

County of Eau Claire
Eau Claire WI 54703
NOTICE OF PUBLIC HEARING/AGENDA

In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing:

The **Aging & Disability Resource Center Board** will meet on Wednesday, November 18, 2015 following the Wisconsin Department of Transportation 2016 85.21 Specialized Transportation Grant Public Hearing beginning at 4:00 pm at Eau Claire County Courthouse-Rooms 1301/1302, 721 Oxford Avenue, Eau Claire. Items of business to be discussed or acted upon at this meeting are shown on the agenda listed below.

1. Call to order
2. Confirm agenda
3. Introductions
4. Public comment
5. Review October 18, 2015 85.21 Public Hearing Minutes / Discussion–Action Handout #1
Review October 18, 2015 ADRC Board Minutes / Discussion–Action Handout #2
6. Introduction of Andrea Reischel
7. Connections to Community Living Program Updates – Jenna Belter Handout #3
8. Abby Vans survey results – Mark Jones Handout #4
9. 2016 Agency Fare for Paratransit / Discussion–Action
10. Director Report
 - a. 2016 ADRC contract changes Handout #5
 - b. 3rd Quarter Performance Management data and financials Handout #6
 - c. Regionalization update
11. Future agenda items
December 16, 2015, 4:00 pm
12. Adjourn

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters or other auxiliary aids. For additional information or to request the service, contact the County ADA Coordinator at 839-4710, (FAX) 839-1669, tty: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.

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In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing:

The **Aging & Disability Resource Center Board** will meet on Wednesday, October 21, 2015, 12:30 pm at the Augusta Senior & Community Center, 616 W. Washington Street, Augusta WI 54722. A Public Hearing will be held on the Wisconsin Department of Transportation 2016 85.21 Specialized Transportation Grant. Items of business to be discussed or acted upon at this meeting are shown on the agenda listed below.

Present: Cheryl Stahl, Gordon Steinhauer, Mary Pierce, Tom Christopherson, Lauri Malnory, Katherine Schneider, Jason Endres, Sue Miller, Don Gerike, Ken Reetz, Marjorie Pettis, Barb Pritzel, Linda Christopherson, Becky Hinzmann, Jennifer Owen, Marlene Rud

ADRC Board Vice Chair, Cheryl Stahl, called the public hearing to order at 12:35 pm.

ADRC Director, Jennifer Owen, gave a brief explanation of the public hearing. Discussed the Wisconsin Department of Transportation 2016 85.21 Specialized Transportation Grant for older adults and adults with disabilities who do not have transportation and Sunday and out of county transportation.

Comments:

Katherine Schneider - Values comments on service and Sunday co-pay.

Barb Pritzel - There is a need for transportation in the Augusta area for residents to get to the Senior Center or other area locations, without \$3.00 per way co-pay. Possible shared ride taxi type. Concerned that Abby Van driver may miss a rider if they do not ask for them by name, when they stop at the Center to pick up a rider.

Ken Reetz – Concerned about increase in co-pay for Sunday transportation. Ken also experienced a \$5.00 weekday co-pay after 6:00 pm on more than one occasion, when weekday co-pay should be \$3.00 per way.

Marjorie Pettis – Is aware of an individual who experienced a \$5.00 weekday co-pay after 6:00 pm, when weekday co-pay should be \$3.00 per way.

Public Hearing adjourned at 1:05 pm.

Respectfully Submitted

Marlene Rud, Clerk
Aging & Disability Resource Center Board

_____ Chairperson

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Chair Miller called the meeting to order 1:05 pm.

Confirm agenda – yes.

Introduction of ADRC Board and others in attendance.

Public Comment – Katherine Schneider, on October 22 the seventh annual Schneider Disability Issues Forum, titled 'Girls Like Us' will be presented by author, Gail Giles.

Reviewed September 16, 2015 ADRC Board meeting minutes. Motion by Katherine Schneider for approval. Motion carried.

2016-2018 Aging Plan. Jennifer Owen reviewed final 3 year aging plan, few changes noted from draft plan. Motion by Katherine Schneider to approve plan as presented. Motion carried.

Transportation survey results. Becky Hinzmann reviewed survey results. Katherine thanked Becky for including survey comments and asked for a survey response from Abby Vans. Jennifer suggested Abby Vans be invited to November transportation public hearing and ADRC Board to discuss survey result comments.

Memo from St. Croix County. Jennifer reviewed memo and resolution supporting new SSI asset limits and implementation of the achieving a better life experience act. Katherine proposed ADRC Board support of resolution and incorporate with DHS for County Board approval.

Director Report – Jennifer reviewed updates on Family Care 2.0, regionalization meetings task force and 85.21 grant for 2016 budget.

