



ANNUAL REPORT 2024





Aging and Disability Resource Center
of Waukesha County

Your Bridge to Support

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.

Note: Most of the data in this report is an annualized estimate using information compiled from January 1, 2024 through October 31, 2024 due to a statewide reporting system transition. Financial revenue and expenditures data is an accurate annual value.



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ORGANIZATIONAL CHART

Mary announced her retirement in 2024 and served as ADRC Manager until February 28, 2025.

"Looking back, I feel incredibly grateful for the privilege of serving this amazing community and the wonderful people I have had the pleasure to work with."



Mary C. Smith
Manager
2013-2025
26 years of service



Lisa Bittman
Coordinator
Incl. Program Area: Volunteer Services

Resource Center



Mikie Blask
Supervisor

Program Areas
Resource Center
Long Term Care

Team Composition
8 Senior ADRC
Specialists



Stephanie Cera
Supervisor

Program Areas
Resource Center
Long Term Care

Team Composition
9 Senior ADRC
Specialists



Tammy Depies
Supervisor

Program Areas
Resource Center
Youth in Transition
Benefit Specialists

Team Composition
5 Senior ADRC
Specialists
4 Benefit Specialists

ADRC ADVISORY BOARD

- Judith Tharman**, Chair
- Susan Schweda**, Co-Chair
- Mary Baer**, HHS Board Liaison
- Patricia Carriveau**
- Pamela Franke**
- Joel Gaughan**, County Board Rep
- Marj Kozlowski**
- Jeffrey Lewis**
- Donald Richmond**
- Sandy Wolff**

DEPT. OF HEALTH & HUMAN SERVICES

- Elizabeth Aldred**, Director
- Lisa Roberts**, Deputy Director

INTRODUCING IN 2025...



Jenny Wrucke

Jenny Wrucke was selected as the new ADRC Manager of Waukesha County with over 15 years of dedicated experience at Waukesha County Health and Human Services in another division.

"I am both excited and eager for this new chapter with the ADRC and hope to bring innovation, enthusiasm, and a continued commitment to excellent service as we work together to support and empower our community. Many thanks to former ADRC Manager, Mary Smith, who has helped me smoothly transition into this role. Best wishes to Mary in her retirement!"

-Jenny Wrucke



Amy Meyer
Coordinator

Adult Protective Services



Jessica Eckert
Supervisor

Aging Services



Shirley Peterson
Supervisor

Nutrition & Transportation



Kristen Hosking
Supervisor

Admin Support*



Sheri Milinski
Admin Support Supervisor

Program Areas

Adult Protective Services
Annual WATTS Reviews
Guardianship
Protective Placement

Team Composition

8 Social Workers
1 PT Social Worker
1 Senior ADRC Specialist

Program Areas

Aging Services
Dementia Care Services

Team Composition

6 Aging/Senior ADRC Specialists
1 PT Caregiver Specialist
1.5 Dementia Care Specialists
1 Human Services Support Specialist
1 Admin Specialist

Program Areas

Senior Nutrition
Health Education
Specialized Transportation

Team Composition

1 Part Time Nutrition Program Ass't.
1 Health Promotion
6 Part Time Senior Managers
6 LTE Senior Dining Managers
1 Admin Specialist

Program Areas

Administrative Support
Office Management

Team Composition

3 ADRC Admin Staff

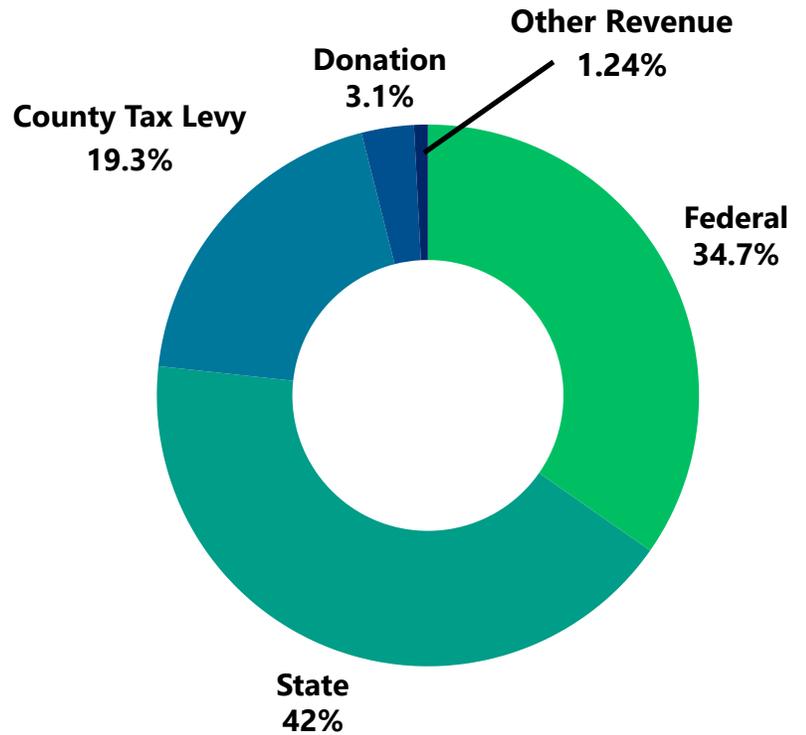
**Does not directly report to ADRC Management*

