

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.

2021 Highlights-Accomplishments

- Collaborated with Health Department on Vaccine Outreach efforts including identifying homebound individuals and assisting with vaccine appointments.
- 17,619 Information & Assistance contacts were made with individuals regarding ADRC services.
- Successfully followed up on 1,881 Options Counseling referrals for seniors and/or individuals living with a disability.
- Delivered 89,334 meals to our Meals on Wheels (MOW) participants. This is a 48% increase from 2019.
- Maintained a combination of virtual and face to face workshops in the areas of Dementia, Health Promotion, Medicare and ADRC presentations throughout the community.
- Secured additional COVID19 funding to support expansion of Meals on Wheels, Caregiver Programs and vaccine outreach during the pandemic.
- Continued success with ADRC Rural Van program, 749 rides given for non-medical appointments.
- A partnership with a local non-profit, Feed My People, has continued to keep the quality of the food high while managing costs for Meals on Wheels and Senior Dining sites.
- Groundbreaking of MOW kitchen and highway facility.
- Benefit Specialist positions assisted in securing \$3,983,555 in benefits for individuals in need. These benefits help stimulate our county's economy and enhances quality of life.
- Successfully issued four Vehicle Modification Grants for participants who needed modifications to their vehicle for accessibility and safety reasons.
- Collaborated with Parks and Forest to ensure accessible docks are available at Lake Eau Claire.
- Implemented and expanded the Connecting Eau Claire Program, which is where volunteers call homebound seniors who are isolated.
- Reopened congregate senior dining sites after being closed due to COVID.
- Added a new Options Counselor position to help manage the increasing aging population referrals.
- Implemented a new evidence-based prevention program, Stand Up and Move More.
- Dementia Care Specialists recorded six podcasts called Journey Ahead, Aging and Living Well in the Chippewa Valley. Topics included memory loss and dementia, planning ahead, benefits of physical activity, benefits of eating well, lessons learn from a caregiver, and therapeutic interventions for people living with memory loss. Guest speakers were included in each episode.

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.
- We continue to have outreach offices in Fall Creek at our Central (MOW) Kitchen and in Augusta at the Senior Center.

- Worked with Highway Department and Facilities Department to incorporate the Meals on Wheels Kitchen into the new Highway Facility, projected to be completed in 2022.
- Teleworking has proven to be an effective and efficient way to conduct ADRC business for all aspects except walk-in traffic, which has been reinstated safely.

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.
- ADRC is a service provider for Chippewa County and has contracts to provide Prevention services and meals for their homebound seniors and senior dining sites, thereby expanding our reimbursements.
- Secured additional COVID19 funding to support expansion of Meals on Wheels and Caregiver Programs during the pandemic.
- Future Kitchen co-location with the Hwy Department. This will reduce a rent obligation of \$6,600/month.
- Wrote for a Neighborhood Grant through the Department of Administration for \$1.75 million to cover the cost of the new MOW kitchen. Awards will be announced 1st quarter of 2022.

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

- E-Newsletters are an option for both the ADRC Monthly Newsletter and the Quarterly Dementia Newsletter.
- Enhanced ADRC website content and usability.
- Continued use of virtual platforms to diversify program service delivery.
- Continued enhancement of Meals on Wheels Database-App that was created in collaboration with our IT department. We use this application to automate our Meals on Wheels routes, daily logs, changes, and donation letters.
- Teleworking has proven to be an effective and efficient way to conduct ADRC business for all aspects except walk-in traffic, which has been reinstated safely.

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.

- Increased flexibility of work hours and location were encouraged and implemented by many staff.
- Vacancy rate in 2021 was only 6%.

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.

- ADRC programming was delivered with a hybrid model (face to face and virtual).
- ADRC Staff continue to establish collaborative relationships with outside agencies to increase referral and presentation.
- There were significant adaptations to service provision due to the pandemic. Continued with several safety standards such as spacing, plexiglass in lobby and specially set up meeting rooms, office procedures, adjustments/expectations, and duties etc. Face to face appointments were shifted to phone or WebEx virtual platform as appropriate, some events were cancelled and any classes or group activities that were able to be moved to WebEx were re-envisioned and implemented.

- All 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.
- Collaborated with other ADRC's to offer additional virtual programming each month.

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.

- An electronic version of the ADRC and Dementia newsletter are available for individuals to sign up for.
- Sign Up Genius is used so that our participants can self-register for our programs.
- Social Media is used to promote our services.
- Provide virtual formats (WEBEX) for meetings, presentations, classes, etc.
- The ADRC has continued partnerships with the media, including WEAU13, WQOW, Volume One, and Leader Telegram.
- Finesse Call Center Phone System allows for more flexibility to add more staff to phones, when needed, monitoring purposes, data for performance management/state contracts, and telework opportunities.
- For those who cannot do things electronically, ADRC staff are available by phone to assist with electronic signup. We also provide paper copies for all home delivered meal participants and by request of anyone accessing our services.

