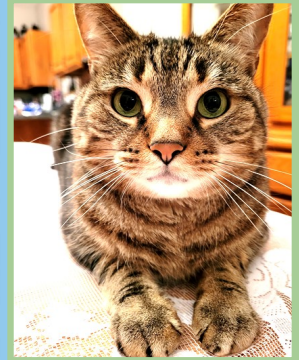
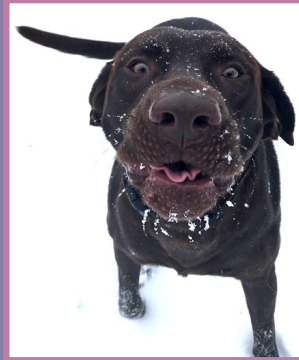
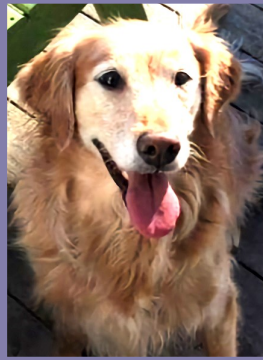


*We hope you enjoy this newsletter and find it helpful. If you have any feedback or wish to be added to our email distribution list, please send an email to [ADRC@countyofdane.com](mailto:ADRC@countyofdane.com) or call us at 608-240-7400*



The Pet Issue is back! We are thrilled to share with you some of the animals that support the workers at your ADRC. We hope you enjoy the Pets of the ADRC as you read through this issue!



While the ADRC of Dane County doesn't actually serve non-human customers, we are very happy to celebrate National Pet Month this May. We know the benefits of pets for people, and people for pets!

It's no surprise we're so connected to our pets. Studies have shown that our brains are wired with a "cuteness response" – so even children as young as three can recognize cuteness in animals. In fact, it's been proven that our cuteness response is higher for puppies, kittens and dogs than babies!

It's not just that our pets are cute, of course. From service dogs, to emotional support animals or whatever creature you call your companion, pets can decrease loneliness, increase physical activity, reduce stress, and may even lower the risk of heart attack and boost immunity. Once recent study showed that caring for fish helped teens with diabetes better manage their disease.

National Pet Month is to celebrate the joy pets can bring to us. And it's also to bring attention to responsible pet ownership, and to the ongoing needs of many pets, especially those waiting in shelters. If you're able, please advocate for stronger laws against animal cruelty and support organizations that work to end it.

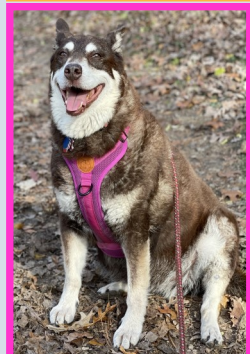
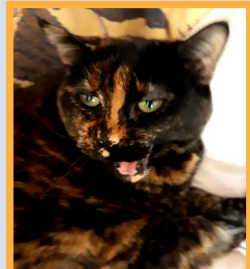
When ADRC staff make home visits with our consumers, we're always honored to meet the furry, fuzzy, feathered or scaly family members. For this National Pet Month, be sure to spoil your pet, and it's purr-fectly acceptable to brag all about them!

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## Top Ten Tips for Responsible Pet Ownership!

These may seem obvious, but pets are a serious commitment. Your pet depends on you for everything!

1. Think carefully before getting a pet and learn about its special requirements.
2. Ensure your pet is sociable and well trained.
3. Provide a nutritious and well balanced diet.
4. Provide suitable housing and bedding.
5. Clean up after your pet.
6. Protect against disease. Your vet can provide you with advice.
7. Prevent unwanted litters and neuter your pet when appropriate.
8. Groom your pet regularly.
9. Control your pet and ensure it is properly identified.
10. Take out pet insurance for dogs, cats, rabbits and horses to cover against unexpected veterinary fees and third party liability.





## Lingo Buster: Service Animals, Emotional Support Animals, Companion Animals

People with disabilities may employ a service animal in order to fully participate in everyday life. These animals are trained to perform tasks to assist people with disabilities, like picking up items for a person who uses a wheelchair, preventing a child with autism from wandering away, alerting a person who has hearing loss, or guiding a person with vision loss.

The Department of Justice answers questions about how the Americans with Disabilities Act (ADA) applies to service animals. The ADA requires State and local government, businesses, and organizations make “reasonable modifications” to accommodate people with disabilities.



### What is a service animal?

- Under the ADA, a service animal is defined as a dog or miniature horse that has been individually trained to do work or perform tasks for an individual with a disability.
- Under Wisconsin state law, a qualifying service animal *may* be any animal, if it is individually trained to do work or perform tasks for the benefit of a person with a disability.
- The task performed by the animal must be directly related to the person’s disability.

### What does “do work or perform tasks” mean?

- The animal must be trained to take a specific action when needed to assist the person with a disability. For example, animals may be trained to alert a diabetic when blood sugars are high or low, or to remind someone to take medication, or to detect the onset of a seizure.

### What are Emotional Support Animals?

- Emotional support animals (ESAs) provide comfort, security, and a therapeutic benefit for people with mental health disabilities. ESAs are also known as therapy or comfort animals.
- People who own ESAs are protected under the Fair Housing Act to keep their animals in public housing, although the property manager has the right to ask for documentation from a health care provider that the animal is necessary for the person’s health and well-being.
- As with the ADA, the Fair Housing Act requires that the animal does not alter the environment for others; must be held on a leash in public areas; must be well-controlled, clean and quiet.

### What are Companion Animals?

Companion animals are not legally defined, but are generally accepted as another term for pet.

### Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

- No. These terms describe animals that provide comfort just by being with a person.
- These animals have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.
- However, some local governments have laws that may allow people to take emotional support animals into public places.

### If someone’s dog calms them when having an anxiety attack, does this qualify it as a service animal?

- This can vary, because ADA makes distinctions between psychiatric service animals and emotional support animals. If a dog has been trained to sense an anxiety attack is about to happen, take specific actions to avoid the attack, and lessen the impact, it would qualify as a service animal. However, if the dog’s mere presence provides comfort, that would not be considered a service animal under the ADA.

### Does the ADA require service animals to be professionally trained?

- No. People with disabilities have the right to train the animal themselves and are not required to use a professional training program.

### My city requires all dogs to be registered and licensed. Does this apply to my service animal?

- Yes. Service animals are subject to local licensing and registration requirements.



## Don't Try This!

Remember the news from 2015 when someone tried to bring an Emotional Support Kangaroo into a McDonald's in Beaver Dam?! The problem wasn't the kangaroo – as State law doesn't exclude any animals as Emotional Support companions. However, unless an animal is individually trained 'to do work or perform tasks' for the person with a disability as a Service Animal, they probably won't be allowed in public spaces that normally don't allow animals. However, you can always ask the business if they will make an accommodation for your ESA.



Continuing with our pet and animal theme for this issue, test your baby animal knowledge with this quiz. Can you match the correct baby animal to its species?

