

WICHP ANNUAL ACTIVITY REPORT 2020 (Updated 3/3/2021)

WICHP ANNUAL ACTIVITY REPORT 2020		DRAFT AS OF JANUARY 29, 2021
AGENCY OR PROVIDER	SERVICE	NUMBER OF PARTICIPANTS
Curative Connections (Green Bay)	Home & Community Program (formerly Wraparound)	<b>Total residents served = 9</b> 5 residents received direct services & 4 spouses/family members were supported.
Door CANcer, Inc. (Sturgeon Bay)	Ferry travel/Medical Travel Fund (MTF)	<b>Reimbursed \$1,415 for 106 vehicle ferry trips utilized through the W.I. MTF</b> (100% reimbursement rate per vehicle trip)
	Financial Support services for gas, food, hotel & other expenses during cancer treatment	<b>Total residents served = 1</b> This resident undergoing cancer treatment was referred for financial assistance due to rent & utility payment concerns secondary to delayed moving related to COVID-19.
Door-Tran, Inc. (Sturgeon Bay)	Half price travel voucher program	<b>Reimbursed \$3,066 for 880 passenger ferry trips utilized through the W.I. Medical Travel Fund (MTF)</b>
	Transportation Services	<b>Total residents referred/served = 7</b> 4 residents referred from WICHP & 3 residents self-referred for services. <b>(Side note-Community Van didn't run d/t COVID so DT Community Volunteer Drivers were utilized to meet transportation needs March to October)</b>
	<b>Community Wide Volunteer Transportation Program</b> <b>New are to report on in 2020</b>	8 residents over the age of 60 utilized this service for a total of 76 one way trips 2 of these trips were one way from the hospital to the Island
	<b>Medical Transportation Management</b> <b>New area to report on in 2020</b>	1 resident was assisted with this service
Door County Medical Center (DCMC) (Sturgeon Bay)	LifeAssist Personal Response System 24 hour In Home Monitoring System	<b>Total residents served = 16 with 15 units on the Island</b> This includes 6 installations (3 by WICHP & 3 by DCMC), 1 seasonal service & 3 discontinuations, 5 referrals with all 5 starting services. <b>United Way unduplicated client count = 11</b>
DCMC Memory Care Clinic (Sturgeon Bay)	Memory/Dementia Screening and Assessment Geriatric Outreach Services	<b>Total residents served = 2</b> 1 resident referred for memory care services/dementia screening Also provides reassessments, outreach, assistance & information by memory clinic coordinator.
Door County Department of Human Services	Adult Protective Services	<b>2 residents referred</b>

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(Sturgeon Bay)	Heating Assistance Program	<b>1 resident referred</b>
Door County Public Health Department (Sturgeon Bay)	Annual Flu Clinic	<b>Drive through flu clinic served 83 adults &amp; 21 at school = 104 residents served on 10/8/2020</b> Due to COVID-19 assisted with coordination of services with PHN & EMS. Utilized airport.
Neighbor To Neighbor (Sturgeon Bay)	Medical Equipment Loan Closet	<b>Total residents (both year round and seasonal) served = 50 who borrowed 121 pieces of equipment.</b> <b>Total volunteers = 3 &amp; total volunteer hours = 21.50</b> 38 were 60+ years, 11 were 31-59, 0 were 18-30 & 1 was 12-17. 27 were male & 23 were female. <b>United Way unduplicated client count = 44</b>
	Volunteer Caregiver Respite/Peer to Peer	<b>Total residents &amp; spouses served = 4 Total volunteers = 3 &amp; total volunteer hrs. = 13</b>
	Companion Program	4 residents & spouses/family units utilized this service. 1 new referral/started services Side note-volunteer hours reduced d/t COVID-19 & visits went virtual starting mid March 2020.
Options for Independent Living (Green Bay)	Adaptive Technology Services	<b>Total residents served = 4</b> <b>New Service end of 2019 into 2020</b> 2 Home visits provided for 3 residents to assess/implement adaptive technology to increase safety & support functional independence in home. 6 residents were referred to service but 2 folks got put on hold due to COVID-19 pandemic. 1 resident served remotely for rental assistance via private donor.
Unity (De Pere/Green Bay)	Hospice, Treatment Plus (formerly Palliative Care) and Bereavement Services	<b>Total residents served = 11 Spouses/family units supported = 25</b> 4 residents were ongoing from 2019, 7 new residents started service in 2020 & in addition 2 residents self-referred but didn't start services.
