

Aging & Disability
Resource Center of
Portage County

2010 Annual Report

Mission, Governance

The mission of the Aging & Disability Resource Center is to support seniors, adults with disabilities, and their families and caregivers by offering easy access to services and by fostering a caring community that values lifelong contributions, maximum independence, and individual dignity. Guiding principles: we value—

- Accessibility
- Advocacy
- Collaboration
- Comprehensiveness
- Creativity
- Dignity
- Empowerment
- Holism
- Inclusion
- Independence
- Individualism
- Involvement
- Lifelong Learning
- Meaningful Activity
- Personal Contact
- Personal Satisfaction
- Prevention
- Privacy
- Quality
- Respect
- Security
- Volunteerism

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- Kathy Hartman
- Jack Larsen
- Sam Levin
- Jerry Piesik
- Goldene Purcell
- Jerry Rous
- Kelley Steinke
- Bernice Woitczak
- Mary Jane Zdroik

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Adult Day Center

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Foster Grandparent Program

Tera Tellock, Sandy Haas, Ellen Dunahee, Barb Clementi, Kris Kunkel, Donna Marx, Donna Calhoun, Helen Gilman, Nancy Koss

Holly Shoppe

David Adams, Benita Kulick, Donna Rossing, Kim Swedowski, Rita Jacob, Anne Brunner, Carol Maslowski, Bill Zimdars, Karen Fadner, Mary Klish, Cindy Milkowski, Sharon Niennow

Nutrition Program

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2010 Portage County Board of Supervisors

District Supervisor

- | | |
|----|--------------------|
| 1 | Tom Mallison |
| 2 | Jane Pejsa |
| 3 | Perry Pazdernik |
| 4 | Mike Wiza |
| 5 | Marion (Bud) Flood |
| 6 | Doug Radtke |
| 7 | James Clark |
| 8 | Tony Patton |
| 9 | David Medin |
| 10 | Brian Kurzynski |
| 11 | Jeff Presley |
| 12 | Samuel Levin |
| 13 | Donald Jankowski |
| 14 | Barb Austin |
| 15 | Allen Haga, Jr. |
| 16 | O. Philip Idsvoog |
| 17 | Dale O'Brien |
| 18 | Kelley Steinke |
| 19 | Barry Jacowski |
| 20 | Lonnie Krogwald |
| 21 | Harvey Olson |
| 22 | Jerry Piesik |
| 23 | James Zdroik |
| 24 | Jeanne Dodge |
| 25 | Don Butkowski |
| 26 | Michael Splinter |
| 27 | James Krems |
| 28 | Stan Potocki |
| 29 | Richard Barden |
- (from the 2010 County Directory)

Adult Day Center

The Adult Day Center (ADC) is a social program that encourages active involvement in center activities and the community. The ADC is a place where individuals can direct their own activities, meet new people, explore hobbies and interests they already have or find new ones. Each participant has an individualized plan that directs their care and determines the level of assistance the individual needs with activities or personal care. ADC staff helps each individual achieve their maximum abilities by stimulating their minds, strengthening their bodies, nurturing their spirits and respecting their dignity.

ADC services are coordinated with families, social services, home health, and medical providers to help individuals meet their social needs, follow medication schedules and carry out therapeutic objectives. For example, one individual who has been attending ADC is still able to live in her own home with additional assistance from in-home care workers.

Additional services offered at the ADC include showering, foot care, and vision and hearing screens. Often participants do not have accessible showers in the home or haven't the strength to shower or bathe themselves.

By promoting individuals' skills and allowing families a chance to have a break from providing care, the Adult Day Center enables the individual to stay at home longer.

Community outings are taken on a regular basis. In 2010 these included a picnic, a trip to the Marshfield Zoo, bowling and a fish fry, St. Peter's middle school wax museum, and Trinity Day Care Christmas pageant.

The following comments are from surveys of participants in the program:

"Everyone treats you with respect."

"I enjoy coming here. You all do a great job."

"I don't know how you can make it better. This is a good place to come."

Regular visits by preschool and middle school children are scheduled for intergenerational activities. One participant specifically commented on an annual survey, "I especially love when the kids come!" The participants enjoy their time with the students.

Services of the Adult Day Center are strengthened by volunteers and University of Wisconsin-Stevens Point students. In 2010, 23 volunteers contributed over 1,277 hours of assistance to participants and staff. Two UWSP interns contributed 240 hours to the program in 2010 and nine additional students volunteered, one for 135 hours. The ADC also has a partnership with the university's Psychology Department through the Service Learning Program whereby students engage in real-life activities that address human and community needs. This experiential education is designed to promote student learning and reflection. In 2010, the Adult Day Center was the learning site for seven service learning students over two semesters.

The Adult Day Center is licensed to serve up to 40 people at any given time. Participants and their families determine the frequency and duration of services. The rate for services in 2010 was \$8.75 per hour. A grant from the United Way was used to assist those who

privately pay for services receive the care they need at a reduced rate. In 2010, a total of 62 people and their respective caregivers received 23,543 hours of direct service. Ages of individuals attending vary from age 21 and up with 47% of participants age 75 and older. Some individuals attend so their caregiver can have a break or go to work, while others like to attend to give them something to do.

Families were able to use drop-in service for occasional use of the day center as staffing allowed. This service was available for a slightly higher fee of \$9.25 per hour and was used by six individuals.

The ADC is regulated by the Bureau of Quality Assurance and requires a certain level of staffing. Since the end of 2009, enrollment has seen a steady increase. Staffing needed to be adjusted in 2010 due to the increased number of participants and a higher average of hours per week. Two new on-call ADC Aides were added to the staff.

The center continued to maintain the Clinical Laboratory Improvement Amendment – CLIA certificate of waiver from the Department of Health Services – which enabled staff to perform "simple laboratory examinations and procedures." The most commonly performed test was blood glucose monitoring, an added benefit for participants with diabetes.

Child and Adult Care Food Program funding through the Wisconsin Department of Public Instruction continues to provide funds to purchase healthy snacks. This reimbursement has allowed the ADC to supply healthy whole grains and fresh produce as afternoon snacks to encourage better nutri-

tion among participants. This has also inspired more cooking done in the center's kitchen and allows participants to make their own snacks.

While attending the Adult Day Center, participants are given an opportunity to be volunteers in the community themselves. In 2010, participants volunteered their time towards projects for local community agencies like the United Way, Alzheimer's Association, Red Cross, Volunteer Caregivers and ADRC nutrition and transportation.

Each year, the ADC conducts an annual survey of all current caregivers and participants as well as exit surveys to those leaving the program. The following comments are taken from these surveys and other letters throughout the year:

"When my mom is at the ADC, I have peace of mind that she is being well cared for. She really enjoys the people, staff, activities and meals provided. Thank you for providing a safe and caring facility."

"The Adult Day Center has been a godsend...it allows my husband to take part in activities and exercises I can't provide (for him) at home."

"When I walked in the ADC, I knew I found what I wanted for my resident. I know I can leave him in a wonderful setting that works well for both of us. I can leave and not worry; a peace of mind knowing he is in a good place. Most of all, he enjoys attending and being around his peers."

"I don't know what I would do if it wouldn't be for your facility."

The Adult Day Center has an advisory council that holds quarterly meetings; members make recommendations for program market-

ing and outreach and advise the staff on policy formation. The council consists of caregivers, participants, medical staff, advocates for those with dementia and others who have interaction with those who may benefit from day services.

