

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.

2018 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 November of 2017 and the first full year of meals were served in November 2018 with a continued increase in participation. We continue to develop the program and find efficiencies to provide the highest quality of service while maintaining staff workload.
- Developed a Meals on Wheels sub-contract with Chippewa County. On average we provide 100 meals per day for Chippewa.
- A partnership with a local non-profit, Feed My People, has continued to keep the quality of the food high while managing costs.
- Added catering options for county staff and outside agencies to order items from the kitchen. Five large events were catered in 2018.
- Worked collaboratively with IT on a Meals on Wheels App as well as an online staff ordering system.
- Successful completion of Statewide Nutrition Program Assessment through Greater Wisconsin Agency on Aging Resources (GWAAR).
- Established a Nutrition Advisory Council
- Received Commercial Kitchen License
- Collaborated with Fall Creek School District and set up a job training site at our central kitchen for special education students.
- Created Garden Fresh Produce drop off site for Meals on Wheel Program. Individuals from the community and the Farmers Market donate fresh produce for our meals.
- Successful fundraising efforts with Group Health, Lions Club, Trap Shoot and March 4 Meals

Prevention

- Coordinated and implemented 35 evidence-based health promotion workshops designed to help older adults prevent falls, retain or improve strength, flexibility and balance, manage ongoing health conditions, and maintain independence.
- A new program was added for people with arthritis, *Walk With Ease*, with help from a small training grant from Wisconsin Institute for Healthy Aging.

Co-Location

- The ADRC co-located with Veteran's Services, which allows for continuity of service between consumers and ease of referral and efficiency between departments.

Transportation

- Established a new 5-year contract for Para-transit services with the City of Eau Claire and Abby Vans, Inc. This contract expanded the scope of services to allow for targeted services to consumers in Eau Claire County including with Veterans transportation and out of county transportation.
- Developed a 5-year transportation coordination plan with the Western Wisconsin Regional Transit Commission and Chippewa County, to continue to evolve transportation services for consumers in the Chippewa Valley.
- Purchased a rural transportation van and established a program with a hired driver, to provide rides to older adults and adults with disabilities in the rural part of the community. These individuals are not able to utilize other transportation services for a variety of reasons and this service allows them to maintain socialization in the community. The accessible van provided 586 rides in 2018 to individuals who would not have been able to use transportation otherwise.

Caregiving

- Established multiple new caregiver support groups including a self-led caregiver café, a middle-late stage memory loss for caregiver's support group and a men's support group.
- Continued collaboration with community resources to host the caregiver support groups.

Alignment with Strategic Plan

Building and Infrastructure- To improve investment in buildings and infrastructure to solve space, maintenance, efficiency, and security concerns.

- The Veterans Services Department and the ADRC are fully transitioned and are co-located. ADRC provides reception services for the Vet Department and co-location also allows for continuity of service between consumers.
- The ADRC has continuously shifted offices to accommodate staff needs with limited space, and to allow for maximization of current space.
- We continue to have outreach offices in Fall Creek at our Central Kitchen and in Augusta at the Senior Center.

Funding & Revenue Generation- To improve the budget situation of Eau Claire County through identification of cost savings, new sources of revenue, and prioritized budget reallocations in an environment of fixed levy rates.

- The ADRC provides ongoing training and support to staff to maximize federal revenue claiming to support operations as well as to support staff to further working knowledge and updates with programs and services to better service the consumers of Eau Claire County.

- The ADRC works collaboratively with outside agencies as well as continuously with volunteers to provide services to maximize budget including meals on wheels kitchen, drivers, prevention, and caregiver programs.

Technology- To develop a process for continuous improvement of modern and integrated technology infrastructure, including training, shared knowledge, automated workflow processes, and adequate security.

- The Dementia Care Specialist has created an E-newsletter specific to Dementia to reach providers as well as community members. This will be put out three times a year in an electronic format to save on printing costs and to maximize individuals reached.
- The ADRC fully established an Outreach Coordinator position, which increases consistent communication to the community via social media as well as with coordinating presentations and outreach.
- Created a Meals on Wheels Database-App that we use to automate our routes, daily logs, and changes.

Staff- To transform Eau Claire County into a preferred place of employment (hiring and retention), including addressing needs for compensation, benefits, succession planning and work culture.

- The ADRC changed the organizational structure to include additional supervisory staff to allow for appropriate staff to supervisor ratio. This allows for better work-flow as well as efficiencies in supervision and roles.
- The ADRC provides ongoing training and support to staff to maximize federal revenue claiming to support operations as well as to support staff to further working knowledge and updates with programs and services to better service the consumers of Eau Claire County.
- ADRC Staff continue to establish collaborative relationships with outside agencies to increase referral and presentation. These include with UWEC, local healthcare agencies and the City/County Health Department.
- Certain staff have opportunities to work from home and/or the community.

Provision of Services- To develop a countywide process to identify relevant services based on a defined evidence-based needs assessment, which will include criteria to determine adoption, continuation, or termination of specific programs and services.

- 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 and ease of service to consumers served by both departments.
- The ADRC has created multiple additional support groups geared toward caregiving to provide additional support to these individuals. Some of the groups include an additional Caregiver Café, a middle to late stage Memory Loss support group, and a Men's caregiver support group.
- The ADRC utilized funding through the s85.21 program to create a Rural Transportation Vehicle which provides routine trips to places such as the grocery store, Walmart, and the Senior Centers. The ADRC hired a coordinator to schedule trips as well as provides the

rides. This has been heavily utilized in 2018 with 586 rides provided from April to December.

- All (six) prevention programs the ADRC offers are evidence-based and meet Title III Part D Disease Prevention and Health Promotion Older Americans Act funding requirements. We seek opportunities to bring new health promotion programs to Eau Claire County as they become available.

Communication- To develop an effective, modern, and accessible communications system, including internal, external and advocacy, to better serve and engage the citizens of Eau Claire County.

- The ADRC once again streamlined the Medicare annual open enrollment appointment process which resulted in better service as well as created the ability to meet with more people during the designated period.
- In order to keep up with incoming call demand and adhere to State contract requirements, the ADRC created resource videos and posted to the ADRC website as well as our YouTube page to allow for consumers to access targeted services remotely. This was promoted heavily on our social media sites as well as in the ADRC newsletter and with community partners.
- The ADRC had continued partnerships with the media, including WEAU13 and Leader Telegram.

2019 Future Opportunities-Challenges

Growth & Service Demand

- The percentage of Wisconsin residents age 65+ grew by 24% from 2005 to 2015, and this trend will continue through 2040.
- 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.
- Population boom also increases the need for caregiver support. Caregiver support and funding continues to be a challenging service demand. The ADRC works with local agencies and the state on issues related to caregiving, including with the Caregiver Workforce Crisis. Recently, Governor Evers established a taskforce specific to caregiving and legislation is proposed to implement a Credit for Caring Act tax incentive to help support caregivers throughout the state. We will continue to provide information to caregivers we serve and help connect them to resources including additional financial resources.
- Service demand for the Meals on Wheels program has steadily increased, however the funding has remained stagnant. We are continuing to monitor growth while brainstorming solutions to continue to keep up with the demand while providing a high-quality product.
- Due to population increase in older adults, service demand for the Elder Benefit Specialist program continues to increase significantly. 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 including, online tutorials and larger group appointments.

- Transportation needs and on-demand services to older adults and adults with disabilities is something we continue to look at closely. Demand for low-cost accessible service is a challenge, as well as services to those enrolled in Long-Term Care programs and in facilities with stagnant funding poses a problem for quality service. Legislation has been put in place to increase funding for transportation, and we will continue to seek out opportunities to expand this program.
- As the population ages and awareness of prevention offerings increases, demand for workshops continue to grow.
- Prevention workshops are coordinated by one employee and workload continues to expand. Many of the workshops are delivered by trained volunteers, and after five years we are experiencing turnover amongst some long-time *Stepping On* and *Living Well* leaders. In general, we continuously need volunteers and leaders for all our ADRC programs. Many of our volunteer-leaders are older and are aging out of volunteering and are working on how we can reach out to more long-term volunteers.

2019-2021 Aging Plan Process

- In 2018, the ADRC completed the 2019-2021 Aging Plan as well as wrapped up the 2015-2018 Aging Plan meeting most of the goals that were set for the three-year period.
- These goals encompass services to older adults in the community and two key focus areas for the 2019-2021 years is loneliness and technology. During listening sessions throughout 2018 it was shown that a main concern of consumers as well as professionals in the community for older adults is combating loneliness and as well as reaching people with technology innovation.

