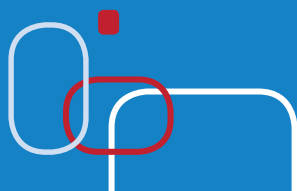




ADRC
Aging & Disability Resource Center

BOARD ORIENTATION GUIDE



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Aging and Disability Resource Centers (ADRCs): A Guide for New Board Members

*Congratulations
on your new
role as a board
member for
an ADRC in
Wisconsin!*

Welcome

This guide will introduce you to ADRCs and help you prepare for your important new role as a valued member of the ADRC board. Your local ADRC will provide additional information and answer questions as your orientation continues.

ADRC Mission

The ADRC mission is to provide older adults and people with physical or developmental/intellectual disabilities the resources needed to live with dignity and security, and achieve maximum independence and quality of life. The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the appropriate services and supports.



ADRC History

Wisconsin is the birthplace for ADRCs. The long history of ADRC development started in the 1990s as people in Wisconsin came together to develop the concept of ADRC. The first ADRCs in Wisconsin began operation in 1998 and expanded to cover the entire state in 2013. ADRC board members helped shape the statewide ADRC network of today. The federal government has provided financial support to 54 states and territories to develop ADRCs.

Across the country, people can get help to learn about services available in their area because ADRCs in Wisconsin blazed the trail.



1998

First ADRC in Wisconsin

2013

Full state coverage

ADRC board members helped shape the statewide ADRC network of today.



The ADRC mission comes to life everyday.

ADRC Board Member Roles

Reaching Out to the Community

ADRC board members are ambassadors of the ADRC. Board members help to “spread the word” about the ADRC and about the services the ADRC provides. Board members are active people in their community. You may receive questions from neighbors or family members about the ADRC. You can help raise awareness about the ADRC by promoting the work of the ADRC in your community. Encourage others to call, email, or drop by the ADRC.

As a member of the ADRC board, it is important to have an understanding of how ADRCs fulfill their mission. ADRCs help people learn about the options available in the community to support them as they age or live with a disability. ADRCs enable people to stretch their resources and delay the need to use public dollars to pay for long-term care services. ADRCs provide information, assistance, help to examine options through options counseling, help to access publicly



ADRCs are warm and welcoming.

funded long-term care programs such as Family Care and IRIS (Include, Respect, I Self-Direct), and help to access other benefits like Social Security Disability. ADRCs are warm, welcoming, customer service driven organizations.

Representing ADRC Customers

Board members represent the interest of the customers served by the ADRC. You will play a role in monitoring and ensuring the quality of the ADRC as well as participating in quality assurance activities. For example, board members review customer complaints in addition to considering potential improvements to policies and procedures in light of the complaints that have occurred.



Quality Improvement

Learn what ADRC customers thought about their experiences through customer satisfaction surveys.

The ADRC and the State of Wisconsin conduct customer satisfaction surveys. As a board member, it will be important to learn what your ADRC customers thought about their experience with the ADRC. Information from these surveys provides valuable insight and you may consider improvements to the ADRC based on the results.

ADRCs also have staff who are trained in quality improvement methods and complete at least one quality improvement project each year. As a board member, you will learn about the quality improvement initiatives and may be asked to take part in special projects.





ADRC customers may have challenges locating a service.

Analyzing and Raising Awareness about Unmet Needs

ADRC staff may work with a customer who is having challenges meeting a need because a service or resource doesn't exist in the area. ADRCs gather information about service gaps. The ADRC board reviews and analyzes information about these unmet needs. Likewise, board members may identify new community resources as well as sources of funding needed by the people served by the ADRC. Information about community needs can be shared with other community leaders and support planning efforts.

Board members may identify new community resources as well as sources of funding.



Working with ADRC Management and Staff

The ADRC board works closely with the ADRC Director. When a new director is hired, the board provides input on the hiring. Board members often interact with members of the ADRC team. ADRC staff may present information at ADRC board meetings and serve as a resource. Board members may be asked to research particular issues or concerns, participate in discussions, and problem solve.

ADRC board members may help sort through issues or guide special projects.





The State of Wisconsin contracts with each ADRC for ADRC services.

Next Steps

Your journey as an ADRC board member is just beginning. As part of your orientation, you will want to become familiar with state and federal requirements of ADRCs. ADRCs and their role in the long-term care system are articulated in the Wisconsin State Statutes, Wisconsin Administrative Code, federal regulations, and federal law—namely the Older Americans Act. In addition, the State of Wisconsin contracts with each ADRC for services. As a board member, you will want to be knowledgeable about the Scope of Services. The Office of Resource Center Development, in the Bureau of Aging and Disability Resources, works closely with each ADRC to ensure that customers receive high-quality services delivered consistently across Wisconsin.

As a board member, you will continue to learn about the changing needs of ADRC customers and the community that the ADRC serves. Keeping pace with these changes is a challenge that the ADRC board, management, and staff all have in common. ADRCs are quality-driven organizations rooted in customer service. As a board member, you can help foster this commitment to quality and advocacy for adults with disabilities and older adults.

Notes





Wisconsin
Department of Health Services

For more information, visit:

<https://www.dhs.wisconsin.gov/adrc>