



**ANNUAL REPORT**

**OF THE**

**OZAUKEE COUNTY**

**AGING SERVICES DEPARTMENT**

**2005**

## **REPORT OF THE AGING SERVICES DEPARTMENT**

The following is the annual report for 2005 for the Aging Services Department. The mission of the Aging Services Department is to affirm the dignity and value of older adults in the County by insuring the availability and accessibility of services and resources that enable them to live in and give to their community. In order to accomplish this mission the department continues to work closely with the State Bureau on Aging and Long Term Care Resources, the Southeastern Wisconsin Area Agency on Aging, District 2-B; and the Wisconsin Department of Transportation in order to administer all programs which are funded with Title III and Department of Transportation s.85.21 funds. The Aging Services Department continues to be aware of and sensitive to the needs of the elderly and the services that are being provided within the county.

The activities of the Aging Services Department are divided into several categories. They are: Administration, Supportive Services, Resource Center, Nutrition Programs, and Community Outreach. The programs provided will be discussed along these category lines.

### **ADMINISTRATION**

During 2005 the staff of this department worked in several areas:  
Educational programs in April and November along with Recognition of Older Americans Month in May  
Continued leadership of the Aging Consortium  
Continued to serve as a representative on the state's senior center accreditation committee and as Treasurer and now President of Wisconsin AIRS (Alliance of Information & Referral Systems)  
Completed activities related to an Elder Choice Grant received from the state.  
Continued to serve on the Senior Conference Committee  
Provided education and individual counseling in regard to the Medicare Part D Drug Program

### **SUPPORTIVE SERVICES**

One of our goals for 2005 was to continue to provide financial assistance for the provision of services (Adult Day Care, Respite, Homemaking, and Lifeline) for low-income, elderly residents within the financial constraints of the Department. This was achieved through the following programs.

### **RESPITE CARE (Companion Care and Homemaker)**

This program provides respite and/or homemaking services to the families of victims of Alzheimer's disease or other dementia. In addition, we are able to

provide respite and homemaking services to frail elderly individuals or their families. The respite and homemaker service was provided by contract with Horizon Home Care and Hospice. We also entered into a contract with Comfort Keepers to provide companion/homemaker services for several individuals. Homemaking services were provided every two weeks.

**Units of Service Provided:** 988 hours **People Served:** 32

### **ADULT DAY CARE:**

The Commission on Aging and the Aging and Long Term Care Committee continue our long-term commitment to the provision of Adult Day Care services in Ozaukee County. In 2005 we continued our contract with Lakefield Adult Day Center in Grafton. Adult Day Centers provide day care services to individuals in need of supervision and activities during the day. These programs assist families who need respite or other supervision for family members so that they can continue to work. It also aids families in providing the caregiver with some time during which they can accomplish some tasks which need to be done, even providing them with much needed rest.

**Units of Service:** 451 days **People Served:** 14

### **LIFELINE:**

In 2005 the Aging Services Department provided this service from Lifeline Systems out of Denver, Colorado until June 2005. Because of numerous billing problems that were being encountered we switched our clients to Direct Link out of New Berlin. The contract with Direct Link continues. Lifeline/Direct Link is a personal emergency communicator that puts an individual in immediate contact with an emergency responder. There is a fee for installation and a monthly fee that covers operating expenses. For some older people, the monthly rental fee has been more than they could afford.

**Units of Service:** 132 months **People Served:** 17

### **OUT OF COUNTY TRANSPORTATION:**

This department continues to provide an out of county transportation program for Ozaukee County residents 60 and over and for those persons who are physically or developmentally disabled. In an effort to control costs in this program the Commission on Aging in 2004 agreed to limit our out of county service to those persons who were confined to a wheelchair and needed to travel out of county for medical services not provided within the county. Other ambulatory individuals were referred to Interfaith Caregivers for transportation provided by volunteers and we continued our contract with G & G Enterprises to provide the wheelchair service. Interfaith Caregivers received a small grant from the Commission in order to recruit and reimburse volunteers for their mileage. Out of county trips continue to be provided to treatment facilities in Milwaukee

and Sheboygan Counties for specialized medical care. One staff person spends approximately 5% of her time on this program. In 2005 the out of county transportation program served 9 persons, providing **930 hours of service. 592 one-way out of county trips were made in 2005** for medical purposes. Interfaith volunteers provided **330 out of county trips to clients.**

## **RESOURCE CENTER**

Goals for 2005 included 1) the continuation of assistance to elderly residents who have concerns about health insurance and other public benefits, including prescription drug costs and 2) the continuation of providing outreach, educational information, and assistance to the public regarding long-term care and other issues of concern to the elderly population.