The Adult Day Center is a member agency of the United Way of Portage County, a member of WADSA (Wisconsin Adult Day Services Association) and

NADSA (National Adult Day Center Association) and is active in the Portage County Caregiver Coalition.



Memory Loss Program

Early Memory Loss Program – Mind Rewind

In 2010 the ADRC developed an Early Memory Loss program called Mind Rewind with the help of funding grants from the Brookdale Foundation, Helen Bader Foundation, Saint Michael's Foundation, and Frame Memorial Presbyterian Church.

During 2010, 29 participants attended the Mind Rewind classes. The average session had 12 participants.

Mind Rewind gives individuals with early memory loss the tools needed to continue to function as independently as possible in the community. The class teaches individuals ways of improving brain health through the use of cognitive fitness activities, coordination and motor skill exercises, and educational opportunities about brain functioning and wellness. In addition, Mind Rewind provides social networking and support opportunities through small and large group activities, periodic community outings as well as referrals to other services as needed.

Memory loss resulting from Alzheimer's disease, stroke, mild cognitive impairment, Parkinson's disease, and other disabling conditions affecting brain function are prevalent in our society. Approximately 16 to 25% of adults over the age of 65 are affected by some form of memory loss or dementia, and 54% of the adult population in the United States is affected by Alzheimer's disease.

Though early memory loss is many times associated with the aging population, younger adults can be affected as well. Many programs have been developed for the purposes of helping individuals with advanced stages of memory loss, but up until recently services were lacking for individuals diagnosed with early stages. People with early memory loss wanted services which could provide a safe and supportive environment which would provide education regarding early memory loss and skills to strengthen memory. Since 2003, early memory loss programs have evolved throughout the U.S. and have been extremely successful in providing support to individuals experiencing early memory loss.

Community Resource Section

Information & Assistance

A central function of the Community Resource Section is to provide information and assistance regarding services and opportunities available to meet the long term care needs of older adults and adults with physical or cognitive disabilities. Five experienced and well-qualified Information and Assistance Specialists work to assist individuals and their families to identify care needs, to learn about the options available to meet identified needs, and to explore which of the various options will best suit their personal desires. The ultimate objective is to enable individuals and their families to make informed choices that will maximize their resources, foster independence, and preserve a high quality of life. In 2010, Information and Assistance Specialists provided 3,205 services to 1,263 individuals and/or their friends and families.

Upon request, Information and Assistance Specialists also assist individuals to access services they desire. This includes services available through private providers and publicly-funded Long Term Care programs. Information and Assistance Specialists are responsible for completing an assessment of functional eligibility and helping to coordinate a determination of financial eligibility for Long Term Care benefits. For those determined to be functionally and financially eligible, staff are able to present long-term care options and, if desired, to facilitate enrollment in the Family Care or IRIS (Include, Respect, I Self-Direct) programs. In 2010, staff assisted 146 people to enroll.

Highlights for 2010

More than 1,200 individuals and/or their families received informa-

tion and assistance directly from Community Resource Section staff. Information and assistance services were supplemented by the efforts of staff working in other programs administered by the agency. They often make direct referrals to other local resources that might be of benefit to a program participant.

Staff providing information and assistance record demographic information about the person for whom assistance is being requested. Following are some statistics about those receiving information and assistance in 2010:

- 62% were female and 38% were male;
- 78% were 60 years of age or older;
- 21% were confirmed to be below the poverty level;
- 18% reported a physical or developmental disability; and
- 3% represented minority populations.

Portage County demographic surveys indicate that 14% of the population is over age 60 and minority populations comprise just 1% of this group.

With assistance from volunteers, staff also maintain the Knowledge Nook, a resource library available to family caregivers, professional caregivers, and the general public. The library contains a collection of brochures from community service providers and a broad selection of books and videotapes.

Lincoln Center Loan Closet

Over time, both donations of equipment and loan requests have continued to increase. In 2010, staff handled an average of 69.5 contacts per month regarding Loan Closet equipment. In 2010 the program loaned 834 residents of Portage County

1,171 items. An inventory of loan closet equipment shows more than 1,500 items, ranging from large button telephones to motorized wheelchairs, which are either available for loan or currently on loan to community members. The Loan Closet also accepts donations of supplies like nutritional supplements and disposable underwear. Durable medical equipment and supplies are distributed to those who need them. There are no fees but donations are graciously accepted. Donations are used for maintenance and replacement of equipment.

Caregiver Support Programs

Caregiver support activities are an integral function of the Community Resource Section. The agency offers two monthly support groups for caregivers: a general caregiver support group and a support group sponsored by the Wisconsin Alzheimer's Association, specifically for caregivers of individuals with Alzheimer's Disease and other forms of dementia. Care providers who meet eligibility criteria may also request small grants to fund specific respite and supplemental service needs. Caregiver support activities are funded by the National Family Caregiver Support Program and Wisconsin's Alzheimer's Family Caregiver Support Program. The Outreach Specialist works with other staff and volunteers to coordinate support and training opportunities for family caregivers. Each year, staff offer at least two sessions of the six-week caregiver training curriculum, Taking Care of You: Powerful Tools for Caregiving.

Community Resource Staff are responsible for registering new individuals and maintaining accurate data for Portage County's Safe & Sound program. The program is essentially a local data-

base, accessible to law enforcement, which includes a photo and critical information about people who could potentially become disoriented and wander away from those providing care. The program facilitates a quick search for anyone who is reported missing and also helps to ensure that anyone found wandering is returned home safely as soon as possible.

Caregiver Highlights for 2010

In 2010, Community Resource Staff helped to plan two community-wide events, the Alzheimer's Memory Walk (September) and the Caregiver Fair (April). Community Resource Staff continued to participate in the Portage County Coalition for Family Caregiving, a collaboration of various organizations that serve family caregivers. The organizations all have a common interest in serving family caregivers and are willing to work together to identify community needs and various means to address them.

Benefit Specialists

Benefit Specialists provide counseling, assistance and advocacy for people needing help with confusing paperwork for benefit programs, insurance and consumer issues. This includes a wide range of advocacy and "red tape cutting" services. The Aging & Disability Resource Center has a full-time Elderly Benefit Specialist, a full-time Disability Benefit Specialist, a part-time Disability Benefit Specialist and a part-time limited term, Outreach Benefit Specialist who has been trained specifically to assist older people with prescription drug assistance.

The implementation of Medicare's newest benefit, prescription drug coverage (also known as Part D) has significantly increased the workload of benefit specialists in recent years. Keeping up with the

myriad of complex information related to the prescription drug plans available to Wisconsinites has been a huge challenge. Determining how to explain the many nuances of these plans in a way that is understood by older adults, people with disabilities, and their families has been even more difficult.

Each year, there is a period of open enrollment when individuals can opt to choose a new prescription drug plan for the upcoming year. In advance of the open enrollment period, insurance companies may choose to develop new plans or change the formularies, co-pays, or premiums for existing plans. For that reason, people need to examine any proposed changes to the plan they are currently enrolled in to ensure that it will continue to meet their needs in the coming year. If not, they need to identify a plan that is affordable and will adequately meet their needs.

For many older Wisconsinites, SeniorCare has been a more easily understood option that provides comparable and creditable coverage. Fortunately, the SeniorCare program, originally anticipated to end in 2009, has been extended through June 30, 2011.

