



AGENDA
ADRC of Southwest Wisconsin-Iowa County Board
Tuesday, May 28, 2019 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	Roll Call.
3	Election of the ADRC Board Chairperson for a 3-year term.
4	Election of the ADRC Board Secretary for a 2-year term, in order to get into accordance with the by-laws for staggered terms.
5	Approve the agenda for this May 28, 2019 meeting.
6	Approve the minutes of the April 23, 2019 meeting.
7	Report from committee members and an opportunity for members of the audience to address the committee. No action will be taken.
8	Review ADRC Monthly Financial Summary. No action will be taken.
9	Review current ADRC Board By-Laws. <i>10:28 am Linda arrived</i>
10	Department Reports: a) SUN: b) ADRC: (EBS, DBS, I&A, and Transportation)
11	ADRC Manager: a) Board Member Retirement b) ADRC Managers Report c) Advocacy Updates
12	Update on the Transportation Program. No action will be taken.
13	Set next meeting date: Tuesday, June 25, 2019 at Health & Human Services Center, 303 W. Chapel Street, Dodgeville, WI 53533. 10:00 a.m.
14	Adjournment.
Posting verified by: M. Oleson Date: 5.23.2019 Initials: mbo	

Key Issues for Wisconsin Aging Advocates

2019-2021 State Budget

The Wisconsin 2019-2021 Biennial Budget significantly impacts older adults and caregivers. The Wisconsin Aging Advocacy Network advocates the following positions on key investments that support older adults to improve their health and well-being and live with maximum independence and dignity, and reduce health and long-term care costs.



- 1. Expand the Dementia Care Specialist (DCS) program to all aging and disability resource centers (ADRCs) in the state (adding 27 ADRC DCSs and 3 tribal DCSs).**

Financial investment in Dementia Care Specialists has been an effective, low cost approach to providing tremendous reach into local communities. Currently 24 DCSs are serving 21 ADRCs in 34 counties and 3 tribes. DCSs provide specialized education to ADRC staff, providers and families; in-home consultation; volunteer development; and community coalition building. DCSs positively impact individuals and families living with dementia and improve the sustainability of our long-term care system by reducing or eliminating the need for public funding. The DCS program is a wise and sound investment of public dollars. **We support providing \$2.8 million annually (\$5.6 million in the biennium) to ensure these critical services are accessible to all who need them no matter where they live in Wisconsin.**

- 2. Increase funding for Specialized Transportation and Transit.**

Transportation programs are a critical investment that has not kept pace with the growing number of older adults. On average, we outlive our driving ability by 7-10 years. This is a long time to rely on transportation services that may not exist where we live. Seventy percent of individuals age 50+ live where transit does not exist or serves the area very poorly. **We support a 20% increase for the County Elderly and Disabled Transportation Assistance program (specialized transportation s.85.21), a 10% increase for Tribal Elderly Transportation Assistance (s.85.215), and a 10% increase for the Transit Operating Assistance (s.85.20) program to ensure needed systems and services are available to meet our transportation needs as we age.**



Key Issues for Wisconsin Aging Advocates



3. Increase Medicaid provider reimbursements to raise direct care worker wages to an average of \$15/hour.

Wisconsin is experiencing a crisis-level shortage of direct care workers (DCWs), leaving older adults and people with disabilities without needed care and families without care options. DCWs help get people out of bed, use the bathroom, get dressed, prepare and eat meals, and other activities necessary for daily living. Despite the essential role DCWs play, there are not enough DCWs to meet the current needs of those served by any of the state's long-term care programs. Those covered by insurance or paying privately for services are also affected. Agencies and facilities report low Medicaid reimbursement rates make it difficult to recruit and retain DCWs, as other local employers—including retail stores and fast food restaurants—provide better pay and benefits (the median hourly wage for homecare workers [2017]—including personal care workers and home health aides was \$10.47). **To ensure sufficient quality staff to meet our long-term care needs, we up support an increase in the Medicaid Personal Care (MAPC) agency rate to \$23/hour (currently \$16.73) and support increases for the direct care and services portion of the capitation rates provided to Family Care MCOs (an additional \$30 million over the biennium) and for nursing homes (1.5%/year) targeted to the direct care workforce.**



4. Increase the investment in Healthy Aging Grants.

Wisconsin is home to many evidence-based (researched and proven) health promotion programs that improve health, prevent or delay disease and disability, and delay or entirely prevent the need for expensive long-term care. These programs address critical public health issues including older adult falls, chronic conditions, diabetes, and caregiving. Data shows investments in these programs have saved millions of health care dollars. **To broaden the reach and impact of proven programs, we support an investment of \$870,000/year for healthy aging grants to counties/tribes, YMCAs, and other community based organizations for proven programs and to support a statewide clearinghouse and support center.**



Key Issues for Wisconsin Aging Advocates

5. Create a Caregiver Tax Credit (Credit for Caring Act).

Caregivers spend thousands of dollars (\$7,000 on average) out of their own pockets each year to meet the care needs of loved ones. Many of these caregivers need to reduce their own living expenses to cover caregiving expenses—like assistive technology, medical supplies, and adult day services. Family caregivers enable our older family members and friends to stay at home, where costs are lowest and where they want to be. They perform a variety of caregiving duties—including help with bathing, dressing, feeding, medication management, wound care, and transportation. Caregivers often must make life-altering decisions about where to live, whether to reduce their work hours, change jobs, and/or even leave the workforce to attend to caregiving responsibilities. **We support creation of a caregiver tax credit to provide financial relief to caregivers, enable older adults to remain at home with support from family members, and save money for both individuals and the state.**



6. Increase state funding for the Elder Benefit Specialist (EBS) program.

The EBS Program provides a wide range of important legal advocacy services to adults age 60 + across Wisconsin. EBSs provide benefit counseling and assistance with appeals in the areas of Medicare, Medicaid, other health insurance coverage issues, Social Security, Supplemental Security Income, FoodShare, housing, and consumer debt. There has been an estimated 63% growth in Wisconsin's age 60+ population from 2000 to 2020. Despite significant population growth, increasing demand for EBS services, and increasing complexities associated with access to essential benefit programs, the EBS program has not seen an increase in state funding in 22 years. Last year, the average annual monetary impact of one full-time EBS to clients and the community through public benefit program eligibility, overpayment resolution, medical insurance appeals, and other positive outcomes was over \$2.3 million and over \$192 million statewide. **To ensure access to legal advocacy services for Wisconsin's fastest growing population, we support increasing state funding for the Elder Benefit Specialist (EBS) program from \$2,298,400 to \$4,596,800.**

