

April 18, 2019

**AGING AND DISABILITY RESOURCE CENTER OF  
DOUGLAS COUNTY - ADVISORY COMMITTEE**  
Wednesday, April 24, 2019, 4:30 p.m.  
Public Health Conference Room, Government Center Suite 327  
1316 North 14<sup>th</sup> Street, Superior, Wisconsin

Please call Erika Leif (715-395-7532) or the County Clerk's Office (715-395-1569) if you are unable to attend.

**MEMBERS:** Jan Stevens, Chair    Diane Arnold, Vice Chair    Rosemary Lear  
                  Kathy Lisdahl            Carol Jones                    Shawna Anderson

**A G E N D A**

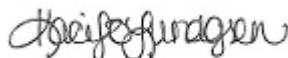
(Committee to maintain a two-hour meeting limit or take action to continue meeting beyond that time).

1. Roll call.
2. Approval of minutes from the December 12, 2018, meeting (replace Sheriff's Department with Superior Police Department - attached).
3. Action item: Officer election.
4. Informational items:
  - a. Program (attached);
  - b. Customer satisfaction surveys (attached);
  - c. Budget (attached);
  - d. By-laws (attached);
  - e. Membership update; and
  - f. Conflict of Interest Policy – to sign (attached).
5. Future agenda items.
6. Adjournment.

cc: Sue Sandvick    Ann Doucette    Shelley Nelson (Telegram)    County Board Supervisors  
Pat Schanen    Erika Leif    Douglas County Website    Dave Longsdorf

NOTE: Attachments to agenda are available in County Clerk's Office for review or copying. Action may be taken on any item listed on the agenda. The County of Douglas complies with the Americans with Disabilities Act of 1990. If you are in need of any accommodation to participate in the public meeting process, please contact the Douglas County Clerk's Office at (715) 395-1341 by 4:00 p.m. on the day prior to the scheduled meeting. Douglas County will attempt to accommodate any request, depending on the amount of notice we received.

Posted: Courthouse, Government Center, Telegram copied.



4-18-19

Name

Date

**AGING AND DISABILITY RESOURCE CENTER OF DOUGLAS COUNTY  
ADVISORY COMMITTEE**

**Wednesday, December 12, 2018, 4:15 p.m.,  
Public Health Conference Room, Government Center Suite 327  
1316 North 14<sup>th</sup> Street, Superior, Wisconsin**

Meeting called to order by Chair Jan Stevens.

**ROLL CALL:** Present – Jan Stevens, Diane Arnold, Rosemary Lear, Carol Jones. Absent – Kathy Lisdahl. Others present – Erika Johnson, Kaci Lundgren, Committee Clerk.

**APPROVAL OF MINUTES:** Motion by Lear, second Jones, to approve the minutes from the September 12, 2018, meeting. Motion carried.

**ACTION ITEM:**

**Officer Election:** Some members will be resigning within next couple months; wait until new members join.

**ACTION:** Motion by Lear, second Arnold, to refer to next meeting. Motion carried.

**INFORMATIONAL ITEMS:**

**Program:** Customer Satisfaction Report distributed. Survey response rate was 22% with positive feedback in all areas except follow-up. Department to implement consistent practices to ensure follow-up needs are met. Dementia friendly initiative continues with YMCA and Sheriff's Department being the most recent involved.

**Budget:** Projected to be under budget with contract. Budget report confusing; request to have accounting supervisor attend next meeting.

**Membership:** Shawna Anderson, Transitioning Coordinator at Superior High School, in process of being appointed.

**FUTURE AGENDA ITEMS:** Officer election; budget; program update; by-laws; membership; date/time of meeting. Next meeting, March 13, 2019.

**ADJOURNMENT:** Motion by Lear, second Arnold, to adjourn. Motion carried. Meeting adjourned at 4:47 p.m.

Submitted by,

Kaci Jo Lundgren, Committee Clerk

Health and Human Services  
ADRC  
March 2019

Activity	Program/ Service	Brief Description	Contact Person	Attachment
Health Fairs/Community Events/Speaking Engagements	ADRC	ADRC Presentation and Resource Table Adult Leadership Presentation (1/8/19) ADRC Resource Table Youth Leadership (1/16/19) ADRC Presentation for Mayor's Commission on Disabilities (2/21/19) Dementia Friendly Business Training for Superior Fire Department (1/29/19, 1/30/19, 1/31/19) Dementia Friendly Business Training and Dementia Live Virtual Tour Harbor House Crisis Shelter and Faith United Methodist Church (2/20/19) Dementia Live Virtual Tour & Presentation for Inclusa staff (2/5/19)	Erika Johnson 715-395-7532 <a href="mailto:Erika.johnson@douglascountywi.org">Erika.johnson@douglascountywi.org</a>	No
Outreach/Marketing	ADRC	ADRC Dementia Friendly Billboard #1 posted at 10 locations throughout Superior from 1/28/19-2/24/19 ADRC Dementia Friendly Billboard #2 posted at 10 locations throughout Superior from 2/25/19-3/24/19 ADRC ad in Senior Connections Newsletter January-February ADRC ad in Senior Reporter Magazine December-January & February-March	Erika Johnson 715-395-7532 <a href="mailto:Erika.johnson@douglascountywi.org">Erika.johnson@douglascountywi.org</a>	No

Health and Human Services  
ADRC  
March 2019

Initiatives	ADRC	<p>Caregiver Coalition- Dementia Friendly Training provided to Superior Fire Department, Harbor House Crisis Shelter and Faith United Methodist Church. Promotional materials being distributed for caregiver conference on May 16, 2019 at WITC. Douglas County Community on Transition met on 2/6/19 where members presented on services. Elder Abuse Awareness Planning Committee- Currently working on coordinating informational sessions throughout the county in May and June on topics related to elder abuse. Forum planned for the library on June 14, 2019. Materials being created.</p>	<p>Erika Johnson 715-395-7532 <a href="mailto:Erika.johnson@douglascountywi.org">Erika.johnson@douglascountywi.org</a></p>	No
Legislative	ADRC	No report	<p>Erika Johnson 715-395-7532 <a href="mailto:Erika.johnson@douglascountywi.org">Erika.johnson@douglascountywi.org</a></p>	No
ADRC Advisory Board	ADRC	ADRC Advisory Committee meets on March 13, 2019.	<p>Erika Johnson 715-395-7532 <a href="mailto:Erika.johnson@douglascountywi.org">Erika.johnson@douglascountywi.org</a></p>	No

