

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46

**WASHINGTON COUNTY
AGING AND DISABILITY RESOURCE CENTER BOARD**

Public Agency Center
West Bend, WI

February 20, 2014
1:00 p.m.

PRESENT: Rick Gundrum, Donald Kriefall, Daniel Goetz, Bette Koch, and Sandy Zopf.

Excused: Lori Luetschwager, Robert Milich, and Alan Peters.

ALSO PRESENT: ADRC Director Linda Olson, County Manager Joshua Schoemann, ADRC Supervisor Janel Hetzel, Information and Assistance Specialist Reba Pfannerstill, and Deputy County Clerk Mary G. Lemke.

Chairperson Gundrum called the meeting to order at 1:00 p.m. and read the Affidavit of Posting.

Introductions were made by Ms. Olson.

MINUTES

Moved by Mr. Kriefall, seconded by Ms. Koch to approve the minutes of November 21, 2013, as presented. Motion carried.

ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

Youth Transitional Services - Reba Pfannerstill

Ms. Pfannerstill gave an overview of the Youth Transitional Services.

2013 Non-Lapse/Budget Transfer Requests

Moved by Mr. Kriefall, seconded by Mr. Goetz to approve non-lapsing \$11,822 of the 2013 Senior Conference account, \$21,865 of the Bone Health Study Grant, and \$18,182.74 meal donations accounts in the ADRC budget to 2014. Motion carried.

2013 Aging Unit Self Assessment Approval

Moved by Ms. Zopf, seconded by Mr. Goetz to approve the Bureau of Aging and Disability Resources Aging Unit Self-Assessment 2013 as presented. Motion carried.

DIRECTOR'S REPORT

Health & Wellness Programs' Schedules

Ms. Olson distributed and discussed the Health and Wellness Health Promotion Clinics through the Aging & Disability Resource Center.

AARP Tax Assistance

Ms. Olson distributed and discussed the Free Tax Assistance AARP Tax Aide sheets.

DESIGNATION OF FUTURE MEETING DATES

The ADRC Board will tentatively meet on Thursday, March 20, 2014, at 1:00 p.m.

1 **ADJOURNMENT**

2 Moved by Mr. Kriefall, seconded by Mr. Goetz to adjourn the meeting at 2:00 p.m. Motion
3 carried.

4

5

6

7

Brenda J. Jaszewski, County Clerk

DEMENTIA CAPABLE WISCONSIN PLAN

IMPACT ON AGING AND DISABILITY RESOURCE CENTER

INTRODUCTION

Alzheimer's disease and related dementias are already straining the Long Term Care system in Wisconsin. As the baby boom generation ages, the number of people affected by dementia is expected to increase. This population increase, along with recent decisions by the Wisconsin Supreme Court in the case of *Helen E.F.*, and the creation of a *Special Legislative Committee on Legal Interventions for Persons with Alzheimer's disease and Related Dementias* resulted in the Secretary of the Dept of Health Services to call for a redesign of Wisconsin's dementia care system. The goal of the redesign is to provide appropriate, safe and cost-effective care throughout the course of the disease.

The focus of this plan is to address gaps in the current care delivery infrastructure and expand community and crisis services for people with dementia. The strategies have been grouped in 5 main areas:

1. Community Awareness and Services
2. Facility based Long Term Care
3. Care for People with Significant Challenging Behaviors
4. Dementia Care Standards and Training
5. Research and Data Collection

Alzheimer's disease is the most common type of dementia in the U.S. today, affecting 1 in 9 people age 65 and older. Dementia describes a set of symptoms of cognitive decline as a result of brain cell death caused by disease and injury to the brain. This may include declines in memory, judgment, perception and reasoning along with other cognitive abilities. Alzheimer's disease is a fatal illness for which there is no cure. Other causes of dementia include vascular events such as strokes, other diseases such as Parkinson's disease and other conditions that cause damage to parts of the brain.

According to the Alzheimer's Association, an estimated 5.2 million Americans had Alzheimer's disease or another form of dementia in 2013. The Wisconsin Department of Health Services estimates that Wisconsin has approximately 120,000 people with dementia, of that number about 12,000 are living in nursing homes, 18,000 in assisted living facilities, and the remaining people living in private residences.

Care for people in their homes comes largely from family members who can be supplemented by the Alzheimer's Family Caregiver Support program funds, National Family Caregiver Support Program funds, Family Care benefits, or Medicaid benefits. These programs are income tested and somewhat limited depending on the program guidelines.

IMPACT ON ADRC

The ADRC will be asked to play a role in increasing the public knowledge and understanding of Dementia which could result in mitigating the stigma attached to dementia. In order to mitigate the stigma of dementia, families need to better understand dementia, care providers need to be appropriately trained, public safety agencies need to be informed and there needs to be greater community awareness. In creating this awareness it is hoped that dementia will be naturally accepted as part of the community fabric. The state plan has a goal of expanding the Dementia Care Specialist program in ADRC's throughout the state.

In Washington County, we are recommending that the ADRC establish a full time position of Caregiver Resource Specialist who will be able to educate caregivers, families and others about the disease, screen persons for eligibility and consult regularly with Adult Protective Services and other appropriate agencies to make sure persons receive the services they need. The planning for this will be done in 2014, with the position planned start date of January 2015.

This position will also be responsible to do outreach to the community about the ADRC and caregiver services with the purpose of increasing referrals to the ADRC , as well as improving the public's knowledge of the disease. This position will also conduct the evidence based care giving programs such as Powerful Tools for Caregivers. Collect data and produce reports for the ADRC and the public on the ADRC activities relating to care giving.

The State's plan also includes:

Promoting Dementia Friendly Communities - Training communities and business to recognize the signs of dementia, and to communicate effectively with people with dementia and help locate resources.

Support Dementia - Capable Work Environments - Encourage public and private employers to provide information to employees on dementia and on resources available to help individuals with dementia and their family caregivers.

Engage the Medical Community in the Dementia Initiative – The doctor is the first place many people go for information about dementia. DHS will work with the Wisconsin Medical Society, Wisconsin Hospital Association and the Wisconsin Alzheimer's Institute to provide continuing education of dementia and resource identification.

Other aspects of the State's plan include working with public health departments, the Department of Public Instruction to develop a dementia curriculum and to ensure that community based dementia services are culturally competent.

The ADRC will be trained in the use of a Cognitive Screen Tool and will partner with provider agencies and community organization to increase screening referrals to the ADRC. ADRC marketing and outreach will be expanded to underscore the opportunity to receive information and assistance as well as options counseling to support care planning, and to facilitate access to needed services. The ADRC's will be asked to provide early stage programming and support for persons with dementia. There are model programs to follow such as the Language-Enriched Exercise plus Socialization (LEEPS), Memory Care Connections, and Powerful Tools for Caregivers. Washington County provides Powerful Tools for Caregiver at this time.

LONG TERM CARE FACILITIES

As the state develops this plan, the ADRC will be an important part of the success of this plan. In addition to the part of the plan that affects the ADRC; there will be plans that will affect facility based long term care such as the Samaritan. There will be a need to address barriers that deter some facilities from admitting and providing ongoing care for residents with challenging behaviors. The plan will also promote Dementia Friendly facilities. There is more detail in the plan about the impact on Long Term Care facilities and Assisted Living facilities.