Alpaca

Beluga

Cat

Eagle

Fox

Giraffe

Goat

Hedgehog

Honey Badger

Koala

Manatee

Ox

Panda

Platypus

Sheep

Turkey

Zebra

Colt

Lamb

Kid

Puggle

Piglet

Calf

Kit

Stot

Cria

Calf

Cub

Joey

Kitten

Calf

Kit

Poult

Fledgling



Answers on page 14

**Lingo Buster: Service &ESA Animals**  
Continued from Page 2

For more information or with specific questions about your animal contact:

**U.S. Department of Justice**

Civil Rights Division

Disability Rights Section

800-514-0301 (Voice) or 800-514-0383 (TTY)

[www.ADA.gov](http://www.ADA.gov)

**City of Madison Department of Civil Rights**  
**Equal Opportunities Division**

(608) 266-4910 (Voice)

[eoc@cityofmadison.com](mailto:eoc@cityofmadison.com)

[www.cityofmadison.com/dcr/eo.cfm](http://www.cityofmadison.com/dcr/eo.cfm)

**ADA info:**

[https://archive.ada.gov/regs2010/  
service\\_animal\\_ga.pdf](https://archive.ada.gov/regs2010/service_animal_ga.pdf)

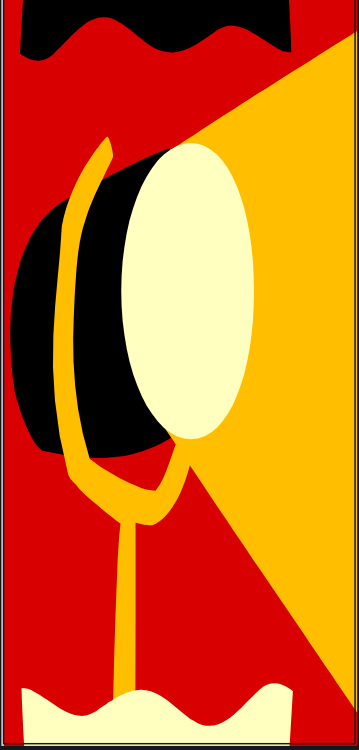


## Horseplay for Better Health!

Did you know horses have been used as a therapeutic aid since the ancient Greeks? It's not surprising, given that horses can be very attuned to human's emotions and nonverbal signals. Equine-assisted therapy (EAT) incorporates a range of treatments that involve activities with horses to promote human physical and mental health, while being supervised by a mental health professional, horse trainer or other equine specialist. Equine therapy has been used to treat anxiety, ADHD, eating disorders, addiction, depression and many other health conditions. EAT can help patients build confidence, self-awareness, empathy and help establish healthy boundaries and relationships. Typically this type of therapy is used in conjunction with other kinds of mental and physical health treatment.

In the Dane County area, Three Gaits and Triquestrian LLC. are local centers providing equine therapy. Both organizations have accredited, professional and passionate individuals incorporating horses into treatment. To find other EAT practitioners please visit: <https://www.eagala.org/org> or <https://pathintl.org/find-a-program/>





**COMMUNITY SPOTLIGHT:**



# WisCARES: Helping Pets and their People!

Opened in 2014, Wisconsin Companion Animal Resources, Education, and Social Services (WisCARES) is an outreach partnership at the University of Wisconsin. They are an innovative organization that combines veterinary care and social service for low-income individuals, those experiencing homelessness and those at risk of homelessness.

Their services focus on keeping pets with their owners, preventing surrender to animal shelters, empowering people to care for their animals, providing housing resources and aiding animals and their people to gain access to the social support services and healthcare they need.

WisCares is unique in that it allows UW students in the social work and veterinary programs to have hands-on experience working alongside seasoned professionals, vet techs and veterinarians.

WisCares programs and services include:

- ◆ Veterinary medical care
- ◆ Animal boarding and foster placement (cats only at this time)
- ◆ Case management assistance
- ◆ Housing resources
- ◆ Provision of pet food and supplies
- ◆ Education

WisCARES currently offers animal exams, core vaccines, flea and tick preventative, spay and neuter services, laboratory testing, medications, ultrasounds and x-rays. They can handle both healthy and sick pet needs, although not emergencies. Appointments are required. They offer some walk-in hours for pet food and supplies for clients of the clinic.

An Intake is needed to determine if you and your pet are eligible for services. Other agencies may refer clients to WisCares.

WisCares supports the pets that sometimes get overlooked in our community. They know that pets are family, even if their family doesn't have a home!

Located at 1402 Emil St, Madison, WI 53713. For more information, call 608-561-7387.  
Email: [wiscares@gmail.com](mailto:wiscares@gmail.com)



## Spring Cleaning = Electronic Recycling!

The City of Madison recently announced that they will stop charging recycling fees for televisions, computers, laptops, and monitors. This change will be in effect from February 20, 2023 until the end of the year.

City of Madison residents still need to bring these items to the Streets Division drop-off sites: 402 South Point Rd and 4602 Sycamore Ave; or during the months of April – November, 121 E. Olin Ave. Curbside pickup is not allowed.

**Save the Date!** Tuesday, May 9, 2023, 1:00 — 3:00 p.m.

#WisAgingAdvocacy2023

## Aging Advocacy Day Wisconsin Aging Advocacy Network



You are invited!

Join aging advocates from across the state to share your story and prepare to make issues impacting older adults and family caregivers a top priority for state legislators in 2023 and beyond.

Register at:

<https://gwaar.wufoo.com/forms/z11p6eil0dbk2o8/>

More details coming soon!

<https://gwaar.org/aging-advocacy-day-2023>

Contact: Janet Zander

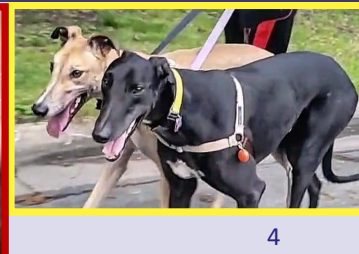
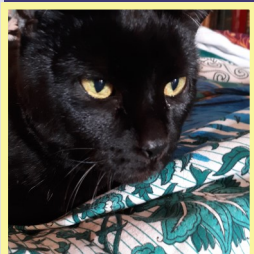
1414 MacArthur Rd., Madison, WI 53714

[janet.zander@gwaar.org](mailto:janet.zander@gwaar.org) (608) 228-7253

## OLDER AMERICANS MONTH



**AGING UNBOUND: MAY 2023**







# Who's Who at the ADRC?

Presenting:

**Nathan Anderson**  
ADRC Office Assistant



**Where have you lived besides Madison?** I've lived in three different states.

I was raised in Superior, Wisconsin before moving to Omaha, Nebraska. Around my high school years, I moved to Sartel, Minnesota. Then after high school, I moved back to Wisconsin and settled in Madison.

**What is your role at the ADRC?** I started working at the ADRC in 2019. I do a variety of administrative support tasks. Some of the jobs I do include assembling resource folders for consumers and staff, collecting and shredding confidential documents, keeping things stocked in the office, and anything else I can help with.

**Where did you work before the ADRC?** Before I came to the ADRC, I worked at the St. Vincent DePaul Food Pantry stocking food and supplies.

**What do you do for fun?** I like sports, especially the Packers, Bucks and Brewers. I also watch TV and love action movies. Don't ask me to pick my favorite movie – there's too many of them!

**Is there anything else you can share with us?** In addition to the ADRC, I have two other jobs. One is at Madison Metro. The other job is at Rocky Rococo's – I never get tired of pizza!

## Older Americans Month 2023: Aging Unbound!

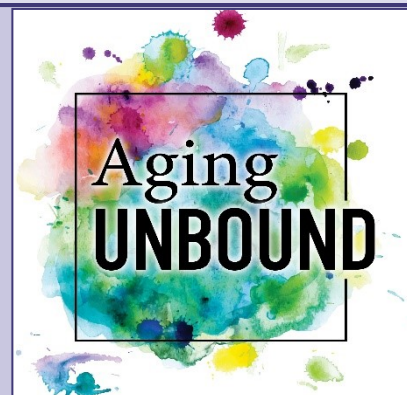
Established in 1963, Older Americans Month (OAM) is celebrated every May. Led by the Administration for Community Living, OAM is a time for us to acknowledge the contributions and achievements of older Americans, highlight important trends, and strengthen our commitment to honoring our older citizens.

This year's theme, *Aging Unbound*, offers an opportunity to explore a wide range of aging experiences and to promote the importance of enjoying independence and fulfillment by paving our own paths as we age.

Here are some ways we can all participate in *Aging Unbound*:

- **Embrace the opportunity to change.** Find a new passion, go on an adventure, and push boundaries by not letting age define your limits. Invite creativity and purpose into your life by trying new activities in your community to bring in more growth, joy, and energy.
- **Explore the rewards of growing older.** With age comes knowledge, which provides insight and confidence to understand and experience the world more deeply. Continue to grow that knowledge through reading, listening, classes, and creative activities.
- **Stay engaged in your community.** Everyone benefits when everyone is connected and involved. Stay active by volunteering, working, mentoring, participating in social clubs, and taking part in activities at your local senior center or elsewhere in the community.
- **Form relationships.** As an essential ingredient of well-being, relationships can enhance your quality of life by introducing new ideas and unique perspectives. Invest time with people to discover deeper connections with family, friends, and community members.

Looking for additional ways to celebrate Older American's Month and live *Unbound* – check out your local senior "Focal Point". Dane County has 12 Focal Points -also referred to as senior centers or senior outreach- that provide a wide variety of events, education, services, volunteer opportunities, health and fitness and activities.



Just a small sample of what's offered includes day trips, billiards, cards & games, exercise, yoga, Intergenerational activities, art, crafts, sewing, wood carving, meals & dining out, support groups, music, massage, book clubs and much, much more. Bring your interests, experiences and camaraderie - the possibilities are indeed unbound!

For an alphabetical list of Focal Points: <https://dcdhs.com/Disability-and-Aging/Senior-Services/AAA-Contracted-Services> or feel free to contact the ADRC for more info.

## Dollars and Sense!

Do you struggle to talk about or even understand your finances? It can be a complicated topic, but there are resources to help you become more knowledgeable about your money.

UW-Madison with the Dane County UW Extension has a Financial Education Division to help people with understanding day-to-day costs, setting financial goals, planning for unexpected events and securing their financial future.

They offer a large variety of courses and informational articles on subjects such as:

- ◆ Finding affordable housing, including a “Rent Smart” course
- ◆ Building credit
- ◆ Saving for education
- ◆ Reverse mortgages
- ◆ Coping with rising costs

To access the Extension, follow this link: <https://finances.extension.wisc.edu/>



## Find Answers to Your Money Questions



The Consumer Financial Protection Bureau (CFPB), is a U.S. government agency that makes sure banks, lenders, and other financial companies treat you fairly. They are on your side through life's financial moments – and let's face it, there are a lot of financial moments in our lives!

You don't have to be an expert to help yourself and your family with money skills, habits, and planning for the future. The CFPB provides information on a wide range of money matters, and also can take consumer complaints regarding financial products, companies or services.



Do you worry about how to talk about money to your children?

Are you interested in how to save or plan buying a car? A house?

How do you best deal with credit cards?

Have a complaint about a vehicle loan, debt collection, student loan or mortgage?

All of these questions and more can be found on: [Consumer Financial Protection Bureau \(consumerfinance.gov\)](http://Consumer Financial Protection Bureau (consumerfinance.gov)) and for guidance on helping your kids or grandkids learn good management, check out: <https://www.consumerfinance.gov/consumer-tools/money-as-you-grow/> Call: (855) 411-2372 TTY/TTD: (855) 729-2372



## Need help with your benefits, but have a hearing impairment?

The **Deaf Disability Benefit Specialist** provides statewide work incentives and disability benefit services to people who are Deaf, hard of hearing or Deaf-Blind. Here are areas and programs that the Deaf Disability Benefit Specialist can help you with:

- Food Share
- Housing and Utility Issues
- Medicaid (Medical Assistance)
- Medicare, including Part D
- Low-Income Tax Credits
- Prescription Drug Assistance Program
- Private Health and Disability Insurance Issues
- Social Security Disability Income (SSDI)
- Supplemental Security Income (SSI)
- Unemployment
- Veterans' Benefits



The Deaf Benefit Specialist is located within the Regional Office for the Deaf and Hard of Hearing. Call 262-347-3045 Videophone/Telephone for assistance.



# Help Wanted: Caregiver Crisis!



Wisconsin is suffering a lack of qualified and experienced caregiver professionals to help older adults and people with disabilities remain in their homes. This lack of professional caregivers causes otherwise independent people to move into institutional care settings for help, like hospitals and nursing homes. Our shortage of caregivers to help older adults and folks with disabilities in their homes also causes strain on unpaid family caregivers.

The Capital Times reported last year that more than 1 in 4 Wisconsin caregiver jobs is unfilled.

Patti Becker, Survival Coalition co-chair and director of program operations for the Community Living Alliance, said in a statement “Wisconsin’s workforce is losing human capital because we haven’t valued the paid caregiving workforce that allows families to continue careers and jobs”.

In February 2019, Governor Evers created a “Task Force on Caregiving” to find strategies to attract and retain a strong direct care workforce and to assist families providing caregiving supports and services. Many barriers for professional caregivers have been identified, however one main challenge to expert caregivers is the low wages they receive for providing in-home care. This problem isn’t going away. The percentage of the population age 65 and older is increasing, and people with chronic conditions and disabilities are living longer, contributing to an even higher demand for paid and family caregivers in Wisconsin’s future. If you or a loved one is affected by this crisis, please write, call or send an email to your elected representatives and share your experiences or concerns about the lack of caregivers.



For more information:

<https://www.leadingagewi.org/media/113792/2022-workforce-report-7-13a.pdf>

<https://dhs.wisconsin.gov/gtfc/gtfc-report.pdf>

## New in 2023: Required Guardianship Course

Starting January, 2023 any new petitions for guardianship in Wisconsin have new requirements for proposed guardians. Before someone can be appointed as a permanent guardian over an adult ward, they must complete mandatory training and submit proof to the court that the training has been completed.

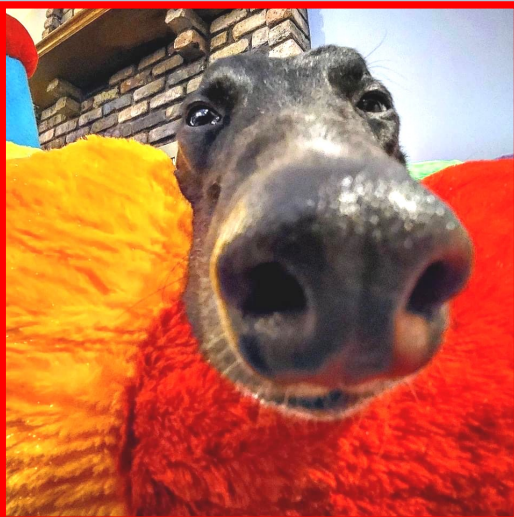


It’s hoped the informational courses will ensure that new guardians understand their duties and responsibilities, the rights of their wards and the best practices for managing the relationship. The training is required for both guardians of person or estate. It is not required of guardians of minors or corporate guardians. Existing guardians are welcome to take the training.

The University of Wisconsin - Green Bay in partnership with Wisconsin Department of Health Services, has created the training curriculum, and will track if the online course requirements are met. The training is free, self-paced and accessible 24/7. At this time, the course is only available online.

For more course information please visit: [www.uwgb.edu/guardianship-training/](http://www.uwgb.edu/guardianship-training/)

For additional questions or comments regarding the guardianship course, please contact UWGB program specialists at 920-465-2315 or [guardian@uwgb.edu](mailto:guardian@uwgb.edu)





# Over-the-Counter Hearing Aids –

## What’s the Scoop?

High-quality over-the-counter (OTC) hearing aids that are more affordable and do not require a prescription have hit the stores. But when looking for OTC aids for mild to moderate hearing loss, it helps to know a few things before you shop!

First, know if what you’re purchasing is an actual hearing aid. If you are buying on-line be aware, as many low quality and/or mislabeled devices can be found alongside high quality aids.

Here is a basic comparison:

HEARING AID DEVICES – including OTC	PERSONAL SOUND AMPLIFICATION DEVICES
<b>Medical Devices</b>	<b>Not considered Medical Devices</b>
<b>Subject to regulatory requirements</b>	<b>Not regulated</b>
<b>May be covered by insurances</b> (private, Veterans, Medicaid)	<b>Private pay</b>
<b>Medicare –No coverage</b> (except for BAHA type which is anchored in bone and is considered a prosthetic device)	
<b>Usually sold in clinics; licensed dispensers</b> (consumers may benefit from personalized service, fittings and detailed information)	<b>Usually sold in retail stores and online</b>  (Basic sales with minimal medical information)
<b>OTC: online, pharmacies, Best Buy, Walmart etc.</b>	
<b>Optimize the sounds you have trouble hearing</b>	<b>Amplifies all frequencies</b>
<b>For mild to severe hearing loss</b>	<b>For mild to moderate hearing loss</b>
<b>OTC: only for mild to moderate hearing loss</b>	
<b>More customized options</b>	<b>Few customized options</b>
<b>Usually higher cost (\$2,000 - \$7,000 average)</b>	<b>Cost varies from low to high</b>
<b>OTC: cost varies (\$99 - \$1600 average)</b>	
<b>Exam required</b>	<b>No exam needed</b>
<b>OTC: No exam needed</b>	

Hearing aids feature two main design types: Behind-the-ear (BTE) and In-the-ear (ITE). Both of these types are available for prescription and OTC aids.

Now that you know the basics of hearing aids, you can review different styles presented by Healthy Hearing: <https://www.healthyhearing.com/help/hearing-aids/types>  
But before you purchase it is best to consult an audiologist.



Considering an OTC Hearing Aid from your local pharmacy?

Don’t forget to ask the pharmacist for advice! They may be able to offer some helpful advice or recommendations.

### Other things to consider:

- What features would be most useful to me?
- What is the total cost of the hearing aid? Do the benefits of newer technologies outweigh the higher costs?
- Is there a trial period to test the hearing aids? (Most manufacturers allow a 30- to 60-day trial period during which aids can be returned for a refund.) What fees are nonrefundable if the aids are returned after the trial period?
- How long is the warranty? Can it be extended? Does the warranty cover future maintenance and repairs?
- Can the audiologist make adjustments and provide servicing and minor repairs? Will loaner aids be provided when repairs are needed?
- What support does the audiologist provide?

### Additional assistance and information:

- HLAA, OTC Hearing Aids - <https://www.hearingloss.org/hearing-help/technology/otc-hearing-aids/>
- HLAA tip sheet on OTC: <https://www.hearingloss.org/wp-content/uploads/otc-tip-sheet-print.pdf>
- Local HLAA contact: [HLAA Madison Chapter](#) - or HLAA Wisconsin Association: <https://www.hlaawi.org/>
- Financial assistance for hearing aids and hearing assistive technology for adults who are Deaf, hard of hearing, and Deaf-Blind: <https://dhs.wisconsin.gov/publications/p00591.pdf> (PDF)
- Contact For Office for the Deaf and Hard of Hearing: (855) 359-5252

## Research suggests hearing aids:



Reduce loneliness



Delay dementia



Improve quality of life

They also likely lower the **risk of falls**, and reduce the impact of **anxiety** and **depression**.



# Vision Health Month

Vision Health Month this May is a great time to raise awareness about eye health and ways to prevent vision loss. A regular eye exam by a doctor of optometry is the best way to stay on top of eye health. And if you have experienced vision loss, there are technologies from simple to complex and from low-cost to high-cost to help live effectively with vision loss.

There are two Wisconsin agencies that can help to address your needs and allow you to meet your goals of independent living:



## The Office for the Blind and Visually Impaired (OBVI)

888-879-0017 / (608)267-4038

—Regional offices throughout Wisconsin to provide rehabilitation services.

—OBVI staff visit individuals in their homes, conduct group trainings, and teach techniques and technologies for use in daily living – such as home management, personal care, orientation & mobility, and communications.

—OBVI recruits qualified vendors to create a list offering products and/or services for people who are blind, visually impaired, or deaf-blind.

## The WI Council of the Blind and Visually Impaired

(608)255-1166

—Serves south-central Wisconsin to include Dane and other nearby counties by providing advocacy, education and vision services for people who are newly diagnosed with vision loss including low vision evaluations, in-home visits and assistive technology.

—Operates *The Sharper Vision Store* where one may discuss vision needs and/or explore adaptive products.



## Here are some examples of assistive technologies that can address needs in the home, outdoors, socializing or conducting business:



**Count a Dose Syringe Filler:** accurately measures mixed doses of insulin. The unit holds two bottles that are measured into a standard Lo-Dose syringe by turning a wheel that “clicks” for each unit of insulin.



**Talking Pedometer:** this talking pedometer measures and announces steps, calories, distance, and total activity time. It also can announce the current time and has a seven-day memory. The pause function allows you to stop and resume measurement as needed.

**ClearView+ Speech:** combines video magnification and accurate text-to-speech. It allows you to enlarge materials to a more comfortable size or change the high contrast viewing modes with one master dial. To activate the speech feature, just simply touch the screen and enjoy listening to articles, letters and books. Includes 24-inch ultra-flex arm and standard color camera.



**EZC Playing Cards:** these large print playing cards are the color of the suit. Diamond and heart cards are completely red, and club and spade cards are all black. Numbers and suit symbols are white and are 1.5 inches long for easy identification.

**Check Writing Guide:** this plastic stencil fits standard sized checks to help individuals who are blind or visually impaired fill out their checks and stay within the lines. A handy tool that will fit in your checkbook.



**Large Print Keyboard (White):** this keyboard has been specifically designed for people with low vision, featuring the largest print available on keycaps and one touch internet and email buttons for easy access. This USB bold print keyboard features white keys with black print.

These are just a sampling of the many types of assistive technologies that can help manage vision loss. So don't delay, start on your way to a brighter future!



# What could we do with \$60,000,000,000?

Medicare Fraud Prevention Week focuses on the actions everyone can take to prevent Medicare fraud, errors, and abuse. Medicare Fraud Prevention Week starts on June 5, or 6/5, because most people become eligible for Medicare when they turn 65. Medicare Fraud Prevention Week is hosted by the Senior Medicare Patrol, known as the SMP.

## MEDICARE FRAUD PREVENTION WEEK

6/5-6/11



Medicare loses an estimated \$60 billion each year due to fraud, errors, and abuse, though that number is impossible to measure. Every day, issues related to these problems affect people across the country, often costing them time, money, and well-being.

Medicare-related errors contribute to this annual loss even though errors can be honest health care billing mistakes. However, repeated errors by a doctor or provider could be considered a red flag of potential fraud or abuse if not corrected. When people steal from Medicare, it hurts us all and is big business for criminals. Some common examples of fraud, errors, or abuse could include:

- Charging for services or supplies that were not provided
- Misrepresenting a diagnosis, a person’s identity, the service provided, or other facts to justify payment Prescribing or providing excessive or unnecessary tests and services

Falling prey to consumer scams or health care fraud may mean that your Medicare number has been “compromised” as a result of medical identity theft. Stealing from Medicare leaves less available funds for those needing services now, as well as, those needing Medicare in the future.

The most effective way to stop Medicare fraud from occurring is to prevent it from happening in the first place. Learning how to prevent it and then sharing what you learn with others is how Medicare beneficiaries, caregivers, family members, partners and professionals, and the whole community can participate in this week!

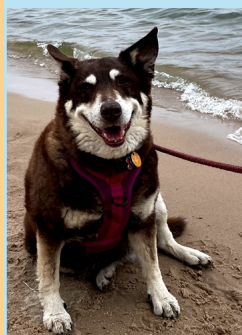
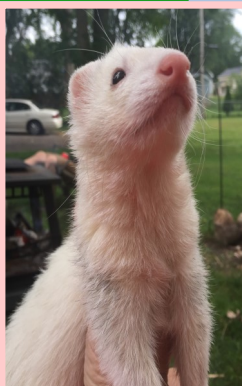
**Remember these three steps from the SMP: Prevent, Detect, Report!** Review your Medicare statements. Look for services, products, or equipment you didn’t receive, double charges, or items your doctor didn’t order. Call or email your local SMP if you believe that you have experienced health care fraud, errors, or abuse.

Contact the Wisconsin Senior Medicare Patrol at (888) 818-2611 E-mail: [smp-wi@gwaar.org](mailto:smp-wi@gwaar.org)



## HAPPY PRIDE!

Pride Month in June commemorates years of struggle for civil rights and the ongoing pursuit of equal justice under the law for the lesbian, gay, bisexual, transgender, and queer community, as well as the accomplishments of LGBTQ individuals.





