

Senior Services

Fund Purpose/ Summary

General Fund

(Dept. Name will be changed to the "Aging & Disability Resource Center" (ADRC) effective on 4/1/08)

Fund Purpose

General Fund operations are responsible for planning, providing, and coordinating programs that address the needs of Waukesha County older adults and their caregivers. These programs provide supportive services and opportunities including adult day centers, chore services, community services, emergency intervention, health cost sharing, homemaker services, personal care, respite, specialized transportation, and volunteer services. The General Fund also includes activities as the lead-reporting agency for instances of Elder Abuse and Neglect in Waukesha County. Programs encourage collaboration and coordination of resources, activities, and programs serving older people.

The General Fund is comprised of two organizational areas: Administration, and Program Monitoring and Evaluation.

Financial Summary	2006	2007	2007	2008	Change From 2007	
	Actual (a)	Adopted Budget (a) (b)	Estimate (b)	Budget	Adopted Budget \$	%
Revenues						
General Government	\$861,409	\$965,584	\$1,013,708	\$1,031,225	\$65,641	6.8%
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$3,692	\$6,110	\$4,850	\$4,710	(\$1,400)	-22.9%
Interdepartmental	\$45	\$0	\$0	\$0	\$0	N/A
Other Revenue	\$16,444	\$18,080	\$22,328	\$21,107	\$3,027	16.7%
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0	N/A
County Tax Levy (b)	\$934,378	\$917,891	\$917,891	\$911,504	(\$6,387)	-0.7%
Total Revenues Sources	\$1,815,968	\$1,907,665	\$1,958,777	\$1,968,546	\$60,881	3.2%
Expenditures						
Personnel Costs	\$410,360	\$434,580	\$428,608	\$456,174	\$21,594	5.0%
Operating Expenses	\$1,095,180	\$1,441,316	\$1,293,450	\$1,479,712	\$38,396	2.7%
Interdept. Charges (b)	\$27,160	\$31,769	\$31,191	\$32,660	\$891	2.8%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	N/A
Total Expenditures	\$1,532,700	\$1,907,665	\$1,753,249	\$1,968,546	\$60,881	3.2%
Rev. Over (Under) Exp.	\$283,268	-	\$205,528	-	-	N/A

Position Summary (FTE)

Regular Positions	6.20	6.20	6.20	6.42	0.22
Extra Help	0.48	0.49	0.49	0.12	(0.37)
Overtime	0.02	0.02	0.02	0.02	0.00
Total	6.70	6.71	6.71	6.56	(0.15)

(a) As part of Wisconsin's Long Term Care (LTC) reform initiative, the Aging and Disability Resource Center of Waukesha County (ADRC) is scheduled to begin operation April 1, 2008. The ADRC will integrate functions of the Waukesha County Department of Health and Human Services (DHHS) Long Term Care Division, and staffing from the Economic Support Division with functions from the former Department of Senior Services Information and Assistance, Benefit Specialist, and Case Management programs. Data for 2006 Actuals and 2007 Budget and Estimate are restated from applicable previous years' General Fund programs to the Aging and Disability Resource Center program.

(b) The Tax Levy for 2007 is restated to adjust for the new End User Technology fund (EUTF) method to be comparable to 2008.

Senior Services

Outcomes/ Objectives

General Fund

(Dept. Name will be changed to the "Aging & Disability Resource Center" (ADRC) effective on 4/1/08)

Major Departmental Strategic Outcomes and Objectives for 2008

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

Objective 1: 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:	2006 Actual	2007 Target	2007 Estimate	2008 Target
Positive responses to customer survey regarding quality and customer needs being met.	95.6%	95.0%	95.0%	95.0%

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

Objective 2: Increase availability of 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 the county. Provision of technical support and guidance for service start-up of at least one additional Shared-Fare taxi/shuttle service area will promote 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.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target
Annual potential cost savings				
Mukwonago Shared-Fare Taxi	NA	\$20,560	\$9,724	NA
Muskego Shared-Fare Taxi	NA	NA	NA	\$16,073

Objective 3: 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 number of volunteers and a 3% increase in valuation is an indication of success.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target
Number of volunteers	1,841	1,726	1,841	1,933
Percent increase	6.7%	NA	0.0%	5.0%
Valuation of volunteer hours	\$330,978	\$335,320	\$337,509	\$347,634*
Percent increase	4.8%	NA	2.0%	3.0%

*2008 volunteer valuations of \$9.30/hr and \$12.09/hr are based on Waukesha County 2008 pay ranges for unclassified and semiskilled positions plus a 25% estimated benefit cost factor.

Senior Services

General Fund

Program

(Dept. Name will be changed to the "Aging & Disability Resource Center" (ADRC) effective on 4/1/08)

Community Services

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. Coordinates volunteer opportunities for older adults to serve the community and for individuals and groups in the community to assist older adults.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
Staffing (FTE)	3.04	3.05	3.05	2.80	(0.25)
General Government	\$260,059	\$311,736	\$294,429	\$311,946	\$210
Interdepartmental	\$45	\$0	\$0	\$0	\$0
Charges for Services	\$3,692	\$6,110	\$4,850	\$4,710	(\$1,400)
Other Revenue	\$16,444	\$18,055	\$22,303	\$21,082	\$3,027
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$238,049	\$276,489	\$276,489	\$276,489	\$0
Total Revenues	\$518,289	\$612,390	\$598,071	\$614,227	\$1,837
Personnel Costs	\$181,057	\$192,980	\$190,419	\$193,867	\$887
Operating Expenses	\$289,664	\$407,764	\$360,399	\$408,454	\$690
Interdept. Charges	\$9,280	\$11,646	\$11,380	\$11,906	\$260
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$480,001	\$612,390	\$562,198	\$614,227	\$1,837

Rev. Over (Under) Exp.	\$38,288	-	\$35,873	-	-
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Program Highlights

Beginning in budget year 2008, the Community Services Program includes \$81,000 of Adult Day Care expenditure and Tax Levy funding, which was previously reported separately as its own program. Adult Day Care Program historical data is included in the Community Services Program and Activity tables.

General Government revenue increases by \$210 overall in 2008 Budget is the result of Federal Older Americans Act Title IIIB Supportive Services allocated funding increase of \$410 from \$155,288 to \$155,698, Federal Title IIID Disease Prevention and Health Promotion funding increase of \$116 from \$11,513 to \$11,629, and Federal Title IIIE Family Caregiver allocation funding decrease of \$316 from \$65,188 to \$64,872.

Charges for Services revenue decrease is due to reclassification of client workshop fees as donations, resulting in an increase in Other Revenue. Other Revenue also increases due to projected increases in general client donations for personal care/bathing and respite care services.

Personnel costs increase is due to normal step and merit increases for 2.80 FTE's. Also, temporary extra help is reduced by 0.25 FTE. Operating expenses increase by \$690 as a result of increases of \$9,291 for contracted health screening expenses; \$5,000 for contracted general chore services; \$613 for postage; \$360 for office supplies; and a net increase of \$466 in other operational expenses; partially offset by a decrease of \$6,933 for contracted emergency chore services; and a projected net decrease of \$8,107 for contracted services for conferences, caregiver counseling, and emergency intervention services.

Activity



Clients Receiving Community Services					
2004 Act.	2005 Act.	2006 Act.	2007 Bud.	2007 Est.	2008 Proj.
790	809	904	822	840	874

The number of people served is expected to increase by 52 or 6.3% from the 2007 Budget.

Senior Services

General Fund

Program

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Transportation Services

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

Program Description

Contracts for accessible specialized transportation services for older people and individuals with disabilities.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
Staffing (FTE)	1.76	1.76	1.76	1.64	(0.12)
General Government	\$601,350	\$653,848	\$719,279	\$719,279	\$65,431
Interdepartmental	\$0	\$0	\$0	\$0	\$0
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$541,211	\$481,564	\$481,564	\$453,194	(\$28,370)
Total Revenues	\$1,142,561	\$1,135,412	\$1,200,843	\$1,172,473	\$37,061
Personnel Costs	\$102,389	\$108,272	\$106,881	\$109,708	\$1,436
Operating Expenses	\$792,238	\$1,018,433	\$919,238	\$1,054,196	\$35,763
Interdept. Charges	\$7,507	\$8,707	\$8,363	\$8,569	(\$138)
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$902,134	\$1,135,412	\$1,034,482	\$1,172,473	\$37,061
Rev. Over (Under) Exp.	\$240,427	-	\$166,361	-	-



Program Highlights

A projected 10% increase in the State of Wisconsin Department of Transportation (WIDOT) grant results in additional General Government revenue of \$65,431. The WIDOT grant requires a 20% local cash match or Tax Levy funding which the County significantly overmatches. County Tax Levy is reduced in this program area by \$28,370.

Personnel costs increase is due to normal step and merit increases for the 1.64 FTE allocated to this program. Also, temporary extra help is reduced by 0.12 FTE.

Operating expense increases include a net RideLine cost increase of \$25,225, based on an anticipated 6% vendor price increase; an increase of \$9,653 for Shared-fare taxi operating costs due primarily to anticipated vendor cost increases and the addition of one new Shared-fare taxi area in the city of Muskego, which implements a Department strategic objective of providing cost-effective services; an increase of \$1,714 for shuttle operating costs; and an increase of \$10,000 for miscellaneous grants to communities for non-profit shared-fare taxi/shuttle assistance due to projected start-up of the Muskego senior taxi.

Operating expenses increases are partially offset by a projected decrease of 105 one-way RideLine trips resulting in a net decrease in expenditures budgeted of \$2,777 and a reduction in RideLine Evening and Weekend service of \$11,012 with a projected decrease of 672 one-way trips, from 1,084 to 412 due to lower number of trips used during the pilot program. The projected 412 evening and weekend one-way trips is an actual increase of 212 from the 2007 estimate of 200 one-way trips.

Activity



Net Average Cost Per One-Way Trip						
	2004 Act.	2005 Act.	2006 Act.	2007 Bud.	2007 Est.	2008 Proj.
Shared-Fare Taxi	\$3.96	\$3.90	\$4.35	\$4.53	\$4.51	\$4.72
RideLine	\$22.40	\$23.22	\$23.97	\$25.38	\$24.81	\$26.45

Senior Services

General Fund

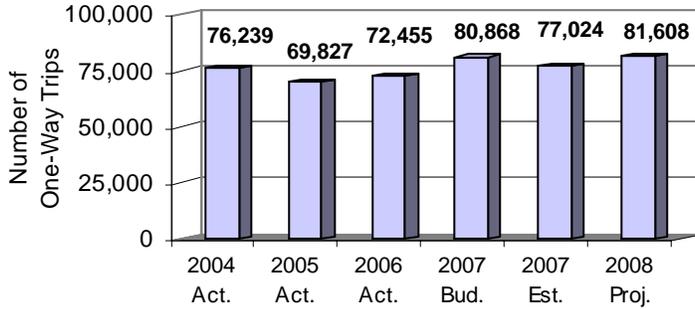
Program

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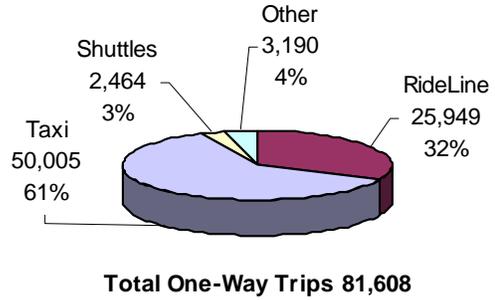


Activity, continued

**Specialized Transportation
Total One-Way Trips**

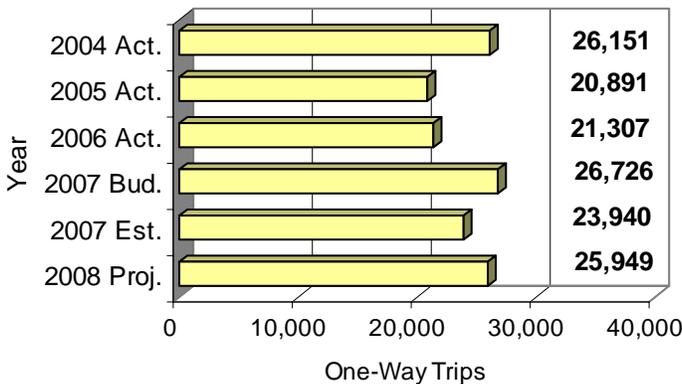


**Specialized Transportation
Year 2008 Projected One-Way Trips**



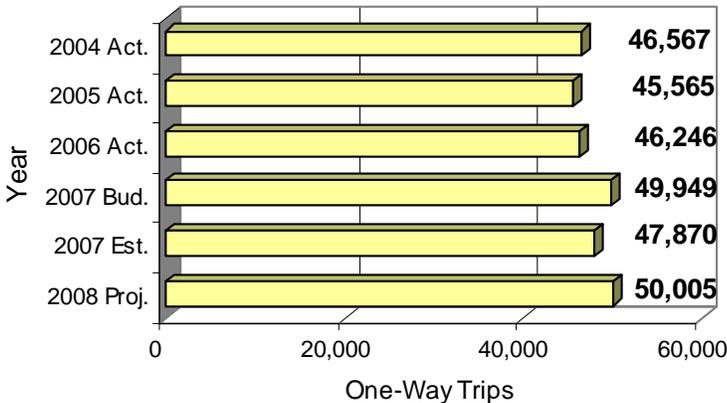
Overall Specialized Transportation Program budget provides for an increase of 740 to 81,608 one-way trips or 0.9% from the 2007 budget projected for 2008. This is an increase of 9,153 one-way trips from the 2006 actual level and an increase of 4,584 one-way trips or 6% from the 2007 estimate.

RideLine One-Way Trips



The number of one-way RideLine trips in 2008 is expected to increase by 4,642 from the 2006 Actual and increase by 2,009 from the 2007 Estimate.

Shared-Fare Taxi One-Way Trips



Shared-fare taxi service is expected to increase by 56 one-way trips from the 2007 Budget and increase by 2,135 one-way trips from the 2007 Estimate and increase by 3,759 one-way trips from the 2006 Actual. Increases in shared-fare taxi service reflect the Department's strategic objective of one additional Shared-fare taxi area.

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General Fund

Program

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Administrative Services

Program Description

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

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
Staffing (FTE)	1.90	1.90	1.90	2.12	0.22
General Government	\$0	\$0	\$0	\$0	\$0
Other Revenue	\$0	\$25	\$25	\$25	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$155,118	\$159,838	\$159,838	\$181,821	\$21,983
Total Revenues	\$155,118	\$159,863	\$159,863	\$181,846	\$21,983
Personnel Costs	\$126,914	\$133,328	\$131,308	\$152,599	\$19,271
Operating Expenses	\$13,278	\$15,119	\$13,813	\$17,062	\$1,943
Interdept. Charges	\$10,373	\$11,416	\$11,448	\$12,185	\$769
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$150,565	\$159,863	\$156,569	\$181,846	\$21,983
Rev. Over (Under) Exp.	\$4,553	-	\$3,294	-	-



Program Highlights

Personnel costs increase of \$19,271 is primarily due to the transfer in of 0.20 FTE from Benefit Specialist Program, and 0.17 FTE from Information and Assistance Program; partially offset by a 0.15 FTE transfer to the Aging and Disability Resource Center (ADRC) program fund. Remaining Personnel costs increase is due to normal wage step and merit increases for the positions allocated to this cost center. Operating expenses increase primarily due to an increase in office supplies.