



AGENDA - ADRC of Southwest WI-Iowa County Board
Tuesday, May 27, 2025, at 10:00 a.m.
Conference Call: 1-312-626-6799
Zoom Meeting ID: 896 4519 7412
Passcode: 026548
<https://us02web.zoom.us/j/89645197412>
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 one-year term.
4	Election of the ADRC Board Vice-Chairperson for a one-year term.
5	Election of the ADRC Board Secretary for a one-year term.
6	Approve the agenda for this May 27, 2025, meeting.
7	Approve the minutes of the April 22, 2025, meeting.
8	Report from committee members and an opportunity for members of the audience to address the committee. No action will be taken.
9	Introduction of New ADRC Board Member(s).
10	Discussion and possible action on future of the ADRC Region.
11	Review ADRC Board By-Laws.
12	Review ADRC End-of-Year Financials.
13	Review ADRC Monthly Financial Summaries. No action will be taken. a) March 2025
14	Review ADRC 2024 Annual Report Excerpt from DSS Annual Report
15	Nutrition Update.
16	Benefit Specialist Update.
17	ADRC Specialist Update.
18	Transportation Update. a) April 2025
19	ADRC Manager: a) Recognition of ADRC Board members: Reilly, Murphy, and Evans b) ADRC Managers Report c) Advocacy Updates
20	Set next meeting date: Tuesday, June 24, 2025, at Health & Human Services Center, 303 W. Chapel Street, Dodgeville, WI 53533. 10:00 a.m. Zoom will still be an option.
21	Adjournment.
Posting verified by: ADRC Date: 5/19/25 Initials: BS/nm	

April 22, 2025

State of
Wisconsin
County of
Iowa

**UNAPPROVED MINUTES OF THE ADRC OF SOUTHWEST WISCONSIN
IOWA COUNTY BOARD MEETING HELD
TUESDAY, APRIL 22, 2025, AT 10 A.M.
HEALTH & HUMAN SERVICES CENTER
303 W. CHAPEL ST., DODGEVILLE, WI 53533**

2025-04

1.	Call to Order Chairman Stevens called the meeting to order at 10:00 a.m.
2.	Roll Call Members Present in Community Room: Dan Nankee, Brad Stevens, Elsie Jane Murphy, Marilyn Rolfsmeyer, Alice Fischer, J. Patrick Reilly, W. Michael Britt, Susan Schroeder Members Present Virtually: Kari Wunderlin Members Excused: Dawn Kabot, Todd Novak Members Absent: Tim Whistler, Doug Richter, Dianne Evans Others Present in Community Room: Valerie Hiltbrand, Nikki Mumm, Bruce Paull, Wanda Husted, Jenny Huffman, Paige Bittner (virtually)
3.	Agenda Approval Approval of this April 22, 2025, Agenda. Motion by Reilly and seconded by Schroeder to accept the agenda. Motion carried.
4.	Meeting Minutes Approval Approval of the March 25, 2025, meeting minutes. Motion by Nankee and seconded by Reilly to accept the meeting minutes. Motion carried.
5.	Report from committee members and an opportunity for members of the audience to address the committee. <i>Nankee</i> – Comments about the latest News & Views
6.	Introduction of New ADRC Board Member: New board member was not present to introduce.
7.	Action Item: Screen prospective ADRC Board applicants and present recommendations to the County Administrator for appointment, subject to confirmation by the County Board. Hiltbrand explained that this body screens applicants to the ADRC Board and makes recommendations to the County Administrator; the County Administrator then presents the candidates to County Board. Two applications have been received: Judy Laufenberg, Nina Miller. A motion to pass names to County Administrator was made by Schroeder, seconded by Murphy. Motion carried.
8.	Action Item: Review and approve Nutrition Program Volunteer Handbook. Updates to the copy that was sent previously were made by Wanda Husted were reviewed. A motion was made by Rolfsmeyer to approve the handbook revisions, seconded by Nankee. Motion carried.
9.	Review ADRC Monthly Financial Summaries Mumm provided the report in packet.
10.	Nutrition Update – Update included in packet. Hidden Valley Church presented a check for \$1,800 to the Senior Nutrition Program. Candidates have been chosen for the new positions, and interviews have taken place. The goal is to have everything in place by May 1 st .
11.	Benefit Specialist Update – Hiltbrand reported, still working out the kinks in the new reporting system. Data for November and December will not be included in the 2024 Annual Report, as there is not enough useful data to include. The Disability Benefits Specialist's last day is this Thursday.
12.	ADRC Specialist Update – Huffman, lead ADRC specialist, reported and offered a refresher on what the ADRC specialists do. She also provided a handout listing 5 reasons for people to call the ADRC.
13.	Transportation Update Nohe Caygill, Transportation Coordinator, provided an update in the packet.
14.	ADRC Manager Report: Hiltbrand provided a report in packet and presented. There will be no volunteer appreciation celebration this April, but they are looking to do something later in the year; certificates of appreciation

	were handed out to volunteers on the committee. Statewide ADRC marketing campaign – you may have seen/heard commercials on TV and radio, and billboard ads. Discussions at the Federal government about changes to or cutting funding of programs like Medicaid and Older Americans Act, could have impacts to the ADRC and consumers that we serve; advocacy information will be shared with the board as it is available. There is an Advance Directive workshop tomorrow; 10 people have registered for it. Before the next ADRC Board meeting, the Membership Committee will meet to discuss officer positions for next year. Advocacy – if anyone is interested in receiving updates, there are several lists you can be included on; information will be emailed to the group. May 13th will be Aging Advocacy Day in Madison.
15.	Next Meeting Tuesday, May 27, 2025, approved for the next ADRC Board meeting. 10:00 a.m., HHS Center, Community Room, Dodgeville. Zoom is still an option.
16.	Adjourn Motion by Murphy and seconded by Schroeder to adjourn. Motion carried. Meeting adjourned at 11:10 a.m.
Respectfully Submitted by: Tom Harman, Department Assistant	

GREEN COUNTY HUMAN SERVICES

PLEASANT VIEW COMPLEX

N3152 State Rd 81
Monroe WI 53566-9397
Phone (608)328-9393
Fax (608)328-9480

Notice of Intent to Withdraw from the ADRC of Southwest Wisconsin

May 15th, 2025

Dear Members of the ADRC of Southwest Wisconsin Governing Board,

This letter serves as Green County's notice of intent to withdraw from the Aging and Disability Resource Center (ADRC) of Southwest Wisconsin, effective December 31, 2025.

