



# Changing Landscape of Services for Older Adults:

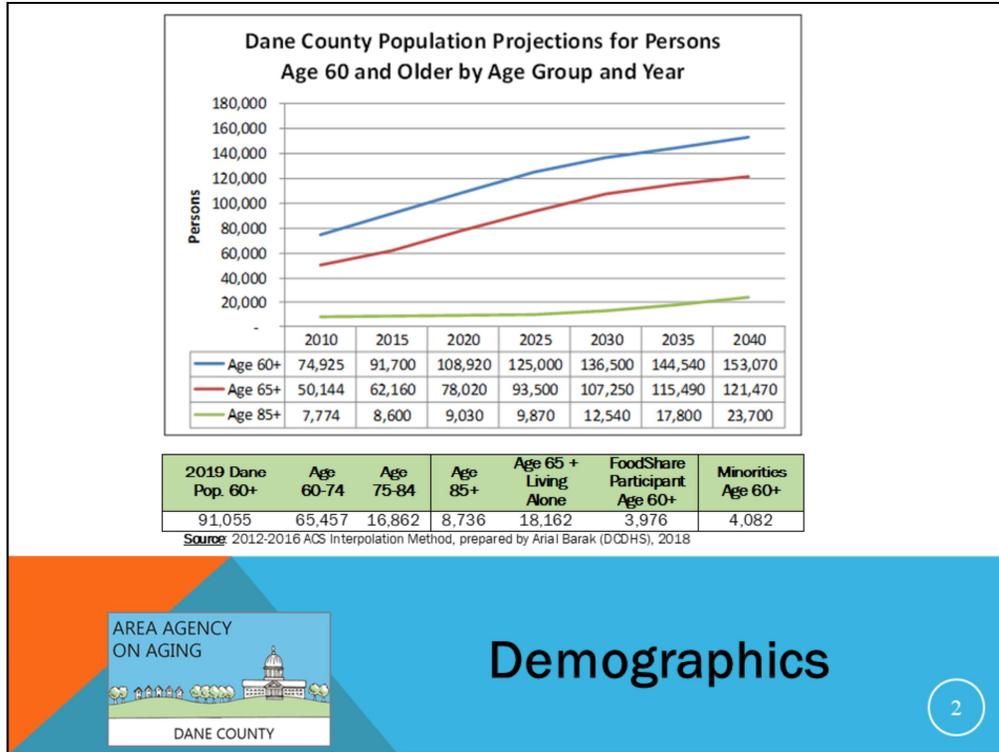
*Promoting Independence*



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Every day, 10,000 boomers turn age 65, or nearly 10 million in the next three years. By 2030, 73 million—or one in five—people in America will be age 65 or older (*n4a's 2018 Policy Priorities, page 1*). By 2035, all communities must be prepared to address these demographic realities when—for the first time in the nation's history—the population of adults age 60+ will outnumber children under 20 (*Preparing for an Aging Nation, n4a Annual Report 2016-2017*).

Government leaders and advocates at all levels [must] understand the massive demographic shift currently underway, as it will affect every aspect of our collective national experience (*n4a's 2018 Policy Priorities, page 1*). The AAA of Dane County and its many partners are addressing these trends through data-driven decision making by older adults and the professionals who serve them.



# Mission



- Advocate & maintain full potential
- Affirm dignity & value of older adults
- Create & promote communications

OAA = no direct service

State waiver = AAA provides EBS Program



## Area Agency on Aging

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The Area Agency on Aging is a unit within the Department of Human Services and Adult Community Services Division.

Co-located within the ADRC, AAA's six full-time County staff members and two contracted employees work together to achieve the mission of the AAA—which is to advocate for older adults and to enable them to maintain their full potential and enhance their quality of life; to affirm the dignity and value of older adults by supporting their choices for living in and giving to our community; and to create and promote opportunities for communication among the entire community.

With a \$3.8 million annual budget, AAA administers and monitors 25 contracts involving 47 programs for older adults living in Dane County.

