



AGENDA

ADRC of Southwest Wisconsin-Iowa County Board
Tuesday, February 25, 2020 at 10:00 a.m.
Health & Human Services Center, Community Room,
303 W Chapel St., Dodgeville, WI 53533

Iowa
County
Wisconsin

1	Call to order.
2	Introduce new ADRC Board members, Marilyn Rolfsmeyer and Nancy Clements.
3	Roll Call.
4	Approve the agenda for this February 25, 2020 meeting.
5	Approve the minutes of the November 26, 2019 meeting.
6	Report from committee members and an opportunity for members of the audience to address the committee. No action will be taken.
7	Review ADRC Monthly Financial Summary. No action will be taken.
8	Update provided by the By-Law Sub-Committee. No action will be taken.
9	Department Reports: a) SUN: b) ADRC: (EBS, DBS, I&A, and Transportation)
10	ADRC Manager: a) ADRC Managers Report b) Advocacy Updates
11	Set next meeting date: Tuesday, March 24, 2020 at Health & Human Services Center, 303 W. Chapel Street, Dodgeville, WI 53533. 10:00 am.
12	Adjournment.
Posting verified by: Justin O'Brien Date: 2/18/2020 Initials: jo	

TUESDAY, NOVEMBER 26, 2019

State of
Wisconsin
County of
Iowa

**UNAPPROVED MINUTES OF THE ADRC OF SOUTHWEST WISCONSIN,
IOWA COUNTY BOARD MEETING HELD
TUESDAY, NOVEMBER 26, 2019 at 10:00 a.m.
HEALTH & HUMAN SERVICES CENTER,
303 W. CHAPEL ST., DODGEVILLE, WI 53533**

2019-09

Item		Index
1)	Chairperson O'Brien called the meeting to order at 10:02 a.m.	Call to Order
2)	Roll Call – Members Present: Kathy Elliott, Dianne Evans, Judy Lindholm, Jeremy Meek, Lynn Munz, Elsie Jane Murphy, Justin O'Brien, Cathy Palzkill, J. Patrick Reilly, Trish Rock and Alvina Sturz. Excused: Lori Fisher and William Ladewig. Others Present: Valerie Hiltbrand, Marylee Oleson, Jamie Gould, Brittany Mainwaring, Cecile McManus, Shirla Gehrke and Margaret Peat.	Roll Call
3)	Approval of the November 26, 2019 Agenda. Motion by Lindholm and seconded by Sturz to accept the agenda. Motion carried.	Agenda Approval
4)	Approval of the October 22, 2019 meeting minutes. Motion by Lindholm and seconded by Palzkill to accept the meeting minutes. Motion carried.	Meeting Minutes Approval
5)	Hiltbrand passed around a thank you card for the board to sign for Linda Wetzel Hurley. Members expressed their thanks for her commitment to the board. Margaret Peat and Shirla Gehrke attended to voice their concerns regarding the volunteer driver escort program. Chair O'Brien thanked them for their comments and reminded them, personnel matters will not be discussed at this board meeting. Concerns can be presented to Hiltbrand, Gould, or Tom Slaney who would address them accordingly.	Members of audience address Committee
6)	Jamie Gould, Finance Manager, presented. Chair O'Brien questioned the difference between income and expenditures and asked if this was normal. Gould said it was due to using up the grant money. This is typical at the end of the year. No concerns.	Monthly Financial Summary
7)	Gould presented the 2020 GWAAR Budget Form (Certification of Claim). Each page was reviewed and discussed. The Board thanked Gould for her hard work on the form. Motion by Lindholm and seconded by Rock to approve the 2020 GWAAR Budget Form. Motion carried.	Approve 2020 GWAAR Budget Form
8)	The Transportation subcommittee met and reviewed the Procedural Guidelines and forwarded them to the ADRC Board. O'Brien requested that page 3, bullet point 19 word "whom" change to "who". Motion by Palzkill and seconded by Reilly to approve the amended Bus and Taxi Procedural Guidelines. Motion carried.	Approve Bus and Taxi Guidelines
9)	Motion by Lindholm and seconded by Meek to go into Closed Session to review two ADRC Board member applications. Motion carried.	Closed Session
10)	Motion by Lindholm and seconded by Reilly to Return to Open Session. Motion carried.	Open Session
11)	Motion by Palzkill and seconded by Rock to approve and forward to the County Board the recommendations of Nancy Clements and Marilyn Rolfsmeyer as new ADRC Board members who will finish out the terms of Walton and Wetzel Hurley.	Action on Closed Session
12)	Review Department Reports: SUN (Seniors United for Nutrition): Cecile McManus, SUN Director for Iowa and Lafayette Counties, presented. Finalizing budgets. Waiting for a contract from one provider. Hodan Center will officially no longer be a provider for Mineral Point. The Linden dining site will take over. Mineral Point drivers will go to Linden to pick up the meals. Several upcoming fundraisers; December 2 Culver's Dodgeville 5-10 pm, December 3 online Giving Tuesday, and early December is their annual Letter of	Review Department Reports

	Appeal. Palzkill asked if SUN receives a donation from the Iowa Co. United Fund, yes they do per McManus. They are creating a new SUN brochure. I&A (Information & Assistance): Report provided. Brittany Mainwaring presented the HeART Coalition new website on the Iowa County website (www.iowacounty.org). It can be found under the Community tab. She informed everyone that the HeART benches are being placed around the county. The coalition is also sponsoring a book club to review the book <i>My Two Elaine's</i>. The club met in Mineral Point and there were 12 attendees. They will hold another club review at the Barneveld Public Library on Tuesday, January 14 at 10:30 am. EBS (Elder Benefit Specialist): Report provided. Hiltbrand provided the answer to Chair O'Brien's question from the last Board meeting - why the dramatic difference in EBS Open and Closed Cases between August and September? Stacey Terrill said there was a substantial increase in retirees filing for their Social Security benefits. DBS (Disability Benefit Specialist): Report provided. ADRC Transportation: Report provided.	
13)	ADRC Manager's Report: Valerie Hiltbrand presented. • Over 300 Veterans and Caregivers attended Vet Con 2019 at the Alliant Energy Center. Many resources are available to veterans such as, therapy dogs. • November is National Family Caregiver Month. • 21 people attended Caregiver Renewal Day on 11/15 in Platteville. Rob Bell was the keynote speaker. He has local ties to Dodgeville. • Medicare Made Clear presentation will be 12/12 at the Dodgeville Public Library. Munz complimented Stacey Terrill. • Outreach opportunities: Dodgeville High School today and Clyde Conversation on Sunday, 12/1/19. • Monday, 12/2/19 is the Caregiving Skills Workshop in Darlington. We hosted in Dodgeville this summer. Great information. Advocacy Updates: • Governor Evers vetoed the bill reducing nursing assistant training hours. Palzkill said she would like to see a bill increasing nursing assistant pay. They work very hard and should be compensated.	ADRC Manager
14)	Tuesday, January 28, 2020 approved for the next ADRC Board meeting. 10:00 a.m., HHS Center, Community Room, Dodgeville.	Next Meeting Date
15)	Motion by Reilly and seconded by Lindholm to Adjourn. Motion carried. Meeting adjourned at 11:17 a.m.	Adjourn

AGING AND DISABILITY RESOURCE CENTER OF SOUTHWEST WISCONSIN, IOWA COUNTY BY-LAWS

ARTICLE I. NAME

The name of the organization shall be the Aging and Disability Resource Center of Southwest Wisconsin Iowa County hereafter referred to in this document as the ADRC.

ARTICLE II. PURPOSE

The ADRC is committed to improving the quality of life for all Iowa County elderly as well as adults who are disabled. To these ends we will act as the voice, advocate and administrative arm of this county for these individuals with particular emphasis toward achieving a more visible and positive public image. We will develop, review and stimulate programs based on the expressed needs and desires of our constituents. We will direct our efforts to assure that programs and services reach the vast majority, if not all, the county's adults with disabilities and elderly citizens. All planning will concern itself with the economic well-being and the maximum utilization of the potential of adults with disabilities and elderly citizens. It is the hope of this ADRC that these efforts will help all that it represents to lead a more peaceful, healthy, happy and fulfilling life.

ARTICLE III. STRUCTURE

The ADRC shall consist of the ADRC Staff, ADRC Board, and sub-committees of that Board.

ARTICLE IV. ADRC BOARD

Section 1. Appointments

The ADRC will seek to assure representation for all geographic areas in the County as well as one consumer, family member, guardian or advocate representing adults with physical disabilities, one representing adults with intellectual/developmental disabilities and one representing adults with either a mental health or a substance abuse issue. When a position on the ADRC Board becomes vacant, we will first try to fill that vacancy with somebody living in the same general geographical location. We will then seek to fill any need for a representative from one of our target groups. We will solicit public input through advertisements in local papers and contact with local elderly and disability groups and public bodies. If it is not possible to locate someone in the area, the ADRC Board will seek to appoint someone from other areas where it feels representation is needed. The ADRC Board will screen prospective applicants and present its recommendations to the Iowa County Administrator. Appointments will be affirmed by the Iowa County Administrator subject to the approval by the full County Board.

Section 2. Memberships

The ADRC Board shall consist of at least 9 (but no more than 15 members). At least 51% of the members shall be 60 years of age or older. No more than three members shall be elected county officials. The ADRC Board shall include at least one consumer, family member, guardian or advocate who represents adults with physical disabilities, one representing adults with

intellectual/developmental disabilities and one representing adults with either a mental health or a substance abuse issue.

Section 3. Tenure/Terms

Each member shall serve a three-year term with the exception of those appointed to replace a member who resigns or retires in mid-term. (In the latter case, the appointee will serve out the remainder of the term of the person s/he replaces). The ADRC Board will be divided into three groups of approximately the same size. Each year one of these groups, in rotations, will be eligible for reappointment or replacement, in accordance with State Statute. In accordance with s. 46.82 of the Wisconsin State Statutes, no member may serve more than two consecutive 3 year terms. County supervisors may not be appointed past their two-year elected terms. Therefore, to comply with state statutes, county supervisors may serve no more than three consecutive two-year terms.

Section 4. Absences

Any member of the ADRC Board absent without a valid excuse for three consecutive regular meetings shall be removed from their position.

Section 5. Removal

In accordance with s. 46.82 of the Wisconsin State Statutes, "a county or tribal commission on aging member appointed under par.(a)1. may be removed from office for cause by two-thirds vote of each county board of supervisors or tribal governing body participating in the appointment, on due notice in writing and hearing of the charges against the member."

Section 6. Ethics and Confidentiality

ADRC Board members must abide by the Iowa County Ethics Guide. ADRC Board members shall not release the names and/or other confidential information about the program participants without the consent of the participant. The responsibility to maintain confidentiality should be fulfilled in such a way as to not obstruct or preclude legitimate public access to records or information relative to the activities, programs, service and financing of the ADRC.

Section 7. Training

Members of the ADRC Board shall receive training and education to enable the members to have a strong and effective voice.

ARTICLE V. OFFICERS

Officers will be elected from the ADRC Board and shall consist of a Chairperson and Vice-Chairperson, and Secretary.

Section 1. Duties of Officers

A. Chairperson:

Shall preside at all meetings of the ADRC Board, make appointments to committees, make recommendations to County committees, make recommendations to County Board with assistance of Director and in general s/he shall perform all duties incidental to the office of Chairperson and such other duties as may be prescribed by the ADRC Board.

B. Vice-Chairperson:

Shall preside at all meetings in the absence of the Chairperson or in event of their inability or refusal to act. The Vice-Chairperson shall perform all the duties of the Chairperson and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chairperson. The Vice-Chairperson shall perform such other duties as from time to time may be assigned to him/her by the Chairperson or by the ADRC Board.

C. Secretary:

review working
Review the unapproved minutes prior to the review by the ADRC Board. Assume the responsibilities of the Chair in the absence of both the Chair and the Vice-Chair. ~~Shall keep the minutes of the meeting of the ADRC Board, per county policy and in general perform all duties incidental to the office of Secretary and such other duties as from time to time may be assigned to him/her by the Chairperson or the ADRC Board.~~ *Does person take the minutes (JD)*

Section 2. Election of Officers

Each year, at the Annual Meeting one of the three officers will come up for election. The order will rotate Chairperson, Vice-Chairperson, Secretary, beginning in May of 1980. The ADRC Membership Committee will present a slate of candidates for the open office. Nominations from the floor may also be accepted. ADRC Board members present will have the opportunity to vote on the candidate of their choice at the time.

Section 3. Tenure

Each officer will be elected for a **three-year** term and no officer may serve more than one consecutive term in any one office. Special elections may be held to fill a vacancy caused by a mid-term resignation. In the latter case, the replacement will be elected for the balance of said term and would be eligible to be nominated for and serve one additional consecutive, **three-year** term.

ARTICLE VI. COMMITTEES

Section 1. Appointments

The ADRC Chairperson shall appoint members.

Section 2. Members

Each Committee shall consist of at least three (3), but not more than five (5) members who are members of the ADRC Board. The one exception to this, the Planning Committee, which may have as many members as necessary to fulfill the duties of that Committee.

Section 3. Structure

Each committee shall have a Chairperson who shall be responsible for reporting to the ADRC Board on resolutions recommended, action taken, and relevant issues.

Section 4. Standing Committees shall consist of:

A. Membership

put back in
~~Shall be responsible for filling vacancies in the ADRC Board and presenting the ADRC Board with a slate of candidates for offices at the annual meeting.~~ *(JD) ? why change wording doesn't cover vacancies*
May be responsible for presenting candidates to the ADRC Board and shall be responsible for presenting the ADRC Board with a slate of candidates for offices at the annual meeting. Nominations from the

floor may also be accepted.

B. Transportation Committee

Shall review ~~Bus and Driver Escort Policies~~ Transportation Program policies and procedures on a regular basis. Making recommendations to the ADRC Board on any changes.

C. Planning Committee

Shall work with the ADRC Staff in the development of the County Plan.

D. Executive Committee

Executive Committee will be comprised of the Chairperson, Vice-Chairperson and the Secretary of the ADRC Board. They ~~have the power to direct~~ may advise the staff on issues arising between regular meetings.

ARTICLE VII. MEETINGS

Section 1. Regular meetings

Shall be held on the fourth Tuesday of each month at the Health and Human Services Center or any other predetermined time and/or location. Notice of regular meeting by agenda shall be sent, posted and presented for publication at least five (5) days prior to meeting date.

Section 2. Annual meeting

The annual meeting of the ADRC Board shall be held on the fourth Tuesday of May of each year for the purpose of receiving new board members, reviewing of the bylaws, transacting election of officers and for the presentations of the ~~Annual Financial Report~~ Annual Financial Report.

Section 3. Special meetings

The ADRC Board Chairperson or a majority of the ADRC Board Members may call special meetings. Any place within Iowa County may be fixed as a place for holding any special meetings of the ADRC Board. Notice must be given 24 hours prior to meeting.

Section 4. Quorum

A majority of active, voting ADRC Board Members shall constitute a quorum for transaction of regular meetings. If no quorum is present at a regular meeting and if in the opinion of the majority of the Executive Committee there is important business to be acted upon, the Executive Committee ~~shall direct~~ may advise the staff to act appropriately with such action to be reviewed at the following regular meeting at which a quorum is present.

Section 5. Rules of Order

The ADRC Board shall conduct its business according to the latest Roberts' Rule of Order.

ARTICLE VIII. BOOKS AND RECORDS

(50) The ADRC of Southwest Wisconsin, Iowa County office shall keep records of all accounts, financial transactions, and meeting minutes available to Board Members at any time. All financial transactions shall take place through County Government offices.

ARTICLE IX. DUTIES AND POWERS

The following list includes some, but not all, of the powers and duties of the ADRC ~~Staff~~ which shall be exercised and performed in conformity with the laws and ordinances of the County of Iowa and the State of Wisconsin, shall be as follows:

- A. The ADRC shall act as the clearinghouse for all county (public and private) programs on aging.
- B. The ADRC shall have on file current information on ages, income, population, and demographic characteristics of the elderly and adults with disabilities in the county.
- C. The ADRC shall delineate areas that need services and utilize existing community programs through community cooperation and coordination that will provide an efficient method for delivery of services.
- D. The ADRC shall indicate the need for particular legislation with back-up data.
- E. The ADRC shall make available to County Supervisors the information and research relating to the effects of proposed legislation.
- F. The ADRC shall act as the mechanism through which the voices of the elderly and adults with disabilities can be heard on any and all issues relating to their well-being.
- G. The ADRC shall be authorized to establish sub-committees to encourage community involvement, but in keeping with the purposes and objectives of the ADRC.
- H. The ADRC shall, in cooperation with the ~~Greater Wisconsin Agency on Aging Resources (GWAAR)~~ ~~Area Agency on Aging~~, encourage the development of new and expanded programs for older adults consistent with delineated areas of need.
- I. The ADRC shall cooperate with the ~~Greater Wisconsin Agency on Aging Resources (GWAAR)~~ ~~Area Agency on Aging~~ and the Department of Health Services, related public and private agencies, ~~and~~ elderly and adults with disabilities in planning efforts.
- J. The ADRC shall make an annual report of its activities to the County Board of Supervisors and shall make such other reports, as the County Board from time to time requires.
- K. The ADRC shall prepare annually a budget for necessary and reasonable expenditures to be incurred by the ADRC in accomplishing its goals and mandates, subject to review and approval of the County ~~Administrator and County~~ Board.
- L. The ADRC shall also perform the following: MDS Q referrals, elderly and disability benefits counseling, access to publicly funded long-term care programs and services, assist consumers in gaining access to mental health and substance abuse services, assist consumers in gaining access to other public programs and benefits, provide short term service coordination, assist consumers in gaining access to emergency services, work with the adult protective services to make sure that people are free from abuse and neglect, help young adults with disabilities experience seamless transition and entry into the adult long-term care system, and provide prevention and early intervention services.

ARTICLE X. CONFLICT OF INTEREST

No ADRC Board member shall participate in voting on any matter, which result in ~~personal or~~ financial gain for him/herself, ~~or immediate family.~~

ARTICLE XI. AMENDMENTS TO BY-LAWS

These by-laws shall be reviewed annually or as needed and may be amended by a majority vote of the ADRC Board at any regularly scheduled meeting provided that Board Members have received a copy of the proposed amendments at least one month in advance of the vote to amend. ~~These By Laws may be altered, amended, or repealed and new by-laws adopted by a majority of the ADRC Board members present at any regular or at any special meeting.~~

(50)

DRAFT

**AGING & DISABILITY RESOURCE CENTER
REVENUE AND EXPENDITURE SUMMARIZATION
NOVEMBER 2019**

Income **\$38,448.88**

- Income includes reimbursement from Green County and GWAAR (Greater Wisconsin Agency on Aging Resources, Inc.), driver escort co-payments, bus donations, and city taxi and rural taxi co-payments.

Expenditures **\$81,795.54**

- Expenses include payroll and fringes, training, office supplies, postage, bus maintenance, bus and taxi fuel, volunteer driver reimbursement, advertising for transportation services, caregiver respite, and News & Views publication.

**AGING & DISABILITY RESOURCE CENTER
REVENUE AND EXPENDITURE SUMMARIZATION
DECEMBER 2019**

Income **\$30,631.36**

- Income includes reimbursement from Green County, driver escort co-payments, bus donations, and city taxi and rural taxi co-payments.

Expenditures **\$55,902.03**

- Expenses include payroll and fringes, training, office supplies, postage, bus maintenance, volunteer driver reimbursement, caregiver respite, Caregiver Renewal Day and News & Views publication.

**AGING & DISABILITY RESOURCE CENTER
REVENUE AND EXPENDITURE SUMMARIZATION
JANUARY 2020**

Income **\$390,672.75**

- Income includes tax levy, 85.21 grant, driver escort co-payments, bus donations, and city taxi and rural taxi co-payments.
 - 2020 tax levy \$309,267 which is included in the amount above.
 - 85.21 grant from the Wisconsin Department of Transportation is \$79,889.

Expenditures **\$72,899.03**

- Expenses include payroll and fringes, Aging & Disability Professional Association of Wisconsin (ADPAW) membership, office supplies, postage, volunteer driver reimbursement, caregiver respite, and contribution to Seniors United for Nutrition (SUN).
 - 2020 contribution to Seniors United for Nutrition (SUN) is \$34,400.

Information & Assistance Report
For November & December 2019
Brittany Mainwaring, Katie Batton, & Renae Kratcha

Total number of contacts:	November 315	December 348
Encounter Contacts:	264	260

This number reflects the number calls, walk-ins, scheduled office appointments or home visits for people requesting Information. This information can include private pay resource information, Medicaid basics, application for Medicaid, Food Share, Badger Care, requests for in-home information, etc.

Referrals from Nursing Homes:	November 2	December 2
Home visits:	November 22	December 17
Scheduled Office Visits:	November 9	December 11

Number of Functional Screens Administered:	November 8	December 11
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A functional screen consists of a series of questions about a persons daily functioning (i.e. bathing, dressing, eating, chores, decision making etc). Identifying areas of need and the causes of these needs determines a person's functional eligibility for long-term care programs. These screens are usually completed in the client's home and last anywhere from 1 ½ to 2 hours of face-to-face interview time. Information and Assistance Specialist's then compile medical records and collateral contacts to verify information and enter the screen into a state database. When entering the screen, Information and Assistance Specialist's make detailed notes on every choice and observation placed in the screen. Completion of one functional screen can take up to 8-9 hours.

Number of Nursing Home Relocations:	November 0	December 0
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A Nursing Home Relocation means Medical Assistance is paying for a person's stay in the nursing home and they want to discharge back into the community. The individual is able to enroll into a long-term care service, either Family Care or IRIS, because they are already receiving Medicaid services. The long-term care program helps them "relocate" back into the community.

Number of People Enrolled in Family Care:	November 6	December 4
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Family Care is a program that provides services and supports to people with physical disabilities, developmental disabilities and frail elders. In this area of the state, consumers have the choice between three Managed Care Organizations, Inlusa, My Choice and Care Wisconsin, which provide the Family Care Program. Their staff in conjunction coordinate the services, which are offered by the Managed Care Organization, with the customer. The Managed Care Organization from their own network of providers purchases these services. Information and Assistance Specialists meet with individuals about to enroll in long-term care to provide needed information for the client to make the decision that fits his/her situation the best.

Number of People Referred to IRIS:	November 1	December 1
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IRIS, (Include, Respect, I Self-Direct) is another program which also provides funding for services. The Management Group (TMG) and Advocates4U in this area of the state administer the IRIS program. This is a self-directed program and gives the customer more of the responsibility of choosing providers and managing their own monthly budget. Information and Assistance Specialist's meet with individuals about to enroll in long-term care to provide needed information for the client to make the decision that fits his/her situation the best.

Additional meetings and other events:**Examples:**

Information and Assistance Specialist's work as a part of *Regional function teams* to maintain quality assurance while serving the community. The Regional Aging and Disability Resource Center consists of Grant, Green, Iowa and Lafayette counties.

Information and Assistance Specialist's also work on transitioning students from the world of high school and child waiver programs to adult programs. This can be in the form of completing functional screens, options counseling, attending Individualized Educational Program (progress) meetings and the County Communities on Transition (CCOT) meetings.

Further education in the field of human services is also required, and is often fulfilled through attendance of state conferences and other trainings.

This month, staff participated in the following:**Other meetings/events:**

November 2019 - CCOT meeting, Health Promotion Webinar, HeART Meeting, College Career & Beyond Event, Managed Care Organization Meeting, Nursing Home Social Worker Outreach

December 2019 - Homeless Coalition meeting, Managed Care Organization Meeting, Long Term Care Scorecard Training

Key:

CCoT - County Communities on Transition

DSS - Department Social Services

I&A - Information and Assistance Specialist

IEP - Individualized Education Program

IRIS - Include, Respect, I Self Direct

MCO - Managed Care Organization

MDS Q - Minimum Data Set

Information & Assistance Report

For January 2020

Brittany Mainwaring, Katie Batton, & Renae Kratcha

Total number of contacts: January 382

Encounter Contacts: 280

This number reflects the number calls, walk-ins, scheduled office appointments or home visits for people requesting Information. This information can include private pay resource information, Medicaid basics, application for Medicaid, Food Share, Badger Care, requests for in-home information, etc.

Referrals from Nursing Homes: January 1

Home visits: January 22

Scheduled Office Visits: January 10

Number of Functional Screens Administered: January 7

A functional screen consists of a series of questions about a person's daily functioning (i.e. bathing, dressing, eating, chores, decision making etc). Identifying areas of need and the causes of these needs determines a person's functional eligibility for long-term care programs. These screens are usually completed in the client's home and last anywhere from 1½ to 2 hours of face-to-face interview time. Information and Assistance Specialist's then compile medical records and collateral contacts to verify information and enter the screen into a state database. When entering the screen, Information and Assistance Specialist's make detailed notes on every choice and observation placed in the screen. Completion of one functional screen can take up to 8-9 hours.

Number of Nursing Home Relocations: January 0

A Nursing Home Relocation means Medical Assistance is paying for a person's stay in the nursing home and they want to discharge back into the community. The individual is able to directly enroll into a long-term care service, either Family Care or IRIS, because they are already receiving Medicaid services. The long-term care program helps them "relocate" back into the community.

Number of People Enrolled in Family Care: January 6

Family Care is a program that provides services and supports to people with physical disabilities, developmental disabilities and frail elders. In this area of the state, consumers have the choice between three Managed Care Organizations, Inlusa, My Choice and Care Wisconsin, which provide the Family Care Program. Their staff in conjunction coordinate the services, which are offered by the Managed Care Organization, with the customer. The Managed Care Organization from their own network of providers purchases these services. Information and Assistance Specialists meet with individuals about to enroll in long-term care to provide needed information for the client to make the decision that fits his/her situation the best.

Number of People Referred to IRIS: January 2

IRIS, (Include, Respect, I Self-Direct) is another program which also provides funding for services. The Management Group (TMG) and Advocates4U in this area of the state administer the IRIS program. This is a self-directed program and gives the customer more of the responsibility of choosing providers and managing their own monthly budget. Information and Assistance Specialist's meet with individuals about to enroll in long-term care to provide needed information for the client to make the decision that fits his/her situation the best.

Additional meetings and other events:**Examples:**

Information and Assistance Specialist's work as a part of *Regional function teams* to maintain quality assurance while serving the community. The Regional Aging and Disability Resource Center consists of Grant, Green, Iowa and Lafayette counties.

Information and Assistance Specialist's also work on transitioning students from the world of high school and child waiver programs to adult programs. This can be in the form of completing functional screens, options counseling, attending Individualized Educational Program (progress) meetings and the County Communities on Transition (CCOT) meetings.

Further education in the field of human services is also required, and is often fulfilled through attendance of state conferences and other trainings.

This month, staff participated in the following:

Other meetings/events:

January 2020- Homeless Coalition Meeting, Leadership Academy, Stand Up & Move More Outreach, Transitional Care Meeting with Upland Hills, HeART Meeting

Key:

CCoT- County Communities on Transition

DSS- Department Social Services

I&A- Information and Assistance Specialist

IEP- Individualized Education Program

IRIS- Include, Respect, I Self Direct

MCO- Managed Care Organization

MDS Q- Minimum Data Set

Disability Benefit Specialist: Nikki Brennum

Elder Benefit Specialist: Stacey Terrill

November 2019 Program Report

This report provides a statistical analysis of benefit specialist (Ben Spec) program services, as reported in the Social Assistance Management System (SAMS) database. The report focuses on legal and benefits-related assistance or "cases." It excludes general information and referral contacts, as well as public and media outreach activities.

CLIENT

A client is defined as a person who had one or more contacts related to a case during the reporting period. A new client is defined as a person whose earliest recorded contact involving legal or benefits-related assistance falls within the reporting period.

Disability Benefit Specialist:

Elder Benefit Specialist:

CASE

A case is defined as an issue that the Ben Spec helped a client to resolve. Multiple cases may be associated with a single client. A case is regarded as opened when a Ben Spec records the first contact related to an issue. A case is regarded as closed when the last contact related to the issue includes an outcome. A carryover case is a case that was opened prior to the start of the reporting period. A case is regarded as remaining open if it lacks an outcome as of the last day of the reporting period.

Disability Benefit Specialist:

Open Cases: 10 Closed Cases: 6

Elder Benefit Specialist:

Open Cases: 210 Closed Cases: 213

CLIENT CHARACTERISTICS

This report looks at demographic characteristics for all clients who had one or more contacts related to a case during the reporting period.

18-20: 2
21-29: 2
30-39: 1
50-59: 3
60-69: 64
70-79: 105
80-89: 41
90-99: 6
100+: 1

MONETARY IMPACT

Monetary impact, recorded at time of case closure, is the estimated value of any benefits that a Ben Spec helped a client to obtain or preserve. This report looks at monetary impact for all cases closed during the reporting period.

Disability Benefit Specialist: \$70,525

Elder Benefit Specialist: \$414,520

Community Outreach and Events:

Date	Topic	Location
11/19/2019	Medicare/Annual Enrollment Period	HHS Building Social Workers
11/18/2019	Meeting regarding SW Behavioral Health Partnership	HHS Building- Bridget Mouchon
11/26/2019	Career Day	Dodgeville High School

Benefit Specialist Trainings:

Date	Topic

Additional Activities and Events:

Date	Topic

Disability Benefit Specialist: Nikki Brennum

Elder Benefit Specialist: Stacey Terrill

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Disability Benefit Specialist:

Elder Benefit Specialist:

CASE

A case is defined as an issue that the Ben Spec helped a client to resolve. Multiple cases may be associated with a single client. A case is regarded as opened when a Ben Spec records the first contact related to an issue. A case is regarded as closed when the last contact related to the issue includes an outcome. A carryover case is a case that was opened prior to the start of the reporting period. A case is regarded as remaining open if it lacks an outcome as of the last day of the reporting period.

Disability Benefit Specialist:

Open Cases: 5 Closed Cases: 20

Elder Benefit Specialist:

Open Cases: 125 Closed Cases: 151

CLIENT CHARACTERISTICS

This report looks at demographic characteristics for all clients who had one or more contacts related to a case during the reporting period.

30-39: 1
40-49: 1
50-59: 4
60-69: 64
70-79: 51
80-89: 27
90-99: 3

MONETARY IMPACT

Monetary impact, recorded at time of case closure, is the estimated value of any benefits that a Ben Spec helped a client to obtain or preserve. This report looks at monetary impact for all cases closed during the reporting period.

Disability Benefit Specialist: \$101,692

Elder Benefit Specialist: \$445,641

Community Outreach and Events:

Date	Topic	Location
12/12/2019	Medicare Made Clear	Dodgeville Public Library

Benefit Specialist Trainings:

Date	Topic
12/27/2019	GWAAR Attorney Training
12/10/2019	DBS Webcast

Additional Activities and Events:

Date	Topic
12/19/2020	Assisted with the Holiday Project
12/20/2019	SW WI Behavioral Health Partnership meeting

Disability Benefit Specialist: Nikki Brennum

Elder Benefit Specialist: Stacey Terrill

2019 End of Year Program Report

This report provides a statistical analysis of benefit specialist (Ben Spec) program services, as reported in the Social Assistance Management System (SAMS) database. The report focuses on legal and benefits-related assistance or "cases." It excludes general information and referral contacts, as well as public and media outreach activities.

CLIENT

A client is defined as a person who had one or more contacts related to a case during the reporting period. A new client is defined as a person whose earliest recorded contact involving legal or benefits-related assistance falls within the reporting period.

Disability Benefit Specialist:
Elder Benefit Specialist:

CASE

A case is defined as an issue that the Ben Spec helped a client to resolve. Multiple cases may be associated with a single client. A case is regarded as opened when a Ben Spec records the first contact related to an issue. A case is regarded as closed when the last contact related to the issue includes an outcome. A carryover case is a case that was opened prior to the start of the reporting period. A case is regarded as remaining open if it lacks an outcome as of the last day of the reporting period.

Disability Benefit Specialist:
Open Cases: 98 Closed Cases: 91

Elder Benefit Specialist:
Open Cases: 1,428 Closed Cases: 1,416

CLIENT CHARACTERISTICS

This report looks at demographic characteristics for all clients who had one or more contacts related to a case during the reporting period.

18-20-12
21-29-8
30-39: 13
40-49-18
50-59:37
60-69: 398
70-79: 239
80-89: 115
90-99: 21

MONETARY IMPACT

Monetary impact, recorded at time of case closure, is the estimated value of any benefits that a Ben Spec helped a client to obtain or preserve. This report looks at monetary impact for all cases closed during the reporting period.

Disability Benefit Specialist: \$705,474
Elder Benefit Specialist: \$2,713,590

Disability Benefit Specialist: Nikki Brennum

Elder Benefit Specialist: Stacey Terrill

January 2020 Program Report

This report provides a statistical analysis of benefit specialist (Ben Spec) program services, as reported in the Social Assistance Management System (SAMS) database. The report focuses on legal and benefits-related assistance or "cases." It excludes general information and referral contacts, as well as public and media outreach activities.

CLIENT

A client is defined as a person who had one or more contacts related to a case during the reporting period. A new client is defined as a person whose earliest recorded contact involving legal or benefits-related assistance falls within the reporting period.

Disability Benefit Specialist:

Elder Benefit Specialist:

CASE

A case is defined as an issue that the Ben Spec helped a client to resolve. Multiple cases may be associated with a single client. A case is regarded as opened when a Ben Spec records the first contact related to an issue. A case is regarded as closed when the last contact related to the issue includes an outcome. A carryover case is a case that was opened prior to the start of the reporting period. A case is regarded as remaining open if it lacks an outcome as of the last day of the reporting period.

Disability Benefit Specialist:

Open Cases: 7 Closed Cases: 2

Elder Benefit Specialist:

Open Cases: Closed Cases:

CLIENT CHARACTERISTICS

This report looks at demographic characteristics for all clients who had one or more contacts related to a case during the reporting period.

18-20-1

30-39: 2

40-49-1

50-59: 3

60-69:

70-79:

80-89:

90-99:

MONETARY IMPACT

Monetary impact, recorded at time of case closure, is the estimated value of any benefits that a Ben Spec helped a client to obtain or preserve. This report looks at monetary impact for all cases closed during the reporting period.

Disability Benefit Specialist: \$0

Elder Benefit Specialist:

Community Outreach and Events:

Date	Topic	Location
01/27/2020	Partnered with UW Extension, Farm Succession Social Security Benefits	HHS Building

Benefit Specialist Trainings:

Date	Topic
1/6/2020, 1/20/2020	Leadership Academy
01/14/2020	DBS Webinar
1/20/2020	SAMS Training

Additional Activities and Events:

Date	Topic

TRANSPORTATION COORDINATOR'S REPORT

November 2019

Submitted by Paula Daentl

DRIVER ESCORT SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	189	2,027	252	2,206
Current Month	2018	YTD	2019	YTD
Driver Escort Fees Deposited:	\$2,406.52	\$16,134.82	\$2,354.20	\$20,397.54

ADRC TAXI SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	N/A	N/A	280	3,067
Current Month	2018	YTD	2019	YTD
ADRC Taxi Fees Deposited:	N/A	N/A	\$401.80	\$5,285.86

- We averaged 18.5 Taxi riders per day.

RURAL TAXI SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	N/A	N/A	0	40
Current Month	2018	YTD	2019	YTD
ADRC Taxi Fees Deposited:	N/A	N/A	\$10.00	\$219.00

- We averaged 0 Taxi riders per day.

CARE A VAN SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	445	4,779	289	2,855
Current Month	2018	YTD	2019	YTD
Donations Collected:	\$849.55	\$7,312.74	\$238.00	\$3,312.82
Current Month	2018	YTD	2019	YTD
Total Days Cancelled:	1	27	2	24

- We averaged 5.78 Care A Van riders per trip.

TRANSPORTATION COORDINATOR'S REPORT

December 2019

Submitted by Paula Daentl

DRIVER ESCORT SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	165	2,192	220	2,426
Current Month	2018	YTD	2019	YTD
Driver Escort Fees Deposited:	\$1,322.03	\$17,456.85	\$1,751.38	\$22,148.92

ADRC TAXI SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	N/A	N/A	280	3,347
Current Month	2018	YTD	2019	YTD
ADRC Taxi Fees Deposited:	N/A	N/A	\$480.30	\$5,766.16

- We averaged 17.15 Taxi riders per day.

RURAL TAXI SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	N/A	N/A	0	40
Current Month	2018	YTD	2019	YTD
ADRC Taxi Fees Deposited:	N/A	N/A	\$0.00	\$219.00

- We averaged 0 Taxi riders per day.

CARE A VAN SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	328	5,107	308	3,163
Current Month	2018	YTD	2019	YTD
Donations Collected:	\$361.95	\$7,674.69	\$319.00	\$3,631.82
Current Month	2018	YTD	2019	YTD
Total Days Cancelled:	5	32	1	25

- We averaged 6 Care A Van riders per trip.

TRANSPORTATION COORDINATOR'S REPORT

January 2020

Submitted by Paula Daentl

DRIVER ESCORT SERVICES

Current Month	2019	YTD	2020	YTD
Total Units of Service Provided:	143	143	217	217
Current Month	2019	YTD	2020	YTD
Driver Escort Fees Deposited:	\$297.84	\$297.84	\$573.00	\$573.00

ADRC TAXI SERVICES

Current Month	2019	YTD	2020	YTD
Total Units of Service Provided:	317	317	344	344
Current Month	2019	YTD	2020	YTD
ADRC Taxi Fees Deposited:	\$507.96	\$507.96	\$619.75	\$619.75

- We averaged 16.89 Taxi riders per day.

RURAL TAXI SERVICES

Current Month	2019	YTD	2020	YTD
Total Units of Service Provided:	N/A	N/A	10	10
Current Month	2019	YTD	2020	YTD
ADRC Taxi Fees Deposited:	N/A	N/A	\$45.00	\$45.00

- We averaged 1.67 Rural Taxi riders per day.

CARE A VAN SERVICES

Current Month	2019	YTD	2020	YTD
Total Units of Service Provided:	157	157	343	343
Current Month	2019	YTD	2020	YTD
Donations Collected:	\$302.26	\$302.26	\$279.00	\$279.00
Current Month	2019	YTD	2020	YTD
Total Days Cancelled:	4	4	0	0

- We averaged 5.16 Care A Van riders per trip.



ADRC Manager's Report:
January 2020 ADRC Board Meeting
Iowa County

November 2019

- ADRC Staff Meeting - 11/5/19
- ADRC Connect Meeting - 11/6/19
- Caregiver Coordinator 2020 Training Planning Meeting - 11/7/19
- Client Visits - 11/7/19
- Monthly Meeting with Inclusa - 11/7/19
- Monthly State-wide Caregiver Conference Call - 11/14/19
- Supportive Home Care Meeting - 11/14/19
- Caregiver Renewal Day, Platteville - 11/15/19
- Options Counseling, No Wrong Door Conference Call - 11/18/19
- ADRC Veteran Conference, Alliant Energy Center - 11/19/19
- All-Staff Meeting Social Services/ADRC - 11/26/19
- Healthy Aging in Rural Towns Coalition Meeting - 11/21/19
- SUN Board Meeting, Linden - 11/21/19
- Regional Manager Meeting - 11/22/19
- ADRC Iowa County Board Meeting - 11/26/19
- Administrative Staff Meeting - 11/26/19

December 2019

- Identity Theft Presentation - 12/3/19
- ADRC Staff Meeting - 12/3/19
- Dementia Crisis Stabilization Unit Meeting - 12/4/19
- Monthly Meeting with Inclusa - 12/5/19
- Monthly APS Meeting - 12/10/19
- Adult Protective Services Southern Round Tables Meeting - 12/13/19
- Adult Protective Services Documentation Best Practice Webinar - 12/16/19
- Health and Human Services Division Team Meeting - 12/17/19
- Caregiver Coordinator 2020 Training Planning Meeting - 12/17/19
- Healthy Aging in Rural Towns Coalition Meeting - 12/19/19
- Holiday Project - 12/20/19

Upcoming events and other news:

Continued: Green County has taken the lead for a Dementia Crisis Stabilization Grant which was awarded to Grant, Green, Iowa and Lafayette Counties. The grant total is \$271,821.06. A four county workgroup has started working on facility upgrades for the location of the Dementia Crisis Stabilization Unit, which is located at Pleasant View Nursing Home in Monroe, WI. Other topics that are being addressed include

continued funding as well as policies and procedures. These meetings will take place monthly and involve Wisconsin Department of Health Services staff in addition to many different agencies.

Aging Plan Goals for 2020 (taken from the 2019-2021 Aging Unit Plan):

- ❖ Advocacy Related Activities:
 - In 2020, to encourage older adults to exercise their right to vote, the ADRC will offer transportation during the Primary and General Election to the older adult population. At least 8 people will take advantage of this transportation.
- ❖ The Elder Nutrition Program
 - The ADRC will collaborate with the Seniors United for Nutrition (SUN) Program to offer a "Dine at 5" option. In order to promote the SUN Program to a new population and to increase meals served by at least 15; "Dine at 5" will be a SUN Meal, and will encourage participation of older adults and their caregivers. A satisfaction survey will be given at the end of the event, in order to gauge people's continued interest in utilizing the SUN Program.
- ❖ Services in Support of Caregivers
 - By November 1, 2020, the ADRC will educate at least 5 large local employers (like Lands' End, Cummins, Iowa County) about caregiving issues and available resources, and the employers will agree to post caregiver resource information for their employees to access.
- ❖ Services to People with Dementia
 - Expand the initiative of a dementia capable ADRC to county employees by providing the evidence informed "Dementia Live" event to county level employees to increase awareness and understanding of dementia in their personal and professional lives by November 1, 2020. At least 30 county employees will attend and a pre and post survey will be completed, showing that participants increased their knowledge by at least 10%.
- ❖ Healthy Aging
 - By November 1, 2020, the ADRC will organize a "Know your Numbers" wellness event, reaching at least 15 older adults. This event will include screenings for Blood Pressure, Memory and Oral Health.
- ❖ Local Priorities

The ADRC will educate the older adults in Iowa County about the Opioid Epidemic by collaborating with a substance abuse prevention agency or committee, to offer a training to the public by December 1, 2020. At least 15 people will attend. A pre and post survey will be conducted to show participants increased their knowledge by at least 10%.

Respectfully submitted,

Valerie Hiltbrand, ADRC Manager
ADRC of Southwest Wisconsin
303 W. Chapel St.
Dodgeville, WI 53533
Telephone 608-930-9835
Fax 608-935-0355
www.adrcswwi.org



ADRC Manager's Report:
February 2020 ADRC Board Meeting
Iowa County

January 2020

- Monthly Meeting with Inclusa - 1/2/20
- Adult Protective Services Southwest Collaborative - 1/6/20
- ADRC Staff Meeting - 1/7/20
- Senior Living Committee Meeting - 1/7/20
- ★ ➤ Dementia Crisis Stabilization Meeting - 1/8/20
- I&A Meeting - 1/10/20
- GWAAR Quarterly Meeting (Conference Call) - 1/14/20
- Adult Protective Services Monthly Meeting - 1/14/20
- Healthy Aging in Rural Towns Coalition Meeting - 1/16/20
- Emergency Detention Meeting/Behavioral Health Coalition - 1/21/20
- Healthy Transitions Meeting with Upland Hills - 1/22/20
- Regional Manager Meeting - 1/23/20
- I&A Meeting - 1/24/20
- ADRC By-Law Subcommittee Meeting - 1/28/20

Upcoming events and other news:

- ★ Continued: Green County has taken the lead for a Dementia Crisis Stabilization Grant which was awarded to Grant, Green, Iowa and Lafayette Counties. This four county workgroup is working on facility upgrades for the location of the Dementia Stabilization Unit, which is located at Pleasant View Nursing Home in Monroe, WI. Other topics that are being addressed include continued funding as well as policies and procedures. These meetings take place monthly and involve Wisconsin Department of Health Services staff in addition to many other agencies.

DBS will be changing to a new database system end of February.

SUN and ADRC will collaborate for an outreach event on Friday, February 21, 2020, highlighting the benefits of the SUN Program. This will take place at the Arena Dining Site.

We are still looking for participants for Stand Up and Move More, and Healthy Living with Diabetes, both starting on Thursday, February 27, 2020. ★

*Boost your Brain —
Waiting list!*

Disability Advocacy Day will be at the Wisconsin State Capital on Tuesday, March 24, 2020.

During the month of April, we will be celebrating our volunteers.

We are looking for Caregivers to join our Powerful Tools for Caregivers Class, starting Wednesday, April 1, 2020.

Aging Advocacy Day will be at the Wisconsin State Capital on Tuesday, May 12, 2020.

May is Older Americans Act Month.

Respectfully submitted,

Valerie Hiltbrand, ADRC Manager

ADRC of Southwest Wisconsin

303 W. Chapel St.

Dodgeville, WI 53533

Telephone 608-930-9835

Fax 608-935-0355

www.adrcswwi.org

Iowa County

Title VI/Americans with Disabilities Act (ADA) Plan¹

Adopted on: XX/XX/2020

Adopted by: Name of appropriate official

Revised on: (insert date)

This policy is hereby adopted and signed by:

Iowa County

Executive Name/Title: _____

Executive Signature: _____

Policy Statement

Iowa County is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by **Iowa County** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Title VI/ADA Plan Elements

Iowa County's Title VI/ADA plan includes the following elements:

1. Evidence of Policy Approval, Log of Policy Updates, Contact Information/Program Administration
2. Notice of Nondiscrimination
3. Complaint Procedure
4. Complaint Form
5. List of transit related Complaints, Investigations and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Minority Representation Table and Description

Note: Additional materials will be attached, if required.

¹ **Title VI** of the Civil Rights Act of 1964 states "No person in the United States shall, on the grounds of race, color or national origin, be excluded from, participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." – Title 42 USC Section 2000d

Title II of the Americans with Disabilities Act (ADA) protects individuals with disabilities from discrimination on the basis of disability in services, programs and activities provided by State and local government entities.

Iowa County will review its policy on an annual basis to determine if modifications are necessary.

Iowa County will use the table below to record reviews/revisions made to the plan.

As applicable, Iowa County will discuss Title VI/ADA plan requirements with its staff and lessees, as applicable on an annual basis to ensure compliance with Title VI/ADA plan requirements.

Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks
XX/XX/2020	Develop Title VI/ADA Plan	Jamie Gould	

Contact Information/Program Administration

Chief Executive

Iowa County's Chief Executive will ensure compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

Name:	
Email:	
Phone:	

Transportation Manager

Iowa County's Transportation Manager will ensure implementation of **Iowa County's** federally funded transportation program. The Transportation Manager has other duties and responsibilities in addition to Title VI and ADA.

Name:	
Email:	
Phone:	

Civil Rights Coordinator

Iowa County's Civil Rights Coordinator ensures Title VI/ADA compliance in accordance with **Iowa County's** federally funded transportation program. The Civil Rights Coordinator has other duties and responsibilities in addition to Title VI/ADA compliance.

Name:	
Email:	
Phone:	

The Civil Rights Coordinator is responsible for initiating, monitoring, and ensuring compliance of **Iowa County's** nondiscrimination requirements, including the following activities:

- ✓ Program Administration
 - Ensure compliance with federal Title VI/ADA requirements
 - Develop and implement **Iowa County's** Title VI/ADA Plan
 - Update and maintain Title VI/ADA program policies and procedures
- ✓ Complaints
 - Review, track, investigate and close Title VI/ADA complaints
- ✓ Employee Training
 - Educate staff on Title VI/ADA and requirements and procedures
- ✓ Reporting
 - Prepare and submit Title VI/ADA reports per state and federal regulations
- ✓ Public Dissemination
 - Notify the public of **Iowa County's** Title VI/ADA program requirements via **Iowa County's** public area, on its website, in vehicles, etc.
- ✓ Oversight
 - Ensure contractors and lessees, as applicable adhere to Title VI/ADA requirements

Title VI/ADA - Notice of Nondiscrimination to the Public²

Iowa County's Notice of Nondiscrimination is as follows:

Notice of Nondiscrimination

Iowa County

- ✓ **Iowa County** is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by **Iowa County** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with **Iowa County**.
- ✓ For more information on the **Iowa County's** civil rights program, and the procedures to file a complaint, contact XXX-XXX-XXXX, (for hearing impaired, please use Wisconsin Relay 711 service); email title.vi.complaint@iowacounty.org ; or visit our administrative office at 1234 Center Street, Dodgeville, WI 53533. For more information, visit <http://www.cityofUSA.com>
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact XXX-XXX-XXXX.
Si se necesita informacion en otro idioma de contacto, XXX-XXX-XXXX.
Yog muaj lus qhia ntxiv rau lwj hom lus, hu rau XXX-XXX-XXXX.

Iowa County's Notice of Nondiscrimination is posted in the following locations

- ✓ Agency website <http://www.cityofUSA.com>
- ✓ Public areas of the agency office
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules
- ✓

² Title VI and ADA regulations require **Iowa County** to inform customers and the public of their rights under Title VI and ADA regulations by posting a *Notice of Nondiscrimination*. The public notice must include:

- ✓ A statement of nondiscrimination;
- ✓ Information on how to request additional information about the agency's Title VI and ADA obligations, including information on how to file a complaint, the location of the complaint form, etc.;
- ✓ Information on how to request Title VI and ADA information in another language, if required.

The *Notice of Nondiscrimination* should be posted in the following locations: website, public areas of the agencies office, inside vehicles, and rider guides/schedules

Complaint Procedure

Iowa County's Complaint Procedure is made available in the following locations: *(list all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
 - ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
-

Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by **Iowa County** may file a complaint by completing and submitting **Iowa County's** Complaint Form.

The Complaint Form may also be used to submit general complaints to **Iowa County**.

Iowa County investigates complaints received no more than 180 business days after the alleged incident. **Iowa County** will process complaints that are complete.

Once the complaint is received, **Iowa County** will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, **Iowa County** will follow the steps listed in this complaint procedure. **Iowa County** may also use this formal procedure to address general complaints. If **Iowa County** determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by **Iowa County** as a civil rights complaint.

Iowa County has 30 business days to investigate the civil rights complaint. If more information is needed to resolve the case, **Iowa County** may contact the complainant.

The complainant has 14 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 14 business days, **Iowa County** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI/ADA violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant has 14 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact XXX-XXX-XXXX.

Si se necesita informacion en otro idioma de contacto, XXX-XXX-XXXX.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau XXX-XXX-XXXX.

Iowa County - Complaint/Comment Form

Iowa County is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically at ____ or in person at the address below.

Iowa County
1234 Center Street
Dodgeville, WI 53533
xxx@emailaddress.com

You may also call us at XXX-XXX-XXXX. Please make sure to provide your contact information in order to receive a response.

SECTION I: TYPE OF COMMENT (Choose One) – provide detail in 'Comment Details' below				
Compliment	Suggestion	Complaint	Other	
		Title VI: ☐ Race ☐ Color ☐ National Origin ADA/(Disability): ☐ Yes ☐ No Service: ☐ Yes ☐ No Other: ☐ Gender ☐ Religion ☐ Age ☐ Income Status ☐ Limited English Proficient LEP		
SECTION II: CONTACT INFORMATION				
Name:				
Rider ID (if applicable):				
Street Address:				
City, State, Zip code:				
Phone:				
Email:				
Accessible Format Requirements: (choose preferred format(s))	Large Print	TDD/Relay	Audio Recording	Other
Are you filing this complaint on your own behalf? If you answered "yes" to this question, go to Section IV.	Yes		No	
If not, please provide the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes		No	
SECTION III: COMMENT DETAILS				
Transit Service (Choose one, as applicable) Bus/Paratransit/Shared-Ride Taxi				
Date of Occurrence:				
Time of Occurrence:				

Name/ID of Employee(s) or Others Involved:		
Vehicle ID/Route Name or Number:		
Direction of Travel:		
Location of Incident:		
Mobility Aid Used (if any):		
If above information is unknown, please provide other descriptive information to help identify the employee:		
Description of Incident: As applicable, explain as clearly as possible what happened and why you believe you were discriminated against. If more space is needed, please add additional pages.		
SECTION IV: FOLLOW-UP		
May we contact you if we need more details or information?	Yes	No
What is the best way to reach you? (choose one)	Phone	
If a phone call is preferred, what is the best day and time to reach you?	Email	
	Mail	
SECTION V: DESIRED OUTCOME		
What steps have you have taken to address the conflict or problem?		
What type of corrective actions took place?		
What remedy are you seeking?		
SECTION VI: ADDITIONAL INFORMATION		
Have you previously filed a complaint with this agency?	Yes	No
Have you filed this complaint with any other Federal, State or Local agency, or with any Federal or State Court?	Yes	No
If yes, to the question above, list all agencies contacted:		
Please provide information about a contact person at the agency/court where each complaint was filed. Name, Agency, Address, Phone, Email		

Please attach any documents you have which support the allegation. Then date and sign this form and send it to **Iowa County**:

Complainant Signature

Date

Print Your Name

List of Complaints, Investigations and Lawsuits³

Iowa County maintains a list or log to track and resolve all complaints, investigations and lawsuits, pertaining to its transit-related activities.

Check One:

☒ There have been no investigations, complaint and/or lawsuits filed against us during the report period.

☐ There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

Type Complaint Investigation Lawsuit	Date (Month, Day, Year)	Complainant's Name/Address	Basis of Complaint ⁴	Summary Complaint Description	Status	Action(s) Taken

³ **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

⁴ **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, **Iowa County** will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Provide/discuss transportation program updates and/or seek feedback from both the ADRC Advisory Board and members of the public, when appropriate, at Aging and Disability Resource Center Advisory Board Meetings. Meeting agendas and minutes will be made available to the public on the Iowa County website.
- ✓ Hold required public meetings for Wisconsin Section 85.21 grant applications and Coordinated Plans. Iowa County will promote public participation by advertising the public meeting notices in the official Iowa County newspaper and post the meeting notices on the designated public meeting bulletin board located in the Health and Human Services Building.
- ✓ Use social media in addition to other resources as a way to gain public involvement

Public Outreach Activities

Iowa County maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, **Iowa County** reviews its log of outreach activities to determine if additional or different strategies are needed to promote inclusive public participation.

The direct public outreach and involvement activities conducted by **Iowa County** are summarized in the table below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc.*

Information collected on the size, location, meeting format, number of attendees, etc., as well as the scope of the distribution method (i.e., posters were placed in all shopping centers in the affected area) will be used for future planning efforts. Examples of additional supporting materials include copies of meeting announcements, agendas, posters, attendee list, etc.

Event Date	Iowa County Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Notes
2018	Paula Daentl	Daily Bus Outings	Monthly News & Views Newsletter	Distribution is via Shopping News Delivery	Bus schedule is published in the News & Views Monthly
2/27/18	Marylee Oleson Paula Daentl Jamie Gould	ADRC Advisory Board Meeting	2/21/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to

Event Date	Iowa County Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Notes
					Dodgeville Chronicle and WDMP radio station
3/27/18	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	3/21/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
4/24/18	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	4/18/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
5/1/18	Jamie Gould Paula Daentl Tom Slaney	Public Participation Meeting for 2019 – 2023 Locally Developed Coordinated Transit Plan	Public Notice	Meeting	Southwestern Wisconsin Regional Planning Commission sent notices to local newspapers, transportation providers and stakeholders
5/22/18	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	5/16/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
6/26/18	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	6/20/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
7/24/18	Marylee Oleson	ADRC Advisory Board Meeting	7/18/18 Public Notice	Meeting	Meeting agendas are posted at

Event Date	Iowa County Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Notes
	Paula Daentl				www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
8/28/18	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	8/22/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
9/25/18	Marylee Oleson Paula Daentl Jamie Gould Tom Slaney	ADRC Advisory Board Meeting	9/19/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
9/28/18	Paula Daentl Jamie Gould	Health & Wellness Expo	Various Dates Posters, Social Media, Newspaper Ads, Radio Ads	Community Events	
10/3/18	Jamie Gould	Health and Human Services Committee	9/27/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building
10/23/18	Marylee Oleson Paula Daentl Jamie Gould	ADRC Advisory Board Meeting	10/17/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
11/6/18	Jamie Gould	85.21 Public Hearing	10/25/18 Public Notice	Meeting	Hearing Notice was published in Dodgeville Chronicle and on public

Event Date	Iowa County Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Notes
					notice bulletin board at the HHS Building
11/20/18	Marylee Oleson Paula Daentl Jamie Gould	ADRC Advisory Board Meeting	11/14/18 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
2019	Paula Daentl	Bus Outings	Monthly News & Views Newsletter	Distribution is via Shopping News Delivery	Bus schedule is published in the News & Views Monthly
1/22/19	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	1/16/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
2/26/19	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	2/20/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
3/26/19	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	3/20/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
4/23/19	Marylee Oleson Paula Daentl Tom Slaney	ADRC Advisory Board Meeting	4/17/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to

Event Date	Iowa County Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Notes
					Dodgeville Chronicle and WDMP radio station
5/28/19	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	5/22/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
6/25/19	Marylee Oleson Paula Daentl Tom Slaney	ADRC Advisory Board Meeting	6/19/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
7/23/19	Marylee Oleson Paula Daentl	ADRC Advisory Board Meeting	7/17/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
8/27/19	Marylee Oleson Paula Daentl Jamie Gould	ADRC Advisory Board Meeting	8/21/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
10/8/19	Jamie Gould	85.21 Public Hearing	9/26/18 Public Notice	Meeting	Hearing Notice was published in Dodgeville Chronicle and on public notice bulletin board at the HHS Building
10/22/19	Marylee Oleson Paula Daentl Jamie Gould Tom Slaney	ADRC Advisory Board Meeting	10/16/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS

Event Date	Iowa County Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Notes
					Building; faxed to Dodgeville Chronicle and WDMP radio station
11/26/19	Marylee Oleson Paula Daentl Jamie Gould	ADRC Advisory Board Meeting	11/20/19 Public Notice	Meeting	Meeting agendas are posted at www.iowacounty.org ; on public notice bulletin board at the HHS Building; faxed to Dodgeville Chronicle and WDMP radio station
2020	Paula Daentl	Bus Outings	Monthly News & Views Newsletter	Distribution is via Shopping News Delivery	Bus schedule is published in the News & Views Monthly

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, **Iowa County** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Iowa County's Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language.
3. A description of how LEP persons are informed of the availability of language assistance service.
4. A description of how the language assistance plan is monitored and updated.
5. A description of how employees are trained to provide language assistance to LEP persons.
6. Additional information deemed necessary.

Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, **Iowa County** has conducted a *Four Factor Analysis*⁵ of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

LEP *Four Factor Analysis*

Factor 1: Demography: Identifies the number or proportion of LEP persons served and the languages spoken in the service area.

The first factor of the *Four Factor Analysis* is the basis of the Language Assistance Plan. It requires **Iowa County** to review its US Census data to determine if it meets the *LEP Safe Harbor Threshold*.

US Census and American Community Survey (ACS) Data⁶

Iowa County did the following:

1. Inserted a copy of **Iowa County's** county LEP data in the Title VI/ADA plan. This data was found at the WisDOT website <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/compliance/title6.aspx> or the US Census Bureau American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>
2. Analyzed the LEP demographic data for **Iowa County's** program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.

⁵ DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

⁶ The ACS publishes data in many forms on the Census Bureau American Fact Finder website <http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml>

- a. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that "Speaks English less than very well" by the total population of the county.
 - i. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served), **Iowa County** must provide translation of vital documents in written format for the non-English users.
 - ii. Examples of written translation of vital documents include the Nondiscrimination Policy Statement (Appendix 2), Complaint Procedure (Appendix 3), Complaint Form (Appendix 4), and ADA Paratransit Eligibility forms.
3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis*.

Factor 2: Frequency: Identifies the frequency staff (and transit provider/lessee, if applicable) encounters LEP persons.

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English does not mean they do not speak English or are identified as LEP.

The summary below discusses the frequency with which **Iowa County** staff and/or its contractor/lessee encounters LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons. **Iowa County** staff persons are encouraged to use LEP resource materials to assist LEP persons.

Factor 3: Importance: Explains how the program, service or activity affects people's lives.

The summary below discusses how **Iowa County's** program and services impact the lives of persons within the community. **Iowa County** will specify the community organizations that serve LEP persons, if available.

Factor 4: Resources and Costs: Discusses funding and other resources available for LEP outreach.

The summary below discusses the low-cost methods **Iowa County** uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI/ADA and LEP principles.

Additional Required Elements

In addition to the *Four Factor Analysis* (listed below as item #1), **Iowa County** addresses the following elements:

- Item #2:** Iowa County will contract with a bilingual individual to serve as an interpreter only when needed.
- Item #3:** "I Speak" Language Identification Cards are readily available in the ADRC office and in every transportation vehicle.
- Item #4:** The language assistance plan is monitored at a minimum of an annual basis and more frequently, as needed. The plan will be updated as needed.

- Item #5:** Employees are trained to offer LEP persons the “I Speak” Language Identification Card. Once the language spoken has been identified, the employee will call the language line at xxx-xxx-xxxx or contact the contracted interrupter.

Iowa County – Summary of the Language Assistance Plan Components

Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Factor 1 – Demography

Iowa County provides transportation service; however, **Iowa County** may contract with a transit provider/lessee, as applicable, to provide transportation service for **Iowa County**.

The US Census Bureau – American Fact Finder (2011-2015) reports there are numerous languages spoken in Iowa County. Some of these languages include Spanish, French, Italian, German, Japanese, Korean and Tagalog. After English, the second largest language group is Spanish.



Iowa County LEP
Data 2015 Esti...

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less than very well” by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), **Iowa County** must provide translation of vital documents in written format for non-English speaking persons.

In Iowa County, with a population estimate of 22,350, 153 persons have identified themselves as Spanish speaking and “speaks English less than very well.” This language group is less than 1% and below the 5% or 1,000 persons threshold of the population to be served. This means **Iowa County** is not required to provide written translation of vital documents. All other language groups listed above are also below the Safe Harbor Threshold. This means, at this time, **Iowa County** is also not required to provide written translation of vital documents in these languages.

In the future, if **Iowa County** meets the Safe Harbor Threshold for any language group, it will provide written translation of vital documents in such languages and consider measures needed for oral interpretation.

Factor 2 – Frequency

Iowa County and its staff and transit provider/lessee, as applicable, are trained on what to do when they encounter a person that speaks English less than very well. **Iowa County** with assistance from its transit provider/lessee, as applicable, tracks the number of encounters and considers adjustments, as needed, to its outreach efforts to ensure meaningful access to all persons and, specifically, to LEP and minority populations of **Iowa County’s** programs and services.

Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Iowa County and its transit provider/lessees, as applicable, provides rides to 125 persons per year. While formal data has not been collected, Iowa County staff, the transit provider/lessees, as applicable, has indicated it has encountered (0) LEP persons using the service within the last year.

Iowa County staff has reviewed the frequency it has, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. To date, **Iowa County** has 0 requests for interpreters and 0 requests for translated program documents.

Iowa County and its transit provider/lessee, as applicable, has an open door policy and will provide rides to any person who requests a ride. If an individual has speech limitations, the Department Assistant or driver will work with the Business Manager and **Iowa County** to ensure the individual receives access to the transportation service.

The "I Speak" Language identification card listed below is a document that can be placed in our transit vehicles and used by **Iowa County** staff to assist LEP individuals. Additional languages can be added as needed to match the demographic changes of **Iowa County's** service area.

"I Speak" Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
☐	I speak English	English
☐	Yo hablo español	Spanish
☐	Kug has lug Moob	Hmong
☐	我說中文	Chinese
☐	E nói tiếng Việt	Vietnamese
☐	나는한국어를	Korean
☐	Marunong akong mag-Tagalog	Tagalog
☐	Ich spreche Deutsch	German
☐	Я говорю по-русски	Russian
☐	Ja говорим српски	Serbian
☐	मैं हिंदी बोलते हैं	Hindi
☐	میں نے اردو بولتے ہیں	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Factor 3 – Importance

Iowa County and our transit provider/lessee, as applicable, understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. A transportation system is a key link to connecting LEP persons to these essential services.

Iowa County has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The activities and services include providing emergency evacuation instructions in our facilities and vehicles and providing information to the public on security awareness or emergency preparedness.

Iowa County's assessment of the programs, activities and services that are most critical include contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations.

Factor 4 – Resources and Costs

Iowa County does not have a separate budget for LEP outreach. Iowa County tries to invite all members of the community to participate on the Aging and Disability Resource Center Advisory Board by advertising open positions in their News and Views newsletter which is printed monthly and delivered to over 10,000 households in Iowa County. The cost is relatively low but the ability to reach the LEP population is high.

Item # 2 – Description of How Language Assistance Services are Provided, by Language

Iowa County has the ability to contract with a bilingual speaking person for interpreter services. In addition, it works with its transit provider/lessee, as applicable, to ensure mechanisms are in place to reach LEP persons in the service area. For example, our transit provider/lessee has a special brochure printed and is available in each vehicle to assist LEP populations in understanding the transportation service.

Item # 3 - Description of How LEP Persons are Informed of the Availability of Language Assistance Services

Iowa County and our transit provider/lessee, as applicable, does the following to inform LEP persons of the availability of language assistance services:

- ✓ Review outreach activities and the frequency of contact with LEP individuals to determine whether additional language assistance services are needed
- ✓ Contract with a bilingual speaking person, as needed
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>

Item # 4 – Description of How the Language Assistance Plan is Monitored and Updated

Iowa County reviews its plan on an annual basis or more frequently, as needed. **Iowa County** will evaluate the information collected on encounters with LEP persons as well as public outreach efforts to

determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.

Item # 5 - Description of How Employees are Trained to Provide Language Assistance to LEP Persons

Iowa County employees are oriented on the principles of Title VI/ADA and **Iowa County's** Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. **Iowa County** will ensure its transit provider/lessee, as applicable, also educates its staff on Title VI and ADA requirements, specifically, complaint procedures and LEP provisions.

If a driver, dispatcher or employee needs further assistance related to LEP individuals, they will work with **Iowa County's** Business Manager and/or our transit provider/lessee's Transit Manager, as applicable, to identify strategies to meet the language needs of the participants of the program or service.

As part of our annual check in meeting, **Iowa County** will meet with our transit provider/lessee, as applicable, to discuss updates to **Iowa County's** Language Assistance Plan.

Minority Representation Information⁷

A. Minority Representation Table⁸



Iowa County Data
by Race 2015 ...

The table below depicts **Iowa County's** non-elected committees/councils related to transit.

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Iowa County Population	96.2%	1.61%	.38%	.59%	.17%	1.05%
ADRC Advisory Board	0%	0%	0%	0%	0%	0%

B. Efforts to Encourage Minority Participation

Iowa County understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, **Iowa County** encourages participation of all its citizens.

As vacancies on boards, committees and councils become available, **Iowa County** will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees and councils, **Iowa County** will continue to reach out to community, ethnic and faith-based organizations to connect with all populations. In addition, **Iowa County** will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

⁷ If **Iowa County** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by **Iowa County**, Title VI regulations require **Iowa County** to provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

⁸ County data by race is available at the WisDOT website <https://wisconsin.gov/Documents/doing-business/local-gov/astnce-pgms/transit/compliance/title6-race.pdf> or the US Census Bureau American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

Minority Representation Data Collection Form⁹

Name of board, commission, council, etc.

Date:

Dear Member,

As **Iowa County** is a recipient of federal funds, we are required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for **Iowa County** to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

As a council under the jurisdiction of **Iowa County**, we invite council members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI and ADA regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

___ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

___ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

⁹ This form is an optional tool **Iowa County** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI/ADA plan requirements.

Minority Representation Data Collection Form⁹

Name of board, commission, council, etc.

Date: February 25, 2020

Dear Member,

As the **Iowa County** is a recipient of federal funds, we are required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

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___ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

⁹ This form is an optional tool **Iowa County** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI/ADA plan requirements.