



# 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



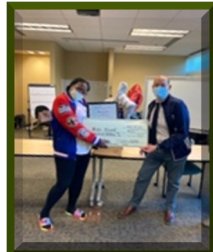
Where has the year gone?

We at CLA are grateful to have had a few opportunities to recognize the important work that our direct care workers do each day.

In recognition of the Governor's [proclamation](#) to acknowledge the valuable work of Direct Support Professionals, CLA created several opportunities to celebrate our workforce.

- Direct mailings went out to thank every active personal care worker for the work they do each day to support our clients and mission.
- Treats and small gifts of appreciation were available in our lobby for workers to enjoy.
- Every PCW and Family Care Worker was entered in a random drawing to win 1 of 3 select prizes, including a large screen television, a tablet, or a TracFone with prepaid data plan.

In October, CLA celebrated our Caregivers of the Year Awards. Due to COVID-19, we celebrated by having a car caravan parade to honor the recipients at their clients' home. I want to take this opportunity to congratulate each of the winners and thank you for your dedication and care. A special thank you goes out to Illisha G., Crystal M., Ashley D., Therese C., and Andrea M. for all you do each day.



In recognition of November National Family Caregiver Month Former Governor Marty Schreiber was invited to virtually present on his experience as a family caregiver for his wife, Elaine. All people who registered will receive a free copy of Governor Schreiber's book, [My Two Elaines](#). This month is important to CLA because it recognizes the valuable contributions and sacrifices that families experience while caring for their loved ones. It also recognizes the need to celebrate the value of family relationships as well as the need for self-care and respite. *Continued next column...*

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CLA is very grateful to our family caregivers for their commitment to ensure that their loved ones receive the best care possible.

In appreciation for all that you do, please stay tuned for end of year bonuses and month of December prize giveaways!

I wish to take this opportunity to thank all CLA's dedicated personal care workers (PCWs) and Family Caregivers for the care you provide each day to our clients and for your support of CLA's mission. In the spirit of the season, on behalf of CLA's Board of Directors and Leadership Team, I wish you and your loved ones a safe, joy filled holiday season and a healthy and prosperous

New Year!



*Todd Costello*



## Caregiver Training



CLA delivers Caregiver Training via In the Know Learning Management System (ITK LMS). All CLA Direct Care Staff hired prior to April 29, 2021, completed the 2021 Annual Required Compliance Training (ARCT) using CLA's online LMS. We'll do it again in 2022!

In October and November 2021, CLA enrolled all employees in MITC Caregiver Training in preparation for the 2022 Wisconsin Electronic Visit Verification "soft launch" mandate (see more details on p. 2).

All Personal Care Workers and Home Care Specialists will receive notice via email when the MITC System is available for log in to clock in/out of scheduled visits, record hours worked, and view electronic timesheets.

Until notified otherwise, please continue to submit weekly paper Records of Care/Timesheets.

In the meantime, if you have questions, please reach out to Angie Jones, CLA's Personal Care Coordinator, [jonesa@clanet.org](mailto:jonesa@clanet.org) with questions about the MITC System or to me with questions about MITC Caregiver Trainings.

Sincerely,  
Dona Potters, Education Coordinator  
[pottersd@clanet.org](mailto:pottersd@clanet.org)



Like us on FaceBook!



## Electronic Visit Verification (EVV) - Coming Soon to YOUR PHONE!

**Electronic Visit Verification or “EVV”** is a federal requirement for all Medicaid personal care and supportive home care services. We are currently in the “soft launch” phase in which all provider agency employees are trained and will practice using the system. CLA has chosen the online MITC System to meet the state EVV requirement.

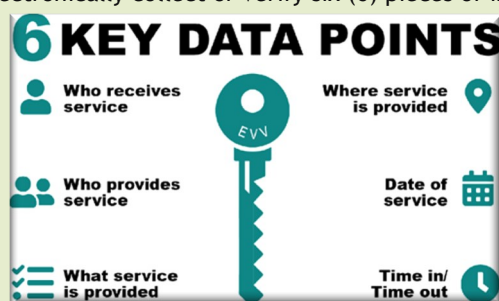
Provider agencies are required to use EVV during this soft launch phase, which began **November 2, 2021**. Provider agencies not using EVV are out of compliance with current DHS policy. The soft launch phase has been extended into 2022 and the “hard launch” date has not yet been released.

