

The following is the annual report for 2004 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 2004 the staff of this department worked in several areas:

- Participation on the IGSP Committee (Integrated Government Services Platform)
- Recognition of Older Americans Month in May
- Continued leadership of the Aging Consortium
- Collaboration with the Department of Social Services on their Personal Care Worker Program
- Completed an internal audit of our Congregate and Home Delivered Meal Programs
- Served as a representative on the state's senior center accreditation committee and as Treasurer of Wisconsin AIRS (Alliance of Information & Referral Systems)
- Prepared an Elder Choice Grant Application to the state and implemented the grant when it received funding from the state
- Provided a leadership role in the development of a grant application to the state for possible funding of an Aging and Disability Resource Center

### **supportive services**

One of our goals for 2004 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:** 1094 hours **People Served:** 22

### **Adult Day Care:**

The Commission on Aging continues its long-term commitment to the provision of Adult Day Care services in Ozaukee County. In 2004 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:** 272 days **People Served:** 10

### **Lifeline:**

The Aging Services Department continues to assist in funding the Lifeline Program, which is operated by Lifeline Systems out of Denver, Colorado. Lifeline 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:** 92 months **People Served:** 9

### **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 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 2004 the out of county transportation program served 20 persons, providing 364 hours of service. 351 one-way out of county trips were made in 2004 for medical purposes. Interfaith volunteers provided 204 out of county trips to 33 clients.

## **resource center**

Goals for 2004 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. In addition, in late 2004 staff, in collaboration with other county staff, developed a grant application submitted to the state Department of Health & Family Services for possible funding for a resource center.

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 continue to assist older adults and physically disabled persons under the age of 60 with the completion of COP (Community Options Program) applications. Again this year this program has seen an increase in the amount of service provided, utilizing the efforts of two staff persons. From 2003 to 2004 there has been a 27.4% increase in the number of people served and a 17.1% increase in contacts. 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 meet 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 have often been overwhelmed with the number of requests for service. 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 2004, we had 2104 **contacts for Information and Assistance, serving 1545 unduplicated persons.**

### **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).

**Units of Service:** 1992 hours. **People Served:** 192

### **nutrition programs**

A stated goal for 2004 was to continue to assess the effectiveness and efficiency of the nine senior dining centers located throughout the county. 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 2004 was decreased and we were only able to offer vouchers to 125 persons, with many others waiting for possible vouchers. These vouchers enable the older adult to purchase Wisconsin grown produce.

In addition, in 2004 we, along with Waukesha and Washington Counties, received a grant from the federal Administration on Aging to provide a program called Steps to Healthy Aging. This was a 12-week program of education and exercise designed to increase the awareness of the older adult population about the healthy effects of walking and proper nutrition. 47 older adults from Ozaukee County participated and walked 4987 miles over the 12 week period!

### **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. During 2004 we continued to examine the participation level at our dining centers in relation to their cost. Due to this examination a decision was made at the end of 2004 to change the organization of a dining center at a local apartment complex for seniors. Instead of having a county employee supervise this site, the apartment manager will supervise this site, with the assistance of volunteers, in 2005. This program continued to utilize one-half of a staff person's time, four site managers who worked 20 hours a week, and two site managers who worked 10 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 2004.

**Units of Service:** 22164 meals **People Served:** 586

### **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. Fortunately, we have wonderful volunteers so that we are able to split routes in this manner so that no one route becomes too long. 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 28 participants.

**Units of Service:** 23049 meals **People Served:** 285

### **community outreach**

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

## **Facts for Seniors:**

A very informative newsletter was mailed to approximately 10,500 senior households in Ozaukee County four times during 2004. Some very dedicated seniors volunteered to come to the office and assist our staff in readying the newsletter for mailing. Their assistance was gratefully accepted and lessened the burden on the staff. We also were able to receive some donations toward the cost of printing and mailing the newsletter.

## **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, in addition to the newsletter. The volunteers we do utilize donate their time and energy without any financial reimbursement from this office. In 2004, 290 persons served as volunteers, providing 6007 hours of service to 871 seniors (10,853 including the newsletter) 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, 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. These programs continue to be well attended and well received.

## **ozaukee county aging services department**

### **ozaukee county commission on aging**

- Fred Kaul, Chairman
- Ed Adams
- Karen Broman
- Joan Groh
- Alan Kletti
- Rick Nelson
- Margie Fuhr
- Miriam Patton
- Katherine Smith

## **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
- Jeannie Binsfeld/Tara Tremain Clerk-Typist
- Lynn Crevcoure Meal Site Manager
- Tammy Baldwin Meal Site Manager
- Jill Casper Meal Site Manager
- Marianne Sass Meal Site Manager
- Lynn Pokey Meal Site Manager
- Donna Kroening Meal Site Manager
- Tom Keagy Driver – Meal Delivery
- Frank Chopp/Wayne Goeldner Driver – Meal Delivery
- Carl Muffler Driver – Meal Delivery