

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

**Statement of Purpose**

The Aging and Disability Resource Center (ADRC) of Waukesha County is committed to serving adults and their families with issues of aging and disability through provision of information, assistance, education, services, support, and opportunities to promote independence and improve quality of life, while offering choices to the consumer. Programs affirm the rights, dignity, and value of individuals served while limiting the risk experienced by those most vulnerable.

Financial Summary	2006	2007	2007	2008	Change From 2007	
	Actual	Adopted Budget	Estimate	Budget	Adopted Budget	
					\$	%
<b>Aging &amp; Disability Resource Center (c)</b>						
Revenues (a)	\$230,950	\$195,046	\$195,008	\$1,806,841	\$1,611,795	826.4%
County Tax Levy	\$343,893	\$349,624	\$349,624	\$249,953	(\$99,671)	-28.5%
Expenditures	\$502,606	\$544,670	\$529,757	\$2,056,794	\$1,512,124	277.6%
Rev. Over (Under) Exp.	\$72,237	-	\$14,875	-	-	N/A
<b>General Fund</b>						
Revenues	\$881,590	\$989,774	\$1,040,886	\$1,057,042	\$67,268	6.8%
County Tax Levy	\$934,378	\$917,891	\$917,891	\$911,504	(\$6,387)	-0.7%
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
<b>Nutrition Fund</b>						
Revenues (b)	\$996,638	\$969,661	\$997,109	\$993,362	\$23,701	2.4%
County Tax Levy	\$184,187	\$212,390	\$212,390	\$212,390	\$0	0.0%
Expenditures	\$1,124,915	\$1,182,051	\$1,152,301	\$1,205,752	\$23,701	2.0%
Rev. Over (Under) Exp.	\$55,910	-	\$57,198	-	-	N/A
<b>Total All Funds</b>						
Revenues (a) (b)	\$2,109,178	\$2,154,481	\$2,233,003	\$3,857,245	\$1,702,764	79.0%
County Tax Levy	\$1,462,458	\$1,479,905	\$1,479,905	\$1,373,847	(\$106,058)	-7.2%
Expenditures	\$3,160,221	\$3,634,386	\$3,435,307	\$5,231,092	\$1,596,706	43.9%
Rev. Over (Under) Exp.	\$411,415	-	\$277,601	-	-	N/A

**Position Summary (FTE)**

Regular Positions	19.91	19.91	19.91	28.89	8.98
Extra Help	3.64	3.63	3.63	3.22	-0.41
Overtime	0.19	0.15	0.16	0.13	-0.02
Total	23.74	23.69	23.70	32.24	8.55

(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.