OVERVIEW OF 2024 ADRC REVENUES AND EXPENSES

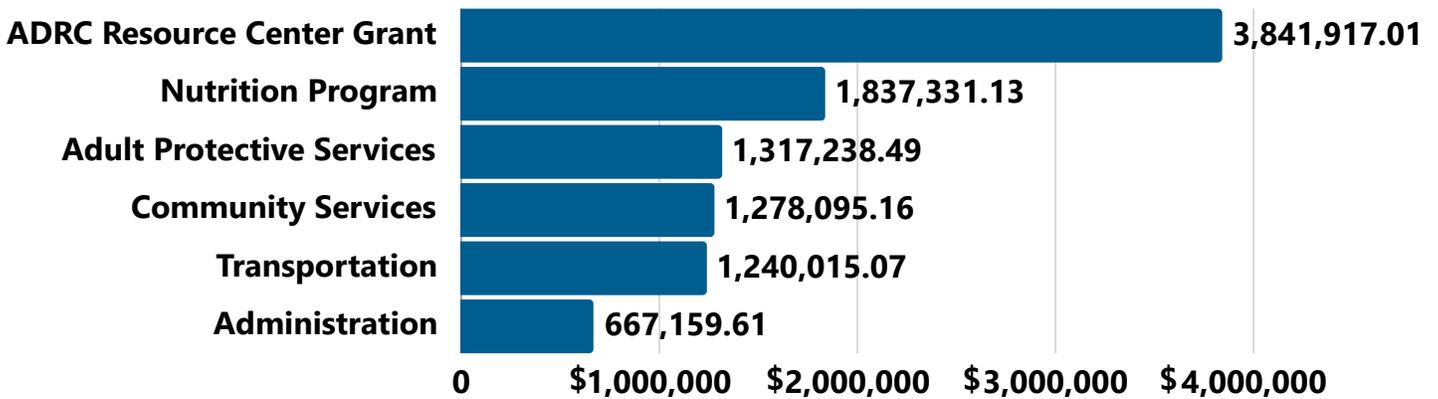
The ADRC of Waukesha County is funded by a variety of federal and state grants as well as county tax levy. During 2024, over \$10.1 million in revenue was received by the ADRC. Federal grants include Older Americans Act, Nutrition Service Incentive Program, and Medicaid match for the work completed by staff for long term care benefit programs. State grants include ADRC Resource Center, Alzheimer’s Family Caregiver Support Program, Adult Protective Services (APS), Elder Abuse and Neglect, and Specialized Transportation.

Consumers who received services from ADRC contributed over \$318,000 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 37.7% of the overall expenditures in the ADRC. In addition, Adult Protective Services, helping the most vulnerable citizens in our community, receives the most county tax levy of the programs in the ADRC.

PROGRAM DESCRIPTIONS

ADULT PROTECTIVE SERVICES

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 ensure individuals have their needs met in the least restrictive setting, including guardianship.

AGING SERVICES UNIT AND DEMENTIA CARE SPECIALISTS

Offers a variety of programs to meet the needs of older adults (ages 60+) and their caregivers. 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 include homemaker services, emergency alert, assistance with bathing, caregiver services (including respite), and dementia support and education. In addition, Dementia Care Specialists are able to provide education, outreach, and support to the community, businesses, and to caregivers.

BENEFITS SPECIALIST AND YOUTH TRANSITION

The Benefit Specialists work in two different program areas, Elder Benefit Specialists (for ages 60+) and Disability Benefit Specialists (for ages 18+ with a disability). These Benefit Specialists provide assistance to consumers to help understand, obtain, and maintain public and private benefits, including health care and programs that help save money such as Medicare, Medicaid, and Social Security. Also working with youth in transition (ages 17.5-21), ADRC specialists and benefit specialists meet with them and their families to provide an overview of the changes, process, timeline, and resources involved for a young person to transition from children's services to adult long term care services.

RESOURCE CENTER

The Resource Center is an integral function of the ADRC. The ADRC Specialists who respond to community member's calls, emails, and in-person visits, provide a 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 programs, enrollment and referrals to other program areas and agencies both inside and outside of the Waukesha County Department of Health and Human Services.

SENIOR NUTRITION AND HEALTH EDUCATION

The ADRC operates seven 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. We provide health education, in partnership with other county departments and external organizations, to help older adults prevent 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.

SPECIALIZED TRANSPORTATION AND SHARED FARE TAXI

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 van (RideLine), volunteer transportation, senior shuttle service, and non-medical group trips.

VOLUNTEER SERVICES

The ADRC relies on 400+ volunteers annually to help with some of our programs including advisory board members, home delivered meal drivers and meal packers, reassessment volunteers, dining assistants, office assistants, and health promotion class leaders.

ADMINISTRATIVE SUPPORT SERVICES

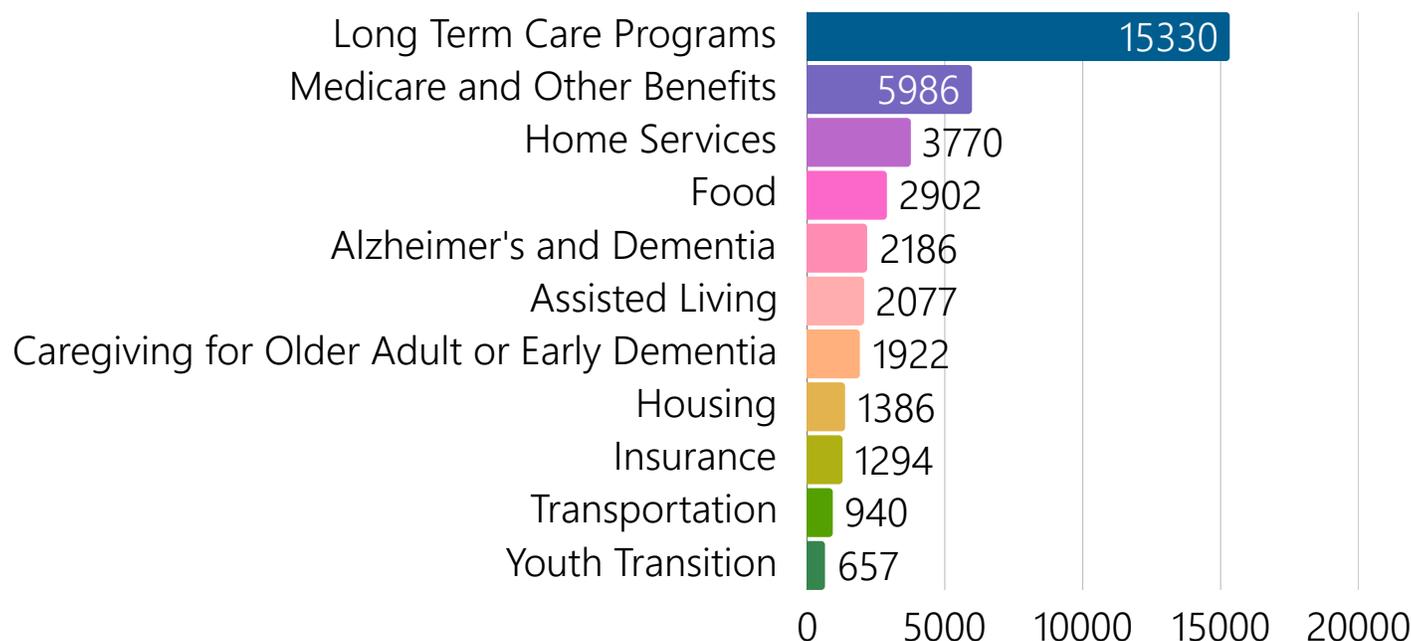


Examples of administrative duties include:

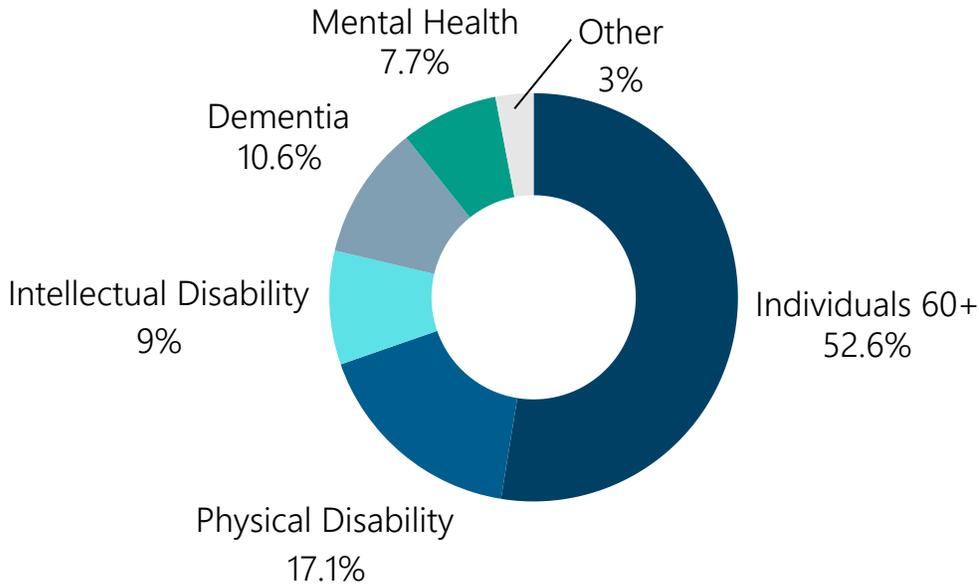
- First point of consumer contact with the ADRC via phone or walk-in visits
- Application processing, data entry, and tracking for the Transportation program
- Daily operations and data entry for Senior Nutrition Program
- Assist with obtaining services for consumers receiving in-home services through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



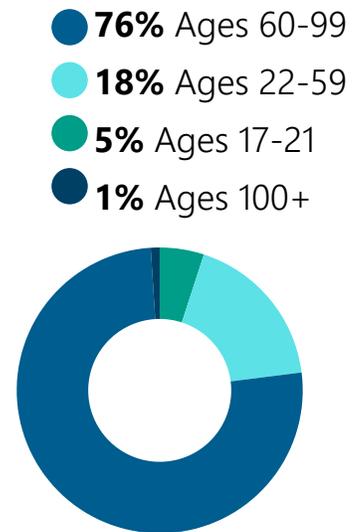
Top Topics from Callers / Resource Center / APS



Contacts by Caller Type



Contacts by Age Group




26,558
Contacts with
Resource Center



15,330
Contacts related to Wisconsin's
Long-Term Care Programs



2,082
Contacts related to
caregiving of an older adult



2,186
Contacts related to
Alzheimer's or Dementia



825
Walk-ins to our office were provided assistance



824
Functional Screens completed

ELDER BENEFIT SPECIALISTS



In 2024, two Elder Benefit Specialists (EBS) served **848 consumers** with 62% of those consumers requesting help with health insurance benefits. Our EBSs helped access **\$4,777,683** in benefits for consumers.

The "Welcome to Medicare" classes assisted **705 consumers** with education on Medicare eligibility and coverage in partnership with GWAAR (Greater Wisconsin Agency on Aging Resources). These classes run throughout the year, with in-person and virtual options.

848

CLIENTS SERVED BY
ELDER BENEFIT SPECIALISTS

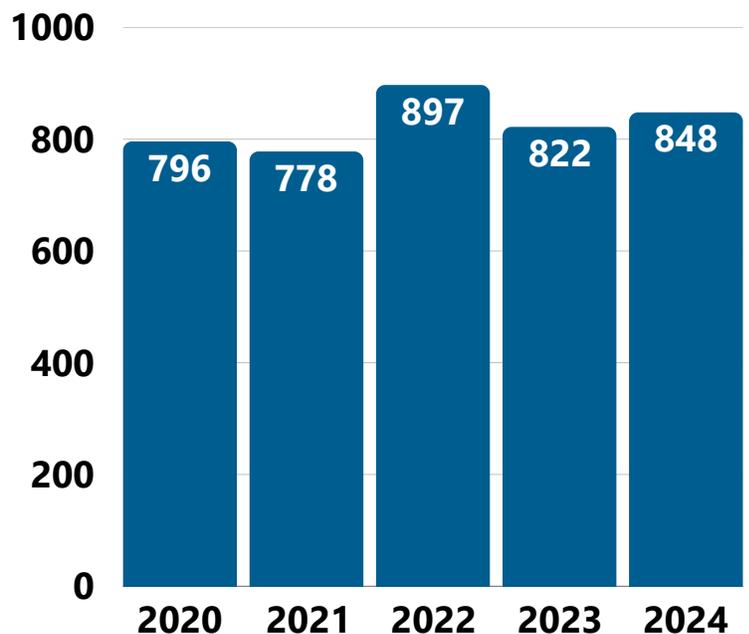
87% are ages 60-79

29% are at, or below, the Federal
Poverty Level (FPL)



(Above): A "Welcome to Medicare" class located at the Human Services Center on the 2nd Wednesday of every month.

of People Served by EBS



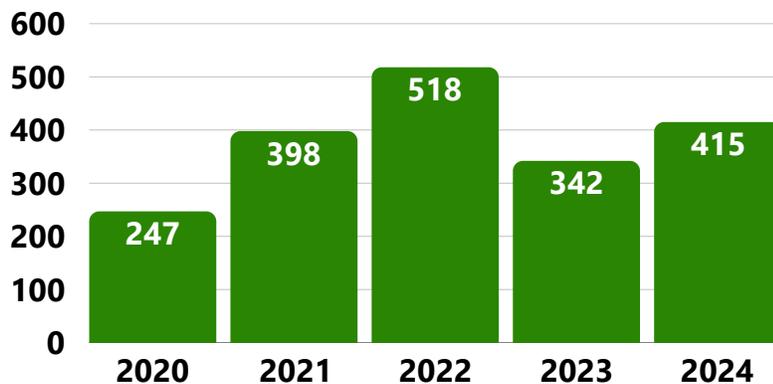
DISABILITY BENEFIT SPECIALISTS



In 2024, two Disability Benefit Specialists (DBS) served **415 consumers** ages 18-79 with 37% of the consumers requesting help with health insurance benefits and 22% requesting help with income benefits.

Our DBS helped access **\$532,814** in publicly funded benefits for these consumers.

● # of People Served by DBS



415

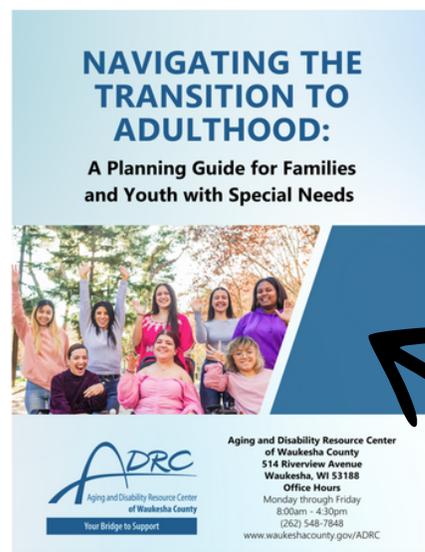
CLIENTS SERVED BY
DISABILITY BENEFIT SPECIALISTS

98% are ages 18-59

72% are at, or below, the Federal Poverty Level (FPL)

YOUTH TRANSITION SERVICES

- Offered **6** educational presentations to families, reaching **73 participants**.
- Partnered with all Waukesha County school districts and various community organizations at youth transition resource fairs reaching over **200 families and professionals**.
- Received **138 referrals for youth transition team cases**.



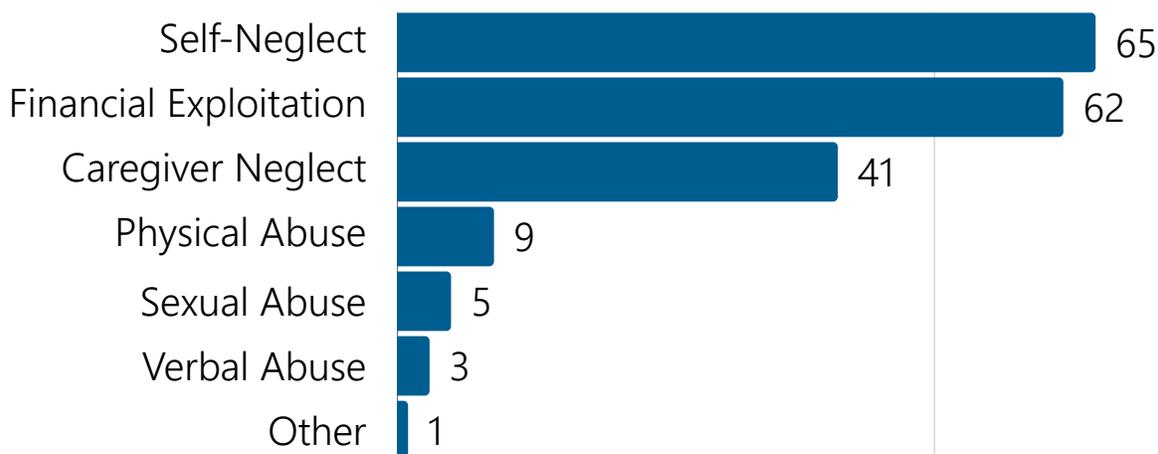
These Transition Guide Booklets, now titled "Navigating the Transition to Adulthood", are made available in our office, website, or via mail, to anyone who needs an easy-to-read guide on the path from child services to adult services and the steps along the way.

ADULT PROTECTIVE SERVICES

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.

Top Reasons for APS Investigations

Total New Investigations = 186



ADULT PROTECTIVE SERVICES DATA OVERVIEW OF 2024

1,434 Referrals made to APS to report abuse or neglect calls

403 Abuse and neglect prevention outreach contacts made

259 Annual court reviews of protective placements

369 New cases including:

186 Abuse or neglect investigations

105 Court Services Cases

64 In-Person Outreach

38 Urgent court services

LET'S TALK ABOUT SCAMS

In recognition of World Elder Abuse Awareness Day

On June 11, 2024, we hosted a community session geared towards older adults titled "Let's Talk About Scams" at the Waukesha Public Library.

The session included the following segments:

- **Overview of Adult Protective Services**

- APS Supervisor, Jessica Eckert of ADRC of Waukesha County

- **What are scams?**

- *Types of scams, red flags to watch for, and how to protect yourself* by Steven Samuel, Dept. of Agriculture, Trade, and Consumer Protection (DATCP)

- **Law enforcement perspective**

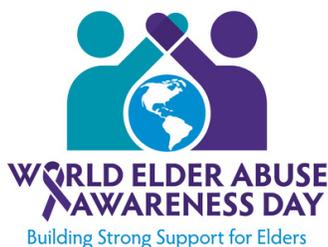
- *Current trends, local examples, how law enforcement can and cannot help* by Det. Hallmark, City of Waukesha Police Department

- **Lived experience perspective**

- Local older woman in New Berlin who almost was scammed out of \$15,000



(Above): "Let's Talk About Scams" presentation in recognition of World Elder Abuse Awareness Day on June 11, 2024 at the Waukesha Public Library.



45

People reached

95%

reported a "high" or "very high" level of knowledge of scams afterwards

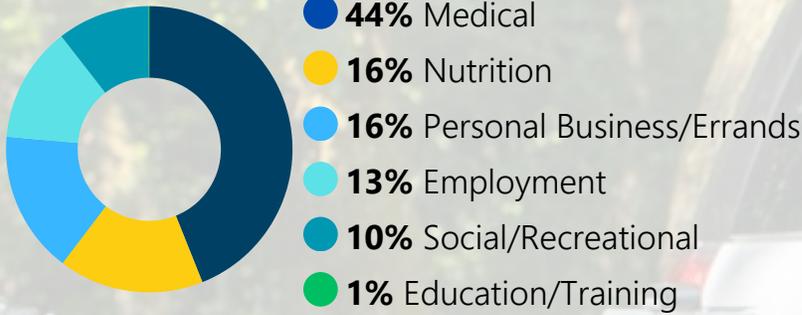


(Above): Resource table in the HHS lobby in 2024.

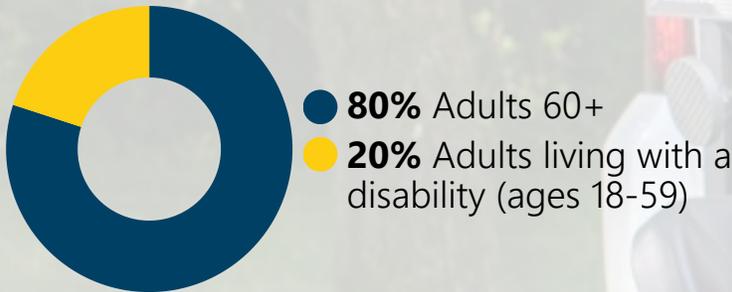
Each year, World Elder Abuse Awareness Day (WEAAD) is recognized on June 15th. The ADRC of Waukesha participates with Adult Protective Services (APS) on outreach and awareness activities and campaigns related to topics of keeping older people safe and knowing the warning signs of possible abuse or neglect and where they can go for help or to make a report with APS.

TRANSPORTATION

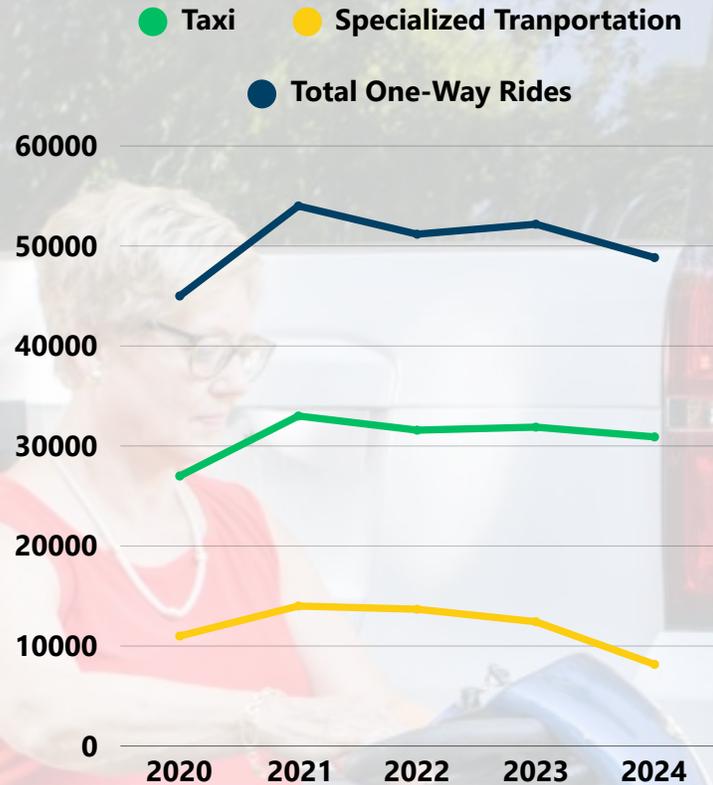
Reasons for Transportation



Who is riding?



Number of Rides By Year



456,994

Total Miles Driven During ADRC Rides

30,028

Hours of service

48,840

Total One-Way Rides

8,167

Specialized Transportation Rides

30,909

Taxi Rides

In addition to our Shared-Fare Taxi and RideLine transportation programs, we provide funding to help operate a portion of other community transportation organizations and programs such as Eras Senior Network Volunteer Driver Program and Menomonee Falls Shuttle Bus service through Johnson Bus.

999

Menomonee Falls Senior Shuttle Rides

3,371

Consumers served through Group Trips for various organizations

5,394

Eras Senior Network Rides

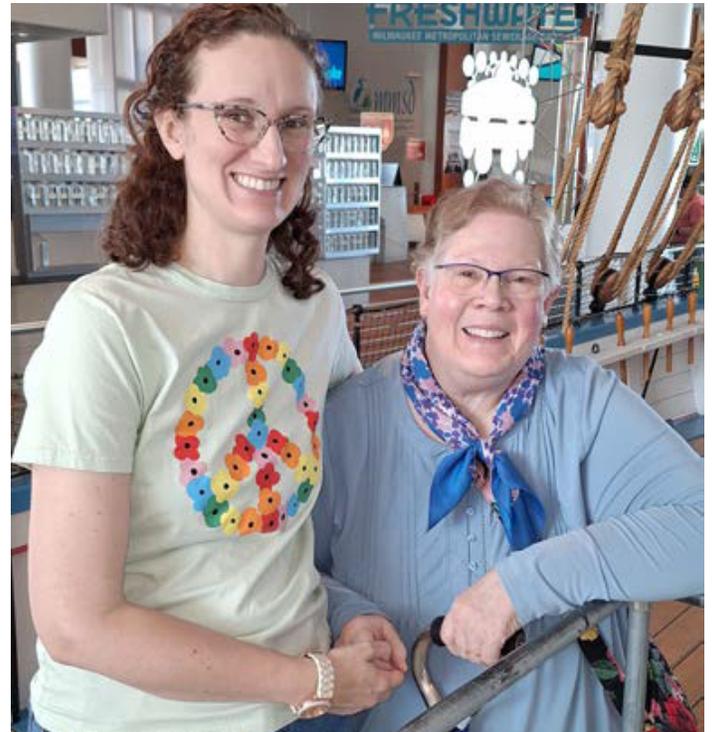
EMPOWERING INDEPENDENCE: Vehicle Modification Program



The Aging and Disability Resource Center (ADRC) of Waukesha County has unveiled a transformative pilot program that leverages grant funding to enhance mobility and independence for residents using electric wheelchairs or scooters. By focusing on vehicle modifications, the initiative specifically benefits those 60 and older and individuals age 18-59 with disabilities, addressing transportation challenges. Partnering with licensed professionals, the ADRC tailored personalized vehicle modification plans to the unique needs of each participant, enabling them to travel with greater ease and independence. Over a brief three-month period, the program successfully assisted 18 residents, delivering remarkable improvements in their quality of life and daily activities. The community response has been overwhelmingly positive. One participant expressed immense gratitude for the scooter lift funded by the program, which enabled her to enjoy a day out with family—a joyous experience she hadn't had for years.

Another participant shared how attending her granddaughter's soccer games was once a daunting challenge due to her mobility constraints, but thanks to a new vehicle lift, she now comfortably attends and cheers from the sidelines.

These community stories underscore the significant positive impact these modifications have had, facilitating new freedoms and strengthening familial bonds. The ADRC remains committed to expanding such innovative efforts, striving for an inclusive community that champions accessibility and the independence of all its residents, while reducing reliance on other county transportation programs.



Success story consumer (right) and her daughter (left), being able to enjoy an outing with her grandchildren due to our Vehicle Modification funding, 2024.

"My husband and I want to thank you and The Aging and Disability Center of Waukesha County for the super fantastic grant we received for the scooter lift for our car! We have been getting out more now since the scooter is available to us!"

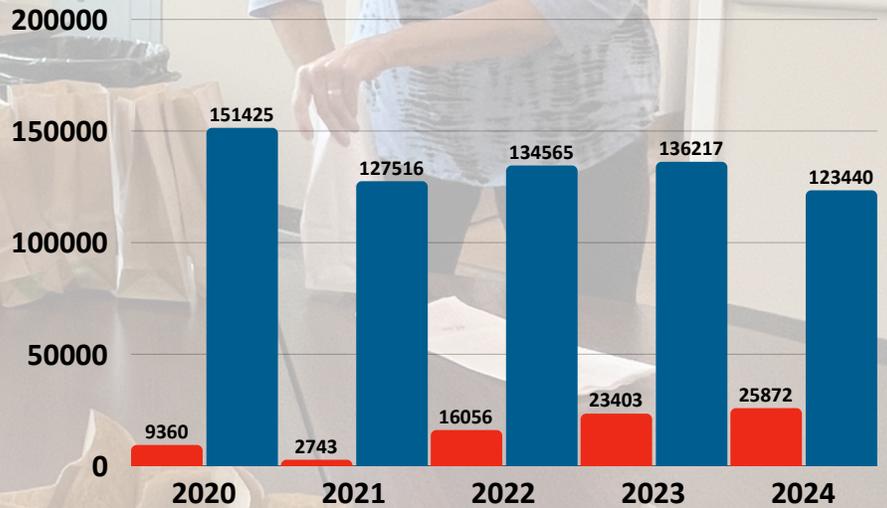
From September of 2024...

The Vehicle Modification Program has successfully helped **18 individuals** to maintain their independence by facilitating the installation of lifts in their vehicles.

SENIOR DINING & HOME DELIVERED MEALS

Number of Meals Served By Year

- # of Senior Dining Meals
- # of Home Delivered Meals



25,872
Senior Dining
Meals Served

2,035
Total Nutrition Clients
Served

123,440
Home Delivered
Meals Served

THANK YOU WAUKESHA COUNTY BOARD SUPERVISORS FOR VOLUNTEERING!



