

Sauk County, Wisconsin
Aging & Disability Resource Center 2014 Annual Report

Mission: The Aging and Disability Resource Center will empower and support older adults and adults with disabilities and their families by providing easily accessible, quality information and assistance in support of each individual’s choice for independence and enhanced quality of life.

Departmental Program Summary:

ADRC Unit: Includes information and assistance services, long-term care options counseling, assistance to youth with disabilities transitioning into adult services systems, and legal assistance and benefits counseling services for older adults and adults with disabilities. The ADRC publishes the bimonthly *AddLIFE Today!* news-magazine, with a circulation of approximately 5,800 printed/1,000 emailed, that provides information and assistance on a broad range of topics.

Aging/Older Americans Act Unit: Includes operation of five dining centers and a home-delivered meal program, wellness and prevention classes, family caregiver support, an emergency preparedness program and a volunteer program.

Transportation Unit: Includes the sale of subsidized multiple-ride taxi punch cards, bus service for grocery and recreational shopping and one-day socialization/enrichment excursions, and escorted transportation provided by volunteers for those needing assistance to medical appointments and other trips of necessity.

2014 Goals Review

2014 GOALS REVIEW

Goal #1: Increase referrals to home-based services through ADRC Information & Assistance specialists’ options counseling by 10% by June 30, 2014.

From January through June, 2014, there were 186 referrals, as compared to 129 for the same six-month period in 2013, representing a 44.2% increase.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Develop list of home-based services for referral purposes.	Yes
Develop and implement method for monthly tracking of clients to home-based services referrals.	Yes

Goal #2: Increase customer use of ADRC website (as measured by number of hits, as recorded by the Sauk County webmaster) by 10% by March 31, 2014.

From January through March 2014, there were 5,633 hits to the ADRC’s Sauk County website, as compared to a baseline 3,882 hits for the same period in 2013, representing a 45.1% increase.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Determine number of “hits” to Sauk County’s ADRC website in 2013.	Yes
Develop and implement method for tracking of “hits” to website in 2014.	Yes
Promote website in <i>AddLIFE Today!</i> newsmagazine, business cards, brochures and other literature about the ADRC agency.	Yes

Goal #3: Purchase five monitoring bracelets and increase ADRC agency referrals by 10% to the Project Lifesaver Program by December 31, 2014.

Five monitoring bracelets were purchased for the Project Lifesaver program to increase potential service to Sauk County residents. An additional field was entered into the Aging & Disability (Information & Assistance) Specialists’ state Social Assistance Management System (SAMS) database earlier in 2014 to more accurately track referrals from the agency to the program. Specialists received additional education about the Project Lifesaver program. As a result, there were 22 referrals made to the program in 2014. The number of referred clients who received a monitoring bracelet in 2014 was one, as compared to four ADRC and non-ADRC referrals in 2013 that resulted in a client receiving a monitoring bracelet.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Purchase five monitoring bracelets for the Project Lifesaver Program.	Yes
Determine number of referrals to the program in 2013.	No. It was determined that there was not an accurate method in place for tracking 2013 ADRC referrals to the program.
Develop and implement method to document and track monthly referrals for adults to the program.	Yes

Goal #4: Develop and implement a second pilot neighborhood for Our Neighborhood Cares initiative by December 31, 2014.

Three mailings of Wisconsin Department of Health Services emergency preparedness educational booklets were sent throughout the year to 181 households in North Freedom, the designated Our Neighborhood Cares neighborhood. The program concluded with a survey mailed to the 181 households to ascertain if the materials were beneficial to the recipients. Eight surveys were completed and submitted to the ADRC, with one survey respondent's name then drawn to receive a NOAA weather alert radio.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Identify pilot neighborhood.	Yes
Develop and implement methods to help identified neighborhood become prepared for a self-directed emergency response.	Yes
Develop and implement methods to track and evaluate the success of the neighborhood pilot.	Yes

Goal #5: Increase attendance at ADRC-facilitated Prevention programs by 10% by December 31, 2014. *

In 2014, two Prevention classes (one class each of Stepping On and Healthy Eating for Successful Living in Older Adults) were presented, with a total of 17 reported participants. The Living Well with Chronic Conditions class originally scheduled in July in cooperation with Iowa County was cancelled due to low interest. However, due to the popularity of the Stepping On class held in the fall, a waiting list was formed. A Stepping On class for the waiting list will be scheduled in 2015 in Lake Delton in cooperation with the Columbia County ADRC.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Assemble, publish and circulate ADRC prevention programs calendar.	Yes
Seek public input on awareness and participation of ADRC prevention programs.	Yes
Train staff to facilitate new prevention programs.	Yes
Participate in ADRC Eagle Country region's change project to increase prevention program attendance.	Yes

* - Although the objectives were achieved, this goal was ultimately not achieved due to one Living Well with Chronic Conditions class having to be cancelled due to lack of interest. Management transition of this program to

the Sauk County Health Department was recommended and approved for 2015, with prevention programming support to be provided by a new Health Department health educator.