## ADRC Report 2019

**Date: March 2019**

**Submitted by: Erika Johnson, ADRC Director**

Years 2018/2019	Dec 17/18	Jan 18/19	Feb 18/19	Mar 18/19	Apr 18/19	May 18/19	June 18/19	July 18/19	Aug 18/19	Sep 18/19	Oct 18/19	Nov 18/19	Dec 18/19
<b>Referrals by Type</b>													
Long Term Care Functional Screen	15/13	25/15	19/24	24/	18/	22/	16/	15/	13/	18/	18/	19/	13/
MDSQ Referrals (Nursing Home)	7/3	6/4	11/6	12/	2/	6/	4/	1/	3/	1/	9/	7/	3/
<b>Number of Clients Served</b>	<b>Dec 17/18</b>	<b>Jan 18/19</b>	<b>Feb 18/19</b>	<b>Mar 18/19</b>	<b>Apr 18/19</b>	<b>May 18/19</b>	<b>June 18/19</b>	<b>July 18/19</b>	<b>Aug 18/19</b>	<b>Sep 18/19</b>	<b>Oct 18/19</b>	<b>Nov 18/19</b>	<b>Dec 18/19</b>
Elderly Benefit Specialist (EBS)	x/	55/x	31/x	53/	43/	46/	42/	30/	45/	40/	65/	45/	x/
Disability Benefit Specialist (new cases opened)	8/3	8/5	9/5	3/	10/	5/	5/	8/	6/	0/	10/	3/	3/
Total Number of ADRC Contacts*	407/ 367	501/ 499	379/ 414	473/	453/	432/	492/	382/	403/	311/	379/	401/	367/
Memory Screens	2/4	3/1	1/2	3/	0/	3/	2/	3/	1/	1/	0/	6/	4/
<b>Number Served in Long Term Care Programs</b>	<b>Dec 17/18</b>	<b>Jan 18/19</b>	<b>Feb 18/19</b>	<b>Mar 18/19</b>	<b>Apr 18/19</b>	<b>May 18/19</b>	<b>June 18/19</b>	<b>July 17/18</b>	<b>Aug 18/19</b>	<b>Sep 18/19</b>	<b>Oct 18/19</b>	<b>Nov 18/19</b>	<b>Dec 18/19</b>
Family Care Enrollments	6/6	2/6	7/5	9/	7/	9/	4/	12/	6/	6/	13/	6/	6/
Family Care Disenrollments	10/12	5/3	6/4	11/	6/	6/	6/	7/	10/	4/	9/	9/	12/
IRIS Referrals	1/0	1/0	1/1	3/	1/	3/	3/	0/	1/	2/	3/	3/	1/
IRIS Enrollments	2/3	1/6	0/2	3/	2/	0/	4/	2/	2/	0/	3/	1/	3/
IRIS Disenrollments	0/1	0/0	1/0	1/	1/	2/	1/	2/	1/	1/	0/	2/	1/
Nursing Home Relocations	0/0	0/2	0/x	1/	0/	3/	3/	1/	0/	0/	2/	3/	0/
ADRC Formal Complaints	0/0	0/1	2/1	2/	1/	1/	0/	0/	0/	1/	0/	0/	0/

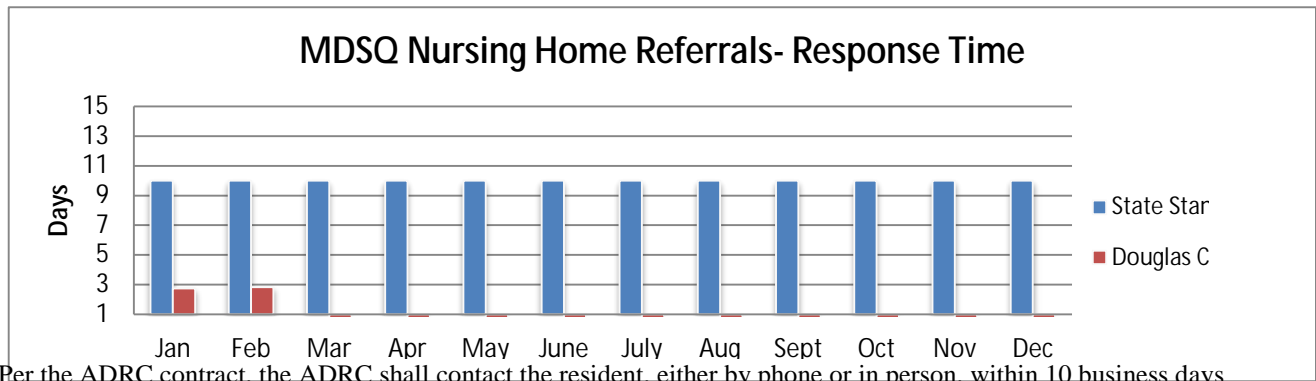
\*ADRC workers are required to record all **Contacts**. A contact represents an individual one-to-one interaction (conversation) that has occurred either in person, at a home visit, ADRC walk-in, telephone, email, or written correspondence where information is exchanged. Each interaction is counted as an encounter and will demonstrate one instance of providing any ADRC activity. A Contact records the **ADRC Outcomes**. An **Outcome** is categorized into the following and must be recorded as such for reimbursement purposes: 1) Provided Information and Assistance 2) Provided Follow Up 3) Provided Options Counseling 4) Administered Long Term Care Functional Screen 5) Provided Assistance with Medicaid Application Process 6) Provided Short Term Service Coordination 7) Provided Enrollment Counseling 8) Provided Disenrollment Counseling 9) Memory Screen 10) Behavioral Mental Health Screens 11) Complaints/Advocacy 12) Community Partners 13) Referral for ADRC

