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| **DEPARTMENT OF HEALTH SERVICES**  Division of Public Health  F-02880 (09/2021) | **STATE OF WISCONSIN** |
| **ADRC LOCATION AND PHYSICAL SPACE SELF-ASSESSMENT**  **Location, Physical Space and Facility Characteristics** | |

| **Page** | **Requirement** | **Contract Section** | **Evaluation Criteria** | **Yes** | **No** | **N/A** | **Comments** |
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| 4 | Site Requirements | II.A.1 | The ADRC shall be located in a place that is visible and recognizable to the public. |  |  |  |  |
| The ADRC shall have public parking available at no cost to the public. |  |  |  |  |
| Parking for the ADRC shall include accessible parking spaces in compliance with the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG). |  |  |  |  |
| ADRCs that are located in municipalities served by public transportation must be accessible by public transportation. |  |  |  |  |
| 4 | Signage | II.A.2 | ADRC locations shall have clearly visible signage indicating the presence of the ADRC on both the interior and exterior of the building in which it is located. |  |  |  |  |
| At least one clearly visible exterior sign, at least one clearly visible interior sign, and all directional signs must show the Department's ADRC Logo. Directional signs shall comply with the ADAAG for Buildings and Facilities. |  |  |  |  |
| The ADRC shall also be identified on any posted building directories. Directory listings do not need to include the ADRC logo. |  |  |  |  |
| 4 | Facility Requirements | II.A.3 | The ADRC is responsible for identifying and addressing barriers to accessibility and complying with federal and state accessibility requirements including the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG). The ADRC physical space shall be consistent with the ADAAG guidelines for new buildings. |  |  |  |  |
| The building and furnishings shall be clean, in good condition, and free of hazards. |  |  |  |  |
| The path that customers must follow to access the ADRC, including sidewalks, doors, hallways, stairs and elevators, shall be accessible to and shall comfortably accommodate people with limited mobility. |  |  |  |  |
| Provide hearing loop technology in the reception area and private consultation areas. |  |  |  |  |
| Have public restrooms for use by ADRC customers that are clearly signed accessible and able to accommodate customers with an attendant of the opposite sex while maintaining privacy for all customers. |  |  |  |  |
| 4 & 5 | Reception Area | II.A.4 | The ADRC shall have a reception area where customers are greeted and may wait for services. The reception area may be shared with other entities but must be clearly identified and recognizable as the reception and waiting area for the ADRC. |  |  |  |  |
| The reception area shall be designed to be functional for and appealing to members of the ADRC customer population. The reception area shall be accessible, clean, of sufficient size, adequately furnished and arranged comfortably to accommodate people of all ages and disabilities with dignity and respect. |  |  |  |  |
| The reception area shall, as much as possible, be arranged to respect the privacy of customers' conversations with the receptionist. If sign-in sheets are used, they shall not be viewable by other customers. |  |  |  |  |
| Customers entering the reception area shall be promptly greeted by an individual who is knowledgeable about the ADRC's services and ready to assist or direct them to the right person to assist them. The receptionist and/or person greeting customers need not be solely dedicated to the ADRC, and may hold a position that is shared by the entities using the reception area. |  |  |  |  |
| The reception area shall include display space for fliers, pamphlets and other informational materials or make these materials available in a manner that is that is accessible to visitors. |  |  |  |  |
| 5 | Privacy and Confidentiality | II.A.5 | ADRC specialists and benefit specialists shall have private office space or access to private meeting space, where they can have confidential conversations. Customers and families shall not experience a delay in meeting with ADRC staff due to lack of private space. |  |  |  |  |
| 5 | Prohibition of Co‑Location with an MCO or IRIS Agency | II.A.6 | The ADRC shall not be located in the same building as an MCO, ICA, or FEA. Co-location with an MCO, ICA, or FEA creates the appearance of conflict of interest. If an MCO, ICA or FEA moves into the same building as the ADRC, the ADRC shall notify the Department within three business days. |  |  |  |  |
| 5 | Co-Location with an Aging Unit | II.A.7 | An ADRC that is fully integrated with the aging unit shall be co-located with the aging unit. Co-location streamlines customers' access to services. |  |  |  |  |
| ADRCs that are not fully integrated with an aging unit may be co-located, share facilities and share administrative staff with an aging unit to improve customers' access to services. |  |  |  |  |