Goal #6: Develop and implement self-directed volunteer teams to benefit the Nutrition, Prevention, and National Family Caregiver Support Programs by December 31, 2014.

Goal was not met by year-end 2014. Due to a volunteer coordinator staffing reassignment in April, all aspects of the ADRC’s volunteer program were examined, resulting in a programmatic redesign. The remainder of the year was dedicated to correcting and updating volunteer records, growing the volunteer roster, developing training materials and holding training sessions. Forty-two (42) new volunteers were recruited for ADRC programs in 2014.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Identify and select areas within the Nutrition, Prevention and National Family Caregiver Support Programs that could benefit from self-directed volunteer team support.	Yes
Recruit lead volunteers for identified areas.	No. The ADRC volunteer program redesign began under new coordination in April and continued through year-end 2014.
Develop and train teams.	No. The ADRC volunteer program redesign began under new coordination in April and continued through year-end 2014.

Changes / Accomplishments:

Throughout 2014, the ADRC underwent an agency-wide, in-depth examination and restructuring that resulted in major programmatic and system changes to improve program performance, compliance, efficiency and effectiveness. All nine of the ADRC’s programs were evaluated and revised, with five of the nine programs receiving the greatest redesign. The restructuring resulted in an appropriate allocation of staff, higher productivity, increased program performance and an approximate \$250,000 savings in tax levy for 2015, following the approved classification and compensation appeals of two ADRC positions.

The year was spent exploring new ways of working with other departments in the Sauk County Health & Human Services Functional Group. Barriers and silos that had historically existed between those departments were broken down. In their place, new relationships were forged and enhanced to promote a more seamless approach to providing services to Sauk County residents.

The ADRC's Older Americans Act-funded programs were among those to be evaluated in 2014. As a result of that evaluation and research into best practices, an innovative, new model was developed, with the management of the ADRC's congregate dining, home-delivered meal, prevention and National Family Caregiver Support Programs, as well as the ADRC's Nutrition & Prevention Specialist employee, transitioning to the Sauk County Health Department, effective January 1, 2015.

The ADRC staff underwent an in-depth evaluation of its transportation program during the first three quarters of 2014, resulting in a major redesign of the program to improve efficiency and ridership. Key to that redesign were the discontinuation of the public transit bus program known as "The Bus" and the return of the once-popular taxi subsidy and one-day socialization bus trip programs from the agency's Commission on Aging era. During the 4th quarter of 2014, the ADRC was awarded a highly competitive Federal Section 5310 specialized transit grant of \$93,825 to operate the newly configured transportation services. During the first five months of the taxi subsidy program (July – November 2014), 7,205 rides were provided -- more than the number of rides (6,985) provided by The Bus during the entire calendar year 2013. For the calendar year 2014, 15,857 rides were provided to Sauk County residents through all four of the ADRC's transportation programs (taxi subsidy, volunteer driver escort, shopping and recreational buses and the former public transit bus) -- the largest number of rides provided in a given year since at least 2006 and an increase of 5,952 rides (60.1%) over 2013. Transportation fares for 2014 were budgeted at \$46,298. Actual fares collected totaled \$71,109.53, a \$24,811.53 increase (153.6% of the budgeted amount). Through the transportation program re-design, the program's 2014 expenses were reduced by \$35,181 (\$420,437 actual vs. \$455,618 budget), for a 7.7% savings.

Opportunities were identified and plans implemented to bring the ADRC into greater compliance with all of its major grantors, Sauk County and the State of Wisconsin. A process was designed to ensure accurate and timely time-reporting by ADRC staff. As a result of the ADRC's close communication with state agencies during the restructuring efforts, several state-wide processes and systems experienced change, as well.

The ADRC moved to a focus on outcomes and performance measures, which increased productivity, transparency, accountability and performance. The ADRC staff created the 2015 departmental goals and objectives that are part of the ADRC's 2015 Sauk County budget and they participated in the 2015 departmental budgeting process. As part of that effort, a culture of continuous quality improvement and financial stewardship was introduced.

Bylaws for the ADRC's various advisory groups were examined and revised, as needed. In addition, the ADRC's contracts, agreements and Sauk County Chapter 16 Ordinance were examined. Changes were made or proposed to correct the ADRC's legal name on the documents.

Recruitments were successfully undertaken to fill all vacancies on the ADRC Advisory Committee and Transportation Coordination Committee. The agendas for their meetings were redesigned to increase committee engagement and participation.

Statistical Summary:

OUTPUT MEASURES

Note: The following categories were chosen to aid in the examination and redesign of ADRC programs in 2014.

