



**Aging and Disability Resource Center of Door County
ADVISORY BOARD - NOTICE OF PUBLIC MEETING**

Monday, May 21st, 2018 - 3:00 P.M.
ADRC of Door County @ The Community Center
916 N. 14th Avenue, Sturgeon Bay, WI 54235

AGENDA

- 1. Call to Order at 3:00 p.m.**
- 2. Establish Quorum**
- 3. Review and Approve Agenda**
- 4. Review and Approve Minutes from the 4/23/2018 Meeting**
- 5. Public Comment**
- 6. Committee Response**

- 7. Old Business**
 - Operations Update
 - Staffing Update

- 8. New Business**
 - Board Orientation
 - Review and Approve Confidentiality Policy
 - Three Year Aging Plan Update
 - Unmet Needs
 - Meeting Code

- 9. Items to be placed on a future agenda**

- 10. Confirm Next Meeting Date and Time**
 - The next meeting is tentatively scheduled for June 18, 2018 at 3:00 p.m.

- 11. 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, April 23, 2018 at 03:00 p.m.
The Community Center, 916 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 Helen Bacon. Members present were: Helen Bacon, Christine Andersen, Judy Larson, Lucille Kirkegaard, Tom Krueck, Mike Green, and Carol Moellenberndt. Absent were; Tami Leist and Melissa Wolfe. Other persons present were Jake Erickson and Jenny Fitzgerald. Barb Snow took minutes.

2. Establish a Quorum

- A quorum was established and the meeting continued.

3. Adoption of Agenda

- A motion was made by Christine Andersen and seconded by Judy Larson to adopt the agenda. The motion was carried unanimously.

4. Approve Minutes from 3/01/2018 Meeting

- Change Dates from 2017 to 2018.
- A motion was made by Christine Andersen to approve the minutes with correction and was seconded by Judy Larson. The motion was carried unanimously.

5. Public Comment – No Public

6. Introductions – Board members introduced themselves.

7. Old Business

• Operations Update.

- Jake compared the participation numbers for the last year. February 2018 we had 20 new volunteers. To date we made 346 participation cards. In February of 2017 we had 216 unduplicated participants and served 950 meals and in February 2018 we had 516 unduplicated participants and served 1500 meals. March of 2018 we served just shy of 2000 meals. In November 2017 we had approximately 700 calls to both numbers and in February 2018 we had approximately 1200 incoming calls to just the 2372 number. Program participation numbers for February 2017 we had 557 total participants and for February 2018 we had 2028 participants. We have new programs and partnerships such as, LIR which has had 4 classes already and there are 6 total classes some with as many as 90 plus participants.

• Staffing Update.

- Cathy Keller was hired on as our Volunteer and Activities Coordinator.
- The Nutrition program did not build in extra staff. To help fit the need for additional staff we have been recruiting volunteers to help with cleaning tables, set the dining room, and rolling silverware.
- Friday is our Volunteer Appreciation breakfast with the Red Flag training after breakfast.

• Marketing Update.

- We get 1800 copies of our monthly newsletters and went from 18 pages to 24 pages to currently 28 pages. LPI is also helping to revamp the newsletter to clean it up and give it a better look.
- Frank Devillers has approached the ADRC in doing a Bingo event where people would pick up the bingo cards weekly. Lucille said that the fall or winter would be better for bingo and Tom wants to wait until the surveys come back, he also mentioned that we should make sure that with our increased numbers we should see if we can meet the needs before marketing to more people.

- TWEAK has started our Facebook page and they are working on our website, brochures, magnets and bookmarks.

8. New Business

• **New Board Orientation.**

- Jake asked the board “what do you want out of this group? What do you want from the ADRC?” The board was handed a binder and asked to go over that binder and bring back questions.

• **Three Year Aging Plan – Public Input Update**

- The Three Year Aging plan has to have the draft submitted by the end of summer and finalized in November. The State encourages us to collect the public input. We have had the Caregiver Community Conversations and an activities interest survey done. We have a survey out that will help Tom develop a questionnaire that board members could use to talk to consumers.

- **Elect a Chairperson and Vice Chairperson.** The Advisory Board conducted a ballad vote and elected Helen Bacon as the Chairperson and Christine Andersen as the Vice Chairperson.

- **Unmet Needs.** Tabled

- **Meeting Code – 411**

- 9. Confirm Next Meeting Date and Time** The next meeting of the ADRC Advisory Board will be held on Monday, May 21st, 2018 at 3:00 p.m. at the ADRC.

- 10. Adjourn.** Meeting was adjourned at 5:30 p.m.

Recorded by Barb Snow



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

POLICIES AND PROCEDURES

TOPIC:	Confidentiality & Privacy
EFFECTIVE DATE:	January 1, 2013
REVISION DATE:	

1.0 Purpose

This policy and procedures are intended to assure that all information obtained by the Aging and Disability Resource Center (ADRC) regarding its customers is treated in a way that respects the confidentiality and privacy of the customers.

2.0 Scope

- 2.1 Applicability.** This policy applies to all customer-related information obtained, whether verbally or in writing, by ADRC Staff.
- 2.2 Objective.** This confidentiality policy and procedures are designed to establish what information needs to be treated as confidential and what steps need to be taken to protect this information and to assure that prior authorization is obtained when this information is shared.

3.0 References

- 3.1 [ADRC Contract IV](#).** Organizational and Procedural Standards, L.) Access to and Confidentiality of Records
- 3.2 [Understanding HIPAA Privacy, U.S. Dept. of Health and Human Services](#)**
- 3.3 [42 CFR Part 2 Confidentiality of Alcohol and Drug Abuse Patient Records](#).** Federal protections regarding the release and use of AODA records
- 3.4 [Family Educational Rights and Privacy Act \(FERPA\)](#).** Federal privacy protection for student educational records

4.0 Policy

All Aging and Disability Resource Center representatives will respect our customers' right to have their personal and health information protected from release for any purpose outside the scope of the services provided by the ADRC. Any information released must be on a need-to-know basis and, with limited exceptions, only released with the prior authorization of the individual or their authorized representative. When in doubt, ADRC representatives must error in the direction of not releasing information until it can be clarified that release is

appropriate and necessary. ADRC representatives should also assure that any information they seek from sources outside of the ADRC is necessary for the provision of services and is being done with the prior authorization of the individual or their authorized representative. The ADRC will comply with all applicable federal and state laws and administrative rules concerning confidentiality, whether or not they have been specifically addressed in this document.

5.0 Definitions

- 5.1 Aging and Disability Resource Center Representative:** This includes, but is not limited to, all permanent or limited-term employees of the ADRC (contracted or otherwise), volunteers, and ADRC Advisory Board Members.
- 5.2 Confidential Health Information** includes information about: 1) a person's physical or mental health, functional status or condition; 2) health care services that the individual has received; and 3) payment for health care services provided to the individual.
- 5.3 Personal Identifying Information:** A person's name, address, birth date, numbers (Social Security, Medicare, Medicaid, etc.) or any other information that would identify the person.
- 5.4 Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rules:** This part of HIPAA sets standards for the protection of the privacy of individually identifiable health information.

6.0 Responsibilities

- 6.1 Director Responsibilities.** The Director will train all ADRC representatives on this Confidentiality Policy. The Director will also assure that systems are in place to protect confidential information possessed by the ADRC.
- 6.2 Employee Responsibilities.** ADRC Staff will treat all information provided by ADRC customers as confidential. When, through the course of assisting ADRC customers, they must share this information with anyone outside of the ADRC, they will inform the customer and obtain their consent. ADRC staff will also assure that customer information is secure at all times. They will also immediately report any known or suspected breaches of confidentiality to the Director.

7.0 Procedure

7.1 Access to Confidential Information.

- 7.1.1** Confidential information gathered by the ADRC can be accessed, without prior authorization by any employee of the ADRC, when

such access is necessary for the performance of their job responsibilities.

- 7.1.2 Confidential information can be shared with staff from the Department of Human Services when necessary for the performance of their job responsibilities or for the protection of the individual (e.g. APS), unless the individual objects.
- 7.1.3 In situations where it appears as if the individual is in immediate risk of harming themselves or others, information may be shared with law enforcement without the consent of the individual.
- 7.1.4 Members of the ADRC Advisory Board will be allowed access to confidential information only when provided in a format that does not identify the individual or could lead to their identification.
- 7.1.5 In all other circumstances, access to confidential information held by the ADRC can only occur with the prior authorization of the individual or their authorized representative.
- 7.1.6 Any release of ADRC-held information to recipients outside of the ADRC shall be documented in the customer's case record.

7.2 Use of Personal Health Information (PHI). An individual's health information should only be used for purposes related to his or her health care services. At the ADRC, such purposes may include establishing functional eligibility for and facilitating enrollment in long term care services, or providing health-related information and assistance, long term care options counseling, or benefits counseling to the individual.

7.3 Prior Authorizations. In situations that require the release of confidential information held by the ADRC, or that require obtaining confidential information about an ADRC customer held by another entity, prior authorization should be obtained from the customer or their authorized representative. Preferably, this will be done using the ADRC's Release of Information Form, which is then retained in the customer's case record. In circumstances that make this difficult, verbal authorization can be sufficient. Verbal authorizations must be documented by staff in the customer's ADRC case record in SAMS-IR and a signed hard copy should be obtained later.

7.4 Disclosures that Require Signed Prior Authorization. The following records, held by non-ADRC entities, require signed prior authorization for their release:

- 7.4.1 Any personal health information (PHI) to be used for reasons other than described in Part 7.2 of this policy;
- 7.4.2 AODA treatment records protected by 42 CFR Part 2;
- 7.4.3 Mental health treatment records;

7.4.4 Student educational records, other than “directory” information (name, address, etc.), protected by the Family Educational Rights and Privacy Act (FERPA).

7.5 Notifying ADRC Customers about the Confidentiality and Privacy Policies. As soon as it becomes apparent that information regarding the ADRC customer will either need to be shared outside of the ADRC, or outside information about the customer will need to be obtained, ADRC Staff should inform customers of the ADRC’s confidentiality and privacy policies. This will include providing them with the Door County Notice of Privacy Practices (HIPAA).

7.6 Safeguarding Customer Records. ADRC representatives will follow these procedures in order to assure that confidential customer information is kept secure:

7.6.1 Care should be exercised to assure that all conversations with ADRC customers, whether over the telephone or in person are private. Office doors should be closed during telephone conversations if other ADRC customers are present in the ADRC. All in-person contact with ADRC customers should be in a private setting whenever possible. It’s understood that some encounters will occur in settings that are not ideally suited to private conversation. In those situations, care should be taken to limit any discussions that might reveal confidential information to others.

7.6.2 All customer records will be maintained within the ADRC’s digital customer database. Any paper records will be digitally imaged for storage in the customer database.

7.6.3 All paper records obtained or created by the ADRC that contain confidential information will be shredded as soon as possible after the paper copy has been digitally imaged and no longer is of use. While in the possession of ADRC Staff, they should not be stored on desktops or in open areas where others can see them. They should be secured in locked storage in the staff’s office when they are not in their office.

7.6.4 Each ADRC Staff will establish a personal password, per the Door County Computer Policy, for accessing ADRC computer records. Passwords are not to be shared with anyone. When away from their computer for extended periods of time, ADRC Staff should, at minimum, log off so that access to information would require use of a password. ADRC Staff will assure that any confidential client

information showing on their computer screen cannot be seen by anyone not authorized to view the information.

7.6.5 ADRC Staff should use discretion when sending email containing confidential or personally identifiable information of ADRC customers.

7.6.5.1 Customer names should not appear in the subject line of the email.

7.6.5.2 The County's email encryption software will automatically encrypt outgoing emails that appear to include personally identifiable information. If staff want to assure that an email is encrypted, they can do this manually before sending the email.

7.6.5.3 All outgoing emails should contain a disclaimer noting that the message could contain confidential information and instructing recipients regarding what they should do if they received the email in error.

7.6.6 The ADRC will provide a laptop for use outside of the ADRC. As described in 7.6.3, ADRC Staff need to assure that access to the laptop cannot occur without the use of an authorized password. Care should be exercised in assuring that unauthorized individuals are not able to access or view customer information on the laptop.

7.6.7 Acknowledging that the use of a fax machine to transmit confidential customer information is sometimes necessary, its use should be limited to situations where expeditious transmission is necessary and/or sending an encrypted email is not possible. All faxes must be sent using the ADRC fax coversheet, which will contain instructions to recipients who receive the fax in error. To assure that faxes are not sent to improper phone numbers, the fax number of recipients should be confirmed and care should be taken to assure that the correct number is entered when sending the fax.

7.7 Training on Privacy Procedures.

7.7.1 All ADRC representatives will be trained on the ADRC's confidentiality policy and procedures at the time of their association with the ADRC and annually thereafter.

7.7.2 Each ADRC representative will sign a confidentiality agreement stating that they have received a copy of the confidentiality policy and procedures, that they understand them and that they will uphold them. This agreement will be signed annually thereafter.

7.8 Monitoring Compliance.

- 7.8.1 The ADRC Director will randomly review case records to assure that any release of confidential information complies with the confidentiality policy and procedures. Any identified deviations from this policy will be addressed individually with the responsible ADRC representative and, if appropriate, with the ADRC Staff as a whole.
- 7.8.2 The ADRC Director should immediately be informed of any complaints regarding confidentiality or privacy violations brought to the attention of an ADRC representative. Such complaints will be addressed using the ADRC's Complaint and Appeal Policy and Procedures.

8.0 Revision History

Policy Origination Date: **January 1, 2013**

Revision Date(s)	Description of Change