The following programs met these goals.

## **INFORMATION AND ASSISTANCE:**

**Information and Assistance and Outreach** is a fundamental component of any resource center. Access to information is vital for individuals concerned about long term care issues. The Aging Services Department is responsible for all intake for services and information that relate to older adults. Also, staff continues to assist older adults and physically disabled persons under the age of 60 with the completion of COP (Community Options Program) applications. As our community continues to age the provision of information and assistance becomes increasingly important. Remaining independent in the community is the goal of all older adults and assistance is often necessary in order to achieve this. Aging Services Department staff meets with older adults and their families to help sort through the choices available. The process involves assessing what the individual can and cannot do, what family supports are on hand, and what community services or agencies can be called on for assistance. This review includes a look at the person's financial resources followed by appropriate referrals for funding if necessary. We continue to see a steady increase in the numbers of people calling for information, for which we provide some sort of assistance or referral. During this past year, staff continues to be overwhelmed with the number of requests for service prompting the request for additional staff assistance in 2006. We also provide outreach to individuals and community groups who request information/services. The staff utilizes a database program designed specifically for intake purposes. This program, called BEACON, coordinates with the SAMS database that we are using and eliminates double data entry. In 2005, we had 2097 **contacts for Information and Assistance, serving 1589 unduplicated persons.** In addition staff completed 43 pre-CBRF (Community Based Residential Facility) assessments and 41 COP (Community Options Program) applications.

### **BENEFIT SPECIALIST:**

The purpose of the Benefit Specialist Program is to provide broad access to benefits, entitlements and legal rights to older persons. This program promotes and preserves the autonomy, dignity, independence and financial security of older persons. We continue to have 1.05 FTE's (Full time equivalents) in staff allocated to this program. The issues that the Benefit Specialist handles include Medicare supplements, Medicaid, Medicare, Other Insurance, Financial and Housing Issues, Community services and long term care. In addition to the workshops conducted in regard to the above insurance issues we continued to conduct other educational workshops in the community around Medicare issues and other health benefits. The Benefit Specialist also advocates for the elderly in medical payment disputes, either by encouraging the provider (physician, etc.) to accept assignment (Medicare payment) or to lower their bill, or by appealing Medicare denials. In addition, both the Information and Assistance Specialists and the Benefit Specialist continue to assist individuals with their renewal for the Senior Care program (Wisconsin's prescription drug program). In 2005 the Medicare Part D Prescription Drug Program has been the central issue for most seniors. 30 presentations were given to 1782 seniors and their families. In addition, 425 individual contacts were made in regard to this program, accounting for approximately 600 hours of service. As for general Benefit Specialist issues the following is a summary.

**Units of Service:** 750 hours. **People Served:** 285

### **NUTRITION PROGRAMS**

A stated goal for 2005 was to continue to assess the effectiveness and efficiency of the nine senior dining centers located throughout the county. In the beginning of 2005 many hours were devoted to increasing participation at the sites; as the year progressed and the participation did not increase we directed our efforts to designing a plan that would more efficiently deliver this service. We also continued our participation in the Senior Farmers' Market Program. Because of cutbacks at the state and federal level the number of vouchers we received for 2005 was further reduced and we were only able to offer vouchers to 113 persons, with many others waiting for possible vouchers. This year we used a lottery system to more fairly distribute the limited number of vouchers that we had. These vouchers enable the older adult to purchase Wisconsin grown produce.

### **CONGREGATE MEALS:**

This program provides older persons, 60 years of age and older, the opportunity to eat at least one hot nutritious meal a day and to meet socially while continuing to live independently in their own home. As in previous years we continued our efforts to increase participation at the sites; as the year

progressed and the participation did not increase we directed our efforts to designing a plan that would more efficiently deliver this service. At the beginning of 2005 we removed a county employee from a meal site located at an apartment complex and replaced her with the apartment manager and volunteers. In this situation the change has been successful. Near the end of the year participation increased dramatically, specifically related to individuals signing up for a meal in conjunction with a Medicare Part D Workshop. This program continued to utilize one-half of a staff person's time, four site managers who worked 20 hours a week and one site manager who worked 10.5 hours per week. In addition we have several substitute site managers available to work when the regular site manager is unable to do so. Our contract with the Ozaukee County Sheriff's Department for the preparation of meals continued in 2005.