DESCRIPTION	2012 ACTUAL	2013 ACTUAL	2014 ACTUAL
ADRC Unit: Disability Benefit Specialist Total Unduplicated Individuals Served	250	376	425
ADRC Unit: Elder Benefit Specialist Total Unduplicated Individuals Served	635	848	1,095
Aging Unit: Caregiver Respite Program Total Households Served	5	3	15
Transportation Unit: Total Rides (All Services)	6,901	9,905	15,857

OUTCOME EFFICIENCIES AND PERFORMANCE MEASURES

Note: The following categories were chosen to aid in the examination and redesign of ADRC programs in 2014.

ADRC Unit: Monetary Impact to Sauk County Performance Measures							
Monetary Impact	Jan/Feb	Mar/Apr	May/June	Jul/Aug	Sep/Oct	Nov/Dec	YTD
Disability Benefit Specialist Program (1)							
Federal	\$480,568	\$341,787	\$283,782	\$319,212	\$549,704	\$298,392	\$2,273,445
State	51,579	47,323	35,704	45,291	53,293	51,172	284,362
Other	<u>25,297</u>	<u>2,259</u>	<u>2,259</u>	<u>9,998</u>	<u>6,777</u>	<u>0</u>	46,590
Total	\$557,444	\$391,369	\$321,745	\$374,501	\$609,774	\$349,564	\$2,604,397
Elder Benefit Specialist Program (2)							
Federal	\$518,757	\$ 930,243	\$487,477	\$567,741	\$ 900,714	\$749,048	\$4,153,980
State	163,448	160,121	93,826	45,193	110,125	24,286	596,999
Other	<u>131,796</u>	<u>112,856</u>	<u>79,401</u>	<u>121,663</u>	<u>66,463</u>	<u>83,465</u>	595,644
Total	\$814,001	\$1,203,220	\$660,704	\$734,597	\$1,077,302	\$856,799	\$5,346,623

(1) Actual monetary value of individual cases served in Sauk County.

(2) State of Wisconsin value of individual cases served in Sauk County.

Aging Unit: Caregiver Program Performance Measures							
Criteria	Jan/Feb	Mar/Apr	May/June	Jul/Aug	Sep/Oct	Nov/Dec	YTD
Caregiver Respite Reimbursements – Unduplicated Recipients	Jan. - 0 Feb. - 1	Mar. - 1 Apr. - 1	May. - 0 Jun. - 1	Jul. - 0 Aug. - 2	Sep. - 4 Oct. - 2	Nov. - 2 Dec. - 1	15
Monthly Caregiver Support Group Attendees	Jan. - 3 Feb. - 0	Mar. - 0 Apr. - 4	May. - 4 Jun. - 5	Jul. - 5 Aug. - 4	Sep. - 5 Oct. - 3	Nov. - 2 Dec. - 3	38

Aging Unit: Congregate (Dining Center) Program Performance Measures						
Number of Unduplicated Participants Served Per Dining Center Per Period ⁽³⁾	Jan/Feb 38 Days	Mar/Apr 42 Days	May/June 42 Days	Jul/Aug 43 Days	Sep/Oct 44 Days	Nov/Dec 39 Days
Baraboo	39	53	39	38	32	26
Merrimac	14	17	17	15	21	19
Reedsburg	17	21	19	20	24	22
Sauk-Prairie	40	65	61	57	56	56
Spring Green	34	47	76	52	48	50
Totals	144	203	212	182	188	173

⁽³⁾ Includes volunteer participants but excludes dining center manager participants.

Transportation Unit: Section 5311 Cost Efficiency Measures							
Criteria	Jan/Feb	Mar/Apr	May/June	Jul/Aug ⁽⁴⁾	Sep/Oct ⁽⁴⁾	Nov/Dec ⁽⁴⁾	2013
Expense/Revenue Hour	\$48.38	\$55.32	\$45.24	\$70.01	⁽⁵⁾	⁽⁵⁾	\$47.95
Expense/Passenger	\$44.09	\$63.08	\$47.81	\$75.36	\$84.93	\$61.57	\$48.58
Revenue/Expense Ratio	1:44	1:45	1:20	1:66	1:302	1:55	1:49
Passenger/Revenue Hour	1.10	0.88	0.95	0.93	⁽⁵⁾	⁽⁵⁾	0.99
Passengers/Capita	2.74%	2.11%	2.25%	2.06%	⁽⁵⁾	⁽⁵⁾	11%
Revenue Hours/Capita	2.50%	2.41%	2.38%	2.35%	⁽⁵⁾	⁽⁵⁾	11%

⁽⁴⁾ Includes rides provided through the Fun-day Travels and the Shopping/Grocery Buses (892 rides July through December 2014).

⁽⁵⁾ The fixed-route, deviated stop bus program terminated on September 30, 2014 and the demand-response bus program began on October 1, 2014. The actual revenue hours and capita change on a daily basis depending on the passengers riding the bus(es).