

Resource Specialist

Brianne Kraimer / **Dane County ADRC**



Position Overview

Resource Management:

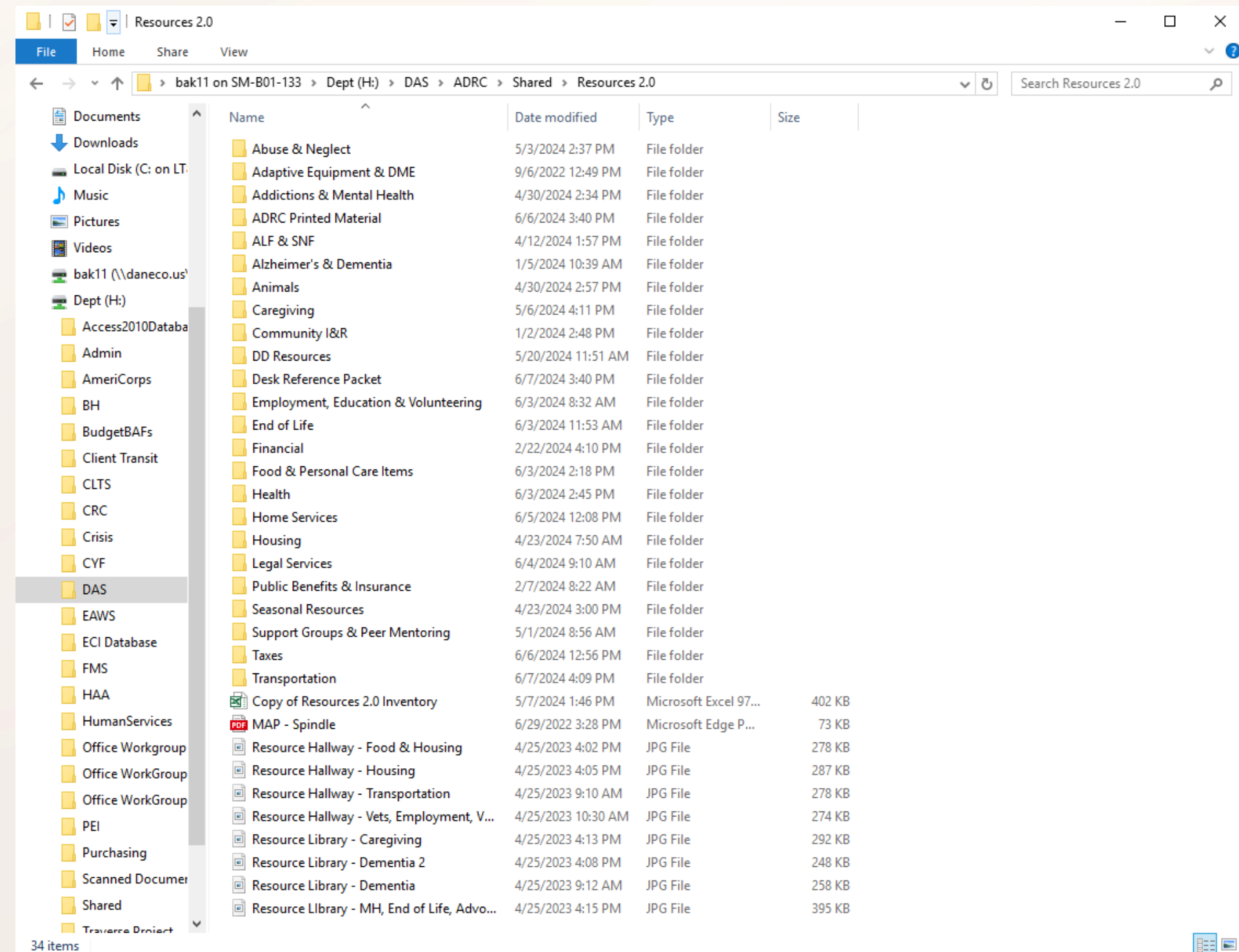
- Maintain, update, and expand a comprehensive, reliable, and accurate list of resource and referral information for ADRC staff and the Public
 - Contact the community and providers to better understand their agency's functions as they relate to ADRC services & referrals
 - Review materials in our database to ensure they are as up-to-date and accurate as possible
 - Utilize Inclusion/Exclusion Policy to manage resources included in the databases
 - Coordinate Resources and Support Tools for ADRC Staff use
 - Share information and updates with I&As and other staff members
 - Share information and updates with the public – website, ADRC lobby, and Facebook
-

