

Scope of Services

TRIBAL AGING AND DISABILITY RESOURCE SPECIALIST

Agreement

between the

Wisconsin Department of Health Services

and the

<Tribe>

January 1, 2016 –December 31, 2016



Department of Health Services
Division of Long Term Care
Bureau of Aging and Disability Resources
Office for Resource Center Development

Scope of Services
Tribal Aging and Disability Resource Specialist

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Section I. Introduction

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

The Tribal Aging and Disability Resource Specialist (Tribal ADRS or ADRS) is a full-time or part-time position funded by the state and employed by the tribe to assure that tribal members 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, Partnership (where available) and IRIS. The Tribal ADRS will assist tribal members 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 assist tribal members in accessing resources and making informed decisions about long-term care and other needs related to age or disability.
- To help area ADRC(s) better serve tribal members by:
 - Ensuring that tribal elders, adults with physical or developmental 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 tribal members
 - Educating ADRC staff about culturally appropriate ways to serve tribal elders and persons with disabilities
 - Assisting with gathering information needed to determine tribal member's eligibility for public benefits or long-term care services
 - Serving as a customer advocate for tribal members using the ADRC(s).

I-2 Target Populations

The Tribal ADRS shall serve all of the following groups of tribal members, regardless of their financial means:

- Adults with developmental 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, including access to the disability benefit specialist, to adults with mental illness and/or substance use disorders. The ADRS is not expected, or required, to provide long-term care options counseling, short-term service coordination or other ADRS services to persons whose primary need is for mental health and or AODA services.

I-3 Tribal ADRS Service Area

An ADRS service area is defined as the tribal reservation, trust or fee simple lands and surrounding areas where tribal members 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 tribal members residing in the service area.



I-4 Requirements Limited by Funding Availability

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

The ADRS is expected to accompany tribal members who need services from the ADRC when necessary but is not otherwise expected to travel out of the ADRS service area. Information may be provided to out-of-area customers over the phone, electronically, by mail, or by coordinating with the ADRC serving the area where the customer is located.

I-5 Scope of Services Modifications due to Program Changes

The Department of Health Services (DHS) must ensure federal regulatory changes, state statutory changes, administrative rule changes, and Department policy changes are implemented correctly and effectively. The Department will modify the requirements of this scope of services to be consistent, and/or comply, with changes to programs that are used as resources by tribal members with whom the ADRS works.

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

The following describes the services the ADRS is expected to provide for tribal members. The Tribal ADRS will provide these services by telephone, during visits to a tribal member's home, in the tribal offices, and at other locations where tribal members gather. Tribal members 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 tribal members to inform them about the services of the Tribal Aging and Disability Resource Specialist and the Aging and Disability Resource Center(s) in the tribal service area.

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 may be provided in person, in the office of the ADRS or in the member's home, over the telephone, via e-mail, or through written correspondence.

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

The 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);
- 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); and
- Education, recreation, life enhancement, volunteerism.

II-1.3 Long-Term Care Options Counseling

The Tribal Aging and Disability Resource Specialist 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 a managed care organization (MCO), the self-directed supports waiver (IRIS), 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; and
- Factors that the individual might want to consider when choosing among the various long-term care programs, benefits, and services.

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) 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 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 tribal members 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 ADRS shall make referrals to the DBS consistent with the customer's preference. The ADRS shall be available to assist tribal members, 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, including Family Care, IRIS and the PACE and Partnership programs, where available. The ADRS is responsible for establishing policies and procedures, in collaboration with the ADRC and the regional income maintenance consortium or tribe's income maintenance units, to ensure that tribal members who are eligible for and/or entitled to these programs have access to them. The tribe may choose to have the ADRS perform the functional screen and provide assistance with the financial eligibility determination process and enrollment or disenrollment counseling, or refer tribal members to the ADRC for these services. If the ADRS refers tribal members to the ADRC for these services, the ADRS may accompany the tribal member through these processes in coordination with the ADRC, as necessary, and when agreed to or requested by the member.

