

**ADRC ADVISORY COMMITTEE MEETING
WEDNESDAY, October 2, 2013 -- 3:00 P.M.**



**ROCK COUNTY JOB CENTER
1900 CENTER AVENUE
ROOM H
JANESVILLE, WI 53546**

AGENDA

1. Call to Order and Welcome Chairperson Cheryl Drozdowicz
2. Approval of Agenda
3. Citizen Participation
4. ADRC Committee Member Duties*
5. New Business
 - A. Mission Statement*
 - B. ADRC Polices & Procedures*
 - C. Future Agenda Items
 - D. Future ADRC Committee Packets
6. Statistical Information
7. Committee Member Comments
8. Next Meeting dates --To be held in Room D/E
 - January 8, 2014
 - April 2, 2014
 - July 2, 2014
 - October 1, 2014
9. Adjourn

* Denotes Attachment

Committee Members unable to attend, please contact Jennifer Thompson (Rock County ADRC/LTS) at 741-3684

Mission Statement

The ADRC of Rock County supports older adults, adults with disabilities, and their caregivers by providing useful information and assistance connecting people to the services they need.

Duties

The governing board, committee or commission shall be accountable for oversight of the Aging and Disability Resource Center and shall have the following duties at a minimum:

1. Develop a mission statement for the Aging and Disability Resource Center that is consistent with the mission and role described and the requirements contained in this contract.
2. Determine the internal structure, policies and procedures of the Aging and Disability Resource Center, consistent with state guidelines and local governance structure and with input from consumers, service providers and other local constituencies.
3. Recommend hiring of or, if so authorized, hire the Aging and Disability Resource Center Director.
4. Develop a budget, monitor expenditures for and oversee the operations of the Aging and Disability Resource Center. When the ADRC is operated by a county or tribe, its operations shall be subject to the county or tribe's ordinances and the budget.
5. Ensure that there are no conflicts of interest involving or affecting the ADRC.
6. Monitor and ensure the quality of services provided by the Aging and Disability Resource Center and participate in ADRC and Department quality assurance activities.
7. Represent the interests of all target groups served by the Aging and Disability Resource Center.
8. Review ADRC customer complaints and appeals to determine if there is a need to change the ADRC's policies and procedures or otherwise improve performance.
9. Ensure that the terms of this contract are fulfilled and that fidelity to the mission of the ADRC is maintained.

10. Analyze and recommend system changes to address the needs of older people and people with physical or developmental disabilities for long term care and related services. This includes the following activities:

- a. Annually gather information from consumers, service providers and other interested persons concerning the adequacy of long term care services offered in the area served by the resource center. Provide well-advertised opportunities for public participation in the board's information gathering activities.
- b. Identify gaps in services, living arrangements and community resources needed by individuals belonging to the target populations served by the ADRC.
- c. Review the number and type of grievances and appeals concerning the long term care system in the area served by the resource center, to determine if there is a need for system changes.
- d. Identify potential new community resources and sources of funding for services needed by the ADRC's target populations.
- e. Report needs analysis findings and recommend strategies for building local capacity to serve older persons and individuals with physical or developmental disabilities, as appropriate, to local elected officials, the regional long term care advisory committee, the Wisconsin Council on Long Term Care and the Department.

11. When so directed by the Department, appoint members to the regional long term care advisory committee.

12. If directed to do so by the county board, assume the duties of the county long term support planning committee.

**Rock County Human Services Department
Policy and Procedure Manual**

Section: 600 Long Term Support
Subject: Customer Service
Title: ADRC Complaint and Grievance Policy

No. 620

Purpose of Policy

To ensure that Aging and Disability Resource Center (ADRC) of Rock County customers are able to register complaints and exercise their due process rights.

Statement of Policy

The ADRC shall maintain and implement due process procedures to review and resolve complaints and appeals.