As part of an ongoing review of mandated and discretionary programs and services, prompted by a new Green County Strategic Plan, it was determined that funds previously earmarked for participation in the Regional ADRC should be reallocated to directly support local ADRC programs and services. This shift will allow us to better meet the needs of Green County residents amid rising costs and the potential for future funding reductions.

We want to express our sincere appreciation for the collaborative partnerships that have been built through the ADRC of Southwest Wisconsin. The shared efforts of our regional partners have significantly benefited the communities we serve, and we are committed to maintaining open communication and cooperation moving forward.

Please note that this letter serves as a notice of intent only. Official action is scheduled to occur following the June 10, 2025, meeting of the Green County Board of Supervisors. We are committed to working closely with the counties involved in the ADRC of Southwest Wisconsin and the Wisconsin Department of Health Services to determine the appropriate next steps and to ensure a smooth and effective transition.

Green County remains committed to supporting the ADRC of Southwest Wisconsin through the end of the year, including year-end reporting in early 2026. Additionally, our Regional Manager will be available through the end of the year to assist the remaining counties as they evaluate their future direction and take necessary action.

Sincerely,



Dan Williams, CAPSW
Human Services Director

**AGING & DISABILITY RESOURCE CENTER
REVENUE AND EXPENDITURE SUMMARIZATION
MARCH 2025**

Income **\$84,666.02**

- Income includes ADRC Regional Reimbursement, driver escort Family Care and Veterans Service Office reimbursement, driver escort co-payments, city taxi payments, and rural taxi payments.
 - This also includes SUN revenues that are not directly the ADRC's but are needed for grant claiming.
 - Grant reimbursements are received one to three months after the end of the previous month.

Expenditures **\$92,206.76**

- Expenses include payroll and fringes, office supplies, postage, City of Dodgeville Taxi expenses, Rural Taxi expenses, ADRC Care-A-Van Bus expenses, volunteer driver reimbursement, prevention expenses, News & Views publication, supportive home care expenses, SUN expenses, and caregiver respite.
 - This also includes SUN expenses that are not directly the ADRC's but are needed for grant claiming.

AGING & DISABILITY RESOURCE CENTER

Organization and Structure

ADRC of Southwest Wisconsin, Iowa County Board

December 2024

Supervisor Brad Stevens, Chairperson

J.Patrick Reilly, Vice Chairperson

Susan Schroeder, Secretary

Supervisor Brad Stevens	Supervisor Doug Richter	Supervisor Dan Nankee
William Michael Britt	Timothy Whisler	Dianne Evans
Alice Fischer	Dawn Kabot	Todd Novak
Elsie Jane Murphy	J.Patrick Reilly	Marilyn Rolfsmeyer
Susan Schroeder	Kari Wunderlin	



Statewide ADRC Information

Source: The Impact of ADRC and Tribal Programs in Wisconsin Status Report 2023

An impactful investment for Wisconsin

ADRCs and Tribal ADRSs have served an average of 135,400 customers annually since 2016. In 2023, ADRCs and Tribal ADRSs in Wisconsin experienced remarkable success in meeting the needs of their communities, marking the most significant year since 2016. This milestone emphasizes their dedication to providing essential support and services in the community.



ADRCs and Tribal ADRSs have played a vital role in the lives of the people in their communities since the first ADRCs opened in Wisconsin in 1998 - 25 years ago! This impact emphasizes the ongoing need for their services.

The role of ADRCs in health care outcomes

According to 2023 statistics, ADRCs prevented:

- 61 hospital readmissions per 1,000 people served.
- 101 emergency department visits per 1,000 people served.

147,319
customers served in 2023



A person interacts with an ADRC in Wisconsin every **60** seconds.

Return on Investment

ADRCs in Wisconsin offer a strong return on investment while significantly enhancing the well-being of individuals across the state.

In 2023, every \$1 invested into ADRCs in Wisconsin led to a savings of \$3.88. This savings is calculated based on hospital readmissions and emergency department visits among Medicare beneficiaries and other individuals within 30 days of their original admission. Those who visited an ADRC showed a significant decrease in 30-day readmissions and emergency department visits compared to those who did not visit an ADRC. These data make clear that the state's investment in ADRCs is paying dividends.

ADRCs are successful in helping individuals address aging and disability-related challenges and preventing the escalation of issues that could lead to costly interventions down the road.

The positive impact of ADRCs extends beyond fiscal savings. ADRCs also play a pivotal role in health care outcomes.

ADRCs reduce the burden on the health care system and enhance quality of life for those receiving assistance. These impressive cost savings directly contribute to the state's fiscal well-being, helping to allocate resources more efficiently and effectively. Resources devoted to ADRCs have value and efficiency, making continued support and investment essential.



ADRC of Southwest Wisconsin-Iowa County Information

The Aging and Disability Resource Center (ADRC) of Southwest Wisconsin-Iowa County empowers older adults, adults with disabilities, and caregivers to navigate aging, disability, and long-term care systems with dignity and confidence. Our team provides free, confidential, and unbiased support to help people remain safely in their homes and communities. The ADRC is often the first call someone makes when facing uncertainty—whether navigating Medicare, applying for disability benefits, or exploring in-home supports and long-term care options.

The median household income in Iowa County is \$79,226.

For those 65 years and over, the median household income is \$52,432.

11.3% of individuals 65 and over are living in poverty in Iowa County.

ADRC Specialists provide personalized guidance and referrals, while Elder and Disability Benefit Specialists offer expert support with public and private benefits. We assist both those eligible for public programs and those paying privately, helping individuals make informed decisions that maximize independence and financial resources.

Our team offers information and assistance, caregiver support, short-term service coordination, youth transition to adult services, transportation coordination, and health and wellness programming. Since the COVID-19 pandemic, we've adapted our approach by offering services in-person, by phone, and virtually to meet consumer needs and preferences.

The work of the ADRC not only improves individual outcomes but also strengthens public systems. A statewide evaluation found that ADRC users are more likely to delay or avoid enrollment in publicly funded long-term care, resulting in meaningful savings for Medicaid and other state-funded programs (Wisconsin Department of Health Services, 2023).

The ADRC is guided by both regional and local oversight. Iowa County is represented on the Regional Governing Board by two citizens and a County Board Supervisor. The regional board oversees the regional ADRC's policies and budget. Locally, Iowa County's ADRC Advisory Board includes community members and County Board Supervisors, with at least 51% age 60+, as required by the Wisconsin Elders Act. This board helps shape local policies to meet the needs of our consumers.

