

Vilas
COUNTY

WISCONSIN

COMMISSION
ON AGING



2014
ANNUAL REPORT

April, 2015

Mr. Chairman, Members of the Vilas County Board of Supervisors, Commission on Aging Members and residents of Vilas County...

I am pleased to present the 2014 Annual Report of the Vilas County Commission on Aging (COA). Our mission remains constant in providing programs designed to enhance the quality of life for our older adults by committing to methods that provide opportunities for choices, promote independence and encourage healthy behaviors while promoting community responsibility. In addition, the COA provides services of value to the taxpayer and protection of vulnerable older adults. These are not mere words, but represent the deep and sincere commitment of every Commission member, staff person and volunteer to improve each individual's quality of life in Vilas County.

The face of America is growing older and more diverse as the first baby boomers reached retirement age starting in 2011, accelerating a population surge in the number of Americans over the age of 65. Each day for the next 15 years, an estimated ten thousand people will turn 65, creating new opportunities for how we define what it means to be an older American. For the older adult the questions remain the same: how do they remain healthy as they age; what types of services and supports can help older Americans remain independent in the community as they age; and how do they ensure they are prepared for financial needs in retirement?

Here at the Commission on Aging we strive to be innovative in how we deal with the continued demand for our programs and services as well as new challenges that arise daily such as a struggling economy and decreased funding sources.

The following report demonstrates the dedication by the staff to deliver quality services and strive to fulfill our mission. I am grateful for their service and the opportunity to work with them. I would like to thank the staff for their professionalism and dedication in providing the highest level of services to our citizens and the dedicated Commission on Aging Board and the Vilas County Board of Supervisors for your support.

I remain honored, proud and committed to diligently serve the Vilas county community as the Director of the Commission on Aging.

Thank you for the opportunity to submit our Vilas County Commission on Aging Annual Report for 2014.

Respectfully submitted,

Susan L. Richmond

Susan Richmond

Director

INTRODUCTION

The Vilas County Commission on Aging, located at 521 East Wall Street in Eagle River, is a central resource agency addressing the needs and interests of adults greater than 60 years of age. The Commission is appointed by the County Board of Supervisors and is responsible for setting policy.



Vilas County Commission on Aging, 2014

Vilas County Commission on Aging Board

Front row left to right, Fred Radtke; Kris Main; Susan Richmond, Director; Mary Kim Black, Chairperson; Merton Jensen; Ken Mitchell; Back Row left to right, Edward Bluthardt; Chris Wise; Chuck Hayes, Vice Chairperson. Missing Audrey Stearns and Sharon Thompson

Nutrition Advisory Council

Mary Kim Black, *Chair*, Kathy Roggeman, Kathy Burg, Audrey Stearns, Donna Rollmann, Donna and Champ Ruffner, Ken Mitchell, Sharon Thompson and Susan Richmond, *Director*

Transportation Sub-Committee

Chuck Hayes, *Chair*, Edward Bluthardt, Fred Radtke, Kris Main, Merton Jensen, Sharon Thompson, Chris Wise and Susan Richmond, *Director*.



Commission on Aging Staff, 2014

Vilas County Commission on Aging and ADRC of the Northwoods Staff
 Front row left to right, Amie Rein, *Family Caregiver/Health and Wellness Coordinator*, Julie Livingston, *ADRC Specialist*, Susan Corrieri, *Elder Benefit Specialist*.
 Second row left to right Mary Kapke, *Chore/Alzheimer's Coordinator*, Pamme Williams, *Elder Benefit Specialist*.
 Back row left to right – Laura Rozga, *ADRC Specialist*; Beckie Gleason, *Administrative Professional*; Susan Richmond, *Director*.