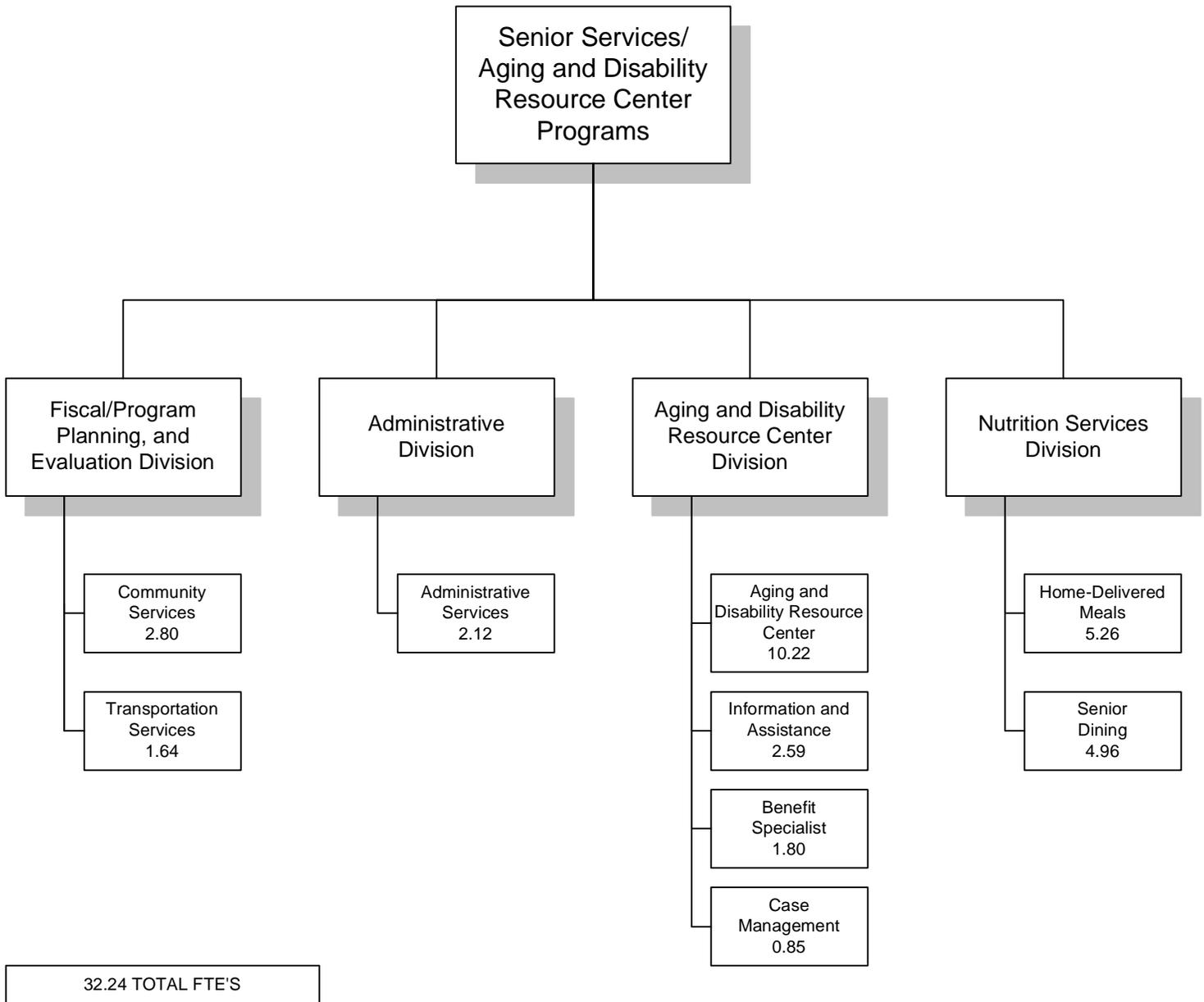
(b) Includes General Fund balance appropriations of \$2,076 in the 2006 Actual for one-time items.

(c) Includes Nutrition fund balance appropriations of \$2,800 in the 2007 Adopted Budget and \$6,856 in the 2008 Budget for one-time expenditure items.

# DEPARTMENT OF SENIOR SERVICES

(Department name will change to the Aging and Disability Resource Center (ADRC) on 4/1/08)

## FUNCTION / PROGRAM CHART



1. Position counts stated in terms of budgeted full time equivalent positions (FTE) includes extra help and overtime.
2. See Stats/Trends Section for position detail.

# Aging & Disability Resource Center Fund

## Aging & Disability Resource Center Fund Purpose/Summary

(Senior Services name will be changed to the "Aging & Disability Resource Center" (ADRC) effective on 4/1/08)

### Fund Purpose

Aging and Disability Resource Center (ADRC) fund operations provide the public with accurate, unbiased information on all aspects of life related to aging or living with a disability. Core services include: information, referral, assistance, long-term care financial and functional eligibility, long-term care options counseling, short-term case management, elderly and disability benefits counseling, prevention, early intervention, health promotion, outreach/marketing, advocacy, and emergency referrals for older adults, individuals with disabilities age 18 and above, and their families. The ADRC honors choice, supports dignity, and maximizes independence.

Financial Summary	2006	2007	2007	2008	Change From 2007	
	Actual (a)	Adopted Budget (a)	Estimate (a)	Budget	Adopted Budget \$	%
General Government	\$228,687	\$194,796	\$194,833	\$1,806,641	\$1,611,845	827.5%
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$0	\$0	\$0	\$0	\$0	N/A
Interdepartmental	\$0	\$0	\$0	\$0	\$0	N/A
Other Revenue	\$187	\$250	\$175	\$200	(\$50)	-20.0%
Appr. Fund Balance	\$2,076	\$0	\$0	\$0	\$0	N/A
<b>County Tax Levy (b)</b>	<b>\$343,893</b>	<b>\$349,624</b>	<b>\$349,624</b>	<b>\$249,953</b>	<b>(\$99,671)</b>	<b>-28.5%</b>
<b>Total Revenue Sources</b>	<b>\$574,843</b>	<b>\$544,670</b>	<b>\$544,632</b>	<b>\$2,056,794</b>	<b>\$1,512,124</b>	<b>277.6%</b>
Personnel Costs	\$405,007	\$438,941	\$430,895	\$1,172,994	\$734,053	167.2%
Operating Expenses	\$67,263	\$67,988	\$63,848	\$632,125	\$564,137	829.8%
Interdept. Charges	\$30,336	\$37,741	\$35,014	\$251,675	\$213,934	566.8%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	N/A
<b>Total Expenditures</b>	<b>\$502,606</b>	<b>\$544,670</b>	<b>\$529,757</b>	<b>\$2,056,794</b>	<b>\$1,512,124</b>	<b>277.6%</b>
Rev. Over (Under) Exp.	\$72,237	-	\$14,875	-	-	N/A

### Position Summary (FTE)

Regular Positions	6.10	6.10	6.10	14.91	8.81
Extra Help	0.44	0.44	0.44	0.44	0.00
Overtime	0.16	0.12	0.13	0.11	-0.01
<b>Total</b>	<b>6.70</b>	<b>6.66</b>	<b>6.67</b>	<b>15.46</b>	<b>8.80</b>

(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 certain 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.

(b) For the 2008 Budget, County Tax Levy for the ADRC has been transferred into the Aging and Disability Resource Center Fund from previous Department of Senior Services General Fund programs. There was no increase in County Tax Levy resulting from the implementation of the ADRC.

# Aging & Disability Resource Center Outcomes/ Aging & Disability Resource Center Fund Objectives/Achievements

(Senior Services 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: Through the Aging and Disability Resource Center (ADRC), provide knowledgeable, timely responses to requests for general and benefit information and assistance that meet customers' needs. (ADRC, Benefit Specialist, and Information and Assistance)

Key Outcome Indicator: Percent of positive responses to customer survey. Positive feedback on meeting customer needs is an indication of successful implementation of an ADRC, and of provision of quality service. Based on program history, a department standard of 95% positive response is an indicator of success for established programs and 80% positive response is an indicator of success for new programs.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target	2009 Target
Positive responses to customer survey.					
Benefit Specialist	95.6%	95.0%	95.0%	95.0%	95.0%
Information & Assistance	NA	NA	NA	95.0%	95.0%
ADRC	NA	NA	NA	NA	80.0%

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

Objective 2: Coordinate services that promote client independence and ability to remain living safely in their home. (Case Management)

Key Outcome Indicator: Percent of positive responses to customer survey above department standard of 95%. Service referrals are made to help keep at-risk, older adults safely in their homes. Positive feedback from clients on services that improve their quality of life and help them to remain living in their homes is an indication of a county that assists at-risk citizens.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target
Positive customer responses to survey on remaining in home and usefulness of service.	96.9%	95.0%	96.6%	95.0%