TUESDAY, APRIL 23, 2019

State of
Wisconsin
County of
Iowa

**UNAPPROVED MINUTES OF THE ADRC OF SOUTHWEST WISCONSIN,
IOWA COUNTY BOARD MEETING HELD
TUESDAY, APRIL 23, 2019 at 10:30 a.m.
HEALTH & HUMAN SERVICES CENTER,
303 W. CHAPEL ST., DODGEVILLE, WI 53533**

2019-03

Item		Index
1)	Chair Lindholm called the meeting to order at 10:37 a.m.	Call to Order
2)	Roll Call – Members Present: Kathy Elliott, Lori Fisher, Nancy Gaffney, Linda Wetzel Hurley, Judy Lindholm, Jeremy Meek, Lynn Munz, Cathy Palzkill, J. Patrick Reilly, Trish Rock, Alvina Sturz, and Bryan Walton. Excused: Dianne Evans, Justin O'Brien, William Ladewig. Others Present: Stacey Terrill, Tom Slaney, Dan Nankee, Valerie Hiltbrand, Marylee Oleson, and Cecile McManus.	Roll Call
3)	Approval of the April 23, 2019 Agenda. Motion by Meek and seconded by Sturz to accept the agenda. Motion carried.	Agenda Approval
4)	Approval of the March 26, 2019 meeting minutes. Motion by Sturz and seconded by Gaffney to accept the meeting minutes. Motion carried.	Meeting Minutes Approval
5)	Two members of the public addressed the committee. Margaret Peat and Shirla Gehrke are dissatisfied with the reduced Care A Van bus schedule. It was reduced from five days a week to three. They would also like to go to other places such as The Walker House in Mineral Point, Janesville, and Portage. Peat would like more advertising done since two people from the township of Clyde had never heard of the Care A Van. Peat also suggested the Care A Van schedule should include townships as pick-up points. Slaney thanked Peat and Gehrke for their comments and suggestions. Reminded all this is a work-in-progress. The ADRC is still advertising for a Rural Taxi Driver and schedules may change once that program evolves. Unfortunately, we won't be able to satisfy everyone, but our goal is to satisfy the majority. It's a very expensive program to maintain and changes needed to happen. Chair Lindholm suggested the bus driver write an article in the News & Views and request an interview on D99.3. Peat suggested a front page article devoted to transportation (this was done in January 2019, per Oleson). Nankee said it's heartening to see bus riders who want to go places.	Members of audience address Committee
6)	Report Provided. No comments.	ADRC Monthly Financial Summary
7)	Motion by Palzkill and seconded by Munz to go into Closed Session. Motion carried.	Motion to go into Closed Session
8)	Motion by Munz and seconded by Meek to return to Open Session. Motion carried.	Motion to Return to Open Session
9)	Motion by Meek to recommend three current board members to serve a second term of three years; Dianne Evans, Lori Fisher, and J. Patrick Reilly. Seconded by Sturz. Motion carried. Hiltbrand thanked board member Nancy Gaffney for her service. She is not seeking a second term. Hiltbrand will forward on Evans, Fisher, and Reilly's appointment approval to the County Administrator to add to the May County Board meeting for county approval.	Action on Closed Session Item



AGING & DISABILITY RESOURCE CENTER
REVENUE AND EXPENDITURE SUMMARIZATION
APRIL 2019

*Janice is hoping to
attend this meeting
by the end.*

Income **\$52,853.28**

- Income includes reimbursements from Green County and GWAAR (Greater Wisconsin Agency on Aging Resources, Inc.), driver escort co-payments, bus donations, city taxi co-payments, and money received for Tai Chi DVDs.

Expenditures **\$53,334.89**

- Expenses include payroll, office supplies, postage, training registration fees, bus maintenance, volunteer driver reimbursement, caregiver respite, caregiver supplies, and News & Views publication.
 - Bus maintenance was \$211.59 (two rear exhaust hangers and a heat shield on the exhaust for big bus).
 - Paid \$2,728.40 for in-home respite care to various eligible participants through the National Family Caregiver Support Program.

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 Board, and sub-committees of that Board.

ARTICLE IV. ADRC BOARD

Section 1. Appointments

The ADRC will seek to assure representation for all areas in the County as well as one consumer, family member, guardian or advocate representing adults with physical disabilities, one representing adults with 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 that Iowa County Administrator subject to the approval of 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 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 2 consecutive 3 years 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."

ARTICLE V. OFFICERS

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

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:

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.

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/Treasurer, 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

Members shall be appointed by the ADRC Chairperson.

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

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. Nominations from the floor may also be accepted.

B. Transportation Committee

Shall review Bus and Driver Escort Policies 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 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 Board shall be held on the fourth Tuesday of May of each year for the purpose of receiving new board members, transacting election of officers and for the presentations of the 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 the staff to act appropriately with such action to be reviewed at the following regular meeting at which a quorum is present.

ARTICLE VIII. BOOKS AND RECORDS

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 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 Area Agency on Aging to encourage the development of new and expanded programs for older adults consistent with delineated areas of need.
- I. The ADRC shall cooperate with the Area Agency on Aging and the Department of Health Services, related public and private agencies, 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 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 member shall participate in voting on any matter which result in personal or financial gain for him/herself.

ARTICLE XI. AMENDMENTS TO BY-LAWS

These By-Laws may be altered, amended, or repealed and new by-laws adopted by a majority of the ADRC members present at any regular or at any special meeting.

Information & Assistance Report

For April 2019

Brittany Mainwaring, Katie Batton

Total number of contacts: 315

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: 0

Home visits: 11

Scheduled Office Visits: 17

Number of Functional Screens Administered: 8

A functional screen consists of a series of questions about 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: 0

A Nursing Home Relocation is when a person's stay in the nursing home is being paid for by Medical Assistance 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: 5

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, Inklusia, My Choice and Care Wisconsin, which provide the Family Care Program. The services, which are offered by the Managed Care Organization are coordinated by their staff in conjunction with the customer. These services are purchased by the Managed Care Organization from their own network of providers. 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: 4

IRIS, (Include, Respect, I Self-Direct) is another program which also provides funding for services. The IRIS program is administered by The Management Group (TMG) and Advocates4U in this area of the state. 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 is made up 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:

Other meetings/events: Homeless Prevention Coalition, Life Skills Day- CCoT, Feeding Friends Outreach, Volunteer Banquet

