



Health and Human Services

Operational Policy Title: Access to Other Programs and Benefits

Division: Aging & Disability Resource Center (ADRC)

Effective Date: 8/1/08

State Approval Date: 10/3/08

Updated:

I. Purpose:

It is the policy of the ADRC of St. Croix County to help ADRC customers with accessing other programs and benefits.

II. Procedure:

- A. Because of the extensive marketing and outreach, ADRC staff members are often the first people to become aware of an elder or an adult with a disability or mental illness or substance use disorder who needs assistance. For that reason, ADRC staff providing information or assistance will attend trainings, on an ongoing basis, regarding eligibility criteria and processes for public benefit programs. The following procedures will ensure that these staff members are able to provide as much assistance as possible to individuals who may wish to access public benefit programs.
- B. Resource Packets are available in the ADRC reception area. Resource packets should be offered to every individual who receives information and assistance and should include:
 1. Options Resource Directory
 2. Benefit Summary packet that includes information on Homestead Credit, Medicaid, Supplemental Security Income (SSI), Food Share Wisconsin, Medicare Part D, Qualified Medicare Beneficiary (QMB), Specified Low Income Medicare Beneficiary (SLMB), Buy-In Part B (Q1), SeniorCare RX, Energy Assistance, Housing and Rental Assistance, and Rural Development Programs
 3. Information about Older Americans Act program

4. Contact information for the Options Counselors, Elder Benefit Specialists, and Disability Benefit Specialists

- C. Additional materials for various programs are available in the ADRC. Should an individual wish to apply for any of these programs, the application can be completed during the office or home visit and submitted to the appropriate agency as soon as possible.
- D. Screen Liaison and Options counselors will assist individuals on SSI to apply for SSI-E.
- E. Upon request and with a signed release of information, ADRC staff may follow up with other agencies and staff as appropriate to ensure that an individual is able to access any program and service he or she may be eligible for. If an individual expresses an interest in a specific program or service in advance of a face-to-face visit, it is sometimes possible to arrange a joint visit wherein those with appropriate expertise can be involved right away. For example, if it seems that an individual will need to apply for SSI or SSDI, the Options Counselor may request that the initial visit also involve the Disability Benefit Specialist. Likewise, if the person indicates that she or he may be entitled to Veterans benefits, the Veterans Service officer may be able to participate in the initial visit. When this is not possible, a signed release of information will ensure a prompt referral to the most appropriate resource.
- F. In all cases where an individual wishes to apply for Food Share, Non-Family Care Medical Assistance, Child Care, W-2, Emergency Assistance or Caretaker Supplement, ADRC staff may start the application process by assisting the individual to either apply or register online at the ACCESS website or encourage to call Great Rivers Consortium to apply over the phone.
- G. ADRC staff will also assist individuals, as requested, to obtain information that will be required during the application process.
- H. Individuals applying for Energy Assistance (WHEAP) should be directed to WestCAP.

Approved by:

Fred Johnson, HHS Director

Date

Brad Beckman, ADRC Manager

Date