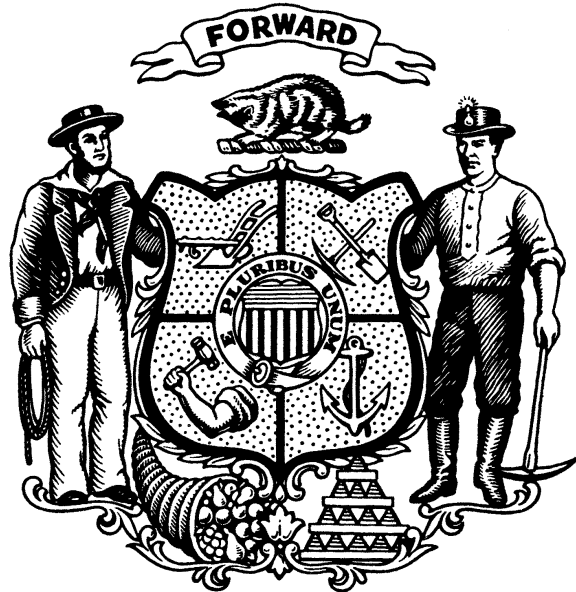


APPLICATION INSTRUCTIONS AND FORMS



To Contract As An
AGING AND DISABILITY RESOURCE CENTER (ADRC)

Updated March 2022

Wisconsin Department of Health Services

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Section A. Approval Process

A-1 Review and Evaluation of Applications

A-1.1 Review Process

Department of Health Services (DHS) staff will review each application to make certain all parts of the application were submitted. Completed applications will be reviewed and compared to application requirements. Applicants may be requested to submit additional information, to meet with or make a presentation to DHS staff to support and clarify their application, or to amend their application to better meet requirements. Applicants may also submit revisions or clarifications at their own initiative. [DHS may request interviews, and/or presentations to further evaluate the applicant and use the results in evaluating the application.]

A-1.2 Evaluation Criteria

To be approved, an application must provide all information, assurances, and attachments requested on the application form in Appendix B of this document and must document how all the requirements described in Section II will be met. Applications should demonstrate knowledge and understanding of the mission of the Aging and Disability Resource Center (ADRC), the needs of the target groups, the resources available to meet these needs, the scope of required ADRC services, and a realistic plan to reach these goals.

A-1.3 Right to Reject Applications and Negotiate Contract Terms

DHS reserves the right to reject any and all applications. DHS may negotiate the terms of the contract, including the award amount, with the selected applicants prior to entering into a contract.

A-2 Awarding of Contract

A-2.1 Award and Final Offers

DHS will award contracts only to those applicants who satisfy the evaluation criteria.

A-2.2 Notification of Approval

All applicants who respond to this application process will be notified in writing of the approval status of their application. Approval means that an application is eligible to receive funding, if and when funding is available. The approval notice is not an award of funds.

A-2.3 Appeals Process

Applicants may appeal a decision not to approve an application. Notices of Intent to Protest and protests are to be made in writing to the Administrator of the Division of Public Health (DPH). Protestors should make their appeal as specific as possible and must identify statutes and Wisconsin Administrative Code provisions that are alleged to have been violated.

Any written Notices of Intent to Protest the denial of approval must be filed with

Administrator
Division of Public Health
Department of Health Services
1 W. Wilson Street, Room 250
PO Box 2659
Madison, Wisconsin 53701-2659

Notices of Intent to Protest must be received in the Administrator's office no later than ten (10) working days after the Notice of Denial is issued.

Written protests must be received within fifteen (15) working days after the Notice of Denial is issued.

The decision of the Administrator may be appealed to the Secretary of the Department of Health Services within five (5) working days of issuance. The appeal must allege a violation of a Wisconsin statute or a section of the Wisconsin Administrative Code.

A-3 Termination of Contract

A contract issued subsequent to application approval may be terminated by DHS at any time at its sole discretion by delivering 30 (thirty) days written notice to the contractor. Upon termination, DHS's liability will be limited to the pro rata cost of the services performed as of the date of termination plus expenses incurred with the prior written approval of DHS. In the event that the contractor terminates the contract, for any reason whatsoever, it will refund to DHS within 30 (thirty) days of said termination, all payments made hereunder by DHS to the contractor for work not completed or not accepted by DHS. Such termination will require written notice to that effect to be delivered by the contractor to DHS at least 30 (thirty) days prior to said termination.

Section B. General Information

B-1 Introduction

Aging and Disability Resource Centers (ADRCs) are welcoming, attractive, accessible places where older people and people with disabilities can go for information, assistance, and help in accessing services. They provide a central source of reliable and objective information about a broad range of programs and help people to understand the various long-term care options available to them. By empowering people to make informed, cost-effective decisions about long-term care, they help people conserve their personal resources, health and independence, and reduce the demand for public funding for long-term care by delaying or preventing the need for potentially expensive long-term care services. ADRCs help people apply for programs and benefits and serve as the single access point for publicly funded long-term care. ADRCs are also available to physicians, hospital discharge planners, or other professionals who work with older people or people with disabilities. Services are provided at the resource center, over the telephone, or in visits to an individual's home.

ADRCs began in 1999 and currently operate in all 72 counties.

Further information about ADRCs is available on the DHS internet site at <https://www.dhs.wisconsin.gov/adrc/pros/index.htm>.

B-2 Purpose

This document provides information needed to prepare and submit an application for the implementation of an ADRC.

B-3 Procuring and Contracting Agency

The application review and approval process along with any contract resulting from this application will be administered by the Wisconsin Department of Health Services (DHS). The Contract Administrator is Thomas Balsley, Bureau of Aging and Disability Resources:

Thomas Balsley, Director, Office for Resource Center Development	
Department of Health Services	
Division of Public Health	
1 W. Wilson Street, Room 551	Telephone: 608-400-1846
PO Box 2659	Fax: 608-267-3203
Madison, WI 53701-2659	Email: Thomas.Balsley@wisconsin.gov

B-4 Funding and Duration of Contract

The Wisconsin Department of Health Services will enter into a contract with each ADRC, specifying the required functions of the ADRCs and the funding level the State will provide to support these functions.

The funding from DHS will be a combination of State General Purpose Revenue (GPR) and federal funding. Federal Medicaid administration matching funds are available for long-term support functional screen and information and assistance activities related to Medicaid, according to the methodology submitted by DHS to

the Centers for Medicare and Medicaid Services (CMS). ADRCs are required to implement 100% time reporting to claim the appropriate federal matching funds.

The ADRC contract will be effective on the date indicated on the contract and will run for the remainder of the calendar year from that date. ADRC contracts have an option by mutual agreement of the agency and contractor to renew annually.

B-5 Who May Submit an Application?

An applicant agency may be any of the following, according to Wisconsin Statutes section 46.283:

- A Wisconsin county agency or aging unit;
- A Wisconsin tribe (eligible within the same framework as Wisconsin counties throughout this document);
- A consortium formed by two or more counties and/or tribes or aging units;
- A long-term care district; or
- A nonprofit entity in coordination with a county, tribe or consortium of counties/tribes, when the counties or tribes have declined to apply to operate an ADRC.

B-6 Collaboration with Local Agencies and Stakeholders

Applicants are expected to work collaboratively with local public agencies that serve older people and people with disabilities. Further, applicants are expected to involve consumers and other stakeholders from the community at large, including mental health and substance use representatives, in the development of the ADRC.

Stakeholders

When planning an ADRC, all key stakeholder groups must be represented. Additionally, all key service networks must be represented, including mental health and substance abuse service networks.

Experience indicates that a majority of the customers of the ADRC will be older persons or their families. Older persons and staff representing county aging units must be involved in planning the ADRC to meet the needs of seniors, avoid redundancy, and comply with the requirements of the Older Americans Act. The expertise of the aging units should be incorporated into the operation of the ADRC whenever possible. Integration of aging unit and ADRC functions is strongly encouraged. In addition, the ADRC should utilize skills of older volunteers in the design and delivery of ADRC services.

The information, assistance, and benefits advocacy needs of persons with physical disabilities require particular attention to issues of accessibility, self-determination, the interplay of benefits and employment, and other unique issues. The applicant must demonstrate the involvement of persons with physical disabilities in planning the ADRC, and demonstrate a commitment to training staff to provide customer service that responds to preferences for self-direction.

Adults with developmental disabilities will depend upon the ADRC to gain access to publicly funded care, as well as to acquire information about community

resources and opportunities. Persons with developmental disabilities and their representatives must be involved in planning the ADRC to advise the applicant about the kinds of information and assistance they will require from the ADRC. The applicant is expected to demonstrate expertise in serving persons with developmental disabilities.

The ADRC is not a provider of mental health services. However, the ADRC is expected to provide information and assistance services to persons with mental illness and/or substance use disorder, regardless of age or co-occurring disability including assistance in accessing a wide range of community services available to the general population, providing benefits counseling, and facilitating access to crisis intervention and emergency services.

Local Agencies

The applicant must provide assurances that the application is fully supported by county and/or tribal aging units, social services, community programs, and long-term support units, regardless of whether they are in the same or separate county departments, to assure strong collaboration.

At a minimum, the following county or tribal programs should be actively engaged in the planning and operation of the ADRC:

- Aging programs,
- Programs for people with mental illness and substance use disorders,
- Social services programs for adults, and
- Income maintenance units.

In addition, consultation with the local public health department is advisable. Applicants must demonstrate a commitment to participation from all partner organizations, including a willingness to reevaluate current practices for delivering access to services and to realign those services within the ADRC model.

All applications must be accompanied by county board and/or tribal government resolution(s) that endorse the application and make a commitment to complete full implementation of the ADRC for all target groups.

B-7 Service Area

An ADRC service area may include one or more counties or tribes, provided each county or tribe is a full partner in the application process. Counties currently served by an existing ADRC may apply as part of a larger regional consortium.

DHS strongly encourages multi-county rather than single county ADRCs to leverage efficiencies and improve service delivery. Examples of where multi-county collaboration is beneficial include the purchasing and operating a Management Information System (MIS), maintaining a resource database such as WellSky, training staff, marketing and outreach activities, developing public information materials, and collaborating with regional service providers. Cost savings in administrative functions may enable the ADRC to provide more direct service staff in each county and to respond to consumer requests more quickly.

Combined budgets may also make it possible to hire staff that is specially trained in the functions of the resource center and in the needs of the different target populations it serves.

Section C. Scope of Aging and Disability Resource Centers

Aging & Disability Resource Centers (ADRCs) provide information and assistance on issues affecting older people, people with disabilities, people with mental health issues, or people with substance use disorders. ADRCs also serve as a “single access point” for access to public benefits, as well as counseling and advocacy to overcome barriers to using benefits. As a resource of long-term care information, ADRCs are also available to physicians, hospital discharge planners, and other professionals who work with older people or people with disabilities. ADRCs provide services by telephone or virtual meeting, in the office, in an individual’s home, and in accessible community centers. ADRCs are also a catalyst for community prevention strategies to prevent or delay the use of publicly funded long-term care.

Requirements for ADRCs are summarized below and described in the contract between the Wisconsin Department of Health Services (DHS), Division of Public Health (DPH), and the ADRC see <http://www.dhs.wisconsin.gov/adrc/pros/index.htm>.

Detailed information on the delivery of ADRC services can be found in the ADRC Operations Manual (P-03062).

C-1 Goals of the ADRC

The goals of an ADRC are as follows:

- Present a welcoming and inviting place to the entire community that is attractive, accessible, non-bureaucratic, non-threatening and confidential;
- Reach and serve a broad base of older people and adults with physical disabilities, intellectual disabilities, developmental disabilities, substance use disorders or mental illness, and their families regardless of income or condition;
- Provide reliable and objective information to help people access resources to empower them to make informed decisions about long-term care and other needs related to age or disability;
- Promote wellness and prevent or delay chronic illness and disability;
- Delay or prevent the need for long-term care services and public funding for these services;
- Identify people at risk for abuse or neglect and connect them to services or benefits;
- Provide benefits counseling to older adults and adults with disabilities;
- Provide transitional services to families whose children with physical, intellectual, or developmental disabilities are preparing to enter the adult service system;
- Provide a single access point to publicly funded long-term care programs; and
- Provide enrollment and disenrollment counseling for persons entering or leaving the publicly funded long-term care system.

C-2 Target Populations

The ADRC must serve all of the following groups of individuals, including people who inquire about or request assistance on behalf of members of these groups, regardless of their financial means:

- Adults with intellectual or developmental disabilities;
- Adults with physical disabilities;
- People age 60 and older, regardless of health status;
- Adults with mental illness or substance use disorders (for information and assistance, disability benefits specialist services, and emergency response as described in the ADRC contract); and
- Young adults with disabilities beginning at age 17 years 6 months who are preparing to transition into the adult service network (for transitional services as described in the ADRC contract).

C-3 Services to be Provided

ADRCs are required to make available to members of their target populations all of the services described in the ADRC contract. The full contract is available at <http://www.dhs.wisconsin.gov/adrc/pros/index.htm>.

Your application must include a description of how the proposed ADRC will provide each of the services outlined within the contract.

For more detailed information on each of the required services, please see the ADRC Operations Manual (P-03062).

Section D. Preparing and Submitting an Application

D-1 Notice of Intent to Submit an Application

Applicants are requested to submit a Notice of Intent to Submit an Application (F-00053) via email to the [Aging and Disability Resource Center \(ADRC\) Team](#).. The Notice of Intent is for work planning purposes and does not commit an agency to submitting an application. ADRC applicants may submit Notice of Intent to Submit Application when planning is far enough along for them to know they will be submitting an application and have county board support, no less than 120 days in advance of the desired ADRC start date.

D-2 Timeline

Applications may be submitted whenever an applicant is ready to apply. Applications will be accepted at any time, but should be submitted no later than 90 days before anticipated start-up of the ADRC or anticipated start date for the modification to the ADRC.

D-3 General Instructions

The evaluation and approval of applications will be based on the information submitted in the application together with any subsequent revisions, supplements, presentations or interviews which may be requested by DHS if clarification is needed. Failure to respond to each of the requirements in the application may delay approval or be the basis for rejecting an application.

D-4 Incurring Costs

The State of Wisconsin is not liable for any cost incurred by applicants in replying to this application.

D-5 Presentations and Interviews

Applicants are required to discuss their application with DHS staff. This discussion may be in person or done remotely. The purpose of the discussion is for applicants to demonstrate understanding of and ability to meet the ADRC contract requirements, answer questions, and identify areas in the application that may need further work. Key project personnel, including subcontractor personnel, should participate in this discussion.

D-6 Clarification or Revisions to the Specifications or Contract Requirements

Questions concerning the application forms and instructions may be directed to Thomas Balsley, Director of the Office for Resource Center Development (ORCD), to the ORCD regional quality specialist serving the area where the proposed ADRC is located, or to the [ADRC Team](#)..

D-7 Reasonable Accommodations

DHS will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request.

D-8 Submitting the Application

Applicants must submit an electronic copy of all required application materials for their application to be accepted.

Electronic documents should follow the following naming conventions: Name the completed electronic application document, "ADRC-[name of ADRC]". For example, "ADRC of Racine County." Name electronic attachments using the following naming convention: "ADRC-[name of ADRC]-[name section or subsection to which the attachment is applicable]". For example, "ADRC of Racine County–Organization Chart."

Applications should be emailed to DHSRCTeam@wisconsin.gov. The original and hard copies of the applications should be sent to:

Thomas Balsley, Director, Office for Resource Center Development
Department of Health Services
Division of Public Health
1 W. Wilson Street, Room 551
PO Box 2659
Madison, WI 53701-2659

D-9 Withdrawal of Applications

Applicants may withdraw an application in writing at any time before a contract is signed.

Section E. Application Format and Contents

E-1 Application Format and Signatures

The application should be prepared using the application form [F-00052](#).

Answers to the questions on the application form should be in 12-point font with 1.5 or 2 line spacing. The name of the applicant included in a header or footer on each page. The original and hard copies must be printed on 8.5 by 11-inch paper.

An authorized signature is required on the Applicant Identification Page of the application.

The application should not exceed 45 pages, excluding worksheets and attachments. It may have fewer pages if all requirements are met. A recommended number of pages for each section is provided on the application form to provide guidance. These are recommendations, not requirements. Reviewers will appreciate clarity and conciseness in all sections.

E-2 Application Organization

The application form and materials are arranged in the following order:

- Part I. Applicant Information
- Part II. Executive Summary (2 page maximum)
- Part III. Project Proposal (45 page maximum)
 - a. Administrative Framework
 - b. Provision of ADRC Services
 - c. Customer Service Process
 - d. Implementation Timeline
 - e. ADRC Annual Budget and Budget Narrative
- Part IV. Attachments
 - a. County Board/Tribal Government Resolution(s) Authorizing the ADRC Application
 - b. Letters of Support
 - c. Organizational Charts
 - d. Other Attachments (optional)

E-3 Application Content

Applications should describe how the ADRC will meet the administrative requirements and provide each of the mandatory services described in these instructions, using the questions on the application form as a guide.

Part I - Applicant Information

The first page of the application contains identifying information regarding the applicant planned for the ADRC service area.

Part II - Executive Summary (2 pages maximum)

The purpose of the Executive Summary is to condense and highlight the contents of the application in a manner that provides the reviewers with an understanding

of the entire application. This section should include an identification of the county(s) served by the ADRC, and a description of the overall approach to the scope of work for the ADRC described in these instructions. It should also highlight any unique characteristics of the application.

Part III - Project Proposal (not to exceed 45 pages, excluding worksheets and attachments)

a. Administrative Framework

Describe how the organizational and administrative requirements for ADRCs contained in the ADRC contract and summarized in these instructions will be met.

b. Provision of ADRC Services

Describe how the required ADRC services described in the ADRC contract, ADRC operations manual, and summarized in these instructions will be provided.

c. Customer Service Process

Describe or attach a flow chart that diagrams the process by which a customer will obtain services from the ADRC. Include the following, at a minimum: 1) how a customer will receive information and assistance, options counseling, and benefits counseling as their primary service; and 2) how a customer will access long-term care services via the ADRC. To the extent possible, indicate how many different people the customer will have to talk to, how often they will be required to repeat the same information, and how long the process will typically take.

d. Implementation Timeline

Describe the timetable for making required ADRC services available to the public. Identify any requirements relating to target populations, mandatory services, staff qualifications, or administrative requirements that your ADRC will be unable to meet immediately upon the effective date of the contract and show when these requirements will be met.

e. ADRC Annual Budget

- Budget Worksheets

- *Line-Item Budget.* Provide an estimated 12-month budget for the ADRC using the worksheet provided in form [F-00052a](#). Some line items may not be applicable to all applicants. Additional line items may be added as needed. Fringe benefits should be calculated utilizing the applicant's current rate. There will be an opportunity to amend the budget when the contract is issued.
- *Personnel Worksheet.* List the position title, functions, full time equivalency (FTE), and salary for each ADRC position, using the personnel worksheet provided in form [F-00052a](#).
- *Subcontract Worksheet.* If the applicant plans to subcontract, complete the subcontract worksheet provided in form [F-00052a](#) with as much information about the subcontractor services, identity, and cost, as is available.

- **Budget Narrative**
Provide a separate justification for those line items in the budget that are not self-explanatory, even if the information has been described elsewhere in the application. For those item(s), describe what the item is and why it is needed to fulfill the objectives of the application.
 - **Other Costs**
 - *Office Operations:* Specify the projected expense for office items and materials such as telephone, printing, office furniture, etc. Indicate funding source if not charged to ADRC grant.
 - *Leased Space:* Indicate whether space is for public use or office use and where it is located.
 - *Staff Travel:* The following information should be provided:
 - Who is traveling,
 - Purpose of travel,
 - Destination(s), and
 - Basis for calculation (i.e., estimated number of miles traveled multiplied by mileage reimbursement rate).
- Other Costs:* The following information should be provided:
- The nature of the expenditure and the purpose of the cost
 - If indirect costs (administrative and operational expenses not related to the aforementioned categories) are included, the amount should not exceed 10% of the sum of personnel and other direct costs.

Subcontracts

For each proposed subcontract, the following information should be provided:

- The scope of services to be provided,
- An explanation of why the subcontract is necessary to fulfill the project objectives, and
- The basis for calculating the requested amount

Note: The prime contractor (i.e., the ADRC grant recipient) is responsible for contract performance when subcontractors are used. Subcontractors must also abide by all terms and conditions of the contract. DHS should not be named as a party to a subcontract. The prime contractor maintains fiscal responsibility for its contracts, which includes reporting expenses associated with the subcontract to DHS.

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

Part IV - Attachments

The application should include the following attachments:

- a. County Board/Tribal Government Resolution(s) Authorizing the ADRC Application,
- b. Letters of Support,
- c. Organization Charts, and
- d. Other Attachments (optional).

See **Section F. Forms and Attachments** for format and content guidelines for these attachments.

Section F. Forms and Attachments

F-1 Notice of Intent to Submit

Email the Notice of Intent to Submit to the [ADRC Team](#) using form [F-00053](#).

F-2 Application Forms

Use the application forms [F-00052](#) (Application for ADRC) and [F-00052a](#) (ADRC Annual Budget, Personnel Worksheet and Subcontract Worksheet) to complete the application.

F-3 County Board/Tribal Government Resolution(s) Authorizing the ADRC Application

Attach a resolution from each participating county or tribal government authorizing submission of the ADRC application. The resolution should identify the applicant organization(s) and authorize the organization(s) to apply on behalf of the county or tribe. If the application is for a multi-county ADRC, this should be indicated in the resolution.

F-4 Letters of Support

Attach letters of support from the commission on aging and ADRC governing board or advisory committee.

F-5 Organization Charts

Attach two organization charts, one describing the internal organization of the ADRC and the other describing how the ADRC relates to its governing board and other agencies and organizations in the long-term care system. The internal organization chart should identify the functions, staffing and reporting relationships within the ADRC. It should also indicate names and lines of authority between all key project personnel. The external organization chart should show the relationship of the ADRC to its governing board, county board(s), other key units of county government, long-term care districts, and managed care organizations that have committed to collaborate under this application.