

Strategic Program Area 3: Aging and Disabilities Services

Service Provision: Mandated/Committed

How We Do It: Program Budget Summary					
Category	2020* Actual	2021* Actual	2022* Budget	2023 Budget	2023/2022 Variance*
<b>Expenditures</b>	\$47,998,853	\$56,151,654	\$33,005,864	\$30,664,117	(\$2,341,747)
<b>Revenues</b>	\$46,292,932	\$53,421,691	\$26,376,308	\$24,292,239	(\$2,084,069)
<b>Tax Levy</b>	\$1,705,921	\$2,729,963	\$6,629,556	\$6,371,878	(\$257,678)
<b>FTE Positions</b>	81.0	144.0	125.0	129.0	4.0

\* The figures on this chart reflect the budgets of the former Division on Aging and Disabilities Services Division (DSD) as well as Adult Protective Services (APS), Office for Persons with Disabilities, Interim Disability Assistance Program and General Assistance Burials Program.

What We Do With It: Activity Data				
Activity	2020 Actual	2021 Actual	2022 Target	2023 Target
<b>Aging &amp; Disability Resource Center (ADRC)</b>				
# of Incoming Calls for Information and Assistance (ARC and DRC)	55,479	58,265	65,000	70,000
Number of people reached through Dementia-related training	996	1,523	1,000	1,250
Number of individuals reached through one-on-one outreach (ARC)	3,917	5,304	2,500	3,000
Number of people reached through community outreach (ARC)	15,619	11,263	14,500	14,500
# of Options Counseling Referrals (ARC and DRC)	7,738	6,630	8,000*	8,000
# of Publicly Funded Long-term Care Enrollments Completed (ARC and DRC)	4,209	3,791	4,500*	4,500
<b>Nutrition Programs and Services</b>				
New home-delivered meal applications	1,269	1,089	700	850
Number of congregate meal sites	26	26	30	28
Meals served at meal sites	359,306	12,170	225,000	200,000
Pick-up Meals at Congregate Sites	Carry out meals were not available	291,281	207,516	Carry out meals will not be available
Number of home-delivered meals	342,776	434,823	350,000	308,000
Number of volunteer hours reported	10,834	14,121	20,000	15,000

<b>What We Do With It: Activity Data (contd).</b>				
<b>Activity</b>	<b>2020 Actual</b>	<b>2021 Actual</b>	<b>2022 Target</b>	<b>2023 Target</b>
<b>County-Owned Senior Centers</b>				
Members served	5,288	5,728	4,875	6,000
Exercise	16,905	26,130	21,900	22,000
Arts/ crafts	10,669	6,868	14,900	8,000
Special events	21,988	2,596	48,000	4,000
Education	2,786	1,696	6,500	2,000
Computer Training	1,386	2,602	4,800	3,000
Wellness checks (phone-calls)	21,739	31,240	7,200	20,000
<b>Older Americans Act Services</b>				
Legal assistance: consultation hours	3,890	716	7,500	TBA
Legal assistance: seniors served	839	190	1,300	TBA
Transit/van rides provided to seniors	90,000	41,834	96,000	75,000
Evidence-Based Prevention Program Participants (EBPP)	70	283	750	500
# of People Trained in EBPP	3	20	37	30
Number of telephone reassurance calls	12,728	9,925	10,000	10,000
<b>Aging and Disabilities Services</b>				
# of Adults & Children Served Under Non-Family Care Purchase Contracts	50	192*	200	260
# of GO Pass Walk-ins	350**	614**	3,000	1,900
% GO Pass Referrals Eligible	90%	90%	90%	90%
Adult Protective Services - # of Cases	2,189	5,799	4,000	6,500
Participants in Supervised Living Options Program Maintaining Independence in Community Living	90%	90%	Contract Phase Out for 2022	N/A
# of New IDAP Cases	29	32	60	60

\*Outreach has been heavily affected by COVID and 2023 numbers are conservative given the uncertainty around the ability to schedule large scale events.

\* Some facilities in OPD were closed 1/3 of the year due to COVID 19.

\*\*The GO Pass Clinic was closed from March 16-June 2020 and from January 1- July 29, 2021. At that time, referrals were taken by phone only. Total referrals taken by phone was 1,200 in 2020 and 894 in 2021.

