COMMISSION ON AGING AND DISABILITY SERVICES

Tuesday, November 4, 2025, 9:00 am, Room G046

Haley Justmann called the Commission on Aging and Disability Services meeting to order at 9:00 A.M.

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1. Present

Haley Justmann, David Godshall, Lorna Negen, Del Yaroch

Excused

Patti Evans

Not Present

Nicole Winker

2. Also Present

Shelia Drays, Brittany Borchardt, Amanda Higgins, Candice Ketter, Jessica Krueger

3. Roll Call, Introductions, and Non-Member County Board Members

Roll call and introductions commenced.

4. Public Comment

No public comment.

5. Action/Approval of the Minutes of September 9, 2025, Meeting

Del Yaroch made a motion to approve the minutes of the September 9, 2025, meeting; David Godshall seconded the motion, all in favor. The minutes of the September 9, 2025, meeting were approved.

6. Aging/Nutrition/Transportation Program Supervisor's Activity Updates - Brittany Borchardt

The contract with the new caterer, Atlantis Valley Foods, has been approved. We are currently coordinating logistics related to delivery routes, schedules, and supply distribution to our Dining Sites. All Dining Sites are closed today to allow for in-person staff training. We have submitted our three-year assessment to GWAAR and have a meeting scheduled to review the findings and identify opportunities for improvement. We're implementing some new initiatives this year. In October, we conducted a donation campaign, and in December, we will be launching a gift donation initiative to deliver a Christmas present to all home-delivered meal participants. We are actively recruiting volunteer drivers for Home-Delivered Meals in both Randolph and Lomira. There is a paid Float Dining Site Coordinator vacancy.

The 53.10 (2025) Transportation Grant has been approved and will replace an aging fleet van. Certifications and assurances, the signed contract, and the required match payment have been submitted to DOT. Once all documentation has been received and processed, the vehicle order will be placed. The 53.10 (2026) Transportation Grant application has also been submitted, and notification of award status is anticipated in December. Additionally, the 85.21 Operating Expenses Grant application process is underway. A Public Hearing is scheduled for November 20, 2025, from 3:00 p.m. to 4:00 p.m.

Current transportation staffing needs include a paid driver position as well as volunteer driver positions.

There are no major updates to the Aging Plan at this time. The goals were reviewed at our most recent staff meeting to ensure they remain at the forefront of our work and to confirm that all staff are aligned and continuing to work toward these established goals.

7. Benefit Specialist Activity Updates - Amanda Higgins

In 2025, several changes are occurring in Medicare. For Part D, three plans have been terminated, one plan has been merged into a sister plan, and one plan has undergone a name change.
For Medicare Advantage–Prescription Drug (MA-PD) plans, Quartz has ended contracts in 37 counties, and UnitedHealthcare has reduced its service areas, although the specific details are still to be determined. The Value-Based Insurance Design (VBID) Model is ending. As a result, copays for Low-Income Subsidy (LIS) enrollees will no longer be available, and spending (Flex) cards will no longer be provided. Eligibility will now be determined based on plan-specific criteria. Spending (Flex) cards had previously cost approximately $2 billion annually. Additionally, the maximum out-of-pocket limit will increase by $100, resulting in a $2,100 cap.
Several enhancements have been made to the Medicare Plan Finder. New accounts now require an email address. Multi-Factor Authentication (MFA) is initially optional but will become mandatory after the Open Enrollment Period (OEP). The Provider Network Search will allow Special Enrollment Period (SEP) access for three months in 2026. Some plans are offering a reduction in the Part B premium. Additional information on star ratings is now available, and filtering for Special Needs Plans (SNPs) has been improved. The landing webpage has been redesigned to highlight key coverage information, allow browsing by both alphabet and content category, and make the search bar more prominent and user-friendly.
The 2026 Social Security Administration (SSA) Cost-of-Living Adjustment (COLA) has not yet been released, possibly due to the federal government shutdown. MAPP premiums have been updated, and an additional month has been allowed for premium payments beginning in December.

8. ADRC/Aging Supervisor's Activity Updates - Brittany Borchardt

Agency Call Report Summaries for August and September 2025 are included in the packet. The ADRC is currently fully staffed. However, Molly Henkel submitted her retirement notice on Friday, with her retirement effective January 2, 2026. Additionally, there are three open vacancies on the Commission: representation for Elderly Persons, representation for Persons with Physical Disabilities, and representation for Persons with Intellectual/Developmental Disabilities.
In Advocacy, a FoodShare update was provided last night, indicating that partial funding will be available for members in November. Additionally, state legislators are currently working to pass a Volunteer Driver Bill that would prohibit insurance companies from charging higher rates or discontinuing coverage based on being a volunteer driver. The ADRC attended the Waupun Senior Expo, which had an excellent turnout. Staff conducted a "Lunch and Learn" presentation in Watertown, providing an overview of ADRC services. The Healthy Living with Diabetes class has concluded. The Strong Bodies program in Juneau is ongoing and currently has 10 participants. Two additional class leaders are being trained this month to assist with facilitating Strong Bodies. Additionally, we have been collaborating with GWAAR to ensure that all end-of-fiscal-year data has been accurately reported into PeerPlace.

9. Caregiver Program Coordinator/ Dementia Care Specialist Program Updates - Candice Ketter
November is National Caregiver Month. We are hosting a fun event on November 13 at Higher Grounds in Beaver Dam to recognize family caregivers. Donations are being collected to help support this event. Additionally, we will be hosting a Holiday Bus Ride on December 9 to view Christmas lights throughout the area. December 12 is the annual Christmas party for our caregivers and anyone working with the DCS. As the year is wrapping up, we are evaluating our waitlist. We currently have 14 people on the NFCSP Waitlist and 8 people on the AFCSP waitlist. We will be reevaluating anyone on grant programs for more than 2 years and opening up care for several people on our waitlist.

10. Future Agenda Items - Opportunity to Request Discussion Topics for Future Meetings:
None.

11. Review of Operations:
None.

12. Meetings in 2026
The next meetings of the Commission on Aging and Disability Services will be on **January 13, March 10, May 12, July 14, September 8,** and **November 10**, all at **9:00 am** at the **Henry Dodge Office Building, Room G046** in **Juneau, Wisconsin**.

13. Adjournment
Haley Justmann adjourned the meeting at 9:36 am with all in favor.

Respectfully submitted,

_____

Del Yaroch, Secretary
Disclaimer: The above minutes may be approved, amended, or corrected at the next committee meeting.

Dodge County Senior Nutrition Program- Home Delivered Meals

January 2026

Meals provided by AtlantisValley Foods. **All menu items are prepared in a kitchen that is not allergen-free. We cannot guarantee that food allergens will not be transferred through cross-contact.** **No substitutions allowed.** **PB = Plant Based SF = Sugar Free WG = Whole Grain MO = Meatless Option *Contains Pork**		ADRC Aging and Disability Resource Center of Dodge County	**1** 	**2** Chicken Tortilla Soup Cornbread w/ Butter Broccoli Craisin Salad Orange Wedges Pudding **MO: Minestrone** **NCS: SF Pudding**
5	**6**	**7**	**8**	**9**
*BBQ Rib Sandwich on a WG Bun California Vegetable Blend Baked Potato Casserole Cantaloupe Salted Caramel Cookie **MO: PB Sausage** **NCS: SF Cookie**	*Breakfast Tacos Salsa Tortillas Roasted Potatoes Apple Juice Tropical Fruit Mix WG Apple Cinnamon Muffin **MO: Vegetarian Sausage & Egg Mix** **NCS: Honeydew**	Grilled Chicken Sandwich on a WG Bun Lettuce/Tomato Mayo & Mustard Peas & Pearl Onions Capri Vegetable Blend Triple Berry Crumble Bar **MO: PB Chicken** **NCS: SF Wafer**	WG Spaghetti and Meatballs Green Beans Crinkle Cut Carrots Peaches Birthday Cake **MO: Veggie Meatballs** **NCS: SF Chocolate**	Macaroni and Cheese 5 Way Veg Blend Veg. Baked Beans Fresh Fruit Mix Triple Chocolate Cookie **MO: NONE** **NCS: SF Cookie**
12	**13**	**14**	**15**	**16**
Chicken Lasagna Italian Vegetable Mix Fire Roasted Corn Honeydew Melon Nutty Buddy Bar **MO: Vegetarian Lasagna** **NCS: SF Wafer**	Grilled Turkey Burger on a WG Bun Pepper Jack Cheese Lettuce /Tomato Ketchup/Mustard Roasted Sweet Potatoes Capri Vegetable Blend Chocolate Chip Cookie **MO: Black Bean Burger** **NCS: SF Cookie**	Baked Cod w/Dill Cream WG Din Roll & Butter California Vegetable Blend Garlic Herb Roasted Potatoes Banana Chocolate Pudding **MO: PB Meatballs w/ Marinara** **NCS: SF Pudding**	Stuffed Pepper Soup Saltine Pkt 3 Bean Medley Fresh Fruit Mix Oatmeal Raisin Cookie **MO: Black Bean Soup** **NCS: SF Cookie**	Teriyaki Chicken Brown Rice Stir-fry Vegetables Peas & Pearl Onions Cantaloupe Brownie **MO: PB Teriyaki Chicken** **NCS: SF Jell-O**
19	**20**	**21**	**22**	**23**
Barbecue Pulled Chicken on a WG Bun Roasted Potatoes 5 Way Blend Fresh Fruit Mix Cherry Gel Cup **MO: Barbecue Tofu** **NCS: SF Jell-O**	Salisbury Steak Paco Vegetables with Roasted Potatoes Green Beans Sliced Peaches WG Bread w/Butter Rice Krispie **MO: Beyond Burger Patty W/ Gravy** **NCS: Cantaloupe**	*Bolognese Sauce over WG Spaghetti Noodles Italian Vegetable Blend Peas & Pearl Onions Diced Pears Sugar Cookie **MO: PB Meatballs & Marinara** **NCS: SF Cookie**	Chicken Pot Pie Roasted Garlic Mashed Potatoes Apple Slices Peanut Butter Pie **MO: Vegetarian Pot Pie Filling** **NCS: Planters Peanuts**	Chili Cornbread w/ Butter Cowboy Caviar Yellow Corn Tortilla Chips Orange Wedges Nutty Buddy Bar **MO: Beyond Chili** **NCS: SF Pudding**
26	**27**	**28**	**29**	**30**
Chicken Parmesan with Mozzarella & Marinara 5 Way Veg Blend Roasted Garlic Herb Potatoes Wango Mango (Juice) Super Donut **MO: PB Chicken Breast** **NCS: SF Wafer**	*Brat on a WG Bun Ketchup & Mustard Hot Sauerkraut *Baked Beans Potato Salad Assorted Cheesecake **MO: PB Sausage & Beans** **NCS: SF Chocolate**	Turkey à la King over Brown Rice Roasted Sweet Potatoes Sliced Pears Nutty Buddy Bar **MO: PB Chicken & Veg Mix** **NCS: SF Pudding**	Meatball Sub on a WG Bun Marinara & Mozzarella Crinkle Cut Carrots Green Beans Cantaloupe Red Velvet Cookie **MO: PB Meatballs** **NCS: SF Cookie**	Shredded Chicken in Gravy WG Din Roll & Butter California Veg Blend Roasted Garlic Mashed Potatoes Honeydew Melon Tapioca Pudding **MO: PB Chicken Breast W/ Gravy** **NCS: SF Jell-O**

Please call two serving days, before NOON (12:00PM) for reservations or cancellations.
***Dodge County Senior Dining:* 920-386-3580**

2026 CLASSES

MEDICARE

Basics & Beyond

FREE & UNBIAS

ADRC Aging and Disability Resource Center of Dodge County

Presented by: Dodge County Benefit Specialists

A class for beginners. We'll teach you to navigate through your Medicare choices.

199 Cty Rd DF, Juneau, WI

Room G46 (Ground floor) - Follow signs

Thursday, January 15 @ 9 am
Tuesday, February 10 @ 1 pm
Tuesday, March 10 @ 1 pm
Monday, April 20 @ 4 pm
Thursday, May 21 @ 9 am

Wednesday, June 24 @ 9 am
Monday, July 20 @ 1 pm
Tuesday, August 25 @ 9 am
Wednesday, September 9 @ 9 am
Monday, October 12 @ 3 pm

REGISTRATION REQUIRED

CALL

(920) 386-3580

SHIP
State Health Insurance Assistance Program

CAN'T MAKE A CLASS?... See our Website for Medicare videos

https://www.co.dodge.wi.gov/departments/departments-a-d/aging-and-disability-resource-center/benefit-specialists

These classes are supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling $1,061,673 with 100 percent funding by ACL/HHS. The contents are these of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

Applies to:
ADRC
Tribal ADRS

P-02923-06 (12/2022)

Confidentiality Policy

Last Revised: December 2022

Contents

This policy applies to aging and disability resource centers (ADRCs) and Tribal aging and disability resource specialists (Tribal ADRS), herein referred to as "agency" or "staff."

I. Purpose

The purpose of this policy is to provide guidance on how information should be accessed or shared consistent with the customer's right to privacy and with the requirements of state and federal law. The policy and procedures in this document are fundamental to any county or Tribal confidentiality policy that applies to the ADRC or Tribal ADRS. Agencies may have one confidentiality policy for their county or Tribe as long as the requirements in this policy are included in the county or Tribal policy.

All ADRC staff, including volunteers, board members, contractors, and Tribal ADRS are expected to be familiar and comply with the requirements of this policy. Benefit specialists are subject to the confidentiality requirements specific to their program and should follow their program guidelines when different from this policy.

II. Principles

A. Respect for the Privacy and Best Interest of the Customer

Decisions about what customer information is accessed or shared will be based on what is in the best interest of the customer and consistent with the customer's right to privacy. Customers should not be pressured to reveal more than they are willing to share and will be allowed to remain anonymous if they so desire.

B. Informed Consent

Customers should be told that the information they share with the agency is kept in confidence and may be shared, when needed, with the customer's permission. It is best practice to inform customers about how their information will be used and to obtain at least a verbal consent, even when consent is not strictly required.

If staff have reason to believe that the information the customer has shared or is about to share would not be protected, they should inform the customer of the limits to confidentiality. These include reporting abuse or neglect; cooperating with public health, adult protective services, law enforcement, or a court order; and emergency situations.

C. "Need to Know" and "Minimum Necessary" Standard

Staff shall obtain only that information which they need to know to assist the customer and will use customer information only for purposes directly related to the provision of services to the customer.

D. Compliance With Confidentiality Laws and Policies

Customer confidentiality is protected by federal and state statutes and regulations and by county or Tribal government policies and procedures. The agency and its staff will abide by all legal requirements relating to confidentiality.

III. Policy

A. Staff Training and Assurances

All newly hired staff will be trained on the confidentiality policy as part of their orientation. Refresher training will be provided to all staff annually.

All staff must sign a confidentiality and non-disclosure agreement stating that they have reviewed, understand, and will abide by the confidentiality policy before being given access to confidential customer information. A copy of the policy will be given to each staff member for their records, and a copy of the signed confidentiality agreement will be kept in each staff member's personnel file. This agreement shall be reviewed and signed annually, at a time determined by the agency.

B. Types of Confidential Customer Information

All personal information about a customer is considered confidential. This includes but is not limited to:

- The person's name, address, birth date, Social Security number, and other information that could be used to identify the customer.
- The person's physical or mental health, functional status, or condition.
- Any care or services that the customer has received, or will receive, from the agency or any other provider.
- Financial information, including income, bank accounts and other assets, receipt of benefits, eligibility for public programs, or method of payment for services provided to the customer.
- Employment status or history.
- Education records.
- Any other information about the customer that is obtained by staff.

C. Access to Confidential Customer Information

Staff, including directors and supervisors, may access confidential customer information to provide information and assistance, options counseling, benefits counseling, functional

eligibility determination, enrollment counseling, and other ADRC services.

D. Disclosure of Customer Information

Staff may not disclose or acknowledge whether a person has received or is receiving services from the agency, unless it has been established that the information can be legitimately shared. When unsure, staff receiving an inquiry regarding the status of a customer will respond in a non-committal manner. For example, staff may say, "The agency confidentiality policy does not permit the disclosure of that information."

1. Disclosures That Require Prior Written Informed Consent

The types of disclosures that require prior signed authorization from the customer or the customer's legal representative include:

- Information with counties outside of the agency's service area for purposes other than access to publicly funded long-term care programs.
- Medical information with an employer, life insurer, bank, marketing firm, news reporter, or any other external entity for purposes not related to the customer's care.
- Substance use disorder (SUD) treatment records.
- School records.
- Any disclosure for purposes not relating to the services provided by the agency.

2. Process for Obtaining Written Informed Consent

The agency will obtain a release of information form that describes the information to be shared and who can receive and use the information, and that is signed and dated by the customer whose information is to be shared or by their legal representative. A copy of the signed release form will be given to the customer or their legal representative.

The customer's records and a copy of the signed release of information form will be kept in the customer's file.

Any written disclosure of confidential information by staff will be accompanied by a written statement documenting that the information is confidential and that further disclosure without the customer's consent or statutory authorization is prohibited by

law.

3. When Verbal Consent Is Sufficient

The following situations require only verbal consent to share customer information:

- Sharing information with the customer's family, friends, caregivers, and providers who are involved with the person's care, when necessary to coordinate services for the customer.
- Contacting an agency or service provider on the customer's behalf.
- Referring the customer to services provided by the agency.
- Referring the customer to services provided by other county or Tribal departments or agencies.
- Linking customers to community resources.

Records of verbal consent should be documented and kept in the customer's file.

4. Customer Right to Revoke Consent

A written release of information or verbal consent may be rescinded by the customer or their legal representative at any time. This should be done in writing, if possible. Revocation of a prior consent should be documented in the customer's file.

5. Disclosures That May Be Made Without Written or Verbal Informed Consent

Neither written nor verbal informed consent is required in the following situations; however, it is advisable to let the customer know that these exchanges may take place when:

- Exchanging customer information necessary for the agency to perform its duties or coordinate the delivery of services to the customer.
- Transferring the long-term care functional screen for the purpose of enrollment into a managed care organization (MCO) or IRIS[1] consultant agency (ICA) in the

[1] IRIS stands for "Include, Respect, I Self-Direct".

agency's service area.

- Transferring the long-term care functional screen to the ADRC serving the county in which the customer resides.
- Exchanging information necessary to coordinate the delivery of ADRC services, county human services, Tribal services, social services, or community programs to the customer.
- Reporting possible abuse or neglect of an elderly person or vulnerable adult, per Wis. Stat. §§ 46.90 and 55.043.
- Cooperating with public health, adult protective services, or elder or adult-at-risk investigations.
- Cooperating with a law enforcement investigation. Check with your legal counsel before providing information in this type of situation, as there are limited situations where you can disclose information to law enforcement.
- Sharing information in the event of an emergency, per established emergency procedures.
- Exchanging information necessary for the Wisconsin Department of Health Services to administer the Family Care, IRIS, or Medicaid programs.
- Exchanging information necessary to comply with statutorily required advocacy services for Family Care and IRIS enrollees and prospective enrollees.
- Required by a signed court order.

IV. Procedures

A. Staff Actions to Safeguard the Confidentiality of Customer Information

Staff are expected to employ the following practices to safeguard customer confidentiality:

- Only access personal and identifiable customer information when you need it to perform your job.
- Disclose confidential information only to those who need it to complete their jobs and are authorized to receive it.
- Obtain informed consent prior to accessing or disclosing information, consistent with

provisions outlined in this policy.

- Do not discuss a customer's information with anyone else unless access to such information is expressly permitted by the customer.
- Do not access information about your family members, neighbors, or friends. Review any requests to serve people you know with your supervisor.
- Refrain from communicating information about a customer in a manner that would allow others to overhear.
- Keep confidential information out of sight.
- Protect access to electronic data.
- Send fax transmissions that contain confidential information with a cover sheet that includes a confidentiality statement.
- Delete or dispose of information that is outdated and no longer needed in accordance with record retention guidelines and state and federal laws.
- Report any violations of confidentiality to your supervisor.
- Check with your supervisor if you are unsure whether information may be disclosed.

B. Measures to Safeguard the Privacy of Customer Records and Data

In addition to the above guidelines for staff, the agency must have the following safeguards in place to protect the privacy of records and data and to prevent inappropriate use or disclosure of customer information:

- Locked file cabinets for confidential information and a secure area for records storage are provided.
- Confidential documents that are no longer needed are shredded.
- Staff computers are equipped with security features to protect customer data from unauthorized interception, modification, or access during electronic transmission and receipt, transfer, and removal of electronic media.
- Computers, laptops, and portable devices have encryption software installed.
- When disposing of printers, copiers, scanners and fax machines, the hard drives are wiped, or otherwise disposed of, in a way that prevents access to captured document images.

- Staff who leave their employment or affiliation with the agency lose their ability to access customer information and data systems, effective immediately upon their departure.

C. Accessing Records from Outside of the Agency

Customers or their legal representatives will be asked to sign a release of information form to permit the agency to access any confidential records needed to complete the long-term care functional screen or provide other services to the customer. The signed form will be kept in the customer's file and a copy of the signed form will be provided to the customer.

D. Informing Customers of Their Rights

1. Informing Customers About the Confidentiality Policy

As a common practice, staff will ask customers whether they have any objection to sharing information, even if written authorization is not required. Staff will inform customers about the agency's confidentiality policy and the customer's right to see their records, obtain copies, and contest the information contained in those records.

2. Customer Requests to View or Get Copies of Their Records

Customers have a right to view and receive copies of their records on file at the agency. To do so, the customer or their legal representative will submit a written request, a copy of which will be kept in the customer's file, together with a record of the information that was disclosed. The agency may charge the customer for paper copies of records exceeding 10 pages.

3. Requests to Share Agency Information with a Third Party

If the customer wants information from their record given to another person or agency, the customer or their legal representative must complete a release of information form indicating which information is to be sent and to whom. The agency may charge the customer for paper copies of records that exceed 10 pages.

E. Monitoring and Ensuring Compliance

Supervisors are responsible for monitoring and ensuring staff compliance with this

confidentiality policy by conducting periodic compliance checks, reviewing the confidentiality policy with annually with staff, and providing training to staff.

1. Reporting Security Violations and Breaches of Customer Confidentiality

Staff will report any breach of customer confidentiality to their supervisor or privacy officer as soon as it is discovered and follow the designated incident reporting process, where applicable. The ADRC director or supervisor should report the breach to their assigned regional quality specialist for awareness.

2. Mitigating and Correcting Breaches of Confidentiality

Violations of the confidentiality policy will be documented and corrected. Where required or appropriate, customers will be notified of the breach and of actions taken to mitigate the situation.

V. Additional Information

If you have questions or would like additional information, contact your assigned regional quality specialist.

Applies to:
ADRC
Tribal ADRS

P-02923-06 (12/2022)

Confidentiality and Non-Disclosure Agreement — ADRC Representative

As a representative of the Aging and Disability Resource Center of _____, I have reviewed and received training on the confidentiality 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 supervisor and I understand this policy.

I acknowledge that I will be required to review the confidentiality policy on an annual basis.

As a representative of the ADRC, I acknowledge, by signature, that I have reviewed the confidentiality policy, received training on the policy, and agree to comply with its provisions. I acknowledge the obligation of ADRC staff to protect the confidentiality of ADRC customers in accordance with this policy.

Printed name and title:

Date of policy review:

_____ _____

Signature: Date signed:

_____ _____

Supervisor Signature: Date signed:

Conflict of Interest Policy

Last Revised: January 2023

Contents

This policy applies to aging units, aging and disability resource centers (ADRCs) and Tribal aging and disability resource specialists (Tribal ADRS), herein referred to as "agency" or "staff."

Purpose

The purpose of this policy is to ensure conflicts of interest are prevented, recognized, and promptly addressed so that the agencies can provide customers with objective and unbiased information about a broad range of programs and services.

Agency representatives, employees, volunteers, Commission on Aging, and ADRC governing board members must be sensitive to their own personal potential for conflicts of interest, be vigilant about the existence of conflicts of interest elsewhere, and take steps to limit, mitigate, or eliminate conflicts of interest that are discovered.

Definitions

Agency: The agency responsible for the ADRC, Aging Unit, or Tribal ADRS grant(s).

Agency Representative: Representatives include, but are not limited to, all limited-term or permanent employees of the ADRC, Aging Unit, or a Tribal ADRS (contracted or otherwise), volunteers, Commission on Aging, and ADRC governing board members.

Conflict of Interest: A conflict of interest is a situation that interferes with an agency representative'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 agency and to the public's trust in the agency as a place where people can get unbiased, professional advice and support.

Direct Service: A tangible product or specific service provided to an individual or a group in which a financial donation or payment, or other type of payment, is requested or expected. Examples of direct services include home delivered meals, congregate meals, health promotion workshops, respite services, etc.

Integrated ADRC/Aging Unit: For the purpose of this policy, integration is defined by the public's perception of the ADRC and Aging Unit as a single entity. Examples of public perception of integration could include the use of a single organization name, a common phone number, a single website or social media presence, or shared reception for both the ADRC and Aging Unit.

Potential Conflicts of Interest: Potential conflicts of interest include, but are not limited to, financial relationships. For example, secondary employment with an outside agency is a potential conflict of interest. All potential conflicts of interest should be discussed with the agency supervisor or director.

Policy

Representatives of the agency will be mindful of their duty to represent the interests of the general public as related to long-term care and therefore not represent the interest of any one group or agency. The function of the agency is to represent the interest of the customer at all times. Agencies that provide direct services to a customer, such as federally- or state-funded aging services, must ensure that customers are informed of all of the provider options in the community. For example, a customer may need nutrition services and the agency must provide all options including the elder nutrition program, mail order meals, etc.

Agency representatives will avoid potential conflicts of interest as described in this policy in order to provide impartial agency services. Agency representatives will likely encounter situations that may be a potential conflict of interest or something that is not clearly prohibited. Whenever an agency representative is concerned about a potential conflict of interest, they must discuss the situation with their agency supervisor or director. Not all situations that pose a potential conflict of interest are prohibited so long as the potential conflict can be mitigated, and mitigation efforts are documented.

Staff who are dually employed by both the agency and another employer are required to notify their agency supervisor or director in order to ensure a conflict of interest does not exist. The agency must establish a mitigation plan for any staff person that is dually employed with an entity that may have a relationship with the agency, such as a long-term care provider or health care provider. Examples of long-term care providers or health providers include, but are not limited to, managed care organizations, home health agencies, skilled nursing facilities, and assisted living facilities. The agency must make the mitigation plan available to the Department of Health Services (DHS) upon request. Mitigation plans must be reviewed and approved by the ADRC's governing board chair (or commission on aging, if applicable) and a designated county or Tribal official, such as a local corporation counsel. Staff that are dually employed by an entity that does not have a relationship with the agency do not need to complete a mitigation plan.

The following conflicts of interest are prohibited:

- Staff cannot counsel or otherwise attempt to influence customers for financial gain or other self-interests.
- Staff cannot counsel or otherwise attempt to influence customers in the interest of any provider, managed care organization (MCO), IRIS consultant agency (ICA), IRIS fiscal employer agent (FEA), or other organization.
- In accordance with the Federal Home and Community Based Services Rule § 441.730, an agency representative is not allowed to provide agency services to customers if they are:

- Related to the customer by blood or marriage or related to any paid caregiver of the customer.
- Financially responsible for the customer.
- Empowered to make financial or health-related decisions on behalf of the customer.
- Holding financial interest in any entity that is paid to provide care for the customer.
- Serving in a policy or decision-making position for any entity that provides or could provide direct services to the customer.

Agency representatives will work with their supervisor or director to ensure that another staff person provides agency services to customers in this situation.

- Elder benefit specialists and disability benefit specialists may not perform the long-term care functional screen, conduct eligibility determinations for SSI-E or other programs, or provide guardianship or adult protective services.
- Staff who also work in adult protective services may not provide enrollment counseling to any adult protective services client with whom they are working.
- Staff may not continue to provide services to customers in any situation where a mitigation plan is required but has not yet been approved by the ADRC board, commission on aging, or designated county agency for implementation.

Procedure

A perceived or potential conflict of interest may exist even if there has been no misconduct on the part of an agency representative. Perceived or potential conflicts of interest may occur in any situation that might 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.

Agencies are required to:

- Have all staff review and sign this policy on an annual basis.
- Require one of the following:

- That customers sign the Customer Service Agreement (F-02923-03a) at the onset of options counseling; or
- Include a disclosure about conflict of interest on another document that is provided to all customers who receive options counseling. For example, the disclosure could be added to a client rights document if that is provided to all ADRC customers receiving options counseling.
- Exemption: ADRCs that are not integrated with their Aging programs **and** do not provide any direct service are exempt from the disclosure statement requirement. Examples of direct services that an ADRC may provide include health promotion and prevention workshops or assistive technology loan closets.

Ensure that no revenue generated from service provision is used to support options, benefits, or enrollment or disenrollment counseling.

Director or management responsibilities

The director or designee will identify any perceived or potential conflict of interest, determine whether to address the conflict, and when required, assist the agency representative in terminating or minimizing the conflict.

Agency representative responsibilities

The agency representative will exercise sound judgment by being aware of and reporting instances of potential or present personal conflicts of interest. In addition, agency representatives are prohibited from accepting gifts, loans, or favors from individuals or providers who might stand to benefit from referrals or other actions made by the agency.

Training

All agency representatives will receive training on the agency's conflict of interest policy prior to having contact with customers. ADRC governing board members and commission on aging members will receive training before serving on the ADRC governing board or commission. This policy will be reviewed with agency representatives annually.

Disclosure

Agencies that provide options counseling to customers must use the Customer Service Agreement Form (F-03093) or include the following disclosure language in another document of the agency's choice. Only ADRCs that are not integrated with their Aging programs **and** do not provide any direct services, such as health promotion workshops or loan closets, are exempt from using the disclosure statement.

> *The primary purpose of the ADRC Specialist is to provide the customer with unbiased information about services that will meet their needs. This includes sharing information with customers about agencies that provide needed services. The ADRC may operate programs that provide direct services to customers.*
>
> *The ADRC Specialist:*
>
> - *Cannot attempt to influence customers for financial gain or other self-interests.*
> - *Cannot attempt to influence customers in the interest of any service or program provider, including the ADRC itself.*
>
> *The ADRC is prohibited from using revenue generated from direct service programs to support the ADRC Specialist program.*

Federal regulation 42 CFR 438.810 prohibits the use of revenue generated direct service programs to be used to support ADRC Specialist services.

Assurances

Each agency representative will acknowledge, by signature, the receipt of training and the obligation to be objective and customer centered.

Reporting

Agency representatives will identify and report potential or present conflicts of interest to the director (or designee) upon hire or whenever a conflict is identified. All potential conflicts of

interest are treated as if a conflict exists until a determination is made and the potential conflict has been resolved.

Response

The director (or designee) will receive reports of possible conflicts of interest from agency representatives, employees, volunteers, Commission on Aging, and ADRC governing board members. The director (or designee) will then make a determination as to whether the situation is, in fact, a conflict of interest.

Resolution

The director (or designee) and the agency representative involved shall take immediate steps to terminate or minimize the conflict of interest. This may involve finding an alternative agency representative or source of service or terminating the relationship that has resulted in a conflict of interest.

Advocacy

The agency representative must ensure that customers receive appropriate advocacy, representation, and information, especially in regard to a customer's choice of or eligibility for program benefits or services. Therefore, agency representatives are required to provide the Customer Services Agreement to any customer who agrees to options counseling or Client Services Agreement to any customer who agrees to benefits counseling.

Conflict of Interest Policy Assurance—ADRC or Aging Unit Representative

As a representative of the Aging Unit or Aging and Disability Resource Center of _____, I have reviewed and received training on the 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 or Aging Unit, I will not sign this statement until I have spoken with the ADRC or Aging Unit 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.

I understand that prior to a customer receiving options counseling, they must either:

a. Review and sign the Customer Service Agreement (F-03093); or

b. Review another agency document that includes the conflict of interest disclosure. If the document does not require a customer signature, agency staff should note in client tracking that the conflict of interest disclosure was reviewed with the customer.

I understand that prior to a customer receiving any other agency service, an optional Customer Service Agreement may be obtained.

As a representative of the ADRC or Aging Unit, 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 and Aging Unit staff to be objective and customer centered.

Printed name and title:

Date of policy review:

_____ _____

Signature: Date signed:

_____ _____

Supervisor Signature: Date signed:

Served Client Summary

Program: ADRC of Dodge County
10/01/2025 To: 10/31/2025
Report Run Date: 12/15/2025

State Service Type Summary

State Service Type	Total Units	Total Unduplicated Clients	Total Duplicated Clients
Carryout Meals	160.00	18	18
Case Development	32.25	19	25
CG AFCSP Case Management	8.00	11	29
CG AFCSP Outreach	2.25	3	5
CG AFCSP Public Awareness	3.00	15	21
CG AFCSP Respite, Facility-Based Adult Day Care	85.00	1	1
CG AFCSP Respite, General	121.50	7	8
CG NFCSP Case Management	8.75	13	32
CG NFCSP Information and Assistance	19.00	10	19
CG NFCSP Public Information	1.00	21	21
CG NFCSP Respite, In-Home General	210.00	11	23
Communication	46.50	34	46
Congregate Meals	358.00	40	40
DCS Dementia Friendly Community	6.50	5	14
DCS Support for PWD and Caregivers	64.00	37	82
Disenroll Couns-Leaving Program	2.25	4	5
Disenroll Couns-Tranf / Re-enroll	2.25	3	3
EBS events	16.25	16	43
Enrollment Counseling	31.50	29	45
Functional Screen	74.50	31	42
General Information, Assistance, or Referral	7.00	7	7
Health Promotion (Evidence-Based)	94.00	16	82
Home Delivered Meals	3,019.00	164	164
Home Security and Safety	7.00	7	7
Homemaker	115.25	9	9
Information and Assistance	145.00	235	354
Marketing and Outreach	1.00	27	27
Medicaid Application Assistance	7.50	9	18
Nutrition Education	1.00	200	200
Options Counseling	22.75	26	55
Other ADRC Spec	51.00	67	127
Other Ben Spec Activities	4.50	7	8
Public Information	2.00	15000	15200
SHIP	52.00	37	52
Temporary Respite	20.00	1	1

Served Client Summary

Program: ADRC of Dodge County
11/01/2025 To: 11/30/2025
Report Run Date: 12/15/2025

State Service Type Summary

State Service Type	Total Units	Total Unduplicated Clients	Total Duplicated Clients
Carryout Meals	125.00	21	21
Case Development	62.75	43	57
CG AFCSP Case Management	3.00	2	7
CG AFCSP Other Goods and Services	3.00	1	3
CG AFCSP Outreach	1.00	4	4
CG NFCSP Case Management	12.75	15	44
CG NFCSP Information and Assistance	22.50	19	23
CG NFCSP Respite, In-Home General	224.25	11	23
CG NFCSP Supplemental Services, Consumable Supplies	1.00	1	1
Communication	39.00	37	41
Congregate Meals	265.00	40	40
DCS Dementia Friendly Community	7.00	5	12
DCS Support for PWD and Caregivers	63.00	37	76
Disenroll Couns-Leaving Program	1.50	2	2
Disenroll Couns-Tranf / Re-enroll	2.50	3	3
EBS events	12.75	13	32
Enrollment Counseling	27.25	25	37
Functional Screen	80.75	31	45
General Information, Assistance, or Referral	5.00	3	3
Health Promotion (Evidence-Based)	53.00	10	53
Home Delivered Meals	2,275.00	172	172
Information and Assistance	104.20	178	252
Medicaid Application Assistance	2.50	7	10
Options Counseling	14.50	25	43
Other ADRC Spec	30.50	52	91
Other Ben Spec Activities	1.00	1	1
SHIP	87.00	68	87

STRONG People™

STRONG BODIES

Join us for strength training classes! These classes are designed for mid-life and older adults and include progressive resistance training, balance training, and flexibility exercises. Classes are twice weekly for 8 weeks, led by trained facilitators.

ADRC
Aging and Disability Resource Center of Dodge County

What: Winter StrongBodies Class

Dates: January 5th – February 25th

Time: Mondays and Wednesdays, 8:00 – 9:00 AM

Location: Juneau Community Center
500 Lincoln Dr. Juneau, WI

How to Sign Up: Call the ADRC at 920-386-3580 by December 29th

Cost: FREE! ($10- suggested contribution)

Powerful Tools FOR Caregivers

Are you a caregiver looking for additional support? Do you know someone who is struggling with the emotional burden of providing care? Join Tonya (Dementia Care Specialist from Jefferson County ADRC) and Candice (Caregiver Program Coordinator from Dodge County ADRC) for this 6-week course.

Powerful Tools for Caregivers

Powerful Tools for Caregivers class series help caregivers take better care of themselves while providing for a friend or relative. By taking care of your own health and well-being, you become a better caregiver. Six class sessions held once a week are led by experienced class leaders.

Max: 12 students per class (open to Jefferson and Dodge County Caregivers)

Class participants also receive a **FREE** copy of The Caregiver Handbook, developed specifically for this class.

Registration is required!
Contact Tonya at
920-675-4035 to register or email
tonyar@jeffersoncountywi.gov
(Suggested donation of $10 for class)

Classes meet for 6 consecutive Thursdays.
March 5th through April 9th,2026 at the
Watertown Collective
672 Johnson Street Watertown, WI 53094
from
1:00 pm - 2:30 pm
We will meet in the Community Room on level one

ADRC
Aging and Disability Resource Center
of Jefferson County
Your Bridge to Support

ADRC
Aging and Disability Resource Center
of Dodge County

the COLLECTIVE
dream. do. thrive. together

Caregiver Connection
Craft Class

February 26th

Where : Juneau Public Library

250 N.Fairfield Ave.

Time : 1:30-3:00p.m.

Join fellow caregivers as we use watercolor as well as tempera paint to create art! No cost to you! Minimum of 4 participants. Care receivers also welcome to attend .

RSVP Candice Ketter 920-386-3259

ADRC

Aging and Disability Resource Center of Dodge County

Join us for

Lucky Bingo

- Caregiver Connection with
- Candice and other Caregivers

Date: March 26th,2026

Time: 4-6 p.m.

We will meet at Higher Grounds Coffee Shop

N7156 E.Plaza Dr.

Beaver Dam ,WI

R.S.V.P by March 23rd, 2026 to reserve your seat

920-386-3259

EASY win

ADRC

Aging and Disability Resource Center of Dodge County