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

Elder Benefit Specialist Stacey Terrill April 2019 Report

CLIENTS AND CASES

Total Unduplicated Clients :	33	Carryover Cases :	18
New Clients :	13	Cases Opened :	35
		Cases Closed :	30
Total Hours Spent on Legal/Benefits Assistance :	34	Cases Remaining Open :	23

CLIENT CHARACTERISTICS

Age Group	Client Count	%
0-59	0	0.0 %
60-69	26	78.8 %
70-79	2	6.1 %
80-89	3	9.1 %
90-99	2	6.1 %
100+	0	0.0 %
Unknown	0	0.0 %

Rural Status

Is Rural	33	100.0 %
Is Not Rural	0	0.0 %
Unknown	0	0.0 %

Gender

Female	17	51.5 %
Male	16	48.5 %
Unknown	0	0.0 %

Lives Alone Status	Client Count	%
Lives Alone	11	33.3 %
Does Not Live Alone	22	66.7 %
Unknown	0	0.0 %

Race

American Indian/Native Alaskan	0	0.0 %
Asian	0	0.0 %
Black/African American	0	0.0 %
Native Hawaiian/Other Pacific Islander	0	0.0 %
Non-Minority (White, non-Hispanic)	33	100.0 %
White-Hispanic	0	0.0 %
Other	0	0.0 %
Missing/Unknown	0	0.0 %

Income Status

At or Below 100% of the FPL	5	15.2 %
Above 100% of the FPL	28	84.8 %
Unknown	0	0.0 %

MONETARY IMPACT

	Dollars	%
Federal Funds	\$ 112,178	94.4 %
State Funds	\$ 3,560	3.0 %
Other Funding Sources	\$ 3,056	2.6 %

GRAND TOTAL

\$ 118,794

2018 GRAND TOTAL

\$ 108,183

Community Outreach and Events:

Date	Topic	Location
04/05/2019	EBS/ADRC Outreach	Iowa County Homemakers
04/09/2019	Advanced Directives	HHS Building

Benefit Specialist Trainings:

Date	Topic
04/03/2019	GWAAR Supervising Attorney Training

Additional Activities and Events:

Date	Topic
04/02/2019	Dementia Coalition
04/04/2019	Contacts with Beneficiaries
04/04/2019	Expo Planning Meeting
04/18/2019	Medicare Outreach Webinar

Disability Benefit Specialist-Nikki Brennum
Summary Report Period: 04/01/2019-04/30/2019

	2019	2018
Total Cases Opened this Month	11	5
Client Ages		
18-20	1	1
21-29	3	1
30-39	2	3
40-49	2	0
50-59	3	0
Disability		
Deaf/Hard of Hearing	0	0
Developmental Disability	2	0
Physical Disability	3	2
Physical Disability/Mental Illness	4	2
Physical Disability/Developmental Disability	0	1
Mental Illness	2	0
Developmental Disability/Mental Illness	0	0

Number of Cases Closed for this Period	2	2
Application/Forms Completed	0	0
Approved at reconsideration	1	0
Approved at application	1	0
Client withdrew	0	0
Denied at application (Not Appeal)	0	0
Denied at reconsideration (Not Appeal)	0	0
Referral to Private Attorney (Non Pro Bono)	0	1
Client Transferred to another ADRC	0	1
<i>Monetary Impact of Cases Closed:</i>	<i>\$59,764</i>	<i>\$0</i>
Federal	\$52,437	\$0
State	\$7,327	\$0
Other	\$0	\$0
Year to date:	\$186,617	\$64,499

Monetary impact is defined as the value of benefits or services that are obtained or preserved for a client, as well as money that is saved or recovered for a client, with the help of a benefit specialist. Monetary impact is just one way to measure the positive impact of benefit specialists' services.

Monthly Activities:

- Completed an article for News and Views.
- Attended a regional Skills based Training
- Attended an Expo planning meeting
- Attended a Brain Injury Conference.

TRANSPORTATION COORDINATOR'S REPORT

April 2019

Submitted by Paula Daentl

DRIVER ESCORT SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	151	680	208	667
Current Month	2018	YTD	2019	YTD
Driver Escort Fees Deposited:	\$1,194.75	\$5,400.56	\$1,376.28	\$4,051.96

ADRC TAXI SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	n/a	n/a	237	1,184
Current Month	2018	YTD	2019	YTD
ADRC Taxi Fees Deposited:	n/a	n/a	\$675.50	\$2,330.59

- Averaged 15 Taxi riders per day.

CARE A VAN SERVICES

Current Month	2018	YTD	2019	YTD
Total Units of Service Provided:	487	1,670	343	937
Current Month	2018	YTD	2019	YTD
Donations Collected:	\$259.95	\$2,546.77	\$278.00	\$930.31
Current Month	2018	YTD	2019	YTD
Total Days Cancelled:	4	16	0	6

- We averaged 5 Care A Van riders per trip.

Care A Van Summary

In April, the bus went to the following locations:

- Alternate Tuesdays going to Platteville and Richland Center
- Baraboo for lunch & shopping
- Madison for lunch & shopping
- Sauk City for lunch & shopping
- Wisconsin Dells for lunch & shopping
- Reedsburg for lunch & shopping
- Dubuque for lunch & shopping
- Prairie du Chien for lunch & shopping
- Wisconsin Dells for lunch & shopping
- Columbus for lunch & shopping including antiquing at Columbus Antique Mall
- Monroe for lunch & shopping



Workshops Expanding Caregiver Awareness and Resources

Dementia Care

Session

DO YOU HELP A FAMILY
MEMBER WITH DEMENTIA?

Free workshops for you
are coming to
Southwest Wisconsin!

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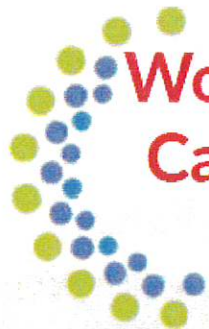
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Workshops Expanding Caregiver Awareness and Resources

Respite Care

Session

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RCAW
Respite Care Association
of Wisconsin



ADRC Manager's Report:
May 2019 ADRC Board Meeting
Iowa County

April 2019

- Multi-County APS Collaborative Meeting (Grant, Green, Iowa and Lafayette Counties) - 4/1/19
- ADRC Monthly Staff Meeting - 4/2/19
- Iowa County Health and Human Services Committee Meeting - 4/3/19
- Health and Wellness Expo Meeting - 4/4/19
- Outreach to the SUN Program Dining Site Managers - 4/4/19
- Information and Assistance Specialist position interviews - 4/5/19
- Dementia Live at Southwest Tech's Crisis Intervention Training - 4/10/19
- Local bi-monthly Information and Assistance Specialist Meeting - 4/12/19
- Monthly meeting with Care Wisconsin - 4/12/19
- Monthly All-Staff Meeting with Department of Social Services - 4/18/19
- Healthy Aging in Rural Towns (HeART) Meeting - 4/18/19
- Seniors United for Nutrition Monthly Board Meeting in Shullsburg - 4/18/19
- ADRC of Southwest Wisconsin-Iowa County Board Meeting - 4/23/19
- Volunteer Appreciation Event - 4/23/19
- Regional ADRC of Southwest Wisconsin Board Meeting - 4/25/19
- ADRC of Southwest Wisconsin Managers Meeting - 4/25/19

Upcoming events and other news:

- Stepping On started on 5/1/19 at the Health and Human Services Center. We have a full class!
- Volunteer Open House was held 5/7/19 from 3-6 at the Health and Human Services Center Community Room. Thanks to the agencies/departments who participated which include ADRC, Department of Social Services, UW-Extension, Bloomfield Healthcare and Rehab, and Seniors United for Nutrition.
- Green County has taken the lead for a Dementia Crisis Stabilization Grant which was awarded to Grant, Green, Iowa and Lafayette Counties. This is exciting news and I will share more at the meeting!
- We have a new Information and Assistance Specialist starting 5/20/19. We are happy to have her on board.
- Aging Advocacy Day at the State Capital - 5/14/19. I will report back during our board meeting.
- May is Older Americans Act Month and ADRC Month. Check out our Facebook Page for a special feature.
- ADRC Staff will be attending a Wellness Fair at Lands' End on 5/22/19 for Lands' End staff.



- June is Elder Abuse Awareness Month. You will see 58 pinwheels displayed throughout the month of June, which represent the 58 cases of alleged Elder Abuse that were reported in Iowa County in 2018.
- Walk with Ease will start June 17th from 10-11 a.m. at the Cobb Community Center. Please refer so that we can fill the class.

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

Marylee Oleson

From: Jamie Gould
Sent: Thursday, May 23, 2019 11:02 AM
To: Paula Daentl; Valerie Hiltbrand; Marylee Oleson
Subject: Bus Information for the ADRC Meeting
Attachments: Bus Program Performance 2016 - 2018.xlsx; Bus Revenues Expenditures 2016-2019.xlsx; Bus Program (for ADRC Board).docx

I thought I would gather some data regarding the bus program to show the ADRC Board how much it costs the County to operate the bus program.

I am hoping to be back on time for the "bus decision" on Tuesday. If I do not make it back on time, Val and Paula would you please present the attached information?

The first spreadsheet has 3 tabs on it. There is a tab for the years of 2016, 2017 and 2018. Below is an explanation for each line of data:

Total Expenses: this is the total bus expenses we incurred each year for the bus service.

Operating Statistics:

One-Way Passenger Trips: total number of one-way trips we took during the year.

Vehicle Miles: total actual miles the buses were driven.

Vehicle Hours: total number of actual hours the bus driver drove (this does not include MTO, holiday hours the driver was paid).

Performance Measures:

Cost Per One-Way Passenger Trip: the cost to provide a One-Way trip to each passenger (calculated by taking total expenses divided by total One-Way Passenger Trips). Please note: We only ask for a \$5 suggested donation (this is round-trip) from each elderly or disabled passenger. As you can see it definitely costs more than \$5 to provide a One-Way trip let alone a round trip.

Cost Per Vehicle Mile: the cost to operate the buses per mile driven (calculated by taking total expenses divided by total Vehicle Miles).

Cost Per Vehicle Hour: the cost to operate the buses each hour they are being driven (calculated by taking total expenses divided by total Vehicle Hours).

The second spreadsheet is a summarization of the bus revenues and expenditures for 2016 – 2019. The 2019 numbers are projections. I think the revenues are self-explanatory. Other Operating Expenses include office supplies, News & Views, vehicle insurance, liability insurance, audit expense and cell phone.

The Word document includes:

- the funding sources for the bus
- Statue definition of specialized transportation (our transportation services are specialized transportation)
- Statue definition of eligible passengers, including definition of disabled
- Statue for County Plan Provisions which includes the priorities of activities (medical, nutritional, and work-related)

We can let the Board know we are still making changes to our transportation services; we are open to suggestions. At this time, we are not changing the days the bus operates because our bus driver also drives the Dodgeville Taxi on Wednesdays and Fridays. We have shifted some of our funding for the bus service to the taxi service.

Please let me know your thoughts on providing this information to the ADRC Board next week. If you are fine with the information, I can have copies ready to distribute at the board meeting. I am making copies of the transportation survey results from our study. I didn't want to copy the entire study.

Thank you,

Jamie Gould, MBA

Jamie Gould, Business Manager
Iowa County Department of Social Services
303 W Chapel Street, Suite 2300
Dodgeville, WI 53533
Phone: (608)930-9803
Fax: (608)935-0371

Transportation Program Performance

Program Name: Bus
Quarter/Year: 2018

Total Expenses:

\$97,595.00

Operating Statistics

One-Way Passenger Trips

5,107

Vehicle Miles

16,913

Vehicle Hours

1,249

Performance Measures

Cost Per One-Way Passenger Trip

\$19.11

Cost Per Vehicle Mile

\$5.77

Cost Per Vehicle Hour

\$78.14

Linda - what goes into expenses

driver
gas
maintenance
insurance
N+V

Paula & Janie part of wages

Janie

Transportation Program Performance

Program Name: Bus

Quarter/Year: 2017

Total Expenses:	\$91,652.00
-----------------	-------------

Operating Statistics

One-Way Passenger Trips	5,461
-------------------------	-------

Vehicle Miles	13,974
---------------	--------

Vehicle Hours	1,115
---------------	-------

Performance Measures

Cost Per One-Way Passenger Trip	\$16.78
---------------------------------	---------

Cost Per Vehicle Mile	\$6.56
-----------------------	--------

Cost Per Vehicle Hour	\$82.20
-----------------------	---------

Transportation Program Performance

Program Name: Bus

Quarter/Year: 2016

Total Expenses:	\$85,429.00
-----------------	-------------

Operating Statistics

One-Way Passenger Trips	5,270
-------------------------	-------

Vehicle Miles	16,247
---------------	--------

Vehicle Hours	1,386
---------------	-------

Performance Measures

Cost Per One-Way Passenger Trip	\$16.21
---------------------------------	---------

