

2021

Annual Report to the Community

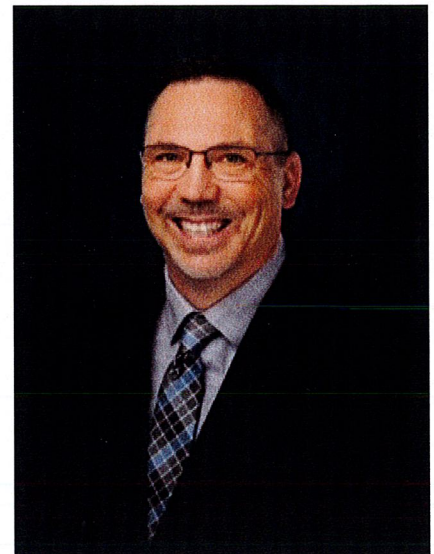
Notes From the Executive Director Mike Rhea

As I reflect on the year 2021 the word adaptability comes to mind. As the COVID pandemic continued to be prominent, the need to be adaptable and make adjustments at a moment's notice became our new normal. While the start of the pandemic in 2020 forced us to quickly change the way we delivered services, 2021 was about refining these changes to assure each customer received the support and services that they needed.

In order to continue to support public health efforts of reducing the spread of COVID our offices remained closed to the public. We were able to meet with customers through virtual appointments and found some great successes with this format that will continue into our future. We were able to use social media and other media to promote our services and provide education on a variety of topics.

While our offices were closed our services continued, as detailed in this report we were able to impact the lives of thousands of individuals throughout our 4 county region. We were able to build lasting partnerships with other community entities and we continued to provide needed nutritious meals to our most vulnerable. Through the resilience, determination, creativity and focus of our tremendous staff and leadership team as well as guidance from our Governing Board and Advisory Committee we were successful in carrying out our mission of preventing, delaying and lessening the impacts of aging and disability in the lives of adults within our region.

We look forward to carrying our lessons learned forward and continuously improving on our efforts to serve all the older adults and adults with disabilities within our region!



Aging Services

Caregiver Support Services

Caregiver Support Customers: 144

Caregiver Support Case Management Contact Hours: 1,036

Powerful Tools for Caregivers Class Participants: 11

Health Promotion Classes

Total Health Promotion Class Participants: 24

Total Health Promotion Class Hours: 170.5

Nutrition Services

Total Meals Served: 174,533

Total MOW Meals Served: 161,886

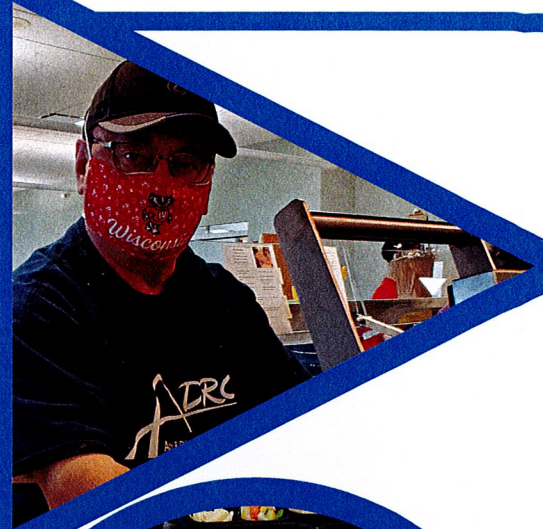
Total Congregate Dining Meals: 7,288

Café 60 Meals: 5,359

Total MOW Customers: 1,660

Total Congregate Dining Customers: 570

Total Cafe 60 Customers: 153



Service Highlights

Total Calls: 84,792

Volunteers

Total Volunteers: 325

Total Volunteer Hours: 18,220

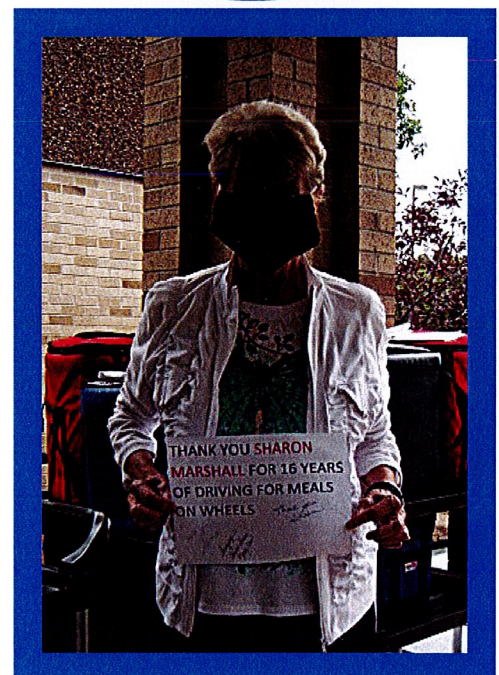
Community Outreach

Radio Interviews: 107

Virtual Presentations: 13

Television interviews: 5

In Person Presentations: 8



Resource Services

Resource Specialists

*Total Number of Contacts: 23,066**

customer age 60+: 17,477

customer w/ developmental disability: 2,345

customer w/ physical disability: 4,967

customer w/ Alzheimers/dementia: 1,444

customer w/ mental health diagnosis: 1,692

*Total Customers Served: 8,213**

customers age 60 +: 6,571

customers w/ developmental disability: 636

customers w/ physical disability: 1,726

customers w/ Alzheimers/dementia: 557

customers w/ mental health diagnosis: 573

Family Care Enrollments: 520

Iris Enrollments: 83

* Regional Totals include RS Supervisor contacts and customers

Top 15 Call Topics

Public Benefits and

Long-Term Care Programs: 13,342

Food: 2,724

Public Benefits, Other: 2,435

Home Services: 2,350

Housing: 946

Assisted Living (AFH, CBRF, RCAC): 789

Other: 779

Health: 602

Transportation: 592

Income Maintenance: 552

Caregiving of elder or w/ Dementia: 525

Legal Services: 471

Nursing Home: 448

Adaptive Equipment: 411

Community I&R: 405

Benefit Specialists

Elder Benefit Specialists (EBS)

Total number of contacts: 2,445

Total number EBS customers: 1,535

Disability Benefit Specialists (DBS)

Total number of contacts: 1,295

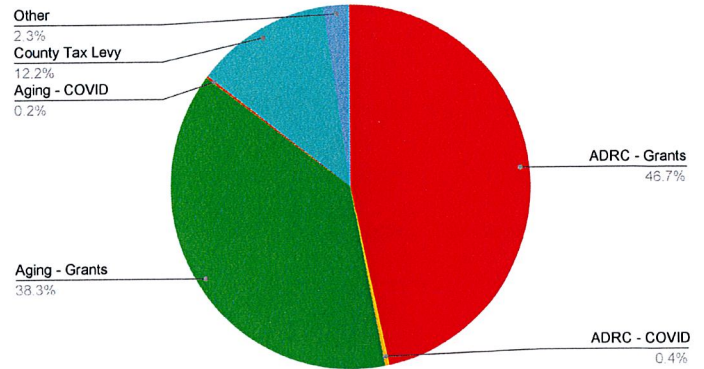
Total number DBS customers: 238

Fiscal

Revenue

ADRC - Grants: \$3,296,167
ADRC - COVID 19 Related Grants: \$25,314
Aging - Grants and Program Income: \$2,704,261
Aging - COVID 19 Related Grants: \$13,480
County Tax Levy: \$858,181
Other: \$164,587
Total Revenue: \$7,061,990

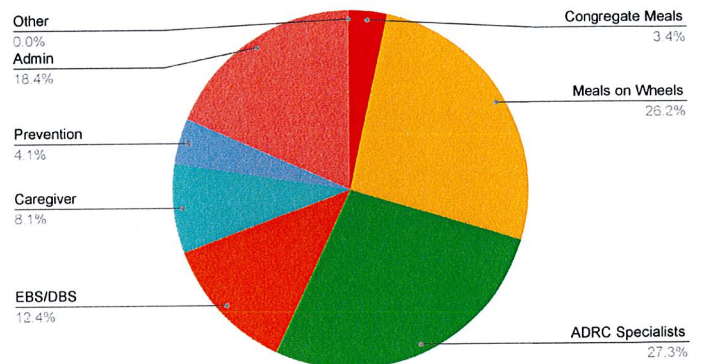
Revenue



Expenses

Congregate Meals: \$226,911
Meals on Wheels: \$1,726,732
ADRC Specialist: \$1,797,961
EBS/DBS: \$815,009
Caregiver: \$531,558
Prevention: \$272,915
Admin (Includes COVID Vaccine Activity): \$1,212,560
Other: \$2,289
Total Expenses: \$6,585,935

Expenses



Thank you for your generous contributions to the ADRC-CW

O'Tannenbaum Tour Event
Aspirus Merrill Hospital
Marshfield Community Foundation
Connexus Cares Committee
Share the Love Subaru Event





Lincoln County 2020-2022 Service Overview

Service/Program	2022 (Jan-Sept)	2021 (full Year)	2020 (Full Year)
MOW Meals	22,905	33,065	35,209
MOW Customers	230	310	309
Congregate Meals	3,109	1,240	1,556
Congregate Customers	69	59	80
Resource Specialist Staff Contacts	2,430	2,707	2,491
Resource Specialists Customers	827	894	821
Family Care Enrollments	45	46	50
IRIS Enrollments	1	4	1
Elder Benefit Specialist Contacts	388	582	652
Elder Benefit Specialist Customers	182	304	390
Disability Benefit Specialist Contacts	164	280	129
Disability Benefit Customers	65	72	54
Caregiver Support Customers (Across all Caregiver Support Programs)	22	9	8
Prevention Program Hours	5	1	0
Prevention Program Customers	1	1	0
# of Participants at Lincoln County Presentations (Med Basics, SSA Info, , Dementia Basics, etc.)	123	30	No Data Available

Antigo
715-627-6232
1225 Langlade Rd
Antigo, WI 54409

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300 S Peach Ave
Suite 1
Marshfield, WI 54449

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715-536-0311
607 N Sales St
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715-261-6070
2600 Stewart Ave
Suite 25
Wausau, WI 54401

Wisconsin Rapids
715-421-0014
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Wisconsin Rapids, WI 54495

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