**What's the Unwinding?** Ending temporary policies for public benefits established during the COVID-19 emergency, and resuming regular eligibility, enrollment, and reviews.

**Who should care?** Anyone who receives any public benefits like FoodShare or Medicaid.

**When is it happening?** The COVID-19 Pandemic Health Emergency (PHE) is ending on May 11, 2023.

**What do I need to do now?** Confirm Capital Consortium has your current address, email and phone number.

To update this information you can log into your account on [www.access.wisconsin.gov](http://www.access.wisconsin.gov) or call 888-794-5556.

- ◆ After you have confirmed your contact information is current and accurate, you should be receiving a letter which will tell you your renewal date. Keep the renewal date notification letter.
- ◆ WAIT until your renewal date to complete your renewal.

## Losing Medicaid, but did not sign up for Medicare during the Pandemic? You still have time to act!

If you qualified for Medicaid throughout the Public Health Emergency, you may not have signed up for your Medicare benefit when you became eligible. However, the Center for Medicare Services (CMS) announced a Medicare Special Enrollment Period to help individuals who did not sign up for Medicare on time but are losing Medicaid coverage. This new SEP helps promote an easy transition from Medicaid to Medicare coverage and removes Medicare late enrollment penalties. Contact your Madison Regional Social Security office at 1-866-770-2262 or the ADRC of Dane County for more information.

## Losing Medicaid Coverage?

### The Federal Marketplace may have the health insurance you need!

Are you losing the Medicaid health benefits you had during the Public Health Emergency? As the "Unwinding" takes place this year, some people may no longer qualify for Medicaid due to financial changes or other circumstances. If you won't have Medicaid or Medicare, and you need to find replacement health insurance, consider the Federal Marketplace. The Marketplace will be providing additional flexibility for eligible consumers losing Medicaid to join a Marketplace plan through an Unwinding Special Enrollment Period, March 31st - July 31st, 2023. Some plans are very affordable!

**covering Wisconsin** For local help understanding your Marketplace choices contact Covering Wisconsin: 608-261-1455.  
Connect to Care, Engage in Health

**HealthCare.gov**  
Contact [www.HealthCare.gov](http://www.HealthCare.gov)  
or call 1-800-318-2596.



The American Red Cross Home Fire Campaign helps save lives by installing free smoke alarms in homes that don't have them, and by educating people about home fire safety. Sound the Alarm is April 15 - May 12. Throughout this time, Red Cross volunteers will install free smoke alarms, create escape plans and share fire safety information.

**To schedule a smoke alarm installation:**  
[www.redcross.org/WSmokealarms](http://www.redcross.org/WSmokealarms)

or call [1-888-376-4056](tel:1-888-376-4056)

## Don't Forget These 2 Simple Steps to Help Keep Your Family Safe

### 1. Practice a 2-minute fire escape drill:

- \* Everyone in your household should know two ways to escape from each room in your home.
- \* Smoke is dangerous. Get low and go!
- \* Decide where to meet once you get outside:
- \* Get out and stay out. Never go back inside for people, pets or things.
- \* If a fire starts, you may have less than two minutes to get to safety. So time your fire drills and find out: what's your escape time?



### 2. Test your smoke alarms monthly

- \* Make sure you have working smoke alarms. Different types of smoke alarms, ionization and photoelectric, detect fire in different ways. Experts recommend having both types in your home.
- \* Change smoke alarm batteries every year unless it has a long-life battery.
- \* Replace smoke alarms every ten years.
- \* A combination of working smoke alarms and fire sprinklers decreases the risk of dying in a home fire





# Register Now!

6th Annual Older Adult Mental Health Awareness Day Symposium

May 11, 2023

CEUs offered for multiple disciplines

FREE!  
Virtual!



On May 11, the 6th annual Older Adult Mental Health Awareness Day Symposium will spotlight the needs of a population often overlooked in conversations about mental health. This free event will begin at 9 a.m. CST, with keynote speaker Montel Williams. Attendees can then enjoy the expert-packed panels on the agenda. NCOA anticipates offering free continuing education credit for several professions.

Click here to Register and [explore the full agenda on NCOA Connect](#)



## Winding Down COVID-19 Testing

With the ending of the Federal Public Health Emergency comes the closure of Public Health Madison & Dane County's Covid-19 testing site on April 14<sup>th</sup>.



At-home rapid tests will continue to be available through the Say Yes COVID Tests program until the end of May. Families can place one order per month, per household. Ten tests are included in each order.

Tests can also be purchased in stores, pharmacies, and online. Insurance companies, Medicaid (BadgerCare), and Medicare are required to reimburse up to eight tests per month, per member.

For a list of Covid-19 testing sites, visit Public Health's website:

<https://www.publichealthmdc.com/coronavirus/testing>

## May is Mental Health Awareness Month If you are in a mental health crisis: Call or Text 988



Mental Illness and the Madison Police Department:

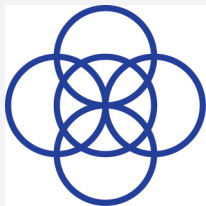
If you or a loved one are concerned about police involvement due to a Mental Health Disability, reach out to the Madison Police Department Mental Health Unit. The mission of the Madison Police Department Mental Health Unit is to provide a coordinated, professional and compassionate police response to individuals affected by mental illness and their families. The work of the MPD Mental Health Unit will reduce calls for police service related to mental illness issues and will improve safety for officers and all members of the community.

**Website:** <https://www.cityofmadison.com/police/community/mentalhealth/>

**Email:** [MHOTeam@cityofmadison.com](mailto:MHOTeam@cityofmadison.com)

**Phone:** (608) 261-5579 (desk phone, not for emergencies)

The City of Madison also launched its Community Alternative Response for Emergency Services (CARES) Team to respond to nonviolent 911 calls for mental health emergencies. If CARES is available, dispatch will send them to de-escalate mental health crises, provide treatment on scene, connect patients with appropriate mental health or medical services in the community, and divert patients from hospitals and jails.



If you or a loved one are concerned about police involvement due to an Intellectual/Developmental Disability, please reach out to the Waisman Center - Community TIES program:

**Website:** <https://cow.waisman.wisc.edu/ties/>

**Email:** [comm.training@waisman.wisc.edu](mailto:comm.training@waisman.wisc.edu)

**Phone:** 608-265-9440

Anyone needing help finding Mental Health Resources and/or Substance Use services in Dane County: call the Behavioral Health Resource Center at 608-267-2244



# Pet Wellness

As we know, pet ownership comes with so many rewards – pets are fun, entertaining and lovable. But pets are also expensive! Quality pet food, gear and even routine health care can all put a dent in your wallet. Here are a few options for keeping your pet pal safe and well, from vet care to food donations:

**Wisconsin Community Veterinary Center:** A full service, non-profit organization. They offer services such as regular walk-in vaccination clinics (\$15 for rabies or distemper shots, for example), routine wellness visits (\$30), nail trims (\$15), microchips (\$25) and even Urgent Visits for sick/injured pets (\$45). They have a full pet pharmacy, x-rays, in-house lab, dental and surgical team. In some situations, they can offer payment plans and can suggest some financial grant programs for emergencies. To schedule an appointment or for more information: call 608-224-1400 or visit [www.wicvc.org](http://www.wicvc.org) Location: 4475 Robertson Rd, Madison

**Underdog Vet Services:** Also a non-profit organization offering full service care, urgent and specialty surgeries. They also now offer Nutritional Consults with a certified pet nutritionist. Underdog Vet may be able to help if you have demonstrated financial need. Contact [www.underdogpetrescue.org/vet-clinic](http://www.underdogpetrescue.org/vet-clinic) or 608-268-7060 Location: 231 S. Fair Oaks Ave, Madison

**Madison Cat Project:** A non-profit group which offers low cost spay/neuter services for felines (with some add-on services such as vaccines, ear cleaning, nail trims, microchips, de-wormer, etc.) They also provide a cat food and supply pantry. They prefer online communication at [www.madisoncatproject.org](http://www.madisoncatproject.org)

**Dane County Humane Society:** DCHS is known for its community work helping animals find new adoptive homes and rehabilitating injured wildlife. But they also offer microchips for dogs and cats (\$25 - \$40); training classes; and guidance when pets go missing. DCHS also partners with Community Action Coalition to supply pet food and cat litter to participating Dane County food pantries. To find a participating pet food pantry call 2-1-1.

