



LAKELAND CARE

Local. Compassionate. Dependable.

Member Newsletter

You can rely on us for long-term support and services you need to live independently.

Dear Lakeland Care Member:

Thank you for choosing Lakeland Care for your Family Care services. Lakeland Care has been providing these supports and services since the program began operating more than seventeen years ago. Now, Lakeland Care serves almost 4,500 members and families living in thirteen counties in the Fox Valley and Northeastern Wisconsin.

And, we have some exciting news: we will soon expand to serve additional members! In July, Lakeland Care will begin supporting new members living nearby in Florence, Forest, Oneida and Vilas counties. In addition, Lakeland Care has won the right to support Family Care members living in Langlade, Lincoln, Marathon, Portage and Wood counties. Soon, we will be serving individuals in 22 Wisconsin counties!

In other news, Lakeland Care's Board of Directors has recently updated our Mission Statement so it better reflects who we are and our new organizational structure. Our modified Mission Statement now is:

Enriching individuals' lives by honoring their values through high quality, cost effective care and supports.

You'll still receive the same great care with your team and support from all of us here at Lakeland Care. Even with a broadened mission Lakeland Care continues to be your Local, Compassionate and Dependable resource.

To strengthen our service to you we've begun some important initiatives this year. As research advances and new approaches are developed, be assured Lakeland Care will continue to offer you support based on the very best practices available. Trauma-Informed Care and Dementia-Friendly Business practices represent just two of those cutting-edge approaches.

Because we always want to support elderly individuals with dementia in the most effective and compassionate manner possible, Lakeland Care is becoming a Dementia-Friendly Business. Staff here have received training from the Fox Valley Memory Project and soon we will achieve "Purple Angel" status. We have also begun a journey to enhance member supports through Trauma-Informed Care, which promotes an informed and empathetic approach that better supports affected individuals. All of us at Lakeland Care are being trained to better recognize and understand how trauma affects individuals, which leads to better support for you.

You are at the center of all we do at Lakeland Care. As we continue to improve care and supports to you, please continue to give us your feedback and let us know how we're doing. I always welcome your thoughts on how we can improve our work with you.

Sincerely,

Katie Mruk, CEO
Lakeland Care, Inc.

Spring 2017

Lakeland Care Expansion

Lakeland Care has won a bid to administer the Family Care program in nine additional counties – Florence, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood – beginning in July. Family Care services are currently available in five of those counties but will be new for people living in Florence, Forest, Oneida and Vilas counties.

“Lakeland Care has a long history of helping elders and people with disabilities live more independently throughout Northeastern Wisconsin,” said Katie Mnuk, Lakeland Care CEO. “We’re excited to bring our experience to serve people in the communities next door, in the North Central part of the state.”

Lakeland Care’s goal is to provide compassionate care and supports centered around the individual, and will bring that philosophy to serve people in North Central Wisconsin. “We work hard to ensure the transition into Family Care is smooth, and we are there to assist members as they move forward towards their goals,” said Mnuk.

Lakeland Care is members’ local, compassionate, and dependable resource for long-term care services and support, fulfilling its mission by partnering with hundreds of local businesses that provide direct care and services. Lakeland Care grew from one of the first Family Care pilot programs started in 2000, and will soon be working with members in 22 Wisconsin counties.

Lakeland Care’s Family Care services will be available to eligible residents in Florence, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood counties beginning in July. Lakeland Care is opening offices in Rhineland, Stevens Point and Wausau to serve members in these additional counties.

What is Trauma Informed Care (TIC)?

Trauma Informed Care, or TIC, is an organizational philosophy and structure that is based on the principles of understanding, recognizing, and responding to the effects of trauma experienced by individuals, families and communities. Trauma can be described as experiencing or witnessing a severely distressing event, often resulting in an overwhelming feeling of stress that negatively impacts a person’s ability to cope. Trauma is widespread and, unfortunately, no one is immune to the effects of trauma. However, every individual may experience a traumatic event differently. How an individual copes with trauma is based on a variety factors.

Trauma can impact an individual, natural supports, providers, families, communities and others by disrupting relationships and personal development. Experiencing trauma may contribute to mental and physical health issues. Left untreated, trauma may also become multi-generational, and result in negative consequences for individuals, families, social service systems, health care systems and communities through increased rates of domestic violence, child abuse and substance abuse issues.