II-1.7 Access to SSI, SSI-E, Medicaid, FoodShare and Other Public Programs and Benefits

When tribal members 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 ADRS shall refer the member 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 tribal member 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 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 ADRS activities.

The ADRS should know the warning signs; be prepared to identify persons who may be at risk of abuse, exploitation or neglect; 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 tribal members understand and be able to effectively use and access the long-term care system, benefits and services, including those of the ADRC. The ADRS shall inform tribal members of their rights and responsibilities; provide information about rights to long-term care services and benefits, self-advocacy and independent advocacy services; assist those members 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 members with advocates when appropriate.

The ADRS shall assist tribal members to assure they receive appropriate advocacy and representation. The ADRS shall link tribal members 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

As long as all other requirements of this Scope of Services are met, the Tribal ADRS may, at the discretion of the tribe, also provide any of the services listed below. Should the tribe elect to provide these services, they shall be provided consistent with the requirements contained in the Aging and Disability Resource Center contract at:

<https://www.dhs.wisconsin.gov/adrc/pros/index.htm>

Services provided by the ADRS which are not listed as either required or optional in this Scope of Services must be identified in the TADRS job description and budget, and must be funded from an alternative source.

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

When the ADRS receives a referral for an individual who is considering admission to a nursing home or assisted living facility, the ADRS shall offer to provide options counseling to help the person understand and evaluate the possible alternatives. The ADRS may also, when requested, assist residents in relocating from a nursing home or facility serving people with developmental disabilities (FDD).

II-2.2 Short-Term Service Coordination

To the extent financial and personnel resources permit, the ADRS may provide short-term service coordination to assist individuals and their families in arranging for services. The ADRS should



have policies and procedures in place 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 Prevention and Wellness Education and Programming

To the extent time and resources allow, the ADRS may provide prevention education and programming for older people and adults with disabilities.

II-2.4 Eligibility and Enrollment-Related Functions for Publicly Funded Long-Term Care

The tribe shall determine whether the ADRS will be involved in the following eligibility and enrollment related functions relating to publicly funded long-term care. If the tribe elects to have the ADRS perform any of these functions, the ADRS shall comply with the requirements related to these functions contained in the ADRC contract.

- **Administration of the Long-Term Care Functional Screen** - At the tribe's discretion, the ADRS may administer the functional screen to tribal members seeking long-term care programs through the ADRC(s). If the tribe elects to provide this service, the ADRS must have the required qualifications and successfully complete the training necessary to administer the functional screen and abide by all screen policies and protocols.
- **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 ADRS will assist tribal members in gathering information for the application process. Tribal members 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.
- **Enrollment and Disenrollment Counseling** - At the tribe's discretion, the ADRS may provide enrollment counseling for tribal members considering enrollment in managed long-term care or IRIS. The ADRS may also conduct disenrollment counseling.



Section III. Operational and Administrative Requirements

III-1 Oversight and Supervision

Tribal ADRS position is supervised by the tribe. The tribe shall identify the organization, position and individual responsible for supervision of the ADRS position. The tribe shall maintain an organization chart showing the 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 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 monthly check in calls with the Regional Quality Specialist and quarterly TADRS meetings.

III-2 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-3).

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 ADRS Qualifications and Training

III-3.1 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:

- 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 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.

The Tribe may request a waiver of these education and experience requirements using the form contained in the appendix to this document. The Department may approve waiver requests at its discretion, based on the individual's post-secondary education and experience, or on a written plan to provide the individual with additional training.



Knowledge and Skills - The Tribal ADRS shall have the following knowledge and skills:

- 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

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-3.2 Functional Screener Certification

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

III-3.3 Waiver of Education and 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 the form in the appendix.

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.

III-3.4 Training

The tribe shall ensure that the 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 ADRS, the populations served and their needs, how to recognize and handle emergencies, conflicts of interest and specific job-related duties.

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

III-4 Policies and Procedures

In addition those required elsewhere in this scope of services, the tribe shall have written policies and procedures for the following:

III-4.1 Memorandum of Understanding with the ADRC

The tribe shall enter into a memorandum of understanding (MOU) or memorandum of agreement (MOA) with the ADRC(s) serving the area where tribal members reside which specifies the roles



and responsibilities of the Tribal ADRS and the ADRC. A sample MOU is included in the appendix.

III-4.2 Information and Assistance Follow-Up Policy

The tribe shall have a written policy to guide the ADRS regarding when and how to follow up with people to whom he/she has provided referrals and assistance to determine whether the individual's needs were met and whether additional Information and Assistance is needed.

III-4.3 Conflict of Interest

The tribe shall require the 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, tribal organization, provider of service or other source where there is a potential for conflict of interest.

III-4.4 Confidentiality

The tribe shall have a written policy to ensure the confidentiality of ADRS customers, including:

- Requirements for signed permission to access and release confidential information; and
- A confidentiality agreement to be signed by the ADRS stating that customer information will be used only as needed for its intended purpose.

III-4.5 Complaints and Appeals

The tribe shall maintain and implement due process policies and procedures to review and resolve complaints about ADRS services and to inform complainants of their appeal rights.

III-5 Accessibility and Cultural Competence

The Tribal ADRS provides a cultural bridge between the ADRC(s) staff and tribal members.

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

The ADRS is expected to effectively assist tribal elders and members who have physical or functional limitations and/or language or cultural differences that may make it difficult for them to communicate their needs, or access and use the services of either the ADRS or the ADRC. Toward this end, the 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 individual and can convey the person's needs and preferences to be included in the provision of 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 tribal members when receiving services from the ADRC, including functional screen and enrollment counseling.

The tribe is responsible for paying for interpreters or securing communication assistance at no cost to tribal members.

III-6 Privacy and Confidentiality

The Tribal ADRS shall respect the confidentiality of his/her customers.

III-6.1 Private Meeting Space

The 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. These spaces shall be equipped with telephones and computers with high speed internet access 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 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 ADRS.

III-6.2 Permission to Access Records

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

III-6.3 Exchange of Client Information and Records

Information about individual customers shall be used only as needed for its intended purposes. The ADRS shall not share records that contain personally identifying information concerning individuals who receive services from the 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).

If the tribe elects to have the ADRS perform the functional screen, the ADRS shall sign a confidentiality agreement and follow all related confidentiality provisions contained in the ADRC contract.

III-6.4 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-7 Complaints and Appeals

The organization responsible for the ADRS oversight shall develop and implement a process to review and resolve complaints about the services provided by the ADRS, including handling complaints and appeals related to functional eligibility and enrollment in managed long-term care if these are services provided by the ADRS. These procedures shall take into consideration tribal governance and also allow for an external process, should the tribe be unable to resolve the complaint.

III-8 Community Needs Identification

The ADRS is in a unique position to identify potential gaps in services for tribal members. The 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) serving the area, and DHS.

III-9 Reporting and Records

The 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** - Form number [F-00642](#) is to be completed and submitted in accordance with applicable Department instructions.
- **100% Time Report for Federal Claiming** - The 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 by the 20th of the following month. If the ADRS does not participate in 100% time reporting, the Federal Share of the budget will not be available to the tribe.
- **Quarterly Information and Assistance Activity Reports** - To be submitted electronically to the Department's data warehouse no later than the last day of the month immediately following the end of the quarter for which the report is prepared following instructions provided by the Department.
- **Annual Expenditure Reports** - To be submitted using the standard form provided by the Department and submitted to the Office for Resource Center Development Fiscal Analyst.
- **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 ADRS shall cooperate with Department research and monitoring activities when requested.



III-10 Management Information Systems

The Tribal ADRS 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.

Resource Database - The Tribal ADRS and the ADRC will share information about services, providers and resources. The Tribal ADRS will 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 data base. The Tribal ADRS will provide the ADRC with updated information to maintain its resource database on an ongoing basis.

The ADRC will make its resource data base and public information materials available for the Tribal ADRS to use in providing Information and Assistance, options counseling and enrollment counseling.

