



ANNUAL REPORT

OF THE

OZAUKEE COUNTY

AGING AND DISABILITY  
RESOURCE CENTER

2006

# **REPORT OF THE AGING AND DISABILITY RESOURCE CENTER**

The following is the annual report for 2006 for the Aging and Disability Resource Center. The mission of this department is to affirm the dignity and value of older adults and those with physical disabilities 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 of Aging and Long Term Care Resources, the Southeastern Wisconsin Area on Aging, District 2-B; and the Wisconsin Department of Transportation in order to administer all programs that are funded with Title III and Department of Transportation s.85.21 funds. The Aging and Disability Resource Center continues to be aware of and sensitive to the needs of the elderly and physically disabled by being fully aware of resources and services that are provided within the county.

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

## **ADMINISTRATION**

During 2006, the staff of this department worked in several areas:

Educational programs in April and during the months of September and October along with the 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 President of the Wisconsin AIRS (Alliance of Information and Referral Systems)

Continued to serve as Treasurer on the Ozaukee County Senior Conference Committee

Continued to serve as Secretary on the WAND (Wisconsin Association of Nutrition Directors)

Provided education and individual counseling in regard to changes to the Medicare Part D Prescription Program

## **RESOURCE CENTER**

Goals for 2006 included 1) the continuation of assistance to elderly residents who have concerns about health insurance and other public benefits, including prescription drug coverage 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 and physically disabled 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 any long-term care issue. The Aging and

Disability Resource Center is responsible for all intakes for services and information with regards to the elderly and physically disabled. Also, staff continues to assist older adults and those that are physically disabled over the age of 18 with the completion of the COP (Community Options Program) applications. Remaining independent in the community is the goal of all adults and assistance is often necessary in order to achieve this. Staff from the department can meet with the older person 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 upon for assistance. This review includes a look at the person's financial resources followed by appropriate referrals for funding if the person is found eligible. We continue to see a steady increase in the number of contacts made with callers as their situations continue to become more complex and complicated to resolve as funding sources diminish and long waiting lists result. To handle the increased call volume, an additional part-time staff person was hired in early 2006, resulting in 2.5 FTE (Full time equivalents) in staff performing as Information and Assistance Specialists. A database program, called BEACON, is utilized by them to record all intake calls. This system coordinates with the SAMS database that we use for reporting purposes to the state. In 2006, we had **2,556 contacts for Information and Assistance, serving 1,303 unduplicated persons**. In addition, staff completed **52 pre-CBRF** (Community Based Residential Facility) assessments and **35 COP** (Community Options Program) applications. We also provided outreach to individuals and community groups who requested presentations on available resources. Approximately **340 older adults** attended these talks that were presented at senior independent apartment complexes and the various congregate meal sites throughout the county during the summer and early fall months.

### **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 (Full time equivalents) in staff allocated to this program. The issues that the Benefit Specialist handle includes Medicare supplements, Medicaid, Medicare, other insurance, landlord/tenant issues, financial hardship, and long term care. Throughout the year, presentations are conducted 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 SeniorCare (Wisconsin's prescription drug program). In 2006, the Medicare Part D Prescription Drug Plan has been the central issue for most seniors. In all, 8 presentations were given to approximately **335 seniors** and their families. In addition, individual contacts were made in regard to this program, accounting for approximately 587 hours of service. As for the general Benefit Specialist issues the following is a summary.

**Units of Service:** 930

**People Served:** 574

### **NUTRITION PROGRAMS**

In 2006, we continued to access the effectiveness and efficiency of the nine senior dining centers located throughout the county. In 2006, the dining center staff continued to devote considerable time in trying to increase participation. Some sites have realized favorable results of these efforts. We

continue to review dining center participation. We also continued our participation in the Senior Farmers' Market Program. At the start of the program, funding at the state and federal levels was static; however, at mid-summer a small amount of additional funding was received. This resulted in a slight increase in the number of vouchers we received for 2006. In all, **119 persons** received the \$30.00 voucher. Again, 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. During the past year, we also have developed a program to provide nutritional education information to those who have been identified as at high nutritional risk in both our Congregate and Home Delivered Meal programs.

### **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. The staff of the dining centers continues to work within their community to increase participation at the sites. The congregate meal 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 2006.