**Pets for Life:** If you live in the Madison 53713 zip code or Allied Drive neighborhood and are looking for pet food or medical treatment for your animal, Pets for Life is here to support and serve you! They provide free pet food and supplies delivered to your door, as well as some routine pet care. Contact PFL at 608-513-4262 (call or text).

**Other services:** Don't overlook "mobile" vets that can bring the care right to your pet. Although full cost, this is a great option if you don't drive or if your pet is fearful. Mobile vet clinics can also include euthanasia services, for keeping your loved pet as comfortable as possible when the time comes. There are a variety of mobile vets in the Dane County area.



**The BHRC is a community resource available to any Dane County resident**

**REGARDLESS OF:**

■ INSURANCE STATUS	■ IDENTITY
■ FINANCIAL STATUS	■ ABILITY
■ LEGAL STATUS	■ AGE

**Do you need assistance accessing mental health and/or substance use services in Dane County?**

**Phone: (608) 267-2244**  
**Email: [BHRC@countyofdane.com](mailto:BHRC@countyofdane.com)**  
**Website: [danebhrc.org](http://danebhrc.org)**  
Interpretation services are available.

## Free In-Person Welcome to Medicare Seminars

*Sponsored by Area Agency on Aging of Dane County's Elder Benefit Specialist Program*

If you are turning age 64 this year, you can get help making informed choices about your Medicare options. You'll receive accurate and detailed info from unbiased experts in benefit programs.

To Register, email [aaa@countyofdane.com](mailto:aaa@countyofdane.com)

**May 13 2023 Virtual Seminar -register by 5/5/23**

**July 15 2023 In-person, Location TBD -register by 7/7/23**

**September 16 2023 In-person, Location TBD -register by 9/8/23**

**November 11 2023 In-person Location TBD -register by 11/3/23**







# WORLD ELDER ABUSE AWARENESS DAY

Building Strong Support for Elders

## SENIOR SHREDFEST

JUNE 16, 2023

11:00AM -1:00PM

Northside Town Center Parking Lot  
1865 Northport Drive, Madison

### OPEN TO THE PUBLIC

Come and safely shred your confidential documents at a Shredfest hosted by Dane County Elder Abuse Coordinated Community Response Team, Northside Town Center, & Pellitteri Waste Systems.

Maynard, the Mallard Mascot, will be there as well!



Animal matching from page 3  
Answer key:

- Alpaca/Cria
- Beluga/Calf
- Cat/Kitten
- Eagle/Fledgling
- Fox/Kit
- Giraffe/Calf
- Goat/Kid
- Hedgehog/Piglet
- Honey Badger/Kit
- Koala/Joey
- Manatee/Calf
- Ox/Stot
- Panda/Cub
- Platypus/Puggle
- Sheep/Lamb
- Turkey/Poult
- Zebra/Colt

### Tips for managing vision changes

Vision changes can be caused by many factors. We can minimize their impact by taking care of ourselves. Jane Charlton is a Certified Vision Rehabilitation Therapist, Certified Orientation and Mobility Specialist and gave the following suggestions:

- Have regular eye exams
- Wear sunglasses whenever outdoors, don't forget your sunglasses on sunny days and cloudy days.
- Control diabetes and other health problems.
- Quit smoking. Drink alcohol only in moderation.
- Eat a healthy diet and maintain a healthy weight.

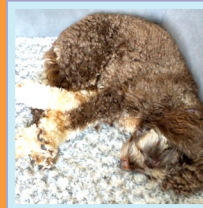
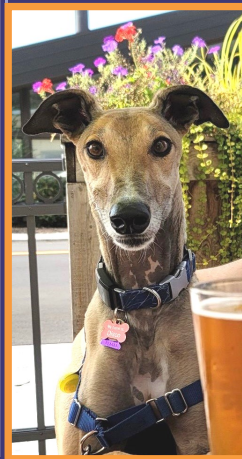
Vision tips for daily tasks:

#### 1. Use Contrast

- Use a light-colored coffee cup when pouring a dark colored liquid like coffee so you can more easily see when you are nearing the top.
- Use a dark-colored plate when serving light-colored food, and put the dark plate on a light-colored place mat.
- Try dark-colored measuring cups and spoons when measuring white ingredients like flour, sugar, and baking soda.

#### 2. Eliminate Clutter

- Return things to their assigned places to reduce frustration when you look for them the next time.



## Birding By Ear! Learning to Identify Birds without Relying on Sight

Just as unique as their coloration and shape, bird sounds come in all tunes and pitches. Identifying birds by their song is an exciting activity and skill, and any experienced bird watcher will tell you that most birding is done without actually seeing the bird, but by hearing it.

The Madison Audubon and the Wisconsin Council of the Blind & Visually Impaired are co-hosting a class, "Birding by Ear". The class is specially designed to serve those who experience vision impairment or loss, as well as individuals with full sight. This class teaches the techniques for identifying birds by close listening. Beginners or any level of birders are welcome. Class materials are available in large font or Braille.

A field trip will take place at Warner Park in northern Madison. The paths at this location are wide, relatively flat, and asphalt or packed gravel. There will be an option to join the "Sit" group, which will not walk through the park, but stay in one place.



First session: April 27, 6:00-8:00 p.m. | or | April 29, 10:00 a.m.-12:00 p.m.

Second session –Field Trip: May 6, 8:00-10:00 a.m. | or | May 11, 6:00-8:00 p.m.

Cost: \$20 per person; scholarships available – request when registering.

Link to Enroll: [Register on Madison Audubon's event page.](#)

If you have any questions, please call Kathleen Callen at (608) 237-8120 or email her at [KCallen@WCBlind.org](mailto:KCallen@WCBlind.org)



# The Sampler! Interesting Events Happening in our Community:



**What: Container Gardening**

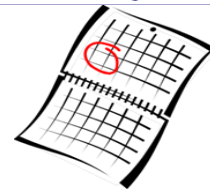
**When:** April 27, 6:30 -7:30pm

**Where:** Lakeview Library, 2845 N Sherman Ave, Madison

**Cost:** Free! Registration is required: call 608-246-4547

**Why:** Learn from a UW Extension Master Gardener how to successfully grow a container garden.

Learn about the advantages of different container types, container soils, watering and fertilizing schedules, and plants that are well suited for containers. If you live in an apartment or have limited mobility, a container garden may be for you!



**What: Inspired by Wright**

**When:** Saturday, April 29, 10am-Noon

**Where:** 1 John Nolen Dr, Madison, WI 53703

**Cost:** Admission is \$20 Contact: (608) 261-4000 [info@monona.com](mailto:info@monona.com)

**Why:** Experience Monona Terrace! Spend an hour with us on our Monona Terrace Tour and learn the history of Wright's "dream civic center" project for his hometown of Madison. Discover Wright's trademarks of dramatic open spaces, strong geometric forms, and breathtaking views of Lake Monona. This inspirational tour will appeal to everyone. <https://www.mononaterrace.com/experience-monona-terrace/tours-and-education/#essential>



**What: Dane County Farmer's Market**

**When:** Saturdays April 15 through November 11, 2023 from 6:15 AM – 1:45 PM

**Where:** Capitol Square Downtown Madison\* with \*July 8 Market at Breese Stevens Field

**Why:** Farm fresh produce, flowers, products, pastries and more!



**What: National Trails Day Celebration**

**When:** Saturday, June 3, 11:00am – 4:00 pm

**Where:** Capital City Trail/Lower Yahara River Trail Trailhead (3102 Lake Farm Road, Madison)

**Why:** Celebrate National Trails Day! Whether by foot, bike, horse, ATV or watercraft, Wisconsin has thousands of miles of trails to enjoy. This is also "Fee-Free" weekend so all admission and trail fees are waived at state parks, forests & trails.

