

Washington Island Community Health Program, Inc.

Number of employees: 4

Number of volunteers: 59

What is your Mission Statement?

To empower and support Washington Island residents across generations to make informed choices for a successful, healthy, safe and independent lifestyle. WICHP establishes links between Island residents and service providers not available on Washington Island.

What is the main source of your funding and what percent of your funding does that source provide?

The main source of our funding comes from grants which made up 55% of our budget in 2020. The rest of our funding consists of fundraising activities and donations from our community members, groups and Island foundations. We do not receive any government funding.

What is the geographic scope of your services throughout Door County?

WICHP's geographic scope for our services is our 35 square mile Island and its residents. Our service area is defined by the boundaries of Washington Island.

Explanation of how you serve Door County including primary programs your organization offers to the community.

WICHP is the only program of its kind to serve community health needs on the Island. Our goal is to help residents remain healthy and independent in their homes so they can safely age in place. This is done through a variety of services/programs with on and off Island providers. Listed below are the 6 main areas of WICHP's In Home Supportive Services available:

#1 In Home Supportive Care: This program is provided by the RN/ED who informs and connects residents to services that enable them to remain independently and safely in their own homes. This can include referrals to Unity Hospice for Palliative or Hospice Care, Curative Connections Home and Community Program (formerly Wraparound), Neighbor to Neighbor Volunteer Caregiver/Peer to Peer Companion Program, Door County Medical Center Memory Care Clinic, ADRC of Door County, Options For Independent Living and our newest 2021 community partner, Home Instead. These services can include an assessment of physical needs including blood pressure/vital signs and provide support for our residents to remain safely in the home and ease their daily routine. The RN can assist with medication review/organization. In addition a mental and emotional health assessment is done with referrals/interventions as needed.

#2 Home Delivered Meals: Washington Island participates in the Door County Senior Lunch Program with the ADRC to provide seniors with a healthy meal 3 days a week. This meal service is also extended to qualifying housebound seniors/shut-ins and their caregivers to support them to be able to remain in their home. Dedicated community volunteers deliver the meals to the seniors' homes. This service eases the burden of meal preparation on the caregiver or senior in the home and can provide needed nutrition. The RN/ED performs these home meal assessments which can lend itself to identifying other service needs. Meals are provided every Monday, Wednesday and Friday of the month. New in 2020 was a frozen meal program that was started via the ADRC in response to the COVID-19 pandemic to provide up to 2 frozen meals on the weekend to our homebound/Meals On Wheels participants. This program has been a big success and remains in place today.

#3 Medical Equipment Loan Closet: In conjunction with Neighbor to Neighbor of Door County, this loan closet provides access to short term (6-12 months) loans of durable medical equipment at no charge. For those residents who are experiencing a physical need, this equipment can support and enable them to remain functional in their own homes safely.

#4 Advocacy: This service is available to all Island residents including seniors. It provides support and guidance that assist in the evaluation and selection of appropriate health and supportive living services. It can include attending medical appointments, speaking with medical/healthcare professionals on behalf of a client (with their consent), attending patient care conferences to support smooth transitions from the hospital or rehabilitation facility to home and can help review/advise on medical bills and insurance documents.

#5 LifeAssist Services: This is a personal response system that links clients to 24-hour assistance with the push of a button. It allows clients to move freely around their home or yard with the confidence of knowing if they need help, then LifeAssist will call for it. It's recommended for those who live alone, have ongoing medical conditions, are disabled or handicapped individuals, are post operative patients who want a link to medical assistance, new moms who need help with infants without having to leave the crib side and those concerned about personal safety. WICHP installs and maintains in-home units in conjunction with the Door County Medical Center LifeAssist Department.

#6 Medical Travel Fund: This fund assists Islanders travelling off Island for ongoing chemotherapy or radiation treatments as well as physician ordered therapies such as physical, occupational or speech therapy, cardiac or pulmonary rehabilitation and kidney dialysis. The closest services (one way) are in Sister Bay (21 miles) then Sturgeon Bay (48 miles) and then Green Bay (102 miles). Islanders needing these types of services have to travel off the Island to receive them. WICHP works closely with the Washington Island Ferry Line to provide this subsidized financial assistance with support from Door-Tran and Door CANcer. These services provide support for residents who are recovering from an illness or surgery and enable them to recuperate in their homes with their family and community support. Round trip ferry fare is \$41 for one car and passenger and \$14.00 for each additional passenger. It is a highly utilized program and a large consumer of WICHP funds.

