



Aging & Disability Resource Center
of Waukesha County

2022 ANNUAL REPORT



2022

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OUR MISSION

To provide older adults and people with physical, developmental, and intellectual disabilities the resources needed to live with dignity and security and to achieve maximum independence and quality of life. The goal of the Aging and Disability Resource Center (ADRC) is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

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As manager of the ADRC of Waukesha County, I am pleased to present the 2022 Annual Report. 2022 was a year of recovery and reopening of programs for various services provided by the ADRC. This report highlights the programs and services provided to Waukesha County citizens.

Some of our highlights included:

- Reopening of additional senior dining centers
- Enhanced support for young adults and their families transitioning to the adult long term care system
- A focused initiative to connect with the underserved populations in our community
- Support for individuals with dementia and their caregivers through consultation, support groups and resources
- A focus in Adult Protective Services (APS) on awareness for financial exploitation

The staff employed by the ADRC continue to provide exceptional service to the customers we serve. 2022 customer survey results indicate a 4.67 rating, which exceeds the county goal of 4.65. Consumers receiving grant funded services also expressed great satisfaction, 92% of caregivers responding to surveys indicated they were able to provide care for a longer period of time than they would have been able to without the service. 95% of individuals receiving in home services indicated this service helped them to remain living in their home of choice. These survey results support the need for continued services to seniors living in our community.

As the senior population in Waukesha County now exceeds 100,000 individuals, the demand for resources and services continues to increase. The ADRC Advisory Board continues to advocate on all levels for needs identified in our community. We thank the ADRC Advisory Board for their continued support as dedicated volunteers.

If you are in need of resources or services, please contact the ADRC.

MARY C. SMITH

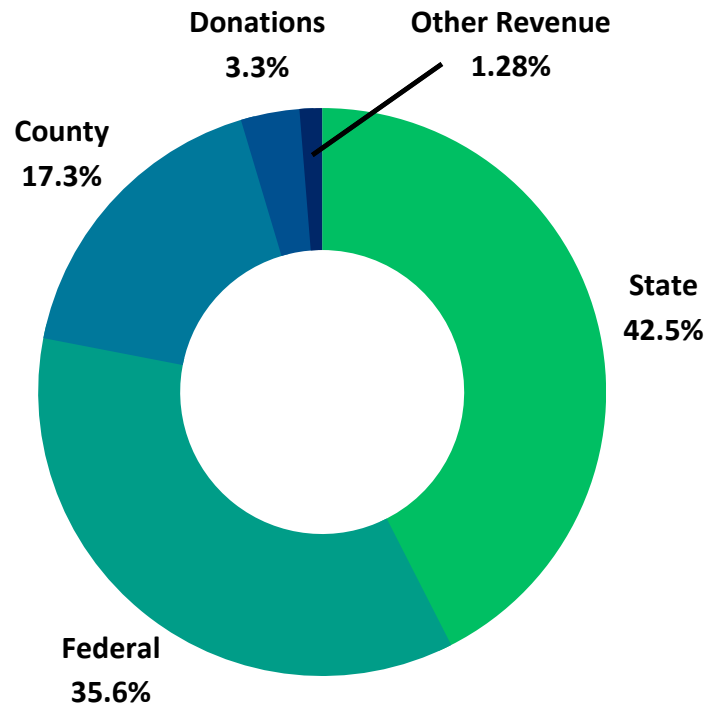
*Aging & Disability Resource
Center of Waukesha County,
Manager*

OVERVIEW OF 2022 ADRC REVENUES AND EXPENSES

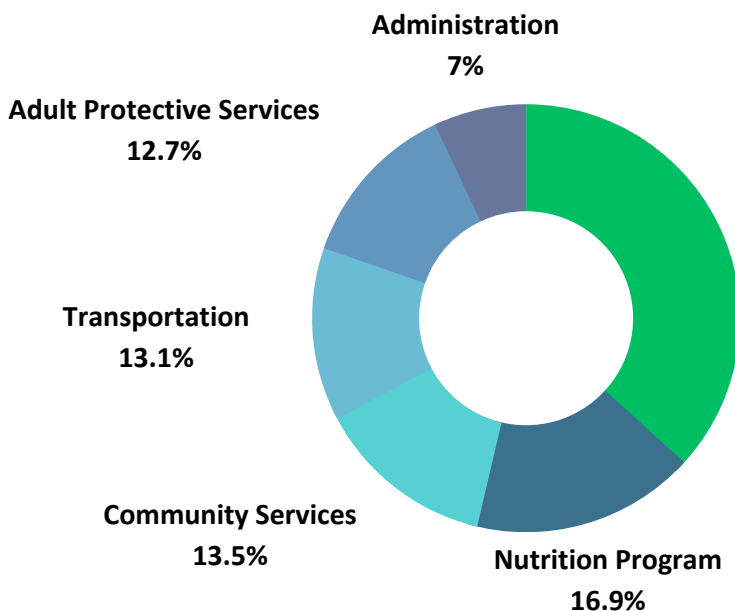
The ADRC of Waukesha County is funded by a variety of federal and state grants as well as county tax levy. During 2022, over \$9.6 million in revenue was achieved in the ADRC. Federal grants include Older American Act, Nutrition Service Incentive Program, and Medicaid match for the work completed by staff for long term care benefit programs. State grants include Alzheimer’s Family Caregiver Support Program, Adult Protective Services (APS), Elder Abuse and Neglect, and Specialized Transportation. During 2022 an additional \$468,000 was received in dedicated American Rescue Plan Act (ARPA) funding for services provided by the ADRC.

