



AGENDA - ADRC of Southwest WI-Iowa County Board
Tuesday, May 24, 2022 at 10:00 a.m.
Conference Call: 1-312-626-6799
Zoom Meeting ID: 847 6317 8672
Passcode: 798394
<https://us02web.zoom.us/j/84763178672?pwd=NE1lcGlJOFQzeHBJallqTUVIUGFCZz09>
Health & Human Services Center, Community Room,
303 W Chapel St., Dodgeville, WI 53533

**Iowa
County
Wisconsin**

1	Call to order.
2	Roll Call.
3	Election of the ADRC Board Chairperson for a one-year term.
4	Election of the ADRC Board Vice-Chairperson for a one-year term.
5	Election of the ADRC Board Secretary for a one-year term.
6	Approve the agenda for this May 24, 2022 meeting.
7	Approve the minutes of the April 26, 2022 meeting.
8	Report from committee members and an opportunity for members of the audience to address the committee. No action will be taken.
9	Introduce new Board members.
10	Review ADRC Monthly Financial Summaries. No action will be taken.
11	Review ADRC Year-End Financials. No action will be taken.
12	Review ADRC Board By-Laws.
13	Department Reports: a) SUN: b) ADRC: (EBS, DBS, ADRCS, and Transportation) April Reports and 2021 Year in Review
14	ADRC Manager: a) Recognition of Board members – Fisher, O'Brien, and Meek. b) ADRC Managers Report c) Advocacy Updates
15	Set next meeting date: Tuesday, June 28, 2022 at Health & Human Services Center, 303 W. Chapel Street, Dodgeville, WI 53533. 10:00 a.m. Zoom will still be an option.
16	Adjournment.
Posting verified by: ADRC Date: 5.18.2022 Initials: WL/mbo	

TUESDAY, APRIL 26, 2022		
State of Wisconsin County of Iowa	UNAPPROVED MINUTES OF THE ADRC OF SOUTHWEST WISCONSIN, IOWA COUNTY BOARD MEETING HELD TUESDAY, APRIL 26, 2022 at 10:00 a.m. HEALTH & HUMAN SERVICES CENTER, 303 W. CHAPEL ST., DODGEVILLE, WI 53533	2022-03
Item		Index
1)	Chairperson O'Brien called the meeting to order at 10:00 a.m.	Call to Order
2)	Roll Call – Members Present in Community Room: W. Michael Britt, Dianne Evans, William Ladewig, Elsie Jane Murphy, Justin O'Brien, Marilyn Rolfsmeyer, Susan Schroeder, and George Swamp. Members Present Remotely: Lori Fisher and J. Patrick Reilly. Members Excused: Nancy Clements, Kathy Elliott, and Lynn Munz. Others Present in Community Room: Cecile McManus, Valerie Hiltbrand, Brittany Mainwaring, Nikki Mumm, Shelley Reukauf, and Nikki Brennum. Other Present Remotely: Marylee Oleson.	Roll Call
3)	Approval of the April 26, 2022 Agenda. Motion by Ladewig and seconded by Britt to accept the agenda. Motion carried.	Agenda Approval
4)	Approval of the March 22, 2022 meeting minutes. Motion by Rolfsmeyer and seconded by Ladewig to accept the meeting minutes. Motion carried. Evans thanked Oleson for thorough meeting minutes.	Meeting Minutes Approval
5)	O'Brien thanked Fisher and Meek for their years of service to the board. Their terms are expiring and they will no longer be members of the ADRC Board.	Members of audience address Committee
6)	Nikki Mumm, Business Manager, presented. Report provided. Income exceeds expenses per O'Brien.	Monthly Financial Summary
7)	Mumm presented. Report provided. No comments.	1 st Quarter Financials
8)	Mumm presented. Reinvent the bus. Goals are to provide value added enrichment opportunities for all seniors and disabled residents of Iowa County. Decrease social isolation and loneliness. Boost participation by advertising in newspapers, ADRC newsletter, website, Facebook, and radio. Develop a schedule to attend enrichment activities rather than shopping trips, which can be done via the taxi. Suggested enrichment trips are; fishing, dine out days, historical landmarks, listen to music, cards or bingo. It's an opportunity to get out of your house, meet new people, and create memories. Mumm is working on changing the 85.21 Grant wording to reflect these changes and will send that to the state for approval. It does not affect the amount of grant money received. Will begin advertising for an ADRC Care A Van bus driver. Would like the bus to begin running in June, three days a week. Rolfsmeyer questioned if this affects customers appointments. Mumm responded that the driver escort program and the taxi transports customers to appointments. O'Brien is excited to see the bus operating again. How do you decide between core duties versus enrichment? Mumm said we will see how it works and will take suggestions from riders. Val said HeART Coalition Report, Aging Plan survey results, and the 5 Year Transportation Plan were reviewed, all providing feedback concerning transportation needs. O'Brien asked if there are any concerns with liability such as fishing. Mumm will investigate. Evans questioned what the criteria is for an individual to ride on the bus. Mumm stated persons age 60 and above and physically disabled adults have a suggested donation of \$5. Anyone who doesn't meet the	Care A Van Updates

	criteria will be asked to pay \$10. Currently the bus will run during normal business hours, 8:00 am – 4:30 pm.	
9)	O'Brien selected George Swamp to fill vacancy on membership committee. Meet once a year. Will discuss a time to meet per Hiltbrand. Committee will present a set of candidates for chair/vice chair/secretary at the May ADRC Board meeting.	Membership Committee
10)	Hiltbrand presented. Information can be found in the ADRC manager's report included in the packet. Jeff Lindeman will officially manage beginning May 1. Developing new materials. ADRC will receive rollover calls. Rolfsmeyer asked if it is only for Iowa County residents. Yes per Hiltbrand. Ladewig said Bloomfield has a bus and it's being sold on the auction site. Asked if we should alert any of the ADRCs in the state that it's available. Schroeder asked if the equipment would be staying at Bloomfield. Hiltbrand said it will have to move eventually and they are reviewing options. They are hoping to keep some popularly requested equipment here. There are approximately 1,000 pieces of equipment, enough to fill a two-car garage. Inventory will begin soon.	H.E.L.P Updates
11)	Hiltbrand presented two applicants – Alvina Sturz of Mineral Point and Alice Jeanette Fisher, also from Mineral Point. Both would represent older adults and adults with physical disabilities. Last year the ADRC had the County Administrator choose the candidate and that is an option again. Lori Fisher has served two full terms and will end her tenure in May. Reilly, Evans, and Murphy have served one term and have agreed to serve another. Motion by Evans and seconded by Britt to forward to County Administrator to choose as they find both candidates qualified. Motion carried. Motion by Ladewig and seconded by Swamp to send to the County Administrator the recommendation that Reilly, Evans, and Murphy be reappointed for a second three-year term. Motion carried.	Screen Board applicants
12)	Social Workers Shelley Reukauf and Nikki Brennum presented. Brennum is the previous DBS. Their motto is Dignity of Risk – Older Adults have the RIGHT to refuse services, to take risks, and live in accordance with other values besides optimal health and safety. Primary target group is age 60 and over but also serve the 18-59 adult at risk population. Unified Community Services serves the mental health, AODA, and DD/IDD populations. Sometimes there are dual diagnoses and we will work together on those cases. Four programs they focus on are APS (Adult Protective Services), SHC (Supportive Home Care), Caregiver Programs, and I-Team. APS investigates concerns related to health and safety of adults 60 and over. The ADRC Specialist will review concerns and forward to Reukauf and Brennum following Wisconsin State Statutes and self-determination. They also do Guardianships and Protective Placements for those unable to make decisions for themselves. Elders at Risk are experiencing abuse physically, sexually, emotionally, or financial exploitation, and even self-neglect. We investigate any concerns that are called in to the ADRC. In 2021, 73 elder abuse/neglect referrals were received. SHC is a self-directed program. Customers are assessed every six months. It offers financial assistance to individuals who are found to be both financially and medically eligible. Services include housekeeping, shopping, running errands, lawn mowing, snow removal, etc. Currently serving 74 individuals and there is a waiting list. There is a specific budget for them. There are two caregiver programs: NFCSP-National Family Caregiver Support Program (federal) and AFCSP-Alzheimer's Family Caregiver Support Program (state). It's there to offset caregiver stress and currently serves 15 families, with a waiting list for more families. Have a monthly caregiver support group called Mug Club for Caregivers. I-Team, Interdisciplinary Team – consists of banks, law enforcement, post offices, and other agencies. Help elderly/disabled in our community. They do have some grant money and when all other resources are	APS Presentation

