

Continuous Quality Improvement in Aging & Disability Services

DADS is committed to continuous improvement

- A 2017 process improvement project was able to reduce the number of days between a client's first contact with the ADRC and the home visit from an average of 14 business days to seven. Since then, the average number of days has continued to drop below 6 in 2018.
- The Care Transitions Coalition is a group of health care and service providers, facilitated by the ADRC's Quality Coordinator. It's goal is to reduce unnecessary hospital re-admissions and improve patients' transitions from one care setting to another. Member organizations have implemented a variety of interventions. Based on Medicare claims date, we can expect that Kenosha County's re-admissions rate will fall below the nations and the state during 2018.
- The ADRC continues to engage in efforts to support our cultural competence including participation in the Kenosha Pride event and pursuing National SAGE certification.
- To improve our service for persons who are deaf, we partnered with the Department of Health Services, Office of the Deaf and Hard of Hearing to provide Video Remote Interpreting which allows their staff to provide ASL interpreting via FaceTime to allow our deaf customers to more fully communicate with staff.



Caring for the People Who Care

DADS provides staff support for the Kenosha County Long Term Care Workforce Alliance which provides recognition for direct care workers and advocates with policy makers for improved compensation to reduce the turnover within this workforce which is so essential to the availability and quality of care for our elder and disabled citizens.

Toward Dementia Friendly Kenosha

As the aging population grows, so does the number of people with dementia. We are also seeing more persons with early-onset dementia. With the help of grants and support from community partners DADS initiated several strategies to help families and the community help our loved ones with dementia live in safety and dignity.

- Extra-large File for Life folders containing a personalized Dementia Safety Plan as well as medical information for families and first responders to reference in an emergency.
- Environmental assessments for businesses and organizations and training for their employees to be dementia friendly including banks, libraries, restaurants and churches.
- 1 x 1 counseling for families by a Dementia Care Specialist.
- Sponsored six half-day dementia trainings for first responders, professionals and caregivers funded by a state Dementia Innovation grant.
- Memory Screens and More event offered twice for community education and awareness.
- LEEPS exercise program for persons with early dementia.

2017 Behavioral Health Services

The Mental Health and Substance Abuse Resource Center and Crisis Prevention Center at Kenosha Human Development Services, are the front doors to most of our behavioral health services.

Mental Health/Substance Abuse Resource Center

The Resource Center averaged 204 contacts per month in 2017 and conducted 138 screens to determine eligibility for behavioral health services. The center helps individuals to access behavioral health resources while assisting with applications for health insurance through Badger Care or the Health Insurance Marketplace. The impact has been dramatic with 178 people enrolled in insurance, and benefit assistance provided for 151 persons, with a financial impact of \$261,943.