

2018 ANNUAL REPORT

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Tammy Anderson, Director



AGING & DISABILITY RESOURCE CENTER OF WASHINGTON COUNTY
333 E Washington Street, Suite 1000
West Bend WI 53095

Functions of the ADRC

- Provide information and assistance to disabled adults 18 - 59 and persons over 60 and their families
- Provide options, enrollment, and eligibility counseling as well as information and screenings for publicly funded long term care programs
- Operate seven (7) meal sites for distribution of congregate and home delivered meals
- Provide Nutrition Education and counseling services to older adults
- Provide Health Screening and education services at dining center locations
- Provide Benefit Specialist and Advocacy services for disabled adults and elderly
- Provide funding for services such as Adult Day Care & Senior Centers
- Provide support services to Caregivers and their families
- Assist older adults & disabled adults age 18-59 in accessing prescription drug assistance programs

The mission of the Aging & Disability Resource Center is to empower and assist all seniors, adults with disabilities, and their families by providing services which help them make informed choices, maintain independence, and remain safely in their homes and community.

- Assist older adults and their families in gaining access to needed community services
- Provides Transitional Resource Services for high school students (ages 17-21) with developmental and physical disabilities, their parents or guardians

Elder Benefit Specialist

The purpose of the Elder Benefit Specialist program is to protect the interests of adults age 60 or older. Benefit Specialist services help older adults who have problems with public and private benefits. These services help older persons figure out what benefits they are entitled to and what they must do to receive those benefits.

Services provided include assistance with eligibility screening, completing applications, appeals/reviews/re-considerations and information/referrals including but not limited to the following public benefit programs: Medical Entitlement (Medicare/Medical Assistance/T-19/Medicaid), Social Security/Disability Claims, Supplemental Security Income (SSI), Health Insurance/Managed Health Plans, Housing, Alternative Care Facilities/Nursing Homes, Community-Based Services, Consumer Issues.

The Baby Boomers are now turning 65! Medicare classes continue to be well attended, and well-liked by the participants. Participants often refer their friends' one they have attended. These sessions continue to be a must for Washington County residents nearing Medicare eligibility.

In 2018, there were 636 clients served by the Elder Benefit Specialist. 86% of the cases were regarding health insurance benefits. According to the American Community Survey (ACS), the potential population of eligible persons over 60 for Elder Benefit Specialist Services in Washington County exceeds 25,000. Since the ADRC has one full time Elder Benefit Specialist, we have had to find ways to meet the demand for services by using technology and more group trainings.

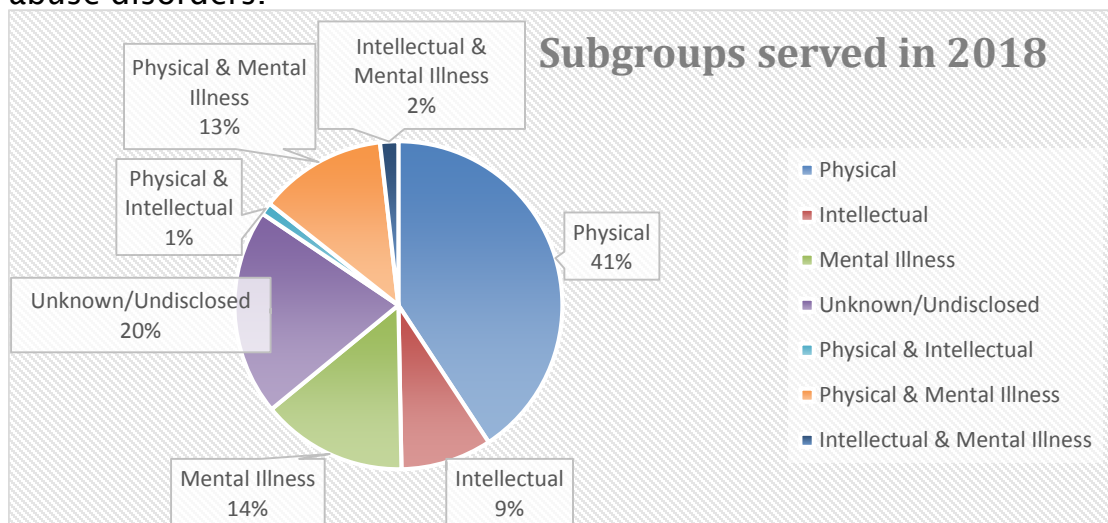
Welcome to Medicare classes assisted 221 people with education on the Medicare program. Also during the open enrollment of Medicare Part D we assisted 206 people.