AAA Board (11 members with four County Supervisors—Jones, Kilmer, Ratcliff & Veldran) and three standing Committees with 9 members each (Access, Legislative/Advocacy & Nutrition/Wellness).

The AAA Board has voting representation on the County's Health & Human Needs Committee, Human Services Board, and Specialized Transportation Commission.

All other programs and services are provided by Focal Points through annual County contracts. This includes staffing the Caregiver Coordinator and Registered Dietitian/Healthy Aging Coordinator positions located at the AAA office.



**DANE COUNTY**  
Department of Human Services

- Vast network of aging services & resources
- Community-based
- Interdependent public or private partnerships

**Aging & Disability Resource Center (ADRC):**  
Short-term I & A



**AAA:** long-term case management



## County Aging Network

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Dane County is fortunate to have a vast network of aging services and resources. Many are interdependent public, private partnerships that are community-based.

In November 2012, Dane County opened an Aging & Disability Resource Center (ADRC) – which provides short-term Information & Referral services. AAA & ADRC work collaboratively to meet the short and long-term needs of older adults in Dane County.

Focal Points play an important role in healthy aging. Per the National Council on Aging, *“Research shows older adults who participate in senior center programs can learn to manage and delay the onset of chronic disease and experience measurable improvements in their physical, social, spiritual, emotional, mental, and economic well-being.”*

**AREA AGENCY ON AGING**  
DANE COUNTY

## Senior Focal Points

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Dane County has 12 Focal Points that provide numerous programs and services to enable older adults to live safely and independently in their own home. Focal Points have assigned, designated service areas that follow census tracks. Funding for some programs are determined using census data each year—at the State and County level.

*"Today's senior centers are reinventing themselves to meet the needs and desires of the aging baby boomer generation. Boomers now constitute more than two-thirds of the 50+ population. Senior centers are developing new programs and opportunities for this dynamic generation of older adults."* (NCOA)



## What do they offer?

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### **Health & Fitness**

- Flu Clinics
- Memory Café
- Caregiver Support Groups
- Supportive Home Care
- Home Chore (NewBridge only)
- Adult Day Centers (Colonial Club & NWDane)
- Medication Reviews & Management
- Chair Massage
- Loan Closets
- Exercise & Fitness Classes
- Blood Pressure Screening
- Foot Care Clinics
- Hearing Evaluations
- Diabetic Support Groups

### **Social & Recreational**

- Day & Overnight Trips
- Billiards & Pool
- Cards & Games
- Wii Bowling
- Intergenerational Activities
- Crafts
- Sewing/Mending Services

### **Inform, Educate, Advocate**

- Classes (computer, art, etc.)
- Monthly Newsletters
- Tax Preparation
- Educational Programs
- Volunteer Opportunities
- Transportation Services



- Case Management
- Caregiver
- Cultural Diversity
- Senior Nutrition
- Volunteers



## AAA Funded Programs & Services

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Using multiple funding sources, AAA contracts with POS Agencies for the following programs and services:

- Case Management (General & Bilingual)
- Cultural Diversity (African American & Latinx)
- Latinx Grandparents Raising Their Grandchildren Support Group
- Grandparents & Other Relatives as Parents Caregiver Program
- Senior Nutrition—Congregate, HDMs & *My Meal—My Way*
- Volunteer Guardianship/Representative Payee & Volunteer Recruitment/Placement



- Assess needs & develop service plans
- Professional & confidential assistance
- Culturally & linguistically appropriate
- Spanish-speaking



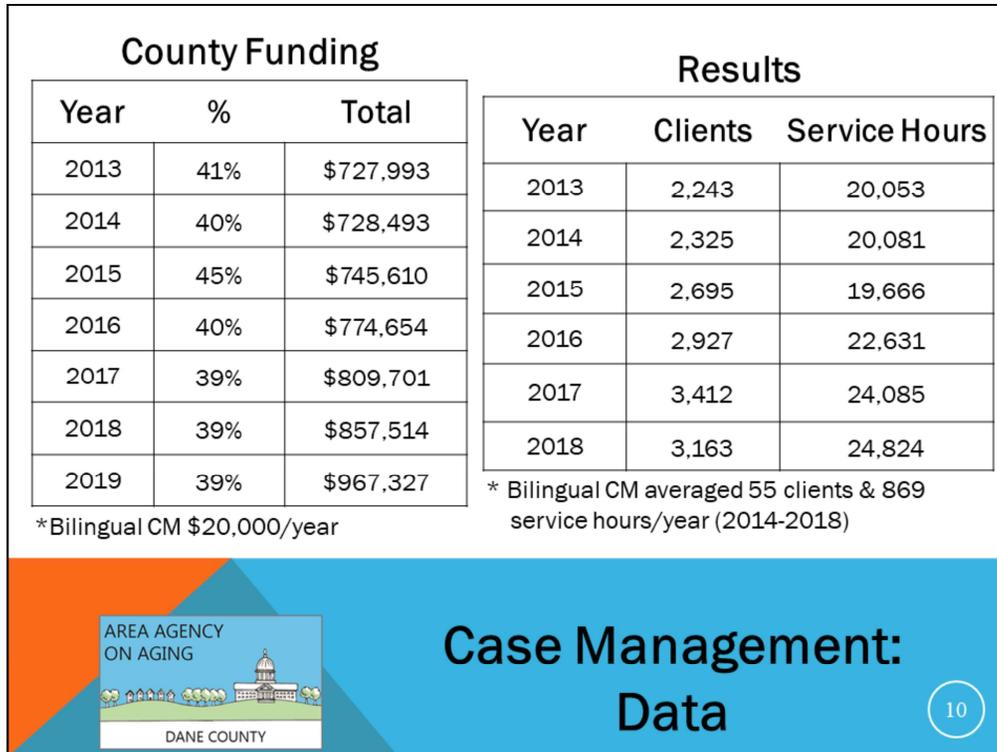
## Case Management

(Funded by GPR)

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Case Managers assess the needs of the client and the client's family (when appropriate) and arrange, coordinate, monitor, evaluate, and advocate for multiple services to meet specific complex needs and preferences.

- Conduct home visits to assess the needs of each older adult and then develop individualized service plans for ongoing/long-term services (the term "home" includes houses and apartments but not nursing homes or assisted living facilities)
- Provide professional and confidential assistance that is culturally and linguistically appropriate
- Provide Spanish-speaking services (NewBridge Madison)



Dane County funding has been steadily increasing over the past six years—as has the number of clients served and hours of service dedicated to this vital program. This investment averages almost \$34/hour, well below the \$40/hour Dane County social workers are paid.

### Case Management

Factor	%	Data Source
Base	15	N/A
Rural	15	ACS
Age 60-74	10	ACS
Age 75-84	12	ACS
Age 85+	5	ACS
Living Alone	20	ACS
FoodShare (age 60+)	20	CARES Data
Minority (age 60+)	3	2010 Census

### Nutrition Site Management

Factor	%
% all meals served	50
Living Alone	12.5
FoodShare (age 60+)	12.5
Minority (age 60+)	12.5
Rural	12.5



## Funding Formulas

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Federal and State government use funding formulas based on population data to determine resource allocation for all Older Americans Act programs. Dane County instituted the use of standardized formulas to equitably provide funding based on the older adult population in each Senior Focal Point service area.

- County/GPR funds 39% of the total Case Management Program budget (\$967,327)
- County/OAA funds 82% of the total Cultural Diversity Program budget (\$78,289)
- County/OAA & GPR funds 75% of the total Vol Guardianship & Rep Payee Program budget (\$45,700)
- County/OAA & CDBG funds 100% of the Cultural Diversity & Latinx Caregiver transportation budget (\$36,395)
- County/OAA & USDA (Farm Bill) funds 54% of the total Nutrition Program & nutrition donations fund 22%



## 2019 Funding Sources

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Dane County is not the only funder for these programs:

39% Case Management

82% Cultural Diversity (although 100% of transportation for this program)

75% Volunteer Guardianship & Rep Payee

54% Nutrition

Provides help to unpaid or family caregivers

- Older adults age 60+
- Any age with dementia diagnosis
- Grandchildren under age 18
- Disabled adult age 19-59

Grants

- Respite Care
- Supplemental Services



## Caregiver Program

(funded by OAA & GPR)

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The National Family Caregiver Support Program (NFCSP) provides help to unpaid or family caregivers (of any age) for:

- persons age 60 and older
- persons of any age with a dementia diagnosis
- grandchildren (under age 18) being raised by a grandparent or other relative (age 55+)
- disabled adult (age 19-59) receiving care from their parents (age 55+)

### Grants

**Respite** care to temporarily relieve caregivers from their responsibilities

**Supplemental** services that complement care provided or make it possible for the older adult to live safely in the community

	2014	2015	2016	2017	2018
Grants Awarded	150	159	156	121	103
Grants Totaled	\$58,505	\$46,336	\$44,221	\$52,102	\$89,278
Avg/Grant	\$390	\$291	\$283	\$430	\$867



- 578,000... 538,000,000... \$7,000,000,000
- 55%
- 69%
- 10,000,000... \$3,000,000,000
- 8%... \$13,400,000,000



## Caregiver Program: Data

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Although the number of grants awarded each year have decreased, the average grant has increased due to the increased federal funding for the National Family Caregiver Support Program.

To give you a perspective of how vital this program is to older adults, here are a few amazing numbers:

- 578,000 unpaid family caregivers in Wisconsin provided 538 million hours of care, about \$7 billion in services per year in 2013
- 55% of family caregivers report being overwhelmed by the amount of care their family member needs
- Caregivers have higher stress levels than non-caregivers and are more likely to suffer health problems
- 69% of working caregivers report the need to rearrange their work schedules, decrease their hours, or take unpaid leave
- 10 million caregivers ages 50+ who care for their parents lose an estimated \$3 trillion in wages, retirement, and benefits
- Employees with caregiving responsibilities cost their employers an estimated 8% (an additional \$13.4 billion per year) in healthcare costs

- Dane County African American & Latinx older adults (age 55+)
- Reduces isolation among African American & Latinx older adults
- Identifies barriers & assists in removing obstacles
- Centers around socialization & building community
- Limited transportation



## Cultural Diversity Program

(funded by OAA & United Way)

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Contracted with NewBridge Madison, the Dane County Cultural Diversity Program delivers culturally specific educational and social services to reduce isolation among African American and Latinx older adults.

The program identifies the barriers that prevent older adults of color from accessing community services and assists in removing these obstacles. Programs center around socialization and building a sense of community. Older adults increase their knowledge of community resources and become comfortable attending community events. All African American and Latinx older adults (age 55+) living in Dane County are welcome to attend. Dane County also provides limited transportation for this program.



- Free advocacy, legal advice and/or representation
- Face benefit, housing & other disputes or denials
- Complications, changes in benefits, insurance claims not paid...
- Economic or socially isolating effect
- Prioritize legal case work–client need & available resources



## Elder Benefit Specialist Program

(funded by OAA & Medicare)

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The Dane County Elder Benefit Specialist (EBS) Program is administered by the Area Agency on Aging (AAA) of Dane County and is co-located and operated in partnership with the Dane County Aging and Disability Resource Center (ADRC). The program provides advocacy and legal advice and/or representation for senior adults (age 60+) residing in Dane County that are faced with benefit, housing and other disputes or denials, complications, changes in benefits, insurance claims not paid, and other similar issue groups that have an economic or socially isolating effect on the older adult.

Elder Benefit Specialists receive in-depth, ongoing legal training. EBS staff, along with their program attorneys at the Greater Wisconsin Agency on Aging Resources (GWAAR) and AAA management, prioritize legal casework based on client need and available resources in accordance with the Older Americans Act.