Position History

- I started April 2023
- Resources were previously created and managed by I&As in their spare time, specifically those on the Resource Committee
- Due to other job responsibilities and ever-changing resources I&As reported struggling to maintain up-to-date information in the database
- When I started, the goal was to “catch up” as quickly as possible. The committee requested that I prioritize updating ADRC-created documents such as:
 - Supportive Home Care List
 - Assisted Living/Nursing Facilities list
 - MAPC List

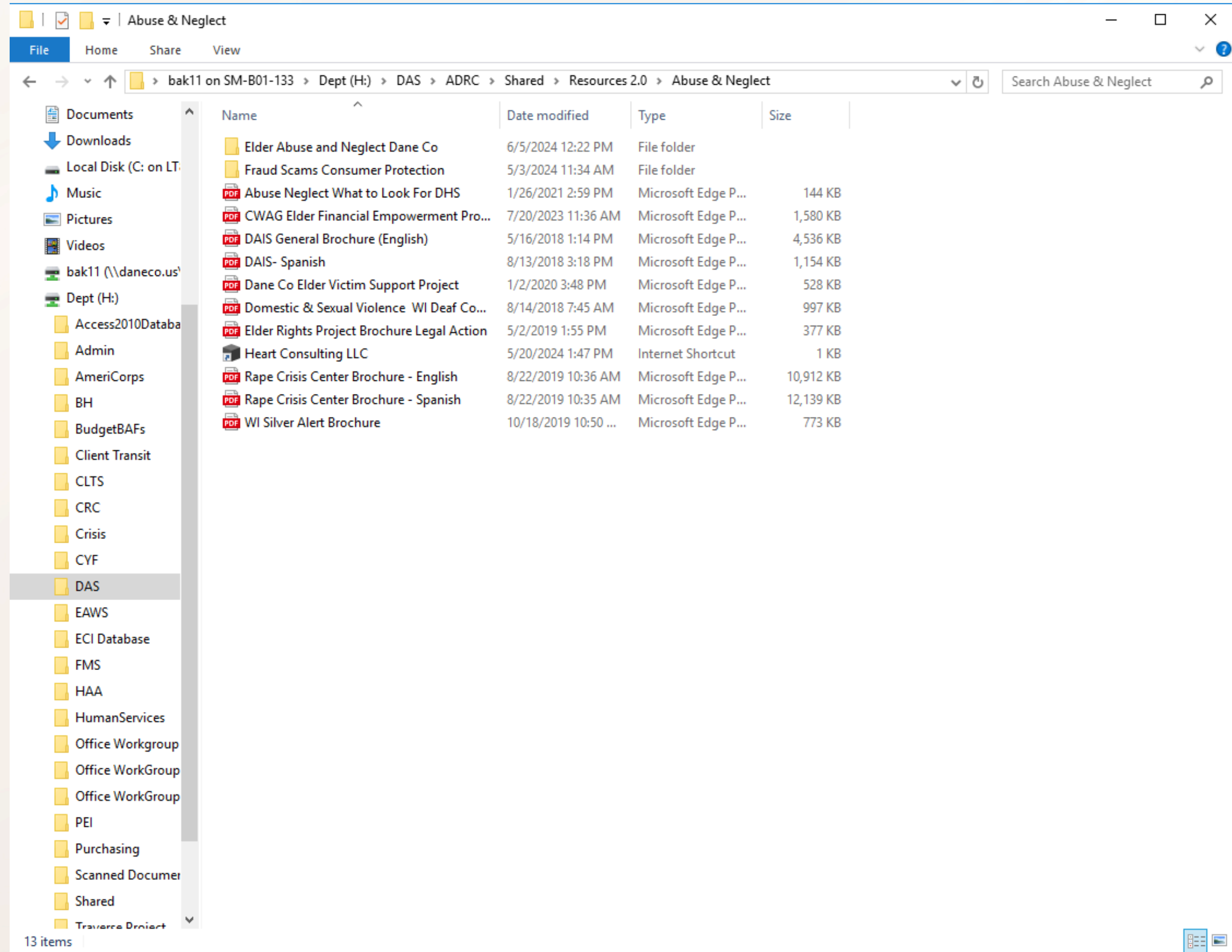
Resource Database

- Resources 2.0 is stored in our shared (H:) Drive, which is accessible for all ADRC staff, but is designed mostly for I&As
- Organized into 24 main folders of common ADRC intake topics
- There are a total of approximately 1100 resources in 2.0
- We have 87 documents in 2.0 that were created by the Dane Co ADRC and need annual review and update, it is my responsibility now to keep these updated



Example of a 2.0 Folder:

- Each folder contains resources via pdf., word, email, or website link
- They also can have subfolder topics to help with the organization of the information
- The Resource Committee has approved each item in the folder, we collaborate on the placement of the resource in 2.0
- The Resource Specialist frequently reviews the folders to make sure nothing is added without committee consent



Example of an Externally Sourced Document in 2.0 (Victim Support Program)

- Sourced from DHS, specifically from Adult Protective Services
- It could be available in other mediums, for example, it could be a printed brochure in the ADRC lobby or ADRC File Cabinet for I&As to use in the community or walk-ins, it could also be available on our website

If you or someone you know is a Dane County resident over 60 years of age and the victim of a crime,

Call:
(608) 261-7326
Monday-Friday
7:45 a.m. - 4:30 p.m.

E-mail:
Amy Scarr
scarr@countyofdane.com

Dane County Department of Human Services
Adult Protective Services Victim Advocate Program
1202 Northport Drive
Madison, WI 53704
(608) 261-7326


DANE COUNTY
DEPARTMENT OF HUMAN SERVICES

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Are you or someone you know the victim of a crime?

If you're a Dane County resident over 60, we can help you.

Contact the Senior Victim Advocate
(608) 261-7326

Crime can strike anyone, anywhere, anytime . . .

When older people are victimized, they often suffer greater physical, mental and financial injuries than younger people and may need specialized support and understanding to recover. The Senior Victim Advocate helps older adults overcome the trauma of crime, understand their options and exercise their legal rights.

Are you the victim of a crime?

Maybe you aren't sure if what happened to you is a crime;

Maybe you're concerned about what will happen if you contact law enforcement, yet you still want help;

Maybe you contacted law enforcement and you're wondering what happens next;

Maybe you're afraid of a family member or don't want to get them in trouble;

The Senior Victim Advocate will listen, provide support and help you understand your options.

We want to help you.

If you or someone you know is a Dane County resident over 60 and the victim of a crime, we can help you:

- Understand your options and exercise your legal rights
- Connect with local agencies that assist victims of crime
- Make a plan to keep you safe
- Pursue criminal action against offenders
- Access victim compensation
- Better understand the impact of crime and how to recover mentally, physically and financially

Contact us to learn about or connect with:

- Immediate and long-term counseling
- Safety planning
- Victim compensation
- Court accompaniment
- Restraining orders

We can also assist you in working with:

- the court system
- law enforcement
- financial institutions
- collection agencies
- credit bureaus

There are many types of crime. Has this happened to you?

financial exploitation, assault, battery, burglary, domestic violence, drug-related crime, identity theft, fraud, robbery, stalking, purse/wallet theft, property damage, intimidation, emotional abuse, stolen checks or credit cards, physical abuse, sexual abuse, telemarketing fraud, sweepstakes fraud, magazine sale scams, internet fraud, advanced fee scams

Example of an Resource created by the ADRC in 2.0

- It could be available in other mediums, for example, it could be a printed brochure in the ADRC lobby or ADRC File Cabinet for I&As to use in the community or walk-ins, it could also be available on our website
- We try to keep our ADRC created documents uniform with the same cover page and heading



Aging & Disability Resource Center
of Dane County

Supportive Home Care



- Personal Care
- Household Care
- Health Related Care
- Emotional Care

Connecting people with the assistance they need

ADRC of Dane County
2865 N. Sherman Avenue
Madison, WI 53704

(608) 240-7400
www.daneadrc.org



Aging & Disability Resource Center
of Dane County



2865 North Sherman Avenue
Madison, WI 53704
608-240-7400
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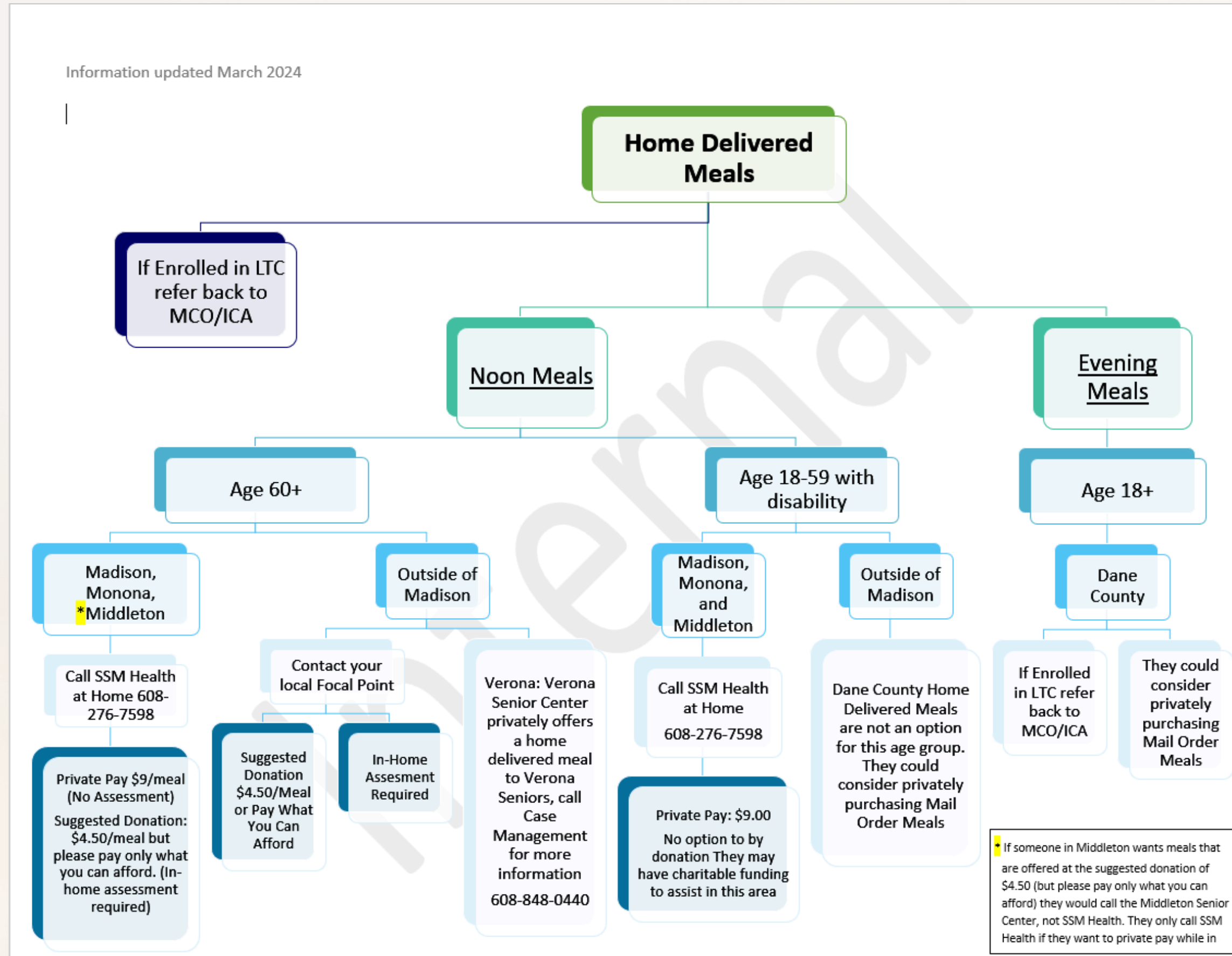
Connecting people with the assistance they need