Cost Per Vehicle Mile	\$5.26
-----------------------	--------

Cost Per Vehicle Hour	\$61.64
-----------------------	---------

Bus Revenues Expenditures
2016 - 2019

	2016 Actual	2017 Actual	2018 Actual	2019 Projected
Revenues				
Passenger Revenue	\$ 4,466	\$ 4,722	\$ 5,309	\$ 2,790
85.21 Grant	39,930	34,789	36,495	8,687
County Levy	7,758	17,738	20,618	14,038
85.21 Trust Fund	-	1,334	-	1,133
Older American Act	33,275	33,069	35,173	35,106
Total Revenues	<u><u>\$ 85,429</u></u>	<u><u>\$ 91,652</u></u>	<u><u>\$ 97,595</u></u>	<u><u>\$ 61,754</u></u>
Expenditures				
Wages and Fringes	\$ 71,390	\$ 73,356	\$ 74,065	\$ 45,038
Repairs and Maintenance	4,192	4,757	7,044	5,000
Fuel	4,352	4,348	4,826	3,700
Other Operating Expenses	5,495	9,191	11,660	8,016
Total Expenditures	<u><u>\$ 85,429</u></u>	<u><u>\$ 91,652</u></u>	<u><u>\$ 97,595</u></u>	<u><u>\$ 61,754</u></u>

2016 Average Daily Bus Riders	2017 Average Daily Bus Riders	2018 Average Daily Bus Riders		
January	5	January	4	6
February	5	February	5	6
March	5	March	4	5
April	6	April	6	7
May	5	May	6	6
June	5	June	6	6
July	6	July	6	6
August	6	August	7	6
September	6	September	6	6
October	8	October	8	5
November	5	November	6	6
December	5	December	7	6
2016 average = 5.59	2017 average = 5.92	2018 average = 5.92		

The bus program is funded by donations, Older American Act funding (derives from Greater Wisconsin Agency on Aging Resources) and 85.21 funding (derives from Wisconsin Department of Transportation). The majority of our specialized transportation funding derives from the Wisconsin Department of Transportation through the 85.21 grant (operating grant for specialized transportation) and the 53.10 capital grant (funding used to purchase specialized transportation vehicles i.e., buses and handicapped accessible taxi). The specialized transportation programs in Iowa County consist of the bus program, driver escort program and taxi service.

Wisconsin Statute 85.21 Specialized Transportation Assistance Program for Counties.

PURPOSE. The purpose of this section is to promote the general public health and welfare by providing financial assistance to counties providing transportation services for seniors and individuals with disabilities, and to thereby improve and promote the maintenance of human dignity and self-sufficiency by affording the benefits of transportation services to those people who would not otherwise have an available or accessible method of transportation.

Definition of Eligible Passengers Under the 85.21 Statute:

“Individual with a disability” means any individual who, because of any temporary or permanent physical or mental condition or institutional residence is unable without special facilities or special planning or design to use available transportation facilities and services as effectively as individuals who are not so affected.

“Senior” means any individual age 65 or over. However, counties can set their own definition for “senior”, but the passenger must be at least 55 according to the 85.21 Statute. In Iowa County, we have defined the age of a “senior” as 60 years or over. We have selected 60 years or over because we also use Older Americans Act funding for our transportation services. The Older Americans Act requires participants to be at least 60 years of age.

85.21(4) COUNTY PLAN PROVISIONS; COPAYMENTS:

85.21(4)(a): The county may establish the transportation of seniors and individuals with disabilities to medical, nutritional, and work-related activities as the priority for the specialized transportation services.

85.21(4)(b): Specialized transportation services may at the discretion of the county be open to the general public on a space-available basis.

85.21(4)(c) 1: The county shall either require a copayment by the user of the specialized transportation service or provide the user with an opportunity to make a voluntary contribution to the cost of the service.

85.21(4)(c) 2: The county shall establish the amount of copayment if copayment is required and shall recommend an amount for a voluntary contribution if an opportunity to make a voluntary contribution is provided. The county shall establish the method by which the copayment or voluntary contribution is collected from the user.

85.21(4)(c) 3: The county shall collect and incorporate into the county plan data regarding the purposes and activities for which individuals use the specialized transportation services.

85.21(4)(c) 4: A county may exempt a user from payment under subd. 1. if an emergency exists, if the user does not have the economic resources to make a payment or if the user is not competent to make a payment.

85.21(4)(d): A county may not use aids provided under this section to support the regular route services of an urban mass transit system receiving state aids under s. 85.20. A county may use aids provided under this section to support subsystems of urban mass transit systems that provide special services to seniors or individuals with disabilities.

In Iowa County, our bus service operates on a suggestion donation due the Older Americans Act (OAA) prohibits counties from using requiring a co-payment when using OAA monies to fund a service.

Chapter 7: Recommendations for Improved Collaboration and Coordination

The recommendations in this section aim to assist providers in meeting the growing mobility demands of seniors and the disabled, as well as a lack of additional revenue sources. With stagnated funding sources and the demand for rides increasing, transit providers need to do what they are doing more effectively.

Recommendations for Transit Providers

There are three main recommendations for each provider that surfaced in the data, stakeholder interviews, or surveys. As the providers look into the future planning of their fleets and services, they should keep these recommendations in mind.

Find Efficiencies in Vehicle Size *a lack of CDL drivers.*

There are efficiencies in reducing vehicle size. Different types of buses lead to different types of transportation modes therefore different types of billing and refunds rewarded. It is recommended that providers acquire smaller accessible vehicles to bolster fleets in keeping with current ridership need trends. Smaller accessible vehicles allow paid drivers to not need a commercial driver's license (CDL) and allow more flexibility in use. CDLs tend to be a sticking point in hiring paid drivers since the process to attain a CDL can be long and expensive. Those that already have a CDL are usually drawn to driving school buses or trucks for higher pay. Reducing larger vehicles will also reduce operating and fuel costs, lower maintenance costs and provide more flexibility in use. Smaller vehicles could drive less populated fixed routes, excursions or on-demand services.

Provide Accessible Rides

With the increase of elderly in rural areas, more people need accessible rides. Accessibility comes in different forms. A person who uses a walker or manual wheelchair has different transportation options from a person who uses an electric wheelchair or scooter. The ride coordinator will have to assess the rider's need and what specifically is needed to access transportation. Below is a list of the range of wheelchair accessibility needs (Mobility International USA):

- No assistance.
- Assistance to transfer.
- Assistance lifting a wheelchair or other mobility device into vehicle.
- Uses van/minivan.
- Can only use van/minivan with lift.