The total financial impact of the Elder Benefit Specialist program in 2018 was \$3,679,670.00. Monetary impact tracks one-time and 12 month recurring benefits (cash benefits and the value of medical insurance benefits) obtained. Statewide averages are used for ongoing benefits. Client specific data is used for lump sum or back payments. Monetary impact is tracked when the case is closed.

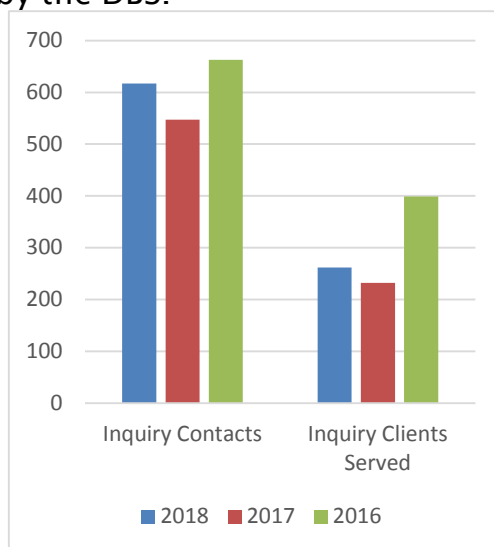
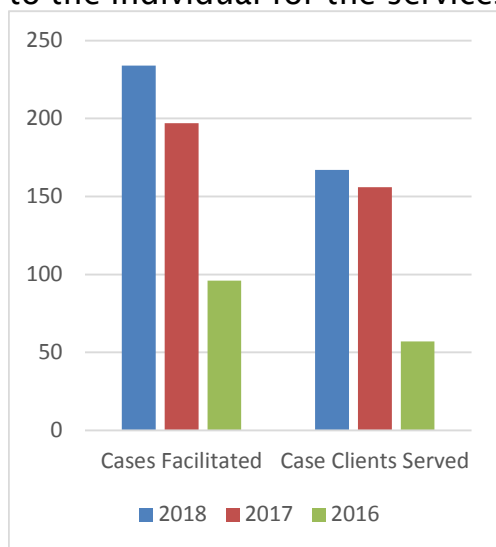
Disability Benefit Specialist

Disability Benefit Specialist Program

The Disability Benefit Specialist Program operates as an integral part of the Aging & Disability Resource Center. The Disability Benefit Specialist (DBS) provides services to individuals ages 18-59 with physical disabilities, intellectual disabilities, mental illness and/or substance abuse disorders.



The core service of the DBS Program is to provide benefit counseling about public and private benefit programs, such as insurance (Medicaid, Medicare, MarketPlace), Social Security Benefits (Social Security Disability Insurance/SSDI and Supplemental Security Income/SSI), FoodShare, housing and utility programs (Energy Assistance), prescription drug assistance, and additional other benefits. The DBS can assist individuals to apply for benefits, understand their rights, provide advocacy, and appeal denial of benefits. There is no cost to the individual for the services provided by the DBS.



In 2018, the DBS Program assisted 167 individuals with cases (applications, appeals, benefit check-ups, etc.) for a total of 234 cases facilitated. In addition, there were a total of 617 inquiries, where the DBS program assisted 262 individuals to gain information so that they could pursue benefits and resolve issues independently/with natural supports.

Information and Assistance

Information and Assistance Specialists provide individuals with information on services and supports that are available within the county, link individuals to services and opportunities that are available in Washington County and provide follow-up as needed or requested.

In 2018, 4,418 people were assisted by the ADRC. There were 12,053 total contacts logged by staff. Home visits are offered and provided for the purpose of identifying persons who may benefit from existing services and benefits. 955 home

visits were provided to citizens of Washington County. Concerns regarding housing needs, finances, health, safety and in home supportive services are common requests for information. Gaps in services are also documented.

