

ADRC

SELECTED PERFORMANCE MEASURES

Goal- Provide ADRC customers with reliable and objective information so they can make informed choices about their options.

Outcome Measures- 90% of individuals completing satisfaction survey will report the ADRC met or exceeded their expectations for assistance.

YTD 2019-100%

Goal (NEW)- Through collaborations with community partners, the Nutrition program will maintain services by providing cost effective, high quality meals to all eligible county citizens.

Outcome Measures-

1. Average food costs per meal will be below \$2.90/meal

YTD 2019- \$2.67

2. 85% of program participants responding to annual satisfaction surveys will indicate overall program satisfaction as good to excellent.

YTD 2019- TBD

Goal- Provide classes, risk screenings, counseling and education to ADRC customers in order to promote healthy practices and increased quality of life.

Outcome Measures- 95% of individuals responding to post class surveys will indicate the information and education provided met or exceeded their expectations.

YTD 2019- 100%

Goal- Ensure individuals using Specialized Transportation are satisfied with the service
Outcome Measures- 90% of users responding to semi-annual surveys will indicate they are satisfied to very satisfied with Specialized Transportation services.

YTD 2019- 93%

SUMMARY OF CURRENT ACTIVITIES

- 2020 Budget
- ADRC did 59 presentations and outreach events in the community
- Distribution of Senior Farmer Market Vouchers
- Recruitment of Admin IV position
- Recruitment of Nutrition Supervisor position

ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

1. The percentage of Wisconsin residents age 65+ grew by 24% from 2005 to 2015, and this trend will continue through 2040.

2. There are 47.8 million people age 65+ in the United States. By the year 2020, this number will exceed 56.4 million. By the year 2040, this number will exceed 82.3 million.

3. Population boom also increases the need for caregiver support. Caregiver support and funding continues to be a challenging service demand. The ADRC works with local agencies and the state on issues related to caregiving, including with the Caregiver Workforce Crisis. Recently, Governor Evers established a taskforce specific to caregiving and legislation passed to help support caregiver workforce issues. We will continue to provide information to caregivers we serve and help connect them to resources including additional financial resources.

4. Service demand for the Meals on Wheels program has steadily increased, however the funding has remained stagnant. We are continuing to monitor growth while brainstorming solutions to continue to keep up with the demand while providing a high-quality product.

5. Due to population increase in older adults, service demand for the Elder Benefit Specialist program continues to increase significantly. The ADRC is exploring ways to modify how we provide these services in

order to keep up with the rising demand without adding more staff including, online tutorials and larger group appointments.

6. As the population ages and awareness of prevention offerings increases, demand for workshops continue to grow.

7. Prevention workshops are coordinated by one employee and workload continues to expand. Many of the workshops are delivered by trained volunteers, and after five years we are experiencing turnover amongst some long-time Stepping On and Living Well leaders. In general, we continuously need volunteers and leaders for all our ADRC programs. Many of our volunteer-leaders are older and are aging out of volunteering and are working on how we can reach out to more long-term volunteers.

CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)

- Mayo, Prevea, and UW Family Medicine Clinics Health Professionals
- Health Department and medication safety awareness
- Human Services monthly director mtgs
- State Joint Mtgs (DHS-Income Maintenance-ADRC)
- Senior Centers- evening meals, satellite offices, prevention programming
- UWEC-UWSTOUT
- Fall Creek, Augusta, Eau Claire School Districts
- Workforce Resource
- Chippewa County (prevention programming, training, outreach, Meals on Wheels)
- Group Health

GOALS FOR NEXT QUARTER

- Onboarding Outreach Coordinator, Admin IV and Nutrition Supervisor positions
- Explore additional congregate site opportunities for Meals on Wheels Program
- Successful completion for 2020 Budget

Eau Claire County - ADRC Fund
Quarterly Department Report - Summary

For Period Ending: Q2, 2019

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43 - ADRC

Fund	Revenue:	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
215	01-Tax Levy	137,689	134,789	34,422	34,422	0	0	68,845	51.08%
	04-Intergovernment Grants and Aid	1,767,080	1,780,811	1,356	412,270	0	0	413,626	23.23%
	06-Public Charges for Services	13,370	13,370	3,375	3,210	0	0	6,585	49.25%
	09-Other Revenue	4,739	4,739	218	3,776	0	0	3,994	84.28%
Total Revenue - ADRC		\$1,922,878	\$1,933,709	\$39,371	\$453,679	\$0	\$0	\$493,049	25.50%

Fund	Expenditures:	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
215	01-Regular Wages	-1,197,798	-1,205,650	-241,086	-266,479	0	0	-507,565	42.10%
	02-OT Wages	0	0	-70	-82	0	0	-152	0.00%
	03-Payroll Benefits	-526,437	-526,437	-103,252	-118,618	0	0	-221,870	42.15%
	04-Contracted Services	-63,678	-69,557	-9,649	-12,087	0	0	-21,736	31.25%
	05-Supplies & Expenses	-103,065	-100,165	-15,264	-23,106	0	0	-38,370	38.31%
	07-Fixed Charges	-31,800	-31,800	-10,291	-6,111	0	0	-16,402	51.58%
	09-Equipment	-100	-100	-1,290	-890	0	0	-2,180	2,179.60%
Total Expense - ADRC		-\$1,922,878	-\$1,933,709	-\$380,901	-\$427,373	\$0	\$0	-\$808,274	41.80%