Supportive Home Care Agency List

Agency Name & Information	Business Model			Services Offered			Payment Types				Minimum Service Hours
	For-profit Independent	For-profit Franchise	Nonprofit	Personal Care & Household Tasks	24 Hour/Overnight	Transportation	Private Pay	Long Term Care Insurance	Long Term Care Medicaid	VA Funding	
Aalair Home Care LLC 608-237-7735 101 Nob Hill RD, STE 301 Madison, WI 53713 www.aalairhomecare.com	X			X			X	X	X	X	4
Age at Home by Agrace 608-327-7456 5395 E. Cheryl PKWY, Fitchburg, WI 53711 www.ageathome.org			X	X		X	X		X		2
Agape Senior Services Madison 608-841-1004 555 Donofrio Dr Ste 3 Madison, WI 53719 www.seniorservicesmadison.com	X			X	X	X	X	X	X		4
Angels at Home 608-440-2977 2810 Crossroads Drive Ste. 4000 Madison, WI 53718 http://angelsathomehc.com/	X			X	X	X	X		X		4
Angels Home Health Care LLC 608-239-1973 702 Odana Road Suite 105V Madison, WI 53719 https://angelhomehealthcare.org/	X			X	X	X	X	X		X	4

Example of an Internal Resource created by the ADRC in 2.0

- Learning tools to help I&As discuss complicated or frequently changing topics



Resource Committee

- We meet every other Tuesday
- The committee is composed of I&As, Clerical Staff, a volunteer, and Program Manager Jamie Her
- The Resource Specialist creates the agenda, examples of meeting topics are:
 - Reviewing recently updated ADRC documents/lists for accuracy
 - Asking for feedback on 2.0 organization and updates
 - Reviewing emails/information sent to the committee about potential resources
 - Sharing Resource/Agency updates, such as deleted/added resources and name changes
 - Deciding which information should be shared with I&As but not added to 2.0
- There is a sub-committee called the Inclusion/Exclusion Committee

Inclusion/Exclusion Committee

- We meet on the third Thursday of every month
- The committee has two I&As and the Program Specialist Jamie Her
- When a potential provider requests to be added to our resource database the Resource Specialist sends them a letter with information about the inclusion/exclusion criteria and process and a provider request form that they must complete and return to the Resource Specialist

The Inclusion/Exclusion policy considers criteria such as:

- Services are provided to adults with disabilities or people who are age 60+
- Availability to residents of Dane County
- Non-discrimination
- and other factors

Exclusion simply indicates that the criterion for inclusion has not been met; it does not signify a lack of endorsement. If a provider is approved they may be required to complete additional paperwork to share pertinent information about their services

