

**DEPARTMENT ON AGING & RESOURCE CENTER
2007 Annual Report**

Mission statement: The Eau Claire County Department on Aging & Resource Center is the policy, planning, and community organizing focal point for activities related to the elderly in Eau Claire County. The Department seeks to identify and represent the views, interests, and concerns of older people and inform the public and other agencies of these identified needs and concerns. The Department informs the older person of benefits and services available and endeavors to seek out individuals and other agencies to assist in providing these services.

Current staff:

1.0 FTE Director	1.0 FTE Nutrition Program Supervisor
1.0 FTE Office Associate 5	1 FTE Office Associate 2
1.5 FTE Elderly Benefit Specialists (2)	375 FTE Office Associate 1
1.0 FTE Family Caregiver Coordinator	1.125 FTE Delivery Workers (3)
1.0 FTE Volunteer Services Coordinator	1.75 FTE Meal Site Workers (4)
.5 FTE Information & Assistance Specialist	<i>(.34 FTE Finance Dept. Accounting Clerk 3)</i>
Total: 11.25 FTE	

2007 BUDGET AND EXPENDITURE SUMMARY

Revenue	Budget	Actual
State and Federal Grants	\$522,424.22	\$527,645.34
County Levy	237,629.00	236,328.06
Service Donations	267,500.00	246,939.57
Third Party Payments	232,994.00	350,090.55
Interest	6,166.00	9,678.00
Fund Raising	<u>2,000.00</u>	<u>1,739.87</u>
Total	\$1,268,713.22	\$1,372,421.39
Expenses		
Personnel	\$634,410.19	\$614,358.31
Meal Service	397,431.00	501,411.74
Supportive Services	149,899.00	138,725.24
Operating Expenses	<u>86,973.03</u>	<u>58,994.37</u>
Total	\$1,268,713.22	\$1,313,489.66

2007 DEPARTMENT ACTIVITIES

Information and assistance is provided to older people and their families, regardless of income.

- 4,236 information and assistance telephone and in person inquiries were answered by staff in 2007. Inquiries included requests for information on housing, transportation, Power of Attorney for Health Care, Social Security, Medicare, and a wide variety of other programs and benefits. The Department on Aging & Resource Center has a toll free number, TTY service, a web site with an email option, and does not have voice mail, which all help to make services easily accessible.

- 1,500 “Answers for Older Adults” Service Directories and 800 Assisted Living and Nursing Home Options, Subsidized and Non-Subsidized Apartments, and a Summary of Public Benefit Programs booklets were distributed during home visits, mailed by request, and taken by visitors to the Resource Center.

Outreach and Marketing activities are planned to increase visibility of the Department on Aging & Resource Center and improve access to services. Staff members offer services in locations other than the Courthouse including: Augusta and LE Phillips Senior Centers, housing facilities, support group meetings, churches, clinics, businesses, and in the homes of older people throughout Eau Claire County. Programs and services are promoted in all area media including the monthly Senior Review paper with a circulation of 5,200.

- 18,669 individuals attended or received information at 657 different presentations and events sponsored by the Department on Aging & Resource Center in 2007.
- The Department on Aging & Resource Center web site was updated and expanded in 2007. www.co.eau-claire.wi.us/AgingDepartment/index One of our most popular pages, housing options, includes pictures and contact information to assist individuals and their families sort through the various Assisted Living, nursing home, and other options available to them in Eau Claire County.
- Continued to organize and sponsor quarterly “Aging Information & Exchange” meetings to facilitate networking among community agencies working with older people.
- In partnership with the City County Health Department, a Department on Aging & Resource Center display was set up at the flu clinics throughout the county.
- Continued as members of the Chippewa Valley CARE Coalition, a local professional group providing community outreach and education relating to end-of-life care issues.

Elderly Benefit Specialist Program As we age, we will all receive help from various government benefit programs such as Medicare, Medical Assistance, Social Security, and others. Signing up for and understanding the benefits offered by these programs can be difficult and confusing. The Benefit Specialist Program is a federal and state mandated advocacy program designed to provide older people with information on eligibility, application, and if needed, assistance with appealing denials and determinations. Benefit Specialists receive in-depth, ongoing training in the areas of benefit and entitlement programs as well as other legal issues affecting older people. Legal back up is provided through the Elder Law Center in Madison.

