

# DANE COUNTY 2018 AAA BUDGET PRIORITIES: DRAFT 042617

Submitted by Senior Focal Point Directors

The following budget priorities relate to aging programs and services provided by the Dane County Area Agency on Aging. They are listed in alphabetical order.

**CASE MANAGEMENT SERVICES** – Provide a multiyear funding increase of \$150,000 for Case Management Services to address the need to restore funding to retain qualified staff, provide reasonable caseloads, and increase service levels.

History: Dane County fulfills state-mandated requirements (through the Older American Act) to provide supportive services to assist older individuals to remain living in their own homes by funding Client-Centered Case Management Services through 15 Focal Points throughout the county.

Justification: Between 2005 and 2016, Dane County case management funding decreased 3.2% and a 22.1% increase in the age 60+ population during this same period, a population which is continuing to grow at a significant rate. Dane County Supervisors awarded \$18,331 in 2016 and was greatly appreciated compared to many years of flat or decreased funding. When this money is split among 15 focal points it does not provide an opportunity to increase service levels. Focal Points have been unable to meet the demand for services for this growing population for years creating informal waiting lists by prioritizing needs or limiting amount of time available for existing or new clients. Four Focal Points currently have waiting lists with wait times of 2 to 12 weeks. This is extremely difficult in the best of circumstances and even more critical when taking into consideration the challenges of dementia, caregivers, transition to Family Care, or a serious mental health concern.

Outcomes: Older adults will receive comprehensive case management services in a timely manner. The goal would be to eliminate waiting lists, have reasonable caseloads, and retain quality staff to serve a growing older adult population.

**CATERING: NUTRITION MEALS** – Catering contracts went out to bid in 2016 for 2017, resulting in an average 5% increase in meal costs. Home-delivered meal utilization in the first two months of 2017 is 1,466 meals above the number of meals provided in the same time period during 2016. Fortunately, congregate meals are down 710 meals over the same period last year, thus total meals are up 756 over last year at this time (two months utilization). This is creating a 2017 estimated shortfall of approximately \$20,405 in catering dollars should this trend continue. Should congregate meals stay flat for the remainder of 2017, it is anticipated a waitlist for home-delivered meals will need to be enacted without an increase of \$39,000 to meet the increased need for home-delivered meals in 2018.

History: AAA has seen a decline or flattening of persons needing home-delivered meals over the past three years through the use of nutrition risk-based assessment of need for meals. Unfortunately, the frail elder population is growing and these methods are no longer enough to reduce the increased need for catering dollars.

Justification: Providing meals for home-bound older adults costs approximately \$3,800 per year verses the average \$78,000/year for nursing home care. In 2016, seventy-two percent (72%) of home-delivered meal participants had three or more limitations in instrumental activities of daily living (IADL's), the number needed for placement into costly, nursing home long-term care. Ninety-six (96%) of Dane County seniors receiving home-delivered meals surveyed indicated these meals help them to live in the community instead of a nursing home.

Outcome: Waitlists for home-delivered meals to frail, home-bound seniors in 2018 without additional catering funding.

**CULTURAL DIVERSITY** – Increase funding on a cost to continue basis by a total of \$29,600 to include: (1) \$19,100 to hire a part-time African American program specialist at the hourly rate of \$17/hour; (2) \$5,000 for transportation; and (3) \$5,500 for translation of brochures and other materials.

History: Funding currently comes from OAA/Title III B monies. However, state and federal dollars available to provide services on behalf of the aged population have been constantly held without increase as compared with prior years or even reduced. From 2003-2014, the program budget remained relatively flat, increasing from \$31,400 to \$37,126 during that 12 year span. In 2015, the budget was increased by 15% to \$43,471. Last year the budget was increased to \$74,708 so that both program specialist positions could be increased from .63 FTE to 1 FTE. These two positions, which are contracted to North/Eastside Senior Coalition, cover the entire County and had been part-time positions from 1975 to 2017.

Justification: Dane County continues to experience an increase in racial-minority population (over 13% according to the 2010 Census Data, [www.2010.census.gov](http://www.2010.census.gov)). The three leading minorities age 65+ represented in Dane County continue to be Latinx, Asian/Hmong, and African American. Dane County population of elderly (age 60+) People of Color (PoC) increased 9.16%, from 4,082 in 2010 to an estimated 4,456 according to the ACS 2009-2013 Estimate. During this same period, White non-Hispanic population grew 6.11%, from 70,843 to 75,171. Census data, using a 2009-2013 Interpolation Method, show the following about individuals living in Dane County: total number of adults age 60+ = 79,627; total number of adults (age 65+) living in a below poverty level household = 4,329; total number of racial-minority adults (age 60+) = 4,456. The two cultural diversity program specialist positions cover the entire County but even with the increase to full time positions it remains virtually impossible to keep up with the growing population of African American seniors in Dane County. NESCO is currently working with Colonial Club Senior Activity Center, Fitchburg Senior Center, and West Madison Senior Coalition to connect Latinx and African American older adults with the current programs in those service areas. But there is an increasing need to connect the African American senior population in other areas such as east Madison, Monona, McFarland, and Waunakee. Some of these programs may not coincide with the nutrition program hours and will require additional funding for transportation costs. In addition, Colonial Club is looking to expand the number of Latinx older adults who use their senior center and need a brochure and other informational materials written in Spanish to help promote their services. In short, Dane County's demographics are changing, and response to this change must ensure targeted programs will meet needs of all older adults.

Outcomes: Ensure that African American and Latinx senior adults in the program (400+ annually) will continue to receive home visits and be connected with Focal Point case managers for additional services as needed. This funding will provide services to 75-100 additional African American seniors. (NOTE: The African American Cultural Diversity Program provides monthly health education discussion and diabetes support presentations. The Latinx Cultural Diversity Program holds monthly health education discussion group presentations; it also offers a Grandparents Raising Their Grandchildren caregiver support group (8 months/year) and a diabetes support group (4 months/year).

**MENTAL HEALTH SERVICES** – (format not followed) Mental Health is the number one issue for our Focal Points across Dane County. This issue crosses all gender, racial, social-economic background, urban and rural indicators. We continue to address more complicated cases with less and less resource.

1. The Focal Points have become disconnected from Journey Mental Health in the past few years. With funding changes, we seem to have lost connection to staff members and resources that are available. The Focal Points are in need of personal connection to Journey Mental Health and at minimum a current listing of services. Several years ago there was a booklet published called "Navigating the Mental Health System in Dane County". It was a guide to resources available in Dane County. The last one the sub-committee has was printed in 2011. Things have changed since then and this would be a good resource for all our case managers.

2. Our case managers need a referral source to help effectively manage older adults that have severe mental health issues, help with diagnostic and treatment options, support for families struggling with a loved one's mental health behaviors and help advocating for appropriate and equitable services. The case managers are challenged with serving older adults whose symptoms are threatening their health, living situation, food security and safety but may not have a diagnosis and not receiving treatment. Without a tangible resource, the focal point staff are in a constant state of reacting to the client's behavior and can never address any proactive treatment. Our goal is to promote older adults' social, emotional, and physical well-being so they can live more independent, satisfying lives in their community. We are struggling to do so for those battling mental illness.

We would like a resource where we can refer a client, have a mental health assessment completed and connection to options including; medical services, medication, out-patient therapy or counseling, and education for client, professionals, and family.

#### **NUTRITION SITE MANAGEMENT (no submission)**

**SENIOR CENTER MARKETING** – Provide \$20,000 for a marketing campaign that will emphasize the availability of programs and services for older adults at their local senior center (Focal Points of Dane County). This campaign will in part increase awareness of senior centers, help to create a broader understanding of the programs available to older adults, and garner additional support from residents of Dane County.

History: To our knowledge, there has not been any recent effort to market Dane County Focal Points and the services they provide. While each Focal Point does marketing on their own, most do not have any budget to purchase air time with local media providers. It would be best to try to focus this campaign around a national observance of Older Americans Month or National Senior Center Month.

Justification: By 2040, our client numbers are going to triple with the Baby Boomers. Given the state of uncertainty with the federal budget and potential drastic cuts to a variety of senior services, it will be important for older adults to know who they can access locally. If we need to increase revenues for programs such as nutrition or case management, a strong marketing effort will be needed. We also need to dispel the many myths that exist of senior centers being nursing homes, only for old people, bingo halls etc.

Outcomes:

- Senior adults and caregivers will increase their knowledge about senior centers and the services they provide.
- New individual and corporate donors will be cultivated.
- Local municipalities will see a concentrated effort to bolster senior centers, thereby potentially increasing the likelihood of continued local municipal support.