Consumers who received services from ADRC contributed over \$324,000 in donations. The majority of these donations were for meals provided by the senior dining and home delivered meal program. These donations provide support to allow these programs to continue.

REVENUES BY SOURCE



EXPENSES BY PROGRAM AREA



The Resource Center accounts for the highest percentage of expenses as 36.8% of the overall expenditures in the ADRC.

Adult Protective Services, providing for the most vulnerable citizens in our community, receives the most county tax levy of the programs in the ADRC.

ADRC OPERATIONAL PLAN

During 2022 ADRC Management completed an operational plan to guide the divisional and programmatic work of the ADRC. This document is reviewed quarterly and updated as needs are identified.



Areas identified impacting the entire division:

- Advocacy efforts
- Framework for Trauma Informed Care for consumers and staff
- Enhance service offerings to underserved populations in Waukesha County
- Opportunities to reduce effects of social isolation and loneliness in our population served
- Develop housing resource scope of services
- Increase awareness of program areas and services to law enforcement and First Responders
- Implement division wide Dementia Capable training and Youth Transition program education
- Implement strategies to improve communication across the division

Areas identified impacting specific programs:

- Reopening additional senior dining centers
- Implement a malnutrition screening tool
- Evaluate specialized transportation program utilizing consultant report
- Evaluate corporate guardianship program
- Enhance APS reporting call center for improved efficiency
- Outreach opportunities for benefit specialists
- Expand caregiver support opportunities
- Evaluate involvement of ADRC Dementia Care Specialists in dementia friendly community coalitions

2022-2024 COUNTY AGING PLAN

The ADRC of Waukesha County had a successful review of the County Aging Plan by the Greater Wisconsin Agency on Aging Resources (GWAAR).



Items of particular note include:

- A major initiative was achieved by connecting with agencies who are serving the underserved in our community. Numerous projects are underway in the Latinx and Hispanic community including education and awareness of programs, health promotion, nutrition and dementia support.
- Staff from the ADRC are involved in various coalitions to end social isolation and loneliness.
- Information and alerts have been shared with Board members and state legislators to educate them on the need for advocacy for additional funding for the Resource Center, Aging Services, and Adult Protective Services.

Staffing shortages in the Resource Center, caregiver support, and the nutrition program did impact the goal completion, particularly the revitalization of the caregiver coalition, the opening of additional senior dining centers, and a restaurant alternative for dining. Initiatives and plans are in place to have these completed in 2023.

2022 ADRC HIGHLIGHTS



During 2022, two senior dining centers were reopened providing additional meals in a social setting. Over 150,000 meals were served at dining centers and in home delivery with the assistance of 350 dedicated volunteers. *(Find more information regarding senior dining centers on page 18, and volunteers on page 19)*



Friendly Visitor phone calls through the ADRC and a contracted provider continued to provide a friendly voice to those living in their homes with limited social contact. Surveys conducted by the ADRC indicated that 87% of callers felt less socially isolated.



A transportation consultant conducted an operational review of the ADRC Specialized Transportation program providing recommendations for revisions or enhancements to operations. Community stakeholders and public officials were involved throughout this review. A number of challenges arose during 2022 including increased costs for the accessible van service, loss of contracted taxi providers, and capacity issues for existing providers. A number of initiatives are underway in 2023 in response to the consultant recommendations. *(Find more information regarding our transportation services on page 10)*



ADRC connected with the ProHealth Care's Hispanic Health Resource Center (HHRC) for a focused initiative to increase awareness and outreach to the Hispanic population. An ADRC Coordinator was identified to serve as our 'Connector' to the HHRC to increase awareness and utilization of existing programs and potentially develop new programs to best meet specific needs of aging and adults with disabilities within the Hispanic Community. For example Senior Farmer Market voucher distribution site was located at the Hispanic Resource Center for the first time where 31 consumers received vouchers.



Adult Protective Services (APS) continued to see increased calls to report abuse or neglect in our community. Calls for financial exploitation remain the highest type of investigation opened in APS. During 2022, APS staff identified over \$4 million was lost due to financial exploitation for Waukesha County citizens. We continue to collaborate with law enforcement and community partners to educate and provide awareness to citizens. *(Find more information regarding Adult Protective Services on page 12)*



The ADRC has worked with the Child and Family Division to improve the process for youth transitioning to the adult long term care world. Six educational sessions were held to provide information to families and transition youth. *(Find more information regarding our Youth in Transition services on page 11)*



In August of 2022, a Younger Onset Dementia Caregiver Support Group began for caregivers of individuals who have displayed symptoms of and/or have been diagnosed with a form of dementia prior to the age of 65. The success of this group was validated when one caregiver commented during a meeting "I love this group. It feels like I'm not alone anymore. Our stories are different, but so very similar". *(Find more information regarding our Dementia Care services on page 17)*

ADMINISTRATIVE SUPPORT SERVICES

Administrative Support Services staff provide support to the ADRC that are integral to the function of all our programming including, resource center, aging services, nutrition programs, adult protective services, and transportation services.

In 2022, administrative support staff handled **34,488** incoming calls from community members, which amounts to almost 2,874 contacts per month, or over 138 contacts per work day.



