



BUREAU OF AGING AND DISABILITY RESOURCES

2017 annual report



older adults
aging and disability resources
wellness visually impaired
choices caregiver
management
BADR self-sufficiency programs
assistance
independence
ORCD OBVI teamwork
rehabilitation older americans act
Wisconsin
discernment resources hard of hearing
blind
people
public health
self-sufficiency
benefit specialist adults at risk
ADRC older adults
information seniors
passion policy
services credibility
blind
deaf
deaf-blind
physical disabilities
ORCD assistance
commitment protect caregiver
resources
disabilities collaboration
ODHH independence
information seniors
OPIL dementia policy
partnerships innovation protect
hard of hearing visually impaired
deaf-blind ODHH
dementia OOA OPDIL community-based
health choices physical disabilities
quality everyone living their best life
rehabilitation accommodations
encouragement independent living center
opportunities



Greetings from the Bureau of Aging and Disability Resources!

For the past five years, I have had the privilege to serve as the director of the Bureau of Aging and Disability Resources (BADR). In this role, I work with dedicated program experts who ensure that our programs run effectively and efficiently. Our programs can be found throughout the state in aging offices, aging and disability resource centers, independent living centers, tribal aging and disability resource specialist offices, and various nonprofit agencies.

I am proud that BADR continues to successfully administer our core programs—like the elder nutrition program, benefit specialist programs, and rehabilitation teaching services for the blind and visually impaired—while creating new initiatives to better serve the people of Wisconsin. For example, in 2017, BADR created the Office for the Promotion of Independent Living (OPIL), which works to ensure that people with disabilities have equal access to a high quality of life.

We strive to increase access to much-needed benefits that help to protect and promote the health and safety of the people of Wisconsin, and we look forward to serving our fellow Wisconsinites in the upcoming year. Stay tuned!

Warm regards,



Carrie Molke
Director
Bureau of Aging and Disability Resources



FLAGSHIP programs

Durable Medical Equipment Refurbishing Program

As part of the Wisconsin Assistive Technology Program (WisTech), BADR partners with the Wisconsin Department of Corrections and IndependenceFirst, a Milwaukee-based independent living center (ILC), to run the Durable Medical Equipment Refurbishing Program.

Trained and certified inmates sanitize and refurbish donated durable medical equipment (DME), which includes items such as wheelchairs, walkers, and ventilators. Then, IndependenceFirst sells the revitalized DME, at affordable prices, to consumers at its Mobility Store locations in Milwaukee and Madison.

2017 Highlights



Inmates provided 27,482 hours of labor.



2,518 pieces of equipment were refurbished.



90 tons of equipment were saved from landfills.



3,539 pieces of equipment were sold to 2,248 older adults and people with disabilities at 70% below retail prices.



Consumers saved a total of \$1,120,654.

Elder Nutrition Program

Serving people 60 years of age and older, the Elder Nutrition Program aims to reduce hunger and food insecurity, encourage socialization, promote health and well-being, and assist with access to nutritious meals for Wisconsin's older adults. Access to healthy and well-balanced meals is an essential part of disease prevention and helps to delay the onset of adverse health conditions resulting from poor nutrition or sedentary behavior.

The Elder Nutrition Program is made up of two components: congregate senior dining and home-delivered meals.

In 2017...

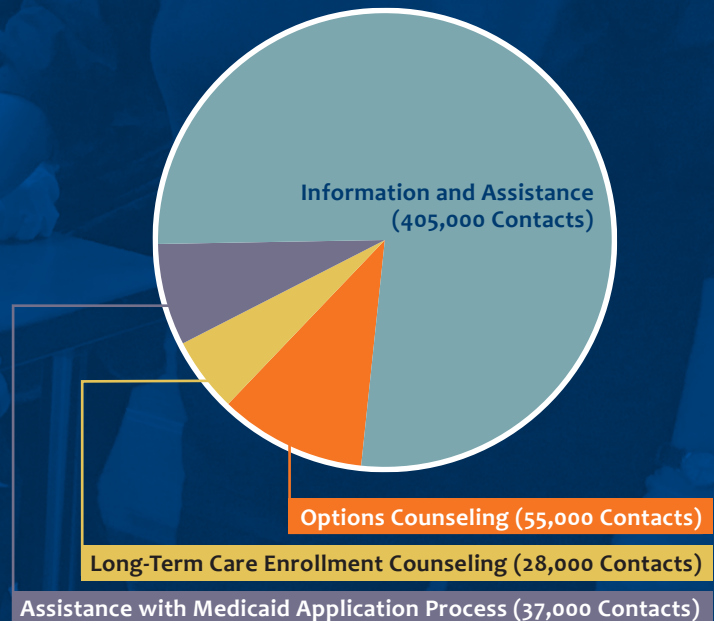
- **1.5 million** meals were provided at congregate meal sites to **46,260** older adults.
- **20%** of visitors to Wisconsin's **505 congregate dining sites** were considered to be at **high nutritional risk** for adverse health conditions.
- **2.3 million** meals were delivered to **21,048** homebound elders.
- **55%** of **home-delivered meal** participants were at **high nutritional risk**.

Aging and Disability Resource Center Services

The Office for Resource Center Development (ORCD) partners with aging and disability resource centers (ADRCs) and tribal aging and disability resource specialists (TADRS) throughout Wisconsin. ORCD consists of staff with expertise in resource center operations, finances, and policy development. ORCD ensures that ADRCs and TADRSs provide services in accordance with federal and state law. ORCD develops program policies, provides technical assistance, and trains resource center staff.

In its work with ADRCs, ORCD directs various services that benefit older adults and individuals with disabilities, including information and assistance counseling, long-term care enrollment counseling, and options counseling.

ADRC Service Contacts in 2017



FLAGSHIP programs

Elder Benefit Specialist and Disability Benefit Specialist Programs

Elder benefit specialists (EBS) and disability benefit specialists (DBS) help answer questions and solve problems related to Social Security, Medicare, health insurance, and other public and private benefits. While the roles of the EBS and DBS are similar, each program works with a different population and requires different areas of expertise. Benefit specialist services are usually offered in ADRCs, aging offices, tribal agencies, and through the Office for the Deaf and Hard of Hearing (ODHH). The services provided are always confidential and free of charge.

EBS Program

Population served: Older adults who are 60 years of age or older

Goals of the EBS program:

- Ensure that older adults have access to legal advice and representation, information and education, and referrals in civil legal matters.
- Provide free, confidential counseling and advocacy on a wide range of programs and services, including Social Security, Medicare, and Medicaid.

DBS Program

Population served: Individuals with disabilities who are aged 18-59

Goals of the DBS program:

- Help clients access Social Security, Medicaid, Medicare, and other public and private benefits.
- Help clients understand eligibility criteria, appeal options, and deadlines.
- Help clients complete paperwork, gather documentation, and prepare for hearings.

