



# the Working Well

Community Living Alliance, 1414 MacArthur Rd, Madison, WI 53714 [www.clanet.org](http://www.clanet.org) (608) 242-8335

**From the Desk of:** Todd Costello Executive Director



CLA celebrated National Caregiver Day the week of February 24–28 by offering refreshments and a small token of thanks to Caregivers who were able to come into the office. The value of the work of all caregivers received national attention in recognition of the importance of caring and the skills you offer to those who rely on your support and services.



Thank you just doesn't express my appreciation for the work you do each day. I would also like to extend a special thank you to those who were out in the extreme cold and snow fill days of January and February. Because of your dedication CLA clients were kept safe and had their service care needs met.

March 24 is Disability Advocacy Day. It is designed to connect people with disabilities, and those that support them, with legislators. This is a great opportunity to be heard and to identify the issues that matter most to you. You, and the individuals you provide direct care services to, are encouraged to attend. Disability Advocacy Day has proven to be a great day of empowerment. To Register click [here](#)

Please continue to check our [website](#) for CLA job opportunities. Once again, thank you for all that you do to support CLA's mission.

Todd Costello  
Executive Director  
608-242-8335 ext. 1372



March 24  
9:30p-3:30p

May 5  
10am-12pm

June 4  
5:30p-7p

## UPCOMING MADISON AREA EVENTS

### Disability Advocacy Day 2020

Monona Terrace Convention Center  
One John Nolen Dr., Madison, WI

### Meeting of Minds: Madison

Madison Central Library  
Contact: Noreen or Shelly at 888.308.6251

### ABC's of Alzheimer's & Dementia

Sequoia Public Library  
4340 Tokay Drive, Madison, WI



## Annual Standard Precautions

### Online Completion through Absorb

CLA's Online Learning Management System (LMS) is now through Absorb. The CLA LMS provides all CLA Personal Care Workers with the opportunity to complete the annual required Standard Precautions Training from a smart phone, tablet, or computer. If you have an email address on file with CLA, you will receive an email with detailed instructions for accessing this required training. Employees who do not have an email address on file with CLA will receive a letter detailing how to schedule an appointment to complete this required training at CLA on a CLA computer.

**How it will work:** Every employee will be assigned a completion month (April, May, June, July, or August), Each employee will be notified in the first week of their assigned month and will have until the last day of their assigned month to complete the online training.

If you have questions, please contact Dona Potters at (608) 242-8335 x1203 or [pottersd@clanet.org](mailto:pottersd@clanet.org).



Like us on FaceBook!





## Disability Advocacy Day

**Tuesday, March 24, 2020, 9:30am - 3:30pm**  
**Monona Terrace, 1 John Nolen Ave, Madison, WI**



### SAVE THE DATE FOR DISABILITY ADVOCACY DAY!

**Registration WILL OPEN February, 2020**

Disability Advocacy Day is a day-long event focused on connecting Self-Advocates with their legislators to talk about issues that matter to them. Attendees are expected to participate in the full day of activities.

#### REGISTRATION INFORMATION

- Register Fee: \$10 per person.
- Order a lunch (optional) \$10
- **YOU MUST REGISTER TO PARTICIPATE.** Direct Care Workers attending to assist you for the day must register for this event.
- Use your HOME/VOTING address to register. Business addresses or PO Boxes are not allowed.
- **NO ON-SITE REGISTRATION OR WALK-INS.**

#### AGENDA AT A GLANCE

- 9:30: Check in: Monona Terrace, One John Nolen Drive, Madison  
Stop by Voting Resource table. Spring Statewide Election April 7
- 10:30: Briefing on Survival Coalition's current issues, planning time and lunch
- 12:15: Rally at the State Capitol Rotunda (3 blocks away)
- 1:00- 3:00: Attend Legislative visits
- 3:00-3:30: Check out and debrief after your visit at the Capitol

#### EVENT REMINDERS:

- Participants support Survival Coalition's mission to maximize community inclusion for all people w/disabilities.
- Participants must attend the 10:30 a.m. briefing at the Monona Terrace Convention Center.
- Attend your legislative visits at the scheduled time with your group.