November 18 meeting – 85.21 public hearing and ADRC board meeting will be held in Rooms 1301/1302-Courthouse. Agenda items: ADRC Operational contacts, staff updates, transportation, 3rd quarter financials and performance management.

Meeting adjourned at 2:00 pm.

Respectfully Submitted

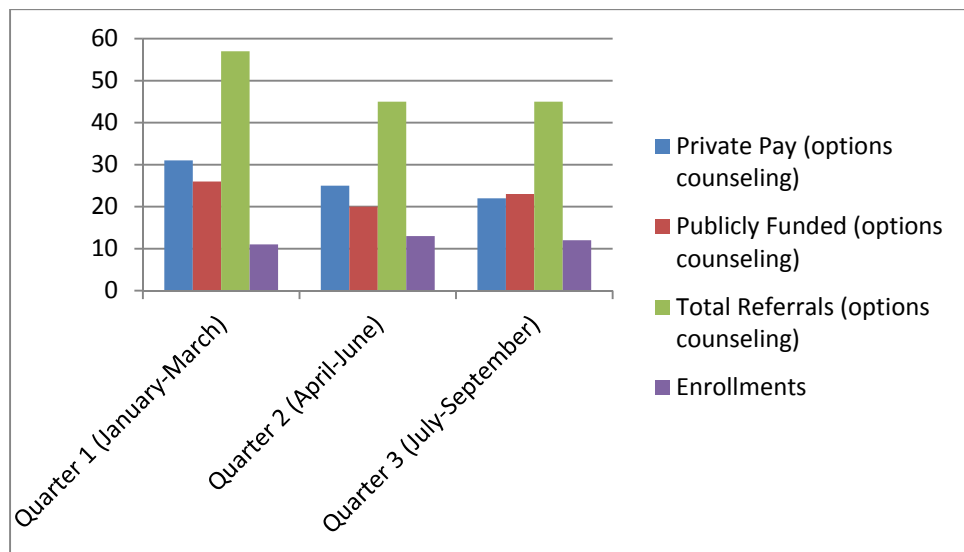
Marlene Rud, Clerk
Aging & Disability Resource Center Board

_____Chairperson

Connections to Community Living and Money Follows the Person

2015 Data to Date (January 2015-September 2015):

- Private Pay options counseling (those without MA)- 78
- Publicly Funded options counseling (those with MA)- 69
- Total Referrals (private pay and publicly funded)- 147
- Total enrollments- 36



Connections to Community Living Initiative: A Success Story

Bob, a 91 year old gentleman entered the nursing home after an amputation to his leg. Bob had been living at home with his wife before coming to the nursing home and wished to return to his home. He met with the Aging and Disability Resource Center of Eau Claire County to discuss the long term care options available to him and how he might be able to return home. Bob was found eligible to enroll in a publicly funded long term care program and Bob chose to enroll in a Managed Care Organization to help him and his family begin the transition process from the nursing home. He and his family worked with a care team through the Managed Care Organization to explore the best options to meet his ongoing needs in the community. After a temporary move to an assisted living facility with his wife while Bob regained strength and independence, he was eventually able to return to his home with his wife. Bob's care team worked with him and his family to establish a plan and supports to make this move home possible and a success. Bob has been living in his home for the past three months with the help of his wife, family, and this support plan, which provides him with the assistance he needs in order to be successful at home. Since returning to his home Bob is doing great, and as he said, "I'm so happy to be home."



May 2015

How satisfied are you with the Abby Vans Office Personnel?

58.33 %	Very Satisfied
32.14%	Satisfied
2.98%	Unsatisfied
2.98%	Very Unsatisfied
3.57%	N/A

How satisfied are you with the certification process?

46.43%	Very Satisfied
30.36%	Satisfied
.60%	Unsatisfied
2.38%	Very Unsatisfied
20.24%	N/A

How satisfied are you with the ease of scheduling rides with Abby Vans?

54.17%	Very Satisfied
31.95%	Satisfied
5.95%	Unsatisfied
3.57%	Very Satisfied
5.36%	N/A

How satisfied are you with the Courtesy of Abby Vans Drivers?

65.27%	Very Satisfied
28.74%	Satisfied
2.40%	Unsatisfied
1.80%	Very Unsatisfied
1.80%	N/A

How satisfied are you with the cleanliness of Abby Vans Vehicles?

48.47%	Very Satisfied
38.04 %	Satisfied
3.07%	Unsatisfied
3.07%	Very Unsatisfied
7.36%	N/A

How satisfied are you with the comfort of Abby Vans Vehicles?