Public relations and marketing are requirements of the State contract for ADRC's. In 2018, the ADRC advertised in a variety of newspapers and did radio spots. We also continue to do community presentations and participation in events.

Transitional Resource Services

The Youth Transition program provides information and resources on future planning for young adults, ages 16 -21 who have physical or intellectual disabilities, their parents or guardians.

The Youth Transition Specialist provides information, assistance, and referral to community resources to ensure a seamless transition from child to adult services. Transition age youth also receive information on publicly funded long term care programs (i.e., managed and care and self-directed support programs), and are screened for adult long term care program functional and financial eligibility. The Youth Transition Specialist developed a collaborative relationship with all Washington County High Schools and participates in IEP (Individualized Education Plan) meetings for youth with physical and intellectual disabilities beginning at age 16 and serves as a guide to help students and their families navigate the multiple steps that occur between 16 – 21 years of age. The Youth Transition Specialist also screens

youth ages 16 – 21 who receive SSI for the SSI-E (Supplemental Security Income Exceptional Expense) benefit eligibility and refers youth and their families to the Disability Benefits Specialist for assistance with applying for Adult SSI benefits. All youth and their families also receive information packets on decision making options (guardianship, supported decision making, power of attorney options) to assist their parents in making and informed decision prior to their child attaining the age of 18. The Youth Transition Specialist continues to enhance collaboration with other community agencies by participating on the County Communities on Transition Committee (CCOT), the Project Search Steering Committee and the Washington County Behavioral Health and Children with Disabilities Committee. In 2018, the Youth Transition Specialist provided information on transition services and worked with 94 families.

Nutrition Services Health and Wellness Services

There are 7 Senior Dining Centers in Washington County. In 2018, a total of 993 persons were served through this program. The Senior Dining Program served 27,068 meals to participants at congregate sites. The program also delivered 52, 617 meals to homebound older adults. Both programs saw an increase in participation in 2018. 225 persons received Senior Farmer's Market vouchers for a total value of \$5,625 in 2018. Each person received \$25.00 worth of vouchers to use at approved Wisconsin Farm market vendors.

The Nutrition services provided by the ADRC in Washington County have incorporated Health and Wellness services into the meal service so that participants can maintain or improve their health and mobility.

During 2018, the Health and Wellness programs provided by the ADRC included these classes:

- Walk with Ease
- Diabetes Self-Management
- Strong People

Walk with Ease- A walking and educational program developed by the Arthritis Foundation. Currently offered twice per year and the Jackson Community Center. We are looking to expand this program to the West Bend area.

Healthy Living with Diabetes (Diabetes Self-Management Class)- Partnered with Aurora Health Care and the YMCA to provide multiple classes throughout the County.

Strong People Workshop-An older adult strength training class that focuses on strengthening muscle groups needed to live independently. This class is now offered at 3 different locations throughout the County.

The Aging and Disability Resource Center also provides funding to area Senior and Community Centers to assist in promoting health and wellness to older adults. Through this partnership, Washington County older adults were able to participate in various aerobic exercise classes such as enhance fitness and Zumba gold. The funding also helped provide for recreational and social activities such as card groups and bus tours.

Caregiver Support Services

The ADRC provides Caregiver Support Services through contract with Adult Day Centers, Home Care agencies, and other provider agencies. Services are targeted to assist persons who are caring for family members who have been diagnosed with an irreversible dementia, infirmities of aging, or chronic diseases which compromise their independence and safety at home.

Caregiver support ranges from providing a bath and housekeeping to someone each week to providing vacation respite at a facility when the family is away. The programs also assist with a medication monitoring machine and Personal Emergency Response systems from Safe Living Technologies. Adult Day Care services have been provided so that a spouse can keep their job and health insurance benefits while their family member needs daily assistance.

In 2018, there were 65 families served through these programs. Caregiver Services through the ADRC help families caring for their older adults at home by providing respite services and personal care assistance.

The ADRC staff also provides caregiver education through the Powerful Tools for Caregivers class and a Savvy Caregiver class. Recent information published by the Alzheimer's Association *Alzheimer's Disease Facts and Figures* shows that one in three older adults dies of dementia in

the United States. Alzheimer's disease is the 6th leading cause of death in the United States and is the only leading cause of death without a way to prevent, cure, or slow its progression.

The Dementia Caregiver Specialist at the ADRC had contact with 962 consumers in 2018. A total of 41 memory screens were completed. The Dementia Caregiver Support Specialist has done many dementia friendly community trainings, offers multiple memory cafés and leads the Washington County caregiver coalition. All of these initiatives has been well received and very successful.

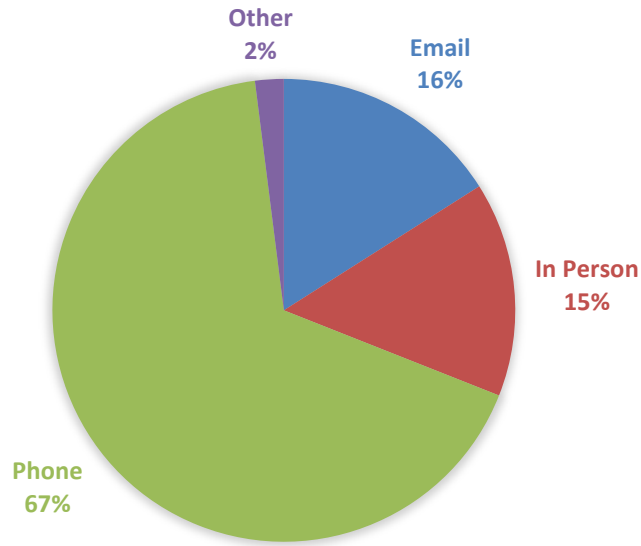


2018 Aging and Disability Resource Center Highlights

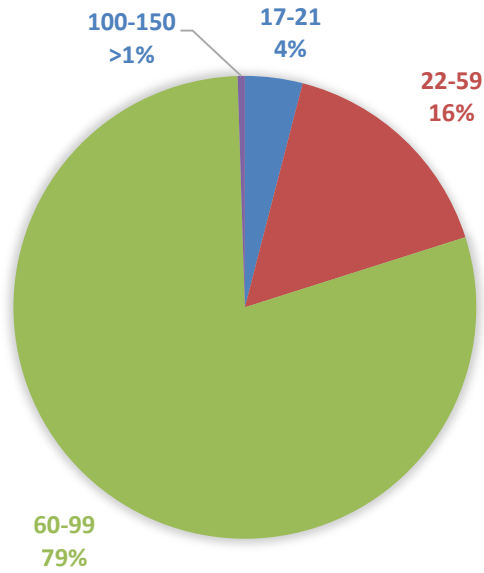
2018 was a year of stability at the Aging and Disability Center in Washington County. Highlights of this are as follows:

- The ADRC decreased the use of tax levy dollars by analyzing resources and utilizing grant money more efficiently.
- The ADRC partnered with Hartford Fire Department to receive referrals of individuals falling in their homes. This allows for the ADRC to follow up with the individual and offer services and prevention classes.
- The ADRC partnered on a project with Emergency Planning and the Health Department allowing for opportunities of collaboration.
- Continued efforts were put into maximizing the use of the Hartford Satellite office including planning meetings with United Way to ensure open communication and collaboration.
- A quality improvement project was completed to ensure our walk in customers inquiring about benefits were getting information they needed and were served appropriately during their time here.
- Formed a partnership with Aurora for Wellness and Prevention Classes resulting in being able to offer a falls prevention and balance class in 2019.
- We purchased non disposable dishware for the congregate meal sites to enhance dining services for the older adult population.
- Implemented Point and Pay system for credit card payments to enhance individuals ability to donate to ADRC services and programs.
- A Community Issues Advisory group was started involving multiple community providers focusing on Issues affecting older adults in Washington County.

TYPE OF CONTACTS WITH CUSTOMERS IN 2018



AGE OF OUR CUSTOMERS IN 2018



Top 5 Topics Discussed in 2018

