

Dementia Care Specialist Program

2019 Activity Report

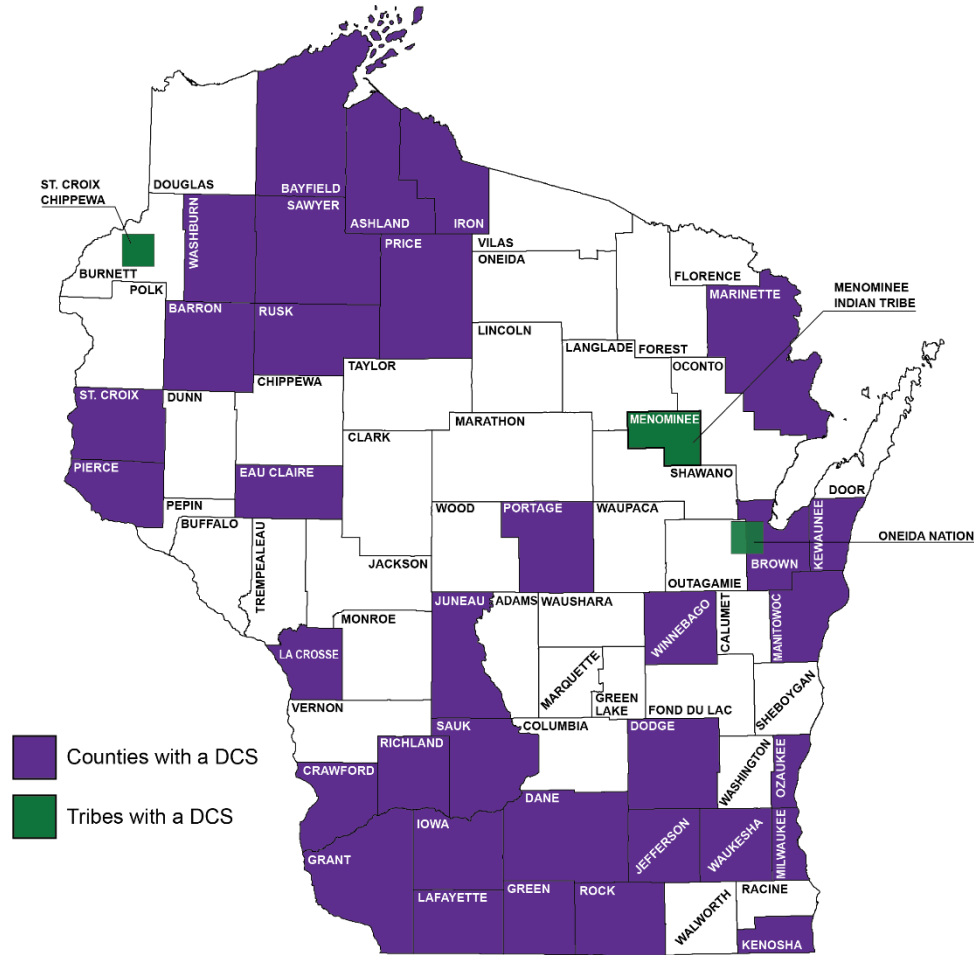
The Dementia Care Specialist (DCS) Program is embedded within select aging and disability resource centers (ADRCs) and tribal agencies throughout Wisconsin. The DCS Program has four goals:

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	





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 2019, DCSs documented 8,204 contacts with 2,830 consumers, which yields nearly three contacts per consumer.

Consumers can reach the DCSs through many different routes. In 2019, nearly 60% of contacts occurred via phone call. In many cases, these calls

DCS Contact Quick Stats

- Total contacts: 8,204
- Total consumers: 2,830
- Minimum age: 18
- Maximum age: 109
- Average age: 76
- Male: 37%
- Female: 63%



were routed through the information and assistance specialists at the ADRC. DCSs also met with walk-in customers (2%) and customers at outreach events (10%). Additionally, DCSs provided information through email (16%) and home visits (9%). As illustrated in the chart below, the majority of customers were women between the ages of 80 and 89 years. Approximately 78% of customers were non-Hispanic white, 1.3% were Hispanic, and 1.4% were African American.

Gender and Age of Consumers who Contacted a DCS in 2019*			
Age Group	Female	Male	Percent
Under 20 years	0	1	0%
20–29 years	4	3	0.3%
30–39 years	7	0	0.3%
40–49 years	20	7	1.2%
50–59 years	59	43	4.7%
60–69 years	210	129	15.5%
70–79 years	438	274	32.6%
80–89 years	477	311	36.1%
90–99 years	130	65	8.9%
100–109 years	4	3	0.3%
Percent	62%	38%	

*Data collected through the client tracking database system.

The main outcome of a consumer contact with a DCS was receiving information and referral to service providers (54%). The DCSs also provided follow-up to families who had previously met with the DCS (13%). Other outcomes included memory screening (7%), options counseling (3%), and short-term service coordination (4%).

Nearly one-third of calls were initiated by a caregiver who was looking for information to support a person with dementia. Approximately 20% of the calls were either caregivers looking for help for themselves (for example, respite) or a person with dementia who was calling the ADRC on their own behalf. Approximately 16% of calls were initiated by the DCS and 8% of calls came from an agency or other service provider. The top 10 topics of customer calls with a DCS are shown in the table below:



Top 10 Call Topics Reported by DCSs*		
Rank	Contacts	Percent of Calls
1	Alzheimer's disease or other dementia	35%
2	Caregiving	20%
3	Home services	7%
4	Recreation and socialization	5%
5	Public benefits and LTC programs	3%
6	Health	3%
7	Education	3%
8	Assisted living	3%
9	Other public benefits	2%
10	ADRC printed material	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 2019, ADRCs and tribal agencies received over 22,000 calls regarding Alzheimer's disease or other dementias. Of those calls, 15% resulted in a memory screen or a conversation about memory screening.

Memory Screen Quick Stats

Total memory screens by DCSs: 682

Total memory screens by ADRCs: 3,263

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 2019 DCSs documented 1,015 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 1,900 outreach events and reached over 46,000 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*					
Type of outreach event	# of in-person outreach	% of in-person outreach	Total attendees	% of total attendees	Average attendees
Community education	728	38%	15,818	34%	22
Meetings	409	21%	4,487	10%	11
Memory cafes	185	10%	2,644	6%	14
Support group	174	9%	1,618	4%	9
Professional education	124	7%	2,672	6%	22
Fair or vendor booth	75	4%	12,119	26%	162
Conference workshop	31	2%	1,434	3%	46
Dementia simulation	25	1%	605	1%	24
Memory screen event	19	1%	123	0.3%	6
Other	133	7%	4,636	10%	35
Total	1,903	100%	46,156	100%	24

*Data collected through the DCS SharePoint site.

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.

