

## 2010 Year End Report for: Aging and Disability Resource Center of Ozaukee County

The following is the annual report for 2010 for the Aging and Disability Resource Center of Ozaukee County. The mission of this department is to provide a one stop source of information and assistance for older adults, adults with disabilities, their families, friends, and caregivers by linking them with resources and services that enable them to live as independently as possible.

The Aging and Disability Resource Center works closely with the Wisconsin Department of Health Services, the Bureau of Aging and Disability Resources, and the Greater Wisconsin Agency on Aging Resources in order to serve elderly and disabled individuals in Ozaukee County.

The Aging and Disability Resource Center continues to maintain detailed and accurate knowledge of resources and services available in the community in order to provide objective long term care options counseling information to the individuals it serves.

### **RESOURCE CENTER:**

The Resource Center is responsible for providing outreach, information, and assistance to the public regarding long-term care programs and options as well as other issues of concern to the elderly and physically disabled population. These services are provided by Information and Assistance Specialists. In addition, the Resource Center also provides assistance to the elderly as well as developmentally and physically disabled residents who have concerns or questions about health insurance, disability determinations, and other public benefits, including prescription drug coverage. This type of assistance is provided by an Elderly Benefit Specialist and a Disability Benefit Specialist employed by the resource center.

### **Information and Assistance:**

The provision of information and assistance, as well as outreach and education, are critical components of a resource center. Access to accurate, up-to-date, unbiased information is vital for individuals attempting to make decisions about long-term care issues. The Aging and Disability Resource Center is responsible for assisting individuals, no matter what their financial status, who are seeking information about services for the elderly and for those with a physical or developmental disability. Resource Center staff also perform the functional screens which determine eligibility for individuals who need to access publicly-funded long term

care programs. Staff from the Aging and Disability Resource Center meet with individuals and their families (via the phone, by office visits, or by visits in the individuals home) to help sort through the service choices available. The process often involves assessing the individual’s strengths, what they need help with, what type of family or other supports the individual has, and what community services or agencies can be called upon for assistance. This review also includes a look at the person’s financial resources in order to assist in providing appropriate options counseling.

The number of customer contacts for the Aging and Disability Resource Center in 2010 was very similar to the number of contacts experienced in 2009. Additionally, the subject matter of these calls has become increasingly complex . Because of this, calls are frequently very lengthy and demand a great deal of knowledge on the part of ADRC Staff. Keeping current with knowledge of private resources and the costs associated with these resources is critical. Staff of the ADRC must also have very detailed knowledge of publicly funded programs and the eligibility criteria for these programs in order to provide accurate options counseling and enrollment counseling for the public.

**5 Year Comparison of Contacts into the ADRC for Information and Assistance:**

2006	2007	2008	2009	2010
2556 contacts	3485 contacts	5174 contacts	5998 Contacts	5980 Contacts

**AGING SERVICES/OLDER AMERICANS ACT FUNDING:**

The Older American’s Act authorizes grant funding for community planning and service programs as well as for research, demonstration, and training projects in the field of aging. Additionally, the Older Americans Act authorizes grants for local needs identification, planning, and funding of services. Core services funded by the Older Americans Act include: nutrition services (home delivered meals and congregate meal programs), services that focus on benefits for seniors (elderly benefit specialist), supportive services (housekeeping, personal care, adult day care, etc), preventive health services (nutrition and health screenings, falls prevention programs, etc.), and caregiver support programs.

## **Nutrition Programs**

Good nutrition is essential to maintaining cognitive and physical functioning, reducing or delaying chronic diseases, and to sustaining a good quality of life. The Older Americans Act provides for the establishment and operation of nutrition programs both in a congregate setting and for homebound individuals. All meals meet the requirements for one-third of the daily recommended dietary allowances. It's also critical to remember that the nutrition programs are more than just a meal. These programs provide opportunities for socialization, education, counseling, screening, and prevention. The nutrition programs are also often the first step to assisting individuals in accessing many other helpful services.

## **Congregate Meals:**

The Congregate Meal Program provides older persons, 60 years of age and older, the opportunity to eat a hot nutritious noontime meal and to meet socially with others at a congregate dining site (usually in a community center, senior center, or apartment building). Participants in the Congregate Meal Program usually live independently in their own homes or apartments. There are currently 5 Congregate Dining Sites in Ozaukee County. Four of these sites are held at fixed locations while the fifth meal site (which serves the more rural areas in the northern part of the county) alternates between 3 rural locations to address the needs of different communities.

In 2010, the Mequon senior dining site and the Thiensville senior dining site were combined and relocated into one. The new site is located in Rangeline School which also houses the Recreation Department of the Mequon/Thiensville School District. The new site allows seniors many more opportunities to socialize as well as to participate in prevention programming, physical activities, and outings.

