

Notice of Public Meeting  
**Monday, January 19<sup>th</sup>, 2026**  
**2:00 p.m.**

**Aging and Disability Resource  
Center (ADRC) Advisory Committee  
Meeting**

*ADRC / Community Center of  
Door County  
914 North 14<sup>th</sup> Avenue, Sturgeon Bay, WI*

1. Call Meeting to Order
2. Establish a Quorum ~ Roll Call
3. Adopt Agenda / Properly Noticed
4. Approve Meeting Minutes:
  - ◆ ADRC Advisory Committee from November 17<sup>th</sup>, 2025
5. Correspondence
6. Public Comment
7. New Business (Review / Action)
  - ◆ Staffing updates
  - ◆ Program updates
  - ◆ Program Feedback Survey
  - ◆ ADRC 2026 team goals
  - ◆ Review Stats
8. Unmet Needs
9. Sustainability Matters to be Considered
10. Legislative Matters to be Considered
11. Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee
12. Meeting Code
13. Next Meeting Date(s)
  - Monday, March 16<sup>th</sup>, 2026 at 2pm

**Adjourn**

*Deviation from Order Shown May Occur*

# Aging and Disability Resource Center Advisory Board - Minutes

Monday, November 17th, 2025 at 2:00 p.m.

Aging & Disability Resource Center/Community Center – 914 N 14<sup>th</sup> Ave, Sturgeon Bay, WI 54235

**THESE MINUTES HAVE NOT BEEN REVIEWED AND APPROVED BY THIS BOARD AND ARE SUBJECT TO REVIEW AND REVISION BY THE BOARD AT THEIR NEXT REGULARLY SCHEDULED MEETING.**

## Business Meeting

### 1. Call meeting to order.

- The meeting was called to order at 2:11 p.m. by Marie Massart.

### 2. Establish a Quorum ~ Roll Call.

- Members Attending: Marie Massart, Nissa Norton, Sherry Pesch, Kathleen Rothmeyer and John Koski. Absent: Sandy Brown, Deb Doyle, Allison Bourdeau and Carol Davis. Other persons present: Jenny Fitzgerald, Nicki Scharrig and Kevin Brennan. Barb Snow took minutes. A quorum was established and the meeting continued.

### 3. Adopt Agenda/Properly Noticed

- A motion was made by Nissa Norton and seconded by John Koski to adopt the agenda. The motion carried unanimously.

### 4. Approve Meeting Minutes of the ADRC Advisory Committee Meeting September 15<sup>th</sup>, 2025

- A motion was made by Nissa Norton and seconded by Kathleen Rothmeyer to approve the minutes. The motion was carried unanimously.

### 5. Correspondence – None

### 6. Public Comment – None

### 7. New Business (Review/Action)

#### • Presentation from Activity Volunteer Coordinator - Dawn

- Dawn introduced herself and discussed the handout included in the agenda packet that highlights the different events and activities held here at the ADRC. We have the Thanksgiving meal – reservations are maxed out with a big waitlist. There was a Native American themed day that included salmon with blueberry glaze where just under 100 consumers attended. Dawn instructs a Strong Bodies class through UWextension for 10-12 weeks, with 2 sessions a week for 1 hour. The class is maxed out with 26 attendees. They end the last session just before Christmas and take a 2-3 week break before the next session. The participants will then come in as an independent group until the next session. There is also Zumba, Ballroom Dancing (in the summer and fall), Veterans Celebration, and a Caregivers Conference; to name a few.

#### • Staffing Updates

- There has been a position that has been created for a 3<sup>rd</sup> Adult Protective Worker (APS) lead position. Kim our current APS worker will be retiring after 26 years. This will leave 2 APS positions open. We have one internal candidate and started in the position today. She was in the ADRC Specialist role and moving over to the APS role. We will be interviewing for the last APS worker the next 2 Wednesday. The job description is included in the agenda packet.
- The ADRC Specialist role is open and will be interviewing for that role next Wednesday. The job description is included in the agenda packet.

#### • Program Updates

- Included in the agenda packet is a handout “Wisconsin Department of Health Services”. This explains a change that will be happening starting January on the Disability Benefit Specialist (DBS) and Elder Benefit Specialist (EBS). Currently the DBS takes consumers that are 17 years to 59 years and the EBS takes consumers that are 60 years and up. Starting January 1<sup>st</sup> the DBS will shift their ages to 17.5 years to 61 years and identifies as having a disability. They will carry the open cases until consumers are 62 years and then they will move over to the EBS. The EBS will

continue to help aged 60-61 and does not identify as having a disability, as well as anyone 62 and older. This is to create more balance between the specialists.