In October 2024, we were honored to have Sarah Fraley, the Legislative Policy Advisor for the Waukesha County Board, coordinate a volunteer event with the Board Supervisors. This team chose to contribute their efforts to our Senior Dining program at the Brookfield Community Center. Their activities included warmly welcoming and registering each participant for the meal, preparing meals for the Home Delivered Meals service, arranging dining settings, and providing restaurant style service at tables.



(Above Photo, L-R): Supervisor Jim Heinrich – County Board Chair, Supervisor Christine Howard, Supervisor Gary Szpara, Supervisor Wayne Euclide, Supervisor Johnny Koremenos, Legislative Policy Advisor Sarah Fraley, Supervisor Darlene Johnson, Supervisor Joel Gaughan.

HEALTH & WELLNESS



136

Unduplicated people attended

Health & Wellness Classes:

- Boost Your Brain & Memory
- Mind Over Matter
- Savvy Caregiver
- Stepping On
- StrongBodies
- Healthy Living with Chronic Pain
- Healthy Living with Diabetes
- Powerful Tools for Caregivers
- Walk with Ease



698

Senior Farmers' Market Vouchers distributed

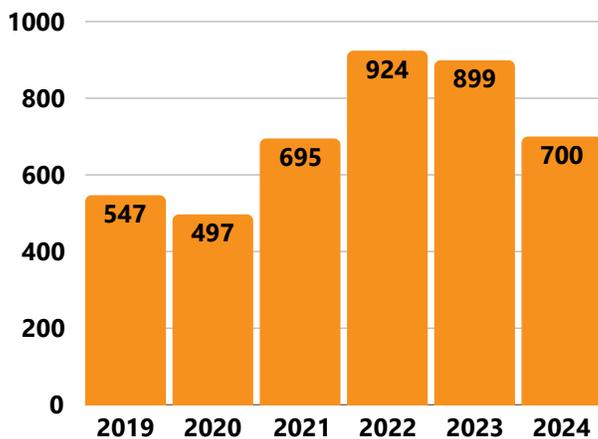
The Senior Farmers Market Nutrition Program (Senior FMNP), through the Wisconsin Department of Health Services, provides older adults with fresh, locally grown produce, while supporting Wisconsin farmers, markets, and farmstands.

AGING SERVICES

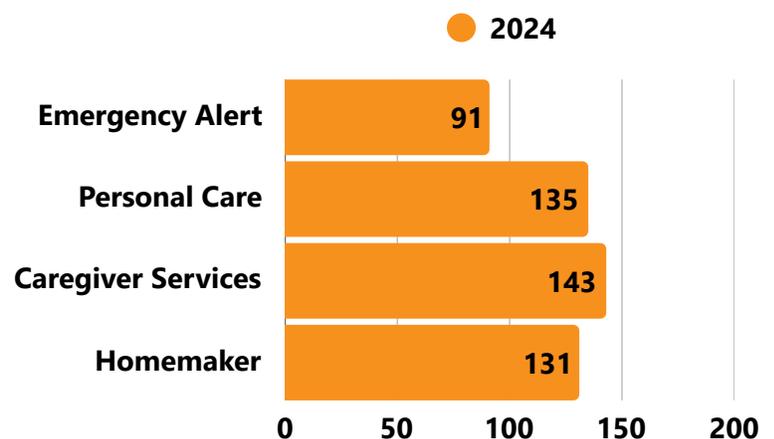
The Aging Services program assisted **700 unduplicated consumers** in 2024; **71%** of those served were new to the Aging Services unit.

The ADRC recognizes how important family caregivers are to their loved ones and the community. In November, for National Family Caregiver Month, the ADRC hosted a Caregivers Open House resource fair in our building and reached **60 total unduplicated caregivers**.

Total Cases Assigned to Aging Services



Number of People Provided with Each Service



DEMENTIA CARE SPECIALISTS



- Received **172 referrals** from ADRC Specialists.
- Conducted **11 Community Memory Screening Events**, completing **105 screens**.
- Facilitated **4 Savvy Caregiver Training classes** for **32 people**.
- Facilitated **29 caregiver support groups** making **197 contacts**.
- Presented **15 Dementia Awareness presentations** to **323 members** of the community.
- Facilitated and led **8 Dementia Friendly Business Trainings**, training **149 community members**.
- Facilitated and led **1 Dementia Live** experiential training for **20 people**.
- Facilitated and led **3 Dementia Friends trainings** to **72 people**.
- Trained **4 professionals** to deliver Dementia Friends training.

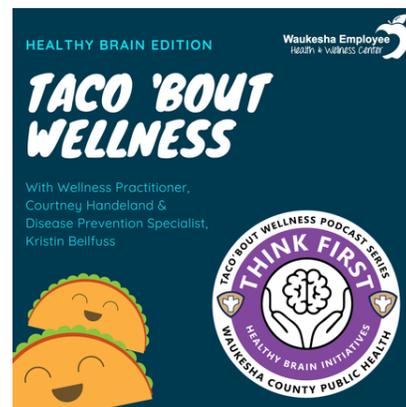
EMPLOYEE BRAIN HEALTH FAIR



Above: Kristin Belfuss, Disease Intervention Specialist with Public Health, and Project Coordinator for the Healthy Brain Initiative grant

In recognition of June being Brain Health Awareness Month, our Dementia Care Specialists lead the planning of the first ever employee Brain Health Fair at Health and Human Services and reached **95 employees**. Public Health Division and Waukesha County Employee Wellness also had tables featuring information on keeping your brain healthy.

