

# YEAR IN REVIEW 2025

## A LETTER FROM THE MANAGER

Dear Community Members  
and Partners,

This past year was one of adaptation, growth, and partnership for our ADRC. As community needs continued to change, we worked to find new ways to connect people with services, support, and each other across Waukesha County.

One highlight was our partnership with a local restaurant to offer congregate dining in a welcoming community setting. This model gave older adults the opportunity to enjoy a nutritious meal while also building social connection and reducing isolation.

We expanded our transportation program by bringing taxi services to all areas of the county. This change helped improve access to appointments, essential errands, and community activities for residents throughout Waukesha County.

Another important milestone was the return of our caregiver event, which brought together support, connection, and helpful resources for those who care for others. It was encouraging to see caregivers come together in a space created to recognize and support their important role.

These efforts reflect our commitment to listening, adapting, and building strong partnerships that help meet the needs of our community. I am grateful to our staff, partners, and supporters for helping make this progress possible.

SINCERELY,

JENNY WRUCKE  
ADRC MANAGER



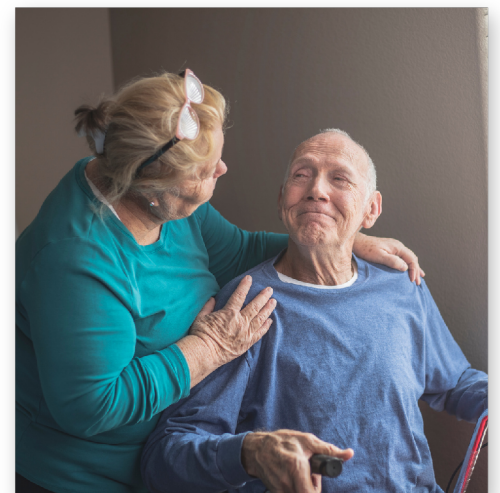
## Customer Service Survey Results

Waukesha County ADRC staff are committed to providing the highest level of customer service. One of the ways we measure customer service is by providing service recipients with our Waukesha County customer service satisfaction survey that measures five domains. Approximately 218 surveys were received in 2025, with an average rating that surpassed the overall County's goal of a 4.6 out of 5 rating.



*"You do not realize how important you are in people's lives... You bring hope... I'm certain you and the ADRC offer a safe place for people with disabilities like me. It's been 8 months of a rollercoaster of emotions, and I thank you. I am grateful to you. You make a difference."*

*"We deeply appreciate the respite care we received. Most of the hours spent with caregivers helping my husband with Parkinson's while I attend my own doctor's appointments or went grocery shopping... The respite hours of care allowed me to leave my husband with excellent, worry-free care when I had to leave the house...."*



# MY MEAL, MY WAY: A NEW SENIOR DINING OPTION

In September 2025, we introduced a new restaurant-style dining model for Waukesha County's Senior Dining Program called **My Meal, My Way**. We expanded choice and created additional opportunities for social connection for adults 60+ years.

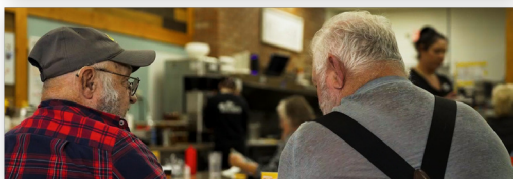
My Meal, My Way is located at "the" Kitchen restaurant, N64W23316 Main St, Sussex, WI 53089, on Tuesdays, 10:00 a.m.–1:00 p.m. Adults 60+ can select from a special menu, with both breakfast and lunch options, and enjoy a meal in a welcoming restaurant setting. Unlike our traditional dining sites, no weekly sign-up or reservation is required. Participants can simply arrive between the set time frame to take part. As with our other community dining sites, there is a suggested \$5.00 contribution, but no eligible person is turned away due to the inability to contribute.



## NUTRITION PROGRAMS

NUTRITION PROGRAM TYPE	# MEALS	# CUSTOMERS
CONGREGATE DINING SITES	24,122	908
HOME-DELIVERED MEALS	90,053	704
RESTAURANT MODEL*	557	170
<b>TOTAL</b>	<b>114,732</b>	<b>1,782</b>

\*This model started on 9/30/2025 and served on Tuesdays only



## ABOUT THE ABOVE PHOTOS

These photos are screen shots taken from a promotional video made by 3barn Media Production about the My Meal, My Way and congregate dining nutrition programs. Check out this video on YouTube at [www.youtube.com/watch?v=Ho7roTT8q\\_Y&t](https://www.youtube.com/watch?v=Ho7roTT8q_Y&t) or scan the QR Code.



