

Disability Resource Center of Milwaukee County- Dashboard Statistics

January through December 2017

1. Enrollment Statistics:

Enrollments	NH DD	NH PD	LTC DD	LTC PD	IMD	CCI	CLTS	*Re-enrollment	**Regular Enrolments	Total Enrollments
January	0	5	14	112	2	0	0	22	133	155
Feb	0	8	13	148	1	2	3	16	175	191
March	0	3	18	165	2	1	7	25	196	221
April	0	8	33	163	1	1	4	10	210	220
May	1	11	20	157	0	0	6	16	195	211
June	0	12	21	123	3	1	6	40	166	206
July	0	10	20	141	1	0	7	15	179	194
Aug.	0	7	20	148	4	2	8	18	189	207
Sept.	0	14	9	125	2	0	9	19	159	178
October	0	12	13	136	1	2	13	22	177	199
Nov	0	11	17	120	3	2	5	16	158	174
December	0	5	20	128	1	2	10	10	166	176
Total	1	106	218	1666	21	13	78	229	2103	2332

***Re-enrollments** -Customers disenrolled & enrolled the next day into different Long-term Care program.

****Regular Enrollment** - Customers enrolled after not being enrolled in any LTC program.

NH DD = Nursing Home Relocations- Developmental Disability, **NH PD**= Nursing Home Relocation - Physical Disability
LTC DD =Long-Term Care Referrals from self or guardian-Developmental Disability, **LTC PD** =Long Term Care Referrals from self or guardian-Physical Disabilities, **IMD** = Enrollment from and Institute for Mental Disease, **CCI** = Child Care Institution referral from Bureau of Milwaukee Child Welfare, **CLTS**=Children's Long Term Support (referral from Children's Waiver Program)

2. Call Center - Nortel Phone Calls:

As of	Total Incoming	Total Nortel Incoming Answered	Outgoing Calls Follow-up	Total Nortel Incoming Abandoned	Abandoned %	Total Nortel Terminated	Terminated %	Average Abandon Delay
January	2436	2034	691	214	8.78%	188	7.72%	2m 45s
February	2139	1940	473	121	5.66%	78	3.65%	1m 47s
March	2648	2131	556	244	9.21%	273	10.31%	2m 45s
April	2015	1685	460	174	8.64%	156	7.74%	2m 10s
May	2176	1913	750	191	8.78%	72	3.31%	2m 42s
June	2216	1974	648	162	7.31%	80	3.61%	2m 18s
July	2133	1825	554	153	7.17%	155	7.27%	2m 01s
Aug	2393	2090	783	211	8.82%	92	3.84%	2m 32s
Sept.	2090	1808	579	235	11.24%	47	2.25%	2m 20s
Oct	2328	1877	629	309	13.27%	142	6.10%	3m 35s
Nov	2109	1848	740	163	7.73%	98	4.65%	3m 3s
Dec	2110	1553	572	290	13.74%	267	12.65%	2m 14s
Total	26793	22678	7435	2467	N/A	1648	N/A	N/A

Abandoned = hung up without leaving a message **Terminated** = left message in voicemail

Average Abandon Delay – Average length of time until abandonment of call (hanging up)

Follow-Up Calls include calling customers who left voice messages or e-mails, following up with customers who asked for additional Information, and calling customers/collateral contacts/providers to gain additional information or clarification

3. Other 2017 Annual DRC Updates:

- Completed **Aiming for Excellence Quality Improvement Project as part of the State ADRC Contract Requirement**. This project involved decreasing monthly encounter statistics that were recorded as anonymous. This goal was accomplished by identifying glitches in the MIDAS database and by providing additional training to all DRC staff including Go Pass staff.
- **Planned and implemented an Independent Living Centers Training Project with IndependenceFirst (IF) and Waukesha County ADRC**. The purpose of this project was to train all staff so they have a better understanding of the services offered at the other agency. All DRC staff and Waukesha ADRC staff toured IndependenceFirst and learned about the Adaptive Equipment that is loaned to customers and received updated information about the services offered at IF.
- **Provided Ongoing DRC Staff Training** – All DRC staff attended the following training sessions in 2017: Dementia Care/ Mini Cog Training (January, June), 6-Part Customer Service Training (April, May), Safety Training (May), Bus Awareness Training (Aug), Independence Living Centers Training (Sept.), Trends in IDD with Dr. Agosta (Oct), IDD Dementia Webcast (Oct), In addition, DBS staff attended State mandated DBS training and Call Center staff attended AIRS Training in November and SCRIPTS Training in December.
- **Completed ongoing LTCFS training for Enrollment Counselors in 2017**. Staff completed a RUBRIC review in February, July and November with the DRC screen liaison, Carrie Lausterer. All staff maintained a RUBRIC score above 85%. Enrollment Counselors also received training about the LTCFS Automated Target Groups in January and they completed State required quizzes and received updated training on the LTCFS Clinical Instructions.
- **Implemented Go Pass Program in ADRC** - DRC staff along with ARC staff began providing new Go Pass cards and replacement Go Pass Cards in June of 2017. This program was previously run by Milwaukee County Transit.
- **Provided Outreach to Customers and Community Agencies** –DRC staff attended 67 Outreach events in 2017 and met with 1921 customers. DRC staff attended 45 Outreach events in 2016 and met with 1849 customers.
- **Enrolled 2332 Customers into PFLTC** - Total enrollments increased from 2006 in 2016. We increased our LTCFS screen training in 2017 and we added one part time enrollment counselor who assisted with screens.
- **Employment Initiative:** Enrollment Counselor completed a brief employment survey with customers who received enrollment counseling throughout most of 2017. Out of 2189 surveys completed, 1823 were not interested in working and 366 were interested in working. The MCO or ICA was notified if the customer was interested in working.

- **Received Strong Customer Satisfaction Survey Results** – Throughout 2017 DRC clerical staff contacted customers who had received enrollment counseling and completed a satisfaction survey. Customers were called within 1-2 weeks of meeting with DRC Enrollment Counselors. The satisfaction survey consisted of 6 questions. The overall average score for all 6 questions was 4.4 (on a 5-point scale)