

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



JANUARY 1, 2022 – DECEMBER 31, 2022

Aging and Disability Resource Center Contract Agreement

Scope of Services

Table of Contents

I. INTRODUCTION	5
A. Authority and Purpose.....	5
B. Mission and Role of the ADRC.....	5
1. Mission.....	5
2. Role of the ADRC.....	5
C. Populations Served by the ADRC.....	6
1. Required Target Groups.....	6
2. Services for Adults with Mental Illness or Substance Use Disorders.....	6
D. Service Priorities and Use of Funds.....	6
1. Service Priorities.....	6
2. Use of ADRC Grant Funds.....	6
3. Optional Local Contributions	6
E. Commitment to Equity and Inclusion.....	6
F. Compliance with Federal and State Rules and Regulations	7
II. Core Services.....	7
A. Marketing, Outreach and Public Education (P-03062-08).....	7
B. Information and Assistance (P-03062-01).....	7
C. Long-Term Care Options Counseling (P-03062-02).....	7
D. Dementia-Related Services and Supports (P-03062-07).....	7
E. Preadmission Consultation and Assistance with Resident Transitions (P-03062-02a).....	8
1. Preadmission Consultation.....	8
2. Assistance with Transitions	8
3. Assistance with Referrals from Nursing Homes	9
4. Assistance with Resident Transitions from Facilities that are Downsizing or Closing	9
F. Elder Benefits Counseling (P-03062-06).....	9
1. Access to Elder Benefit Specialist Services	9
2. Prohibited Activities.....	9
5. Partnership with the Elder Benefit Specialist Program Attorneys	9
6. Funding for Elder Benefit Specialists	10
G. Disability Benefits Counseling (P-03062-05).....	10
1. Access to Disability Benefit Specialist Services	10
2. Staff Status of Disability Benefit Specialists.....	10
3. Location of the Disability Benefit Specialist.....	10
4. Prohibited Activities.....	10

7. Partnership with the Disability Benefit Specialist Program Attorneys.....	10
<i>H. Access to Publicly Funded Long-Term Care Programs and Services (P-03062-03).....</i>	<i>11</i>
1. Assuring Access to Publicly Funded Long-Term Care Programs and Services	11
2. Provision of the Long-Term Care Functional Screen (P-03062-04a)	11
3. Enrollment Counseling (P-03062-03a)	11
4. Disenrollment Counseling (P-03062-03b).....	12
<i>I. Access to Other Public and Private Programs and Benefits.....</i>	<i>12</i>
1. Assisting Customers in Accessing Programs and Benefits.....	12
<i>J. Access to Emergency or Crisis Intervention Services (P-03062-17).....</i>	<i>13</i>
1. Recognizing and Responding to Emergencies	13
2. Connecting Individuals to Emergency Service Providers	13
<i>K. Emergency Preparedness and Response (P-03062-17).....</i>	<i>13</i>
<i>L. Access to Adult Protective Services</i>	<i>14</i>
1. Identifying Customers Who Need Services.....	14
2. Prohibition on Use of ADRC Funds to Pay for Elder Adults/Adults-at-Risk and APS Services	14
<i>M. Transitional Services for Students and Youth</i>	<i>14</i>
1. Coordination with Local Transition Planning	14
<i>N. Customer Rights, Advocacy, and ADRC Advocacy</i>	<i>14</i>
1. Informing People of Their Rights and Responsibilities	14
2. Helping People Resolve Disputes and Referring Them to Advocates.....	14
3. Cooperation with Client Advocates	14
4. ADRC Advocacy.....	15
5. Lobbying.....	15
<i>O. Community Needs Identification.....</i>	<i>15</i>
1. Identifying Unmet Needs	15
III. Other Allowable Services.....	15
A. Health Promotion, Prevention, and Early Intervention Services	15
B. Short-Term Service Coordination.....	15
C. Other(s) as reviewed and approved by DHS.....	16
V. Organizational and Procedural Standards (P-03062-12).....	16
A. ADRC Name	16
B. Director.....	16
1. Single Director.....	16
2. Director Qualifications.....	16
C. Organization of the ADRC	17
1. Overall Organization.....	17
2. Organization Chart	17
3. Organizational Independence from Managed Care Organization, IRIS Consultant Agency, or Fiscal Employer Agency.....	17
D. Staffing (P-03062-12).....	17