- Open Enrollment is going well. Jess is not taking any more appointments and is now offering other resources to help consumers with the Open Enrollment process. She had 22 appointments within the first 2 days. She scheduled 45 minutes per individual and 1 hour per couple when looking at Advantage plans. Paperwork must be filled out ahead of time.
- **PeerPlace Reports and time & task reporting**
  - ADRC Specialists, DBS, EBS, and Dementia Care Specialists are required to time and task report. There are changes to start using PeerPlace for time and task reporting instead of a spreadsheet. As they put in their notes, they will also put in their time right away. A pilot group started in October and it will launch in June. There is a training in April and take about 2 months. A handout is included in the agenda packet.
  - PeerPlace is working on new reporting. This will allow to pull per staff or per agency enrolled in different Family Care programs, IRIS or how long it took on functional screen, enrollment counseling or how many they worked with. There will be more reports coming.
- **Review Stats**
  - Jenny referred to the handout “Health and Human Services Statistics” a few areas have reported higher. Total participation is about 24,000. We have had some new volunteers this year. Sister Bay congregate is also increasing, as well as Baileys Harbor meals on wheels.
- **Library Board**
  - Two of our ADRC Specialists put together a display at the Library with information for each area at the ADRC. The board will be up through November. A handout was included with pictures showing the board.

#### **8. Unmet Needs-None**

#### **9. Sustainability Matters to be Considered – None**

#### **10. Legislative Matters to be Considered – None**

#### **11. Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee**

- Data Saved on Soup and Salad Bar

#### **12. Meeting Code – 303**

#### **13. Next Meeting Date(s)**

- ADRC Advisory Committee meeting, Monday, January 19<sup>th</sup>, 2026 at 2:00 p.m.

#### **Adjourn**

- A Motion was made by Nissa Norton and seconded by Sherry Pesch to adjourn.
- Meeting was adjourned at 3:16 p.m.

The minutes for this meeting were recorded by Barb Snow.

January 5<sup>th</sup> announcement

## Inform USA (AIRS) Certification Requirement Change

Beginning with the **2027** ADRC scope of services, the Office for Resource Center Development (ORCD) will no longer require ADRCs to have at least one ADRC specialist certified by Inform USA (formerly AIRS). ORCD will continue to recommend Inform USA training and certification as valuable for professional development, especially for staff members who are new to information and assistance roles.

This planned change reflects feedback ORCD received from ADRCs statewide and our goal to ensure training and certification align closely with the work of ADRCs and the needs of the people we serve.

In 2026, ORCD is waiving the requirement that agencies with staff whose current certification is due for renewal must maintain their Inform USA certification. Local agencies will have the discretion to continue requiring this training in association with position classifications or for other reasons.

ORCD is now focused on developing standardized training in our learning management system for staff who provide information and assistance. Our goal is to make this a required training for new information and assistance staff by 2027. ORCD will be seeking input from information and assistance staff to ensure it supports their needs.

Update on December 11<sup>th</sup>

## Update: DBS Program Age Extension Paused

The Disability Benefit Specialist (DBS) Program serves adults aged 18–59 years old. The Bureau of Aging and Disability Resources (BADR) had planned to extend DBS program services to adults through age 61; however, this plan has now been put on hold. BADR is pausing this policy change due to current program rules specified in [Wis. Admin Code DHS 10.13\(16m\)](#).

**DBSs will continue to serve adults aged 18–59 years old effective January 1.** An updated version of the [ADRC Operations Manual DBS Program chapter \(P-03062-05a, PDF\)](#) will be published on or around January 1. However, **the chapter will not include changes eligibility for DBS Program services, as defined in Section 1.B.**

The [DBS Program Services Scope \(password required\)](#) will be edited to incorporate formatting changes, updated resource and referral sources, and minor edits for grammar and spelling. **The services scope updates will not include changes to core or discretionary activities.**

Please contact DBS Program Manager Cheri Stoffel at [Cheri.Stoffel@dhs.wisconsin.gov](mailto:Cheri.Stoffel@dhs.wisconsin.gov) with questions regarding the DBS Program.



## Program Service Feedback Survey

**Thank you for taking the time to complete this survey.** Your feedback helps the Aging and Disability Resource Center (ADRC) improve services, programs, and supports for our community. The survey should take approximately 3–5 minutes to complete. All responses are confidential.

