

	AGENDA - ADRC of Southwest WI-Iowa County Board Tuesday, June 27,2023 at 10:00 a.m. Conference Call: 1-312-626-6799 Zoom Meeting ID: 872 5539 4250 Passcode: 212944 <u>https://us02web.zoom.us/j/87255394250?pwd=ZkdhSFYwQlgzb3RNU203bml5M1Z5QT09</u> Health & Human Services Center, Community Room, 303 W Chapel St., Dodgeville, WI 53533	Iowa County Wisconsin
1	Call to order.	
2	Roll Call.	
3	Approve the agenda for this June 27, 2023 meeting.	
4	Approve the minutes of the May 23, 2023 meeting.	
5	Report from committee members and an opportunity for members of the audience to address the committee. No action will be taken.	
6	Introduction of New Board members.	
7	Action Item: Review revisions of the ADRC Board Bylaws.	
8	Review 2023 GWAAR Budget.	
9	Review ADRC Monthly Financial Summaries. No action will be taken.	
10	Department Reports: a) SUN: b) Transportation: c) ADRC: (Benefit Specialists, ADRC Specialists)	
11	ADRC Manager: a) ADRC Managers Report b) Advocacy Updates	
12	Set next meeting date: Tuesday, July 25, 2023 at Health & Human Services Center, 303 W. Chapel Street, Dodgeville, WI 53533. 10:00 a.m. Zoom will still be an option.	
13	Adjournment.	
	Posting Verified by: County Clerks Office, Megan Currie Date: 6/20/23 @ 9:45am Initials: MC	

TUESDAY, MAY 23, 2023

State of
Wisconsin
County of
Iowa

**UNAPPROVED MINUTES OF THE ADRC OF SOUTHWEST WISCONSIN,
IOWA COUNTY BOARD MEETING HELD
TUESDAY, MAY 23, 2023 at 10:00 a.m.
HEALTH & HUMAN SERVICES CENTER,
303 W. CHAPEL ST., DODGEVILLE, WI 53533**

2023-05

Item		Index
1)	Chairman Richter called the meeting to order at 10:00 a.m.	Call to Order
2)	Roll Call – Members Present in Community Room: W. Michael Britt, William Ladewig, J. Patrick Reilly, Marilyn Rolfsmeyer, Susan Schroeder, Dody Cockeram and Doug Richter. Members Present Remotely: Nancy Clements and Kathy Elliott. Members Excused: Alice Fischer, Lynn Munz, Elsie Jane Murphy, and Brad Stevens. Members Absent: Dianne Evans. Others Present in Community Room: Valerie Hiltbrand, Kristena Springer, Brittany Mainwaring, Nikki Mumm, and Cecile McManus.	Roll Call
3)	Ladewig mentioned that the Membership Committee met today, to prepare a slate of candidates for the ADRC Board Executive Committee. Ladewig nominated reelection of Richter for ADRC Board Chair. Richter asked three times for any other nominations. Nominations closed. Motion by Ladewig and seconded by Rolfsmeyer to re-elect Richter as ADRC Board Chair. Motion carried.	Elect Chair
4)	Ladewig nominated reelection Reilly for ADRC Board Vice-Chair. Richter asked three times for any other nominations. Nominations closed. Motion by Ladewig and seconded by Cockeram to re-elect Reilly as ADRC Board Vice-Chair. Motion carried.	Elect Vice-Chair
5)	Ladewig nominated reelection of Schroeder for ADRC Board Secretary. Richter asked three times for any other nominations. Nominations closed. Motion by Ladewig and seconded by Cockeram to re-elect Schroeder as ADRC Board Secretary. Motion carried.	Elect Secretary
6)	Approval of the May 23, 2023 Agenda. Motion by Schroeder and seconded by Ladewig to accept the agenda. Motion carried.	Agenda Approval
7)	Approval of the April 25, 2023 meeting minutes. Motion by Rolfsmeyer and seconded by Cockeram to accept the meeting minutes. Motion carried.	Meeting Minutes Approval
8)	None Present	Members of audience address Committee
9)	Presented by Mumm. Discussion of funds had. Motion by Ladewig for provisional approval, seconded by Reilly. Motion carried	Approve 2023 GWAAR Budget
10)	Nikki Mumm, Business Manager, presented. Discussion was had. No concerns.	Monthly Financial Summary
11)	Nikki Mumm, Business Manager, presented. Discussion was had. No concerns	Year-End Financials
12)	Hiltbrand presented. Discussion was had. Motion by Ladewig to amend the bylaws by adding an addendum which includes state policies that need to be signed; Conflict of Interest and Confidentiality. Seconded by Schroeder. Motion carried	By-Laws
13)	Review Department Reports: a) SUN (Seniors United for Nutrition) : Cecile McManus, SUN Director for Iowa and Lafayette Counties presented. McManus stated that the positions of Department Assistant and Dodgeville-site dishwasher have been filled. Discussion was had about dietary needs and dieticians.	Review Department Reports