**SPECIALIZED TRANSPORTATION** – Provide an increase of \$156,000 for Specialized Transportation that would give each Focal Point (15 total) five additional hours of bus service per week. Approximate cost per hour is \$40. This increase would allow older adults to participate in social opportunities or programs offered at their local senior centers that fall outside of the normal contracted hours.

History: Transportation to meal sites and various shopping destinations (general/grocery) is provided to each Focal Point through a contract between Dane County and local transportation providers. Allocated hours are assigned to each site with priority being transportation to the nutrition sites between the hours of 10 am-2 pm. This time frame allows for pick-ups and drop offs of participants and does not reflect the amount of time the senior is actually at the Center. The more seniors on a route or the larger square mileage of the Focal Point area, the less time the senior has at the Center.

**Justification:** Hours for Specialized Transportation through the county contract have not increased for over 10 years and 10 out of the 15 Focal Points **DO NOT** have Metro/Paratransit services. Although transportation is critical to the nutrition program, seniors that do not drive are unable to participate in any programs or special events that happen before or after lunch. In the past RSVP volunteers were able to transport seniors to personal appointments, visits to see loved ones in the hospital or nursing home, or rides to social and entertainment programs. Due to the huge demand for medical appointment rides (14,615 rides were provided in 2016), the RSVP program can no longer afford to reimburse mileage for rides that fall outside of the medical need and it is getting more difficult for Focal Points to find volunteer drivers as the medical needs increase. For communities that do not have other transportation options like Metro/Paratransit, social isolation is a problem. And in communities that do have Metro/Paratransit, it cannot be assumed that all seniors can walk to a bus stop or are eligible for paratransit. Socialization is a key factor to healthy aging.

**Outcomes:** Social isolation and loneliness are health risks. These health risks can be linked to higher costs of health care related to both physical and mental health issues. By increasing transportation hours to each Focal Point, older adults that no longer drive will have the opportunity to enjoy programs or events offered outside of the nutrition program.

**VOLUNTEER GUARDIANSHIP/REP PAYEE PROGRAM** – Provide \$25,000 to continue offering the Volunteer Guardianship-Representative Payee Program to 100 senior adults needing services in Dane County through unpaid but highly trained volunteers.

**History:** The Volunteer Guardian Program was initiated over 15 years ago at the request of Dane County to address the shortage of qualified Guardians for senior adults who were deemed “incompetent” (unable to make safe, ethical life decisions for themselves) through legal proceedings in the court system. It was modeled after other similar programs from other parts of the country and was the first and largest program of its kind in Wisconsin. By recruiting vetted community adult volunteers and providing training, on-going support, and consulting services by an experienced staff member, South Madison Coalition of the Elderly (SMCE) has served thousands of seniors in need of support in our community, keeping them safe, improving their quality of life, and avoiding elder abuse and financial exploitation of our most vulnerable citizens. The Representative Payee program was added to address problems associated with seniors no longer able to manage their finances, specifically their Social Security income (which most low-income seniors receive as their only source of income) putting them at risk for losing their housing, not having adequate money to purchase basic needs like food, medications and clothing, and needing to access more costly community support networks.

**Justification:** Funding for this program had been provided by United Way of Dane County since its inception. With the narrowing of United Way’s focus for senior adults, SMCE received a significant decrease in funding (from \$30,000 to \$23,000 in 2011 and decreasing to \$11,500 in 2016). Program funding was completely eliminated in 2017. The City of Madison and Dane County provided funding for 2017 to make up the shortfall, but this was only a one-year commitment. Since this is the only program of its kind in Dane County serving all older residents of Dane County, we need to continue to be able to provide support to meet the ever growing needs and demands of a growing senior population.

**Outcomes:** 100 Senior adults in need of support will be provided with vetted, trained Volunteer Guardians and Representative Payees. These volunteers will meet the legal requirements of providing responsible decision-making and financial management to keep residents safe, free from exploitation and abuse and secure in their later years—most through end of life.

## Summary

Program	Requested
Case Management	\$150,000
Catering: Nutrition Meals	\$39,000
Cultural Diversity	\$29,600
Mental Health Services	???
Nutrition Site Management	???
Senior Center Marketing	\$20,000
Specialized Transportation	\$156,000
Volunteer Guardianship/Rep Payee	\$25,000
<b>TOTAL</b>	<b>\$419,600</b>