

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- \$2.55

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 41 presentations and outreach events in the community
- Onboarded Nutrition Supervisor and Admin 1V positions
- Redistributed Assistant Director Job Duties
- Reorganization of Management Structure
- ADRC All staff Training

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
- Marshfield Clinic Community Connections Team
- City of Eau Claire Transportation Collaboration
- Human Services joint staff and director mtgs
- Statewide Mtgs with DHS and GWAAR
- Senior Center- Bicycle initiative, evening meals, satellite offices, prevention programming
- UWSTOUT students
- Fall Creek, Eau Claire, and Wildlands Schools
- Workforce Resource
- Chippewa County (prevention programming, training, outreach, Meals on Wheels)
- Group Health
- Augusta Library- social isolation project
- Eau Claire Library Social Work program

GOALS FOR NEXT QUARTER

- Explore additional congregate site opportunities for Meals on Wheels Program
- Successful completion of 2020 Budget
- Successful Relocation of Clearwater Care Center Residents