	b) <u>Transportation:</u> Report provided. Mumm presented. No Concerns. c) <u>ADRC Specialists</u> Report provided. Mainwaring presented about Senior Farmer Market Vouchers. Distribution date beginning June 1st. 2022 year end reports to be in June packet, as data wasn't available due to vacancy.	
14)	a) <u>Recognition of Board Members:</u> Hiltbrand thanked and presented a Certificate of Appreciation to Clements and Munz for their dedication and service as members of the ADRC Community Board. Clements and Munz will exit board membership as of May31. Dawn Kabot and Kari Wunderlin are the newly appointed ADRC Community Board members, starting June 1. There is still a spot open that has not yet been appointed by the County Administrator. b) <u>ADRC Manager's Report:</u> Hiltbrand presented. Thanked Hollandale Village Hall for being a host site for Stepping On, a Falls Prevention Program. Also noted that ADRC Specialist and ADRC Manager, along with Health Department representative presented at a local Emergency Management meeting which convened emergency responders from Iowa County municipalities. Topic of discussion was Fall Prevention. c) <u>Advocacy Updates:</u> Thank you to Marilyn Rolfsmeyer and Bruce Paull who attended Aging Advocacy Day to represent Iowa county along with ADRC staff. Southwest Wisconsin was well represented. There is still time to contact legislators to educate on issues important to individual or community.	ADRC Manager
15)	Tuesday, June 27, 2023 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 Cockeram and seconded by Reilly to Adjourn. Motion carried. Meeting adjourned at 11:00 a.m.	Adjourn

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.

Addendum #1 to the bylaws of the ADRC as adopted by the ADRC Board on the 27th of June 2023, and ratified by the Iowa County Board on the - day of -, 2023. See Addendum #1

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.

Addendum #1

Article XII. ADDENDUM TO AGING AND DISABILITY RESOURCE CENTER OF SOUTHWEST WISCONSIN, IOWA COUNTY BY-LAWS

Section 1. Wisconsin Department of Health Services Confidentiality Policy (See attached)

Section 2. Wisconsin Department of Health Services Conflict of Interest Policy (See attached)

Conflict of Interest Policy

Last Revised: January 2023

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This policy applies to aging units, 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, Commission on Aging, and ADRC governing board members must 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: The agency responsible for the ADRC, Aging Unit, or Tribal ADRS grant(s).

Agency Representative: Representatives include, but are not limited to, all limited-term or permanent employees of the ADRC, Aging Unit, or a Tribal ADRS (contracted or otherwise), volunteers, Commission on Aging, 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 and support.

Direct Service: A tangible product or specific service provided to an individual or a group in which a financial donation or payment, or other type of payment, is requested or expected. Examples of direct services include home delivered meals, congregate meals, health promotion workshops, respite services, etc.

Integrated ADRC/Aging Unit: For the purpose of this policy, integration is defined by the public's perception of the ADRC and Aging Unit as a single entity. Examples of public perception of integration could include the use of a single organization name, a common phone number, a single website or social media presence, or shared reception for both the ADRC and Aging Unit.

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. Agencies that provide direct services to a customer, such as federally- or state-funded aging services, must ensure that customers are informed of all of the provider options in the community. For example, a customer may need nutrition services and the agency must provide all options including the elder nutrition program, mail order meals, etc.

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 (or commission on aging, if applicable) 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 cannot counsel or otherwise attempt to influence customers for financial gain or other self-interests.
- Staff cannot 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.

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, commission on aging, 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.

Agencies are required to:

- Have all staff review and sign this policy on an annual basis.
- Require one of the following:



- That customers sign the Customer Service Agreement (F-02923-03a) at the onset of options counseling; or
- Include a disclosure about conflict of interest on another document that is provided to all customers who receive options counseling. For example, the disclosure could be added to a client rights document if that is provided to all ADRC customers receiving options counseling.
- Exemption: ADRCs that are not integrated with their Aging programs **and** do not provide any direct service are exempt from the disclosure statement requirement. Examples of direct services that an ADRC may provide include health promotion and prevention workshops or assistive technology loan closets.

Ensure that no revenue generated from service provision is used to support options, benefits, or enrollment or disenrollment counseling.

Director or management responsibilities

The director or designee will 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 will 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 and commission on aging members will receive training before serving on the ADRC governing board or commission. This policy will be reviewed with agency representatives annually.

Disclosure

Agencies that provide options counseling to customers must use the Customer Service Agreement Form (F-03093) or include the following disclosure language in another document of the agency's choice. Only ADRCs that are not integrated with their Aging programs **and** do not provide any direct services, such as health promotion workshops or loan closets, are exempt from using the disclosure statement.

The primary purpose of the ADRC Specialist is to provide the customer with unbiased information about services that will meet their needs. This includes sharing information with customers about agencies that provide needed services. The ADRC may operate programs that provide direct services to customers.

The ADRC Specialist:

- *Cannot attempt to influence customers for financial gain or other self-interests.*
- *Cannot attempt to influence customers in the interest of any service or program provider, including the ADRC itself.*

The ADRC is prohibited from using revenue generated from direct service programs to support the ADRC Specialist program.

Federal regulation 42 CFR 438.810 prohibits the use of revenue generated direct service programs to be used to support ADRC Specialist services.

Assurances

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

Reporting

Agency representatives will 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, Commission on Aging, 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. Therefore, agency representatives are required to provide the Customer Services Agreement to any customer who agrees to options counseling or Client Services Agreement to any customer who agrees to benefits counseling.

Conflict of Interest Policy Assurance—ADRC or Aging Unit Representative

As a representative of the Aging Unit or Aging and Disability Resource Center of _____, I have reviewed and received training on the conflict of interest policy. If I do not fully understand this policy or how it is relevant to my employment or association with the ADRC or Aging Unit, I will not sign this statement until I have spoken with the ADRC or Aging Unit director and I understand this policy.

I acknowledge that I will be required to review the conflict of interest policy on an annual basis, including the circumstances that may be potential conflicts of interest and the procedures for disclosing and mitigating potential conflicts of interest.

I understand that prior to a customer receiving options counseling, they must either:

- a. Review and sign the Customer Service Agreement (F-03093); or
- b. Review another agency document that includes the conflict of interest disclosure. If the document does not require a customer signature, agency staff should note in client tracking that the conflict of interest disclosure was reviewed with the customer.

I understand that prior to a customer receiving any other agency service, an optional Customer Service Agreement may be obtained.

As a representative of the ADRC or Aging Unit, I acknowledge, by signature, that I have reviewed the conflict of interest policy, received training on the policy, and agree to comply with its provisions. I acknowledge the obligation of ADRC and Aging Unit staff to be objective and customer centered.

