



# 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?

"Where the flowers bloom, so does hope"- Lady Bird Johnson. As Spring approaches and the days grow longer, CLA is hopeful that the worst part of the pandemic is behind us, and we set our sights on renewed efforts to do good work in our community and to continue our mission of bringing health, independence, and dignity home. We hope that brighter days will come, and we can get back to a more comfortable space of being with friends and family. Thank you all for the work you have done each day through this most difficult time.

We celebrated National Caregiver Day on February 18, 2022, with a decorated lobby to show all how much we care for our caregivers. We want to take this opportunity to thank you for all the important work you do each day.

In December, CLA had employee appreciation/holiday drawings for prizes each week. It was such fun that we have decided to continue the staff appreciation drawings monthly throughout 2022! Thus far 11 lucky winners have received air fryers, Keurigs, winter survival kits, gift cards, 40" TVs, tablets, and smart Tracphones. Watch your email - you could be our next lucky winner!



**Congratulations to all our winners so far!**

*Keep watching and listening for your name to be called.*

Black History Month is celebrated in February. In honor of Black History Month, CLA took this opportunity to highlight those individuals whose contributions made a difference in the disability community. Please take a moment to visit the following links to learn about these incredible individuals.

[Cindy Bentley](#)

[Andraéa LaVant](#)

[Lois Curtis](#)

[Keith Jones](#) (pictured here)



*Continued from previous column...*

CLA also took this opportunity to support a local female black owned business, Mo' Betta Butter Cookies created by baker Latisha McDuffy. These delicious cookies were available in our lobby for visitors to enjoy.

<https://mobettabutter.com/>



CLA Celebrates  
Black History Month

Disability Advocacy Day is March 16<sup>th</sup>, 2022. Hopefully many of you will take this opportunity to share your concerns and to advocate and to educate elected public officials to the valuable work that you do. Our collective advocacy voice has resulted in a rate increase for personal care services in the State of Wisconsin's 2022 Budget. This increase allowed agencies like CLA to acknowledge the value of our workforce by improving the wages of all our caregivers. Thank you and stay safe,

*Todd Costello*



## 2022 Annual Required Compliance Training

CLA's Online Learning Management System (LMS) is delivered through Home Care Pulse Training Platform. The CLA LMS provides all CLA Personal

Care Workers with the opportunity to complete the annual required compliance training from a smart phone, tablet, or computer. CLA will email you instructions for accessing this required training in the first week of your assigned month.

In April, all employees will be mailed a letter detailing how to complete the training online or how to schedule an appointment to complete this mandatory training at CLA on a CLA computer.

**How it will work:** Every employee will be assigned a completion month (May, June, July, or August), and will receive an email with a link and log in information 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 [pottersd@clanet.org](mailto:pottersd@clanet.org) or 608-240-8527.

Sincerely,  
Dona Potters, Education Coordinator



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 still 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 WI 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.

### **What information is collected through EVV?**

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

- Who receives service
- Who provides service
- What service is provided
- Where service is provided
- Date of service
- Clock in/Clock out

### **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.

**PLEASE NOTE:** If you have not yet completed a mandatory MITC Caregiver Training, contact Dona Potters immediately: [pottersd@clanet.org](mailto:pottersd@clanet.org) or 608-240-8527

### **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 Stephanie Stringer, CLA's Community Partnership Manager, [stringers@clanet.org](mailto:stringers@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>

## **WI DHS Key Conversations about EVV**

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

**March 21, 2022:** 1–2 p.m. | [Join online\(link is external\)](#) |  
Call in: 669-254-5252 and use webinar ID 161 764 3819

**April 18, 2022:** 1–2 p.m. | [Join online\(link is external\)](#) |  
Call in: 669-254-5252 and use webinar ID 161 764 3819

