



the Working Well

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

From the Desk of: Todd Costello, Executive Director



Hello,

Where did the summer go? I hope you had a chance to enjoy the sunshine and all that Madison has to offer in the summertime.

CLA participated in the Disability Pride Festival on July 30th at Warner Park. It was a great day and a great place to hold such an important event. It was wonderful seeing some of our clients and PCWs enjoying the festivities.



CLA's Bob Deist Caregiver of the Year 2022 celebration will take place on September 20th at CLA. Congratulations to all of the award recipients and all of the nominees. We are so proud and grateful for the impact you have on the lives of your clients.

CLA is excited to be able to begin offering holiday pay and a weekend differential starting September 4th. We value your dedication and flexibility to work weekend and holiday shifts and are happy to be able to show recognition in this way. See page 8 of this newsletter for details.

As you have all heard by now, CLA is working very hard to get everyone trained and using MITC for the federally mandated Electronic Visit Verification.

Continued on next column...

Continued from previous column...

We appreciate the time it takes to learn the new system and have high hopes that this will simplify life in the future. We encourage you to ask questions as needed and let us help you if you are struggling to use the new system. CLA provides in office/in-person MITC Support to all employees throughout the months of September through December 2022 (see schedule on page 3). Thank you for your continued efforts.

Soon the leaves will start to change and the breeze will get cooler. Please be aware of school zones, buses, and children as they head back to school.

Thank you for all that you do each day to keep our clients safe and in their homes, living their best lives.

You make a difference each day!



2022 Annual Required Compliance Training

CLA's Learning Management system (LMS) provided all CLA Direct Care Staff hired prior to April 27, 2022, with the opportunity to complete the 2022 Annual Required Compliance Training (ARCT), from a smart phone, tablet, or computer.

In the months of May through August, 318 PCWs, HCSs, RNs, and Schedulers successfully completed 2022 ARCT online.

PCWs in need of technological assistance were able to schedule an appointment to complete the mandatory online training at CLA on a CLA computer.

Every CLA Staff Member deserves a sincerely heartfelt THANK YOU for your patience with the username updates this year. I am privileged and honored to support you in the valuable work you do.

Please feel free to contact me with any questions or concerns regarding CLA's online LMS. We'll do it again in 2023!

Sincerely,

Dona Potters
Education Coordinator
pottersd@clanet.org
608-240-8527



Like us on Facebook!



Electronic Visit Verification (EVV)

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 practice using the system. CLA uses the online MITC System to meet state EVV requirements.

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 and the “hard launch” date has not yet been released.

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 at shift start/Clock out at shift end

How will the visit information be collected?

Staff uses a new timekeeping system called “MITC” using personal smartphones. Right now, CLA staff use MITC to do the following:

- Clock-in/out of each visit or record daily hours worked
- Record frequency of cares
- View electronic timesheets
- Make attendance correction requests
- Access your scheduled visits on myCalendar

How can I get MITC Support?

- If you need assistance clocking in/out at beginning or end of shift call **CLA’s Call-In Line: 608-240-8555**
- If you need assistance with MITC log in or navigation, CLA holds MITC Support Office Hours
September 12 through December 15:
 - ⇒ Mondays 1:00pm–3:00pm
 - ⇒ Thursdays 9:00am–11:00am

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>



MITC Support Hours at CLA

Community Living Alliance offers MITC Support to Personal Care Workers and Home Care Specialists on Monday afternoons and Thursday mornings beginning **September 12 through December 15** based on the schedule below:

Mondays	1:00pm - 3:00pm
Thursdays	9:00am - 11:00am

Excluding the following dates: Sept. 26, Oct. 31, Nov. 21, 24, 28

Walk in during the above times - no appointment necessary!

Location: Room 142 across from CLA Reception Desk

Questions? Contact

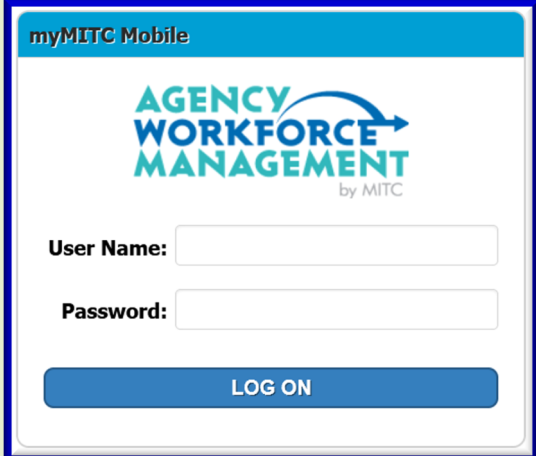
Dona Potters, Education Coordinator
608-240-8527 pottersd@clanet.org

Assistance with:


- MITC shortcut download, log in, and profile features
- MITC navigation:
 - clocking in/out
 - recording hours
 - creating attendance requests
 - activity documentation

See Activity Documentation Resource Sheets:

- Pages 4 & 5 for Live-in Caregivers
- Page 6 for Non-Live-in Caregivers



The image shows a mobile application login screen for 'myMITC Mobile'. At the top, there is a blue header with the text 'myMITC Mobile'. Below the header is the logo for 'AGENCY WORKFORCE MANAGEMENT by MITC', which features the text in blue and green with a stylized arrow graphic. Under the logo, there are two input fields: 'User Name:' and 'Password:'. Below these fields is a blue button with the text 'LOG ON' in white capital letters.




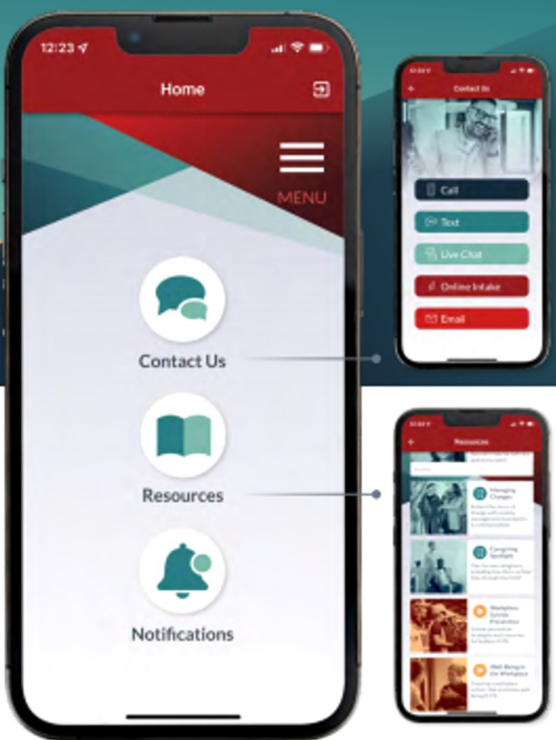
DOWNLOAD THE **NEW** PERSPECTIVES LTD APP TODAY.

*Easy, confidential and secure access
to the care and resources you need.
Anytime. Anywhere. Anyway.*

Get started in 3 easy steps:

1. **Search** 'Perspectives Ltd' in the iOS or Google Play Store
2. **Download** the app for free
3. **Enter** your unique access code
(contact your HR/benefits department for your code)


Access Code:
com503



Scan to
download

GET IT ON
Google Play

Download on the
App Store



800.456.6327 | perspectivesltd.com



September is National Suicide Awareness Month

As suicide rates continue to rise in America, it's important to know that suicide is preventable. Help is available!

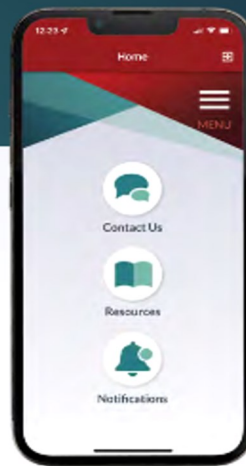
Asking for help is a
SIGN OF STRENGTH,
 not weakness.

You don't have to struggle alone.



Suicide and Crisis Lifeline

If you or a loved one are suicidal, in crisis or feeling distress, call or text 988.



Scan to download

Perspectives App

Access counseling and resources to address the stressors that impact your health, in and out of the workplace. Confidential, no cost support for you and your family.

Reach out to your Perspectives Employee Assistance Program (EAP) 24/7

For additional mental health resources, visit the [Perspectives resource hub](#).

CALL OR TEXT 800.456.6327

If you believe someone is in crisis, use the **ACE** Suicide Prevention Model (Ask, Care, Escort).

ACE SUICIDE PREVENTION MODEL



Ask, "Are you thinking of killing yourself?"

Although it may feel awkward, research shows that people having thoughts of suicide feel relief when someone asks them in a caring way.



Show your care.

By actively listening and engaging, without judgment, you are showing that you care – this might just be enough to help the person feel that they are not alone.



When someone acknowledges that they are feeling suicidal or hopeless, connect them to the nearest helping resource.

Do not leave them alone! Separate them from methods of harm.



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

IT'S YOUR MONEY
OWN IT®



Learn how to turn wishing and waiting into experiencing and enjoying. Your

Overcoming Financial Trauma

[September 13 - Webinar](#)

Red SHOES: Setting Financial Boundaries

[September 20 - Webinar](#)

ITIN & Your Money

[September 20 - Webinar](#)

Homebuyers After 5

[September 21 - Webinar](#)

ShredFest

[September 24 - Muskego](#)

ShredFest

[September 24 - Cottage Grove](#)

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

[Listen to Podcasts](#)

[Watch Webinars](#)



In the Spotlight: Who's New at CLA?

Personal Care Department:

Kerstin Nelson, Intake Coordinator,
nelsonk@clanet.org or 608-240-8504

HR & IT Departments:

David Bailey, Director of Administration,
baileyd@clanet.org



Together We Can!



Caring for Caregivers

Caregiver Chronicles

September 2022



Topics of Interest:

1. September Resources p.1
2. Letter from the editor, Jane DeBroux: Undercounted & Undervalued Multigenerational Care p.2 - 3
3. Justice in Aging Fact Sheet p.4 - 5
4. Monthly MIPPA Moment: Medicare & Vaccines p.6
5. Free Virtual Welcome to Medicare Seminar on Sept. 17 from 9-11:30am. Registration email on p.7
6. Malnutrition Awareness Week September 19-23; Stepping Up Your Nutrition virtual workshop p.8 - 10
7. Body, Mind, Heart, & Soul: Caregiving for Self & Others on Sept. 21 at 10am. Registration on p.11
8. Caregiver Teleconnection - Telephone Learning Sessions. Registration information P.12 & 13
9. *Only Leaves Should Fall* - Falls Prevention Event - 2 locations. Registration phone numbers p.14 & 15

Click [HERE](#) to access full September 2022 Caregiver Chronicles



Connecting People with the
Assistance They Need



Provided by [Area Agency on Aging of Dane County](#) * 2865 N. Sherman Ave., Madison, WI 53704 * 608-261-9930

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>

Community Living Alliance Employee Pay Increase

Shift Differential & Holiday Pay

Weekend Shift Differential

\$1.00 per hour in addition to hourly rate
Weekend defined as Saturday 5am-Sunday 11:59pm

<u>Position</u>	<u>Hourly Rate</u>	<u>Weekend Differential</u>	<u>Weekend Rate</u>
<u>PCW</u>	<u>\$14.00</u>	<u>\$1.00</u>	<u>\$15.00</u>
<u>HCS 1</u>	<u>\$17.00</u>	<u>\$1.00</u>	<u>\$18.00</u>
<u>HCS 2</u>	<u>\$17.50</u>	<u>\$1.00</u>	<u>\$18.50</u>
<u>HCS 3</u>	<u>\$18.00</u>	<u>\$1.00</u>	<u>\$19.00</u>

Holiday Pay Increases

Pay rate increase to 1.5x hourly rate
CLA Recognized Holidays: MLK Jr Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Day After Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day

<u>Position</u>	<u>Hourly Rate</u>	<u>Holiday Differential</u>	<u>Holiday Rate</u>
<u>PCW</u>	<u>\$14.00</u>	<u>1.5x</u>	<u>\$21.00</u>
<u>HCS 1</u>	<u>\$17.00</u>	<u>1.5x</u>	<u>\$25.50</u>
<u>HCS 2</u>	<u>\$17.50</u>	<u>1.5x</u>	<u>\$26.25</u>
<u>HCS 3</u>	<u>\$18.00</u>	<u>1.5x</u>	<u>\$27.00</u>

Weekend Holiday Updated Payrates
Pay rate increase to 1.5x hourly rate + \$1.00 per hour weekend increase

<u>Position</u>	<u>Hourly Rate</u>	<u>Holiday Differential</u>	<u>Weekend Differential</u>	<u>Weekend Holiday Rate</u>
<u>PCW</u>	<u>\$14.00</u>	<u>1.5x</u>	<u>\$1.00</u>	<u>\$22.00</u>
<u>HCS 1</u>	<u>\$17.00</u>	<u>1.5x</u>	<u>\$1.00</u>	<u>\$26.50</u>
<u>HCS 2</u>	<u>\$17.50</u>	<u>1.5x</u>	<u>\$1.00</u>	<u>\$27.25</u>
<u>HCS 3</u>	<u>\$18.00</u>	<u>1.5x</u>	<u>\$1.00</u>	<u>\$28.00</u>



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 or 608-240-8529

CLA is an affirmative action and equal opportunity employer.
Visit 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**



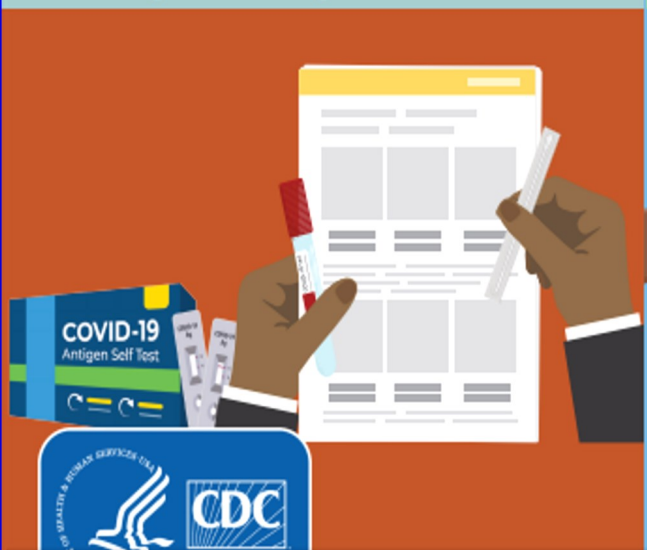
Wear a mask indoors

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>



Alzheimer's & Dementia Alliance of Wisconsin Greater Madison Area Support Groups

Men's Caregiver Support Group

August 2nd 1:00 - 2:30 PM **online**

August 16th 1:00 - 2:30 PM **in-person***

To participate contact 608-232-3400, ext 112 or
Jeff.Hamm@alzwisc.org

Adult Child Caregiver Support Group

August 3rd 6:30 - 8:00 PM **online**

August 17th 6:30 - 8:00 PM **in-person***

To participate contact 608-232-3400, ext115 or
RKearney@alzwisc.org

Younger Caregiver Support Group

For those under 65 taking care of a loved one

August 23rd 4:30 - 5:30 PM **in-person***

To participate contact 608-232-3400, ext115 or
RKearney@alzwisc.org

Dane County Caregiver Support Group

August 11th 1:00 - 2:30 PM **online**

August 25th 1:00 - 2:30 PM **in-person***

To participate contact 608-232-3400, ext115 or
RKearney@alzwisc.org

Lewy Body Dementia Caregiver Support Group

August 10th 1:30 - 3:00 PM **online**

August 24th 1:30 - 3:00 PM **online**

To participate contact 608-697-2838 or
Janet.Wiegel@alzwisc.org

"Conversations" Early Stage Dementia Support Group: For those with a dementia diagnosis

August 1st 1:00 - 2:00 PM **online**

August 15th 1:00 - 2:00 PM **online**

To participate contact 608-232-3400, ext115 or
RKearney@alzwisc.org

"Conversations" Early Stage Dementia Support Group: For those with a dementia diagnosis

Weekly on Wednesday 10:30 AM - 12:00 PM **online**

To participate contact 608-232-3400, ext115 or
RKearney@alzwisc.org

***In-person at**

6314 Odana Road, Suite 4, Madison WI

Lodi Caregiver Support Group

August 18th 1:00 - 2:30 PM

Reach Out Lodi 601 Clark St. Lodi, WI

To participate contact 608-697-2838 or
Janet.Wiegel@alzwisc.org

Prairie du Chien Caregiver Support Group

August 23rd 10:00 - 11:30 AM

Hoffman Hall 1600 S. Wacouta Ave.

Prairie du Chien, WI

To participate contact 608-723-4288 or
Heather.Moore@alzwisc.org

Platteville Caregiver Support Group

August 11th 1:00 - 2:30 PM

PEAK Senior Center 155 W. Lewis St. Platteville, WI

To participate contact 608-723-4288 or
Heather.Moore@alzwisc.org

Portage Caregiver Support Group

August 1st 1:00 - 2:30 PM

Portage Public Library: 253 E. Edgewater St.

Portage, WI

To participate contact 608-697-2838 or
Janet.Wiegel@alzwisc.org

Columbus Caregiver Support Group

August 11th 10:00 - 11:30 AM

Columbus Senior Center: 125 N Dickason Blvd

Columbus, WI

To participate contact 608-697-2838 or
Janet.Wiegel@alzwisc.org

Reedsburg Caregiver Support Group

August 17th 12:00 - 1:30 PM

Reedsburg Public Library: 370 Vine St

Reedsburg, WI

To participate contact 608-697-2838 or
Janet.Wiegel@alzwisc.org

Spring Green Caregiver Support Group

August 22nd 1:00 - 2:30 PM

Spring Green Community Library: 230 E Monroe St

Spring Green, WI

To participate contact 608-697-2838 or
Janet.Wiegel@alzwisc.org

608-232-3400



alzwisc.org