Payers, provider agencies, and direct care workers should use this soft launch extension for EVV Training and practice. Hard launch plans will be communicated at a future date.

CLA staff is in the process of completing MITC Caregiver Training which explains the new process to electronically clock-in/out from each client visit or electronically record hours worked. Here are a few answers to question about EVV:

### What information is collected through EVV?

Regulations require CLA to electronically collect or verify six (6) pieces of information about each visit:



### How will the visit information be collected?

Staff will use a new timekeeping system called “MITC” using personal smartphones. Right now, CLA is in the process of setting up MITC. You have been/will be trained on how to clock-in/out of each visit or record hours worked, view your electronic timesheet, and make attendance correction requests. MITC will also support all CLA scheduling and will allow you to easily access your scheduled visits with your smartphone.

### What do I need to do now?

If you haven't already, complete CLA's MITC Caregiver Training delivered via In the Know Learning Management System by clicking: <https://learn.knowingmore.com>, logging in and clicking on the Open Course button. If the requirement to use your smartphone creates a hardship for you, please call Angie Jones, CLA's Personal Care Coordinator, [jonesa@clanet.org](mailto:jonesa@clanet.org) right away.

### How can I learn more about EVV?

For more information about EVV, you can visit the DHS website below: <https://www.dhs.wisconsin.gov/evv/index.htm>

## Key Conversations

Join in **Key Conversations**: informal, monthly sessions. DHS staff will be available to answer questions about EVV.

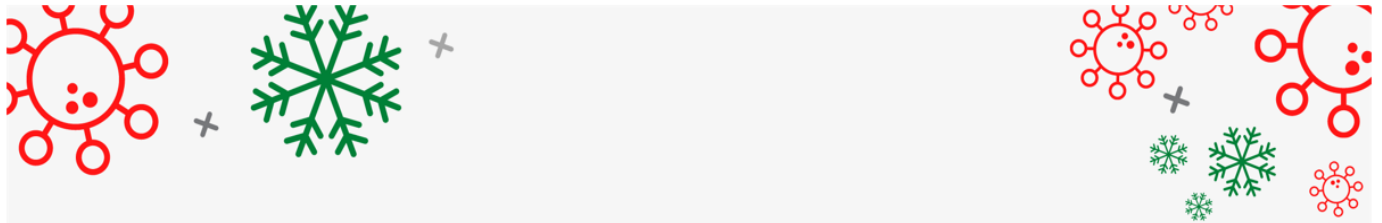
**December 20, 2021**: 1–2 p.m. [Join online\(link is external\)](#)  
Call in: 669-254-5252 and use webinar ID 161 764 3819

## Electronic Visit Verification Video

[https://www.youtube.com/watch?v=rt29rXY\\_td8](https://www.youtube.com/watch?v=rt29rXY_td8)



# COVID-19 Vaccination Reporting



## THANK YOU!

To those who already sent proof of their COVID vaccination!

## PLEASE CONTINUE TO SEND PROOF OF VACCINE



By sending a photo or scanned image to [msghr@clanet.org](mailto:msghr@clanet.org) or drop off a copy in a sealed envelope at the front desk addressed to Human Resources.

CLA appreciates all the work you do, and wishes you a Happy Holiday Season!





## Getting 'Back to Normal' Is Going to Take **All of Our Tools**

If we use all the tools we have, we stand the best chance of getting our families, communities, schools, and workplaces "back to normal" sooner:

Get vaccinated.



Wear a mask.



Stay 6 feet from others,  
and avoid crowds.



Wash  
hands often.



<https://www.cdc.gov/coronavirus/vaccines>

## **COVID-19 Resources**

### **WI DHS Data on COVID-19 Cases, Hospitalizations, and Deaths by Vaccination Status**

*On average, fully vaccinated individuals are less likely to be infected, hospitalized, and die from COVID-19 compared to unvaccinated individuals.*

DHS supports the [CDC recommendation](#) that anyone 18 and older receive a booster dose of COVID-19 vaccine at least six months after having received their second dose of the Pfizer or Moderna vaccine or two months after their single dose of Johnson & Johnson vaccine. All adults are recommended to receive a booster dose for the best protection against COVID-19. To learn more, [read the DHS Statement](#).

The recent emergence of the Omicron variant (B.1.1.529) further emphasizes the importance of vaccination, boosters, and prevention efforts needed to protect against COVID-19. Early data from South Africa suggest increased transmissibility of the Omicron variant, and scientists in the United States and around the world are urgently examining vaccine effectiveness related to this variant. The 47 million adults who are not yet vaccinated are strongly encouraged to get vaccinated as soon as possible and to vaccinate the children and teens in their families as well because strong immunity will likely prevent serious illness. Those who are sick are encouraged to get a COVID-19 test. Increased testing will help to identify Omicron quickly.

And finally, to stop the spread of COVID-19, we need to follow the [prevention strategies](#) we know work.

Questions? Contact: Elizabeth Goodsitt/Jennifer Miller @ 608-266-1683

### **Interested in where you can get vaccinated?**

**Use this link to see all the options nationwide and in Wisconsin.**

<https://www.dhs.wisconsin.gov/covid-19/vaccine-get.htm>

### **Interested in where to get a COVID test?**

Wisconsin's Department of Health Services has a map showing all testing spots in Wisconsin, as well as, information to get a [free test kit delivered](#) to your own mailbox.

<https://www.dhs.wisconsin.gov/covid-19/community-testing.htm>





### **Stressed? Overwhelmed? Depressed?**

Help is available Get free, confidential counseling

Call: 262-376-1223

The impact that the COVID-19 Pandemic has had on mental health and substance use challenges can not be overlooked. As the saying goes “you can’t pour from an empty cup” and BCS is here to help you refill your cup. Under a federal grant awarded by Division of Care and Treatment Services (DCTS), BCS has received funding to provide behavioral health treatment and recovery support services for direct care staff and their immediate family members in the State of Wisconsin **free of charge**. **Therapy sessions are not limited and are based on individual need.**

BCS has a network of licensed mental health professionals throughout the State of Wisconsin including, Psychologists, Licensed Professional Counselors, and Clinical Substance Abuse Counselors (CSAC). All with experience in the following:

- Providing individual therapy with a variety of presenting concerns including: anxiety, depression, and substance abuse.
- Using evidence-based practice and treatments such as Cognitive Behavioral Therapy, Crisis Management, and Trauma Therapy.
- Short-term therapy focused on alleviating mental health issues and recovery approaches.
- All Therapy Will Be Conducted Through Tele-health; Clinicians Offer Flexible Appointment Hours

### **Contact Behavioral Consulting Services:**

1433 N. Water St. Floor 4 & 5, Milwaukee, WI 53212

+1 262-376-1223

[info@behavioralcs.com](mailto:info@behavioralcs.com)

Or visit the website: <https://www.behavioralcs.com>



Scan with your smartphone



## ABCs of Managing Change



**Life changes and transitions, big and small, can be overwhelming.**

Attending larger group events, moving, changing relationships and jobs, or navigating the unknowns of this pandemic can understandably take a toll on your well-being.

Reduce your stress by following the ABCs of Change Management:

A—Anxiety Management

B—Boundary Setting

C—Communicating Effectively

Click [here](#) for the full article

## Facing Years-End & Holiday Stress? Check out these tips from your EAP

We have entered the season of festivities and dead-lines. Whether finishing up projects for the year, or celebrating a variety of holidays, this time of year is often packed with activity.

Perspectives asked some of their team members to share tips for managing year-end and holiday stress and depression. You can find a round-up of their top tips and tools in Perspectives' latest blog, [Managing Year-End and Holiday Stress](#). (may require CLA Employee login and password to access)

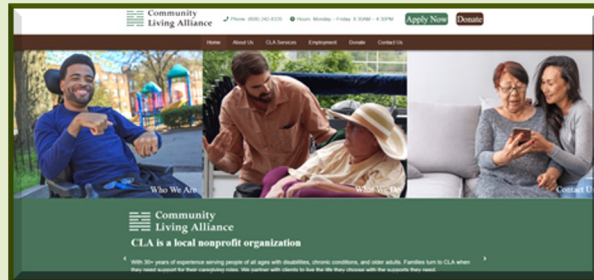
As always, anyone who is experiencing overwhelming stress or depression can reach out to Perspectives for more resources or counseling.

<https://www.perspectivesltd.com> or call a counselor: 800-456-6327

## Becker's Bulletin

### Announcing Updates to Community Living Alliance Website and Program Names

It's been a busy year at Community Living Alliance for people who choose CLA for their supports and for all of you who choose to work each day to deliver those supports. We are grateful to have had this year together with you and we appreciate the opportunity to continue to work with you to move our mission of *bringing Health, Independence, and Dignity Home*. One of the changes you may notice is CLA's refreshed website, including renaming some of our programs and services.



