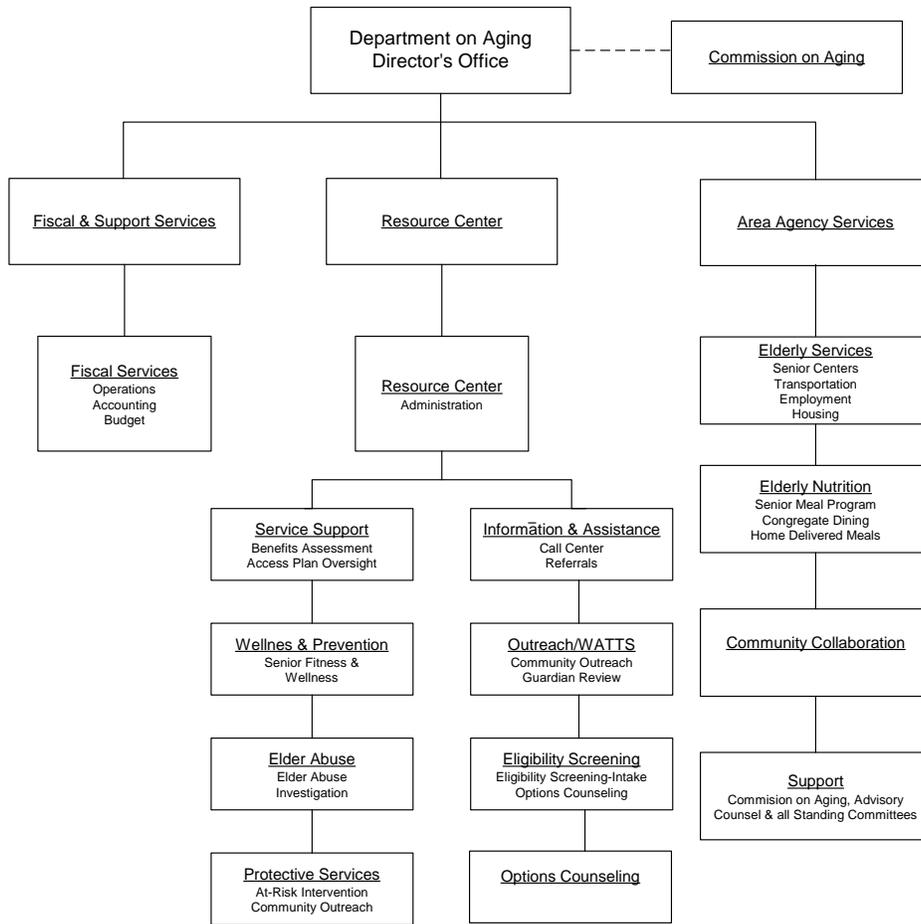


## DEPARTMENT ON AGING (7900)



### MISSION

The mission of the Milwaukee County Department on Aging (MCDA) is to affirm the dignity and value of older adults of this County by supporting their choices for living in and giving to our community.

### Budget Summary

	2011	2010/2011 Change
<b>Expenditures</b>	18,609,181	1,226,296
<b>Revenue</b>	16,797,672	1,009,233
<b>Levy</b>	1,811,509	217,063
<b>FTE's</b>	77.0	(2.6)

#### Major Programmatic Changes

- Separation of the Department on Aging and the Department of Family Care, formerly known as the Care Management Organization (CMO).
- Expanded funding for Adult Protective Services.
- Restoration of funding for the Alzheimer's Family and Caregiver Support Program (AFCSP).

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### OBJECTIVES

- A 2010-2012 Area Plan will be executed by the MCDA and monitored by the Commission on Aging.
- Continue automation initiative to provide access to information and forms on the Internet for potential vendors for the Area Agency Services 2011 Request for Proposal process. Provide a similar secure Internet access area for continuing vendors eligible for a 2011 contract extension.
- Provide access to Healthy Living programs including supervised fitness programs, (at five senior fitness centers) physical therapy services and Chronic Disease Self Management in collaboration with University of Wisconsin, Milwaukee College of Health Sciences and Therapy Plus Wisconsin. Physical therapy services will be available at Washington, Wilson, Rose and OASIS centers.
- MCDA will improve meal site efficiency and consumer satisfaction changes by determining the best place to have the meal sites, the number of participants at each site, minimizing meal transportation costs, and marketing the importance of donations to help offset funding reductions.
- With the support of the business community, the department will continue to promote, advocate, and celebrate senior residents' contributions to Milwaukee County communities through the Senior Hall of Fame, Senior Statesman, Nutrition Volunteer Recognition and Golden Idol.

### DEPARTMENTAL PROGRAM DESCRIPTION

The MCDA was created in 1991 to serve as Milwaukee County's designated Area Agency on Aging under the Older Americans Act and as the County's designated unit to administer aging programs. The Department plans for and services the growing needs of Milwaukee County's large and diverse older adult population.

The Department integrates several Federal and State revenue streams involving the Older Americans Act, the Senior Community Services Program, and Specialized Transportation Assistance Program for Counties (S85.21), Base Community Aids (BCA) and Family Care.

The Department is the designated Aging Resource Center (RC) for older people in Milwaukee County under the State of Wisconsin's Family Care initiative.

The 16 member Commission on Aging is the lead county citizen board with the following responsibilities: assessing the major aging issues and needs concerning the age 60 and over population; reviewing the planning and service efforts of organizations and institutions in the county and its aging network; and making recommendations. The Commission on Aging functions through three standing committees: Advocacy, Resource Center Oversight, and Service Delivery. The Advisory Council to the Commission on Aging is made up of 30 persons representing the diversity of Milwaukee County. The Commission on Aging has also created a permanent Intergenerational Council and Wellness Council, which include members that represent the entire County of Milwaukee. MCDA serves as the administrative arm of the Commission on Aging.

The Department on Aging consists of three service areas:

**Administration** includes the Director's Office and the Fiscal and Support Services Division. The major functions of the Fiscal and Support Services Division include budget development and management, accounting, and personnel administration. The Division monitors departmental expenditures and revenues; reviews audits; reports service utilization and expenditures to County and State agencies; projects revenues and expenditures; and monitors compliance with funding source requirements. This Division also develops the Department's fiscal policies and assesses operations for effectiveness and efficiency.

**Area Agency Services** provides a comprehensive network of support services through community based agencies that assist older adults to remain independent in their homes. These programs are funded through the Older Americans Act and State revenue earmarked for elderly services. County tax levy funding is provided for program operation and maintenance of five county-owned senior center buildings. The Division is responsible for planning, research, and program development. In addition, unit staff solicits, monitors, evaluates and administers

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contracts for a variety of services in the community. Staff assists with contract development and coordinates the Request for Proposal process with other County departments.

The Area Agency Services Division provides staff support to the Milwaukee County Commission on Aging, its standing committees and the Advisory Council. Division staff assists the Commission in conducting public hearings and needs assessments as required under Federal statute, provides technical assistance and serves as a resource for businesses, universities and volunteer organizations interested in meeting the needs of older adults in the community.

The Senior Meal Program, part of the Area Agency Services Division, is funded under Titles III-C-1 and 111-C-2 of the Older Americans Act, as well as other State and Federal funds received from the State of Wisconsin Bureau on Aging and Long Term Care Resources. The program also receives reimbursement for eligible elderly meals from the United States Department of Agriculture (USDA).

The purpose of the Senior Meal Program is:

- To provide older persons, particularly those with low income, low-cost, nutritionally sound meals in strategically located congregate sites. The program also seeks to reduce the social isolation of participants by providing supportive services including recreation, transportation, education and information about other programs and services available to older adults.
- To provide home-delivered meals five to seven days a week to eligible frail, homebound, older adults. The program assists older adults in remaining independent and living in their own homes and provides limited gap-filling services in addition to meals. The gap-filling services that are provided are:
  - Home visits made by Human Service Workers to assess the needs of the elderly and make referrals based on their needs;
  - Provide information related to what services and programs are offered at the senior centers for home-bound clients; and
  - Distribute literature that includes information such as emergency preparedness and vaccines (i.e. flu shots and H1N1).

**The Aging Resource Center** acts as the point of entry for the Department's Family Care and all other long-term care programs and is responsible for arranging short-term assistance for older adults with immediate or pressing needs. It is the primary source of quality information and assistive services on issues affecting persons 60 years of age and older and their family support networks.

As a major component of the State of Wisconsin Family Care initiative, this Division has six primary functions:

- To provide Milwaukee County's older adults, their caregivers and the general public one central number to call for information about programs and services 24 hours a day;
- To provide pre-admission counseling to elders seeking residential placements;
- To determine eligibility for Family Care and other Long Term Care Programs;
- To provide community education to older adults, their families, and caregivers on a broad range of subjects, including wellness and prevention of functional decline;
- Options counseling for any resident age 60 and over; and
- Investigating allegations of elder abuse and providing protective services, guardianships and protective placement services to vulnerable older adults

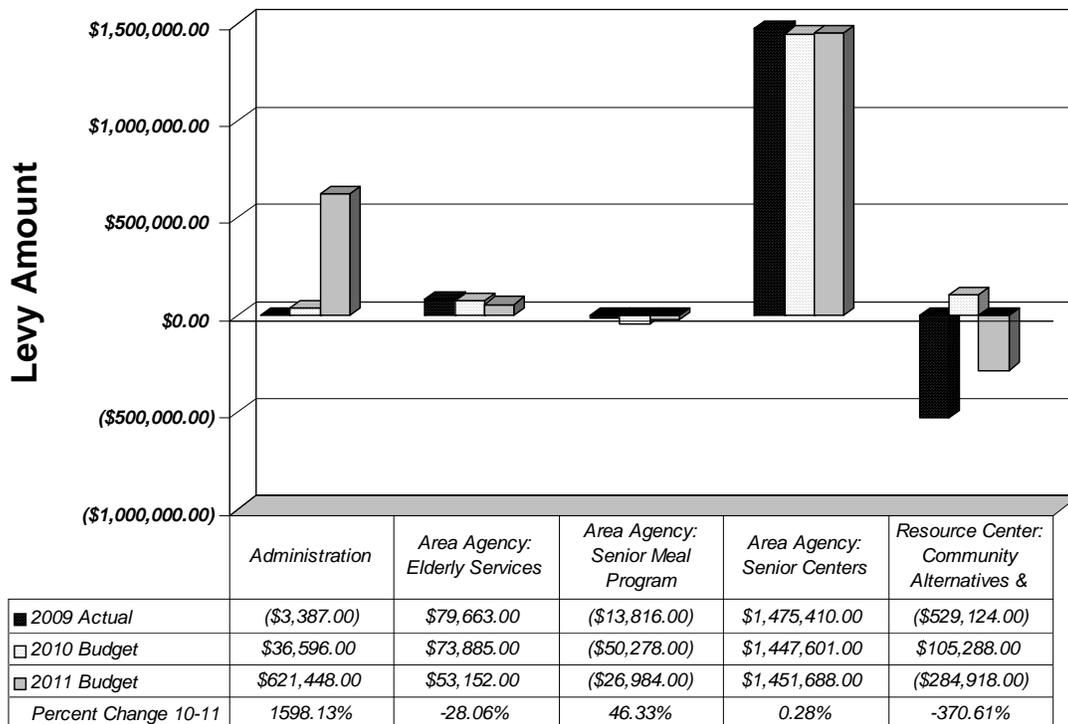
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Another integral function of the Resource Center is to coordinate daily with the State Income Maintenance staff (formerly Economic Support Division - Milwaukee County Department of Health and Human Services) to assure Medicaid eligibility compliance for persons choosing the Family Care benefit.

**Organizational Levy Summary**



**2011 BUDGET**

**Approach and Priorities**

- Redistribute State allocation of Adult Protective Services (APS) funding within Milwaukee County's Aging and Disability Resource Centers.
- Maintain existing congregate and home delivered meal programs and senior center operations.
- Adjust personnel to realign responsibilities due to the separation of the Department of Family Care.
- Utilize contract services to administer the Alzheimer's Family and Caregiver Support Program.

**Programmatic Impacts**

- Separation of the MCDA and the Department of Family Care in 2010 resulting in the loss of crosscharge revenue for MCDA.
- With an increase in funding for Adult Protective Services, the department will increase staff to this area to perform additional protective service functions.
- Restore funding for AFCSP and increase participation.

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***Budget Highlights***

***Wage and Benefit Modifications***

***(\$126,964)***

This budget includes an expenditure reduction of \$168,771 based on the changes described in the non-departmental account for wage and benefit modifications (Org-1972). There is a corresponding revenue offset of \$41,807 for a total tax levy savings of \$126,964.

***Corporate Guardianship***

***(\$150,000)***

Milwaukee County is responsible for "court ordered" corporate guardian services. DFC has agreed to pay for Family Care clients that were appointed corporate guardians by the courts prior to November 1, 2009, which is a total of 50 guardians at \$250 per month for a total of \$150,000. Any new guardians appointed thereafter will be paid for by MCDA.

The MCDA Resource Center will work to reduce tax levy by monitoring and reducing errors of non-county petitioners ordering corporate guardianships, therefore eliminating payment to guardians that were not appointed by the courts. The Resource Center will also reduce spending through better coordination of benefits on court ordered guardianships and an initiative to identify and engage volunteers to be guardians. In some volunteer cases, Corporate Guardians are awarded a small monthly stipend to offset expenses, thus reducing cost.

***Staffing Adjustment***

***(\$88,540)***

The department is recommending the abolishment of 1.0 FTE Program Coordinator (RC) for a salary and active fringe benefit savings of \$88,540. This position is currently vacant and is no longer needed by the department.

***State Purchased Laptops and Scanners for Application, Eligibility and Screening***

***\$15,000***

The state purchased laptops and portable scanners for the Application, Eligibility and Screening section of the Resource Center to be used in client homes for on-line entry of the functional screens and applications. With the expansion of Family Care, the recertification workload has increased and automation is needed to expand capacity. The automation of applications will reduce the state's income maintenance workload and also help to speed up the financial review process, once again aiding in the Family Care expansion demands on the Income Maintenance Division. An air card is needed to access online applications to assist clients in applying for Family Care. This annual cost is \$15,000.

***Department of Family Care separation from MCDA***

***(\$182,345)***

The State requires separation of DFC from the Aging and Disabilities Resource Center leadership. As part of this separation, the following positions will transfer to DFC for a cost including salary and active fringe benefits of \$235,534:

- 1.0 FTE Accountant 1
- 1.0 FTE Clerical Asst 1
- 1.00 FTE Human Resource Coord Aging

However, MCDA will continue to use the Human Resource Coord Aging, so they will be crosscharged by DFC for the salary and active fringe benefits of this position, for a cost of \$53,189.

***Relocation to Coggs Building***

***\$0***

Upon expiration of the lease at the Reuss building at the end of December 2010, MCDA will be relocating to the Coggs Building. There will be no levy impact for MCDA associated with this move, as the rent payment remains at \$418,782 in 2011. However, the impact on the Department of Health and Human Services can be seen in its departmental budget.

***100% Time Reporting Initiative***

***(\$112,343)***

MCDA continues its staff development and training efforts in regards to timely staff reporting to more accurately reflect tasks in the State reimbursement module. More accurate and timely reporting of Resource Center (RC) staff time spent on services such as Medicaid and Medicare enables MCDA to continue to obtain more Federal reimbursement revenue.

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***Aging Resource Center- Adult Protective Services (APS) Funding Increase* (\$460,474)**

The State allocation of Adult Protective Service funding was designated for the MCDA-Aging Resource Center and the Disabilities Resource Center in the Disabilities Services Division of the Department of Health and Human Services (DSD-DHHS). In 2010, the Disabilities Resource Center received 100% of this funding. However, in 2011, MCDA and DSD have agreed to a 60/40 split with MCDA receiving 60% and DSD-DHHS receiving 40% of the funding. This will be a permanent increase for Aging and the corresponding reduction can be seen in the DHHS budget.

The Aging Resource Center Elder Abuse/Protective Service unit will fund 2.0 FTE Human Service worker positions to perform elder abuse investigations, emergency requests and protective services for a cost including salary and active fringe benefits of \$175,460, to be offset with the increased revenue for this program.

***State Revenue* (\$137,998)**

MCDA continues an agreement with the Wisconsin Department of Health Services to assume financial responsibility for infrastructure costs for both Income Maintenance Family Care, Mental Health and Nursing Home staff co-located with the Resource Center in the Coggs Building. In 2011, infrastructure expenditure reallocations are based on FTE to reflect costs more equitably, including Information Management Services Division (IMSD) system support of \$196,802, building and space rental of \$138,380, phones of \$17,840 and office related supplies of \$19,629. The agreement allows for revenue reimbursement under the Medicaid system of 50% of infrastructure costs incurred by MCDA for IM staff, resulting in an increase of reimbursement revenue of \$65,637 from \$120,691 in 2010 to \$186,328 in 2011.

In addition, the Department will receive \$72,361 in State revenue to provide access to Healthy Living Programs including supervised fitness programs, physical therapy services and Chronic Disease Self Management (CDSMP) in collaboration with the University of Milwaukee, Milwaukee College of Health Sciences and Therapy Plus Wisconsin. The Department on Aging will focus on outreach to the aging population and referral sources for elders, Care Management Unit (CMU) doctors, churches, and housing. This funding will allow the department to increase participation over the next two years from 281 to approximately 331 participants. Physical therapy services will be available at Washington, Wilson, Clinton Rose and Oasis senior centers. The tax levy impact from the receipt of these revenues is a levy savings of \$137,998.

***Nutrition Donations* (\$244,593)**

The Nutrition Program Coordinator will work with site supervisors and volunteers to increase donations by \$29,755 in 2011. With the great discrepancy in donations per site, education and information will help to encourage donation participation to help maintain the meal sites. In addition to this increase in revenue, there is also an increase of \$214,838 over the 2010 budget related to donations that were carried over from 2010. This is the first year that the department has budgeted carryover donations resulting in a total increase of \$244,593 from \$467,097 in 2010 to \$711,690 in 2011.

In accordance to the Older Americans Act, eligible participants in the Senior Meal Program shall be provided an opportunity to voluntarily contribute to the cost of services. Such voluntary contributions must be used to provide supportive services directly related to nutrition services.

<b>Senior Meal Program</b>			
	<b>2010</b>	<b>2011</b>	
	<b>Budget</b>	<b>Budget</b>	<b>change</b>
Number of Meal Sites Open	31	31	-
Meals Served at Meal Sites	323,128	306,772	(16,356)
Home Delivered Meals	246,650	262,201	15,551
<b>Total Meals Served</b>	<b>569,778</b>	<b>568,973</b>	<b>(805)</b>

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Although the number of meal sites that are open has not changed, there has been a decrease in the number of meals served at meal sites, while more clients are participating in the home delivered meals program.

**Alzheimer's Family and Caregiver Support Program (AFCSP) funding** **\$0**

In the 2010 budget, the State eliminated funding for the AFCSP. Effective January 1, 2010, the State restored funding for this program to Milwaukee County. Milwaukee County's AFCSP senior population will continue to receive outreach support and monetary support for adult day-care, respite care and other long term care services. Approximately 75 families will receive respite care and other support services. The Department on Aging will continue to provide \$50,000 for the Alzheimer's Association of Southeastern Wisconsin. In 2011 the Department on Aging will contract with Interfaith to administer \$172,000 of the AFCSP funding to eligible Milwaukee County residents.

**CAPITAL IMPROVEMENTS**

The 2011 Capital Improvements Budget includes \$36,000 for the Department on Aging's infrastructure improvements that are part of a countywide infrastructure improvement program. See the Department of Transportation & Public Works - Facilities Division Budget for additional details.

<b>BUDGET SUMMARY</b>				
<b>Account Summary</b>	<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2011 Budget</b>	<b>2010/2011 Change</b>
Personal Services (w/o EFB)	\$ 4,402,682	\$ 4,301,426	\$ 4,362,773	\$ 61,347
Employee Fringe Benefits (EFB)	3,009,038	3,327,269	3,289,974	(37,295)
Services	784,699	775,040	279,197	(495,843)
Commodities	1,276,115	1,281,519	1,334,415	52,896
Other Charges	6,504,490	6,409,036	6,438,866	29,830
Debt & Depreciation	0	0	0	0
Capital Outlay	137,059	100,000	100,000	0
Capital Contra	0	0	0	0
County Service Charges	3,680,577	3,397,931	3,855,157	457,226
Abatements	(2,766,381)	(2,209,336)	(1,051,201)	1,158,135
<b>Total Expenditures</b>	<b>\$ 17,028,279</b>	<b>\$ 17,382,885</b>	<b>\$ 18,609,181</b>	<b>\$ 1,226,296</b>
Direct Revenue	1,233,819	1,136,416	1,396,176	259,760
State & Federal Revenue	14,785,739	14,652,023	15,401,496	749,473
Indirect Revenue	0	0	0	0
<b>Total Revenue</b>	<b>\$ 16,019,558</b>	<b>\$ 15,788,439</b>	<b>\$ 16,797,672</b>	<b>\$ 1,009,233</b>
<b>Direct Total Tax Levy</b>	<b>1,008,721</b>	<b>1,594,446</b>	<b>1,811,509</b>	<b>217,063</b>

