

DEMENTIA CARE SPECIALIST PROGRAM

2018 ACTIVITY REPORT

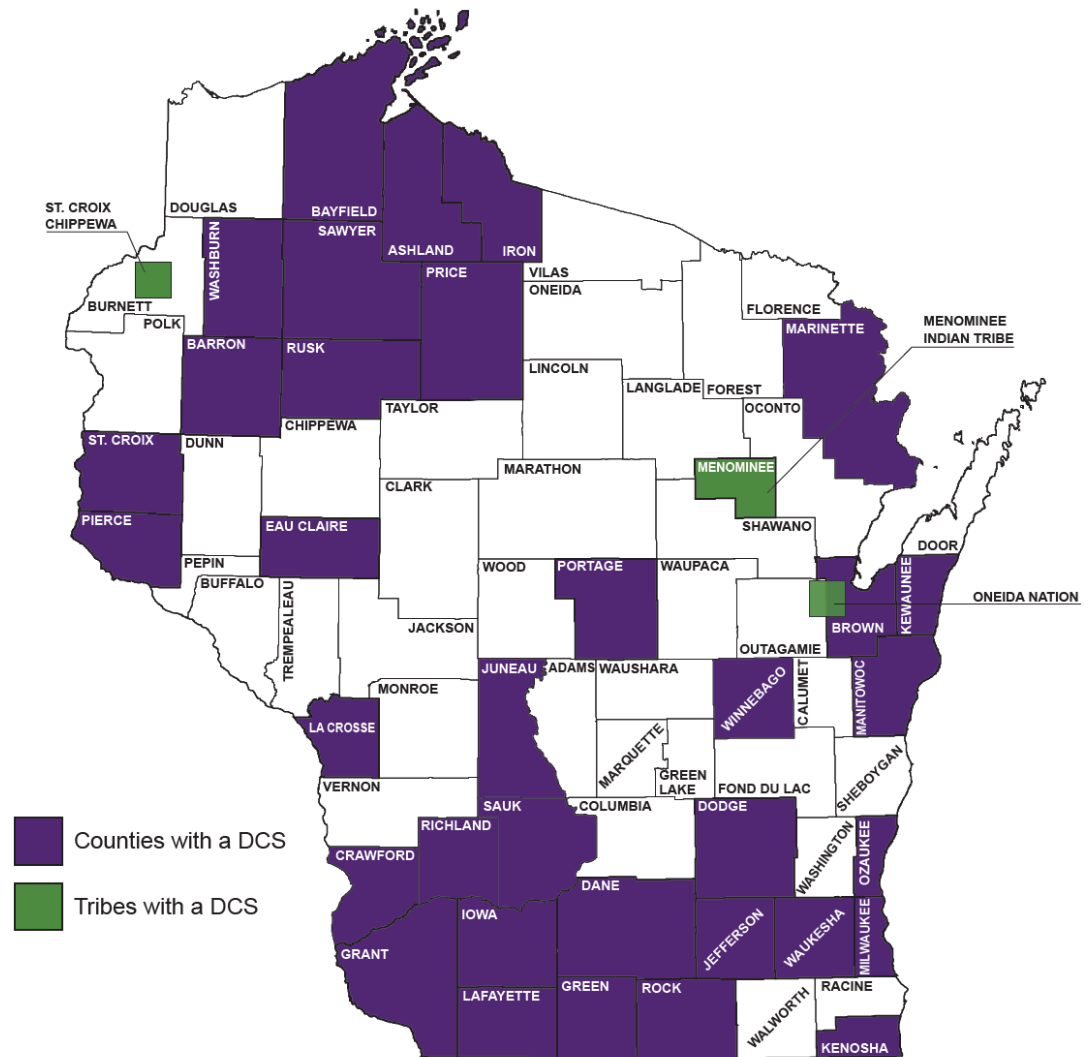
The **Dementia Care Specialist (DCS) Program** is embedded within select aging and disability resource centers (ADRCs) and tribal agencies throughout Wisconsin. The DCS Program has four goals:

1. Support individuals with dementia to stay in their own homes and remain active in the community.
2. Support family caregivers so they can continue to help their loved ones with dementia remain in the least restrictive setting for as long as possible.
3. Increase the dementia capability of local ADRCs as well as other county and tribal agencies.
4. Facilitate local efforts to build dementia-friendly communities.

PROGRAM SERVICE AREAS

AGING AND DISABILITY RESOURCE CENTERS WITH A DEMENTIA CARE SPECIALIST			
Barron, Rusk, and Washburn counties	Eau Claire County	Marinette County	Portage County
Brown County	Jefferson County	Milwaukee County	Rock County
Dane County	Kenosha County	North (Ashland, Bayfield, Iron, Price, and Sawyer counties)	Southwest (Grant, Green, Iowa, and Lafayette counties)
Dodge County	La Crosse County	Ozaukee County	St. Croix County
Eagle Country (Crawford, Juneau, Richland, and Sauk counties)	Lakeshore (Kewaunee, and Manitowoc counties)	Pierce County	Waukesha County
			Winnebago County
TRIBAL AGENCIES WITH A DEMENTIA CARE SPECIALIST			
Menominee Department of Aging and Long Term Care	Oneida Comprehensive Health Services	St. Croix Tribal Aging Unit	





Data Considerations

The DCS Program experienced a number of changes in 2018 that need to be considered when reviewing the data. First, due to program expansion, new DCSs contributed only four months of data. The Wisconsin State Legislature provided funding for five additional DCSs through the 2017–19 biennial state budget. The expansion funding was available in July 2018, but many of the DCSs were hired in August or September. Therefore, the ADRCs that were awarded a new DCS position only contributed a few months of data.

Second, DCS data from some ADRCs were not available from the client tracking database. In 2018, there were two methods of collecting data: a client tracking database and the DCS SharePoint site. For the purposes of this report, the client tracking database was used to collect data about contacts with consumers and professionals. The DCS SharePoint site was used to collect data about outreach events. Client tracking data from the following ADRCs are not included in this report: ADRC of the Lakeshore, ARC of Milwaukee County, ADRC of the North,



and the ADRC of Winnebago County. Additionally, the three tribal DCSs did not report data in the client tracking database.

Goals 1 and 2: Supporting People with Dementia and Family Caregivers

DCSs provide information about a variety of topics related to Alzheimer’s disease and other dementias, including but not limited to signs and symptoms of the disease; cognitive screening and referral to a medical professional; family caregiving and respite; complex conversations about safety and independence; and power of attorney documents for health care and finances. All information is provided to community members regardless of income level. In 2018, DCSs documented 4,657 contacts with 1,991 consumers, which yields an average of two contacts per consumer.

DCS Contact Quick Stats

Total contacts: 4,657

Total consumers: 1,991

Minimum age: 18

Maximum age: 102

Average age: 78

Male: 37%

Female: 61%

Consumers can reach the DCSs through many different routes. In 2018, nearly 60% of contacts occurred via phone call. In many cases, these calls were routed through the information and assistance specialists at the ADRC. DCSs met with walk-in customers (2%) and customers at external outreach events (8%). DCSs also provided information through email (15%) and home visits (8%). As illustrated in the chart below, the majority of customers were women between the ages of 60 and 99 years. Approximately 80% of customers were non-Hispanic white, 2% were Hispanic, and 1% were African American.

Gender and Age of Consumers who Contacted a DCS in 2018*			
Age Group	Female	Male	Percent
17–21 years	5	2	0.2%
22–59 years	205	101	6.6%
60–99 years	2,519	1,622	88.9%
Over 99 years	26	0	0.6%
Percent	60%	37%	**

*Data collected through the client tracking database system.
 **Approximately 3% of consumers did not report gender or age.

The main outcome of a consumer contact with a DCS was receiving information and referral to service providers (63%). The DCSs also provided follow-up to families who had previously met with the DCS (8%). Other outcomes included memory screening (8%), options counseling (5%), and short-term service coordination (5%).



Nearly one-third of calls were initiated by a caregiver who was looking for information to support a person with dementia. One-quarter of the calls were either caregivers looking for help for themselves (e.g., respite) or a person with dementia who was calling the ADRC on their own behalf. Approximately 12% of calls were initiated by the DCS and 5% of calls came from an agency or other service provider. The top 10 topics of customer calls with a DCS are as follows:

Top 10 Call Topics Reported by DCSs*		
Rank	Contacts	Percent of Calls
1	Alzheimer’s disease or other dementia	32%
2	Caregiving	19%
3	Home services	6%
4	ADRC printed material	4%
5	Assisted living	4%
6	Health	4%
7	Recreation/socialization	4%
8	Public benefits LTC programs	3%
9	Legal services	2%
10	Health promotion	2%

*Data collected though the client tracking database system.

Goal 3: Increasing the Dementia Capability of County and Tribal Agencies

DCSs perform memory screens for individuals in the community to determine a need for clinical follow-up with a primary care physician. DCSs also train other ADRC and tribal staff on the use of the memory screen tools. A memory screen program manual is available to provide guidance on offering memory screens in the community. In 2018, ADRCs and tribal agencies received nearly 19,000 calls regarding Alzheimer’s disease or other dementias. Of those calls, 17% resulted in a memory screen or a conversation about memory screening.

Memory Screen Quick Stats

Total memory screens by DCSs: 436

Total memory screens by ADRCs: 3,106

In addition to memory screening, DCSs provide the following information and resources to county and tribal agency staff to enhance dementia capability:

- Basic dementia education, communication strategies, and research updates.
- Dementia resources and services available in the community.



- Opportunities for staff to shadow the DCS during home and office visits.
- DCS assessment of staff member’s dementia knowledge, memory screen skills, and ongoing training needs.
- DCS consultation on complex cases.

In addition to consulting with county and tribal staff, DCSs also provide consultations to a variety of other professionals. In 2018 DCSs documented 647 consultations with professionals from many different organizations.

Goal 4: Facilitating Dementia-Friendly Community Efforts

In support of fostering dementia-friendly communities, DCSs work with businesses, employers, local organizations, and communities to increase awareness of the unique needs of individuals with dementia and their caregivers.



DCSs provide community education; mobilize community resources; and consult with law enforcement, adult protective services, crisis response teams, medical providers, and others who need information regarding dementia-related issues. As shown in the table below, DCSs participated in 1,575 outreach events and reached nearly 32,000 attendees. DCSs conduct outreach to many community services and providers that may serve people with dementia and their family caregivers, including restaurants, libraries, grocery stores, banks, and pharmacies. DCSs facilitate and lead efforts to make local communities safe and welcoming for people with dementia.

Number of In-Person Outreach by Type and Number of Attendees, n=1,575*					
Number of in-person outreach events by type and number of attendees	# of In-person outreach	% of In-person outreach	Total attendees	% of Total attendees	Average attendees
Community education	526	33%	10,101	32%	19
Meetings	411	26%	4,433	14%	11
Memory Cafes	184	12%	2,660	8%	15
Professional education	139	9%	2,576	8%	19
Support group	105	7%	1,144	4%	11
Fair/Vendor booth	71	5%	7,531	24%	106
Memory screen event	22	1%	132	0.4%	6
Conference workshop	17	1%	968	3%	57
Coalition meeting	16	1%	153	0.5%	10
Other	84	5%	1,953	6%	23
Total	1,575	100%	31,651	100%	20

*Data collected though the client tracking database system.



More Information about the DCS Program and ADRCs

For more information about DCS services, including local agency contact information, visit the [Dementia Care Specialist Program website](#) or contact the Bureau of Aging and Disability Resources at 608-266-2536.