Sharing Information with Staff

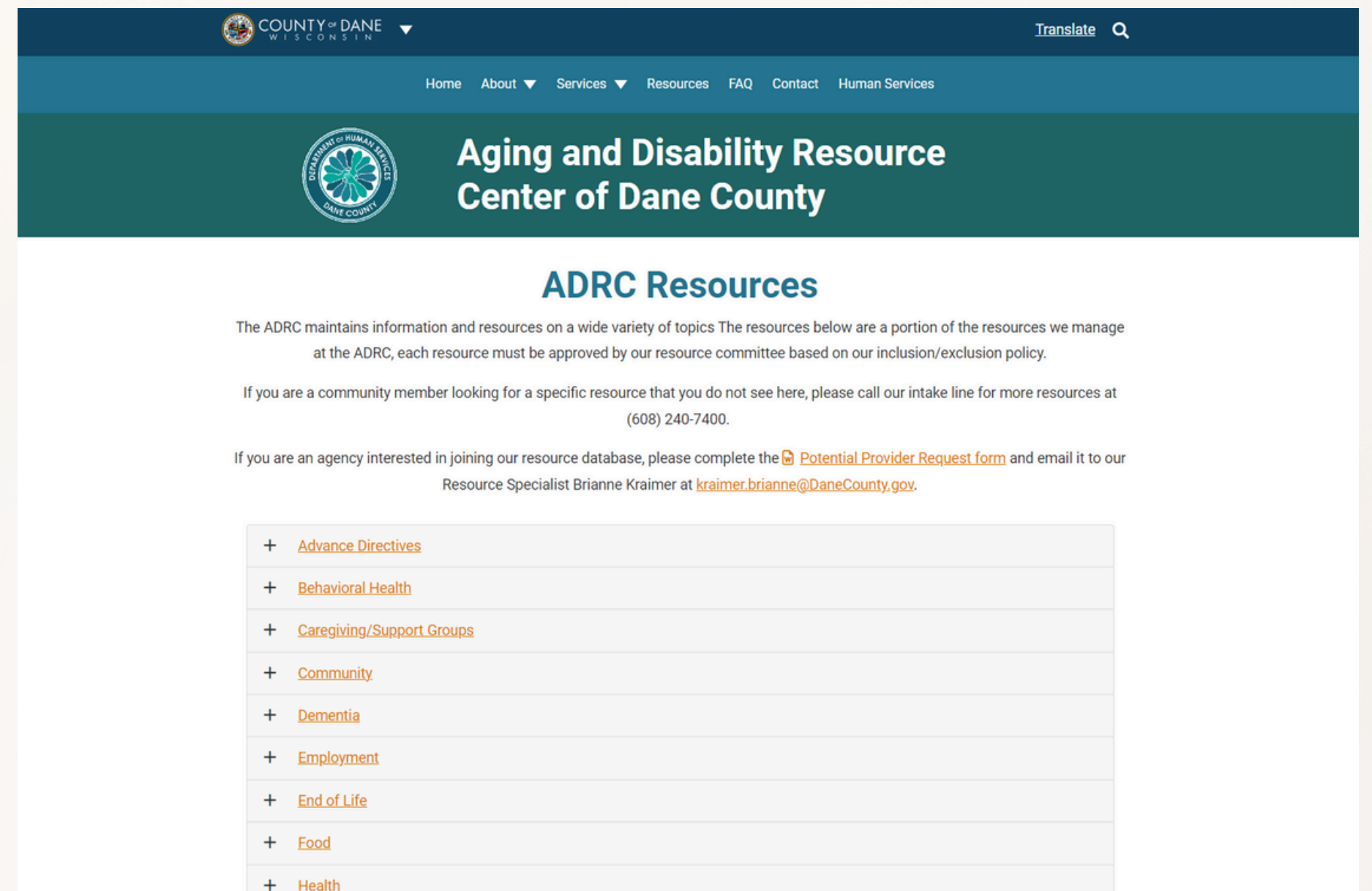
- The Resource Specialist sends monthly Resource Round-up email with any updates/new information from the month
- The Resource Specialist will do presentations at All-Staff meetings talking through updates and changes made to ADRC created documents
- The Resource Specialist rotates through weekly unit meetings to share updates and hear feedback from staff about resources

The logo for the Resource Round-up. The word "RESOURCE" is in a bold, blue, sans-serif font. Below it, the words "Round-up" are written in a blue, cursive script font with a thin blue outline.