# Help Protect Yourself and Others | COVID-19 |

**Stay up to date on  
COVID-19 vaccinations**

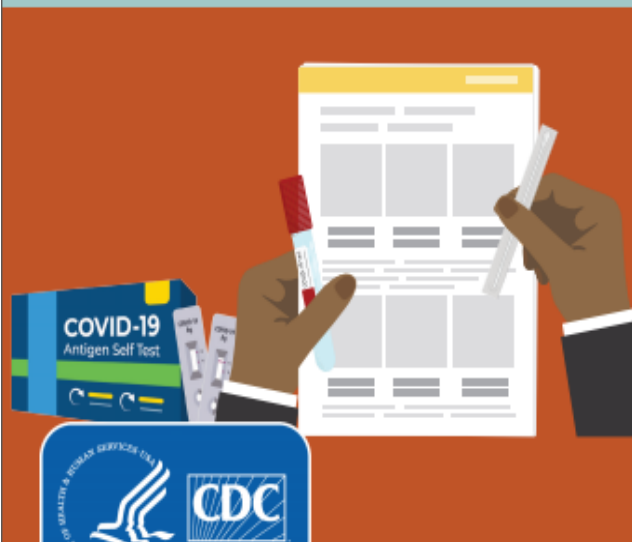


**Wear a mask indoors**  
When COVID-19 Community Level is high

**Avoid crowds and poorly ventilated spaces**



**Test to prevent spread to others**



**Wash your 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](#).

Early data from South Africa suggests that the Omicron variant (B.1.1.529) which has been identified in 19 countries, has demonstrated increased transmissibility. The best protection against this new variant, or any variant of COVID-19 is to get fully vaccinated and get a booster shot if you are eligible. When more people are vaccinated, disease transmission is reduced and children under 5 who are not yet able to be vaccinated are protected. To find a COVID-19 vaccine provider in your community, visit [Vaccines.gov \(link is external\)](#), or call 211 or 877-947-2211.

WI DHS continues to monitor the situation and learn more about the Omicron variant, all Wisconsinites are urged to take a layered approach to help slow the spread of COVID-19. People should continue to wear masks, get vaccinated, stay home if sick, maintain good hand hygiene, and get tested if experiencing symptoms. Increased testing will help identify cases of Omicron quickly which will help to learn more about this latest variant." Follow these [prevention strategies](#).

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

**PLEASE NOTE: Masks must still be worn by non-live-in caregivers while on premises with clients in the home or place of service. Employees always have the right to wear a mask regardless of client preference.**

### **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





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

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

Click on:

Use CLA's Universal Username & Password

Need CLA Employee log in information? Email: [pottersd@clanet.org](mailto:pottersd@clanet.org)

### RESOURCES FOR YOU & YOUR FAMILY LOGIN

Log In Now To Visit WorkLife Online!

.....

Login

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

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



### EAP's Top Ten Tax Articles under the Financial tile:

1. Seven Steps to Lower Your Taxes
2. Top Ten Questions on Filing Taxes FAQ
3. 1040 Tax Calculator
4. Federal Tax Forms
5. Taxes 101: What You Know May Impact What You Owe
6. Tips for Last-Minute Tax Filers
7. Personal Taxes: Overview
8. Filing and Paying Taxes Late
9. Top Ten Tax Deductions for Professionals
10. Taxes



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

## Income Tax Prep Assistance



Through a partnership with the IRS and the Wisconsin Department of Revenue, Goodwill SCWI offers VITA, the volunteer income tax assistance program. Over 25+ trained and certified local volunteers provide **FREE** valuable tax assistance to low-income workers and individuals during the tax season. Thanks to the help of the skilled volunteers, over 1000 neighbors and community members were served through Goodwill SCWI's VITA program during the 2020 filing season.

Because of the ongoing pandemic, in-person tax prep is not available. Instead, **Valet Vita** offers a tax document drop-off service.

With **Valet VITA**, you'll use online scheduling to reserve a 15-minute appointment to drop off your tax documents at a **Valet VITA** location. Please schedule your appointment on one of the earliest dates available. Be aware that appointments do fill up quickly, please schedule now!! You will be contacted either by phone or email to let you know that your completed return is ready for pick up. For the full list of available dates in March, click this link: <https://goodwillscwi.org/services/vita/>

### To Schedule an Appointment:

Schedule an appointment online by clicking on the link above, finding the nearest **Valet VITA** location, and clicking on the "Schedule Appointment link" for that location. Complete the intake forms as directed on the scheduling link and bring along the tax documents listed on the scheduling link. Make your appointment **NOW** even if you are still waiting for financial documents to ensure that you get an appointment.

**Note: Online scheduling is the quickest, easiest way to get an appointment.**

Or call 608-852-8355 (note the new number). Hours the phones are staffed varies daily and could result in a missed opportunity to schedule an appointment.

**COVID Protocol:** A mask covering your mouth and nose must be worn while receiving VITA services.



## March is Women's History Month



For Women's History Month Marie Pavlich talked to six women in leadership at Perspectives.

They share how they support other women, who inspires them, and what makes them proud. See their responses by clicking on the link below and then head to the comment section to share your answers.

[Click here to read the full blog.](#)



### March Webinar:

*Riding the Waves of Change*

Presented by: [Nancy Scherlong](#)

Change in life is inevitable. While we can't always control what happens, we can control how we choose to respond to it. What we tell ourselves about change will have a large impact on our feelings and behaviors. During this webinar, we'll demonstrate techniques for successfully navigating change and using it as an opportunity for learning and growth.

### April Webinar:

*Empathy on Empty: Compassion Fatigue*

Presented by: [Jamie Hansen](#)

Even the most empathic person can become so overwhelmed by the chronic stress associated with caregiving that negative attitudes start to take over. This concept, known as compassion fatigue, is particularly common among those in helping professions. During this webinar, we'll explore the root causes and symptoms of compassion fatigue as well as provide strategies for overcoming it.

### May Webinar:

*Addressing the Elephant in the Room: Grief, Illness, and Family Caregiving*

Presented by: [Rachel Kodanaz](#)

Most company's scramble when they receive the most dreaded news that an employee has passed away, the CEO has been diagnosed with cancer, or an employee's family member has experienced a significant loss or setback. While companies believe they have policies and procedures implemented to manage the situation, the real challenge is the day-to-day interaction with the employee or work group as the needs are personal and no two situations are the same. This webinar will provide everyone with practical advice for how to communicate, manage the situation, request the support needed to balance work with home life and provide guidance for co-workers to support and understand the challenges of both the employee and the employer.

As always, any employee 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

## *Health & Wellness Column*

*Kaylin Shampo, CLA's Behavioral Health Coordinator*

### Building Community and Connection: Peer Support in WI

The story of people who have had similar life experiences supporting one another through challenging times can be found throughout human history. Anywhere you find people who are facing one of life's many difficulties (disability, lack of resources, discrimination, etc.) you find people bonding over their shared experience and supporting one another through it. These shared experiences allow people to connect and support one another in a way that no one else could without having walked down that same path, and this is the heart of what makes peer support such a valuable resource in Wisconsin. Certified Peer Specialists (CPS) are individuals with lived experience of mental health and/or substance use challenges who have received training and certification to provide person-centered support to others with similar experiences. CPS use their training and experience to build relationships with people who are in a more challenging place on their recovery journey. This relationship supports connection to the greater peer-community, and peers work together to find what works best for that person around their mental health and/or substance use recovery.

Since the WI Certified Peer Specialist Program was initiated in 2006 it has grown to include recovery coaches (substance use focus), parent peer specialists, and six peer-run respites across the state. People can access this type of support through many different pathways including via Comprehensive Community Services (CCS), self-referral to peer-run respite, peer recovery centers, and an ever-increasing number of private and non-profit mental health and substance use agencies across the state. Additionally, we are now starting to see the development of roles for CPS in areas like law enforcement and hospitals, demonstrating how these relationships can support people in navigating crisis and achieve better outcomes. During a time when isolation and disconnection are impacting the mental health of so many, this unique support that fosters building community, relationships, and wellbeing is more important than ever. With so much growth and development over less than two decades it will be wonderful to see how peer support continues to innovate and advance how we think about mental health supports into the future.

For more information, please explore the Wisconsin Peer Specialists website: [Home - Wisconsin Peer Specialists \(wicps.org\)](https://www.wicps.org) and feel free to reach out to me at any time with questions or for further discussion



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

*Stay Safe. Stay Strong.*



## 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 New Hire!

## \$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 \$ if they're hired, but *they* may get a New Hire Bonus just by joining our awesome team:

- \$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?

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?

### Personal Care Department:

Emilee Jocewicz, RN Supervisor,  
[jocewicze@clanet.org](mailto:jocewicze@clanet.org) or 608-240-8545

Pam Updike, RN Supervisor,  
[upkikep@clanet.org](mailto:upkikep@clanet.org) or 608-240-8551

Stephanie Stringer, Community Partnership Manager,  
[stringers@clanet.org](mailto:stringers@clanet.org) or 608-240-8451



*Together We Can!*



Caring for Caregivers

## Caregiver Chronicles

March 2022



### Topics of Interest:

1. Letter from the editor, Jane DeBroux: Serenity—Trade Expectations for Acceptance p.2-3
2. Take Care of Your Health: Get More Vitamin D in Your Diet p.4-5
3. Monthly MIPPA Moment: Medicare Will Soon Cover At-Home COVID-19 Tests p.6
4. Caregiver TELECONNECTION for March 2022 p.8



*Connecting People with the  
Assistance They Need*

Monday through Friday  
Call 7:45 am—4:30 pm

**(608) 240-7400**

Website: [www.daneadrc.org](http://www.daneadrc.org)

Email: [ADRC@countyofdane.com](mailto:ADRC@countyofdane.com)

Click on the button to follow the ADRC on  
facebook.



Click [HERE](#) to access full March 2022 Caregiver Chronicles—scroll to bottom of page

## 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!