**Disability Benefit Specialist (DBS) Monetary Impact**

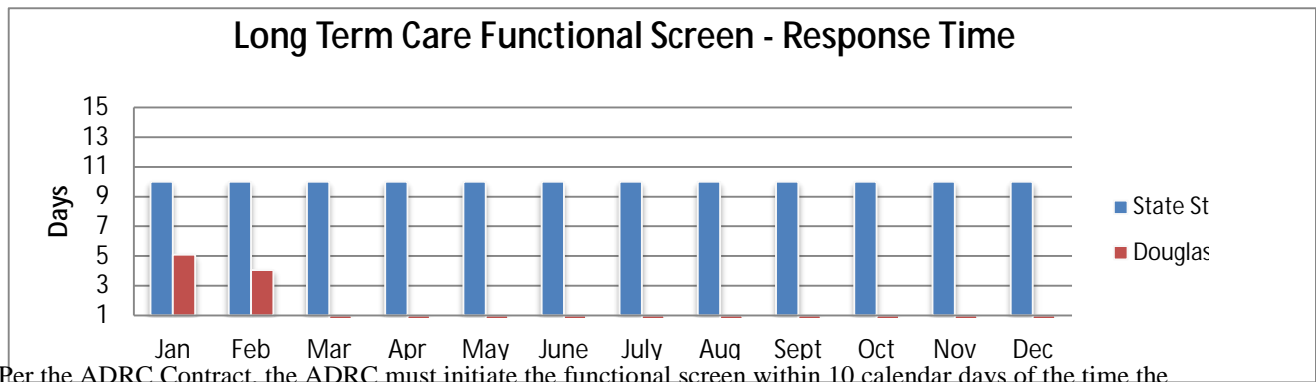
- Monetary Impact of Cases Closed:
  - January 2019 - \$26,051 (7 cases closed)
  - February 2019 - \$64,816 (3 cases closed)

**Alzheimer’s Family and Caregiver Support Program (AFCSP)**

AFCSP	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total Cases Served	12	9	7	7	10	8	8	6	8	3
Current Cases as of January 2, 2019										3



Per the ADRC contract, the ADRC shall contact the resident, either by phone or in person, within 10 business days of receiving a referral.



Per the ADRC Contract, the ADRC must initiate the functional screen within 10 calendar days of the time the person requests or accepts the offer of a screen.



Aging and Disability Resource Center of Douglas County  
**Customer Satisfaction Survey** –I&A 2019

Please take a moment to complete this customer satisfaction survey. Honest feedback is important to us as we continually look for ways to improve our services. Assistance to complete this survey is available upon request by calling 715-395-1234.

**1) Have you ever visited the Aging and Disability Resource Center (ADRC) in person?**

Yes     No

**2) Did a staff member meet with you in your home?**

Yes     No

**3) If you visited the ADRC in person, please rate your experience in the following areas:**

	Excellent	Good	Fair	Poor	No Opinion
Waiting Time					
Accessibility					
Privacy					
Welcoming Environment					

**4) Did a staff member follow up with you to see if you had any further questions?**

Yes     No

**5) If no, would you have preferred a staff member follow up with you?**

Yes     No     No preference

**6) Were you overwhelmed by too much information provided by the ADRC?**

Yes     No

**-OVER-**

7) Did the information you received from the ADRC help you make a decision or find the service you needed?

\_\_\_\_\_ Yes    \_\_\_\_\_ No

8) Please rate your experience with staff:

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
Staff treated me with respect					
I felt my needs were heard					
Staff was knowledgeable about how to address my needs					
Staff explained my options/information in an understandable way					

9) Would you recommend ADRC services to someone else?

\_\_\_\_\_ Yes    \_\_\_\_\_ No

10) Was your appointment scheduled at a convenient time for you?

\_\_\_\_\_ Yes    \_\_\_\_\_ No

11) Overall, how would you rate your experience with the ADRC?

Excellent	Good	Fair	Poor	No Opinion
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Please provide any additional comments or if you had needs that were not met.

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_





Aging and Disability Resource Center of Douglas County  
**Customer Satisfaction Survey** –DBS 2019

Please take a moment to complete this customer satisfaction survey. Honest feedback is important to us as we continually look for ways to improve our services. Assistance to complete this survey is available upon request by calling 715-395-1234.

**1) Please rate your experience regarding your visit to the ADRC:**

	Excellent	Good	Fair	Poor	No Opinion
<b>Waiting Time</b> (amount of time you waited for your appointment to start)					
<b>Accessibility</b> (parking, signs, location of office)					
<b>Privacy</b> (privacy of your conversation)					
<b>Welcoming Environment</b> (greeted by a friendly individual, waiting area clean)					

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**2) What type of assistance did you receive? Mark all that apply.**

Disability Benefits (SSI, SSDI) \_\_\_ Medicare Part D \_\_\_ Medicaid \_\_\_ FoodShare \_\_\_  
 Other: \_\_\_\_\_

**3) Please rate your experience with staff:**

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
Staff treated me with respect					
I felt my needs were heard					
Staff was knowledgeable about how to address my needs					
Staff explained my options/information in an understandable way					

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**4) Overall, how would you rate your experience with the ADRC?**

Excellent	Good	Fair	Poor	No Opinion
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**5) Would you recommend ADRC services to someone else?**

\_\_\_\_\_ Yes \_\_\_\_\_ No

**6) Was your appointment scheduled at a convenient time for you?**

\_\_\_\_\_ Yes \_\_\_\_\_ No

Please provide any additional comments or if you had needs that were not met.

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Douglas County Wisconsin**  
**Department of Health and Human Services**  
**Through December 2018**

<b>ADRC</b>	2017 Budget	2017 Actual	2018 Budget	2018 Actual	
Revenues					
Taxes	-	-	-	-	
Intergovernmental Revenues	(525,000)	(474,232)	(465,000)	(498,151)	107.13%
Fines, Forfeits & Penalties	-	-	-	-	
Public Charges for Services	-	-	-	-	
Intergovt. Charges for Services	-	-	-	-	
Interdepartmental Personnel	-	(35,616)	-	(78,759)	
Miscellaneous Revenues	-	(9)	-	(52)	
Other Financing Sources	-	-	-	-	
Revenues	<u>(525,000)</u>	<u>(509,857)</u>	<u>(465,000)</u>	<u>(576,962)</u>	124.08%
Expenses					
Personnel	360,844	400,795	362,161	431,321	
Contractual Services	10,300	11,007	10,950	12,665	
Supplies & Expense	28,360	24,759	30,510	56,424	
Fixed Charges	19,045	19,044	27,710	27,710	
Grants & Contributions	-	-	-	-	
Capital Outlay	-	-	-	-	
Department Allocation	57,333	47,977	31,163	48,847	
Expenses	<u>475,882</u>	<u>503,582</u>	<u>462,494</u>	<u>576,966</u>	124.75%
Net Cost	<u>(49,118)</u>	<u>(6,275)</u>	<u>(2,506)</u>	<u>5</u>	

**AGING AND DISABILITY RESOURCE CENTER OF DOUGLAS COUNTY  
ADVISORY COMMITTEE BY-LAWS**

**ARTICLE I – NAME**

The name of the Advisory Committee shall be called the Aging and Disability Resource Center of Douglas County Advisory Committee. It will be referred to as the Advisory Committee henceforth in the document.

**ARTICLE II – PURPOSE**

The Advisory Committee shall be accountable for the oversight of the Aging and Disability Resource Center of Douglas County.