Pictured above: Phyllis, one of our Administrative Support Staff

Managed operations for
2,028
nutrition consumers

Coordinated
547
consumers for in-home support services

Answered
34,488
total incoming calls

Processed
897
transportation applications

Examples of administrative duties include:

- First point of consumer contact with the ADRC via phone or walk-in visits
- Application processing, data entry, and tracking for the Transportation program
- Daily operations and data entry for Senior Nutrition Program
- Assist with obtaining services for consumers receiving in-home services through contracted providers
- Provide meeting set-up, communication, and minute taking for committees and meetings

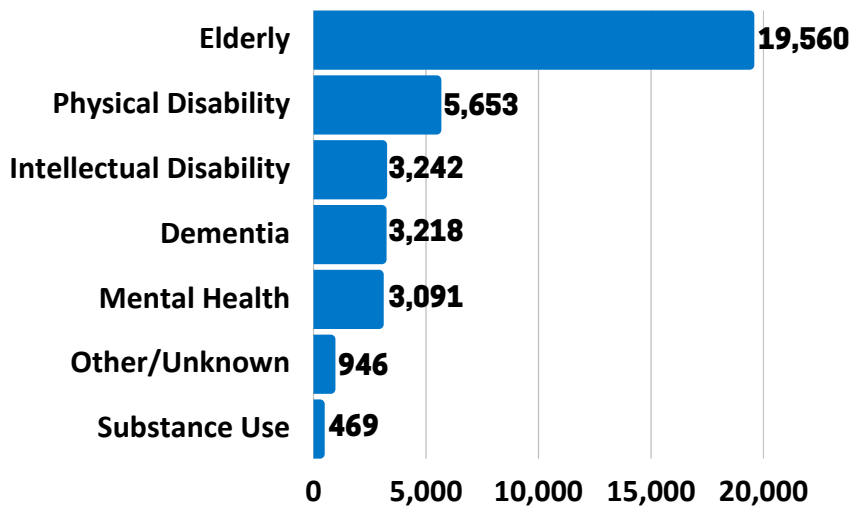
RESOURCE CENTER



The Resource Center is an integral function of the ADRC. The ADRC Specialists who handle community member's calls, emails, and in-person visits, provide one central source of reliable and objective information. Examples of these services include information and assistance, options counseling, eligibility determination for publicly funded long-term care program, enrollment and referrals to other program areas and agencies both inside and outside of the Department of Health and Human Services.

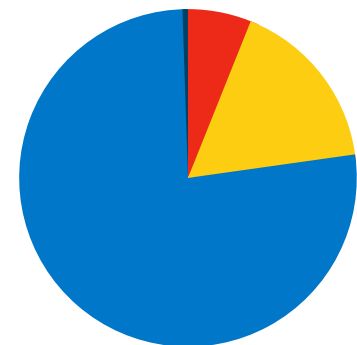
Contacts by Target Group

(contacts can be from multiple target groups)



Contacts by Age Group

- 77% Ages 60-99
- 17% Ages 22-59
- 6% Ages 17-21
- <1% Ages 100+



Services Provided:

28,602
Contacts to
Resource
Center

15,020
Contacts related
to Wisconsin's
Long-Term Care
Programs

1,874
Contacts related
to caregiving
support and
referral

1,828
Contacts
related to
Alzheimer's
or Dementia

731
Walk-ins to our
office and
provided
assistance

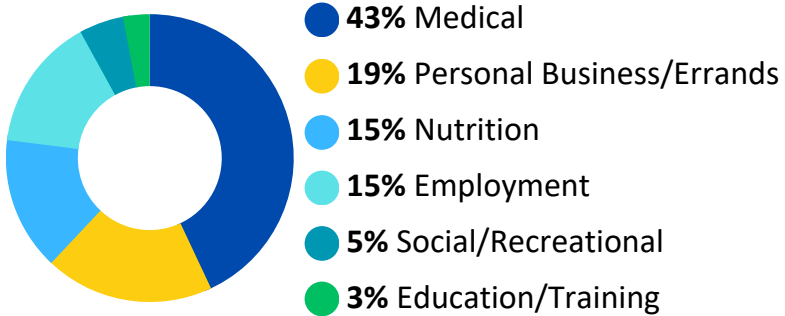
650
Functional
Screens
completed

TRANSPORTATION

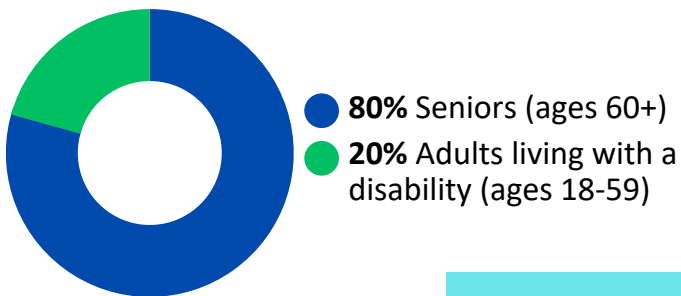
The ADRC administers specialized transportation services for non/limited-driving older adults 60 years of age and older, as well as individuals with disabilities age 18-59, via shared-fare taxi, accessible wheelchair van (RideLine), volunteer transportation, senior shuttle service, and non-medical group trips.

In 2022, the ADRC developed a new partnership with a taxi provider who serves the Menomonee Falls, Sussex, and Butler areas to help fill the need for transportation providers.

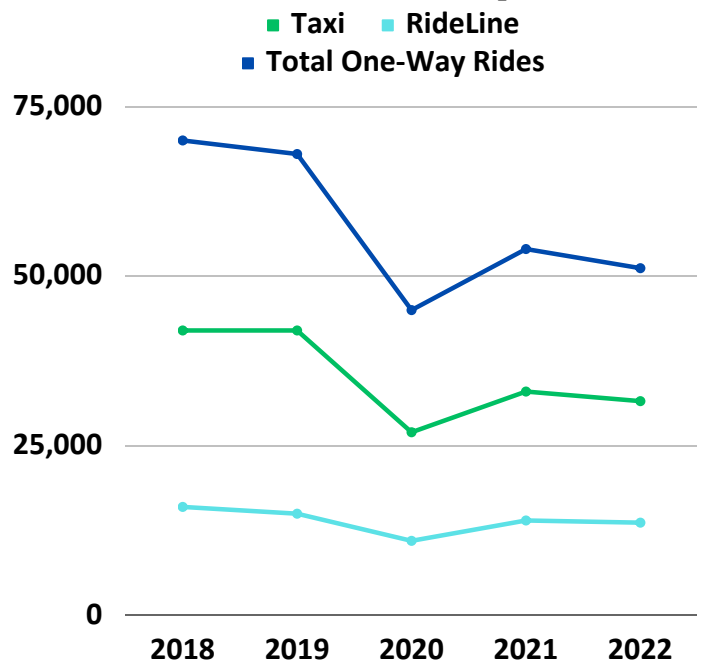
Reasons for Transportation



Who is riding?



Number of Rides By Year



13,679

RideLine Rides

31,585

Taxi Rides

683,468

Total Miles Driven During ADRC Rides

49,203

Hours of service

51,178

Total One-Way Rides

YOUTH TRANSITION SERVICES



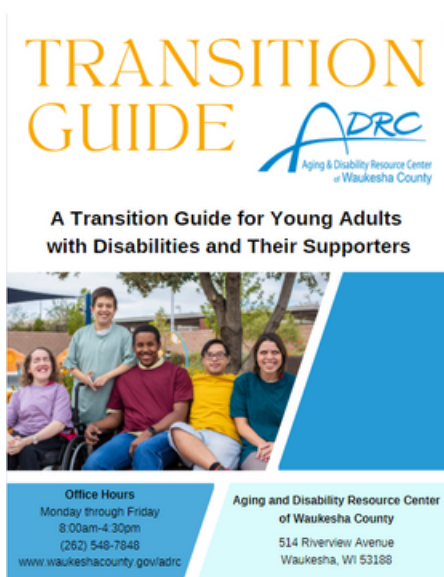
As a young person with a disability gets closer to turning 18 years old, 17 and a half to be exact, ADRC Specialists meet with them and their families to provide a brief overview of the changes, the process, the timeline, and the resources involved for a young person to transition from children's services to adult services.

The Specialist explains how the ADRC can help them understand new rights and responsibilities, determine their immediate and future care needs and evaluate their options for meeting those needs. They also link them to resources and organizations that will help them make more informed choices about living a productive life as an adult in Waukesha County.

HIGHLIGHTS OF 2022

- Started new initiative and offered six educational presentations to families, reaching **65 participants**.
 - Partnered with Department of Vocational Rehabilitation (DVR), Wispact, Greater Wisconsin Agency on Aging Resources (GWAAR) and the Social Security Administration to provide these educational presentations on topics related to accessing funding and services, applying for benefits, and navigating new opportunities in decision making.
- Partnered with Oconomowoc and Elmbrook School districts at youth transition resource fairs.

We saw a 50% increase in referrals to our youth transition team for a total of 90 referrals



These Transition Guide Booklets are made available in our office to anyone who needs an easy-to-read guide on the path from child services to adult services and the steps along the way.



ADULT PROTECTIVE SERVICES (APS)

Adult Protective Services (APS) investigates and intervenes in reports of abuse, neglect, and financial exploitation of adults and older adults at risk in the community. APS staff work to ensure safety, promote self-determination, and intervene on behalf of clients that cannot protect themselves. In addition, they provide court services to provide protection and services in the least restrictive setting. Examples include: petition for guardianship and protective placement, providing comprehensive assessments for new and annual reviews of protective placements for people placed outside their homes for 24/7 care.

The APS unit worked diligently in 2022 to increase their outreach efforts to households who might be at higher risk of elder or adult-at-risk abuse and made 274 outreach contacts. Outreach included mailing resources and talking with consumers about possible next steps.

The APS Supervisor is the chair of the Waukesha County Financial Abuse Specialist Team (FAST). This team consists of a multi-disciplinary group of professionals who meet regularly to collaborate on financial abuse prevention of elderly or vulnerable adults and to improve the system's capacity to respond to victim needs in accessing support, advocacy and services.

REASONS FOR ABUSE OR NEGLECT INVESTIGATIONS

TOTAL NEW INVESTIGATIONS = 187

1 Financial Exploitation - 70

2 Self Neglect - 55

3 Caregiver Neglect - 44

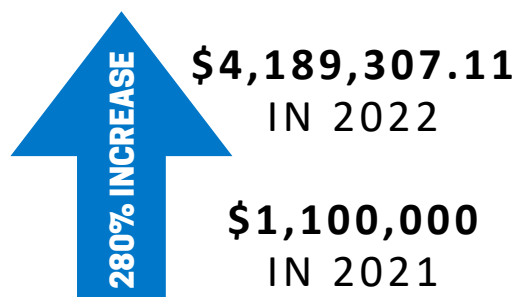
4 Physical Abuse - 10

5 Sexual Abuse - 4

6 Confinement - 3

7 Verbal Abuse - 1

DOCUMENTED ESTIMATED LOSSES TO CONSUMERS BECAUSE OF FINANCIAL EXPLOITATION



HIGHLIGHTS OF 2022

- 1,030 calls made to APS to report abuse or neglect
- 274 abuse and neglect prevention outreach contacts made
- 255 Annual Court Reviews of Protective Placement
- 294 new cases including:
 - 187 Abuse or neglect investigations
 - 107 Court Services Cases
- 73% of investigations were for elders at risk
- 22% of investigations were for adults, 18-59, at risk

SENIOR RESOURCE FAIR

The Adult Protective Services unit within the ADRC are main drivers in providing accurate information and resources regarding elder abuse. Every year, the ADRC plans an awareness campaign or event to honor World Elder Abuse Awareness Day (WEAAD) on June 15th. In 2022, we organized a Senior Resource Fair at the Sussex Civic Center and had over 65 older adults in attendance!

During the day, people were able to visit the various resource tables which included:

- Alzheimer's Association
- Ascension Hospital
- Aurora Health Care
- Donna Lexa
- Elder Rights Project
- Eras Senior Network
- Froedtert Health
- Humane Animal Welfare Society (HAWS)
- Senior Medicare Patrol
- Sussex Civic Center
- The Women's Center
- University of Wisconsin Extension
- Waukesha Food Pantry
- WCTC - Learning in Retirement
- Wisconsin Association of Senior Centers

In addition, various Waukesha County entities were represented at the resource fair which included: Aging & Disability Resource Center, Bridges Library System, Waukesha County District Attorney, Waukesha County Emergency Preparedness, Waukesha County Mental Health Center, Waukesha County Public Health, Waukesha County Sheriff's Office, Waukesha County Veterans Services Office.

The day also featured a presentation titled "The Health Risks of Social Isolation and Loneliness" presented by Dr. Leahy & Dr. Iglesias from ProHealth Care, a welcome greeting from County Executive, Paul Farrow, and an ice cream treat in the summer heat!



Pictures above - Left Picture: Waukesha County Executive, Paul Farrow, talking with some of the participants at the resource fair. Middle Picture: audience photo of those who attended. Right Picture: Presentation "The Health Risks of Social Isolation and Loneliness." Top Right Picture: two ADRC Specialists at our resource table

ELDER BENEFIT SPECIALISTS (EBS)

The Elder Benefit Specialist (EBS) program helps older adults (60+, regardless of income) understand, obtain, and keep public and private benefits, including health care and programs that help save money such as Medicare, Medicaid, and Social Security.

EBSs are certified Wisconsin State Health Insurance Assistance Program (SHIP) counselors, providing education, counseling, and enrollment assistance to Medicare beneficiaries. Moreover, EBSs meet face-to-face with clients and conduct presentations and outreach events throughout Waukesha County on an ongoing basis.

897

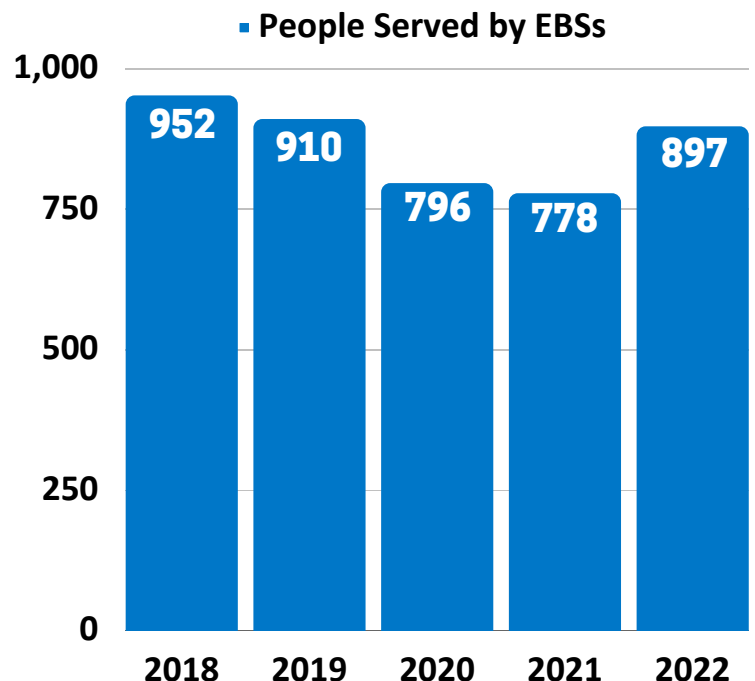
CLIENTS SERVED BY ELDER BENEFIT SPECIALISTS

\$4,401,686

AMOUNT IN PUBLICLY-FUNDED BENEFITS CONSUMERS WERE ABLE TO ACCESS DUE TO THE HELP FROM ELDER BENEFIT SPECIALISTS

In 2022, two Elder Benefit Specialists served **897** consumers with **63%** of the consumers requesting help with health insurance benefits, and **11.3%** requesting help with income benefits.

The "Welcome to Medicare" classes assisted over **613** consumers with education on Medicare eligibility and coverage. These classes run throughout the year, with in-person and virtual options.



DISABILITY BENEFIT SPECIALIST (DBS)

Disability Benefit Specialist (DBS) program provides services to people between the ages of 17 and a half to age 59 who identify as having a physical disability, intellectual or developmental disability, mental health disorder, or substance use disorder.