	2014	2015	2016	2017	2018
Cases Opened	250	364			468
Clients	193	155	122	118	154
Legal Service Hours		2,902	2,235	2,162	2,308



## Elder Benefit Specialist Program: Data

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### EBS High Priorities

- An appeal/denial/reduction of benefits with approaching deadlines
- A late appeal where deadline has passed
- Medicare billing or coordination issues with approaching deadlines
- Pharmacy or drug coverage issues where client needs medication immediately
- SSA overpayment issues prior to 30-day deadline from notice
- Specific housing eviction issues, deadline-related housing crisis

### EBS Normal Priorities

- Debt collections & consumer issues
- FoodShare appeals
- General pharmacy drug coverage issues
- Guardianship & Power of Attorney (POA) issues
- Medicare or Explanation of Benefit appeals/billing
- Private health insurance appeals & billing issues
- Short- & Long-Term Disability Insurance or COBRA
- Social Security overpayments, 30+ days of notice
- Spousal impoverishment issues
- Supplemental Security Income/Disability Insurance initial application assistance

AAA contracts with Safe Communities to provide the evidence-based prevention program *Stepping On*, designed to build confidence and reduce falls while managing health conditions. Past five year attendees:

2014	2015	2016	2017	2018
132	113	122	158	158



## Health Promotion

(funded by OAA & United Way)

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AAA also collaborates with the Wisconsin Institute for Healthy Aging to provide additional workshops for Dane County older adults:

- *Living Well with Chronic Conditions*
- *Healthy Living with Diabetes*
- *Healthy Living with Chronic Pain*
- *Powerful Tools for Caregivers*



- Support, education & resources
- Conducted in Spanish
- Monthly, eves @ Fitchburg Senior Center
- Limited transportation
- GORP



## Latinx Grandparents Raising Their Grandchildren Support Group (funded by OAA)

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Using OAA/Caregiver funds, AAA contracts with NewBridge to provide transportation for this support group. It provides support, education, and resources for Spanish-speaking caregivers who are grandparents raising their grandchildren. The support and education group is conducted in Spanish; limited transportation is available and light refreshments are offered. The group meets 4<sup>th</sup> Wednesday/most months, 5:30-8 pm at the Fitchburg Senior Center.

AAA also provides a small stipend to support The Rainbow Project's Grandparents & Other Relatives as Parents Caregiver Program.

### Congregate Meals

- 28 locations
- Donation basis
- Focal Points, Community Centers, restaurants & churches
- 1/3 of dietary requirements

### HDMs

- Delivered to homebound
- Monday-Friday
- Safety check

AAA contracts with Focal Points for site-management only. Food is contracted with licensed caterers.



## Senior Nutrition (funded by OAA & GPR)

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Dane County has 28 locations where older adults (age 60+) meet to socialize and have a nutritious meal on a donation basis. Senior dining sites are found at Focal Points, Community Centers, restaurants, and churches. The meals meet at least 1/3 of the dietary requirements needed for healthy aging.

For those seniors who are homebound, a hot nutritious meal can be delivered to their home, Monday-Friday. Meals are delivered by a volunteer who also provides a safety check on the senior.

AAA contracts with Focal Points for site-management only. Food is contracted with licensed caterers.



There are senior dining sites at five local restaurants that promote choice, flexibility, and independence. They are managed by Focal Points. Reservations are not required, you can order off the menu, and you eat with community members of all ages. *My Meal, My Way* was started in Dane County and is spreading throughout the nation. Locations include:

- Cranberry Creek Café (Madison)
- DeForest Family Restaurant
- Festival Foods Grocery Store (Madison)
- Fink's Restaurant (Mt. Horeb)
- Ziggy's BBQ Smoke House (Oregon)

	2014	2015	2016	2017	2018
Congregate Meal Participants	3,528	3,663	4,451	4,658	4,375
Congregate Meals Provided	84,319	86,375	101,110	104,140	103,855
Home-Delivered Meal Participants	1,200	1,169	1,329	1,393	1,334
Home-Delivered Meals Provided	127,659	123,288	122,277	144,137	139,394*



## Senior Nutrition: Data

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\*Weekend home-delivered meals were discontinued in January 2018 in order to delay the need for a waitlist. This resulted in reducing the total number of home-delivered meals by 12,000. Therefore, 2018 actually saw an increase of approximately 7,257 meals to meet the needs of clients Monday-Friday that would have been on a waitlist had this action not been taken.