**ARTICLE III – DUTIES AND POWERS**

The powers and duties of the Advisory Committee shall be exercised and performed in conformity with the laws, ordinances and resolutions of Douglas County. Duties of the Advisory Committee shall include the following:

- Provide guidance and feedback on the ADRC’s services, priorities and future directions.
- Oversee the operations of the ADRC, including policies, procedures, contracts and other agreements.
- Provide input on the ADRC budget and review spending relative to the budget.
- Identify, monitor, and recommend ways to avoid or mitigate potential conflicts of interest in the ADRC’s operations, consistent with the Department’s conflict of interest policy for the ADRC.
- Review ADRC customer feedback and other sources of information to determine if there is a need to change the ADRC’s policies or otherwise improve performance.
- Annually gather information about and identify unmet needs of the ADRC’s target populations for long term care and other services. Provide well-advertised opportunities for public information on the board’s information gathering activities.
- Identify potential strategies and resources for building local capacity to serve ADRC customers.
- Report findings and recommendations to the ADRC Director, local officials, the Department, and other interested parties as appropriate.
- Provide input to and approve any proposed changes in the organizational structure of the ADRC.
- Provide input on hiring of the ADRC Director.

**ARTICLE IV – MEMBERSHIP**

**Section I – Memberships**

The Aging and Disability Resource Center of Douglas County shall have oversight by the ADRC Advisory Committee which will report to the Health and Human Services board.

**County Appointees:**

Elected officials of the county served by the ADRC may not be counted as meeting the requirements for consumer representation.

**Consumer Appointees:**

At least one-fourth of the members shall be older adults or adults with physical or intellectual/developmental disability or their family members, guardians, or advocates.

Composition of membership shall strive to represent the ethnic, economic, and geographic diversity of Douglas County. No member shall represent more than one ADRC client group.

**Term:**

Members of the Advisory Committee shall serve terms as follows:

Upon a vacancy, the Advisory Committee of the ADRC shall appoint a replacement to fill the remainder of the term. The ADRC Advisory Committee will use its application process to recruit a replacement to fill the term of the vacancy. The Committee will make a recommendation. The appointment will be finalized the Douglas County Administrator.

**Section II – Absences**

Any member that has more that 50% or more unexcused absences in a twelve (12) month period from regular Advisory Committee meetings, shall resign his/her position on the Advisory Committee. An unexcused absence means that the absentee did not notify the Chairperson of the appointed agent that he/she would be unable to attend the meeting.

**ARTICLE V – OFFICERS**

**Section I Officers**

The Officers shall consist of a Chairperson, Vice-Chairperson and Secretary.

**Section II Appointment**

The Officers shall be appointed each December by the Douglas County Administrator. Each Officer shall hold his/her office until his/her successor has been duly appointed.

**Section III Term of Office**

The Officers shall be appointed for a term of one (1) year. Officers shall assume duties at the next Advisory Committee meeting following their appointment at the December meeting.

**Section IV Vacancies**

A vacancy in any office because of death, resignation, removal, disqualifications or otherwise, may be filled for the existing portion of the term by appointment of the County Administrator. The Administrator’s appointment shall maintain the membership balances as specified in Article IV, Section I, “Memberships.”

**Section V Chairperson**

The Chairperson shall of the Advisory Committee and shall preside over all Advisory Committee business. The Chairperson shall appoint all subcommittees and perform such duties as may be incidental to the office or which shall be required of the Chair at meetings or by the Committee. The Chair shall sign all resolutions and any other documents of any kind requiring a signature on behalf of the Committee prior to sending them to the Health & Human Services Advisory Board.

**Section VI Vice-Chairperson**

In the absence of the Chairperson, the Vice-Chairperson shall perform all duties of the Chairperson and when so acting, shall have all powers of and be subject to all the restrictions

upon the Chairperson. The Vice-Chairperson shall perform other duties that may be assigned to him/her by the Chairperson of the Advisory Committee. If both Chairperson and Vice-Chairperson are absent, the Secretary will chair the meeting.

**Section VII Training**

All Advisory Committee members must receive an orientation and other appropriate education and training.

**ARTICLE VI – MEETINGS**

**Section I Meeting Place**

The meeting place of the Advisory Committee shall be in the County’s Government Building.