Printed name and title:

Date of policy review:

Signature:

Date signed:

Supervisor Signature:

Date signed:



Conflict of Interest Policy Assurance—Tribal ADRS

As a representative of _____, I have reviewed and received training on the conflict of interest policy. If I do not fully understand this policy or how it is relevant to my employment or association with the Tribe, I will not sign this statement until I have spoken with the Tribal supervisor and I understand this policy.

I acknowledge that I will be required to review the conflict of interest policy on an annual basis, including the circumstances that may be potential conflicts of interest and the procedures for disclosing and mitigating potential conflicts of interest.

I understand that prior to a customer receiving options counseling, they must either:

- a. Review and sign the Customer Service Agreement (F-03093A); or
- b. Review another agency document that includes the conflict of interest disclosure. If the document does not require a customer signature, agency staff should note in client tracking that the conflict of interest disclosure was reviewed with the customer.

I understand that prior to a customer receiving any other agency service, an optional Customer Service Agreement may be obtained.

As a representative of the Tribe, I acknowledge, by signature, that I have reviewed the conflict of interest policy, received training on the policy, and agree to comply with its provisions. I acknowledge the obligation of the Tribal ADRS to be objective and customer centered.

Printed name and title:

Date of policy review:

Signature:

Date signed:

Supervisor Signature:

Date signed:



Confidentiality Policy

Last Revised: December 2022

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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 or Tribal 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 agency 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 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 agency 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 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 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 agency.
- 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 IRIS¹ consultant agency (ICA) in the

¹ IRIS stands for "Include, Respect, I Self-Direct".



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 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. The ADRC director or supervisor should report the breach to their assigned regional quality specialist for awareness.

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.



Applies to:
ADRC
Tribal ADRS

P-02923-06 (12/2022)

Confidentiality and Non-Disclosure Agreement — ADRC Representative

As a representative of the Aging and Disability Resource Center of _____, I have reviewed and received training on the confidentiality policy. If I do not fully understand this policy or how it is relevant to my employment or association with the ADRC, I will not sign this statement until I have spoken with the ADRC supervisor and I understand this policy.

I acknowledge that I will be required to review the confidentiality policy on an annual basis.

As a representative of the ADRC, I acknowledge, by signature, that I have reviewed the confidentiality policy, received training on the policy, and agree to comply with its provisions. I acknowledge the obligation of ADRC staff to protect the confidentiality of ADRC customers in accordance with this policy.

Printed name and title:

Date of policy review:

Signature:

Date signed:

Supervisor Signature:

Date signed:

Confidentiality and Non-Disclosure Agreement — Tribal ADRS

As a Tribal Aging and Disability Resource Specialist for the _____, I have reviewed and received training on the confidentiality policy. If I do not fully understand this policy or how it is relevant to my employment or association as a Tribal ADRS, I will not sign this statement until I have spoken with my supervisor and I understand this policy.

I acknowledge that I will be required to review the confidentiality policy on an annual basis.

As a Tribal ADRS, I acknowledge, by signature, that I have reviewed the confidentiality policy, received training on the policy, and agree to comply with its provisions. I acknowledge the obligation of the Tribal ADRS to protect the confidentiality of Tribal ADRS customers in accordance with this policy.

Printed name and title:

Date of policy review:

Signature:

Date signed:

Supervisor Signature:

Date signed:



2023 GWAAR Budget

This reflects the actual GWAAR Budget.

