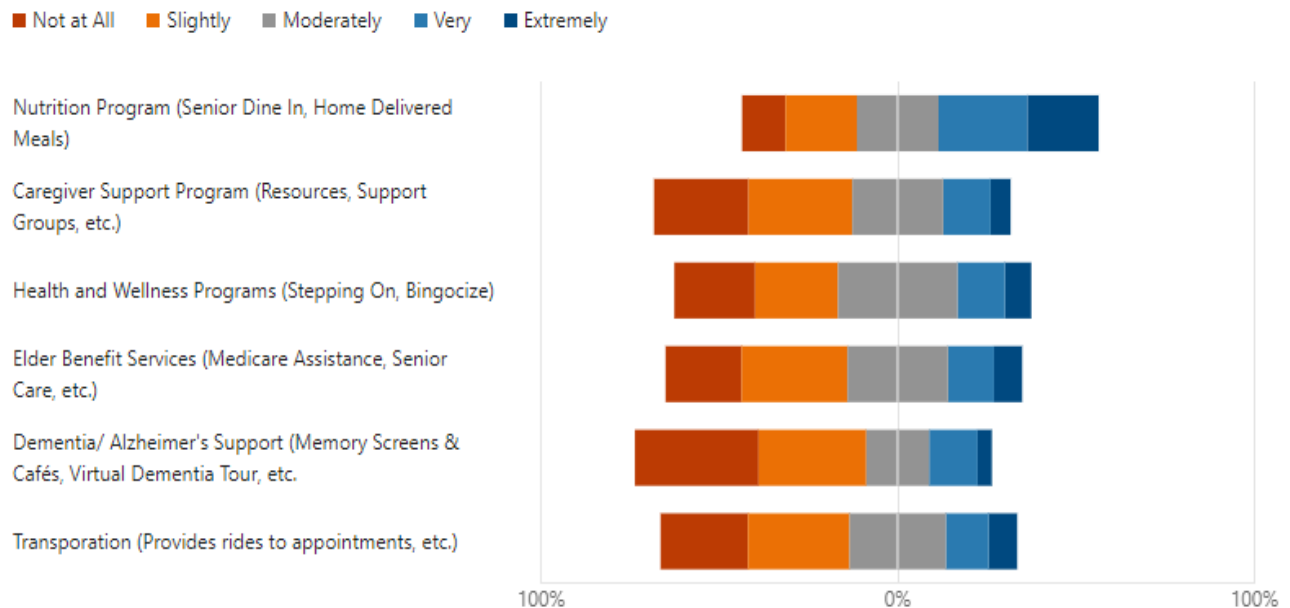
How participants described themselves



While 66% of those who responded had utilized the ADRC in the past, it was surprising how many still did not know about some or all of the services that are offered through the agency. According to the results, most of the participants were familiar with the Nutrition program at 67.8%. This was compared to 44.4% for the Caregiver Support Program, 54.2% for the Health and Wellness Programs, 49.3% for Elder Benefit Services, 35.2% for Dementia/Alzheimer's Support Programs, and 47% for the Transportation Program. When asked how they feel that the ADRC can improve, many of the participants wrote that marketing and outreach

efforts need to increase. Based on this feedback, the first goal that was created for this Aging Plan was just that- be more visible in the community. The hope is that by doing this, the ADRC becomes the first place to come to in order to receive accurate and unbiased information.

Level of familiarity with the following programs and services



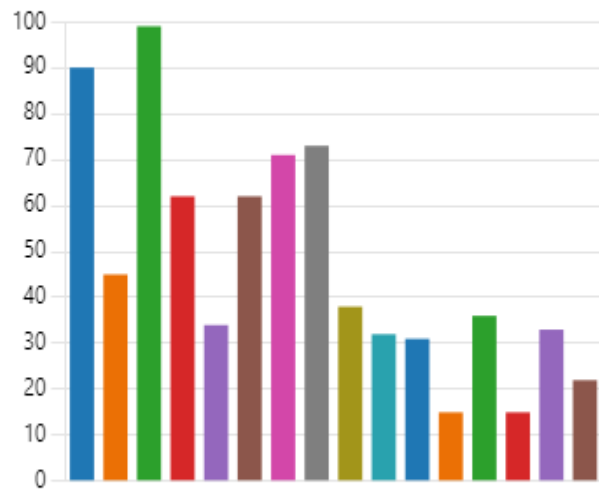
When asked what Older Americans feel needs to improve in their community as they age, the number one response was in-home care support, followed closely by transportation options. Other high responses included affordable housing, home repairs and upkeep, staying fit and healthy, and ways to reduce social isolation and loneliness. Since there are already established transportation programs offered in both counties as well as respite services for those who qualify through the ADRC, the goals that were chosen for this Aging Plan focused on home repair, social isolation and loneliness, and helping to stay fit and healthy.

Older Americans often contact the ADRC looking for a list of people in the community who can help them around the house, including but not limited to lawn maintenance, snow removal, and light housekeeping. Keeping and maintaining a list like this is a very large and costly task, especially if background checks are needed. Because of this, the goal was created to hold semi-regular meetings that will allow caregivers a chance to come together and share with one another who they use and trust in the community for various tasks. During these meetings, participants will also be given information regarding the bills being looked at that impact caregivers today, the names and contact information for their state and local representatives, and effective ways to share their experiences with them.

As mentioned in the context section of this report, Social Isolation and Loneliness is a growing epidemic affecting everyone, especially Older Americans. As a way to combat this, the ADRC is committed to providing as many chances as possible for seniors to socialize with one another and learn different ways to stay healthy and fit. For this Aging Plan, the two goals that focus on this includes increasing participation in our Evidence-Based Health and Wellness Programs (Bingocize and Stepping On) and holding a “Senior” prom. The “Senior” prom is a fun night of dressing up, mingling, and dancing, while the Health and Wellness Programs are crucial to keeping Manitowoc and Kewaunee County residents in their homes for as long as possible by increasing their strength and balance and preventing falls.

What needs to improve to help Older Americans in their Community

| | |
|--|----|
| ● Transportation options | 90 |
| ● Access to healthy foods | 45 |
| ● In-home care support | 99 |
| ● Social isolation/loneliness | 62 |
| ● Understanding Medicare | 34 |
| ● Get/stay fit and healthy | 62 |
| ● Home repairs/up-keep | 71 |
| ● Affordable housing options | 73 |
| ● Support for family caregivers | 38 |
| ● Mental health support and servi... | 32 |
| ● Dementia/Alzheimer's support | 31 |
| ● Access for individuals with a dis... | 15 |
| ● Advocacy for older adults | 36 |
| ● Access to resources for minority... | 15 |
| ● Social opportunities | 33 |
| ● Other | 22 |



A requirement of the Nutrition Program is to offer nutrition education to both our Senior Dine-In and Home Delivered Meal Participants. Usually, this involves providing a written article once a month regarding a popular topic, for example, why it is important to eat more fiber. There is also a Stepping Up Your Nutrition workshop held several times a year that specifically talks about protein and water intake. However, survey responses showed that this is not enough and that people are wanting more. Therefore, a goal was designed to provide education via our menus. Certain foods on the menu will be highlighted every month explaining why they are important and how they contribute to a healthy lifestyle.

In Manitowoc County, Hmong residents are the largest minority population. Several senior members of the Hmong community attend the congregate meal site at the Manitowoc Senior Center as part of a larger group. However, they are not receiving culturally authentic meals. This often leaves them feeling ill and no longer wanting to attend. In order to meet the needs of this population, a decision was made to implement a Voucher Program at a Hmong Restaurant. This will be open to all residents who are 60 years and older who want to experience authentic Hmong cuisine and engage in the Hmong culture.

Caregiving is a rewarding, yet mentally, physically, and emotionally demanding job. Caregivers often take on this role without always knowing what is down the road. Because of this, the ADRC plans to host a workshop that provides information about the various stops that most caregivers will make with their care partner at some point, including but not limited to Home Care, Skilled Nursing Homes, and Assisted Living. Experts from each of these field will come in and share information about each of these areas so that caregivers can leave feeling more prepared for what may lie ahead.

Partners and Resources

While gathering data for this Aging Plan, members of the ADRC of the Lakeshore and Nutrition Advisory Council were asked to interview at least 5 people using the survey as a guide. This helped to increase the amount of people who participated in the process, as well as had a big influence on some of the goals. In fact, the goal that it probably influenced the most was the voucher program in Manitowoc County. A member on the Nutrition Council, along with her co-worker from FoodWise, were able to speak to 12 members of the South-East Asian Senior Program regarding what Healthy Aging meant to them and what they would like to see in the future.

While writing the Aging Plan, board members were kept well informed of the goals as they were being drafted. They were given the chance to ask questions and provide feedback.

Over the next three years, board members will be given regular updates on the progress of all the Aging Plan goals. They will also be given as many opportunities as possible to help make them successful.

Public Hearings

Public Hearings were held in both counties prior to the submission of this Aging Plan. This was to give the public the opportunity to review a draft of the plan as well as provide any feedback and comments before the final submission was made to the policy-making body. To advertise these hearings, a flyer with the dates and times was posted at all meal site locations, on the radio, at the senior/community centers, on the ADRC website and Facebook Page, and in the local newspapers.

In total, three people attended the Public Hearing- two in Manitowoc County and one in Kewaunee County. All participants felt that the plan was well-written and detailed. They agreed with the goals and believed that they would address either an emerging need or a gap in services for Older Americans in both counties. There were no changes to the plan based on the comments of the participants; however, there were some ideas on implementing the goals over the next three years. One included holding the Caregiver Roadmap workshop in the evening hours. The other one was promoting the agency through regular Townhall-style meetings. This would give staff members a chance to interact with the public regarding what is the new with the agency while in turn giving the public an opportunity inform staff on what current issues are facing Older Americans and individuals with disabilities.

GOALS AND STRATEGIES

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|--|
| <p>Older Americans Act program area (Select a program area if applicable.)</p> <p><input checked="" type="checkbox"/> Title III-B Supportive Services</p> <p><input type="checkbox"/> Title III-C1 and/or III-C2 Nutrition Program</p> <p><input type="checkbox"/> Title III-D Evidence-Based Health Promotion</p> <p><input type="checkbox"/> Title III-E Caregiver Supports</p> |
| <p>Aging Network value (Select a value if applicable.)</p> <p><input type="checkbox"/> Person centeredness</p> <p><input type="checkbox"/> Equity</p> <p><input type="checkbox"/> Advocacy</p> |
| <p>Goal statement: The ADRC of the Lakeshore will increase outreach efforts so more Manitowoc and Kewaunee County residents become familiar with our programs and services.</p> |
| <p>Plan or strategy: This will be achieved by creating new partnerships with area businesses that serve individuals who are over the age of 60 years old and/or living with a disability. After these partnerships are established, efforts will be made to promote our agency by setting up tables at these businesses and handing out flyers, brochures, and other marketing materials. Along with this, the ADRC of the Lakeshore will work on strengthening our relationships with other area non-profit organizations so that we can help cross promote our services.</p> |
| <p>Documenting efforts and tools:</p> <p>Documenting how much has been done: Each year of the current Aging Plan cycle, ADRC staff will contact up to 10 area businesses/organizations in each county to see if they are willing to help us promote our agency. Once we have secured at least 3 businesses in both counties, we will figure out a date and time to set up an outreach table at their location. Finally, we will attend the outreach date and connect with as many people as possible.</p> <p>Documenting how well it has been done: Staff will keep track of what businesses and organizations they contact on a spreadsheet saved in our shared computer drive. During the outreach event, a tally will be kept on how many people we talk to throughout the day.</p> <p>Assessing whether anyone is better off: In 2027, a survey will be sent out to the community to see if the percentage of residents familiar with our services has increased from our baseline survey in 2024.</p> |

Older Americans Act program area (Select a program area if applicable.)

- Title III-B Supportive Services
- Title III-C1 and/or III-C2 Nutrition Program
- Title III-D Evidence-Based Health Promotion
- Title III-E Caregiver Supports

Aging Network value (Select a value if applicable.)

- Person centeredness
- Equity
- Advocacy

Goal statement: The ADRC of the Lakeshore seeks to decrease the impact of social isolation and loneliness of our community members aged 60 years and older by arranging an event to help them connect with one another and create new relationships.

Plan or strategy: This will be achieved by holding a “Senior” prom in both Manitowoc and Kewaunee Counties. In 2025, we will create a committee who will work hard to organize this event, including developing a budget, securing a venue and band, creating a marketing plan, designing invitations, etc. By August 2026, we will hold the events.

Documenting efforts and tools:

Documenting **how much** has been done: The Older Americans Act Program Manager will conduct a review every six months with the committee members regarding their progress towards putting this event together. Notes will be kept in our shared computer drive.

Documenting **how well** it has been done: While at the “Senior” prom, participants will be asked to complete an anonymous satisfaction/suggestion card regarding the event, including whether or not it helped them feel more connected to the community or not and if they would attend a similar event like this in the future.

Assessing whether anyone is **better off**: A review of the satisfaction/suggestion cards will be completed after the event to see what percentage of attendees felt that this event improved their feelings of loneliness and isolation. This will help determine if we would like to continue holding this type of event in the future.

Older Americans Act program area (Select a program area if applicable.)

- Title III-B Supportive Services
- Title III-C1 and/or III-C2 Nutrition Program
- Title III-D Evidence-Based Health Promotion
- Title III-E Caregiver Supports

Aging Network value (Select a value if applicable.)

- Person centeredness
- Equity
- Advocacy

Goal statement: The ADRC of the Lakeshore will offer culturally authentic Hmong meals to Senior Nutrition Program participants using the Voucher Program, in Manitowoc County.

Plan or strategy: In 2025, our Nutrition Staff, including our Nutrition Supervisor and Meal Site Managers, will research how to organize a voucher program by reviewing the OAA manual and talking with other nutrition programs throughout the state who have implemented a similar model. In 2026, we will contact restaurants in the area that serve authentic Hmong meals to see if they would be willing to partner with us. Once a restaurant is secured, we will complete all necessary paperwork. We will also create marketing material promoting this program to all community members who qualify for the congregate meal program. By December 2026, we will offer the Voucher Program to all interested and eligible participants.

Documenting efforts and tools:

Documenting **how much** has been done: The Older Americans Act Program Manager will conduct a review every six months with our Nutrition Supervisor and Meal Site Managers regarding their progress with putting this program together. Notes will be kept in our shared computer drive.

Documenting **how well** it has been done: We will create a spreadsheet and keep track of how many vouchers are being granted and redeemed.

Assessing whether anyone is **better off**: For those utilizing the program, we will send them a survey to see if they are satisfied with the program and what changes they would suggest for the future.

Older Americans Act program area (Select a program area if applicable.)

- Title III-B Supportive Services
- Title III-C1 and/or III-C2 Nutrition Program
- Title III-D Evidence-Based Health Promotion
- Title III-E Caregiver Supports

Aging Network value (Select a value if applicable.)

- Person centeredness
- Equity
- Advocacy

Goal statement: The ADRC of the Lakeshore will offer nutrition education through our monthly menu by highlighting certain foods and why they are important to a healthy lifestyle.

Plan or strategy: In 2025, our Nutrition Staff, including our Nutrition Supervisor and Meal Site Managers, will research and plan what kind of nutrition information they would like to feature on the menus. They will obtain this information through various sources, including reviewing resources provided by GWAAR's nutrition staff, talking with other ADRC program staff/dieticians around the state, and looking on the internet. In 2026, we will work with our registered dietician to create templates of the menus for the upcoming year centered around the information we would like to focus on each month. We will also create a new look for the menu and figure out ways to include this information in a fun and appealing way. In January 2027, we will start using the new menus throughout the year.

Documenting efforts and tools:

Documenting **how much** has been done: The Older Americans Act Program Manager will conduct a review every six months with our Nutrition Supervisor and Meal Site Managers regarding their progress with putting the new menu together. Notes will be kept in our shared computer drive.

Documenting **how well** it has been done: Once the menus have been implemented, meal site managers will provide a survey to both congregate and home delivered meal participants every three months to see if they like the new menu and what suggestions they have to improve it.

Assessing whether anyone is **better off**: After the surveys are returned every month, the nutrition supervisor will keep track of the results and make any necessary changes.

Older Americans Act program area (Select a program area if applicable.)

- Title III-B Supportive Services
- Title III-C1 and/or III-C2 Nutrition Program
- Title III-D Evidence-Based Health Promotion
- Title III-E Caregiver Supports

Aging Network value (Select a value if applicable.)

- Person centeredness
- Equity
- Advocacy

Goal statement: The ADRC of the Lakeshore will create a “Family Caregivers Resource Connection Meeting” where caregivers can meet and share different community resources with one another. An additional component of this meeting will be to teach Family Caregivers how to connect with their state and local representatives regarding the current issues facing caregivers today.

Plan or strategy: In 2025, our Family Caregiver Specialists will work together to come up with a date and location for this meeting in both Manitowoc and Kewaunee Counties. Once these are set, they will create a flyer and promote the meeting through all available channels, including the newsletter, flyers, radio announcements, Facebook, website, church bulletins, word of mouth, etc. Along with this, they will continuously do research on what legislative bills are currently being discussed. In 2026, the Caregiver Specialists will hold the meeting in their respective counties. They will encourage the participants to share what community resources have helped them take better care of themselves and their care recipients. The Caregiver Specialists will also take the time to educate the participants on the bills being looked at that impact caregivers today, the names and contact information for their state and local representatives, and effective ways to share their experiences with them.

Documenting efforts and tools:

Documenting **how much** has been done: The Older Americans Act Program Manager will conduct a review every six months with our Family Caregiver Specialists regarding their progress in setting up these events.

Documenting **how well** it has been done: While at the event, participants will fill out a Participant Information form so we know how many people attended.

Assessing whether anyone is **better off**: After the event, a survey will be sent to each of the participants to see if this event was beneficial with helping them find resources to help with their caregiving role and whether or not we would like to do this on a regular basis.

Older Americans Act program area (Select a program area if applicable.)

- Title III-B Supportive Services
- Title III-C1 and/or III-C2 Nutrition Program
- Title III-D Evidence-Based Health Promotion
- Title III-E Caregiver Supports

Aging Network value (Select a value if applicable.)

- Person centeredness
- Equity
- Advocacy

Goal statement: The ADRC of the Lakeshore will hold a one day event in both Manitowoc and Kewaunee counties for new or existing Family Caregivers to learn about the different stages along the caregiver journey, utilizing the Caregiver Roadmap as a guide.

Plan or strategy: In 2025, our Family Caregiver Specialists will touch base with the creators of the Caregiver Roadmap and attend one of their presentations. In 2026, we will research the dates, times, and locations to hold the event, find speakers who will present on each of the subject areas, and start promoting through all available channels. This includes but is not limited to the newsletter, flyers, radio announcements, press releases, Facebook, website, church bulletins, and word of mouth. By 2027, we will hold the event in each county.

Documenting efforts and tools:

Documenting **how much** has been done: The Older Americans Act Program Manager will conduct a review every six months with our Family Caregiver Specialists regarding their progress setting up these events in both counties.

Documenting **how well** it has been done: We will keep track of our attendance for these events using our shared computer drive. At the events, we will hand out surveys to see if the participants felt this event was beneficial and if they would recommend it to others.

Assessing whether anyone is **better off**: A review of the surveys will be completed after the event to see what percentage of attendees felt this was a positive experience.

Older Americans Act program area (Select a program area if applicable.)

- Title III-B Supportive Services
- Title III-C1 and/or III-C2 Nutrition Program
- Title III-D Evidence-Based Health Promotion
- Title III-E Caregiver Supports

Ageing Network value (Select a value if applicable.)

- Person centeredness
- Equity
- Advocacy

Goal statement: By December 31, 2027, the ADRC of the Lakeshore aims to increase the number of participants signing up for our Evidence-Based Prevention Programs by 5%.

Plan or strategy: In 2025, our Family Caregiver Specialists will research and identify who these programs work best for and how to get them interested in signing up for them. This includes but is not limited to looking at demographic and statistical information for our most at-risk seniors and caregivers in both Manitowoc and Kewaunee Counties, conducting interviews with our senior population, and looking at information online. In 2026, we will create a new marketing strategy to reach our target audience. By March 2027, we will implement our new marketing strategy in the hopes of getting more people to register for our programs.

Documenting efforts and tools:

Documenting **how much** has been done: The Older Americans Act Program Manager will conduct an annual review with our Family Caregiver Specialists to see if we are following our plan and whether or not adjustments need to be made.

Documenting **how well** it has been done: We will keep track of attendance for our Evidence-Based Programs both internally and externally using Peer Place. We will compare our attendance records with those of previous years to see if our numbers have increased by our target percentage

Assessing whether anyone is **better off**: When participants sign up for a class, we will ask where they learned of the program and if our new marketing strategies are working. We will also use pre- and post-assessments to see if the class is having an impact on the participants' health and well-being.

PROGRAM ADVANCEMENT

Community Engagement and Public Input

Involving Older Americans in determining the programming necessary to meet their current and future needs is extremely important. In an effort to do this, the ADRC of the Lakeshore will continuously promote/market the Aging Plan through internal resources such as the ADRC's Facebook page, website, and newsletter. This will also be accomplished through staff appearances on the radio and other events. The goal is to stay as current as possible on the changes within this community in order to help develop meaningful and purposeful goals for subsequent Aging Plans.

Title III and Title VI Coordination

The ADRC of the Lakeshore will work to connect with tribal members in Manitowoc and Kewaunee Counties to help bring attention to any current issues they are experience. This will be done through our social media accounts, radio spots, and/or newsletter.

Aging Unity Integration and Collaboration with the Local Aging and Disability Resource Center

Since 2012, the ADRC of the Lakeshore has been a fully integrated regional ADRC serving the aging and disabled populations of Kewaunee and Manitowoc counties. Services that are provided through the agency include: Information and Assistance, Options Counseling, Nutritious Meals and Education, Health and Wellness Programs, Caregiver Support, Dementia Care Resources, Benefits Counseling, Transportation, and much more. The ADRC of the Lakeshore is committed to providing resources, services, and direction to anybody who comes in or calls seeking assistance.

Emergency Preparedness

As an essential service, the ADRC of the Lakeshore was placed in a position to shift quickly into a service model that increased services as the demand rose while protecting the health and wellbeing of both the provider and recipient. Staff had to navigate Public Health Guidelines that continued to evolve and change. This included thinking outside of the box and be open to new ideas and processes.

To ensure success during a Public Emergency, the ADRC had to be resourcefulness, flexible, well-informed, and considerate to all those impacted. Managers had to learn to give the team what they needed to feel safe and protected while continuing to meet the increasing needs of the community. It became clear that staff were our greatest resource, along with volunteers.

The ADRC made sure everyone involved was well-informed of any new processes. Careful consideration was given to how those changes impacted the customers and adjustments were made where needed. With the nutrition program, for instance, it was decided that meals would be hung on the door or set on a table or chair outside the door to protect the physical wellbeing of all involved. For the safety check, customers had to look out the window and give a smile or nod. The food was not left unless the participant was seen. This wave and smile helped to make customer not feel so isolated and that they did have a connection to the outside world.

The ADRC was successful because staff were open to suggestions and respectful of the requirements set. They did not meet a road block and quit. They explored all options and collaborated with other ADRCs for ideas

ORGANIZATIONAL STRUCTURE AND LEADERSHIP OF THE AGING UNIT

Primary Contact

Name: Lori J. Fure

Title: Older Americans Act Program Manager

County: Manitowoc and Kewaunee

Organizational Name: ADRC of the Lakeshore

Address: 1701 Michigan Avenue

City: Manitowoc State: WI Zip Code: 54220

Email Address: lorijfure@manitowoccountywi.gov

Phone: 920-683-4180

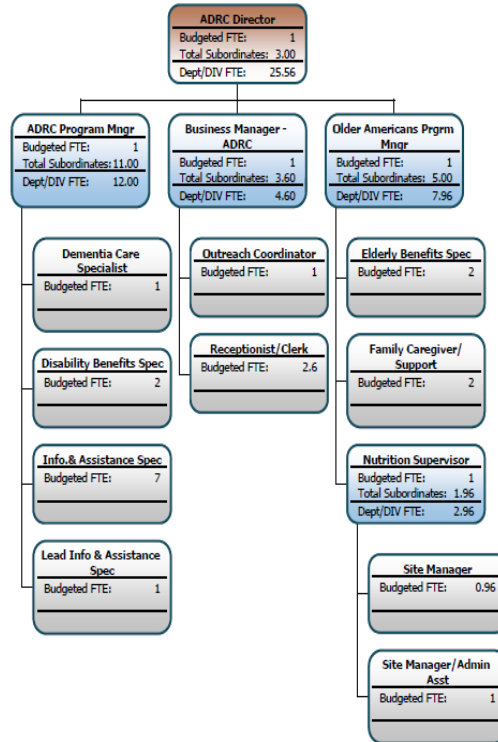
Aging Unit Coordination with the Aging and Disability Resource Center

The ADRC of the Lakeshore is a fully integrated regional ADRC serving both Kewaunee and Manitowoc Counties.

Organizational Chart of the Aging Unit



ADRC of the Lakeshore



- Elected Official
- Department Directors
- Supervisors
- State Employee

Last Refreshed: December 7, 2023

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Statutory Requirements for the Structure of the Aging Unit

The ADRC of the Lakeshore is legally required to adhere to [Chapter 46.82 of the Wisconsin Statutes](#) as well as [Chapter 46.82](#) since it is fully integrated ADRC.

| | |
|---|-------------------------------------|
| Organizational structure: Choose the option that represents the organizational structure of the aging unit. | Check one |
| (1) An agency of county/tribal government with the primary purpose of administering programs for older individuals of the county/tribe. | <input checked="" type="checkbox"/> |
| (2) A unit, within a county/tribal department with the primary purpose of administering programs for older individuals of the county/tribe. | <input type="checkbox"/> |
| (3) A private, nonprofit corporation, as defined in s. 181.0103 (17). | <input type="checkbox"/> |
| Composition of the policy-making body: Choose the option that represents the composition of the policy-making body. | Check one |
| For an aging unit that is described in (1) or (2) above, organized as a committee of the county board of supervisors/tribal council, composed of supervisors and, advised by an advisory committee, appointed by the county board/tribal council. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee. | <input type="checkbox"/> |
| For an aging unit that is described in (1) or (2) above, composed of individuals of recognized ability and demonstrated interest in services for older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission. | <input checked="" type="checkbox"/> |
| For an aging unit that is described in (3) above, the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission. | <input type="checkbox"/> |
| Full-time aging director: The law requires that the aging unit have a full-time aging director. | Check one |
| The aging unit has a full-time aging director as required by law. | <input checked="" type="checkbox"/> |
| The aging unit does not have a full-time aging director as required by law. | <input type="checkbox"/> |

Policy-Making Body

The policy-making body, also call the commission on aging, must approve the aging unit's aging plan. Evidence of review and approval of the draft and final version of the aging plan must be included as part of the plan. Attach evidence of this required involvement as an appendix to the aging plan.

Advisory Committee

An advisory committee, sometimes referred to as the advisory council, is required if the policy-making body does not follow the Wisconsin Elders Act requirements for elected officials, older adults, and terms, or if the policy-making body is a committee of the county board (46.82 (4) (b) (1)).

When an aging unit has both an advisory committee and a policy-making body, a key role of the advisory committee is to advise the policy-making body in the development of the aging plan and to advocate for older adults. Attached is evidence of this involvement as an appendix to this plan

Chapter 46.82 (4) (b) (1) of the Wisconsin Statutes requires that the membership of the aging advisory committee (where applicable) must consist of at least 50% older people, and individuals who are elected to office may not constitute 50% or more of the membership. There are no term limit requirements for the membership of advisory committees.

Some aging units have combined their aging advisory committees and ADRC boards. This is acceptable if the county follows the membership requirements of the advisory committee 46.82 (4) (b) (1) and the ADRC scope of services. Seek additional guidance from GWAAR regarding combined ADRC boards and advisory committees if desired.

The nutrition advisory council, which is a requirement of the OAA for the Elder Nutrition Program, is a separate body from the advisory committee required by Chapter 46.82.

List the official name of the advisory committee and chairperson in this section of the aging plan.

Official name of the advisory committee:

ADRC of the Lakeshore Board

Chairperson of the advisory committee:

Bonnie Shimulunas

BUDGET SUMMARY

Aging units are required to submit an annual budget to GWAAR using a budget worksheet approved by the Bureau of Aging and Disability Resources. Final budgets for CY 2025 are to be submitted with the aging plan on November 8, 2024. Due dates for annual aging unit budgets for CY 2026 and 2027 will be determined in cooperation with GWAAR and BADR and communicated with aging units when the dates are set.

| | Title III Federal Contract Expenses | Other Federal Contract Expenses | Cash Match Expenses | Other Federal Expenses | Other State Expenses | Other Local Expenses | Program Income Expenses | Total Cash Expenses | AFCSF Expense Used as Match | In-Kind Match Allocations | Grand Total |
|--------------------------------------|-------------------------------------|---------------------------------|---------------------|------------------------|----------------------|----------------------|-------------------------|------------------------|-----------------------------|---------------------------|------------------------|
| Supportive Services | \$ 115,737.00 | \$ 15,198.00 | \$ 2,300.00 | \$ - | \$ - | \$ - | \$ 3,550.00 | \$ 136,785.00 | \$ - | \$ 12,900.00 | \$ 149,085.00 |
| Congregate Nutrition Services | \$ 200,273.00 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 15,240.00 | \$ 215,513.00 | \$ - | \$ 72,000.00 | \$ 287,513.00 |
| Home Delivered Nutrition Services | \$ 240,672.00 | \$ 33,009.00 | \$ - | \$ - | \$ - | \$ - | \$ 200,735.00 | \$ 474,416.00 | \$ - | \$ 300,000.00 | \$ 774,416.00 |
| Health Promotion Services | \$ 9,916.00 | \$ 9,043.00 | \$ - | \$ - | \$ - | \$ - | \$ 400.00 | \$ 19,359.00 | \$ - | \$ 5,000.00 | \$ 24,359.00 |
| Caregiver Services - 60+ | \$ 57,331.00 | \$ 44,858.00 | \$ 30,600.00 | \$ - | \$ - | \$ - | \$ 600.00 | \$ 133,389.00 | \$ - | \$ 3,500.00 | \$ 136,889.00 |
| Caregiver Services - Underage | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| Legal Services (EBS) | \$ - | \$ 10,000.00 | \$ - | \$ - | \$ 16,263.00 | \$ - | \$ - | \$ 26,263.00 | \$ - | \$ 3,000.00 | \$ 29,263.00 |
| Alzheimer's | \$ - | \$ - | \$ - | \$ - | \$ 56,017.00 | \$ - | \$ - | \$ 56,017.00 | \$ - | \$ - | \$ 56,017.00 |
| Elder Abuse | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| Grand Total | \$ 623,929.00 | \$ 112,108.00 | \$ 32,900.00 | \$ - | \$ 72,280.00 | \$ - | \$ 220,525.00 | \$ 1,061,742.00 | \$ - | \$ 395,800.00 | \$ 1,457,542.00 |

Verification of Intent

The purpose of the verification of intent is to show that county government has approved the plan. It further signifies the commitment of county government to carry out the plan. Copies of approval documents must be available in the offices of the aging unit. Use the template provided below and insert a signed copy of it in the aging plan.

Signed verification of intent

The person(s) authorized to sign the final plan on behalf of the commission on aging and the county board must sign and indicate their title. This approval must occur before the final plan is submitted to the area agency on aging for approval.

In the case of multi-county aging units, the verification page must be signed by the representatives, board chairpersons, and commission on aging chairpersons, of all participating counties.

We verify that all information contained in this plan is correct.

| | | |
|---|-------------------------------|----------------|
| <i>Bonnie Shumilun</i> | <i>ADRC Board Chairperson</i> | <i>11-5-24</i> |
| Signature and Title of the Chairperson of the Commission on Aging | | Date |
| <i>Bonnie Shumilun</i> | <i>ADRC Board Chairperson</i> | <i>11-5-24</i> |
| Signature and Title of the Authorized County Board Representative | | Date |

APPENDICES

Assurances of Compliance with Federal and State Laws and Regulations

The assurances below often refer to requirements of area agencies on aging (AAAs) and is absent of references to aging units. Wisconsin's structure of AAAs and local county and tribal aging units differs from other states but is recognized in state statute 46.82 and by the federal Administration for Community Living. Therefore, AAAs and county and tribal aging units are required to provide assurances of compliance with federal and state laws in the delivery of Older Americans Act programs and supports.

The structure of AAAs in Wisconsin are as follows:

1. An agency designated as the AAA must subcontract with counties, tribal nations, or providers to carry out Older Americans Act programs. The AAA, in a binding contract with the state, and counties and tribal nations, in a binding contract with the AAA, must support and comply with requirements under the Older Americans Act (Public Law 89-73) [As Amended Through P.L. 116-131, Enacted March 25, 2020] Reference: 45 CFR Part 1321 – Grants to State and Community Programs on Aging as updated in March 2024.
2. A county designated as the AAA must designate a department of local government as the aging unit. The AAA and the county aging unit are bound by a binding contract with the state and must support and comply with requirements under the Older Americans Act (Public Law 89-73) [As Amended Through P.L. 116-131, Enacted March 25, 2020] Reference: 45 CFR Part 1321 – Grants to State and Community Programs on Aging as updated in March 2024.

AAAs and aging units are subject to the requirements in the Wisconsin Elders Act 235, often referenced in [Chapter 46.82](#) of Wisconsin Statutes. Please note: Chapter 46.82 has been updated to reflect changes in programs originally referenced in the Act when passed in 1991.

A signed copy of this statement must accompany the plan. The plan must be signed by the person with the designated authority to enter into a legally binding contract. Most often this is the county board chairperson or tribal governing board chairperson. The assurances agreed to by this signature page must accompany the plan when submitted to the AAA or Bureau of Aging and Disability Resources.

The assurances need not be included with copies of the plan distributed to the public. Use the template provided below and include as an appendix to the aging plan.

Compliance with Federal and State Laws and Regulations for 2025–2027

On behalf of the county or tribal nation, we certify

ADRC of the Lakeshore

(Give the full name of the county or tribal aging unit)

has reviewed the appendix to the county or tribal aging plan entitled Assurances of Compliance with Federal and State Laws and Regulations for 2025–2027. We assure that the activities identified in this plan will be carried out to the best of the ability of the county or tribal nation in compliance with the federal and state laws and regulations listed in the Assurances of Compliance with Federal and State Laws and Regulations for 2025–2027.

Bonnie Skumula ADRC Board Chair 11-5-24
Signature and Title of the Chairperson of the Commission on Aging
Date *Phon*

Bonnie Skumula ADRC Board Chairperson 11-5-24
Signature and Title of the Authorized County or Tribal Board Representative Date

The applicant certifies compliance with the following regulations:

1. Legal Authority of the Applicant

- The applicant must possess legal authority to apply for Older Americans Act grant funds.
- A resolution, motion or similar action must be duly adopted or passed as an official act of the applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein.
- This resolution, motion or similar action must direct and authorize the person identified as the official representative of the applicant to act in connection with the application and to provide such additional information as may be required.

2. Outreach, Training, Coordination & Public Information

As required by the Bureau of Aging and Disability Resources, designated AAAs and aging units must assure:

- Outreach activities are conducted to ensure the participation of eligible older persons in all funded services.
- Each service provider trains and uses older persons and other volunteers and paid personnel.
- Each service provider coordinates with other service providers, including senior centers and the nutrition program, in the planning and service area.
- Public information activities are conducted to ensure the participation of eligible older persons in all funded services.

3. Preference for Older People with Greatest Social and Economic Need

All service providers follow priorities set by the Bureau of Aging and Disability Resources for serving older people with greatest social and economic need.

4. Advisory Role to Service Providers of Older Persons

Each service provider utilizes procedures for obtaining the views of participants about the services they receive.

5. Contributions for Services

- Agencies providing services supported with Older Americans Act and state aging funds shall give older adults the opportunity to voluntarily contribute to the costs of services consistent with the Older Americans Act regulations.
- Each older recipient shall determine what he/she is able to contribute toward the cost of the service. No older adult shall be denied a service because he/she will not or cannot contribute to the cost of such service.
- The methods of receiving contributions from individuals by the agencies providing services under the county or tribal plan shall be handled in a manner that assures the confidentiality of the individual's contributions.
- Each service provider establishes appropriate procedures to safeguard and account for all contributions.

- Each service provider considers and reports the contributions made by older people as program income. All program income must be used to expand the size or scope of the funded program that generated the income. Nutrition service providers must use all contributions to expand the nutrition services. Program income must be spent within the contract period that it is generated.

6. Confidentiality

- No information about or obtained from an individual and in possession of an agency providing services to such individual under the county, tribal or area plan, shall be disclosed in a form identifiable with the individual, unless the individual provides his/her written informed consent to such disclosure.
- Lists of older adults compiled in establishing and maintaining information and referral sources shall be used solely for the purpose of providing social services and only with the informed consent of each person on the list.
- In order that the privacy of each participant in aging programs is in no way abridged, the confidentiality of all participant data gathered and maintained by the state agency, the AAA, the county or tribal aging unit, and any other agency, organization, or individual providing services under the state, area, county, or tribal plan, shall be safeguarded by specific policies.
- Each participant from whom personal information is obtained shall be made aware of his or her rights to:
 - (a) Have full access to any information about one's self which is being kept on file;
 - (b) Be informed about the uses made of the information about him or her, including the identity of all persons and agencies involved and any known consequences for providing such data; and,
 - (c) Be able to contest the accuracy, completeness, pertinence, and necessity of information being retained about one's self and be assured that such information, when incorrect, will be corrected or amended on request.
- All information gathered and maintained on participants under the area, county or tribal plan shall be accurate, complete, and timely and shall be legitimately necessary for determining an individual's need and/or eligibility for services and other benefits.
- No information about, or obtained from, an individual participant shall be disclosed in any form identifiable with the individual to any person outside the agency or program involved without the informed consent of the participant or his/her legal representative, except:
 - (a) By court order; or,
 - (b) When securing client-requested services, benefits, or rights.
- The lists of older persons receiving services under any programs funded through the state agency shall be used solely for the purpose of providing said services and can only be released with the informed consent of each individual on the list.
- All paid and volunteer staff members providing services or conducting other activities under the area plan and aging unit shall be informed of and agree to:
 - (a) Their responsibility to maintain the confidentiality of any client-related information learned through the execution of their duties. Such information shall not be discussed except in a professional setting as required for the delivery of service or the conduct of other essential activities under the area plan; and,
 - (b) All policies and procedures adopted by the state and AAA to safeguard confidentiality of participant information, including those delineated in these rules.

- Appropriate precautions shall be taken to protect the safety of all files and records in any format or location which contain sensitive information on individuals receiving services under the state, area plan, and aging unit. This includes but is not limited to assuring registration forms containing personal information are stored in a secure, locked drawer when not in use.

7. Records and Reports

- The applicant shall keep records and make reports in such form and requiring such information as may be required by the Bureau of Aging and Disability Resources and in accordance with guidelines issued solely by the Bureau of Aging and Disability Resources and the Administration on Aging.
- The applicant shall maintain accounts and documents which will enable an accurate review to be made at any time of the status of all funds which it has been granted by the Bureau of Aging and Disability Resources through its designated AAA. This includes both the disposition of all monies received and the nature of all charges claimed against such funds.

8. Licensure and Standards Requirements

- The applicant shall assure that where state or local public jurisdiction requires licensure for the provision of services, agencies providing services under the county, tribal, or area plan shall be licensed or shall meet the requirements for licensure.
- The applicant is cognizant of and must agree to operate the program fully in conformance with all applicable state and local standards, including the fire, health, safety and sanitation standards, prescribed in law or regulation.

9. Civil Rights

- The applicant shall comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and in accordance with that act, no person shall on the basis of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity under this plan.
- All grants, sub-grants, contracts or other agents receiving funds under this plan are subject to compliance with the regulation stated in 9 above.
- The applicant shall develop and continue to maintain written procedures which specify how the agency will conduct the activities under its plan to assure compliance with Title VI of the Civil Rights Act.
- The applicant shall comply with Title VI of the Civil Rights Act (42 USC 2000d) prohibiting employment discrimination where (1) the primary purpose of a grant is to provide employment or (2) discriminatory employment practices will result in unequal treatment of persons who are or should be benefiting from the service funded by the grant.
- All recipients of funds through the county, tribal, or area plan shall operate each program or activity so that, when viewed in its entirety, the program or activity is accessible to and usable by handicapped adults as required in the Architectural Barriers Act of 1968.

10. Uniform Relocation Assistance and Real Property Acquisition Act of 1970

The applicant shall comply with requirements of the provisions of the Uniform

Relocation and Real Property Acquisitions Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of federal and federally assisted programs.

11. Political Activity of Employees

The applicant shall comply with the provisions of the Hatch Act (5 U.S.C. Sections 7321-7326), which limit the political activity of employees who work in federally funded programs. [Information about the Hatch Act is available from the U.S. Office of Special Counsel at <http://www.osc.gov/>]

12. Fair Labor Standards Act

The applicant shall comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act (Title 29, United States Code, Section 201-219), as they apply to hospital and educational institution employees of state and local governments.

13. Private Gain

The applicant shall establish safeguards to prohibit employees from using their positions for a purpose that is or appears to be motivated by a desire for private gain for themselves or others (particularly those with whom they have family, business or other ties).

14. Assessment and Examination of Records

- The applicant shall give the federal agencies, state agencies, and the Bureau of Aging and Disability Resources' authorized AAAs access to and the right to examine all records, books, papers or documents related to the grant.
- The applicant must agree to cooperate and assist in any efforts undertaken by the grantor agency, or the Administration on Aging, to evaluate the effectiveness, feasibility, and costs of the project.
- The applicant must agree to conduct regular on-site assessments of each service provider receiving funds through a contract with the applicant under the county or tribal plan.

15. Maintenance of Non-Federal Funding

- The applicant assures that the aging unit, and each service provider, shall not use Older Americans Act or state aging funds to supplant other federal, state or local funds.
- The applicant must assure that each service provider must continue or initiate efforts to obtain funds from private sources and other public organizations for each service funded under the county or tribal plan.

16. Regulations of Grantor Agency

The applicant shall comply with all requirements imposed by the Department of Health Services, Division of Public Health, Bureau of Aging and Disability Resources concerning special requirements of federal and state law, program and

fiscal requirements, and other administrative requirements.

17. Older Americans Act

Aging units, through binding agreement/contract with an AAA must support and comply with following requirements under the Older Americans Act (Public Law 89-73) [As Amended Through P.L. 116-131, Enacted March 25, 2020]

Reference: 45 CFR Part 1321 – Grants to State and Community Programs on Aging as updated in March 2024.

Sec. 306. (a)

(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, modernization, or construction of multipurpose senior centers (including a plan to use the skills and services of older individuals in paid and unpaid work, including multigenerational and older individual to older individual work), within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need (with particular attention to low income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals who have greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals at risk for institutional placement residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community), evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

(2) provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services-

(A) services associated with access to services (transportation, health services (including mental health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);

(B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance;

and assurances that the Area Agency on Aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.

(3)(A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point; and (B) specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;

(4)(A)(i)(I) provide assurances that the Area Agency on Aging will—

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);

(ii) provide assurances that the Area Agency on Aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the Area Agency on Aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(4)(A)(iii) With respect to the fiscal year preceding the fiscal year for which such plan is prepared, each Area Agency on Aging shall--

(I) identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the Area Agency on Aging met the objectives described in clause (a)(4)(A)(i).

(4)(B)(i) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on--

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and

(4)(C) Each area agency on agency shall provide assurance that the Area Agency on Aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.

(5) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities.

(6)(F) Each area agency will:

in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the Area Agency on Aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations;

(6)(G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this Act;

(6)(H) in coordination with the State agency and with the State agency responsible for elder abuse prevention services, increase public awareness of elder abuse, neglect, and exploitation, and remove barriers to education, prevention, investigation, and treatment of elder abuse, neglect, and exploitation, as appropriate; and

(9)(A) the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2019 in carrying out such a program under this title; and (Ombudsman programs and services are provided by the Board on Aging and Long Term Care)

(10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title;

(11) provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including-

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the Area Agency on Aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) an assurance that the Area Agency on Aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) an assurance that the Area Agency on Aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

(13) provide assurances that the Area Agency on Aging will

(A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.

(B) disclose to the Assistant Secretary and the State agency-

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship.

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.

(D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

(14) provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the Area Agency on Aging to carry out a contract or commercial relationship that is not carried out to implement this title.

(15) provide assurances that funds received under this title will be used-

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and

(B) in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;

(16) provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care;

(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

Wisconsin Elders Act

If the applicant is an aging unit, the aging unit must comply with the provisions of the Wisconsin Elders Act, the title given to [Chapter 46.82](#) of the Wisconsin Statutes.

Community Engagement Report

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|--|---|
| Your County or Tribe: ADRC of the Lakeshore Manitowoc and Kewaunee Counties | Date/s of Event or Effort: March 2024- September 2024 |
| Target audience(s): All Manitowoc and Kewaunee Communities | Number of Participants/ Respondents: 250 |
| Describe the method used including partners and outreach done to solicit responses: A quantitative survey was completed and distributed to as many Kewaunee and Manitowoc County residents as possible. First, they were placed at various businesses around the area, including St. John Lutheran Church, Maritime Metro, Kiel Community Center, Congregational Church, Manitowoc Senior Center, Kewaunee Fitness, Algoma Public Library, Two Rivers Senior Center and the Kewaunee Library. Second, they were mailed to everyone on the Newsletter distribution list as well as all Home Delivered Meal participants. Third, they were passed out at various AODA functions, including Support Groups, Health and Wellness Programs, and Caregiver Socials. And finally, a direct link was placed on the ADRC website and Facebook page. | |
| Describe how the information collected was used to develop the plan Once the surveys were returned, the information was entered into Microsoft Forms. The results helped to identify the key areas that were important to Older Americans as they continue to age. These included wanting the following: More basic information about the ADRC and services provided Additional nutrition education Increased resources for Caregivers Ways to address social isolation and loneliness | |
| What were the key takeaways/findings from the outreach? According to the survey results, Older Americans liked living in Kewaunee and Manitowoc Counties because there was a lot to do outside, they felt safe and respected, and it was quiet. But in order to stay in their homes and age in place, they felt there needs to be more resources, including in-home care support, transportation options, home repair/upkeep, ways to socialize etc. Because of this, the goals for this Aging Plan were targeted to meet these concerns in some way shape or form. | |

Community Engagement Report

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|--|---|
| Your County or Tribe: ADRC of the Lakeshore Manitowoc and Kewaunee Counties | Date/s of Event or Effort: March 2024- September 2024 |
| Target audience(s): Board Members | Number of Participants/ Respondents: 20 |
| Describe the method used including partners and outreach done to solicit responses: All ADRC Board Members and Nutrition Council Members were encourage to reach out to a minimum of 5 people in the community to gather input for surveys. | |
| Describe how the information collected was used to develop the plan: The responses that the board and council members received were incorporated into the Microsoft Forms database. | |
| What were the key takeaways/findings from the outreach? The finding were the same as the previous Community Engagement Report. Older Americans felt there needs to be more resources to age in place. This includes help inside and outside the home as well as ways to socialize, stay healthy, and be well-informed. | |

Community Engagement Report

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|--|---|
| Your County or Tribe: ADRC of the Lakeshore Manitowoc County | Date/s of Event or Effort: March 2024- September 2024 |
| Target audience(s): South-East Asian Senior Population | Number of Participants/ Respondents: 12 |
| Describe the method used including partners and outreach done to solicit responses: Educators from the FoodWise Program helped interview participants in the South-East Asian Senior Program using the survey as a guide. They wrote down their responses as the participants do not read or write English. | |
| Describe how the information collected was used to develop the plan: The information received were included into the Microsoft Forms database and helped to solidify the need to provide more services to the Asian population in Manitowoc County. | |
| What were the key takeaways/findings from the outreach? From the responses, it was clear that the South-East Asian seniors feel disconnected from those outside of their community. They would like to have people to walk with so it is not so scary being outside alone. They want to be able to attend events and understand what is going on. They want to be healthy in both mind and body and have financial security. | |

Community Engagement Report

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|---|--|
| Your County or Tribe: ADRC of the Lakeshore Manitowoc and Kewaunee Counties | Date/s of Event or Effort: |
| Target audience(s): All Manitowoc and Kewaunee Community Members | Number of Participants/ Respondents: Reaches 13,000-15,000 listeners |
| Describe the method used including partners and outreach done to solicit responses: Two Radio spots: WCUB- Breakfast Club and WOMT- Be My Guest | |
| Describe how the information collected was used to develop the plan: Information was not collected but helped us to explain the purpose of the Aging Plan and the importance of community feedback. | |
| What were the key takeaways/findings from the outreach? The radio is a great way to reach a lot of people at once. In the future, this time could be spent more on telling people about the survey, where to find it, and how long it will take to complete it. | |

Community Engagement Report

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|--|---|
| Your County or Tribe: ADRC of the Lakeshore Manitowoc and Kewaunee Counties | Date/s of Event or Effort: |
| Target audience(s): Aging Plan Survey Participants | Number of Participants/ Respondents: 27 |
| Describe the method used including partners and outreach done to solicit responses: At the bottom of the Aging Plan Survey, there was a spot for participants to write down their name and number if they wanted an opportunity to provide more detailed answers or receive information about the public hearing. | |
| Describe how the information collected was used to develop the plan: This writer made phone calls to the individuals asking to be contacted. They were given the date, time, and location of the public hearing being held in their community as well as a chance to give any additional feedback on the plan. | |
| What were the key takeaways/findings from the outreach? Of the people contacted, most of them were not home and messages were left on their voicemail. One person did show up for the public hearing and provided valuable feedback. Another person gave a lot of suggestions on ways to market future programs. A few expressed interest in reading the Aging Plan when it is completed and was told where to find it on the ADRC of the Lakeshore website. | |

Public Hearing Report

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| Date of Hearing: 09/17/24 | County or Tribe: Manitowoc County |
| Location of Hearing: ADRC of the Lakeshore | Accessibility of Hearing: X Location was convenient, accessible & large enough X Provisions were made for hearing/visual impairments X Provisions were made for those who do not speak English X Hearings were held in several locations (at least one in each county your agency serves) X Hearing was not held with board/committee meetings |
| Address of Hearing: 1701 Michigan Ave, Education Room, Manitowoc, WI 54220 | |
| Number of Attendees: 2 | |
| Public Notice: X Official public notification began at least 2 weeks prior? Date: 09/03/24 X Notice must be posted in a local/online newspaper, nutrition sites and senior centers plus at least one more avenue X *Print/online newspaper X *Nutrition sites X *Senior centers X Newsletter, radio, TV, social media X Sent to partner agencies/individuals <input type="checkbox"/> Other _____ _____ | |
| X Notifications include X Date X Time X Location X Subject of hearing X Location and hours that the plan is available for examination X Where appropriate, notice was made available in languages other than English X A copy of the notice is included with this report | |

Summary of Comments: This Aging Plan was explained in detail to the two participants that attended the public hearing in Manitowoc County. Overall, they felt like the plan was well written and that the goals were specific, measurable, and attainable. They recognized the importance of implementing the Hmong voucher program as well as offering more education and support for caregivers. They suggested that the Caregiver Roadmap workshop be held in the evening hours for increased participation.

Changes made to your plan as a result of the input received: None

Below is the Public Hearing notification that was submitted in the Herald Times Reporter:

Notice of Public Hearing

The ADRC of the Lakeshore will be conducting a public hearing to present the 2025-2027 Aging Plan. The purpose of this hearing is to provide the citizens of Manitowoc County an opportunity to learn more about the aging plan as well as our goals to enhance our services for Older Americans and Caregivers. All input will be taken into consideration in the development of the final version of the plan.

The hearing will take place on Tuesday, September 17, 2024 at 4 p.m. in the Education Room located at the ADRC of the Lakeshore, 1701 Michigan Ave, Manitowoc, WI 54220. Written comments may be sent through September 13, 2024 to the above address, ATTN: Lori Fure.

*For more information, contact Lori Fure, Older Americans Act Program Manager, at 877-416-7083. *If you plan on attending and require accommodations to participate (ASL, language interpreter, etc.), please call the ADRC of the Lakeshore at least 48 hours prior to the meeting date and time. Toll Free: 877-416-7083*

Public Hearing Report

| | |
|--|--|
| Date of Hearing: 09/17/24 | County or Tribe: Kewaunee County |
| Location of Hearing: ADRC of the Lakeshore | Accessibility of Hearing: X Location was convenient, accessible & large enough X Provisions were made for hearing/visual impairments X Provisions were made for those who do not speak English X Hearings were held in several locations (at least one in each county your agency serves) X Hearing was not held with board/committee meetings |
| Address of Hearing: 810 Lincoln St, County Board Room, Kewaunee, WI 54216 | |
| Number of Attendees: 1 | |

Public Notice:

Public Notice:

- X Official public notification began at least 2 weeks prior? Date: 08/24/24
- X **Notice must be posted** in a local/online newspaper, nutrition sites and senior centers plus at least one more avenue
 - X ***Print/online newspaper**
 - X ***Nutrition sites**
 - X ***Senior centers**
 - X Newsletter, radio, TV, social media
 - X Sent to partner agencies/individuals
 - Other _____

-

- X Notifications include
 - X Date
 - X Time
 - X Location
 - X Subject of hearing
 - X Location and hours that the plan is available for examination
- X Where appropriate, notice was made available in languages other than English
- X A copy of the notice is included with this report

Summary of Comments: This Aging Plan was explained in detail to the participant that attended the public hearing in Kewaunee County. She recognized that the Aging population will continue to increase at a steady rate and that it will become harder and harder to keep up with the cost of living. She liked the idea of the Hmong voucher program in Manitowoc County and would eventually like to see that for the rising Hispanic population in Kewaunee County. She also liked the Caregiver Roadmap and providing extra opportunities to address social isolation and loneliness. Throughout

the conversation, an idea developed to hold regular townhall-style meeting. This would give staff members a chance to interact with the public regarding what is new with the agency while in turn giving the public an opportunity to inform staff on what current issues are facing Older Americans and individuals with disabilities.

Changes made to your plan as a result of the input received: None

Below is the Public Hearing notification that was submitted in the Kewaunee Star:

Notice of Public Hearing

The ADRC of the Lakeshore will be conducting a public hearing to present the 2025-2027 Aging Plan. The purpose of this hearing is to provide the citizens of Kewaunee County an opportunity to learn more about the aging plan as well as our goals to enhance our services for Older Americans and Caregivers. All input will be taken into consideration in the development of the final version of the plan.

The hearing will take place on Thursday, September 19, 2024 at 4 p.m. in the County Board Room located at 810 Lincoln Street, Kewaunee, WI 54216. Written comments may be sent through September 13, 2024 to the above address, ATTN: Lori Fure.

*For more information, contact Lori Fure, Older Americans Act Program Manager, at 877-416-7083. *If you plan on attending and require accommodations to participate (ASL, language interpreter, etc.), please call the ADRC of the Lakeshore at least 48 hours prior to the meeting date and time. Toll Free: 877-416-7083*

ADRC of the Lakeshore Board Minutes
Tuesday, September 17, 2024
Manitowoc County Heritage Center – Education Room

Bonnie Shimulunas called the meeting to order at 10:02 a.m. Roll call was taken. Those present were: James Hathaway, Joanne Lazansky, Linda Teske, Paul Hacker, Sandi Schleis-Ulmen, Shirley Fessler, Paul Ravet, and Bonnie Shimulunas. Excused: Cindy Neelis, and Tim Nicholls. Also present were: Wendy Hutterer, Melissa Konop, Lori J Fure, Kim Novak from the ADRC of the Lakeshore and William Fessler.

Pledge of Allegiance

Motion by Shirley Fessler, second by Joanne Lazansky to approve the agenda as printed. Motion carried.

Motion by Paul Hacker, second by Paul Ravet, to approve the minutes from July 23, 2024. Motion carried.

Public Comment: None

Correspondence: LPI (company who prints our newsletter) called to let the ADRC of the Lakeshore know how great our October/November newsletter looked. They were very impressed.

Director Updates – Wendy Hutterer:

Finance Report:

- ARPA dollars for nutrition to be used by end of September, other ARPA dollars extended to September 2025.
- Monthly Financial Summary was distributed and discussed.

Office Report:

- Conducted interviews for open Information and Assistance Specialist position. Background search is being done on potential candidate.
- Marketing Update:
 - o State ADRC Logo color change
 - o Added tag line “Your Bridge to Support”
 - o New radio show starting in November on WOMT. Every Monday at 11:30am for five minutes.
 - o Commercials, banner, weather sponsorships on WBDK starting in October.
 - o Directional signs for inside Kewaunee building to find the ADRC.
- Manitowoc elevator replacement will begin December 16th and will be down until January 24th. Will determine location of January ADRC Board meeting one week prior to meeting.
- Wendy Hutterer addressed comments circulating in Kewaunee County. The ADRC cannot operate a Senior Center but would be happy to consider placement of the meal site in a senior center space. Wendy had a conversation with Robin Nelson regarding the potential new Kewaunee Senior Center and relayed the same information.

Legislative Report:

- Aging Advocacy Days in Madison on May 13, 2025
- Disability Advocacy Days in Madison on March 12, 2025
- Please remember to vote.

ADRC Updates – Melissa Konop:

Information & Assistance Specialists:

- Interviews held for open Information & Assistance Specialist position. Currently doing background check on potential candidate.

Disability Benefit Specialists:

- Preparing for Medicare open enrollment and Medicare A-D presentations.

Dementia Care Specialist:

- Virtual Dementia tour being held September 25th in Kewaunee and 26th in Manitowoc.
- Boost Your Brain and Memory new program scheduled for October in Manitowoc. A class will be scheduled in Kewaunee in 2025. Distributed multiple flyers.
- Our Dementia Care Specialist will be attending a DCS collaboration meeting in Madison Thursday. The DCS group is also invited that evening to the Governor's mansion for a recognition celebration. Friday they will attend a research day at the hospital in Madison.

Events:

- NOMI resource fair September 9th.
- Youth in Transition resource fair in Kewaunee October 1st.
- Kewaunee Senior resource fair October 8th.
- Two Rivers Senior resource fair October 17th.

Older American's Act Programming Updates – Lori J Fure:

Elderly Nutrition Program:

- Distributed report and reviewed meals served in 2024.
- Senior Farmer's Market vouchers – 38 vouchers left between the two counties. We can distribute through September.
- Nutrition supervisor is still out on maternity leave.

Caregiver/Prevention Programs:

- Reviewed upcoming fall health and wellness classes.
 - o Stepping On started in Kiel and Luxemburg.
 - o In-Person Powerful Tools for Caregivers starts October 23rd in Luxemburg.
 - o Virtual Powerful Tools for Caregivers to be scheduled sometime in January.

Elder Benefit Specialists:

- One Elder Benefit Specialist is out on medical leave.
- New process for Medicare Part D open enrollment explained.
- Kewaunee Senior Resource Fair will be held October 8th at the Kewaunee County Fairgrounds Exhibition Hall.

2025-2027 Aging Plan Draft – Lori J Fure

- The plan draft was discussed and focused on future goals.
- Public hearing in Manitowoc September 17th from 4 – 5 pm.
- Public hearing in Kewaunee September 19th from 4 – 5pm.

Transportation Updates – Kim Novak:

Kewaunee:

- Ride request continue to come in at a steady pace. Rides are up 124 rides from this time last year. 11 new participants.
- Marketing and recruitment efforts continue. Will be attending the resource fair October 8th.
- Hired 2 new drivers for Algoma bus route. Had long-term Algoma bus driver retire in March.
- New drivers for Algoma Bus Route are doing well and route is going strong.

- Next driver training is scheduled for November 14th at KCDHS. Training will include in-service from Renee Koenig/UW-Extension on Aging Friendly, "Be the Light" presentation by Sheriff Joski, and Q& session regarding program administration.
- Received approval of 2025-2028 Coordinated Plan by resolution at our TCC meeting 8/20/2024. The plan has been moved on to Bake Lake and DOT for approval.
- Started the process of completing our 85.21 grant application for 2025. Plan to have completed by early October for formal review at next TCC meeting November 12, 2024.

Manitowoc:

- Started work on 85.21 grant application for 2025. To be complete for Public Hearing and TCC meeting on October 23, 2024.
- 5310 grant application for 2025 submitted to DOT August 13, 2024. No word yet.
- 2025-2028 Coordinated Plan waiting on approval from County Board. Question if this is necessary. Kim Novak to check with Bay Lakes Regional Planning Commission.
- Volunteer rides are up by 145 rides compared to this time last year.
- Bus approved for disposal was sold at auction in August. No word on replacement bus.

Next Meeting: November 26, 2024 at 10:00 am in Kewaunee. There being no other business, Sandi Schleis-Ulmen made a motion to adjourn, seconded by Paul Hacker. Motion carried. The meeting adjourned at 11:28 am.

Respectfully submitted,

Kim Novak/wh
ADRC Business Services Manager