



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Presented by staff from the
Office for Resource Center
Development

April 23, 2024

ADRC Director and Supervisor Orientation/ Refresher

ADILN Conference

Welcome!

Operating agreements

- Do what you need to stay present
- Flex and flow
- Start from a place of curiosity
- Openly identify and communicate points of tension
- Bring your whole person—be yourself
- Other ideas??

Welcome!

- What to expect of our afternoon together
 - Agenda overview
 - Scheduled break...but do what you need to stay present
- Introductions: Put on your safety goggles...just kidding!...maybe.

ADRC Programs and Services

Elder Benefit Specialist Program

- [Onboarding New Elder Benefit Specialist \(EBS\) SharePoint page](#)
- Unique confidentiality policy
- Supervision and [caseload management](#)
 - Understand that caseload numbers vary widely.
 - Protect time for reporting, urgent cases, and admin.
 - Work with your assigned [EBS program attorney](#).

Disability Benefit Specialist Program

- Contact the DBS program manager, [Cheri Stoffel](mailto:cheri.Stoffel@dhs.wisconsin.gov) (cheri.Stoffel@dhs.wisconsin.gov) about operational aspects of the program. For example:
 - Questions about the [DBS chapter](#) of the [ADRC Operations Manual](#), including questions about confidentiality considerations
 - Staffing changes (departures and new hires)
- Contact the [assigned program attorney](#) for qualitative aspects of the DBS's work and questions about the [DBS Program Services Scope](#) (P-00416).

ADRC Specialist Support

- [Learning Management System](#)
 - Information and Assistance (Parts 1 and 2)
 - Options Counseling Standards (All modules)
 - Enrollment Counseling (Parts 1 and 2)
- [New Director Training](#) (SharePoint)
- [Supervisor Review Tools](#) (SharePoint)
- [Supporting the Supervisor: Helpful Information](#) (SharePoint)

Dementia Care Specialist Program

The three pillars of the DCS program:

- Increase the dementia capability of the local ADRCs as well as other county and tribal agencies.
- Facilitate local efforts to build dementia-friendly communities.
- Support people with dementia and family caregivers to remain active and able to stay in their own homes in the community.

Dementia Care Specialist Program

How can directors and supervisors support the DCS for maximum success and community impact?

- Participate in DCS work plan development; provide accountability and support.
- Provide periodic check-ins that demonstrate interest in DCS activities and provide opportunities for brainstorming and vetting of ideas.

Dementia Care Specialist Program

How can directors and supervisors support the DCS for maximum success and community impact?

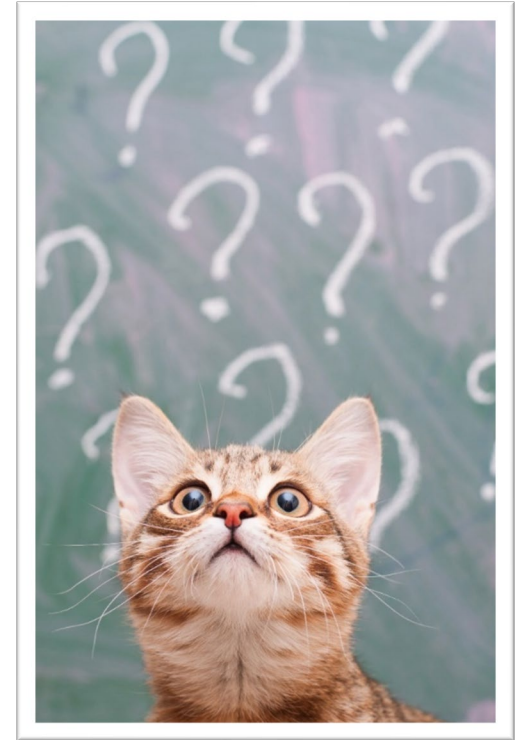
- Facilitate community connections, especially for new DCS.
- Encourage and support collaboration with community partners and fellow DCS. Collaboration expands individual DCS capacity.

Tribal ADRS and DCS Support

- Communication is key!
- Best practice suggestions for improving communication include:
 - Invite Tribal ADRS to ADRC specialist meetings and trainings.
 - Invite counterparts to shadow visits.
 - Designate points of contact at ADRCs for Tribal ADRS and Tribal DCS.

Q&A with Program Managers

- [Cheri Stoffel](#), DBS program manager
- [Michelle Grochocinski](#), EBS program manager
- [Christine See](#), ADRC Specialist program manager
- [Andrea Garr](#), DCS program manager
- [Rose Gokee](#), Tribal Programs Quality Specialist



A group of hikers is resting on a rocky mountain ridge during sunset. The scene is bathed in the warm, golden light of the setting sun. In the foreground, a hiker wearing a patterned sweater and blue pants is lying down, looking towards the camera. Behind them, other hikers are visible, some resting their heads on the ground. The background features a vast, rugged mountain landscape with sharp peaks and a body of water in the distance. The word "BREAK!" is overlaid in large, bold, white capital letters across the center of the image.

BREAK!

Fiscal

How the money flows
How to avoid errors
Best practices

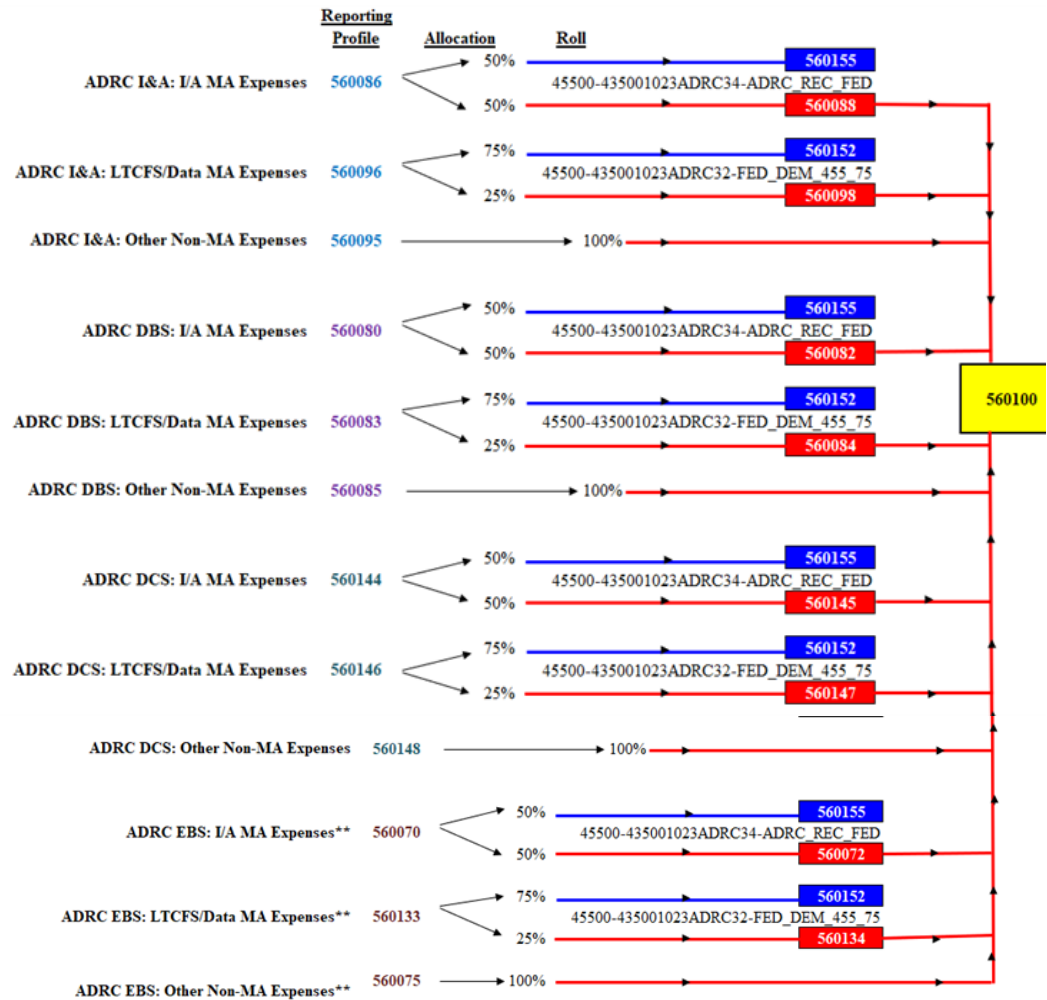
Reminder: What is a Profile Number?

- It is a unique number that has a unique name.
- This profile number tells the GEARS staff at DHS several things, including:
 - The purpose of the program.
 - Funding information, including state appropriation; limitations on reimbursement; and whether it will be paid from GPR, grant, or Medicaid funds.

Understanding Flowcharts

- **Flowchart location:** See [CARS manual](#) webpage.
- **Chart use:** Charts are intended for fiscal staff and director use.
- **Purpose:** Charts show how the funding flows from one profile number and funding source to another. These profiles are connected to funding contracts received from BADR. Profiles can roll, allocate, or pay.
- **Fun fact:** Base ADRC contracts have 39 profiles.

Flowcharts— Following the Money



Funding Contracts

- Are routed via an email from DocuSign
- Have two major parts
 - Boilerplate language
 - ◆ Grant Enrollment, Application and Reporting System (GEARS) funding table (section 39)
 - ◆ Federal information, if any
 - Scope of work: how to spend the money (what expenditures are allowed, and activities are required)

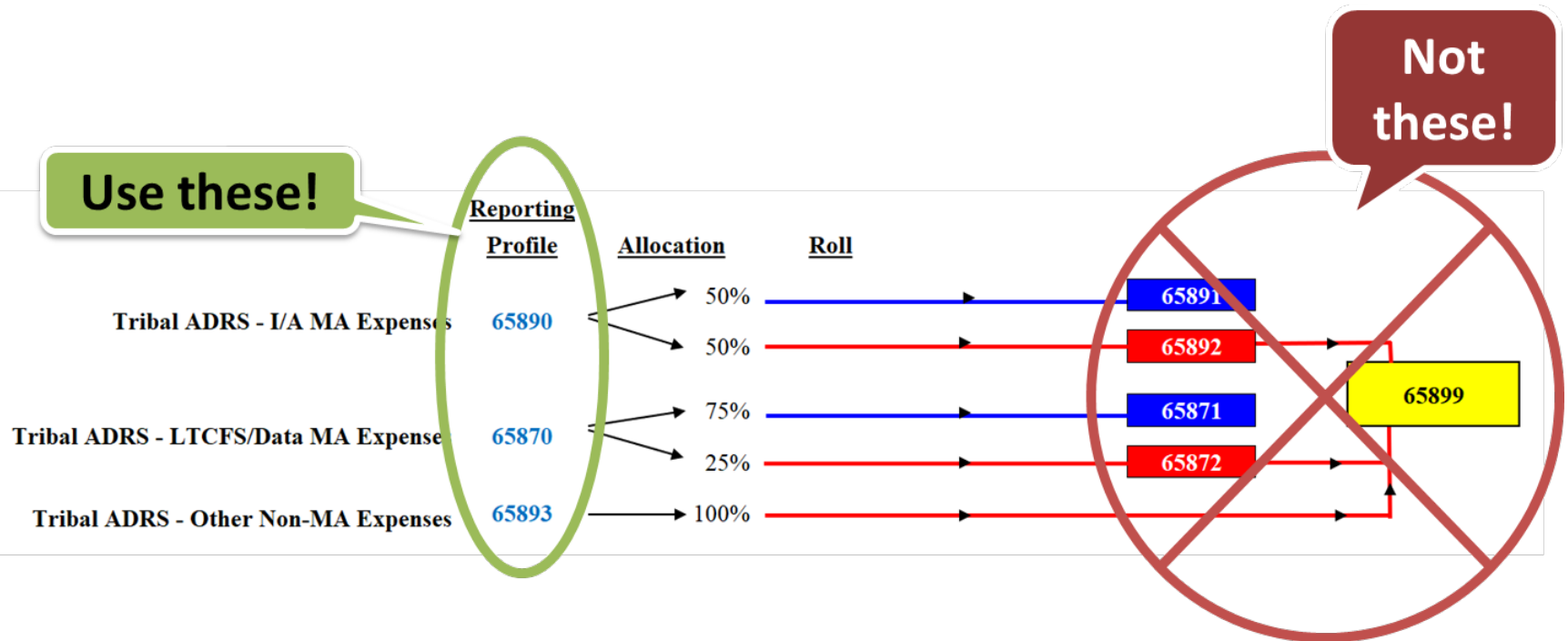
Sample GEARS Contract

GEARS Contract Year: 2024							
Agency #:		Agency Name:		Agency Type:	GEARS Contract Start Date	GEARS Contract End Date	Program Total Contract:
█		█ County ADRC		25	1/1/2024	12/31/2024	\$191,490.00
Profile ID#	Profile Name	Profile Note	Profile Current Amount	Profile Change Amount	Profile Total Amount	Funding Controls	
560100	ADRC BASE GPR REIMB	Do not report expenses here. ADRC Base GPR portions of contract expenses are reimbursed here.	-	\$160,000.00	\$160,000.00	6-month	
560152	ADRC LTCFS/DATA MA REIMB	Do not report expenses here. 75% of expenses reported to all ADRC LTCFS/Data MA reporting profiles are reimbursed on this profile.	-	\$0.00	\$0.00	N/A	
560086	ADRC IA I/A EXP	Report I&A I/A MA expenses here. Allocates 50% to profile 560155 and 50% to profile 560088.	-	\$0.00	\$0.00	N/A	
560088	ADRC IA I/A MA GPR	Do not report expenses here. 560088 rolls to 560100 for reimbursement.	-	\$0.00	\$0.00	N/A	
560096	ADRC IA LTCFS/DATA EXP	Report I&A LTCFS/DATA expenses here. Allocates 75% to profile 560152 and 25% to profile 560098.	-	\$0.00	\$0.00	N/A	

Common Errors

- Not allocating to Medicaid, when it is allowed