2021 Future Opportunities-Challenges

- The populations of those age 60+ continues to increase at a rapid rate as the baby boomers grow older. All communities throughout the United States are experiencing this to some degree and Eau Claire County is no exception. From 2010 to 2020, we had an increase of 26% and from 2020 to 2040, we are projecting to have an additional 18% increase in this population.
- Due to population increase in older adults, service demand for our programs continues to increase significantly, however the funding has remained still. We continue to explore ways to modify how we provide these services to keep up with the rising demand.
- Two key focus areas for our Aging plan are loneliness and technology. A main concern of consumers as well as professionals in the community for older adults is combating loneliness as well as reaching people with technology innovation. The pandemic has heightened these concerns.
- The population boom and the pandemic has put a strain on all resources for seniors and people living with a disability, such as low-income housing, nursing home beds, caregiver support, etc.
- State initiated Options Counseling standards-requirements have increased the workload for both the Options Counselors and Manager.
- COVID-19
 - Virtual and phone programming can be very difficult for the population we serve.
 - Moving everything to a virtual platform has taken staff time to learn themselves, implement and assist our consumers in getting connected. Staff that previously did face to face visits had to relearn how to assess individual's situations without the valuable context that comes with face to face.
 - Future considerations of safely and gradually returning operations back to normal service provisions will be a challenge.
 - As pandemic conditions initially dictated offering online formats, post Covid-19 is likely to see a continuation in demand for some virtual workshops as it enables individuals with mobility, caregiver, or disability challenges to participate; and it eliminates a need to cancel classes due to inclement weather conditions.
 - There is an opportunity to fill virtual workshops to maximum capacity as participants can reside in any geographic location.

ADRC

The ADRC offers information and assistance and access to a wide variety of services for people age 60 and older; adults with disabilities and their caregiver; regardless of income. The ADRC provides information on a broad range of programs and services, helps people understand the various long-term care options available to them, helps people apply for programs and benefits, serves as the access point for publicly funded long-term care, provides support for people living with dementia and their care partners and offers evidence based health promotion and prevention classes.

OUTPUTS	2018	2019	2020	YTD* 2021
Information & assistance contacts	17,265	17,005	15,557	17,619
Unduplicated number of people receiving assistance	6,048	5,156	4,555	5,093
Contacts for assistance ages 60+ (standard is 1,344)	13,337	13,078	11,826	14,068
Contacts for assistance ages 18-59 (standard is 768)	4,915	3,927	3,731	3,551
Options Counseling Referrals	1,676	1,651	1,442	1,881
Youth Transition Referrals	n/a	n/a	42	26
Disability Benefit Specialist Referrals	420	400	326	285
Elder Benefit Specialist Referrals	891	784	655	640
Medicare Annual Open Enrollment Referrals (October 15 - December 7)	219	145	194	187
Total Family Care Enrollments	198	210	183	198
Total IRIS Enrollments	78	58	54	44
Medical Assistance Applications the ADRC Assisted With	178	176	186	217
Functional Screens Completed	n/a	n/a	317	329
Memory Screens Completed	85	96	70	66
Total Prevention & Health Promotion Classes Offered	35	42	28	30
Total Number of Participants in Prevention & Health Promotion Classes	773	819	462	431
Adaptive Equipment Loans	364	441	259	397
Total number of volunteers for prevention	14	12	14	11
Hours donated by volunteers for prevention	668	749	309	372
Individuals receiving supportive and/or respite services	38	29	52	53
Staff presentations, workshops, support groups, and education outreach				159
Number of people attending presentations, workshops, support groups, and education outreach				1768
OUTCOMES	2018	2019	2020	YTD* 2021
Options Counselors record reviews will be at or above 85% accuracy				n/a
Less than 5% of calls coming into the ADRC queue will be abandoned by the caller				3.40%
95% of individuals responding to Prevention & Health Promotion post class surveys will indicate the information and education provided met or exceeded their expectations.	98%	99%	99%	98%

*YTD indicates Jan-Dec Results

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	2018	2019	2020	YTD* 2021
Congregate meals served	9,215	7,707	1,709	897
Meals on Wheels delivered	68,287	60,240	80,156	89,334
People served	1,139	1,140	1,190	1,166
Cases of Liquid Supplements distributed	1,297	1,134	871	708
Nutrition Risk Screens completed	521	612	625	528
Total average number of volunteers	222	86	106	160
Hours donated by volunteers	13,664	12,719	12,248	12,212
OUTCOMES	2018	2019	2020	YTD* 2021
85% of program participants responding to annual satisfaction surveys will indicate they would recommend meals on wheels to friends and family.	93%	95%	96%	96%
Average food-supply costs per meal will be below \$2.90/meal		\$2.74	\$2.91	\$3.13

*YTD indicates Jan-Dec Results

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	2018	2019	2020	YTD* 2021
Total number of Project 1 paratransit rides (normal bus hours)	21,402	25,744	9,172	8,203
Total number of Project 2 paratransit rides (non-bus hours)	3,119	2,984	1,257	1,901
Total number of out of county trips	194	196	1,127	1,683
Total number of trips with ADRC van	586	898	882	749
Total number of rides for people age 60+ (all rides)	12,005	7,822	4,631	4,687
Total number of rides for people with disabilities (all rides)	12,011	11,326	6,931	7,086
OUTCOMES	2018	2019	2020	YTD* 2021
90% of users responding to semi annual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.	97%	93%	97%	96%

*YTD indicates Jan-Dec Results