**Section II Annual Meeting**

An annual meeting shall be held each year in December for the purpose of reconnecting officers and transacting other business as may come before the Advisory Committee.

**Section III Regular Meetings**

Regular meetings of the Advisory Committee shall be held quarterly, or as needed by the Advisory Committee on a date selected by the Advisory Committee or as directed by the Chair.

**Section IV Quorum and Voting Rights**

- A. A member shall abstain from voting on any issue directly affecting the interest of an organization or agency in which they would personally benefit.
- B. A majority of the Advisory Committee members appointed and serving shall be required to constitute a quorum for the transaction of business at any meeting of the Committee.

**Section V Manner of Acting**

The act of a majority of the Advisory Committee members present at a meeting at which a quorum is present shall be the act of the Advisory Committee unless the act of a greater number is required by law or by these By-Laws. The Committee shall not engage in proxy voting.

**Section VI Posting of Public Meetings**

Public posting requirements will be met for Advisory Committee meetings.

**ARTICLE VII – FISCAL YEAR**

The fiscal year of the Advisory Committee shall begin on the first day of January and end on the last day of December.

**ARTICLE VIII – MA FUNDING GENERATED**

Money generated from MA reporting that is above the budgeted amount will follow written ADRC policy.

**ARTICLE IX – AMENDMENTS TO BY-LAWS**

The Advisory Committee, if at least a seven day notice is given to each member, may recommend that these or new By-Laws be altered, amended, repealed or created, by a 2/3 majority vote at any meeting. Approval will be made by the Health and Human Services board.



## Conflict of Interest Policy

### Purpose:

To ensure conflicts of interest are prevented, recognized, and promptly addressed so that the Aging and Disability Resource Center (ADRC) can provide customers with objective and unbiased information about a broad range of programs and services.

### Objective:

This policy has been established to ensure that options counseling, enrollment and disenrollment counseling, advocacy, benefits counseling, dementia services, and information and assistance services performed by ADRC staff, are free from bias and conflict of interest. ADRC representatives, employees, volunteers and ADRC Governing Board members shall be sensitive to their own personal potential for conflicts of interest, vigilant about the existence of conflicts of interest elsewhere, and take steps to limit, mitigate, or eliminate conflicts of interest when they are known.

### Policy:

Representatives of the ADRC will be mindful of the mission to represent the interests of the public as related to long-term care and therefore not represent the interest of any one group or agency. The function of the Aging and Disability Resource Center is to represent the interest of the customer at all times.

ADRC representatives will avoid potential conflicts of interest as described in this policy and procedure in order to provide impartial information and assistance, options counseling, enrollment and disenrollment counseling, benefits counseling, dementia services and advocacy. ADRC staff shall not counsel or otherwise attempt to influence customers for financial gain or other self-interests. ADRC staff shall not counsel or otherwise attempt to influence customers in the interest of any provider, Managed Care Organization (MCO), IRIS Consultant Agency (ICA) or any other organization.

### Definitions

- **Conflict of Interest.** A situation, which interferes with an ADRC employee's ability to provide objective information or act in the best interest of the customer. Avoiding conflict of interest is important to the reputation of the ADRC and to the public's trust in the ADRC as a place where people can get unbiased, professional advice.
- **Aging and Disability Resource Center Representative.** Representatives include, but are not limited to, all limited-term or permanent employees of the ADRC (contracted or otherwise), volunteers, and ADRC Governing Board Members.
- **Potential Conflicts of Interest.** Conflicts of interest are not limited to financial relationships. Some examples of situations which have the potential to result in a conflict of interest:
  - An employee who provides ADRC services has familial ties to a community resource to which a customer could be referred.