Electronic Client Tracking - Tribal ADRSs shall use an electronic client tracking system of their choice to document customer contacts, services provided and any planned follow-up activities. The client tracking system may be the same one used by the ADRC, or another system that is sufficient to track client contacts and produce the required encounter reports. When the Tribal ADRS and the ADRC use different client tracking systems, the MOU shall specify when referrals will be made and what information will be transferred when a referral is made.

III-11 Memorandum of Understanding or Agreement with the ADRC

The tribe shall enter into a memorandum of understanding (MOU) or memorandum of agreement (MOA) with the ADRC(s) serving the area where tribal members reside. The MOU or MOA shall specify the respective roles and responsibilities of the Tribal Aging and Disability Specialist and the ADRC and the mechanisms for coordination.

III-12 Budget

III-12.1 Budget Requirement

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

III-12.2 Use of Tribal Aging and Disability Resource Specialist Funds

Tribal Aging and Disability Resource Specialist 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-12.3 Budget Format and Contents

A line item budget for the scope of services agreement period shall be prepared using the budget worksheets in DHS form number [F-00052a](#) (also in Appendix B) and shall contain a budget narrative which describes the following:

Personnel - Provide FTE, salary and fringe benefits for each ADRS position.

Direct Expenses - Identify any special projects and/or unusual expenses for each line item. Identify the location, use, square footage and rate per square foot for any rented or leased space.

Indirect Expenses - Indirect costs charged to the ADRS grant must follow the guidelines described in the Department's Allowable Cost Policy Manual, located at: <https://www.dhs.wisconsin.gov/business/allow-cost-manual.htm>

Other Expenses -

- *Travel*: Approximate the total miles multiplied by the mileage reimbursement rate and estimate the number of overnight stays.
- *Statewide Meetings*: Estimate the expense of having the 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.
- *Other*: Identify any special projects and/or unusual expenses for each line item.

III-13 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 DHS Office for Resource Center Development at least 90 days prior to any unilateral dissolution of its MOU with an ADRC and shall cooperate with the Department in efforts to facilitate resolution of issues or disputes.



Tribal ADRS Annual Budget

Line Item Budget: Include the following information

ADRS Position	ADRS Grant Funding	MA Match Funding	Other Funding*	Other Funding*	Grand Total
Salary					0
Fringe					0
% of FTE =					
Subtotal	0	0	0	0	0
Direct Expenses:					
Travel					0
Training					0
Printing					0
Postage					0
Office Supplies					0
Telephone					0
Computer-related					0
Rent/Lease					0
Equipment					0
Equipment Maintenance					0
Certifications/Professional Dues					0
Translation Services					0
Outreach/Marketing					0
					0
					0
					0
					0
					0
					0
					0
					0
					0
Subtotal	0	0	0	0	0
Indirect Expenses:					
Administration					0
Subtotal	0	0	0	0	0
TOTAL EXPENSES:	0	0	0	0	0

*Include this information if the Tribal ADRS position is funded from other sources in addition to the ADRS scope of services agreement.

SAMPLE TRIBAL AGING AND DISABILITY RESOURCE SPECIALIST JOB DESCRIPTION

The Tribal Aging and Disability Resource Specialist (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 tribal members 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 tribal members 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 tribal members.
4. Provide basic Information and Assistance, and options counseling for tribal members in their homes, in the ADRC or tribal office, or over the phone.
5. Provide short-term service coordination to help tribal members deal with immediate needs, to the extent time and funding allow.
6. Refer tribal members to the appropriate elderly benefit specialist or disability benefit specialist as needed.
7. Serve as a liaison and customer advocate for tribal members 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 tribal members.
9. Assist tribal members in preparing materials needed to determine financial eligibility.
10. Provide enrollment counseling for tribal members needing publicly funded long term care services.
11. Develop and maintain client records, including client tracking records for tribal members served.
12. 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.
13. Prepare correspondence and other documentation as required by DHS program guidelines.
14. At the option of the tribe, participate in 100% time reporting to capture MA revenue to support Tribal ADRS services.
15. Use continuous improvement techniques to improve the quality and efficiency of customer service.
16. Consult with DHS on issues relating to ADRS and/or ADRC services for tribal members.
17. Additional duties as assigned, consistent with the required and optional services described in Section II of the Tribal ADRS scope of 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 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. Three years 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, local area, 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.
7. Must hold a valid Wisconsin driver's license.
8. Other qualifications at the discretion of the tribe.

**REQUEST FOR WAIVER OF EDUCATION AND EXPERIENCE REQUIREMENTS
FOR A
TRIBAL AGING AND DISABILITY RESOURCE SPECIALIST**

Please complete this form to request a waiver of the education and experience requirements for the Tribal Aging and Disability Resource Specialist (ADRS). Completion of this form is voluntary; however, the information requested is required as part of the waiver approval process. Waiver requests should be submitted to the Office for Resource Center Development at DHSRCTeam@wisconsin.gov for review. Department approval must be received prior to making a job offer.

Name – Tribe	Date of Request
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REQUEST SUBMITTED BY:

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

1. Position for which the waiver is requested
2. Describe how and where the job was announced together with the number of applications received and number of persons interviewed.
3. Name – Individual for whom you are requesting a waiver
4. Identify the highest level of education this person has attained (e.g., high school diploma, some college, GED)
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, etc.).
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.
7. Describe how the person's work experience has prepared them with the knowledge and skills needed to perform the job as Tribal ADRS.
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 ADRS job.
9. Identify any additional training or support you believe will be needed in order for the applicant to fully perform the duties of the ADRS position and describe what formal and/or on-the-job training will be provided for the person to develop the required expertise.

FOR DHS USE ONLY

- Approved
 Approved with Conditions (Attached)

SIGNATURE – Approved by	Date Signed
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SAMPLE

Memorandum of Understanding Between the [Name of Tribe] and the [Name of ADRC]

PURPOSE

The following is an agreement between the [Name of Tribe here] Tribe and the Aging and Disability Resource Center (ADRC) of [ADRC name here].

The purpose of this Memorandum of Understanding (MOU) is to define the roles, responsibilities and procedures for collaboration between the Tribal Aging and Disability Resource Specialist (Tribal ADRS) and the Aging and Disability Resource Center.

The period of this agreement begins on [date] and continues until amended or terminated.

ROLES AND RESPONSIBILITIES

Service Provision - Tribal members may choose whether to receive services from the ADRC or from the Tribal ADRS, EBS, or DBS.

Services to be Provided by the Tribal ADRS - The Tribal ADRS will provide the following services to members of the [name of Tribe]:

1. Marketing and outreach to inform tribal members about services available through the Tribal ADRS and the ADRC;
2. Basic Information and Assistance and options counseling for tribal members;
3. Short-term service coordination to help tribal members deal with immediate needs, to the extent time and funding allow;
4. Serve as a liaison and customer advocate to tribal members referred to area ADRCs for more in-depth Information and Assistance, options counseling, and enrollment in publicly funded long-term care, including managed care and IRIS;
5. Home visits to tribal members; and
6. Assistance in preparing materials needed to determine financial eligibility.

Services to be Provided by the ADRC - The ADRC is responsible for providing the following services to tribal members in its service area:

1. Disability Benefits Specialists services, and, where appropriate, tribal members may be referred to the Tribal Disability Benefit Specialist at the Great Lakes Inter-Tribal Council;
2. Administration of the long-term care functional screen, enrollment/disenrollment counseling and assistance with processing enrollment to access publicly funded

- long-term care, unless the Tribe chooses to have these services provided by the Tribal ADRS;
3. Information and Assistance, options counseling and any other ADRC service when needed to complement or augment services provided by the Tribal ADRS; and
 4. Any other ADRC service that may benefit the consumer or which the consumer requests.

Additional services to be provided by the Tribal ADRS at the option of the Tribe -
In addition to the services identified above, the Tribal ADRS will provide those services which are indicated by a check mark on the following list:

- Pre-admission consultation and assistance with resident relocations.
- Short-term service coordination.
- Prevention and wellness education and programming.
- Administration of the long-term care functional screen. 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.
- Referral of tribal members to the appropriate economic support unit for financial eligibility determination and enrollment in publicly funded long-term care.
- Enrollment counseling for tribal members needing publicly funded long-term care services.
- Disenrollment counseling.

REFERRALS

Types of Assistance for Which Referrals Can be Made

The Tribal ADRS will refer tribal members to the ADRC for:

- Those ADRC services which are beyond the scope of this ADRS scope of services and therefore not available from the ADRS.
- Those ADRC services which the member prefers to receive directly from the ADRC.

The ADRC may refer customers to the Tribal ADRS for:

- Assistance with communications between ADRC staff and the tribal member. This may include involving the Tribal ADRS in meetings between ADRC staff and the tribal member.
- Home visits in connection with Information and Assistance, options counseling or any other ADRC function.
- Individual advocacy.

Referral Process

[Include a description of steps for the Tribal ADRS to take when making a referral to the ADRC and steps for the ADRC to take when making a referral to the Tribal ADRS, to be jointly developed by the Tribe and the ADRC. The process should allow for referrals that are made by giving the customer information about how to contact the ADRC or ADRS

themselves and, where necessary, by having the ADRC or ADRS make the contact on the customer's behalf.]

Documentation

Both the ADRC and the ADRS shall maintain a record of referrals made and received so that appropriate follow up can be made.

INFORMATION SHARING

Resource Data Base - The Tribal ADRS and the ADRC will share information about services, providers and resources. The Tribal ADRS will 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 data base. The Tribal ADRS will provide the ADRC with updated information to maintain its resource data base on an ongoing basis.

The ADRC will make its resource data base and public information materials available for the Tribal ADRS to use in providing Information and Assistance, options counseling and enrollment counseling.

Client Tracking - The ADRC and ADRS shall maintain separate client tracking systems and shall share customer information only when necessary to coordinate services to customers they both serve. The ADRC and ADRS shall obtain written or verbal consent, when required, before sharing customer's confidential information.

Unmet Needs - The Tribal ADRS and the ADRC will work collaboratively to identify services to be provided in order to address unmet needs of tribal elders and tribal members with disabilities, and will share this information with the Wisconsin Department of Health Services (DHS) and the regional long-term care advisory committee, as appropriate.

Reporting - The Tribal ADRS and the ADRC shall prepare reports, correspondence and other documentation as required by the Department, and, where appropriate, shall provide each other with information for inclusion in the required reporting.

Training - The Tribal ADRS and the ADRC will provide information about and orient one another regarding their respective governmental and organizational frameworks, services and philosophies. The ADRC will train the Tribal ADRS on its mission, services, information systems and other operations, and will make any training it provides to its own staff available to the Tribal ADRS. The Tribal ADRS will provide or arrange training for ADRC personnel on cultural competence in working with tribes and tribal members.

Collaborate on Education, Outreach and Community Events - The Tribal ADRS will develop culturally appropriate informational materials for his/her use in working with tribal members and shall make these available to the ADRC.

The ADRC and the Tribal ADRS will collaborate on community events and outreach for elders and people with disabilities and will jointly participate in educational activities in the tribal or larger community when mutually agreeable.

Dispute Resolution - In the event of a dispute regarding performance under the terms of this agreement, the parties shall continue to carry out their respective responsibilities until the dispute is resolved. The ADRC and/or Tribe shall notify the DHS Office for Resource Center Development at least 90 days prior to any unilateral dissolution of the MOU and shall cooperate with the Department in efforts to facilitate resolution of issues or disputes.

This agreement shall be reviewed annually and may be revised upon the mutual concurrence of both parties. The agreement shall remain in effect until revised or until terminated by either party.

[Place tribal representative name and title here]
[Insert name of tribe here]

Date

[Place name of ORCD Director here]

Date

Effective: *[Place date here]*