**County-Wide Key Strategic Outcome: A well planned county**

Objective 3: Implement an Aging and Disability Resource Center (ADRC) in Waukesha County by 4/1/2008 through collaboration with county and community partners to provide a coordinated entry point for information and services for older adults and individuals with disabilities. (ADRC)

Key Outcome Indicator: The implementation of a resource center providing a single coordinated point of entry for aging and disability services is an indication of a well-planned county. Indicators of success include: 1) opening the ADRC; and 2) meeting the required timeframes for completion of service referrals at a 90% rate in the first year.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target	2009 Target
Completion of service referrals	NA	NA	NA	90.0%	95.0%

Objective 4: With Department of Health and Human Services, plan for the orderly transition of current county provided Long Term Care (LTC) services to a managed care (CMO) entity beginning in July of 2008 with minimal disruption to consumers. Eliminate the wait list by July 2010. (ADRC)

Key Outcome Indicator: The orderly transition of clients to a managed care entity and the elimination of wait lists are indications of a well-planned county. Evidence of success include: 1) Current LTC clients are transitioned to CMO by 12/31/08 or six months after the implementation of start-up of CMO. 2) Wait list clients will be transitioned to CMO by July 2010, or 24 months after implementation of start-up of the CMO. 3) Transition results provided at tax levy neutral or cost savings to Waukesha County.

Performance Measure:	2006 Actual	2007 Target	2007 Estimate	2008 Target	2009 Target
Complete transition of current LTC clients to CMO.	NA	NA	NA	100.0%	NA
Percent of clients off wait list	NA	NA	NA	NA	75.0%

# Aging & Disability Resource Center Program

## Aging & Disability Resource Center Fund

(Senior Services name will be changed to the "Aging & Disability Resource Center" (ADRC) effective on 4/1/08)

## Aging & Disability Resource Center

**County-Wide Key Strategic Outcome: A well planned county**

### Program Description

Provides a centralized place for the public to get accurate, unbiased information on all aspects of life related to aging or living with a disability. Services include: information, referral, assistance, long-term care financial and functional eligibility, long-term care options counseling, short-term case management, prevention/early intervention, health promotion, outreach/marketing, advocacy, and emergency referrals.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>10.22</b>	<b>10.22</b>
General Government	\$0	\$0	\$0	\$1,479,445	\$1,479,445
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$0	\$0	\$0	\$0	\$0
<b>Total Revenues</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,479,445</b>	<b>\$1,479,445</b>
Personnel Costs	\$0	\$0	\$0	\$821,862	\$821,862
Operating Expenses	\$0	\$0	\$0	\$436,032	\$436,032
Interdept. Charges	\$0	\$0	\$0	\$221,551	\$221,551
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,479,445</b>	<b>\$1,479,445</b>

Rev. Over (Under) Exp.	-	-	-	-	-
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### Program Highlights

General Government Revenue of \$1,479,445 is from state Aging and Disability Resource Center (ADRC) grant. There is no tax levy in the 2008 Budget for the ADRC program.

Personnel costs include 10.22 FTE positions, of which 7.48 FTE positions are transferred from Waukesha County Department of Health and Human Services; 1.99 FTE positions are transferred from the former Waukesha County Department of Senior Services; and a 0.75 FTE Clerk Typist I position is new, beginning April 1, 2008. Estimated Operating expenses primarily include \$246,818 in contracted services; \$56,359 for new program start-up supplies and expenses; \$37,618 for mileage reimbursement; \$32,246 for staff training; \$29,890 for licensing costs with the state of Wisconsin for the Synergy Beacon Information and Referral software system; \$17,175 for printing; \$10,000 for outreach; \$3,125 for books, publications and subscriptions; \$1,667 for computer and telephone equipment; and \$1,133 for professional association dues. In addition to normally assigned program charges, Interdepartmental charges also include \$95,000 for building renovation costs to combine ADRC functions in one location, \$49,000 for computer systems costs including interfacing costs, \$22,660 for postage, \$20,000 for County indirect administrative overhead charges, and \$5,614 in telephone related charges.