The entire plan can be found online at

<http://www.dhs.wisconsin.gov/publications/P0/P00586.pdf>

MARCH 2014



AGING & DISABILITY RESOURCE CENTER
333 E. WASHINGTON ST., SUITE 1000, P.O. Box 2003
WEST BEND, WISCONSIN 53095
PHONE 262-306-2222 BUSINESS OFFICE 262-335-4497
TOLL FREE 877-306-3030 • FAX 262-335-4717

ADRC of WASHINGTON COUNTY COMPLAINT AND GRIEVANCE PLAN 2014

Date of Approval: March 20, 2014	Date Policy is Effective: November 1, 2009
Responsible Person: ADRC Director	Approved By: ADRC Board

INTRODUCTION

This plan addresses the process available to consumers of the Aging & Disability Resource Center (ADRC) to express and resolve complaints and grievances. Consumers have the right to be treated with respect, to be given appropriate and accurate information, to have their concerns heard and understood, to receive prompt service, to receive assistance in accessing services in the community and to apply for public benefits for which the ADRC determines eligibility. Consumers have the right to voice concerns, question decisions made, and file complaints or grievances without fear of reprisal.

The Complaint and Grievance Plan will be made readily available to consumers and staff. Staff will be educated and instructed to inform and assist consumers through the process. The plan will be reviewed at least annually with all current staff, and during training with new staff, to assure that all complaints and grievances are addressed in accordance to the plan and the ADRC Contract.

The Complaint and Grievance Procedure consists of three levels of resolution. The complainant may initiate a higher level of resolution at any point.

1. Internal Informal Complaint and Grievance Process and Resolution
2. Internal Formal Complaint and Grievance Process and Resolution
3. External Formal Complaint and Grievance Process



AGING & DISABILITY RESOURCE CENTER
333 E. WASHINGTON ST., SUITE 1000, P.O. Box 2003
WEST BEND, WISCONSIN 53095
PHONE 262-306-2222 BUSINESS OFFICE 262-335-4497
TOLL FREE 877-306-3030 • FAX 262-335-4717

COMPLAINT AND GRIEVANCE PLAN 2014

INTERNAL INFORMAL COMPLAINT AND GRIEVANCE PROCESS

1. Any comment, concern, complaint or grievance may be made by or on behalf of a consumer to any ADRC staff member without fear of reprisal. All ADRC staff are instructed in this policy, and authorized to resolve a *complaint as able within the scope of their authority*. Staff shall provide the complainant with information and assistance about the complaint and grievance procedure.
2. Staff will notify the ADRC Supervisor of the complaint or grievance as soon as possible and attempt to resolve the complaint or grievance immediately. If ADRC staff are unable to resolve the issue, the ADRC Supervisor will make every effort to resolve the matter with the complainant. An informal internal complaint or grievance resolution shall be completed within ten (10) business days of the date the complaint or grievance was received.
3. The internal formal complaint and grievance process will begin if the issue is not resolved through the internal informal process after ten (10) business days. The complainant, consumer or advocate may request the complaint be considered through the internal formal process at any point during the informal process. The complainant, consumer or advocate will be informed of the internal formal process and will be given help, if necessary, to complete the complaint form.
4. Every effort should be made to resolve issues through the internal informal process.



AGING & DISABILITY RESOURCE CENTER
333 E. WASHINGTON ST., SUITE 1000, P.O. Box 2003
WEST BEND, WISCONSIN 53095
PHONE 262-306-2222 BUSINESS OFFICE 262-335-4497
TOLL FREE 877-306-3030 • FAX 262-335-4717

COMPLAINT AND GRIEVANCE PLAN 2014

INTERNAL FORMAL COMPLAINT AND GRIEVANCE PROCESS

- If your problem is not resolved to your satisfaction by ADRC staff or the ADRC Supervisor, you may make a formal complaint or grievance to the Director of the Aging and Disability Resource Center. Within 14 calendar days of the ADRC Supervisor's response, request the ADRC Supervisor to forward your complaint or grievance to the ADRC Director. If you prefer, you may personally forward it to the ADRC Director.
- You may also make the complaint or grievance verbally, either in person or over the telephone, or in writing by letter, fax, or by email.
- You may submit your complaint or grievance in any format.
- If you need assistance with any aspect of your complaint or grievance contact the Long Term Care Ombudsman program at 1402 Pankratz Ste#111, Madison, WI 53704-4001, 1-800-815-0015 or Disability Rights Wisconsin at 6737 W Washington St #3230, Milwaukee, WI 53214, 1-414-773-4646 or 1-800-708-3034. Your complaint or grievance should clearly outline all facts including:
 - A Description of Your Concern
 - Time and Place of the Incident
 - Names of Those Involved
 - What would you like to see happen
- You may give your complaint to any staff person, including the Supervisor.
- Your complaint must be received by the ADRC within 30 calendar days of the event or circumstance in question, or within 30 days of when the event or circumstance was actually discovered or reasonably should have been discovered.
- The ADRC Director will send a written notification decision of your complaint or grievance to you within 15 (fifteen) calendar days of its receipt. The notice shall include:
 - The decision reached
 - The name of the ADRC contact person for complaints and grievances
 - The date the decision was reached
 - A summary of the steps taken on behalf of the person to resolve the issue
 - An explanation that if the individual disagrees with the decision he/she has a right to a Department review, or to a State Fair Hearing process



AGING & DISABILITY RESOURCE CENTER
333 E. WASHINGTON ST., SUITE 1000, P.O. Box 2003
WEST BEND, WISCONSIN 53095
PHONE 262-306-2222 BUSINESS OFFICE 262-335-4497
TOLL FREE 877-306-3030 • FAX 262-335-4717

- How to file for review by the Department and through the State Fair Hearing process.

COMPLAINT AND GRIEVANCE PLAN 2014

EXTERNAL FORMAL COMPLAINT AND GRIEVANCE PROCESSES

The Aging and Disability Resource Center shall provide access to formal external complaint and grievance resolution through the Department for any grievance before, during or after the use of the ADRC's internal complaint and grievance resolution processes.

- Complaints or grievances relating to services provided by the ADRC may be made directly to the Department by writing, calling or emailing:

ADRC Quality Assurance Specialist
Office for Resource Center Development
Division of Long Term Care
Wisconsin Department of Health Services
PO Box 7851
Madison, WI 53707-7851
Phone: 608-266-2536
Fax: 608-267-3203
Email: DHSRCTeam@wisconsin.gov
(Indicate "ADRC Complaint" in the subject line)

- A person may directly appeal to the State Fair Hearing process within forty-five (45) calendar days after receipt of notice of a decision or failure to act regarding the following types of complaints or grievances. For all other matters, the Department's review process must be utilized prior to using the State Fair Hearing process.
 - Determination of ineligibility for long-term care benefits
 - Determination of cost share for long-term care benefits
 - Determination in regard to divestment, treatment of trust amounts, and protection of income and resources of a couple's maintenance of a community spouse; and,
 - Failure of a managed care organization to provide timely services and support.



AGING & DISABILITY RESOURCE CENTER
333 E. WASHINGTON ST., SUITE 1000, P.O. Box 2003
WEST BEND, WISCONSIN 53095
PHONE 262-306-2222 BUSINESS OFFICE 262-335-4497
TOLL FREE 877-306-3030 • FAX 262-335-4717

COMPLAINT AND GRIEVANCE PLAN 2014

- Requests for Fair Hearing shall be filed in writing with the Division of Hearing and Appeals in the Department of Administration:

Family Care Request for Fair Hearing
c/o DOA Division of Hearings and Appeals
PO Box 7875
5005 University Avenue, Room 201
Madison, WI 53707-7875
Phone: 608-266-3096
608-264-9853 (TTY)
Fax: 608-264-9885

- The ADRC shall refrain from any reprisal or threat of reprisal against an individual for registering a complaint or grievance.
- All ADRC staff shall fully cooperate with all investigations and complaint and grievance reviews conducted by the Department, an external advocacy organization or an external quality review organization. All external formal reviews will be provided to the Aging and Disability Resource Center Board.