



## Health and Human Services

**Operational Policy Title:** Quality Assurance Plan

**Division:** Aging & Disability Resource Center (ADRC)

**Effective Date:** 4/19/11    **State Approval Date:**    **Updated:**

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### I. Purpose:

The Aging & Disability Resource Center of St. Croix County provides quality services and incorporates the principle of continuous quality improvement in its operations. This Plan is designed to ensure and improve outcomes for ADRC customers and their families and caregivers. The Plan is reviewed and updated annually.

### II. Procedure:

#### A. Staff Knowledge & Training

1. All ADRC professional staff are required to have a Bachelor's Degree in Social Work or a closely related field.
2. Thorough staff orientation is provided to all positions held within the ADRC. Training plans and orientations vary depending on position held.
3. Staff eligible for MA Match for 100% Time Reporting are required to attend state sponsored trainings and are required to complete reports on a daily basis.
4. New DBS and EBS staff are required to attend state provided initial training and are encouraged to use back up attorney technical assistance when needed.
5. Staff meetings for the entire ADRC team are held bi-weekly.
6. All ADRC staff are encouraged to attend the annual statewide ADRC and Aging Conferences, regional meetings and trainings, and training sponsored by organizations who serve the same customers as the ADRC such as the Alzheimer's Association, WISTI, NAMI, etc. for ongoing training and education.

7. All ADRC staff are required to join and encouraged to be active in their respective state professional associations.
8. All Information & Assistance Specialists/Options Counselors, DBS and EBS staff are provided private offices and training in confidentiality and conflict of interest as well as all other ADRC policies.
9. Annual performance reviews are required for all ADRC staff.

#### B. Quality Information & Assistance Specialists and Options Counseling

1. Information & Assistance Specialists/Options Counselors are required to have a Bachelor's Degree as well as certification or licensure as a Social Worker, Registered Nurse, Occupational Therapist, Physical Therapist, Vocational Rehabilitation Counselor or AODA counselor.
2. Information & Assistance Specialists /Options Counselors are required to become AIRS certified within six months of hire and attend annual AIRS trainings & recertification.
3. Information & Assistance Specialists /Options Counselors are directly supervised by the Options Counselor Supervisor who provides training and ongoing support for staff.
4. Resource database is managed and kept up to date for staff use.
5. Weekly staff meetings are held for staff cohesion and training.
6. If ADRC customers have to leave a message, all calls are returned within 24 hours, or sooner, upon receipt.
7. Home visits are our first choice for service provision and are scheduled within a week, if possible, from the date of the call.
8. Marketing and outreach is done on a regular basis to ensure the community is aware of the ADRC and the services offered to both the private pay population and those in need of public benefits.
9. Extensive training is provided to new Information & Assistance Specialists/Options Counselors, including an Options Counseling training manual designed by the ADRC Manager specifically for those working at the ADRC of St. Croix County/State of Wisconsin.
10. Regular customer satisfaction surveys are administered (quarterly) via postal mail to gather customer feedback. Results are reported to Information & Assistance Specialists /Options Counselors, ADRC Manager, and Council on Aging & Disabilities and service improvements are made as appropriate.

#### C. Enrollment Counseling

1. All Information & Assistance Specialists/Options Counselors provide enrollment counseling and are thoroughly trained in the publicly funded long-term care options available in St. Croix County.
2. Information & Assistance/Options Counselors are knowledgeable in all program areas and provide unbiased information to potential enrollees about all program options.
3. Regular meetings are held with the Information & Assistance Specialists/Options Counselors, ADRC Manager and MCO staff to ensure up to date information is being provided to potential enrollees.

#### D. Long-Term Care Functional Screen

1. Please see attached policy.

#### E. Disability Benefit Specialists

1. DBS are required to attend initial and ongoing training provided by DRW.
2. DBS receive referrals from Options Counselors and assist callers and walk ins on a rotating schedule in an effort to evenly distribute workload.
3. Monthly meetings are held with ADRC Director to problem solve workload issues and address training needs.

#### F. Data Review and Collection for ADRC operations

1. Satisfaction surveys are mailed monthly to customers who worked with a DBS or EBS.
2. Satisfaction surveys are mailed quarterly to customers who received Information and Assistance and Long Term Care Options Counseling.
3. Surveys are mailed monthly to customers who applied for publicly funded long-term care services and received a long-term care functional screen.
4. All survey data is compiled throughout the calendar year in Survey Monkey, an online survey tool.
5. Survey results are analyzed throughout the year and process changes are implemented if results indicate such a need.
6. Data is collected throughout the year on customer demographics and overall activity within the ADRC for budget purposes. This is through a process called Performance Management that uses goal setting, performance measurement, and outcomes to show the effectiveness of programs within the ADRC and other departments within the county.

7. Surveys are conducted after all presentations and classes. These results are compiled in Survey Monkey, an online survey tool, and analyzed throughout the year.

**Approved by:**

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Fred Johnson, HHS Director

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Date

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Brad Beckman, ADRC Manager

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Date