

# Scope of Services

## **TRIBAL AGING AND DISABILITY RESOURCE SPECIALIST**

### **Agreement**

between the

**Wisconsin Department of Health Services**

and the

**<Tribe>**



October 1, 2019 – September 30, 2020



Scope of Services  
**Tribal Aging and Disability Resource Specialist**

*CONTENTS*

<b>SECTION I. INTRODUCTION.....</b>	<b>1</b>
I-1 Mission and Role of the Tribal Aging and Disability Resource Specialist.....	1
I-2 Target Populations .....	1
I-3 Tribal ADRS Service Area.....	2
I-4 Requirements Limited by Funding Availability .....	2
I-5 Scope of Services Modifications due to Program Changes.....	2
 <b>SECTION II. SERVICES TO BE PROVIDED BY THE TRIBAL AGING AND DISABILITY RESOURCE SPECIALIST .....</b>	 <b>2</b>
II-1 Required Services.....	2
II-1.1 Marketing, Outreach and Public Education .....	2
II-1.2 Information and Assistance .....	3
II-1.3 Long-Term Care Options Counseling .....	4
II-1.4 Access to Elder Benefits Counseling .....	4
II-1.5 Access to Disability Benefits Counseling .....	4
II-1.6 Access to Publicly Funded Long-Term Care Programs.....	5
II-1.7 Access to Other Public Programs and Benefits.....	5
II-1.8 Access to Elder/Adults-at-Risk and Adults Protective Services .....	5
II-1.9 Client Advocacy .....	6
II-2 Optional Services for the Tribal ADRS .....	6
II-2.1 Pre-Admission Consultation and Assistance with Resident Relocations .....	6
II-2.2 Short-Term Service Coordination .....	6
II-2.3 Health Promotion, Prevention, and Early Intervention Services.....	6
II-2.4 Dementia-Specific Programs, Activities and Services .....	7
II-2.5 Eligibility and Enrollment-Related Functions for Publicly Funded Long-Term Care .....	7
II-2.6 Election of Optional Services .....	8
 <b>SECTION III. OPERATIONAL AND ADMINISTRATIVE REQUIREMENTS ..</b>	 <b>9</b>
III-1 Oversight and Supervision.....	9
III-2 Tribal ADRS Position Description .....	9
III-3 Shared and Part-Time Positions.....	9
III-4 Tribal ADRS Qualifications and Training .....	9
III-5 Policies and Procedures .....	11
III-6 Accessibility and Cultural Competence .....	12
III-7 Privacy and Confidentiality .....	12
III-8 Grievances and Appeals.....	13
III-9 Community Needs Identification .....	14
III-10 Reporting and Records.....	14
III-11 Management Information Systems.....	14
III-12 Coordination with the Aging and Disability Resource Center (ADRC) .....	15
III-13 Budget.....	15
III-14 Performance .....	16
 <b>SECTION IV. APPENDICES.....</b>	 <b>A-1</b>
IV-1 Sample Tribal ADRS Job Description .....	A-2
IV-2 Request for Waiver of Education and Experiences Requirements .....	A-3



## Section I. Introduction

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### I-1 Mission and Role of the Tribal Aging and Disability Resource Specialist

#### Mission

To provide Indian Health Services (IHS) eligible individuals, who are older adults or who have physical or developmental/intellectual disabilities, the resources needed to live with dignity and security, and achieve maximum independence and quality of life. The goal of the Tribal Aging and Disability Resource Specialist is to empower IHS eligible individuals to make informed choices, to be culturally competent, and to streamline access to the right and appropriate services and supports.

#### Role of the Tribal ADRS

The Tribal Aging and Disability Resource Specialist (Tribal ADRS) is a professional position funded by the state and employed by the tribe to assure that IHS eligible individuals receive culturally appropriate information on aging and disability services and benefits and receive support to access publicly funded long-term care programs including Family Care, PACE and Family Care Partnership (where available) and IRIS. The Tribal ADRS will assist IHS eligible individuals to access services, as well as counseling and advocacy to overcome barriers to using services.

The goals for the Tribal ADRS are as follows:

- To provide reliable, objective and culturally appropriate information and counseling to help IHS eligible individuals access resources and make informed decisions about long-term care and other needs related to age or disability.
- To help area ADRC(s) better serve IHS eligible individuals by:
  - Ensuring that tribal elders, adults with physical or developmental/intellectual disabilities, and their families know about, and are able to access, ADRC services
  - Making staff at area ADRC(s) aware of the resources available to IHS eligible individuals
  - Educating ADRC staff about culturally appropriate ways to serve tribal elders and persons with disabilities
  - Assisting with gathering information needed to determine IHS eligible individual's eligibility for public benefits or long-term care services
  - Serving as a customer advocate for IHS eligible individuals using the ADRC(s).

### I-2 Target Populations

The Tribal ADRS shall serve all of the following groups of IHS eligible individuals, regardless of their financial means:

- Adults with developmental/intellectual disabilities
- Adults with physical disabilities
- Elders as defined by the tribe, including healthy elders and elders with disabilities or chronic health problems
- Youth with disabilities age 17 and 6 months or older, who are transitioning to the adult long-term care system.

The Tribal ADRS may provide information and referral services, access to the disability benefit specialist, and referral for emergency services to adults with mental illness and/or substance use disorders who are not elderly and do not have a developmental/intellectual or physical disability. Tribal ADRS grant funds may not be used to provide long-term care options counseling, short term service coordination or other Tribal ADRS services to persons whose primary need is for mental health and or AODA services.

### **I-3 Tribal ADRS Service Area**

A Tribal ADRS service area is defined by the tribe such as the tribal reservation, trust or fee simple lands and surrounding areas where IHS eligible individuals reside. The service area may include one or more counties and may be served by more than one ADRC. Tribal ADRS services are available to IHS eligible individuals residing in the service area.