 - This often happens with smaller sources of funds.
 - Federal Medicaid administrative dollars are paid out as they are earned. They are sum sufficient—there is **no limit on reimbursement**.
- Reporting to payment profiles instead of allocating: this is more common with smaller funding sources like OCI SPAP.

Sample: Aging and Disability Resource Specialists (ADRS)



Best Practice

Encourage frequent, accurate reporting of tasks to **correct**, corresponding category. For example:

- Q: If one staff member forgets to properly report a Medicaid-eligible task to categories 3 or 4 (75 MA/25GPR) once a day, how much will that cost your ADRC a year?
- A: The contract would pay **\$2,978** annually per staff member, which could have been reimbursed by Medicaid.

Avoiding Common Errors

Quarterly, verify GEARS reimbursement reports are correct by reviewing GEARS 603 and 620 reports.

- The GEARS [603 report](#) shows where funds flow from reporting profiles to payment profiles.
- The GEARS 620 shows all data in the “Distribution of Expenditures” section of the GEARS 603. Please refer to the allocation information from the GEARS 603.

Monitoring Reports

- **Navigate to** [CARS Data Queries](#)
- **Enter:**
 - Your agency number.
 - Your agency type in two digits (70 for Tribal Nations; 25 for most ADRCs).
 - Contract year (2024).
 - Expense processing date (usually the most recent date shown).

603 Report—Allocations Section

This shows expenses reported by the agency on the profiles that allocate, the ratios applied, and the results of the allocations.

January Expenses

*** Allocations ***

Expense Description	Expenses This Month	Expenses Prior Month	Net Expense	Ratio	Amount Allocated
560080 ADRC DBS I/A EXP	0.00	3,231.00	3,231.00		
560082 ADRC DBS I/A MA GPR				50.000 %	1,615.50
560155 ADRC I/A MA REIMB				50.000 %	1,615.50
560086 ADRC IA I/A EXP	0.00	23,573.00	23,573.00		
560088 ADRC IA I/A MA GPR				50.000 %	11,786.50
560155 ADRC I/A MA REIMB				50.000 %	11,786.50
560096 ADRC IA LTCFS/DATA EXP	0.00	11,255.00	11,255.00		
560098 ADRC IA LTCFS/DATA GPR				25.000 %	2,813.75
560152 ADRC LTCFS/DATA MA REIMB				75.000 %	8,441.25

603 Report—Profiles Activity

This section summarizes expenses reported or allocated to each profile.

Expense Description	Expense This Month	Adjustments Prior Months	Net Expenses Reported
**Non State/County Contracts			
***ALLOCATED			
560080 ADRC DBS I/A EXP	0.00	3,231.00	3,231.00
560083 ADRC DBS LTCFS/DATA EXP	0.00	0.00	0.00
560086 ADRC IA I/A EXP	0.00	23,573.00	23,573.00
560096 ADRC IA LTCFS/DATA EXP	0.00	11,255.00	11,255.00
560144 ADRC DCS IA MA	0.00	1,326.00	1,326.00
560146 ADRC DCS LTCFS/DATA EXP	0.00	309.00	309.00
***CONTRACT CONTROLLED			
560082 ADRC DBS I/A MA GPR	0.00	0.00	1,615.50
560084 ADRC DBS LTCFS/DATA GPR	0.00	0.00	0.00
560085 ADRC DBS NON-MA EXP	0.00	783.00	783.00
560088 ADRC IA I/A MA GPR	0.00	0.00	11,786.50
560095 ADRC IA NON-MA EXP	0.00	13,102.00	13,102.00
560098 ADRC IA LTCFS/DATA GPR	0.00	0.00	2,813.75

603 Report—Expenditures

Look for contract to date (CTD) information. This includes columns:

- **F** (Reported CTD expenses).
- **G** (Expenses rolled + in or out).
- **H** (Actual CTD expenses).
- **K** (CTD payments and advances).
- Contract balance is always last column.

603 Report—Expenditures

Expense Description	F	G	H	I	J	K	K-H	Unexpended
Net Expenses	Reported CTD	EXPS Rolled+IN/-	Actual CTD	Contract	Payment	CTDPayments	Expense	Contract
This Month	Expenses	OUT	Expenses	/Addendum	/Advance	/Advances	Differential	
560098	ADRC IA LTCFS/DATA GPR			01/01/2023 12/31/2023				
3,284.25	19,440.50	-19,440.50	0.00	0.00	0.00	0.00	0.00	0.00
560100	ADRC BASE GPR REIMB			01/01/2023 12/31/2023				
0.00	0.00	191,971.50	191,971.50	334,071.00	28,469.25	191,971.50	0.00	142,099.50
560155	ADRC I/A MA REIMB			01/01/2023 12/31/2023				
13,926.50	85,501.00	0.00	85,501.00	0.00	13,926.50	85,501.00	0.00	0.00
***** TOTALS FOR CONTRACT TYPE (Non State/County Contracts)								
52,301.00	337,265.00	0.00	337,265.00	334,071.00	52,301.00	337,265.00	0.00	142,099.50

620 Reports

Processing Date: 12/20/2023

GEARS 620 Report

Profile	Contract Year	Contract Start Date	Contract End Date	Current Period Activity	Contract To Date Activity	Contract to Date Roll	Contract to Date Activity +Roll	Percent Reimbursable	Contract Amount	Net Due To-Agency	Contract To Date Reimbursement Amount	Required Match	Over Match	Contract Balance
560100 - F : ADRC BASE GPR REIMB	2023	01/01/2023	12/31/2023	0.00	0.00	566,602.75	566,602.75	100	605,497.00	66,310.25	566,602.75	0.00	0.00	38,894.25
560152 - E : ADRC LTCFS/DATA MA REIMB	2023	01/01/2023	12/31/2023	29,516.25	258,978.25	0.00	258,978.25	100	0.00	29,516.25	258,978.25	0.00	0.00	0.00
560155 - E : ADRC I/A MA REIMB	2023	01/01/2023	12/31/2023	18,624.50	201,716.00	0.00	201,716.00	100	0.00	18,624.50	201,716.00	0.00	0.00	0.00
560320 - F : ADRC EBS GPR REIMB	2023	01/01/2023	12/31/2023	0.00	0.00	28,215.00	28,215.00	100	28,215.00	0.00	28,215.00	0.00	0.00	0.00
560620 - F : MIPPA	2023	09/01/2022	08/31/2023	0.00	4,977.00	0.00	4,977.00	100	4,977.00	0.00	4,977.00	0.00	0.00	0.00
TOTALS				48,140.75	465,671.25	594,817.75	1,060,489.00		638,689.00	114,451.00	1,060,489.00	0.00	0.00	38,894.25