2018 EOY Performance Management Outcomes

#1 Information & Counseling					
<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>					
OUTPUTS					
	<i>(YTD column = Jan-Sept results)</i>	2015	2016	2017	2018
Information & assistance contacts:		12,294	17,271	16,632	17,265
Options Counseling Referrals		1182	1396	1,485	1,676
Disability Benefit Specialist Referrals			326	469	420
Elder Benefit Specialist Referrals			656	933	891
Medicare Annual Open Enrollment Referrals (October 15 - December 7)		313	265	199	219
Nursing Home Resident Contacts		205	171	129	166
Total Number of Volunteers			5	6	3

Hours Donated by Volunteers	399	167	104	125
Unduplicated number of people receiving assistance:	5,085	5,999	5,487	6,048
Contacts for assistance ages 60+ (standard is 1,344):	8,646	12,858	12,405	13,337
Contacts for assistance ages 18-59 (standard is 768):	3,648	4,413	4,227	4,915

Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
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%	99%
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	55	32	46

#2 Nutrition

This program includes Meals on Wheels delivered throughout the county. Senior dining sites located at the Augusta Senior Center, LE Phillips Senior Center, 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

	2015	2016	2017	2018
<i>(YTD column = Jan-Sept results)</i>				
Congregate meals served:	9,200	8,850	8,572	9,215
Meals on Wheels delivered:	69,544	68,785	65,834	68,287
People served:	1,365	1,411	1,071	1,139
Cases of Liquid Supplements distributed:	1,214	1,384	1,374	1,297
Nutrition Risk Screens completed:	688	636	442	521
Total number of volunteers:		192	203	222
Hours donated by volunteers:	13,605	12,934	12,640	13,664

Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
To make high quality Nutrition Program services available to eligible individuals, countywide.	85% of program participants responding to	85%	96%	93%	93%

semiannual satisfaction surveys will indicate overall program satisfaction as good to excellent.

#3 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, nutritional, social, and employment purposes. The program is funded with a WI Department of Transportation grant and levy match.

OUTPUTS

<i>(YTD column = Jan-Sept results)</i>						
	2015	2016	2017	2018		
Total number of para-transit trips	20,365	25,121	19,173	21,402		
Total number of after-hours trips on Saturday evening & Sundays	2,582	3,720	3,034	3,119		
Total number of out of county trips	213	315	100	194		
Total number of rides for people age 60+	6,969	10,997	10,696	12,005		
Total number of rides for people with disabilities	16,201	17,987	11,611	12,011		
Total number of volunteers						
Total number of hours donated by volunteers						
Performance Goal	Outcome Measures		Benchmark	2016	2017	2018
To ensure individuals using Specialized Transportation are satisfied with the service.	90% of users responding to semiannual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.		90%	94%	92%	97%

#4 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, Living Well with Diabetes, 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.

OUTPUTS					
	<i>(YTD column = Jan-Sept results)</i>	2015	2016	2017	2018
Total Prevention & Health Promotion Classes Offered:			35	38	35
Total Number of Participants in Prevention & Health Promotion Classes:		370	428	651	773
Memory Screens Completed:		133	44	69	85
Adaptive Equipment Loans:		237	281	331	364
Total number of volunteers			16	13	14
Hours donated by Volunteers		491	622	808	668
Individuals receiving supportive and/or respite services:		61	47	44	38
1. Older Americans Act funded		26	19	14	19
2. Alzheimer Family Caregiver Support Program funded		27	14	15	16
3. Tax Levy Funded		8	14	15	3

Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
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%	100%	98%	100%
	90% of memory screens indicating risk will be referred to the participant's physician.	90%	80%	44%	26%
	95% of adaptive equipment loans will be returned within 90 days.	95%	100%	95%	95%

#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					
	<i>(YTD column = Jan-Sept results)</i>	2015	2016	2017	2018
Staff presentations and educational outreach:		184	194	177	235
Number of people attending presentations:		9,557	6,585	11,680	16,078
Newsletters distributed:		26,151	28,690	30,017	30,463
ADRC website hits:		26,030	27,657	27,599	29,675
ADRC Facebook page likes:		336	426	529	634

Total number of volunteers			20	6	9
Total number of hours donated by volunteers			191	181	161
<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>2018</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%	100%	100%

#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

	<i>(YTD column= Jan- Sept results)</i>			
	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Total Family Care Enrollments	172	248	170	198
1. Inclusa	172	170	104	97
2. Care Wisconsin	N/A	32	66	101
Total IRIS Enrollments (Including TMG and Connections)	44	46	52	78
Medical Assistance Applications the ADRC Assisted With	155	202	197	178

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
To provide functional eligibility determination in an accurate and timely manner.	100% of ADRC staff certified to conduct the functional screen will successfully complete Continued Skills Testing to maintain their certification.	100%	100%	100%	100%