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Department of Health and Human Services

Aging and Disability Resource Center
Customer and Staff Rights and Responsibilities

This document explains the rights and responsibilities that customers have when interacting with the Aging and Disability Resource Center (ADRC) of Waukesha County. The ADRC of Waukesha County recognizes that customers have rights, responsibilities, and the option to file complaints.

Customer Rights

- You have the right to be treated with dignity and respect.
- You, or your legal decision maker, have the right to accept or refuse any information, referrals, or assistance from the ADRC if you are your own legal decision maker.
- You have the right to include friends, family, or others of your choosing in your interactions with the ADRC.
- You have the right to inspect your personal ADRC record and to request that it be amended.
- You have the right to reasonable accommodations when accessing assistance from the ADRC. Such accommodations can include interpreters, recorded material, and adaptive devices or technology.
- You have the right to not be discriminated against based on race, ethnicity, national origin, religion, sex, age, current or anticipated mental, physical, developmental, or intellectual disability, sexual orientation, genetic information, or source of payment.
- You have the right to receive accurate, unbiased information and assistance.
- You have the right to be informed about programs for which you may be eligible.
- You have the right to have a functional and financial eligibility screening for publicly funded long-term care services and the right to be told of the outcome of the functional and financial screening.
- You have the right to appeal the results of your functional or financial eligibility determination.
- You have the right to file a complaint regarding any ADRC service, including eligibility determinations for publicly funded long-term care programs.
- You and your authorized representative have the right to have your personal, medical, and financial information held confidential and private unless otherwise specified by law. Our confidentiality policy is available by request and is provided to anyone receiving assistance from the ADRC.

Customer Responsibilities

- You have the responsibility to treat others with respect and dignity.
- You are responsible to not engage in illegal or dangerous behavior that puts you or others at risk.
- You have the responsibility to provide accurate and timely information about yourself and your situation to assist in the eligibility determination process and development of next steps.
- You have the responsibility to provide information to the ADRC about any changes in your situation that may affect your eligibility for programs and services that the ADRC discusses or provides, directly or indirectly. This includes changes in your contact information as well as changes in your abilities and needs.
- You have the responsibility to be an active participant in options counseling by making decisions and selecting resources that best meet your needs.

Conflict of Interest Disclosure

The primary purpose of the ADRC is to provide the customer with unbiased information about benefits, programs, resources, and services that will meet their needs. This includes sharing information with customers about agencies that provide needed services. The ADRC may operate programs that provide direct services to customers.

The ADRC cannot attempt to influence customers:

- For financial gain or other self-interests.
- In the interest of any service or program provider, including the ADRC itself.

The ADRC is prohibited from using revenue generated from direct service programs to support ADRC specialist services, including information and assistance, long-term care options counseling, and enrollment counseling.

Your Right to File a Complaint

As an ADRC customer, you have the right to register complaints regarding the assistance provided to you by the ADRC. There will be no retaliation against you for registering a complaint.

If you need to register a complaint, you have 45 days from the date of the event.

You can file an informal or formal internal complaint by writing, calling, faxing, or emailing:

Aging and Disability Resource Center of Waukesha County
Address: 514 Riverview Ave, Waukesha, WI 53188
Phone: 414-548-7848
Email: adrc@waukeshacounty.gov (indicate ADRC COMPLIANT in the subject line)
Fax: 262-896-8273

You can file a formal external complaint by writing, calling, faxing, or emailing:

Aging and Disability Resource Center Complaints
Office for Resource Center Development
Division of Long Term Care
Wisconsin Department of Health Services
Address: PO Box 7851, Madison, WI 53707
Phone: 608-266-2536
Email: DHSRCTeam@wisconsin.gov (indicate ADRC COMPLIANT in the subject line)
Fax: 608-267-3203

Your Right to Appeal

If your complaint relates to your application for the Family Care benefit, you can file an appeal directly with the State Fair Hearing Division if you have received a notice of decision, or there has been a failure to act regarding one of the following:
- determination of ineligibility for the Family Care benefit;
- determination of cost sharing for the Family Care benefit;
- determination in regard to divestment, treatment of trust amounts, and protection of income and resources of a couple for maintenance of the "community" spouse;
- failure of the Aging and Disability Resource Center to provide timely services and support.

Your appeal/grievance must be filed within 45 days of the receipt of notice or failure to act.

For matters other than those listed above, the formal external grievance process must be used first, before using the State Fair Hearing process. To apply for a State Fair Hearing, contact:

Family Care Request for Fair Hearing
c/o DOA Division of Hearings & Appeals
P.O. Box 7875,
Madison, WI 53707-7875
Phone: (608) 266-3096 (608) 264-9853 (TTY)
Fax: (608) 264-9885

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