In addition to these 6 main areas, WICHP also collaborates with many other on/off Island providers as noted in the attached 2020 Annual Activity Report. WICHP also has a monthly educational outreach "Facts of Life " luncheon program at a local restaurant with an educational speaker or social activity. There are other outreach activities including our Annual Open House/Resource Fair (on & off Island providers), Sturgeon Bay Mason Dinners (sent 2 times a year in Spring/Fall for identified at risk Island residents), NWTC Sturgeon Bay Nursing students provide fluoride and foot care clinics twice a year for children/adults, ADRC Elderly Benefits Specialist visits annually for Medicare Open Enrollment & other insurance issues and new in 2019 was Door County Medical Rehabilitation Services Balance Workshop. We also have several intergenerational activities a year which the Island population lends itself to naturally, given our geographical make up. These include the May Facts of Life Luncheon with the graduating high school seniors and families, an End of the School Year Picnic in June, the Packer Party with the ADRC in September where all the school children eat lunch with the older adults and in December there is a Holiday Breakfast that the Island school student council puts on for our older adults. Please note for 2020 that all of our Outreach Activities noted above were put on hold with the exception of the Mason Dinners due to the COVID-19 pandemic. Many of these have remained on hold in 2021 due to the ongoing pandemic and recent uptick of cases in Door County. It is our hope to resume these activities in 2022 depending how the pandemic picture looks then.

COVID-19 Services in 2020: In 2020 WICHP was faced with the COVID-19 pandemic as was the rest of the world. This presented new challenges in adapting our services to make them as safe as possible and keep our needed programs available. During the pandemic, WICHP has been the largest Island source for up-to-date information to our community with attention given to our elderly, regarding the status of the illness, the proper personal precautions to take and the link to support during the uncertainty of this pandemic. We quickly launched our website in March, using it as a platform to share our new messages in addition to our Facebook page. We mailed out 4 educational flyers (aka boxholders) reaching 2,000 homes with valuable pandemic and WICHP service information. In addition, we posted health protocol flyers around town in key areas (i.e., Store, Bank, community center, etc.). To help our homebound residents feel less isolated, we also began a new telephone check in program for these 26 individuals. They would receive a phone call one or more times a week to check in and have a conversation and seek out any unmet needs that WICHP could help with.

This unique year also had us collaborating with the Door County Emergency Support Coalition (DCESC) via the Door County Fire Chiefs Association, during the "Safer at Home" order to self-isolate and quarantine. DCESC facilitated servicing the Island by answering 79 calls leading to 63 service days, utilizing six Island volunteers, totaling approximately 630 hours of service. These services were composed of 6 general questions, 22 medication transports to the ferry, 30 grocery shopping trips and 21 other errands. In addition to this, WICHP completed 40 dump runs for residents. After DCESC took a step back in May 2020, WICHP carried on the volunteer errand service which remains in place to this day.

Moving into 2021, WICHP has continued to provide educational and resource information related to COVID-19 with an additional boxholder being sent to 420 mailboxes. We also partnered with Door County Public Health, Door County Fire Chiefs Association, Door County Emergency Medical Services and the Town of Washington to provide a 2 part COVID-19 Vaccine Clinic on the Island which resulted in 522 doses being administered. We are continuing to work with Door County Public Health to provide ongoing COVID-19 vaccine clinics including the 3rd vaccine dose for people who are immunocompromised that will take place on September 16th with additional Fall clinics to follow for the 3rd vaccine/booster for the general population.

How would you define the impact your organization is making in Door County?

WICHP has been offering services to the Island going on 15 years. Over this time, WICHP has established a record of reliable, confidential and compassionate service for residents, often at the time of their greatest need. Washington Island sees a higher than average number of seniors than Door County and the state of Wisconsin. Based on the 2017 U.S. census data, the Island has approximately 800+ permanent residents on our 35 square mile Island which is only accessible by car ferry or private plane, weather permitting. Of these residents 45.5% are 65 years and older (2014 = 39.2%) compared to 27.2% for Door County and 15.5% for the state of Wisconsin. Our next largest resident group is 50-64 years (approximately 33%) and quickly increasing. Our senior population is made up of vigorous 60 year olds to the frail elderly in their 80's to 90's fiercely holding on to their independence and a desire to age in place.

WICHP continues to see their impact noted through service growth annually with the number of residents served. To provide you with some service history information, in 2016 WICHP serviced 145 residents/family units in our 6 main service areas listed earlier. In 2017 this grew to 166 residents/family units and in 2018 it increased to 173 which included 89 (2017=78) residents for 137 (2017=109) home/office visits. As demonstrated earlier, WICHP continues to see an increase in the number of residents/families served. This increase validates the need for WICHP's services to the community in our growing older adult population. By providing our variety of unique services, Island residents are able to remain in their homes and community safely and independently which improves their quality of life and allows for successful aging in place. Our goal annually is to increase services by 5-10% to Island residents/family units in our 6 main service/program areas. In 2018 the original goal was 160-170 which was surpassed with 173, in 2019 we served 196 (goal was 180-190) and for 2020 it was 210 (goal was 190-200). Each year, even despite the 2020 COVID-19 pandemic, we are continuing to reach more residents and provide more service needs for our residents to age in place safely and independently.

What is your annual budget?

Annual program expenses estimated for 2021 are \$100,320.

If you were to receive a donation from 100+ WWC, how would that donation be used?

The donation would be used to support our ongoing programming and service efforts via operational and salary support.