In addition, our Dementia Care Specialists (pictured above, Kathy and Jen) were guest speakers on the Waukesha County Employee Wellness podcast, called **Taco 'Bout Wellness**, on the episode title **"Strategies to Keeping Your Brain Healthy"**. This podcast partnership was made possible by the Public Health's Healthy Brain Initiative, a grant given in 2024 to the Public Health Division.



Public Health
Prevent. Promote. Protect.
Waukesha County Public Health



MARKETING & OUTREACH



Outreach Locations:

- Holy Apostles Catholic Church - New Berlin
- Menomonee Falls Community Recreation Center
- Brookfield Community Senior Center
- Brookfield Fire Department
- VA Milwaukee - Zablocki Center
- New Berlin Senior Center
- Oconomowoc Community Center
- Shorehaven
- Journey 21
- Bridges Library System
- Independent Senior Apartments in:
 - Oconomowoc
 - Menomonee Falls
 - Delafield
 - Mukwonago
 - Brookfield
 - Wales

Outreach Events:

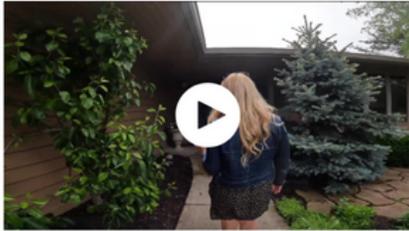
- National Night Out for City of Waukesha
- Project Homeless Connect - Waukesha
- Elmbrook School District Transition Fair
- Senior Enrichment Fair - Menomonee Falls
- Spanish Speaker Caregiver Conference (Ayudando Con Cariño)
- DHHS Office of Deaf and Hard of Hearing Conference
- Senior Source Resource Fair - Oconomowoc



(Above): Sarah Pfeiffle, Marketing and Outreach Coordinator, at Senior Community Resource Fair at Holy Apostles Catholic Church in New Berlin.

Waukesha County Meals on Wheels seeking more volunteers to deliver meals

Monday through Friday, volunteers pack and deliver meals to home-bound seniors 60 years old and older across Waukesha County.



Waukesha County Meals on Wheels is looking for more volunteers to deliver food. Monday through Friday, volunteers pack and deliver meals to home-bound seniors 60 years and older across Waukesha County.



TMJ4 News featured a story in May of 2024 which focused on our Home Delivered Meals program and the need and impact of volunteers.

Learn how you can get involved as a volunteer on page 22.



If you are interested in receiving our free monthly newsletter, *The ADRC Connection*, please call **262-548-7848**.

26,100
NEWSLETTERS DISTRIBUTED

- Advertisements in printed publications:**
- MKE Lifestyle
 - Waukesha Freeman
 - Oconomowoc Enterprise
 - Brookfield/Elm Grove This Month
 - Lake Country This Month
 - Modern Healthy Living - *free publication*
 - Positive Aging - *free publication*

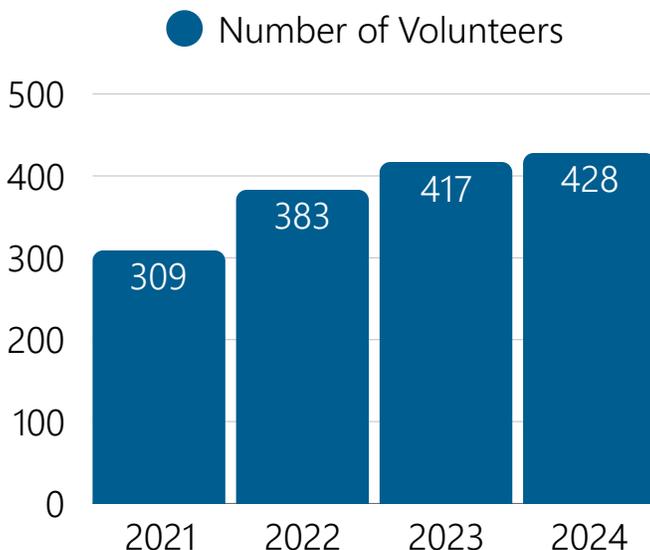
VOLUNTEER SERVICES



428
VOLUNTEERS

29,769
TOTAL VOLUNTEER HOURS

\$948,440
VALUATION OF VOLUNTEER HOURS



Volunteers play a vital role in many of our programming and daily office operations. Without volunteers, the ADRC would have to reduce programming and limit the services provided to the residents of Waukesha County.

Want to make a difference?

Volunteer opportunities include:

- Home Delivered Meal Drivers, Reassessment Volunteers, and Meal Packers
- Senior Dining Assistants
- Office Assistants
- Advisory Board Members
- Health Promotion Class Leaders

Interested?
Reach out any of these ways

HHSvolunteers@waukeshacounty.gov

262-548-7848

Scan below QR Code



SCAN ME

COMMUNITY FEEDBACK

“

[The staff person] was amazing to work with. They were courteous, beyond pleasant, informative, helpful, and always willing to answer any questions and to help guide me on paperwork and process.

”

“

We were glad to learn of services available and are planning to implement them. Appreciated the thoroughness and clarity.

”

“

[The staff person] was thorough, knowledgeable, and very easy to work with. All contacts with this department have been so effortless. It was a good surprise.

”

“

Excellent presentation (Welcome to Medicare)! Great information! Thank you for providing all the screenshots of the Powerpoint. So helpful to make the right choices! Thank you!

”

“

I stopped by the office and was given brochures, books, and contact numbers. This information is very useful to us. Thank you!

”

“

The volunteers are a blessing, their cheerful faces & smiles are seen every day at our parent's door. It's a great comfort to us that our parents' meals are being taken care of so they can stay in their home.

”



Your Bridge to Support



Human Services Center
514 Riverview Ave
Waukesha, WI 53188



(262) 548-7848



adrc@waukeshacounty.gov



www.waukeshacounty.gov/ADRC



www.facebook.com/ADRCWC