

# Disability & Aging Services Division Update

Presenter: Angela Velasquez, DAS Division Administrator

AAA Board Presentation 7.1.24

# Disability & Aging Services (DAS)

Division Administrator: Angela Velasquez

## DISABILITY SERVICES

Manager: Bear

## AREA AGENCY AGING

Manager: Mohan

## ADULT PROTECTIVE SERVICES

Manager: Freeman

## AGING & DISABILITY RESOURCE CENTER

Manager: Fischer

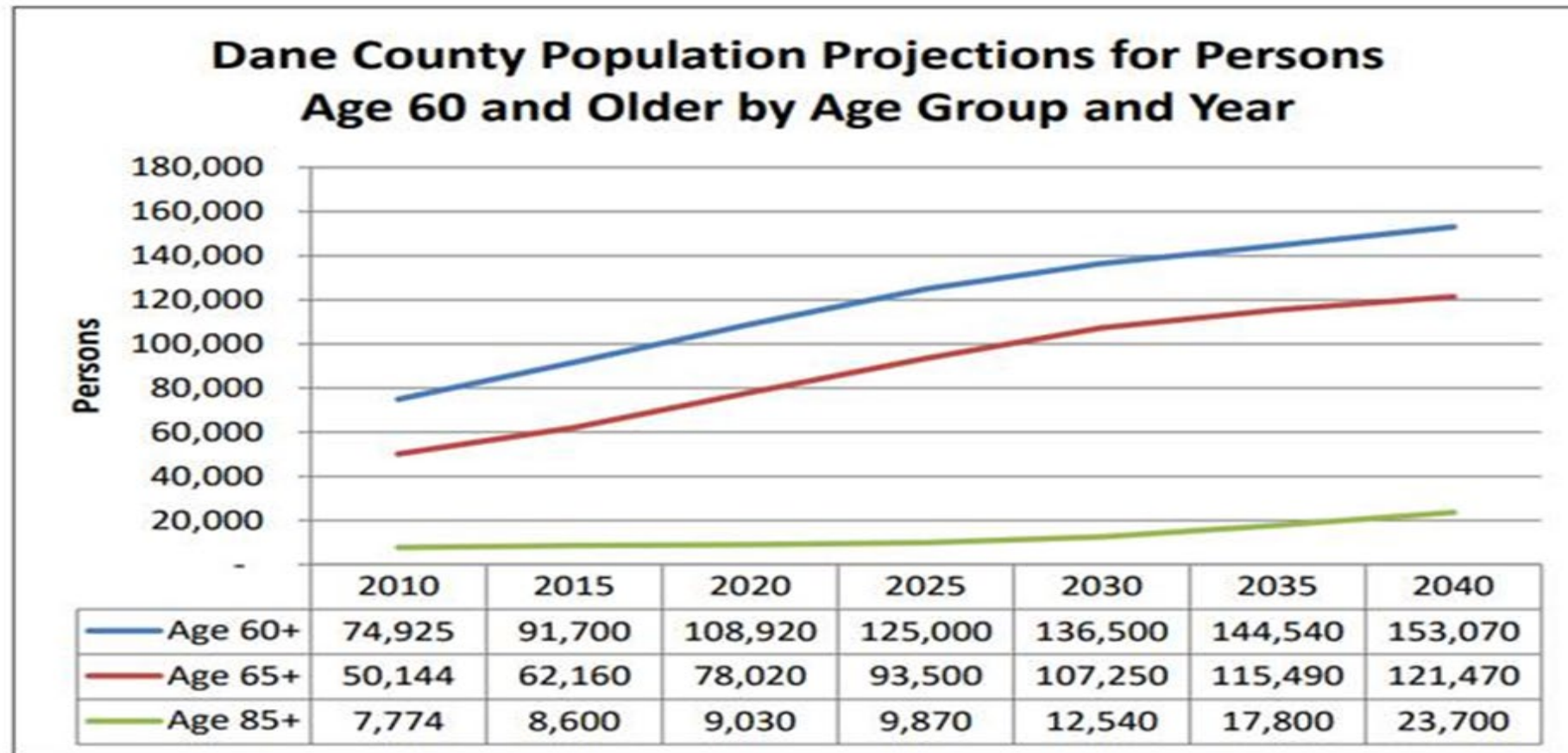
## Office Management

Office Supervisor: Howard Thomas

- Key activities to support DCDHS' Vision & Mission:
  - Support Kids with Intellectual or Developmental Disabilities from Birth to 18+ to thrive in our community, provide unbiased access to information and resources, to include Dementia Support Services and Benefit Specialists, through our ADRC for consumers age 18+
  - Fund community-based programs and supports for older adults via Focal Points
  - Investigate abuse/neglect and case manage court ordered adult guardianship and protective placements to keep adults at risk and older adults safe in our community
- More information online: <https://danecountyhumanservices.org/Disability-and-Aging>
- Who to reach out to:
  - Division Administrator: Angela Velasquez, [velasquez.angela@danecounty.gov](mailto:velasquez.angela@danecounty.gov)
  - ADRC Manager: Jennifer Fischer, [Fischer@danecounty.gov](mailto:Fischer@danecounty.gov)
  - AAA Manager: Sridevi Mohan, [mohan.Sridevi@danecounty.gov](mailto:mohan.Sridevi@danecounty.gov)
  - APS Manager: Beth Freeman, [freeman.beth@danecounty.gov](mailto:freeman.beth@danecounty.gov)
  - DS Manager: Monica Bear, [bear@danecounty.gov](mailto:bear@danecounty.gov)
  - Elder Abuse Hotline: 608-242-6489      ADRC Phone: 608-240-7400      Transportation Call Center: 608-242-6489



# Dane County Aging Population Growth



# Aging & Disability Resource Center (ADRC)

	2023	2022	% Change
Number of contacts	50,488	46,716	8 % increase
Number of Unduplicated Clients*	15,131	13,913	8.4 % increased
Long Term Care Enrollments	1,217	1,096	10.5 % increased
Walk-in customers	1007	446	77 % increase
Emails received	877	737	17.3 % increase

# ADRC Disability Benefit Specialists

	2019*	2022	2023	2022 to 2023 % Change
Number of Referrals	682	448	546	18% increased
Number of Cases	399	523	660	26% increased
Number of Unduplicated Clients	Unavailable	468	621	33% increased
Total Hours Spent on Legal/Benefits Assistance	Unavailable	2,906	3,778	30% increased