# ADRC IS YOUR BRIDGE TO SUPPORT

## Story of Coordinated Support in Action

An older adult was referred to the ADRC by hospital staff after being in and out of the hospital due to worsening health conditions. Around the same time, she had lost Medicaid coverage. As her health needs increased, she now required breathing treatments and oxygen. Without insurance, she was facing monthly out-of-pocket oxygen costs just to be able to return safely to her apartment where she lives alone.

One of **Health and Human Services (HHS)** ongoing behavioral health programs was also involved and shared concerns about her lack of insurance, along with her increasing functional needs as her condition progressed.

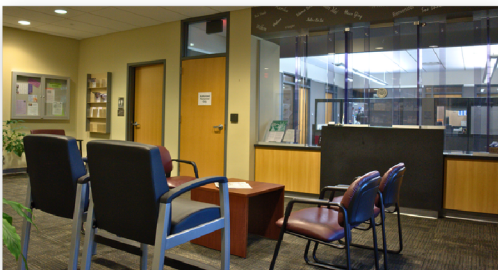


Within a short period of time, multiple pieces came together:

- An **ADRC Specialist** connected with the individual after a phone call referral from the ADRC Resource Center, facilitated next steps, and conducted the **Long-Term Care Functional Screen**.
- A **Benefit Specialist** in the HHS Outpatient Mental Health Clinic was brought in to help apply for the Medical Assistance Purchase Program (MAPP), creating a pathway back to Medicaid coverage.
- With functional needs identified, the **ADRC specialist** supported the **enrollment into Family Care** to help meet her growing support needs.
- **ADRC** connected her with a local non-profit organization to get her a grocery gift card to help offset her new monthly cost of oxygen. She was also connected with other food help resources to help on an ongoing basis.

Because of this coordinated response, her insurance coverage, mental health supports, functional needs, and immediate financial strain were addressed—in a matter of weeks.

This is exactly what “whole-person support” looks like in real life: hospital partners flagging a need, other HHS programs raising concerns, ADRC coordinating, a specialist problem solving insurance benefits, FamilyCare providing longer-term support, and community organizations stepping in at the right moment.



*Inside the ADRC lobby, one of our welcoming meeting spaces, and resources to grab!*

# PROGRAM DATA

By the Numbers

## BENEFIT SPECIALISTS

**816**

Customers served by Elder Benefit Specialists (EBS)

**\$6 MILLION+**

Financial support acquired through EBS assistance

**221**

Customers served by Disability Benefit Specialists (DBS)

**\$1.1 MILLION+**

Financial support acquired through DBS assistance

In recognition of World Elder Abuse Awareness Day, social workers from Adult Protective Services delivered "Identifying Scams" through the City of Waukesha Park, Recreation, and Forestry. The presentation engaged 30 older adult participants and provided valuable education on recognizing the warning signs of scams and financial exploitation. Attendees learned practical fraud prevention strategies, ways to respond to suspicious activity, and steps they can take to better protect their personal and financial information. This outreach effort strengthened community awareness, promoted elder safety, and supported Waukesha County's ongoing commitment to protecting vulnerable adults through education, prevention, and collaborative community partnerships.



