

**SCOPE OF SERVICES
FOR THE
AGING & DISABILITY RESOURCE CENTER
GRANT AGREEMENT
WITH THE
WISCONSIN DEPARTMENT OF HEALTH SERVICES
DIVISION OF PUBLIC HEALTH**



JANUARY 1 – DECEMBER 31, 2026

Aging and Disability Resource Center Contract Agreement

Scope of Services

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ADRC Contract Scope of Services for the Grant Agreement between the Department of Health Services and the Aging and Disability Resource Center

I. Introduction

A. Authority and Purpose

The Aging and Disability Resource Center (ADRC) contract scope of services describes the Department of Health Services (DHS) requirements for ADRC organization, service provision, and procedures.

ADRCs are authorized under [Wisconsin Statute §46.283](#) and subject to the requirements contained in [Chapter DHS 10](#) of the Wisconsin Administrative Code.

B. Mission and Role of the ADRC

1. Mission

To provide older adults and people with physical disabilities or intellectual disabilities the resources needed to live with dignity and security and achieve maximum independence and quality of life. The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

2. Role of the ADRC

ADRCs provide a central source of reliable and objective information about a broad range of programs and services for older adults and people with disabilities. They help people understand and evaluate the various options available to them. By enabling people to find resources in their communities and make informed decisions about long-term care, ADRCs help people conserve their personal resources, maintain self-sufficiency, and delay or prevent the need for potentially expensive long-term care. ADRCs also serve as the single access point for publicly funded long-term care programs which includes Family Care, IRIS, and, where available, Family Care Partnership and PACE.

ADRC services are available to older adults and people with disabilities regardless of income and regardless of the person's eligibility for publicly funded long-term care.

ADRC services are also available to families, friends, caregivers, and others who work with or care about older people or people with disabilities. To promote use of their services, ADRCs must be physically accessible and be able to provide information and assistance in a private and confidential manner, provide a welcoming and inviting place where customers feel comfortable coming for services, be culturally competent, be able to communicate with persons of differing abilities and be available at a location preferred by and at a time that is reasonable for the ADRC and convenient to individual customers.

The ADRC must provide services consistent with the DHS requirements as defined in this scope of services and the [ADRC Operations Manual \(P-03062\)](#).

C. Populations Served by the ADRC

1. Required Target Groups

ADRCs shall make their full range of services available to all the following groups of individuals, including people who inquire about or request assistance on behalf of members of these groups, regardless of financial means:

- Adults aged 60 or older.
- Adults with intellectual or developmental disabilities.
- Adults with physical disabilities.

2. Services for Adults with Mental Health or Substance Use Disorders

ADRCs will provide information and referral, disability benefits counseling, and referral for emergency services to adults with mental health or substance use disorders who are not elderly and do not have an intellectual, developmental, or physical disability.

ADRCs must make their full range of services available to adults with mental health or substance use disorders when the individual is elderly or has an intellectual, developmental, or physical disability.

ADRCs may not administer the Functional Eligibility Screen for Mental Health and Substance Use Disorders or provide intake for mental health or substance use services.

D. Service Priorities and Use of Funds

1. Service Priorities

The ADRC must provide all the core services and activities prior to using ADRC grant funds for other allowable services.

Core services and activities are those covered in Section II of this scope of services. Provision of these services by the ADRC is required in accordance with the [ADRC Operations Manual \(P-03062\)](#).

Other allowable services and activities are those covered in Section III of this scope of services.

2. Use of ADRC Grant Funds

ADRC grant funds cannot be used to pay for the provision of any service that is not authorized under this scope of services.

3. Optional Local Contributions

There is no local match or contribution requirement for this grant. ADRC grant funds provided through this grant agreement may, but need not, be supplemented with local tax levy at the discretion of the county or Tribal governments.

E. Commitment to Equitable Access

ADRCs are committed to serving all adult populations by empowering individuals to make informed choices that support dignity, security, independence, and a high quality of life. In carrying out this mission, ADRCs recognize that some individuals may experience barriers related to social or economic need. To serve effectively, ADRCs will identify and address factors

that create challenges for people with the greatest social or economic need, while also ensuring that all customers have equitable access to services and supports. The mission of the ADRCs includes advocating for and providing services to people who may face barriers connected to age or ability, while also recognizing that these experiences may overlap with other aspects of identity—such as race, ethnicity, religion, Tribal membership, gender identity, or sexual orientation—which can further impact access to services and supports.

F. [Compliance with Federal and State Rules and Regulations](#)

The ADRC must comply with all applicable federal and state statutes, regulations, and guidelines. Federal and state requirements may change throughout the duration of this grant agreement. If there is a conflict between federal and state requirements, including those in this scope of services, the federal requirements will take precedence. All the services required under this scope must be provided in accordance with the [ADRC Operations Manual \(P-03062\)](#) and [statewide ADRC policies \(P-02923\)](#) which are hereby incorporated by reference into this agreement.

II. Core Services

A. [Marketing, Outreach and Public Education \(P-03062-08\)](#)

ADRCs must conduct marketing, outreach, and public education to make their presence and service availability known throughout their service area. Marketing, outreach, and public education should be targeted towards those who may benefit from the services of the ADRC. Marketing, outreach, and public education must always be done in a manner that maintains the objectivity of the ADRC, remaining unbiased and avoiding any real or perceived conflicts of interest.