As the aging population grows and consumer needs become more complex, the ADRC's role has never been more vital. Every call, visit, and referral helps build a stronger, more connected Iowa County.

Source: Wisconsin Department of Health Services. (2023). Wisconsin Aging and Disability Resource Centers: A Model for Enhancing Access and Improving Outcomes. P-00251 (Rev. 03/2023).





Iowa County, located in rural southwestern Wisconsin, has a population of approximately 23,865, with Dodgeville as the county seat (*County Health Rankings & Roadmaps, 2024*). Like much of the state, the county's population is aging. In 2020, there were an estimated 6,775 residents age 60 and older - a number projected to rise to 7,850 by 2025 and 8,710 by 2035 (*County Population Projections Through 2040*).



Nearly 30% of residents age 65 and older live alone, highlighting the importance of caregiver support and aging-in-place services (*Wisconsin County Profiles of Persons Ages 65 and Older*). The median age in Iowa County is 43.5 years, and 45.5% of households include someone age 60 or older.

Economic disparities persist among older adults, with 11.3% of those age 65+ living in poverty, and a median household income of \$52,432—lower than the county median of \$79,226 (*County Health Rankings, 2024*). Dementia rates are projected to increase significantly, with an estimated 597 residents age 65+ living with dementia by 2025, rising to 969 by 2040 (*Wisconsin Department of Health Services: Estimated and Projected Population Ages 65 and Older with Dementia*).

Access to care remains a concern, with provider ratios higher than the state average for primary care (1,980:1), dental care (1,840:1), and mental health services (1,140:1).



AGING AND DISABILITY RESOURCE CENTER (ADRC) SPECIALISTS

ADRC Specialists are often the first point of contact for individuals seeking help navigating the challenges that come with aging or living with a disability. Whether someone is calling for themselves, a loved one, or a neighbor in need, our specialists are here to listen, guide, and connect.

Serving adults aged 60 and older, adults with disabilities, and their caregivers, ADRC Specialists provide free, unbiased, and confidential information and assistance. Their work ensures that Iowa County residents are aware of their options, understand what services may be available, and are supported in making informed decisions—especially at times when needs or circumstances may feel overwhelming.

Key Services Provided by ADRC Specialists

- **Information & Assistance (I&A):** Provide guidance on a wide variety of topics, such as in-home care, housing options, transportation, financial resources, home safety, and caregiver supports.
- **Long-Term Care Options Counseling and Screening:** Help individuals understand their choices and weigh the pros and cons of different care options, whether they're considering aging in place, moving to assisted living, or enrolling in a long-term care program. ADRC Specialists perform Adult Long Term Care Functional Screens to determine eligibility for Family Care and IRIS programs.
- **Enrollment Counseling:** Assist eligible individuals in understanding and enrolling in publicly funded long-term care programs such as Family Care and IRIS (Include, Respect, I Self-Direct), which provide support to help people remain independent and in the community.
- **Caregiver Support & Referrals:** Offer guidance and support to unpaid caregivers—often family members—who are navigating complex systems while caring for a loved one.
- **Community Navigation:** Connect individuals to local services and programs that help meet basic needs and improve quality of life. This can include assistance with transportation, meal programs, utility help, dementia resources, and more.

ADRC Specialists are not only knowledgeable, they are also deeply committed to ensuring that every individual who contacts the ADRC feels seen, heard, and supported.

Trends and Impact

Each year, our ADRC Specialists assist hundreds of Iowa County residents. Many of the individuals they serve are facing major life transitions or crises: a recent diagnosis, loss of a caregiver, a fall that changes everything. In these moments, the ADRC provides clarity and a path forward.

With the continued growth of the aging population and increased public awareness of community-based supports, the demand for ADRC services continues to grow. We encourage people to look for help earlier, before reaching a crisis, which is why we focus on outreach efforts and public education.

The complexity of needs is also increasing. Many individuals contacting the ADRC face multiple, overlapping challenges—housing instability, financial insecurity, isolation, chronic health conditions and caregiver shortages. ADRC Specialists play a critical role in helping people navigate these issues holistically.

2024-2025 Call Topics	Total Calls
Public Benefits, long term care programs (Medical, Family Care & IRIS)	1,512
Home Services (housekeeping, lawn care, personal care, life alert, respite/companion care)	463
Public Benefits, other, not long term care (Medicare, FoodShare, Senior Care)	375
Abuse and Neglect (physical, emotional, financial exploitation/scams)	235
Housing/Homelessness	202
Food Resources (food pantry, home delivered meals)	186
Caregiver Resources	133
Income Maintenance (Direct Medicaid Application Assistance)	115
Assisted Living	113

ADRC SPECIALISTS CONT.

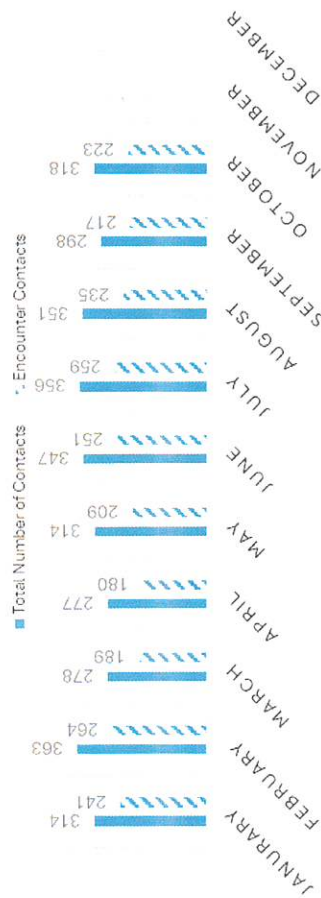
Transition to New Reporting System – Peer Place

Please note that the ADRC Specialist Charts only include data for January 2024 through October 2024, due to a transition to a new reporting system called Peer Place. This transition will represent a learning curve for staff. This includes becoming familiar with the system itself, adapting to new data entry requirements, and exploring the types of reports we are now able to generate.

Peer Place will shift our focus from simply tracking the number of consumer contacts to a more meaningful evaluation of the time spent with each individual and the quality of those interactions. This change supports a more person-centered approach by recognizing the value of deeper, more engaged conversations and interventions that address the unique needs of each consumer.

In the months and years to come, by focusing on the quality and duration of contact, rather than volume alone, we are better positioned to demonstrate the true impact of our work, identify service trends, and support improved outcomes for older adults, adults with disabilities, and their caregivers.

2024 DATA



ELDER BENEFIT SPECIALIST

Since 1977, the Elder Benefit Specialist (EBS) Program has been a cornerstone of support for older adults in Iowa County. Serving residents aged 60 and older, the program provides free and confidential assistance to help individuals navigate the often complex landscape of public and private benefit programs. Funded through both federal and state dollars administered by the Wisconsin State Office on Aging, this program is more than just a resource—it's an advocate for our aging population. The Elder Benefit Specialist offers guidance and direct support on issues related to Medicare, Medicaid, Social Security, Supplemental Security Income, FoodShare, and other critical health insurance matters.

Each year, the program brings real, measurable value to our community. In 2024 alone, the Elder Benefit Specialist helped local residents secure millions of dollars in benefits—money that not only supports individuals but circulates throughout our county's economy. As our population ages, there are a growing number of people seeking help understanding Medicare and Social Security as they approach retirement. While the demand for one-on-one assistance remains high, and often limits capacity for broader outreach efforts, this program continues to play a vital role in ensuring older adults are not left to face confusing benefit systems alone. It's a testament to our county's commitment to public service and the belief that everyone deserves guidance and dignity as they age.

January - September 2024

In-Person Appointments
2024:

475



Monetary Impact
Jan- Sept 2024:

\$2,445,738



Total Client Contacts
Jan- Sept 2024:

622



Medicare Part D clients in
Oct-Dec 2024:

225

Transition to New Reporting System – Peer Place

Please note that most of the Benefit Specialist numbers only include data for January 2024 through September 2024, due to a transition to a new reporting system called Peer Place. This transition will represent a learning curve for staff. This includes becoming familiar with the system itself, adapting to new data entry requirements, and exploring the types of reports we are now able to generate.

As noted with the ADRC Specialists, Peer Place will shift our focus from simply tracking the number of consumer contacts to a more meaningful evaluation of the time spent with each individual and the quality of those interactions.

DISABILITY BENEFIT SPECIALIST

The Disability Benefit Specialist (DBS) Program serves adults ages 18 to 59 living with physical disabilities, intellectual or developmental disabilities, mental health conditions, or substance use disorders. This program is designed to promote independence and stability by helping individuals navigate complex benefit systems that are often difficult to access without support.

All services offered by the DBS are free and confidential. The specialist helps individuals understand and apply for a range of public and private benefits—support that can be life-changing for people who may already face significant barriers to accessing services.

The Disability Benefit Specialist provides support in the following ways:

- Assisting with benefit and service applications for Social Security Disability (SSI or SSDI);
- Helping individuals understand which programs best meet their needs;
- Supporting people in obtaining or maintaining benefits and services;
- Offering guidance on disability rights and how income may affect eligibility for public programs;
- Representing clients in formal appeals for denied, terminated, or overpaid benefits when needed.

Key areas of support include:

- Medicaid (Medical Assistance)
- Social Security Disability Income (SSDI)
- Supplemental Security Income (SSI)
- Medicare, including Part D
- FoodShare
- Prescription Drug Assistance
- Insurance, Housing, and Utility Concerns



Our Disability Benefit Specialist position faced a significant vacancy during the year 2023. Therefore, monetary impact during 2024 is still being affected. Despite these vacancies, this position still helped clients in Iowa County secure over \$85,000 in federal and state benefits—relief that directly supports residents in need.

While the Disability Benefit Specialist and Elder Benefit Specialist positions are closely aligned in their mission to connect residents with vital benefits, they differ significantly in the types of cases they handle and the populations they serve. The Disability Benefit Specialist frequently assists with benefit-related calls and walk-ins, often supporting the Elder Benefit Specialist and helping the team manage demand more effectively. This collaboration improves our ability to triage cases and deliver responsive, high-quality service.

However, the work of the Disability Benefit Specialist often involves more complex and time-intensive cases. Differences in documentation requirements, service areas, and the nature of client needs mean that each role brings unique expertise to the ADRC. Maintaining both positions is essential to ensuring that Iowa County residents—whether aging into retirement or living with a disability—receive the comprehensive and specialized support they deserve.

Total Clients Served in 2024:	Cases opened in 2024:	Cases closed in 2024:
257	188	161

Transition to New Reporting System – Peer Place

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As noted with the ADRC Specialists, Peer Place will shift our focus from simply tracking the number of consumer contacts to a more meaningful evaluation of the time spent with each individual and the quality of those interactions.

ADULT PROTECTIVE SERVICES



Adult Protective Services (APS), a program designated by WI statutes, plays a vital role in ensuring the health and safety, dignity, and well-being of Iowa County's most vulnerable adult residents. Iowa County Department of Social Services serves as the Lead Elder Abuse Agency. The intent of this program is to promote the safety, independence, and quality of life of adults with disabilities and older adults who are at risk of harm due to concerns of abuse, neglect, and financial exploitation. APS advocates to ensure that adults with disabilities and older adults maintain the right to self-determination and personal freedom while also providing protection and services, such as guardianship, protective placement or protective services, to those adults who may not be able to make decisions due to a permanent impairment.

Iowa County responds, investigates, and intervenes as necessary to concerns and allegations of abuse, neglect, and financial exploitation of adults with disabilities ages 18–59 (referred to as adults at risk) and older adults ages 60 and over (referred to as elders) focusing on the health and well-being of the person at risk. The APS team consists of three full-time Social Workers, all of whom are supervised by the ADRC Manager and work within the Aging and Disability Resource Center (ADRC).

As of December 1, 2023, Iowa County Department of Social Services/ADRC became responsible for investigating all adults at risk and elders. Prior to this date, UCS investigated adults at risk ages 18-59 with mental health diagnoses, substance abuse disorders, and developmentally disabled diagnoses. This transition was made to centralize oversight, enhance coordination, and consistency in how referrals are handled, and ultimately providing better outcomes for those we serve.

The following are the primary services provided by the Adult Protective Services Unit:



- Supportive Home Care (SHC): Assess and coordinate supportive home care services for those who qualify both medically and financially. These services help individuals remain safely in their homes and may include interior support (laundry, cleaning, grocery shopping, meal preparation) and exterior help (lawn mowing, snow removal).
- Advance Directives: Educate and assist individuals in completing financial and health care power of attorney documents.
- Guardianship & Protective Placement: Petition the court for guardianship and protective placements when individuals are no longer able to make safe decisions independently. This includes annual reviews and comprehensive evaluations for protective placements, including those from private parties.
- Abuse & Neglect Investigations: Conduct thorough investigations into vulnerable adult and elder abuse and neglect reports. Staff develop and implement protective service plans and connect individuals to appropriate resources and supports.

