

Aging & Disability Resource Center (ADRC)

ADRC Mission- To advocate for individuals age 60+ and adults living with disabilities, and assist them in securing needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life.

2023 Highlights-Accomplishments

- 19,051 Information & Assistance contacts were made with individuals regarding ADRC services.
- Successfully followed up on 1,511 Options Counseling referrals for seniors and/or individuals living with a disability.
- Delivered 99,677 meals to our Meals on Wheels (MOW) participants.
- Maintained a combination of virtual and face to face workshops in the areas of Dementia, Health Promotion, Medicare and ADRC presentations throughout the community.
- Continued success with ADRC Rural Van program, 982 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 \$3,020,207 in benefits for individuals in need. These benefits help stimulate our county's economy and enhance quality of life.
- Moved into the new Meals on Wheels Kitchen (MOW)/Highway Facility with limited interruption to service.
- Provided EDI and Change Management Training for all staff.
- Facilitated respite for a record number of caregivers due to increased ARPA Funds.
- Hosted a Final Affairs event for the community.
- Expanded collaboration with surrounding counties to provide MOW for Trempealeau.
- Using Paratransit Trust Funds provided the following.
 - \$30,000 in vehicle repair grants
 - \$20,000 in vehicle modification grants
 - 4 Tri-Shaw bikes for local organizations
 - All-Terrain wheelchair for Beaver Creek Reserve
- The Brain and Body Group Fitness Program was represented at the International Alzheimer's Conference in Amsterdam in July of 2023. Brain and Body Group Fitness was also represented at the International Nursing Conference in Edinburgh, Scotland in 2022. This program has provided an opportunity for people living with dementia and their caregivers to have social connections, to get out and active in the community, and to remain at home.

2023 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 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.

- 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 the 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.
- The ADRC’s central MOW kitchen provided 27,854 meals for Chippewa and Trempealeau Counties.
- 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 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.

- One of our core services within our ADRC contract is marketing, outreach, and public education so we make our presence and service availability throughout our service area.
- In 2023 the ADRC offered 33 Health Promotion Classes and took part in 213 presentations, workshops, support groups and educational outreach efforts.
- ADRC Nutrition program provided over 100,000 nutritious meals to 1440 individuals, allowing individuals to age at home for a longer period. Wellness checks were also provided when delivering meals.

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	2020	2021	2022	YTD* 2023
Information & assistance contacts	15,557	17,619	18,432	19,051
Unduplicated number of people receiving assistance	4,555	5,093	5,456	5,693
Contacts for assistance ages 60+	11,826	14,068	14,655	14,831
Contacts for assistance ages 18-59	3,731	3,551	3,777	4,220
Options Counseling Referrals	1,442	1,881	1,505	1,511
Youth Transition Referrals	42	26	30	47
Disability Benefit Specialist Referrals	326	285	398	374
Elder Benefit Specialist Referrals	655	640	618	550
Medicare Annual Open Enrollment Referrals (October 15 - December 7)	194	187	187	215
Total Family Care Enrollments	183	198	290	249
Total IRIS Enrollments	54	44	30	56
Medical Assistance Applications the ADRC Assisted With	186	217	188	189
Functional Screens Completed	317	329	388	408
Memory Screens Completed	70	66	98	132
Total Prevention & Health Promotion Classes Offered	28	30	34	33
Total Number of Participants in Prevention & Health Promotion Classes	462	431	513	531
Adaptive Equipment Loans	259	397	260	357
Total number of volunteers for prevention	14	11	12	14
Hours donated by volunteers for prevention	309	372	411	516
Individuals receiving supportive and/or respite services	52	53	50	62
Staff presentations, workshops, support groups, and education outreach		159	203	213
Number of people attending presentations, workshops, support groups, and education outreach		1768	4765	3,608
OUTCOMES	2020	2021	2022	YTD* 2023
Less than 5% of calls coming into the ADRC queue will be abandoned by the caller		3.40%	3.83%	5.00%
95% of individuals responding to Prevention & Health Promotion post class surveys will indicate the information and education provided met or exceeded their expectations.	99%	98%	100%	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	2020	2021	2022	YTD* 2023
Congregate meals served	1,709	897	5,001	7,770
Meals on Wheels delivered	80,156	89,334	96,007	99,677
Contracted Meals	23,655	24,866	22,158	27,854
People served	1,190	1,166	1,388	1,440
Cases of Liquid Supplements distributed	871	708	676	840
Nutrition Risk Screens completed	625	528	608	662
Total average number of volunteers	106	160	169	172
Hours donated by volunteers	12,248	12,212	11,817	11,440
OUTCOMES	2020	2021	2022	YTD* 2023
Average food-supply costs per meal will be below \$4.00/meal	\$2.91	\$3.13	\$3.93	\$4.18

*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	2020	2021	2022	YTD* 2023
Total number of Project 1 paratransit rides (normal bus hours)	9,172	8,203	8,788	9,784
Total number of Project 2 paratransit rides (non-bus hours)	1,257	1,901	1,856	2,005
Total number of out of county trips	1,127	1683	1194	1,060
Total number of trips with ADRC van	882	749	989	982
Total number of rides for people age 60+ (all rides)	4,631	4,687	4,573	5,373
Total number of rides for people with disabilities (all rides)	6,931	7,086	7,265	7,476
OUTCOMES	2020	2021	2022	YTD* 2023
90% of users responding to semi annual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.	97%	96%	97%	97%

*YTD indicates Jan-Dec Results