B. [Information and Assistance \(P-03062-01\)](#)

The ADRC must provide information and assistance to members of the target populations and their families, friends, caregivers, advocates, and others who ask for assistance on their behalf. Information and assistance includes listening to and supporting people, assessing their needs and personal preferences, identifying the most appropriate resource to meet their needs, helping them to connect with service providers, and providing information to meet their needs using a person-centered approach. Information and assistance must be provided in a manner convenient to the customer including, but not limited to, being provided in person in the customer's home or at the ADRC office as an appointment or walk-in, over the telephone, virtually, via email, or through written correspondence. ADRCs are required to participate in the centralized DHS supported statewide resource directory. Each ADRC will be responsible for making entries to the directory and keeping those entries up to date.

C. [Long-Term Care Options Counseling \(P-03062-02\)](#)

The ADRC must provide counseling to customers in the [target populations](#). Options counseling may occur with the customer's family, friends, caregivers, advocates, and others who ask for assistance on the customer's behalf, if the customer is involved in the meeting. ADRCs provide counseling about options available to meet long-term care needs and factors to consider in making long-term care decisions. The information provided during options counseling must be timely, accurate, thorough, unbiased and appropriate to the customer's situation.

Assistance with Referrals from Nursing Homes

The ADRC must serve as the local contact agency for referrals from nursing home under the Minimum Data Set, MDS 3.0 Section Q, consistent with the requirement of the Centers for Medicare and Medicaid Services (CMS) and DHS policy.

Preadmission Consultation

ADRCs must provide preadmission consultation to persons who have been referred to the ADRC by a nursing home, community based residential facility, or residential care apartment complex. The ADRC must provide preadmission consultation consistent with the customer's needs and preferences.

Preadmission consultation must not attempt to persuade the customer to choose a particular provider, type of service, long-term care program, managed care organization, IRIS fiscal employer agent (FEA), or IRIS consultant agency (ICA).

The ADRC must provide preadmission consultation at a time and location that are convenient for the customer and, when possible, prior to the person's admission to the facility.

Assistance with Transitions

The ADRC must make its services available to individuals who wish to relocate to their home or community from a nursing home, assisted living facility, or other care setting.

D. Assistance with Resident Transitions (P-03062-02a)

Assistance with Resident Transitions from Facilities that are Downsizing or Closing
An ADRC must assist in the resident transition process for residents in facilities that are downsizing or closing by responding to requests for information from the state relocation team, participating in informational meetings with residents and their representatives, and providing residents with the same services that it provides to other ADRC customers, including information and assistance, options counseling, and eligibility and enrollment related functions as described in the [DHS Resident Relocation Manual \(P-01440\)](#).

Provision of these services may be expedited at the direction of DHS because of the timelines required for closure, but the nature of the services provided by the ADRC are the same.

The ADRC is not responsible for coordinating the relocation process, conducting assessments, developing relocation alternatives or plans, or making arrangements for individual residents.

E. Access to Publicly Funded Long-Term Care Programs and Services (P-03062-03)

1. Assuring Access to Publicly Funded Long-Term Care Programs and Services

The ADRC must assure that customers who request access to and indicate potential eligibility for publicly fund long-term care are informed about and assisted in accessing these programs, consistent with the requirements in this scope of services and with any additional direction provided by DHS, including but not limited to [Wis. Admin. Code § DHS 10.31\(6\)](#).

2. [Provision of the Long-Term Care Functional Screen \(P-03062-04a\)](#)

The ADRC must administer the initial long-term care functional screen to determine a customer's functional eligibility for managed long-term care and Include, Respect, I Self-Direct (IRIS).

The ADRC must conduct the long-term care functional screen (LTCFS) for private pay customers interested in purchasing care management from the MCO, private-pay PACE members, or upon request from the income maintenance consortium to start the clock on asset assessments.

Per Wis. Admin. Code § DHS 10.31(6), the ADRC must determine functional eligibility as soon as practicable, but not later than 30 days from the date the ADRC receives a request or expression of interest from the individual or legal decision maker. If there is a delay in determining functional eligibility, the ADRC will notify the customer in writing that there is a delay, specify the reason for the delay and inform the customer of their right to appeal the delay by requesting a fair hearing under [Wis. Admin. Code § DHS 10.55](#).

The ADRC will administer the LTCFS consist with the instruction in the [Wisconsin Long-Term Care Functional Screen Instructions \(P-00946\)](#).

The ADRC will send notice of action letters to customers who request full benefits but are found to be functionally ineligible for publicly funded long-term care or eligible for limited services at a non-nursing home level of care. They will also inform them of their appeal rights and include a copy of the [Request for Fair Hearing–ADRC \(F-00236A\)](#).

3. [Enrollment Counseling \(P-03062-03a\)](#)

The ADRC must provide enrollment counseling, also known as choice counseling, to customers who have been found to be eligible for and are considering enrolling into publicly funded long-term care.

Enrollment counseling must be provided in a setting that ensure the customer's privacy.

DHS's federally approved SSA §1915 (b) waiver requires that only DHS approved materials be used in the enrollment process and enrollment counseling.

4. [Disenrollment Counseling \(P-03062-03b\)](#)

The ADRC must provide information and counseling to assist people in the process of disenrollment from a publicly funded long-term care program, whether requested by the customer or because of a loss of program eligibility.

DHS's federally approved SSA §1915 (b) waiver requires that only DHS approved materials be used in the disenrollment process and disenrollment counseling.