**What: LOV @ the Movies** (Living Our Vision Inclusively)

**When:** April 16 12:00 pm – 4:00 pm

**Where:** Marcus Point Cinema, 7825 Big Sky Dr. Madison

**Cost:** discounted group tickets will be \$8 each

**Why:** LOV @ the Movies is a monthly, social group for adults with disabilities, their friends, parents, and caregivers.

Now hosted by LOV parents Kevin McPherson & Syrus Soltaninassab. Contact Kevin McPherson at [kevinjmcpherson@gmail.com](mailto:kevinjmcpherson@gmail.com) for details.



**What: 2023 Native Plant Sale**

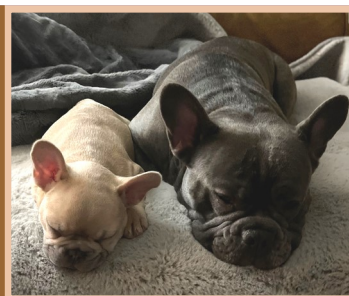
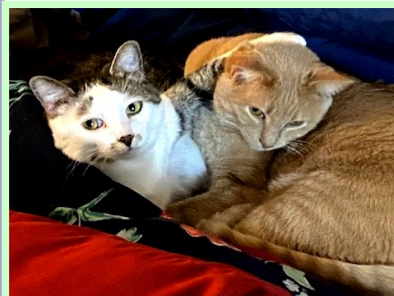
**When:** May 20, 2023, 10 A.M.–2 P.M. (or when plants sell out)

**Where:** UW Arboretum, 1207 Seminole Highway, Madison. Visitor Center (look for big tent)

**Cost:** Free to attend. Native plant prices vary.

**Why:** To encourage gardening for all with the goal of re-establishing native species that help define Wisconsin's ecosystems and support its indigenous wildlife. Proceeds help support the UW-Madison Arboretum's work and mission.

There is accessible parking and an accessible path through the Native Plant Garden [Native Plant Garden \(map PDF\)](#) near the building.







## ADRC staff reflect on how our pets enhance our lives.

There was a bit of excitement over here at the ADRC when we decided to do another pet edition. Anticipation buzzed for all the adorable animal pics we'd be able to enjoy and share with you. We hope they bring a brightness and joy to your day. Along with the pictures, a revelation of what they mean in our lives also began to make itself clear. Whether they are 11 weeks or 11 years, furry or housed in a shell, our lives are better because we have pets!

Here are a few tidbits about some of the animals throughout this issue:

**Maddie**—a Black Lab with a hint of Springer Spaniel loves being in nature, ear and belly rubs and having her nails done. She brings smiles and a calming presence to her family. **Ricky** and **Lucy** were rescue kittens who love spending time on their screened in porch enjoying the flowers and wildlife in their back yard and bringing a ton of joy to their family. **Zelly** is a Swedish Vallhund puppy who loves people and will be trained as a therapy dog to visit older adults and children. She is a source of joy and fun for her family as well. **Dexter** turns 11 this year, and still acts like a puppy the majority of the time. His favorite thing is snuggling (when he is not stealing food off the table). **Harris** has never ending energy, **Copper** is the instigator of all trouble between the two. They provide unconditional love and never ending cuddles and laughs. Their girls call them their "support animals" as they help them feel calm after a stressful day. They can't wait to get home after school to play and cuddle with them. **Macchi** also loves to cuddle, and is currently adjusting to not being the "baby" in the house anymore. Her favorite toys are the squeaky tennis balls! **Echo** is a cuddle bug who is always at her mom's side. Her sister **Luna** goes from window to window looking for squirrels. **Penny** loves being called Princess Penny-Wenny by her girls. **Della** is very bossy and she demands way too many treats, but she is still her mom's baby!

We hope this issue brings you a smile as you reflect on animals you have known and loved.



## FREE WASH & DRY at LAUNDRY LOVE!

9:00 - 11:00 AM

3rd Tuesday of each month  
@Mound Street Laundromat  
1306 Mound St. Madison WI



- Sign in with a Laundry Love team member starting at 9:00am (first come, first serve / no preloading machines)
- Three (3) load limit per individual/family
- You will load your clothes/bedding into machines
- Laundry detergent is available at no charge
- When you are ready, a team member will insert money and start washing machine
- Grab a cup of coffee and enjoy conversation with the group!
- When your wash is finished, you will transfer your clothes to a dryer
- A team member will insert money and begin the dryer
- You will check to see if more drying time is needed.
- LAST LOAD(S) in by 10:30AM

Service coordinated by  
Neighborhood House Community Center  
info@neighborhoodhousemadison.org  
(608) 255-5337



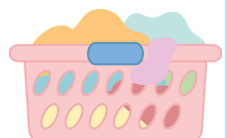
McCabe's ideas for movies about animals and second chances.

1. Fly Away Home
2. Charlotte's Web
3. Free Willy
4. Black Beauty (1994 film)
5. Happy Feet
6. Adventures Of The Wilderness Family
7. Wildcat (2022 documentary film)
8. Homeward Bound
9. Dolphin Tale
10. Seabiscuit



McCabe's at The Movies

Did you ever think that you don't *HAVE TO* wash you own laundry? What am I talking about?! I'm suggesting you could use a *laundry service*! There are multiple laundry service agencies for hire in the Dane County area who can pick up, wash and bring back you clean laundry. Many of these agencies charge reasonable fees to do your laundry. Call the ADRC for more info, and have fun *NOT* doing laundry.





**WE  
THE  
PEOPLE**



## Get your Free Wisconsin ID

Any Wisconsin resident who does not presently hold a valid driver license (from Wisconsin or another jurisdiction) may apply for an ID card. You may not hold a valid driver license and an ID card at the same time. If you hold a valid driver license and wish to obtain an ID card, you will be required to surrender your driver license and driving privilege. There is no age limit to apply for an ID card.

When applying for an original ID card you must visit a [DMV customer service center](#), complete a Wisconsin Identification Card (ID) application [MV3004](#) and provide:

- [Proof of name and date of birth](#), for example, a certified U.S. birth certificate, valid passport or certificate of naturalization.
- [Proof of identity](#) (usually a document with a signature or photo).
- [Proof of Wisconsin residency](#).
- [Proof of U.S. citizenship, legal permanent resident status, legal conditional resident status or legal temporary visitor status](#).
- Your social security number.

**Note:** If you have held a driver license in the past eight years and now wish to apply for an original ID card, you may be eligible to [apply online](#) or at a DMV service center ([proof of identity](#) is required).

An [ID Petition Process](#) is available if fees arise in order to obtain a free ID card for voting. This petition process is available for applicants unable to provide proof of name and date of birth, United States citizenship, identity, or other required documentation.



## Volunteer Spotlight: Dane County Humane Society

The Dane County Humane Society (DCHS) has many volunteer positions available. From in-shelter support to at-home foster care, the DCHS looks forward to helping you find a volunteer role that matches your skills, interests and schedule.

DCHS has volunteer positions that range from a Pet Profile Writer to Adoption Assistant to Animal Care & Comfort to volunteering in their Thrift Store. The volunteer opportunities are abundant and diverse!

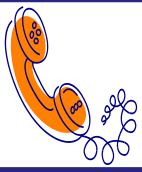
If volunteering in person isn't something you are interested in, here are some other ways to support DCHS:

- Monetary gifts/donations
- DCHS accepts donations of the following new or gently used items:
  - Towels, wash cloths, hand towels
  - Flat sheets and pillowcases
  - Rugs smaller than 4' x 6'
  - Opened or unopened bags of pet food
  - Leftover medications that are not controlled substances
  - Dog/cat toys
  - Kongs
  - Leashes, collars and harnesses
- DCHS also has a Wish List of items that you can purchase  
[https://www.giveshelter.org/assets/documents/Wish\\_List\\_2022.pdf](https://www.giveshelter.org/assets/documents/Wish_List_2022.pdf)

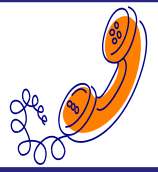


**DANE COUNTY  
HUMANE SOCIETY**

\*If you wish to volunteer with DCHS, please keep in mind that there are volunteer requirements for almost all positions. For a full list of volunteer opportunities and ways to support DCHS, visit their website: <https://www.giveshelter.org/how-to-help/volunteer>



# I Called the ADRC!



I&A Emily received a phone call from Bernice and her daughter Mary. Mary had been nudging Bernice to call the ADRC as she had heard about the ADRC from a colleague of hers. Mary thought Bernice would benefit from connecting with the ADRC to learn about local resources and wondered if Bernice would qualify for any public benefit programs. Bernice was hesitant to reach out but ultimately decided she would call if her daughter was also on the phone with her.

