

Aging and Disability Resource Center

General Fund Fund Purpose/Summary

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, contracted 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	2007	2008	2008	2009	Change From 2008	
	Actual (a)	Adopted Budget	Estimate	Budget	Adopted Budget	
					\$	%
Revenues						
General Government	\$1,016,131	\$1,031,225	\$1,018,116	\$1,052,431	\$21,206	2.1%
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$5,079	\$4,710	\$4,674	\$4,684	(\$26)	-0.6%
Interdepartmental	\$0	\$0	\$0	\$0	\$0	N/A
Other Revenue	\$21,692	\$21,107	\$19,254	\$21,006	(\$101)	-0.5%
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0	N/A
County Tax Levy (b)	\$917,159	\$911,504	\$911,504	\$876,405	(\$35,099)	-3.9%
Total Revenues Sources	\$1,960,061	\$1,968,546	\$1,953,548	\$1,954,526	(\$14,020)	-0.7%
Expenditures						
Personnel Costs	\$428,056	\$456,174	\$453,381	\$443,853	(\$12,321)	-2.7%
Operating Expenses	\$1,186,230	\$1,479,712	\$1,335,432	\$1,462,806	(\$16,906)	-1.1%
Interdept. Charges (b)	\$27,375	\$32,660	\$30,514	\$47,867	\$15,207	46.6%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	N/A
Total Expenditures	\$1,641,661	\$1,968,546	\$1,819,327	\$1,954,526	(\$14,020)	-0.7%
Rev. Over (Under) Exp.	\$318,400	-	\$134,221	-	-	N/A

Position Summary (FTE)

Regular Positions	6.20	6.42	6.42	6.25	(0.17)
Extra Help	0.49	0.12	0.12	0.00	(0.12)
Overtime	0.02	0.02	0.01	0.00	(0.02)
Total	6.71	6.56	6.55	6.25	(0.31)

(a) As part of Wisconsin's Long Term Care (LTC) reform initiative, the Aging and Disability Resource Center of Waukesha County (ADRC) began operation April 1, 2008. The ADRC integrated certain functions of the Waukesha County Department of Health and Human Services (DHHS) Long Term Care Division with functions from the former Department of Senior Services Information and Assistance, Benefit Specialist, and Case Management programs. For budget comparison purposes, data for the 2007 Actuals is restated for the General Fund programs shifted to the Aging and Disability Resource Center program.

(b) End User Technology Fund covers the phasing in of full cost allocations for the new charging method to better reflect technology resources being used by departments, as recommended by Internal Audit.

General Fund

Major Departmental Strategic Outcomes and Objectives for 2009

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:	2007 Actual	2008 Target	2008 Estimate	2009 Target
Positive responses to customer survey regarding quality and customer needs being met.	97.2%	95.0%	96.1%	96.0%

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 older people and people with disabilities in 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. Positive Shared-Fare taxi customer feedback on maintaining independence indicates quality service.

Performance Measure:	2007 Actual	2008 Target	2008 Estimate	2009 Target
Annual potential cost savings (a)				
Mukwonago Shared-Fare Taxi	\$3,276	NA	NA	NA
Muskego Shared-Fare Taxi	NA	\$16,073	\$10,588	NA
Third Waukesha Shared-Fare Taxi (no RideLine impact)	NA	NA	Start-up Only	NA
Positive customer feedback on maintaining independence using the Specialized Transportation Program.	96.3%	95.0%	93.7%	95.0%

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

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:	2007 Actual	2008 Target	2008 Estimate	2009 Target
Number of volunteers	1,433	1,933	1,505	1,580
Percent increase/decrease (-)	-22.2%	5.0%	5.0%	5.0%**
Valuation of volunteer hours	\$340,253	\$347,634	\$350,461	\$360,974*
Percent increase	2.8%	3.0%	3.0%	3.0%**

*2009 volunteer valuations of \$9.49/hr and \$12.33/hr are based on Waukesha County 2009 pay ranges for unclassified and semi-skilled positions plus a 25% estimated benefit cost factor.

**Percentages based on the 2008 Estimate. The change from 2008 target reflects an 18.26% decrease in the number of volunteers and is a 3.84% increase in the valuation of volunteer hours.

Objective 4: The Departments of Health and Human Service, Aging and Disability Resource Center, and Veteran Services will explore organizational and service efficiencies, enhancements, and alignments that might be achieved as a result of their co-location in the Human Services Center. The departments will report their recommendations and findings to the County Executive in the second quarter of 2009, for consideration in developing the 2010 Budget.

Aging & Disability Resource Center

General Fund

Program

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. 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.

	2007 Actual	2008 Budget	2008 Estimate	2009 Budget	Budget Change
Staffing (FTE)	2.70	2.80	2.79	2.70	(0.10)
General Government	\$296,852	\$311,946	\$283,523	\$309,372	(\$2,574)
Interdepartmental	\$0	\$0	\$0	\$0	\$0
Charges for Services	\$5,079	\$4,710	\$4,674	\$4,684	(\$26)
Other Revenue	\$21,667	\$21,082	\$19,229	\$20,981	(\$101)
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$275,402	\$276,489	\$276,489	\$281,007	\$4,518
Total Revenues	\$599,000	\$614,227	\$583,915	\$616,044	\$1,817
Personnel Costs	\$189,356	\$193,867	\$191,777	\$193,649	(\$218)
Operating Expenses	\$327,049	\$408,454	\$341,605	\$403,099	(\$5,355)
Interdept. Charges	\$9,086	\$11,906	\$10,999	\$19,296	\$7,390
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$525,491	\$614,227	\$544,381	\$616,044	\$1,817
Rev. Over (Under) Exp.	\$73,509	-	\$39,534	-	-



Program Highlights

General Government revenue overall decrease of \$2,574 is the result of Federal Older Americans Act Title III E Family Caregiver allocated funding decrease of \$5,174 from \$64,872 to \$59,698 and Federal Older Americans Act Title III D Disease Prevention and Health Promotion allocated funding decrease of \$214 from \$11,629 to \$11,415, partially offset by Federal Older Americans Act Title III B Supportive Services allocated funding increase of \$2,814, from \$155,698 to \$158,512. Property Tax Levy for this program is increased by \$4,518 to \$281,007.

Personnel costs overall decrease of \$218 due to normal step and merit increases for 2.70 FTEs, offset by eliminating projected overtime and temporary extra help expenditures from a total of \$2,859 to \$0.

Operating expenses decrease by \$5,355 due to a reduction of \$2,868 in contracted Federal Older Americans Act and State Seniors Project Funded program services; a decrease of \$1,303 in supplies, postage and publications; a decrease of \$1,025 in travel, training and miscellaneous expenses; and a decrease of \$1,208 in printing, legal notice, and financial costs. This is partially offset by an estimated increase of \$1,049 in mileage reimbursement costs.

Interdepartmental charges increase is due primarily to an increase of \$7,880 in End User Technology Computer Maintenance charges assigned to the department, from \$5,016 to \$12,896.



Activity

Health and Wellness activities, which began in 2007, increased the number of elderly adult clients receiving community services. An increase of 54 in 2009 from 2008 Budget level is based on clients transitioning to Managed Care Organizations.

Clients Receiving Community Services					
2005 Act.	2006 Act.	2007 Act.	2008 Bud.	2008 Est.	2009 Proj.
809	904	989	874	934	928

Aging & Disability Resource Center

General Fund

Program

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.

	2007 Actual	2008 Budget	2008 Estimate	2009 Budget	Budget Change
Staffing (FTE)	1.76	1.64	1.64	1.60	(0.04)
General Government	\$719,279	\$719,279	\$734,593	\$743,059	\$23,780
Interdepartmental	\$0	\$0	\$0	\$0	\$0
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$481,639	\$453,194	\$453,194	\$426,208	(\$26,986)
Total Revenues	\$1,200,918	\$1,172,473	\$1,187,787	\$1,169,267	(\$3,206)
Personnel Costs	\$107,323	\$109,708	\$108,954	\$111,952	\$2,244
Operating Expenses	\$848,342	\$1,054,196	\$979,832	\$1,044,171	(\$10,025)
Interdept. Charges	\$7,674	\$8,569	\$8,574	\$13,144	\$4,575
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$963,339	\$1,172,473	\$1,097,360	\$1,169,267	(\$3,206)
Rev. Over (Under) Exp.	\$237,579	-	\$90,427	-	-



Program Highlights

General Government revenues include the State of Wisconsin Department of Transportation (WIDOT) grant which is estimated to increase \$23,780 in 2009. The WIDOT grant requires a 20% local cash match or tax levy funding which the county overmatches. County Tax Levy is reduced in this program area by \$26,986 due to increase State grant aid.

