

# **Forest County Aging Plan FY 2022–2024**



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

## **Table of Contents**

Executive Summary

Context

Community Involvement in the Development of the Aging Plan

    Public Hearing Requirements

Goals for the Plan Period

Coordination Between Title III and Title VI

Organization, Structure and Leadership of the Aging Unit

    Primary Contact to Respond to Questions About the Aging Plan

    Organizational Chart of the Aging Unit

    Staff of the Aging Unit

    Aging Unit Coordination with ADRCs

    Statutory Requirements for the Structure of the Aging Unit

    Role of the Policy-Making Body

    Membership of the Policy-Making Body

    Role of the Advisory Committee

    Membership of the Advisory Committee

Budget Summary

Verification of Intent

Assurances of Compliance with Federal and State Laws and Regulations

    Compliance with Federal and State Laws and Regulations for 2022-2024

Appendices

## Executive Summary

Forest County Office on Aging's mission is to respect, inform, assist and serves the County residents 60 years of age and over so that they may maintain independence and live in a manner of their choice. It is further the mission of the agency to protect vulnerable adults and advocate on behalf of all those within the Commission on Aging service realm.

The Aging Unit leadership structure consist of a 9-person committee that comprises of seven community members who are appointed by an application process, and two elected county board members that are appointed by the County Board Chair. The County Board Chair appoints all new community member through a resolution that is passed by the full county board based on the recommendations made by the Commission on Aging Committee. The role of the Commission on Aging committee is to make policy, advocate and make final decisions for the control and direction of all agency resources and activities. The Aging Unit has a full-time Aging Director who reports to the Commission on Aging committee and the County Board. The Director oversees the Nutrition, Caregiver, Alzheimer's, Health Promotion and Transportation programs, and supervises 9 part-time employees and one contracted position.

Forest County is a small county in northern Wisconsin that consist of 1,014 square miles and has a lot of rugged terrain along beautiful lakes, forests and tourist attractions. It is not unusual for residents to live 25 miles or more away from the service besides a regularly scheduled DOT route services and Medical Escort transportation for older adults and/or disabled medical appointments. The county is culturally diverse with two Native American Tribes (Sokaogon Chippewa-Mole Lake and the Forest County Potawatomi Tribe) within its borders. There is also a deeply rooted Polish community in Armstrong Creek area and a strong "transplanted" community near Crandon, which originated in the state of Kentucky. Forest County is home to significant percentage of poor, older adults who live on low fixed incomes.

The ADRC of the Northwoods serves as the initial point of contact for many seniors and others who are looking for information and assistance regarding service delivery system. The Office on Aging makes referrals to the ADRC (and vice versa) as the two offices work together to meet consumer needs. The Elder Benefit Specialist is an employee of ADRC to ensure continued ability to fully collect on the Federal Drawdown money for Medicaid services that are rendered, thus leading greater access for older adults in need.

The Office on Aging often provides services to older adults before they require the assistance of Long-Term support. Nutrition and Transportation services are often all that is needed in order to help seniors remain in their homes. If a caregiver is in need of respite or assistance, our office tries to assist with some needs and respite through the National Family Caregiver or Alzheimer's Caregiver Programs; if funding is available and the recipient meets program requirements. When there is a change in status and

need that our office cannot provide, we refer those individuals for Long-Term services to the ADRC.

In gathering input, the methods that we used were listening sessions and surveys. We partnered with Oneida, Vilas Counties and UW Extension to provide 2 listening sessions that were virtual. The individuals at the input sessions would like to see more services for caregivers; more healthcare availability and training to meet the needs of older adults, persons with disabilities, and individuals with dementia; more trainings on understanding legal documents. People would like to see more services to help older adults with shopping, home repairs, cleaning and opportunities for activities to avoid isolation. Community members would like more volunteer opportunities for older adults. Building a better volunteer network that may be able to offer services that County Aging Units cannot. Finally, transportation services need to be marketed better for everyone to know and providing transportation to community/social events.

In addition to listening sessions, we attended several COVID-19 vaccine clinics within a few months and we were able to get 568 completed surveys from all adult age groups and a few teenagers. The surveys revealed that community would like to see:

- Help with maintaining their homes and yardwork
- Better transportation-especially for medical appointments
- Someone to check in on them/social supports
- More discounts for seniors/affordable grocery store
- Better healthcare, home health, more help to be able to stay in their home longer
- More assisted living facilities, adult daycare and affordable senior housing.

In addition, the Aging Director meet with the Forest County Board of Supervisors updating the Board on Aging Plan and seeking input. The Aging Plan has been a standing agenda item on the Commission on Aging Committee meetings and there was input given regarding healthier nutrition meals that offer “clean eating” and working with grandparents who are raising their grandchildren.

The surveys and the in-person listening sessions mostly influenced the development of the plan. Transportation bus route ridership has been low for quite a while and the Aging Director has been discussing with the Commission on Aging Committee the need to complete a Transit Development Plan for a few years. We were wanting to complete one in 2021 and the pandemic occurred. We decided to postpone the project due to the grant funding only being available for one year after being awarded. We are partnering with North Central Regional Planning Commission to complete this plan and we thought it would be a good time to pursue this project as survey results are showing individuals are asking for alternative transportation options. A few of the goals developed were a result of the effects of social isolation many of our older adults dealt with because of the pandemic.

Although the last year has been very difficult for many of our seniors, some positive things did come out of the pandemic. One was more telehealth availability through our healthcare systems making it a little easier for some to get medical services without having to travel.

Our older seniors have been much more involved in advocacy over the years and they are more knowledgeable about the aging issues than the younger seniors are. I'm hopeful that the younger seniors will take more of an interest in advocacy once they see their services being reduced or eliminated by those who have an idea of the value of these services, which make it possible for many older adults to remain independently in their homes.

The needs of our older adults vary greatly. What is clear, the vast majority of seniors young and old are in need of services currently or in the future to assist with maintenance of their homes like yardwork, repairs or housekeeping; need of more skilled nursing/home health services and adult daycare for seniors to remain in homes; and are seeking to "stay connected" with peers, families or both. Safety and respect are integral components of "connectedness," as is the right to self-determination. We have a very successful health promotion program that is ran by all volunteers and we continue to work on adding new programming as well as expand current programming to outlying areas of the county. Forest County Economic Development received a grant before the pandemic to install towers throughout the county to provide broadband Internet services to the underserved population who do not have Internet capability. Completion of this project will allow more of our residents to get Internet services that will hopefully decrease social isolation and open opportunities to seniors that we may not be reaching through other media outlets.

In 2019, our county applied and was awarded a Department of Transportation 5310 grant to procure a new medium honeycomb 12 passenger/2-wheelchair capacity bus. We were having several unfixable issues with one of the buses and we are hoping that getting a new, more comfortable bus will increase ridership. Before the pandemic we had a good medical escort/route transportation service but nothing that was operating on a daily basis. We had low ridership on a few of the routes and it has decreased even more with the pandemic. We improved our Medical Escort service, through contracting with Centers for Independent Living of Western Wisconsin's New Freedom Transportation in October 2018. Contracting with New Freedom Transportation allowed us to get help recruiting volunteer drivers as well as provide a better service to our residents. We continue to find ways to advertise our transportation services and we will be applying for a grant to conduct a transit development plan to improve services.

The Office on Aging continues to do more with less, and less is no longer reality as the aging population continues to rise. The Aging Unit must consider service priorities and the ability to manage such priorities. Improving and revitalizing services to meet present and future seniors' needs and lifestyle will be vital.

Challenges that face the Office on Aging in Forest County are the following:

- Limited staff and funding. Office on Aging Director duties are severely stretched and often finding time to develop more programs and funding is very challenging.

- Less family involvement with older family members due to employment and nuclear family demands along with a shift in values among younger individuals.
- More demands on charitable organizations resulting in fewer donations.
- Fewer service providers and greater distances to access healthcare and other needs.

The long path vision for the aging unit is to build stronger partnerships with the Sokaogon Chippewa and Forest County Potawatomi tribes to build and expand services to help stretch funding. The Aging Unit has three vehicles through the Department of Transportation 5310 program. Our office is hopeful that we receive the Department of Transportation 5304 grant to develop a Transit Development Plan to improve our transportation services. We would like to expand transportation routes to more than twice a week. Further down the road, the aging unit will need to integrate with the ADRC in order to be able to provide adequate services to the growing older adult population.

## Context

The Wisconsin Department of Health Services 2019 Health Profile revealed that Forest County's population is 8,995. The majority of the residents are white (7,060) with Native Americans comprising the second largest ethnicity group in the county (1,270). The median household income in Forest County is \$45,536.00. According to the 2019 US Census information, 16.3% of residents live in poverty, compared to the State average of 10.4%. The data has also revealed that the average age of Forest County residents in 2019 is 46.7 years of age; with approximately 31.7% (2,851) of the residents are over the age of 60. We must work to ensure adequate services are available to our seniors as the Wisconsin Health Services County Population Projection through 2030 estimates that 25% of the population will be age 60 and over and by year 2040 the senior population 60 and over is estimated to grow to 35% of the residents in Forest County.

The rural setting in Forest County, coupled with an estimated poverty rate of 16.3%, means we will need a wide variety of services in the future years. According to the 2020 County Health Rankings, Forest County ranks 70 out of 72 in Health Outcomes and 69 out of 72 in Health Factors. Although our county has an array of outdoor amenities, natural resources and contains a desirable tourist and retirement destination; we lack clinical primary care physicians, variety of healthcare specialists, dentists, and mental health providers. The 2017 Wisconsin County Public Health Profile indicated that 15.2% of hospitalization of Forest County residents were preventable. We will have to figure out how to reach those who are in need even though they may be socially isolated and/or reluctant to ask for services that are needed. Many of our seniors are life-long residents of the county. The majority of individuals taking part in services offered by the Aging Unit are in their seventies, eighties and nineties. Our younger seniors include many who have chosen to retire to this beautiful area and are now realizing that the same level of resources and/or services that they had in the larger cities are simply not available to them here. In recent years, we lost a skilled nursing home facility in Crandon to closure leaving the county with one skilled nursing facility that is located in Blackwell and one assisted living facility located in Armstrong Creek to fill the growing needs of our rising older adult population. In addition, Forest County only has one medical clinic in the county that is located in Crandon. For many residents that means they need to travel a distance to get medical services.