The Tribal ADRS must support IHS eligible individuals who request assistance in accessing services from an ADRC (unless the IHS eligible individual has requested that the Tribal ADRS not be involved). The Tribal ADRS must accompany IHS eligible individuals to an ADRC if requested by the individual. If assistance has been requested and the Tribal ADRS does not accompany the individual, support will be alternatively provided over the phone, electronically, or by mail or by otherwise coordinating with the ADRC serving the area where the customer is located. The Tribal ADRS is not otherwise expected to travel out of the Tribal ADRS service area.

### **I-4 Requirements Limited by Funding Availability**

The Tribal ADRS shall provide the services described in this scope of services subject to the limitations of funding and personnel resources contained in the budget included in this scope of services.

### **I-5 Scope of Services Modifications due to Program Changes**

The Department of Health Services must ensure federal regulatory changes, state statutory changes, administrative rule changes, and Department policy changes are implemented correctly and effectively. The Department will amend this scope of services when necessary to be consistent, and/or comply, with changes to the ADRC scope of services or to other programs or services that are used as resources by IHS eligible individuals with whom the Tribal ADRS works.

## **Section II. Services to be Provided by the Tribal Aging and Disability Resource Specialist**

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The following describes the services the Tribal ADRS is expected to provide for IHS eligible individuals. The Tribal ADRS will provide these services by telephone, during visits to an IHS eligible individual's home, in the tribal offices, and at other locations where IHS eligible individuals gather. IHS eligible individuals may also use any of the services provided by the ADRC if they so wish.

### **II-1 Required Services**

#### **II-1.1 Marketing, Outreach and Public Education**

The Tribal ADRS will conduct an ongoing program of marketing and outreach to IHS eligible individuals to inform them about the services of the Tribal ADRS and the ADRC(s) in the tribal service area. The Tribal ADRS shall provide DHS with copies of the marketing and informational materials it distributes or plans to distribute to customers or the general public, when requested to do so by DHS.

## II-1.2 Information and Assistance

The Tribal Aging and Disability Resource Specialist shall provide objective, unbiased information and assistance (I&A) 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, in the office of the Tribal ADRS or in the individual's home, over the telephone, via e-mail, or through written correspondence.

Information and assistance is a professional service, which involves: listening to the individual, assessing his or her needs, helping the individual to connect with service providers or gain information to meet the identified needs, and following up with the individual or service provider to determine whether the needs were met. It is important that the Tribal ADRS take the time to establish a personal rapport, understand the individual's concerns, and be able to offer potential resources and solutions.

The Tribal ADRS shall provide information and assistance on a wide variety of topics relating to the needs of elders and people with disabilities, including but not limited to:

- Living arrangements related to long-term care (e.g. information and assistance to people considering a move due to health, disability or frailty such as home care, assisted living and nursing homes);
- Disability and long-term care related services (e.g. in-home support, care management, respite, equipment, training, transition planning, independent living skills, death and dying issues);
- Paying for long-term care related services (e.g. public programs, long-term care insurance, other private resources);
- Health, health promotion, prevention and early intervention (e.g. rehabilitative care, healthy lifestyles, management of chronic conditions, home safety, disease conditions, dementia, medically related care, medical decision making, advance directives);
- Mental health services and supports;
- Alcohol and other drug abuse services and supports;
- Adult protective services, abuse, neglect, domestic violence, and financial exploitation;
- Employment, training and vocational rehabilitation;
- Financial and other basic needs (e.g. food, money, shelter, paying for medical care and medications, etc.);
- Transportation;
- Nutrition (e.g. congregate meals, home delivered meals, counseling);
- Home maintenance (e.g. chores, yard work, home safety);
- Legal issues (e.g. tax laws, power of attorney, guardianship, consumer rights, advocacy, discrimination, complaints and grievances);
- Education, recreation, life enhancement, volunteerism;
- Alzheimer's disease and other dementias;
- Housing (senior housing, special needs housing, public and low income housing, etc.);
- Caregiving; and
- Death and dying issues and supports, including hospice and palliative care.

The information provided shall be accurate, objective, and relevant to the individual's expressed need and shall be presented in a format that is easy for customers to understand.

The Tribal ADRS shall follow up with individuals to whom they have provided information and assistance to determine whether the customer's needs were met and whether additional information or assistance is needed, consistent with the Department's Information and Assistance Follow Up Policy.

### **II-1.3 Long-Term Care Options Counseling**

The Tribal ADRS shall provide options counseling to help people make informed choices about long-term care. Options counseling is a more time-intensive service than information provision and includes a face-to-face meeting whenever possible. It is intended to help consumers evaluate their strengths and preferences and weigh their options, in addition to educating them regarding available long-term care services. Options counseling is typically provided as an extension of information and assistance when a person is dealing with major life decisions.

Options counseling should cover the following:

- The individual's personal history, preferred lifestyle and goals for the future; functional limitations and capacities; financial situation; and other information needed in order to identify and evaluate options available;
- The full range of long-term care options available to the individual, including home care, community services, residential care, case management services, services provided by the tribe and nursing home care;
- The sources and methods of both public and private payment for long-term care services and the functional and financial criteria for receiving services from the managed care organization (MCO), the IRIS consultant agency (ICA), Medicaid fee-for-service system, and any long-term care services provided by the tribe;
- How Estate Recovery and Spousal Impoverishment regulations apply to various living arrangements and programs, along with any special provisions that apply to tribal members or tribal land; and
- Factors that the individual might want to consider when choosing among the various long-term care programs, benefits, and services.

The information provided in long-term care options counseling shall be timely, accurate, thorough, unbiased and appropriate to the individual's situation. Long-term care options counseling must be objective, thorough and responsive to the needs of the individual. Counseling shall not attempt to persuade the individual to choose one option, program or provider or withhold information about any suitable option, program or provider.

