



Division of Aging and Disability Services

Mission

To inspire hope, provide help, facilitate and advocate for quality of life among older persons, persons with disabilities, mental illness and/or substance use disorders.

2018 Highlights

- Significant increases in Medicare assistance
- Expanded treatment for persons with substance use disorder
- New Crisis Intervention Center and KARE Center
- New senior dining options increase program participation
- Collaboration with Kenosha Fire Department for falls prevention
- Growing and active participation of Opioid Task Force members
- Equipment Loan closet keeps growing

Division Description

The Division of Aging and Disability Services manages programs for older adults and adults with disabilities, mental illness and/or alcohol-drug problems and family care-givers. We use federal, state and county funding, contracts with over 50 service providers, and the support of many volunteers and dedicated staff. The Commission on Aging & Disability Services and the Mental Health/AODA Services Committee provide oversight and guidance.



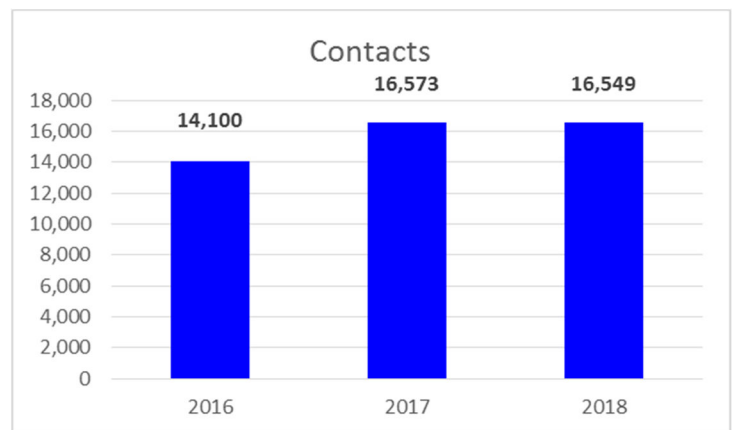
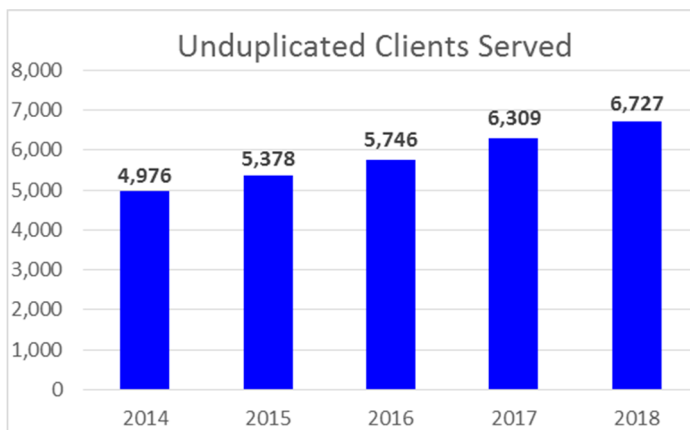
Thank You Kenosha County

Many thanks to our County Executive, County Board, Human Services Director and oversight committees for the privilege of serving our community. Our successes would not be possible without the dedication and support of county and contracted provider staff, volunteers, advocates and other community partners. Kenosha County Rocks!

LaVerne Jaros, Director



Information, Assistance and Access at the ADRC



WHY PEOPLE CALL THE ADRC

Basic Needs-food, shelter
Financial, health insurance
Long Term Care, in-home support
Housekeeping, chore services

Family Caregiver Assistance
Health Related Issues
Equipment Loan Closet
Guardianship, power of attorney

Housing/Residential Options
Transportation
Education, recreation
Abuse, neglect, exploitation

Services for Older Persons and Persons with Disabilities

Long Term Care Options Counseling

	2014	2015	2016	2017	2018
Home Visits	1,082	1,208	1,210	1,414	1,714
Enrollments	357	394	384	445	416

Home visits increased by 21% in 2018!

"Staff was very helpful in finding a low-cost solution for help."

One-Time Assistance

One-time purchases or short-term services such as grab bars were provided for 44 older persons, persons with disabilities and family caregivers.

Advanced Directives

The ADRC supports the public in completing Powers of Attorney for Healthcare with appointments available each Wednesday morning.

2015	2016	2017	2018
55	96	129	197

Benefit Assistance

Elder and Disability Benefit Specialists (EBS and DBS) provide help with Medicare, Social Security and other benefits.

24 Welcome to Medicare workshops were held for 224 people new to Medicare, a 40% increase over 2017!

The ADRC continued its partnership with Walgreens Pharmacies. A Benefit Specialist was on site each month on Senior Day and visited a location each week during Medicare's Open Enrollment period. ADRC brochure racks are mounted in each pharmacy.

	2016	2017	2018
Persons Served EBS	426	772	954
Monetary Impact-EBS	\$1.3 M	\$1.8 M	\$2.2 M
Persons Served DBS	328	368	301
Monetary Impact-DBS	\$1.2 M	\$2 M	\$1.6 M
Presentations	23	48	40

"I was concerned about the high Part D premium I was paying. Heather helped me find a better plan for 2019!"