### Guardianship

- Serious health challenges
- No family members
- Recruit & train volunteers

### Representative Payee

- Vulnerable older adults
- Manage social security benefits
- Pay monthly bills
- Recruit & train volunteers



## Volunteer Guardianship & Rep Payee Program

(funded by OAA & Cty GPR & City of Madison)

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Contracted with NewBridge Madison, two programs match older adults (age 50+) with volunteers.

**Guardianship** helps older adults with serious health challenges (such as advanced dementia or chronic mental illness) and who have no family members by recruiting and training volunteers to serve as their legal guardians.

**Representative Payee** recruits and trains volunteers to help vulnerable older adults manage social security benefits and pay monthly bills.

Contracted with RSVP of Dane County, this program matches older adult volunteers (age 60+) with opportunities to serve throughout Dane County. The volunteer's talents, interests, and schedules are considered to ensure a successful match.

	2014	2015	2016	2017	2018
Volunteers	1,087	1,404	1,471	1,300	1,467

DCDHS also contracts with RSVP to provide volunteer driver escorts—a vital service for older adults who no longer drive.

	2014	2015	2016	2017	2018
Riders	1,051	1,148	1,144	1,100	1,109
Rides (1-way)	16,829	16,915	16,709	16,427	17,361



**Volunteer Recruitment & Placement** (funded by OAA)

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It goes without saying, we could not run the Nutrition Program without the volunteers provided by RSVP. And our older adults would not get to their doctor appointments (to include kidney dialysis) without the dedicated and amazing RSVP volunteer driver escorts.

Focal Points have the opportunity to earn national and/or state accreditation through the National Council on Aging and Wisconsin Association of Senior Centers.

National & State Accredited

Middleton Senior Center  
North/Eastside Senior Coalition  
Stoughton Area Senior Center



State Accredited

Colonial Club  
DeForest Area Community & Senior Center  
Fitchburg Senior Center  
Oregon Area Senior Center  
Stoughton Area Senior Center



## Accreditation

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Three Dane County Senior Focal Points have earned both national & state accreditation—a true distinction. Five others are stated accredited.

There are three additional Senior Centers located in Dane County that are not contracted by the County—for various reasons.

**Madison Senior Center**

Owned & operated by City of Madison

Located in service area of NewBridge, which provides case management services and operates a congregate senior dining site

**Monona Senior Center**

Owned & operated by City of Monona

Located in service area of NewBridge, which provides case management services

**Verona Senior Center**

Owned & operated by City of Verona

Located in service area of Sugar River, which provides case management services Also provides case management services and offers congregate & HDM meals but is not contracted by AAA for these programs



## Other Dane County Senior Centers

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**Area Agency on Aging (AAA) of Dane County**

<https://aaa.dcdhs.com/>



**2018 AAA Annual Report**

<https://aaa.dcdhs.com/pdf/2018%20AAA%20Annual%20Report.pdf>

**2019-2022 Dane County Aging Plan**

<https://aaa.dcdhs.com/pdf/2019-2021%20Dane%20County%20Aging%20Plan%20Approved%20121718.pdf>

**2019 Dane County Aging Plan Goals**

<https://aaa.dcdhs.com/pdf/2019%20AAA%20Area%20Plan%20Goals.pdf>

**Dane County Client-Centered Case Management Program (PowerPoint)**

<https://aaa.dcdhs.com/pdf/Case%20Management%20%20Presentation.pdf>

**AAA Board Advocacy Efforts**

<https://aaa.dcdhs.com/advocacy.aspx>



## Resources

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Here are additional resources to review.

Please contact Angela or myself if you have questions.

Thank you!