Forest County Nutrition Program has five dining sites for our seniors. We continue to struggle with having enough funding to serve those who are in need of a nutritious meal on daily basis. It has been very difficult recruiting volunteers to deliver meals to those in the outlying areas of the county. In 2020, our County served 19,777 meals among the five dining sites and one restaurant model site. The Meal My Way restaurant model was very popular among the seniors. The establishment we were partnered with withdrew because they felt it was a lot of work that they did not have time for to prepare a separate menu and operate their current operation. We know the restaurant model is very popular among seniors and that the traditional meal sites are not as popular as it segregates the seniors from the rest of society. More seniors are caring for the

grandchildren whether it is babysitting while parents work or they are raising their grandchildren. There were many seniors who were dining at the restaurant site that never attended any of our dining sites and we were seeing seniors bring their grandchildren with them who enjoyed eating our nutritious meal and socializing with their friends while ordering off the restaurant's menu for their grandchildren. It truly was a win, win situation. We feel it is important to implement another restaurant model but it will be difficult to find a local restaurant who will be willing to put in the time to prepare meals to the nutrition guidelines and who will charge a price that is maintainable for our budget.

Working with other agencies and tribes to coordinate current services and use available resources in the best manner possible, is critical to build a solid service network that will accommodate more seniors now and in the future.

The Office on Aging resources include:

- Committed staff and volunteers;
- Committed staff from the Greater Wisconsin Agency on Agency Resources and the State;
- An active and supportive Commission on Aging committee;
- Supportive Forest County Board of Supervisors;
- A strong Health Promotion program in which classes are led by very dedicated volunteers; and
- A growing Forest County Caregiver Coalition;
- Strong partnerships in which we collaborate on projects and share resources with; The Forest County Health Department, Forest County Social Services; UW-Extension, Crandon Public Library, Forest County Potawatomi Tribe, Managed Care Organizations: Lakeland Cares and Inclusa, Oneida and Vilas Counties; Aspirus Crandon Clinic, Laona Lion's Club, Forest County ATV Club, Champion Care (Bay at Nu-Roc and Bay at Eastview), Alzheimer's Association, Compassus Hospice Care; and North Lakes Community Clinic in Lakewood, ADRC of the Northwoods, New Freedom Transportation, and Dewing's Catering.



## Community Involvement in the Development of the Aging Plan

In gathering input, the methods that we used were listening sessions and surveys. We reached a total of 602 people between surveys and input sessions. We partnered with Oneida, Vilas Counties and UW Extension to provide 2 listening sessions that were virtual. The individuals at the input sessions would like to see more services for caregivers; more healthcare availability and training to meet the needs of older adults, persons with disabilities, and individuals with dementia; more trainings on understanding legal documents. People would like to see more services to help older adults with shopping, home repairs, cleaning and opportunities for activities to avoid isolation. Community members would like more volunteer opportunities for older adults. Building a better volunteer network that may be able to offer services that County Aging Units cannot. Finally, transportation services need to be marketed better for everyone to know and providing transportation to community/social events.

In addition to listening sessions, we attended several COVID-19 vaccine clinics within a few months and we were able to get 568 completed surveys from all adult age groups and a few teenagers. The surveys revealed that community would like to see:

- Help with maintaining their homes and yardwork
- Better transportation-especially for medical appointments
- Someone to check in on them/social supports
- More discounts for seniors/affordable grocery store
- Better healthcare, home health, more help to be able to stay in their home longer
- More assisted living facilities, adult daycare and affordable senior housing.

In addition, the Aging Director meet with the Forest County Board of Supervisors updating the Board on Aging Plan and seeking input. The Aging Plan has been a standing agenda item on the Commission on Aging Committee meetings and there was input given regarding healthier nutrition meals that offer “clean eating” and working with grandparents who are raising their grandchildren.

## Public Hearing Requirements

Please provide a brief summary of the hearings and input from community members.

Use the [Public Hearing Report](#) to list the dates, times, locations, and numbers of people in attendance at public hearings. The report should include a summary of public comments and explain modifications made to the draft version of the plan as a result of input collected during the public hearing. Attach [Public Hearing Report\(s\)](#) to the appendices of the aging unit plan.

## Goals for the Plan Period

This section describes both the goals and supporting measurable activities the aging unit will do during the planning period 2022–2024.

Focus area: Title III-B Supportive Services	Due Date
<b>Goal statement: Develop Transit Development Plan (TDP) to improve transportation services and increase ridership.</b>	12/2024
<b>Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data.</b> Pre- and post-participation levels measured through DOT 85.21 and 5310 quarterly reports and satisfaction surveys.	