### **II-1.4 Access to Elder Benefits Counseling**

Elder benefit specialists (EBS) help answer questions and solve problems related to Social Security, Medicare, health insurance and other public and private benefits for people ages 60 or older. EBS are available to tribal elders through the tribal aging unit or the Great Lakes Inter-Tribal Council (GLITC). The Tribal ADRS should be aware of the services provided by the EBS and should make referrals where appropriate.

### **II-1.5 Access to Disability Benefits Counseling**

Disability benefits specialists (DBS) ensure that adults under age 60 with developmental/intellectual disabilities, physical disabilities, mental illness and/or substance use disorders receive information about and assistance in obtaining or retaining public and private benefits for which they are eligible. Adult IHS eligible individuals with a disability are entitled to use the tribal disability benefit specialist at the Great Lakes Inter-Tribal Council or the DBS at the ADRC serving their tribe. The Tribal ADRS shall make referrals to the DBS consistent with the customer's preference. The Tribal ADRS shall be available to assist IHS eligible individuals, if needed, when meeting with the ADRC's DBS.



## **II-1.6 Access to Publicly Funded Long-Term Care Programs**

ADRCs are the designated entry point for publicly funded long-term care, unless the Tribe opts to provide the service themselves through the hiring of a Tribal ADRS, and through provision of Tribal ADRS services. Publicly funded long-term care programs include Family Care, IRIS and the PACE and Family Care Partnership programs, where available. The Tribal ADRS is responsible for following established policies and procedures, in collaboration with the ADRC and with the regional income maintenance consortium or the tribe's income maintenance unit, to ensure that IHS eligible individuals who are eligible for and/or entitled to these programs have access to them. The tribe may choose to have the Tribal ADRS perform the long-term care functional screen and provide assistance with the financial eligibility determination process and enrollment or disenrollment counseling, or to refer IHS eligible individuals to the ADRC for these services. If the Tribal ADRS refers IHS eligible individuals to the ADRC for these services, the Tribal ADRS shall accompany the IHS eligible individuals through these processes in coordination with the ADRC as necessary and when requested or agreed to by the individual.

## **II-1.7 Access to Other Public Programs and Benefits**

When IHS eligible individuals contact the Tribal ADRS and appear to be either eligible for or interested in receiving Medicaid, SSI, SSDI, SSI-E, FoodShare, LIHEAP, W-2, Childcare Caretaker Supplement or other public benefits, the Tribal ADRS shall refer the IHS eligible individual to the elderly benefit specialist, the disability benefit specialist, or the tribal, county, regional, state and/or federal agencies responsible for determining the individual's eligibility to receive these benefits. The Tribal ADRS is not expected to know all eligibility criteria for these programs but should know how to make referrals to the appropriate agencies and may assist the IHS eligible individual in making the initial contact.

## **II-1.8 Access to Elder/Adults-at-Risk and Adult Protective Services**

As a central point of contact for tribal elders and people with disabilities, the Tribal ADRS may receive calls related to abuse, exploitation and neglect and may encounter individuals who are at risk through outreach, information and assistance and other Tribal ADRS activities.

The Tribal ADRS should know the warning signs; be prepared to identify persons who may be at risk of abuse, neglect, self-neglect, or financial exploitation; and have procedures in place to assure that people in need are promptly connected with the responsible entities for:

- Abuse and neglect services
- Assistance in obtaining physical care, housing, medical care, medications and food
- Voluntary or court ordered protective services under ch. 55, Wis. Stats., when needed, to protect an individual or protect others from the individual
- Mental health services and emergency detention under ch. 51, Wis. Stats., when needed
- Law enforcement
- Guardianship
- Watts reviews
- Representative payee
- Domestic violence services involving vulnerable adults
- Sexual assault services involving vulnerable adults

These services may be provided by the tribe, the county or a combination of both.

## **II-1.9 Client Advocacy**

Advocacy is a primary responsibility of the Tribal ADRS, especially helping IHS eligible individuals understand and be able to effectively use and access the long-term care system, benefits and services, including those of the ADRC. The Tribal ADRS shall inform IHS eligible individuals of their rights and responsibilities; provide information about rights to long-term care services and benefits, self-advocacy and independent advocacy services; assist those IHS eligible individuals who need help in understanding how to resolve service system disputes or violation of rights complaints, appeals and grievances with units within the tribe, county, state or federal government and other service providers; and assist in linking IHS eligible individuals with advocates when appropriate.

The Tribal ADRS shall assist IHS eligible individuals to assure they receive appropriate advocacy and representation. The Tribal ADRS shall link IHS eligible individuals with appropriate advocacy resources, including the elderly and disability benefit specialists, Board on Aging and Long-Term Care Ombudsman, Family Care MCO member rights specialist, the Family Care/IRIS Ombudsman at Disability Rights Wisconsin, federally designated protection and advocacy organizations, Independent Living Centers and other state or local advocacy organizations.

## **II-2 Optional Services for the Tribal ADRS**

The tribe may elect to require its Tribal ADRS to provide any of the optional services listed in Sections II-2.1, 2.2, 2.3, 2.4 and 2.5 below. If the tribe elects to have the Tribal ADRS perform an optional function, the Tribal ADRS shall comply with the requirements related to that function contained in the ADRC scope of services and any related Department policies. If the Tribal ADRS does not provide these services, IHS eligible individuals shall be referred to the ADRC for these services as necessary and appropriate. The Tribal ADRS shall assist and support the IHS eligible individuals in accessing services through the ADRC.

### **II-2.1 Pre-Admission Consultation and Assistance with Resident Relocations**

When the Tribal ADRS receives a referral for an IHS eligible individual who is considering admission to a nursing home or assisted living facility, the Tribal ADRS shall offer to provide options counseling to help the person understand and evaluate the possible alternatives. If the tribe elects to provide Pre-Admission Consultation and Assistance with Resident Relocations, the Tribal ADRS shall, when requested, assist residents in relocating from a nursing home, Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID), or facility that is downsizing or closing.

