



Aging & Disability Resource Center
of Central Wisconsin

ANNUAL

REPORT 2022

**LANGLADE, LINCOLN
MARATHON AND WOOD**

WWW.ADRC-CW.ORG

888-486-9545



ABOUT THE ADRC-CW

MISSION:

The Aging and Disability Resource Center of Central Wisconsin promotes choice and independence through personalized education, advocacy, and access to services that prevent, delay, and lessen the impacts of aging and disabilities in the lives of adults.

VISION:

We are widely recognized as the preferred choice for initial contact and early access to information and resources that prevent, delay and lessen the impacts of aging and disabilities in the lives of adults. Our regional resource center promotes easy access to innovative ADRC services so that our consumers participate in the community as they desire, and live with dignity, respect, health, and purpose.

VALUES:

The Aging and Disability Resource Center of Central Wisconsin uses trauma-informed principles to carry out its mission. These principles include:

WELCOMING

be warm, inviting, comfortable, and welcoming for ALL – provide a safe place to share thoughts and ideas – ensure every interaction conveys a sincere desire to help

TRUSTWORTHY

commit to honesty, objectivity, clarity, and consistency – present accurate and unbiased information – commit to promises made – ensure all actions explained so ALL know what to expect

RESPECTFUL

be inclusive, accepting, compassionate, non-judgmental and empathetic to ALL – practice civility – focus on strengths – value diversity

COLLABORATIVE

partner and work side by side – identify common ground – identify and value differences – value teamwork – recognize the importance of relationships – work to get to know each other

EMPOWERING

sincerely listen – honor choices – help to identify strengths – share ideas – help craft solutions – recognize and celebrate successes – instill hope

MESSAGE FROM THE ED



Mike Rhea
Executive Director

While reflecting on the year 2022, it was a year of transition for the Aging and Disability Resource Center of Central Wisconsin (ADRC-CW). The organization experienced changes in leadership positions, board members, retirements, and new staff. These transitions brought excitement, challenges and growth. We experienced increases in customer volumes, the opening of a new cultural senior dining site and the implementation of continuous improvement.

State and national statistics indicate the population of adults 60 and older continues to grow with anticipated growth continuing through the year 2040. This continued growth brings great opportunity and also significant challenges. It is imperative that we take the opportunity to value all that this population adds to our communities, while also preparing and planning for the increase in support needed to help each person age as independently as possible.

With these needs in mind the ADRC-CW has continued to look at innovative approaches to service delivery. We have strategically focused efforts to improve the customer experience and provide the highest quality services possible to prevent, delay and lessen the impacts of aging and disability in the lives of residents in Langlade, Lincoln, Marathon and Wood counties.



OUTREACH

The ADRC-CW continues to focus on outreach opportunities that will increase the public's awareness of our services.

Outreach activities included:

Updates to the monthly newsletter
CHOICES

Publication of the Annual Resource
Directory

Advertising campaigns in print, radio,
television, and social media

Focused approach to classes and support
groups

Informational presentations via video and
in person

Partnering with organizations servicing
the same population

**PREVENTION CLASS
PARTICIPANTS**

128

TV INTERVIEWS

4

**VIRTUAL
PRESENTATIONS**

22

RADIO INTERVIEWS

85

**IN-PERSON
PRESENTATIONS**

137

**DEMENTIA PROGRAM
PARTICIPANTS**

484

ADRC-CW REACH

TOTAL CALLS 92,755

RESOURCE SPECIALISTS

Total Customer Contacts	25,259
Customers, age 60+	19,123
Customers, Developmental Disability	2,532
Customers, Physical Disability	5,233
Customers, Alzheimers/Dementia	1,606
Customers, Mental Health Dx	1,817
Family Care Enrollments	554
Iris Enrollments	64

ELDER BENEFIT SPECIALISTS

Total Contacts	2,700
Total Customers	1,759

DISABILITY BENEFIT SPECIALISTS*

Total Contacts	1,494
Total Customers	401

RESOURCE SPECIALISTS TOP 15 CALL TOPICS

Public Benefits Long Term Care	13,949
Food Programs	3,148
In-Home Services	2,747
Public Benefits Other	2,464
Assisted Living	1,175
Housing	1,077
Transportation	880
Caring for Adults w/Dementia	696
Nursing Home	638
Legal Services	551
Information and Resources	517
Income Maintenance	502
MDS Section Q Referrals	440
Adaptive Equipment	423
Health	407

ELDER BENEFIT SPECIALISTS

#1 CALL

**MEDICARE OPTIONS
AND ENROLLMENT**

1,129

DISABILITY BENEFIT SPECIALISTS

#1 CALL

SSDI/SSI-DISABILITY

991

**Reporting system captures only partial contact data.*

SENIOR MEALS



TOTAL MEALS SERVED

183,814

Meals on Wheels	149,607
Congregate Dining	27,736
Cafe' 60	6,471

TOTAL CUSTOMERS SERVED

2,564

Meals on Wheels	1,488
Congregate Dining	937
Cafe 60	139

TOTAL VOLUNTEERS

353

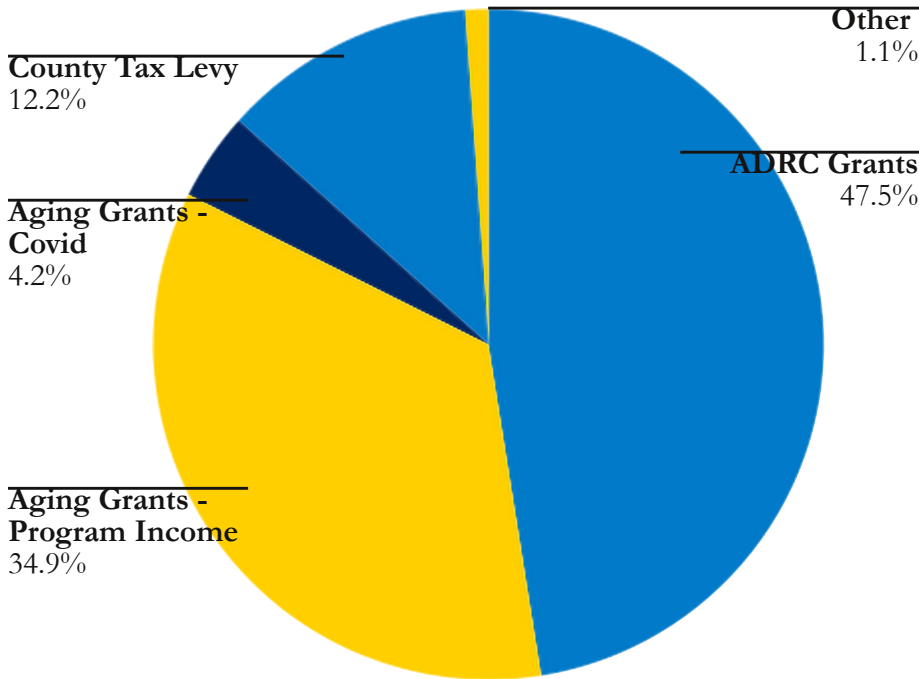
VOLUNTEER HOURS

23,402

MEALS ON WHEELS MILES DRIVEN

187,859

ADRC-CW FISCAL

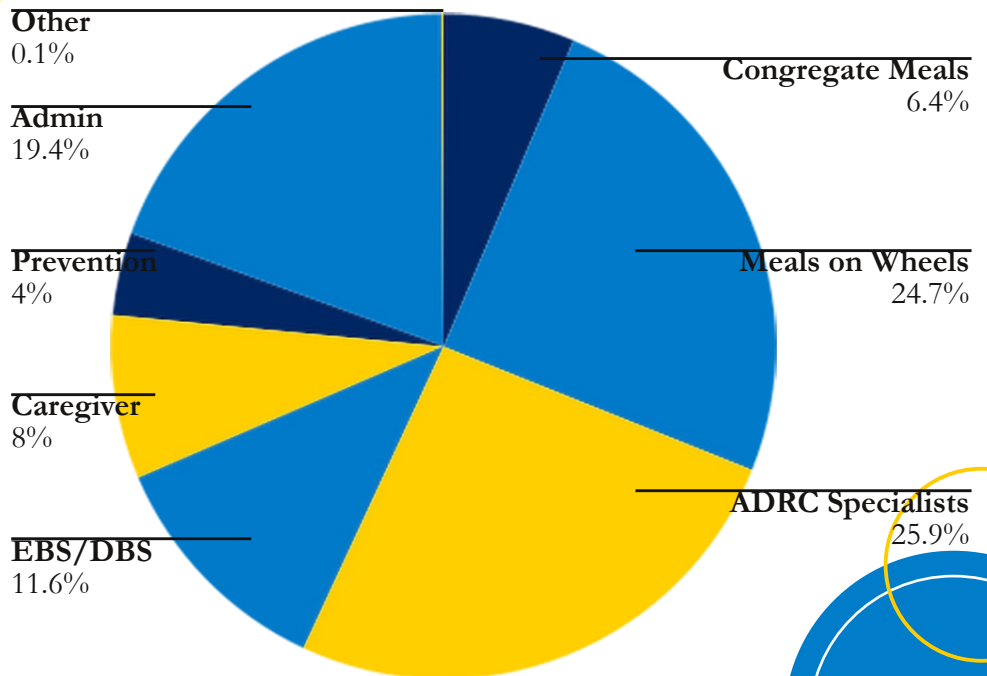


REVENUE
\$7,012,793.00

- ADRC - Grants
\$3,329,867.00
- Aging - Grants/Prog Income
\$2,447,115.00
- Aging - COVID Grants
\$297,814.00
- County Tax Levy
\$858,181.00
- Other
\$79,816.00

EXPENSES
\$7,093,342.00*

- Congregate Meals
\$453,487.00
- Meals on Wheels
\$1,749,408.00
- ADRC Specialists
\$1,834,939.00
- EBS/DBS
\$823,104.00
- Caregiver
\$566,288.00
- Prevention
\$284,291.00
- Admin
\$1,373,996.00
- Other
\$7,829.00



**Expenses exceed Revenue due to carryover dollars.*

As the ADRC-CW reflects on the past year, we are overwhelmed with gratitude for the remarkable dedication and selfless commitment to our organization's mission from our volunteers, board members, and advisory members. Their unwavering support to the ADRC-CW has truly made a profound impact on the lives of those we serve.

It is with heartfelt appreciation that the ADRC-CW Leadership Team expresses our deepest thanks for the countless hours contributed, the expertise shared, and the passion brought to our organization. The tireless efforts have helped us achieve significant milestones and create positive change in the lives of older adults and adults with disabilities in the communities we serve.

The enthusiastic participation in the senior meal program, office projects, advisory and policy contributions has been invaluable. Whether it was lending a helping hand packaging or delivering meals, stuffing envelopes for mailings, or contributing to organizational decisions, the commitment to excellence and attention to detail has truly been appreciated.

Thank you for your incredible service, for being the backbone of our organization, and for embodying the spirit of volunteerism. The ADRC-CW is truly fortunate to have the volunteers, board members, and advisory members as part of the team, and we look forward to continuing this meaningful journey together.