Specific strategies and steps to meet your goal:	Measure (How will you know the strategies and steps have been completed?)	Due Date
<b>Strategy 1:</b> Work with North Central Wisconsin Regional Planning Commission to apply for a 5304 grant to conduct a TDP		01/2022
Action step: Compile data and information to write the Grant with NCRPC	Grant application will be written	01/2022
Action step: Write and submit grant	Grant Awarded	06/2022
Action step:		
<b>Strategy 2:</b> Distribute survey and hold community input sessions throughout the county.		
Action step: Work with COA Committee and NCWRPC to develop and distribute survey.	Survey developed 50 surveys returned.	06/2022
Action step: Hold Community Input sessions.	Five community input sessions will be held and 100 community members will participate.	10/2022
Action step:		
<b>Strategy 3:</b> Develop TDP to improve ridership and services		
Action step: Work with NCWRPC and partners to develop a TDP.	Plan completed	12/2022
Action step: Implement plan recommendations to improve transportation services.	More people will use the transportation services and data through quarterly ridership reports will show the	12/2024

<b>Specific strategies and steps to meet your goal:</b>	<b>Measure</b> ( <i>How will you know the strategies and steps have been completed?</i> )	<b>Due Date</b>
	increase of ridership and services.	
Action step:		
<b>Annual progress notes</b>		

<b>Focus area: Title IIIC Nutrition Program</b>	<b>Due Date</b>
<b>Person centered services &amp; maximizing consumer control &amp; choice</b>	
<b>Goal statement:</b> Partner with a local restaurant to develop a restaurant model “My Meal, My Way” breakfast option for congregate meal participants to increase participation & socialization.	12/2023
<b>Plan for measuring overall goal success</b> Pre-and post- participation levels measured. Satisfaction surveys provided to new and existing participants to determine programming meets their needs/desires.	

<b>Specific strategies and steps to meet your goal:</b>	<b>Measure (How will you know the strategies and steps have been completed?)</b>	<b>Due Date</b>
<b>Strategy 1:</b> Find and partner with a local restaurant		
Action step: Talk with local restaurant owners to educate them on our meal guidelines	Meetings will be set up to discuss our nutrition program with local restaurant owner.	6/2022
Action step: Discuss and negotiate prices and terms with restaurant.	Contract will be approved by COA Committee, Corp. Counsel, State and restaurant	08/2022
Action step:		
<b>Strategy 2:</b> Develop Menu		
Action step: Develop Menu with restaurant and contracted dietician	Menu will be developed and agreed upon by our agency, GWAAR and restaurant owner	09/2022
Action step: Survey participants with menu options to gauge success	Focus groups and annual survey will develop to measure success.	09/2023
Action step:		
<b>Strategy 3:</b> Work with COA Committee, GWAAR, State and restaurant to launch the My Meal, My Way model.		
Action step: Write plan and submit to GWAAR/State for approval.	GWAAR/State will approve restaurant model.	11/2022
Action step: Write and approve contract for services with committee, GWAAR & Corp. Counsel.	Contract will be approved by committee, Corp. Counsel and restaurant.	11/2022
Action step: Hire Site Manager to oversee operation.	Site manager will be hired and trained.	01/2023
<b>Annual progress notes</b>		

<b>Focus area: Title III E-Caregiver Support</b>	<b>Due Date</b>
<b>Goal statement:</b> Caregivers will have access to support groups, trainings, presentations, and events as desired, either virtually or in-person.	12/2024
<b>Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data.</b> <ul style="list-style-type: none"> <li>User satisfaction surveys will indicate 75% of borrowers are satisfied with their use of technology to attend caregiver support events.</li> <li>Increase number of support groups/trainings attended at end of goal period (2023) compared to 2021.</li> </ul>	

<b>Specific strategies and steps to meet your goal:</b>	<b>Measure (How will you know the strategies and steps have been completed?)</b>	<b>Due Date</b>
<b>Strategy 1:</b> Re-establish support groups with public library.	At least one partnership will be established.	04/2022
Action step: Advertise, marketing to get participants to attend (newsletter, radio ad, newspapers & social media)	Will place articles/posters and radio ads to advertise the support groups	5/2022
Action step: Reserve library for meetings	Work with Library Director to reserve a room to hold caregiver support groups and townships.	01/2022
Action step: Recruit volunteers to help hold support groups	Advertise on social media, newsletter, newspaper, etc. and reach out to former caregivers.	2/2022
<b>Strategy 2:</b> Forest County Caregiver Coalition will work on hosting a Virtual Dementia Tour by combining resources.		12/2023
Action step: Work with GWAAR to identify facilitators.	Work with GWAAR Caregiver Coordinator and the State Coordinator to connect with an organization who offers the Virtual Dementia Tour.	3/2023

Action step: Identify a location to hold event	Work with Tribes and local hotels to reserve space to hold the event.	7/2023
Action step: Work with Caregiver Coalition to identify funding sources.	Work with Coalition partners to combine financial resources to host event.	03/2023
<b>Strategy 3:</b>	Alzheimer's Family Caregiver Support Program 101 Presentation	10/2024
Action step: Identify Locations	Reach Out to meal sites, townships, libraries to offer presentation.	01/2024
Action step: Advertise/market event	Advertise on social media, newsletter, newspapers and TV and radio ads.	03/2024
Action step:		
<b>Annual progress notes</b>		