RESOURCE
Round-up

Sharing Information with the Public

- The Resource Specialist collaborates with the website team to keep the “Resources” page updated
- The Resource Specialist is a member of the Facebook Committee and will create posts about resource updates to share with the ADRC Facebook Group members
- The Resource Specialist collaborates with Clerical staff Tiffany to make sure that we have hard-copies of resources available



Behind the Scenes - Master Spreadsheet

[illegible]

Name and 2.0 Location

	A	B
	PUBLICATION NAME	Resources 2.0 Folder Location
1		
2		
3	ABUSE & NEGLECT	
4	Topics Include: Adults at Risk, Abuse Resources, APS, Child Protection, Domestic Violence, Elder Abuse, Neglect, Sexual Abuse, Self-Neglect, Scams, Fraud, Consumer Protections, Identity theft	
5	Abuse Neglect What to Look for DHS	Abuse & Neglect
6	CWAG Elder Financial Empowerment Project	Abuse & Neglect
7	Domestic Abuse Intervention Services (DAIS) General Brochure	Abuse & Neglect
8	Domestic Abuse Intervention Services (DAIS) - General Brochure Spa	Abuse & Neglect
9	Dane Co Elder Victim Support Project	Abuse & Neglect
10	Domestic & Sexual Violence WI Deaf Community	Abuse & Neglect
11	Elder Rights Project Brochure Legal Action	Abuse & Neglect
12	Heart Consulting LLC	Abuse & Neglect
13	Rape Crisis Center Brochure	Abuse & Neglect
14	Rape Crisis Center Brochure - Spanish	Abuse & Neglect
15	WI Silver Alert Brochure	Abuse & Neglect
16	2023 APS Guardianship Community Referral Form	Elder Abuse and Neglect Dane Co
17	2024 APS Staff Contact info - internal	Elder Abuse and Neglect Dane Co
18	2023 Required Guardianship Training Handout	Elder Abuse and Neglect Dane Co
19	Confirmation of Completion of Guardianship Training form	Elder Abuse and Neglect Dane Co
20	APS Policy Filing for Community Individuals	Elder Abuse and Neglect Dane Co
21	Elder Abuse & Neglect Dane County	Elder Abuse and Neglect Dane Co
22	Elder Abuse & Neglect Dane County Website	Elder Abuse and Neglect Dane Co
23	DATCP Consumer Protection Guide	Frauds Scams Consumer Protection
24	DATCP Consumer Protection Hotline website	Frauds Scams Consumer Protection
25	DATCP Fake Check Scams	Frauds Scams Consumer Protection
26	DATCP Filing a Complaint	Frauds Scams Consumer Protection
27	DATCP Filing an Identity Theft Complaint	Frauds Scams Consumer Protection
28	DATCP If you are the victim of fraudulent taxes	Frauds Scams Consumer Protection
29	FTC 10 Things You Can Do to Avoid Fraud	Frauds Scams Consumer Protection
30	FTC 10 Things You Can Do to Avoid Fraud - spanish	Frauds Scams Consumer Protection
31	FTC Avoiding Identity Theft Sheet	Frauds Scams Consumer Protection
32	FTC Grandkid Scams Sheet	Frauds Scams Consumer Protection
33	FTC Identity Theft A Recovery Plan booklet	Frauds Scams Consumer Protection
34	FTC Identify Theft Website	Frauds Scams Consumer Protection
35	FTC Phone Scams Booklet	Frauds Scams Consumer Protection
36	FTC Stop Unsolicited Calls website	Frauds Scams Consumer Protection
37	Identity Theft Resource Center	Frauds Scams Consumer Protection
38	They Protected Us Now It's Our Turn Brochure	Frauds Scams Consumer Protection
39	WI Dept of Financial Institutions Consumer Complaint	Frauds Scams Consumer Protection
40	WI Senior Medicare Patrol Flyer	Frauds Scams Consumer Protection
41		
42	ADAPTIVE EQUIPMENT & DME	
43	Topics Include: Assistive Technology (AT) Services, Adaptive Equipment, AT-Kit Demonstration, Durable Medical Equipment, Loan Closets, Vehicle Modifications, Home Modifications, Financial assistance for AT or DME, AT or DME Repairs	
44	ABHF Audio Pro	AT Services & DME
45	ABHF Telecoil	AT Services & DME
46	Access To Independence (ATI) Brochure	AT Services & DME
47	Access To Independence (ATI) Brochure - Spanish	AT Services & DME
48	Access to Independence (ATI) DME Vendor List	AT Services & DME
49	ATR (Adaptive Technology Resources Inc) Brochure	AT Services & DME
50	ATR & GrandCare Home Independence	AT Services & DME

- I&As have access to this document and can us “Control F” to find resources and where they are located

Document information and Updates

- I have recently been filling in the “Date Updated” category to help us keep track of when documents were last updated, the hope is that it will help us track the older documents
- I added notes and color code the “Next Update Due” section

M	N	O	P
Doc Type	ADRC Created D	Date Updated	Next Update Due
PDF	N	1/26/2021	Up to date as of 3/2024
pdf	N	7/20/2023	Up to date as of 3/2024
PDF	N	5/16/2018	Up to date as of 3/2024
PDF	N	8/13/2016	Up to date as of 3/2024
PDF	N	1/2/2020	Up to date as of 3/2024
PDF	N	2014	Up to date as of 3/2024
PDF	N	2019	Up to date as of 5/3/2024
Website	N	5/3/2024	Up to date as of 5/3/2024
PDF	N	8/22/2019	Up to date as of 3/2024
pdf	N	8/22/2019	Up to date as of 3/2024
PDF	N	10/18/2019	Up to date as of 4/2024
word	N	2024	Up to date as of 3/2024
Excel	N	3/14/2024	Up to date as of 3/2024
word	N	2023	Up to date as of 3/2024
Word	N	2024	Up to date as of 3/2024
PDF	N	2024	Up to date as of 3/2024
PDF	N	1/1/20	Added link instead 4/2024
Website	N	4/30/24	Up to date as of 4/2024
PDF	N	4/1/2023	Updated copy from website as of 3/15/24
Website	N	2022	Up to date as of 3/2024
PDF	N	3/15/2024	Updated
PDF	N	3/15/2024	Updated
PDF	N	3/15/2024	Updated
PDF	N	11/2/2018	Could be updated, but need to add
PDF	N	2019	Up to date as of 3/2024
PDF	N	2019	Up to date as of 3/2024
PDF	N	2019	Doc has not been updated since 2012
PDF	N	2019	Doc is up to date as of 3/15/24
PDF	N	3/15/2024	No changes besides date on last page, do
website	N	2021	Up to date as of 3/2024
PDF	N	2023	Up to date as of 5/3/2024
Website	N	2024	Up to date as of 3/2024
website	N	2023	Up to date as of 3/2024
PDF	N	3/13/2019	Up to date as of 3/2024
Website	N	2021	Up to date as of 3/2024
PDF	N	4/1/24	Up to date as of 3/2024
PDF	N	2019	emailed but address came back undeliverable
PDF	N	2019	emailed but address came back undeliverable
PDF	N	2023	Up to data as of 4/24
PDF	N	2023	Up to date as of 4/24
PDF	N	2023	Up to date as of 4/24
PDF	N	2018	Contacted them in 2024, information is still accurate
PDF	N	2018	Contacted them in 2024, information is still accurate

Other Responsibilities

- Meet monthly with the Dementia Care Specialist Unit to collaborate on updating any of their documents. We recently created an event calendar on our webpage to show when DCS programming is taking place, like Memory Screens and Support Groups.
 - Updating our Health/Wellness Resources in the ADRC lobby, rotating through monthly health topics
 - Help make Outreach documents and attend Outreach Events to connect with providers
 - Update and reformat Disability Benefit Specialist documents
 - Manage Seasonal folder, keeping the information updated on voting, holiday meals, special events, tax season, and donated medical equipment emails
-

Thank You

Questions?