



LAKELAND CARE

Together, we build better lives.

The Provider Post

September 2023

Keeping providers informed

Find Certified Caregivers to Fill Your Open Positions

You're invited to join WisCaregiver Connections, powered by Handshake, a new workforce platform that addresses the state's critical need for direct care workers. Eligible employers* will gain a competitive edge in finding newly trained caregivers.

At no charge, you can:

- Post job openings
- Auto-match with jobseekers
- Screen candidate profiles and credentials.

The Wisconsin Department of Health Services, in partnership with the University of Wisconsin-Green Bay, has developed a free standardized training program to help up to 10,000 individuals become certified direct care professionals (CDCPs).

CDCP candidates will have easy online access to the self-paced, 30-hour curriculum. They'll learn valuable skills that prepare them to provide quality care for older adults and people with disabilities.

After successfully completing training and testing, individuals will be listed on the Wisconsin Certified Direct Care Professional Registry. Once certified, they can receive bonuses of up to \$500 if employed by an eligible agency or provider.*

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When you join [WisCaregiver Connections](#), your current employees can become certified and earn bonuses as well, at no cost to you. Visit [WisCaregiverCDCP.com](#) for more details. Bonuses are provided from American Rescue Plan Act funds designated to encourage individuals to become or remain caregivers; salary increases remain the responsibility of the employer.

***The certified direct care professional (CDCP) program and WisCaregiver Connections were developed with American Rescue Plan Act funding for home and community-based services (HCBS). Eligible providers/agencies are those that serve HCBS participants enrolled in programs such as Family Care, Partnership, IRIS, PACE, or Children's Long-Term Support and fee-for-service (FFS) providers who serve HCBS participants.**

Managing Threatening Confrontations

A free live and interactive virtual training facilitated by Community TIES of Community Outreach Wisconsin

Managing Threatening Confrontations is designed to assist you in learning how to effectively support individuals who could experience the full range of behavioral escalation. This seminar is designed to put order to the chaos. Stages of escalation are described and each stage is paired with a positive action plan for caregivers as well as teams. The content places strong emphasis on proactive supports. The principles are taught in a straightforward manner so as to provide a framework for conceptualizing behavior escalation that can readily translate into positive plans of action.

Some of what you'll learn:

- A framework for understanding and recognizing stages of behavior escalation
- How to avoid "power struggles" that can result in behavioral escalation
- Skills in connecting with children early on, in order to sustain emotional control
- An array of creative communication strategies during periods of tension
- How caregivers can support both clients and themselves during the Recovery Stage

Fall Training Dates:

September 21: Adult Focused 1:00 PM - 4:00 PM
October 17: Child Focused 9:00 AM - 12:00 PM
November 14: Adult Focused 9:00 AM - 12:00 PM

[Register Here](#)

About the Presenter:

Josh Lapin MSSW, has over 25 years of experience in supporting people with developmental disabilities. He is the director of the Community TIES Program which is part of the University of Wisconsin's Waisman Center. He has extensive experience as a consultant and advocate for persons with developmental disabilities. He strongly believes that a positive relationship is vital in promoting proactive behavioral support.

Funding is made possible by the American Rescue Plan Act (ARPA) through the Wisconsin Department of Health Services (DHS). This training meets the continuing education requirements for social workers as prescribed by the WI Department of Regulation and Licensing.

Q2 2023 C.A.R.E. Award Winners

Lakeland Care continues to recognize outstanding providers through the C.A.R.E. Award (Compassion, Accountability, Respect and Enrichment). The C.A.R.E. Award is a way for our care teams to recognize the outstanding service of LCI providers and individual caregivers. Each quarter an internal Lakeland Care committee chooses three providers/caregivers from all care teams submissions and the committee utilizes the C.A.R.E. principles to honor the recognized providers.



ResCare: West Hill

Lakeland Care would like to thank you and your staff for the excellent care you are providing to the Lakeland Care member. The care team reports that staff member Angie Brockway kept the care team updated regarding the member's non-urgent ER visit. Angie is knowledgeable about the residents, she can anticipate member needs, and is a dedicated, loyal caregiver. Danielle Crepeau, Site Supervisor, always ensures member health and safety needs are met. She reports incidents timely. Whether it is a scheduled visit or drop-in visit to the AFH, staff are always friendly and accommodating. ResCare staff at West Hill are experts on their residents and can detect the slightest variation from baseline. The employees work well together and collaboratively with other agencies. The residents' needs are always at the forefront of their minds.



Colley Homecare LLC

Colley Homecare went above and beyond to meet the needs of one of LCI's members during his respite stay with them. Colley Homecare originally agreed to a respite stay for 4 days but extended it to 12 days to meet the needs of this member. Colley Homecare provided this member with outings in the community and were quick to answer any call from IDT. When this member needed a place to store his belongings, Colley Homecare made it work. When this member needed transportation, they were quick to arrange it. If IDT had a concern, they were quick to address it. Thank you for working with us and this member to get his needs met



Dreifuerst & Sons Moving and Storage

Lakeland Care, Inc. would like to thank you and your staff for the excellent care you provided to a member of LCI. The care team reports the member recently needed to move to a CBRF and used Dreifuerst to assist with packing and moving. We would especially like to recognize Chase, Ryan, Jordan, and Josiah. It was reported these staff members showed professionalism and were kind, polite, caring, respectful, considerate, non-judgmental, understanding, careful, and gentle and were willing to listen to the member. Doing so showed they wanted what was best during this difficult time.

HIPAA/Privacy Rights

All Lakeland Care, Inc. (LCI) members have privacy rights designed to keep their protected health information (PHI) confidential. Members have seven main rights under The Health Insurance Portability and Accountability Act (HIPAA). All HIPAA-covered entities must follow HIPAA rules and ensure members are afforded the following privacy rights:

- Receive notification about how their PHI will be used in a Notice of Privacy Practices.
- Ability to view or obtain a copy of their PHI.
- Request to make changes/correct any errors in their PHI.
- Find out who received their PHI.
- Restrict sharing of their PHI.
- Receive communication by alternative means or locations.
- File a complaint for privacy violations.



Reporting

HIPAA Breach:

LCI is committed to ensuring the privacy and security of member information. If you experience a breach resulting in unauthorized use or disclosure of member information, you must report said breach to LCI's Compliance Division and mitigate the situation immediately.

Fraud, Waste, and Financial Abuse

LCI is committed to ensuring that Medicaid funds are utilized appropriately. Everyone, including contracted providers, has a responsibility to report a suspected fraud, waste, or financial abuse violation of LCI resources. Examples of each include:

- Fraud: falsification of member records, claims for services not rendered, theft of resources, and embezzlement (stealing).
- Waste: incorrect or unnecessary use of resources.
- Financial Abuse: over-utilization and under-utilization of resources.

Reporting Methods:

Anyone wishing to report any form of suspected fraud, waste, financial abuse, privacy violation, security breach, or unethical conduct may remain anonymous, and should contact LCI's Compliance Division via one of the following methods.



Online Form Submission
www.lakelandcareinc.com/reporting-fraud



Email
fraud@lakelandcareinc.com
compliance@lakelandcareinc.com



Mail

Lakeland Care, Inc.
Attn: Compliance Division
N6654 Rolling Meadows Drive
Fond du Lac, WI 54937



Call

(920) 906-5100

Day of Giving Wrap-Up

In May of this year, Lakeland Care hosted its first Day of Giving event. This event provided an opportunity for LCI staff to give back to the local communities where they live and work by supporting LCI providers through volunteerism. The LCI staff assisted with member activities, administrative tasks, cleaning and maintenance tasks, and more! Check out the below for highlights from the event.

LCI'S FIRST ANNUAL DAY OF GIVING

Provider Summary

WHAT WENT WELL

Overwhelmingly, LCI providers expressed gratitude for the volunteers contributions through the Day of Giving. The amount of projects that were able to be completed, our kindness, our willingness to jump in and how well we worked as a team were the highlights.



Providers also expressed satisfaction with the thorough communication offered leading up to the events. Fantastic, marvelous, and thank you from the bottom of our hearts were words used often in their feedback!

WHAT NEEDS TO CHANGE



Overall, there were very few suggested changes offered from our provider partners. Those that did offer opportunities indicated that they would love to have volunteers more frequently. Additionally, they too learned where their opportunities were in preparing for next year to provide an even better experience for LCI volunteers and the members involved in any of the days events.

WONDERINGS

The Day of Giving was such a success in the eyes of our provider partners that all of the wonderings simply asked when we will be doing this again!

Some of the statements used included:
"It helped us a ton!"
"We got a lot accomplished!"
"The whole project went fantastic!"
"This was marvelous."
"It was so great to connect with LCI Staff." "Thank you from the bottom of our hearts."



LCI'S FIRST ANNUAL DAY OF GIVING

Impactful Data



216

LCI STAFF COMMITTED TO VOLUNTEER



624

TOTAL HOURS VOLUNTEERED

45

PROVIDER PARTNERS SERVED



\$18,701

WORTH OF TIME

*Determined using the following formula:
624 hours x \$29.97 (WI equivalent for volunteer pay)

Enhance Leadership Skills With Lakeland Care Consulting

As part of Lakeland Care's mission to strengthen communities, the Organizational Impact Team offers workshop experiences, one-time learning opportunities and organizational coaching to enhance leadership skills, further organizational effectiveness and build a culture of excellence. Lakeland Care knows that by developing effective leaders, strong teams and promoting a positive workplace environment, we can work together to address the needs of our communities and the individuals within them. We are here to support you as we work together to empower individuals, strengthen communities, and inspire futures.

[Explore Our Offerings](#)



Connect with Lakeland Care

