

ADRC of Milwaukee County Dashboard

May 2022

| Quality Measures | | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | YTD |
|---------------------------------------|---------|---------|------|------|------|---------|------|------|------|------|-------|---------|------|------|
| Avg. time customer waits in queue | 2022 | 7:00 | 6:10 | 6:55 | 7:17 | 8:01 | | | | | | | | 6:50 |
| | '21 ARC | 3:41 | 2:36 | 3:11 | 3:19 | 5:38 | 6:37 | 8:13 | 7:35 | 8:06 | 10:50 | 10:19 | 9:36 | 6:38 |
| | '21 DRC | :43 | :56 | :41 | :57 | :40 | :45 | :37 | 1:07 | :48 | 1:13 | 1:19 | 1:33 | 1:18 |
| % of incoming calls answered | 2022 | 53% | 55% | 55% | 52% | 50% | | | | | | | | 53% |
| | '21 ARC | 66% | 72% | 72% | 68% | 58% | 52% | 49% | 50% | 50% | 46% | 45% | 47% | 56% |
| | '21 DRC | 89% | 94% | 89% | 85% | 89% | 90% | 86% | 85% | 82% | 82% | 83% | 75% | 86% |
| Avg. days between call and OC (qtrly) | 2022 | 21 days | | | | | | | | | | | | |
| | 2021 | | | | | | | | | | | | | |
| Avg. LTCFS audit scores (bi-annually) | 2022 | | | | | | | | | | | | | |
| | 2021 | | | | | DRC 94% | | | | | | DRC 95% | | |

Customer Satisfaction Survey Scores (qtrly avg 2022)

| | | | | |
|---------------------------|--|--|--|--|
| Information & Assistance | 4.98 out of 5 | | | |
| Comments | (10 surveys) | | | |
| Options Counseling | 4.87 our of 5 | | | |
| Comments | (95 surveys) | | | |
| Dementia Care Specialists | 34 "very satisfied"; 2 "somewhat satisfied"; 1 "very dissatisfied" | | | |
| Comments | (38 responses) | | | |

| Volume Measures | | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | YTD |
|-------------------|------|-------------------|------|------|------|------|------|------|------|------|------|------|------|-------|
| Incoming calls | 2022 | 5218 | 4900 | 4918 | 4545 | 4417 | | | | | | | | 23998 |
| | 2021 | 5031 | 4616 | 4796 | 4509 | 4438 | 5381 | 5164 | 4933 | 4765 | 4853 | 5057 | 4722 | 58265 |
| PFLTC enrollments | 2022 | error with report | | 270 | 331 | 322 | | | | | | | | 923 |
| | 2021 | 305 | 301 | 362 | 383 | 313 | 285 | 291 | 297 | 286 | 285 | 317 | 289 | 3714 |
| Requests for OC | 2022 | 815 | 642 | 741 | 705 | 698 | | | | | | | | 3601 |
| | 2021 | 644 | 643 | 649 | 556 | 605 | 686 | 619 | 688 | 606 | 628 | 611 | 508 | 7443 |

| Outreach | | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | YTD |
|--------------------------|------|-----|-----|-------|-----|------|------|------|-----|------|-----|-----|-----|------|
| # of events | 2022 | 9 | 12 | 24 | 27 | 44 | | | | | | | | 116 |
| | 2021 | 8 | 4 | 10 | 31 | 31 | | | | | | | | 84 |
| Est. # of people reached | 2022 | 141 | 142 | 2,124 | 739 | 2310 | | | | | | | | 5456 |
| | 2021 | 119 | 41 | 345 | 677 | 1582 | | | | | | | | 2764 |

Events/Locations Outreach Was Conducted This Month: Franklin Public Library, High School of the Arts, St. Mark's, Wilson Park Senior Center, Clinton Rose Center, Walmart, Franklin Dining Site, West Allis Senior Center, Ridgedale Apartments, UMCS, Washington Park Senior Center, Kelly Senior Center, MPL - multiple branches, McGovern Senior Center, Elk's Lodge, Progressive Community Health, Indian Council for Elderly, Feeding America - multiple sites, Hales Corners Health Department, Mitchell Park Domes, Cudahy Recreation, Virtual

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Top 5 contact topics* current month:

- 1 Public Benefits LTC 4465
- 2 Public Benefits Others
- 3 Home Services 1045
- 4 Insurance 859
- 5 Health 760

Top 3 Unmet Needs* current month:

- 1 Home Care 5
- 2 Employment 3
- 3 Housing 2
- 3 Prescription Drug

Formal Complaint Report

There were no formal complaints in May.

Staffing Report

2 Options Counselor vacancies and 3 I&A vacancies. Both service areas have interviews in process to fill these positions. Advanced Options Counselor position has been filled.

Current ADRC Events

- * Juneteenth, the 51st Annual Juneteenth Celebration to be held on Sunday, June 19 from 9am-4pm on Martin Luther King Drive.
- * Brain Health Resource Fair featuring information and resources around brain health, memory loss, and dementia to be held at Washington Park Senior Center on Tuesday, June 21.
- * Aging & Disabilities Services Memory Screening to be held at Greendale Health Department on Thursday, June 23.
- * Feria de Recursos Libre de Caídas, a Falls Prevention Resource Fair being hosted at United Community Center, to be held on Friday, June 24.
- * Caring for the Caregiver event to be held virtually on Tuesday, July 6.
- * MKE Wellness Symposium, an event focusing on healthier aging and a healthier Milwaukee County, to be held on Thursday, August 4 at Wilson Park Senior

ADRC = Aging and Disability Resource Center

d/e = disenrollment

I&A = Information and Assistance

LTCFS = Long-Term Care Functional Screen

LTC = Long-Term Care

PFLTTC = Publicly Funded Long-Term Care

Previous month:

- 1 Public Benefits LTC 4547
- 2 Public Benefits Others 1437
- 3 Home Services 1002
- 4 Insurance 914
- 5 Health 754

Previous month:

- 1 Housing 6
- 2 Home Care Non Medical 2
- 3 Transportation 2

*Based on encounter reports in management system.