APS PRIMARY SERVICES CONT.:



- Volunteer Guardians: Recruit, train, and support volunteer guardians. Ensure all new guardians complete the state-mandated Guardianship Training (as of January 1, 2023) and provide support and education for existing guardians.
- Community Collaboration: Coordinate quarterly Interdisciplinary Team (I-Team) meetings with professionals and community members to review trends, share best practices, and ensure accountability in elder abuse and vulnerable adult response systems.
- Caregiver Support Programs: Administer the National Family Caregiver Support Program and the Alzheimer's Family Caregiver Support Program, as well as facilitate a local Caregiver Support Group called the Mug Club, to reduce caregiver burnout and promote community-based care.

Challenges and Trends:

Cases referred to APS are growing in numbers and complexity. **A shortage of paid caregivers** has made it increasingly difficult to secure in-home services, often leaving individuals without the help they need. Nursing homes and Assisted Living Facilities across the state continue to close, as well.

At the same time, the aging population in Iowa County continues to grow, compounding the problem, and the **State of Wisconsin's outreach efforts** to raise awareness of elder abuse are expected to result in even more referrals. As a result, demand for APS services will likely continue to rise.

Adult Services Statistical Report				
Total Services Provided*				
2024	2023	2022	2021	2020
542	598	604	494	410

*Note: This report contains some duplicate case counts when more than one service is requested within the referral.



INTAKE SERVICES	2024	2023	2022	2021	2020
Information and Referral Only	31	15	47	40	35
Supportive Home Care Assessments/Reviews	107	124	142	147	144
Number of Clients Receiving Supportive Home Care	67	78	79	81	77
Number of Clients Served by Caregiver Support Programs	21	17	19	21	23
Unduplicated Caregiver Support Group Members	19	14			
Total Elder Abuse & Neglect Referrals Received for Iowa County Residents (60+)	157	119	118	73	
Guardianships/Guardian Assistance Referrals	33	29	28	27	28
Protective Placements (court ordered)	5	7	5	3	2
Comprehensive Evaluations (court ordered)	6	7	5	6	3
Protective Placement Reviews (court ordered)	33	18	23	22	14
Vulnerable Adult Referrals/Investigations (18-59 years old)	37	34	33	7	12
Amount of People on Supportive Home Care Waitlist as of 12/31/24	22	16			
Amount of People on Caregiver Waitlist as of 12/31/24	4	9			

SUPPORTING FAMILY CAREGIVERS



The ADRC of Iowa County administers both the **National Family Caregiver Support Program (NFCSP)** and the **Alzheimer's Family Caregiver Support Program (AFCSP)**. While the ADRC has long managed the NFCSP, it assumed responsibility for AFCSP in 2016. These programs provide essential services to support caregivers—helping reduce stress, prevent caregiver burnout, and enable their loved ones to remain safely in their homes.

Funding from these programs helps eligible caregivers access services such as **respite care, transportation, chore services, caregiver education and training, counseling, and case management**. The ADRC also co-facilitates a monthly Caregiver Support Group called the **Mug Club**, which continues to be a consistent and valued resource for local caregivers. Caregiving tips, resources, and opportunities are regularly shared in the News & Views newsletter.



In 2024, the ADRC co-hosted a **Caregiver Renewal Day** for caregivers in Iowa, Grant, and Lafayette counties. With the help of our **Dementia Care Specialist**, we secured a well-respected presenter, and participants shared overwhelmingly positive feedback about the day's value and impact.



As Iowa County's population continues to age and **care facility closures** increase in Iowa County and across the state, family caregivers are taking on more complex roles. Despite limited grant funding, the ADRC remains committed to helping local caregivers access the **support and resources they need to continue their vital work**.

ADRC: Support for People with Dementia and their Caregivers

Many people with dementia live at home. But dementia can cause challenges—both for people with the condition and their caregivers. Our dementia care specialists offer support and work to improve the quality of life for people with the condition who are living at home. They also support caregivers.

What do dementia care specialists do?

Dementia care specialists provide:

- Free information and support to adults with dementia and their caregivers.
- Help creating places where people with dementia can remain active and safe. They support Memory Cafes, Dementia Friendly Communities and Coalition work.

Source: dhs.wisconsin.gov

The Regional ADRC office employs two Dementia Care Specialists that are to cover Grant, Green, Lafayette and Iowa counties.



TRANSPORTATION

Driver Escort

Driver Escort is one of four transportation programs offered through the ADRC for people with disabilities or those who are age 60 and older. Our Driver Escort Program enlists the aid of volunteer drivers to provide non-emergency medical transportation services. Volunteer drivers use their own vehicles and are reimbursed on a per mile basis. All transports are arranged by the Transportation Coordinator.

Driver Escort is available to anyone age 60 and older and people with disabilities who are residents of this county. We have working agreements with the Iowa County Veteran's Services office, in which we receive an agency subsidy for providing transportation for their clients, as well. We also work closely with and receive referrals from medical providers and local nursing home facilities. Additionally, we have a contract with family care providers, Includsa and My Choice Wisconsin, to provide non-emergency medical transportation to individuals enrolled in their programs. In addition to funding received from the Veteran's Services office and family care organizations, services provided by the Driver Escort Program are paid for through funding received from State transportation funds, cash match, County levy, and user fees.



TRANSPORTATION

Driver Escort Cont.

Program Use: We provided 1,593 units of service in 2024. A unit of service is equivalent to a one-way ride, of which 1,512 were provided to people age 60 and older and 81 were provided to persons with a disability.

In addition to providing medical transportation, the Agency also accommodates urgent situations. An example of an urgent situation would be someone who was out of food and needing access to groceries. However, all of the services provided in 2024 through the Driver Escort Program were for medical purposes, as urgent situations were appropriately addressed through other programs and services, (i.e., adult protective services or caregiver support programs). Our drivers logged a total of 53,296 miles, with more than 2,612 hours of service in 2024.



TRANSPORTATION

Bus

The availability of adequate transportation has been a long-standing priority concern among Iowa County seniors and people with disabilities. The bus is used to meet a multitude of transportation needs, including nutritional, social and recreational, and personal business needs.