	exhausted, they can use funds to help someone. They have been instrumental in preventing fraud. Ladewig – what are demographics of the people you serve? We serve all residents who request assistance. Hiltbrand said the state doesn't have a statewide database to collect statistical data but locally, we do our best to collect statistics. Ladewig questioned backgrounds of guardians. Reukauf and Hiltbrand said the ADRC is involved with protectively placed individuals annually. Private guardianships can be pursued without involvement from this department. Since the Bloomfield closure, there are fewer places to home people. Ladewig asked if we have resources for long-term care. Yes we do. Evans has witnessed the I-Team in action. Great communication. Many good things about living in a small town. Questions arose on steps involved with a call concerning elder abuse. APS will investigate. Most adults have the right to refuse our services. The goal is to answer questions, get them on the right track. Workers are skilled at building relationships and creating voluntary instead of court ordered help. Ladewig questioned their relationships with religious organizations. They've built relationships with a number of organizations, including religious.	
13)	Review Department Reports: SUN (Seniors United for Nutrition): Cecile McManus, SUN Director for Iowa and Lafayette Counties, presented. Jay Loop officially retired on 4/14/22. Hired Kelly Haakenson on 3/29/22 and she is doing well. SUN is trying to find a meal provider for Dodgeville since Bloomfield closed. They were hoping the new law enforcement center could make the meals but their contracted meal provider, Summit Management Company, is not affordable at this time. UW-Platteville is providing meals in the interim. Britt asked if the county bills SUN for the gasoline in the van. Yes responded McManus. Meals are all picked up at UW-Platteville and then sorted out in Dodgeville, which takes time. Britt said volunteers are needed to not only deliver meals but sort them as well. Evans reminded McManus to look at the quality of the meal as well as the cost. Ladewig asked if McManus ever contacted businesses that have restaurant-style cafeterias to help. McManus replied she has contacted numerous businesses and schools near/in Dodgeville. For one reason or another, they are not feasible. Fisher asked if someone could cook meals at Hidden Valley Church. No, there is insufficient cold/frozen/dry food storage. SWTC is not an option. The culinary program closed at SWTC per Ladewig. Dodgeville requires 70 meals each day and very specific dietary requirements. Bloomfield did donate some equipment and foodstuffs to SUN. SUN will be changing the mileage reimbursement due to high cost of gasoline. SUN is looking into the Bloomfield bus as a possibility to deliver meals. O'Brien asked everyone to send more ideas/suggestions directly to McManus. I&A (Information & Assistance): Report provided. Brittany Mainwaring presented. Their title changed from I&A to ADRC Specialists. Mainwaring works with the youth in transition coalition, CCot (County Communities on Transition). Meet with schools/students who have IEPs (Individualized Education Plans). Recently held an event in Darlington called Life Skills and Prep Day. Discussed financial planning and healthy eating, and agencies such as CESA, DVR, and ADRC attended and gave presentations on resources available. There is another event in May for students who need more socialization. It will be held at Governor Dodge. Games/picnic/fire safety. Ladewig asked if there is a transition period for anyone who isn't in school anymore. Mainwaring said no we start working with them their senior year and go forward. When they are past that age, it is up to them, or someone involved with them, to reach out to us. Ladewig asked if we see more problems with the kids who don't use our services. Mainwaring said no we haven't seen that. Britt asked if the ADRC could have a booth at DodgeFest and any other event to help advertise the need for	Review Department Reports

	volunteers. Hiltbrand will follow-up. Evans reminded board that the ADRC doesn't have any responsibility to find volunteers for SUN. They are assisting SUN as a goodwill gesture. Britt said everywhere else that the nutrition program is in the ADRC. Hiltbrand said it is unusual, but the county board voted long ago to keep SUN as a contracted program. Swamp said APS and ADRC have clients who can refuse services. Know us before you need us is our unofficial motto! We are here to help everyone. Hiltbrand said the Stand Up & Move More program has been in the research phase for five years and it is now an Evidence-Based program. Mainwaring was instrumental in the study. Congratulations. <u>EBS and DBS (Elder & Disability Benefit Specialist):</u> Report provided. Hiltbrand informed the board Kayla Larson (former Social Worker at Bloomfield HC & Rehab) was hired as our new DBS and she will start seeing customers soon. Evans remembered a fact that the Benefit Specialist position takes at least two years to be fully trained. That is a lot of time invested in a position. <u>ADRC Transportation:</u> Report provided. Hiltbrand updated the board that Paula Daentl now works in the Iowa County Finance Department. Her former position as Department Assistant/Transportation is open; however, there has been no lapse in services since Nohe Caygill has been filling-in until someone is hired. Applications are currently being reviewed.	
14)	<u>ADRC Manager's Report:</u> Valerie Hiltbrand presented. • Incontinent supplies donation drive is ongoing. Received many supplies from Bloomfield, but need more. They are expensive and there are supply chain issues. Ladewig asked if we should contact service organizations to have a donation drive as well. Hiltbrand will investigate. • OAA Advisory Board. Looking for 10 people. Prefer Iowa County residents. In-person meetings to be held in Dodgeville. \$100 stipend to attend meetings. <u>Advocacy Updates:</u> • Aging Advocacy Day is 5/11/22 from 1:00-4:00. May attend from your home or a conference room has been reserved in the HHS Center. • Ladewig wants to compliment everyone on their out of the box thinking and keeping everyone's spirits up. That is why we are here. O'Brien thanked all the volunteers and mentioned that the website has a plethora of volunteer opportunities, which includes a fillable form. Hiltbrand mentioned that many people volunteer for numerous things. • Ladewig said the volunteer flyers should be posted everywhere in the county, not just on a bulletin board but front and center.	ADRC Manager
15)	Tuesday, May 24, 2022 approved for the next ADRC Board meeting. 10:00 a.m., HHS Center, Community Room, Dodgeville. Zoom is still an option.	Next Meeting Date
16)	Motion by Schroeder and seconded by Murphy to Adjourn. Motion carried. Meeting adjourned at 11:39 a.m.	Adjourn

**AGING & DISABILITY RESOURCE CENTER
REVENUE AND EXPENDITURE SUMMARIZATION
APRIL 2022**

Income **\$2,796.06**

- Income includes driver escort co-payments, reimbursement from Veterans Service Office and Family Care for driver escort rides, city taxi payments, and rural taxi payments
 - Did not receive reimbursement from ADRC Region or GWAAR.

Expenditures **\$89,721.29**

- Expenses include payroll and fringes, office supplies, postage, News & Views publication, City of Dodgeville Taxi expenses, Rural Taxi expenses, ADRC Care-A-Van Bus expenses, volunteer driver reimbursement, prevention program expenses, caregiver respite, and delivering meals for Seniors United for Nutrition (SUN).
 - Three payrolls in April.

**AGING & DISABILITY RESOURCE CENTER
REVENUE AND EXPENDITURE SUMMARIZATION
2021 ANNUAL UNAUDITED**

Income

- Budgeted: \$819,682.00
- Actual: \$941,991.45
- Difference: \$122,309.45
 - ADRC Region: \$381,795.08
 - ADRC EBS: \$67,800.80
 - GWAAR: \$83,865.00
 - 85.21 Grant: \$79,889.00

Expenditures

- Budgeted: \$819,682.00
- Actual: \$778,883.88
- Difference: <\$40,848.12>
 - Return to General Fund: \$163,107.57

Other Information:

- CARES money from GWAAR allowed us to roll some GWAAR funding from 2020 to 2021.
 - We were able to use some of the IIIB and CARES B funding towards free rural taxi rides, rides to vaccine clinics, and Supportive Home Care.
- The Full Annual Report will be presented at the HHS Committee Meeting on June 8th at 5:00 P.M.

AGING AND DISABILITY RESOURCE CENTER OF SOUTHWEST WISCONSIN, IOWA COUNTY BY-LAWS

ARTICLE I. NAME

The name of the organization shall be the Aging and Disability Resource Center of Southwest Wisconsin Iowa County, hereafter referred to in this document as the ADRC.

ARTICLE II. PURPOSE

The ADRC is committed to improving the quality of life for all Iowa County elderly as well as adults who are disabled. To these ends we will act as the voice, advocate and administrative arm of this county for these individuals with particular emphasis toward achieving a more visible and positive public image. We will strive to develop, review and stimulate programs based on the expressed needs and desires of our constituents. We will direct our efforts to assure that programs and services reach the vast majority, if not all, the county's adults with disabilities and elderly citizens. All planning will concern itself with the economic well-being and the maximum utilization of the potential of adults with disabilities and elderly citizens. It is the hope of this ADRC that these efforts will help all those it represents to lead a more peaceful, healthy, happy, and fulfilling life.

ARTICLE III. STRUCTURE

The ADRC shall consist of the ADRC Staff, ADRC Board, and sub-committees of that Board.

ARTICLE IV. ADRC BOARD

Section 1. Appointments

The ADRC will seek to assure ethnic and economic diversity representation for all geographic areas in the County as well as client group representation with at least one consumer, family member, guardian or advocate representing adults with physical disabilities, one representing adults with intellectual/developmental disabilities and one representing adults with either a mental health or a substance abuse issue. When a position on the ADRC Board becomes vacant, we will first try to fill that vacancy with somebody living in the same general geographical location. We will then seek to fill any need for a representative from one of our target client groups. We will solicit public input through advertisements in local papers and contact with local elderly and disability groups and public bodies. If it is not possible to locate someone in the geographic area, the ADRC Board will seek to appoint someone from another geographic or target client group area where it feels representation is needed. The ADRC Board will screen prospective applicants and present its recommendations to the Iowa County Administrator. Appointments will be made by the Iowa County Administrator subject to the confirmation by the full County Board.

Section 2. Memberships

The ADRC Board shall consist of at least 9 (but no more than 15 members). At least 50% of the members shall be 60 years of age or older. Three members shall be county supervisors. The ADRC Board shall include client group representation with at least one consumer, family member, guardian or advocate who represents adults with physical disabilities, one representing

adults with intellectual/developmental disabilities and one representing adults with either a mental health or a substance abuse issue.

Persons Prohibited from Serving on the ADRC Board:

i. An individual who is, or has a family member who is, employed by, has a financial interest in, or serves on the governing board of any of the following organizations is prohibited from serving on the ADRC governing board, committee or commission:

(a) A Family Care Managed Care Organization (MCO), Program for All-Inclusive Care for the Elderly (PACE) or Family Care Partnership program or Supplemental Security Income (SSI) managed care plan. (b) A service provider, which is under contract with a managed care organization or which, if included on the board, would give the perception of bias on the part of the ADRC towards that provider. (c) An Include, Respect, I Self-Direct (IRIS) Consultant Agency or IRIS Fiscal Employer Agency.

ii. County or tribal employees may not serve on the ADRC governing board, except with approval from the Department of Health Services.

iii. Providers that offer long-term services for older adults or people with physical or intellectual/developmental disabilities, and have a competitor providing the same service in the ADRC service area.

Section 3. Tenure/Terms

Each member shall serve a three-year term with the exception of those appointed to replace a member who resigns or retires in mid-term. (In the latter case, the appointee will serve out the remainder of the term of the person s/he replaces.) The ADRC Board will be divided into three groups of approximately the same size. Each year one of these groups, in rotations, will be eligible for reappointment or replacement, in accordance with State Statute. In accordance with s. 46.82 of the Wisconsin State Statutes, no member may serve more than two consecutive 3 year terms. County supervisors may not be appointed past their two-year elected terms. Therefore, to comply with state statutes, county supervisors may serve no more than three consecutive two-year terms.

Section 4. Absences

Any member of the ADRC Board absent without a valid excuse for three consecutive regular meetings shall be removed from their position.

Section 5. Removal

In accordance with the Wisconsin State Statutes, an ADRC Board member appointed by the County Administrator may be removed at the pleasure of the County Administrator, or by an affirmative vote of two-thirds of all the members of the ADRC Board.

Section 6. Ethics and Confidentiality

ADRC Board members must abide by the Iowa County Ethics Guide. Unless otherwise required by law, ADRC Board members shall not release the names and/or other confidential information about the program participants without the consent of the participant. The responsibility to maintain confidentiality should be fulfilled in such a way as to not obstruct or preclude legitimate public access to records or information relative to the activities, programs, service and financing of the ADRC.

Section 7. Training

Members of the ADRC Board shall receive training and education to enable the members to have a strong

and effective voice.

ARTICLE V. OFFICERS

Officers will be elected from the ADRC Board and shall consist of a Chairperson, Vice-Chairperson, and Secretary.

Section 1. Duties of Officers

A. Chairperson:

Shall preside at all meetings of the ADRC Board, make appointments to committees, make recommendations to County committees, make recommendations to County Board with assistance of Director and in general s/he shall perform all duties incidental to the office of Chairperson and such other duties as may be prescribed by the ADRC Board.

B. Vice-Chairperson:

Shall preside at all meetings in the absence of the Chairperson or in event of their inability or refusal to act. The Vice-Chairperson shall perform all the duties of the Chairperson and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chairperson. The Vice-Chairperson shall perform such other duties as from time to time may be assigned to him/her by the Chairperson or by the ADRC Board.

C. Secretary

Review the unapproved minutes prior to the review by the ADRC Board. Assume the responsibilities of the Chair in the absence of both the Chair and the Vice-Chair.

Section 2. Election of Officers

Each year, at the Annual Meeting all three officers will come up for election. The ADRC Membership Committee will present a slate of candidates for office. Nominations from the floor may also be accepted. ADRC Board members present will have the opportunity to vote on the candidate of their choice at the time.

Section 3. Tenure

Each officer will be elected for a one-year term and no officer may serve more than three consecutive terms in any one office. Special elections may be held to fill a vacancy caused by a mid-term resignation. In the latter case, the replacement will be elected for the balance of said term and would be eligible to be nominated for and serve three additional consecutive, one-year terms.

ARTICLE VI. COMMITTEES

Section 1. Appointments

The ADRC Chairperson shall appoint members.

Section 2. Members

Each Committee shall consist of at least three (3), but not more than five (5) members who are members of the ADRC Board. The one exception to this, the Planning Committee, which may have as many members as necessary to fulfill the duties of that Committee.

Section 3. Structure

Each committee shall have a Chairperson who shall be responsible for reporting to the ADRC Board on resolutions recommended, action taken, and relevant issues.

Section 4. Standing Committees shall consist of:

A. Membership

May be responsible for presenting candidates to the ADRC Board for filling vacancies, and shall be responsible for presenting a slate of candidates for offices to the ADRC Board at the annual meeting. Nominations from the floor may also be accepted for filling ADRC Board offices.

B. Transportation Committee

Shall review Transportation Program policies and procedures on a regular basis. Making recommendations to the ADRC Board on any changes.

C. Planning Committee

Shall work with the ADRC Staff in the development of the County Plan.

D. Executive Committee

Executive Committee will be comprised of the Chairperson, Vice-Chairperson and the Secretary of the ADRC Board. They may advise the staff on issues arising between regular meetings.

ARTICLE VII. MEETINGS

Section 1. Regular meetings

Shall be held on the fourth Tuesday of each month at the Health and Human Services Center or any other predetermined time and/or location. Notice of regular meeting by agenda shall be sent, posted and presented for publication at least five (5) days prior to meeting date.

Section 2. Annual meeting

The annual meeting of the ADRC Board shall be held on the fourth Tuesday of May of each year for the purpose of receiving new board members, reviewing of the bylaws, transacting election of officers and for the presentations of the Annual Financial Report.

Section 3. Special meetings

The ADRC Board Chairperson or a majority of the ADRC Board Members may call special meetings. Any place within Iowa County may be fixed as a place for holding any special meetings of the ADRC Board. Notice must be given 24 hours prior to meeting.

Section 4. Quorum

A majority of active, voting ADRC Board Members shall constitute a quorum for transaction of regular meetings. If no quorum is present at a regular meeting and if in the opinion of the majority of the Executive Committee there is important business to be acted upon, the Executive Committee may advise the staff to act appropriately with such action to be reviewed at the following regular meeting at which a quorum is present.

