



**Program Fund Purpose**

Health & Human Services – Aging & Disability Resource Center (ADRC) General Fund operations are responsible for planning, providing, and coordinating programs that address the needs of Waukesha County at-risk adults, older adults and their caregivers. These programs provide supportive services and opportunities including adult day centers, chore services, contracted community services, emergency intervention, health cost sharing, homemaker services, personal care, respite, specialized transportation, and volunteer services. The General Fund also includes activities such as the lead-reporting agency for instances of Abuse and Neglect for Adults and Elders At-Risk in Waukesha County. Programs encourage collaboration and coordination of resources, activities, and programs. Also, this fund provides services to vulnerable adults who are not eligible for the State’s Family Care Benefit.

The General Fund is comprised of four program areas: Community Services, Transportation Services, Adult Protective Services (APS) and Administrative Services. APS is part of the ADRC General Fund effective January 1, 2010, as a majority of its funding is received from Property Tax Levy.

Also, this fund provides services to vulnerable adults who are not eligible for the State’s Family Care Benefit.

<b>Financial Summary</b>	2008	2009	2009	2010	Change From 2009	
	Actual	Adopted Budget (a)	Estimate	Budget	\$	%
<b>Revenues</b>						
General Government	\$1,480,175	\$1,641,746	\$1,663,569	\$1,591,676	(\$50,070)	-3.0%
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$27,903	\$35,484	\$49,572	\$12,274	(\$23,210)	-65.4%
Interdepartmental	\$0	\$0	\$0	\$0	\$0	N/A
Other Revenue	\$33,271	\$46,360	\$43,048	\$30,942	(\$15,418)	-33.3%
Appr. Fund Balance (a)	\$0	\$230,000	\$0	\$0	(\$230,000)	-100.0%
<b>County Tax Levy</b>	<b>\$1,725,351</b>	<b>\$2,280,717</b>	<b>\$2,280,717</b>	<b>\$2,371,514</b>	<b>\$90,797</b>	<b>4.0%</b>
<b>Total Revenues Sources</b>	<b>\$3,266,700</b>	<b>\$4,234,307</b>	<b>\$4,036,906</b>	<b>\$4,006,406</b>	<b>(\$227,901)</b>	<b>-5.4%</b>
<b>Expenditures</b>						
Personnel Costs	\$1,056,882	\$1,227,996	\$1,203,954	\$1,318,191	\$90,195	7.3%
Operating Expenses	\$1,683,855	\$2,872,815	\$2,457,234	\$2,555,367	(\$317,448)	-11.1%
Interdept. Charges	\$101,247	\$133,496	\$131,707	\$132,848	(\$648)	-0.5%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	N/A
<b>Total Expenditures</b>	<b>\$2,841,984</b>	<b>\$4,234,307</b>	<b>\$3,792,895</b>	<b>\$4,006,406</b>	<b>(\$227,901)</b>	<b>-5.4%</b>
Rev. Over (Under) Exp.	\$424,716	-	\$244,011	-	-	N/A

**Position Summary (FTE)**

Regular Positions	14.42	16.25	16.25	17.25	1.00
Extra Help	0.00	0.00	0.00	0.00	0.00
Overtime	0.11	0.00	0.00	0.00	0.00
<b>Total</b>	<b>14.53</b>	<b>16.25</b>	<b>16.25</b>	<b>17.25</b>	<b>1.00</b>

(a) Fund Balance in 2009 budget included \$230,000 from General Fund Balance to assist with increased costs anticipated for 25 Waukesha County residents at Clearview Intensive Care Facility for the Mentally Retarded (ICFMR) in Dodge County. Due to unanticipated delays in Dodge County gaining all required approvals for the Clearview ICF/MR initiative, it is anticipated that start of that fiscal stabilization program will be delayed at least into the 2<sup>nd</sup> half of 2009. Consequently, the appropriated fund balance of \$230,000 designated for that purpose in 2009 will not likely need to be used and carryover authorization and expenditure authority for 2010 will be requested at the end of 2009.

**Major Departmental Strategic Outcomes and Objectives for 2010**

**County-Wide Key Strategic Outcome: A county that assists at-risk citizens**

**Objective 1:** Provide thorough, comprehensive and timely assessments and dispositional services. (Adult Protective Services)

Key Outcome Indicator: Percentage of court ordered comprehensive evaluations completed within 96 hours prior to final court hearing. Department standard is 100%.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
Percentage of completed comprehensive evaluations within 96 hours prior to court hearing	100%	100%	100%	100%

**Objective 2:** Provide training to Aging and Disability Resource Center (ADRC) staff and Managed Care Organizations fulfilling Long Term Care responsibility in Waukesha County. The training will focus on proper collection and reporting of information related to reports of abuse and neglect of vulnerable adults and elders, in accordance with the recently revised protective services and guardianship law, and to enhance service coordination.

Key Outcome Indicator: The number of trainings offered to ADRC staff by the Adult Protective Services (APS) supervisor.

Work Load Activity Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
Number of trainings	2	2	5	2

**County-Wide Key Strategic Outcome: A county that provides customers with quality programs and services**

**Objective 3:** Provide knowledgeable, timely responses to requests for information and assistance while providing useful services that meet customers' assessed needs. (Community Services)

Key Outcome Indicator: Percent of positive responses to customer survey. Positive feedback on meeting customer needs is an indication of quality service. Based on program history, a Department standard of 95% positive response is an indicator of success.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
Positive responses to customer survey regarding quality and customer needs being met.	96.1%	96.0%	97.1%	96.0%

**County-Wide Key Strategic Outcome: Cost effective services delivered with competence and skill**

**Objective 4:** The Aging and Disability Resource Center and Veterans' Services will merge into the Health and Human Services Department beginning January 1, 2010.

Key Outcome Indicator: Department merger will be effective January 1, 2010. The merger will be seamless to consumers and the ADRC will continue to meet customer needs based on an 80% positive response to customer survey.

**Objective 5:** Increase volunteer involvement through outreach targeted to the community and business retirees. (Community Services)

**Key Outcome Indicator:** Increase in the number of volunteers and the valuation of volunteer time. Availability of volunteers is an indication of cost-effective services delivered with competence and skill. A 5% increase from the previous year's actual number of volunteers and a 3% increase in valuation is an indication of success.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
Number of volunteers	1,285	1,580	1,349	1,416
Percent increase/decrease (-)	-10.3%	5.0%	5.0%	5.0%**
Valuation of volunteer hours	\$349,620	\$360,109	\$357,056	\$370,912*
Percent increase	2.8%	3.0%	2.1%	3.0%

\*2010 volunteer valuations of \$9.49/hr and \$12.33/hr are based on Waukesha County 2010 pay ranges for unclassified and semi-skilled positions plus a 25% estimated benefit cost factor.

\*\*-Percentages based on the 2009 Estimate. The change from the 2009 target reflects a 10.4% decrease.

**Objective 6:** Provide cost effective transportation options that allow older adults to maintain their independence. (Transportation Services)

**Key Outcome Indicator:** Shared-Fare taxi and shuttle services are the most cost effective specialized transportation alternatives for older people and people with disabilities in the county. Provision of technical support and guidance for service start-up of Shared-Fare taxi/shuttle service area promotes competent and skilled delivery of a cost effective service. During the start-up year, potential annual cost savings based on comparison of Shared-Fare taxi/shuttle use versus RideLine use in the new area will serve as an indicator of success. Positive Shared-Fare taxi customer feedback on maintaining independence indicates quality service.

Performance Measure:	2008 Actual	2009 Target	2009 Estimate	2010 Target
Annual potential cost savings (a)				
Muskego Shared-Fare Taxi	\$22,044	NA	NA	NA
Third Waukesha Shared-Fare Taxi (no RideLine impact)	NA	NA	NA	NA
Positive customer feedback on maintaining independence using the Specialized Transportation Program.	93.7%	95.0%	96.1%	95.0%

(a) Cost savings mainly occurs in the first year of operations.

**County-Wide Key Strategic Outcome: A county that provides customers with quality programs and services**

**Program Description**

Services include a wide range of short-term and long-term supportive home care, adult day center care, and intervention programs for older adults and their families. These programs provide supportive services and opportunities including adult day centers, chore services, contracted community services, emergency intervention, health cost sharing, homemaker services, personal care, respite and volunteer services.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>2.77</b>	<b>2.70</b>	<b>2.70</b>	<b>2.70</b>	<b>0.00</b>
General Government	\$249,360	\$309,372	\$313,899	\$340,760	\$31,388
Interdepartmental	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$4,433	\$4,684	\$4,319	\$4,624	(\$60)
Other Revenue	\$17,540	\$20,981	\$21,853	\$21,756	\$775
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$276,489	\$281,007	\$281,007	\$269,971	(\$11,036)
<b>Total Revenues</b>	<b>\$547,822</b>	<b>\$616,044</b>	<b>\$621,078</b>	<b>\$637,111</b>	<b>\$21,067</b>
Personnel Costs	\$182,889	\$193,649	\$187,865	\$190,336	(\$3,313)
Operating Expenses	\$273,200	\$403,099	\$364,771	\$431,135	\$28,036
Interdept. Charges	\$10,947	\$19,296	\$18,411	\$15,640	(\$3,656)
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$467,036</b>	<b>\$616,044</b>	<b>\$571,047</b>	<b>\$637,111</b>	<b>\$21,067</b>
Rev. Over (Under) Exp.	\$80,786	-	\$50,031	-	-



**Program Highlights**

General Government revenues overall are budgeted to increase \$31,388 due to the Federal Older Americans Act Title IIIB Supportive Services allocated funding increase of \$26,881 from \$158,512 to \$185,393, and Title III E Family Caregiver allocated funding increase of \$4,507 from \$59,698 to \$64,205. Other revenues are budgeted to increase due to a projected net increase in general and client donations of \$775. Property Tax Levy is reduced in this program and is used in other ADRC programs as the result of increases in general government revenues.

Personnel costs overall net a reduction of \$3,313 resulting from a lower cost employee health insurance selection partially offset by salaries and benefits continuation costs for the 2.70 FTEs allocated to this program.

Operating expenses overall are budgeted to increase \$28,036 due primarily to a net budgeted increase of \$26,356 in contracted services, including a budgeted increase of \$9,016 in continuing contracted Federal and state program services, and a budgeted increase of \$17,340 for contracted Federal Older Americans Act funded community health coordination services. Additionally, household care/homemaker expenses are budgeted to increase by \$2,962, personal care/respite services are budgeted to increase by \$2,417, promotional expenses are budgeted to increase by \$2,000 and printing expenses are budgeted to increase by \$1,551. These increases are partially offset by budgeted decreases of \$5,296 in adult day care services, \$1,916 in mileage reimbursement, and a net decrease of \$38 in other operating expenses reflecting lower prior year actual spending levels.

Interdepartmental charges overall is budgeted to decrease \$3,656 due mainly to a budgeted decrease of \$3,258 in End User Technology computer maintenance and support charges assigned to this program budget.



**Activity**

The 2010 projected number of clients increase based on higher participation in health and wellness activities, and caregiver respite services.

<b>Clients Receiving Community Services</b>					
<b>2006 Act.</b>	<b>2007 Act.</b>	<b>2008 Act.</b>	<b>2009 Bud.</b>	<b>2009 Est.</b>	<b>2010 Proj.</b>
904	989	961	928	968	1,015

Transportation Services

County-Wide Key Strategic Outcome: Cost effective services delivered with competence and skill

Program Description

Contracts for accessible specialized transportation services (Shared-Fare Taxi, Shuttle Services, and RideLine) for older people and individuals with disabilities.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>1.64</b>	<b>1.60</b>	<b>1.60</b>	<b>1.60</b>	<b>0.00</b>
General Government	\$734,593	\$743,059	\$750,355	\$754,210	\$11,151
Interdepartmental	\$0	\$0	\$0	\$0	\$0
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$453,194	\$426,208	\$426,208	\$444,033	\$17,825
<b>Total Revenues</b>	<b>\$1,187,787</b>	<b>\$1,169,267</b>	<b>\$1,176,563</b>	<b>\$1,198,243</b>	<b>\$28,976</b>
Personnel Costs	\$108,799	\$111,952	\$112,089	\$113,760	\$1,808
Operating Expenses	\$906,824	\$1,044,171	\$985,341	\$1,073,067	\$28,896
Interdept. Charges	\$8,125	\$13,144	\$13,244	\$11,416	(\$1,728)
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$1,023,748</b>	<b>\$1,169,267</b>	<b>\$1,110,674</b>	<b>\$1,198,243</b>	<b>\$28,976</b>

Rev. Over (Under) Exp.	\$164,039	-	\$65,889	-	-
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Program Highlights

General Government revenues are budgeted to increase based on a projected increase of \$11,151, or 1.5%, in the State of Wisconsin Department of Transportation (WIDOT) grant. The WIDOT grant requires a 20% local cash match or tax levy funding which the county overmatches.

Personnel costs are budgeted to increase \$1,808 due to salaries and benefits continuation costs for the 1.60 FTEs allocated to this program.

Operating expenses are budgeted to increase overall by \$28,896 primarily due to an increase of \$25,816 in Miscellaneous Grants to Communities for support of non-profit Shared-Fare Taxi companies including a budgeted increase of \$23,316 to partially cover Community Development Block Grant (CDBG) funding that is no longer being provided for taxi operating costs; a budgeted increase of about \$2,400 for Shuttle services due primarily to increased one-way trips in Menomonee Falls by nonelderly disabled passengers who began ridership in 2009; and a net budgeted increase of \$1,673 for Shared-Fare Taxi services based on a projected increase in the number and cost of one-way trips for nutrition services in the City of Waukesha due to the consolidated Senior Dining Center initiative partially offset by a budgeted decrease in projected one-way trips for non-nutrition related services in the county. An anticipated 3% vendor rate increase for RideLine Service is almost totally negated by a projected decrease of 500 one-way trips. These budgeted increases are partially offset by a net budgeted decrease of \$1,013 in other operating expenses. Passenger portion of RideLine fares will increase effective January 1, 2009, ranging from \$0.00 to \$0.50 per one-way trip based on income levels/indexed sliding fee scale.

Interdepartmental charges are budgeted to decrease mainly due to a budgeted decrease of \$1,896 in End User Technology computer maintenance and support charges assigned to the ADRC, partially offset by a net budgeted increase of \$168 experienced in other interdepartmental charges.



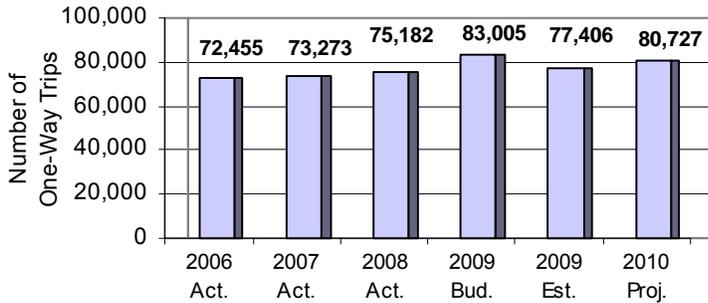
Activity

Net Average Cost Per One-Way Trip						
	2006 Act.	2007 Act.	2008 Act	2009 Bud.	2009 Est.	2010 Proj.
Shared-Fare Taxi	\$4.35	\$4.55	\$4.82	\$5.06	\$4.89	\$5.22
RideLine	\$23.97	\$24.73	\$26.72	\$28.34	\$27.89	\$28.95