Elderly Benefit Specialist Highlights for 2010

In 2010 the total fiscal impact of services provided to 652 individuals by the Elderly Benefit Specialist (who serves people 60 and over) was over \$1.9 million in benefit to Portage County seniors. A sample of the types of assistance people received includes:

- 225 people received help with Medicare Part D
- 128 people were assisted with Homestead Tax Credit applications

- 222 people sought assistance or information regarding Medicare supplements or managed care plans.
- 4 low-income people applied for Energy Assistance or requested help with utility bills
- 150 people received help with the Wisconsin SeniorCare prescription drug program
- 12 people were assisted with Social Security retirement or other pension plans
- 28 people applied for Medicare premium assistance
- 20 low-income people applied for FoodShare assistance
- 13 people were assisted with Social Security Disability or related programs

Disability Benefit Specialist Highlights for 2010

The Disability Benefit Specialists advocate for individuals with disabilities who are age 18 to 59 and assists them to access public benefit programs such as Supplemental Security Income (SSI) and Medical Assistance in much the same way that the Elderly Benefit Specialist provides these services to people 60 and older. In 2010, the Disability Benefit Specialist program served 236 individuals; 103 cases were still active at the end of the year. During the year, the Disability Benefit Specialists completed work with 133 consumers. The monetary impact to the 133 people whose files were closed in 2010 totaled more than \$2 million. Of this amount, 81% was from federal sources and



19% was from state sources of assistance.

Following are success stories from Community Resource Section staff:

An Information & Assistance Specialist worked with a family where the wife had dementia and her husband was her full-time caregiver. This arrangement worked fine until her husband needed to have surgery that would prevent him from taking care of her. He wanted to keep her home. They could not afford to pay for a caregiver to come into the home. The I&A Specialist met with the family, discussed various options including private paying for supportive home care, family care and IRIS. Also discussed with the family was what would be the possible outcomes for the husband of delaying or even not having the surgery. The husband was more interested in IRIS to be able to direct the care his wife would have as the family had a caregiving system that worked well for them. The I&A Specialist worked with the family to pursue IRIS, got the wife enrolled and the husband was able to have the needed surgery while his wife had the care she needed at home.

I&A received a referral from a local nursing home for a 90-year-old woman who would be discharged. As a widow with no children, she had few informal supports that could help her. A conversation with her revealed that she had adequate personal assets to pay for her own care. I&A helped her to access transportation, Lifeline, home delivered meals and the local chore provider list. She is returned to her own home with all the support she feels she needs.

An Information & Assistance Specialist started working with an individual with dementia back in 2009. At that time they were mainly working on different

strategies to keep the individual at home. In early 2010, the I&A Specialist was able to connect the individual's spouse with the ASSIST program to gain needed funding for the spouse to get out of the house for errands and still have care provided in the home for the individual with dementia.

In August, the individual's spouse decided that it was too difficult to manage all of the care needs at home and with the help of the Family Care Program, was able to have the individual moved to a local assisted living facility. The individual's spouse and family were very happy with the new arrangement. The individual remained in the program through the end of the year at which time the level of care required to meet all of the individual's needs required a move to a skilled nursing facility. At that time, the family did not feel it was necessary to continue enrollment in the Family Care Program.

With the help of several different programs, staff was able to successfully meet the needs of this individual in a variety of settings and helped the family to keep their loved one at home for as long as possible, which was very important to them.

Disability Benefit Specialists

A 41-year-old man was brought to the attention of the social work department at Human Services by family members who were concerned about his ability to care for himself and his school-age son. He had been experiencing debilitating depression and anxiety despite treatment and did not have the ability to develop strategies that would improve his situation. It was determined that the boy's needs were being dangerously neglected to the point that Foster Care was utilized to ensure his safety.

At the same time the social worker referred the father to a Disability Benefit Specialist at the ADRC for the purpose of filing an application for Social Security disability benefits. She had already scheduled an adult neuropsychological evaluation, the report for which also revealed cognitive functioning at a severely impaired level. Although eager to get the application process completed, his cognitive level made it difficult for him to complete the application independently.

With the Disability Benefit Specialist providing detailed guidance, together they made numerous calls and contacts to prepare an accurate list of his medical and mental health treatment. Additional forms required by the disability examiner also necessitated detailed guidance. The application was approved with an onset date stretching back four years, which allowed him a benefit level somewhat higher than standard Supplemental Security Income. Once approved, he was able to secure an apartment with subsidized rent and his son was returned to his custody. He now understands that there are resources available and is not afraid to ask should the need arise.

Elderly Benefit Specialist

A 76-year-old woman came to the EBS office because she could not afford her oral cancer medication (\$420/month) because her insurance wasn't covering it any more. She had two days of pills left and didn't know what to do. She had a Medicare Advantage plan with Medicare Part D drug coverage and she had hit the coverage gap causing her to now pay full price for all of her medications. We discussed options and discovered that she was eligible for certain programs; however, these programs were not going to get her the medications quickly enough. A referral was made to

The Holly Shoppe

cover the cost of her immediate needs through the end of the month. The EBS helped her to apply for the low income subsidy through Social Security which would take away her coverage gap with Medicare Part D. However, because she was going to qualify for a partial subsidy (pay her Part D premium, give her a \$60 annual deductible, and leave her with a 15% coinsurance), this medication alone would cost her \$63 per month. She was also eligible for Senior Care Level 1, which would lower her co-pay for this medication to \$5.00 per month. It was important to apply for both programs because qualifying for the low income subsidy would reduce her monthly premium for her Medicare Advantage Plan, giving her more expendable income each month.

The low income subsidy was approved by the Social Security Administration by the end of the month, but the information would not be transmitted to Medicare for several weeks. At this time, the EBS spoke with SSA and requested best available evidence be sent so that the EBS could send it onto the Advantage Plan. Getting this information to the Advantage Plan would immediately reduce her monthly premium. SeniorCare was also contacted on that day to request her SeniorCare ID number and it was sent over to the pharmacy so that on the first of the month she could go in the morning and pick up her medications and only pay \$5.00. Because the low income subsidy was retroactive back to the first of the previous month, when she got to the pharmacy they had back billed her last month's medications to the Medicare Part D plan and she actually had a refund waiting for her along with her prescriptions.

The purpose of the Holly Shoppe is to provide an exclusive craft outlet for Portage County residents 55 years of age or older and adults with disabilities. This outlet also enhances their experience with the program by providing meaningful volunteer opportunities, income supplement, and a guided entry to all services of the Aging & Disability Resource Center including advocacy and referral when appropriate.

Highlights from 2010

In 2010 there were 270 participants of whom 62 were volunteers, 78 were crafters and 130 were both volunteers and crafters.

Volunteers gave generously of their time by contributing 7,636 hours of service in many areas including working in the shop and outlet sites, registering and displaying merchandise, posting sales and office assistance, fundraising and special events. All of which provided them with an active role in the community and the fulfillment of helping and being with others.

Throughout the year, 74 participants accessed other Aging & Disability Resource Center services to meet their ever changing needs.

114 special orders were filled by 50 crafters accounting for \$3,240 in gross sales from customers seeking unique crafts, providing stimulating and challenging activi-

ties for crafters.

33 new crafters and 12 new volunteers joined the program.

Sales in 2010 were \$47,661 with \$36,288 returned to participants.