How Well We Do It: Performance Measures				
Performance Measure	2020 Actual	2021 Actual	2022 Target	2023 Target
<i><b>Nutrition Programs and Services</b></i>				
Cost per meal	\$8.69	\$8.98	\$9.00	\$9.45
Percentage of congregate diners reporting satisfaction	n/a	96%	95%	95%
<i><b>County-Owned Senior Centers</b></i>				
Clinton Rose Senior Center – Customer Satisfaction Survey	NA	98%	95%	95%
Kelly Senior Center – Customer Satisfaction Survey	NA	93.5%	95%	95%
McGovern Senior Center – Customer Satisfaction Survey	NA	95.25%	95%	95%
Washington Senior Center – Customer Satisfaction Survey	NA	98.5%	95%	95%
Wilson Senior Center – Customer Satisfaction Survey	NA	92.5%	95%	95%
<i><b>Older Americans Act Services</b></i>				
Percentage of contracted vendors that meet Civil Rights Compliance requirements	NA	96%	100%	100%
Percentage of Evidence-Based Prevention Program (EBPP) participants who rate a class as “Excellent” or “Very Good”	93%	96%	93%	94%
Percentage of customers served who are people of color	42%	52%	50%	55%

NOTE: Customer satisfaction surveys were not conducted in 2020 due to COVID-19 and the closure of the five senior centers.

**Strategic Overview:**

Our primary goal is to serve people across the lifespan with care that they deem as acceptable which promotes the dignity of individuals regardless of race, gender, age, socio-economic status, etc. Aging and Disabilities Services includes services for persons with differing abilities and older adults Programs are operated under one umbrella and primarily include Adult Protective Services, recreation for persons with disabilities, a combined Aging and Disability Resource Center (ADRC), caregiver support, transportation services, senior center operations, case management, respite, and employment services. These services enable people of all ages and abilities to live in the community as independently as possible and avoid expensive institutional placements.

For persons with differing abilities and older adults, DHHS strives to protect the safety and meet needs while promoting independence and inclusion.

The department also serves as the Area Agency on Aging (AAA) and in that capacity is charged with implementing the Older Americans Act (OAA) programs, information and assistance, and advocacy in Milwaukee County by affirming the dignity and value of older adults in Milwaukee County and supporting their choices for living in and giving to our community.

Integration is anticipated to result in:

- better care and outcomes for persons with disabilities, people 60+ AND the communities in which they live
- enhanced partnerships with system and community leaders
- increased efficiency in how Milwaukee County resources are used
- increased understanding of, and collaboration between, DHHS services and programs
- improved ability to recruit and retain highly-skilled staff

Guiding Principles for Adult Integration:

- Simplify access to care that is acceptable to adults through processes which are clear and understandable, including, but not limited to, use of plain language, developmentally appropriate approaches, translation, and interpretation when appropriate and/or requested
- Champion dignity by respecting individual's views, choices, and decisions, not making assumptions about how people want to be treated, honoring their experiences, working with compassion, and adjusting interactions to accommodate needs, expectations, and abilities
- Advance practices that enhance well-being using a holistic approach for adults who access care, their families, caregivers, peer specialists, and other support person(s) as well as employees, providers, and the community (e.g., physical, mental/ emotional, spiritual, financial, intellectual, environmental, social, and vocational wellness)
- Prioritize people-centered processes over system efficiencies to ensure that decisions related to policies, practices, and budget result in improved health outcomes and address disparities and inequities (e.g., people first over money)
- Engage in collective advocacy to define problems and solutions which ensure rights (e.g. older adults, people with disabilities, those who live with chronic and severe mental illness, individuals who experience mental and behavioral health challenges, individuals who are incarcerated or with previous incarceration history, etc.) are upheld, sufficient resources across Milwaukee County are allocated, regulations align with best practices, contractors provide appropriate treatment, and continuity of care is ensured
- Foster strengthened relationships to meet the needs of the adult through better coordination of care between DHHS, other systems and community partners who influence care and outcomes. This also includes partnering with the adult, their families, caregivers, peer specialists and other support person(s) throughout the care journey
- Promote Milwaukee County's vision on advancing racial equity, in addition to honoring the cultures of those who access services by ensuring practices and policies are culturally congruent
- Encourage best practices which keep adults engaged, assist them to gain life skills which help them thrive, improve their quality of life, and live within the community

### Strategic Implementation:

#### Aging and Disability Resource Center

An ADRC provides information and assistance, options counseling, service access and prevention, benefits counseling, and Long-Term Care entitlement benefits eligibility and enrollment. The resource center connects individuals to community services so that they can live independently in the community. The Elder and Disability Benefits Specialists within the ADRC assist individuals in gaining access to programs like Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medicaid, and FoodShare.

