



Date: August 17, 2021

DPH Operations Memo BADR 2021-03

To: Aging and Disability Resource Center (ADRC) Directors
Tribal Aging and Disability Resource Specialists

From: Tom Balsley, Director
Office for Resource Center Development
Bureau of Aging and Disability Resources

Updated Guidance regarding Face-to-Face Services at Aging and Disability Resource Centers

The following guidance for ADRCs replaces the guidance that was provided in DPH Numbered Memo BADR 2021-02, which was issued on July 15, 2021.

We are seeing a steady increase in COVID-19 cases here in Wisconsin, as indicated by our rising seven-day average. As of Wednesday, August 11, the seven-day average of new confirmed cases of COVID-19 was 1,285 cases per day. This is more than ten times higher than one month ago, when our seven-day average was 128 cases per day.

Under the current circumstances, we acknowledge that aging and disability resource centers (ADRCs) must continue to have the ability to modify their service delivery and waive face-to-face requirements for certain services in order to maintain continuity of services while working toward local public health goals to restrict the transmission of COVID-19.

We encourage ADRCs to continue consulting with local public health departments, local corporation counsels, or other local authorities in adapting ADRC service provision in response to emergent concerns and developments related to COVID-19. ADRCs are encouraged to follow the guidance provided in [DHS Considerations for Resuming In-Person Services \(p-02009-21-02\)](#). This guidance has further information regarding recommended practices for protecting the health of ADRC staff, customers, and volunteers.

Long-Term Care Functional Screen

Until further notice, DHS is waiving the requirement that ADRC and tribal ADRC staff conduct a face-to-face interview in order to complete a long-term care functional screen. ADRC staff do not need to submit a request to DHS at this time for a waiver of the face-to-face contact requirement when completing a long-term care functional screen in situations where there are concerns about COVID-19 risks. This includes situations where local public health agencies, local corporation counsels, or other local authorities have advised ADRCs against providing face-to-face services in order to minimize risk to staff and customers; situations where the ADRC itself has instituted a policy of remote service provision to minimize risks to staff and customers; and situations where an ADRC customer has expressed concerns about the potential risks of meeting face-to-face.

Please continue to document any reasons for not providing face-to-face contact in your client tracking system.

Enrollment and Disenrollment Forms

Verbal consent for enrollment and disenrollment forms will continue to be an option for the duration of the federal public health emergency. It is anticipated that the federal government will provide a 60-day notice prior to the ending of the federal public health emergency.

We recommend that in situations where verbal consent is obtained, ADRCs still work toward obtaining a written signature, either through mailing, DocuSign, or future visits with the customer.

Walk-In Visitors

ADRC customers value walk-in services at the ADRC location, and we support this as a preferred practice. However, at the present time, we support ADRCs in limiting their provision of in-person services for walk-in visitors in order to minimize risks to staff and customers.

Information and Assistance (I&A)

ADRCs may limit their I&A service delivery to remote options such as telephonic and virtual modes of communication in order to minimize risks to staff and customers.

Options Counseling

ADRCs may restrict the option for face-to-face visits as part of the options counseling process in order to minimize risks to staff and customers.

Benefit Specialists and Dementia Care Specialists

Disability benefit specialist (DBS), elder benefit specialist (EBS), and dementia care specialist (DCS) activities may be limited to remote options such as telephonic and virtual modes of communication in order to minimize risks to staff and customers.

Questions

If your ADRC has questions or concerns, please contact your regional quality specialist.