ADRC OF THE NORTHWOODS STAFF, 2014

Aging and Disability Resource Center of the Northwoods Staff
 Susan Richmond, *Eagle River Office Supervisor*, Terese Poe, *ADRC Disability Benefit Specialist*, Julie Livingston, *ADRC Specialist*; Laura Rozga, *ADRC Specialist*



Vilas County Elderly Nutrition Site Managers

From Left to Right: Judi Heikkinen, Carol Young, Kathy Mesun, Susan Richmond, *Director*, Jennie Johnson, Anna Moore, Verdelle Mauthe, Nancy Neff, Pam Cira, and Gene Paasch

Nutrition Program Staff:

Pam Cira

Nutrition Clerk and Substitute Site Manager
Eagle River

Jennie Johnson

Nutrition Site Manager
Eagle River

Anna Moore
Gene Paasch

Nutrition Site Manager
Substitute Site Manager
Land O' Lakes

Judi Heikkinen
Kathy Mesun

Nutrition Site Manager
Substitute Site Manager
Phelps

Carol Young
Penny Friedrich

Nutrition Site Manager
Substitute Site Manager
Boulder Junction

Verdelle Mauthe
Nancy Neff

Nutrition Site Manager
Substitute Site Manager
St. Germain

Mary Samuelson

Nutrition Site Manager
Lac du Flambeau

To our many dedicated volunteers...

“I get by with a little help from my friends” When John Lennon and Paul McCartney wrote that line on Sgt. Pepper’s Lonely Hearts Club Band, one of the Beatles’ most iconic albums, they were speaking for a generation concerned with love and friendship. More than forty years later, that same generation is contemplating its own aging and is increasingly concerned with finding ways to age well. One of the best ways to do that turns out to be remembering those words: a little help from my friends.

For those older adults that you as volunteers deliver meals to, stop by to visit, take to their medical appointments, help them with their Part D plans, you are their “friends” and friendly faces they so look forward to seeing.

A quote by Leo Rosten best describes our Volunteers:

“The purpose of life is not to be happy – but to *matter*, to be productive, to be useful, to have it make some difference that you have lived at all.”

Our volunteers donated more than 4,000 hours of their time to help those in need. Volunteers don’t get paid, not because they’re worthless, but because they are priceless.

The Commission on Aging cannot thank you enough for all you do for the citizens of Vilas County and for the help you give to the staff.

***“Those who bring sunshine to the lives of others
cannot keep it from themselves.”***

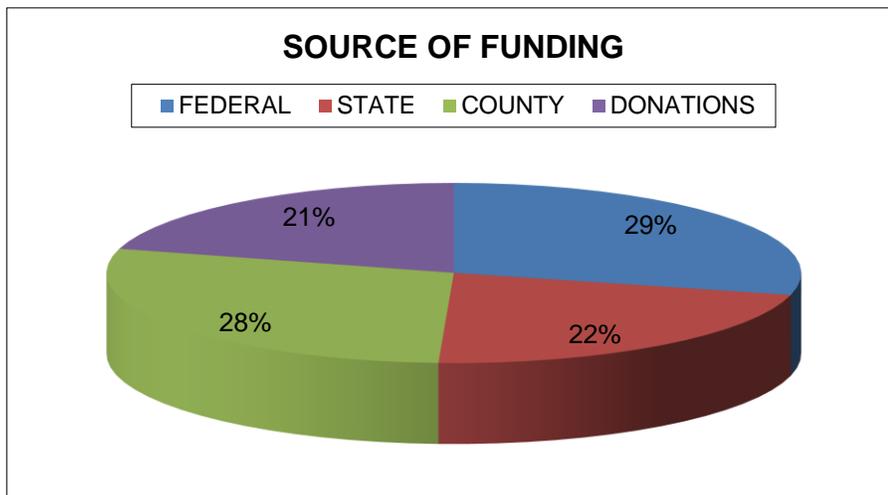
James Matthew Barrie

Budget and Program Reports 2014

COMMISSION ON AGING 2014 BUDGET REPORT

SOURCE OF FUNDING

FEDERAL	\$ 180,108.38
STATE	\$ 135,404.35
COUNTY	\$ 177,952.39
DONATIONS	\$ 128,742.00
TOTAL REVENUES	\$ 622,207.12



EXPENDITURES

ADMINISTRATION	\$128,839.00
ALZHEIMER'S FAMILY SUPPORT PROGRAM	\$ 11,243.00
CHORE PROGRAM	\$ 18,112.51
BENEFIT SPECIALIST PROGRAM	\$ 80,938.47
HEALTH & WELLNESS/FV PROGRAMS	\$ 12,913.15
NATIONAL FAMILY CAREGIVER PROGRAM	\$ 15,352.00
NUTRITION PROGRAM	\$196,731.38
TRANSPORTATION PROGRAM	\$111,308.94

TOTAL EXPENDITURES \$575,438.45

** The difference between Revenues and Expenditures is the DONATION monies we are able to carry over to start the new year.*

**Respectfully submitted by Susan Richmond, Director
Certified Information and Referral Specialist, (CIRS-A) 2007**

TRANSPORTATION SERVICES



The Volunteer Transportation Program, through the efforts of volunteer drivers and coordinator, Rebecca Gleason, provides transportation for elderly and disabled citizens of Vilas County who are unable to drive and need assistance to do grocery shopping, attend medical appointments or attend to other personal business. This program is for adults who are 60 years plus or disabled. In 2014, 16 clients were under the age of 60 and are disabled. 30 of our clients passed away during the year, 12 moved and 32 were removed from the program through the client update that was done in spring. With an increasing number of older adults finding they need to get out into the community for various reasons, this program will continue to grow at a rapid pace. 83 new clients registered for the transportation program in 2014 alone.

Total Number of Clients	249 (92 Men/157 Women)
Total Number of Trips	2,338 (1,326 Medical/1,012 Personal)
Total Trip Miles	46,660
Total Hours of Service	2,519.75
Total Cost of Service	\$42,657.85
Average Cost per Trip	\$18.25

Although the participants are not required to donate toward their trips, the 2014 donations totaled \$11,129.12.

**Respectfully submitted by Rebecca Gleason, Administrative Secretary
Commission on Aging staff since 2013**



We also receive monies in the amount of \$86,949.00 from the Wisconsin Department of Transportation to run 7 of our Senior Club vans/buses and the Escort Transportation Program. The County gives a mandatory match to these funds of 20% of the grant. The 7 Clubs are: Lakeland Retirement Foundation, Eagle River Transportation, Phelps Senior Citizens Club, Northwoods Seniors, Inc., Lac du Flambeau Seniors & Disabilities, Headwaters, Inc., and the St. Germain Prime Timers, Inc. Each of these Clubs participates in a variety of activities. Some of the activities include nutrition sites, shopping in Rhinelander, Wausau trips, Northern Lights Playhouse, and medical trips.

For the past several years we have been meeting and working with Oneida and Forest Counties to develop a Multi-County/Tribal Transportation Commission so we may provide more transportation opportunities to all citizens in these counties. In 2014, we made great strides to forming the Northwoods Transit Commission. All three County Boards signed a Resolution to be part of the Transit Commission. At the end of 2014, the three County Corporation Counsels were working to develop a Charter for the Transit Commission. In 2015, once the Charter is approved by all three County Boards, we will start to meet as a Transit Commission and begin the process of hiring a Transit Manager to develop routes and handle the budget.

**Respectfully submitted by Susan Richmond, Director
Certified Information and Referral Specialist, (CIRS-A) 2007**



Senior Dining



Fellowship, Food Fun

Nutrition is essential to healthy aging. Older adults who routinely eat nutritious food and drink adequate amounts of fluids are less likely to have complications from chronic disease and to require care in a hospital, nursing home or other facility. The Older Americans Act Nutrition Program serves a population with a wide variety of health-care needs, but nutrition is a common denominator.

The Vilas County Commission on Aging Senior Nutrition Program provides hot meals with 1/3 the daily nutritional requirement, socialization and volunteer opportunities and connections to community supportive services. The program operates six dining sites and home delivery of meals throughout Vilas County. Home delivered meals are available based on eligibility. Our volunteer home delivered meal drivers provide face to face personal contact with the home bound senior. The drivers also provide a safety check to a person who may be frail or isolated, and in some instances, this may be the only contact the person has that day.

The Commission on Aging collaborated with the UW Extension office to provide nutrition education to 284 participants who dined at the sites. The UW Extension office also offers nutrition counseling, which consists of a face to face visit if requested.

Susan Richmond serves as co-President of the Wisconsin Association of Nutrition Directors. Richmond also serves as the chairperson for the WAND Training Committee which plans two annual statewide conferences for Nutrition Directors.

The Commission on Aging ensures that the Nutrition Program has the necessary qualified and properly trained staff and contracts with a dietician who reviews all the menus. The Site Managers are required to have 6.5 hours of training each year per our Contract with the State.

Every two years the Nutrition Program is required to go through an assessment to make sure we are in compliance with all policies. In September, 2014, Pam VanKampen, Older Americans Act Consultant/Nutrition Specialists for GWAAR wrote the following assessment:

“Vilas County Elderly Nutrition Program (ENP) meets and exceeds expectations. Sue is one of the top Nutrition Directors in the State. Her vision, passion and dedication to the program is highly valued by her peers. She has served as the Co-President of the Wisconsin Association of Nutrition Directors for the past 2 years and remains actively involved in the organization in many ways. She is always willing to look forward to keep the program relevant. Her attention to details is evident; the excellent “Site Manager Handbook” is a best practice that is shared widely in the state. The “Healthy Option” is a success as was allowing the meal sites to come up with their own names-brilliant. Sue is an outstanding manager and in the elite class for nutrition managers in the state; we highly value her leadership, can-do positive attitude and hard work ethic. I highly commend all staff and volunteers for the outstanding work they are doing”



Senior Dining



Fellowship, Food Fun

TABLE #1 - NUMBER OF ELIGIBLE MEALS AND ATTENDANCE BY SITE

MEAL SITES	DAYS	CONG.	H-D MEALS	TOTAL MEALS
Eagle River	195	2845	5729	8574
Phelps	141	2778	878	3656
Land O'Lakes	145	1851		1851
Boulder Jct	147	1812	186	1998
St. Germain	146	1576	994	2570
Lac du Flambeau Seniors	152	397	471	868
TOTAL		11259	8258	19517

Senior Dining



Fellowship, Food & Fun

TABLE #2 – THREE YEAR PROGRAM COMPARISON

	2012	2013	2014
Congregate Participants	413	362	383
Home-Delivered Participants	93	104	109
Total Meals Served	15,898	17,274	19,517
Total Donations	\$60,247.72	\$63,240.55	\$76,201.88
Average Donations	\$3.79	\$3.67	\$3.91
Average Cost Per Meal	\$10.32	\$11.81	\$10.04

8.8 million of America’s seniors – or nearly 1 in 6 – may not know where their next meal is coming from. Programs like Vilas County Elderly Nutrition Program are critical to solving this national crisis. The nutritious meals, friendly visits and safety checks delivered with the meal are often all it takes to enable our seniors to live independently in their own homes. And, when they do, we all save billions of tax dollars in avoided hospital, health care and nursing home costs.

As you can see over the three year comparison, the meals have increased, along with the donation amounts. No one is denied a meal because they cannot afford to pay, but those with the resources continually give to help those who cannot.



TABLE #3 – NUTRITION PROGRAM DONATIONS

	TOTAL DONATIONS	AVERAGE DONATIONS
CONGREGATE MEALS	\$39,765.88	\$3.54
HOME-DELIVERED (INCLUDES COP \$'S)	\$36,436.00	\$4.42
TOTAL	\$76,201.88	

TABLE #4 – DEMOGRAPHICS FOR NUTRITION PROGRAM

DEMOGRAPHIC DATA	TOTALS
PARTICIPANTS – AGE 60-74	161
PARTICIPANTS – AGE 75-84	171
PARTICIPANTS – AGE 85 +	126
FEMALE PARTICIPANTS	297
MALE PARTICIPANTS	186



Respectfully submitted by
Susan Richmond, Director
Certified Information and Referral Specialist, (CIRS-A) 2007

CHORE SERVICES 2014

Vilas County Commission on Aging is committed to providing programs designed to enhance the quality of life of older adults. Services provide the opportunities for choices, encourage health, wellness and living independently. One of these programs is the Chore Service.

The Chore Services Program matches workers with low income elderly who are in need of light housekeeping and meet federally established income guidelines. Our chore workers will provide other services, such as shopping, laundry, etc. depending on the needs of the client.

A total number of 30 persons were provided with service at a total cost of \$18,112.51.

CLIENT CHARACTERISTICS

AGE	FEMALE	MALE
60-69	4	1
70-79	4	2
80-89	12	2
90 +	2	3
Total	22	8



Respectfully submitted by Mary Kapke, RN
Commission on Aging Staff since 2012

ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM 2014

QUICK FACTS

- ❖ More than 5.0 million Americans are living with Alzheimer's disease.
- ❖ Every 67 seconds someone in the U.S. develops Alzheimer's.
- ❖ 1 in 3 seniors dies with Alzheimer's or another dementia.
- ❖ Alzheimer's disease is the sixth-leading cause of death in the United States and the fifth leading cause of death for those aged 65 and older.
- ❖ In 2013, 15.5 million caregivers provided more than 17.7 billion hours of unpaid care valued at more than \$220 billion.
- ❖ Women are at the epicenter of the Alzheimer's epidemic.
- ❖ More than 60 percent of Alzheimer's and dementia caregivers are women.

The Alzheimer's Family and Caregiver Support Program, or AFCSP is a program created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia.

Projections for the Future

In 2014, the direct costs of caring for those with Alzheimer's to American society will total an estimated \$214 billion, including \$150 billion in costs to Medicare and Medicaid. Total payments for health care, long-term care and hospice for people with Alzheimer's and other dementias are projected to increase from \$203 billion in 2013 to \$1.2 trillion in 2050 (in current dollars). The financial toll of Alzheimer's on families rivals the costs to Medicaid. Total Medicaid spending for people with Alzheimer's disease is \$37 billion and out of pocket spending for individuals with Alzheimer's and other dementias is estimated at \$36 billion.*

This year we had 11 clients on the program, at a cost of \$11,243.00. Funding is available to the caregiver to help with expenses such as respite, daycare, prescriptions and medical aids.

Client Characteristics

Age	Female	Male
40-49	0	0
50-59	0	1
60-69	0	0
70-79	0	5
80-89	2	2
90-99	0	1
Total	2	9



Services are provided through a grant at no cost to Vilas County.

Alzheimer's Association 2014 Alzheimer's Disease Facts and Figures

Respectfully submitted by Mary Kapke, RN Commission on Aging Staff since 2012

INFORMATION AND ASSISTANCE

- Fielded a variety of information and assistance calls during 2014 and distributed approximately 3000 resource guides throughout the county
- Worked with WRJO Radio on ads for 2014 and with the Hodag Buyer on the Resource Guide.
- Worked with the Vilas County News Review on the Spring and Winter editions of the Senior Focus.

FAMILY CAREGIVER SUPPORT

Many caregivers find themselves in the situation of needing help caring for their loved one and not knowing where to turn. Through the efforts of our Coordinator, Amie Rein, and funding from the National Family Caregivers Support Program, the Commission on Aging, is able to offer respite options for caregivers. The following activities were reported in 2014:

- Participated in statewide conference calls for the Powerful Tools, the Caregiver Coalitions, and the National Family Caregiver Support Program.
- Served eight families with National Family Caregiver Support Program Funds.
- Established a general caregiver support group in Eagle River which meets monthly. There are 3-7 caregivers attending monthly.
- Held a Powerful Tools for Caregiver Workshop in Eagle River.
- Worked with the Caregiver Alliance of the Northwoods (CAN) which includes Oneida County Department on Aging, Alzheimer's Association, Ministry Medical Group, Ministry Home Health, and Community Caregivers. Helped raise awareness for caregivers in the community.
- Attended Palliative Care Coalition meetings monthly.
- Assisted with the Final Affairs Workshop where over 60 community members participated.
- Participated in the Senior Health Wealth Fair in Eagle River and Alive to Live in Rhinelander.
- Spoke with Vilas Vision Group, Friends of the Land O Lakes Library, and the Parish Nurses about services for caregivers.
- Home Support Program
 - Received requests from 130 families about In-Home Support Services and other community services.
 - 52 families completed paperwork and received referrals for private duty workers
 - Average of 15 active private duty workers in the program during the year



Respectfully submitted by Amie Rein, SW
Commission on Aging Staff since 2010



HEALTH AND WELLNESS PROGRAM

Provides informational programs on health and wellness to enrich the quality of life of our Seniors. Coordinator, Amie Rein, is certified to facilitate the following classes Living Well with Chronic Conditions and Stepping On. The following activities were reported in 2014

- A Living Well with Chronic Conditions Workshop was held in Eagle River in April with 8 participants.
 - “Thank you for having the class it was very helpful.” quote from participant.
 - According to Wisconsin Institute of Healthy Living, “95% of health care dollars spend on older people related to chronic conditions. 1.7 million Americans die from a chronic condition every year.”
- Stepping On Workshop was offered during October and November in Eagle River and there were thirteen participants.
 - Among those who fall, 20 to 30 percent suffer injuries making it hard to get around or living independently, sometimes increasing the risk of death, according to CDC statistics.
 - One of the participants said, “Simple exercises that are easy to remember. Good information that is easy to remember and apply. Bringing in outside “experts” was nice.”
 - Collaborated with Spine and Sport Physical Therapy, Eagle River Police, Vilas County Public Health and Eye Care on speakers for the workshop.
- Attended the Health Summit in Stevens Point in August.
- Spoke with the Parkinson’s Disease Support Group about fall prevention.

FRIENDLY VISITOR

Volunteers visit and/or make phone contact with homebound or isolated frail older adults

- Link to the COA and available services
- Statistics for 2014
 - 3-4 visitors reporting each month
 - 3-4 participants receiving monthly visits
 - 3 new participant received Friendly Visitor
 - Volunteers traveled 161 miles in their duties
 - Volunteers spent 135 hours visiting
 - Volunteers made 5 phone contacts