Washington Island Ferry Line	Medical Travel Fund program for physician ordered therapy and/or cancer treatments	<b>880 one way passenger trips and 106 one way vehicle trips servicing 36 residents/family units</b> <b>United Way unduplicated client count = 21</b>
WICHP Sponsored Programs	Blood Pressure Screenings	<b>Total BP's = 33 which served 26 residents.</b> Monthly church clinics = 11, Tuesday morning clinics = 19, Island Fair cancelled d/t COVID-19 Home/office visits = 3. One volunteer provided 9.5 hours. <b>Due to the pandemic, all BP services were put on hold starting in March through December</b>
	In Home Assessments information, referrals, education and assistance provided by R.N./Director & Staff	<b>Total home/office visits = 167 (129 residents served). Total hours = 85.75 Total miles = 167.2 (home visits only)</b> Home visits = 37 for 28 hours & served 29 residents. Office visits = 130 for 57.75 hours & served 82 residents. <b>Due to the pandemic home &amp; office visits were modified/put on hold starting in March</b> <b>United Way unduplicated client count = 67</b>
WICHP (continued)	Advocacy	<b>Total residents/family units served = 61</b>

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		Assisted smooth transition home from rehab care facility-spoke with therapist on patient's behalf and with permission	
		Assisted caregiver for respite worker to care for spouse if he needs to travel	
		Facilitated Caregiver Respite services for Island resident caring for 2 family members via ADRC TC visit	
		Assisted family member with Caregiver services for her recently widowed parent via ADRC TC visit	
		Assisted care provider regarding concerns of folks she was assisting	
		Collaborated with family's permission with VA social worker to address needs of Island resident	
		Discussed via TC community health services to provide support for her parents on the Island	
		Worked with Door County Fire Chiefs Association to set up volunteer services during COVID via the Door County Emergency Services Coalition	
WICHP (continued)	Advocacy	Facilitated funeral concerns during COVID with Huehn's and local medical provider	
		Assisted resident regarding concerns for caring for her spouse at home when discharged from hospital/rehab	
		Facilitated stimulus check donation from an Island resident to a family in need	
		Met with resident and her daughter to explore future employment on Island as respite caregiver for family & others	
		Provided assistance with concerns about COVID & how to get tested	
		Provided support for Velkommen resident with a housing/living condition concern	
		Assisted Island resident find cleaning/bathing help for her elderly parent	
		Connected Island resident to ADRC/EBS to explore getting life sustaining medical equipment covered by Medicare	
		Assisted Island resident with rental assistance via community programs during COVID	
		Assisted Island resident's adult caregiving child with FMLA & medical paperwork including Medicare Enrollment & Handicapped placard for her mom	
		Provided long term care facility information via email due to COVID	
		Assisted 2 separate residents with finding cleaning help in home	
		Connected 2 separate residents with FamilyWise prescription savings cards and 211 information	
WICHP (continued)	Advocacy	Facilitated for 2 separate residents with prescription pickups in Sister Bay & Sturgeon Bay	
		Assisted 2 separate residents with transportation services via Door-Tran	
		Facilitated setting up 3 separate video visits with ADRC EBS for 2 residents	
		Facilitated connecting resident to ADRC I & A with Family Care Coverage concerns	
		Met and assisted resident with concerns about spouse in rehab facility during COVID for smooth transition to home after discharge	
		Assisted 2 family members with Long Term Care Insurance questions in relation to their elderly relative and services covered	
		Collaborated with resident to meet with Unity Hospice to facilitate paperwork for spouse in a care facility	
		Assisted resident find someone to help him with his TV setup	
		<b>United Way unduplicated client count = 51</b>	
WICHP (continued)	Outreach	<b>1/6/20 to 1/8/20 Worked with 8 UW Madison Accelerated BSN Nursing Students</b>	
		Winter Rural Healthcare Immersion Session. Reviewed WICHP services including Food Pantry, participated in BP screening clinic, home visit with elderly housebound resident, visited senior congregate meal site & Rec Center, met with Emergency Medical Services, Island optometrist and Island medical clinic providers.	