Total Hours Number of General Information/Referral	Unavailable	143	154	7% increased
Total Number of General Information/Referral	444	156	228	31% increased

# ADRC Challenges

- State mandates to complete functional screens in 30 days with home visit mandates within 2 weeks. No waitlist permitted.
- Disenrollment in Long-term Care Programs can be made at any time and many customers electing to switch providers multiple times.
- Waitlist of 6-8 weeks to see a Benefit Specialist for disability benefit application assistance.
- Social Security Office taking over a year to make benefit determinations

# Adult Protective Services Guardianship

- Cases with ongoing activity has increased by 55%.
- The number of community referrals has increased by 27%. The situations are also more complex and hours spent on community referrals has increased by 113%.
- The 2023 average waitlist time on the community referral list is 22 days currently to be assigned, with the longest wait being 83 days in 2023.
- The number of contested hearings has increased by 118% and the number of hours assessing these situations has increased 150%.
- Since 2022 there has been a 50% increase in the amount of time it takes to complete a Watts Review (annual review and assessment of persons under protective placement).
- Medical Doctors unwilling to complete Physician Reports on competency and testify in court.

Challenge: Increase in the workload, the amount of time it takes AGP staff to complete Court Ordered tasks with non-negotiable deadlines and waitlist for community referrals.

# Elder Abuse and Neglect & Adults at Risk

- Starting in 2019 financial exploitation cases have been the number one investigated type of abuse making up 49% of the investigated cases in 2023. These type of cases more than doubling since its number 2 ranking in 2018, at 24%. These cases are complex and very time consuming due to the nature of the abuse.
- Total number of investigated cases has increased steadily by 25%.
- Calls to the helpline increasing 72% since 2019 and length of time spent on calls by 52%.
- Number of reports involving Family Care Model program investigations (Family Care, Family Care Partnership) and I Respect I Self-Direct Consulting Agencies (IRIS ICAs) increased by 106% from 2019 to 2023.
- Number of reports involving investigation within assisted living settings (Community Based Residential Facilities, 3-4 bed licensed Adult Family Homes and 1-2 bed certified Adult Family Homes) increased by 156% from 2019-2023.