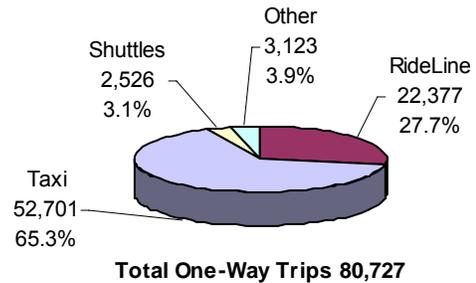


Activity, continued

**Specialized Transportation  
Total One-Way Trips**

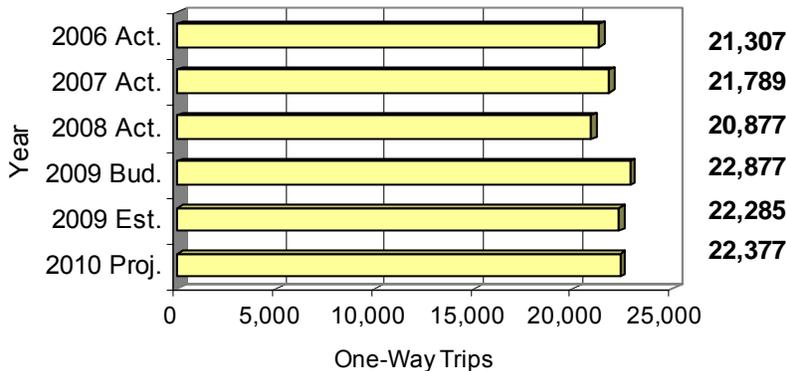


**Specialized Transportation  
Year 2010 Projected One-Way Trips**



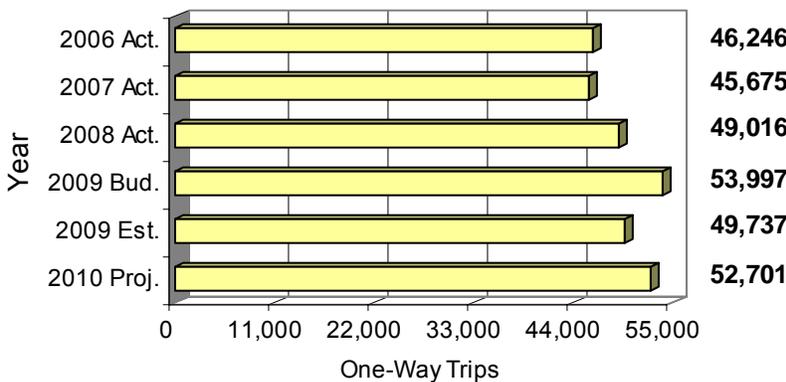
Overall, the 2010 Specialized Transportation Program budget includes a 2.7% decrease of 2,278 one-way trips from the 2009 Budget, but a 4.3% increase of 3,321 one-way trips from the 2009 Estimate, for a total of 80,727.

**RideLine One-Way Trips**



The number of one-way RideLine trips is expected to decrease by 2.2% from 2009 Budget, but increase from the 2009 Estimate by 92 trips or 0.4%, and 1,500 more trips than the 2008 Actual experience with 22,377 one-way trips projected for 2010.

**Shared-Fare Taxi One-Way Trips**



Shared-fare taxi service is expected to decrease by 1,296 one-way trips from the 2009 Budget, but increase by 2,964 one-way trips from the 2009 Estimate; and increase by 3,685 one-way trips from the 2008 Actual. The 2010 projection includes about 1,500 one-way trips for nutrition site service due to the closing of two senior dining centers in the city of Waukesha resulting from the Home Delivered Meals consolidated distribution center initiative.

**County-Wide Key Strategic Outcome: A county that assists at-risk citizens**

**Program Description**

Provides cost effective service intervention for vulnerable adults to ensure their safety and well being, protects them from exploitation and harm, and preserves their maximum level of personal independence.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>8.00</b>	<b>10.00</b>	<b>10.00</b>	<b>11.00</b>	<b>1.00</b>
General Government	\$472,390	\$589,315	\$589,315	\$486,706	(\$102,609)
Charges for Services	\$23,470	\$30,800	\$45,253	\$7,650	(\$23,150)
Other Revenue	\$15,529	\$25,354	\$21,149	\$9,161	(\$16,193)
Appr. Fund Balance	\$0	\$230,000	\$0	\$0	(\$230,000)
<b>County Tax Levy (a)</b>	<b>\$813,847</b>	<b>\$1,404,312</b>	<b>\$1,404,312</b>	<b>\$1,505,406</b>	<b>\$101,094</b>
<b>Total Revenues</b>	<b>\$1,325,236</b>	<b>\$2,279,781</b>	<b>\$2,060,029</b>	<b>\$2,008,923</b>	<b>(\$270,858)</b>
Personnel Costs	\$615,422	\$784,143	\$769,519	\$876,288	\$92,145
Operating Expenses (a)	\$494,899	\$1,410,009	\$1,096,701	\$1,039,068	(\$370,941)
Interdept. Charges (a)	\$71,741	\$85,629	\$86,246	\$93,567	\$7,938
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$1,182,062</b>	<b>\$2,279,781</b>	<b>\$1,952,466</b>	<b>\$2,008,923</b>	<b>(\$270,858)</b>

Rev. Over (Under) Exp.	\$143,174	-	\$107,563	-	-
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(a) Fund Balance in 2009 budget included \$230,000 from General Fund Balance to assist with increased costs anticipated for 25 Waukesha County residents at Clearview Intensive Care Facility for the Mentally Retarded (ICFMR) in Dodge County.



