

2017 End of Year Report to Governing Board

2017 brought many opportunities as well as times to celebrate throughout the year. On the management side, we filled both the finance director and administrative director positions with Samta Bhatnagar and Jon Janowski, however we also lost two seasoned resource center supervisors, Teresa Smith and Ramona Williams. Teresa's position was filled by former Access worker Catherine Moe and Liz Oettiker moved from Access Supervisor to fill Ramona's Elder Abuse Program Coordinator position. While we still struggle with open positions in the resource center, the staff we have brought in are high performers (i.e. Ryan asked for more work, Kerri taking 23% of I & A calls, etc.).

One project that brought both opportunities and celebrations was getting the Go Pass operations moved from the Transportation department to the ARC and DRC. We celebrate the stellar collaboration between all three departments and congratulate the staff on a job well done. There were times in the beginning that we were quite unsure that the project could be launched without serious hiccups, however, the actual transition went smoother than anyone could have hoped. There was some discussion of offering persons who do not qualify for a Go Pass the half fare card, however, the equipment needs associated with that make it not feasible. Go Pass operations continue to run well.

Another project that has panned out well for the ARC is retraining of staff on 100% time reporting. The time reporting is part of how we get our funding from the State. Since the training, our staff understand how to record their time more accurately which has, in a happy coincidence, increased our reimbursement funding. This is critical to the ARC because we thought we would end the year with a negative balance so every extra penny recouped was much needed. Preliminary numbers show that we are ending the year with a small positive balance.

Other causes for celebration include permanent funding for the DCS position, investing in our Elder Abuse staff by sending them to the national elder abuse conference held here in Milwaukee and staff accomplishing record amounts of work even with open positions (see 2017 data report). Additionally, Aging Resource Center supervisors created operations binders for each unit and a responsibilities task list with "how to" for their positions. While 2017 was an extremely productive year for the Aging Resource Center we plan to surpass that in 2018.

Noticeable changes in the data from 2016 to 2017 include a doubling of our community presentations and attendees, doing 500 more functional screens (representing approximately 2000 hours of work) than last year, about 370 more long term care applications were completed and there is a trend of increasing elder abuse calls. We are finding an increase of the "young-old" applying for Medicaid and that their applications are significantly more complex because of a higher level of assets, particularly life insurance policies. All of this points out that our services are needed by the community and, as a department, we will need to continually evolve to meet the community's changing needs.

I anticipate that 2018 will bring continued rewards and opportunities. I am grateful to be here and to have such an excellent group of colleagues to work with. Over this last year

I have found that county staff work hard to produce excellent results and I am proud of the work we do.