



*“Helping You Put the Pieces Together”*

Mission: *To help people age 60+ and adults with disabilities secure needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life.*

Current staffing in the department:

- Dorothy Moen, Director (1.0 FTE)
- Jennifer Owen, Options Counselor Supervisor (1.0 FTE)
- Sue Eder, Dana Greicar, Jill Sommerfeld, Lisa Wells, Options Counselors (4.0 FTE)
- Sue Brown, Janet Lesniewski, Elderly Benefit Specialists (1.625 FTE)
- Jim Coldwell, Melissa Wendtland, Disability Benefit Specialists (2.0 FTE)
- Mary Berg, Lindi Engedal, Marlene Rud, Office Associates (3.0 FTE)
- Ruth Kilness, Nutrition Program Supervisor (1.0 FTE)
- Lisa Ehr, Information & Assistance Specialist (.75 FTE)
- Debbi Johnson, Volunteer Coordinator (1.0 FTE)
- Diana Bryan-Baker, Diane Froseth, Kim Johnson, Kris Moore, Meal Site Workers (1.475 FTE)
- Kris Bertrand, Cleo Carpenter, Jerry Carpenter, Doug Salter, Delivery Workers (1.5 FTE)

24 total employees

18.35 total FTEs

**2010 Revenue and Expenditure Summary**

	<b>2010 Budget</b>	<b>2010 Actual</b>
<b>Expenditures:</b>		
Personnel	\$1,274,103	\$1,364,772
Meals	\$547,180	\$501,944
Services & Supplies	367,439	248,632
Equipment	23,250	17,912
Capital Improvement	21,000	13,962
<b>Total Expenditures</b>	<b>\$2,232,972</b>	<b>\$2,147,222</b>
<b>Revenues:</b>		
Federal/State Grants	\$1,106,126	\$1,113,565
Federal Medicaid Match	\$338,069	\$370,684
Meal Donations, Charges & Fees	717,862	590,499
Interest and Fundraisers	4,200	1,449
Fund Balance Applied	5,000	50,151
<b>Property Tax Levy</b>	<b>61,715</b>	<b>30,700</b>
<b>Total Revenues</b>	<b>\$2,232,972</b>	<b>\$2,157,048</b>

<b>Priority #1 Information &amp; Counseling Programs</b>		Budget	Levy			FTE's
		\$734,077	\$26,715			8.34
<p>This program provides a central source of information about a broad range of community resources and benefits of interest to people age 60+ and adults with disabilities of all incomes and their caregivers. ADRC customers are helped to understand the various short and long term care options and benefits available, use their personal resources wisely, and delay or reduce the demand for public funding for services.</p>						
<b>OUTPUTS</b>						
			<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	
Information & assistance & long-term care options counseling visits:			N/A	3,718	5,392 (45%)	
Publicly funded long term care enrollments:			99 (Jul-Dec)	290	387 (33%)	
Nursing Home Relocations:			4 (Jul-Dec)	33	34	
Disability Benefit Specialist cases:			55 (Jul-Dec)	291	454 (56%)	
Elderly Benefit Specialist cases:			553	557	1,085 (95%)	
<b><u>Performance Goal</u></b>	<b><u>Outcome Measures</u></b>	<b><u>Benchmark</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	
To provide ADRC customers with reliable and objective information so that they can access services and make informed choices about their short and long-term care options.	95% of ADRC customers completing satisfaction surveys will report services provided were helpful and met their needs for making informed choices about short and long-term care options.	95%	N/A	97%	99%	
To provide ADRC customers with assistance in understanding and accessing public and private benefits.	95% of ADRC customers completing satisfaction surveys will report the service provided by the Elderly and Disability Benefit Specialists helped them understand and access public and/or private benefits.	95%	99%	100%	96%	
Operate program within budget.	100% of net expenses/revenues will come in within budget amount.	100%	100%	100%	100%	

<b>Priority #2 Elderly Nutrition Program</b>		<b>Budget</b>	<b>Levy</b>	<b>FTE's</b>	
		\$1,029,862	\$0	6.68	
The program includes Meals on Wheels delivered throughout the county and five Senior Dining sites located at the Eau Claire and Augusta Senior Centers, Park Tower and St Johns Apartments in Eau Claire, and the Empty Pockets Cafe in Fairchild. Also included are the Senior Farmer's Market Voucher Program, liquid nutritional supplements, and the large volunteer program that supports all of these services.					
<b>OUTPUTS</b>					
		<b>2008</b>	<b>2009</b>	<b>2010</b>	
Congregate meals served:		29,502	22,952	22,983	
Meals on Wheels delivered:		113,782	103,427	87,479 (15%)	
People served:		2,089	1,785	1,709	
Cases of Liquid Supplements distributed:		568	832	877	
Emergency Food Packs delivered:		900	990	751	
Senior Farmers Market Nutrition Program vouchers issued:		298	288	288	
Total number of volunteers:		545	512	478	
New volunteers recruited, screened, and trained:		106	72	50	
Hours donated by volunteers:		18,089	17,487	16,772	
<b><u>Performance Goal</u></b>	<b><u>Outcome Measures</u></b>	<b><u>Benchmark</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>
To make high quality Nutrition Program services available to eligible individuals, countywide.	85% of program participants responding to semiannual satisfaction surveys will indicate meal and service quality is very good to excellent.	85%	96%	98%	85%
	100% of individuals requesting Meals on Wheels will receive service within 48 hours of the requested start date.	100%	N/A	100%	99%
To ensure an adequate number of trained volunteers are available to keep program costs down and meet increasing demand for Meals on Wheels.	90% of all Meals on Wheels routes will be delivered by volunteers.	90%	N/A	94%	99%
Operate program within budget	100% of net expenses/revenues will come in within budget amount.	100%	100%	100%	100%

<b>Priority #3 Evidence Based and Other Prevention Programs</b>		Budget	Levy		FTE's
		\$31,312	\$0		0.30
This program includes a number of evidence based programs: Stanford University Chronic Disease Self Management "Living Well", Stepping On Fall Prevention, Medication Management Information Systems, Powerful Tools for Caregivers, and Memory Care Connections. Other prevention programs include: in home fall prevention screening and education, memory screening and referral, nutrition risk screening and counseling, and nutrition education activities.					
<b>OUTPUTS</b>					
		<b>2008</b>	<b>2009</b>	<b>2010</b>	
Individuals participating in evidence based programs:		14	15	25	
Number of people attending group educational presentations:		111	335	441	
Total Nutrition Risk Screens completed:		591	1,230	1,169	
Number of individuals found to be at high risk on Nutrition Screen:		98	236	161	
Nutrition Counseling sessions:		86	107	57	
Number of Memory Screens completed:		21	6	8	
<b><u>Performance Goal</u></b>	<b><u>Outcome Measures</u></b>	<b><u>Benchmark</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>
To provide classes, risk screenings, counseling and education to ADRC customers in order to promote healthy practices and strategies for chronic disease management, fall prevention, and caregiving.	95% of individuals responding to post presentation surveys will indicate the information and education provided met or exceeded their expectations	95%	100%	100%	100%
	100% of Caregiving class participants responding to the survey will report an increase in confidence with dealing with increasing needs of the person they are caring for.	100%	100%	100%	100%
	95% of individuals receiving a memory screen, who show possible memory impairment, will give permission for their screen to be sent to their physician.	95%	NA	100%	75%
To offer Nutrition Risk Screens and provide counseling to individuals determined to be at high risk for nutrition related problems.	80% of individuals receiving a nutrition risk follow up screen who scored high on their initial screen will maintain or improve their risk score on the follow up screen.	80%	100%	91%	85%
Operate program within budget.	100% of net expenses/ revenues will come in within budget amount.	100%	100%	100%	100%

<b>Priority #4 Eligibility Determination Program</b>		Budget	Levy			FTE's
		\$153,082	\$0			1.50
This program includes administering the Adult Long Term Care Functional Screen for people age 65+ and adults with physical and developmental disabilities to determine their functional eligibility for publicly funded long-term care programs: Include, Respect, I Self Direct (IRIS), Community Family Care (CFC), and Community Health Partnership (CHP).						
<b>OUTPUTS</b>						
Adult long-term care functional screens completed:			<b>2008</b> 174 (Jul-Dec)	<b>2009</b> 297	<b>2010</b> 334	
Screens reviewed for accuracy/quality assurance:			N/A	110	108	
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<b>2008</b>	<b>2009</b>	<b>2010</b>	
To provide functional eligibility determination in an accurate and timely manner.	80% of random screens samples will be error free. (80% is a minimum standard set by the Department of Health Services.)	80%	N/A	N/A	85%	
To ensure people age 60+ and adults with disabilities understand the purpose of the screen and the process for functional eligibility determination for publicly funded long term care programs.	95% of individuals screened who respond to a survey will report they understand the purpose and process of functional eligibility determination.	95%	N/A	95%	99%	
Operate program within budget.	100% of net expenses/revenues will come in within budget amount.	100%	100%	100%	100%	
<b>Priority #5 Outreach &amp; Public Education Programs</b>		Budget	Levy			FTE's
		\$186,451	\$0			1.43
This program promotes awareness of ADRC programs and issues relating to aging and disability includes: staff presentations, web site, monthly newsletter, resource directory, posters, ads, mailings, news releases, health fairs, and a wide variety of other educational activities. It also includes the annual Youth Transition Conference, Caregiver Town Hall Meeting, Caring for the Caregiver Conference, Final Affairs Seminar, Regional Caregiver Alliance activities, and "Welcome to Medicare" presentations.						

**OUTPUTS**

		<u>2008</u>	<u>2009</u>	<u>2010</u>	
Contacts for assistance - age 18 - 59 with a disability:		N/A	842	1,656 (97%)	
Contacts for assistance - age 60+:		N/A	3,180	3,736 (17%)	
Staff presentations:		76	100	105	
Number of people attending presentations:		2,066	2,982	3,092	
Newsletters distributed:		47,000	42,850	24,049	
Posters, news releases, Resource Directories, brochures, mailings, etc.:		5,526	7,186	12,040	
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
To ensure people age 60+ and adults with disabilities are aware of and use ADRC services. Standard set by ADRC contract is based on county population of individuals age 60+ and adults age 18- 59 with disabilities. For Eau Claire County, the goal is 768 contacts to ADRC for service for adults with a disability and 1,344 contacts for adults age 60+.	100% of the marketing standards set by the ADRC contract will be met.	100%	N/A	100%	100%
To provide a variety of educational opportunities and informational materials to ADRC customers and professionals who work with ADRC customers.	100% of individuals attending ADRC staff presentations and responding to the post presentation survey will report the information provided in the presentation met or exceeded their expectations.	100%	N/A	100%	100%
Operate program within budget.	100% of net expenses/revenues will come in within budget amount.	100%	100%	100%	100%
<b>Priority #6 Supportive Service Programs</b>		Budget \$98,188	Levy \$35,000		FTE's 0.10
This program provides short-term service coordination to avoid nursing home placement for individuals on the waiting list for publicly funded long-term care programs. It also includes the National Family Caregiver Support Program respite care vouchers and adaptive equipment assistance for caregivers of individuals who do not qualify for publicly funded long-term care.					

<b>OUTPUTS</b>						
				<u>2008</u>	<u>2009</u>	<u>2010</u>
Individuals receiving supportive services:				15	30	29
Individuals receiving respite care vouchers:				6	11	21
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	
To provide people age 60+ and adults with a disability short-term services necessary to avoid nursing home placement while on the waiting list for community based publicly funded long-term care programs.	85% of individuals on the waiting list for publicly funded long-term care will not require nursing home placement prior to their enrollment date.	85%	N/A	100%	100%	
To provide caregivers of individuals not eligible for publicly funded long-term care financial assistance with respite care and purchasing adaptive equipment.	100% of individuals responding to a survey will indicate the National Family Caregiver Support Program enabled them to engage in an activity that was important to them, but they would not have been able to afford without the program.	100%	N/A	100%	100%	
Operate program within budget.	100% of net expenses/revenues will come in within budget amount.	100%	100%	100%	100%	

			Budget	Levy		FTE's
<b>Totals</b>			\$2,232,972	\$61,715		18.975

### **Department Accomplishments for 2010**

ADRC staff met a 45% increase in demand for information and assistance and long term care options counseling while maintaining a high level of customer satisfaction. Surveys were mailed to 10% of the individuals receiving counseling and 36% of them completed and returned the survey. As you can see in the first performance goal for this program (1<sup>st</sup> performance goal under program priority #1), 99% reported services provided were helpful and met their needs.

The Wisconsin Department of Health Services also conducted a customer satisfaction survey of customers from all 33 ADRCs in Wisconsin. Eau Claire County's ADRC rated consistently high when compared with other ADRCs in this survey. Results included 100% satisfaction with home

visits and the ADRC staff person who worked with them, 1<sup>st</sup> in the state for empowerment of customers, and 3<sup>rd</sup> in the state for guidance in “navigating the system” and providing advocacy.

Elderly Benefit Specialists caseload increased by 95% and Disability Benefit Specialists by 56%. Customer satisfaction with these services remained high as you can see in the second performance goal for this program (2<sup>nd</sup> performance goal under program priority #1

There continues to be an increasing demand for the evidence based prevention programs. New Memory Care Connections grant will provide services to spouses of individuals with Alzheimer’s and a new Medication Management grant provides medication review to isolated individuals on the Meals on Wheels program.

As there was no waiting list for publicly funded long term care services, county funding budgeted for supportive services was under spent. Staff continued to excel at 100% Time Reporting for Medicaid Match funds averaging 36.5% (28% was budgeted) resulting in additional revenue for programs.

Both of these factors resulted in \$31,000 of the \$61,000 in levy funding budgeted for the ADRC in 2010, being returned to the county general fund.

### **Future Challenges for the Department**

Meeting demand for services without increases in staffing. Numbers of seniors are increasing with the baby boom reaching retirement. In 2010 there were 18,470 individuals age 60 and older in Eau Claire County. By 2035, projections show an increase of 75% to 32,322. During the same time, the number of individuals age 85 and older will increase from 2,371 to 4,679.

Elderly and Disability Benefit Specialists will be challenged by the changes in the Medicare Part D enrollment period. Elderly Benefit Specialist will continue to be impacted by changes in Medicare with the implementation of the Affordable Care Act.

Enrollment cap/state budget

Demand for Meals on Wheels continues to decline (15% in 2010). Funding for this program has also declined and it has been and will continue to be a challenge to ensure eligible individuals are aware of the program and that the program remains a high quality option for home bound seniors.

Adequate space and appropriate parking continues to be issues for ADRC operations.