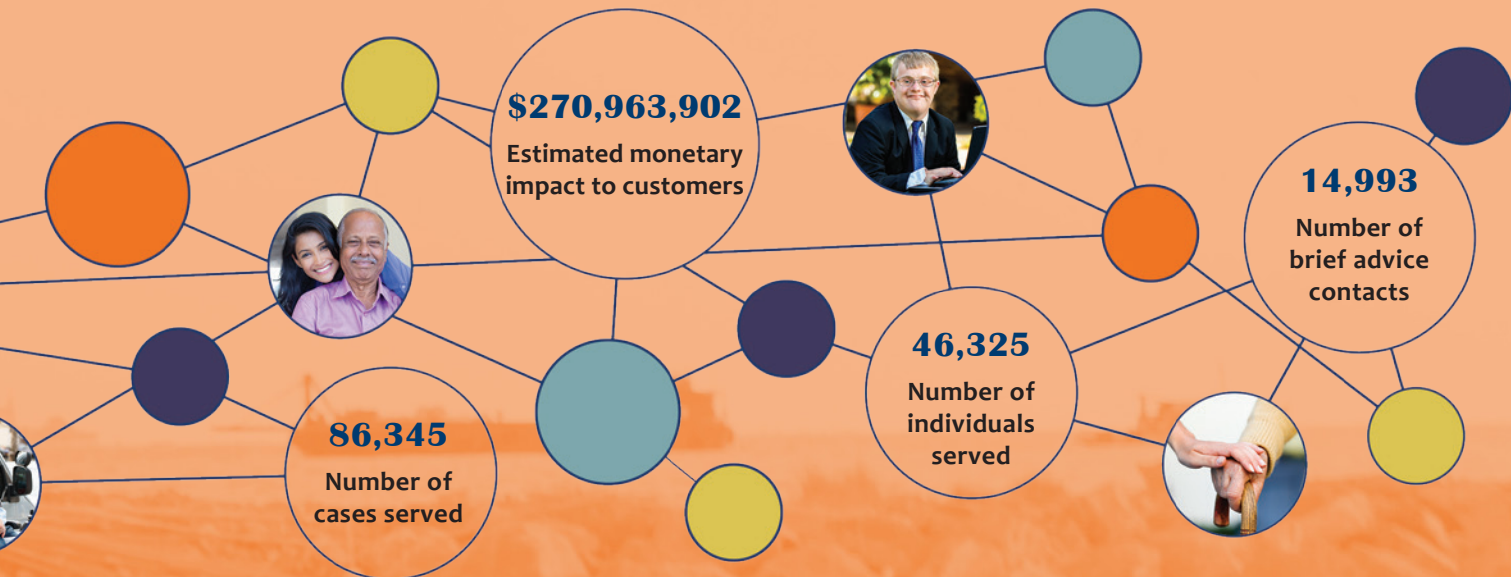
EBS and DBS Program Impact in 2017



Dementia Care Specialist (DCS) Program

The dementia care specialist (DCS) program enhances the capacity of aging and disability resource centers to work with individuals living with dementia and their families.

In 2017, 19 DCS positions were funded by the Bureau of Aging and Disability Resources, covering 26 counties and three tribes.



2017 Program Impact

Services

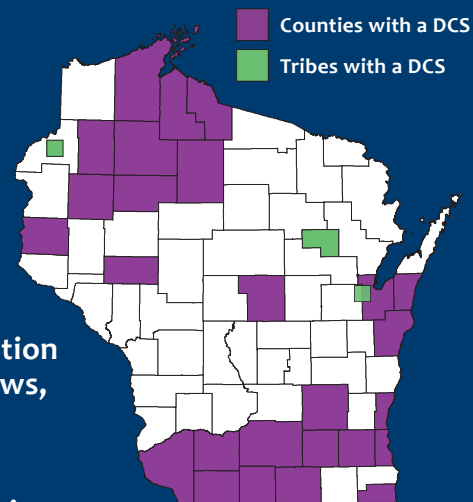
- 2,615 unique contacts with consumers
- 500 memory screens
- 6,000 referrals for services to support people with dementia or their caregivers

Outreach

- 30,000 people reached
- 1,600 community outreach events, including health fairs, information booths, public speeches, content expert presentations, radio shows, and discussion panels

Partnerships

- 1,300 professionals received education and professional consultation
- Partners include, but are not limited to, the Wisconsin Alzheimer's Institute, the Alzheimer's Association, and the Alzheimer's and Dementia Alliance of Wisconsin



INNOVATIVE projects

Emergency Preparedness Toolkit for Persons with Disabilities

The Wisconsin Council on Physical Disabilities collaborated with BADR to develop a toolkit that provides valuable information about preparing for and adapting to emergencies and natural disasters. The toolkit includes tips, checklists, forms, and other resources that are helpful for anyone but are specifically tailored to individuals with disabilities.

In the first six months, council members presented on the toolkit to more than 225 people and distributed over 400 toolkits statewide. In addition, more than 2,000 copies of the accompanying visual communications tool and 1,500 copies of the medical wallet card have been distributed.

The toolkit has also received national attention. Other states and territories have requested information and intend to use the toolkit as a basis to develop their own emergency preparedness toolkits.

Pictured below are Carrie Molke and Department of Health Services Secretary Linda Seemeyer in a promotional photo for the toolkit.



Collaboration on Dementia-Related Projects

BADR collaborated with several organizations to complete projects funded by two federal grants that were awarded to the Department of Health Services.

- The Wisconsin Alzheimers Institute developed a diagnostic toolkit for providers.
- The University of Wisconsin–Oshkosh Center for Career Development and Training published an online training for family caregivers.
- The Alzheimer’s Association–Greater Wisconsin Chapter developed a Music & Memory project and provided community education programs in tribal communities, reaching over 1,200 people.
- The Greater Wisconsin Agency on Aging Resources (GWAAR) adapted a model and developed a guide for establishing a support team for people with dementia who live alone.
- The Board for People with Developmental Disabilities (BPDD) provided outreach, screening, training, and support for individuals with intellectual and developmental disabilities.
- The dementia caregiver support specialists in Milwaukee County provided caregiver support services and access to respite services to over 270 caregivers.