### **II-2.2 Short Term Service Coordination**

To the extent financial and personnel resources permit, the Tribal ADRS may provide short-term service coordination to assist IHS eligible individuals and their families in arranging for services. The tribe shall have policies and procedures in place, consistent with the Department's Statewide Short Term Service Coordination Policy, to identify when short term service coordination will be provided and to assure that the service remains short-term in nature (i.e., less than 90 days) and does not entail providing ongoing support to the individual. Short term service coordination may be provided in conjunction with information and assistance, options counseling or other services provided by the Tribal ADRS.

### **II-2.3 Health Promotion, Prevention, and Early Intervention Services**

To the extent time and resources allow, the Tribal ADRS may provide prevention education and programming for older people and adults with disabilities. If the tribe does not elect to provide

Prevention and Wellness Education and Programming through the Tribal ADRS, the Tribal ADRS shall refer the IHS eligible individuals to the ADRC or Tribal Aging Unit.

## **II-2.4 Dementia-Specific Programs, Activities and Services**

A tribe may elect to have the Tribal ADRS facilitate dementia friendly communities and provide other dementia-specific programming, activities and services not covered under other sections of this scope of services, depending on funding availability. Tribal ADRS grant funds may not be used to provide respite, home care or other direct care or support for people with dementia or their caregivers. All such programs, activities and services shall be informed by the Dementia Care Guiding Principles found at <https://www.dhs.wisconsin.gov/publications/p01022.pdf>.

## **II-2.5 Eligibility and Enrollment-Related Functions for Publicly Funded Long-Term Care**

The tribe shall determine whether the Tribal ADRS will be involved in the following eligibility and enrollment functions relating to publicly funded long-term care.

- **Administration of the Long-Term Care Functional Screen and Enrollment and Disenrollment Counseling.** At the tribe's discretion, the Tribal ADRS may administer the Long-Term Care Functional Screen (LTCFS) to IHS eligible individuals seeking publicly funded long-term care and provide enrollment and disenrollment counseling for IHS eligible individuals considering services provided through managed long-term care or IRIS. If the tribe elects to provide these services, the Tribal ADRS must have qualifications and successfully complete the training necessary to administer the LTCFS and abide by all screen policies and protocols.

If the tribe elects to administer the LTCFS and provide enrollment counseling, the Tribal entity employing the Tribal ADRS becomes a LTCFS screening agency and agrees to joint LTCFS oversight with the Department.

The Tribal ADRS shall provide enrollment counseling to IHS eligible individuals who have been found to be eligible for and are considering enrolling in publicly funded long-term care including:

- Explaining eligibility requirements, cost sharing requirements, and basic features of the publicly funded managed care, fee-for-service Medicaid and self-directed supports programs that are available to the individual.
- Review, discuss and provide the individual with objective information comparing covered benefits, provider networks, responsibility for coordination of care, opportunities for self-direction and choice, and other features of Family Care, IRIS, and where available, Family Care Partnership and/or PACE using Department-developed materials.
- After the individual selects a program review the appropriate Department-provided MCO or ICA option charts with the individual.
- Discuss the enrollment process and the timing of enrollment, including any potential waits or delays, and establish the individual's desired enrollment date.
- Provide information about the individual's right to disenroll, the disenrollment process, disenrollment counseling, the right to appeal, ombudsman and other resources to assist with dispute resolution, and the opportunity to enroll in other programs for which the individual is eligible.

The Tribal ADRS shall provide information and counseling to assist IHS eligible individuals in the process of disenrollment from managed care or IRIS, whether requested by the customer or the program including:

- Providing information and counseling about services and programs that would be available to the person if he/she disenrolls, including information on other MCO and ICA options, where available, and fee-for-service Medicaid, and private pay options.

The Tribal ADRS will assist with processing enrollments and disenrollments in accordance with the Enrollment and Disenrollment Plan for Publicly Funded Long-Term Care, the Department’s Long-Term Care Authorization, Enrollment and Disenrollment Form Signatures Policy and other Department-issued guidance.

- **Assistance with Financial Eligibility Determination.** The tribe will decide whether the tribal economic support unit will determine financial eligibility for long-term care programs and whether the Tribal ADRS will assist IHS eligible individuals in gathering information with the application process. IHS eligible individuals may have the option of using either the tribal economic support unit, where available, or the regional income maintenance consortium when applying for long-term care services.

If the tribe elects to administer the LTCFS and provide enrollment counseling, or assist with financial eligibility, the tribal entity employing the Tribal ADRS must be independent from any managed care organization or IRIS consultant agency in order to assure that IHS eligible individuals receive long-term care eligibility determination and counseling in an environment that is free from conflict of interest.

## II-2.6 Election of Optional Services

Below are listed optional services a tribe may elect to provide through the Tribal ADRS. The tribe must indicate which optional services it elects to provide prior to signing this scope of services. The tribe indicates it elects an optional service by initialing next to each item in the spaces provided below.

The Tribal ADRS will provide those services which are indicated by initials on the following list:

- \_\_\_\_\_ Pre-admission consultation and assistance with resident relocations
- \_\_\_\_\_ Short term service coordination
- \_\_\_\_\_ Health Promotion, Prevention, and Early Intervention
- \_\_\_\_\_ Dementia-specific programs, activities and services
- \_\_\_\_\_ Administration of the long-term care functional screen and provision of enrollment and disenrollment counseling for IHS eligible individuals needing publicly funded long-term care services. In order to administer the screen, the Tribal ADRS must complete the Department-required training, be certified to conduct the screen, and follow all screen-related policies and procedures.
- \_\_\_\_\_ Assistance with financial eligibility determination for enrollment in publicly funded long-term care.

Services provided by the Tribal ADRS which are not listed as either required or optional in this scope of services must be identified in the Tribal ADRS job description and funded from a source other than from this Tribal ADRS scope of services agreement.

## **Section III. Operational and Administrative Requirements**

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### **III-1 Oversight and Supervision**

The Tribal ADRS position is supervised by the tribe. The tribe shall identify the organization, position and individual responsible for supervision of the Tribal ADRS position. The tribe shall maintain an organization chart showing the Tribal ADRS position and its relationship to the larger tribal organization.

Guidance and quality oversight at the state level is provided by the DHS Office for Resource Center Development. When questions arise or assistance is needed, the Tribal ADRS or his/her supervisor shall communicate with the assigned Regional Quality Specialist in the DHS Office for Resource Center Development, who will provide appropriate technical assistance.

The Tribal ADRS shall participate in bi-monthly check in calls with the Regional Quality Specialist and Tribal ADRS meetings.

### **III-2 Tribal ADRS Position Description**

The tribe shall have a position description for the Tribal ADRS that includes all required and optional functions for the position and describes the qualifications required of the applicant consistent with this scope of services (See Section III.4).

If the position will have duties in addition to the required and optional services described in this scope of services, these additional duties shall be identified in a separate section of the job description, together with an estimate of the proportion of the person's time that is expected to be devoted to these duties.

A sample job description which includes the minimum job requirements is included as an appendix to this document.

### **III-3 Shared and Part-Time Positions**

The tribe shall have at least one full-time position which performs the duties of the Tribal ADRS. Requests for part-time or shared positions shall be submitted to the Department for approval.

Shared and part-time staff must meet all of the applicable requirements for Tribal ADRS qualifications and training contained in this scope of services. Tribes using shared positions shall establish policies and procedures for assuring that the portion of the shared position's time allocated to the Tribal ADRS position is devoted to work on Tribal ADRS required functions. Only that portion of a shared position that is devoted to functions required under this scope of services may be funded with Tribal ADRS funds.

### **III-4 Tribal ADRS Qualifications and Training**

#### **III-4.1 Minimum Requirements for the Tribal ADRS**

##### **Education and Experience**

The Tribal ADRS shall meet the following minimum requirements at the time of hire or have an approved waiver from the Department of Health Services prior to being offered the job:

- Have a Bachelor of Arts or Science degree (preferably in a health or human services related field), a license to practice as a registered nurse, or be a licensed health professional employed by a tribal health program, and
- Have the equivalent of at least one year of full-time experience working with one or more of the client populations served by the Tribal ADRS position (elderly or adults with physical or developmental/intellectual disabilities). Qualifying work experience may be paid or unpaid and may include internships, field placements and volunteer work.

### **Knowledge and Skills**

The Tribal ADRS shall have the following knowledge and skills:

- Cultural competency
- Strong computer, oral and written communication skills
- General knowledge of all target populations served
- Knowledge and familiarity with tribal and local area resources and statewide resources available for client referral purposes
- Understanding of the Wisconsin long-term care delivery system
- Understanding of tribal services available to members
- Ability to establish and maintain productive working relationships with ADRC(s) and county agency staff, clients, internal and external agencies
- Ability to meet reporting requirements and deadlines
- Ability to understand the individual's concerns, and be able to offer potential resources and solutions
- Ability to use person-centered thinking approach
- Ability to develop rapport through active listening skills; to draw people out, validate and support individuals as they sort through options and weigh these options through the customer's own set of values and preferences
- Communication skills that are easy for people to follow, while using every-day language and having the ability to break down complex information or process into manageable steps.
- Understanding the importance to check in regularly for understanding and see follow up as an extension of their initial conversation with customers
- If performing the long-term care functional screen:
  - Knowledge of medical factors that impact adults who are older or have physical and/or intellectual/developmental disabilities
  - Ability to objectively follow complex written instructions
  - Experience with observing and interpreting situations, visual cues, facial expressions and interactions
  - Ability to ask probing questions of a very personal nature using a variety of communication strategies to gather information appropriate for the person

### **Certification**

The Tribal ADRS shall be certified by the national Alliance of Information and Referral Systems (AIRS) as a Certified Information and Referral Specialist (CIRS or CIRS A/D), obtain AIRS certification within two years of hire, or report to a supervisor who is AIRS certified.

### **III-4.2 Long-Term Care Functional Screener Certification**

If the tribe chooses to have the Tribal ADRS administer the long-term care functional screen, the Tribal ADRS must be certified by the Department prior to administering the screen and comply with all screening requirements.

### **III-4.3 Waiver of Education and/or Experience Requirements**

The tribe may request a waiver of the requirements listed above in the event that an applicant for the Tribal ADRS position lacks the required degree and/or experience. Applications for waiver should be submitted using form [F-00054](#) (also in the Appendix to this document).

Departmental approval of any such waiver must be obtained before offering the job to or hiring an individual who does not meet the minimum requirements. Department approval may, if necessary, be conditional and include requirements for additional training, mentoring, and/or performance.

Approval of waiver requests is discretionary. The Department is not obligated to approve a request for waiver of education and/or experience requirements.

### **III-4.4 Training**

The tribe shall ensure that the Tribal ADRS has the training needed to provide all required services in a competent and professional manner, including but not limited to an orientation to the mission and responsibilities of the ADRC and the Tribal ADRS, the populations served and their needs, how to recognize and handle emergencies, conflicts of interest and specific job-related duties.

The Tribal ADRS shall participate in Tribal ADRS orientation and training provided by the Wisconsin Department of Health Services and shall have opportunities to participate in additional trainings provided by the local ADRC and in statewide and regional trainings provided or sponsored by the Department of Health Services.

## **III-5 Policies and Procedures**

In addition to those required elsewhere in this scope of services, the tribe shall have written policies and procedures consistent with the Department's Statewide Policies for the following:

### **III-5.1 Information and Assistance Follow Up**

The Tribal ADRS shall follow up with people to whom he/she has provided information, referrals, and assistance to determine whether the individual's needs were met and whether additional information and assistance is needed, consistent with the Department's Information and Assistance Follow Up Policy.

### **III-5.2 Conflict of Interest**

The tribe shall require the Tribal ADRS to sign a written assurance acknowledging his/her obligation to be objective, consumer-centered, and independent of influence from any managed care organization, IRIS consultant agency, fiscal employer agency, tribal organization, provider of service or other source where there is a potential for conflict of interest, consistent with the Department's Conflict of Interest Policy.

### **III-5.3 Confidentiality**

The Tribal ADRS shall respect the privacy of his/her customers, provide confidentiality to all matters discussed with the client, and implement the Department's Confidentiality Policy. The Department's Confidentiality Policy does not supersede a Tribe's more strict policy.

### **III-5.4 Grievances and Appeals**

The tribe shall maintain and implement due process policies and procedures to review and resolve grievances about Tribal ADRS services and to inform individuals of their appeal rights, consistent with the Department's Grievance and Appeal policy.

### **III-5.5 Long-Term Care Authorization, Enrollment and Disenrollment Form Signature (if applicable)**

If an elected optional service, the tribe shall obtain signed enrollment forms for individuals who decide to enroll in publicly funded long-term care in accordance with the Department's Long-Term Care Authorization, Enrollment and Disenrollment Form Signatures Policy.

## **III-6 Accessibility and Cultural Competence**

The Tribal ADRS understands and meets the unique needs, values and expectations of the tribal community and provides a cultural bridge between the ADRC(s) staff and IHS eligible individuals.

The Tribal ADRS will provide or arrange training and technical assistance for ADRC staff serving the area where IHS eligible individuals reside about the resources available through the tribes and about culturally appropriate ways of serving tribal elders and persons with disabilities.

The Tribal ADRS is expected to effectively assist tribal elders and individuals who have physical or functional limitations and/or language or cultural differences that may make it difficult for them to access, communicate or use the services of either the Tribal ADRS or the ADRC. Toward this end, the Tribal ADRS shall:

- Have a thorough knowledge of the services and systems that make up long-term care in Wisconsin as well as the tribal specific services available to members.
- Be available in locations that are physically accessible.
- Have the ability to meet face-to-face with people where they live on an as needed basis.
- For people with cognitive disabilities, provide opportunities for family members, friends and others who know the IHS eligible individual and can convey the person's needs and preferences to be included in the provision of Tribal ADRS services.
- Have the capacity to communicate with non-English speaking individuals, people who are deaf or hard of hearing, and people with physical or visual impairments. This may involve using an interpreter, sign language interpreter, TDD, Wisconsin Relay, Braille, large print, or other special communications techniques.
- Be available to accompany IHS eligible individuals when receiving services from the ADRC, including the long-term care functional screen and enrollment counseling.

The tribe is responsible for paying for interpreters or securing communication assistance for services provided by the Tribal ADRS at no cost to IHS eligible individuals.

## **III-7 Privacy and Confidentiality**

The Tribal ADRS shall respect the privacy of his/her customers and provide confidentiality for interactions with the customers and at a minimum implement the Department's confidentiality policy. The Department's Confidentiality policy does not supersede a tribe's more strict policy. The tribe shall ensure the confidentiality of information in the long-term care functional screen, CARES, and any other system that contains individual client information. The tribe shall require each user who has access to the above applications to sign a confidentiality agreement before



being given access to the applications.

### **III-7.1 Private Meeting Space**

The Tribal ADRS shall have private office space or timely access to private meeting space where he or she can meet for confidential conversations with consumers and families. The Tribal ADRS shall have access to telephones and computers with high speed internet access in his/her office or other private meeting place(s) in order to be able to access databases, benefits assessment tools and other information that may need to be used during the consultation. When private offices are not available, the Tribal ADRS staff should have sole or priority access to conference rooms for private consultations.

The tribe shall provide adequate space, furnishings and equipment to provide for the secure storage of confidential information for the Tribal ADRS.

### **III-7.2 Permission to Access Records**

The Tribal ADRS shall ask an IHS eligible individual or, when applicable, the IHS eligible individual's guardian or activated power of attorney for health care to sign a release of information form for any confidential record that the Tribal ADRS needs to examine. The records and related signed release of information forms shall be kept in the file that the Tribal ADRS has for the individual.

### **III-7.3 Exchange of Client Information and Records**

Information about individual customers shall be used only as needed for its intended purposes. The Tribal ADRS shall not share records that contain personally identifying information concerning individuals who receive services from the Tribal ADRS without the individual's informed consent, except when the exchange of information is necessary for the delivery of client services or as otherwise required or permitted by law (e.g. to report abuse or neglect of an elder or vulnerable adult; to cooperate with a public health, adult protective services or elder/adult-at-risk investigation; to cooperate with law enforcement investigation; pursuant to a court order; or in an emergency situation).

### **III-7.4 Compliance with State and Federal Laws and Regulations**

The Tribal ADRS shall comply with all applicable federal and state laws and administrative rules concerning confidentiality.

## **III-8 Grievances and Appeals**

The organization responsible for the Tribal ADRS oversight shall develop and implement a process to review and resolve grievances about the services provided by the Tribal ADRS, including handling appeals related to functional eligibility and enrollment in managed long-term care or IRIS if these are services provided by the Tribal ADRS, in accordance with the Department's Grievance and Appeal Policy. These procedures shall take into consideration tribal governance and also allow for an external review process, should the tribe be unable to resolve the grievance.

The tribe shall refrain from any reprisal or threat of reprisal against a person for registering a grievance or appeal.

### III-9 Community Needs Identification

The Tribal ADRS is in a unique position to identify potential gaps in services for IHS eligible individuals. The Tribal ADRS will work with the tribe and ADRC(s) to identify such gaps and communicate those needs to the tribal government, the ADRC governing board(s), the MCO(s) and ICA(s) serving the area, and the Department of Health Services.

### III-10 Reporting and Records

The Tribal ADRS is responsible for submitting data reports as necessary to meet the funding program requirements, qualify for federal financial participation, evaluate service quality and adequacy, and inform state and local decision-making. Required reports include:

- **Monthly expenditure reports on form F-00642**, to be completed and submitted in accordance with applicable Department instructions.
- **100% time report for federal claiming.** The Tribal ADRS is required to use the 100% time reporting format developed by DHS for the purpose of claiming federal Medicaid administration match and to submit monthly time report summaries to the Office for Resource Development by the 20th of the following month or the first business day thereafter when the 20<sup>th</sup> falls on a weekend or holiday. If the Tribal ADRS does not 100% time report, the tribe must not request reimbursement of expenses to include Federal funds.
- **Monthly information and assistance activity reports**, to be submitted electronically to the Department's data warehouse no later than the 20<sup>th</sup> of the month immediately following the month for which the report is prepared, or the first business day thereafter when the 20<sup>th</sup> falls on a weekend or holiday.
- **Annual expenditure reports**, using the standard form provided by the Department and submitted to the Office for Resource Center Development.
- **Annual update**, to be submitted to the Office for Resource Center Development Regional Quality Specialist assigned to the tribe.

Reports should be submitted using the formats and following the procedures established by the Department.

The Tribal ADRS shall cooperate with Department research and monitoring activities when requested.

### III-11 Management Information Systems

The tribe shall maintain management information systems to facilitate access to information about programs, services and providers; track the services provided to customers; and produce the encounter activity reports required by DHS.

- a. The Tribal ADRS shall operate SAMS IR or have a client tracking system capable of:
  - i. Assigning a unique contact number for each contact and a unique client identification number for each person for whom a contact is made;
  - ii. Storing, analyzing, integrating and reporting data;
  - iii. Meeting all Department reporting requirements in formats and timelines which satisfy the requirements.

- iv. Collecting and tracking data on the initial and subsequent client contacts, including, but not limited to, the characteristics of the person making the contact, the reasons for and subjects of the contact, the issues identified, the Tribal ADRS services provided, the outcomes that result, and any follow-up activities;
  - v. Supporting quality assurance/quality improvement requirements, including any Department-required performance criteria and indicators; and
  - vi. Meeting standards for database content and structure established by the Department.
- b. The Tribal ADRS shall maintain and use an electronic resource database consistent with standards for database content and structure established by the Department.
  - c. The resource database shall support the provision of information and assistance, options counseling, and other required Tribal ADRS services. The resource database shall contain detailed information about the full range of programs and services available for older people and people with disabilities in the communities served by the Tribal ADRS. The resource database shall include information relating to each of the information and assistance topics, including the name, contact information, and key features of each program or service and, where applicable, cost, regulatory compliance information, eligibility requirements and application procedures.
  - d. The information in the resource database shall be complete and up to date. Resource information must be updated at least annually.
  - e. The Tribe shall designate one person, either the Tribal ADRS or someone to support the Tribal ADRS, to be the resource database lead and one person to be the client tracking database lead. Each lead has responsibility for ensuring the integrity of the information contained in the assigned database, supporting Tribal ADRS staff in their use of the database, and serving as a contact for the Department regarding the database, and participating in any Department required trainings and/or user groups.
  - f. If the tribe does not operate SAMS IR, the Tribal ADRS shall provide access to its client tracking system for its assigned Regional Quality Specialist for quality assurance.

### **III-12 Coordination with the Aging and Disability Resource Center (ADRC)**

The Tribal Aging and Disability Resource Specialist shall develop a procedure with the ADRC(s) serving the area where IHS eligible individuals reside to document coordination of services, the smooth transfer of IHS eligible individuals, and provide timely ADRC and Tribal ADRS services.

### **III-13 Budget**

#### **III-13.1 Budget Requirement**

The tribe shall develop a line-item budget and budget narrative for the period covered by this scope of services and shall submit these for Department approval using forms and procedures established by the Department.

#### **III-13.2 Use of Tribal Aging and Disability Resource Specialist Funds**

Tribal ADRS grant funds may only be used in support of those services which are included in this scope of services as required or optional. Any other services provided by the Tribal ADRS shall be funded from other sources, and these sources shall be identified in the budget.

### III-13.3 Budget Format and Contents

A line item budget for the scope of services agreement period shall be prepared using the budget worksheet in DHS form [F-00576A](#) which describes the following:

- Personnel: Provide FTE, salary and fringe benefits for each Tribal ADRS position.
- Direct Expenses: Travel - estimate total number of miles multiplied by the mileage reimbursement rate and estimate the number of overnight stays multiplied by the average overnight meal and lodging costs.  
Statewide meetings –estimate the expense of having the Tribal ADRS attend regional and/or statewide ADRC meetings.  
Training – briefly describe the type of training that is anticipated and estimate the total number of trainings.  
Rent/Lease - Identify the location, use, square footage and rate per square foot for any rented or leased space.
- Indirect Expenses: Indirect costs charged to the Tribal ADRS grant must follow the guidelines described in the Department’s Allowable Cost Policy Manual, which is located at <https://www.dhs.wisconsin.gov/business/allow-cost-manual.htm>

### III-14 Performance

The Tribal ADRS shall perform all the services required under this scope of services in a timely and professional manner.

The Tribe shall cooperate with the Department’s Regional Quality Specialist to resolve any performance issues that may arise relating to this scope of services and, if requested, develop and implement a plan of correction.

The tribe shall notify the Wisconsin Department of Health Services, Office for Resource Center Development at least 90 days prior to any change to its election of optional services under Section II-2.5.

## **SAMPLE TRIBAL AGING AND DISABILITY RESOURCE SPECIALIST JOB DESCRIPTION**

The Tribal Aging and Disability Resource Specialist (Tribal ADRS) works in partnership with tribal health and human services agencies and Aging and Disability Resource Centers (ADRCs) in the tribe's service area to ensure that IHS eligible individuals receive culturally appropriate information about aging and disability resources and are able to comfortably and effectively access long-term care programs and services.

### **DUTIES AND RESPONSIBILITIES:**

1. Engage in marketing and outreach to inform IHS eligible individuals about services available through the Tribal ADRS and the regional ADRC.
2. Develop culturally sensitive informational materials.
3. Provide or arrange training for ADRC personnel on cultural competence in working with tribes and IHS eligible individuals.
4. Provide basic information and assistance, and options counseling for IHS eligible individuals in their homes, in the ADRC or tribal office, or over the phone.
5. Provide short term service coordination to help IHS eligible individuals deal with immediate needs, to the extent time and funding allow.
6. Refer IHS eligible individuals to the appropriate elderly benefit specialist or disability benefit specialist as needed.
7. Serve as a liaison and customer advocate for IHS eligible individuals referred to area ADRCs for further information and assistance, options counseling, and enrollment in publicly funded long-term care services.
8. Conduct information and assistance home visits for IHS eligible individuals.
9. Develop and maintain client records, including client tracking records for IHS eligible individuals served.
10. Inventory the health and long-term care related resources that are available through tribal governments, and share this information with the ADRCs for inclusion in the resource database.
11. Prepare correspondence and other documentation as required by DHS program guidelines.
12. At the option of the tribe, participate in 100% time reporting to capture MA revenue to support Tribal ADRS services.
13. Use continuous improvement techniques to improve the quality and efficiency of customer service.
14. Consult with DHS on issues relating to Tribal ADRS and/or ADRC services for IHS eligible individuals.
15. Additional duties as assigned, consistent with the required and optional services described in Section II of the Tribal ADRS scope of services.
16. If applicable, assist IHS eligible individuals in preparing materials needed to determine financial eligibility.
17. If applicable, provide enrollment counseling for IHS eligible individuals needing publicly funded long-term care services.

### **EDUCATION AND EXPERIENCE:**

1. A bachelor's degree in human services or related field, be licensed to practice as a registered nurse, be a licensed health professional employed by a tribal health program, or have waiver approval from the Department.
2. Be an AIRS Certified Information and Referral Specialist (CIRS or CIRS A/D) or achieve AIRS certification within two years of hire or report to a supervisor who is AIRS certified.
3. One year of experience dealing with issues that affect the elderly and disabled population is preferred.

### **KNOWLEDGE AND SKILLS:**

1. Strong computer, oral and written communication skills.
2. Knowledge of and familiarity with tribal resources, local area resources, and statewide resources available for client referral purposes.
3. Understanding of the long-term care delivery system in Wisconsin.
4. Experience working with tribal elders and/or a thorough understanding of elders' roles in Native American communities.
5. Excellent organizational skills with the ability to plan, organize, and schedule priorities efficiently and manage multiple projects in a timely manner.
6. Ability to establish and maintain productive working relationships with ADRC staff, clients, tribal management and external agencies.

## REQUEST FOR WAIVER OF EDUCATION AND EXPERIENCE REQUIREMENTS FOR EBS, DBS, TADRS, I&A SPECIALISTS AND OTHER ADRC PROFESSIONALS

Please complete this form to request a waiver of the education and experience requirements pertaining to information and assistance specialist, benefit specialist, tribal aging and disability resource specialist, or other professional positions contained in the Aging and Disability Resource Center (ADRC) contract, Tribal Aging and Disability Resource Specialist (TADRS) contract and/or other related program policies and procedures. Completion of this form is voluntary; however, the information requested is required as part of the waiver approval process. Waiver requests for Elder Benefit Specialists (EBS) should be sent to the Office on Aging at [dhsdltcaging@dhs.wisconsin.gov](mailto:dhsdltcaging@dhs.wisconsin.gov). Waiver requests for Disability Benefit Specialists (DBS), Information and Assistance (I&A) Specialists, Tribal Aging and Disability Resource Specialists (TADRS) and other professional positions at the ADRC or Tribe should be submitted to the Office for Resource Center Development at [DHSRCTeam@wisconsin.gov](mailto:DHSRCTeam@wisconsin.gov). Department approval must be received before making a job offer.

Name – Aging and Disability Resource Center, Aging Office, or Tribe [REDACTED]	Date of Request [REDACTED]
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### REQUEST SUBMITTED BY:

Name – Requestor [REDACTED]	Title [REDACTED]
E-mail Address [REDACTED]	Telephone Number ( [REDACTED] ) [REDACTED]

1. Position for which the waiver is requested  
 Elder Benefit Specialist     Disability Benefit Specialist     Information and Assistance Specialist  
 Tribal Aging and Disability Resource Specialist  
 Other – Specify: [REDACTED]

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2. Describe how and where the job was announced together with the number of applications received and number of persons interviewed.  
[REDACTED]

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3. Name – Individual for whom you are requesting a waiver  
[REDACTED]

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4. Identify the highest level of education this person has attained (e.g., high school diploma, some college, GED)  
[REDACTED]

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5. List any post-secondary coursework that would help qualify the person for the position (e.g., technical school or college courses, work-related training, CIRS or CIRS-A certifications).  
[REDACTED]

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6. Describe, or provide a resume that describes, the person's work experience, including both paid and volunteer positions. Be specific about the job titles, employers, job responsibilities, programs and client populations the person has worked with, dates of employment, and time commitment involved.  
[REDACTED]

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7. Describe how the person's work experience has prepared them with the knowledge and skills needed to perform the job with the ADRC or Tribe.  
[REDACTED]

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8. Identify any additional knowledge, skills and abilities this individual would bring to the position and describe how they contribute to the person's ability to perform the job.  
[REDACTED]

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9. Identify any additional training or support you believe will be needed in order for the applicant to fully perform the duties of the position and describe what formal and/or on-the-job training will be provided for the person to develop the required expertise.  
[REDACTED]