F. Dementia-Related Services and Supports (P-03062-07)

1. Dementia Care Specialist

ADRCs must ensure that customers have access to a Dementia Care Specialist (DCS) who provides dementia-related support and services to the ADRC, community, individuals, and families. All DCSs will follow the requirements of the program as described in the ADRC Operations Manual. This includes, but is not limited to, DCSs serving as a catalyst for the development and implementation of strategies to create and sustain dementia-friendly communities in the ADRC service area; providing one-on-one information, care consultation, and referrals for individuals with dementia or their family caregivers; and sustaining a dementia-capable ADRC.

2. Memory Screens

DCSs will provide training and ongoing support to ADRC staff regarding memory screens consistent with the direction provided in the [Memory Screening in the Community Manual \(P-01622\)](#). The DCS will also be available to provide memory screening.

3. Other Dementia-Related Services and Supports

DCS must implement two evidence-based health promotion programs or health promotion activities. At least one must be focused on caregivers.

G. Disability Benefit Specialists (P-03062-05a)

1. Access to Disability Benefit Specialist Services

The ADRC shall ensure that customers have access to the services of a disability benefit specialist (DBS) and that these services meet all the DHS requirements for the DBS program contained in the Disability Benefits Counseling chapter of the ADRC Operations Manual (P-03062-05).

When appropriate and the preference of the customer, the ADRC will refer customers who use sign language to the DBS employed by the Office for the Deaf and Hard of Hearing.

When appropriate and the preference of the customer, the ADRC shall offer to refer Tribal members to the Tribal DBS employed by the Great Lakes Inter-Tribal Council.

2. Staff Status of Disability Benefit Specialists

A DBS may be staff of the ADRC or of another public or private organization. When a DBS is on the staff of another organization, the ADRC must have a contract with the organization that indicates that the DBS shall meet all the requirements described in the scope of services, be headquartered in the ADRC, and coordinate activities with those of the ADRC. The contract must also describe the responsibilities of the respective organizations.

3. Location of the Disability Benefit Specialist

The primary office of the DBS must be in the ADRC, and the DBS must be reachable by telephone.

4. Prohibited Activities

To avoid potential conflicts of interest, the DBS may not perform the long-term care functional screen, SSI-E eligibility determination and certification, or any other eligibility determinations. Additionally, the DBS cannot provide guardianship or adult protective services.

5. Partnership with the Disability Benefit Specialist Program Attorneys

The ADRC must partner with the DBS program attorneys, who are under contract with DHS, to monitor the effectiveness of the DBS program. The program attorneys provide technical assistance, substantive case oversight, and mandatory training to the DBS. The program attorneys also provide input to the local supervisor on the quality of the DBS work through an annual case review process.

H. Elder Benefit Specialists (P-03062-05b)

1. Access to Elder Benefit Specialist Services

The ADRC must ensure that people have access to the services of an elder benefit specialist (EBS) as defined in the Elder Benefit Counseling chapter of the ADRC Operations Manual (P-03062-06).

EBS may be staff of the ADRC or of another public or private organization. When an EBS is on the staff of another organization, the ADRC must have a contract, memorandum of understanding, or similar agreement with this organization that ensure ADRC customer access to the EBS.

If the EBS is headquartered in the ADRC, then the primary office of the EBS is located in the ADRC and the EBS can be reached by telephone through the ADRC.

2. Prohibited Activities

To avoid potential conflicts of interest, the EBS may not perform the long-term care functional screen, SSI-E eligibility determination and certification, or any other eligibility determinations and may not provide assistance with guardianship or adult protective services.

3. Partnership with the Elder Benefit Specialist Program Attorneys

When the EBS is headquartered in the ADRC, the ADRC must partner with the EBS program attorneys who are under contract with DHS to monitor the effectiveness of the EBS program. The EBS program attorneys provide technical assistance, substantive case oversight, and training to the EBS. The program attorneys conduct an annual performance review of each EBS and provide a written report to the local agency director. The roles and responsibilities of the local agency director in overseeing the EBS service are further defined in the Elder Benefits Counseling chapter of the ADRC operations manual.

4. Funding for Elder Benefit Specialists

Primary funding for the EBS derives from Wis. Stat. § 46.81(2) and is allocated to the local aging unit. If the local aging unit has approved the ADRC to receive EBS program funding using form [F-02716](#), then EBS workers must complete Time and Task reporting and EBS time must be included in the monthly adder workbook submission. ADRC grant funds may be used to cover the costs associated with an EBS only after all other EBS program-specific

funding from state and local sources has been applied and when all other ADRC services required under this scope of services are provided.

If the ADRC is physically separate from the aging unit, the ADRC may provide space, telephone, and computer access to an EBS when s/he provides services at the ADRC.

I. Access to Other Public and Private Programs and Benefits

Assisting Customers in Accessing Programs and Benefits

When an individual contacts, or is referred to, the ADRC and appears to be eligible for or interested in receiving public program services or benefits, the ADRC will refer the customer to the appropriate benefit specialist or the local, state, or federal agency responsible for determining the customer's eligibility. Programs and benefits to which customers will be referred include, but are not limited to, Medicaid, Medicare, Social Security, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), SSI Exceptional Expense Supplement (SSI-E), FoodShare, veterans' benefits, mental health services, and other public programs and benefits.

When an individual contacts, or is referred to, the ADRC and appears to be eligible for or interested in receiving private program services or benefits, the ADRC will refer the customer to the appropriate benefit specialist or the private agency responsible for determining the customer's eligibility.

The ADRC will assist customers applying for home and community based long-term care Medicaid consistent with the requirements relating to access to publicly funded long-term care.