		Preceptor was Peggy Zimdars, retired PNP	
WICHP (continued)	Outreach	<b>3/14/20 Mason Steamboat Dinner = 74 meals</b>	
		Worked with Sturgeon Bay Masons, ADRC of Door County, Washington Island Ferry Line & 13 community volunteers including Island Girl Scouts to coordinate the delivery of the meals.	
		<b>Outreach--New in 2020</b>	
		<b>3/15/20 WICHP website was launched</b>	

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	<b>Outreach--New in 2020</b>	4/30/20 Collaborated with NWTC Nursing Dept. in Sturgeon Bay for an online learning presentation with nursing students about Community Health
		Care & Programs during the COVID-19 pandemic. 5 Associate Degree Nursing students & 6 LPN students attended online learning session.
WICHP (continued)	<b>Outreach--New in 2020</b>	July 2020--worked with Murn & Associates on an Organizational Assessment of WICHP
	<b>Outreach--New in 2020</b>	7/8/20 Collaborated with Washington Island Women's Club on delivery cookie boxes to elderly or shut in residents
WICHP (continued)		<b>43 cookies boxes and 5 diabetic treat boxes were delivered by WIWC members.</b>
	<b>Outreach--New in 2020</b>	7/30/20 Worked with Public Health WIC Nurse and ADRC to qualify 3 Island Farmer vendors to accept the Farmer's Market Nutrition Program
		Vouchers on the Island
WICHP (continued)	Outreach	8/3/20 Attended United Way of Door County's Virtual Campaign Kickoff
	<b>Outreach--New in 2020</b>	8/24/20 Collaborated with Bader Philanthropies on photo project to feature WICHP in their 2021 promotional materials
WICHP (continued)	Outreach	9/21/20 Article in Observer explaining that Medicare Open Enrollment will be virtual this year due to the ongoing pandemic
	<b>Outreach--New in 2020</b>	<b>10/2/20 &amp; 10/3/20 Collaborated with Door County Public Health &amp; UW Oshkosh on the Door County Well Water Study for 15 participants</b>
	Outreach	<b>11/7/20 Fall Mason Dinner = 70 meals</b>
		Worked with Sturgeon Bay Masons, ADRC of Door County, Washington Island Ferry Line & 11 community volunteers including Island Girl Scouts to coordinate the delivery of the meals. Girl Scouts also provided cards to go in each meal bag.
	<b>Outreach--New in 2020</b>	<b>12/24/20 Worked with Door County Fire Chief's Association to provide 26 dinners to Island residents--WI Fire Dept. did the volunteer deliveries</b>
		<b>Total residents served/reached through outreach events = 966+</b>
WICHP (continued)	Direct Ask Donation Letter-Highlighting COVID-19 Services (2nd Year)	<b>Total number of letters sent = 1,143 year round/seasonal residents</b>
WICHP (continued)	Facts of Life Luncheon (FOLL) Program	<b>Attendance Jan. 2020 = 25 &amp; Feb. 2020 = 42</b>
		Topics included: January was Trivia & February was Robyn Weilbaker, NP with a meet/greet as the new clinic provider
		<b>New in 2020 was venue change to KK Fiske &amp; participant lunch fee increased to \$8.00</b>
		<b>Luncheons suspended in March through December due to COVID-19 pandemic.</b>
	FOLL/Intergenerational Events	<b>Put on hold starting March through December 2020 due to COVID-19 pandemic</b>
WICHP (continued)	<b>COVID-19 Events</b> <b>All New in 2020 (see below)</b>	
	Boxholders/Educational Information Flyers	WICHP mailed out 4 box holders/informational educational flyers to every mailbox on the Island--counts vary by season

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		<b>3/19/20 Boxholder #1 sent to 440 households--COVID-19 educational information and resources</b>
		<b>3/31/20 Boxholder #2 sent to 440 households--Safer at Home order/Food Pantry update/Volunteer services coordination efforts to keep residents</b>
		<b>safe at home with Door County Fire Chief's Association &amp; Door County Emergency Support Coalition (DCESC)</b>
		<b>6/11/20 Boxholder #3 sent to 560 households--COVID safety measures/Food Pantry update/Door County Public Health guidelines</b>