<b>PERSONNEL SUMMARY</b>				
	<b>2009 Actual</b>	<b>2010 Budget</b>	<b>2011 Budget</b>	<b>2010/2011 Change</b>
<b>Position Equivalent (Funded)*</b>	<b>0.8</b>	<b>79.6</b>	<b>77.0</b>	<b>(2.6)</b>
<b>% of Gross Wages Funded</b>	<b>98.6</b>	<b>99.0</b>	<b>98.1</b>	<b>(0.9)</b>
<b>Overtime (Dollars)</b>	<b>\$ 7,982</b>	<b>\$ 21,276</b>	<b>\$ 26,112</b>	<b>\$ 4,836</b>
<b>Overtime (Equivalent to Position)</b>	<b>0.1</b>	<b>0.4</b>	<b>0.5</b>	<b>0.1</b>

\* For 2009 Actuals, the Position Equivalent is the budgeted amount.

\*\* For 2010 and 2011, budgeted overtime figures do not include reductions described in org 1972. For 2011, this amount equals (\$692).

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<b>PERSONNEL CHANGES</b>						
Job Title/Classification	Title Code	Action	# of Positions	Total FTE	Division	Cost of Positions (Salary Only)
Human Resources Coord-Aging	65850	Transfer Out	(1)	(1.00)	Administration	\$ (67,778)
Program Coordinator (RC)*	57340	Abolish	(1)	(1.00)	Resource Center	(54,170)
Accountant 1	04100	Transfer Out	(1)	(1.00)	Administration	(38,052)
Clerical Assistant 1	00042	Transfer Out	(1)	(1.00)	Resource Center	(33,714)
Human Service Worker - Aging**	56160	Fund	0	2.00	Resource Center	107,088
					<b>TOTAL</b>	<b>\$ 86,626</b>

\* The Program Coordinator (RC) position is currently vacant.

\*\* The 2 Human Service Worker - Aging positions are currently unfunded.

<b>ORGANIZATIONAL COST SUMMARY</b>					
DIVISION		2009 Actual	2010 Budget	2011 Budget	2010/2011 Change
Administration	Expenditure	\$ (2,329)	\$ 36,596	\$ 621,448	\$ 584,852
	Revenue	1,058	0	0	0
	Tax Levy	\$ (3,387)	\$ 36,596	\$ 621,448	\$ 584,852
Area Agency: Elderly Services	Expenditure	\$ 3,164,132	\$ 3,154,618	\$ 3,396,119	\$ 241,501
	Revenue	3,084,469	3,080,733	3,342,967	262,234
	Tax Levy	\$ 79,663	\$ 73,885	\$ 53,152	\$ (20,733)
Area Agency: Senior Meal Program	Expenditure	\$ 4,853,300	\$ 4,949,865	\$ 4,956,426	\$ 6,561
	Revenue	4,867,116	5,000,143	4,983,410	(16,733)
	Tax Levy	\$ (13,816)	\$ (50,278)	\$ (26,984)	\$ 23,294
Area Agency: Senior Centers	Expenditure	\$ 1,475,410	\$ 1,447,601	\$ 1,451,688	\$ 4,087
	Revenue	0	0	0	0
	Tax Levy	\$ 1,475,410	\$ 1,447,601	\$ 1,451,688	\$ 4,087
Resource Center: Community Alternatives & Intervention Services	Expenditure	\$ 7,353,196	\$ 7,761,301	\$ 8,114,016	\$ 352,715
	Revenue	7,882,320	7,656,013	8,398,934	742,921
	Tax Levy	\$ (529,124)	\$ 105,288	\$ (284,918)	\$ (390,206)

*All departments are required to operate within their expenditure appropriations and their overall budgets. Pursuant to Section 59.60(12), Wisconsin Statutes, "No payment may be authorized or made and no obligation incurred against the county unless the county has sufficient appropriations for payment. No payment may be made or obligation incurred against an appropriation unless the director first certifies that a sufficient unencumbered balance is or will be available in the appropriation to make the payment or to meet the obligation when it becomes due and payable. An obligation incurred and an authorization of payment in violation of this subsection is void. A county officer who knowingly violates this subsection is jointly and severally liable to the county for the full amount paid. A county employee who knowingly violates this subsection may be removed for cause."*