49.70%	Very Satisfied
37.13%	Satisfied
3.59%	Unsatisfied
1.80%	Very Unsatisfied
7.78%	N/A

How satisfied are you with the cost of service?

64.07%	Very Satisfied
26.95%	Satisfied
1.80%	Unsatisfied
1.80%	Very Unsatisfied
5.39%	N/A

Have you ever talked to an Abby Van Driver or called Abby Vans office with a complaint?

29.52%	Yes
63.86%	No

Comments (positive)

- Your personnel is very nice, polite & helpful
- Everyone was very helpful and friendly
- They have always been very good to me

- Nice service
- I am very pleased with the service
- I am happy that a service like this is available.
- Thank you so much for offering this service. I don't know what I would do without it.
- Some of your drivers rock! Tim and others.
- The complaint happened several years ago. OK now.
- Your staff is wonderful and kind. If anyone needs help they are there to assist. Were it not for Abby Van, I possibly would have to move. God bless!
- No complaints this year. Satisfied service.
- I have been pleased with this service.
- When you have so many people to move about there are always a problem or 2 but life not perfect. Deal with it and be happy. Where would we be without the service?
- We are blessed to have this service.
- Passenger attitude has a lot to do with it.
- This is a wonderful service and I'm so glad not to worry how to get to appointments.
- One of the vans that will hold 2 wheelchairs is kind of rattily, but the service is just wonderful!
- I am very satisfied.
- I think this is a wonderful service and feel very fortunate to be able to use it. Not only for medical appointments but to be able to get together for social interest as well. Thank you.
- I would really be lost without this service because I don't drive.
- They are always prompt and very courteous. They fasten the belt. At destination they unstrap me and walk me to the door at destination.
- Very pleased to be able to use Abby Vans when I have doctor appointments that requires sedation.
- My son gets four rides a week, one to work at CDC and three home. He really likes his evening driver who is very kind to him. No complaints.
- Would like to use service especially in winter.
- Friendly and concerned workers! Thanks.
- I use Abby Vans on Sunday. I love being able to go to my church!
- There's bound to be some difficulties at times. I really appreciate this service, thank you so much.
- Drivers always so nice. Easy scheduling and reliable.
- Very satisfied.
- Excellent, I would be lost without it. Thank you much.
- We were pleased with transfer from EC Oakwood Villa to Red Wing, MN in March 2015.
- Very good service. Drivers are all courteous and friendly.
- Driver resolved issue.
- Abby Van drivers friendly and helpful some more than others. Downside is the time range for pick-up and return sometimes long wait
- Two times I got somebody else's bill but no problem, just a phone call away. I'm satisfied. Drivers are courteous when they take you to your destination and return home again. Thank you!
- The man was not driving well, went from one white line to the other white line. Never heard from them but never had that driver again. Over all Abby Vans are very good.
- One driver was driving erratically and running stop signs. I don't know how it was resolved; I haven't seen the driver since. Excellent service, thank you.

Comments (negative)

- Driver did not read their pick up sheet, just assumed I was at one location. I was at the other. I was waiting for them; they marked me down as a "no show". Called the office and had to wait much longer to get home, just because they just assumed.
- They wrote down and was supposed to get back – never did.

