Aging & Disability Resource Center

The Aging & Disability Resource Center (ADRC) is the first place to go to get **accurate, unbiased information on all aspects of life related to aging or living with a disability**.

The Aging & Disability Resource Center offers information, referral, consultation and assistance regarding access to short- and long-term care services for older adults and people with disabilities in Milwaukee County.

Learn more about ADRC's around the state at the State of Wisconsin's website.

Information and Assistance (I&A)

Per Scope of Services established by Department of Health Services Division of Public Health: The ADRC must provide information and assistance to members of the target populations and their families, friends, caregivers, advocates and others who ask for assistance on their behalf. Information and assistance must be provided in a manner convenient to the customer including, but not limited to, being provided in-person in the customer's home or at the ADRC office as an appointment or walk-in, over the telephone, virtually, via email, or through written correspondence.

Providing information and assistance includes listening to the individuals, assessing their needs and strengths, and assisting individuals to connect with service providers or information to support their goals.

Most frequent contact methods:

- Phone
- Walk-in visits
- Emails
- Professional referral processes
- *Area of ongoing development*: Online referral options

Information and Assistance (I&A)

Accurate and timely information regarding community resources for older adults and people with disabilities.

Some common resources we help people connect with:

- Transportation
- Food
- Home care
- Personal care
- Caregiver support/respite
- Affordable housing
- Assisted living
- Publicly funded Long-Term Care
  - Family Care, Partnership, PACE, IRIS

Information and Assistance (I&A)

In addition to providing Information and Assistance, I&A staff:

- Complete referrals for Meals on Wheels
- Complete referrals for Milwaukee County Older Adult Transportation Service
- Complete referrals for ADRC Options Counseling, Dementia Care Specialists, and Benefit Specialists
- Complete referrals for DHHS Adult Protective Services and Brief Services
- Coordinate referrals to a variety of internal and external community partners, such as Behavioral Health Services or Coordinated Entry
- Maintain resource databases, guides, and tools for use by ADRC staff

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Resource and Skill Training for I&A Team

I&A Professionals must maintain comprehensive knowledge of resources and eligibility.

Tools the team uses for skill building and gathering resource information:

- Monthly One-on-One meetings with supervisor
- Monthly I&A Team Meeting
- Monthly Resource Meeting
- AIRS Certification (and AIRS Study Group)
- Resource Tools and Information
    - Internal ADRC Resource Guide and corresponding electronic resource files
    - Internal guides for annual resource needs (e.g.- snow shoveling, taxes, holiday meals)
    - Community Resource Hub chat for consultation and collaboration
    - Online Resource Database
    - Community Resources: Impact 211, Senior Resources, Department of Health Services, etc.

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I&A Quality Plan

Group Quantity Performance Data
- Number of incoming calls and external calls
- Percentages of calls answered, calls to voicemail,
    and calls abandoned
- Average time in queue
- Average length of call

Individual Quantity Performance Data
- Number of calls placed/received and "fair share" percentage
- Number of referrals entered and "fair share" percentage
- Number of encounters reported in client tracking database
- Average length of calls

Quality Data
- Call observations
- Documentation audits
- Customer Satisfaction Surveys

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Community Feedback

Common categories of community feedback:

- Wait time for live calls and return calls for voicemails
- Customer service:
  - Quality of call (sound, connection)
  - Quality and accuracy of information provided
  - Customer Service Experience: Professionalism, warmth, and courtesy provided by staff member

Our goal: Respond to each inquirer in a professional, nonjudgmental, culturally appropriate and timely manner.

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Wait Time and Response to Voicemails

Contributing factors:

- Staffing changes
- Referral call back procedure with professional referrals
- Intake of Adult Protective Services (APS) referrals and calls
- Ongoing adjustments and training related to Adult Integration
- Increased focus on quality of calls/documentation (increased call time)
- Work from home?

Action Steps:

- Targeted staff work: Check-ins and HR actions regarding call volume and voicemail returns
- Updates to coverage plan and adjustment to shift schedules
- Updates to staffing: Added position, currently training 2 new staff
- Call volume expectations built into Hybrid Workplace Telework Agreement
- Collaboration with Change Management Consultant re: APS/I&A process and flow
- Action plan with State of Wisconsin

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Wait Time Action Plan with State of Wisconsin

- Initiated August 2022
- Key Areas:
  - Staffing
  - Staff monitoring for efficiency and quality
  - Staff morale
  - Updates to roles/tasks
  - Innovation/technology
  - APS collaboration for referrals and calls

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Current Statistics

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		8:34
	'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	7:11	6:54		6:22
	'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				3:17	3:53	3:51	3:47	4:16		3:48
% of incoming calls answered	2022	53%	55%	55%	52%	50%	41%	38%	40%	53%	52%	50%		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%

Current Statistics

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		52569
	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		633
Electronic Referrals OC	2022	68	80	74	72	67	81	88	92	93	95	102		912
Current number of FT staff	2022	12.0	12.0	12.0	12.0	11.5	10.0	10.0	13.0	13.0	10.5	10.0		

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Quality of Call

Contributing factors:

- Use of softphone technology (transitioned in March 2020)
- Internet and network connections
- Headsets

Action Steps:

- Completed "refresh" of sound checks in June 2022 and made adjustments
- Clarified expectation for staff to report and return call if a call is disconnected
- Work closely with IMSD to resolve connection issues
- Set technology expectations in Hybrid Workplace Telework Agreement

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Quality and Accuracy of Information

Contributing factors:

- Adult Integration
- New and changing resource information
- New and changing resource needs
- Long wait times for customers resulting in shortened calls

Action Steps:

- Added Advanced I&A position
- Developed new resource tools and engagement: Microsoft Teams
- Implemented I&A Quality Plan
- Collaboration with Change Management Consultant re: APS/I&A process and flow
- Ongoing skills and resource training
  - Increased role playing and discussion of challenging calls

Customer Service Experience: Professionalism, Warmth, and Courtesy

Contributing factors:

- Burnout and morale related to changes, challenges, wait time

- Training

- Working from home?

Action Steps:

- Ongoing skills and Resource Training – do they have what they need to be confident?

  - Collaboration with Change Management consultant re: APS/I&A process and flow

- Implemented I&A Quality Plan

  - Added: Customer Service Action Plan

- Ongoing building of relationships and feedback loops with callers

- Ongoing emphasis on self care and team building

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Our goal: Respond to each inquirer in a professional, nonjudgmental, culturally appropriate and timely manner.

- Complaints and concerns are taken seriously and are critical to improvement of the I&A Service Area
- We also recognize team strengths and team successes:
  - I&A Team is made up of passionate, dedicated, and caring staff members committed to meeting customer needs
  - Our average Customer Feedback survey score is 4.98 out of 5
  - Staff have demonstrated flexibility and collaboration through recent transitions

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