The 11th Annual Spring Plant Sale fundraiser was held in May with a yield of \$18,135 for our fundraising efforts and an additional \$1,257 in crafts. Other fundraisers included two rummage sales yielding \$5,339.

Increased visibility and community awareness was accomplished through participation in sales at outlet sites at M&I Bank, Art in the Park, and Tinsel Trail.

The Holly Shoppe is a voting member of the Association of Downtown Businesses (ADB) and has representation on the ADB promotions committee.



The program receives funding from the United Way of Portage County. Other sources of revenue are participant donations, fees and commissions from sales, interest available from an endowment fund, and fundraising events including the spring plant sale, rummage and bake sales.

Foster Grandparent Program

The Foster Grandparent Program, a program of the Corporation for National and Community Service, places older adults in schools and Head Start to serve children who need extra help. They help children who are struggling in regular and special education classrooms. Income eligible participants volunteer 15 to 20 hours a week and are paid an hourly stipend that is considered a reimbursement for volunteer expenses.

In 2010, thirty Foster Grandparents provided 20,347 hours of service and earned \$53,918 in hourly stipends. They helped students in 13 schools and Head Start locations throughout Portage County including the villages of Almond, Bancroft, Amherst, Junction City and Plover in addition to Stevens Point.

Pre and post-test evaluations showed that 85% of the children with whom the Foster Grandparents worked improved reading and math scores. At the annual evaluation teachers also reported on the social impact of the Foster Grandparents. The following are examples:

"I feel very fortunate to have C. helping in my classroom. She is very conscientious and takes the work she is performing with the children in our classroom very seriously. She asks questions when necessary. She understands her boundaries as a Foster Grandparent. She is always willing to go one step further. She is able to balance her classroom work with a great sense of humor and affection with all of the children. They notice when she is gone and truly miss her (as do I and my aide). Thank you for making her available to us. I only hope she plans to continue being a Foster Grandparent for a long time.

Grandma brings a smile into the classroom each day. She seems to enjoy her job. She listens to students read each day and helps students practice spelling words. She has been very supportive with some students who have severe discipline problems. She is patient and kind and accepts any task.

Grandma has definitely made an impact on a student who was reluctant to talk, participate or listen to stories. She persisted in asking and encouraging this boy and he really came around, talking more, paying attention at group times more and contributing to discussions, and he would choose to have her read to him, bringing her books and asking to sit on the couch together and read and talk about what was in the books.

Our classroom loves Grandma C. Her sweet, loving personality is a fantastic addition to our classroom dynamics. She genuinely cares about each one of the students and has their best interest at heart. Grandma connects with students outside of the classroom, too. She eats lunch with them each day so the students feel even more connected to her. She is more than just a helper to them. She keeps busy throughout the day. She starts working with students before I even see they need help. She is very energetic with tasks that I need help with. Anything I ask her to do, she willingly accepts the request. I would be lost without her this year.

Grandma J. has been very dependable and responsible with all areas of her work. She quickly built an excellent rapport with the children and staff in the classroom. She understands confidentiality and has been extremely sensitive to the children's and families' needs. She has become an integral part of our classroom

team.

My Foster Grandparent is phenomenal. She is very responsible and hard working. She has a wonderful rapport with the students and works with them individually and in small groups quite wonderfully. She listens to them, she treats them with respect and she brings them back to topic. We all enjoy her and when she is not there, one of the students will always ask "Where is Grandma G.?"

Comments from participants:

"This program provides older adults on a low income to work outside the home, earn a little extra money; but most of all; the benefits of helping the students as well as the teacher are satisfying. I come home with a good feeling that I have helped not only a few but anyone who needs help. I love what I'm doing. It's a marvelous opportunity for the grandparent and the children to grow and learn.

The children make me feel so young and I just enjoy them so much. They really keep me active. I have never enjoyed a job as much as this one, I can't even call it a job, and I love it! I also like our classes at the in-service and I feel like I have learned so much in the past three years.

It is rewarding to a senior to be able to do something good to work with a child that needs that extra help. I am proud and happy to be in the Foster Grandparent Program. I wake up in the morning and am pleased with my work with the children.

This program gives me the opportunity to make use of my teaching and human relations skills. They keep my own "inner child" very

Nutrition Program

much alive. Also they enable my sense of humor. Their spontaneity touches my heart. Even their more challenging qualities stimulate me to grow, even while I strive to enable the growth of the children.

I think the best part of the Foster Grandparent Program is seeing the joy and trust that each child has in their eyes each and every day. They are just so eager to learn and so proud of their accomplishments. To sit with them working on math or spelling, or across from them at the lunch table, the gleam in their eyes makes me proud to be a Foster Grandparent.

I feel today as I did 8 years ago when I started in the Foster Grandparent Program, that I am fortunate to be a part of this program. I get so much more than I give. When I leave at the end of each day I have this good feeling inside. Nothing better than helping the kids or just being with them in class.

It gives children and seniors an opportunity for exposure that benefits both. Our society in general does not capitalize on the skills and time available in its senior members. This program begins that connection.



The purpose of the Elderly Nutrition Program is to provide nutrition services that assist older individuals in Wisconsin to live independently, by promoting better health through improved nutrition, and reduced isolation through programs coordinated with nutrition-related supportive services.

In 2010, the Aging & Disability Resource Center (ADRC) supported six senior dining sites throughout Portage County, where hot noon meals are served and educational and recreational activities are provided. A seventh dining site provided services to the ADRC's Adult Day Center participants. Program staff and volunteers delivered hot and frozen meals to the homebound utilizing the dining sites and by contracting with Meals on Wheels. Linking participants up with community supportive services, safety checks for homebound participants, and the provision of volunteer opportunities for seniors are all important aspects of program services.

The program receives funding from federal and state grants, the United Way of Portage County, participant donations, fees for service, and county tax dollars.

Service Information for 2010

Congregate Participants: 1,198
Home Delivered Participants: 217
Total Participants: 1,415
Congregate Meals Served: 28,034
Home Delivered Meals Served: 27,042
Total Meals Served: 55,076

Average Donations:
All meals: \$ 3.33
Family Care meals: \$ 8.22
Individual Donations for meals: \$ 2.14
Serving Days: 251

Congregate Meals per Day: 112
Home Delivered Meals per Day: 108
Average Meals Served per Day: 220

Program Volunteers (128 RSVP): 232
Volunteer Hours: 12,576
Meals on Wheels - Meals: 28,526
Meals on Wheels - Participants: 259

Program Highlights

Program Changes

The Nutrition Program expanded its Senior Dining Site services into the Kellner area with three special event dinners coordinated by the Plover Site Manager. The first was held on April 28, followed by dinners in June and September. These events were made possible with the co-sponsorship of the Kiwanis Club who donated the use of their Lodge. Attendance averaged 60 people each time with participants coming from the Town of Grant as well as some from Plover and Wisconsin Rapids. The special dinners add to the home delivered route started the year before where hot meals are delivered to homebound Portage County residents living in the town of Grant, supplemented with frozen dinners up to seven nutritionally balanced meals per week.

A major funding change took place in January 2010 when Community Care of Central Wisconsin no longer provided assistance to participants to pay towards their meals at the Senior Dining Sites. The site most affected by this change was the Hi-Rise site where attendance was down by 21.4% from the year before. Responding to a request from Hi Rise residents, the Nutrition Program office filed the application to accept FoodShare

Quest card payments for meal donations. This has helped some of the participants with their meal donations.