Procedure

The ADRC is committed to providing a high level of service to the community. Customers of the ADRC have the right to file a complaint/grievance and exercise their due process rights if they are dissatisfied with the service they received. There will be no reprisal or threat of reprisal against customers who register a complaint or grievance. Upon learning of a complaint or grievance, ADRC staff will be available to assist customers with the filing of the complaint and grievance. Additionally, ADRC staff will offer to refer customers to an external advocacy agency for assistance in filing a complaint or grievance. Customers will receive a brochure outlining their rights, the complaint procedure, and contact information for external advocacy agencies whenever materials are mailed, or at the initial home visit with the I & A Specialist. Additionally, the ADRC will have a poster size copy of the client bill of rights in the reception area, as well as, post this information on its website. The information will be available in both English and Spanish. ADRC staff will inform customers that they are not required to go through the informal process prior to using the formal process.

Internal Informal Complaint Process:

Customers can make their complaint verbally or in writing. The ADRC staff person who learns of the complaint will document the complaint and give that documentation to the ADRC supervisor. The ADRC supervisor will log the complaint and contact the customer. The supervisor will encourage the customer, or the person acting on the customer's behalf, to resolve concerns or complaints with the ADRC staff person involved and/or their supervisor. The involved ADRC staff person will document the complaint, steps toward resolution, and the final resolution in client database. The complaint will be resolved and communicated to the customer within 10 days of receipt of the complaint. If the customer is not satisfied with the resolution, they will be informed in writing of the formal complaint process.

Internal Formal Complaint Process:

Formal complaints shall be made in writing within 45 days of the occurrence of the concern. ADRC staff will provide the customer, or the person acting on the customers behalf, form AD-063 for the purpose of filing a complaint and inquire if the customer needs assistance with filing the complaint. Customers are allowed to use their own format for writing their complaint. All complaints must describe the concern and detail what relief is being sought. The complaint form should be returned to the ADRC office.

The ADRC manager will meet with the customer and any staff named in the complaint. If the complaint is related to Elderly Benefit Specialist services the ADRC manager will share a copy of the complaint with the

supervising attorney. The manager will attempt to resolve the complaint at this meeting. If that is not possible, the manager will conduct an investigation of the complaint. The manager will complete the investigation within 10 days, and prepare a written report that includes the finding, as well as recommend steps to resolve the issue, if any. A copy of the report will be sent to the customer. If the customer agrees to the report and its recommendations, the complaint will be considered resolved. If the customer is not in agreement with the report and/or the recommendations, the customer will be informed about the availability of the Formal External Review process.

External Review Process:

If the complaint is relating to services provided by the ADRC, the complaint should be made directly to the Wisconsin Department of Health Services by writing, calling, or emailing:

Aging and Disability Resource Center Complaints
Office for Resource Center Development
Division of Long Term Care
Wisconsin department of Health Services
P.O. Box 7851
Madison, WI 53707-7851
Phone: 608-266-2536
Fax: 608-267-3203
E-mail: DHSRCTeam@wisconsin.gov (Please indicate "ADRC Complaint" in the subject line)

If the complaint is regarding a finding of functional or financial ineligibility for long term care benefits, the customer may appeal to the Office of Hearings and Appeals. ADRC staff will ask the customer if they would like assistance with the filing of the appeal, and provide assistance if requested. The appeal must be made within 45 days of the receipt of the agency action notice. Requests for a Fair Hearing should be filed in writing with the Division of Hearings and Appeals in the Department of Administration.

Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875
Phone: 608-266-3096
Fax: 608-264-9885

To access the State Fair Hearing Request Form on line:
<http://www.dhs.wisconsin.gov/forms/FH/f00236.doc>

Monitoring Complaints

The ADRC supervisor will keep a log of all complaints received. The complaints will be tracked in order to discover trends and address areas needing improvement. Information gleaned from complaints will be shared with staff for the purpose of improvement in customer service. The ADRC board members will receive a summary of complaints, which will allow them to identify areas of unmet needs, as well as, areas in need of quality improvement.

The ADRC of Rock County will cooperate with any investigations or review of appeals and complaint investigations conducted by the Wisconsin Department of Health Services, or an external advocacy agency.

(View footer to insert the correct PP number information.)

Written: (Date document created) (An "Effective Date: MM/DD/YY" may be added if needed.)
By: (Person/unit/division who wrote the document.)
Reviewed: (Date the document was reviewed/without revision. Delete if not applicable.)
Revised By: (Use if appropriate. Delete if not needed.)
Revised: (Date the document was revised. Delete if not applicable.)
Approved: (Name of individuals or groups approving the document, MM/DD/YY.)

NOTE: This template can be obtained on HSDPP Forms.

(If the author chooses not to use this format, it is essential that the Section Name and Number, the Policy/Procedure No., the Date, and the author's name be on the document.)

PP0100ExhibitB
9/94, Revised 11/94, 4/99, 2/18/05, 12/12/12

**Rock County Human Services Department
Policy and Procedure Manual**

Section: 600 Long Term Support
Subject: Customer Service
Title: ADRC Confidentiality Policy

No. 621

Purpose of Policy

Establishment of an Aging and Disability Resource Center (ADRC) policy to ensure ADRC staff respect the confidentiality of its customers.

Statement of Policy

The ADRC of Rock County will respect the confidentiality of its customers and will maintain all customer information and records in a confidential manner.

Procedure

The ADRC will utilize the established Rock County Human Services Department policy and procedure 530.00, "Confidentiality of Client Records and Information," as its Confidentiality policy and procedure. ADRC staff will sign the Rock County Human Services Department form AD-007, "Confidentiality Understanding."

The ADRC will have a poster size copy of the client bill of rights in the reception area. This information will also be on the ADRC website. The information will be available in both English and Spanish.

ADRC staff will ask the customer, or if applicable, the customer's guardian or activated power of attorney for health care to sign a release of information form for any confidential record the ADRC is requesting. The signed release of information form shall be kept in the customer's file. Confidential information includes information about: a person's physical or mental health, health care services the individual has received, and payment for health care services provided to the individual. The customer's name, address, birth date, Social Security Number, or other personal identifying information should also be considered confidential. The ADRC will only use personal information for the purpose of establishing functional eligibility for long-term care waiver programs, providing health related information and assistance, options counseling, and benefits counseling to the customer. When confidential information is being transmitted via email, ADRC staff will utilize the county's encrypted email system.

The ADRC may share records that contain personally identifying information concerning customers who receive services from the ADRC without the customer's informed consent only when the exchange of information is necessary, and allowed by federal and state laws. Necessary information may be

shared with a customer's family, friends, caregivers, and providers involved with the persons care, unless the customer objects. Information may also be shared with county Waiver agencies, Adult Protective Services, elder/ adult at risk agencies, or law enforcement.

ADRC staff will receive an annual training on client records and confidentiality from the Rock County Human Services, Medial Records Manager. ADRC staff with access to the Long-Term Care Functional Screen, CARES and other systems that contain confidential client information will be required to sign a confidentiality statement prior to being given access to these applications, and then annually thereafter. It is understood that information contained in these applications shall be used only as needed for its intended purpose.

When ADRC staff become aware of a violation of the confidentiality policy they shall immediately notify their supervisor. The supervisor will notify administration of the violation, document the violation, and work with the staff member to remedy the situation. When a violation has occurred, staff will contact the recipient of the confidential information and inform them that the information is to be destroyed immediately. The supervisor will review the confidentiality policy with the involved staff member to ensure they are aware of their responsibility in maintaining confidential information. The supervisor will review the incidents of policy violations on a quarterly basis and if trends are discovered, another training session for all ADRC staff will take place.

Attachments:

Rock County Human Services Department policy and procedure 530.00

Rock County Human Services Department form AD-007

DRAFT

Written: 1/29/13
By: Jennifer Thompson
Reviewed: by ADRC Committee MM/DD/YY
Approved: Management Team MM/DD/YY

**Rock County Human Services Department
Policy and Procedures Manual**

Section: 500 Records and Quality Management
Subject: Confidentiality of Client Records and Information
Title: General Policy Statement

No. 530.00

Professional ethics, as well as Federal regulations and State laws, require that client information be safeguarded and used only as authorized by the client or as allowed by law.

This policy is written with the understanding that the client record itself, as well as other business records of the facility, is the property of Rock County. However, the information in the record is the "property" of the client to whom it pertains who has the general right to release or refuse to release such information (except as otherwise mandated by law or regulation). The client also has the right to access and to request correction of the record.

Any employee of the Rock County Human Services Department who releases information to a person or agency without authorization may be subject to disciplinary action including discharge or suspension without pay, a civil suit or criminal prosecution under State or Federal law. Any person who requests or obtains confidential information under false pretenses may be subject to a disciplinary action, a fine or imprisonment under State law.

The disclosure of information and the right of access are subject to the policy of the Rock County Human Services Department and must be in accordance with State and Federal laws and regulations.

All agency personnel who work directly with clients or have access to case information are required to treat their knowledge of the clients in a confidential manner. This requirement is imposed through Federal laws and regulations and State statutes and Administrative Code. It is also the conviction of administration that maintaining confidentiality of information is a basic standard of our profession and that it is one of the most important ways that we can gain the confidence and trust of our clients and the community in general. These policies shall be broadly and liberally interpreted in favor of confidentiality of records and information.

All department employees, students, work experience placements, and volunteers involved with clients and/or client files are required to sign a confidentiality statement (see attached form AD007). The statement is presented by the Human Resources Department when a new employee is hired and the signed form is placed in the employee's file. It is suggested that the new supervisor review these requirements when an employee transfers into their unit from another department location.

Maintaining confidentiality involves the high standards of behavior including the following:

1. Discussion of case specifics that include the name or other identifiable information about a client must be in a setting that affords privacy. Such discussions are not appropriate in locations where they may be overheard.
2. Case files, reports and all client-related material must be kept in a place that affords reasonable protection from unauthorized access. Removal of records from the physical confines of the work place is **NOT** permitted. In CPS, Juvenile Probation and LTS, limited exceptions may be granted for specific reasons when

absolutely necessary for business purposes and only with the approval of the immediate supervisor (or designee) acting as authorized by the Division Manager. Records removed from the workplace must be safeguarded from tampering or unauthorized disclosure and must be returned at the beginning of the next business day.

3. Release of information regarding a client to another party must be specifically permitted or required by law or by written informed consent of the client/subject. Generally, consent is required to acknowledge the fact that a person is a client of the department.

Most department records not related to clients, applicants and recipients are public documents. These include, but are not limited to, payables and receivables, employee payrolls, purchase of service contracts, foster home licensing records, state reports that are not recipient-specific, or administrative payrolls. If there is any question as to whether a record is a public document, please consult with your supervisor and/or the Corporation Counsel's Office.

The open records law also requires the appointment of a records' custodian (Sec. 19.33). The custodian of an open record is the worker involved and his/her supervisor. For a closed record, the custodian for service records is the Director of Records and Quality Management, and the Economic Support Division Manager for economic support records. For records that do not involve specific clients, the custodian is the Division Manager of the unit that prepared the record.

Refer to policies and procedures numbered 530-531 for additional information related to confidentiality and use of information and records.

REVISED: 2/89, 9/92, 3/93, 8/96, 7/97, 3/27/2000
REVIEWED: 3/2003 (Revised Form Attached), 11/30/04
APPROVED: Executive Staff 3/93, 8/96, 4/2000, 11/30/04
Corporation Counsel 3/27/2000

NOTE: This document replaces HSD PP 0112 which has been deleted.