Assistance with Medicaid applications not involving access to publicly funded long-term care will be provided as follows:

- i. ADRCs do not have the primary responsibility for assisting with Medicaid applications. The ADRC will provide customers who appear likely to be eligible or want to apply for Medicaid with basic information about how to apply for Medicaid and refer them to the appropriate agency for application assistance, eligibility determination, and enrollment.
- ii. The ADRC will assist customers with the Medicaid application process if the customer is not successful connecting with the local or regional income maintenance agency. The ADRC is not responsible for assisting with Medicaid applications for nursing home residents unless they are relocating to the community.

The ADRC may perform initial SSI-E eligibility determinations and certifications if directed by the county or Tribe for individuals in the ADRC's target populations. For individuals who are enrolled in publicly funded long-term care programs, their MCO or ICA is responsible to assist with the initial eligibility determinations, updates for ongoing eligibility, and

cancellation of eligibility. The ADRC should refer enrolled members and participants back to their MCO or ICA. If an ADRC provides initial SSI-E eligibility determinations it must inform DHS of this as a component of the [ADRC Informational Page](#).

The ADRC will refer customers to appropriate county or Tribal mental health and substance use services but will not provide the Mental Health or Substance Use Functional Screen to determine eligibility for mental health or substance use disorder programs. ADRCs are not responsible for providing intake for mental health or substance use disorder programs.

J. [Transitional Services for Youth](#)

1. The ADRC must ensure that youth with disabilities and their families and guardians know that the agency is available to assist with transition from children to adult services. ADRC services of information & assistance, options counseling and disability benefit counseling are available to youth who are age 17 years and 6 months or older.
2. The ADRC must designate staff to be the contact(s) for transition planning and services and participate as needed in any local County Community on Transition (CCoT) team in its service area.

K. [Access to Emergency or Crisis Intervention Services \(P-03062-17\)](#)

1. [Recognizing and Responding to Emergencies](#)

The ADRC must be prepared to recognize and respond to emergency situations. All ADRC staff will be trained on how to identify an emergency or crisis during an interaction and apply the agency's emergency procedures.

While ADRCs are expected to recognize and respond to emergencies, they are not emergency service providers.

2. [Connecting Individuals to Emergency Service Providers](#)

During business hours, ADRC staff will follow protocols established by the 911 service, crisis intervention service, or other emergency resources in the community to ensure that customers are connected promptly with the appropriate providers of emergency services when a situation involving immediate risk is identified.

After hours phone calls shall be answered, at a minimum, with a message instructing callers about who to contact in case of emergency (e.g., 911).

ADRC staff will also be trained on the 988 service and make referrals when appropriate.

L. Access to Adult Protective Services

1. Identifying Customers Who Need Services

All ADRC staff must know the warning signs and must identify ADRC customers who may be at risk of abuse, neglect, self-neglect, or financial exploitation and who need adult protective services (APS).

2. Prohibition on Use of ADRC Funds to Pay for Elder Adults/Adults-at-Risk and APS Services

ADRCs that are organizationally part of county government may provide Elder Adults/Adults at Risk and APS services but may not use ADRC grant funds for these services. ADRC grant funds may not be used to pay for APS or elder adult/adults-at-risk call lines, investigations, annual reviews of protective placements (Watts Reviews), supervision of APS staff, or any other elder adults/adults-at-risk or APS service that is not specifically identified in the ADRC scope of services. Positions that have both ADRC and APS responsibilities must comply with the requirements for shared positions contained in the [organizational structure section \(P-03062-12\)](#) of the ADRC operations manual and the requirements of the [Conflict of Interest policy \(P-02923-03\)](#).

M. Customer Rights, Advocacy, and ADRC Advocacy

1. Informing People of Their Rights and Responsibilities

The ADRC must inform customers of their rights and responsibilities, including their rights to ombudsman services, in ways that they can understand and use. The ADRC must also provide customers DHS information, as applicable, on the rights an individual has for long-term care services and benefits, rights to self-advocate, and available independent advocacy services.

2. Helping People Resolve Disputes and Referring Them to Advocates

The ADRC will assist customers when they need help in understanding how to resolve service system disputes or violation of rights grievances. The ADRC will link customers with appropriate advocacy resources, including, but not limited to, elder and disability benefit specialists, Board on Aging and Long Term Care Ombudsman, the Family Care/IRIS Ombudsman at Disability Rights Wisconsin, independent living centers, aging units, mental health and substance use disorder advocates, the Title VII Client Assistance Program, volunteer and peer support, and other state or local organizations that provide advocacy for older people and adults with disabilities, where available.

3. Cooperation with Client Advocates

The ADRC will cooperate with any advocate selected by a long-term care program participant, including the Board on Aging and Long-Term Care Ombudsman and the Family Care and IRIS Ombudsman Program. Any information sharing with client advocates will be consistent with the [DHS Confidentiality Policy \(P-02923-06\)](#).

4. [ADRC Advocacy](#) (add pub # and link)

ADRCs will advocate for individuals and groups within their target populations when needed services are not adequately provided. This may include helping individuals navigate barriers or working with partners and systems to address service gaps and improve access or quality.

5. [Lobbying](#)

Lobbying is defined as seeking to influence or persuade a politician or public official on an issue. ADRCs are subject to federal restrictions on lobbying under 31 U.S.C. § 1352. In addition, state ADRC funding may not be used for lobbying activities. Lobbying activities are distinct from advocacy activities, which are required of ADRCs under Wisconsin statute and administrative code. Community Needs Identification.

6. [Identifying Unmet Needs](#)

The ADRC will assess and identify unmet needs within its target populations, including subgroups that are unserved or underserved. This includes determining which services, facilities, or funding sources are lacking or insufficient. The findings from this analysis—conducted in partnership with the ADRC’s governing board—will guide and prioritize the ADRC’s outreach, education, prevention, and advocacy efforts to better address those gaps.

III. [Optional Services](#)

Use of ADRC grant funds to provide the services described in this section is allowed when staff and financial resources permit and all the ADRC core services required under the terms of this scope of services and the ADRC operations manual are being provided at a level necessary to meet demand.

A. [Health Promotion, Prevention, and Early Intervention Services](#)

The ADRC may provide health promotion, prevention, and intervention services if funding and staff resources are available. These services may include educating communities on prevention of disabling conditions; screening and other health promotion, prevention, and early intervention events and activities as part of its marketing, outreach, and public education program; or the provision of evidence-based or other health promotion, prevention, and early intervention programs and activities.

ADRCs may use Older Americans Act and other alternative funding sources to support its health promotion, prevention, and intervention activities, so long as these do not create a conflict of interest or appearance of bias.

B. [Short-Term Service Coordination](#)

ADRCs may provide short-term service coordination to the extent that financial and personnel resources permit and when its provision does not interfere with the ADRC’s ability to provide all other services required under this scope of services, consistent with the DHS [Short-Term Service Coordination Policy \(P-02923-04\)](#).

Subject to the limitations described above, short-term service coordination will be provided to assist customers and their families in managing complex and immediate needs when the

customer cannot manage the situation, other ADRC services are insufficient to deal with the situation, and the person cannot be enrolled into a publicly funded long-term care program. Through short-term service coordination, the ADRC will address the immediate concern, attempt to stabilize the customer's situation, and either enable the customer to manage on their own or set them up with the needed support.

The short-term services coordination requirements and policy do not apply to the Dementia Care Specialist, Elder Benefit Specialist, and Disability Benefit Specialist programs.

C. Community Health Worker Model

ADRCs may choose to implement a community health worker (CHW) model within their agency. This model will address the health, safety, and socioeconomic wellbeing of older adults, people with disabilities, and their caregivers that have been disproportionately impacted by health disparities.

D. Other Programs or Services as Reviewed and Approved by DHS

ADRCs may identify programs or services that meet a specific need in their community, including but not limited to, addressing issues of service access and health equity. To the extent that financial resources and personnel resources exist, ADRCs may submit a proposal to their regional quality specialist for review and consideration.

IV. Organizational and Procedural Standards (P-03062-12)

A. ADRC Name

The ADRC must use the name approved in their application by DHS.

B. Director

1. Single Director

An ADRC must have a single director responsible for ADRC operations and management, as outlined in the ADRC Operations Manual. The director must dedicate at least 50% of their time to ADRC responsibilities, whether the ADRC serves a single county or multi-county region, and regardless of the title assigned to the position.

[Wis. Stat. §46.82\(5\)](#) requires a full-time [aging unit director](#). In an ADRC that is integrated with an aging unit, the aging unit director may also serve as the ADRC director, provided all ADRC operational requirements are met.

2. Director Qualifications

The director must have a Bachelor of Arts or Science degree and at least one year of experience working with one or more of the client populations of the ADRC. In addition, the director must have thorough knowledge and understanding of:

- The mission and values of the ADRC.
- The principles of customer service.
- All the target populations served by the ADRC.
- The requirements for ADRCs contained in this scope of services.

- The functions and procedures of the ADRC.
- The budget process, financial management, personnel process, principles of supervision, and other key management functions.

C. Administrative Framework

1. Overall Organization

The organization of the ADRC must support the independent identity of the ADRC. Staffing levels, responsibilities, and lines of authority within the ADRC must be clear, understandable, and support the mission of the ADRC.

2. Organization Chart

The ADRC must maintain organizational charts that describe its organizational structure, areas of responsibility, and reporting relationships. The organizational charts will describe the placement of the ADRC within any larger organization of which it is a part and the ADRC's relationship to its governing board.

3. Organizational Independence from Managed Care Organization, IRIS Consultant Agency, or Fiscal Employer Agency

The ADRC must be organizationally separate and independent from any managed care organization (MCO), IRIS consultant agency (ICA) or fiscal employer agency (FEA) and must meet all state and federal requirements for organizational independence from any MCO per [42 CFR 438.810](#). In order to meet federal requirements and assure federal financial participation in funding of the family care benefit, an entity may not directly operate both an ADRC and a MCO, per [Wis. Stat. § 46.285](#).

4. Reporting Changes to DHS

ADRCs making significant changes to their administrative framework must report these changes to DHS in advance of the change taking place. Changes that must be reported include any of the following:

- Organizational placement of the ADRC within county government.
- Organizational placement of another county department within the ADRC (i.e., Aging integration).
- Changes to the program areas that the ADRC Director is responsible for managing that fall outside of this scope.
- Changes in the composition or structure of the governing board.

ADRCs must report these changes to their assigned regional quality specialist no less than 60 days in advance.

D. [Organizational Structure \(P-03062-12\)](#)

The ADRC is responsible for maintaining knowledgeable staff. The ADRC must adequately staff the organization to ensure the expertise required for the provision of quality services and to foster a consistent public and organizational identity for the ADRC.

- a. Full-Time ADRC specialist position. The ADRC must have at least one full-time position, wholly within the ADRC, which provides information and assistance as

its primary job responsibility. This position may also provide options counseling, eligibility, and enrollment functions.

- b. All staff that provide options counseling must successfully complete required DHS training and certification for options counseling.
- c. At a minimum, one Elder Benefit Specialist (EBS) position must be full-time consistent with DHS standards for the EBS program.
- d. At a minimum, each ADRC will staff at least one half-time Disability Benefit Specialist (DBS).
- e. At a minimum, each ADRC will maintain Dementia Care Specialist (DCS) staffing as outlined in the chart in Appendix A of this document.
- f. At a minimum, each ADRC will have at least one ADRC specialist providing information and assistance at the ADRC certified by Inform USA (formerly named Alliance of Information and Referral Systems (AIRS)) as a Community Resource Community Resource Specialist - Aging/Disability (CRS-A/D).
- g. ADRC staff must be a minimum of .5 FTE. ADRCs may submit a [Request for a Waiver of the .5 Full-Time Equivalent Requirement for ADRC Staff \(F-00054D\)](#) to [Office for Resource Center Development Team mailbox](#). Approval of waiver requests is discretionary. DHS is not obligated to approve a request for a waiver of the .5 FTE requirement.
- h. ADRC staff that provide information and assistance services, long-term care options counseling, benefits counseling, enrollment or disenrollment counseling, functional eligibility determination, serve in the capacity of the dementia care specialist, supervise any of these activities, or the director are required to meet the following education and experience requirements, which are derived from [Wis. Admin. Code § DHS 10.23\(5\)\(b\)2a](#):
 - i. A Bachelor of Arts or Science degree or a license to practice as a registered nurse in Wisconsin pursuant to s. 441.06, and;
 - ii. The equivalent of at least one year of full-time experience in a health or human service field, working with one or more of the client populations served by the ADRC. Qualifying work experience may be paid or unpaid, including internships, field placements, and volunteer work.
 - iii. Dementia Care Specialists must have a minimum of one year experience in a health or human service field and/or in a care setting working with people living with dementia or their caregivers. Qualifying work experience may be a combination of paid and unpaid (volunteer) experience.

An agency may impose additional hiring criteria beyond these DHS requirements.

DHS acknowledges that applicants who do not have the requisite education and/or experience described above may possess other skills or experiences that meet the needs of the local community and agency. [Wis. Admin. Code § DHS 10.23\(5\)\(b\)2c](#) allows DHS to approve the hiring of an individual with other experience and/or training based on a plan for providing formal and on-the-job training to develop the required expertise.

ADRCs must obtain approval from DHS to hire an individual who does not meet the education and/or experience requirements through submission of a [Request for Approval of Alternative Staff Experience and/or Training \(F-00054\)](#). The ADRC must receive DHS approval of the request before making a job offer to the individual.

E. Quality Assurance/Quality Improvement Process

1. Internal Quality Assurance and Improvement Plan

ADRCs will develop and implement a written quality assurance and improvement plan designed to ensure and improve outcomes for its customer populations. The plan must be approved by DHS and will include at least all the following components:

- a. *Policies and Procedures Designed to Ensure Quality.* The ADRC must establish policies and procedures to ensure:
 - i. Knowledgeable and skilled staff.
 - ii. Quality information and assistance.
 - iii. Quality options counseling.
 - iv. Quality enrollment counseling.
 - v. Long-term care functional screen accuracy and consistency.
 - vi. Protection of applicant rights.
 - vii. Effective process for considering and acting on complaints and resolving grievances of applicants and other persons who use ADRC services in accordance with DHS policies.
 - viii. Services to minority, rural, and institutionalized populations.
 - ix. Quality benefit specialist services; and
 - x. Comprehensive collection and review of customer contact data.
- b. *Plan for Monitoring and Evaluating Performance.* The ADRC must establish goals and indicators for measuring the quality and effectiveness of its performance and procedures for evaluating and acting on the results, including:
 - i. Identification of performance goals specific to the needs of the ADRC's customers, including any goals specified by DHS.
 - ii. Identification of objective and measurable indicators of whether the identified goals are being achieved, including any indicators specified by DHS.
 - iii. Identification of timelines within which goals will be achieved.

- iv. Description of the process that the ADRC will use to gather feedback from the ADRC's customers and staff and other sources on the quality and effectiveness of the ADRC's performance.
- v. Description of the process the ADRC will use to monitor and act on the results and feedback received.
- vi. Description of the process the ADRC will use for reporting findings on these measurements to its governing board and to DHS.

2. Quality Improvement Activities

ADRCs will engage in and document continuous quality improvement activities as required by DHS. At least one focused performance improvement project is required annually to improve ADRC quality and customer satisfaction. This may include, but is not limited to:

- a) A new project, program or service that was developed
- b) An adaptation to an existing project, program, or service
- c) The development of a new partnership or strengthening of an existing relationship
- d) An innovation
- e) Initiatives developed or adapted to improve customer service or programs

3. Cooperation with External Reviews and Evaluations

ADRCs must cooperate with any review or evaluation of ADRC activities by DHS, another state agency, the federal government, or their subcontractors.

F. Emergency Preparedness and Response (P-03062-17)

The ADRC must identify and plan for its role in natural disasters and other emergencies, including its roles in emergency preparedness planning, response, and recovery. This includes being knowledgeable about and participating in local incident command structure, including but not limited to those within public health and emergency management operations.

The ADRC must engage in planning activities to prevent or minimize service disruption in the event of a natural disaster or other emergencies.

