

ADRC of Milwaukee County Dashboard

December 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	11:19	12:08	11:34	6:51	8:12	8:56	8:52	8:36						
	'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						
Avg. length of call	2022	6:07	5:41	5:57	5:56	6:15	6:26	6:02	6:23	7:11	6:01	6:54	6:34	6:17						
	'21 ARC	4:07	4:06	4:10	4:18	4:38	4:39	4:41	5:19	5:14	6:17	5:33	5:39	4:53						
	'21 DRC	Data not available						0.1368	3:53	0.1604	3:47	4:16		3:48						
% of incoming calls answered	2022	53%	55%	55%	52%	50%	41%	38%	40%	53%	52%	50%	52%	49%						
	'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			16			16			17									
Avg. LTCFS audit scores (bi-annually)	2022							93%												
	2021	DRC 94%						DRC 95%												

Customer Satisfaction Survey Scores (qtrly avg 2022)

Information & Assistance		4.98 out of 5		5 out of 5		4.75 out of 5		3.75 out of 4		
Comments		(10 surveys)		(5 surveys)		(9 surveys)		(4 surveys)		
Options Counseling		4.87 out of 5		Surveys not completed due to staffing		5 out of 5		4.6 out of 5		
Comments		(95 surveys)				(9 surveys)		(13 surveys)		
Dementia Care Specialists		34 "very satisfied"; 2 "somewhat satisfied"; 1		18 "very satisfied"; 21 "somewhat satisfied"		8 "very satisfied"; 1 "somewhat satisfied"		9 "very satisfied" 1 "somewhat satisfied"		
	Comments	(10 surveys)		(5 surveys)		(9 surveys)		(10 surveys)		

Volume Measures

		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD
Incoming calls	2022	5218	4900	4918	4545	4417	5007	4631	5448	4684	4706	4095	3683	56252
	2021	5031	4616	4796	4509	4438	5381	5164	4933	4765	4853	5057	4722	58265
Walk-in Visits	2022	0	6	60	43	45	76	92	79	88	85	59	49	682
Electronic Referrals OC	2022	68	80	74	72	67	81	88	92	93	95	102	106	1018
PFLTC enrollments	2022	error with report		270	331	322	279	343	318	337	328	338	347	3213
	2021	305	301	362	383	313	285	291	297	286	285	317	289	3714
Requests for OC	2022	815	642	741	705	698	652	671	727	777	793	747	686	8654
	2021	644	643	649	556	605	686	619	688	606	628	611	508	7443

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Outreach		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD
# of events	2022	9	12	24	27	44	49	41	69	46	50	31	28	430
	2021	8	4	10	31	31	33	34	43	30	26	29	29	308
Est. # of people reached	2022	141	142	2124	739	2310	3675	4001	18463	2202	2912	1815	938	39462
	2021	119	41	345	677	1582	1595	2272	5257	2302	1072	1311	1059	17632

Events/Locations current month: Wilson Park Senior Center, Washington Park Senior Center, McGovern Senior Center, Mitchell Park domes, MPL - various sites, Indian Council for Elderly, Grobschmidt Senior Center, Greendale health Department, Malakia early Childhood center, Evolve Church, City on a Hill, Hart Park Senior Center, Clinton Rose Senior Center, Kelly Senior Center, Elks Lodge, Feeding America, United Community Center, Virtual

Top 5 contact topics* current month:

- 1 Public Benefits LTC 4474
- 2 Public Benefits Other 1217
- 3 Home Service 923
- 4 Insurance 635
- 5 Health 616

Previous month:

- 1 Public Benefits LTC 5098
- 2 Public Benefits Other 1703
- 3 Home Service 1138
- 4 Health 731
- 5 Insurance 687

*Based on encounter reports in case management system.

Top 3 Unmet Needs* current month:

- 1 Home Care 5
- 2 Home Care Non-Medical 3
- 3 Assisted Living 2

Previous month:

- 1 Transportation 1
- 2 Rent/Mortgage Assistance 1
- 3

Formal Complaint Report: There were 2 complaints in December, both regarding functional eligibility. One was resolved and one went to a fair hearing.

Staffing Report: New staff include Options Counselors Supervisor, Benefits Specialist, Financial Eligibility Specialist, and (2) Information & Assistance Workers. Staff openings at this time are the Information & Assistance Supervisor and a Options Counseling Advanced Worker.

Current ADRC Events

* Dementia Caregiver Support Group: caregiver discussion and connection, lead by Dementia Care Specialists.

Info at: county.milwaukee.gov/aging/dcs

*Winter Tours at Mitchell Park Domes - Aging & Disabilities Services is sponsoring free guided tours of the domes for older adults. Details at: county.milwaukee.gov/aging

KEY:

ADRC = Aging and Disability Resource Center

d/e = disenrollment

I&A = Information and Assistance

LTCFS = Long-Term Care Functional Screen

LTC = Long-Term Care

PFLTC = Publicly Funded Long-Term Care

OC= Options Counseling