		<b>10/2/20 Boxholder #4 sent to 560 households--COVID safety measures &amp; Drive Thru Flu Clinic/COVID education</b>
WICHP (continued)	WICHP Bulletin Board at Grocery Store	Posted ongoing COVID-19 updates from March to December 2020
WICHP (continued)	Other Outreach	"Safer At Home" message posted on school sign on Main Road & to call WICHP for errands Provided W.I. Ferry Line handouts on COVID-19 safety Ongoing articles in Island Observer about COVID-19 safety and WICHP availability for volunteer services to remain "Safe At Home" or folks self-quarantine Ongoing service updates published weekly in the Bethel Tidings newsletter April to December 2020 Ongoing COVID-19 updates/handouts provided to Food Pantry for distribution to participants
WICHP (continued)	Door County Emergency Services Coalition (DCESC)	DCESC provided volunteer services in collaboration with WICHP from the end of March to the end of May 2020
	Island Volunteer Services	<b>Total Island calls = 79 Total # of service days = 63 Total # of volunteers = 6 Total # of volunteer hours = 630 (63 days X 10 hrs/day)</b> <b>Service breakout: General questions = 6 Medication transport = 22 Grocery shopping = 28 Other errands (mail, freight, etc.) = 21</b> <b>WICHP Volunteers provided 40 dump runs (DCESC didn't cover this service)</b>
WICHP (continued)	Volunteer Errand Service	WICHP transitioned to providing volunteer services the end of May through the end of December 2020 <b>Volunteer requests = 40 Service breakout: Grocery shopping, Post Office, Freight Pickup @ Ferry, Hoot Blossom Pickup, Transportation, Move Furniture</b>
WICHP (continued)	Volunteer Telephone Check In Program	Started when COVID-19 pandemic began to check in on shut in or elderly residents who were isolated. Volunteers call residents weekly to check in and/or just say hi. Volunteers are checking on folks and their well being in addition to see if they need anything which are related to the WICHP staff for follow up as needed. Program began in April and ran through December 2020. Program will continue into 2021 even after the pandemic subsides-it has proven to be a valuable asset. <b>Residents/Households served = 26 Volunteers = 12 with 6 currently being active</b>
WICHP (continued)	ALL CALL Emergency Management Group	Attending weekly to biweekly meetings online to receive County & COVID updates
WICHP (continued)	UW Green Bay Extension	<b>Attended monthly to bi monthly online Nonprofit Conversations with Brown County Nonprofits to discuss Navigating Life in the Nonprofit COVID-19 World</b> Conversations began in April and have run through December 2020. They are ongoing into 2021. Topics vary weekly but have included: Fundraising Strategies, Communication, Marketing/Advertising, Opening Up Again, Ethics, Risk Management, Leading

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		During Times of Ambiguity, Human Resources Q & A, Financial Management & Budget Issues, Leadership & Board Activities, Stakeholders, Financial Sustainability, Ethical Issues & Decision Making, and Capacity Building Resources
WICHP (continued)	Washington Island Trinity Quilters/Sewing Group	<b>WICHP assisted with distribution of masks to Island residents in need--approx. 600 masks were distributed to Island residents 12 Island residents sewed 4,552 masks &amp; 1 of the 12 sewed 542 scrub caps.</b> Masks/Caps were distributed to Door County Medical Center, Aurora, 2 Seattle Hospitals, 1 Indiana Hospital, Sevastopol School, Sew Masks for Door County, Bellin Healthcare/Hospital and Facemask Warriors. 72 adult & 72 children's masks were sent to South Africa via an Island resident's family connection. Elastic was donated by the Detroit Harbor Ladies Aid Society, Fabric was donated by Individuals & Trinity Quilters and Metal for nose pieces was donated by Sheet metal workers in Pewaukee.