The ADRC must have available the equipment necessary to operate remotely should a natural disaster or other emergencies require alternative work location(s).

With DHS approval, temporary modifications may be made to the requirements under this scope of services in the case of a natural disaster or other emergencies, including, but not limited to, service delivery and permissible uses of ADRC grant funds.

ADRC services should be considered essential. ADRCs should make efforts to identify employees and contractors necessary for the provision of these services during a natural disaster or other emergency.

G. Reporting and Records

1. Required Documents and Reports

The ADRC must submit the following documents and reports to DHS in accordance with the following provisions:

- a. *Reports to Claim Federal Medicaid Match.* Staff of the ADRC and its subcontractors will complete daily activity logs, known as 100% time and task reports, using the format provided and required by DHS for the purpose of claiming Medicaid administration match for eligible ADRC services. ADRCs are required to submit monthly 100% time and task reports to DHS by the 20th of the month following the time report month (e.g., January's 100% time and task report must be submitted by February 20th) or the first business day thereafter when the 20th falls on a weekend or holiday. Detailed instructions for completing 100% time and task reporting can be found in the [ADRC Operations Manual \(P-03062-10\)](#)
- b. *Activity Reports.* The ADRC must report data to DHS's reporting and case management system. Reporting requirements can be found in the ADRC Operations Manual.
- c. *Governing Board Minutes and Agendas.* The ADRC will send agendas and supporting materials, including minutes of prior meetings when available, to its assigned regional quality specialist in advance of its governing board meetings.
- d. *Monthly Expenditure Report on DMT Electronic Form F-00642.* The ADRC will report monthly expenditures electronically to DHS at: dhs600rcars@dhs.wisconsin.gov on the DMT Form F-00642 at <https://www.dhs.wisconsin.gov/gears/index.htm> in accordance with the applicable DHS instructions for the completion and submission of these forms.
- e. *Annual Expenditure Report.* The ADRC must submit an annual expenditure report using the standard report form provided by DHS. The ADRC will submit the annual expenditure report as requested by DHS. The ADRC will be able to report expenses specific to their Dementia Care Specialist program, upon request.
- f. *ADRC Annual Update.* The ADRC will annually submit information for the ADRC Annual Update using the [Annual Update Checklist \(F-02888\)](#) and SharePoint process and procedures established by DHS. This report contains information on staffing, organization, contact information and service area leads, budget and other information requested by DHS.

2. Where and When to Submit Reports and Other Required Materials

Unless otherwise specified, reports and other materials are to be submitted electronically to the [Office for Resource Center Development Team mailbox](#).

3. Participation in Data Collection Efforts

The ADRC will provide data requested by DHS to profile the ADRC's customers and services or to evaluate the quality, effectiveness, cost, or other aspects of the services it provides.

4. Privacy

The ADRC will share with DHS any record, as defined in Wis. Stat. § 19.32 (2), of the ADRC, even one that contains personally identifiable information, as defined in Wis. Stat. § 19.62 (5) Stats., necessary for DHS to administer the program under Wis. Stat. §§ 46.2805 to 46.2895, or as otherwise required by federal or state law or administrative rules. No data collection effort will interfere with a person's right to receive information anonymously. No data collection effort will interfere with the efficient and respectful provision of information and assistance.

5. Records Retention

The ADRC will retain records and dispose of records consistent with applicable county, state, and federal regulations, policies, and guidelines. The forms requirement for records retention is 10 years. Financial records must be kept at least three years after the close of an audit. Please refer to the [Public Records Board for Statewide General Records Schedules](#).

6. Accurate, Complete, and Timely Submission

The ADRC must comply with all reporting requirements established by DHS and assure the accuracy and completeness of the data and its timely submission. The data submitted must be supported by records available for inspection or audit by DHS. The ADRC will have a contact person responsible for the data reporting who is available to answer questions from DHS and resolve any issues regarding reporting requirements.

V. Contract Management

A. [Required Plans \(P-03062-12\)](#)

The ADRC must develop and maintain plans, policies, and procedures consistent with the requirements contained in this scope of services, following the formats and within the timeframes specified by this scope of services or otherwise agreed to by DHS.

ADRC plans, policies, and procedures and all services provided by the ADRC shall comply with all applicable state and federal requirements.

The following plans are required under this scope of services. Requirements for these plans are contained in the relevant sections of this scope of services.

- Quality Assurance and Improvement Plan
- Regional Management Plan (for regional ADRCs only)
- Dementia Care Specialist Program Work Plan

B. [Fiscal Management \(P-03062-16\)](#)

1. Use of ADRC Grant Funds

ADRC grant funds may only be used in support of those services that are either required in this scope of services or specifically identified as eligible for ADRC funding if all other service requirements are being met. Any other services provided by the ADRC must be funded from other sources and these sources shall be identified in the budget.

ADRCs awarded a contract are required to adhere to the fiscal management requirements described in the fiscal management manual. Fiscal management and oversight are the responsibility of the ADRC director. ADRCs may choose to have fiscal management or support staff assist with fiscal activities such as monthly reporting and claiming.

C. Subcontracts

1. Requirements for Subcontracts

Subcontracts must clearly identify all parties to the subcontract, describe the scope of services to be provided, include any requirements of this scope of services that are appropriate to the service(s), and define any terms that may be interpreted in ways other than what the ADRC intends.

2. Responsibility of Parties to the Contract

The prime contractor (i.e., the ADRC) is responsible for contract performance when subcontractors are used. Subcontractors must agree to abide by all applicable provisions of this scope of services. The prime contractor maintains fiscal responsibility for its subcontracts, which includes reporting expenses associated with the subcontract to DHS. DHS should not be named as a party to a subcontract.

3. Subcontracts Available for DHS Review

The ADRC must make all subcontracts available for review by DHS on request.

D. Performance

1. Performance Consistent with Requirements of this Scope of Services

The ADRC must perform all the services required under this scope of services and statewide policies in a professional manner. The ADRC must maintain the policies, procedures, plans, and agreements required under this scope of services and will make them available for DHS inspection upon request.

2. Performance Consistent with Requirements in the ADRC Operations Manual

The ADRC must comply with requirements contained in the [ADRC Operations Manual \(P-03062\)](#). The ADRC Operations Manual contains both requirements and best practice information. ADRCs are encouraged, but not required, to follow the best practices identified in the ADRC Operations Manual.

3. Failure to Meet Requirements of this Scope of Services

ADRCs which fail to meet the provisions of this scope of services will be subject to a sequential process that may include development of a plan of correction, fiscal or non-

fiscal enforcement measures, or termination of the grant agreement, as determined by DHS.

4. Performance of Terms during Disputes

The existence of a dispute notwithstanding, both parties agree to continue without delay to carry out all their respective responsibilities under this agreement not affected by the dispute and the ADRC further agrees to abide by the interpretation of DHS regarding the matter in dispute while the ADRC seeks further review of that interpretation.

5. Performance of Terms during Dissolution

The ADRC agrees to carry out all their responsibilities under this agreement should the ADRC decide to dissolve. The ADRC will be responsible for meeting all the requirements under this scope until another acceptable entity is prepared to begin providing services as described.

All regional ADRCs and ADRCs that are considered a full partner with a Tribe must have a dissolution and transition plan that details the process and timelines for dissolution. The [ADRC Dissolution Planning Checklist \(F-00052D\)](#) is a useful tool for this purpose.

Should an ADRC or any county or Tribe within ADRC region choose to dissolve, change, or reorganize its service area, it is required to provide notice to DHS a minimum of six months in advance of the change. If an ADRC, or any county or Tribe within the ADRC's region, wishes to dissolve, change, or reorganize its service area, it is encouraged to submit a [Notice of Intent to Submit an Application \(F-00053\)](#) to DHS at its earliest convenience and it must submit a new [ADRC Application \(F-00052\)](#) to DHS for approval at least six months prior to the proposed change.

Appendix A:
Minimum Dementia Care Specialist Staffing Requirements for Calendar
Year 2026

| Agency Name | Minimum Number of FTE Positions |
|------------------------------------|--|
| ADRC of Adams County | 0.5 |
| ADRC of Barron and Rusk Counties | 1 |
| ADRC of Brown County | 1 |
| ADRC of Buffalo and Pepin Counties | 1 |
| ADRC of Calumet County | 0.5 |
| ADRC of Central Wisconsin | 2 |
| ADRC of Chippewa County | 0.5 |
| ADRC of Clark County | 0.5 |
| ADRC of Columbia County | 0.5 |
| ADRC of Dane County | 1.45 |
| ADRC of Dodge County | 1 |
| ADRC of Door County | 0.5 |
| ADRC of Douglas County | 0.5 |
| ADRC of Dunn County | 0.5 |
| ADRC of Eagle County | 1.5 |
| ADRC of Eau Claire County | 1 |
| ADRC of Florence County | 0.5 |
| ADRC of Fond du Lac County | 0.5 |
| ADRC of Grant County | 0.5 |
| ADRC of Green County | 0.5 |
| ADRC of Green Lake County | 0.5 |
| ADRC of Iowa County | 0.5 |
| ADRC of Jackson County | 0.5 |
| ADRC of Jefferson County | 1 |
| ADRC of Kenosha County | 1 |
| ADRC of La Crosse County | 1 |
| ADRC of Marinette County | 1 |
| ADRC of Marquette County | 0.5 |
| ADRC of Milwaukee County | 3.3 |
| ADRC of Monroe County | 0.5 |
| ADRC of Northwest Wisconsin | 1 |
| ADRC of Oneida County | 0.5 |
| ADRC of Outagamie County | 0.5 |

| Agency Name | Minimum Number of FTE Positions |
|--|---------------------------------|
| ADRC of Ozaukee County | 1 |
| ADRC of Pierce County | 1 |
| ADRC of Portage County | 1 |
| ADRC of Racine County | 0.5 |
| ADRC of Rock County | 1 |
| ADRC of Sauk County | 0.5 |
| ADRC of Sheboygan County | 0.5 |
| ADRC of St. Croix County | 1 |
| ADRC of the Lakeshore | 1 |
| ADRC of Lafayette County | 0.5 |
| ADRC of the North | 2.5 |
| ADRC of the Northwoods (Forest County) | 0.5 |
| ADRC of the Wolf River Region | 1.5 |
| ADRC of Taylor County | 0.5 |
| ADRC of Trempealeau County | 0.5 |
| ADRC of Vernon County | 0.5 |
| ADRC of Vilas County | 0.5 |
| ADRC of Walworth County | 0.5 |
| ADRC of Washburn County | 0.5 |
| ADRC of Washington County | 0.5 |
| ADRC of Waukesha County | 1 |
| ADRC of Waupaca County | 0.5 |
| ADRC of Waushara County | 0.5 |
| ADRC of Winnebago County | 1 |
| | |