### Activity

The ADRC has planned a variety of activities to provide customers with appropriate choices to meet their long-term care needs. Initial activities include information and referral, long-term care options counseling and conducting financial and functional eligibility screens. Activity for start-up year of 2008 is 50% of a full year's activity.

	2005 Act	2006 Act	2007 Est.	2008 Proj.
Information & Assistance Contacts	NA	NA	NA	10,700
Long-Term Care Options Counseling Contacts	NA	NA	NA	2,620
Functional Screens	NA	NA	NA	485

# Aging & Disability Resource Center Program

## Aging & Disability Resource Center Fund

(Senior Services name will be changed to the "Aging & Disability Resource Center" (ADRC) effective on 4/1/08)

### Benefit Specialist

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

### Program Description

Provides counseling, support, and options to older adults and adults with disabilities in areas related to elder and disability rights, income maintenance, housing, surrogate decision making, consumer/financial issues, legal and benefit problems, health care financing, and reverse mortgage.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>1.31</b>	<b>1.31</b>	<b>1.32</b>	<b>1.80</b>	<b>0.49</b>
General Government	\$81,216	\$50,745	\$54,652	\$170,505	\$119,760
Other Revenue - Donations	\$187	\$250	\$175	\$200	(\$50)
Appr. Fund Balance (a)	\$1,356	\$0	\$0	\$0	\$0
County Tax Levy	\$46,586	\$55,321	\$55,321	\$102,283	\$46,962
<b>Total Revenues</b>	<b>\$129,345</b>	<b>\$106,316</b>	<b>\$110,148</b>	<b>\$272,988</b>	<b>\$166,672</b>
Personnel Costs	\$93,080	\$95,100	\$97,582	\$134,520	\$39,420
Operating Expenses	\$15,419	\$3,880	\$4,364	\$127,511	\$123,631
Interdept. Charges	\$6,067	\$7,336	\$7,347	\$10,957	\$3,621
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$114,566</b>	<b>\$106,316</b>	<b>\$109,293</b>	<b>\$272,988</b>	<b>\$166,672</b>

Rev. Over (Under) Exp.	\$14,779	-	\$855	-	-
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(a) Appropriated fund balance for 2006 Actual includes carry-over of \$1,356 from 2005 Medicare Part D grant funding.



### Program Highlights

General Government revenue estimate includes Federal Older Americans Act funding of \$17,307 in Title IIIB Supportive Services; State Elderly Benefit Specialist Services funding of \$33,438, and \$119,760 in Aging and Disability Resource Center (ADRC) state grant funding. County Tax Levy of \$102,283 includes an additional \$46,962, which is shifted to this program from the Information and Assistance program.

Personnel costs include 1.05 FTE Elderly Benefits Specialist and 0.75 FTE for a new Elderly Benefits Specialist, which will begin April 1, 2008. Personnel costs include \$4,000 in projected overtime costs. Operating expenses are normal operational needs for the program. Major expense areas include \$105,276 for contracted Disability Benefit Specialist services, \$5,500 for work assigned travel, \$5,100 for conference and training costs, \$3,400 printing/copying costs, \$3,290 for three desktop computers, \$2,900 for program supplies, and \$1,435 for three ergonomic chairs. Interdepartmental charges include normal assigned program charges, as well as \$3,160 in telephone and \$1,810 in postage related costs.

### Activity

Elderly benefits counseling activity will be available for a full year in 2008. Disability benefits counseling will begin on April 1, 2008. Start-up for the disability benefits counseling is 50% of a full year's activity.

	2005 Act	2006 Act	2007 Est.	2008 Proj.
Elderly Benefits Counseling Contacts	NA	NA	NA	1,234
Disability Benefits Counseling Contacts	NA	NA	NA	677

### Activity

Benefit cases for older adults vary in complexity and time. Changes in participant insurance options in 2005 and 2006 resulted in increases in monetary impact of benefit awards. Caseload was impacted by Medicare Part D prescription drug assistance program during 2005 and 2006.