610 Reports—Enter a Profile

Processing Date 02/21/2024

GEARS 610 Report

JAN EXPS - MAR PAY

560328 - F - CONTRACT CONTROLLED : ADRC SPAP EBS			ROLLS TO:													
Agency	Type	Name	Contract Year	Contract Start Date	Contract End Date	Current Period Activity	Contract To Date Activity	Contract to Date Roll	Contract to Date Activity + Roll	Percent Reimbursable	Contract Amount	Net Due To - Agency	Contract To Date Reimbursement Amount	Required Match	Over Match	Contract Balance
	25	County ADRC	2023	01/01/2023	12/31/2023	0.00	1,000.00	6,383.00	7,383.00	100	7,379.00	0.00	7,379.00	0.00	4.00	0.00
	25	County ADRC	2023	01/01/2023	12/31/2023	0.00	0.00	6,243.00	6,243.00	100	6,243.00	0.00	6,243.00	0.00	0.00	0.00
	25	County ADRC	2023	01/01/2023	12/31/2023	0.00	7,927.00	0.00	7,927.00	100	7,927.00	0.00	7,927.00	0.00	0.00	0.00
	25	County ADRC	2023	01/01/2023	12/31/2023	0.00	0.00	3,274.50	3,274.50	100	3,327.00	0.00	3,274.50	0.00	0.00	52.50
	25	County ADRC	2023	01/01/2023	12/31/2023	0.00	0.00	9,550.50	9,550.50	100	9,551.00	0.00	9,550.50	0.00	0.00	0.50

There should be **no** amounts on the “Contract To Date Activity” column.

Cost Allocation

- **Cost Principles:** Be sure the expense is:
 - Necessary.
 - Reasonable.
 - Allocable.
 - Allowable.
 - Consistently treated.
 - Permissible.
- Follow the [Allowable Cost Policy Manual](#) principles.
- Use monthly Adder to allocate ADRC expenses.

For More Assistance

- Review the ADRC [Fiscal Management manual](#).
- Make sure your fiscal managers are subscribed to the fiscal GovD list.
- Contact your budget and policy analysts at dhsbadrfiscal@dhs.wisconsin.gov.

ADRC Data and Systems

Return on Investment (ROI) Calculator

- Reasons to use
- [Resources](#) for additional information:
 - Calculator application
 - Demo and training video
 - Interpretation guide
 - PowerPoint presentation template
 - Encounter customer counts by ADRC

Data Systems

- WellSky, or your local client tracking system
 - This is a case management tool for staff.
 - State is currently developing a new system, PeerPlace.
- Encounter
 - Purpose: Statewide data warehouse for ADRC specialist, ADRS, DCS data
 - Monthly export file upload
- CARES, ForwardHealth, FSIA (all managed by Division of Medicaid Services), STARS (managed by Administration for Community Living)

Data Reporting

- Your first stop is: Your RQS!
- Your second stop is:
DHSBADRtech@dhs.wisconsin.gov
- WellSky users can reference:
 - LMS Reporting Video in WellSky/SAMS New User Training Module
 - [WellSky guides](#)
- The answer to “Can you do this?” is almost always “YES, but...”

Using Data

- Operations: How many clients can my staff serve in a week?
- Analysis: Who in my community is coming to the ADRC?
- Advocacy: What is the most impactful thing we did this year?
- Others?

Contact Information

- [Michelle Grochocinski](#), EBS program manager
- [Cheri Stoffel](#), DBS program manager
- [Christine See](#), ADRC specialist program manager
- [Andrea Garr](#), DCS program manager
- [Rose Gokee](#), Tribal programs quality specialist

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[April Little](#), budget and policy analyst

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[Emma Klein](#), data systems specialist

[John Grothjan](#), ORCD director

[Phoebe Hefko](#), program and policy supervisor

[Rachel Kaehny-Frank](#), quality assurance and support supervisor

Closing

- Thank you for joining us today!
- We hope you made a connection and learned something helpful. If time allows, please share one thing that stuck out to you about this session.
- Enjoy the rest of the ADILN Conference!