ROCK COUNTY, JANESVILLE, WISCONSIN

CONFIDENTIALITY UNDERSTANDING

While employed by or affiliated with Rock County, I understand that I will have contact with confidential information related to clients or employees through written documents (records, ledgers, correspondence, computer printouts), verbal communications and computer applications (network programs, disks, state or county systems). I am allowed access to records and information **ONLY TO THE EXTENT NEEDED TO PERFORM MY JOB AND ASSIGNED FUNCTIONS. I will not seek unnecessary information and I will not disclose information without authority.**

If it is part of my assigned responsibilities and I have client consent (or other specific legal authority), I may use or disclosure client-specific information to others with whom I am working. Otherwise, I know that I must not divulge or disclose information to anyone other than those coworkers who have the "need-to-know." I will not disclose confidential information away from work or after the course of my employment with Rock County.

I know that client information is protected by law and I understand that if I have any questions regarding the use or disclosure of information, I will consult with my supervisor, the custodian of records or Corporation Counsel prior to releasing information. I will consult my supervisor regarding specific laws and regulations that apply to the use and disclosure of information in my work unit.

Maintaining confidentiality involves high standards of behavior including the following:

1. Discussion of case specifics that include the name or information that would identify a client must be in a setting that affords privacy. Such discussions are not appropriate in locations where they may be overheard by the public or by employees who have no need for the information to do their jobs.
2. Case files, reports and all client-related material must be kept in a place that affords reasonable protection from unauthorized access. Removal of records from the physical confines of the work place is **NOT** permitted.
3. Release of information regarding a client to another party must be specifically permitted or required by law or by written informed consent of the client/subject. Consent is required to acknowledge the fact that a person is a client.
4. When my assigned responsibilities require me to use or release client-specific information, I will only request or divulge the minimum amount of information needed to accomplish the required purpose. I will not request or disclose more information than is reasonably needed.

Understanding

I have read and understand the above statements. I understand my responsibility to adhere to strict standards of confidentiality and to respect each client's right to privacy. I know that client information is confidential and the requirements apply equally and fully regardless of source or format (verbal, paper or electronic).

In addition to the penalties imposed by law, I understand that violation of confidentiality standards will be grounds for appropriate disciplinary action up to and including termination of employment.

Date _____ Signed By Staff _____
Employee Consultant Student Other Staff Relationship

Department Affiliation: Developmental Disabilities Board Public Health Health Care Center/Rock Haven
Human Services Other County Department (specify) _____

Date _____ Signed By Witness _____

Original to Signer's File, Copy to Signer
AD-007 Rev. 3/04/2003

CONFIDENTIALITY UNDERSTANDING

**Rock County Human Services Department
Policy and Procedure Manual**

Section: 600 Long Term Support
Subject: Customer Service
Title: ADRC Conflict of Interest

No. 618

Purpose of Policy

Establishment of an Aging and Disability Resource Center (ADRC) policy to ensure the independence of information and assistance, options counseling, and advocacy provided by the staff of the ADRC.

Statement of Policy

ADRC staff will provide objective, unbiased information to their customers. ADRC staff shall, in no manner, attempt to influence customers for the benefit of self-gain, or in the interest of any provider or other organization. The benefit or interest may be real, perceived, or possible.

Procedure

Conflicts with ADRC Staff

- ADRC staff shall not engage in dual or multiple relationships with customers or former customers. Examples include, but are not limited to, business relationships, personal relationships, etc.
- ADRC staff shall not solicit for themselves, their family, or another person any gift, gratuity, favor, service, contribution, or other things of monetary value from a customer who has or is seeking services from the ADRC.
- ADRC staff should consult with a supervisor to determine if a conflict of interest is present.
- When a conflict of interest is identified, steps must be taken to eliminate the conflict. The steps taken will be dependent on the specific situation. The customer will be made aware of the conflict and included in the resolution of the conflict. All identified conflicts, and the proposed resolution, will be documented in a written report, and submitted to the ADRC supervisor for approval. If the supervisor does not agree with the proposed resolution, he/she will meet with the ADRC staff person and customer to come to an alternate resolution.