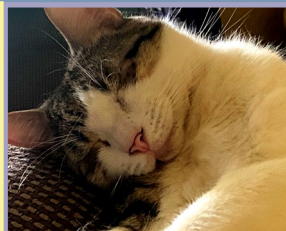
I&A Emily provided an overview of ADRC services and resources over the phone. Bernice couldn't believe all the information that was being discussed and was happy her daughter pushed her to call. After a benefits checkup was completed, where I&A Emily asked Bernice about her income and assets, Bernice realized she would be eligible for FoodShare benefits. Bernice thought having assistance with grocery bills would help her tremendously. I&A Emily offered to assist Bernice with the FoodShare application, which can be completed over the phone. Bernice agreed but wanted to schedule it for another day as she had an appointment she needed to get to.

A few days later I&A Emily called Bernice to assist her with the FoodShare application. A three way phone call was made to the Capital Consortium where they asked Bernice about her income, medical and living expenses. After the application and interview was complete Bernice had to submit proof of her income to Capital Consortium in order to receive her FoodShare or Quest Card. Bernice made sure to get this information to the Capital Consortium as soon as possible.

Once the Capital Consortium received Bernice's proof of income they processed that information and Bernice was approved. Bernice received her Quest Card a short time after via mail.

Since her first phone call to the ADRC, Bernice has felt more comfortable asking for help and has connected others to the ADRC. Bernice is thankful for the service the ADRC provides.

If you or someone you know is needing assistance or is interested in a benefits checkup, call the ADRC!



## Madison Public Library's Seed Library Returns

Madison Public Library's popular Seed Library program is back! Select library locations offer free seeds for visitors throughout the spring, summer and fall. "We wanted a fun way to support sustainability, as we know it's something our patrons care deeply about," said Rachel Davidson, Librarian at Sequoya Library. "We hope they enjoy and use this free collection to start conversations with their neighbors, brighten their backyards, and make our community as a whole a more beautiful place."

Visitors at participating libraries may pick up vegetable, fruit, herb and flower seeds throughout the spring and summer, and native Wisconsin plants this fall. Free seeds are available at the following libraries:

- [Goodman South Library](#) [2222 S. Park St]
- [Lakeview Library](#) [2845 N. Sherman Ave]
- [Meadowridge Library](#) [5726 Raymond Rd]
- [Pinney Library](#) [516 Cottage Grove Rd]
- [Sequoya Library](#) [4340 Tokay Blvd]

Learn more about Madison Public Library's Seed Library and see the full list of seed varieties available at [madpl.org/seedlibrary](http://madpl.org/seedlibrary).





## Don't miss the bus – Madison Metro is getting faster!

Madison Metro is undergoing a transformation with the addition of Bus Rapid Transit (BRT) to their services. Bus rapid transit (BRT) is a frequent, faster, and more reliable bus system that uses larger buses to transport more riders. BRT's features include frequent all-day service and direct routes with fewer stops. It utilizes special traffic signals to help buses get through intersections faster, dedicated bus lanes, and stations with off-board fare payment kiosks. While the full BRT kick-off is still about a year away, there will be changes to existing routes starting on Sunday June 11, 2023.

In preparation for the Bus Rapid Transit (BRT) change, the ADRC of Dane County interviewed Madison Metro:

**Question: Will people in wheelchairs be able to access BRT as they currently do in our system?**

**Answer:** Yes, people in wheelchairs will be able to access BRT vehicles as they currently do. We will be holding training sessions before we bring the stations online, where people can come check out the station and our new vehicles. We will put the word out, but if people want to keep track of the project, they can sign up for email and text alerts at [www.mymetrobus.com/alerts](http://www.mymetrobus.com/alerts)

**Q: For folks with cognitive concerns, will the out-of-bus payment stations have simple instructions for use?**

A: Yes, it will have simple instructions, and we will have staff available to provide training. There will also continue to be a number of other ways to purchase fares such as at an outlet, at Metro, or through the mail in a similar way as we do now.

**Q: If someone has trouble with using the purchase point, will there be help for them?**

A: Yes, when this starts out, we plan to have staff at all BRT stations and other important boarding areas through the system.

**Q: Will pay stations be accessible for those with vision loss?**

A: Yes, they will be ADA accessible.

**Q: Will stops pop up on signage for those with hearing concerns?**

A: Yes, just like our signage operates now.

**Q: Has any research been done on the interaction of BRT and Paratransit rides – getting people to appointments quicker, an increase/decrease in paratransit riders?**

A: Unfortunately, these are two different systems, and it's more challenging to make these kind of improvements on paratransit. That being said, we are encouraging people to think of specific suggestions on how paratransit service can be improved and either bring their suggestions/concerns to their alders or to our oversight Transportation Commission. Comments on agenda items can be sent to [TransportationCommission@cityofmadison.com](mailto:TransportationCommission@cityofmadison.com).

Happy Riding!

If you have any questions on Metro's redesign, please contact customer service center at (608) 266-4466 or email [mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com).

Links for more information:

New route map: [https://www.cityofmadison.com/metro/documents/brt/Madison\\_BRT\\_92122.pdf](https://www.cityofmadison.com/metro/documents/brt/Madison_BRT_92122.pdf)

Madison Metro FAQ page: <https://www.cityofmadison.com/metro/routes-schedules/transit-network-redesign/frequently-asked-questions-on-new-service>

Complete information can also be found at <https://www.cityofmadison.com/metro/routes-schedules/transit-network-redesign>



## NEW Service Starts Sunday, June 11!

### Complete Update to ALL Metro Routes Coming in June!

### Completely NEW Metro routes, maps and schedules go into effect on Sunday, June 11.

This will be a soft launch to see if there are any issues with how service operates on the road. Minor service tweaks and fixes will then roll out the last week in August.



2865 North Sherman Avenue  
Madison, WI 53704



**The Mission of the ADRC**

To support seniors, adults with disabilities, their families and caregivers by providing useful information, assistance and education on community services and long-term care options and by serving as the single entry point for publicly funded long-term care services while at all times respecting the rights, dignity and preference of the individual.

**CALL- EMAIL-STOP IN-REQUEST A ZOOM VISIT**

**HOURS: MONDAY - FRIDAY 7:45 A.M. - 4:30 P.M.**

**OTHER HOURS BY APPOINTMENT**

**BILINGUAL STAFF & INTERPRETERS AVAILABLE UPON REQUEST**

Web: [www.daneadrc.org](http://www.daneadrc.org)

Email: [adrc@countyofdane.com](mailto:adrc@countyofdane.com)

Phone: 608-240-7400

TTY: 608-240-7404

FAX: 608-240-7401

Toll Free: 1-855-417-6892

**Our Experts can help you with information about:**

- ◆ Assisted Living & Nursing Home Options
- ◆ Caregiver Supports
- ◆ Housing Options
- ◆ In-Home Personal Care
- ◆ Meals & Nutrition Programs
- ◆ Energy Assistance
- ◆ Legal Resources
- ◆ Respite Care
- ◆ Social Security, Medicare, Medicaid
- ◆ Support Groups
- ◆ And Much More...

**Our Services are Free & Confidential !**

If you would like to receive our newsletter by email, please contact us at [adrc@countyofdane.com](mailto:adrc@countyofdane.com)