Personnel costs increase is due to normal step and merit increases for the 1.60 FTEs allocated to this program.

Operating expenses include an increase of \$37,438 for Shared-Fare Taxi based on an anticipated 3.0% from 2008 average vendor rate increase and an increase of 3,992 one-way trips resulting primarily from a 2009 full-year trip projection for two new Shared-Fare Taxi companies that began operation during 2008; and an increase of \$1,303 for shuttle service. Increases are more than offset by operating expenses decreases; a net decrease of \$27,727 in RideLine services from \$675,974 to \$648,247 which includes a \$16,488 decrease related to the elimination of the Evening & Weekend Pilot Project in 2009 based on lack of program usage in 2007 and 2008 and a projected decrease of 2,660 one-way trips partially offset by an anticipated 3.0% vendor price increase; decreases of \$2,700 in contracted services, \$1,011 in financial costs, and \$630 for outside printing; and a net decrease of \$210 in other operating expenses; resulting in a net decrease of \$10,025 in operating expenses.

Interdepartmental charges increase is primarily due to an increase of \$4,264 in End User Technology Computer Maintenance charges to \$7,608.



Activity

Net Average Cost Per One-Way Trip						
	2005 Act.	2006 Act.	2007 Act.	2008 Bud.	2008 Est.	2009 Proj.
Shared-Fare Taxi	\$3.90	\$4.35	\$4.55	\$4.72	\$4.89	\$5.06
RideLine	\$23.22	\$23.97	\$24.73	\$26.45	\$26.91	\$28.34

Aging & Disability Resource Center

General Fund

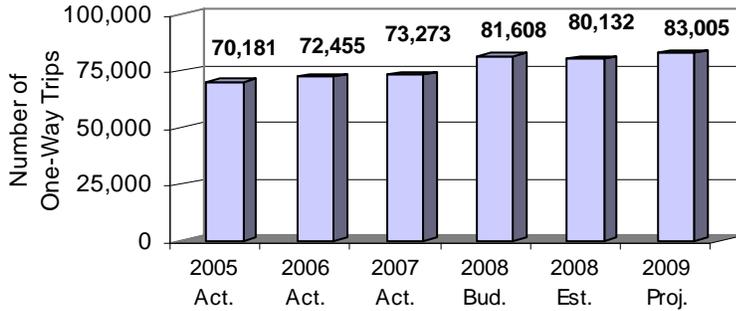
Program

Transportation Services (Cont.)

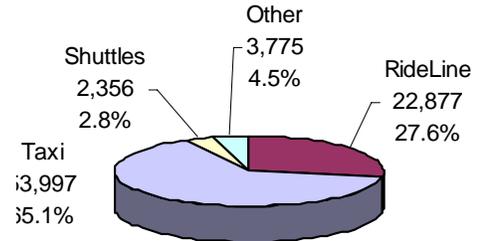


Activity, continued

Specialized Transportation Total One-Way Trips



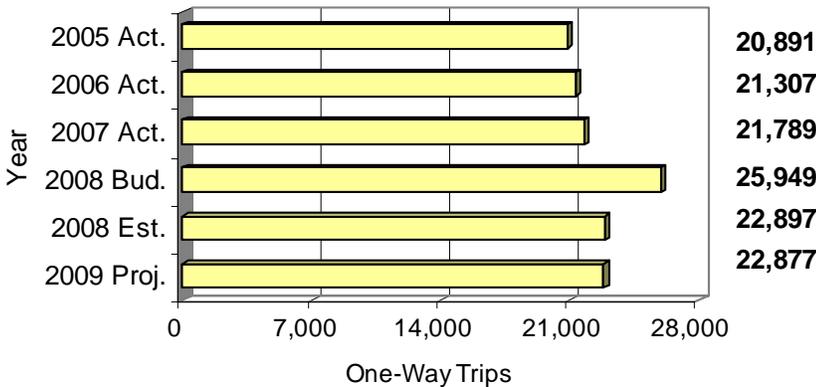
Specialized Transportation Year 2009 Projected One-Way Trips



