

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

**ADRC Mission-** The mission of the ADRC is to help people age 60+ and adults living with physical or intellectual 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.

### **2022 Highlights-Accomplishments**

- 18,432 Information & Assistance contacts were made with individuals regarding ADRC services.
- Successfully followed up on 1,505 Options Counseling referrals for seniors and/or individuals living with a disability.
- Delivered 96,007 meals to our Meals on Wheels (MOW) participants. This is a 59% 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.
- Created a regional outreach commercial with Barron, Pepin, Buffalo, and Chippewa County.
- Continued success with ADRC Rural Van program, 989 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.
- Benefit Specialist positions assisted in securing \$3,800,004 in benefits for individuals in need. These benefits help stimulate our county's economy and enhance quality of life.
- Construction of new central kitchen/highway facility.
- Issued \$20,000 in Vehicle Repair Grants to seniors and individuals living with a disability.
- Expanded the Connecting Eau Claire Program, which is where volunteers call homebound seniors who are isolated.
- Collaborated with Health Department on Vaccine Outreach efforts including identifying homebound individuals and assisting with vaccine appointments.
- In collaboration with Trinity Equestrian Center, implemented Reminiscing on the Ranch Program for individuals living with dementia and their care partners.
- Implemented Equity/Diversity/Inclusion (EDI) library for ADRC staff use.

### **2022 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.
- 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 management.
- Higher Turnover rate and the constant phase of training new staff along with the recruitment environment is more limited than years past.

## Alignment with Strategic Plan

**A Healthy, Safe Community-** Enhance the health and safety of Eau Claire community members.

- ADRC partners with other departments and agencies to deliberately address community issues and unmet needs. ADRC staff are on numerous coalitions and committees that partner with community agencies (Housing Coalition, Healthwatch Coalition, Dementia Coalition, Hunger Prevention Coalition, to name a few).
- ADRC surveys the community every three years on “unmet needs”. This survey assists us in developing goals for the county’s aging plan.
- Work closely with Department of Human Services to transition individuals from children waiver programs to adult long term care programs.

**Quality and Meaningful Relationship-** Grow meaningful relationships internally and externally.

- ADRC partners with other departments and agencies to deliberately address community issues and unmet needs. ADRC staff are on numerous coalitions and committees that partner with community agencies (Housing Coalition, Healthwatch Coalition, Dementia Coalition, Hunger Prevention Coalition, United Way, etc).
- 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.
- Teleworking has proven to be an effective and efficient way to conduct much of ADRC business. This enhances employee resilience and work-life balance.

**Robust Infrastructure-** Define, develop, and maintain essential Eau Claire County infrastructure.

- 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 continued to have outreach offices in Fall Creek at our Central (MOW) Kitchen and in Augusta at the Senior Center.
- Construction of the new highway facility and Meals on Wheels Kitchen is an out of the box collaboration that will allow for multi county service delivery and cost savings to the county.

**Vibrant Communities-** Provide and promote services and resources that enhance the quality of life and economic prosperity of community members.

- Per the ADRC’s contract with the state, ADRC’s must make their presence and service availability known throughout the service area, so one of our core services is marketing, outreach, and public education.
- In 2022 the ADRC offered 34 Health Promotion Classes and took part in 203 presentations, workshops, support groups and educational outreach efforts.
- ADRC Nutrition program provided over 100,000 nutritious meals to 1388 individuals, allowing individuals to age at home for a longer period. Wellness checks were also provided when delivering meals.

## Performance Management

### 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	2019	2020	2021	YTD* 2022
Information & assistance contacts	17,005	15,557	17,619	18,432
Unduplicated number of people receiving assistance	5,156	4,555	5,093	5,456
Contacts for assistance ages 60+	13,078	11,826	14,068	14,655
Contacts for assistance ages 18-59	3,927	3,731	3,551	3,777
Options Counseling Referrals	1,651	1,442	1,881	1,505
Youth Transition Referrals	n/a	42	26	30
Disability Benefit Specialist Referrals	400	326	285	398
Elder Benefit Specialist Referrals	784	655	640	618
Medicare Annual Open Enrollment Referrals (October 15 - December 7)	145	194	187	187
Total Family Care Enrollments	210	183	198	290
Total IRIS Enrollments	58	54	44	30
Medical Assistance Applications the ADRC Assisted With	176	186	217	188
Functional Screens Completed	n/a	317	329	388
Memory Screens Completed	96	70	66	98
Total Prevention & Health Promotion Classes Offered	42	28	30	34
Total Number of Participants in Prevention & Health Promotion Classes	819	462	431	513
Adaptive Equipment Loans	441	259	397	260
Total number of volunteers for prevention	12	14	11	12
Hours donated by volunteers for prevention	749	309	372	411
Individuals receiving supportive and/or respite services	29	52	53	50
Staff presentations, workshops, support groups, and education outreach			159	203
Number of people attending presentations, workshops, support groups, and education outreach			1768	4,765
OUTCOMES	2019	2020	2021	YTD* 2022
Options Counselors record reviews will be at or above 85% accuracy			n/a	n/a
Less than 5% of calls coming into the ADRC queue will be abandoned by the caller			3.40%	3.83%
95% of individuals responding to Prevention & Health Promotion post class surveys will indicate the information and education provided met or exceeded their expectations.	99%	99%	98%	100%

\*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	2019	2020	2021	YTD* 2022
Congregate meals served	7,707	1,709	897	5,001
Meals on Wheels delivered	60,240	80,156	89,334	96,007
People served	1,140	1,190	1166	1388
Cases of Liquid Supplements distributed	1,134	871	708	676
Nutrition Risk Screens completed	612	625	528	608
Total average number of volunteers	86	106	160	169
Hours donated by volunteers	12,719	12,248	12,212	11,817
OUTCOMES	2019	2020	2021	YTD* 2022
85% of program participants responding to annual satisfaction surveys will indicate they would recommend meals on wheels to friends and family.	95%	96%	96%	94%
Average food-supply costs per meal will be below \$2.90/meal	\$2.74	\$2.91	\$3.13	\$3.93

\*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.

<b>OUTPUTS</b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>YTD* 2022</u></b>
Total number of Project 1 paratransit rides (normal bus hours)	25,744	9,172	8,203	8,788
Total number of Project 2 paratransit rides (non-bus hours)	2,984	1,257	1,901	1,856
Total number of out of county trips	196	1127	1683	1,194
Total number of trips with ADRC van	898	882	749	989
Total number of rides for people age 60+ (all rides)	7,822	4,631	4,687	4,573
Total number of rides for people with disabilities (all rides)	11,326	6,931	7,086	7,265
<b>OUTCOMES</b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>YTD* 2022</u></b>
90% of users responding to semi annual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.	93%	97%	96%	97%

\*YTD indicates Jan-Dec Results