Conflicts with Providers

- The ADRC will display informational materials regarding programs or services available from specific providers. No promotional items from long-term care providers will be distributed to customers seeking long-term care services. ADRC staff will not use any promotional items (pens, paper, etc..) when Working with customers.

- ADRC staff will not accept gifts or gratuities from long- term care providers.

Conflict with Waiver Programs

- The ADRC I & A Specialist will complete the initial LTC-FS to determine a customer’s functional eligibility for the Waiver programs. If the customer is eligible for a Waiver program, the I & A Specialist will refer the customer to the appropriate Waiver agency for placement on the wait list. There may be occasions where the Waiver agency has taken the customer off the wait list, completed/updated the LTC-FS and the results differ from the LTC-FS completed by the ADRC. When this occurs a meeting will be held between the I & A Specialist, who completed the initial LTC-FS and the assigned Waiver agency worker. The expectation is that the meeting will result in an agreement as to how the LTC-FS will be completed.
- If a customer requests an I & A Specialist to assist with an appeal or grievance with a Waiver agency, the I & A Specialist will inquire as to whether the customer has attempted to resolve the issue through the Waiver agency’s internal process. If they have not gone through agency’s process, the customer will be encouraged to proceed with that step prior to ADRC involvement. If the customer has gone through the agency’s process, or does not want to use that process, the I & A Specialist will assist the customer in filing an appeal or grievance. The ADRC will serve as an advocate for the customer as appropriate and needed.

Staff Training

- Upon hire, ADRC staff will receive training on the conflict of interest policy. The policy and procedure will be reviewed with staff and any questions or concerns will be addressed. ADRC staff will sign a statement indicating that they have reviewed and understand the ADRC’s conflict of interest policy and acknowledge their obligation to provide objective, unbiased customer-centered information to the customers of the ADRC of Rock County.
- Contracted employees or those working under a memorandum of understanding with the ADRC shall be included under this conflict of interest policy.

Attachment:
Conflict of Interest Understanding

(View footer to insert the correct PP number information.)

Written: (Date document created) (An “Effective Date: MM/DD/YY” may be added if needed.)
 By: (Person/unit/division who wrote the document.)
 Reviewed: (Date the document was reviewed/without revision. Delete if not applicable.)
 Revised By: (Use if appropriate. Delete if not needed.)
 Revised: (Date the document was revised. Delete if not applicable.)
 Approved: (Name of individuals or groups approving the document, MM/DD/YY.)

ADRC

Aging & Disability Center
of Rock County

Conflict of Interest Understanding

I, _____, have reviewed and understand the
print name
Aging & Disability Resource Center of Rock County "Conflict of Interest" policy and
procedures. I acknowledge my obligation to provide objective, unbiased customer-centered
information to the customers of the Aging and Disability Resource Center.

ADRC Staff Signature

Date

**Rock County Human Services Department
Policy and Procedure Manual**

Section: 600 Long Term Support
Subject: Customer Service
Title: ADRC Follow-up Policy

No. 619

Purpose of Policy

Establishment of an Aging and Disability Resource Center (ADRC) policy to ensure ADRC staff are providing information and assistance (I & A) follow-up services.

Statement of Policy

ADRC staff will provide follow-up to determine whether the customer's needs were satisfied and whether additional needs exist.

Procedure

Follow-up will be provided with the permission of the customer and/or in situations where the I & A Specialist feels it will be beneficial. I & A Specialists will follow-up in situations where they question the customers' ability to follow through with referred contacts, or when they have identified that the customer has urgent/emergency needs.

