

**WINNEBAGO COUNTY
AGING & DISABILITY RESOURCE CENTER (ADRC) COMMITTEE**

MEETING MINUTES

DATE OF MEETING: Monday, November 14, 2022

TIME OF MEETING: 3:00 p.m.

PLACE OF MEETING: VIRTUAL

Members Present: Paul F Janty, Michael Norton, Rob Paterson, Harold Singstock, Kate Pfaendtner, Elizabeth Jones, Jan Olson, Tamar Mathwig

Members Excused: Fritz Rudy, Michael Robinson,

Staff Present: Beth Roberts, Alana Erickson, Nicole Davis-Dawald

Paul Janty called the meeting to order at 3:00 PM.

1. **Public Comments** – no public comments.
2. **Approval of October 10, 2022 minutes** – **Mike Norton** made a motion to approve the October meeting notes, motion seconded by **Harold Singstock**. Minutes were approved as written.
3. **Caregiver Shortages and Time Banking** – **Beth Roberts** recounted that the Committee has been discussing the caregiver shortage over the past including the idea of a time banking system to allow people get some of the care and help needed to stay in their homes. Beth sent out a link to Committee members of one example of a time banking system. Beth stated that **Kate** had also referenced an effort currently underway in Winneconne to do some time banking. **Kate Pfaendtner** reported that around 2010 or 2011 a lot of effort was put into getting time banks up and running in Winneconne. The core group was comprised mostly of parents with special needs children who were getting ready to age out of the district. The hope was for these children to learn job skills and become productive members of society. The effort took approximately a year which included the backing of churches and newspaper. The launch was held at the fire station; however, there was not a good turnout, people did not sign up, and the effort faded out after a lot of concerted effort.

Alana Erickson stated that the Neighborhood Association had planned to discuss time bank options in their meeting; however, as winter is approaching the best options that were worked out was "snow angel" type of work and at this time none of the Neighborhood Associations were interested in actually taking on some sort of platform.

Liz Jones stated that because of the timing and the focus having been on a small area like Winneconne, she wondered how the effort would do now since people have grown to be more comfortable with technology. There is a very popular app called "Next Door" which allows people to post help they need or respond to helping someone. Liz wondered if this would be worth a try because people seem to be more comfortable with the idea of using technology now. Many people are on the app and seem to like it even though they are not necessarily tech savvy. Liz stated that technology could make this helpful because essentially you are getting a virtual token and clarified that the token is it not a bitcoin. Having the tracking be done by technology is easier than a person having to.

Beth Roberts asked if contact information is posted for everyone to see when requesting assistance or responding to requests. Liz responded that the Next Door app has a private messaging system.

Jan Olson asked for clarification of what the expectation is when a need is posted: Unpaid, paid, or some other way of going back and helping the responding person in an exchange of labor? **Alana Erickson** replied that Next Door is a social media platform which is built off of geographic regions. Signing up for this app includes consenting to providing name and address when submitting a post. Users can view their neighborhood and post a message out to people that are in the geographic area. Social connections are chosen by each user.

Beth Roberts asked how large the geographic region is as some may be willing to drive to the other side of Oshkosh, for example. **Alana Erickson** replied that the user chooses how large of an area to include for their posting. Next Door has chosen names for each area of Oshkosh so users can choose to have the posting going to just their neighborhood or open it up to the entire City. **Liz Jones** clarified that the help is in the forms of both unpaid or paid assistance.

Alana Erickson screen-shared the Nextdoor website with the Committee. Posts are labeled by the area the person lives in. To response to a post, users can either leave a comment or respond via a private message.

Paul Janty commented that the Nextdoor website could be helpful; however, expressed concerns that Nextdoor would not likely not be as helpful compared to what an agency could do for individuals attempting to maintain themselves in their home. **Beth Roberts** stated that Nextdoor is another tool that people can tap into for occasional help.

Beth Roberts reported hearing a presentation last week on efforts being done at the state level that are pretty encouraging. Some of the efforts being made to address the caregiver shortage included discussion on the MA reimbursement rate, fast-tracking CNAs to give credit for certain classes to become a CNA, and bridging some of the gaps.

Mike Norton stated at the WCA County Human Services Steering Committee meeting, a presentation was given by Gina Schupp (APS Coordinative Partner in Health Services at the State) on the caregiver shortage; however, was more about the concerns related to Adult Protective Services. Reportedly, a nursing home in the state had a day where no staff reported to work. Mike thought perhaps in early 2023, Gina could give a presentation to the Committee via Zoom. Beth stated there is a study going on right now trying to measure the impact the shortage of staff is having on the Adult Protective Services and crisis system. This would include persons living in home with one other adult, an adult family home, or many other settings.