The staff of the dining centers in Ozaukee County continue to work hard within their community to increase awareness of and participation in the congregate meal program. The congregate meal program functions efficiently with four site managers who work 20 hours per week, one site manager who works 10.5 hours per week, and one part-time clerical assistant. In addition, several substitute site managers are available to work when the regular site manager is unable to do so. The contract for the preparation of meals for the meal programs is currently held by Taher Incorporated. Taher, Inc. makes a concentrated effort to provide a wide variety of menu items and receives many compliments from the individuals involved in the meal program throughout the year.

As a special event the ADRC supports an annual Senior Picnic for all congregate meal participants. Door prizes are garnered from local businesses. Staff of the ADRC help to organize and run the event and entertainment is provided by a local entertainer at a nominal cost. In 2010, 190 seniors attended and enjoyed the annual picnic event.

5 Year Comparison of Congregate Meals Served:

2006	2007	2008	2009	2010
21,354 meals 837 citizens	20,476 meals 892 citizens	20,736 meals 953 citizens	21,367 meals 1041 citizens	20,352 meals 975 citizens

**Home Delivered Meal Program:**

Home delivered meals are available to individuals age 60 and over who are unable to leave their homes due to illness, disability or frailty. These individuals are not able to cook for themselves and have no other resources to obtain a meal. Meals are delivered Monday through Friday, excluding holidays. In addition, frozen meals are available for persons who need them, either on holidays or for weekends. Meals are delivered throughout the county at lunchtime by volunteers who pick the meals up at the congregate meal sites and drive to the homes and apartments of those elders who can no longer leave their homes. The average age of the volunteers who deliver these meals is 75 years of age.

The Home Delivered Program utilizes one-half of a clerical staff person's time as well as three part-time drivers. Following his food delivery route, the driver is then responsible for delivering meals to homebound individuals in the northern part of the county where no volunteers are available. This route often exceeds 60 miles round trip. Due to an increasing number of individuals utilizing the home delivered meal program, each of the congregate meal sites now have at least two routes established for delivery of the meals.

Home-delivered meals are often a vital part of an elderly person's plan of care. Delivery drivers/volunteers are instructed to check on the person receiving the meal and notify the Aging and Disability Resource Center immediately if no one answers the door. Drivers and meal volunteers also alert the ADRC if they notice signs that the person is confused, hasn't been eating, or is ill and in need of medical attention.

In 2010, the Ozaukee County ADRC was once again able to offer a home delivered Thanksgiving meal prepared by Nisleit's Restaurant in Port Washington. This is

an especially important feature for those individuals with no family or friends in the Ozaukee County area. Twenty-five homebound individuals received a Thanksgiving meal in 2010. Additionally, in 2010 as a joint venture with Nisleits Restaurant, the Aging and Disability Resource Center also prepared and delivered a Christmas dinner to 20 home bound individuals.

Both the Thanksgiving and Christmas meal deliveries were provided by Ozaukee County staff who volunteered their services for the day.

In 2010, the Home Delivered Meal Program served meals to 306 people. Below is a comparison chart showing the utilization of this program over the last 5 years.

2006	2007	2008	2009	2010
29,552 meals 300 citizens	25,137 meals 243 citizens	29,600 meals 313 citizens	31,760 meals 300 citizens	33,240 meals 306 citizens

### Benefit Specialist Program:

The purpose of the Benefit Specialist Program is to provide access to benefits, entitlements, and legal rights to older persons as well as disabled adults. The program promotes and preserves the autonomy, dignity, independence, and financial security of older and disabled individuals. The Aging and Disability Resource Center of Ozaukee County continues to employ 1 full-time Elderly Benefit Specialist and 1 full-time Disability Benefit Specialist. In the past, Aging units employed Benefit Specialists who specialized in only assisting Elderly individuals. With the introduction of Aging and Disability Resource Centers, the contract with the State of Wisconsin called for ADRC's to also employ a Disability Benefit Specialist. The Elderly Benefit Specialist works exclusively with individuals age 60 and older and the Disability Benefit Specialist works exclusively with disabled individuals age 18-59.

The issues that the Benefit Specialists handle include: Medicare (including supplemental policies), Medicaid, private insurances, landlord/tenant issues, assisting in appeals and filings for Social Security Disability, and long term care. Throughout the year, presentations are conducted in the community around Medicaid, Medicare and other health benefit issues by the Information and Assistance staff as well as the Benefit Specialists. The Benefit Specialist also advocates for individuals in medical payment disputes or benefit denials. Additionally, both the Information and Assistance Specialists and the Benefit Specialists continue to assist individuals with renewing and understanding their

prescription drug programs. In 2010 the Elderly Benefit Specialist assisted 726 individuals with Medicare, Medicaid, or other insurance or benefit related issues. The Disability Benefit Specialist assisted 305 individuals in 2010.