	IIIB	ARPA B	IIIC1	ARPA C1	IIIC2	ARPA C2	IIID	ARPA D	IIIE- 60+	IIIE- Grandparent	ARPA E- 60+	ARPA E- Grandparent	NSIP	SSCS	EAN
03- Homemaker	\$ 2,000	\$ 4,471													
04- Chore	\$ 3,649	\$ 8,248													
05- Home-Delivered Meals			\$ 50,758	\$ 10,086	\$ 28,246	\$ 11,166							\$ 18,060		
08- Congregate Meals			\$ 30,000												
09h- Nutrition Counseling														\$ 1,900	
10p- Assisted Transportation	\$ 4,000	\$ 1,418													
11p- Transportation	\$ 8,000	\$ 4,510												\$ 2,491	
13s- Nutrition Education			\$ 1,220											\$ 1,160	
16a- Public Information	\$ 5,000	\$ 1,000													
23a- Health Promotion- Evidence-Based	\$ 1,000						\$ 2,723	\$ 1,811							
43- Social Events	\$ 8,000														
6503s- Caregiver Support Groups															
6601- Respite, In-Home General Respite									\$ 300						
6602- Respite, In-Home Personal Care									\$ 1,432	\$ 500	\$ 600	\$ 500			
6603- Respite, In-Home Homemaker									\$ 3,715		\$ 500				
6604- Respite, In-Home Chore									\$ 3,385		\$ 756				
6606b- Respite Care, Facility Based Day									\$ 1,260		\$ 50				
6606c- Respite Care, Facility Based Overnight															
6719- Medication Management									\$ 500						
6724- Sup Svcs, Assistive Devices/Technology									\$ 100		\$ 456				
6733- Sup Svcs, Consumable Supplies									\$ 300		\$ 150				
6740- Sup Svcs, Home Security and Safety									\$ 900						
6800- Information Services/Public Information									\$ 1,920						
Elder Abuse															
Grant Total	\$ 31,649	\$ 19,647	\$ 81,978	\$ 10,086	\$ 28,246	\$ 11,166	\$ 2,723	\$ 1,811	\$	14,312	\$	3,012	\$ 18,060	\$ 5,551	\$ 10,890
County Match	\$ 3,517	\$ 2,183	\$ 9,109	\$ 1,121	\$ 3,138	\$ 1,241	\$ 303	\$ 201	\$	4,771	\$	1,004	\$ -	\$ 617	\$ -
Grant & Match Total	\$ 35,166	\$ 21,830	\$ 91,087	\$ 11,207	\$ 31,384	\$ 12,407	\$ 3,026	\$ 2,012	\$	19,083	\$	4,016	\$ 18,060	\$ 6,168	\$ 10,890

IIIC1 is for congregate meals. At this time we can flex spend IIIC1 on home delivered meals.

**AGING & DISABILITY RESOURCE CENTER
REVENUE AND EXPENDITURE SUMMARIZATION
MAY 2023**

Income **\$52,363.49**

- Income includes ADRC Regional reimbursement, Bureau of Older Americans reimbursement, driver escort co-payments, reimbursement from Veterans Service Office and Family Care for driver escort rides, bus contributions, bus special trip fees, city taxi payments, and rural taxi payments.
 - We have not received a payment from GWAAR yet for 2023.

Expenditures **\$144,240.13**

- Expenses include payroll and fringes, News & Views, office supplies, postage, City of Dodgeville Taxi expenses, Rural Taxi expenses, ADRC Care-A-Van Bus expenses, volunteer driver reimbursement, outreach events, prevention expenses, SUN expenses, and caregiver respite.
 - We paid SUN their second trimester of Levy and anticipated GWAAR pass through funds for January-April.

TRANSPORTATION COORDINATOR'S REPORT

May 2023

Submitted by Nohe Caygill

DRIVER ESCORT SERVICES

Current Month	2022	YTD	2023	YTD
Total Units of Service Provided:	74	603	115	732
Current Month	2022	YTD	2023	YTD
Driver Escort Fees Deposited:	\$1,308.24	\$6,875.35	\$1,251.99	\$5,416.78

ADRC TAXI SERVICES

Current Month	2022	YTD	2023	YTD
Total Units of Service Provided:	290	1,493	351	1,592
Current Month	2022	YTD	2023	YTD
ADRC Taxi Fees Deposited:	\$500.10	\$2,509.50	\$587.79	\$2,488.34

- We averaged 11.47 Taxi riders per day.