Section 5. Rules and Procedures

The ADRC Board shall conduct its business according to the latest Roberts' Rules of Order. Absent an exception, all meetings of the ADRC Board must comply with the Wisconsin Open Meetings Law, Wis. Stat. §§19.81, et. seq.

ARTICLE VIII. BOOKS AND RECORDS

The ADRC of Southwest Wisconsin, Iowa County office shall keep records of all accounts, financial transactions, and meeting minutes available to Board Members at any time. All financial transactions shall take place through County Government offices.

ARTICLE IX. DUTIES AND POWERS

The following list includes some, but not all, of the powers and duties of the ADRC, which shall be exercised and performed in conformity with the laws and ordinances of the County of Iowa and the State of Wisconsin, shall be as follows:

- A. The ADRC shall act as the clearinghouse for all county (public and private) programs on aging.
- B. The ADRC shall have on file current information on ages, income, population, and demographic characteristics of the elderly and adults with disabilities in the county.
- C. The ADRC shall delineate areas that need services and utilize existing community programs through community cooperation and coordination that will provide an efficient method for delivery of services.
- D. The ADRC shall indicate the need for particular legislation with back-up data.
- E. The ADRC shall make available to County Supervisors the information and research relating to the effects of proposed legislation.
- F. The ADRC shall act as the mechanism through which the voices of the elderly and adults with disabilities can be heard on any and all issues relating to their well-being.
- G. The ADRC shall be authorized to establish sub-committees to encourage community involvement, but in keeping with the purposes and objectives of the ADRC.
- H. The ADRC shall, in cooperation with the Greater Wisconsin Agency on Aging Resources (GWAAR), encourage the development of new and expanded programs for older adults consistent with delineated areas of need.
- I. The ADRC shall cooperate with the Greater Wisconsin Agency on Aging Resources (GWAAR), and the Department of Health Services, related public and private agencies, and elderly and adults with disabilities, in planning efforts.
- J. The ADRC shall make an annual report of its activities to the County Board of Supervisors and shall make such other reports as the County Board from time to time requires.

- K. The ADRC shall prepare annually a budget for necessary and reasonable expenditures to be incurred by the ADRC in accomplishing its goals and mandates, subject to review and approval of the County Administrator and County Board.
- L. The ADRC shall also perform the following: Minimum Data Set (MDS) Q referrals, elderly and disability benefits counseling, provide access to publicly funded long-term care programs and services, assist consumers in gaining access to mental health and substance abuse services, assist consumers in gaining access to other public programs and benefits, provide short term service coordination, assist consumers in gaining access to emergency services, work with the adult protective services to make sure that people are free from abuse and neglect, help young adults with disabilities experience seamless transition and entry into the adult long-term care system, and provide prevention and early intervention services.

ARTICLE X. CONFLICT OF INTEREST

All ADRC Board members shall abide by Iowa County Policy 406 (Code of Ethics) and Iowa County Ordinance 701 (Ethics Code). No ADRC Board member shall participate in voting on any matter that results in financial gain for him/herself.

ARTICLE XI. AMENDMENTS TO BY-LAWS

These by-laws shall be reviewed annually or as needed and may be amended by a majority vote of the ADRC Board at any regularly scheduled meeting provided that Board Members have received a copy of the proposed amendments at least one month in advance of the vote to amend.

Disability Benefit Specialist: Kayla Larson

Elder Benefit Specialist: Renae Kratcha

April 2022 Program Report

This report provides a statistical analysis of benefit specialist (Ben Spec) program services, as reported in the Social Assistance Management System (SAMS) database. The report focuses on legal and benefits-related assistance or "cases." It excludes general information and referral contacts, as well as public and media outreach activities.

NEW CLIENT

A client is defined as a person who had one or more contacts related to a case during the reporting period. A new client is defined as a person whose earliest recorded contact involving legal or benefits-related assistance falls within the reporting period.

Disability Benefit Specialist: 0

Elder Benefit Specialist: 24

CASE

A case is defined as an issue that the Ben Spec helped a client to resolve. Multiple cases may be associated with a single client. A case is regarded as opened when a Ben Spec records the first contact related to an issue. A case is regarded as closed when the last contact related to the issue includes an outcome. A carryover case is a case that was opened prior to the start of the reporting period. A case is regarded as remaining open if it lacks an outcome as of the last day of the reporting period.

Disability Benefit Specialist:

Open Cases: 0 Closed Cases: 0

Elder Benefit Specialist:

Open Cases: 70 Closed Cases: 58

CLIENT CHARACTERISTICS

This report looks at demographic characteristics for all clients who had one or more contacts related to a case during the reporting period.

18-59:

60-69: 31

70-79: 5

80-89: 2

90-99: 0

MONETARY IMPACT

Monetary impact, recorded at time of case closure, is the estimated value of any benefits that a Ben Spec helped a client to obtain or preserve. This report looks at monetary impact for all cases closed during the reporting period.

Disability Benefit Specialist:

Elder Benefit Specialist: **\$193,423.00**

Disability Benefit Specialist & Elder Benefit Specialist

2021 Year-End Summary Program Report

2021 was a year of transition for the Benefit Specialist programs in Iowa County. The Elder Benefit Specialist position was also vacant for a few months. During the EBS vacancy, the DBS filled in for this position. The DBS position was vacant for about 5 months of 2021 and we did not have staff available to cover this vacancy. You will see this reflected in the numbers. There was quite a bit of training and cross training that needed to take place during this period. We also relied on our ADRC Specialists, Adult Protective Service Social Workers, regional Benefit Specialists and local agencies for coverage during this time.

NEW CLIENT

A client is defined as a person who had one or more contacts related to a case during the reporting period. A new client is defined as a person whose earliest recorded contact involving legal or benefits-related assistance falls within the reporting period.

Disability Benefit Specialist: 21

Elder Benefit Specialist: 200

CASE

A case is defined as an issue that the Ben Spec helped a client to resolve. Multiple cases may be associated with a single client. A case is regarded as opened when a Ben Spec records the first contact related to an issue. A case is regarded as closed when the last contact related to the issue includes an outcome. A carryover case is a case that was opened prior to the start of the reporting period. A case is regarded as remaining open if it lacks an outcome as of the last day of the reporting period.

Disability Benefit Specialist:

Open Cases: 116 Closed Cases: 102

Elder Benefit Specialist:

Open Cases: 761 Closed Cases: 711

CLIENT CHARACTERISTICS

This report looks at demographic characteristics for all clients who had one or more contacts related to a case during the reporting period.

18-59: 46

60-69: 232

70-79: 158

80-89: 63

90-99: 11

MONETARY IMPACT

Monetary impact, recorded at time of case closure, is the estimated value of any benefits that a Ben Spec helped a client to obtain or preserve. This report looks at monetary impact for all cases closed during the reporting period.

Disability Benefit Specialist: **\$168,051.00**

Elder Benefit Specialist: **\$2,305,036.00**

ADRC Specialist Report

For April 2022

Katie Batton, Jenny Huffman, and Brittany Mainwaring

Total number of contacts: 514

Encounter Contacts: 460

This number reflects the number calls, walk-ins, scheduled office appointments or home visits for people requesting Information. This information can include private pay resource information, Medicaid basics, application for Medicaid, Food Share, Badger Care, requests for in-home information, etc.

Referrals from Nursing Homes: 0

Home visits: 9

Scheduled Office Visits/Zoom Chats/Phone Calls: 9

Number of Functional Screens Administered: 7

A functional screen consists of a series of questions about a person's daily functioning (i.e. bathing, dressing, eating, chores, decision making etc). Identifying areas of need and the causes of these needs determines a person's functional eligibility for long-term care programs. These screens are usually completed in the client's home and last anywhere from 1 ½ to 2 hours of face-to-face interview time.

ADRC Specialist's then compile medical records and collateral contacts to verify information and enter the screen into a state database. When entering the screen, ADRC Specialist's make detailed notes on every choice and observation placed in the screen. Completion of one functional screen can take up to 8-9 hours.

Number of Nursing Home Relocations: 1

A Nursing Home Relocation is the process in which Medical Assistance is paying for a person's stay in the nursing home and the individual wants to discharge back into the community. The individual is able to directly enroll into a long-term care service, either Family Care or IRIS, because they are already receiving Medicaid services. The long-term care program helps them "relocate" back into the community.