- Have called numerous times to ask that the drivers not come into my house!! I've called several times and asked them to have the drivers come to the door and help the client into the car. They often sit in the van and wait. Don't like the fact that almost every day there is a new driver. Had a driver named Tim for several months, he was awesome, now we never know who will come. I have called many times – they take down the info but we don't often see results.
- Never return call
- While waiting for a ride home from the cancer center, driver went to the wrong entrance, waited 15 minutes, then left. Recorded me as a no show and I had to wait 3 hours for Abby Vans to send another driver, this time to the correct door. This was in no way the fault of Abby Vans or the driver. He was not aware that the regional cancer center has a separate entrance, in fact SHH has 4 different entrances all with the same addresses.
- They left me and I had to find other accommodations. This only happened once.
- I have had so many. Sometimes the service is very good but other times I am taken out of the way because the office doesn't know Eau Claire. Having to be ready 55 minutes ahead wastes my time. Today the service was very good but I cannot depend on it. Usually I get to appointments on time. Most of the time it isn't the drivers fault, it's the offices scheduling. They don't know Eau Claire distances. I prefer small vans but often get big vans for which I need a stool. Sometimes driver doesn't have one so I have to sit in the back which isn't the most comfortable.
- Got a round a round
- Van had a motor exhaust leak. Enough it burned your eyes and nose. I called them as soon as I got home to let them know. They never give you an exact time for your pick-up. It's always ½ hour slot for pick-up and then they almost arrive either early or late. One time almost 3 hours late to bring me back home from eye clinic.
- A female driver drove with the window down about 5" in the rain so it was very noisy then out on the highway. She would have gone through a red light but I hollered "there's a light". She slammed on the brakes and said "I thought I was going to sneeze". Then she continued at 65 miles an hour, when I asked her what the speed limit was she slowed down. I told others about it and was advised to make a complaint– which I did. If she is still driving - ??
- Recently had a bad experience in a large van. Driver couldn't locate passenger - lots of turns/detours – felt like I was being thrown around van resulting in lot of bruising on left arm due to seatbelt.
- Never called, but one time after being picked up after my appointment I was driven way beyond where I lived to downtown Eau Claire and along the way to downtown other passengers were picked up. I thought I was never going to be taken home
- Several times for picking up my son so late that he was late for work. One incident the driver yelled and swore at my son for his mother reporting him. The driver was very rude and late. After the swearing incident a few days later he was given a new driver part of the time.
- Driver has been late picking me up for appt. Drivers have also had me wait over an hour after appt.
- leaking fluids from vehicles – frequent delays in getting home – frequent break downs
- There was only one incident in which the day I took Abby Vans to get to surgery on 11-11-14, the driver almost got me and husband late to the Oak Leaf Surgical Hospital
- Van was so late that a medical appointment was missed. It had to be rescheduled and then the van was late for that one. The wait time for a van is too long. Sitting in a wheelchair for so long causes swelling in elderly people's legs. Also urinary concerns. Abby Vans seems to be trying to do too much with the number of drivers and vans it has. Too many multiple stops to pick up people or drop them off. They are frequently late after the rider has been sitting for 30-45 minutes.
- Multiple, very late, no shows, dropped at wrong location, drivers "lost". Less of a burden on drives by adding more vans to each route. Sensitivity training to drivers needed (regarding persons with disabilities).
- For some reason twice the driver was told to get a huger more elaborate van because someone thought I had an elaborate wheelchair, twice! Even after I had two people call in addition to the driver. I only had a knee scooter.

- I guess the thing that frustrated me a little is that there is always someone already on when picked up and have to ride around for a long time before where I'm going and usually bigger van for wheelchairs and I just need the small van which is easier to get into and better riding. Otherwise thankful for the service.
- I just have refused to call for an Abby Van again and I wait until a friend can come to help me. I happened to get a driver on one van that was experienced. The other time I took an Abby Van to the bank within a few blocks of home. Then for the return trip after allowing a half hour I was driven all over Eau Claire to pick up at least 4 other people and came within short distance of here without him coming here. At least 2 ½ hours of wasted time!
- Wrong van for client's disability/ability. We have not had this issue for about 2 months.
- Abby Van drivers take hold of the walker instead of gait belt. Some expect her to walk alone, however having dementia and using a walker she needs that extra guidance. It seems that drivers are not well informed on certain people with special needs. We always inform them and things go better.
- Claimed a missed ride but had # - they dismissed claim. Wish could go online and see my ride schedule.
- They need to have better communication with care facilities when rides are scheduled. Make sure which Mayo facility rides are scheduled for.
- Sometimes more than 3 people in van. Drop offs were very long in reaching my home.
- They periodically forget my girls. Makes for a hectic morning when schedule gets interrupted.
- Driver did not get out to help, instead let a client help my daughter. They returned my call.
- Actually I was fortunate enough to have my sister to take me to PT. Connor picked me up from the hospital and since he's my husband, he was spectacular!
- Driver wasn't here; they had scheduled appointment for the next month! Said we hadn't paid our bill. I got copies of checks from bank to prove it.
- Had ride scheduled at 12:00-12:30, pick up at 2:30-3:00pm. Got picked up at my place at 12:50 and to come home picked up at 1:55. I think if rides need to be changed they should call and let the person taking the ride know. I thought they should have at least waited until 2:30 or 2:25 to come if they were going to be early.
- Several times the lady I was caregiver for was left at site and not picked up on time and Abby Van had to be called. These folks who use Abby Vans are old and disabled. The dependability is just not there with Abby Vans.
- The price of Abby Van was getting to be too much for me.
- I called Abby Vans office and City of EC. Nothing was done. There has hardly been a time when they picked me up that they sometimes didn't know where they were going or come to the incorrect address or late for pick up. I hope Abby Vans' contract with the city will not be renewed!!
- Picked up at Mayo on Clairemont then picked up lady #2 at Phillips Senior Center and then went to Hwy 53 and North Crossing and picked up lady #3. Took her and dropped off at YMCA-downtown Eau Claire and then took lady #2 near Oakwood Mall. I was last one dropped off nearly 1 ½ hours later. After lady #3 was dropped off on way to Oakwood Mall we were less than ½ mile from my residence but driver said she could not drop me off before lady #2.
- I complained to driver a few times that I had to call because they forgot to pick me up.
- There is such a small running board, really hard to get in since the hand rail is too far back to make an easy entry, especially with hip and knee problems.
- Abby Vans cancelled wrong person and forgot a client.
- Forgot client. Dropped at wrong place. Mixed up rides. Tina has helped!
- #459 does not come to the door, drops off at end of driveway, misplaced rider.
- Did not come on time.
- Scheduled wait time is often too long before desired arrival time.
- Many times vehicles have a strong odor especially from male drivers, some female (smoke). Driver went to the wrong place due to being given the wrong directions. The staff at the doctor's office stayed after hours and waited for my driver to come. Driver was very apologetic and kind. I have had drivers that drive through

stop signs and also drive very reckless when in a hurry. Over all my experience has been pretty good though. Good people! I am truly thankful for the help.

- Upon loading on a van my foot was cut open during boarding. Abby Van refused to take me to ER. I was bleeding, went by ambulance later that night and had 7 stitches to top of my foot. My insurance, not Abby Van, payed the bill.
- Every Friday I go to the beauty parlor and then to Mega East. I am always ready ahead of time, get to beauty parlor early, but wait as much as 1 ½ hours for pick up to go to Mega. I need 1 hour to shop and have waited 2 hours for pick up. It has been better lately. I need this transportation so I try not to complain.
- I have called numerous times to ask where my ride was. They have made me late for dialysis many times. I don't like the way some drive. Sometimes I have had to keep calling to tell them I was running out of portable oxygen. I didn't get a response. I have bad legs and they send me a van that's hard to climb in to.
- On 4/23/15 I had Abby Van take me to a routine dentist appointment here in Eau Claire. When the return driver brought me home 3 ½ hours later, he told me the first driver had forgotten to close the sliding glass door that I had used from the kitchen to the deck with my wheelchair. Left it wide open the whole time! I called in for someone in the office but it was 4:50pm and everyone in the office had gone home. The gal on the phone with me said she would write up an incident report on it and that was the last I heard of the whole thing.
- I wasn't picked up from my home. It was the person who took the call faults. They apologized and it didn't happen again.
- Abby Vans driver left client at work – didn't wait. Abby Van driver keeps coming into client's job and getting client in trouble. Both issues unresolved.
- Some of your vans have a step hard to stand on, probably just me. Don't have the strength to pull myself up. Otherwise everything OK.
- Abby Van was one hour late in pick up for appointment. I could not let that happen again. I am using a private source now. I would like to use Abby Van again when you get your scheduling straightened out.
- Long waits for return trip.
- My driver would not wait 5 minutes for me; I am 99% on time always.
- Waited over an hour and 20 minutes for pick up.
- Sometimes they failed to get me on their list but they always sent someone quickly when I called but sometimes that would mean I had waited as much as 45 minutes past when I had asked them to come. I believe that happened 4 times but they had to wait on me when they came early 2 or 3 times.
- I don't like the ½ hour window for pick up. Sometimes one rides all over before getting to your destination. They pick up other people. Some they never showed for a ride home, friends brought me. Drivers don't know the way.
- 24 hour notice is inconvenient.
- Waited more than 2 hours; vans were coming and going but not for me.
- No heat and no air conditioning.
- A return ride lasted 2 hours. The "reason" was that rides had been added that day to the end of the day. This had happened many times, but the 2 hours was the worst. It took me 2 weeks to talk to 1st the scheduler then Tina. I had to initiate after the complaint was made on the day of that ride. I ended up writing a letter to the owner of Abby Vans and EC Transit. In the end the rides have not run over or if they may be a few minutes, I get a call. It is always the same driver. She is happy that there are no longer add-ons and I am happy. It never should have happened in the first place as one hour is the max for a ride.
- Due to the office scheduled pick up times I rode the van for an hour when the drive could have been done in 10 minutes.