	2005 Act.	2006 Act.	2007 Est.
<b>Standard Benefit Cases</b>			
Number of Cases	255	343	250
Number of Clients	199	253	150
Presentation Attendees	87	258	150
Monetary Impact of Benefits	\$1,500,848	\$2,614,071	\$1,500,000
<b>Medicare Part D Cases</b>			
Number of Cases/Clients	58	318	NA
Presentation Attendees	2,714	NA	NA



# Aging & Disability Resource Center Program

## Aging & Disability Resource Center Fund

(Senior Services name will be changed to the "Aging & Disability Resource Center" (ADRC) effective on 4/1/08)

### Information and Assistance

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

#### Program Description

Provides assistance regarding available resources and service options that empower older adults, caregivers, and the community to make informed choices. Entry point for accessing services and filing reports of elder abuse/neglect.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>3.84</b>	<b>3.82</b>	<b>3.82</b>	<b>2.59</b>	<b>(1.23)</b>
General Government	\$110,991	\$115,071	\$112,729	\$127,587	\$12,516
Charges for Services	\$0	\$0	\$0	\$0	\$0
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
<b>County Tax Levy</b>	<b>\$191,698</b>	<b>\$190,221</b>	<b>\$190,221</b>	<b>\$86,065</b>	<b>(\$104,156)</b>
<b>Total Revenues</b>	<b>\$302,689</b>	<b>\$305,292</b>	<b>\$302,950</b>	<b>\$213,652</b>	<b>(\$91,640)</b>
Personnel Costs	\$210,850	\$231,178	\$224,765	\$147,991	(\$83,187)
Operating Expenses	\$43,824	\$53,608	\$49,664	\$52,381	(\$1,227)
Interdept. Charges	\$14,798	\$20,506	\$18,142	\$13,280	(\$7,226)
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$269,472</b>	<b>\$305,292</b>	<b>\$292,571</b>	<b>\$213,652</b>	<b>(\$91,640)</b>

Rev. Over (Under) Exp.	\$33,217	-	\$10,379	-	-
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#### Program Highlights

Beginning in 2008, the Information and Assistance program includes costs related to Federal Older Americans Act and tax levy related expenditures. All other Information and Assistance revenues and expenditures are included in the Aging and Disability Resource Center (ADRC) program 2008 Budget.

General Government revenue increased by \$12,516 due to an increase in program allocation of Federal Older Americans Act Title IIIB Supportive Services funding of \$6,638 from \$54,022 to \$60,660, and Title III E Family Caregiver funding of \$5,878 from \$61,049 to \$66,927. Revenue increase is offset by County Tax Levy decrease in this program of \$104,156. Of this amount, \$46,962 was transferred to the Aging and Disability Resource Center Benefit Specialist program fund.

Personnel costs decrease is due to transfer of 1.06 FTE to the ADRC program fund; 0.16 FTE to General Fund programs and 0.10 FTE to the Nutrition HDM program fund based on job responsibilities. Personnel costs for Information & Assistance include \$2,000 in projected overtime costs.

Operating expenses for Information and Assistance increased by \$3,108, primarily due to an increase of \$1,908 for additional battery operated medication dispensers in the Federal Title III E Family Caregiver program, and an increase of \$556 for office supplies. Operating expenses increase is offset primarily by a decrease of \$4,779 for transfer of Operating expenses to the ADRC for related functions.

Decrease in Interdepartmental charges of \$7,226 is primarily due to transfer of these charges to the ADRC program for related functions.

#### Activity

A variety of activities meet the needs of older adults and caregivers. Additional activities focused on caregivers will increase the number of people reached through presentations and informational displays.