Trauma Informed Care promotes physical, psychological and emotional safety for members and all stakeholders. It helps survivors of trauma build a sense of control back into their lives and empowers them to build resiliency, which is an individual’s ability to bounce back from adverse conditions. Agencies that practice TIC, assess and recognize the signs and symptoms of trauma not only in members served by the organization, but also in family systems, staff members, and other care providers. By integrating this knowledge throughout an entire organization, the system designed to provide support, can actively prevent re-traumatization for all involved.

At Lakeland Care, we are committed to becoming an agency that fully embraces and practices Trauma Informed Care. Our first step is recognizing that many people often have experienced different types of trauma, have varying degrees of resiliency factors, and they need individualized support and empathy to be provided by care teams. Moving forward, we are dedicated to providing this type of holistic, member centered, and strength-based care. We will be offering learning opportunities for employees, providers, community partners, and most importantly, YOU!

Information from: Wikipedia; www.samhsa.gov; and www.traumainformedcareproject.org

TOP 10

SUMMER HEALTH TIPS



DRINK WATER

Water helps prevent illness, keeps your bones and muscles healthy, helps maintain your weight and best of all, water fuels your activities throughout the day!



EAT FRESH

Reserve a place on your plate every meal for fresh produce and you're sure to reap the tasty rewards.



TRANSFORM ACTIVITIES INTO EXERCISE

Activities like going to the zoo or visiting a park can become exercise if you use the stairs, take the long route or add stretches and strengthening exercises along the way!



LIFESTYLE MODIFICATION

The summer is a great time to try a new exercise routine, kick-start a new healthy eating plan and quit smoking.



SEE YOUR DOCTOR

Schedule an appointment for a check-up to make sure pain or injury doesn't sideline you this summer.



STAY SHADY

Try to limit your time in the direct sunshine between 10am and 4pm, and always wear sunscreen, a hat and sunglasses.



PLAN A PERSONAL VACATION

A vacation to get away from it all is a must this summer. Take some 'you' time this summer to relax and rejuvenate.



DISCONNECT

Disconnect from the internet, put down those smart phones and see a world without selfies, hashtags and videos.



SLEEP WELL

Getting enough quality sleep at the right times can help protect your mental and physical health, safety and quality of life.



STAY COOL

When it's hot, do what you can to stay cool! Go swimming at your neighborhood pool and visit local air-conditioned attractions.

Information from Advanced Pain Management

HAVE YOU SEEN LAKELAND CARE'S REFRESHED WEBSITE?

Lakeland Care's updated website is more user-friendly, easier to navigate, and includes a searchable Provider Network Directory. The new searchable Provider Directory is a great resource for current and prospective members to explore all of Lakeland Care's providers. If you have any questions about the new website or the Provider Network Directory, contact your care manager.

Local. Compassionate. Dependable.

Meet Tommy, Lakeland Care member



Tommy's road to the future started out a little rough during his younger years. Tommy was diagnosed with attention deficit hyperactivity disorder (ADHD) and had a hard time focusing in high school, which led to him dropping out. After dropping out of high school, he decided to go to Central Nine Career Center in Indiana to get certified in small engine repair.

In 2010, Tommy came to Wisconsin to visit his sister. Tommy enjoyed Wisconsin and wanted to make his home here as Wisconsin is a great place to enjoy his passions of fishing, hunting, hiking, biking, walking and gardening. Tommy initially moved in with his sister and found employment, which allowed him to move out on his own.

In addition to Tommy's ADHD, he also has an impulse control disorder, which eventually led him into trouble. After spending almost a year in jail, Tommy was released on probation. After he enrolled in Lakeland Care's Family Care program in February 2014, Tommy was placed in an adult family home (AFH) in Pickett, WI for two and a half years. His probation officer and guardian both felt the program would be beneficial for him but living in an adult family home was rough at first for Tommy. He was used to living on his own and having complete freedom so it was hard taking directions and living with other people even though Tommy knew this was the best option for him while he was on probation. The adult family home helped Tommy by developing a behavior support plan for him. Even though it was tough for Tommy, he knew he had to overcome his challenges if he wanted to reach his ultimate goal of living on his own again. Then one day Tommy had an awakening and knew now was the time to overcome the challenges. Tommy was diligent in following his conditions of probation and attending support groups. He did everything he could to prove to them that he had what it took to live on his own. He helped with meal prep, housekeeping, growing and maintaining the AFH garden and anything else that they asked of him.