**Program Highlights**

General Government revenues are budgeted to decrease by \$102,609, reflecting the elimination of state Alzheimer's Family and Caregiver Support Program (AFCSP) funding to Family Care counties. General Government revenues are primarily comprised of Community Aids/Basic County Allocation dollars.

Charges for services are budgeted to decrease \$23,150 to \$7,650 reflecting the current downward trend in client fee collections.

Other revenue reduction of \$16,193 reflects discontinuation of social security reimbursement related to clients no longer being served in the Adult Protective Services (APS) unit. Appropriated Fund Balance reduction of \$230,000 reflects a one time general fund balance designated to assist in providing supplemental payments for clients at Clearview, which will not be needed in 2009 as the fiscal stabilization program will not begin until at least the 2<sup>nd</sup> half of 2009. It is anticipated that a carryover authorization and expenditure authority will be requested for this purpose for 2010.

Personnel costs are budgeted to increase by \$92,145. Workload and referrals in the APS unit continue to escalate, reflecting continued demographic trends of the county and the increase in ADRC referrals. To accommodate this trend, and to address increased numbers of referrals involving mental health and AODA issues, a Clinical Therapist budgeted at \$89,690 is reassigned to the APS unit from the Family Services section, increasing the FTEs by 1.00 FTE from 10.00 FTE to 11.0 FTE. Additionally, the personnel costs increase includes salaries and benefits continuation costs. Operating expenses overall are budgeted to decrease \$370,941 primarily represents the elimination of the \$102,609 for Alzheimer Family Support program expenditures, and \$230,000 decrease in expenditure authority relates to the Clearview initiative noted above.

Interdepartmental charges overall are budgeted to increase \$7,938 primarily reflecting increased legal, collections, general/vehicle liability and telephone charge increases totaling \$9,839, partially mitigated by a reduction of \$3,642 in End User Technology computer replacement and support charges.

**Activity**



	2008 Act.	2009 Bud.	2009 Est.	2010 Bud.	Change
Number of Watts Court Ordered Assessment	320	325	330	340	15
Average Caseload Per Dispositional Worker (6)	32	36	39	37	1
Emergency Protective Placements	65	70	70	75	5

**Program Description**

Along with providing overall ADRC management, Administrative Services is responsible for coordinating and providing strategic planning, liaison to Human Resources, data reporting, and operational and fiscal support.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>2.12</b>	<b>1.95</b>	<b>1.95</b>	<b>1.95</b>	<b>0.00</b>
General Government	\$23,832	\$0	\$10,000	\$10,000	\$10,000
Other Revenue	\$202	\$25	\$46	\$25	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$181,821	\$169,190	\$169,190	\$152,104	(\$17,086)
<b>Total Revenues</b>	<b>\$205,855</b>	<b>\$169,215</b>	<b>\$179,236</b>	<b>\$162,129</b>	<b>(\$7,086)</b>
Personnel Costs	\$149,772	\$138,252	\$134,481	\$137,807	(\$445)
Operating Expenses	\$8,932	\$15,536	\$10,421	\$12,097	(\$3,439)
Interdept. Charges	\$10,434	\$15,427	\$13,806	\$12,225	(\$3,202)
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$169,138</b>	<b>\$169,215</b>	<b>\$158,708</b>	<b>\$162,129</b>	<b>(\$7,086)</b>
Rev. Over (Under) Exp.	\$36,717	-	\$20,528	-	-



**Program Highlights**

General Government revenues are budgeted to increase \$10,000 from an increase in the Aging and Disability Resource Center (ADRC) State grant funding allocated to this program. Property Tax Levy is reduced in this program and shifted to other programs due to an increase in general government revenue and lower projected expenditures.

Personnel costs are budgeted to decrease \$445 resulting primarily from a lower cost employee health insurance selection partially offset by salaries and benefits continuation costs for the 1.95 FTEs allocated to this program.

Operating expenses are budgeted to decrease \$3,439 due primarily to lower expenditures of \$1,300 for office supplies, \$950 for printing, \$850 for mileage reimbursements and a net decrease of \$339 in other operating expenses.

Interdepartmental charges are budgeted to decrease \$3,202 primarily due to a decrease of \$2,874 in End User Technology computer maintenance and support charges assigned to the ADRC, and a budgeted decrease of \$800 in postage charges, partially offset by a net budgeted increase of \$472 in other interdepartmental charges.