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### About the Services You Used

1. **Which ADRC program(s) have you used in the past 12 months?** *(Check all that apply)*

- Disability Benefit Specialist (DBS)
- Elder Benefit Specialist (EBS)
- ADRC Specialist / Options Counseling
- Dementia Care Specialist
- Caregiver Support Program
- Nutrition Program (Meals, Dining Sites, Home Delivered Meals)
- Activities and Programs (classes, events, social activities)

2. **How did you first learn about the ADRC services you used?**

- Friend or family member
- Healthcare provider
- Community organization
- Website or social media
- Flyer/newsletter
- Other: \_\_\_\_\_

3. **How easy was it to contact ADRC staff or access services?**

- Very easy
- Easy
- Neutral
- Difficult
- Very difficult

4. **How satisfied were you with the timeliness of responses or appointments?**

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

### Quality of Services

5. **Staff were knowledgeable and able to answer my questions.**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

6. **Staff treated me with respect and listened to my concerns.**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

7. **The information or assistance I received was clear and easy to understand.**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

### Program-Specific Outcomes

8. **The services I received helped me better understand my options, benefits, or next steps.**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

9. **As a result of ADRC services, I feel more confident managing my situation or supporting myself or a loved one.**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

10. **If you used activities, caregiver, dementia care, or nutrition programs, how well did the program meet your needs?**

- Extremely well
- Very well
- Moderately well
- Slightly well
- Not at all well
- Not applicable

**Overall Experience**

11. **Overall, how satisfied are you with ADRC services?**

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

12. **How likely are you to recommend ADRC services to others?**

- Very likely
- Likely
- Neutral
- Unlikely
- Very unlikely

**Open-Ended Feedback**

13. **What did the ADRC do well?**

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14. **What could we do to improve to better meet your needs?**

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15. **Is there anything else you would like us to know about your experience?**

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**Thank you for your feedback.** Your input directly supports continuous improvement of ADRC programs and services.

*Please return to Front desk at ADRC*

Check if complete

## Door County Department of Human Services S.M.A.R.T. GOALS



- Specific (and strategic):** State exactly what you want to accomplish (Who, What, When, Where, Why)
- Measurable:** How will you demonstrate and evaluate the extent to which the goal has been met?
- Attainable:** Goals are realistic and can be achieved in a specific amount of time and are reasonable.
- Relevant (results oriented):** How does the goal tie into your key responsibilities and objectives?
- Time framed:** Set 1 or more target dates to guide the goal to successful and timely completion (includes deadlines, dates, and frequency)

### Program Division : Aging and Disability Resource Center - 2026

**Goal #1:** The ADRC will design, implement, and distribute a standardized Program Service Feedback Survey to program participants to collect meaningful, actionable feedback that will be used to improve service quality and program delivery.

Activities to Achieve Goal:	Measurement	Target Date	Responsible Party	Progress/Outcome
Identify key program areas and services to be evaluated; develop clear, concise, and relevant survey questions; and review the draft survey with ADRC staff for input and clarity.	Identification of 5–7 key service outcomes to be evaluated and development of a draft survey containing 10–15 accessible questions aligned with those outcomes.	January 5 <sup>th</sup> 2026	All ADRC/Aging Program Staff	
Finalize the survey format (paper, electronic, or both) and distribute the survey to program participants at appropriate service points to	Distribution of at least 30 surveys per month to program participants following service delivery.	Survey finalized by January 19, 2026	All ADRC/Aging Program Staff	

encourage participation and maximize response rates.		Ongoing distribution through April 1, 2026	All ADRC/Aging Program Staff	
Compile and analyze survey responses, summarize key findings, and identify opportunities for service and program improvements based on participant feedback.	Identification of at least 2-3 actionable improvement areas based on feedback	May 1, 2026	All ADRC/Aging Program Staff	

**Goal #2:**

The ADRC Team will increase community awareness of the benefits of Power of Attorney–Health Care (POA-HC) and Power of Attorney of Finance documents by hosting an educational event at the ADRC and incorporating POA-HC questions into initial consumer contacts. Increased awareness and completion of POA-HC, POA -FIN documents will support informed decision-making and may reduce the future need for guardianship.

