

2009 Year End Report for:
Department of Human Services-
Aging and Disability Resource Center of Ozaukee County

The following is the annual report for 2009 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 by maintaining detailed knowledge of resources and services that are available within the county.

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 physically disabled. Resource Center staff also

perform the functional assessments 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 what the individual can do on their own, 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 making appropriate referrals for either publicly-funded or privately funded programs and or services.

The Aging and Disability Resource Center continues to see a yearly rise in the number of contacts made with the public seeking assistance or information. In addition to the increased call volume, the ADRC continues to experience an increase in the length of these calls as individual’s issues and circumstances become much more complex.

In 2009, the Aging and Disability Resource Center received 5998 contacts for Information and Assistance. When compared to the total contacts in 2008, this is a 14% increase.

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

2005	2006	2007	2008	2009
2097 contacts	2556 contacts	3485 contacts	5174 contacts	5998 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 disease and disease related disability, and to sustaining a good quality of life. The Older Americans Act provides for the establishment and operation of nutrition projects both in a congregate setting and for homebound individuals. All meals must 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. They 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.

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 in 2009 was awarded to Taher Incorporated. Taher has made a concentrated effort to provide a wide variety of menus and has received 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 and staff of the ADRC and music is provided by Don Burhop. In 2009, 190 seniors attended and enjoyed the event.

5 Year Comparison of Congregate Meals Served:

2005	2006	2007	2008	2009
21,760 meals 859 citizens	21,354 meals 837 citizens	20,476 meals 892 citizens	20,736 meals 953 citizens	21,367 meals 1041 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 five of our congregate meal sites. 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 the northern part of the county where no volunteers are available and the route often exceeds 60 miles round trip. Due to an increasing number of individuals utilizing the home delivered meal program, all centers 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 also watch for signs that the person is confused, hasn't been eating, or is ill and in need of medical attention.

The Home Delivered Meal Program has grown so that it now serves about 30% more meals than the Congregate Meal Program. In addition to the hot nutritious noon time meal, Ozaukee County is able to offer a cold evening meal and/or frozen meals for weekends to individuals who need this support.

Ozaukee County 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 2009. Additionally, in 2009 as a joint venture with Nisleits, the Aging and Disability Resource Center prepared and delivered a Christmas dinner to 30 home bound individuals.

Both the Thanksgiving and Christmas meal deliveries were provided by volunteer county staff under the direction of Aging Services Manager Mary Ferrell.

Because of a very generous monetary donation from a private individual in the Home Delivered Meal Program as well as an additional donation left to the meal program from a recently deceased participant, we were able to do many innovative activities in 2009. These activities or special projects include:

- Distribution of \$10 gas cards to all home delivered meal volunteers
- Distribution of 200+ Emergency Preparedness bags to individuals attending the congregate meal sites
- Distribution of 125+ Emergency Preparedness bags to Home Delivered Meal participants
- Purchase of 2 heated soft sided home delivery meal bags
- Purchase of Coffee mugs for Congregate Meal site participants to encourage them to re-use these items in an effort to reduce our use of Styrofoam.

In 2009, the Home Delivered Meal Program served meals to 300 people. Below is a comparison chart showing the utilization of this program over the last 5 years.

2005	2006	2007	2008	2009
34,490 meals 314 citizens	29,552 meals 300 citizens	25,137 meals 243 citizens	29,600 meals 313 citizens	31,760 meals 300 citizens

Benefit Specialist Program:

The purpose of the Benefit Specialist Program is to provide broad 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. In 2009, the Aging and Disability Resource Center of Ozaukee County employed 2 full-time individuals for this program. In the past, Aging units employed Benefit Specialists who specialized in only assisting Elderly individuals. With the advent 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 ADRC now has one Benefit Specialist who works exclusively with the elderly and one Benefit Specialist who works exclusively with disabled individuals under the age of 60.

The issues that the Benefit Specialists handle includes: Medicare (including supplemental policies), Medicaid, private insurances, landlord/tenant issues,

financial hardships, 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 2009 the Elderly Benefit Specialist assisted a record 929 individuals with Medicare, Medicaid, or other insurance or benefit related issues. The Disability Benefit Specialist assisted 237 individuals.

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

2005	2006	2007	2008	2009
285	574	659	657	929

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

2008	2009
214 Individuals	237 Individuals

Supportive Services:

The Aging and Disability Resource Center provides financial assistance for the provision of supportive services to low-income, elderly residents within the financial constraints of the department. The services funded are items such as 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 2009 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 2009 there were 52 individuals served by respite care or homemaker.

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

2005	2006	2007	2008	2009
32 citizens 988 hours	34 citizens 1138 hours	43 citizens 1155 hours	58 citizens 1747 hours	52 citizens 1235 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 2009, the Department was able to serve 45 individuals by providing a personal emergency response system for them.

5 Yr Comparison of Individuals receiving Personal Emergency Response Services:

2005	2006	2007	2008	2009
17	16	23	47	45

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 2009, the Department continued our contract with Lakefield Adult Day Center in Grafton. Twelve clients received adult day service funding in 2009.

5 Year Comparison Chart of Individuals Utilizing Adult Day Services:

2005	2006	2007	2008	2009
14	11	12	10	12

Prevention Programs:

In 2009, 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 2009. A total of twenty-eight individuals attended the *Falls Prevention Program* classes. Finally, 3 sessions of *Powerful Tools for Caregivers* were held throughout 2009, reaching a total of twenty-two individuals.

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 2009, 440 individuals volunteered 5005 hours of volunteer service to seniors within the county.

5 Year Comparison Chart of Volunteers and Hours Volunteered

2005	2006	2007	2008	2009
358 Volunteers 6341 Hours	426 Volunteers 5387 Hours	439 Volunteers 4915 Hours	436 Volunteers 4993 Hours	440 Volunteers 5005 hours

Community Education and Outreach:

As was previously mentioned, educational outreach programs on Medicare, Medicare Part D, health insurance, community resources, retirement planning, caregiving, and other related areas were offered in 2009. We offered a total of 34 presentations on these various topics and were able to reach 808 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
12 Presentations 327 Individuals in attendance	42 Presentations 955 Individuals in attendance	34 Presentations 808 Individuals in attendance