**Units of Service:** 21760 meals

**People Served:** 859

### **HOME DELIVERED MEALS:**

A hot nutritious meal is delivered to the homebound, age 60 and over, who are unable to cook for themselves and who have no other resources to obtain a meal. Meals are delivered Monday through Friday, excluding holidays. Frozen meals are available for persons who need them, either over holidays or weekends. Meals continue to be delivered throughout the county at noon from four of our meal sites. The Home Delivered Meals program utilizes one-half of a staff person's time and three part-time drivers. The drivers pick up the food at the jail and deliver it to the meal centers. After the driver has delivered the food to the centers he delivers meals to the homebound in the northern part of the county – an area where we do not have any volunteer drivers. Due to an increasing number of people utilizing this program, all centers now have two routes established for delivery of meals. In the Mequon-Thiensville area we are recruiting volunteers so that we can provide three routes a day from these sites. We will continue to see growth in the Home Delivered Meal Program due to the number of older adults trying to maintain their independence in the community. This program is now serving more meals than our Congregate Meal Program. Again this past year we offered a home delivered meal for Thanksgiving in conjunction with Nisleit's Restaurant in Port Washington. We asked county employees to volunteer to deliver this meal and we had a tremendous response. Five volunteers delivered a Thanksgiving meal to 21 participants. At the end of 2005 we received a generous donation that allowed us to purchase a Christmas gift for our home delivered meal participants.

**Units of Service:** 34,490 meals

**People Served:** 314

## **COMMUNITY OUTREACH**

This is an area where we continue to provide education and information to the general public.

## **FACTS FOR SENIORS:**

We increased our outreach in this area by lowering the age of persons who received our newsletter. In 2005 three newsletters were mailed to approximately 15,000 households of those age 55 or over

## **VOLUNTEER PROGRAMS:**

The Aging Services Department continues to rely on volunteers to assist us in providing some of our programs, particularly congregate and home delivered meals. The volunteers we do utilize donate their time and energy without any financial reimbursement from this office. In 2005, persons served as volunteers, providing 6341 hours of service to 1133 seniors within the county. The need for volunteers continues to increase and the recruitment of enough volunteers to meet the requests of older adults continues to be a major concern for us.

## **EDUCATION:**

As stated previously, we continue to offer programs on Medicare, Medicare Part D, health insurance, other health related areas, and retirement planning. We also continued offering the "Powerful Tools for Caregivers" educational series in cooperation with staff from the UW-Extension. In recognition of Older Americans' Month we offered an educational workshop and ended with an upbeat celebration. In November we offered our annual "thank you" program for Caregivers. In addition, we continued to provide a leadership role in planning for the Annual Senior Conference – attended by 116 seniors. Education programs are also presented at the nine meal centers throughout the year. These programs continue to be well attended and well received.

## 2005 EXPENDITURES

<b>PROGRAM</b>	<b>EXPENDITURES</b>
Homemaker	\$ 16,841.
Respite	932
Adult Day Care	22,919
Lifeline/Direct Link	3,359
Transportation	27,204
Information & Assistance	132,652
Congregate Meals	189,549
Home Delivered Meals	155,698
Benefit Specialist	64,469
Administration	207,049
<b>TOTAL</b>	<b>\$820,672</b>

## SOURCES OF REVENUE

State/Federal	\$371,960	45%
County Levy	297,837	36%
Participant Contributions	124,238	15%
Inter-Departmental Charges	26,637	3%

## **OZAUKEE COUNTY AGING SERVICES DEPARTMENT**

### **OZAUKEE COUNTY AGING AND LONG TERM CARE COMMITTEE**

Maryann Erickson, Chairman  
Clarence Boesch  
Dan Herlache  
Warren Stumpe  
Bob Walerstein

### **OZAUKEE COUNTY COMMISSION ON AGING**

Kathy Geracie, Chairman  
Ed Adams  
Clarence Boesch  
Karen Broman  
Margie Fuhr  
Joan Groh  
Gladys Huber

### **OZAUKEE COUNTY AGING SERVICES DEPARTMENT STAFF**

Sharon Gilman	Director
Mary Ferrell	Nutrition Program Manager
Ginger Ayres	Information & Assistance Spec
Jan Braby	Information & Assistance Spec
Carol Filo	Benefit Specialist
Dawn Woda	Account Clerk
Tara Tremain	Clerk-Typist
Lynn Crevcoure	Meal Site Manager
Tammy Baldwin	Meal Site Manager
Jill Casper	Meal Site Manager
Marianne Sass/Anna Zerfas	Meal Site Manager
Lynn Pokey	Meal Site Manager
Tom Keagy	Driver – Meal Delivery
Wayne Goeldner	Driver – Meal Delivery
William Daley	Driver – Meal Delivery