Number of People Enrolled in Family Care: 1

Family Care is a program that provides services and supports to people with physical disabilities, developmental disabilities and frail elders. In this area of the state, consumers have the choice between two Managed Care Organizations: Inlucsa and My Choice Wisconsin, which provide the Family Care Program. Their staff in conjunction coordinate the services, which are offered by the Managed Care Organization, with the customer. The Managed Care Organization from their own network of providers purchases these services. ADRC Specialists meet with individuals about to enroll in long-term care to provide needed information for the client to make the decision that fits his/her situation the best.

Number of People Referred to IRIS: 1

IRIS, (Include, Respect, I Self-Direct) is another program which also provides funding for services. The Management Group (TMG), Connections and Advocates4U in this area of the state administer the IRIS program. This is a self-directed program and gives the customer more of the responsibility of choosing providers and managing their own monthly budget. ADRC Specialist's meet with individuals about to enroll in long-term care to provide needed information for the client to make the decision that fits his/her situation the best.

Additional meetings and other events:**Examples:**

ADRC Specialist's work as a part of *Regional function teams* to maintain quality assurance while serving the community. The Regional Aging and Disability Resource Center is made up of Grant, Green, Iowa and Lafayette counties.

ADRC Specialist's also work on transitioning students from the world of high school and child waiver programs to adult programs. This can be in the form of completing functional screens, options counseling, attending Individualized Educational Program (progress) meetings and the County Communities on Transition (CCoT) meetings.

Further education in the field of human services is also required, and is often fulfilled through attendance of state conferences and other trainings.

This month, staff participated in the following:

Activities: SUN Meal deliveries; Lafayette County Intake

Trainings: Respite Care Association of Wisconsin Webinar on electronic supports; Veterans Benefits webcast

Meetings: Homeless Coalition; Quarterly Client Tracking meeting

Outreach Events: Meridian Apartment visits; Stepping On workshop; CCoT meeting; Stepping Up Your Nutrition call; Volunteer Banquet

Key:

CCoT- County Communities on Transition

DSS- Department Social Services

IEP- Individualized Education Program

IRIS- Include, Respect, I Self Direct

MCO- Managed Care Organization

MDS Q- Minimum Data Set

ADRC Specialist Report

2021 Year-End Summary

Katie Batton, Jenny Huffman, and Brittany Mainwaring

Total number of contacts: 4,543

Encounter Contacts: 3,675

This number reflects the number calls, walk-ins, scheduled office appointments or home visits for people requesting Information. This information can include private pay resource information, Medicaid basics, application for Medicaid, Food Share, Badger Care, requests for in-home information, etc.

Referrals from Nursing Homes: 20

Scheduled Phone/Virtual/Office Visits: 126

Home Visits: 82

Number of Functional Screens Administered: 60

A functional screen consists of a series of questions about a person daily functioning (i.e. bathing, dressing, eating, chores, decision making etc). Identifying areas of need and the causes of these needs determines a person's functional eligibility for long-term care programs. These screens are usually completed in the client's home and last anywhere from 1½ to 2 hours of face-to-face interview time. ADRC Specialist's then compile medical records and collateral contacts to verify information and enter the screen into a state database. When entering the screen, ADRC Specialist's make detailed notes on every choice and observation placed in the screen. Completion of one functional screen can take up to 8-9 hours.

Number of Nursing Home Relocations: 1

A Nursing Home Relocation means Medical Assistance is paying for a person's stay in the nursing home and they want to discharge back into the community. The individual is able to directly enroll into a long-term care service, either Family Care or IRIS, because they are already receiving Medicaid services. The long-term care program helps them "relocate" back into the community.

Number of People Enrolled in Family Care: 31

Family Care is a program that provides services and supports to people with physical disabilities, developmental disabilities and frail elders. In this area of the state, consumers have the choice between two Managed Care Organizations; Inlusa and My Choice Wisconsin, which provide the Family Care Program. Their staff in conjunction coordinate the services, which are offered by the Managed Care Organization, with the customer. The Managed Care Organization from their own network of providers purchases these services. ADRC Specialists meet with individuals about to enroll in long-term care to provide needed information for the client to make the decision that fits his/her situation the best.

Number of People Referred to IRIS: 10

IRIS, (Include, Respect, I Self-Direct) is another program which also provides funding for services. In this area of the state, the IRIS program is administered by The Management Group (TMG), Connections and Advocates4U. This is a self-directed program and gives the customer more of the responsibility of choosing providers and managing their own monthly budget. ADRC Specialist's meet with individuals about to enroll in long-term care to provide needed information for the client to make the decision that fits his/her situation the best.

2021 Year, staff participated in the following events:

Activities: Driving Escort Training event, WI Council of the Blind Low Vision virtual Fair, Holiday Project Deliveries.

Trainings: Stepping Up Your Nutrition, Stepping On re-certification, Enrollment Counseling, IRIS changes, Time/Task training, Trauma Informed Care, GWAAR Webinar, CST Exam, Medicaid Basics training, De-escalation training, Ethics & Boundaries, Gray Area Thinking, CPR Training, Scorecard Training, Dementia Capable Training, AIRS virtual conference.

Meetings: HeART Coalition, CCoT, SUMM, Yoga Research, Strong Bodies, Inclusa, TMG, and ADRC Specialists Regional Subcommittee.

Outreach Events: Dodgeville EMS, Boost Your Brain and Memory Workshop, Stand up Move More, Mind over Matter Workshop, River Valley High School Youth in Transition, Hodan Community Services, Prescription Drug Drop-off with Sherriff's Department, Senior Farmers' Market Vouchers, Health & Wellness Expo at Harris Park, UW-Platteville ADRC presentation, Virtual Mentoring Day, and Rock County ADRC presentation.

Key:

CCoT- County Communities on Transition

DSS- Department Social Services

IEP- Individualized Education Program

IRIS- Include, Respect, I Self Direct

MCO- Managed Care Organization

MDS Q- Minimum Data Set

TRANSPORTATION COORDINATOR'S REPORT

April 2022

Submitted by Nohe Caygill

DRIVER ESCORT SERVICES

Current Month	2021	YTD	2022	YTD
Total Units of Service Provided:	185	772	74	529
Current Month	2021	YTD	2022	YTD
Driver Escort Fees Deposited:	\$1,682.00	\$6,646.23	\$2,054.81	\$5,567.11

ADRC TAXI SERVICES

Current Month	2021	YTD	2022	YTD
Total Units of Service Provided:	262	1,040	343	1,199
Current Month	2021	YTD	2022	YTD
ADRC Taxi Fees Deposited:	\$394.75	\$5,839.33	\$461.75	\$2,009.40

- We averaged 11.92 Taxi riders per day.

RURAL TAXI SERVICES

Current Month	2021	YTD	2022	YTD
Total Units of Service Provided:	118	265	58	265
Current Month	2021	YTD	2022	YTD
ADRC Taxi Fees Deposited:	\$296.00	\$697.00	\$279.50	\$ 1,353.00

- We averaged 2.38 Rural Taxi riders per day.

CARE A VAN SERVICES

Current Month	2021	YTD	2022	YTD
Total Units of Service Provided:	0	0	0	0
Current Month	2021	YTD	2022	YTD
Donations Collected:	\$0.00	\$0.00	\$0.00	\$0.00
Current Month	2021	YTD	2022	YTD
Total Days Cancelled:	0	0	0	0

TRANSPORTATION COORDINATOR'S 2021 YEAR-END REPORT

Submitted by Nohe Caygill

DRIVER ESCORT SERVICES

Current Month	2021 YTD
Total Units of Service Provided:	2,210
Current Month	2021 YTD
Driver Escort Fees Deposited:	\$25,376.47

- 2,219 one-way trips were completed in 2021.
- 80,765 miles recorded by our volunteer drivers in 2021.

ADRC TAXI SERVICES

Current Month	2021 YTD
Total Units of Service Provided:	2,880
Current Month	2021 YTD
ADRC Taxi Fees Deposited:	\$4,936.88

RURAL TAXI SERVICES

Current Month	2021 YTD
Total Units of Service Provided:	806
Current Month	2021 YTD
ADRC Taxi Fees Deposited:	\$2,020.71

CARE A VAN SERVICES

Current Month	2021 YTD
Total Units of Service Provided:	0
Current Month	2021 YTD
Donations Collected:	\$0.00

(Bus trips suspended due to Pandemic.)