Lakeshore CAP/Trinity Lutheran Church/WICHP (Sturgeon Bay/Washington Island)	Food Pantry	<b>2020 = 260 Household Units served (487 adults &amp; 63 children = 550) These are year to date totals.</b> <b>Total volunteers = 11 &amp; total volunteer hours = 443. Total donated food = 5,023+ pounds</b> Average monthly distribution = 16-26 family units (32-50 adults & 3-10 children)
Food Pantry (continued)	Food Pantry/COVID-19	4/8/20 Chives restaurant in Fish Creek sent up food via DCEC--distributed for Easter 4/9/20 4/10/20 Pet food donation sent up via DCEC 4/24/20 Contacted by Door County Community Coalition re:forming Food Pantry Coalition--referred to Dan Westbrook, FP Coordinator 5/4/20 Cheese donated from Door County Meal Co-op & Peanuts/granola donated by Greens & Grains--transported via DCEC 5/9/20 Picked up gift/snack bags from DCEC via WIFL to be distributed on Meals On Wheels route on 5/11/20
Washington Island Lions Club	<b>Charitable Eyeglass Program (New in 2019)</b>	<b>2 residents were served by Dr. Caroline Reiter, W.I.</b>
Town of Washington	Community Van	<b>Total volunteer drivers = 7 who made a total of 11 round trips (11 off Island &amp; 0 on Island) for 1,126 miles</b> <b>Total passengers served = 17 (5 were multiple riders)</b> <b>Annual volunteer hours = 92.25 (drivers only) &amp; 13.25 (van coordinator) for a total = 105.50 hours</b> <b>Service was suspended as of 3/17/2020 due to the COVID-19 pandemic</b> 2 residents referred prior to COVID-19 pandemic
Door County (Sturgeon Bay): Aging & Disability Resource Center (ADRC)	Caregiver Support Group (Island)	<b>Met monthly (3 times) with 4 to 7 participants.</b> WICHP Director is the facilitator and group will continue to meet monthly in 2020 <b>Group was suspended in April to December due to COVID-19 pandemic--explored online platform but received no interest</b>
ADRC (continued)	Island Meal Site--Congregate Dining	<b>18 residents participated with 279 meals January to Mid March 2020 (service changed to pick up--see below for stats)</b> <b>Total volunteers = 7 for 17.75 hours (valued at \$445.88)</b>
	Island Meal Site--Carry Out	<b>32 residents participated with 1,319 meals starting Mid March to December 2020 (pick up service)</b>

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		7 residents referred by WICHP and started pick up meal service primarily due to COVID-19 pandemic Worked with ADRC to send out updated meal program letter	
		<b>March/April 2020 Meals were provided consistently 3 days a week--every MWF in response to the pandemic</b>	
ADRC (continued)	Home Delivered Meals (Island)	<b>1,917 meals were delivered to 23 homebound residents/caregivers</b>	
	Meals on Wheels = MOWS)	<b>23 residents participated in MOWS &amp; 7 of the 22 were new starts in 2020</b>	
		<b>Total volunteers = 12 for 292.50 hours (valued at \$7,392.70)</b>	
		<b>United Way unduplicated client count = 16</b>	
ADRC (continued)	<b>Frozen Meal Program for Home Delivered Participants</b>	<b>22 participants who received 555 frozen meals to supplement on weekends for Meals On Wheels participants</b>	
	<b>New program started on 4/3/20</b>	<b>Started in response to COVID-19 pandemic to supplement homebound/shut in residents</b>	
	Farmer's Market Nutrition Program Vouchers	2 residents utilized this service on the Island	
ADRC (continued)	Provide information & assistance with connecting seniors to services including Elderly Benefits Specialist & Disability Benefits Specialist. Also perform Functional Screens to assist clients access to Family Care Services when appropriate.	<b>Information &amp; Assistance Specialist calls to Island residents = 19</b> <b>Island Consumer Calls to the I &amp; A Specialists = 105</b> <b>Functional Screens = 0 Telephone Visits to screen/set up Caregiver Respite Funds = 2</b> <b>5 residents referred by WICHP</b>	
ADRC (continued)	Disability Benefits Specialist (assists adults ages 18 to 59)	<b>_____ Island client contacts were made and phone contacts reported on from DBS</b> <b>1 resident referred by WICHP (waiting on stats from ADRC)</b>	
ADRC (continued)	Elderly Benefits Specialist (assists adults age 60 and above)	<b>Had contact with _____ residents which includes _____ Island residents during Medicare Open Enrollment</b> <b>7 residents were referred for Medicare/insurance or benefits information (waiting on stats from ADRC)</b>	
Brown County Veterans Affairs Office/Hospital	Social Worker	Telephone contact with social worker regarding 2 separate Island residents to discuss coordination of services.	
	<b>New in 2020</b>		
Geraldine Veneman, MSSW, LCSW	Counseling, Psychotherapy & Mediator Services	2 Residents referred for mental health and grief concerns	
"Together We'll Get There"	<b>New in 2020</b>		<b>210 Unduplicated 117 Females, 93 Males</b> <b>31-59 Years =52 60+ Years =140</b>