RURAL TAXI SERVICES

Current Month	2022	YTD	2023	YTD
Total Units of Service Provided:	63	328	102	398
Current Month	2022	YTD	2023	YTD
ADRC Taxi Fees Deposited:	\$255.50	\$1,608.50	\$364.00	\$1,730.55

- We averaged 4.23 Taxi riders per day.

CARE A VAN SERVICES

Current Month	2022	YTD	2023	YTD
Total Units of Service Provided:	0	0	75	266
Current Month	2022	YTD	2023	YTD
Donations Collected:	\$0.00	\$0.00	\$91.00	\$261.75
Current Month	2022	YTD	2023	YTD
Total Days Cancelled:	0	0	5	18
Current Month	2022	YTD	2023	YTD
Special Trip Fees:	0	0	\$239.90	\$1,006.95

- We averaged 5.5 Care A Van riders per trip (Bus trips in 2022 suspended due to Pandemic).

TRANSPORTATION COORDINATOR'S REPORT

April 2023

Submitted by Nohe Caygill

DRIVER ESCORT SERVICES

Current Month	2022	YTD	2023	YTD
Total Units of Service Provided:	74	529	117	617
Current Month	2022	YTD	2023	YTD
Driver Escort Fees Deposited:	\$2,054.81	\$5,567.11	\$1,033.24	\$4,164.79

ADRC TAXI SERVICES

Current Month	2022	YTD	2023	YTD
Total Units of Service Provided:	347	1,203	254	1,241
Current Month	2022	YTD	2023	YTD
ADRC Taxi Fees Deposited:	\$461.75	\$2,009.40	\$412.00	\$1,900.55

- We averaged 9.70 Taxi riders per day.

RURAL TAXI SERVICES

Current Month	2022	YTD	2023	YTD
Total Units of Service Provided:	58	265	76	296
Current Month	2022	YTD	2023	YTD
ADRC Taxi Fees Deposited:	\$279.50	\$1,353.00	\$309.00	\$1,366.55

- We averaged 3.50 Rural Taxi riders per day.

CARE A VAN SERVICES

Current Month	2022	YTD	2023	YTD
Total Units of Service Provided:	0	0	88	191
Current Month	2022	YTD	2023	YTD
Donations Collected:	\$0.00	\$0.00	\$59.75	\$170.75
Current Month	2022	YTD	2023	YTD
Total Days Cancelled:	0	0	4	13
Current Month	2022	YTD	2023	YTD
Special Trip Fees:	0	0	\$767.05	\$767.05

- We averaged 3.75 Care A Van riders per trip. (Bus trips in 2022 suspended due to Pandemic.)

Disability Benefit Specialist: Kayla Larson

Elder Benefit Specialist: Renae Kratcha

May 2023 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.

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: Data unavailable at the time of this report
Elder Benefit Specialist: 75

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: 22 Closed Cases: 9

Elder Benefit Specialist:
Open Cases: 30 Closed Cases: 26

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.

30-59: 12
60-69: 17
70-79: 10
80-89: 3
90-99:

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: \$0
Elder Benefit Specialist: \$154,881.00

Community Outreach and Events:

Date	Topic	Location
5/8/2023	Older Americans Month and ADRC Month Open House	HHS Community Room
5/9/2023	Virtual Doctor Visits: Learn How to visit your doctor Online	HHS Community Room
5/30/2023	How to Shop Safely Online	HHS Community Room

Benefit Specialist Trainings:

Date	Topic
5/1/2023, 5/2/2023	DBS Spring Large Group Training (Not attended)
5/23/2023	DDB Day (DBS)

Additional Activities and Events:

Date	Topic

ADRC Specialists Report

May 2023 Data

Completed by: Brittany Mainwaring, Jenny Huffman, Shannon Wilson

Total Contacts reflect the number of 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.