4. **Route 10 – Beth Roberts** reminded members that the Committee also serves as the Aging Commission. Part of overseeing aging services includes meal sites, home delivered meals, and specialized transportation. Bus transit Route 10 goes from Oshkosh to Neenah with a couple of stops along the way including the prison. Over time, Route 10 have become increasingly costlier while ridership has continually decreased. When Route 10 began, some of the ridership consisted of UW-Oshkosh students from Neenah so the college contributed toward the route. Winnebago County and the City of Oshkosh also contributed. As the costs have increased and ridership has declined, the route is no longer considered to be a cost-effective transportation route. UW Oshkosh stopped funding about three years ago and Beth had made a proposal earlier this year to the City of Oshkosh that a different alternative be considered such as Uber, Lift, or micro-transit options. Ridership has likely declined because of how long the trip is: 45 minutes to get from the Neenah terminal to the Oshkosh terminal at which point riders might have to do a connecting bus.

Rob Paterson shared that part of the problem is that Route 10 is 45 minutes, then wait for the connecting bus to arrive, and then take the connecting bus is 30 minutes. So, this takes two hours in total; 90 minutes there and 90 minutes back.

Beth Roberts said the City then hired a company to conduct a study on Route 10 which was presented to the City of Oshkosh's Transportation Committee. Several proposed options concluded that it does not make sense to continue Route 10 rather look at some other kind of micro transit. A

meeting scheduled to collaborate with the East Central Regional Planning Commission who is also doing some research on this, as well as the City and County to look at a more "on demand" type of service that would expand beyond the cities of Neenah and Oshkosh to include locations in the county where busing is currently not feasible. The paratransit system already in place is limited. A pilot project will begin hopefully by May to look at more cost-effective and affordable ways of connecting locations within the county. The hope is to maximize the transportation system which might mean some shared transportation with other riders who have appointments at similar timeframes.

Mike Norton inquired as to who would be coordinating the transports. Beth replied that is part of the details which need to be worked out. The City of Oshkosh already contracts with Oshkosh City Cab and Cabulance known by some as the "red card" and "blue card"; so rather than develop a whole new system, this current system will be expanded and extended for the purposes of the pilot project.

Rob Paterson commented that the projected start date of May seems kind of late to begin this since Route 10 will cease at the end of the year. Beth clarified that Route 10 will be continued up until the time the new system is in place. Winnebago County Human Services will not be paying for Route 10 in 2023; however, the continuation of Route 10 from January 1st until the time the new system begins will be paid for by other county funds.

Mike Norton asked who would be eligible for rides. Beth indicated that the pilot will be an extension of the paratransit system which is not impacted by ages. Beth recognized that there are people who have employment opportunities that would get them out of their situation and have an impact on their housing stability if only they could get to work.

Mike Norton stated that coordination of the program is very key. At the last Parkview meeting, there was discussion about the limits as to where people can be sent as they do not provide transportation. Coordination of programs is needed to help people at least in the city. After the buses are not running, riders can get from one place to another with a fairly cost-effective program, if people know about it.

Beth Roberts stated that there will be a proposal in December. This topic was on the agenda as there had been an article in the paper and she wants to be very transparent about what is happening. The system will be used for those who are eligible due to identified needs.

Harold Singstock stated that if there are a couple of agencies that already can perform the services at a lower cost and asked why they cannot take care of the whole problem? Beth responded that they are going to; however, as the City contributes part of the funding, the City gets to decide eligibility, how much money it will take, and whether they will use them. If they were to charge the individuals themselves, most individuals would likely say it is too costly. The person using the ride will pay less than Uber, less than the true cost of the transport, but the fee being charged to riders is yet to be determined. The rides will be more time efficient. The current system is being looked at in terms of expanding to those who need it to include the western part of the county.

5. **HELP Program – Beth Roberts** stated that Sara Brown is the new supervisor for HELP (Homeless, Eviction, and Loss Prevention). The new program is part of the Neighborhood Grant that Winnebago County received to address homelessness. The four programs addressing homelessness through housing: 1) Tiny houses on Jackson and Packer Street in Oshkosh; 2) Solutions Recovery which provides housing for people with substance abuse; 3) Covey which provides housing for people with physical disabilities; and 4) the Warming Shelter. The fifth component is the HELP Program which looks at preventing people from becoming homeless, eviction, or loss prevention. So far in the two weeks Sara has been working, a lot has been learned about available resources, better resource coordination, and identification of gaps that could be relatively easily addressed. Beth learned that the Christine Ann Domestic Abuse Center is expanding quite extensively. Beth reported that Sara comes from a different county working in Child Protection and has helped prevent situations that would lead to Child Protective Services getting involved. So, she is used to starting out from scratch and has experience with prevention activities.

Mike Norton asked who she reports to. Beth stated that Sara reports to her and is currently collecting some loose data as the program is not yet up and running. HELP specialists will be hired who will start collecting data which will be available monthly. Beth reported having the ability in the budget to hire up to four HELP specialists and an administrative staff in addition to Sara, but will just start out with two and see where that gets them. Beth projected the program will be fully operational by mid-January in terms of being able to make a referral to the program. **Mike Norton** suggested having a presentation to the County Board at the special orders meeting which will be held in April or May. Beth replied that part of the grant is to provide updates to the County Board every six months. **Paul Janty** asked if the ADRC Committee is responsible for updating the County Board to which Beth clarified that the ADRC Committee has no responsibility. The reason Beth put it on the agenda is to share that there has been progress in kicking off this effort for the people that the ADRC supports who have a disability or are older adults experiencing homelessness.

Harold Singstock inquired as to how long the grant lasts and once expired, where funding comes from to continue programming. Beth stated that the grant lasts until the end of 2024 and the vision within the two-year grant is to: 1) identify and fix gaps, 2) better coordinate existing resources, and 3) do promotions to create awareness to access assistance before reaching the point of homelessness. After the grant expires, the hope is for a decrease in homelessness as the community is aware of resources available. The grant is for all five projects with most of that going towards the aforementioned buildings; so, once the building projects have been completed, those projects will not require ongoing funding. The HELP program will require ongoing funding after the grant expires and it is not clear how much or how it will be funded.

Harold Singstock asked if staff being hired for the HELP program are aware that the position funding only goes until the end of 2024. Beth reassured that they are aware of this. Harold stated that most county programs continue once started and the County Exec will have to determine future program funding within 1 ½ years.

Harold Singstock asked if Winnebago County is the only county with this kind of grant. Beth replied that a couple other counties received grants. This particular HELP program is the only one doing this specific programming that she is aware of. There is one program in California and another in Milwaukee with some similarities and are more along the lines of what ADVOCAP is now.

Harold Singstock asked if there would be any benefit in contacting the State to work with them and have their assistance with continuation of programming. Beth replied that the State may want to take on programming if a comparison of before and after prevention program data proves that there was a decrease in the number of people losing housing stability. No one has communicated with the State yet to request additional funding beyond the AARPA grant. Harold shared that he predicts homelessness will double in Oshkosh. Beth stated the data being considered will be the number of people who were prevented from becoming homeless.

6. **Reports:**

a. **Committee Member Updates**

Alana Erickson screenshared the work which has been done on the website. Under the Partner Toolkit, there is a navigation page listing resources as well as common Public Health fliers. Relevant to the ADRC Committee are PDF and PNG versions of Wellness Plus classes available in English and Spanish. There is also information available on substance abuse, social connections, COVID and more.

Alana stated that some positions were lost in the budget which change the way grants are written. None of the Healthy Aging contracts or staffing was affected. The relationship with ADRC was not impacted much; however, the Family, Child, and Equity works were.

Nicole Davis-Dawald reported that a Decades Dinner is being hosted tomorrow night at Becket's in conjunction with AARP. The goal is to have someone from every decade be in attendance from all different areas of the county. The theme of the dinner is disrupting aging. Attendees

will talk about aging stereotypes and ways to impact our county to talk about aging in a positive way. Nicole will moderate the conversation with some challenge questions and will allow for positive aging conversations. **Mike Norton** asked how many people are participating and what will be done afterwards with feedback. Nicole reported that 15 people are coming to the dinner. Ideas will be shared with the AARP and will provide an opportunity to identify future grants to pursue through the information learned at the event.

Nicole Davis-Dawald reported that part of the aging plan is to provide diversity in culture through teaching the public about different types of cultural cuisine. The first Tuesday of every month from 11:00 to 12:30 a community member will present on a food that is important to their culture at the Downtown YMCA's Community Kitchen. The first presentation was held last month. Chu and Brandon from Human Services presented a Hmong dish called Khao Poon. 50 people signed up to attend the event and about 45 attended. The second presentation will be held on the first Tuesday in December with Susan Garcia-Franz making an Ecuadorian dish which is a corn tortilla tamale dish. **Mike Norton** commented that he finds holding the presentations at 11:00 to be inconvenient. Nicole said presentations are held at 11:00 as one of the target populations is older adults whose classes end at 11:00.

Nicole Davis-Dawald reported that the virtual dementia experience is being started in partnership with Parkview who is allowing access to an empty area in their building. Parkview had held virtual dementia experience for their staff. The experience is being piloted in December for volunteers and will soon begin offering registration to the public on a consistent day monthly. In the beginning, the focus will be on caregivers, family members of individuals at Parkview, and other staff members throughout Winnebago County who work with individuals with memory loss issues. The experience teaches what it feels like to have dementia in order to gain empathy and understanding when taking care of someone with dementia.

Kate Pfaendtner had no updates to report.

Jan Olson had no updates to report.

Tamar Mathwig had no updates to report.

Harold Singstock requested an update on the food program run by ADVOCAP at the Oshkosh Senior Center. **Nicole Davis-Dawald** reported having met with ADVOCAP in September or October to get a plan in place on reopening. The plan was supposed to be that ADVOCAP would reopen on December 1st; however, the Senior Center already had programming scheduled. January 1st the program will reopen for congregate meals. **Mike Norton** asked if all of the meal sites are now open. Nicole stated that the only meal sites not open are the Senior Center along with two meal sites of housing locations experiencing bedbug concerns. Beth stated that the Omro Community Center is also closed as the future of that center is unknown.

Harold Singstock indicated he did not understand the issue at the Oshkosh Senior Center as he was told by the Senior Center that it was a staffing issue. Harold asked if this had been due to a lack of communication, whose responsibility is this, and what is being done to ensure this does not happen again. Beth stated that her understanding is that both ADVOCAP and the Senior Center are ready to reopen in January and that she and Nicole will be checking in December that both are ready. Beth stated that the Senior Center typically schedules events months in advance and had already scheduled activities at the point in time when ADVOCAP indicated being ready to reopen congregate meal sites. Harold stated that he felt that if ADVOCAP had a designated area reserved that it should be available for their use first. Beth stated that the space for meals had sat empty for a long time, but once the Senior Center reopened they started using that space as it had been years since ADVOCAP has required that space. Jean Wollerman could be contacted to ask if Senior Center had activities scheduled in the meal site space at the point in time of which ADVOCAP contacted them.

Mike Norton stated if reopening does not occur in January, then the City or ADVOCAP should be contacted to find out what the problem is as there is contracts in place with ADVOCAP and the Senior Center. Beth reassured that she does not anticipate there being a further problem and that this matter is a priority. Beth will put this subject on the agenda for next month in order to give the Committee an update at that time.

Paul Janty commented his observation that he is distressed to hear that this had been pushed off another month or more. The primary mission for the Senior Center and ADVOCAP is to serve and provide services to seniors and felt reopening the meal site should be of the highest priority for both of them.

Harold Singstock stated that last month the Committee talked about filling the vacancies on the Committee. **Beth Roberts** reported she contacted all of the people whose names were given to her and found that either they were not interested or did not meet the criteria of being an older adult. **Mike Norton** has also been attempting to recruit people from the specified areas and for clarification regarding what is considered an "older adult." Beth stated the definition is "60 or above." Mike added concerns regarding the status of one of the committee members who has not been in attendance all year and the County Board Supervisor has not been to any meetings. **Mike Norton** added concerns that if a vote were needed at a meeting, this could not be done as the County Board rule is that only the members attending in-person may participate in voting.

Rob Paterson had no updates to report.

Michael Norton shared the following:

- How much is the cost for advertising on the city buses? What kind of similar advertising do we currently have in the rural areas? **Nicole Davis-Dawald** reported that the costs for the new advertising were funded by the Vaccine Access Grant. The State reached out to Nicole indicating that are a lot of counties that have not used their money. Some of the grant funds went to Public Health. An additional portion of the grant funds was used on bus advertising. Nicole was allowed to include promotion of the ADRC as long as the primary focus was on vaccine promotion. The ADRC promotion focused on increasing attendance at Oshkosh dementia programming. Mike expressed concerns over what is being done to promote vaccines in other parts of the county where the Oshkosh buses do not run? Beth stated Public Health has done most of the promotions. The ADRC has been supporting their efforts, rather than duplicate efforts, which includes efforts west of 41. Alana added that outside of Oshkosh a variety of efforts have been utilized such as dropping off materials at voting locations.
- Mike shared his idea that Gina Schupp be invited to the February or March meeting to present on the topic of the APS shortage as well as invite some of the new legislators in the area to attend before their budget gets started. Beth stated that the Long-Term Support PAC has made APS its priority and there is a strong push at the state level for budgetary reasons. Beth stated that Nicole and Beth would also be capable of presenting to legislators and the Committee. Beth will put this on the agenda for February or March.
- Lastly, Mike shared that instead of giving money to the Veteran's Village in Outagamie County to begin start working with the local veteran's services to see if a veterans village could be started in Winnebago County. Beth stated this topic is on December's agenda.

7. "Community Beat" – Sharing of Compliments / Complaints from Community, Consumers, providers – No updates to report.

Mike Norton made a motion to adjourn the meeting and **Paul Janty** adjourned the meeting.

Next meeting: December 12, 2022