## RESOURCE CENTER

**22,173**

Total Info and Assistance Calls

**800+**

Long-Term Care screenings completed

## VOLUNTEER SERVICES

**460**

Total Volunteers

**29,408**

Total Hours of Service

**\$1.3 MILLION+**

Total in-kind dollars to the organization from volunteer service

## TRANSPORTATION

**33,337**

Total one-way taxi rides

**9,689**

Total one-way Rideline rides

### Reason for rides:

Medical **13,887**

Nutrition **3,725**

Dining Center **1,849**

Personal Business **5,313**

Social/recreational **2,777**

Employment **5,784**

Other **2**

**25**

Vehicle Modifications for vehicle device lifts

## ADULT PROTECTIVE SERVICES

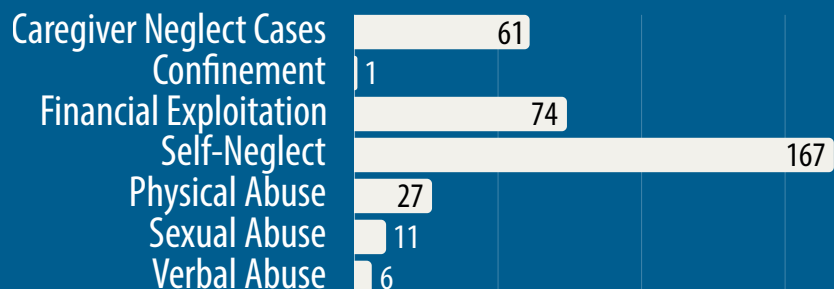
**349**

Total Investigations including outreach with Aging Services

**1,422**

Total Referrals

### REASON FOR INVESTIGATION



# FEEDING YOUR SOUL: CAREGIVER EVENT

In recognition of National Family Caregivers Month in November, we hosted a special all-day event to honor and celebrate family caregivers and the vital role they play in supporting others in our community. The event featured a keynote presentation by Mark Horbinski, Choosing HOPE: Happiness, Optimism, Passion and Empowerment, which encouraged attendees to reflect on resilience, purpose, and personal well-being.

A total of 54 caregivers attended, with participants selecting from two breakout sessions covering a range of meaningful topics, including Bye-Bye, Paper Piles; Roots of Renewal: Cultivating Beauty, Wellbeing and Honor; Laughter Yoga; Body Mechanics; Changing Roles & Relationships; and Self-care. These sessions were designed to provide practical tools, encouragement, and opportunities for renewal.

The event also connected caregivers with valuable community support through six resource vendors: Waukesha County Falls Prevention Coalition, Independence First, Eras Senior Network, Adult Protective Services, and The Right Relief Inc. Together, the day served as both a tribute to caregivers' dedication and a reminder that they are supported, valued, and not alone.



(Above) ADRC of Waukesha County staff with Keynote presenter



Keynote Presenter: Mark Horbinski



Dan Michaels of Public Health's Laughter Yoga session

## CAREGIVER SUPPORT

**680+**

Caregivers who received supportive services through grant funding

**1,284 hours**

Case management hours as defined by the Older Americans Act

## DEMENTIA CARE

**25**

Trainings, classes, and presentations

**94**

Caregivers received AFCSP grant funding

**14**

Community Memory Screening Events

**203**

Referrals recieved

## CAREGIVER EVENT ATTENDEES SAID:

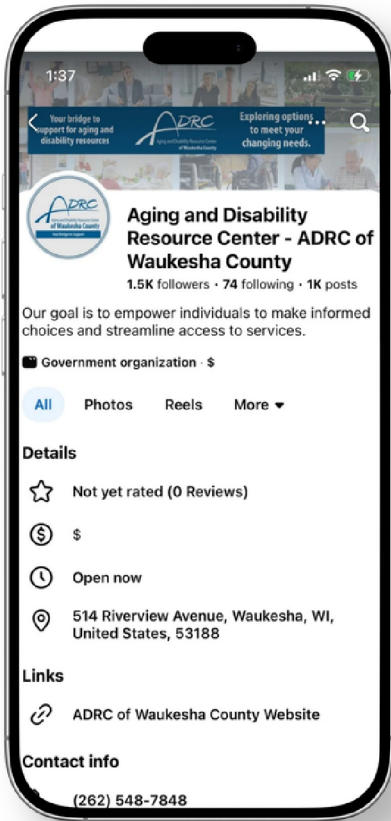
*"I liked that I could meet with other caregivers, speakers, and organizations - it was amazing. Thank you! Thank you!"*

*"We didn't know each other before this, but now we do, and now we know there is someone else going through a similar thing."*

# OUTREACH & MARKETING

## Community Engagement

### FACEBOOK



**1,528**  
Followers

*Total Followers at end  
of 2025*

**4,900+**  
Page visits

*Total Facebook  
page visits*

**1,400 +**  
Content interactions

*Number of reactions, comments  
& shares across posts, stories,  
and reels (videos)*

**720,000+**  
Content views

*Includes posts, videos,  
stories, and ads*

### COMMUNITY OUTREACH & PRESENTATIONS



**41,550**  
Newsletters  
distributed



**21**  
Resource Fairs  
or Tables



**2,968**  
Total people  
reached



**91**  
Community  
Presentations



**907**  
People reached with  
Medicare  
Presentations



**68**  
Medicare  
Presentations