Encounter Contacts do not include the associated (Collateral) contacts and tasks that are documented but there was no information exchanged.



	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Walk- Ins	19	12	16	12	13							
Scheduled Phone/Virtual/ Office Visits	10	5	13	9	9							
Home Visits	13	12	9	6	6							
Nursing Home Referrals	0	1	1	0	0							
Functional Screens Administered*	6	6	5	4	4							
Family Care Enrollments*	4	2	5	1	3							
IRIS Referrals*	1	0	1	1	0							

Staff participated in the following events:

Activities: Bug Tussel technology class; Teaching 'Stepping On' workshop

Trainings: Options Counseling Refresher Training & Networking opportunity; Opioid Awareness & Narcan training.

Meetings: Inclusa MCO mtg; ADRC Board mtg; Expo planning; HeART Coalition mtg.

Outreach Events: Older American's Month Bingo & Toiletry drive; Iowa County First Responders meeting.

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

-----*Descriptions*-----

Functional Screens Administered: 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. Information and Assistance Specialist's then compile medical records and collateral contacts to verify information and enter the screen into a state database. When entering the screen, Information and Assistance 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.

Family Care Enrollments: 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; Inclusa 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. Information and Assistance 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.

IRIS Referrals: 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. Information and Assistance 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.



ADRC Manager's Report: June ADRC Board Meeting

At our June ADRC Board meeting, we welcome two new community board members, Kari Wunderlin and Dawn Kabot.

The DRAFT ADRC Bylaws are included in your packet. We can discuss them and if appropriate, they can be sent onto the HHS Committee for review.

Recent events:

Wisconsin Senior Farmers' Market Nutrition Program: Iowa County is participating in the Senior Farmers' Market Nutrition Program again. This is an opportunity for eligible participants to purchase fresh, locally grown fruits, vegetables, and herbs from participating local farmers. Participants use their vouchers to any participating farmers' market or roadside stand within Wisconsin by October 31, 2023. We have held distribution sites throughout the county.

The ADRC hosted Dementia Live event on Wednesday June 14th. This was an opportunity for caregivers and community member to participate in a simulation to experience what it might be like to have dementia. There is an educational component, along with an opportunity to ask questions about dementia or caring for someone who has dementia.

June 12-17th has been declared by Governor Evers as Benefit Specialist Appreciation Week. This is the first year for this declaration and we appreciate the acknowledgment for our Benefit Specialists. Our Elder Benefit Specialist is hosting a Medicare 101 at the Mineral Point Public Library on Thursday, June 22. We appreciate the partnership for this.

June 15th was World Elder Abuse Awareness Day. On Thursday June 15th, the ADRC partnered with the Iowa County Sheriff's Office and Wisconsin Senior Medicare Patrol to do a presentation about scam prevention. During the month of June, we brought back our pinwheel display in the ADRC lawn. There are 118 pinwheels on display, each one representing a case of Elder Abuse or Neglect that was reported in 2022 in Iowa County. This is up significantly over the previous year as there were 73 reports of Elder Abuse or Neglect in 2021.

Upcoming events:

"Mug Club for Caregivers" meets on the third Tuesday of the month from 10:30-11:30, hosted by our Caregiver Coordinator and the regional Dementia Care Specialist. They are currently offering a hybrid meeting so attendees can choose Zoom or in-person.

We will be participating in the Farmers Appreciation Parade in Dodgeville on Sunday, July 9th.

The ADRC will be participating in the Town Square Night Market event in Dodgeville on Wednesday, July 19th.

Advocacy:

I have forwarded some emails to the board from the Wisconsin Aging Advocacy Network regarding Aging and Disability priority issues. I will continue to forward some advocacy updates from Wisconsin Aging Advocacy Network. As always, let me know if I can help answer any questions about the information shared.

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