<b>Focus area: Enhance Ongoing Community Engagement</b>	<b>Due Date</b>
<b>Goal statement:</b> Develop a marketing/education Plan on available services provided by Office on Aging Office.	12/2023
<b>Plan for measuring overall goal success</b> – <i>How will you know that you have achieved the results you want? Review SAMS data prior to marketing plan and post marketing if participation in programming increased by each program.</i>	

<b>Specific strategies and steps to meet your goal:</b>	<b>Measure (How will you know the strategies and steps have been completed?)</b>	<b>Due Date</b>
<b>Strategy 1:</b> Promote services while collecting feedback.		
Action step: Work with Oneida and Vilas Counties to advertise Aging Programs on radio and TV.	Ask people how they learned of our services while talking with them and keep a tally of how people have heard of our service.	01/2023
Action step: Put articles in local newspapers, Facebook, Partner Facebook pages discussing our services to increase advertising efforts.	Publish article on each service that we provide in newspaper, Facebook and newsletter.	12/2024
Action step:		
<b>Strategy 2:</b> Work with Sky Van Rossum, GWAAR Business Development Coordinator to develop a referral system for healthcare systems to use to refer patients for aging program services.	.	
Action step: Develop a plan to promote healthcare systems to see the buy-in of using a referral system for our services	Healthcare systems will refer 10 clients to our agency for services.	12/2024
Action step:		
Action step:		
<b>Strategy 3:</b>		
Action step:		
Action step:		
Action step:		

Specific strategies and steps to meet your goal:	Measure ( <i>How will you know the strategies and steps have been completed?</i> )	Due Date
Annual progress notes		



<b>Focus area: Health Promotion &amp; Address a Barrier to Racial Equality</b>	<b>Due Date</b>
<b>Goal statement:</b> Collaborate with the tribes and other partner organizations to offer more opportunities (programs & services) to all county residents.	12/2024
<b>Plan for measuring overall goal success – How will you know that you have achieved the results you want?</b> Built partnerships that offer more classes and services offered will increase participation using SAMS data to show the increase of services.	

<b>Specific strategies and steps to meet your goal:</b>	<b>Measure (How will you know the strategies and steps have been completed?)</b>	<b>Due Date</b>
<b>Strategy 1:</b> Set up coordination working group with Forest County Potawatomi and Sokaogon Chippewa Tribes.	Meet with tribes and Managed Care Organizations/ IRIS to collaborate on possible programs that can be offered and work on training leaders for decided programs.	
Action step: Reach out to both tribes and schedule an initial meeting to start discussion on services and work on setting up regular meeting schedule to work on goal.	Initial meeting was held.	02/2022
Action step:		
Action step:		
<b>Strategy 2:</b> Identify Program needs and opportunities to collaborate together.		08/2022
Action step: Evaluate programming the is currently being offered.	Report of current program services that are currently being offered by the county and both tribes.	
Action step:		
Action step:		
<b>Strategy 3:</b> Develop a work plan to address program needs to increase programming for the County and Tribes.	Plan of action plan will be prepared and approved by County, tribes and other partnering organizations.	01/2023

<b>Specific strategies and steps to meet your goal:</b>	<b>Measure</b> ( <i>How will you know the strategies and steps have been completed?</i> )	<b>Due Date</b>
Action step: Pull fiscal resources together and train leaders and purchase equipment needed to offer classes.	Leaders will be identified and training and needed equipment will be purchased or a date will be determined to have task completed.	06/2023
Action step: Start scheduling and recruiting program.	Data from SAMS will show increase in participation.	12/2024
Action step:		
<b>Annual progress notes</b>		

<b>Focus area: Knowledge and Skill Related to Advocacy</b>	<b>Due Date</b>
<b>Goal statement:</b> Empower each committee member with the tools necessary for effective advocacy.	12/2024
<b>Plan for measuring overall goal success</b> – <i>How will you know that you have achieved the results you want? Use data.</i> By 12/31/2021, each committee member will feel comfortable advocating to legislators on older adult needs and programming.	

<b>Specific strategies and steps to meet your goal:</b>	<b>Measure (How will you know the strategies and steps have been completed?)</b>	<b>Due Date</b>
<b>Strategy 1:</b> Work with the Advocacy Coordinator, Janet Zanders from GWAAR to set up an advocacy training for committee members at one COA Committee Meeting.		01/2022
Action step: Schedule training.	A training will have been completed at a COA committee Meeting.	06/2022
Action step:		
Action step:		
<b>Strategy 2:</b> Educate COA Committee on Advocacy Day opportunity in Madison.	Some committee members will commit to attend advocacy training in Madison.	03/2023
Action step: Email or personally hand Advocacy enrollment forms to committee members.	Some committee members will have attended Advocacy Day virtually or in-person in Madison.	05/2023
Action step:		
Action step:		
<b>Strategy 3:</b> Identify opportunities for newly trained committee members to put their new skills to work to gain experience.		
Action step: State and federal advocacy alerts from GWAAR, and other partners (Meals on Wheels America, etc.) will be shared with committee members.	Aging Director will email committee members alerts and committee members will call or write letters to advocate on various Aging program issues	12/2024

<b>Specific strategies and steps to meet your goal:</b>	<b>Measure</b> ( <i>How will you know the strategies and steps have been completed?</i> )	<b>Due Date</b>
Action step:		
Action step:		
<b>Annual progress notes</b>		