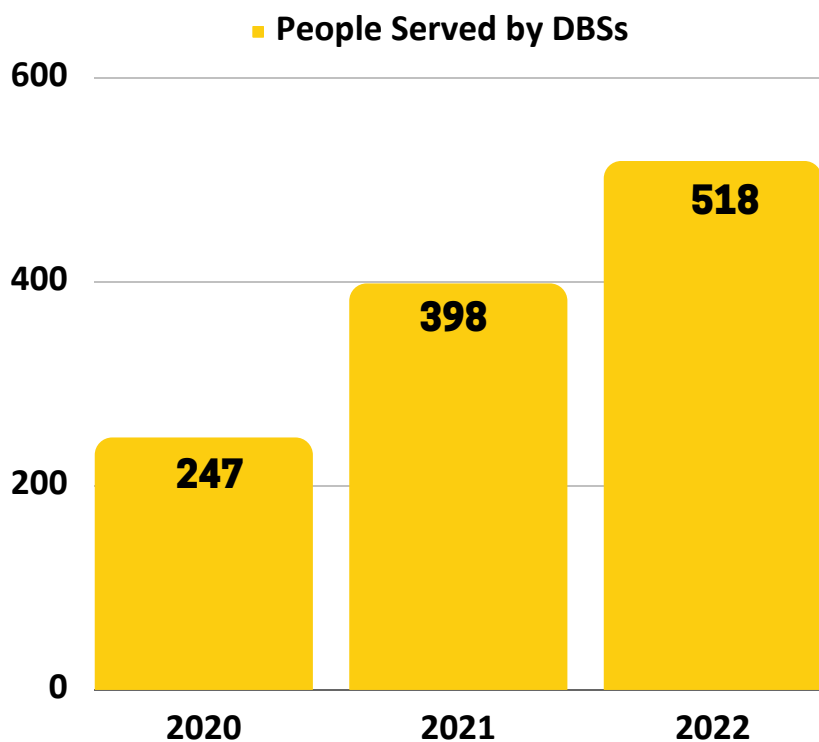
Disability benefits counseling offers assistance and advocacy in obtaining and maintaining public benefits, so that customers understand their options and responsibilities and can make informed choices about their benefits and options. These benefits include, but are not limited to, health insurance (Medicare and Medicaid), Social Security benefits, Foodshare, utility programs, and prescription drug assistance.

518

CLIENTS SERVED BY
DISABILITY BENEFIT SPECIALISTS

\$1,791,993

AMOUNT IN PUBLICLY-FUNDED BENEFITS
CONSUMERS WERE ABLE TO ACCESS DUE TO THE
HELP FROM DISABILITY BENEFIT SPECIALISTS



In 2022, two Disability Benefit Specialists served **518** consumers ages 18-59 with **37%** of the consumers requesting help with health insurance benefits and **34%** requesting help with income benefits.

AGING SERVICES



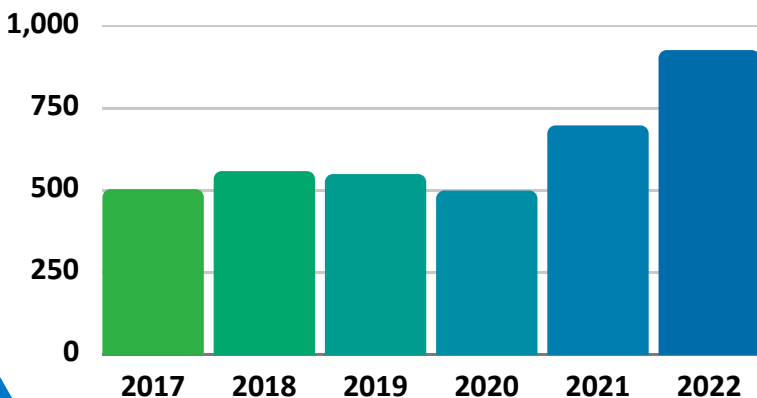
The Aging and Disability Resource Center of Waukesha County (ADRC) offers a variety of programs to meet the needs of older adults and caregivers. Services are available directly from the ADRC or in cooperation with other agencies. Funding for these programs is provided through the Older Americans Act, Elder Abuse and Neglect Services grant, Alzheimer’s Family Caregiver Support Program, and Waukesha County tax levy. Some services provided may require a fee based on income and assets and others are based solely on need for assistance. Some services provided include homemaker services, emergency alert, assistance with bathing, and caregiver services (including respite). During the past year we were able to assist individuals with renting or purchasing equipment such as a portable ramp or alarmed medication dispensers to help them remain safely in their homes as long as they are able.