Program Participation

The Senior Dining Site program saw a decrease of 3.8% from the prior year, with meals at 28,034 in 2010. Increases in participation were noted at the Plover and Amherst Dining Sites.

The Rural Home Delivered Program served 613 more meals in 2010 (27,042) than in 2009, a 2.3% increase. Increases were noted in the Plover and Almond/Bancroft areas while Junction City and Amherst areas saw decreased need.

Meals on Wheels, serving 28,526 meals in Stevens Point, Whiting, and parts of the Town of Hull, saw a decrease of 3.1% from 2009.

Volunteer Participation

Nutrition Program volunteers gave generously of their time to help serve the seniors of Portage County with 232 volunteers providing 12,526 hours of service. At \$7.25 per hour this translates into a \$90,814 in-kind reduction in program costs.

Volunteers give of their time to drive through all weather, under rural road conditions, to provide a face-to-face safety check and a balanced meal to seniors who can be quite isolated. These volunteers are our eyes and ears for changes in the conditions of the participants and provide a vital social link with them. Other volunteers work hard to improve the nutritional and social conditions for seniors by serving and cleaning up at the Senior Dining Sites where a nutritious, fully balanced, hot meal is provided. And still other volunteers help greet people at the dining sites, support

special events, and help maintain records required by program funders.

We had an excellent year for student volunteers. We worked with UWSP Dietetic students who, under the direction of the program Nutritionist, performed annual reassessments of eligibility for home delivered meal participants in their homes. These visits included a dietary assessment as well. Dietetic student volunteers also inputted menu items into a computer program to analyze nutritional values.

As in prior years we worked with three UWSP Community Nutrition Practicum students who telephoned participants of the Home Delivered Meal Program to update demographic data and Nutritional Risk Screening forms. They visited the dining sites with a presentation developed by the Eau Claire County Nutrition Program celebrating "Nutrition From the Ground Up". They each wrote a nutritional education article for the ADRC newsletter. To fully round out their experience, they also spent a day serving the meal to the seniors and riding on the department bus transporting seniors to a dining site and delivering home meals.

Program Outcomes

Linkages with community supportive services were made as appropriate, as evidenced by 324 reported staff actions for Nutrition Program participants, both at the dining sites and for those receiving meals at home. Information and Assistance Specialists, the Program Nutritionist, and Dietetic student volunteers provided 123 in-home needs assessments to home delivered participants.

Safety checks are an integral part of the Rural Home Delivered Meal Program with 23,397 personally delivered meals. An addi-

tional 114 well-being contacts were made to Senior Dining Site participants. Each fall, information on retaining a short term (three-day) emergency food supply is distributed to home delivered meal participants.

At the dining sites and while delivering meals, 181 interventions were taken as needed to avert potential safety or medical crises. Seven of these required immediate and active medical or safety interventions, including four calls to '911'. Another 92 were safety follow-ups for participants who had failed to answer the door at delivery time, 68 were wellness checks following an acute illness, and 14 were referrals to the Information and Assistance Specialists for evaluation and appropriate follow-up.

Surveys completed by participants in the Home Delivered Meal Program showed overall that 90% were satisfied with the meal service. An overwhelming group (97%) expressed satisfaction with the delivery person, again illustrating the importance of the face-to-face meal delivery.

The provision of home delivered meals increased dietary intakes and helped maintain the nutritional status of participants. This was evidenced by 139 follow-up risk assessment scores for recipients demonstrating that 77% improved or maintained their nutritional risk status while receiving the service. An additional 68 initial nutritional risk assessments were completed. As part of this process, 122 individuals received dietary education.

Health and Nutrition Promotion

In addition to the series of presentations done by the UWSP Dietetic students, participants of the Senior Dining Sites benefited from nutrition education presentations by staff from UW-Extension

Healthy Families Program. UW-Extension staff offered four series on "Shopping for Healthy Food", "Be Active Every Day", "Preparing Summer Meals" and "Make Half your Grains Whole". Throughout the year, several short informational articles on nutritional health topics were included on menus and distributed as handouts. Most of this information is provided through technical assistance from the Greater Wisconsin Agency on Aging Resources.

A volunteer retired nurse, the Portage County EMS Association, and the Amherst EMT unit provided blood pressure screenings at the dining sites. The rural dining sites were distribution sites for 606 flu shots by nurses from Aspirus. The Junction City dining site acted as a drop-off for the Prescription Drug Take Back event.

Portage County Public Health nutrition staff, along with the ADRC Elderly Benefit Specialist at the rural dining sites, distributed Senior Farmers Market Voucher Program coupons to 263 senior households. Coordination and publicity for this program is done by Nutrition Program central office staff. In addition to helping with Farmers Market, the Benefit Specialist visited the dining sites to provide information on Health Care Reform and Medicare and to process Homestead applications and Medicare Parts D and C enrollments. A representative from the Coalition of Wisconsin Aging Groups presented information on Medicare and insurance fraud at Lincoln Center, Amherst, and Plover dining sites.

Social & Recreational Activities

Parties, live musical entertainment, seasonal and holiday celebrations, door prizes, visits from school groups, birthday recognitions, and a variety of games and group activities add fun to visits at the Senior Dining Sites. Thanks-

giving and Christmas dinners are always the largest events of the year, especially at the Lincoln Center dining site where the events are cosponsored by the Senior Center program and are attended by over 175 people.

The Lincoln Center Dining Site Manager highlighted her ongoing party schedule with St. Patrick's Day and Halloween celebrations, both with attendance of over 100 people. Live music is nearly an everyday occurrence at the Lincoln Center site ranging from accordion to piano to organ to school band performances, with polka and dancing included. Throughout the year the Site Manager and volunteers feature Home Made Dessert Days. The Senior Center program, with the support of SPARTA (Retired Teachers), held a "Gay 90's" celebration honoring Portage County residents aged 90 and over at the Lincoln Center site.

The big highlight for Plover this year was an August picnic sponsored almost entirely by donations from Chef Chet Biadasz, the Plover Area Business Association, and the participants themselves. Participants from the Hi-Rise were invited as guests. It truly was a community senior event.

Throughout the year, donations from local potato growers provide for Potato Day celebrations. Another highlight was the celebration of Father's Day with decorated bags for the men which held gifts of neckties from the St. Vincent de Paul store. In addition to parties and theme days at the site, the Plover Site Manager coordinated their annual October

Fest with guests from the Junction City site. Another popular annual event is an evening Christmas Party followed by a Festival of Lights tour co-sponsored by Courtesy Carriers. When the Plover dining site closes for voting days, the Site Manager organizes field trips to the Rosholt site and local restaurants for lunch and games.

Amherst participants enjoyed frequent visits by local musicians while group games and theme days enhance their social events on a daily basis. A June picnic at Lake Emily offered a wonderful time with co-sponsorship from the Amherst Lioness Club. The Rosholt Seniors held a raffle in their community to raise funds for dining site activities, and volunteer and birthday recognitions for participants, both homebound and at the site. The drawing was held in



conjunction with a July picnic at Lake Helen Park, attended by participants from the Rosholt, Plover, and Junction City dining sites, and with volunteer support from the local 4-H group. The use of these parks was made possible with the support of the Portage County Parks Department.