Summary of 2016 ADRC Operational Contract Changes

***This is a brief summary of a 98 page document and is not inclusive of all changes**

- ADRCs are required to evaluate compliance with the Scope of Services section of the contract and submit a compliance plan to the State by March 1, 2016
- Any areas an ADRC is not in compliance with will need to have a plan to come into compliance completed on or before May 1, 2016 to avoid corrective action
 - o All signage must be in the blue and white color scheme with the State logo
 - o Provide hearing loop technology at the reception area and in private meeting spaces
 - o Reception areas must be laid out in a way that customer's waiting cannot overhear others conversations with reception staff
 - o ADRC hours must be convenient for ADRC customers. ADRCs need to conduct an assessment to determine the most convenient hours for customers as a part of the ADRCs business plan
 - o The ADRC will have established criteria for when after hour and weekend appointments are offered. These criteria must be included in the ADRCs business plan
 - o The ADRC phone number and email address must be publicized on the home page of the county's website
 - o The ADRCs website must be highly visible from the County's homepage
 - o All marketing materials must be in compliance with the State's guidelines for materials
 - o Increased documentation requirements for client contacts per the State's client tracking guidelines
 - o ADRCs must initiate the functional screen within 14 days of a request- no longer needs to be completed in that time frame
 - o Only State DHS developed materials can be used for enrollment counseling activities. ADRCs may request to modify department materials but these requests must be approved before utilization begins.
 - o Short-term care coordination can be up to 90 days, instead of 30 days. Department requires approval of policies and procedures for short-term care coordination.
 - o ADRCs are prohibited from lobbying
- By November 1, 2016, ADRCs will need to submit a formal business plan to the State that outlines how we will reach new customers and increase the number of contacts.
 - ADRCs must calculate the cost per client per service
 - Must assess the ease of access to services
 - Use a data-based approach to analyze cost effectiveness
 - Must identify customer base that could benefit, but may not be accessing, ADRC services and establish an outreach plan for those customer bases

Aging & Disability Resource Center 2015 3rd Quarter Report

Mission: To help people age 60+ and adults with disabilities secure needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life.

Staff in 2015:

Jennifer Owen, Director (1.0 FTE)

Emily Gilbertson, ADRC Supervisor (1.0 FTE)

Becky Hinzmann, Nutrition Program Supervisor (1.0 FTE)

Jenna Belter, Dana Greicar, Dawnelle Horvath, Sue O’Branovich, Elizabeth Nett, Lisa Wells, Lisa Riley, Andrea Reischel, Options Counselors (7.75 FTE)

Sue Brown, Leda Welke-Judd, Elder Benefit Specialists (2.0 FTE)

Jim Coldwell, Melissa Wendtland, Disability Benefit Specialist (2.0 FTE)

Deb Bruning, Prevention Program Coordinator (1.0 FTE)

Marlene Rud, Jessica Krause, Lindi Engedal, Resource Specialist (3.0 FTE)

Sandy Kronenberg, Lynne Braatz, Office Associates (2.0 FTE)

Kaylynn Stahlbusch, Volunteer Coordinator (1.0 FTE)

Doug Salter, Meal Site Worker (.375 FTE)

Kris Bertrand, Cleo Carpenter, Jerry Carpenter, Delivery Workers (1.125 FTE)

26 total employees 23.25 total FTEs

2015 Revenue and Expenditure Summary		
Expenditures	2015 Budget	2015 – 3 rd qtr summary
Personnel	\$1,709,669	\$1,161,462
Services & Supplies	\$903,775	567,720
Equipment	\$2500	26,096
Capital Improvement	\$0	0
Total Expenditures	\$2,615,944	\$1,755,279
Revenues		
Federal/State Grants	\$2,091,500	\$1,257,647
Charges & Fees	\$390,205	257,685
Fund Balance Applied	\$29,845	22,785
Property Tax Levy	\$104,394	61,233
Total Revenues	\$2,615,944	\$1,599,349

#1 Information & Counseling

This program provides a central source of information about a broad range of community resources and benefits of interest to people age 60+ and adults with disabilities of all incomes and their caregivers. ADRC customers are helped to understand the various short and long term care options and benefits available, use their personal resources wisely, and delay or reduce the demand for public funding for services.

Outputs

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Information & assistance; options counseling contacts	9,112	10,219	10,742	9,166
Nursing home resident contacts- private funding	N/A	N/A	119	78
Nursing home resident contacts- public funding	N/A	N/A	75	69
Disability Benefit Specialist cases	567	583	524	377
Disability Benefit Specialist information only	353	320	293	210
Elder Benefit Specialist cases	867	1,009	1772	1304
Elder Benefit Specialist information only	474	513	248	179
Unduplicated number of people receiving assistance	3,848	3,934	4,149	4,108
Contacts for assistance ages 60+ (standard is 1,344)	6,810	7,304	7,758	6,325
Contacts for assistance ages 18-59 (standard is 768)	2,562	2,422	2,984	2,841

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
To provide ADRC customers with reliable and objective information so that they can access services and make informed choices about their short and long-term care options	95% of individuals completing satisfaction surveys will report services provided were helpful and met their needs for making information choices about short and long-term care options.	95%	N/A	96%	N/A
To provide ADRC customers with assistance in understanding and accessing public and private benefits	95% of individuals completing satisfaction surveys will report the service provided by the Elder Benefit Specialist and Disability Benefit Specialist helped them understand and access public and/or private benefits.	95%	97%	99%	97%
To provide nursing home residents with the information and assistance they need to safely relocate into the community	The ADRC will assist a minimum of 27 nursing home residents in successfully relocating back into the community annually.	27	29	38	36

#2 Elderly Nutrition

This program includes Meals on Wheels delivered throughout the county and Senior Dining sites located at the Augusta Senior Center and St. Johns Apartments. It also includes evening congregate meals at locations throughout the county, the Senior Farmer's Market Voucher Program, liquid nutritional supplement, and the large volunteer program that supports all of these services.

Outputs

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
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Congregate meals served	15,190	12,262	7,847	6,851
Meals on Wheels delivered	78,622	78,881	71,858	53,249
People served	1,658	1,618	1,354	1,135
Cases of liquid supplement distributed	1,382	1,202	1,087	827
Emergency food packs delivered	375	375	800	400
Senior Farmers Market Vouchers issued	300	313	270	270
Total number of volunteers	656	782	508	481
New volunteers recruited, screened and trained	130	92	82	44
Hours donated by volunteers	16,786	15,614	13,760	10,237

<u>Performance Goal</u>	<u>Outcome Measures</u>	<u>Benchmark</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
To make high quality nutrition program services available to eligible individuals, countywide	85% of program participants responding to a semiannual satisfaction survey will indicate meal and service quality as very good to excellent	85%	84%	69%	59%
	100% of individuals requesting Meals on Wheels will receive services within 48 hours of the requested start date	100%	100%	100%	100%
	90% of Meals on Wheels participants will report meals helped them remain independent in their home	90%	94%	89%	84%
To ensure an adequate number of trained volunteers are available to keep program costs down and meet increasing demand for Meals on Wheels	90% of Meals on Wheels routes will be delivered by volunteers	90%	91%	91%	91%

#3 Evidenced Based & Other Prevention Programs

This program includes a number of evidenced based programs: Stanford University Chronic Disease Self-Management 'Living Well, Stepping On fall prevention, Powerful Tools for Caregivers, Healthy Eating for Successful Living, Memory Care Connections and Strong Bones. Other prevention programs include: in home fall preventing and safety screening, memory screening and referrals, nutrition risk screening and education activities, adaptive equipment, respite and one time or short term emergency services needed to avoid the need for nursing home placement and other more expensive interventions.

Outputs

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Individuals participating in Chronic Disease Self Mgmt. class	11	39	42	39
Individuals participating in Stepping On class	39	59	111	45
Individuals participating in Powerful Tools for Caregivers	5	15	15	6
Individuals participating in Strong Bones class	N/A	N/A	83	133
Individuals participating in Healthy Eating class	N/A	N/A	33	36
Individuals participating in Memory Care Connections	16	4	4	3
Number of memory screens completed	33	29	55	81

Total nutrition risk screens completed	821	585	615	560	
Number of individuals found to be at high risk on nutrition screen	175	97	146	146	
Individuals participating in Care Transition Intervention	358	278	172	N/A	
Individuals completing the Care Transition Intervention	178	144	39	N/A	
Individuals receiving services through Older Americans Act	43	39	7	23	
Individuals receiving services through Alzheimer's Caregiver Support program	18	14	18	26	
Individuals receiving services through county levy funds	21	38	2	7	
Performance Goal	Outcome Measures	Benchmark	2013	2014	2015
To provide classes, risk screenings, counseling and education to ADRC customers in order to promote healthy practices and strategies for chronic disease management, fall prevention, health care management, and caregiving.	95% of individuals responding to post class surveys will indicate information and education provided met or exceeded their expectations.	95%	100%	100%	100%
	100% of caregiving class participants responding to the survey will report an increase in confidence with dealing with increasing needs of the person they are caring for.	100%	86%	100%	100%
	90% of individuals participating in the Care Transition Intervention will increase their patient activation score from beginning to end of the intervention.	90%	96%	92%	N/A
	80% of individuals participating in the Care Transition Intervention will report not being readmitted to the hospital on the 30 day post intervention follow up survey.	80%	95%	90%	N/A
#4 Specialized Transportation					
The county partners with the City of Eau Claire to provide transportation for people age 60+ and adults with disabilities who do not have access to transportation. Rides are provided for medical, nutrition, social and employment purposes. The program is funded with the Wisconsin Department of Transportation grant and levy match.					
Outputs					
	2012	2013	2014	2015	
Total number of trips	24,657	26,332	24,419	17,067	
Trip purpose: Employment	13,254	14,255	11,115	8,001	
Social	7,087	8,167	7,793	4,850	