As the population ages, the ADRC is seeing an increase in the number of seniors who need these support services. The Aging Services unit assisted **924 consumers** in 2022, almost a **33% increase** from the previous year. **81% of those served were new to the Aging Services program.**

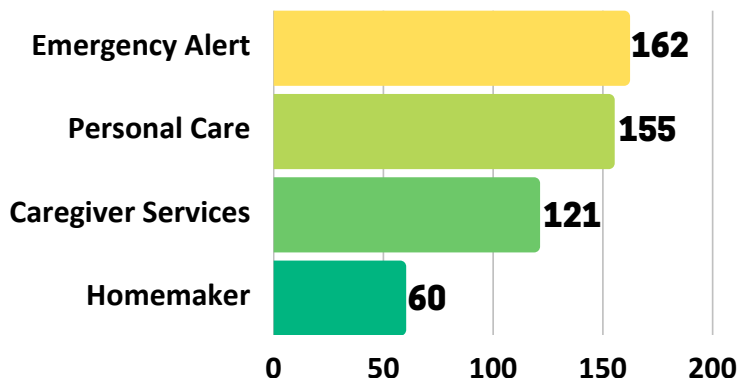


The ADRC recognizes how important family caregivers are to their loved ones and the community. In November we were able to recognize all of the care and support provided by the many caregivers in Waukesha County by offering a viewing of a film called “Unconditional: A Journey of Selfless Love.” The film focused on four caregivers from Wisconsin and their thoughts on the importance of self-care while you are caring for a loved one.

Total Cases Assigned to Aging Services



Number of People Provided with Each Service



DEMENTIA CARE



In 2022, the Dementia Care Specialists:

- Facilitated quarterly county-wide Dementia Friendly Leadership Meetings and were active participants in the Pewaukee and Elmbrook Dementia Friendly meetings. This included being involved in Pewaukee starting a Peer-to-Peer Caregiver Coffee series, a community Dementia Live event, and Dementia Friendly Elmbrook with their first Mind Set Run/Walk.
- Participated in **56 community outreach and public awareness events** in 13 communities across the county.
- Facilitated and led **five (5) Dementia Friendly business trainings**, in addition to a train the trainer session.
- Conducted dementia and memory screen training to any new ADRC staff.
- Provided quarterly refresher training for existing ADRC staff.

HEALTH AND EDUCATION

The ADRC works in partnership with other county departments and external organizations to offer programs and information to help older adults in our community prevent common health problems, manage chronic conditions, and maintain good health. In addition, the ADRC distributes Senior Farmers' Market Vouchers through the federal Senior Farmers Market Nutrition Program to promote healthy eating among low-income older adults.

506

Senior Farmers' Market Vouchers distributed allowing seniors to purchase up to \$25 worth of free fresh produce from participating vendors at area farmers market or road vendors.

60

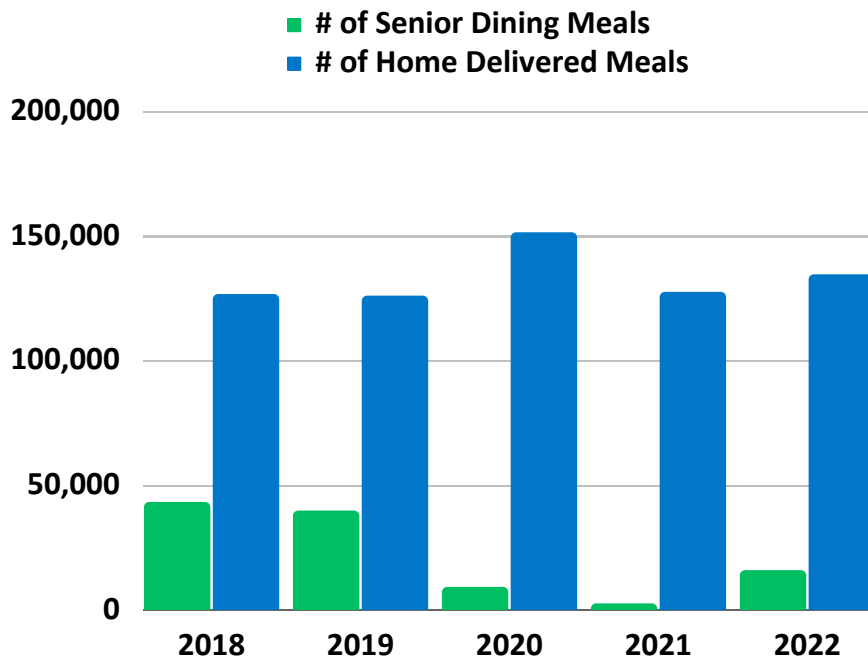
People attended Health & Wellness classes such as Boost Your Brain and Memory, Healthy Living with Diabetes, Powerful Tools for Caregivers, and Stepping On.

SENIOR DINING & HOME DELIVERED MEALS

The ADRC operates senior dining centers throughout the county and also provides home delivered meals to those 60 years of age or older, who are homebound or unable to prepare nutritious meals for themselves. There is no cost to participate in either program, however confidential donations are accepted. No eligible client is denied a meal because of inability to contribute financially.

The Waukesha senior dining center at La Casa Village reopened in November 2022. This allowed us the ability to have six dining centers again in Waukesha County. Senior Dining Centers are located in: Waukesha, Brookfield, Sussex, Menomonee Falls, Oconomowoc, and Mukwonago.

Number of Meals Served By Year



16,056
senior dining
meals served

134,565
home delivered
meals served

2,028
Total Clients Served



(Community members enjoying lunch at the Brookfield Senior Center, one of the ADRC's Senior Dining Centers.)

VOLUNTEERS MAKING A DIFFERENCE

Volunteers provided **27,278 hours of services** to the ADRC this year and the impact is immeasurable. Without volunteers, the ADRC would have to reduce programming and limit the services provided to the residents of Waukesha County.