Services provided by the ADRC Care-A-Van are paid for through funding received from the Title III grant from the Older Americans Act, State transportation funds, cash match, additional County levy, and client contributions. The ADRC Care-A-Van schedule is published in the News & Views monthly newsletter as well as the county and ADRC websites.

The Transportation Coordinator regularly reviews the schedules and policies and utilizes input from the Southwest Wisconsin Transportation Team.

In 2024, the ADRC Care-A-Van services traveled a total of 1,227.6 miles, with 157 units of service. A unit of service is a one-way ride. Of the units, 79 were ambulatory individuals age 60 and older, 51 units were non-ambulatory individuals age 60 and older, 15 were disabled, and 12 units were disabled and non-ambulatory. Zero units were other.



Bus Units	Need
18	Personal Business
59	Nutrition
42	Other
38	Social & Recreational
157	Total

TRANSPORTATION

Rural Taxi

Units	Need
302	Other
242	Shopping & Personal Business
201	Nutrition
56	Social & Recreational
93	Medical
3	Employment
10	Education/Training
907	Total

The Rural Taxi service, which provides transportation service to rural Iowa County residents, including the City of Mineral Point, began operating in August 2019. The Rural Taxi operates three days per week as an on-demand service. It is dedicated to transporting rural and City of Mineral Point residents anywhere they wish to visit within five miles of the borders of Iowa County. This service provides transportation to anyone in need; however, individuals age 60 and older, or individuals with disabilities, no matter the age, have priority over others.

The Rural Taxi is used to meet transportation needs, including medical, employment, nutritional, educational and training, social and recreational, and personal business needs. Services provided by the Rural Taxi are paid for through funding received from State transportation funds, cash match, County levy and user fees.

Program Use and Unit Cost:

In 2024, the Rural Taxi service traveled a total of 16,141.3 miles, with 907 units of service. A unit of service is a one-way ride. Of the units provided, 440 were to ambulatory individuals age 60 and older, 372 units were non-ambulatory and age 60 and older, 64 units were disabled, and 8 units were disabled and non-ambulatory. 23 units were other.



TRANSPORTATION

City of Dodgeville Taxi

The City of Dodgeville Taxi service provides transportation to Dodgeville residents. Iowa County began operating the City of Dodgeville Taxi service in January 2019. The City of Dodgeville Taxi operates three to four days per week as an on-demand service, transporting Dodgeville residents to any location they wish to visit within the city limits. This service provides transportation to anyone in need; however, individuals age 60 and older or individuals with disabilities, no matter the age, have priority over others.

The City of Dodgeville Taxi is used to meet transportation needs, including medical, employment, nutritional, educational and training, social and recreational, and personal business. Services provided by the City of Dodgeville Taxi are paid for through funding received from State transportation funds, cash match, County levy, City of Dodgeville and user fees.

Program Use and Unit Cost:

In 2024, the City of Dodgeville Taxi service traveled a total of 7,091 miles, with 2,970 units of service. A unit of service is a one-way ride. Of the units provided, 1,067 were ambulatory individuals age 60 and older, 1,528 units were non-ambulatory and age 60 and older, 219 units were disabled, and 17 units were disabled and non-ambulatory. 139 units were other.



1,008	Shopping/ Personal Business
1,147	Other
377	Nutrition
353	Medical
70	Employment
13	Social & Recreational
2	Education & Training
2,970	Total

NEWSLETTER



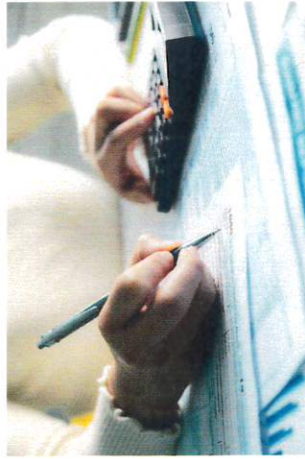
News & Views is the monthly newsletter published by the Aging & Disability Resource Center (ADRC) of Iowa County. It serves as a key outreach tool, not only for the ADRC but also for partner agencies such as **UW-Extension, the Iowa County Health Department, and Seniors United for Nutrition (SUN)**. The newsletter keeps the community informed about programs, services, and issues affecting older adults, adults with disabilities, and their caregivers.

Each issue features updates on **benefit programs, health and wellness tips, nutrition, emergency preparedness, caregiving resources, and local events and workshops**. It also includes schedules and information about **ADRC transportation services** and **senior dining sites** provided by the SUN program.

News & Views is funded through generous donations from local residents, the ADRC grant, and county budget allocations. In 2024, we produced **122,820 copies**, distributing the newsletter monthly to over **10,235 residences** through the local *Shopping News*. An additional **1,200 copies** were mailed directly to subscribers throughout the year, with more distributed at **dining centers, libraries, hospitals, and the ADRC office**. The newsletter is also available online at the ADRC's website, offering greater access to readers who prefer digital formats.

OTHER PROGRAMS & ACTIVITIES

Annually, the ADRC distributes the Senior Farmers' Market Vouchers to eligible individuals. Vouchers are distributed to offer seniors the opportunity to purchase fresh produce at local/participating farmer's markets. In 2024, the ADRC distributed vouchers to 130 individuals. Each set of vouchers was for \$45 total. This program makes fresh fruits and vegetables available to low-income seniors in our community. It also brings money to our local economy and local farmers.

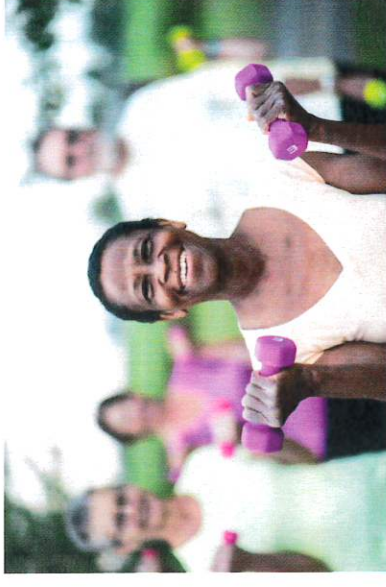


Historically, the ADRC has hosted and coordinated with the AARP organization to provide free tax assistance to eligible consumers. The ADRC's role was adjusted during the COVID-19 pandemic. In 2023, actual tax prep assistance was brought back to the Health and Human Services Building as well as the Spring Green Community Church. In 2024, the ADRC coordinated 316 tax appointments.

With the partnership of Upland Hills Health, the ADRC hosted a successful Health & Wellness Expo at Hidden Valley Church. More than 40 vendors provided information and resources to about 150 residents.



HEALTH PROMOTION & PREVENTION



The ADRC remains committed to offering evidence-based health and wellness programs that empower older adults and adults with disabilities to manage their health and remain independent. While changes in funding, staffing, and volunteer availability have reduced our capacity to offer as many programs as in the past, we continue to adapt and look for innovative ways to deliver high-impact services.

We value the strong partnerships we've built with UW-Madison Division of Extension, ADRC of Southwest Wisconsin-Green County office, and other community leaders. These collaborations have allowed us to continue offering select programs such as **Stepping On**, **Mind Over Matter**, and **Walk with Ease Self-Directed**.

These programs not only support physical health and fall prevention but also foster social connection and community engagement—both of which are essential to healthy aging.

PREVENTION CONT.

For many years, the ADRC was able to employ a part-time Wellness Coordinator. In 2022, due to the demand for one-on-one services and lack of funding to support a Wellness Coordinator, this position was changed to a full time ADRC Specialist. The ADRC is still committed to offering high level evidence-based prevention programming, but we need to adjust our implementation strategy. The Health Promotion classes offered by the ADRC are high level, evidence-based programs, which means that they have been researched and found to be effective in meeting their goals. With the help of our partners, the ADRC strives to support the following programs: Mind Over Matter (MOM), Stepping-On, Walk with Ease Self-Directed, and Strong Bodies. The ADRC located in Green County opened some virtual and self-directed classes to Iowa County residents. They also led our Mind Over Matter class which was directed towards Iowa and Grant County participants.



2024 IOWA COUNTY WELLNESS & PREVENTION PROGRAMS

Stepping-On In-person in Dodgeville	04/11/2024-05/23/2024	12 Participants
Stepping-On brings together the life experience of its participants and the expertise of community professionals. From the first session, participants put new skills to use. Group members set short-term goals each week that are focused on life activities that are most important to them. Physical therapists, pharmacists and other experts help the group adapt fall prevention practices for individual needs and levels. Stepping-On meets once a week for seven weeks for two hours. Stepping-On has been researched and proven to reduce falls by 31%!		
Mind Over Matter In-person in Montfort, Virtual	11/7/24-12/5/24	7 Iowa County participants 4 Grant County participants
Mind Over Matter: Healthy Bowels, Healthy Bladder (MOM) is a researched and proven program designed to give women the tools they need to take control of bladder and bowel leakage. The workshop teaches strategies for preventing or lessening symptoms including information sharing, group activities, simple exercises, and dietary changes. With practice, these new skills are proven to help you avoid or reduce leakage so you can keep doing the things that matter most to you. In addition, one Iowa County resident participated in a virtual MOM class, hosted by Green County.		

Nutrition Update

May 2025 ADRC Board Meeting

March 2025 Meal Site Statistics

Arena

- 375 total meals served
- 233 congregate meals
- 143 home delivered meals

Dodgeville

- 566 total meals served
- 112 congregate meals
- 454 home delivered meals
- Serves Dodgeville, Ridgeway, & Barneveld

Linden

- 746 total meals served
- 67 congregate meals
- 679 home delivered meals
- Serves Avoca, Cobb, Edmund, Highland, Hollandale, Linden, & Mineral Point

Iowa County Update

Tom Harman has been selected as our Nutrition Coordinator. We are very excited to have him in this new capacity! He hit the ground running by attending a Nutrition Conference and is learning all about the policies and procedures governing Senior Nutrition Programs for the State.

Many SUN Volunteers have completed paperwork to continue volunteering for the program. We are very excited to continue to have their expertise and compassion.

Due to our network incident, we were unable to bring the program in house on May 1, 2025. We are not planning for June 1, 2025, and greatly appreciate the SUN Program for continuing to provide the services while we navigated system issues.

Disability Benefit Specialist: Michelle Leffler
Elder Benefit Specialist: Renae Kratcha
April 2025 Program Report

This report provides a statistical analysis of benefit specialist (Ben Spec) program services. 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 to a case during the reporting period.

Case - A case is defined as an issue that a 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 issues includes an outcome. 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: 35

Elder Benefit Specialist open cases: 75

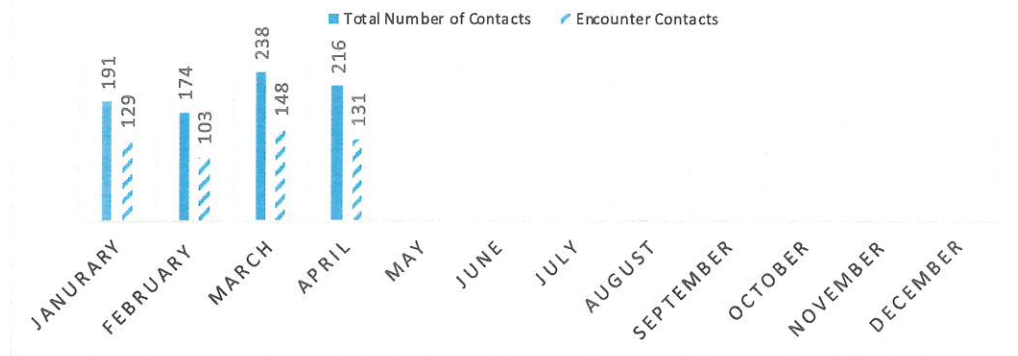
ADRC Specialists Report April 2025 Data

Total Contacts
reflect the number of calls, walk-ins, scheduled office appointments or home visits with people requesting information.

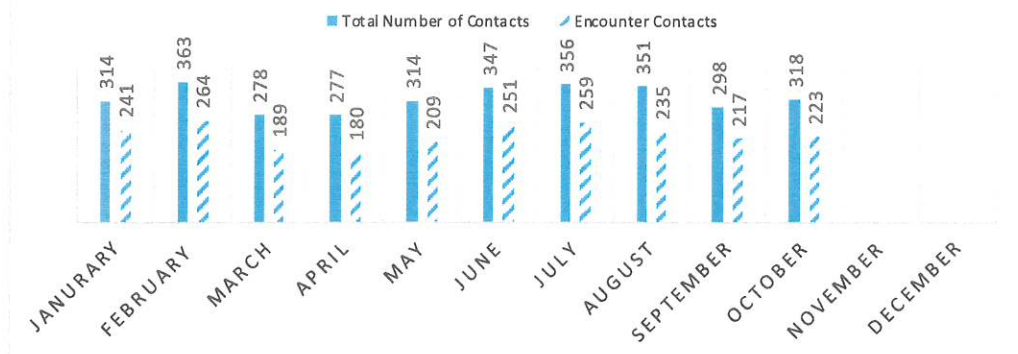
This information can include private pay resource information, Medicaid basics, application for Medicaid, Food Share, requests for in-home care information, etc.

Encounter Contacts
Includes only direct contact with consumer's and excludes administrative tasks associated with the contacts.

2025 DATA



2024 DATA



	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Walk- Ins	13	6	21	16								
Scheduled Phone/Virtual/ Office Visits	14	13	8	9								
Home Visits	13	17	20	19								
Nursing Home Referrals	3	3		1								
Functional Screens Administered*	7	11	4	8								
Family Care Enrollments*	6	4	5	4								
IRIS Referrals*	3	5	3	0								

Staff participated in the following events:

Activities: Advanced Directives event assistance

Trainings: Dept. of Health Services Resource Specialist Connect all day training; Senior Farmer's Market Vouchers training; WIHA addressing falls and collaboration with EMS webinar.

Meetings: Expo Planning Mtg; Bi-weekly Economic Support meeting, CCOT meeting; Iowa County Homeless Coalition; Healthy Iowa County Fall Prevention; ADRC Board Mtg; Upland Hills community needs assessment.

Outreach Events: Strong Bodies Class outreach presentation; Edward Jones outreach meeting with Elder Benefit Specialist.

Key:

CCoT- County Communities on Transition

DSS- Department Social Services

IEP- Individualized Education Program

IRIS- Include, Respect, I Self Direct

MCO- Managed Care Organization

MDS Q- Minimum Data Set

-----*Descriptions*-----

Functional Screens Administered: A functional screen consists of a series of questions about a person 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.

Family Care Enrollments: 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 two Managed Care Organizations; Inlusa and My Choice 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.

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

TRANSPORTATION COORDINATOR'S REPORT

April 2025

Submitted by Nohe Caygill

DRIVER ESCORT SERVICES

Current Month	2024	YTD	2025	YTD
Total Units of Service Provided:	124	510	103	406
Current Month	2024	YTD	2025	YTD
Driver Escort Fees Deposited:	\$905.27	\$3,945.71	\$833.00	\$3,094.58

ADRC TAXI SERVICES

Current Month	2024	YTD	2025	YTD
Total Units of Service Provided:	252	1,022	268	1,062
Current Month	2024	YTD	2025	YTD
ADRC Taxi Fees Deposited:	\$459.30	\$1,621.12	\$496.75	\$2,130.98

RURAL TAXI SERVICES

Current Month	2024	YTD	2025	YTD
Total Units of Service Provided:	75	277	96	364
Current Month	2024	YTD	2025	YTD
ADRC Taxi Fees Deposited:	\$334.00	\$1,249.00	\$309.00	\$1,373.00

CARE A VAN SERVICES

Current Month	2024	YTD	2025	YTD
Total Units of Service Provided:	24	24	0	0
Current Month	2024	YTD	2025	YTD
Donations Collected:	\$15.00	\$15.00	\$0.00	\$0.00
Current Month	2024	YTD	2025	YTD
Total Days Cancelled:	3	0	0	0
Current Month	2024	YTD	2025	YTD
Special Trip Fees:	\$0.00	\$0.00	\$0.00	\$0.00

***No driver



ADRC Manager's Report – May 2025

Community Engagement and Events

Statewide ADRC Marketing

As part of a statewide campaign, Wisconsin DHS's Office for Resource Center Development has placed ADRC billboards in Iowa County. You may also encounter radio, TV, and online ads promoting ADRC services.

AARP Tax Assistance

Thanks to AARP volunteers and the ADRC's role as a host site, 330 taxpayers filed returns this season—an 8% increase over last year. This effort brought over \$364,000 in federal and state refunds back to local residents.

Advance Directive Workshop – 4/23/25

Our Adult Protective Services staff co-hosted this workshop with Upland Hills Health. Ten community members participated and received assistance in preparing their advance care planning documents.

REED Event – 5/8/25

ADRC staff participated in the Recreational Education and Exploration Day at Governor Dodge State Park. Iowa County students with disabilities engaged in outdoor learning, skill-building, and nature-based experiences.

EMS Open House – 5/17/25

At this Dodgeville community event, ADRC staff connected with 33 attendees, shared program information, and promoted volunteer opportunities. We are hopeful this will lead to new volunteer involvement.

Senior Farmers' Market Vouchers – Available 6/1/25

These \$25 vouchers help older adults with low incomes access fresh, locally grown produce while supporting area farmers. Distribution begins June 1 at the ADRC office.

Elder Abuse Awareness Month – June

Our pinwheel display at the Health & Human Services Building represents 157 elder abuse and

neglect referrals received in 2024—up from 119 in 2023. This visible display raises awareness of a growing issue.

Brain Health Awareness Month – June

Regional Dementia Care Specialists will host summer events focused on brain health screenings, education, and awareness across Iowa County.

Mug Club for Caregivers

This monthly support group meets the third Tuesday from 10:30–11:30 a.m. (hybrid format: in-person or Zoom). Led by our Caregiver Coordinator and Dementia Care Specialist, the group consistently draws 8–10 caregivers for shared learning and peer support.

Advocacy Efforts

Ongoing Engagement

ADRC board members continue to receive regular advocacy updates from WAAN and the Wisconsin Board for People with Developmental Disabilities.

Aging Advocacy Day – 5/13/25

Four Iowa County representatives joined others from Southwest Wisconsin in Madison for WAAN's 9th Annual Aging Advocacy Day. Meetings with Senator Marklein's and Representative Novak's offices covered key topics: ADRC funding, Meals on Wheels, caregiver workforce needs, and fall prevention.

Looking Ahead

Iowa County has been experiencing ongoing network issues (see county press releases for more detail). As we adjust to system changes and the implementation of Peer Place, our priorities remain: maintaining high-quality service, refining data tracking, and continuing strong advocacy—especially as state budget conversations progress.

Respectfully submitted,

Valerie Hiltbrand, ADRC Manager
ADRC of Southwest Wisconsin
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Dodgeville, WI 53533
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