The Disability Benefits Specialists assist customers, ages 18 to 59, with physical, developmental, mental health, and/or AODA disabilities in identifying available program and service options and determining potential eligibility. DBS staff not only help people apply for SSDI and SSI but also assist with appealing denials up to the hearing level. Typically, if a customer is denied at the second level, they are referred to a private attorney. The Benefit Specialist also can assist

with issues such as continuing disability reviews, overpayments, Medicare Savings Programs, Badger Care, Food Share, Medicare Part D, as well as associated paperwork customers may receive from Social Security.

Upon case closure, the DBS's calculate monetary impact as appropriate for the benefits for which a customer was approved. Monetary impact is recorded at time of case closure and represents the estimated value of any benefits that a Benefit Specialist helped a customer to obtain or preserve. Monetary impact for the Milwaukee County DBS team since January 2021 to July 2022 totals \$1,989,985.

During mid-year 2022, one ADRC Professional – Information and Assistance (I&A) was created to respond to increased calls to the ADRC. In 2020, the ADRC received 55,000 calls and 58,257 calls in 2021. Callers reach out to the ADRC seeking a variety of information from transportation, financial assistance, assisted living and many other needs.

Beyond the ADRC Professional I&A, the 2023 budget also includes two new ADRC Professionals and position changes to both improve customer service and create opportunities for advancement for employees. The following position actions reflect salary and social security and result in a net increase of two new positions in the ADRC.

**Position Changes:**

- Create 2.0 ADRC Professionals \$111,426
- Create 1.0 ADRC Advanced Professional \$66,160
- Abolish 1.0 Human Service Worker (\$48,455)
- Create 1.0 ADRC Advanced Professional \$66,130
- Abolish 1.0 Resource Center Manager (\$75,830)

**Adult Services**

**GO Pass**

The administration of the Growing Opportunities (GO) Pass Program is part of the Adult Services Administration. Through the assessment conducted for GO Pass, staff can identify additional benefits that individuals may qualify for even if they are no longer eligible for GO Pass.

**Adult Protective Services**

Aging and Disabilities Services is the statutory agency responsible for providing an “Adult-At-Risk” program which investigates allegations of abuse, neglect, self-neglect, and financial exploitation for all Milwaukee County adults-at-risk, regardless of age or ability. Previously, these services were performed by two separate units based on age – customers, ages 18 to 59, were served by DSD and those aged 60 and older were served by Aging. In the 2021 Budget, these units were combined, and a centralized intake process was established to connect people to additional resources such as legal support, other county programs and community-based services more quickly.

The caseload for this area has increased at an unprecedented rate due to APS services being promoted in the community and the impact of the COVID-19 pandemic on customers who were once isolated. APS has received a 48% increase in financial exploitation cases of older adults ages 60 and over and self-neglect case have increased by 25% for individuals with disabilities and adults over the age of 60.

**Office for Persons with Disabilities**

The Office for Persons with Disabilities (OPD) was previously part of the Department of Administrative Services (DAS) and is now transitioned to the Department of Health and Human Services (DHHS) Aging and Disabilities Services in further alignment with the county's No Wrong Door vision. The longtime work of OPD has been to focus resources on assuring that people with disabilities share equally in programs, services and facilities of the County. This work is consistent with both the individual and collective health strategies of DHHS.

OPD will continue to oversee the contracted programming for adult recreation and children's summer camps at both the Wil-O-Way Grant and Wil-O-Way Underwood county facility sites as well as provide transportation from all areas of Milwaukee County to ensure inclusion and access to the summer camp programs. It will also continue to coordinate space rental for these locations including the use of the space by two providers that offer adult respite services. The

Director of OPD will continue to serve as the County ADA Coordinator and will work closely with the Disabilities Commission in promoting accessibility and compliance with requirements across the County.