Net Surplus/(-Deficit) - ADRC	\$0	\$0	-\$341,530	\$26,305	\$0	\$0	-\$315,225
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Eau Claire County - ADRC Fund
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44 - Nutrition

Fund	Revenue:	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
215	01-Tax Levy	55,519	55,519	13,880	13,880	0	0	27,760	50.00%
	04-Intergovernment Grants and Aid	264,913	282,474	0	89,303	0	0	89,303	31.61%
	06-Public Charges for Services	469,741	469,741	21,656	41,605	0	0	63,261	13.47%
	09-Other Revenue	173,593	173,593	45,398	43,787	0	0	89,186	51.38%

Total Revenue - Nutrition		\$963,766	\$981,327	\$80,934	\$188,575	\$0	\$0	\$269,509	27.46%
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Fund	Expenditures:	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
215	01-Regular Wages	-365,390	-365,390	-63,726	-76,250	0	0	-139,976	38.31%
	02-OT Wages	0	0	-31	-76	0	0	-107	0.00%
	03-Payroll Benefits	-125,713	-125,713	-20,152	-21,801	0	0	-41,953	33.37%
	04-Contracted Services	-10,200	-10,200	-724	-1,361	0	0	-2,085	20.44%
	05-Supplies & Expenses	-422,863	-440,424	-61,293	-79,804	0	0	-141,097	32.04%
	07-Fixed Charges	-39,600	-39,600	-13,200	-6,600	0	0	-19,800	50.00%

Total Expense - Nutrition		-\$963,766	-\$981,327	-\$159,126	-\$185,892	\$0	\$0	-\$345,018	35.16%
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Net Surplus/(-Deficit) - Nutrition		\$0	\$0	-\$78,192	\$2,683	\$0	\$0	-\$75,509
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Eau Claire County - ADRC Fund
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46 - Transportation

Fund	Revenue:	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
215	01-Tax Levy	45,109	48,009	11,277	11,277	0	0	22,555	46.98%
	04-Intergovernment Grants and Aid	225,545	240,043	240,043	0	0	0	240,043	100.00%
Total Revenue - Transportation		\$270,654	\$288,052	\$251,320	\$11,277	\$0	\$0	\$262,598	91.16%

Fund	Expenditures:	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
215	01-Regular Wages	-21,825	-21,825	-4,568	-4,936	0	0	-9,504	43.55%
	02-OT Wages	0	0	-3	0	0	0	-3	0.00%
	03-Payroll Benefits	-4,168	-4,168	-741	-754	0	0	-1,495	35.86%
	04-Contracted Services	-221,861	-239,259	-18,992	-44,242	0	0	-63,234	26.43%
	05-Supplies & Expenses	-3,000	-3,000	-364	-865	0	0	-1,229	40.96%
	07-Fixed Charges	-19,800	-19,800	-6,600	-3,300	0	0	-9,900	50.00%
	09-Equipment	0	0	0	-1,000	0	0	-1,000	0.00%
Total Expense - Transportation		-\$270,654	-\$288,052	-\$31,267	-\$55,097	\$0	\$0	-\$86,364	29.98%

Net Surplus/(-Deficit) - Transportation	\$0	\$0	\$220,053	-\$43,820	\$0	\$0	\$176,233
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Total ADRC Fund

Eau Claire County - ADRC Fund

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Dept	DEPT Description	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
43	ADRC	1,922,878	1,933,709	39,370.57	453,678.5	0	0	493,049	25.50%
44	Nutrition	963,766	981,327	80,934.13	188,574.64	0	0	269,509	27.46%
46	Transportation	270,654	288,052	251,320.25	11,277.25	0	0	262,598	91.16%
Total Revenue: ADRC Fund		\$3,157,298	\$3,203,088	\$371,625	\$653,530	\$0	\$0	\$1,025,155	32.01%

Dept	DEPT Description	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
43	ADRC	-1,922,878	-1,933,709	-380,900.57	-427,373.3	0	0	-808,274	41.80%
44	Nutrition	-963,766	-981,327	-159,126.32	-185,891.66	0	0	-345,018	35.16%
46	Transportation	-270,654	-288,052	-31,267.19	-55,096.89	0	0	-86,364	29.98%
Total Expenditures:ADRC Func		-\$3,157,298	-\$3,203,088	-\$571,294	-\$668,362	\$0	\$0	-\$1,239,656	38.70%

Dept	DEPT Description	Orig Budget 2019	Adj Budget 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019	YTD 2019	% of Budget
43	ADRC	0	0	-341,530	26,305.2	0	0	-315,225	0.00%
44	Nutrition	0	0	-78,192.19	2,682.98	0	0	-75,509	0.00%
46	Transportation	0	0	220,053.06	-43,819.64	0	0	176,233	0.00%
Net Surplus/-Deficit:ADRC Fun		\$0	\$0	-\$199,669	-\$14,831	\$0	\$0	-\$214,501	0.00%