Tommy decided that he wanted to earn his high school diploma (HSED) and enrolled in classes at Fox Valley Technical College in spring of 2014. In May 2016, Tommy enrolled in Lakeside Packing Plus's prevocational services on a part-time basis with the help of his care team from Lakeland Care. Tommy had some difficulty at the beginning with accepting direction from supervisors and getting used to the piece-rate pay. Tommy was able to adjust to that, and even gained some extra responsibility there as a janitorial substitute. This was all great experience for Tommy, but he wanted more. He wanted to work out in the community and live on his own as soon as he was off probation. He gained many job skills while working at Lakeside Packaging Plus that prepared him for working in the community. Tommy said the best thing he learned while at Lakeside Packaging Plus was patience and he is working very hard at gaining more and more patience.

All of this led Tommy to apply for DVR services with the help from his care team at Lakeland Care. Tommy was assigned a job developer who was able to find him a work experience in one of his areas of interest. He completed two shifts at a restaurant for the work experience and decided to fill out an application. The staff at the restaurant helped Tommy fill out the application and knew Tommy had what it took for this position and hired him on the spot. Tommy loves everything about his job and is assigned more responsibility weekly. He enjoys working with his co-workers and loves conversations with customers. His co-workers have been wonderful to Tommy, even picking him up for work on the days that the buses don't operate.

Tommy's moving forward in the right direction and his goals are becoming reality. Tommy now lives in his own apartment and has secured employment in the community. Tommy's success stems from his motivation to be more independent again and the support of Tommy's care team at Lakeland Care. Tommy receives supportive home care services once a week to assist him with grocery shopping, meal prep and miscellaneous chore tasks.

Tommy is very organized and methodical. He takes other people's thoughts and schedules into consideration and is always willing to lend a hand to those in need. He is honest and up-front about his past and knows what triggers he needs to avoid to keep him out of trouble. Now, Tommy is focusing on finishing up his HSED classes to get his diploma so can further his education to get his small engine repair license back. His long-term goal is to own his own automotive repair shop.

Healthy Fruit Slushy

Blend together for a delicious slushy! Single serving recipes:

Lemon-Lime Berry Cherry Slushy

- juice of 1 lemon
- juice of 1 lime
- ~1/2 cup raspberries (mine were fresh, but you could use frozen)
- ~1/2 cup frozen cherries
- ~1/2 cup ice
- ~1/2 cup water
- 1 teaspoon maple syrup (more or less to your taste)

Cherry-Lemon Slushy

- juice of 2 lemons
- 1 cup frozen cherries
- ~1/2 cup ice
- ~1/2 cup water
- 1 teaspoon maple syrup (more or less to your taste)

Raspberry-Lime Slushy

- juice of 2 limes
- 1 cup frozen raspberries
- ~1/2 cup ice
- ~1/2 cup water
- 1 teaspoon maple syrup (more or less to your taste)

Peach-Lemon-Blueberry Slushy

- juice of 2 lemons
- 3/4 cup frozen peaches
- 1/4 cup frozen blueberries
- ~1/2 cup ice
- ~1/2 cup water
- 1 teaspoon maple syrup (more or less to your taste)

Performance Improvement Project

Each year, Lakeland Care conducts a Performance Improvement Project as a way to improve the memberships' outcomes or satisfaction. In 2016, Lakeland Care carried out a project to improve screening for dementia. The impact dementia has on a national, state, and local level, continues to grow. Dementia is the term used to describe a wide range of symptoms associated in memory or other cognitive skills, that impacts a person's ability to complete what were once everyday activities.

Proper screening for dementia ensures that individuals are able to receive available treatments, receive the necessary support from caregivers, and prepare for the future. Lakeland Care used the Mini-Cog screening tool to conduct the screening. This tool is a brief screen that consists of a re-call task and a simple clock-drawing task. Lakeland Care's care teams provided education about dementia and benefits of screening for dementia to selected Lakeland Care members from the Fond du Lac area from May to July of 2016.

Lakeland Care is pleased to report that a total of 185 members agreed to participate in the screen and only six members declined. In addition to the excellent participation from our membership group, several members were in agreement to having their results shared with their physician if the results indicated that having further evaluation could be beneficial. By sharing the screen results with the physician, members were able to discuss signs and symptoms of dementia and when to seek help.

Many people have memory loss issues — this does not mean they have dementia or Alzheimer's Disease. If you feel you are at risk for dementia or are experiencing symptoms of memory loss that impacts your daily activities, please consult with your physician and notify your care team.

DID YOU KNOW?

Regular physical exercise may help lower the risk of some types of dementia. Evidence suggests exercise may directly benefit brain cells by increasing blood and oxygen flow to the brain.

**STAY CONNECTED WITH
LAKELAND CARE**



Your opinion matters!

Each year, Lakeland Care asks members what they think of us through the Member Satisfaction Survey. As a member of Lakeland Care, you will receive your survey in the mail the month after your Member Centered Plan review. This year, we started mailing surveys in May and will mail them to members for six months (or until October).

The survey is a great time for you to share with us how we are doing from your perspective. Your results will remain confidential and will not impact your services in any way. It is important for us to hear from you so we know how to serve you best.

In 2016, we mailed over 2,500 surveys to members or legal representatives. Nearly 1,100 people returned their surveys for a rate of 43%. We are very excited that so many people responded to our survey and want to share their experiences with us. Here are some of your responses:

- Nearly 91% of you said the people who help with your personal care “always” and “usually” treat you with respect.
- 89.5% of you said your care team “always” treated you with respect.
- 72% of you said you would “definitely” recommend us to your friends or family.

Some members also shared comments on the survey. Comments vary and can be on many different topics:

- “I feel the Lakeland Care District does a great job. My care team is always there for me. They always get back to me. I feel they really care about me. They truly meet all of my needs.”
- “They are always wonderful and helpful. If they are unsure of something they always take the time to find out. I have recommended you often.”

We use the results of the surveys to learn areas where we are supporting you well and how we can serve you better. The survey results help us identify areas that need improvement and influences the training we offer our Care Managers and Nurses.

You don't need to wait for the survey to arrive in your mailbox to let us know how we are doing. Whenever you have questions, comments or concerns we recommend contacting your care manager or nurse, their supervisor or Lakeland Care's Member Right's Specialist. If you are not sure of who to call, just call our main phone line at 877-227-3335 and we will find the right person to help you. Or you can use the “Contact Us” tab on our website and we will be certain to follow up with you! Thank you for allowing us the opportunity to continue to support you.



Lakeland Care member, Wayne Bonfigt, participated in the statewide Take Your Legislator to Work campaign. Pictured (from left) State Senator Devin LeMahieu, A&W General Manager Nick Stangel, Lakeland Care member Wayne Bonfigt, State Representative Paul Tittl.



Sixteen Lakeland Care members (two not pictured) participated in Lakeland Care's Flipped Job Fair on Thursday, April 27. Members showcased their abilities and skills to area businesses.

Ask the Lakeland Care Expert...



Dear Lakeland Care Expert:

What is my role in Self-Directed Supports (SDS)?

Responsibilities of the member for Employment-Related Tasks	Who is responsible with Fiscal/Employer Agent (F/EA) option?
Screening Applications	Member
Interviewing and hiring SDS employees	Member
Writing a job description (with assistance from care team)	Member
Deciding wage rate for member's SDS employee (typically within budget guidelines)	Care teams will assist members to ensure the member is aware of what wage the budget was based off of. The member can elect to pay something other than this amount, however your care team will provide education to the member regarding what that may mean for the budget.
Orientation and training for SDS employee	Care team and member will discuss the member's plan to orient new employees.
Supervision and work performance evaluation of SDS employee	Member
Disciplinary action and termination, if necessary	Member
Emergency backup coverage	Member and care team
Signing off on SDS employee time card	Member and the SDS employee
Submitting SDS employee time card to Financial Management Services (FMS) provider	Member and the SDS employee

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Special Points of Interest in this Edition:

- Lakeland Care Expansion
- Trauma Informed Care
- Summer Health Tips
- Updated Lakeland Care Website
- Member Spotlight
- Performance Improvement Project
- Your Opinion Matters!
- Ask the Lakeland Care Expert

**For more information about the Family Care
Program, contact the Aging and Disability
Resource Center (ADRC) in your county:**

www.dhs.wisconsin.gov/adrc

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