	2004 Act.	2005 Act	2006 Act	2007 Est.	2008 Proj.
Caregiver Library Items Used	2,471	2,901	2,907	2,997	3,027
Newsletter Distribution	1,806	2,378	3,992	3,712	4,712
Senior Sources Distribution	7,500	8,200	9,000	8,333	8,333
Presentation/Display Audience	1,398	1,223	1,516	1,675	1,700

# Aging & Disability Resource Center Program

## Aging & Disability Resource Center Fund

(Senior Services name will be changed to the "Aging & Disability Resource Center" (ADRC) effective on 4/1/08)

## Case Management

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

### Program Description

Provides needs assessments, service referrals, counseling, and support to older adults and caregivers for Federal Older Americans Act and tax levy related services.

	2006 Actual	2007 Budget	2007 Estimate	2008 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>1.55</b>	<b>1.53</b>	<b>1.53</b>	<b>0.85</b>	<b>(0.68)</b>
General Government	\$36,480	\$28,980	\$27,452	\$29,104	\$124
Charges for Services	\$0	\$0	\$0	\$0	\$0
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$720	\$0	\$0	\$0	\$0
<b>County Tax Levy(Credit)</b>	<b>\$105,609</b>	<b>\$104,082</b>	<b>\$104,082</b>	<b>\$61,605</b>	<b>(\$42,477)</b>
<b>Total Revenues</b>	<b>\$142,809</b>	<b>\$133,062</b>	<b>\$131,534</b>	<b>\$90,709</b>	<b>(\$42,353)</b>
Personnel Costs	\$101,077	\$112,663	\$108,548	\$68,621	(\$44,042)
Operating Expenses	\$8,020	\$10,500	\$9,820	\$16,201	\$5,701
Interdept. Charges	\$9,471	\$9,899	\$9,525	\$5,887	(\$4,012)
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$118,568</b>	<b>\$133,062</b>	<b>\$127,893</b>	<b>\$90,709</b>	<b>(\$42,353)</b>

Rev. Over (Under) Exp.	\$24,241	-	\$3,641	-	-
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Note: Appropriated Fund Balance for 2006 Actual includes carry-over of \$720 from 2005 for Synergy/SAMS software upgrade.



### Program Highlights

General Government increase in 2008 budget is the result of Federal Older Americans Act Title IIIB Supportive Services allocated funding increase of \$38 from \$20,172 to \$20,210, and Federal Older Americans Act Title IIIE allocated funding increase of \$86 from \$8,808 to \$8,894. County Tax Levy in this program decreases \$42,477 due to transfer of related FTEs to the Aging and Disability Resource Center (ADRC) program and funding of associated Personnel costs by the ADRC grant.

Personnel costs for this program increased due to normal step and merit increases for the FTE allocated to this program, offset by the transfer of 0.68 FTE to ADRC program and 0.05 FTE to the Nutrition Fund Home Delivered Meals program, resulting in a total \$44,042 Personnel costs decrease. Operating expenses increased by \$7,010 for software maintenance expenses for accessing the web-based Synergy/SAMS software used for case management and service tracking. This increase in Operating expenses is offset by a \$1,109 decrease in mileage reimbursement, and a \$200 decrease in tuition and registration charges. Interdepartmental charges decrease of \$4,012 is due primarily to a \$4,040 transfer of expenses to the ADRC for related functions.



### Activity

Case management may include: discussion of multiple issues; assessment and establishing of a care plan only; or individual/group counseling of an older adult and/or caregivers. Clients may receive more than one type of contact. Number of people receiving multiple issues contacts is projected to decrease in 2008 due to eligibility of some clients for ADRC/Care Management Organization services.

<b>Number of People Receiving Case Management Service</b>					
	2004 Act.	2005 Act.	2006 Act.	2007 Est.	2008 Proj.
Multiple issues contacts	709	808	949	952	804
Single issue assessment contacts	380	391	338	345	348
Counseling session only	115	71	24	75	75
<b>Total</b>	<b>1,204</b>	<b>1,270</b>	<b>1,311</b>	<b>1,372</b>	<b>1,227</b>