

## **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.

### **2024 Highlights-Accomplishments**

- Successfully followed up on 1,641 Options Counseling referrals for older individuals and/or individuals living with a disability.
- Benefit Specialist positions assisted in securing \$4,690,012 in benefits for individuals in need. These benefits enhance individuals' quality of life and stimulate our county's economy.
- 87 Eau Claire County residents received services from the Independent Living Support Pilot and although there were challenges getting benefits out initially, we were fortunate to have 248 individuals participate in the Chippewa Valley (Chippewa, Dunn, Eau Claire), with \$1.39 million being allocated in service plans to assist individuals in their homes.
- Delivered 99,861 meals to our Meals on Wheels (MOW) participants in Eau Claire County.
- Provided 24,866 contracted meals for Chippewa, Trempealeau, Managed Care Organizations and IRIS participants.
- Successfully had three pop up senior dining sites throughout the year, highlighting different culture's food.
- A partnership with Feed My People, has continued to keep the quality of the food high while managing costs for Meals on Wheels and Senior Dining sites.
- Paratransit Trust Funds provided the following.
  - \$20,000 in vehicle repair grants
  - \$12,000 in vehicle modification grants
- Continued success with ADRC Rural Van program, 1167 rides given for non-medical appointments, prioritizing rural residents of the county.
- Successfully transitioned to a new statewide reporting system.

### **2024 Future Opportunities-Challenges**

- The populations of those aged 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 in this age group of 26% and from 2020 to 2040, we are projecting to have an additional 18-20% increase.
- Due to the population increase in older adults, service demand for our programs continues to increase significantly, however the funding is not rising at a comparable rate.
- 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.
- Increase in unhoused population and lack of housing resources.
- Although we successfully rolled out a new statewide reporting system, there have been challenges. These difficulties have impacted the consistency and availability of our data, particularly when compared to historical records. The new system is also very fragmented, which doesn't work as well for a fully integrated ADRC.

## 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, Digital Equity, 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.
- Worked closely with Public Health on Livable Communities Grant, which brought funding to our community and to several county departments.

**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, Digital Equity, 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 meals for Chippewa and Trempealeau Counties.

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

- The Veterans Services Department and the ADRC 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 office hours at the Augusta Senior Center.

**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 2024 the ADRC offered 33 Health Promotion Classes and took part in 181 presentations, workshops, support groups and educational outreach efforts.
- ADRC Nutrition program provided over 100,000 nutritious meals to 1,529 individuals, allowing individuals to age at home for a longer period.

## 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	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>YTD* 2024</u>
Information & assistance contacts	17,619	18,432	19,051	N/A
Unduplicated number of people receiving assistance	5,093	5,456	5,693	N/A
Contacts for assistance ages 60+	14,068	14,655	14,831	N/A
Contacts for assistance ages 17-59	3,551	3,777	4,220	N/A
Options Counseling Referrals	1,881	1,505	1,511	1,641
Youth Transition Referrals	26	30	47	49
Disability Benefit Specialist Referrals	285	398	374	353
Elder Benefit Specialist Referrals	640	618	550	690
Medicare Annual Open Enrollment Referrals (October 15 - December 7)	187	187	215	175
Total Family Care Enrollments	198	290	249	243
Total IRIS Enrollments	44	30	56	53
Medical Assistance Applications the ADRC Assisted With	217	188	189	230
Functional Screens Completed	329	388	408	380
Memory Screens Completed	66	98	132	161
Total Prevention & Health Promotion Classes Offered	30	34	33	33
Total Number of Participants in Prevention & Health Promotion Classes	431	513	531	544
Adaptive Equipment Loans	397	260	357	361
Total number of volunteers for prevention	11	12	14	13
Hours donated by volunteers for prevention	372	411	516	548
Individuals receiving supportive and/or respite services	53	50	62	68
Staff presentations, workshops, support groups, and education outreach	159	203	213	181
Number of people attending presentations, workshops, support groups, and education outreach	1,768	4765	3608	3,889
OUTCOMES	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>YTD* 2024</u>
Less than 5% of calls coming into the ADRC queue will be abandoned by the caller	3.40%	3.83%	5.00%	2.99%
95% of individuals responding to Prevention & Health Promotion post class surveys will indicate the information and education provided met or exceeded their expectations.	98%	100%	100%	100%

Note: Due to new system implementation, certain data is not available for 4th Qtr

\*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	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>YTD* 2024</u>
Congregate meals served	897	5,001	7,770	9,713
Meals on Wheels delivered	89,334	96,007	99,677	99,861
Contracted Meals	24,866	22,158	27,854	29,285
People served	1,166	1,388	1,440	1,529
Cases of Liquid Supplements distributed	708	676	840	1095
Nutrition Risk Screens completed	528	608	662	N/A
Total average number of volunteers	160	169	172	183
Hours donated by volunteers	12,212	11,817	11,440	12,213
OUTCOMES	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>YTD* 2024</u>
Average food-supply costs per meal will be below \$4.00/meal	\$3.13	\$3.93	\$4.18	\$3.27

Note: Due to new system implementation, certain data is not available for 4th Qtr

\*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>2021</u></b>	<b><u>2022</u></b>	<b><u>2023</u></b>	<b><u>YTD* 2024</u></b>
Total number of Project 1 paratransit rides (normal bus hours)	8,203	8,788	9,784	8,274
Total number of Project 2 paratransit rides (non-bus hours)	1,901	1,856	2,005	1,517
Total number of out of county trips	1,683	1,194	1,060	797
Total number of trips with ADRC van	749	989	982	1,167
Total number of rides for people age 60+ (all rides)	4,687	4,573	5,373	4,743
Total number of rides for people with disabilities (all rides)	7,086	7,265	7,476	5,845
<b>OUTCOMES</b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>2023</u></b>	<b><u>YTD* 2024</u></b>
90% of users responding to semi annual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.	96%	97%	97%	96%

Note: Due to new system implementation, certain data is not available for 4th Qtr

\*YTD indicates Jan-Dec Results