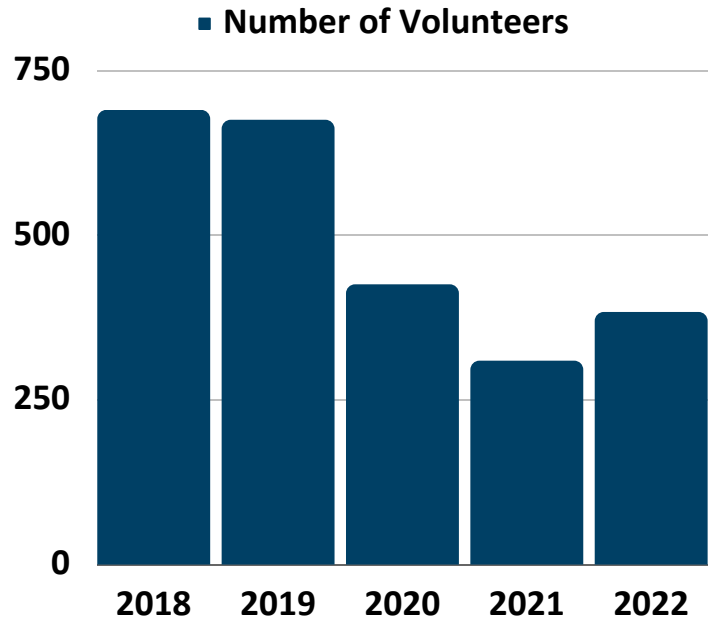
Volunteer opportunities include:

- Home Delivered Meal Drivers, Reassessment Volunteers, and Meal Packers
- Senior Dining Assistants
- Office Assistants
- Volunteer Guardians
- Advisory Board Members
- And More!

VOLUNTEERS
383

TOTAL VOLUNTEER HOURS
27,278

VALUATION OF VOLUNTEER HOURS
\$690,133



THANKING OUR VOLUNTEERS

To show our gratitude and appreciation to our volunteers and the ADRC hosted a volunteer recognition event titled, "Volunteers Are Out of This World", held in three sessions at the Retzer Nature Center/Horwitz-DeRemer Planetarium on October 20 & 21, 2022.

To highlight our dedicated volunteers this recognition event featured a buffet dinner and a one-hour program in the planetary dome. Thanks were given by Elizabeth Aldred, Director of Waukesha County Health and Human Services and Mary Smith, Manager of the ADRC, to the 139 total volunteers who attended these recognition events.

If you are interested in learning more about becoming a volunteer, please reach out to us at adrc@waukeshacounty.gov

MARKETING AND OUTREACH



In 2022, the ADRC held in person events and outreach to underserved populations in our community. To explain resources and services the ADRC produced a general marketing postcard which was mailed to all households over the age of 65 in Waukesha County. The ever popular Resource Guide was distributed widely in our community.

Marketing & Outreach activities in 2022 include:

- Producing a monthly newsletter - *The ADRC Connection*
- Printing a biennial Resource Guide
- Advertising campaigns including print, radio, television, social media ads, public bus ads, and a billboard featured on I-94 westbound
- 60,000+ household mailing advertising ADRC services
- Partnerships with community organizations
- And more!

NEWSLETTERS
22,100

RESOURCE GUIDES
10,000



2022 Outreach Locations:

- Law Enforcement agencies throughout Waukesha County
- Shorehaven Life Enrichment Center
- Local libraries in: Brookfield, Sussex, Pewaukee, Elm Grove, Muskego, Hartland, Big Bend, Eagle, Oconomowoc, Butler, North Lake, Waukesha, and Menomonee Falls
- Mukwonago High School & Oconomowoc and Elm Brook School Districts
- Ascension Lutheran Church
- Three Pillars Senior Community

WHAT OUR CONSUMERS SAY...

“ Staff was great in helping me attain everything I want to apply for. I am glad that my area has these helpful things.

”

“

We so appreciate [the ADRC] and everything they did for us and our family. I live out of state and could not have accomplished what they did for us. **At a time when all we had were questions, they were a bright light helping us wade through until we found the answers.** Thank you so much!

”

“

My mother is truly blessed to receive the truly compassionate, professional care that has allowed her to continue to live with me – her daughter.

”

“

The Disability Specialist has been extremely helpful, kind, and considerate. She has spent time on the phone with me, time with me on conference calls, and a sounding board for my frustration. She has helped me write appeals, get the information I needed all together so we could send out the necessary paperwork.

”

“

Wealth of knowledge about Medicare, insurance, sources of assistance, appeals and so much more.

”

“

Thorough, knowledgeable and very easy to work with.

”

STAFF ENGAGEMENT

In addition to staff work responsibilities, staff are involved in various external and internal committees and work groups. The ADRC has a number of staff led internal committees to improve processes and enhance relationships with peers and leadership in the ADRC.

Active internal committees include:

CULTURE CLUB

RESOURCE GUIDE COMMITTEE

LONG TERM CARE FUNCTIONAL SCREEN SUBJECT MATTER EXPERTS (SME)

RESOURCE CUBE (R³) COMMITTEE

NEWSLETTER COMMITTEE

SPIRIT SQUAD

Three new committees were proposed by staff and formed in 2022:

TRAUMA INFORMED CARE COMMITTEE

DISABILITY INFORMATION GROUP

DIVERSITY, EQUITY, INCLUSION COMMITTEE




ADRC Spirit Squad sponsored staff golf outing!

**We thank the dedicated,
professional, and hardworking staff
for all they do!**



Human Services Center
514 Riverview Ave
Waukesha, WI 53188

 (262) 548-7848

 adrc@waukeshacounty.gov

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