Total One-Way Trips 83,005

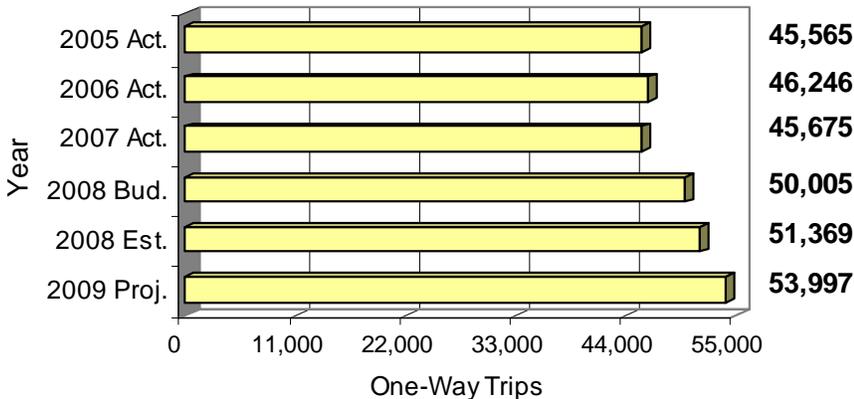
Overall Specialized Transportation Program budget in 2009 provides for 1.7% increase from the 2008 Budget of 1,397 one-way trips for a total of 83,005. This increase reflects the start up of two new shared-fare taxi companies during 2008 with full year of operation during 2009.

RideLine One-Way Trips



The number of one-way RideLine trips projected at 22,877 in 2009 is expected to increase by 1,088 from the 2007 Actual and decrease by 20 from the 2008 Estimate.

Shared-Fare Taxi One-Way Trips



Shared-fare taxi service is expected to increase by 3,992 one-way trips from the 2008 Budget; increase by 2,628 one-way trips from the 2008 Estimate; and increase by 8,322 one-way trips from the 2007 Actual. These increases in shared-fare taxi service reflect the department's strategic objective of supporting additional cost effective Shared-fare taxi service areas.

Aging & Disability Resource Center

General Fund

Program

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.

	2007 Actual	2008 Budget	2008 Estimate	2009 Budget	Budget Change
Staffing (FTE)	1.90	2.12	2.12	1.95	(0.17)
General Government	\$0	\$0	\$0	\$0	\$0
Other Revenue	\$25	\$25	\$25	\$25	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$160,118	\$181,821	\$181,821	\$169,190	(\$12,631)
Total Revenues	\$160,143	\$181,846	\$181,846	\$169,215	(\$12,631)
Personnel Costs	\$131,377	\$152,599	\$152,650	\$138,252	(\$14,347)
Operating Expenses	\$10,839	\$17,062	\$13,995	\$15,536	(\$1,526)
Interdept. Charges	\$10,615	\$12,185	\$10,941	\$15,427	\$3,242
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$152,831	\$181,846	\$177,586	\$169,215	(\$12,631)
Rev. Over (Under) Exp.	\$7,312	-	\$4,260	-	-



Program Highlights

Property Tax Levy for Administration is reduced from this program due to lower expenditures and is shifted to the Nutrition Fund.

Personnel costs decrease of \$14,347 is due primarily to shifting of 0.17 FTE to the Aging and Disability Resource Center (ADRC) fund.

Operating expenses decrease of \$1,526 is due to lower outside copy charges of \$750; a decrease of \$400 in contracted services; and a net decrease of \$376 in various other operating expenses.

Interdepartmental charges increase is primarily due to an increase of \$4,819 in End User Technology total costs of ownership charges, from \$5,016 to \$9,835, offset by a decrease of \$1,012 in postage.