Respectfully submitted by Amie Rein, SW
Commission on Aging Staff since 2010

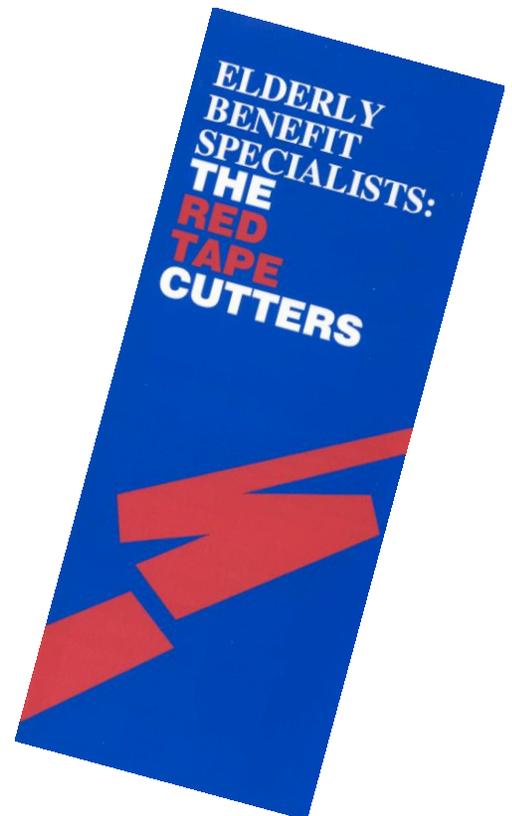
Elderly Benefit Specialist

Vilas County employs two Elder Benefit Specialists. Susan Corrieri is full-time and Pamme Williams continues in her role as part-time EBS. These two Benefit Specialists are paraprofessionals trained by Greater Wisconsin Area Agency on Aging Resources (GWAAR) attorneys to help persons 60 years of age or older who need assistance with their private or governmental benefits. Benefit Specialists are called “Red Tape Cutters” because they help older persons with the extensive and complicated paperwork that is often required for benefit programs. They work to assist individuals in determining what benefits they might be entitled to and what is needed to assist in obtaining those benefits. When appropriate, an EBS can also represent individuals in hearings to appeal benefit denials.

In 2006, Benefit Specialists were enlisted as State Health Insurance Program (SHIP) counselors for the State of Wisconsin. This is a national system to assist individuals with solving problems and making complicated insurance decisions resulting from the implementation of Medicare Part C and Part D. The inclusion of this duty drastically changed the scope, volume of inquiries and complexity of the position.

In 2014:

- 416 unduplicated clients were served, with 237 people enrolled in Medicare Part D, many seeking services for the first time.
- A total of 70 individuals attended the monthly “Solving the Insurance Puzzle” workshops offered at COA, with very positive feedback.
- Multiple PSA’s were run on the Insurance Puzzle and Medicare Part D Open Enrollment, in 4 local newspapers and WRJO radio station, reaching thousands.
- \$1,600,940.00 in the monetary impact equivalent of benefits obtained for Vilas County seniors.
- There were over 2,000 telephone contacts relating to EBS issues during 2014.



Other highlights:

- Letters were sent to all churches, medical clinics, hospitals, and pharmacies in Vilas county informing of Part D Open Enrollment Period (OEP) beginning October 15, 2014.
- There are currently 4-6 Vilas County residents who actively volunteer their time with the Elder Benefit Program throughout the year.
- All required reporting for 2014 was completed and submitted timely.
- Mandatory trainings were attended, as well as the annual WABS conference that was held in Wausau in June, 2014. At that time the Disability Benefit Specialists joined the Elder Benefit Specialists, as their duties are similar throughout Wisconsin. That decision has been beneficial with both areas of expertise that serve the residents of the 72 counties in Wisconsin.
- Visited all nutrition sites to speak about Medicare Part D Open Enrollment.
- Presented Medicare workshops at the Lakeland Senior Center-Visually Impaired Group, UCC Church, Avanti Health and Caritas in Minocqua.
- Partnered with Oneida Co. Benefit Specialist for workshops and presentations.
- Co-facilitated a SMP (Senior Medicare Patrol) workshop with Oneida Co. EBS.

Respectfully submitted by:
Susan M. Corrieri
Elder Benefit Specialist/SHIP Counselor
Commission on Aging Staff since April 2013



The Aging and Disability Resource Center of the Northwoods serves older adults, adults living with disabilities and their caregivers. The ADRC is a no-cost, single point of contact for information and assistance about providers and services in the community, their availability, and costs.

The ADRC is a cooperative effort between four counties (Vilas, Oneida, Forest and Taylor) and three tribal communities (Lac du Flambeau, Sokaogon Chippewa and Forest County Potawatomi). A total of 7 offices are located within the service territory which employs 11 ADRC Specialists and 2 full time Disability Benefit Specialists, 1 part time Disability Benefit Specialist and a part time Administrative Assistant/Receptionist.