The Junction City site sponsors a June Dairy Day Picnic with the Plover participants attending as guests. Co-sponsored by the ADRC Transportation Program, Junction City participants enjoyed a Christmas shopping trip into Stevens Point in early December with lunch at Lincoln Center. The Hi-Rise sponsored a well attended Easter celebration complete with an egg hunt. A Tree Trimming Gala in early December rounded out their year of events.

RSVP

The mission of the Portage County Retired and Senior Volunteer Program is to promote volunteerism, targeting people age 55 and over, as a means of addressing critical community needs, and to provide a high quality experience that will enrich the lives of the volunteers.

2010 Statistics

Total new volunteers recruited in 2010: 91

Total volunteer hours: 58,953

Total volunteers reporting hours: 634

Age range: 55 to 98

Average age: 73

Stories

In 2010, 30 RSVP volunteers served in the Beginning Alcohol and Addiction Basic Education Studies (BABES) program. This AODA prevention program uses colorful puppets to teach second graders positive living skills that will help them avoid future drug and alcohol use and abuse. The six lessons focus on self-image, feelings, decision-making, peer pressure, coping, alcohol/drug information and asking for help. BABES is an empowerment program for children, teaching them what to do and where to go if they need help.

Most of the volunteers served as classroom presenters, sharing the six BABES lessons over a three-week period. Others donned life-sized BABES costumes to visit classrooms after the presentations and greet the students with a hug or a handshake.

In 2010, the volunteers served 275 hours and reached 560 second graders in Portage County schools. Prior to the start of the BABES program in each classroom, teachers administer a pre-

test on the subject matter. The test was developed by a second grade teacher based on the program content. At the conclusion of the three-week program the teachers administer the same test. The results indicate 90% of the classes showed an improvement of at least 10% on the post-test over the pre-test and that all classes improved with a range of 6% to 23.3% and an average increase of 15%.

A 2010 survey completed by 29 of the 31 participating teachers indicates they appreciate the age appropriate content of the program. Their comments included:

During our personal safety lessons, I have heard students using some of the excellent vocabulary they have learned (i.e. peer pressure during bullying unit).

The puppets were great—kids really enjoyed and remembered things the puppets talked about.

BABES is done in a very student friendly fashion. The skits are very well written and the student activities that are done are engaging.

The presenters know and understand the developmental stage of the second graders and provide informative and important information in an entertaining and age-appropriate way.

The content is super. These are such important life lessons and the children got the messages.

2010 Impact of RSVP Volunteers in Portage County

Literacy and Success in Schools
160 RSVP volunteers

RSVP volunteers in this category tutored children in reading and other basic subjects, or brought

their pets to school so children could read to them, helping to reinforce and improve basic subject skills. RSVP volunteers used puppets to present a three-week program on positive living skills and good decision-making techniques to over 500 second graders in the county. They served as mentors and positive role models as they assisted at-risk students in a workshop mentoring program. They helped out in Head Start programs, at Boys and Girls Clubs and shared hobbies and collections at schools during folk fairs.

Food, Clothing and Shelter
84 RSVP volunteers

Volunteers in this category helped provide low-income people with affordable clothing by washing, sorting, and selling clothing and household items in thrift shops and by knitting, crocheting and sewing items for children and the elderly. These items were distributed throughout the county to hospitals, schools, nursing homes, assisted living facilities and community agencies. Volunteers also helped to feed people through various food pantry programs.

Independent Living
204 RSVP volunteers

Volunteers in this category helped older and disabled people maintain their independence by delivering meals, providing friendly visiting and telephone reassurance; running errands, taking them shopping; transporting them to appointments, adult day and nutrition programs, and serving at the Adult Day Center.

Adult Education and Outreach
212 RSVP volunteers

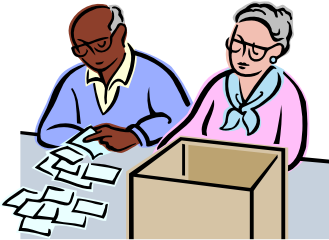
Volunteers in this category served at the Senior Center providing educational, health, computer and

Senior Center

creative arts classes, exercise programs, and special events. They staffed a shop where crafts made by older adults are sold. They entertained with music and song at area nursing homes and assisted living facilities. They helped prepare income tax forms as tax aide volunteers and served as guardians through the Human Services Department.

Community Justice 60 RSVP volunteers

Volunteers in this category served as mentors working with low-risk offenders in the Volunteers in Probation program and visited juveniles at the county detention center, serving as positive role models. They made calls reminding defendants of court dates so an arrest warrant wouldn't be issued because they failed to appear. They assisted local police departments with administrative support.



Organizational Capacity and Community Service 56 RSVP volunteers

Volunteers in this category provided administrative office assistance and support to nonprofit and public organizations. They served as docents at museums and helpers/greeters at events, historical centers, and tourist information booths and took pictures for driver licenses at the local Department of Motor Vehicle center.

Health and Long Term Care 106 RSVP volunteers

Volunteers in this category served in hospitals, nursing homes, hospice programs, and blood drives.

The mission of the Senior Center is to offer Portage County residents 55 and older and adults with disabilities a diverse selection of educational, health, creative arts, recreational classes, services, and activities, and volunteer opportunities. Classes are offered in January through May and September through December semesters.

Highlights this year, in addition to the variety of classes offered, included some overall facility improvements, with some achieved during the year, and three having the groundwork set for completion in 2011.

By partnering with local and state agencies and services, several programs had success stories to tell. Held at Lincoln Center and offered in cooperation with the Portage County Literacy Council, students in the Hmong citizenship class had taken and passed the test to become American citizens. Generations on Line (GoL), a new class initiative in cooperation with Senior Citizens Employment & Training, Inc. and Senior Service America, Inc. began in September 2010. Held in Lincoln Center's computer lab, the class is designed for adults with few or no computer skills, preparing them for further study through computer courses at Mid-State Technical College. More than 50 individuals have or are completing and graduating from the program that is based

online and taught by a peer counselor. Its purpose is to enhance connections with family and friends, access resources, and gain lifelong learning and opportunities through the World Wide Web.

Also this year the Arthritis Foundation Exercise Program added a new volunteer as a certified instructor. This evidence-based program is offered in conjunction with the Wisconsin chapter of the Arthritis Foundation. In addition the class was awarded for having the most students in 2010.

This year the Senior Center Director and the Senior Center Advisory Council recommended plans to:

- Expand Lincoln Center's permanent artwork by purchasing wall art for the second floor;
- Provide a plan to the City of Stevens Point for upgrading the north parking lot, to include making necessary changes for current ADA requirements;
- Alter the reception area to be a more secure environment for the functions of reception staff.



Transportation Services

The Aging & Disability Resource Center provides a variety of transportation services for transit-dependent older adults and people with disabilities. This is accomplished through a combination of services including agency buses and drivers, volunteer escort drivers, and by subsidizing taxi rides. Trips may be taken to the Nutrition Program's dining sites so individuals can receive a nutritious meal and get socialization, medical appointments for life sustaining treatments and check-ups, grocery shopping with package assistance provided, volunteer work or employment sites to remain contributing members of the community, and essential personal business appointments so they can remain living as independently as possible. As one passenger commented, "Due to my recent injury, I am unable to drive or care for myself 100%. Having your service allows me to still be independent." The rides provided through the ADRC Transportation Program often prevents long term problems by enabling individuals to access non-emergency and routine care.

The ADRC Transportation services are more than a ride. The face-to-face personal contact between a driver and the rider or home-delivered meal participant provides a safety check to a person who may be frail, isolated, or at-risk. In some instances, this may be the only contact that person has with anyone all day.

The Importance of Volunteers in the Transportation Program

Many volunteer drivers and their riders have driven together for years and have developed relationships that go beyond the trip into other parts of their lives. They end up going to social events together, watching their pets, or take someone to their family

events. The relationships formed are important not only to the driver and rider, but also to families who may not be close enough to assist with transportation. One driver has driven the same person to dialysis for over four years and has a relationship with the whole family. Drivers act as referrals to other agency programs and often alert the agency if they feel someone needs more help than they can provide.

Medical appointments can be a scary time, especially when you do not have anyone with you. Riders often comment on how good the drivers are and in one instance one rider stated she was nervous about her appointment, but the driver put his arm around her and gave her some reassuring words. The volunteer drivers are extremely valuable to the Transportation Program. Appointments can be unpredictable, drivers may be called at the last minute, appointments last longer than expected and hospital discharges happen unexpectedly.

The Volunteer Escort Program had 36 active volunteer drivers in 2010. Three Volunteer Escort Coordinators dedicated 610 hours of their time to set up rides for Portage County residents using volunteer drivers. Office support volunteers added another 363 hours to the program. The volunteer drivers provided 8,142 hours of service. They drove 180,959 miles so that 334 people could get to medical appointments, go grocery shopping, or conduct essential personal business. Almost all of the transportation volunteers are members of RSVP. The dedication of the drivers is evident in their acceptance of last minute rides, no complaints when a one-hour appointment turns into a 12-hour day and through their relationships with the riders.

Riders had the following comments to say about the transportation services.

"Your drivers are very helpful and friendly."

"Excellent driver! We appreciate you very much."

"I don't know how I would manage without this program."



"The driver was courteous. I enjoyed the trip to and from Madison."

"(This is) the only way to get to these doctors that maintain my health—maintain my capabilities."

"For me, Portage County transportation options are the best in the state of Wisconsin!"

"Thank You, Thank You, Very Much."

Service Information for 2010

In 2010, the Transportation Program provided 23,313 rides to a total of 690* people to meet basic needs leading to physical, financial and social well-being. Many of the ADRC transportation services were first-time participants. Of the rides provided, 5,076 were given to riders under the age of 60 and 1,181 rides were given to non-ambulatory individuals.

The breakdown by mode of transportation is in the chart below.

Taxi Rides	3,588
# Taxi Passengers*	222
Bus Rides	12,999
# Bus Passengers*	275
Volunteer Driver Rides	6,726
# Volunteer Passengers*	334

*Some riders take more than one mode of transportation, these numbers may be duplicated

Although most of the 12,999 bus rides were provided by agency buses, 850 of these rides were arranged through Point Plus, Stevens Point City Bus ADA complementary paratransit service and 90 rides directly using the Stevens Point Transit system. Included in the 12,059 ADRC bus rides were monthly routes to the east side of the Stevens Point/Plover metro area for shopping, and weekly routes to area grocery stores. The buses also delivered meals to homebound individuals living in the Amherst, Plover, and Junction City areas while enroute to take people to rural dining sites.

Collaboration continued with the Literacy Council in 2010 to arrange for the transportation of Hmong seniors to a citizenship class held at Lincoln Center as they work towards becoming United States citizens. The ADRC buses provided 138 rides for these classes in 2010.

In 2010, 386 rides were given for special events. Requests for buses and drivers are from outside agencies who serve older adults and/or people with disabilities as well as requests from within the agency to provide transportation to enhance the lives of the individuals served by the agency. Trips were taken to area community picnics, restaurants, the movies, bowling, the cheese factory, school play dress rehearsals, the

zoo and other special banquets. These social and recreational outings are in addition to regular service routes as buses and drivers are available.

Coordination

Coordination of transportation services for all residents has become a priority for transportation programs statewide, especially with the requirements involved when applying for federal grant funds. Coordination presents cost savings to providers and state and local government agencies, and makes access to services less confusing and more available to the consumer.

The Aging & Disability Resource Center was awarded a federal New Freedom grant through the Wisconsin Department of Transportation in 2009 and again in 2010 to add hours to the Transportation Director's part-time position to function as Mobility Manager. The role of the Mobility Manager is to develop partnerships with stakeholders, counties and municipalities, create new programs and innovative mobility solutions, locate and secure additional funding sources and grant opportunities, facilitate inter-agency and tri-county communication and advocacy, and monitor pertinent legislation and policy changes.

The Mobility Manager worked with Stevens Point Transit on the development of the Transit Development Plan and was active in the area promoting the use of the Rideshare program, a carpooling database maintained by the Wisconsin Department of Transportation which became available as a statewide resource in early 2009.

Stakeholder relationships are fostered in the Public Transit – Human Services Transportation Coordinating Committee of Portage County which met monthly in

2010. This is a county committee made up of local officials and transportation and other direct service providers. The committee oversees the creation and implementation of the Locally Developed Transportation Plan for Portage County, 2008-2012 as it serves to guide transportation improvements and innovations in the county.

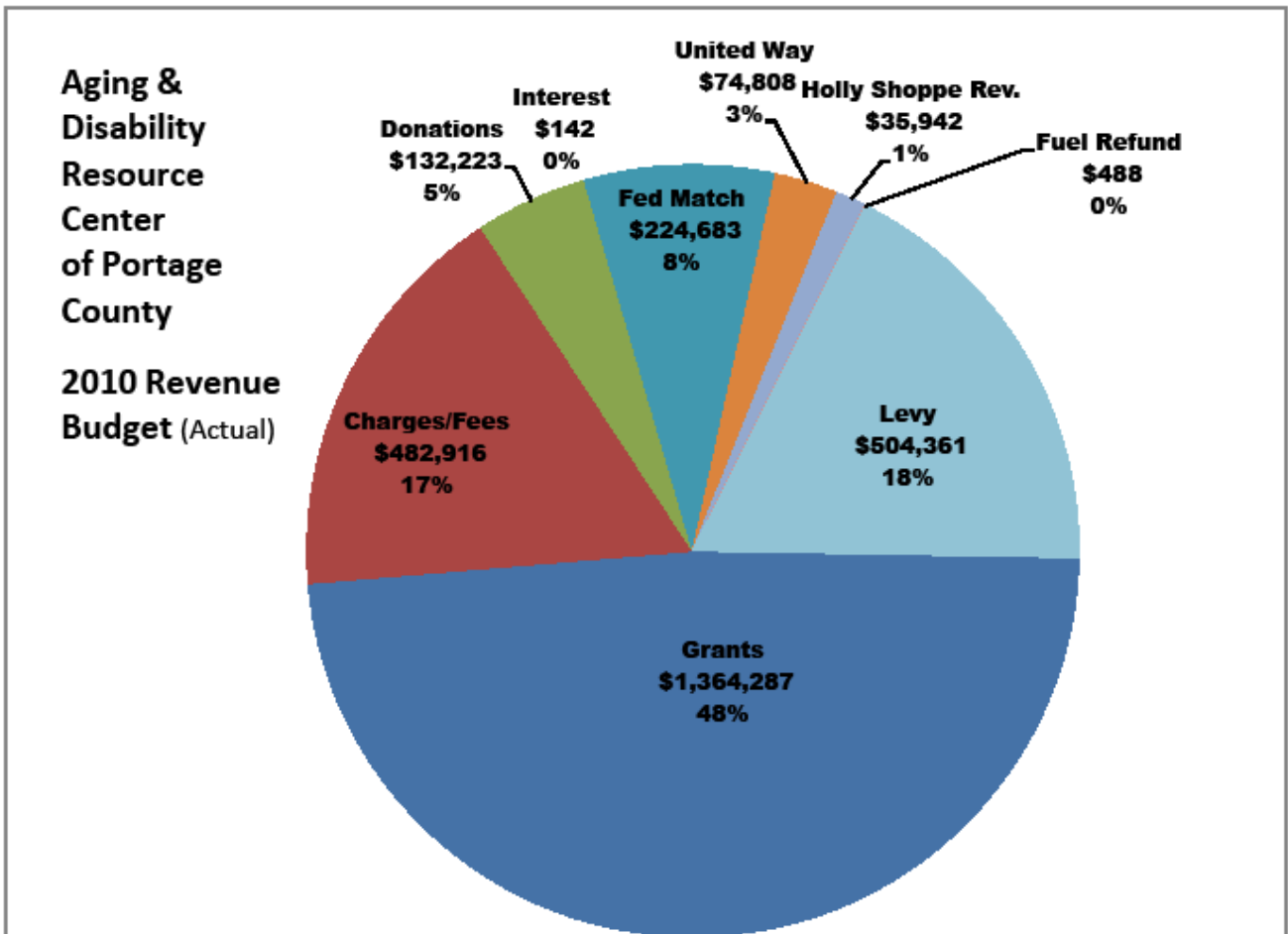
Other coordination efforts include holding joint driver trainings for all area paid drivers who wish to attend.

The ADRC continued scheduling of the Disabled American Veterans van that is stationed in Portage County. This van is donated by the DAV Transportation Network to area VA hospitals to provide free rides for veterans to VA facilities. This collaboration has decreased duplication of trips to VA facilities by the van and ADRC volunteer drivers, thereby creating cost savings and easier access for veterans seeking rides.

The DAV van in Portage County also improved coordination with the van in Marathon, Wood, Waupaca, Adams and Waushara counties to combine rides when possible and eliminate both vans going to the same VA facility on the same day. The ADRC alone coordinated 608 rides for 150 veterans to VA facilities in 2010. All the DAV volunteer drivers are screened by the Tomah VA and one volunteer puts in hours in the office to help with paperwork and scheduling.

The Aging & Disability Resource Center is a member of the Wisconsin Rural and Paratransit Providers (WRAPP) Association and Wisconsin Mobility Managers.

Budget Summary



United Way of Portage County Partner Program

The Adult Day Center, The Holly Shoppe, and rural home-delivered meals are funded in part by the United Way of Portage County.

2010 Volunteer service contributions made to Aging & Disability Resource Center programs (does not include other community agencies or organizations):

Program	# Volunteers	Hours
Adult Day Center	23	1,277
Community Resource Section	13	708
Holly Shoppe	130	7,636
Nutrition Program	232	12,576
RSVP special projects	36	801
Senior Center	57	3,555
Transportation/Driver Escort	39	9,115
	<u>530</u>	<u>35,668</u>

Note: Approximately 32% of the ADRC's efforts are contributed by volunteers.

Staff

Program	Staff	Title
Administration (overall agency)	Janet Zander	Aging & Disability Resource Center Director
	Bruce Beaman	Administrative Assistant
	Shirley Weir	Account Clerk
	Rea Bushey	Office Assistant (SCSEP)
Adult Day Center	Carrie Porter	Director
	Sharon Anderson	Program Coordinator
	Marilyn Henke	Program Aide
	Jean Rosz	Program Aide
	Jackie Sevcik	Program Aide
Community Resource Section	Cindy Piotrowski	ADRC Assistant Director
	Paul Aleven	Information & Assistance Specialist
	Donna Calhoun	Information & Assistance Specialist
	Maureen Miller	Information & Assistance Specialist
	Julie Russo	Information & Assistance Specialist
	Ellen Gryz	Information & Assistance Specialist R.N.
	Maria Meyer	Elderly Benefit Specialist
	Tracy Dorrlor	Disability Benefit Specialist
	Maxine Hogan	Disability Benefit Specialist
	Peggy Greco	Dementia Outreach Specialist LTE
Foster Grandparent Program	Nancy Fernandez	FGP Coordinator
Holly Shoppe	Kathy Fandre	Holly Shoppe Manager
Nutrition Program	Joni Smith	Director
	Julie Rekowski	Nutritionist
	Sharon Rozak	Lincoln Center Site Manager
	Terry Bruce	Hi Rise Site Manager
	Mary Ann Sankey	Plover Site Manager
	Cindy Swan	Amherst Site Manager
	Phyllis Delikowski	Rosholt Site Manager
	Rosemarie Eron	Junction City Site Manager
	Cindy Swan	Typist II
Retired and Senior Volunteer Program	Marti Sowka	RSVP Director
	Julie Rekowski	Intergenerational Programs Coordinator
	Karen Piesik	RSVP Assistant
Senior Center	Carol Moore	Senior Center Director
	Kathy Fandre	Health Programs Coordinator
	Judy Jaworski	Typist II/Receptionist
	Bernett Ryskoski	Typist II/Receptionist
Transportation	Carrie Porter	Director
	Donna Betro	Lead Worker–Transportation
	Joe Holman	Bus Driver
	Shelly Korger	Bus Driver
	Laurie Kosmalski	Bus Driver

(from the 2010 County Directory)



Programs and Services for Seniors, Adults with Disabilities, and Their Families and Caregivers

Community Resources

Housing Assistance
Family Consultations
Newsletter ("The Post")
Benefits Counseling
Elder/Domestic Abuse Referral
Supportive Home Care Referral
Personal Needs Assessment

Nutrition Services

Senior Dining Sites
Home-Delivered Meals

Caregiver Support Services

Adult Day Center
Chore Service Coordination
Early Memory Loss Program
Volunteer Caregivers Program

Transportation Services

Rides to senior center, dining sites, Adult Day Center, volunteer work stations, grocery shopping, medical appointments

Senior Center

Educational Programs
Recreation and Social Events
Health and Exercise Programs
Creative Classes and Activities
Holly Shoppe Craft Sales

Volunteer Resources

RSVP
Foster Grandparent Program

Other Services

Adaptive Equipment Loan Closet
Falls Prevention
Project Lifesaver
Telecare Telephone Reassurance
Safe & Sound
Support Groups
Vital Information Program

**Call us, stop
by, or visit our
Web site.**

Lincoln Center, 1519 Water Street, Stevens Point, Wisconsin 54481
Monday through Friday from 7:30 A.M. to 4:30 P.M. (Tuesdays to 6:00 P.M.)
Voice: (715) 346-1401 or 1-866-920-2525
Fax: (715) 346-1418 TTY: (715) 346-1632
adrc@co.portage.wi.us www.co.portage.wi.us/adrc

Portage County provides employment and services to any eligible person without regard to age, race, religion, sex, national origin, sexual orientation, handicap, color, marital status, physical condition, developmental disability, or ability to pay.