Communication Visor Card for Drivers who are Deaf and Hard of Hearing

The Office for the Deaf and Hard of Hearing (ODHH) collected feedback and recommendations from stakeholders to improve the visor communication card, which was originally developed by the Wisconsin Council for the Deaf and Hard of Hearing in 2014. ODHH also developed a supplemental instruction sheet for correctly placing the visor card within the user's car.

Working in collaboration with the state's Training and Standards Bureau, ODHH trained more than 150 instructors, who teach at 22 law enforcement academies in Wisconsin, on how to utilize the visor card when communicating with deaf or hard of hearing drivers during traffic stops or road emergencies.



Yoga for the Deaf and Hard of Hearing

ODHH collaborated with the ADRC of Dane County to offer two eight-week yoga classes for 22 deaf and hard of hearing participants. Interpreting and real-time captioning services were provided to ensure effective communication and full participation in these classes. The Deaf Yoga project also studied the effects of yoga on fall-risk factors.



CONFERENCES & trainings

2017 Aging and Disability Network Conference

The bureau hosted the first annual Aging and Disability Network Conference, which was held in Madison. The theme of the conference, “Together Towards Tomorrow,” emphasized collaboration and teamwork as a means to more effectively coordinate services for the state’s aging and disabled populations. Nearly 400 aging and disability network professionals, governing board and council members, and state agency officials attended. During the conference’s opening session, Governor Scott Walker, along with DHS Secretary Linda Seemeyer and other leaders in the long-term care field, accepted the SCAN Foundation’s Pacesetter Prize for excellence in improving long-term services and supports for Wisconsin’s older adults and people with disabilities.

National Adult Protective Services (APS) Conference

Wisconsin hosted the 2017 National Adult Protective Services Association annual conference. The conference, “Justice for All: Protecting Vulnerable Adults,” was held in Milwaukee. There were over 500 attendees from around the country, including over 180 Wisconsin county and tribal APS workers. The conference was followed by the 8th Annual Summit on Elder Financial Exploitation, “From the Ground Up: Strengthening our Capacity to Protect Seniors.”

Trainings for Resource Center Staff

To assist ADRC operations, the Office for Resource Center Development (ORCD) provided 28 in-person trainings on a variety of job-specific and professional development topics. Trainings included orientation for new ADRC directors and staff, quality improvement processes, coaching, and mediation. Other topics included:

- Motivational interviewing
- Change Leader Academy (quality improvement)
- Client tracking database
- Long-term care functional screen
- Polishing your professional practice
- Time reporting





Adventures in Vision Loss: Learning to Do Things Differently

In September, the Office for the Blind and Visually Impaired (OBVI) provided a week-long training at the Wisconsin Lions Camp for people who were newly blind or visually impaired.

The experience provided the opportunity for participants to meet and bond with others who share many of the same challenges of living with blindness or vision

loss, while learning new skills to make living with a visual impairment easier.

OBVI vision rehabilitation specialists taught a variety of classes throughout the week on the following topics:

- Cooking
- Technology (including computers, smart phones, and tablets)
- Communication and braille
- Orientation and mobility
- Available resources
- Daily living skills



Disaster Response Interpreter Training

In April, the Office for the Deaf and Hard of Hearing partnered with the Office of Preparedness and Emergency Health Care to provide training for sign language interpreters in emergency response situations. Twenty-seven interpreters throughout the state attended the training, which took place in Wisconsin Dells. Participants were trained in how to interpret for senior elected officials providing public information regarding a disaster, as well as how to respond to a specific emergency or disaster site, such as a community shelter, to support people who are deaf, hard of hearing, and deaf-blind. The training also provided information relating to:

- Media and press protocols.
- Shelter operations and recovery services.
- Interpreter readiness.
- Alert, notification, and deployment procedures used by interpreters during a disaster response.

Training for Deaf-Blind Support Service Providers

ODHH partnered with the Center for Deaf-Blind Persons to offer a support service provider (SSP) training. SSPs work specifically with deaf-blind individuals. They are trained to relay visual and environmental information and to be a sighted guide so that deaf-blind individuals can function independently in their homes and communities. Thirteen individuals participated in the training, which took place in October. The goal of the training is to prepare SSPs to provide this valuable service across the state.

The Bureau of Aging and Disability Resources (BADR) develops and administers a variety of programs and services that actively promote individual choice, dignity, community participation, self-sufficiency, and respect for Wisconsin's older adults and adults with disabilities.

To learn more about our programs and services, visit dhs.wisconsin.gov/dph/badr.htm, or contact us:

Bureau of Aging and Disability Resources

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