## Coordination Between Title III and Title VI

On April 28, 2021, I met with Kristine Zelechowski, Elder Services Administrator, Phoua Xiong, Elder Services Coordinator and KeeAnna Armstrong, Intern from Forest County Potawatomi Tribe. We discussed the positive and strong relationship that the County has had with the Tribe the last 5 years. As Kristine and Phoua are fairly new to their positions, I explained what Penny and I have partnered on in the past years. We agreed that we would continue to work together on building our Caregiver Coalition. We discussed that we would continue to collaborate on the delivery of meals from our prospective nutrition programs as much as possible. If my office receives a Meals on Wheels Referral from someone within the tribal area that the FC Potawatomi delivery van serves, my office will refer that person to the tribe since the tribe has more funding available than the county does. This collaboration will be in effect for the entire 2022-2025 plan. We also agreed to meet on a quarterly in an effort to keep each other informed of the various activities we are offering within the county so we can see if we might be able to help one another with the delivery of these plans.

We also felt it was important to market the Caregiver Programs and do a joint marketing effort to make both tribal and county residents aware of the services that we can provide for caregivers. We both find expending the funding is difficult and it often can be difficult especially now dealing with a pandemic to get people to enroll into this program. Another area that we both the county and tribe struggle with is using Health Promotion funding. Due to limited staff, the county relies on volunteers to teach the health promotions classes. The county has a difficult time finding space to hold these classes. We have a few available options but there are some townships that do not a facility large enough to hold exercise classes. The Tribe will be opening up a Community Center this year and the center has been designed for walking, exercise classes and will also have a swimming pool. We were thinking that we could work together to get leaders trained in Walk with Ease and other evidenced base programming and hold classes there for all the seniors. We also discussed partnering with Nicolet College's Learning in Retirement Program to offer aquatic classes at their center. Before the pandemic, Nicolet College was offering an aquatic class for seniors at the Carter Hotel and Casino.

On July 21, 2021, I met with Samantha VanZile Cotrell, Sokaogon Chippewa Elder Director, Kassy Heard, Great Lakes Intertribal Counsel, and Nick Musson, Greater Wisconsin Agency on Aging Resources to discuss service collaboration with the tribe. We discussed planning joint health promotions classes and combining some of our resources together to expand services and programming. Currently, Sammi is trained to teach Living Well with Conditions and Living Well with Diabetes. The program requires two leaders and the County may be able to train someone to assist with teaching the class and offering it to tribal and county residents. Our office has several Strong Bodies leaders and I shared that we have had tribal members participate in the class and that we could do more outreach to encourage tribal members to participate in the classes. Sokaogon Chippewa Tribe is a partner of the Forest County Caregiver Coalition. All counties and tribes who receive Title 3 funding need to have a caregiver coalition or be a part of a coalition. Forest County Caregiver Coalition has been discussing events that we could offer and the Virtual Dementia Tour is one event that could benefit many

providers and caregivers who care for dementia patients. The cost to offer this event is quite high and difficult for one county or tribe to offer the event on their own using the Title 3 Caregiver program allocation. Combining resources with both tribes, county and other partners would make it possible. Sokaogon Chippewa Tribe has a Dementia Specialist that could be a part of our Caregiver Coalition and assist with planning events and providing resources to all caregivers and providers within the Coalition.

### **Primary Contact to Respond to Questions About the Aging Plan Template**

Name: Tammy Queen

Title: Forest County Aging Director

County: Forest

Organizational Name: Forest County Commission on Aging\_

Address: 200 East Madison Street

City: Crandon

State: WI

Zip Code: 54520

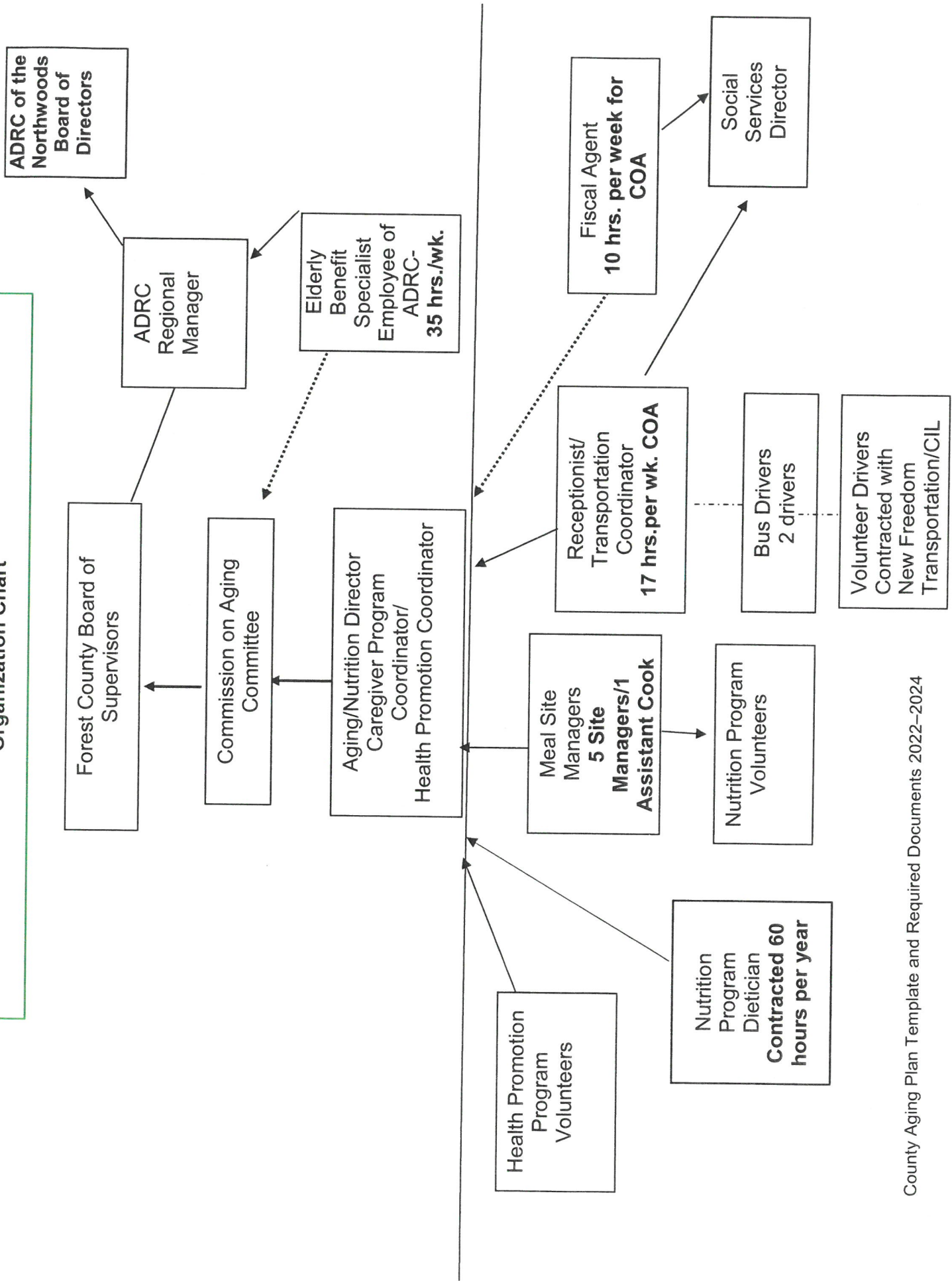
Email Address: [tqueen@co.forest.wi.us](mailto:tqueen@co.forest.wi.us)

Phone # (715) 478-7712

### **Organizational Chart of the Aging Unit**

See Next Page.

**Forest County Commission on Aging  
Organization Chart**



## Staff of the Aging Unit

Name: Tammy Queen, BA (40 hours/ per week)

Job Title: Office on Aging Director

Telephone Number/email Address: (715) 478-7712, [tqueen@co.forest.wi.us](mailto:tqueen@co.forest.wi.us)

Brief Description of Duties: I oversee all OAA programs for Forest County. I am also the Nutrition Director, Transportation Director, National Family Caregiver Support Program and Alzheimer's Family Caregiver Support Program Coordinator. I oversee all DOT 85.21 programs, including our Route and Medical Escort Programs. I work with staff to ensure that all program guidelines are followed; ensure reports, plans and other required information is accurate and submitted in a timely manner; provide information and assistance in regard to agency programs and other resources in the community; provide case management for all clients on the both NFCSP and AFCSP; ensure proper record retention; maintain client files; ensure Office on Aging vehicles are maintained and I help to coordinate recreational activities for our seniors. I also work closely with our Dietician and Caterer to ensure the food at our five meal sites meet all qualifications and is delivered on time. I also work closely with the meal sites managers and order/deliver all the supplies they need. I accept all the paperwork from the five meal sites daily and work to insure their accuracy/timeliness. I work closely with the Fiscal Agent to ensure program payments are received and/or paid in a timely manner. I also work closely with her to develop the Forest County Office on Aging budget and the GWAAR budget each year. I work closely with the Commission on Aging Committee to ensure program regulations are met and that consumers/staff needs/issues are addressed in a timely and consistent manner within program policy and county policy guidelines.

Name: Christina Ritzer, RDN, CD

Job Title: Contracted Certified Dietician

Telephone Number/email Address: (651) 283-7714; [tinaritzer@gmail.com](mailto:tinaritzer@gmail.com)

Brief Description of Duties: Tina works on PRN basis (up to 60 hours/year). She reviews the monthly on-site and home-delivered meal menus from the caterer and Alvin Site Manager(cook kitchen); oversees the nutrition aspect of the Nutrition Program; conducts site assessments; ensures compliance with the Nutrition Program standards'; conducts in-home visits with high risk consumers as needed; assists with site staff trainings/meetings; provides training, program reviews and updates to Nutrition staff; works with UW-Extension to provide education nutrition information, demonstrations and other activities to participants; visits sites as time allows; informs the Office on Aging Director of nutrition staff/site needs and concerns and works with all staff to improve the nutrition program and meet the ever-changing needs of the consumers.