**To Register for Disability Advocacy Day**

**[CLICK HERE](#)**

## Benefits Update

For PCWs enrolled in CLA health insurance with GHC

Care  OnDemand

# Care. Free.\*

Another first from  
Group Health Cooperative:  
**free\*, unlimited video  
doctor visits.**



### Introducing GHC Care OnDemand. The new GHC 24/7 Online Clinic

- \* Most members will receive free\*, unlimited visits to doctors and behavioral health professionals
- \* Members will be face-to-face with a doctor usually within 15 minutes to describe their symptoms
- \* Less time away from work, especially for working parents
- \* Reduces costs as an alternative to the Emergency Room or Urgent Care
- \* Great for travel and members in the PPO; avoid costly co-pays and out of network charges
- \* Satisfaction guaranteed
- \* GHC Care OnDemand is not available for members with BadgerCare Plus or Medicare plans

### GHC Care OnDemand Common Conditions:

#### MEDICAL

- Allergies
- Cold/Cough
- Flu/Fever
- Sore Throats
- Ear Problems
- Rashes/Bites
- Constipation/Diarrhea
- Headache
- ...and dozens more!

#### BEHAVIORAL HEALTH

- Counseling
- Anxiety
- Isolation
- Panic
- Addictions
- Child/Adolescent Behavior Issues
- Loss/Grief
- ...and more!

### How Much do you know about Fair Housing?

Every day, throughout our community, people seek one of our most basic needs: housing. While many people go through a housing transaction with few obstacles, others are illegally denied housing.

The US Department of Housing and Urban Development estimates that over two million acts of housing discrimination occur annually, yet few incidents are reported. The reasons for this discrepancy are simple: discrimination is often subtle, and few people know or understand the fair housing laws that protect them.

How well do you understand fair housing laws? Take this quiz and find out.

**Q:** Is it okay for a landlord to place all families with children on one floor of the building and all other occupants on a separate floor?

**A:** No. The Federal Fair Housing Act prohibits the discrimination on the basis of familial status. That means that no one can be denied access to housing opportunities based on their household composition, including the presence of children. Segregating a housing complex by floor or building is a violation of this law.

**Q:** I am single. Can a housing provider tell me that he prefers a household with a married couple?

**A:** No. A housing provider cannot deny anyone housing because of his or her marital status.

**Q:** I use a wheelchair. Can a landlord charge me a higher security deposit than other tenants?

**A:** No. A housing provider cannot create additional charges or fees for someone who requires a wheelchair or for any person with a disability.

**Q:** True or false: It's legal for real estate agents to direct African-American home seekers to predominately African-American neighborhoods.

**A:** False. Steering restricts an individual's housing choices and perpetuates segregation.

**Q:** True or false: Landlords who live in their own buildings don't need to comply with fair housing laws.

**A:** False. The Wisconsin Open Housing Law has no exemptions for owner-occupied housing. There are exemptions for shared living facilities.

**Q:** I have a disability and use a dog as a service animal to help me live independently. When I applied to live at an apartment complex, the manager told me that no pets are allowed in the complex. Can I keep my dog?

**A:** If you have a disability and need a service animal in order to live independently, you have the right to request an accommodation to the housing provider's "no pets" rule in order to keep your service animal. Housing providers are obligated to allow reasonable accommodations for persons with disabilities.

**Q:** I'm 23 years old. A rental manager told me that he doesn't rent to people under 25. Is this legal?

**A:** No. The Wisconsin Open Housing Law protects people 18 years of age and older from discrimination based on age. However, there are exemptions based on age for housing for the elderly.

If you think you may have been illegally denied housing on the basis of your race, national origin, sex, familial status, disability, age, lawful source of income, sexual orientation, or another characteristic, fight back! Call our toll-free statewide complaint intake hotline at 1-877-647-3247. For more information, please see the Fair Housing Center's website, [www.fairhousingwisconsin.com](http://www.fairhousingwisconsin.com).

View page 3 for more information on Fair Housing from the Fair Housing Council

## Housing Discrimination: The Fair Housing Council Fights Back

Housing discrimination against people with disabilities is common, but with information and the assistance of the Fair Housing Center of Greater Madison (FHCGM), housing consumers can fight back.

In 2019, 58% of statewide housing discrimination complaints filed with the Metropolitan Milwaukee Fair Housing Council (MMFHC) alleged discrimination based at least in part on disability, making disability-related complaints the most common type received. (Thirty-three percent of complaints alleged discrimination based on race.)

Fair housing laws define “disability” quite broadly as a physical or mental impairment that substantially limits one or more major life activities. Covered disabilities may include physical disabilities, psychiatric disabilities and chronic mental illness, AIDS or HIV-positive status, as well as persons in recovery from drug or alcohol abuse. MMFHC and FHCGM assist housing consumers with many different kinds of disabilities.

Housing discrimination based on disability occurs in a variety of ways. Many complaints are filed by housing consumers who have been denied a reasonable accommodation or modification. Reasonable modifications in housing are changes to the physical structure that enable a person with a disability to reside there. Examples may include installation of ramps or bathroom grab bars, if the consumer is willing to pay for such modifications. Reasonable accommodations are changes to a housing provider’s rules, policies or procedures. Examples of reasonable accommodations that housing providers may have to make for persons with disabilities include:

- Allowing a service animal as a reasonable accommodation to a no-pets rule, if a tenant requires a service animal because of their disability.
- Use of non-toxic or organic cleaning products in the common areas of an apartment building, as an accommodation for someone whose disability involves chemical sensitivities.

Assigning a specific parking space for a tenant with a mobility impairment.

In other cases, people with disabilities experience discrimination when they are denied the opportunity to rent, buy, or otherwise obtain a home because of a disability. Discrimination also occurs when housing providers offer unfair terms and conditions to housing for persons with disabilities: for example, charging a higher security deposit for someone who uses a wheelchair than for someone who does not.

If you feel that you may have experienced illegal housing discrimination, please call 1-877-647-3247, a toll-free complaint intake line. MMFHC assists people who have experienced illegal housing discrimination and unfair lending practices by conducting complaint intake, providing case management and counseling on options for legal remedy, and investigating housing discrimination through its Madison satellite office, the FHCGM. MMFHC can help individuals achieve a legal remedy by filing complaints with government agencies or in a court of law. FHCGM also provides educational fair housing presentations to social service agencies, community groups and civic organizations.

The Fair Housing Center of Greater Madison also provides educational presentations to neighborhood groups, social service agencies, religious congregations, and others about fair housing law and illegal housing discrimination.

For more information, call 608-257-0853 or visit [www.fairhousingwisconsin.com](http://www.fairhousingwisconsin.com)

## Benefits Update Continued from pg. 3

A benefit for all CLA Employees, your [Perspectives Ltd. Employee Assistance Program \(EAP\) Website](#) shares a variety of helpful articles with information regarding income tax filing with you.

To access this beneficial resource, log on to your EAP Website:

Go to the EAP WEBSITE: [www.perspectivesltd.com](http://www.perspectivesltd.com)

Click on:

**RESOURCES FOR YOU & YOUR FAMILY  
LOGIN**

Use CLA's Universal  
Username & Password

Log In Now To Visit WorkLife Online!

.....

Remember My Username? [Forgot Password?](#)

If you are unable to login, call us at 800.456.6327 to report a problem.

Click on:  
WorkLife Online and  
search: income taxes

**Features**

✦ SkillBuilders 2.0

SkillBuilders are online tutorials available to you for your professional development. Each course is self-paced, takes approximately 45-60 minutes to complete, and concludes with a customized certificate of completion.

**Questions? Call the EAP Helpline TOLL-FREE: 800-456-6327**

### More FREE Tax Assistance Through VITA:

Through Goodwill SCWI's volunteer income tax assistance program known as VITA, trained volunteers provide FREE valuable tax assistance to low-income workers and individuals. Volunteers help prepare income tax returns, answer questions and refer taxpayers to other resources as needed. Your local Goodwill provides this free tax preparation assistance in partnership with the IRS and the Wisconsin Department of Revenue.

Goodwill hosts tax preparation clinics at four Madison locations, plus locations outside of Dane County.

There are three kinds of tax preparation appointments available.

**\*Full-Service:** offered only at the Goodwill SCWI Home Office and Fitchburg Career Center. Tax clients schedule an individual appointment with a volunteer to complete their return in a single 1 to 1 ½-hour appointment.

**\*Valet Service:** available at all of our clinics this two-session option allows individuals to drop off their paperwork at the first appointment, volunteers prepare the return at different time, and the taxpayers return for a second appointment to review the completed filing.

**\*D-I-Y Service:** using Goodwill provided computers and free software, the taxpayer prepares their own taxes with light on-site support.

Individuals can sign up online for the date, time, and type of appointment preferred. Please visit: <https://goodwillscwi.org/services/vita/>

Those who would prefer to make an appointment over the phone please call 608-246-3140 ext. 155.



## In the Spotlight: Who's New At CLA?

### Home Care Scheduling & On-Call Department

Renata Miggins, HCSOC Administrative Assistant, ext. 3232

### Personal Care Department

Elizabeth Kast, RN Supervisor, ext. 3213

Vicktoria Ross, RN Supervisor, ext. 3204

Stephanie Pendleton, Administrative Assistant, ext. 3208

### Finance & Facility

Carolee Holtan, Finance Specialist, ext. 1144

Danny Schwenn, Payroll & Billing Specialist I, ext. 1115



*Together We Can!*



## CLA is Accepting Applications

Want to make more money AND keep your client?

### Become a Home Care Specialist!

#### If you have this:

- \* 6 months caregiving experience
- \* Valid driver's license & insurance
- \* Reliable form of transportation
- \* CNA or other medical training preferred
- \* Availability every other weekend, required

#### You can get this:

- \* \$14.40/hour starting pay for HCS I shifts
- \* Guaranteed weekly hours available
- \* Benefits & Advancement opportunities
- \* PTO (Paid Time Off) with advancement

**Want more?** – May advance to the **HCS II** position after 6 months of satisfactory performance and attendance. Earn **\$14.90/hr** for all HCS II shifts **and PTO!!** (30-40 hrs/week availability required)

**Still want more?** – May advance to the **HCS III** position and earn **\$15.40/hr** for all HCS III shifts!!!

***Please join me in welcoming our new Home Care Specialists: Charlynn and Toni***

Are **YOU** interested in becoming a Home Care Specialist? Please contact Ericka G. at: [contacthr@clanet.org](mailto:contacthr@clanet.org) or 608-242-8335 x1205.

Don't forget to ask about the **Hiring Bonus!!**

CLA is an affirmative action and equal opportunity employer.  
Visit [www.clanet.org](http://www.clanet.org) for detailed information about current open positions.



## *Health & Wellness Column*

### *Jennifer Mastick, CLA's Behavioral Health Coordinator*

With another season upon us we can consider how to feed our mind, body, and soul!

As spring makes its way out of winter's bitter cold, let's make an effort to connect to ourselves once again! This is a great time to begin planting seeds, to come out of hibernation, and to see the world anew again.

**Mind:** Spring cleaning is not just for your home or apartment, it can also be for your mind. Many of us find that we have more thoughts than we know what to do with. This may be a good time of year to start practicing meditation, deep breathing, or journaling. The fastest way to your mind is through breath. When feeling overwhelmed with thoughts we are often telling our body we are anxious, breathing in for 4 counts and out for 8 counts will tell your body that your safe allowing you to take one thought at a time and prioritize your needs. Journaling is another great way to clear you mind. Not only does it create a safe place for you to express your thoughts it allows you to explore them as well. Journaling also promotes mindfulness, awakens your inner creativity, and can improve your resilience. If you're unsure about meditation there are many free aps you can try that will guide you through the process. Even five minutes a day can help reduce stress, control anxiety, promote emotional health, lengthen your attention span, reduce memory loss, control pain, improve sleep, and so much more.

**Body:** How might we spring clean our bodies? This is a great question. A few things you can do to start anew this spring season might be a detox of sorts. This could be as simple as ordering a side of vegies instead of fries or replacing soda with water. Maybe you want to commit to taking sugar out of your diet for one month to see how you might feel. Other ways to get a good start with our bodies this spring is to schedule an annual checkup with your doctor. This can be a great way to stay in tune with your body and its needs. The snow is finally melting and freeing up the sidewalks for a walk or two. Think about creating a new habit of taking a walk after dinner or in the morning before work to boost your mood.

**Spirit:** After the long winter months some of us might find ourselves in a funk. If having longer daylight doesn't do this for you, there are some things to try. Starting a garden can be a great way to improve the spirit this can simply be a few plants you keep in your home near a sunny window or a DIY garden box in your backyard. Not only will you benefit from getting the Vitamin D your body craves, gardening also has proven to decrease the risk of dementia, combat loneliness, and boost one's mood. Other ways to clean and clear your spirit is to find joy in some of the rainy days spring can bring. Find a good book to read or plan ahead for rainy day activities with family or friends. Or, find an affirmation or quote to tape to your mirror to remind you of your strongest qualities.

Recharge and create new life-affirming habits:

**Walking (anywhere):** do it with a friend, child, or family member as a way of getting to know each other better. Do it with yourself for the same reason!

<https://www.active.com/walking/articles/5-steps-to-revolutionize-your-walking-technique-3267>  
<https://www.healthline.com/health/benefits-of-walking#10.-Creative-thinking->

**Stretching:** This is a great way to avoid injury and keep your muscle tissue healthy. Set a time of day and take a few minutes to touch your toes, roll your neck, etc.

<https://www.healthline.com/health/fitness-exercise/daily-stretching-routine#7>  
<https://www.healthline.com/health/benefits-of-stretching#benefits>

**Breathing:** The simplest way to change your way of thinking, your body's stress response, and your overall happiness. Use breath to tell your body "I'm ok." You can even do this at a stoplight!

<https://www.mindbodygreen.com/0-4386/A-Simple-Breathing-Exercise-to-Calm-Your-Mind-Body.html>





## Free Training Opportunities for Caregivers

Attend a **FREE** training series for Direct Care Workers Working with Persons with Dementia or Intellectual/Developmental Disabilities

The Collaborative Stabilization Coalition (CSC) of Dane County, through funding from the WI Department of Health Services, is offering a **FREE** training series for direct care workers working with persons with dementia or intellectual/developmental disabilities (I/DD) with focus on crisis prevention and person centered planning for persons with dementia or I/DD.

**Intellectual/developmental disability focus topics include:**

Trauma's Influence on the Brain, Body, and Behavior: Promoting Healing & Well-Being/Health Issues Causing Crises? What to Look For, What to Do (4 hours)

Power and Control/Client Rights and Limitations and Resources (4 hours)

Managing Threatening Confrontations/Sensory Regulation and Self-Care (6 hours)

Each training will offered 5 times between February and December of 2020 at several locations: Community Living Alliance on the East Side of Madison, The Atrium on Park Street, and Catholic Charities on the West Side of Madison. People can sign up for one or all of the topics.

[Training-Series-At-A-Glance.pdf](#)

For a full event listing, including descriptions, dates, and locations, please visit our website at: [www.waisman.wisc.edu/training/crisis-prevention-and-person-centered-planning-direct-care-worker-training/](http://www.waisman.wisc.edu/training/crisis-prevention-and-person-centered-planning-direct-care-worker-training/)

Register [here](#)

Registration is capped at 30 people for each training, so register early to ensure a spot!

For information on trainings for caregivers working with people living with dementia, please visit: [dementia-training.dcdhs.com](http://dementia-training.dcdhs.com)

Questions? Contact Rachel at [weingarten@waisman.wisc.edu](mailto:weingarten@waisman.wisc.edu)

## HOPE Health Newsletter – March 2020

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