Additional situations when follow-up should occur are when the

- I & A Specialist has identified the customer has multiple concerns;
- I & A Specialist recognizes the customer is upset, unsure, or overwhelmed with information;
- I & A Specialist identifies a crisis, emergency, or endangering situation;
- I & A Specialist needed to contact collateral contacts;
- I & A Specialist or customer needs to submit an application;
- I & A Specialist is dealing with a new or unfamiliar service or provider;
- I & A Specialist has conducted a home visit;
- I & A Specialist recognizes that the basic needs of food, clothes, or shelter as the customers primary issue;
- I & A Specialist has mailed or e-mailed information to the customer.

Follow-up shall be conducted within 3 days of the original contact in urgent cases and within 2 weeks for other situations. I & A Specialists will use the customer database to identify the customer as needing follow-up, and document all follow-up related activities. The supervisor will randomly check the database to ensure follow-up is being done.

Follow-up will not occur in the following situations:

- The customer has told the I & A Specialist to not provide that contact.
- The customer is anonymous.
- The call to the I & A Specialist was brief and specific in nature. (i.e. only wanted a phone number, directions, etc...)

(View footer to insert the correct PP number information.)

Written: (Date document created) (An "Effective Date: MM/DD/YY" may be added if needed.)
By: (Person/unit/division who wrote the document.)
Reviewed: (Date the document was reviewed/without revision. Delete if not applicable.)
Revised By: (Use if appropriate. Delete if not needed.)
Revised: (Date the document was revised. Delete if not applicable.)
Approved: (Name of individuals or groups approving the document, MM/DD/YY.)

Aging and Disability Resource Center of Rock County
Resource Database Inclusion/Exclusion Policy

It is the policy of the Aging and Disability Resource Center (ADRC) of Rock County to not include resource information on agencies that deny services based on age, race, religion, color, disability, sex, physical condition, developmental disability, sexual orientation, marital status, national origin, or any other protected characteristic.

The ADRC of Rock County provides information and assistance services (I&A) designed to support older adults, people with disabilities, their caregivers and families and the general public with access to up-to-date information about services that are available in their area. The resource database is a tool that supports the provision of information and assistance services. The purpose of this policy is to provide a framework for our Information and Assistance program in the development and maintenance of the resource database in support of the provision of information and assistance services for the general public.

Organizations such as churches, social clubs, proprietary and professional organizations that provide services to the general public at large in the areas of health, mental health, recreation, education, home maintenance, housing, advocacy; arts and culture, and not-for-profit organizations providing a community service, or charge fees on a sliding fee scale according to income are welcome additions to our database. Government agencies that provide services in these areas may also be included as well as programs that are provided by, funded by, or licensed by a federal, state or local government agency. However, no attempt will be made to list all governmental agencies or departments. For-profit organizations based upon uniqueness of service, lack of comparable services available through not-for-profit agencies/groups and degree of need for the services and the level of subsidized services available are also considered on an individual basis. Programs that are non-traditional in nature, such as self-help/support groups, may also be included. Information readily available or compiled by another agency or source may not be included in the database.

The ADRC of Rock County reserves the right to edit information to meet format, guidelines, and space requirements. If space does not allow, the ADRC of Rock County may choose not to include a program if it is not closely related to the purposes above or is not located in Rock County. The only exceptions will be agencies/businesses with a corporate address outside of Rock County but who do a substantial business in this County, and agencies/businesses who provide a unique

service otherwise not available in Rock County. The ADRC of Rock County will exclude, from the resource database, agencies that have been found to be in violation of municipal, state, or federal laws or regulations and have been excluded from providing service under required licensure or certification. In addition, in-home care agencies not licensed or regulated by the State of Wisconsin with an owner, administrator, or direct care employee who has been convicted of any offenses listed in the Wisconsin Administrative Code, Chapter DHS 12, Caregiver Background Checks, Table 12.115 will be excluded from the resource database. The database may be made available to agencies included in the database as well as other human service professionals and agencies, police departments, libraries, and the general public. This information is available to the community at large through the ADRC of Rock County web site.

