



**Aging and Disability Resource Center
ADRC of Door County**

ADVISORY BOARD - NOTICE OF PUBLIC MEETING

MONDAY, July 17, 2017 - 3:00 P.M.
ADRC of Door County @Senior and Community Center
832 N. 14th Avenue, Sturgeon Bay, WI 54235

AMENDED AGENDA

- 1. Call to Order at 3:00 p.m.**
- 2. Establish Quorum**
- 3. Adopt Agenda**
- 4. Approve Minutes from the 05/15/2016 Meeting**
- 5. Public Comment**

- 6. Old Business**
 - Building Project Update-Naming new building
 - SRC & ADRC Blending/Integration Update
 - Update Regarding Refill of Director's Position & Reorganization-Introduce New ADRC Director Jake
 - Operations Update
 - Waiting List Update
 - ITeam Status

- 7. New Business**
 - Conflict of Interest – Handout - Information and signature
 - 2018 State Contract Update
 - Legislative Committee Issues
 - Recess to Human Services Center, 916 N 14th Ave
 - Reconvene to tour Human Services Center, 916 N 14th Ave

- 8. Confirm Next Meeting Date and Time**
 - The next meeting is tentatively scheduled for September 17, 2017 and November 19, 2017 at 3:00 p.m.

- 9. Adjourn**

In compliance with the Americans with Disabilities Act, any person needing assistance to participate in this meeting should contact the Office of the County Clerk at (920) 746-2200. Notification 72 hours prior to a meeting will enable the County to make reasonable arrangements to ensure accessibility to that meeting.

Deviation from the printed order may occur.

Posted:

ADRC Advisory Board - Minutes

Monday, May 15, 2017 at 03:00 p.m.

Senior Resource & Community Center, 832 N. 14th Ave., Sturgeon Bay, WI

THESE MINUTES HAVE NOT BEEN REVIEWED AND APPROVED BY THIS BOARD AND ARE SUBJECT TO REVIEW AND REVISION BY THE BOARD AT THEIR NEXT REGULARLY SCHEDULED MEETING.

Business Meeting

1. Call to Order

- The meeting was called to order at 3:05 p.m. by Christine Andersen. Members present were: Christine Andersen, Julie Kudick, Judy Larson, Tami Leist, Tom Krueck, and Melissa Wolfe. Absent were; Lucille Kirkegaard, Robert Sullivan and Helen Bacon. Other persons present were Joe Krebsbach. Barb Snow took minutes.

2. Establish a Quorum

- A quorum was established and the meeting continued.

3. Adoption of Agenda

- It was noted that #4 on the Agenda should read 2017 and not 2016. A motion was made by Tom Krueck, and seconded by Julie Kudick to adopt the agenda. The motion was carried unanimously.

4. Approve Minutes from 03/20/2017 Meeting

- A motion was made by Julie Kudick to approve the minutes and was seconded by Tom Krueck. The motion was carried unanimously.

5. Public Comment - None

6. Old Business

- **Building Project Update.** The trailer that was office space to APS, one I & A and the DBS was removed from the property today. The 3 APS workers are now working in the office space that was the Real Property Office over at the Government Center. Joe Krebsbach has also moved into that space to oversee APS and to get an idea of how busy they are and what comes in as an APS referral. About a 1/3rd of the floor has been poured in the new building, including the ADRC office spaces and the dining area. They raised the dining area floor about 3 feet. It looks like the building could be done the last week of November. With inspection, a walk through and setup next, entry could be sometime in January. Everything right now is on schedule
- **SRC & ADRC Blending/Integration Update.** Jake has put together a grant proposal related to the integration of the ADRC and the Senior Center. The grant is due in August and is on a first come first serve basis. Jake is done writing the grant except for a review before submission. The conference call between Joe, Cori, Jake, GWAAR and ORCD regarding the integration went well. Some things are already being implemented toward integration now, such as, going to one phone number and answering the phone as ADRC. If we get the grant, we will be working on making one website with all the information from both ADRC and the Aging Programs. We were also able to integrate some funds (AFCSP, NFCSP) between APS and I & A. There was significant discussion regarding how other counties handle ADRC's and whether or not APS is a good fit in the ADRC or not. This is a work in progress.
- **Agency Goals 2017.** Joe met with the Community Partners; the Hospital, Law Enforcement and ITEAM. They discussed the concerns about disengagement between the Community Partners and us. They have set up more meetings to address the areas and work on getting back on track.
- **Update Regarding Refill of Director's Position & Reorganization.** There were about 14 applicants for the Director's position. They reopened the application process to try to reach out and get more applicants with management experience and not as much emphasis on social worker experience. Patti Peterson has been brought on as the Interim Director for 16 hours a week. She will be here Tuesday's and Thursday's. Joe has directed her to work with the I & A to try to define clear cut lines and descriptions between their role and the APS role. The hope is

to keep Patti on a couple days a week after the new Director is hired to help transition and ease in the new ADRC Director.

7. New Business

• Operations Update: Discussed under Update Regarding Refill of Director's Position & Reorganization

- **Waiting List Update.** We are in the mid to upper 80's on our Family Care Enrollment Waitlist. However, we are currently assessing the #46 consumer of our waitlist. Everyone above #46 is not eligible at the moment due to financial or personal reasons. In August of 2018 the waitlist go away and everyone who is eligible will be enrolled into Family Care once determined eligible.
- **ITeam Status.** We have had significant change within the I team over the past year and a half. Unfortunately we have had a significant decline in attendance. We are working on improving attendance. Thursday's meeting had about 10 or 11 people.
- **Meeting with Friends at the Senior Center.** There was a meeting last month with the Friends of the Senior Center to restart talks about fundraising for areas that are not included in the initial building budget. For example our new Exercise Room will be bigger than the one we already have but we do not have the equipment to fill the space. There is a meeting scheduled with the friends group and the Community Foundation on May 24th. Tom mentioned to check with the Dorchester as they have a basement full of equipment that they never use. Also mentioned was that we should partner with the Hospital and the Rehab Center to see what types of equipment we should be getting.
- **Advisory board Meeting Frequency.** The committee decided to keep the meetings at every other month. Joe asked the committee to present ideas on what they would like to know for future meetings. Ideas presented were: unmet needs, update on the job descriptions, ADRC numbers, Family Care numbers, How many Family Care members are switching between MCO's and IRIS, and Marketing..
- **Legislative Committee Issues.** No issues this month.

8. Confirm Next Meeting Date and Time

- The next meeting of the ADRC Advisory Board will be held on Monday, July 17, 2017, at 3:00 p.m. at the Senior Resource & Community Center.

9. Adjourn

- A motion was made by Melissa Wolfe, to adjourn the meeting. The motion was seconded by Judy Larson. The motion was carried unanimously. Meeting adjourned at 5:00 p.m.

Recorded by Barb Snow



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: