



# 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



Hello,

2022 has been a busy year for CLA. We continue to monitor COVID updates to ensure the health and safety of our staff and clients. We are grateful for the efforts each one of you make everyday to maintain your safety and our clients by continuing to wear appropriate PPE.

EVV is moving forward quickly now. Bugs have been worked out and we are seeing the steady flow of required information being sent to DHS Sandata Portal. Thank you all for your continued support for this federally mandated initiative. If you are not currently using EVV be assured that training will be offered over the next several months to give you the necessary information to begin.

In appreciation for our staff, each month we will be randomly selecting staff to win prizes! Your name will be included in monthly drawings. Past prizes have included fun seasonal gifts such as gardening supplies, picnic sets, a fun vegan friendly frozen dessert maker, Starbucks gift cards, and electronics. Stay tuned to see what we will offer next month! Winners are announced on the 3<sup>rd</sup> Thursday of the month. Hear what winners have said...

I never win anything, I'm tickled!

Woohoo! This is awesome, and I'm SO excited!

Aww, so sweet! Thank you!

Thanks CLA!

We are happy to see summer upon us and the cold breeze of winter taking a break. Wisconsin isn't considered a "hot climate" location, but extreme heat events can happen.

## WAYS TO PROTECT YOURSELF

- *Be on the lookout for symptoms. If you start feeling overheated, weak, dizzy, nauseous, or have muscle cramps, you could be experiencing heat illness. If your symptoms don't improve, see your doctor or call 911.*
- *Beware of hot cars. Never leave a child, person with a disability, elderly persons, or pets in a parked car, even for a short time. On an 80°F Day, the temperature inside a car can reach 100°F in less than 10 minutes.*

## Continued from previous column...

- *Check on your neighbors and loved ones. In an extreme heat event, check to make sure that your neighbors and loved ones are okay, and look for signs of heat-related illness, especially if the person is elderly or lives alone.*
- *Avoid the hottest part of the day. If you have to be out, side, stick to the cooler morning and evening hours. Wear light, loose clothing and take frequent, air-conditioned breaks.*
- *Stay informed. Watch your local weather forecasts so you can plan outdoor activities safely.*

## Community Update Announcements

2022 Disability Pride Madison Festival on July 30, 2022- CLA is excited to once again sponsor an exhibit table at this fun event! Watch for details. Stop by our table, we would love to see you there.

As always CLA wishes to thank you for the wonderful work you do each day! You make a difference in the lives of our clients and our community. Have a wonderful summer and I hope you have a chance to reconnect with family and friends. Stay safe!



## 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 were 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 has been 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!



This year the annual mandatory training is delivered online through the *Home Care Pulse Caregiver Training LMS* and includes **three courses**:

1. 2022 Safety and Compliance Training (2022 S&C)
2. Providing Client-Centered Care (ITKCAREGIVERCERT\_11)
3. MITC Caregiver Training (MITC NLI 2)

**\*\*\*Completion includes daily clocking in/out of each scheduled shift with each client or recording total number of hours worked in MITC**

**PLEASE NOTE:** If you already completed the MITC course and received payment for it, this course is assigned for review purposes, and you **must** click "Complete" for MITC video and both MITC handouts to receive your certificate and payment for the 2022 Annual Required Compliance Training Learning Path.

You will receive an enrollment email in the first week of your assigned month. All three courses will appear under the Mandatory Training category. This means you **MUST** click "Complete" for each unit in each course to receive your certificate and payment. If you do not receive your certificate of completion, please email Dona Potters immediately: [pottersd@clanet.org](mailto:pottersd@clanet.org). Below is a screen shot of the log in page. The URL is <https://learn.homecarepulse.com>

Your username is CLA followed by your new 5-digit employee ID number on your Direct Deposit payroll mailing (**Example: CLA12345**). Your password is **CLA123** (case sensitive, no spaces). You can click the eye symbol (👁) to ensure you have the password typed correctly. You can change your password by clicking on the profile tab after your initial log in.

**IMPORTANT:** If you do not know your 5-digit employee ID number, contact Dona Potters immediately:

[pottersd@clanet.org](mailto:pottersd@clanet.org) \* 608-240-8527

Below is a screen shot of what you will see after you log in. Click on the Open Course button to start the 2022 Safety & Compliance Training course (if you are using a cell phone or tablet, you may have to scroll down to see the Open Course buttons), then complete the Providing Client-Centered Care course and then review the MITC Caregiver Training.

Please reach out to me for assistance if you need it. I am here to help you meet the compliance training requirements for your position.

Dona Potters, Education Coordinator

608-240-8527 [pottersd@clanet.org](mailto:pottersd@clanet.org)

## ***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 completed CLA's MITC Caregiver Training delivered via Home Care Pulse (HCP Training) Learning Management System, you will be assigned the course as part of the 2022 Annual Required Compliance Training Learning Path. 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

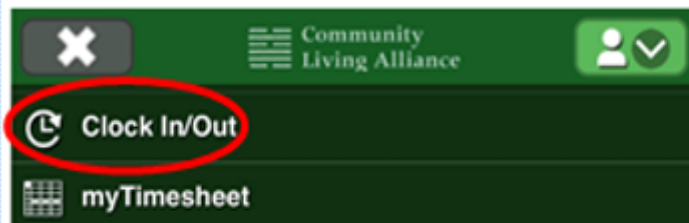
**June 20, 2022:** 1–2 p.m. | [Join online\(link is external\)](#) |  
Call in: 669-254-5252 and use webinar ID 160 112 5213

**July 18, 2022:** 1–2 p.m. | [Join online\(link is external\)](#) |  
Call in: 669-254-5252 and use webinar ID 160 112 5213

The announcement below was included in all non-live-in PCW direct deposit slip envelopes May 13, 2022, and May 27, 2022, and emailed to all non-live-in PCWs on May 13, 2022.

Beginning June 6, 2022, when you are done with your scheduled shift with each client and prior to clocking out, you will be required to record the frequency of cares you provided to the client in the MITC System under the Service Documentation Heading. You will only see the cares associated with your client's care plan.

# IMPORTANT



## PLEASE NOTE:

Paper Record of Care/Timesheet submission **will not** be discontinued *until* there is 100% compliance from all Personal Care Workers with electronic recording of cares in the MITC System, therefore, you will continue to complete and submit the paper Record of Care/Timesheet until further notice. Charting cares in the MITC System and completing your electronic timesheet is required to maintain your employment with CLA.

***If you have questions regarding the electronic recording of cares in the MITC System, please contact your RN Supervisor.***

**Clock Out**

Dona Pecor-Potters **Not Me?**

Documentation response required

Time: 3:02:19 PM  
Week: 0h  
Today: 0h  
Shift: 0h

CLOCK OUT

**Service Documentation:**

**Functional Outcome:** To maintain Aaron's independence in ADLs.

**MOBILITY B-Intermittent supervision and physical assist with uneven surfaces and stairs.** 1

Note:

**BATHING E-Total assist for safety in and out of tub.** 1

Note:

**TOILETING-Help with pulling down pants, wiping, flushing, and washing hands.** 3

Note:

**EATING D-Staff prepare gluten free diet, cut into small bites. supervise meals for choking.** 1

Note:





CLICK [Here](#) for  
support and tips  
from your EAP!

EMPLOYEE ASSISTANCE PROGRAM

# CAREGIVING SPOTLIGHT

*Family caregivers encompass more than 1 in 5 Americans. Despite the rewards and sense of purpose many get from caregiving, those in this invisible workforce oftentimes face stress and financial challenges and feel overwhelmed and isolated.*



The month of June is also Pride Month for the LGBTQIA+ community. See page 10 for free Caregiver Teleconnection Sessions for caregivers courtesy of WellMed.

For assistance in finding a LGBTQIA+ affirming mental health provider click [here](#).

More information for caregivers can be found at SAGE USA:  
<https://www.sageusa.org/resource-category/caregiving/>



# 24/7 TEXT-BASED COUNSELING

is available at 800.456.6327

*Take care of your mental  
health and well-being.*

*You don't have to  
do it alone.*





CLA partners with  
**Summit Credit Union**  
to bring you  
**Free Financial Education!**



Learn how to turn wishing and waiting into experiencing and enjoying. Your chance to ask questions and hear from experts.

Be in the Driver's Seat of the Car Buying Process

[June 14 - Webinar](#)

The Return of Conservative Investing

[June 14 - Webinar](#)

Homebuying for the Millennial

[June 21 - Webinar](#)

The Road to Retirement

[June 21 - Webinar](#)

Rethinking Diversification

[June 28 - Webinar](#)

Thrive in Financial Wellness

[July 12 - Webinar](#)

[SEE ALL EVENTS](#)

## Education Anytime, Anywhere

Get free financial education when and where you want it. Check out our on-demand webinars and podcasts to learn more about homeownership, mindful spending, budgeting and taking control of your finances.

[Listen to Podcasts](#)

[Watch Webinars](#)



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

### Finance Department:

Sabrina Gilliam, Payroll & HR Specialist,  
[gilliams@clanet.org](mailto:gilliams@clanet.org) or 608-240-8514



*Together We Can!*



Caring for Caregivers

## Caregiver Chronicles

June 2022



### Topics of Interest:

1. Letter from the editor, Jane DeBroux: Serenity—Trade Expectations for Acceptance p.2-3
2. Tips for avoiding investment fraud in recognition of World Elder Abuse Awareness Day p.4-5
3. Senior Shredfest in honor of World Elder Abuse Awareness Day on June 17 details on p.6
4. Caregiver Teleconnection: The Pride of Caring: Issues for LGBTQ+ Caregivers p.7
5. Monthly MIPPA Moment: June is PTSD Awareness Month p.8
6. Alzheimer's Brain and Awareness Month: Caregiver Support Groups in-person or virtual p.10 - 13



**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 June 2022 Caregiver Chronicles

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

Trualta is an online education portal free to Wisconsin caregivers. You'll find videos from Teepa Snow, articles on the latest research, an Introduction to Aging and Dementia course, Care Stories from caregivers, and over 30 courses on caregiving. You can view on your web browser, tablet, or phone, play audio and video or download and print tip sheets.

Sign up for free access here: <https://wisconsincaregiver.trualta.com/login>

## 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 608-240-8529

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



## 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 one booster shot after completing your primary series and a second booster 6-months after if you are eligible. Check your eligibility [here](#). 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. Find community levels and preventions steps by county [here](#).

**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>

# Help Protect Yourself and Others | COVID-19 |

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

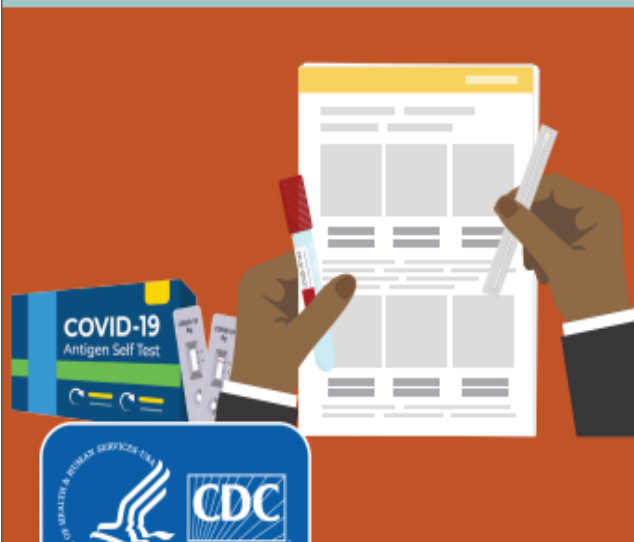


**Wear a mask indoors**  
When COVID-19 Community Level is high

**Avoid crowds and poorly ventilated spaces**



**Test to prevent spread to others**



**Wash your hands often**



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



### 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