<b>Activities to Achieve Goal:</b>	<b>Measurement</b>	<b>Target Date</b>	<b>Responsible Party</b>	<b>Progress/Outcome</b>
Plan and host a POA-HC & POA -FIN informational event at the ADRC to educate community members on the purpose and benefits of POA-HC and POA -FIN documents.	At least 10 attendees at the event.	11/15/2026	APS/ADRC Specialist	
Include a standardized POA-HC and POA -FIN question during initial ADRC consumer contacts to assess awareness and provide education as needed.	POA-HC & FIN discussed with at least 75 consumers.	12/31/2026	ADRC Staff	

Goal #3: The APS Team will increase awareness of financial scams among older adults and vulnerable adults by hosting an educational presentation in collaboration with the Door County Sheriff's Department – Investigation Unit and strengthening partnerships with local banks and credit unions to promote consumer safety.

<b>Activities to Achieve Goal:</b>	<b>Measurement</b>	<b>Target Date</b>	<b>Responsible Party</b>	<b>Progress/Outcome</b>
Host a financial scam awareness presentation at the ADRC led by the Door County Sheriff's Department – Investigation Unit.	At least 15 attendees at the presentation.	10/01/2026	APS	
Collaborate with local banks and credit unions to strengthen communication and partnerships focused on identifying and preventing financial exploitation.	Engagement with five local banks/credit unions (Capital Credit Union, Nicolet Bank, Associated Bank, North Shore Bank, Bank of Luxembourg, and Bank First).	12/31/2026	APS	

	A	U	V	W	X	Y	Z	AA
1	<b>HEALTH AND HUMAN SERVICES STATISTICS</b>							
2	<b>UNIT</b>	<b>2024 Qtr 4</b>	<b>2024 TOTAL</b>	<b>2025 Qtr 1</b>	<b>2025 Qtr 2</b>	<b>2025 Qtr 3</b>	<b>2025 Qtr 4</b>	<b>2025 TOTAL</b>
3								
4	<b>AGING &amp; DISABILITY RESOURCE CENTER (ADRC)</b>							
5	Total New memberships	92	440	100	148	100	122	470
6	Total participation-Activities and Events (check-ins)	6522	27853	8035	7556	7950	6919	30460
7	Volunteer Hours (# of volunteers/hours)	123/1767.65	460/8,127.65	118/3119	126/1900	134/1963	134/1692	134/8674
8	I & A Contacts (incoming & outgoing calls, home visits, office-visits) <b>Consumers Served</b> (As of 2025)	161	2,212	161	310	263	264	283
9	Elder Benefits Specialist (EBS) - Cases-Open/Active-Consumers <b>Consumers Served</b> (As of 2025)	104/77 47.2/90	658/382 47.2/90	157	91	92	250	590
10	Disability Benefits Specialist (DBS) - Cases-Open/Active-Consumers <b>Consumers Served</b> (As of 2025)	69/25	247/232 69/25	88	79	76	94	337
11	Dementia Care Specialist (DCS) - Total Consumers	379	1188	433	300	385	442	1560
12	<b>Meals-Congregate</b>							
13	Baileys Harbor	360	1451	325	289	291	274	1179
14	Brussels Opened October 2018 - Closed as of 8/1/2025	249	870	208	227	85	0	520
15	Liberty Grove	135	700	161	227	273	163	824
16	Sturgeon Bay	3503	13217	3741	3537	4635	3703	15616
17	Washington Island	258	1002	175	204	263	224	866
18	<b>Meals Congregate TOTAL</b>	<b>4505</b>	<b>17240</b>	<b>4610</b>	<b>4484</b>	<b>5547</b>	<b>4364</b>	<b>19005</b>
19	<b>Meals on Wheels</b>							
23	Sturgeon Bay - MOW	3588	13836	3751	3411	3660	3518	14340
24	Brussels - MOW	182	457	140	121	17	0	278
25	Baileys Harbor - MOW	107	294	85	104	146	138	473
27	Liberty Grove - MOW - formerly Scand	491	1513	483	386	215	177	1261
28	Washington Island - MOW	570	2584	416	426	539	484	1865
30	<b>Meals on Wheels TOTAL</b>	<b>4938</b>	<b>18684</b>	<b>4875</b>	<b>4448</b>	<b>4577</b>	<b>4317</b>	<b>18217</b>
31	<b>Meals-Frozen TOTAL</b>	<b>406</b>	<b>3656</b>					
32	<b>All meals TOTAL</b>	<b>9849</b>	<b>39580</b>	<b>9485</b>	<b>8932</b>	<b>10124</b>	<b>8681</b>	<b>37222</b>
33								
91	<b>* Brussels congregate meal site closed as of 8/1/2025</b>							