Name: Joan Ginter (10 hours per week)

Job Title: Fiscal Agent

Telephone Number/email Address: [fiscal@co.forest.wi.us](mailto:fiscal@co.forest.wi.us); (715) 478-7706

Brief Description of Duties: Tracks program revenue and disbursements; prepares reports as appropriate; prepares supportive documents for completion of reports and audit; works with the County Clerk's office to insure accuracy; reviews all bills by program and prepares vouchers for payment; tracks volunteer hours; and tabulates



nutrition site meals for reports and SAMS entry; keeps files current and organized; tracks program income and required reporting information; works with Office on Aging Director to develop Office on Aging county budget and GWAAR budget.

Name: Kayla Collins (17 hours per week)

Job Title: Receptionist/Transportation

Telephone Number/email Address: (715) 478-3256; kpaquette@co.forest.wi.us

Brief Description of Duties: Designs the Office on Aging monthly newsletter. She prepares and updates the nutrition program monthly rosters. She organizes and works with volunteers and site managers to distribute newsletters and monthly paperwork for dining sites. Kayla assist with copying and keeps track of all Health Promotion classes enrollment and provider authorization forms. She records all transportation hours; helps complete DOT statistical reports, provides information in regard to route transportation; tracks transportation participants; and works with drivers on the route schedules.

Name:

Job Title:

Telephone Number/email Address:

Brief Description of Duties:

## Aging Unit Coordination with ADRCs

The ADRC of the Northwoods is a multi-county ADRC whose Forest County office is located across the street from the Forest County Courthouse. ADRC serves Forest and Taylor Counties. ADRC is the initial point of contact for many seniors and others who are looking for information and assistance regarding service delivery system. The Office on Aging is a separate aging unit located in the courthouse that makes referrals to the ADRC (and vice versa) as the two offices work together to meet consumer needs. The Elder Benefit Specialist is an employee of ADRC to ensure continued ability to fully collect on the Federal Drawdown money for Medicaid services that are rendered, thus leading greater access for older adults in need. The ADRC and the Aging Unit will work together the next three years to educate the community on the services that both agencies provide for easier access of services for the citizens of the county.

## Statutory Requirements for the Structure of the Aging Unit

[Chapter 46.82 of the Wisconsin Statutes](#) sets certain legal requirements for aging units. Consider if the county or tribe is in compliance with the law. If the aging unit is part of an ADRC the requirements of [46.82](#) still apply.

<b>Organization:</b> The law permits one of three options. Which of the following permissible options has the county chosen?	<b>Check One</b>
(1) An agency of county/tribal government with the primary purpose of administering programs for older individuals of the county/tribe.	X
(2) A unit, within a county/tribal department with the primary purpose of administering programs for older individuals of the county/tribe.	
(3) A private, nonprofit corporation, as defined in s. 181.0103 (17).	
<b>Organization of the Commission on Aging:</b> The law permits one of three options. Which of the following permissible options has the county chosen?	<b>Check One</b>
For an aging unit that is described in (1) or (2) above, organized as a committee of the county board of supervisors/tribal council, composed of supervisors and, advised by an advisory committee, appointed by the county board/tribal council. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee.	
For an aging unit that is described in (1) or (2) above, composed of individuals of recognized ability and demonstrated interest in services for older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.	X
For an aging unit that is described in (3) above, the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least	

50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.	
<b>Full-Time Aging Director:</b> The law requires that the aging unit have a full-time director as described below. Does the county have a full-time aging director as required by law?	Yes

## Membership of the Policy-Making Body

The commission is the policy making entity for aging services (46.82 (4) (a) (1)) and an aging advisory committee is not the commission. List the membership of the aging unit's policy-making body using the template provided below and include in the body of the aging plan. There are term limits for the membership of the policy-making body.

**Official Name of the County Aging Unit's Policy-Making Body: Forest County Commission on Aging Committee**

Name	Age 60 and Older	Elected Official	Year First Term Began
<b>Chairperson: Mike Miller</b>	X	X	04/2020
Jack Matuszewski	X	X	04/2020
Larry Sommer	X		11/2019
Wendy Abney	X		10/2019
Ann Koziol	X		04/2021
Jean Jungwirth	X		10/2019
Casey Sponable	X		04/2021
Rhonda Roberts			04/2021
Laurie Van Grinsven			04/2021

## Role of the Advisory Committee

Where an aging unit has both an advisory committee (sometimes referred to as the advisory council) and a policy-making body, a key role of the advisory committee is to advise the policy-making body in the development of the plan and to advocate for older adults. Evidence of this involvement should be listed as an attachment in the appendices of the aging unit plan.

## Membership of the Advisory Committee

An aging advisory committee is required if the commission (policy-making body) does not follow the Elders Act requirements for elected officials, older adults, and terms, or if the commission is a committee of the county board (46.82 (4) (b) (1)). If the aging unit has an advisory committee, list the membership of the advisory committee using the template provided below and include in the body of the aging plan. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee. There are no term limit requirements on advisory committees.

## Membership of the Advisory Committee Template

Official Name of the County Aging Unit's Advisory Committee:

Name	Age 60 and Older	Elected Official	Start of Service
Chairperson: NA			