SWWRPC spoke with hospitals and clinics that see patients that need to get to and from appointments. The patients are unable to take rides from family members and volunteer drivers due to accessibility issues. SWWRPC also spoke with nursing homes and assisted living facilities where individuals need rides to family events, funerals and for personal non-medical appointments, but at times cannot make these events due to the lack of an accessible ride. A quarter of the respondents in the survey currently need assistance getting into and out of a vehicle, which at this time does not mean they need a vehicle with a wheelchair lift or ramp, but it could mean so in the future. Additionally, almost 12 percent of respondents currently need a wheelchair lift or a ramp. Accessibility is key with a growing aging population and the regional dependence on volunteer drivers, whose vehicles in most cases are not accessible.

As transit providers acquire new vehicles, rider needs should be taken into account. It is recommended that providers make sure that an adequate percentage of fleet vehicles should have capabilities for people in wheelchairs to utilize the rides.

Provide On-demand Services

Many times during the outreach, respondents stated that they would like to be able to use an on-demand ride service. The first ride choice in the survey was "take a ride with friends or family," after that option the next two most popular ride options were on-demand services ("take a taxi-cab" and "ride with a volunteer driver"). The volunteer driver rides must be scheduled 48 hours in advance, but both pick up and drop off at the rider's desired location. As they age, individuals who are dependent on their personal vehicle often want to have the flexibility of a service that is as similar to driving themselves as possible.⁵⁰ On-demand services are not always easy to maintain, but according to American Public Transportation Association's new study increasingly necessary:

[I]nformal travel arrangements can be unreliable or uncomfortable. Formal public transit services offer a reliable, professional service...Non-drivers often prefer paying for public transit rather than being entirely dependent on family or friends for transportation. The need for more formal public transit is increasing, with rural community organizations finding that they cannot serve the growing demand with only volunteers.⁵¹

Although these on-demand services may not be easy to implement, the trends and outreach in the study show that this is what the riders are wanting. This study recommends that new opportunities for on-demand services including collaborations with existing shared ride taxis and other volunteer driver programs are investigated and implemented.

Southwest Wisconsin Regional Transportation Survey

Thank you for taking our survey! This information will be used to develop the Transportation Coordination Plan for Grant, Green, Iowa, Lafayette, and Richland counties. This plan will influence transportation priorities and State and Federal funding for the next five years. More importantly, it will help improve the ride services that you receive! For more information please contact Southwestern Wisconsin Regional Planning Commission. You may call 608.348.5055 or visit our website: www.swwrpc.org.

Please submit completed survey to the location that you obtained the survey or mail to:
SWWRPC, Attn: Transportation Survey, PO Box 262, Platteville, WI 53818.

- 1. Are you aware of public transportation / ride services in your region?**
 - a. Yes, I have heard of it and have used it.
 - b. Yes, I have heard of it and have not tried it.
 - c. Yes, I have heard of it but would never use it.
 - d. No, I have never heard of it.

- 2. How do you currently travel to and from your home? (Select all that apply.)**
 - a. Drive a personal vehicle.
 - b. Ride with family or friends or coworkers (carpool).
 - c. Walk or bicycle.
 - d. Taxi-cab service.
 - e. Community van, shuttle, VA transportation or bus service.
 - f. Volunteer driver program.
 - g. Other (please describe) _____

- 3. Why do you use public transportation services? (Select all that apply.)**
 - a. Not applicable. I do not use public transportation. (Skip to Question 4.)
 - b. Have physical limitations. (For example, age, medical condition, etc.)
 - c. Have financial reasons. (For example, you can't afford insurance or gasoline.)
 - d. Do not have access to a personal vehicle.
 - e. Do not possess a driver's license.
 - f. Other (please describe) _____

4. If you *do not* use public transportation services, why? (Select all that apply.)

- a. Not applicable. I do use public transportation. (Skip to Question 5.)
- b. Do not need to use the service.
- c. Have difficulty finding out about service or fares.
- d. Cannot afford the cost of the service.
- e. Times of service are not compatible with transportation needs.
- f. Requires scheduling too far in advance.
- g. Takes too much time traveling.
- h. Unable to get to a pick-up location.
- i. Desired travel destinations are not available under the current routes.
- j. Have had a poor interaction with the driver or anyone else.
- k. Have language/communication barriers.
- l. Feels embarrassing to use "special transportation".
- m. Other (please describe) _____

5. What improvement do you think would be of the greatest benefit to users of public transportation services?

- a. A multi-county toll-free phone number for scheduling trips.
- b. A multi-county internet website for scheduling trips.
- c. Travel-assistants to help familiarize new riders with using the local transportation services.
- d. A convenient way to pay across multiple transportation providers (For example, a T-money card).
- e. General marketing (brochures, flyers, etc.) to promote awareness of the local transportation services.
- f. An expansion of the existing van/bus transportation services (For example, adding more routes or times to the service).
- g. An expansion of the existing one-on-one driver services (For example, a shorter advance time for scheduling rides).
- h. Creation of entirely new services.
- i. Other (please describe) _____

6. What time and day of the week do you or someone in your household need public transportation services provided? (Mark all that apply.)

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6am - 9am							
9am - noon							
noon - 3pm							
3pm - 6pm							
6pm - 9pm							
9pm - 12am							
12am - 6am							

7. Do you need any of the following kinds of assistance when you travel locally? (Select all that apply.)
- a. Assistance getting into and out of a vehicle.
 - b. A personal care attendant to accompany you.
 - c. Help loading and unloading packages.
 - d. Children car seats installed.
 - e. Room for multiple riders.
 - f. One-on-one driver service.
 - g. A wheelchair lift or ramp.
 - h. Space for a fold up wheelchair/ walker.
 - i. Other (please describe) _____
8. If you or a family member cannot drive in the future, how do you plan on getting to necessary locations (for example, medical appointments, shopping, visiting, etc.)? (Select all that apply.)
- a. Taxi Cab.
 - b. County Bus.
 - c. Senior Center Bus.
 - d. Volunteer Driver Program.
 - e. Specialized wheelchair accessible vehicles.
 - f. Veterans Transport Services.
 - g. Take rides with family or friends.
 - h. Walk.
 - i. I don't know.
 - j. Other (please describe) _____
9. Did you have any problems using the public transportation services in the region in the past? (Select all that apply).
- a. Vehicle showed up late.
 - b. Driver was not helpful.
 - c. Driver was not courteous.
 - d. Cost for service was too expensive.
 - e. Vehicle was not clean.
 - f. Driver did not communicate with me.
 - g. Length of ride was too long.
 - h. Vehicle was not comfortable.
 - i. Personal health prohibits use of service.
 - j. Mobility problems.
 - k. I had no problems.
 - l. Other (Please describe.) _____
10. Are you comfortable using technology (for example, smartphone or computer) to learn about or schedule public transportation?
- a. No, I am not comfortable with any technology.

- b. I am comfortable with some technology, but may need assistance to use it.
- c. Yes, I am comfortable with all or most technology.

11. What county do you live in?

- a. Grant County, Wisconsin
- b. Green County, Wisconsin
- c. Iowa County, Wisconsin
- d. Lafayette County, Wisconsin
- e. Richland County, Wisconsin
- f. Other (Please describe.) _____

12. What is your age?

- a. Under 18 years
- b. 18 to 24 years
- c. 25 to 44 years
- d. 45 to 59 years
- e. 60 to 65 years
- f. 65 to 75 years
- g. Over 75 years

Regional Transportation Survey

The Southwest Wisconsin Regional Transportation Survey was officially open from April 1 to June 1, 2017 but responses were collected until August 11, 2017. A total of 290 responses were received either in paper form or electronically. Of those 290 responses, there were 26 responses that failed to release what county they live and their age. There were 5 additional responses that do not live in the five counties. These 31 responses are not accounted for in the county breakdowns, but are shown in the overall regional survey numbers. Not all respondents answered every question and some questions the respondents were able to pick multiple choices.

Are you aware of public transportation in your region?

Answer Choices	Percentage of Respondents	Number of Respondents
Yes, I have heard of it and have used it.	38.87%	110
Yes, I have heard of it and have not tried it.	39.93%	113
Yes, I have heard of it but would never use it.	7.07%	20
No, I have never heard of it.	14.13%	40

How do you currently travel to and from your home?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Drive a personal vehicle.	70.67%	200
Ride with family or friends or coworkers (carpool).	32.86%	93
Walk or bicycle.	13.43%	38
Taxi-cab service.	16.96%	48
Community van, shuttle, VA transportation or bus service.	8.83%	25
Volunteer driver program.	9.19%	26
Other (please describe)	8.13%	23

Why do you use public transportation services?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Not applicable. I do not use public transportation.	58.71%	155
Have physical limitations. (For example, age, medical condition, etc.)	20.08%	53
Have financial reasons. (For example, you can't afford a car or gasoline.)	8.71%	23
Do not have access to a personal vehicle.	13.26%	35
Do not possess a valid driver's license.	12.50%	33
Other (please describe)	15.53%	41

If you do not use public transportation services, why?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Not applicable. I do use public transportation.	29.33%	66
Do not need to use the service.	48.00%	108
Have difficulty finding out about service or fares.	9.33%	21
Cannot afford the cost of the service.	3.56%	8
Times of service are not compatible with transportation needs.	9.78%	22
Requires scheduling too far in advance.	8.00%	18
Takes too much time traveling.	5.33%	12
Unable to get to a pick-up location.	4.44%	10
Desired travel destinations are not available under the current routes.	5.33%	12
Have had a poor interaction with the driver or anyone else.	0.00%	0
Have language/communication barriers.	0.00%	0
Feels embarrassing to use "special transportation".	2.22%	5
Other (please describe)	12.44%	28

What improvement do you think would be of the greatest benefit to users of public transportation services?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
A multi-county toll-free phone number for scheduling trips.	17.87%	37
A multi-county internet website for scheduling trips.	7.73%	16
Travel-assistants to help familiarize new riders with using the local transportation services.	8.21%	17
A convenient way to pay across multiple transportation provider. (For example, a T-money card.)	4.83%	10
General marketing (brochures, flyers, etc.) to promote awareness of the local transportation services.	13.53%	28
An expansion of existing van/bus transportation services (For example, adding more routes or times to the service).	12.56%	26
An expansion of the existing one-on-one driver escort services (For example, shorter advance times for scheduling rides).	7.73%	16
Creation of entirely new services.	6.28%	13
Other (please describe)	21.26%	44

Do you need any of the following kinds of assistance when you travel locally?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Assistance getting into and out of a vehicle.	25.58%	33
A personal care attendant to accompany you.	7.75%	10
Help loading and unloading packages.	49.61%	64
Children car seats installed.	1.55%	2
Room for multiple riders.	6.20%	8
One-on-one driver service.	10.85%	14
A wheelchair lift or ramp.	11.63%	15
Space for a fold up wheelchair/ walker.	33.33%	43
Other (please describe)	26.36%	34

If you or a family member cannot drive in the future, how do you plan on getting to necessary locations (for example, medical appointments, shopping, visiting, etc.)?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Taxi cab.	38.17%	100
County Bus.	14.12%	37
Senior Center Bus.	24.81%	65
Volunteer Driver Program.	36.64%	96
Specialized wheelchair accessible vehicle.	4.20%	11
Veteran Transport Services.	3.82%	10
Take rides with family or friends.	60.31%	158
Walk.	16.03%	42
I do not know.	21.76%	57
Other (please describe)	8.02%	21

Did you have any problems using public transportation services in the region in the past?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Vehicle showed up late.	5.49%	9
Driver was not helpful.	3.05%	5
Driver was not courteous.	1.22%	2
Cost for service was too expensive.	6.10%	10
Vehicle was not clean.	3.66%	6
Driver did not communicate with me.	1.22%	2
Length of ride was too long.	3.66%	6
Vehicle was not comfortable.	3.66%	6
Personal health prohibits use of service.	2.44%	4
Mobility problems.	4.88%	8
I had no problems.	49.39%	81
Other (please describe)	35.98%	59

Are you comfortable using technology (for example, smartphone or computer) to learn about or schedule public transportation?

Answer Choices	Percentage of Respondents	Number of Respondents
No, I am not comfortable with any technology.	30.77%	72
I am comfortable with some technology, but may need assistance to use it.	27.78%	65
Yes, I am comfortable with all or most technology.	41.45%	97

What county do you live in?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Grant County, Wisconsin	37.88%	100
Green County, Wisconsin	35.23%	93
Iowa County, Wisconsin	18.56%	49
Lafayette County, Wisconsin	5.30%	14
Richland County, Wisconsin	1.14%	3
Other (please describe)	1.89%	5

What is your age?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Under 18 years	0.38%	1
18 to 24 years	0.00%	0
25 to 44 years	6.44%	17
45 to 59 years	9.09%	24
60 to 65 years	8.71%	23
65 to 75 years	27.27%	72
Over 75 years	48.11%	127

What time of day and day of week do you or someone in your household need public transportation services provided?

Desired Travel Times							
Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6am - 9am	10	40	38	40	40	39	13
9am - 12pm	18	47	47	42	46	40	21
12pm - 3pm	17	47	46	42	48	40	26
3pm - 6pm	15	51	49	49	51	47	25
6pm - 9pm	8	19	18	19	20	21	16
9pm - 12am	9	11	12	12	14	14	16
12am - 6am	6	7	7	7	7	8	9

Iowa County Survey Summary

In Iowa County, there were 49 people surveyed for the Regional Transportation Study. People indicated their awareness of, need, and desires for a public transportation service. Not all respondents answered every question and some questions the respondents were able to pick multiple choices.

Are you aware of public transportation in your region?

Answer Choices	Percentage of Respondents	Number of Respondents
Yes, I have heard of it and have used it.	34.04%	16
Yes, I have heard of it and have not tried it.	48.94%	23
Yes, I have heard of it but would never use it.	6.38%	3
No, I have never heard of it.	10.64%	5

How do you currently travel to and from your home?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Drive a personal vehicle.	87.23%	41
Ride with family or friends or coworkers (carpool).	14.89%	7
Walk or bicycle.	6.38%	3
Taxi-cab service.	2.13%	1
Community van, shuttle, VA transportation or bus service.	0.00%	0
Volunteer driver program.	4.26%	2
Other (please describe)	8.51%	4

Why do you use public transportation services?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Not applicable. I do not use public transportation.	88.37%	38
Have physical limitations. (For example, age, medical condition, etc.)	2.33%	1
Have financial reasons. (For example, you can't afford a car or gasoline.)	2.33%	1
Do not have access to a personal vehicle.	2.33%	1
Do not possess a valid driver's license.	4.65%	2
Other (please describe)	6.98%	3

If you do not use public transportation services, why?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Not applicable. I do use public transportation.	26.83%	11
Do not need to use the service.	56.10%	23
Have difficulty finding out about service or fares.	14.63%	6
Cannot afford the cost of the service.	2.44%	1
Times of service are not compatible with transportation needs.	7.32%	3
Requires scheduling too far in advance.	4.88%	2
Takes too much time traveling.	4.88%	2
Unable to get to a pick-up location.	4.88%	2
Desired travel destinations are not available under the current routes.	2.44%	1
Have had a poor interaction with the driver or anyone else.	0.00%	0
Have language/communication barriers.	0.00%	0
Feels embarrassing to use "special transportation".	0.00%	0
Other (please describe)	9.76%	4

What improvement do you think would be of the greatest benefit to users of public transportation services?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
A multi-county toll-free phone number for scheduling trips.	9.09%	3
A multi-county internet website for scheduling trips.	15.15%	5
Travel-assistants to help familiarize new riders with using the local transportation services.	3.03%	1
A convenient way to pay across multiple transportation provider. (For example, a T-money card.)	0.00%	0
General marketing (brochures, flyers, etc.) to promote awareness of the local transportation services.	15.15%	5
An expansion of existing van/bus transportation services (For example, adding more routes or times to the service).	15.15%	5
An expansion of the existing one-on-one driver escort services (For example, shorter advance times for scheduling rides).	18.18%	6
Creation of entirely new services.	0.00%	0
Other (please describe)	24.24%	8

Do you need any of the following kinds of assistance when you travel locally?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Assistance getting into and out of a vehicle.	6.25%	1
A personal care attendant to accompany you.	0.00%	0
Help loading and unloading packages.	25.00%	4
Children car seats installed.	0.00%	0
Room for multiple riders.	6.25%	1
One-on-one driver service.	18.75%	3
A wheelchair lift or ramp.	6.25%	1
Space for a fold up wheelchair/ walker.	18.75%	3
Other (please describe)	31.25%	5

If you or a family member cannot drive in the future, how do you plan on getting to necessary locations (for example, medical appointments, shopping, visiting, etc.)?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Taxi cab.	11.11%	5
County Bus.	11.11%	5
Senior Center Bus.	17.78%	8
Volunteer Driver Program.	46.67%	21
Specialized wheelchair accessible vehicle.	0.00%	0
Veteran Transport Services.	0.00%	0
Take rides with family or friends.	62.22%	28
Walk.	8.89%	4
I do not know.	26.67%	12
Other (please describe)	2.22%	1

Did you have any problems using public transportation services in the region in the past?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Vehicle showed up late.	0.00%	0
Driver was not helpful.	0.00%	0
Driver was not courteous.	0.00%	0
Cost for service was too expensive.	0.00%	0
Vehicle was not clean.	4.76%	1
Driver did not communicate with me.	0.00%	0
Length of ride was too long.	0.00%	0
Vehicle was not comfortable.	4.76%	1
Personal health prohibits use of service.	4.76%	1
Mobility problems.	0.00%	0
I had no problems.	38.10%	8
Other (please describe)	57.14%	12

Are you comfortable using technology (for example, smartphone or computer) to learn about or schedule public transportation?

Answer Choices	Percentage of Respondents	Number of Respondents
No, I am not comfortable with any technology.	21.74%	10
I am comfortable with some technology, but may need assistance to use it.	28.26%	13
Yes, I am comfortable with all or most technology.	50.00%	23

What is your age?

Answer Choices (Multiple Answers Available)	Percentage of Respondents	Number of Respondents
Under 18 years	0.00%	0
18 to 24 years	0.00%	0
25 to 44 years	6.25%	3
45 to 59 years	12.50%	6
60 to 65 years	4.17%	2
65 to 75 years	39.58%	19
Over 75 years	37.50%	18

What time of day and day of week do you or someone in your household need public transportation services provided?

Desired Travel Times							
Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6am - 9am	0	3	3	3	3	3	0
9am - 12pm	1	3	4	3	3	3	0
12pm - 3pm	0	3	4	3	4	3	0
3pm - 6pm	1	4	5	4	4	4	1
6pm - 9pm	0	1	0	1	0	0	0
9pm - 12am	0	0	1	1	2	1	1
12am - 6am	0	0	0	0	0	0	1

JD - ideal job for someone who is retired! (laughter)

Cathy P. - 24 hrs ^(JD) - Mon, Tues - mural, Thur - M. Point.
What about job sharing. (2 or 3 ppl do it) JD said it is something they are considering.