Medical		3,215	2,621	3,386	2,476
Education		365	139	142	325
Nutrition		165	189	286	139
Shopping/Personal business		568	554	948	352
Sunday Trips					924
Total number of trips for people age 60+		9,712	9,841	8,250	5,022
Total number of trips for adults with disabilities		14,350	16,844	16,169	12,045
Performance Goal	Outcome Measures	Benchmark	2013	2014	2015
To ensure individuals using specialized transportation are satisfied with the service	96% of users responding to a semiannual survey will indicate they are satisfied to very satisfied with specialized transportation services.	96%	90%	90%	95%
#5 Outreach & Public Education					
This program promotes awareness of ADRC programs and issues relating to aging and disability including: staff presentations, website, Facebook, newsletter, resource directory, posters, ads, mailings, news releases, health fairs, and a wide variety of other educational activities. It also includes the annual Youth Transition Conference, Caregiver Town Hall Meeting, and Caring for the Caregivers conference, Final Affairs seminar, caregiver alliance activities and Medicare & You presentations.					
Outputs					
		2012	2013	2014	2015
Staff presentations and educational outreach		128	76	134	150
Number of people attending presentations and events		3,665	7,590	5,143	8,371
Newsletters distributed		23,518	21,236	24,319	19,172
Posters, news releases, resource directories, brochures, etc.		33,803	45,151	59,336	32,340
ADRC website hits		60,506	50,299	57,089	21,963
ADRC Facebook page likes		126	173	252	312
Performance Goal	Outcome Measures	Benchmark	2013	2014	2015
To ensure people age 60+ and adults with disabilities are aware of and use ADRC services	100% of the marketing standards set by the ADRC contract will be met	100%	100%	100%	100%
To provide a variety of educational opportunities and informational materials to ADRC customers and professionals who work with ADRC customers	100% of individuals attending ADRC staff presentations and responding to post presentation surveys will report the information provided in the presentation met or exceeded their expectations	100%	97%	99%	100%
#6 Eligibility Determination					
This program includes administering the long-term care functional screen for people age 65+ and adults with physical and intellectual disabilities to determine their functional eligibility for publicly funded long-term care programs: Include, Respect, I Self-Direct (IRIS) and Family Care.					
Outputs					
		2012	2013	2014	2015

Adult long-term care functional screens completed	247	292	TBD	N/A	
Screens reviewed for accuracy/quality assurance	108	248	203	158	
Publicly funded long-term care enrollments	274	215	183	159	
Medical Assistance applications the ADRC assisted with	N/A	N/A	191	98	
Performance Goal	Outcome Measures	Benchmark	2013	2014	2015
To provide functional eligibility determination in an accurate and timely manner	The percentage of random screen samples will meet or exceed the Department of Health Services error free rate of 80%	80%	82%	75%	90%
To ensure people age 65+ and adults with disabilities understand the purpose of the screen and the process for functional eligibility determination for publicly funded long-term care programs	95% of individuals screened who respond to a survey will report they understand the purpose and process of functional eligibility determination.	95%	100%	100%	100%

ADRC 2015

		JUL 2015	AUG 2015	SEP 2015		
		ENTRIES	ENTRIES	ENTRIES		
REVENUES:	ORIGINAL BUDGET				YTD JAN-SEP	YTD BUDGET AVAILABLE % AVAILABLE
Federal/State Grants	\$2,091,500	138,839	218,416	155,748	1,257,647	833,853 39.87%
Charges & Fees	390,205	31,022	41,404	31,411	257,362	132,843 34.04%
Miscellaneous	0	40	16	250	323	
Fund Bal. Applied**	29,845	8,107	0	3,642	22,785	7,060 23.66%
Property Tax Levy**	104,394	5,713	6,548	11,134	61,233	43,161 41.34%
Revenue total	\$2,615,944	183,721	266,384	\$ 202,186.01	1,599,349	\$1,016,918 /
EXPENSES:				6,558.53		
Payroll	\$1,709,669	127,657	129,132	129,393	1,161,462	548,207 32.07%
Services/Other Expen	903,775	57,493	93,510	68,937	567,720	336,055 37.18%
Equipment	2,500	155	201	94	26,096	-23,596 -943.86%
Capital improvement	0	0	0	0	0	0
Expense total	\$2,615,944	185,305	222,843	198,424	1,755,279	\$860,665 /

*Includes advance payments

** Fund Bal. Applied and Property Tax Levy are approximated usage based on match allocations.

Note: All revenues from the State are delayed at the beginning of the year

Prepared by Betsy Boley, Accounting Assistant, Finance Dept.