A new Recreation Services Coordinator is created in the 2023 Budget to enhance this recreational programming for both people with disabilities and older adults. The position will be responsible for organizing, promoting, and overseeing educational and recreational programs and activities for youth, adults and senior citizens at community and senior centers. The position will assist the five Senior Centers with coordination of activities such as recreational activities, resource fairs, educational programming, and intergenerational programming. This position will bridge the gap of inclusion to create opportunities to partner more with all Milwaukee County departments and promote the use of the Senior Centers at nights and on the weekends.

- Create 1.0 ADS Recreation Services Coordinator \$71,952

OPD is transitioning from utilizing an outside temporary service contract to manage its rental parties to the use of county hourly employees to increase the hourly wage of rental managers while reducing administrative costs. This results in the creation of four hourly Facility Attendants with salary and social security costs as shown below.

- Create Facility Attendant Hourly \$17,037

**OPD Expendable Trust Fund (Org. 0601)**

Since 1983, the Milwaukee County Commission for Persons with Disabilities has maintained an expendable trust fund to benefit Milwaukee County residents with disabilities. Through its actions, the Commission also fosters activities that support contributions to the corpus of the trust. Expenditures include support for disability-related community events. Revenues are derived from grants, donations, and/or vending machine profits. If needed, OPD is authorized to execute a fund transfer from the Trust Account for the payment of expenses.

Expenditure	Revenue	Tax Levy
\$10,000	\$10,000	\$0

**Aging Unit Services**

Consistent with the “No Wrong Door” customer service approach and in accordance with State and local aging laws and policies, in particular Wis. Stat. § 46.82, the Aging Unit coordinates aging services for individuals 60 and older. The Aging Unit Director reports to the Aging and Disabilities Services Administrator and works directly with the Commission on Aging and its subcommittees to coordinate aging services throughout the County.

The Aging Unit distributes federal, state, and local funds through purchase of service contracts with home and community-based agencies to provide a comprehensive network of programs designed to allow older adults to live independently and with dignity. Some of the available community-based supports include caregiver support, neighborhood outreach, socialization programs, telephone reassurance services, transportation services, and late-life counseling. The Aging Unit coordinates advocacy services through legal assistance programs as well as through staff coordination of activities conducted by the Commission on Aging and its Advocacy Committee.

Revenues reflect a net increase of \$184,250 related to American Rescue Plan Act funding specific to Older American’s Act funding streams. This new funding will continue to support meal programming as well as new programming identified below. An additional \$255,560 in tax levy funding is shifted into the Aging programming area to support additional administrative and interdepartmental charges.

The federal American Rescue Plan Act (ARPA) funds allocated under Title III of the Older Americans Act provide unprecedented opportunities to expand or enhance services for older adults. These funds also contain various match requirements that Milwaukee County will have to address in order for the funds to be expended. Milwaukee County has traditionally provided levy or basic county allocation (BCA) to support match requirements for most OAA funded

programs, although DHHS is seeking County contingency fund support this year due an anticipated shortage of available match from various service providers.

The Milwaukee County 2022-2024 Area Plan provides the blueprint for Area Agency on Aging (AAA) work. In addition to state and federal directives, the next three-year Area Plan includes broad goals focused on health equity, communication and collaboration, and wellness that are designed to improve the lives of older adults and move Milwaukee County closer to achieving its strategic vision. Some of the focus areas in 2023 include:

- Continuing to refine the service delivery network through a racial equity lens to ensure that the most underserved communities are receiving the services they need and that movement is made toward creating the conditions for healthier aging among discrete racial minority populations.
- Expanding advocacy opportunities and initiatives through the Commission on Aging's Advocacy Committee, Senior Leadership Program, the Wisconsin Aging Advocacy Network, and collaboration with other aging and disability advocacy groups that advance the interests of older residents.
- Creating a first-ever Caregiver Coordinator position that will increase the County's capacity to provide high quality caregiver supports to residents in concert with DHHH's "no wrong door" service delivery initiative, provide an expert on caregiving policy and resources, and increase access for residents in communities of color to receive timely and needed caregiver support, improving racial and health equity, in alignment with the County's strategic mission.
- Expanding options within the Division's Evidence-Based Prevention Programs to address health disparities in underserved populations.
- Building upon service enhancements that were made in 2022, the Aging Unit will continue to explore additional transportation destinations that can be added to its Older Adult Transportation Service (OATS) portfolio so that older adults can connect to health services and social amenities that reduce isolation and enhance their quality of life.
- Continuing to seek out new dining sites and flexible mealtimes. Most congregate sites serve meals at 11:30 am. However, there is increased demand among seniors wanting options for breakfast and/or dinner meals. Through the award-winning Dine Out Program, nutrition staff will seek opportunities to expand its service model to include dining sites at local restaurants and grocery stores that are primarily owned and operated by people of color and located in underserved neighborhoods.
- Reaching more seniors who live in underserved neighborhoods. Currently, about 40 percent of the meals served through the congregate dining program are provided to people of color. The Dine Out Program has added X new diners to the senior dining program, and more than half of these new diners are people of color. In 2023, nutrition staff and partners will continue and expand efforts to reach more diners through targeted outreach, marketing, and advertising efforts that are funded by ARPA Older Americans Act dollars.
- The County-owned senior centers will remain open five days per week in 2023. Face-to-face and virtual programming activities will be offered. Each center's advisory council will help direct and evaluate social programming activities to ensure that a full range of social and recreational activities are available.
- In collaboration with the Commission on Aging Senior Center Select Committee and many other partners, Aging Unit staff will collaborate with the DHHS Housing Division to coordinate an effort to build new and affordable housing, and a new community center, on the City of Milwaukee's northwest side. Other identified partners in this project include the City of Milwaukee Housing Authority and UW-Milwaukee School of Nursing.
- In collaboration with Behavioral Health Services, the 2023 Aging budget will pilot a new LGBT support initiative for older adults in Milwaukee County.

Aging Unit staff will also continue to work with DHHS Contract Administration (CA) staff to explore and implement administrative processes that can be integrated into CA's contract management work. Among the processes already being reviewed are RFP processes, monthly reporting forms, civil rights compliance, and contract development and oversight. DHHS's goal is to integrate and align Aging Unit processes into CA administrative processes as much as possible.

Additional 2023 funds are anticipated for services for older adults through ARPA. These funds have not yet been awarded as of September 2022 and are not included in this budget. Once awarded, DHHS will work with the Commission on Aging and Milwaukee County leadership to determine a plan for the funds. The new revenues and related expenditures will be incorporated into the 2023 Budget after official award and planning has taken place.



<b>Aging Unit Services by Major Program Area</b>					
<b>Category</b>	<b>2020 Actual</b>	<b>2021 Actual</b>	<b>2022 Budget</b>	<b>2023 Budget</b>	<b>2023/2022 Variance</b>
<i><b>Nutrition Programs and Services</b></i>					
<b>Expense</b>	\$6,415,712	\$5,801,831	\$5,640,075	\$5,829,611	\$189,536
<b>Revenue</b>	\$6,230,634	\$5,864,860	\$5,507,538	\$5,493,479	(\$14,059)
<b>Tax Levy</b>	\$185,078	(\$63,029)	\$132,537	\$336,132	\$203,595
<i><b>Area Agency on Aging Programs and Services</b></i>					
<b>Expense</b>	\$4,056,639	\$4,005,008	\$4,204,768	\$4,442,062	\$237,294
<b>Revenue</b>	\$3,997,041	\$3,852,584	\$4,027,169	\$4,225,748	\$198,579
<b>Tax Levy</b>	\$59,598	\$152,424	\$177,599	\$216,314	\$38,715
<i><b>County-Owned Senior Centers</b></i>					
<b>Expense</b>	\$903,135	\$892,867	\$942,867	\$956,117	\$13,250
<b>Revenue</b>	\$217,659	\$0	\$0	\$0	\$ 0
<b>Tax Levy</b>	\$685,476	\$892,867	\$942,867	\$956,117	\$ 13,250

**General Assistance Burials Program & Interim Disability Assistance Program (IDAP)**

Aging and Disabilities Services also operates the General Assistance Burials Program and the Interim Disability Assistance Program (IDAP). These programs are primarily tax levy funded. Burial services are available to eligible Milwaukee County residents who do not meet Medicaid eligibility. IDAP provides short-term financial assistance to individuals who apply for Social Security benefits and are awaiting an award of benefits from the Social Security Administration. The total budget for both programs reflect about \$700,000 in expenditures, \$100,000 in estate recovery revenue and \$600,000 in levy.