**5 Year comparison of individuals served by the Elderly Benefit Specialist:**

2006	2007	2008	2009	2010
574	659	657	929	1195

**Individuals served by the Disability Benefit Specialist: (new program in 2008)**

2008	2009	2010
214 Individuals	237 Individuals	305 Individuals

**Supportive Services:**

The Aging and Disability Resource Center provides funding for the provision of supportive services to eligible low-income, elderly residents within the financial constraints of the department. The services funded are companion care, respite care, homemaking, emergency response systems, and adult day care.

**Respite Care/Homemaking Services:**

This program provides respite and/or companion care services to the families of person’s affected by Alzheimer’s disease or other dementias. In addition, the ADRC is able to provide homemaking services to frail elderly individuals. The ADRC contracts with two agencies to provide these services. In 2010 the two contracted agencies were Horizon Home Care and Hospice and Comfort Keepers. Clients who benefited from the services of respite care received respite once per week for up to four hours at a time. Clients who received homemaking services received two hours of homemaking every two weeks. In 2010 there were 44 individuals served by respite care or homemaker.

**5 Year Comparison Chart of Individuals Served by Respite or Homemaking:**

2006	2007	2008	2009	2010
34 citizens 1138 hours	43 citizens 1155 hours	58 citizens 1747 hours	52 citizens 1235 hours	44 citizens 1228 hours

**Personal Emergency Response Services: (PERS)**

The Personal Emergency Response service vendor presently used by Ozaukee County is ResponseLINK. ResponseLINK supplies a device which in the event of

an emergency, can be activated by pushing the red “Emergency” button on the unit, on a wrist band or on a neck pendant worn by the client. Within seconds the emergency signal is received by a trained professional at the ResponseLINK monitoring center who is ready to provide timely and appropriate assistance. For many people living alone this service is an integral component that can allow them to remain living independently in their home. In 2010, the Department was able to serve 31 individuals by providing a personal emergency response system for them.

**5 Yr Comparison of Individuals receiving Personal Emergency Response Services:**

2006	2007	2008	2009	2010
16	23	47	45	31

**Adult Day Services:**

Adult day centers provide day care services to individuals in need of supervision and activities during the day. These programs assist families who need care or supervision for family members so they can continue to work. Adult day services also provide caregivers some time that they can call their own while knowing the individual they are caring for is involved in meaningful activities in a safe environment. In 2010, the ADRC continued our contract with Lakefield Adult Day Center in Grafton. Six clients received adult day programming assistance from the center.

**5 Year Comparison Chart of Individuals Utilizing Adult Day Services:**

2006	2007	2008	2009	2010
11	12	10	12	6

**Prevention Programs:**

In 2010, the Aging and Disability Resource Center of Ozaukee County offered several prevention programs utilizing state funded grants. Prevention programs aim to provide information that will enable individuals to delay their need for more expensive long term care services. The first program offered is *Living Well with Chronic Conditions*. This program was offered three different times during the year. In total, thirty individuals benefited from this excellent program. In addition to *Living Well with Chronic Conditions*, two *Falls Prevention Program* classes were also offered in 2010. A total of thirty individuals attended the *Falls Prevention Program* classes. Three sessions of *Powerful Tools for Caregivers* were held throughout 2010, reaching a total of thirty-three individuals. Finally, a joint venture with Public Health is the *Sure-Step* program. This basis of this falls prevention program is an in-depth home assessment with a public health

professional. Following the assessment, referrals are made to other health care providers as necessary. Funding only allows for ten assessments each year.

**Volunteers:**

The Aging and Disability Resource Center relies heavily on the generosity of volunteers to assist us in providing our programs. This is especially true for the congregate and home delivered meal programs. Volunteers donate their time and energy without any financial reimbursement from the county. In 2010, 433 individuals volunteered 5093 hours of volunteer service to seniors within the county.

5 Year Comparison Chart of Volunteers and Hours Volunteered

2006	2007	2008	2009	2010
426 Volunteers 5387 Hours	439 Volunteers 4915 Hours	436 Volunteers 4993 Hours	440 Volunteers 5005 hours	433 Volunteers 5093 Hours

**Community Education and Outreach:**

As was previously mentioned, educational outreach programs on Medicare, Medicare Part D, health insurance, community resources, retirement planning, health and prevention activities, caregiving, and other related areas were offered in 2010. The ADRC Staff offered a total of 56 presentations on these various topics and were able to out-reach to 1013 individuals. The Aging and Disability Resource Center also continues to offer an educational series three times per year for caregivers in conjunction with UW-Extension staff entitled *Taking Care of You: Powerful Tools for the Caregiver*.

2007	2008	2009	2010
12 Presentations 327 Individuals in attendance	42 Presentations 955 Individuals in attendance	34 Presentations 808 Individuals in attendance	56 Presentations 1013 Individuals in attendance