Inclusion in the database is a privilege, not a right and an organization may be denied inclusion. An excluded organization may request reconsideration of a decision to deny inclusion in a database. The request for reconsideration shall be submitted to the ADRC of Rock County.

Disclaimer: Inclusion does not imply endorsement and omission does not indicate disapproval. The ADRC of Rock County assumes no responsibility regarding the quality of services of agencies and programs in the Information and Assistance Resource Database.

**Rock County Human Services Department
Policy and Procedure Manual**

Section: 600 Long Term Support
Subject: Customer Service
Title: ADRC Access to Public and Private Programs and Benefits

No. 622

Purpose of Policy

Establishment of an Aging and Disability Resource Center (ADRC) policy to ensure customers are linked to public and private programs and benefits to which they are entitled and/or eligible, including access to mental health and substance abuse services.

Statement of Policy

ADRC staff will assist customers access public programs.

Procedure

Often times the process of accessing programs, services, or benefits is confusing to many individuals. The ADRC will offer assistance to its customers having difficulty navigating the process. The ADRC Information and Assistance (I & A) Specialist will be knowledgeable with the various programs of which their customers will be accessing. This knowledge will allow the I & A Specialist to explain, in clear and simple terms, the eligibility requirements and application process of each of the programs. When available, the I & A Specialist will provide a written explanation of the program and eligibility guidelines. If the customer would benefit from an application in a language other than English, the I & A Specialist will attempt to locate the appropriate form. I & A Specialists will regularly share program information with one another and use weekly staff meetings to insure the information they have is accurate.

The I & A Specialist will assist their customers in accessing a variety of programs and benefits including, but not limited to:

- Rock County Council on Aging – Older American Act Programs and Services
- Rock County Human Services – Mental Health and Substance Abuse Services
- Economic Support – Food Share and Premium Assistance
- Social Security Administration – Medicare, SSI, SSI-E, Social Security, SSDI
- Rock County Veterans Service Office – Various Veterans Benefits
- Housing Authorities – Public and Subsidized Housing
- Wisconsin Dept. of Workforce Development – Employment and Training

The I & A Specialist, along with the customer, will determine the level of assistance the customer requires to access the respective program. Assistance could include, among others, the gathering of referral materials, completing a paper or online application, attending a meeting, or calling an agency on behalf of the customer. ADRC staff will use the customary referral process for each agency. If a Memorandum of Understanding exists between the respective agency and the ADRC, the referral process outlined will be followed. When appropriate the I & A Specialist will use, or recommend the customer use, the State of Wisconsin website, <https://access.wisconsin.gov/>, to apply for benefits. If the I & A Specialist provides assistance, follow-up will occur as outlined in the ADRC's Follow-up policy.

When the I & A Specialist feels the customer needs more assistance, than their level of expertise allows, the customer will be referred to either a Disability Benefit Specialist or an Elderly Benefit Specialist. The appropriate Benefit Specialist will provide program information, and/or assistance in applying for benefits.

It is understood that customers who present with mental health and substance abuse issues, but do not fall into the developmentally disabled, physically disabled, or elderly target groups, are still eligible for Information and Assistance services, as well as, Disability Benefit Specialist services. ADRC staff will be knowledgeable about how to recognize those with mental health and/or substance abuse issues, available resources for them, and when a referral is appropriate. For these customers, the I & A Specialist will provide, from the resource database, a list of relevant agencies. For customers with low income and no insurance, a referral to county services will be made in accordance with the memorandum of understanding. If the customer requires assistance in making a referral, the I & A Specialist will provide that assistance. ADRC staff will receive training from the Rock County Human Services, Mental Health Division and attend additional trainings on the issues facing those with mental health and substance abuse disorders.

The ADRC will determine eligibility and make application for SSI-E for customers who are developmentally disabled, physically disabled, or frail elders. The ADRC will refer those customers to the appropriate long-term care program for monitoring of continued SSI-E eligibility.