Challenge: As population grows and persons enrolled in Managed Care Programs increases, incidents increase and capacity for investigators to take timely action becomes difficult, especially with financial abuse cases taking so much more time and skill to conduct. Low staffing and untrained staffing in assisted living, nursing homes and Adult Family homes.



# Dementia Crisis Specialist

- Over 10,000 Dane County residents will be diagnosed with dementia by 2025
- 90% of those diagnosed will have at least one physically aggressive episode
- 50% will experience agitation and/or aggression
- 70% (9,000) will display behavioral expressions as a means of communicating an unmet need (wandering/eloping-with risk of exposure and death, hitting, kicking, biting, screaming, stealing, trespassing, public exposure, property damage and more)
- Impacts person, family, caregivers, first responders, crisis responders, hospitals and alternative residences (Assisted Living, Nursing Homes, Adult Family Homes)

# State Statute: Impact of the Helen E. F Case Brief 2012

- Until 2023, Dane County judges were allowing individuals with dementia, who were a danger to themselves or others, to be involuntarily admitted to psychiatric hospitals, such as Winnebago or Mendota. They were also admitted to such hospitals as Stoughton geriatric psychiatric hospital, Watertown Behavioral Health and Southwest Behavioral Health. The doors of these facilities have recently been closed to people living with dementia due to the change in the understanding of the guardianship law.
- The Helen E.F Case Brief from 2012 changed guardianship law as follows: As dementia is not a treatable condition, a person with dementia cannot be admitted involuntarily to a psychiatric facility or hospital. Even facilities that specialize in geriatric care, neurocognitive disorders, and psychiatric conditions in older adults, (eg., Stoughton Geriatric Hospital, Watertown Behavioral Health, etc.) must turn these individuals away.
- In 2023 Dane County Judges started following the law.

# Dementia Crisis Specialist Referrals 2023

- 71 Individuals came to Dementia Crisis Specialist Attention

- 21 by Police
- 14 by Hospitals & Doctor Clinicians
- 8 through ADRC
- 7 by Adult Protective Services Social Workers/Case Managers
- 6 by Home/Health Care Agencies
- 4 by Journey Mental Health/Cares Team
- 5 by family members
- 3 by Senior Center Case Managers
- 3 by Managed Care (Family Care)

- Behavioral Expressions

- 16 physical aggression
- 16 elopement
- 9 unsafe behavior
- 8 dangerous behavior
- 5 hallucinations
- 4 delusions/paranoia
- 4 verbally aggressive
- 3 sexually and verbally inappropriate
- 3 repetitive/anxious police calling
- 2 neglect

# Dementia Crisis Challenges

What is happening now:

- Assisted Living and Memory Care Units evicting with 30 days notice
- Hospitals overly sedating and restraining in hospitals for extended periods up until death
- Police, EMS, emergency rooms and healthcare facilities turning them away as they do not have a treatable mental illness and there is no where to safely manage them, leaving families to take them home.

Challenge: There is no Dementia Crisis Stabilization Unit to accept persons in a dementia crisis. Legislative changes have negatively impacted the ability of local communities to safely and compassionately care for a growing number of persons with dementia.

# DAS Division-Wide Response to Challenges

- Celebrate Aging Year
- Educating Key Stakeholders of Issues
- Developing and instituting prioritization processes and procedures
- Informing leaders of capacity issues for consideration during local, state and federal budget processes
- Leading Crisis Stabilization Coalition
- Research & Planning for Dementia Crisis Stabilization Unit
- Legislator Education & Advocacy by Dane County Lobbyist regarding dementia issues



# Other DAS Division Updates

- World Elder Abuse Shred Fest Event: Total tonnage was 5.17 tons.  
That's 10,340 pounds of paper.  
That's 88 trees saved.  
That's 1,965 gallons of oil saved.  
That's 15.5 cubic yards of landfill saved.  
That's 20,700 kilowatts of energy saved.  
That's 36,200 gallons of water saved.  
That's countless Identity Theft Crimes prevented!
- Co-location of all aging services offices into one facility December 8, 2024
- Disability & Aging Services Day at the Dane County Zoo, August 6, 2024

# Questions?

Contact Information:

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