1.	Sufficient Staffing	17
2.	Staffing Plan	17
3.	Maintaining Expertise	17
<i>E.</i>	<i>Quality Assurance/Quality Improvement Process</i>	<i>18</i>
1.	Principle of Continuous Quality Improvement	18
2.	Internal Quality Assurance and Improvement Plan	18
3.	Performance Monitoring and Reporting	19
4.	Quality Improvement Activities	19
5.	Cooperation with External Reviews and Evaluations	20
<i>F.</i>	<i>Reporting and Records</i>	<i>20</i>
1.	Required Documents and Reports	20
2.	Where and When to Submit Reports and Other Required Materials	21
3.	Participation in Data Collection Efforts.....	21
4.	Privacy.....	21
5.	Records Retention	21
6.	Accurate, Complete, and Timely Submission	21
VI.	CONTRACT MANAGEMENT	21
<i>A.</i>	<i>Required Plans (P-03062-12)</i>	<i>21</i>
<i>B.</i>	<i>Budget (P-03062-16)</i>	<i>22</i>
1.	Budget Requirement.....	22
2.	Use of ADRC Grant Funds	22
3.	Budget Format	22
<i>C.</i>	<i>Subcontracts</i>	<i>22</i>
1.	Requirements for Subcontracts.....	22
2.	Responsibility of Parties to the Contract.....	22
3.	Subcontracts Available for DHS Review.....	22
<i>D.</i>	<i>Performance</i>	<i>22</i>
1.	Performance Consistent with Requirements of this Scope of Services	22
2.	Performance Consistent with Requirements in the ADRC Operations Manual.....	23
3.	Failure to Meet Requirements of this Scope of Services	23
4.	Performance of Terms during Disputes	23

ADRC Contract Scope of Services

For the Grant Agreement between the Department of Health Services and the Aging & Disability Resource Center

I. INTRODUCTION

A. Authority and Purpose

The ADRC contract scope of services describes the Department of Health Services (DHS) requirements for the services provided by, the organization of, and the procedures performed by Aging and Disability Resource Centers (ADRCs).

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. 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 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.

C. Populations Served by the ADRC

1. Required Target Groups

ADRCs shall make their full range of services available to all of 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 age 60 or older
- Adults with intellectual or developmental disabilities
- Adults with physical disabilities

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

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

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

Other allowable services and activities are those covered in Section III of this scope of services. The ADRC may provide these services only if it is providing all of the required core services and funds and staffing permit.

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 Equity and Inclusion

ADRCs empower customers to make informed choices about options to live with dignity, security, independence, and a high quality of life. In order to achieve this mission in an equitable way, ADRCs must identify and consider disparities that affect each unique customer. The ADRC will actively work to build capacity in the space of equity and inclusion. Health equity is reflected

in the mission of the ADRCs through advocacy and services provided to people who face marginalization due to ageism and ableism. ADRCs must also consider how age and ability identities intersect with additional marginalized identities (i.e. race, ethnicity, religion, tribal membership status, gender identity, or sexual orientation), which are not inherently part of the ADRC mission. Additionally, ADRCs will center the voices of these marginalized communities through their hiring practices and recruitment of governing board members. ADRCs will promote an inclusive environment within their staff, agency, and community.

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 of the services required under this scope must be provided in accordance with the [ADRC operations manual \(P-03062\)](#) which is 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 in order 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 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.

C. Long-Term Care Options Counseling (P-03062-02)

The ADRC shall provide counseling about options available to meet long-term care needs and factors to consider in making long-term care decisions. Options counseling is a person-centered interactive decision-support process that typically includes a face-to-face interaction, is more than providing a list of service providers or programs for people to choose among. The ADRC must provide options counseling to members of its primary client populations and their families, caregivers, and others who ask for assistance on their behalf. Long-term care options counseling must be tailored to the needs of the individual and must not attempt to persuade the individual to choose to participate in any particular long-term care setting, program or service or to withhold information about any suitable option, program or provider.

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

1. Dementia Care Specialist

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

When appropriate, the ADRC will inform tribal members of the option to work with a tribal DCS and offer to make a referral to that service if it is the tribal member's preference.

ADRCs are required to submit a Dementia Care Specialist Work Plan by February 1 for the current contract year using the template provided by DHS. Work plans should be sent via email to DHSRCTeam@wisconsin.gov.

2. Memory Screens

DCS 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. The DCS will also be available to provide memory screening.

3. Other Dementia-Related Services and Supports

ADRCs may implement a variety of other dementia-related services and supports. If an ADRC identifies a dementia-related service or support that is not already described in the ADRC Operations Manual, the ADRC must consult with the DCS Program Manager and their regional quality specialist prior to implementation.

E. Preadmission Consultation and Assistance with Resident Transitions (P-03062-02a)

1. 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 individual 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 employment agency or IRIS consultant agency.

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.

2. 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.

3. 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.

4. 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 at <https://www.dhs.wisconsin.gov/relocation/relocationmanual.pdf>

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.

F. Elder Benefits Counseling (P-03062-06)

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.

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

In order 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 guardianship or adult protective services.

5. 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.

6. Funding for Elder Benefit Specialists

Primary funding for the EBS derives from Section 46.81(2) of the Wisconsin Statutes 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.

G. Disability Benefits Counseling (P-03062-05)

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 of the DHS requirements for the DBS program contained in the Disability Benefits Counseling chapter of the ADRC operations manual.

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 located in the ADRC and 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.

7. 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. 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 IRIS.

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. 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 must conduct the LTCFS for private pay customers interested in purchasing care management or other services from the MCO or upon request from the income maintenance consortium to start the clock on asset assessments.

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

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 using the DHS notice of action template.

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 Materials to be used in Enrollment Counseling

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 by the program.

I. [Access to Other Public and Private Programs and Benefits](#)

1. [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, SSI, SSDI, 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 provide assistance to 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 when it determines that the assistance that is available from the local or regional income maintenance agency or other sources is not timely or sufficient to ensure access.
- iii. 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 for both managed care and IRIS enrollees if so directed by the county or tribe. If an ADRC provides initial SSI-E eligibility determinations it must inform DHS of this in its Annual Update.

The ADRC will refer customers to appropriate county or tribal mental health and substance use services but will not provide either eligibility screening or intake for these programs.

J. Access to Emergency or Crisis Intervention Services (P-03062-17)

1. Recognizing and Responding to Emergencies

The ADRC must be prepared to recognize and effectively manage emergency situations. All ADRC staff will be trained on how to identify a call or contact as an emergency; apply emergency call procedures to handle the call; remain calm; de-escalate the situation, if possible; identify emergency related symptoms such as heart attack, stroke, suicidal ideation, or domestic violence; collect needed information; connect the customer with local emergency services providers; and follow up as needed.

While ADRCs are expected to recognize and respond to emergencies, they are not be 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 in order to assure 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).

K. 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.

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 this purpose. 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), 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. Transitional Services for Students and Youth

1. Coordination with Local Transition Planning

The ADRC will designate staff to be the contact(s) for transition planning and services and to be available to participate as needed in any local Transition Advisory Committee in its service area.

N. 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 provide assistance to 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.

4. ADRC Advocacy

ADRCs will advocate on behalf of the individuals and groups who comprise their target populations when needed services are not being adequately provided within the service delivery system.

5. Lobbying

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 Wis. Admin Code ch. DHS 10 and the [advocacy section](#) (P-03062-18) of the ADRC operations manual.

O. Community Needs Identification

1. Identifying Unmet Needs

The ADRC will identify the unmet needs of its customer populations, including unserved or underserved subgroups within the customer populations, and the types of services, facilities, or funding sources that are in short supply.

Results of the needs analysis by the ADRC and its governing board will be used to target the ADRC's outreach, education, prevention, and advocacy efforts.

III. Other Allowable Services

Use of ADRC grant funds to provide the services described in this section is allowed when staff and financial resources permit and all of 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 will provide 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 will 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 program.

C. Other(s) 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.

V. 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 whose position is dedicated to the ADRC, with at least 50% of the director's time spent on ADRC or integrated ADRC-Aging operations and management activities, and who has the responsibilities described in the ADRC operations manual, regardless of whether the ADRC serves a single county or tribe or a multi-county or tribal region and regardless of what title the position is given.

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:

- a. The mission and values of the ADRC;
- b. The principles of customer service;
- c. All of the target populations served by the ADRC;
- d. The requirements for ADRCs contained in this scope of services;
- e. The functions and procedures of the ADRC; and
- f. The budget process, financial management, personnel process, principles of supervision, and other key management functions.

C. Organization of the ADRC

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 shall 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 shall meet all state and federal requirements for organizational independence from any MCO.

D. Staffing (P-03062-12)

1. Sufficient Staffing

The ADRC must have sufficient staff to provide all required services. Staffing at the ADRC must be at an appropriate level to meet the needs of customers around expected business hours.

2. Staffing Plan

The ADRC must develop and maintain a staffing plan that describes how it is staffed to meet the requirements of this scope of services, including:

- a. The functions of the various staff positions;
- b. The qualifications of employees in those positions;
- c. Any functions the position performs in addition to its ADRC responsibilities, together with the source of funding for performance of those functions;
- d. The percent of each position's time devoted to its different responsibilities; and
- e. The number of full-time equivalent positions (FTEs) devoted to each function.

The staffing plan will identify any positions and services that are subcontracted by the ADRC and indicate where these positions are located. The plan is intended for the ADRC's use and need not be submitted to DHS for review and approval, but will be made available to DHS upon request.

3. Maintaining Expertise

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 Information and Assistance Position. The ADRC shall 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. At a minimum, one Elder Benefit Specialist (EBS) position shall be full-time consistent with DHS standards for the EBS program.
- c. At a minimum, each ADRC will staff at least one half-time Disability Benefit Specialist (DBS).
- d. At a minimum, each ADRC will staff at least one half-time Dementia Care Specialist per county in the ADRC's service area.
- e. ADRC staff that provide information and assistance, options counseling, benefits counseling, choice counseling, functional eligibility determination or serve in the capacity of the dementia care specialist or director are required to meet the following education and experience requirements:
 - 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 one year of full-time experience in a health or human service field working with people with dementia or their caregivers. Qualifying work experience must be from a paid position.

A waiver of the education or experience requirements can be requested from DHS in the event that a candidate lacks the degree or experience described above. Requests for exception to the education or experience requirements must be submitted to and approved by DHS prior to the ADRC making a job offer. Requests will be made using the F-00054 and submitted to DHSRCTeam@wisconsin.gov. Approval of waiver requests is discretionary. DHS is not obligated to approve a request for a waiver of education or experience.

E. Quality Assurance/Quality Improvement Process

1. Principle of Continuous Quality Improvement

To provide quality services, the ADRC shall incorporate the principle of continuous quality improvement in its operations.

2. Internal Quality Assurance and Improvement Plan

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

- a. *Policies and Procedures Designed to Ensure Quality.* The ADRC shall establish policies and procedures to ensure:
 - i. Knowledgeable and skilled staff;
 - ii. Quality information and assistance and options counseling;
 - iii. Quality enrollment counseling;
 - iv. Long-term care functional screen accuracy and consistency;
 - v. Quality disability benefit specialist services; and
 - vi. Comprehensive collection and review of customer contact data.

- b. *Plan for Monitoring and Evaluating Performance.* The ADRC shall 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.

- c. *Process for Continuous Quality Improvement.* The ADRC shall establish a process for initiating, implementing, and documenting continuous quality improvement within its organization. Utilization of DHS-approved Aiming for Excellence model meets this requirement.

- d. *Process for Updating the Plan.* The ADRC shall establish a process for annually updating its Quality Assurance and Improvement Plan, including a description of the process the ADRC will use for annually assessing the effectiveness of the quality assurance and quality improvement plan and the impact of its implementation on outcomes.

3. Performance Monitoring and Reporting

The ADRC shall routinely assess the quality and adequacy of the services it provides using standard measures contained in its Quality Assurance and Improvement Plan, together with any additional measures provided by DHS, and shall report its findings on these measurements to its governing board and to DHS.

4. Quality Improvement Activities

ADRCs shall engage in and document continuous quality improvement activities utilizing DHS approved methods and documentation. At least one focused performance improvement project is required annually to improve ADRC quality and customer satisfaction.

5. Cooperation with External Reviews and Evaluations

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

F. Reporting and Records

1. Required Documents and Reports

The ADRC shall 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 shall complete daily activity logs (known as 100% time reports) using the spreadsheet 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 report must be submitted by February 20th) or the first business day thereafter when the 20th falls on a weekend or holiday .
- b. *Monthly Activity Reports.* The ADRC shall submit encounter data to DHS's data warehouse monthly. The ADRC shall submit its encounter data to DHS electronically no later than the 20th of the month following the month for which the report is prepared (e.g. the January Encounter Report must be submitted by February 20th), or the first business day thereafter when the 20th falls on a weekend or holiday.
- c. *Governing Board Minutes and Agendas.* The ADRC shall 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. *Disability Benefit Specialist Report.* The ADRC shall use the DHS Disability Benefit Specialist (DBS) client database for reporting DBS activities.
- e. *MDS 3.0 Section Q Nursing Home Referral Reports.* The ADRC shall use the DHS required system for obtaining Nursing Home referrals and for reporting MDS 3.0 Section Q referrals.
- f. *Monthly Expenditure Report on DMT Electronic Form F-00642.* The ADRC shall report monthly expenditures electronically to DHS at: dhs600rcars@dhs.wi.gov on the DMT Form F-00642 at <https://www.dhs.wisconsin.gov/cars/index.htm> in accordance with the applicable DHS instructions for the completion and submission of these forms.
- g. *Annual Expenditure Report.* The ADRC shall submit an annual expenditure report using the standard report form provided by DHS. The ADRC shall 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.
- h. *ADRC Annual Update.* The ADRC shall annually submit information for the ADRC Annual Update using the report form supplied and following 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 shall provide data requested by DHS in order 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 shall share with DHS any record, as defined in s. 19.32 (2) Stats., of the ADRC, even one that contains personally identifiable information, as defined in s. 19.62 (5) Stats., necessary for DHS to administer the program under s. 46.2805-46.2895 Stats., or as otherwise required by federal or state law or administrative rules. No data collection effort shall interfere with a person's right to receive information anonymously. No data collection effort shall interfere with the efficient and respectful provision of information and assistance.

5. Records Retention

The ADRC shall retain records on site and dispose of records consistent with applicable county, state, and federal regulations, policies, and guidelines. Financial records shall be kept at least three years after the close of an audit.

6. Accurate, Complete, and Timely Submission

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

VI. 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.

- i. Health Promotion, Prevention and Early Intervention Plan

- ii. Quality Assurance and Improvement Plan
- iii. Regional Management Plan (for regional ADRCs only)
- iv. Staffing Plan
- v. Dementia Care Specialist Program Work Plan

B. Budget (P-03062-16)

1. Budget Requirement

The ADRC must develop a line-item budget and budget narrative for the period covered by this scope of services and will submit these for DHS approval using forms and procedures established by DHS.

2. 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.

3. Budget Format

The budget must be prepared using the budget section in the ADRC Annual Update

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.