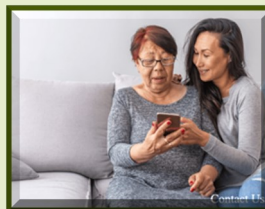
The website now has three **easy buttons** on the home page that take visitors directly to information about **Who We Are**, **What We Do** and how to **Contact Us**. **Who We Are** pages give visitors a peak into CLA's Board of Directors, CLA History, Past Events, and ways to support CLA's mission.



**What We Do** pages give visitors an overview of services currently offered at CLA. We are pleased to announce we've renamed our personal care and behavioral health programs to CLA Care Solutions and CLA Community Wellness Solutions.

**CLA Care Solutions** team led by Corinna Engel provides personal care, supportive home care, on-call supports, staff scheduling and personal care coordination services. These services are available through funding from Dane County Adult Community Services, Family Care, IRIS, CLTS, BadgerCare Insurance Providers, Veteran's Administration, and Private Pay.

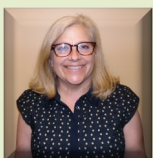
**CLA Community Wellness Solutions** led by Kaylin Shampo provides Dane County Comprehensive Community Supports, Behavioral Health Counseling, and Support Broker/Transition Services. These services are available through funding from Dane County Adult Community Services, Family Care, IRIS, CLTS, BadgerCare Insurance Providers, Veteran's Administration and Private Pay.



The **Contact Us** page provides easy access to CLA's main phone number, complaints, and CLA Board of Directors contact, and general inquiries.

We've also added **Apply Now** and **Donate** Easy Buttons that appear at the top of every page. Our goal is to make applying for work at CLA as easy as possible. Our Donate button provides visitors a quick and easy way to join the growing number of donors using CLA's Amazon Smile partnership, as well as, a quick link to CLA's PayPal donation page.

Check out the changes here: <https://www.clanet.org/>



If you have questions or comments, please email me at: [beckerp@clanet.org](mailto:beckerp@clanet.org).

Be well and be safe — Patti Becker, Director of Program Operations



## Want to make EXTRA \$\$\$? Pick up Weekend Shifts!

CLA continues to offer all caregivers the opportunity to earn an extra \$5 per shift every time you pick up an extra weekend shift! Plus, if you pick up 3 or more weekend shifts together you will receive an EXTRA \$10 bonus on top of that! All shifts must be in addition to regularly scheduled shifts and *must be approved by scheduling*. Contact scheduling **today** to pick up some extra cash on the weekends!

CLA is offering a bonus to all active, current employees who refer an HCS or RN New Hire!

\$500 Employee Referral Bonus for hired RN Referral

\$300 Employee Bonus for hired HCS Referral

Have someone in mind already?

Tell them to contact the Recruitment Team ASAP!

Not only will *you* get \$5 if they're hired, but *they* may get a New Hire Bonus just by joining our awesome team:

- \$1,500 to any new RN hire
- \$700 to any new HCS hire working 21+ hours/week
- \$350 to any new HCS hire working up to 20 hours/week

Directors, Direct Hiring Managers, and HR Recruitment Staff are NOT eligible for the employee referral bonuses; the referring employee and the new hire must be actively employed at the time of the incremental disbursement of the Employee Referral Bonus and/or New Hire Bonus.

Are **YOU** interested, or do you know someone who is interested, in becoming a Home Care Specialist? Please contact Heather: [russellh@clanet.org](mailto:russellh@clanet.org) or 608-242-8335 x1206.

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



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

### Community Support Coordination Department:

Amy Enloe, Community Wellness Specialist, ext. 3134

Nick Isham, Community Support Specialist, ext. 3132

### Finance Department:

Buddy Thompson, Finance Specialist, ext. 1144



*Together We Can!*



## WalkSafe: Don't Let Winter Catch You Off Guard!

Slips, trips and falls are prevalent when winter weather takes hold. Preparation is the first step in reducing the risk of injury. To maintain safety, *do the following*:

- \*\*Do not shovel client's sidewalks or steps unless written as part of the care plan—notify RN.
- \*\*Ensure you have access to weather advisory and winter road alert systems (i.e. 511wi.gov).
- \*\*Give your car a winter-ready tune-up.
- \*\*Obtain proper footwear (boots, ice cleats, indoor shoes).
- \*\*Avoid carrying too many items to prevent becoming off-balance.
- \*\*Walk like a penguin (short steps).
- \*\*Stick to designated walkways.
- \*\*Utilize entryway mats to prevent wet floors.
- \*\*Keep housekeeping supplies available for wiping up wet puddles.

View Winter Safety Tips For Remote Workers [here](#)

Take the WalkSafe Course courtesy of [UnitedHeartland.com/WalkSafe](https://www.unitedheartland.com/WalkSafe) today!

# Safety Matters

*Provided by the Hausmann Group*

## Safety Tips for Extreme Driving Conditions

The weather can be unpredictable and can create extremely hazardous conditions on the road. These extreme conditions make driving dangerous and require special safety precautions. Your safety is important to Community Living Alliance (CLA), so whether you drive on company time or simply during your commute, observe these safety tips when driving turns difficult.

### Rain, Thunderstorms and Tornadoes

- Turn your headlights, wipers and defroster on to increase visibility.
- Drive in the tracks of the vehicle ahead of you and reduce your speed.
- Allow increased space between your vehicle and others, and leave extra time to stop.
- If you begin to hydroplane, hold the steering wheel straight and remove your foot from the gas pedal.
- If you are caught in a thunderstorm, pull off the road in an open area and away from trees (to avoid a lightning strike).
- If you are driving in a tornado, get out of your vehicle and find shelter. If there is not a building nearby, lie in a ditch and place your arms over your head.

### Winter Weather

- Always remove ice and snow from your windows, hood and headlights before departing.
- Drive with extreme caution and at slow speeds. | You will need 3 to 12 times the amount of

stopping distance than you need without precipitation.

- If possible, avoid bridges and overpasses since they freeze first.
- Do not brake quickly as you may spin out of control.
- If you should get stuck, straighten your wheels and accelerate at a slow pace.

### Fog

- Slow down before you reach a patch of fog in front of you.
- Use only your low beams or fog lights, and put on your defroster and windshield wipers to increase visibility.
- If the fog is extremely thick, roll down all of your windows to hear other vehicles around you.
- If you cannot see the road's edge, pull off on the right and put on your emergency flashers. Do not start driving again until you can see.



### State of Wisconsin Offers Free Online Courses for Caregivers

Click here: <http://wisconsincaregiver.org> to register and complete a short survey.  
You will receive access to over 30 courses!

### HOPE Health Newsletter – December 2021

#### Topics of Interest:

- The Gift of Giving p.1
- Secrets of Sugars p.2
- Stay Positive This Season p.3
- Improve Relaxation Techniques p.3
- Mental Health Effects of COVID-19 p.4
- Black Ice Warning p.4
- Handwashing: What You Need to Know p.4
- Cold, Flu, and COVID-19 Symptoms? p.5
- Cold Weather Tips for Sore Joints p.5
- Winter Family Fun p.5
- 5 Winter Sport Safety Tips p. 6
- Tips for Discussing Finances p.6
- Annual Safe Gift Guide p.6
- Toning Up Made Easy p.7
- December Fill-in-the-Blank Puzzle p.8
- Dr. Zorba's Corner: Rethinking 10,000 Steps p.8



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Caring for Caregivers

### Caregiver Chronicles—December 2021

#### Topics include:

- \*\*Caregiver Teleconnection Events p.4
- \*\*Two Jobs, No Breaks: Employed and Caregiving p.5
- \*\*Monthly MIPPA Moment: Fighting the Flu p.6

\*\*Free Virtual (Online) Welcome to Medicare Seminars p.7 \*\*Let's Connect— Free Call-in program Music and the Brain Dec. 15 @ 10am p.9 \*\*Healthy Aging: Stepping Up Your Nutrition p.10

\*\*Mind Over Matter: Healthy Bowels, Healthy Bladder Workshop held Fridays @ 1pm-3pm beginning January 21, 2022 enrollment details p.11 \*\*LGBTQ & Memory Problems Research Study p.12

Provided by [Area Agency on Aging of Dane County](http://AreaAgencyonAgingofDaneCounty.org) \* 2865 N. Sherman Ave., Madison, WI 53704 \* 608-261-9930