ADRC Manager's Report

May 2022 ADRC Board Meeting

ADRC Office:

Our office will have an open ADRC Specialist Position, starting June 2. We do have two other ADRC Specialists, which makes it easier to cover the duties of that position while we have a vacancy. ADRC Specialists were previously known as Information and Assistance Specialists (I&A).

Senior Farmers' Market Vouchers will be available starting June 1. Eligible consumers who are interested in them, can receive vouchers at the ADRC office or at one of our advertised distribution sites. Please see the June edition of the News and Views for the sites.

ADRC Confidentiality Policy and Conflict of Interest Policy and Procedure:

Please review the enclosed ADRC Confidentiality Policy and Conflict of Interest Policy and Procedure. We can review at the board meeting but let me know if you have any questions in the meantime. This is something that I need to have the board review and sign at our annual meetings.

ADRC Programs/Services

Health Promotion:

We are looking for volunteer co-facilitators for our Health Promotion Programs.

-Savvy Caregiver Class (virtual) is running from 4/27/22-6/8/22.

-Stand Up and Move More (in-person) is being offered in Hollandale in May and Ridgeway in June.

-Mind Over Matter: Healthy Bowels, Healthy Bladder – Women-only (virtual) Three Wednesdays; June 22, July 6, July 20.

Caregiver Support Program:

"Mug Club for Caregivers" meets virtually on the third Tuesday of the month from 10:30-11:30 am, hosted by our Caregiver Coordinator and the regional Dementia Care Specialist.

You can find FREE telephone caregiver trainings at: www.caregiverteleconnection.org

Recent and Upcoming Events:

The SUN Program needs volunteers to deliver meals in all locations, but especially Dodgeville, Ridgeway, Barneveld and Mineral Point. Volunteers do not have to work every day of the week. There are a variety of opportunities available: picking up the meals from UW-Platteville, helping portion and pack the meals for home delivery, and delivering the meals.

May is Older Americans Act Month! The May edition of the News and Views highlights local seniors who age their own way.

Please note that in the May edition of the News and Views, the ADRC is doing a drive for adult incontinence supplies.

June 15th is World Elder Abuse Awareness Day. We will be hosting "Scam SINGO" which is a BINGO game with a senior scam twist. It will be held at the Health and Human Services Center from 10:00-11:00a.m. on Wednesday, June 15.

Advocacy:

ADRC staff and one past ADRC Board Member participated in the virtual Aging Advocacy Day on 5/11/22. The topics highlighted were: Investing in Aging/ADRC Network Funding, Supporting Family Caregivers, and Keeping Voting Simple. See attachments for details on each topic area. More information can be found at gwaar.org/aging-advocacy-day-2022

Older Adult Advisory Board: The Veterans Service Office and ADRC will be helping the UW School of Nursing to recruit 10 RURAL people who are over the age of 65 to be a part of this board.

Respectfully submitted,

Valerie Hiltbrand, ADRC Manager
ADRC of Southwest Wisconsin
303 W. Chapel St.
Dodgeville, WI 53533
Telephone 608-930-9835
Fax 608-935-0355
www.adrcswwi.org

Invest in Aging/ADRC Network Funding

What's Happening?

- Aging Units and Aging and Disability Resource Centers (ADRCs) serve older adults and people with disabilities in every Wisconsin County and Tribe.
- Local Elder Benefit Specialists (EBSs) provide counseling and assistance with Medicare, private health insurance issues, Social Security, housing, consumer debt, Medicaid, Supplemental Security Income, and FoodShare.
- Local professionals at ADRCs provide individualized community resource options counseling so customers can make informed decisions about their needs.
- ADRCs are the only provider of local, unbiased decision support.
- There are no income or asset requirements to use ADRC services.
- There has been a 22% increase in ADRC customers with no state funding increase.

Why Does it Matter?

- Aging Units and ADRCs programs and services provide savings for taxpayers, individuals and families.
 - ♦ The average annual monetary impact of the benefits of one full-time EBS to clients and the community is \$1,831,085.
 - ♦ Every \$1 invested into Wisconsin ADRCs leads to a savings of \$2.48.
 - ♦ ADRCs save nearly \$1,000,000 per 1,000 customers served. ADRCs had over a half a million contacts in 2020.
- People receiving options counseling at a local ADRC are 89% more likely to access privately paid resources rather than utilizing services through Medicaid-funded long-term care programs.

Ask Legislators to:

- Increase state funding for Aging and ADRC programs and services to:
 - ♦ Ensure that as our populations ages, the increasing number of Wisconsinites served can make the most of their own resources;
 - ♦ Prevent or delay use of Medicaid-funded long-term care programs; and
 - ♦ Provide older adults, people with disabilities, and family caregivers the information needed to make fully informed decisions regarding their health, well-being, and care needs.

Contact WAAN
1414 MacArthur Rd., Suite A
Madison, WI 53714
(608) 243-5670
gwaar.org/waan

Support Family Caregivers

What's Happening?

- Wisconsin family caregivers need help. Family caregivers are the primary providers of long-term care...care that often goes beyond what they can do when they also have jobs or live far away, doing things like providing:
 - ♦ direct care
 - ♦ care management
 - ♦ transportation
 - ♦ medication management
 - ♦ scheduling medical and therapy appointments
 - ♦ assistance with benefit applications
- There are not enough providers to hire for assistance.

Why Does it Matter?

- Many family caregivers face financial burdens because they:
 - ♦ have to leave their jobs or reduce work hours;
 - ♦ have no paid leave benefits; and
 - ♦ spend, on average, \$7,000 out-of-pocket annually on expenses related to their caregiving role, and even more when caregiving from a distance.
- Family caregivers need breaks. Limited respite funding and lack of providers is making it difficult for caregivers to receive a break.
- Continual stress has a negative effect on the physical and mental health of both family caregivers and the people they care for.
- Aging family caregivers may need supports and services themselves to remain at home.
- It is difficult for those needing care who lack family caregivers or paid providers to stay in their own homes and communities.

Ask Legislators to:

- Support a family caregiver tax credit.
- Increase respite funding throughout Wisconsin.
- Expand Family and Medical Leave (FMLA) to:
 - ♦ include grandparents, grandchildren, and siblings; and
 - ♦ create an employee-funded FLMA insurance program to fund paid leave.

Contact WAAN
1414 MacArthur Rd., Suite A
Madison, WI 53714
(608) 243-5670
gwaar.org/waan

Keep Voting Simple

What's Happening?

- Many older adults and people with disabilities face barriers to voting. These include:
 - ♦ polling place accessibility issues;
 - ♦ limited access to transportation;
 - ♦ difficulty obtaining valid photo ID for voting;
 - ♦ health or disability related concerns that limit their ability to vote at the polls or by absentee ballot;
 - ♦ no or limited internet access; and
 - ♦ no available assistance or support.

Why Does it Matter?

- It can be complicated for some people to vote.
- Some people with chronic conditions and/or disabilities are left out of the voting process.
- For our democracy to work, it must include all of us, including people who need assistance to vote and/or people residing in care facilities.

Ask Legislators to:

- Support policies that make our elections more accessible.
- Say no to bills that make it harder for older adults and people with disabilities to vote.
- Add screen readers compliant with the Americans with Disabilities Act (ADA) to ensure accessible absentee ballots.
- Require poll workers to complete training on disability rights and accommodations.
- Fund transportation for voting related activities.
- Improve access to photo ID so older adults and people with disabilities can exercise their right to vote by:
 - ♦ expanding the Dept. of Motor Vehicles (DMV) service hours; and
 - ♦ adding DMV mobile sites where IDs can be obtained.

Contact WAAN

1414 MacArthur Rd., Suite A
Madison, WI 53714

(608) 243-5670

gwaar.org/waan

Applies to:
ADRC
Tribal ADRS

Conflict of Interest Policy

Last Revised: April 2021

This policy applies to aging and disability resource centers (ADRCs) and tribal aging and disability resource specialists (tribal ADRS), herein referred to as “agency” or “staff.”

Purpose

The purpose of this policy is to ensure conflicts of interest are prevented, recognized, and promptly addressed so that the agencies can provide customers with objective and unbiased information about a broad range of programs and services.

Agency representatives, employees, volunteers, and ADRC governing board members shall be sensitive to their own personal potential for conflicts of interest, be vigilant about the existence of conflicts of interest elsewhere, and take steps to limit, mitigate, or eliminate conflicts of interest that are discovered.

Definitions

Agency Representative: Representatives include, but are not limited to, all limited-term or permanent employees of the ADRC or a tribal ADRS (contracted or otherwise), volunteers, and ADRC governing board members.

Conflict of Interest: A conflict of interest is a situation that interferes with an agency representative’s ability to provide objective information or act in the best interest of the customer. Avoiding conflict of interest is important to the reputation of the agency and to the public’s trust in the agency as a place where people can get unbiased, professional advice.

Potential Conflicts of Interest: Potential conflicts of interest include, but are not limited to, financial relationships. For example, secondary employment with an outside agency is a potential conflict of interest. All potential conflicts of interest should be discussed with the agency supervisor or director.

Policy

Representatives of the agency will be mindful of their duty to represent the interests of the general public as related to long-term care and therefore not represent the interest of any one group or agency. The function of the agency is to represent the interest of the customer at all times.



WISCONSIN DEPARTMENT
of HEALTH SERVICES

P-02923-03 (04/2021)



Applies to:
ADRC
Tribal ADRS

Agency representatives will avoid potential conflicts of interest as described in this policy in order to provide impartial agency services. Agency representatives will likely encounter situations that may be a potential conflict of interest or something that is not clearly prohibited. Whenever an agency representative is concerned about a potential conflict of interest, they must discuss the situation with their agency supervisor or director. Not all situations that pose a potential conflict of interest are prohibited so long as the potential conflict can be mitigated and mitigation efforts are documented.

Staff who are dually employed by both the agency and another employer are required to notify their agency supervisor or director in order to ensure a conflict of interest does not exist. The agency must establish a mitigation plan for any staff person that is dually employed with an entity that may have a relationship with the agency, such as a long-term care provider or health care provider. Examples of long-term care providers or health providers include, but are not limited to, managed care organizations, home health agencies, skilled nursing facilities, and assisted living facilities. The agency must make the mitigation plan available to the Department of Health Services (DHS) upon request. Mitigation plans must be reviewed and approved by the ADRC's governing board chair and a designated county or tribal official, such as a local corporation counsel. Staff that are dually employed by an entity that does not have a relationship with the agency do not need to complete a mitigation plan.

The following conflicts of interest are prohibited:

- Staff shall not counsel or otherwise attempt to influence customers for financial gain or other self-interests.
- Staff shall not counsel or otherwise attempt to influence customers in the interest of any provider, managed care organization (MCO), IRIS consultant agency (ICA), IRIS fiscal employer agent (FEA), or other organization.
- In accordance with the Federal Home and Community Based Services Rule § 441.730, an agency representative is not allowed to provide agency services to customers if they are:
 - Related to the customer by blood or marriage, or related to any paid caregiver of the customer.
 - Financially responsible for the customer.
 - Empowered to make financial or health-related decisions on behalf of the customer.
 - Holding financial interest in any entity that is paid to provide care for the customer.
 - Serving in a policy or decision-making position for any entity that provides or could provide direct services to the customer.



Applies to:
ADRC
Tribal ADRS

Agency representatives will work with their supervisor or director to ensure that another staff person provides agency services to customers in this situation.

- Elder benefit specialists and disability benefit specialists may not perform the long-term care functional screen, conduct eligibility determinations for SSI-E or other programs, or provide guardianship or adult protective services.
- Staff who also work in adult protective services may not provide enrollment counseling to any adult protective services client with whom they are working.
- Staff may not continue to provide services to customers in any situation where a mitigation plan is required but has not yet been approved by the ADRC board or designated county agency for implementation.

Procedure

A perceived or potential conflict of interest may exist even if there has been no misconduct on the part of an agency representative. Perceived or potential conflicts of interest may occur in any situation that might lead a representative to put other interests ahead of those of the customer. Mitigation measures are needed to ensure that perceived or potential conflicts of interest do not turn into actual conflicts of interest or misconduct.

Director and/or management responsibilities

The director or designee shall identify any perceived or potential conflict of interest, determine whether to address the conflict, and when required, assist the agency representative in terminating or minimizing the conflict.

Agency representative responsibilities

The agency representative shall exercise sound judgment by being aware of and reporting instances of potential or present personal conflicts of interest. In addition, agency representatives are prohibited from accepting gifts, loans, or favors from individuals or providers who might stand to benefit from referrals or other actions made by the agency.

Training

All agency representatives will receive training on the agency's conflict of interest policy prior to having contact with customers. ADRC governing board members will receive training before serving on the ADRC governing board. This policy will be reviewed with agency representatives annually.



Applies to:
ADRC
Tribal ADRS

Assurances

Each agency representative will acknowledge, by signature, the receipt of training and the obligation to be objective and customer-centered.

Reporting

Agency representatives shall identify and report potential or present conflicts of interest to the director (or designee) upon hire or whenever a conflict is identified. All potential conflicts of interest are treated as if a conflict exists until a determination is made and the potential conflict has been resolved.

Response

The director (or designee) will receive reports of possible conflicts of interest from agency representatives, employees, volunteers, and ADRC governing board members. The director (or designee) will then make a determination as to whether the situation is, in fact, a conflict of interest.

Resolution

The director (or designee) and the agency representative involved shall take immediate steps to terminate or minimize the conflict of interest. This may involve finding an alternative agency representative or source of service or terminating the relationship that has resulted in a conflict of interest.

Advocacy

The agency representative must ensure that customers receive appropriate advocacy, representation, and information, especially in regard to a customer's choice of or eligibility for program benefits or services.



Acknowledgement of ADRC Conflict of Interest Policy

I, _____ acknowledge receiving, reviewing and understanding the *Regional ADRC Conflict of Interest Policy* and agree to comply with its provisions.

Signature: _____

Date: _____

Confidentiality Policy and Procedures

Last Revised: June 2021

This policy applies to aging and disability resource centers (ADRCs) and tribal aging and disability resource specialists (tribal ADRS), herein referred to as “agency” or “staff.”

I. Purpose

The purpose of this policy is to provide guidance on how information should be accessed or shared consistent with the customer’s right to privacy and with the requirements of state and federal law. The policy and procedures in this document are fundamental to any county confidentiality policy that applies to the ADRC or tribal ADRS. Agencies may have one confidentiality policy for their county or tribe as long as the requirements in this policy are included in the county or tribal policy.

All ADRC staff, including volunteers, board members, contractors, and tribal ADRS are expected to be familiar and comply with the requirements of this policy. Benefit specialists are subject to the confidentiality requirements specific to their program and should follow their program guidelines when different from this policy.

II. Principles

A. Respect for the Privacy and Best Interest of the Customer

Decisions about what customer information is accessed or shared will be based on what is in the best interest of the customer and consistent with the customer’s right to privacy. Customers should not be pressured to reveal more than they are willing to share and will be allowed to remain anonymous if they so desire.

B. Informed Consent

Customers should be told that the information they share with the ADRC is kept in confidence and may be shared, when needed, with the customer’s permission. It is best practice to inform customers about how their information will be used and to obtain at least a verbal consent, even when consent is not strictly required.

If staff have reason to believe that the information the customer has shared or is about to share would not be protected, they should inform the customer of the limits to confidentiality. These include reporting abuse or neglect; cooperating with public health, adult protective services, law enforcement, or a court order; and emergency situations.

C. "Need to Know" and "Minimum Necessary" Standard

Staff shall obtain only that information which they need to know in order to assist the customer and will use customer information only for purposes directly related to the provision of services to the customer.

D. Compliance With Confidentiality Laws and Policies

Customer confidentiality is protected by federal and state statutes and regulations and by county or tribal government policies and procedures. The agency and its staff will abide by all legal requirements relating to confidentiality.

III. Policy

A. Staff Training and Assurances

All newly hired staff will be trained on the confidentiality policy as part of their orientation. Refresher training will be provided to all staff annually.

