

Agenda  
Eau Claire County  
Aging & Disability Resource Center Board  
Thursday, February 9, 2017, 12:00 Noon  
Courthouse-Room 1301/1302, Eau Claire WI 54703

1. Call to order
2. Introductions
3. Public Comment
4. Meeting minutes: November 16, 2016 and January 12, 2017 / Discussion – Action Handouts #1 & #2
5. Dementia Summit Summary- Lisa Wells
6. ADRC Board Member Role & County Code Handout #3
7. Legislative Updates
8. Health Promotion
9. Long- Term Care
10. Transportation
11. Nutrition
12. Director's Report
  - Position vacancies
  - Sub Committee meeting updates
  - Conflict of Interest Policy Handout #4
13. Future meeting: March 9, 2017 - 12:00 Noon
14. Adjourn

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters or other auxiliary aids. For additional information or to request the service, contact the County ADA Coordinator at 715-839-4710, (FAX) 715-839-1669, tty: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.

Eau Claire County Aging & Disability Resource Center Board  
Wednesday, November 16, 2016 following the Wisconsin Department of Transportation  
2017 85.21 Specialized Transportation Grant Public Hearing beginning at 3:30 pm at  
LE Phillips Senior Center, 1616 Bellinger Street, Eau Claire WI.

Members Present: Jason Endres, Tom Christopherson, Katherine Schneider, Lauri Malnory,  
Mary Pierce, Stella Pagonis, Sandra McKinney, Ruth Adix, Carl Anton

Others Present: Mark Jones, Tom Wagener, Michael Calkins, Brent Rhody, Jennifer Owen,  
Becky Hinzmann, Emily Gilbertson, Marlene Rud

Aging & Disability Resource Center Board Chair, Pagonis, called the meeting to order at 4:25 pm  
No public comments received.

Reviewed October 19, 2016 Public Hearing Minute and ADRC Board meeting minutes. Motion by  
Katherine Schneider moved to approve both minutes with noted correction of name Owen. Motion  
carried, minutes approved.

85.21 Grant Application. Motion by Jason Endres to approve grant. Second by Katherine Schneider.  
Motion carried, grant application approved.

Transportation RFP/Ad Hoc proposal – Jennifer Owen. Beginning January 2017, the monthly ADRC  
Board agenda will include standard items; long term care, transportation & nutrition. Transportation  
listening session would be held the 2nd-3rd week of January 2017.

LTC Committee update – Lauri Malnory. Meeting updates included establishing work groups and  
quality measures.

Proposed 2017 meeting dates – Jennifer Owen. Reviewed options for monthly ADRC Board meeting  
dates, consensus for 2<sup>nd</sup> Thursday, 12 Noon, beginning January 2017. Stella will check with board  
members not in attendance.

Director report – Jennifer Owen. Reviewed Business Plan Summary, 2017 policies have 3 revised  
policies from the State with required conflict of interest policy which includes board members,  
Dementia Care Specialist funding will remain through 2017, 3<sup>rd</sup> quarter financials and performance  
management reviewed.

Future agenda items – Beginning January 2017 standard agenda items, trust fund clarification, self-  
direction, employment (youth transition) & conflict of interest policy. The ADRC Sub Committee will  
meet December 14, 2016, 4 pm for a nutrition brain storm session, with ADRC Board invited to attend.

Meeting adjourned at 5:25 pm.  
Respectfully submitted,

Marlene Rud, Clerk  
Aging & Disability Resource Center

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Chairperson

Eau Claire County  
Aging & Disability Resource Center Board  
Thursday, January 12, 2017, 12:00 Noon  
Courthouse-Room 1301/1302, Eau Claire WI 54703

Members Present: Lauri Malnory, Katherine Schneider, Jason Endres, Mary Pierce, David Mortimer, Sandra McKinney, Stella Pagonis, Ruth Adix, Carl Anton

Others Present: Jennifer Owen, Emily Gilbertson, Betsy Abramson, Marlene Rud

Vice Chair Schneider called the ADRC Board to order at 12:00 Noon.

Introduction of ADRC Board members, staff and others present.

Public Comment. Chair Pagonis asked that if anyone has items they would like on the ADRC Board agenda, to let Stella, Jennifer or Marlene know. Katherine Schneider – there will be a rally on Sunday, January 15, 2017, 12:30 pm on steps of Eau Claire Federal Building regarding proposed end of the affordable care act. Mary Pierce has been appointed to Bureau on Aging and Disability Resources Advisory Council.

WI Institute for Healthy Aging – Betsy Abramson. Statewide non-profit clearing house for evidence based programs. Reviewed handouts outlining health promotion programs, business development partnership and ADRC involvement. Katherine Schneider requested cost comparison of a prevention workshop currently offered in Eau Claire County,

Long Term Care – Jennifer Owen. ContinuUs has merged with 2 other MCO, now called Community Link Inc. Lauri Malnory attended WI LTC Advisory Council - Charge to the Council available at [wcltc.wisconsin.gov/charge.htm](http://wcltc.wisconsin.gov/charge.htm). Council members represent: Advocates, Consumer, Contractors Expert (Tribe, UCEDD, Medical), Provider. Ruth Adix – adult children with disabilities are receiving notification asking to choose a MC HMO.

Nutrition Program updates – Jennifer. One vacant staff, nutrition staff looking at work flow and process. Volunteer recruitment-ADRC Volunteer Coordinator will have information for Jennifer to share with the ADRC Board.

Agenda Addendum – Community Table. Community Table is presently preparing 7 Meals on Wheels route meals a day, has prepared up to 25 meals a day. Community Table cannot increase preparation of Meals on Wheels meals unless funding is received to provide kitchen staff. Cost per meal is \$4.23 from Community Table 7 meals and \$3.97 per meal from Sacred Heart Hospital. ADRC staff recommends ending Meals on Wheels from Community Table and moving the 7 meals to Sacred Heart Hospital route. Motion by Jason to recommend sending a 30 day termination notice to Community Table, second by Mary Pierce. Carl Anton would like to look at other options in the future. Roll call vote to send 30 day termination notice to Community Table: Lauri Malnory – Aye; Katherine Schneider – Aye; Jason Endres – Aye; Sandra McKinney – Aye; Carl Anton – Nay; Ruth Adix – Aye; David Mortimer – Aye; Stella Pagonis – Aye. Motion carried.

Transportation – Emily Gilbertson. Transportation Listening Session scheduled for January 10, 2017 was cancelled due to inclement weather and will not be rescheduled due to contract deadline. Transportation concerns have been addressed by Emily. Katherine Schneider asked for summarization of concerns/comments. Emily will be meeting with Eau Claire County/City for upcoming transportation RFP.

Directors report – Jennifer. Currently there are 3 vacancies in ADRC staff. Jennifer will forward to the Board the governor’s report on ADRC enrollment counseling in LTC. Jennifer will invite Janet Zander, Greater WI Area on Aging Resources Advocacy and Public Policy Coordinator, to a future ADRC Board meeting.

Meeting minutes of November 16, 2016 85.21 Public Hearing and December 14, 2016 ADRC Board. Motion to approve by Katherine Schneider, Carl Anton second. Motion carried.

Next ADRC Board meeting – February 9, 2017, 12:00 Noon. Agenda items: ADRC staff: Elder Benefit & Disability Benefit Specialists & Option Counselors, Youth Transition, Legislative updates, Innovation Act.

Meeting adjourned at 1:46 pm.

Respectfully submitted,

Marlene Rud, Clerk  
Aging & Disability Resource Center

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Chairperson

### ADRC Board and Responsibilities

The make-up and responsibilities of the ADRC Board are defined by Eau Claire County Code 2.05.610, with authority from state statute.

Consistent with all the committees and boards in Eau Claire, the ADRC Board is an advisory, oversight, and policy making committee. The board has the responsibility to review and approve a budget, draft policy to comply with state law, and to determine whether or not the services meet the needs of the community.

Attached are the pages from the County Code that defines and describes the ADRC and the responsibilities of the board.

This is for information only.

2.05.610 Aging and Disability Resource Center Board

A. The Aging and Disability Resource Center Board is established, pursuant to Wis. Stat. §46.283 to provide all services as set forth therein.

B. Definitions.

1. "ADRC Board" means the Aging & Disability Resource Center Board.
2. "ADRC" means the Aging & Disability Resource Center
3. "Older individuals" mean individuals 60 years of age or over.

C. ADRC Board composition, appointment and tenure. The ADRC Board shall consist of 11 members appointed by the chair of the county board, upon the advice of the committee on administration, and subject to confirmation by the county board. The ADRC Board shall reflect the ethnic and economic diversity of the geographic area served by the resource center. At least ¼ of the members shall be older individuals, adults with a physical or developmental disability, or their family members, guardians or other advocates. Initially 3 members shall serve a term of 1 year, 4 members shall serve a term of 2 years and 4 members shall serve a term of 3 years. Thereafter all members shall serve a term of 3 years from the 3rd Tuesday of April until their respective successors are appointed and qualified. No member may serve more than 2 consecutive 3-year terms. Any vacancy shall be filled for the unexpired term in the same manner as the original appointment. The board shall be composed of:

1. 6 citizen members, 4 older individuals, 1 adult with a developmental disability, and one adult with a physical disability, or their family members, guardians, or advocates.
2. 5 members of the county board of supervisors with 1 member residing outside the city limits of Eau Claire.

3. Members shall be chosen on the basis of recognized ability and demonstrate an interest in services for older individuals or adults with a physical or developmental disability. No person shall be appointed who has a conflict of interest as determined by state law or regulations or by county ordinance. Individuals who are employed by, have a financial interest in, or serve on the governing board of a managed care organization, PACE program, Family Care Partnership Program, SSI managed care plan, or who have a family member with any of these same conflicts may not serve on the ADRC Board. Providers under contract with a managed care organization are considered to have a financial interest in the MCO and therefore are not eligible to serve on the ADRC Board. IRIS Independent Consultants and Financial Services Agency employees are also considered to be providers, therefore are not eligible to serve on the ADRC Board.

D. Organization and by-laws.

1. The chair of the county board shall appoint a chair pro tem to chair the first meeting. The ADRC Board shall elect a chair, a vice-chair and a secretary. Officers so elected shall serve a term of 1 year from the 1st Monday of May next following their election or until their respective successors are elected and qualified. All succeeding terms shall be for one year.

2. The ADRC Board shall meet as the members determine or the chair directs. The majority of the ADRC Board shall constitute a quorum. The ADRC Board may appoint subcommittees, or advisory committees consisting of either members or nonmembers or both, to encourage community involvement and carry out the purposes and objectives of the ADRC Board.

3. The ADRC Board shall be authorized to adopt by-laws and procedures providing they are not inconsistent with this ordinance or any county ordinance or resolution.

E. The ADRC Board shall have the following responsibilities:

1. Be accountable for the mission and goals of the ADRC;
2. Determine the structure, policies and procedures of the ADRC within state guidelines and local governance structure;

3. Oversee the ongoing operation of the ADRC;
  4. Identify unmet needs of the client populations;
  5. Assure input from consumers, service providers, MCOs and local constituents regarding the policies, and goals of the ADRC;
  6. Ensure that there are no conflicts of interest involving or affecting the ADRC;
  7. Serve as a grievance committee after other local steps to resolve concerns about the ADRC have proved unsuccessful;
  8. Review the number and type of grievances and appeals concerning the long term care system in the service area and make recommendations for improvement as appropriate;;
  9. Provide financial oversight, including development of a budget and monitoring of expenditures;
  10. Exercise county board oversight over specialized transportation assistance programs under Wis. Stat. § 85.21;
  11. Carry out such additional responsibilities as may from time to time be authorized by the county board;
- F. The ADRC is designated as the aging unit pursuant to Wis. Stat. § 46.82. (Ord. 154-14, Sec. 1, 2010; Ord. 154-13, Sec. 1-2, 2010; Ord. 152-31, Sec. 5, 2008; Ord. 152-16, Sec. 1, 2008; Ord. 151-42, Sec. 1, 2008; Ord. 151-022, Sec. 1, 2007)

2.05.611 ADRC subcommittee on Older Americans Act programs

- A. Membership. The subcommittee will consist of at least 5, but no more than 11, members appointed by the chair of the ADRC as follows:
1. At least 51% of the members will be older individuals, 60 years of age or older.
  2. At least 2 county board members.
  3. At least 2 members will be members of the ADRC board.
  4. 2 members will be from areas outside the City of Eau Claire.
- B. Organization. ADRC board members will serve as the chair and vice chair of the subcommittee and will be responsible for reporting back to the ADRC board.
- C. Duties and Responsibilities. The subcommittee will:
1. Develop and monitor the county aging plan.
  2. Oversee coordination of work of agencies in other community organizations and programming in serving older individuals;
  3. Act as the Nutrition Program Advisory Council;
  4. Conduct a yearly on-site review of each dining center in the program;
  5. Advise and make recommendations to the nutrition director and ADRC director regarding supportive social services to be conducted at dining centers;
  6. Carry out such additional responsibilities as from time to time may be authorized by the ADRC.

## 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 Eau Claire County, 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: