

## **Aging & Disability Resource Center (ADRC)**

The mission of the ADRC is to help people age 60+ and adults with disabilities secure needed service or benefits, live with dignity and security and achieve maximum independence and quality of life. There are no income requirements to utilize the services of the ADRC. The ADRC also assists family members, friends, caregivers and other professionals helping adults age 60+ and/or adults with disabilities.

### **2017 Accomplishments**

#### **Central Kitchen for the Senior Nutrition Program**

- The ADRC transitioned from a vendor/catering model to operating a central kitchen out of Fall Creek in the fall of 2017. The first meals were prepared in the kitchen on November 11 with all program participants receiving meals from the kitchen by mid-December.
- Program participation had been decreasing up until November. There has been a steady increase in participation since the kitchen began preparing the meals.
- A partnership with a local non-profit, Feed My People, has been beneficial to keep the quality of the food high while managing costs.

#### **Enhanced Phone System Technology**

- Implemented new phone technology to increase customer service and keep up with service demand without needing to add more staff.
- This new system reduced our “abandoned call” rate (i.e. missed calls) from 9% to less than 5%.
- Maintained contract compliance with the State’s ADRC contract through the implementation of this new process and system. Phones continue to be answered by a “live” person during business hours which is also required by State contract.

#### **Office Expansion**

- In November and December, the ADRC underwent some remodeling in order to meet the demand for additional space.
- This project was funded through State ADRC grant funds.

#### **Caregiver Support Services**

- Nearly 193,000 Wisconsinites care for family members with dementia and other age related illnesses. This approximately 219 million hours of unpaid care is valued at \$2.7 billion annually.
- The physical and emotional impact on caregivers results in higher health care costs, including \$140 million for Wisconsin caregivers.
- Respite and support are imperative for reducing caregiver stress and burnout.

- The Grandparents and Others as Parents Support Group started meeting monthly in 2017 at Grace Lutheran Communities in Altoona. This group helps provide support to older adults that find themselves in the position of raising their grandchildren.

**Alignment with Strategic Plan**

<b>Ensure Financial Stability.</b>	<b>Innovate and adapt.</b>	<b>Improve Collaboration</b>
The ADRC actively pursues outside grant opportunities.	In order to keep up with incoming call demand and adhere to State contract requirements, the ADRC had the phone system re-engineered to allow for more staff availability to answer calls. The new phone system has reduced the missed call rate to <5%.	Veterans Services Department and the ADRC coordinate transportation resources for Veterans. Co-location of the two departments has provided for collaboration at the point of reception.
The ADRC provides ongoing training and support to staff to maximize federal revenue claiming to support operations.	To provide better customer service and reduce printing expenses, the ADRC created topic based resource handouts instead of the comprehensive Options Directory. The topic based handouts provide customers with only the information they are looking for instead of a comprehensive directory.	City-County Health Department- multiple collaborations for the Dementia Care Specialist program. Continued collaboration on health promotion programs. Collaborating on opioid abuse prevention campaign. Medication lock boxes for seniors. Adult immunization awareness grant and campaign.
The Senior Nutrition Program was overhauled in order to operate for cost effectively and expand service to more community members.	By using technology, the ADRC streamlined the Medicare annual open enrollment appointment process which resulted in better service.	The ADRC continues to collaborate with a wide variety of community partners. Multiple agencies provide space for our health promotion programs at no cost. The county's senior centers provide space for the senior dining program. There are too many community collaborations to list.
The ADRC is actively working with the Wisconsin Institute for Healthy Aging to provide Living Well with Diabetes & Stepping On through contract with insurance providers, generating additional revenue for the ADRC.	To reduce customer wait times for those who stop in without an appointment, we upgraded our paging system for the on-call staff person so they can be reached anywhere in the building or outside of the building.	Feed My People foodbank provides emergency food boxes to all of our Meals on Wheels participants as well as extra boxes for the ADRC to distribute to those in need. They also provide a portion of the food supply needed to prepare the meals for the program participants.

**2018 Future Opportunities**

**Growth & Service Demand**

- The percentage of Wisconsin residents age 65+ grew by 24% from 2005 to 2015.
- There are 47.8 million people age 65+ in the United States. By the year 2020, this number will exceed 56.4 million. By the year 2040, this number will exceed 82.3 million.

- Service demand for the Meals on Wheels program has increased dramatically since November 2017. We are continuing to monitor growth while brainstorming solutions to continue to keep up with the demand while providing a high quality product.
- Service demand for the Elder Benefit Specialist program continues to increase significantly year after year as more and more citizens reach the age of 65. The ADRC is exploring ways to modify how we provide these services in order to keep up with the rising demand without adding more staff.

### **Meaningful Volunteer Opportunities**

- The ADRC relies heavily on skilled volunteers for all of our program areas except transportation.
- Demand for consistent and committed volunteers is at an all-time high.
- Baby boomers that are retiring are looking for different volunteer experiences than the traditionalists. We are finding that many baby boomers do not want to make long-term volunteer commitments, so training and retention are proving to become a challenge.
- Just like many organizations are competing after the same grant opportunities, this is also true for volunteers. There are many agencies all trying to recruit from the same pool of interested volunteers.

### **2019-2021 Aging Plan Process**

- In 2018, the ADRC will undergo the process to complete the County’s next 3 year plan on aging which will encompass 2019-2021.
- Listening sessions have been scheduled in April to begin soliciting input and feedback from community members so meaningful work plan goals can be established.
- Final plan development will be complete by late Fall 2018.

<b>#1 Information &amp; Counseling</b>				
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.				
<b>OUTPUTS</b>				
	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>
Information & assistance contacts:	10,742	12,294	17,271	16,632
Options Counseling Referrals		1182	1396	1485
Disability Benefit Specialist Referrals	<i>*2016 figure is Mar-Dec</i>		326	469
Elder Benefit Specialist Referrals	<i>*2016 figure is Mar-Dec</i>		656	933
Medicare Annual Open Enrollment Referrals (October 15 - December 7)	306	313	265	199
Nursing Home Resident Contacts	194	205	171	129
Total Number of Volunteers			5	6
Hours Donated by Volunteers	505	399	167	104
Unduplicated number of people receiving assistance:	4149	5085	5999	5487
Contacts for assistance ages 60+ (standard is 1,344):	7758	8646	12858	12405
Contacts for assistance ages 18-59 (standard is 768):	2984	3648	4413	4227

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
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.	90% of individuals completing satisfaction survey will report the ADRC met or exceeded their expectations for assistance.	90%		100%	100%
To provide nursing home residents with the information and assistance they need to safely relocate back into the community	We will assist a minimum of 27 nursing home residents in successfully relocating back into the community annually.	27	54	55	32

## #2 Nutrition

This program includes Meals on Wheels delivered throughout the county as well the mobile meals partnership program with The Community Table. Senior dining sites located at the Augusta Senior Center, LE Phillips Senior Center, Lynn's Chatterbox Cafe and St. John's Apartments are included. Additional services that support nutrition are also a part of this program area such as the liquid supplement program and volunteer drivers for Meals on Wheels.

### OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Congregate meals served:	7847	9200	8850	8572
Meals on Wheels delivered:	71858	69544	68785	65834
People served:	1354	1365	1411	1071
Cases of Liquid Supplements distributed:	1087	1214	1384	1374
Nutrition Risk Screens completed:	615	688	636	442
Total number of volunteers:			192	203
Hours donated by volunteers:	13760	13605	12934	12640

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
To make high quality Nutrition Program services available to eligible individuals, countywide.	85% of program participants responding to semiannual satisfaction surveys will indicate overall program satisfaction as good to excellent.	85%		96%	tbd

## #3 Prevention & Health Promotion

This program includes a variety of prevention and health promotions programs. Evidenced-based prevention classes such as Stepping On, Living Well with Chronic Conditions, Strong Bones, Powerful Tools for Caregivers and Healthy Eating for Successful Living are a part of this program area. Other prevention programs and promotion activities include: in home fall prevention screening and education, memory screening and referral, adaptive equipment loans, respite, and other supportive services such as in-home care or adult day services.

<b>OUTPUTS</b>					
		<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Total Prevention & Health Promotion Classes Offered:				35	38
Total Number of Participants in Prevention & Health Promotion Classes:		284	370	428	651
Memory Screens Completed:		55	133	44	69
Adaptive Equipment Loans:			237	281	331
Total number of volunteers				16	13
Hours donated by Volunteers		89	491	622	808
Individuals receiving supportive and/or respite services:		27	61	47	44
1. Older Americans Act funded		7	26	19	14
2. Alzheimer Family Caregiver Support Program funded		18	27	14	15
3. Tax Levy Funded		2	8	14	15
<b>Performance Goal</b>	<b>Outcome Measures</b>	<b>Benchmark</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
To provide classes, risk screenings, counseling and education to ADRC customers in order to promote healthy practices and increased quality of life.	95% of individuals responding to post class surveys will indicate the information and education provided met or exceeded their expectations.	95%	99%	100%	98%
	90% of memory screens indicating risk will be referred to the participant's physician.	90%		80%	44%
	95% of adaptive equipment loans will be returned within 90 days.	95%		100%	95%

## #4 Transportation

The county partners with the City of Eau Claire to provide transportation for people age 60+ and adults with disabilities who do not have access to transportation. Rides are provided for medical, nutrition, social, and employment purposes. The program is funded with a WI Department of Transportation grant and levy match.

<b>OUTPUTS</b>					
		<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Total number of para-transit trips		21459	20365	25121	19173
Total number of after-hours trips on Saturday evening & Sundays		2697	2582	3720	3034
Total number of out of county trips		263	213	315	100
Total number of rides for people age 60+		8250	6969	10997	10696
Total number of rides for people with disabilities		16169	16201	17987	11611
Total number of volunteers					
Total number of hours donated by volunteers					
<b>Performance Goal</b>	<b>Outcome Measures</b>	<b>Benchmark</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
To ensure individuals using Specialized Transportation are satisfied with the service.	90% of users responding to	90%	90%	94%	92%

semiannual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.				
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## #5 Outreach & Public Education

This program promotes awareness of ADRC programs and issues relating to aging and disability including: staff presentations, website, Facebook page, newsletter, resource directory, posters, ads, mailings, news releases, health fairs, and a wide variety of other educational activities. It also includes education presentations such as Medicare & You, Owning Your Future, Final Affairs, The Caregiver Town hall Meeting and more.

### OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Staff presentations and educational outreach:	134	184	194	177
Number of people attending presentations:	5143	9557	6585	11680
Newsletters distributed:	24319	26151	28690	30017
ADRC website hits:	57089	26030	27657	27599
ADRC Facebook page likes:	252	336	423	529
Total number of volunteers			20	6
Total number of hours donated by volunteers			191	181

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
To provide a variety of educational opportunities and informational materials to ADRC customers and professionals who work with ADRC customers.	95% of all scheduled presentations and events will not be canceled due to low participation.	95%	99%	99%	99%

## #6 Public Long-Term Care Programs

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) and Family Care.

### OUTPUTS

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Total Family Care Enrollments	147	172	248	170
1. Inclusa	147	172	170	104
2. Care Wisconsin	N/A	N/A	32	66
Total IRIS Enrollments	37	44	46	52
Medical Assistance Applications the ADRC Assisted With	191	155	202	197

  

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
To provide functional eligibility determination in	100% of ADRC staff	100%	100%	100%	100%

an accurate and timely manner.	certified to conduct the functional screen will successfully complete Continued Skills Testing to maintain their certification.				
<b>TOTAL ADRC FULL-TIME EQUIVALENTS (FTEs)</b>		<b>24.42</b>	<b>23.21</b>	<b>23.21</b>	<b>25.7</b>