**Units of Service:** 21,354 meals

**People Served:** 837

### **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 on holidays or over the 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 some growth in the Home Delivered Meal Program due to the number of older adults trying to maintain their independence in the community; however, this growth is smaller than we have seen in previous years. 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 2006 we received a generous donation that allowed us to purchase a Christmas gift for our home delivered meal participants.

**Units of Service:** 29,552 meals

**People Served:** 300

## **SUPPORTIVE SERVICES**

One of our goals for 2006 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 person's affected by Alzheimer's disease or other dementias. In addition, we are able to provide homemaking services to frail elderly individuals. We contracted with four agencies - Horizon Home Care and Hospice, Comfort Keepers, Visiting Angels, and Gemini Helping Hands - during 2006 to provide these services to clients whom we found to be needy of the services and who were low-income. Clients receive homemaking services every two weeks for two hours and respite is provided once a week for up to four hours a time.

**Units of Service:** 1137.5 hours

**People Served:** 34

### **Adult Day Care:**

In 2006, the Department 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 they can continue to work. It also aids families in providing the caregiver with some time that they can call their own even if it is only to catch up on some much needed sleep.

**Units of Service:** 532 days

**People Served:** 11

### **Lifeline:**

During the 2006 calendar year, a Pewaukee based company, Direct Link who later changed its name to Response Link, provided our clients with emergency alert services. Response Link operates as a personal emergency communicator that puts an individual in immediate contact with an emergency responder by the press of a button. There is a fee for installation and a monthly maintenance fee. For many people who live alone and have a tendency to fall, this service is an integral piece that can allow them to remain living independently in their home.

**Units of Service:** 107 months

**People Served:** 16

### **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 and developmentally disabled. In an effort to control costs in this program the Aging Commission 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 the county for medical services that were not provided within the county. Other ambulatory individuals were referred to Interfaith Caregivers volunteers for their transportation needs. In order to provide the wheelchair service, we changed our contract from G & G Enterprises to Johnson Bus in 2006. Interfaith Caregivers received a small grant from the Commission for the recruitment of volunteers and for reimbursement of volunteer mileage. Out of county trips continue to be provided to treatment facilities in Milwaukee County for specialized medical care. One staff person spends approximately 5% of her

time on this program. In 2006, the out of county transportation program served **10 people**, providing **1509.50 hours of service**. **In total, 638 one-way out of the county trips were made in 2006** for medical purposes. Interfaith volunteers provided **554 out of the county trips to clients**.

## **COMMUNITY OUTREACH**

This is the area where we continue to provide education and information to the public at large.

### **Facts for Seniors:**

In 2006, we provided three newsletters during the year to approximately 15,000 households of those 55 years or older. These newsletters contain articles and pertinent information that addresses many aspects of an older persons' life.

### **Volunteer Programs:**

The Aging and Disability Resource Center continues to rely on volunteers to assist us in providing some of our programs especially our congregate and home delivered meal programs. The volunteers we have donate their time and energy without any financial reimbursement from this office. In 2006, 426 persons volunteered 5387 hours of service to seniors within the county. As demand for our programs, especially the meal programs, increases, recruitment of volunteers to meet these requests will continue to be a challenge for our department.

### **Education:**

As was previously stated, programs on Medicare, Medicare Part D, health insurance, community resources, retirement planning, caregiving, and other related areas were offered throughout 2006. We also continue to offer the "Taking Care of You: Powerful Tools for the Caregiver" educational series in cooperation with UW-Extension staff. In recognition of Older Americans' Month, we offered two workshops – one on legal issues and one on medical issues – and concluded the series with a afternoon social event celebrating the older person. In the fall, we sponsored a new series called "Aging in Stride". This was a nine-week series and addressed all aspects of aging such as nutrition, exercise, housing issues, legal issues, medical issues, where to find resources to enable the older person to remain living independently in their homes-just to name a few. Participation in this series exceeded our expectations with as many as 85 people in attendance some weeks. In addition, we continued to provide a leadership role in planning for the Ozaukee County Annual Senior Conference. This year attendance at the conference hit an all time high of 151 seniors. Educational programs were also presented at the nine meal centers throughout the entire year. Periodically throughout the year, department staff is asked to present for various audiences. This year was no exception as caregiving issues and long-term planning considerations in conjunction with the Elder Choice video were discussed at housing units, various churches, businesses within the county, and at the Washington/Ozaukee County Alzheimer's Association Caregiving Conference.

## 2006 EXPENDITURES

<b>PROGRAM</b>	<b>EXPENDITURES</b>
Homemaker	\$ 17,499.74
Respite	3,411.00
Adult Day Care	27,214.00
Lifeline/Response Link	4,080.87
Transportation	33,085.82
Information and Assistance	160,175.86
Congregate Meals	206,568.83
Home Delivered Meals	154,623.05
Benefit Specialist	69,936.44
Administration	181,612.62
<b>TOTAL</b>	<b>\$858,208.23</b>

## SOURCES OF REVENUE

State/Federal	\$345,816.25	40.3%
County Levy	345,154.59	40.3%
Participant Contributions	120,721.08	14.0%
Inter-Departmental Charges	37,631.56	4.4%
Other Revenue	8,884.75	1.0%

## 2006 PROGRAM REVENUE/EXPENDITURES

<u>PROGRAM</u>	<u>REVENUES</u>					<u>EXPENSES</u>
	<u>STATE/ FEDERAL</u>	<u>PROGRAM INCOME</u>	<u>INTER- DEPARTMENTAL</u>	<u>LEVY</u>	<u>OTHER</u>	<u>TOTAL EXPENSES</u>
Homemaker		\$ 1,456.40		\$ 16,043.34		\$ 17,499.74
Respite	\$ 3,110.00			\$ 301.00		\$ 3,411.00
Adult Day Care	\$ 23,416.00	\$ 100.00		\$ 3,698.00		\$ 27,214.00
Lifeline/ Response Link		\$ 195.00		\$ 3,885.87		\$ 4,080.87
Transport- ation	\$ 23,937.29	\$ 1,325.50	\$ 7,823.03			\$ 33,085.82
Information & Assistance	\$ 87,404.00	\$ 25.00	\$ 9,442.22	\$ 61,896.51	\$ 1,408.13	\$160,175.86
Congregate Meals	\$105,307.06	\$ 51,345.36		\$ 48,581.97	\$ 1,334.44	\$206,568.83
Home Deliver- ed Meals	\$ 59,961.90	\$ 65,832.06	\$ 20,366.31	\$ 7,289.10	\$ 1,173.68	\$154,623.05
Benefit Specialist	\$ 42,680.00	\$ 358.00		\$ 26,776.44	\$ 122.00	\$ 69,936.44
Admini- stration		\$ 83.76		\$176,682.36	\$ 4,846.50	\$181,612.62
<b>TOTALS</b>	<b>\$345,816.25</b>	<b>\$120,721.08</b>	<b>\$ 37,631.56</b>	<b>\$345,154.59</b>	<b>\$8,884.75</b>	<b>\$858,208.23</b>

**OZAUKEE COUNTY AGING AND  
DISABILITY RESOURCE CENTER**

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

MaryAnn Erickson, Chairman  
Bob Walerstein  
Betty Brelsford  
Ted Egelhoff  
Jean Stern

**OZAUKEE COUNTY COMMISSION ON AGING**

Margie Fuhr, Chairman  
Gladys Huber  
Dr. James Fisher  
Janelle Jepson  
Patricia Treffert  
Cindy Bock  
Jean Stern

**OZAUKEE COUNTY AGING AND  
DISABILITY RESOURCE CENTER STAFF**

Sharon Gilman	Director
Mary Ferrell	Nutrition Program Manager
Ginger Ayres	Information and Assistance Specialist
Jan Braby	Information and Assistance Specialist
Lucy Bloedorn	Information and Assistance Specialist
Carol Filo	Benefit Specialist
Tara Tremain	Account Clerk
Laurie Susen	Clerk Typist
Jill Casper	Dining Center Manager
Lynn Crevcoure	Dining Center Manager
Jayne Schroeder	Dining Center Manager
Anna Zerfas	Dining Center Manager
Lois Lanser	Dining Center Manager
Tom Keagy	Meal Program Driver
William Daley	Meal Program Driver
Roy Weyker	Meal Program Driver
Lee Johnston	Meal Program Driver
Dick DeMario	Meal Program Driver