Equipment Loan Closet

	2014	2015	2016	2017	2018
People Served	711	912	989	1279	1,510
Items Borrowed	1,427	1,484	1,962	2,499	2,828
Items Donated	871	1,007	1,306	1,956	1,726
Cash Donations	\$1,039	\$3,835	\$2,009	\$4,037	\$3,862

Caregiver & Dementia Support

Dementia Care Consultations-Families	71
Memory Screens- Persons	221
Dementia Education & Outreach Events	20
Powerful Tools Classes Attendance	32
Caregivers Receiving Respite	89

Adult Protective Services

	2015	2016	2017	2018
Referrals	552	568	567	576
Cases	470	459	488	479
Physical Abuse	11%	10%	11%	11%
Neglect	2%	1%	1%	1%
Self Neglect	3%	1%	2%	1%
Financial Abuse	5%	14%	15%	17%
Welfare Checks	42%	48%	47%	49%
Guardianship	25%	26%	23%	21%
Annual Reviews	204	200	190	179
Guardianships	126	123	124	99

Volunteer Guardian Assistance

12 new guardians were trained/appointed in 2018 with 45 total volunteers matched with 71 total guardianships. The estimated total program savings is \$61,743.

Friendly Visitors

	2015	2016	2017	2018
Consumers	126	124	115	105
Volunteers	73	89	73	79
Volunteer Hours	4,035	4,062	4,133	4,434



Senior Dining

Nutritious noon time meals and companionship were provided for persons 60+ at county and city dining sites, Monday-Friday. The program is administered by Kenosha Area Family and Aging Services.

Meal Site	Participants			Meals		
	2016	2017	2018	2016	2017	2018
Kenosha Senior Center	258	247	236	9537	8500	7559
Lakeside Towers**	94	90	134	5649	4835	5070
Parkside Baptist Church**	115	120	190	4909	4183	4797
Westosha Community Center**	173	142	309	3515	3314	4790
Twin Lakes New Life Church	68	58	42	1686	1556	1103
Rainbow Lake Trailer Court	25	29	29	417	368	562
YMCA/Boys & Girls Club	67	71	93	397	298	502
Sharing Center	59	52	46	1110	918	801
Silver Lake Village Pub*			408			3781
Total	859	809	1,487	27,220	23,972	28,965

A new restaurant site and salad bar Thursdays at 3 sites** in 2018 introduced senior dining to 1,000 new people and increased total meals served by 20%!*

Home Delivered Meals

Older Americans Act funds support some of the meals delivered by volunteers of Kenosha Area Family and Aging Services (KAFASI) to people age 60+ who are homebound and unable to prepare their own meals.

	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Meals	40,366	42,362	38,561	45,005
People	277	248	277	232

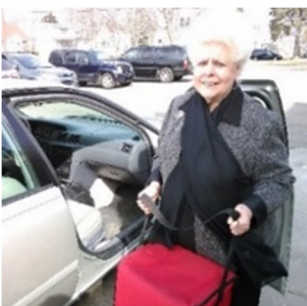
Transportation

Kenosha Achievement Center and KAFASI volunteers provide rides for older persons and persons with disabilities. Western Kenosha County Transit provides trips to work, school, medical appointments, shopping and other destinations.

	<u>2016</u>	<u>2017</u>	<u>2018</u>
Trips:			
Care-A-Van	27,483	28,520	30,097
Western Transit	19,432	17,070	17,671
Volunteer Transportation	8,278	8,347	7,934



*"I'd be lost without bus service."
 "Amazing drivers. Don't change a thing."
 "Everyone is so patient. They are so great."*



Health and Wellness

2018 Classes	# Classes	Attendees	Completion Rate
Lighten Up!	3	14	79%
Healthy Living w/ Diabetes	5	63	81%
Stepping On	5	84	81%

"I think more of the positive aspects of my life and try not to dwell on the negative."

"I feel that I can tackle the things which felt so overwhelming."

A new collaborative was launched in 2018 with the Kenosha Fire Department to reduce falls through referral for in-home assessment and services.

Outreach and Education

Letting people know that help is available is half the battle.

Social Media—helps.

ADRC posts reached the screens of over 2,000 people each month.



Westosha Community Center

The new Healing Garden vision took off in 2018 and volunteer gardeners supplied the new Sunday Farmer & Artisans market with fresh produce to share with the community.



Senior Center membership grew to 272 people in 2018 representing 25% increase over 2017!

Events

- Older Americans Month Luncheon
- Care Worker Recognition Lunch
- Fun N Fit Disability Resource Fair
- Senior and Community Expos
- Walgreens Outreach
- Senior Advocacy Training
- Supported Decision-Making forums
- National Healthcare Decisions Day

Almost 4,000 people attended an event where ADRC staff members were presenting.

Reaching Out to Persons of Color

The ADRC facilitated the first Hispanic Heritage Month event in 2018 encouraging elders and their families to visit the Kenosha Senior Center.



ADRC's Coalition Support

Care Transitions Coalition
Aging & Disability Consortium
Long Term Care Workforce Alliance
Falls Coalition
Caregiver Coalition

"Helen, thank you for your nagging with love, consistently high standards, and unwavering commitment to do right by the Coalition and the Kenosha community."

"Fabulous speaker. Funny, facts and useful tools. Thank you, Paula and Consortium Committee."

Transportation emerged as the most-frequently expressed concern among persons who participated in community discussions and surveys held by DADS IN 2018.



ADRC's 2018 process improvement project focused on mobility assistance. As a result of the project, referrals to the Mobility Manager increased by 11%. This position is able to assist with one-on-one and group travel trainings, itinerary planning (city bus trips, trips that may require transfers and some regional planning as available), direct assistance with the City Bus, Care-A-Van, Volunteer Transportation and Western Kenosha County Transit (provide overview of all options, facilitate application process, assistance navigating any enrollment process), assistance in complaint resolution and advocacy for transportation needs.)

DADS provides staff support for the Kenosha County Long Term Care Workforce Alliance which provides recognition for direct care workers and advocates with policy makers for improved compensation to reduce the turnover within this workforce which is so essential to the availability and quality of care for our elder and disabled citizens.



- 5