The Benefit Specialists provide accurate, current information on a comprehensive array of private and government benefits including Medicare, Medical Assistance, Social Security, SeniorCare, private health insurances, Homestead Tax, food share (food stamps), and long term care options counseling. The Benefit Specialists also provide information and advocacy on consumer rights and assistance with preparing and filing complaints, grievances, and appeals. Much of the counseling is done individually either at the Resource Center or in the older person’s home. In 2007, the Benefit Specialists provided counseling to 387 individuals.

Staff presented at the “Wisconsin Elder Law 2007” program sponsored by Health Education Continuing Education Network. Staff have also begun offering a new “Age 65 and Medicare” presentation twice each month to provide information to individuals planning for retirement. A

challenge will be improving our ability to educate the Hmong population (at retirement age) about the Medicare and other health care options and choices they must consider.

The Medicare Part D prescription drug program and Medicare Advantage Plans continue to generate numerous calls and visitors for the Elderly Benefit Specialists.

The **Family Caregiver Support Program** provides information on community services and resources, long-term care options counseling, community presentations, and funding for respite, home modification, and adaptive equipment.

- 91 in-home and office visits were completed for caregivers in 2007.
- Funding was provided to 25 families caring for loved ones with Alzheimer's disease or needing respite.
- Continued sponsoring the monthly Family Caregiver Support Group.
- Continued membership in the Chippewa Valley Family Caregiving Alliance, a partnership of agencies in Eau Claire, Chippewa, Barron and Dunn counties that provide advocacy, resources and educational opportunities for caregivers including the annual Caring for the Caregiver conference in collaboration with Sacred Heart Hospital Center for Healthy Living. Over 100 people attended this event and over 140 attended the Caregiver Resource Fair and Town Hall Meeting held at Peace Lutheran Church.
- Continued working with area clinics and hospitals to provide caregiving resource packets.

Health Promotion and Disease Prevention Programs

- The Department on Aging & Resource Center is represented in the local Health Literacy Initiative. The purpose of this initiative is to provide community education in order to improve communication between health care providers and consumers, improve health care delivery, and decrease health care cost.
- Continued the Stanford University evidence based Chronic Disease Self Management Course: a six-week program for people with chronic illness that teaches symptom management and effective communication with physicians. We are reimbursed through an Area Agency on Aging prevention grant to provide this program.
- 631 people attended 26 presentations given by staff on topics of health promotion and disease prevention and 66 older people received individual nutrition counseling in 2007.
- Through a prevention grant and in collaboration with the Buffalo County Department on Aging, we offered the evidence based "Stepping On" Fall Prevention Program. Two classes were offered in 2007 and there is presently a waiting list for the class.
- Continued to offer the in-home Step-by-Step Fall Prevention program that combines balance testing, strength training, environmental assessment, and tips on what to do if you fall. Referrals for this program come from clinics, hospitals and Meals on Wheels assessments.
- Continued medication management services.
- Continued Medical Nutrition Therapy for people with diabetes and kidney disease.

Meals on Wheels/Nutrition Program A total of 120,580 meals were served in 2007, a 16% increase from 2006.

- Six congregate meals sites served meals at lunchtime Monday through Friday. Site locations: Eau Claire- LE Phillips Senior Center, VFW Post 305, and Park Tower and St Johns Apartments, Augusta Senior Center, and Fairchild- Our Family Cafe.
- Meals on Wheels were delivered Monday through Friday, at lunchtime, to homebound individuals throughout Eau Claire County and in a limited area of Chippewa County. Demand for Meals on Wheels service increased dramatically from an average of 390 meals delivered each day in January to 472 each day by the end of 2007.
- 38% of the people served needed therapeutic diets and 24% more than one meal per day.
- 23% of meals were delivered to people living outside of the city of Eau Claire.
- 800 Emergency Food Packs containing enough shelf-stable food for four meals were assembled and delivered for use when Meals on Wheels are cancelled due to weather.
- 305 birthday cakes were delivered to individuals on Meals on Wheels, 52 of them to people age 90+ and 2 to people 100+.
- 233 Senior Farmers' Market Nutrition Program applications were completed.
- 758 cases of Nestle Carnation Instant Breakfast supplement were distributed to individuals needing additional nutritional support..

Volunteer Program Volunteers are recruited, trained, and recognized for their assistance at meal sites, in-home visits, and delivery of Meals on Wheels, Emergency Food Packs, liquid supplements, and the Senior Review newspaper.

- 530 individuals volunteered 18,449 hours for Department on Aging & Resource Center programs in 2007.
- 91 new volunteers were recruited and trained.
- 23 groups volunteer to deliver meals including: American Title & Abstract; Eau Claire City Hall; Eau Claire County, Fed Ex; Clearwater and Noon Kiwanis Clubs; Lutheran Social Services; Oak Gardens Assisted Living; PEO Sisterhood- Chapter CH; Seymour Lions Club; Social Security Administration; Sterling Water-Culligan; Xcel Energy; and a number of churches and schools throughout the county.

Supportive Services Programs

- 2007 was the last year we collaborated with the County Housing Authority on the HOPE for the Elderly Housing Program. Because this grant expired, individuals were provided options counseling and transitioned to other long-term care programs.
- We continued to contract with Northwest Wisconsin HomeCare and Triniteam Caregivers for a variety of services for people who “fall through the cracks” and don't qualify for low-income assistance yet cannot afford these long-term care services. 2007 was the first year we requested donations from the people receiving these services and a total of \$3,631.00 was collected in donations and used to provide more service.
- We continue to contract with LE Phillips and Augusta Senior Centers for outreach site services and to support center programs.
- Our contract with the Department of Human Services to provide outreach for the Energy Assistance Program ended in January 2007.
- We continued to partner with Dunn, Chippewa, and Barron counties and the Alzheimer's Association for the early Alzheimer intervention program, Memory Care Connections.

GOALS AND CHALLENGES

The **Resource Center** will continue to be promoted to older people, their families, and community agencies through ongoing marketing, public education, and outreach activities.

- A total of four staff members have achieved the Certified Information & Referral Specialist certification through the National Alliance of Information & Referral Systems.
- We shared our resource database with Great Rivers 211 service and will continue to work closely with them as the Aging & Disability Resource Center develops.

Continue participating in the **Performance Budget Pilot Program**.

Continue to explore additional funding options including:

- Requesting donations for all Older Americans Act programs.
- Full payment for meals served to Medicaid eligible individuals.
- Community contributions for Emergency Food Packs.
- eCivis Grants Locator.
- Aging & Disability Resource Center prevention grants.
- Medicaid match for time reporting in the Aging & Disability Resource Center.

Continue to evaluate options to decrease program costs including:

- Expand and promote the web site to minimize staff time with phone calls and mailing and printing costs. This will become even more important as these activities increase with the opening of the Aging & Disability Resource Center.
- Continue innovative methods of volunteer recruitment and retention to maintain the numbers of volunteers needed to deliver increasing numbers of Meals on Wheels in a cost effective manner.

Aging & Disability Resource Center “ADRC” development:

- Continue working with the Department of Human Services toward the July 1, 2008 ADRC “grand opening” date.
- Continue to provide educational opportunities for the new ADRC board
- Continue attending long-term care reform planning meetings and state sponsored trainings as Family Care is implemented in Wisconsin.
- Keep up to date on what is happening with Chippewa and Dunn Counties as they open their ADRCs and begin transitioning their Human Services waiver cases and wait lists into Community Health Partnership in May 2008.
- Continue to assess staff training needs and provide opportunities for skill development. Current Department on Aging & Resource Center staff have extensive experience with operating a Resource Center and working with older people who are disabled, but will need to expand that knowledge to the younger population with disabilities.
- Work on building relationships with additional community organizations including the schools in order to effectively serve young adults with disabilities transitioning to the adult long-term care system.
- Continue working to provide educational opportunities for area support groups, schools, and other organizations interested in ADRC development.