All staff must sign a confidentiality and non-disclosure agreement stating that they have reviewed, understand, and will abide by the confidentiality policy before being given access to confidential customer information. A copy of the policy will be given to each staff member for their records, and a copy of the signed confidentiality agreement will be kept in each staff member's personnel file. This agreement shall be reviewed and signed annually, at a time determined by the agency.

B. Types of Confidential Customer Information

All personal information about a customer is considered confidential. This includes but is not limited to:

- The person's name, address, birth date, Social Security number, and other information that could be used to identify the customer.
- The person's physical or mental health, functional status, or condition.
- Any care or services that the customer has received, or will receive, from the ADRC or any other provider.
- Financial information, including income, bank accounts and other assets, receipt of benefits, eligibility for public programs, or method of payment for services provided to the customer.
- Employment status or history.
- Education records.
- Any other information about the customer that is obtained by staff.



C. Access to Confidential Customer Information

Staff, including directors and supervisors, may access confidential customer information in order to provide information and assistance, options counseling, benefits counseling, functional eligibility determination, enrollment counseling, and other ADRC services.

D. Disclosure of Customer Information

Staff may not disclose or acknowledge whether a person has received or is receiving services from the agency, unless it has been established that the information can be legitimately shared. When unsure, staff receiving an inquiry regarding the status of a customer will respond in a non-committal manner. For example, staff may say, "The agency confidentiality policy does not permit the disclosure of that information."

1. Disclosures That Require Prior Written Informed Consent

The types of disclosures that require prior signed authorization from the customer or the customer's legal representative include:

- Information with counties outside of the agency's service area for purposes other than access to publicly funded long-term care programs.
- Medical information with an employer, life insurer, bank, marketing firm, news reporter, or any other external entity for purposes not related to the customer's care.
- Substance use disorder (SUD) treatment records.
- School records.
- Any disclosure for purposes not relating to the services provided by the agency.

2. Process for Obtaining Written Informed Consent

The agency will obtain a release of information form that describes the information to be shared and who can receive and use the information, and that is signed and dated by the customer whose information is to be shared or by their legal representative. A copy of the signed release form will be given to the customer or their legal representative.

The customer's records and a copy of the signed release of information form will be kept in the customer's file.

Any written disclosure of confidential information by staff will be accompanied by a written statement documenting that the information is confidential and that further disclosure without the customer's consent or statutory authorization is prohibited by law.

3. When Verbal Consent Is Sufficient

The following situations require only verbal consent in order to share customer information:

- Sharing information with the customer's family, friends, caregivers, and providers who are involved with the person's care, when necessary to coordinate services for the customer.
- Contacting an agency or service provider on the customer's behalf.
- Referring the customer to services provided by the ADRC.
- Referring the customer to services provided by other county or tribal departments or agencies.
- Linking customers to community resources.

Records of verbal consent should be documented and kept in the customer's file.

4. Customer Right to Revoke Consent

A written release of information or verbal consent may be rescinded by the customer or their legal representative at any time. This should be done in writing, if possible.

Revocation of a prior consent should be documented in the customer's file.

5. Disclosures That May Be Made Without Written or Verbal Informed Consent

Neither written nor verbal informed consent is required in the following situations; however, it is advisable to let the customer know that these exchanges may take place when:

- Exchanging customer information necessary for the agency to perform its duties or coordinate the delivery of services to the customer.
- Transferring the long-term care functional screen for the purpose of enrollment into a managed care organization (MCO) or IRIS consultant agency (ICA) in the agency's service area.
- Transferring the long-term care functional screen to the ADRC serving the county in which the customer resides.
- Exchanging information necessary to coordinate the delivery of ADRC services, county human services, tribal services, social services, or community programs to the customer.
- Reporting possible abuse or neglect of an elderly person or vulnerable adult, per



Wis. Stat. §§ 46.90 and 55.043.

- Cooperating with public health, adult protective services, or elder or adult-at-risk investigations.
- Cooperating with a law enforcement investigation. Check with your legal counsel before providing information in this type of situation, as there are limited situations where you can disclose information to law enforcement.
- Sharing information in the event of an emergency, per established emergency procedures.
- Exchanging information necessary for the Wisconsin Department of Health Services to administer the Family Care, IRIS, or Medicaid programs.
- Exchanging information necessary to comply with statutorily required advocacy services for Family Care and IRIS enrollees and prospective enrollees.
- Required by a signed court order.

IV. Procedures

A. Staff Actions to Safeguard the Confidentiality of Customer Information

Staff are expected to employ the following practices in order to safeguard customer confidentiality:

- Only access personal and identifiable customer information when you need it to perform your job.
- Disclose confidential information only to those who need it to complete their jobs and are authorized to receive it.
- Obtain informed consent prior to accessing or disclosing information, consistent with provisions outlined in this policy.
- Do not discuss a customer's information with anyone else unless access to such information is expressly permitted by the customer.
- Do not access information about your family members, neighbors, or friends. Review any requests to serve people you know with your supervisor.
- Refrain from communicating information about a customer in a manner that would allow others to overhear.
- Keep confidential information out of sight.
- Protect access to electronic data.
- Send fax transmissions that contain confidential information with a cover sheet that includes a confidentiality statement.
- Delete or dispose of information that is outdated and no longer needed in accordance with record retention guidelines and state and federal laws.
- Report any violations of confidentiality to your supervisor.
- Check with your supervisor if you are unsure whether information may be disclosed.



B. Measures to Safeguard the Privacy of Customer Records and Data

In addition to the above guidelines for staff, the agency must have the following safeguards in place to protect the privacy of records and data and to prevent inappropriate use or disclosure of customer information:

- Locked file cabinets for confidential information and a secure area for records storage are provided.
- Confidential documents that are no longer needed are shredded.
- Staff computers are equipped with security features to protect customer data from unauthorized interception, modification, or access during electronic transmission and receipt, transfer, and removal of electronic media.
- Computers, laptops, and portable devices have encryption software installed.
- When disposing of printers, copiers, scanners and fax machines, the hard drives are wiped, or otherwise disposed of, in a way that prevents access to captured document images.
- Staff who leave their employment or affiliation with the agency lose their ability to access customer information and data systems, effective immediately upon their departure.

C. Accessing Records From Outside of the Agency

Customers or their legal representatives will be asked to sign a release of information form to permit the agency to access any confidential records needed to complete the long-term care functional screen or provide other services to the customer. The signed form will be kept in the customer's file and a copy of the signed form will be provided to the customer.

D. Informing Customers of Their Rights

1. Informing Customers About the Confidentiality Policy

As a common practice, staff will ask customers whether they have any objection to sharing information, even if written authorization is not required. Staff will inform customers about the agency's confidentiality policy and the customer's right to see their records, obtain copies, and contest the information contained in those records.

2. Customer Requests to View or Get Copies of Their Records

Customers have a right to view and receive copies of their records on file at the agency. To do so, the customer or their legal representative will submit a written request, a copy of which will be kept in the customer's file, together with a record of the information that was disclosed. The agency may charge the customer for paper copies of records exceeding 10 pages.

3. Requests to Share Agency Information With a Third Party

If the customer wants information from their record given to another person or agency, the customer or their legal representative must complete a release of information form indicating which information is to be sent and to whom. The agency may charge the customer for paper copies of records that exceed 10 pages.

E. Monitoring and Ensuring Compliance

Supervisors are responsible for monitoring and ensuring staff compliance with this confidentiality policy by conducting periodic compliance checks, reviewing the confidentiality policy with annually with staff, and providing training to staff.

1. Reporting Security Violations and Breaches of Customer Confidentiality

Staff will report any breach of customer confidentiality to their supervisor or privacy officer as soon as it is discovered and follow the designated incident reporting process, where applicable.

2. Mitigating and Correcting Breaches of Confidentiality

Violations of the confidentiality policy will be documented and corrected. Where required or appropriate, customers will be notified of the breach and of actions taken to mitigate the situation.

V. Additional Information

If you have questions or would like additional information, contact your assigned regional quality specialist.

Acknowledgement of ADRC Confidentiality Policy and Procedures

I, _____ acknowledge receiving, reviewing and understanding the *Regional ADRC Confidentiality Policy and Procedures* and agree to comply with its provisions.

Signature: _____

Date: _____