Each County and Tribal Jurisdiction provide representation on the ADRC of the Northwoods Board of Directors. The Board of Directors oversees the ongoing operations of the ADRC, provides financial oversight, serves as advocates for their jurisdiction and client groups. Vilas County Board Members include Board Chair Erv Teichmiller who represents Vilas County and Mary Platner who serves as a representative for older Americans.

The Vilas County ADRC is co-located with the Vilas County Commission on Aging at its location at 521 E Wall Street in downtown Eagle River. Staff are supervised by the COA Director Susan Richmond. ADRC Specialists Julie Livingston and Laura Rozga are available to provide customers with information and assistance about the multitude of programs and services available for seniors and adults living with disabilities. Disability Benefit Specialist Terese Poe maintains regular office hours in Eagle River and assists customers in applying for disability.

An important function of the ADRC Specialist is to assist customers who request help applying for publicly-funded programs by completing the Long-Term Care Functional Screen and assisting with supplemental applications and verifications. This role historically has been handled by the Long-Term Care Department of Social Services. A strong collaborative relationship has been developed with Social Services in Vilas County and they now refer customers who need a Long-Term Care Functional Screen to the ADRC. ADRC Specialists Julie Livingston and Laura Rozga have been trained and certified in administration of the screen.



The ADRC of the Northwoods Eagle River office completed 56 Long-Term Care Functional Screens for Vilas County (an average of 4.6 screens per month in 2014) as compared to 65 in 2013. In 2014, Lac du Flambeau hired a ARC Specialist who completed all screens in Lac du Flambeau. In 2013, the Eagle River Office handled those referrals which accounts for the reduction in the number of screens completed by the local office this year. Those customers found eligible were placed on the Community Options Program wait list maintained at the Vilas County Department of Social Services. The wait list was previously approximately a year long, but in November 2014, Social Services staff were able to eliminate the waiting list and begin to provide them with long-term care services.

The ADRC tracks activities and target groups region-wide by utilizing the SAMS-IR database. In 2014, the Eagle River office took approximately 2,482 calls (incoming and outgoing) related to the following target groups:

Elderly:	1,684 calls
Physically Disabled:	957 calls
Developmentally Disabled:	86 calls
Substance Abuse:	31 calls
Mental Illness:	119 calls
Unknown Target Group:	114 calls

**A person can be more than one target group, duplication does occur when counting totals.*

These calls were not limited to Vilas County residents as the ADRC is regional and calls come in from across the service territory.

The Eagle River Office also completed 141 home visits during 2014. The purpose of the home visits ranged from completing a Long-Term Care Functional Screen to Options Counseling to assisting with Medicaid/Foodshare applications.

**Submitted by Julie Livingston and
Laura Rozga, ADRC Specialists
ADRC of the Northwoods**



Disability Benefit Specialist (DBS)

ADRC of the Northwoods employs two full time Disability Benefit Specialists and one part time DBS to cover Taylor, Oneida, Forest and Vilas Counties. Terese Poe covers Forest and Vilas County. Disability Benefit Specialists provide services to people ages 18 to 59 with physical disabilities, developmental disabilities, mental illness and substance use disorders. Disability Benefit Specialists provide information and assistance for public and private benefit programs including application and appeal procedures. Some of the main issues they can assist with include: Medicaid, Social Security Disability Insurance, Supplemental Security Income, Medicare, including Part D, FoodShare, low-income tax credits, and housing and utility issues.

In 2014 (Forest and Vilas County):

- 160 clients were served with an additional 79 requiring information only

18-20 years	7 clients
21-29 years	13 clients
30-39 years	18 clients
40-49 years	41 clients
50-59 years	75 clients
Other	6 clients

81 Female/79 male clients

- 78 applications for social security disability were filed
- 18 FoodShare applications were completed
- 94 clients were assisted for medical entitlements
- \$959,913 in benefits were obtained

**Submitted by Terese Poe, Disability Benefit Specialist
ADRC of the Northwoods**