

AAA Staff

Leilani Amundson, *Elder Benefit Specialist*
Cheryl Batterman, *Manager*
Jane De Broux, *Caregiver Program Coordinator*
Cindy Matulle, *Clerk III*
Alyce Miller, *Registered Dietitian*
Sarah Schupbach, *Student Intern*
Tiffany Scully, *Elder Benefit Specialist*
Angela Velasquez, *Aging Program Specialist*
Kenton Zink, *Elder Benefit Specialist*

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Richelle Andrae*, Madison Pam Flad, Sun Prairie
Don Ashbaugh, Fitchburg Richard Kilmer*, Madison
Fran Barman-Paulson, Waunakee Kate McGinnity*, Cambridge
Ted Bunc, Verona Sridevi Mohan, Middleton
Bill Clausius, Sun Prairie Melissa Ratcliff*, Cottage Grove
* Dane County Board of Supervisors

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Barbara Boustead Dianne Leigh
Jennifer Brown Carol Lorenz
Gerald Derr Kate McGinnity
Pam Flad Sridevi Mohan

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Jodie Castaneda Jill McHone
Faisal Kaud Jim Schmidtkofer
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Nutrition/Wellness Committee

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Rachel Brickner Helen Osborn-Senatus
Bill Clausius Theresa Sanders
Irvin Ehrlich Sharon Trimbora
Dianne Leigh Megan Vander Wyst

2020 in Review

The COVID-19 pandemic dramatically changed the way AAA and our aging network partners provided services to older adults in Dane County. Fearful of a disease that disproportionately caused serious illness and death in older adults, we all sheltered at home and ended the year under continued quarantine but hopeful for a vaccine.

AAA staff worked closely with the Dane County Aging Network to leverage additional resources, establish new partnerships, and create innovative programs to rapidly respond to challenges that arose with COVID-19. Significant challenges included combatting social isolation and the continuation of services without the older adult volunteers we relied so heavily on for meals, transportation, and program operations.

In response to these challenges, the following highlight just a few of the practices deployed:

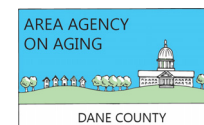
- AAA initiated daily status reports highlighting changes in the agency networks' operations, updates on the virus, and new resources available to older adults.
- Curbside meals were offered through restaurants and senior dining sites—congregate meals were switched to home-delivered meals as needed.
- Programs to combat social isolation were enacted, such as delivery of activities to the home-bound, virtual programming to engage those able to use technology, distribution of laptops and tablets as needed, and telephone conferencing to reach those unable to connect via the internet.
- Recruitment of younger volunteers during periods of unemployment and those comfortable interfacing with the community.

A huge thank you goes out to everyone in the aging network for responding so tirelessly to meeting the needs of older adults in 2020.

—Cheryl Batterman, AAA Manager

2020 Annual Report

Area Agency on Aging (AAA) of Dane County



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aaa@countyofdane.com

Co-Located in the ADRC of Dane County

The Year In Numbers (Jan-Dec 2020)

Caregiver Alliance Facebook Follows	240
Case Management Clients*	3,226
Case Management Service Hours*	25,451
Congregate Meal Participants	2,332
Congregate Meals Served	24,752
Cultural Diversity Participants**	72
Cultural Diversity Service Hours	488
Driver Escort Riders/RSVP	87
Driver Escort Rides/RSVP	314
EBS Cases Opened***	219
EBS Clients (unduplicated)	131
EBS Legal Services Hours	1,404
Evidence-Based Health Promotion Attendees	12
Grandparents & Other Relatives Caregivers	17
Home-Delivered Meal Participants	3,655
Home-Delivered Meals Provided	262,715
Stepping On Class Attendees	53
Volunteer Guardian/Rep Payee Participants	27
Volunteers/RSVP	609

*49 Spanish-Speaking CM Clients & 537 Service Hours
& 11 SE Asian CM Clients & 269 Service Hours

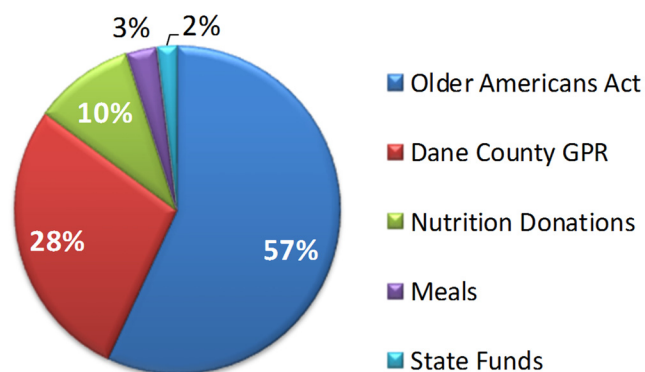
**30 African American & 42 Latinx Senior Adults

***Elder Benefit Specialist (EBS) Program



2020 AAA Holiday Zoom Staff Meeting

Total Revenues: \$4,420,372*



*includes \$942,224 in Coronavirus Aid, Relief & Economic Security (CARES) Act funding & \$210,323 in Families First Coronavirus Response Act (FFCRA) funding

AAA Honors & Awards

AAA received a 2020 *Aging Innovations Award* from the National Association of Area Agencies on Aging (n4a), the highest honor presented by n4a to member agencies. *Aging Innovations and Achievement Awards* recognizes n4a's AAAs and Title VI Native American aging programs members that develop and implement cutting-edge approaches to support older adults, people with disabilities, and their family caregivers. Among the selection criteria was the ease with which other agencies could replicate the program in their communities. *My Meal – My Way Senior Dining*, which partners with local restaurants to provide inviting, freshly prepared meals for older adults to enjoy among others in their communities, took 3rd place honors out of 44 submissions to receive awards during the n4a Virtual Conference & Tradeshow, taking home \$1,000 toward the program as part of the award. *My Meal – My Way Senior Dining* was also awarded the *engAGING Practices: Best Practices for Socially Engaging Older Adults Award*. This Best Practices program highlights social engagement programs that successfully address social isolation.

Highlights

Advocacy

- Increased 2021 funding for Cultural Diversity Program (\$29,050) due to strong advocacy of community volunteers

Caregiver

- Served 114 caregivers through National Family Caregiver Support Program (NFCSP); awarded \$131,000 to caregivers for respite care and supplemental services
- Launched Trualta, a web-based resource for non-paid caregivers to access training resources designed to increase their confidence and knowledge when caring for an older adult
- Implemented a virtual music therapy program for caregivers to offer respite when they were reluctant to have providers come into their homes

Elder Benefit Specialists

- Top three areas of assistance included health insurance benefits, income benefits, and housing/utilities
- Resolved cases for older adults resulting in \$400,000 in benefits or services obtained or preserved as well as money saved or recovered for a client

Nutrition

- Opened sixth *My Meal-My Way* nutrition site at Cuco's Mexican Restaurant
- Opened SE Asian meal site with on-site cooking of authentic, culturally specific meals to reach more diverse older adults
- Served 37% more meals to older adults during the pandemic and partnered with three existing and two new restaurants to provide additional drive-up locations for older adults to safely obtain meals