- An employee who provides ADRC services has familial ties to the customer who has called or who is the subject of a call.
- An employee who provides ADRC services has a non-familial, yet close relationship to a customer who has called or who is the subject of a call.
- The agency and/or governing board that oversees ADRC services also provides or contracts for the provision of case management services to the Managed Care Organization(s).
- Department administrators, staff or governing board members who work closely with or are members of governing boards of community organizations to which a customer may be referred.
- The organization or governing board that oversees ADRC services also owns, operates or is employed by an agency or provider to which a customer may be referred.
- An ADRC employee who owns operates or is employed by an agency or provider for which a customer may be referred.
- An ADRC employee whose conviction to personal religious or other beliefs may lead to influencing the options presented to customers. Conflicts that result from shared staff positions (such as APS, DBS, EBS), joint supervision, co-location, and the financial interest of the larger organization in which the ADRC is located.

**Responsibilities:**

Recognizing that the existence of a perceived or potential conflict of interest does not mean that there is misconduct on the part of the ADRC representative. It is a situation that could lead a representative to put other interests ahead of those of the customer. Mitigation measures are needed to ensure that perceived or potential conflicts of interest do not turn into actual conflicts of interest or misconduct.

*Management/Director Responsibilities.* The ADRC Director or designee shall be aware of, determine whether to address, and when required, assist the ADRC representative in terminating or minimizing a conflict of interest.

*ADRC Representative Responsibilities.* The ADRC Representative shall be aware of, exercise sound judgment, provide full disclosure, and report instances of potential or present personal conflicts of interest. In addition, ADRC representatives are prohibited from accepting gifts, loans or favors from individuals or providers who stand to benefit from referrals made by the ADRC or benefits from the ADRC in any other way. Further, ADRC Representatives cannot have a financial relationship with any MCO or ICA. This would include participating with the MCO or ICA as a contracted provider, volunteer, or board member.

**Procedure:**

- **Training.** All ADRC representatives will receive training on the ADRC’s Conflict of Interest Policy prior to having contact with customers. ADRC Governing Board members will receive training before serving on the ADRC Governing Board. This policy will be reviewed with ADRC representatives annually.
- **Assurances.** Each ADRC representative will acknowledge, by signature, the receipt of training and the obligation to be objective, customer-centered and independent of the MCO, ICA or other providers or services to which customers could be referred.
- **Reporting.** ADRC representatives shall identify and report potential or present conflict(s) of interest to the ADRC Director (or designee) upon hire or whenever a

conflict is identified. All potential conflict(s) of interest are treated as if a conflict exists until a determination is made and the potential conflict has been resolved.

- **Response.** The ADRC Director (or designee) will receive reports of possible conflicts of interest from ADRC representatives, employees, volunteers and ADRC Board Members. The ADRC Director (or designee) will then make a determination as to whether the situation is in fact a conflict of interest.
- **Resolution.** The ADRC Director (or designee) and the ADRC representative involved shall take immediate steps to terminate or minimize the conflict of interest. This may involve finding an alternate ADRC representative, source of service, or the termination of the relationship that has resulted in a conflict of interest.
- **Advocacy.** The ADRC representative must assure that customers receive appropriate advocacy, representation and information, especially in regard to a customer's choice of or eligibility for program benefits or services.



### **Conflict of Interest Policy Assurance**

As a representative of the Aging and Disability Resource Center of \_\_\_\_\_, I have reviewed and received training on the ADRC's Conflict of Interest Policy. If I do not fully understand this policy or how it is relevant to my employment or association with the ADRC, I will not sign this statement until I have spoken with the ADRC Director, and I understand this policy.

I acknowledge that I will be required to review the Conflict of Interest Policy on an annual basis including the circumstances that may be potential conflicts of interest and the procedures for disclosing and mitigating potential conflicts of interest.

As a representative of the ADRC, I acknowledge, by signature, that I have reviewed the Conflict of Interest Policy, received training on the Policy, and agree to comply with its provisions. I acknowledge the obligation of ADRC staff to be objective, customer-centered and independent of MCOs, ICAs and other providers or services to which customers could be referred.

Printed name and title:

Date reviewed policy:

\_\_\_\_\_  
Signature:

\_\_\_\_\_  
Date signed:

\_\_\_\_\_  
Signature:

\_\_\_\_\_  
Date signed: