United Community Center
Centro de la Comunidad Unida

Adult Day Center Frequently Asked Questions

A guide for participants, families, and referral partners

UCC's Adult Day Center offers daytime activities and support for adults with individuals with physical needs or impairments, memory loss, and/or other support needs, while giving caregivers time for work, appointments, or rest. These questions explain the program, available services, and how to begin enrollment.

To ask questions or schedule a tour, call 414-389-5112 or email ARodriguez@unitedcc.org. Services and tours are available in English and Spanish.

Getting to know the program

1. **What is the UCC Adult Day Center?**

Our Adult Day Center provides health, social, recreational, and supportive services in a welcoming, home-like setting. Participants have opportunities to build friendships, maintain independence, explore interests, and strengthen existing skills during the day.

2. **Who is the program designed to serve?**

The program serves adults living with Alzheimer's disease or another form of dementia, adults with physical or functional support needs, and individuals whose caregivers need dependable daytime assistance and respite. An intake assessment helps determine whether we can meet each person's needs.

3. **Is the program only for older adults?**

The program description includes adults with memory loss and adults with physical or functional support needs. Contact our team to discuss the prospective participant's age and circumstances and confirm eligibility.

4. **How can the program help family caregivers?**

Daytime support gives caregivers time to manage other responsibilities or take a break while their loved one participates in activities and receives services suited to their assessed needs.

5. **Where is the center located?**

We are on the second floor of the United Community Center, 1028 S. 9th Street, Milwaukee, WI 53204. Visitors should use the 8th Street entrance and the elevator adjacent to the Bruce-Guadalupe Community School – Preschool. Let us know about mobility or accessibility needs when arranging your visit.

6. **Can we visit before making a decision?**

Yes. Schedule a tour to meet staff, see the program environment, learn about services, and ask questions. Tours are available in English and Spanish. Call 414-389-5112 or email ARodriguez@unitedcc.org.

Daily activities and meals

7. What might a participant do during the day?

Activities may include exercise, memory games, arts and crafts, music, dancing, discussion groups, and social time. Participants also receive meals and an afternoon snack. Activities vary; ask our team about the current schedule during your tour.

8. How are activities adapted to different interests and abilities?

Participants are encouraged to join activities based on their interests, abilities, and individual pace. Staff review activity needs during intake to help determine an appropriate fit. Clients are also divided into several spaces and placed daily in the space best suited to their needs.

9. What exercise and wellness opportunities are offered?

Activities may include Zumba, stretching, light resistance exercises, walking, and other movement adapted to participants' abilities. Health education covers topics such as diabetes, emotional well-being, healthy eating, personal safety, and exercise.

10. What social and creative activities are available?

Options may include cards, bingo, lotería, dominoes, memory games, knitting, painting, drawing, and seasonal projects. Participants can also sing, play percussion instruments, dance, and join conversations about current events and other topics of interest.

11. Are there cultural celebrations or activities with the community?

Special events may include holiday celebrations, cultural activities, carnivals, visits from community volunteers, and intergenerational activities with Bruce-Guadalupe Community School students. Visiting musicians and community groups may also perform.

12. Do participants go on outings?

When scheduled, community outings may include museums, parks, lakes, and other educational or recreational destinations in Milwaukee. Ask about our upcoming outings.

13. Are meals included?

Yes. Regular participation includes breakfast, a hot lunch with a variety of culturally diverse foods, and an afternoon snack at no separate meal charge. Meals are prepared by Café El Sol Restaurant and follow Child and Adult Care Food Program requirements.

14. Can the center accommodate allergies or special diets?

Tell our team about allergies, dietary restrictions, swallowing concerns, or assistance needed with eating during intake. We will request a specific form to be completed by the doctor to confirm the special diet and the substitute. We can then determine whether we can accommodate it.

15. Can you describe the safety and security of the facility?

We take client safety very seriously. Visitors cannot enter the facility directly without checking in; they must announce themselves upon arrival, and the doors remain secured once inside. This is important because we know clients sometimes like to wander. All doors are locked and require a "buzzer" to get in and out.

Personal care and health support

16. Can someone with Alzheimer's disease or another dementia participate?

The program is designed to support adults living with Alzheimer's disease or other forms of dementia. Staff assess the person's needs, including memory, behavior, daily assistance, and activity needs, before confirming whether the program is appropriate.

17. Can the center support someone with mobility or personal care needs?

Mobility and personal care needs are reviewed during intake. Explain any assistance needed with walking, transfers, toileting, or other daily tasks so staff can determine whether the center can safely provide the necessary support.

18. Is bathing assistance available?

Bathing services may be arranged for a separate fee, based on assessed needs, the service plan, eligibility, and availability. Assistance may include bathing, skin care, grooming, and related personal care. Laundry assistance associated with bathing may also be available.

19. Are nursing services and medication administration available?

Nursing support may include medication administration and other authorized health services for an additional fee. Services depend on the physician's orders, the participant's individualized plan of care, eligibility, and availability. Review all medication and treatment needs with staff during intake.

20. Can the program help manage diabetes?

Nursing staff may provide blood-glucose monitoring, insulin administration, and related diabetes support with a medical order by a physician and included in the participant's plan of care. These optional services carry additional fees.

21. Are podiatry or other specialized services offered?

Specialized services may be offered periodically or coordinated with outside providers. Availability and applicable provider fees vary. Ask our team which services are currently available and how to arrange them.

22. What if someone has significant behavioral or complex health needs?

Discuss those needs with our team before enrollment. The intake assessment includes health conditions, medication, behavioral support, mobility, and personal care. Acceptance depends on whether the center can safely and appropriately meet the individual's needs; specific conditions do not automatically establish eligibility.

23. Are the staff experienced?

Our staff are dedicated to serve. Many of them have their CNA license, and we also have a nurse on-site at the center all day. All staff are bilingual, which can comfort those who speak only Spanish.

Costs funding and attendance

24. What is included in regular participation?

Regular participation includes meals and snacks, health education, exercise and wellness activities, individual and group activities, arts and crafts, music and dance, discussion groups, and scheduled special events and community outings. Activities vary by schedule.

25. Which services cost extra?

Optional services with additional fees may include transportation, bathing, nursing, diabetes management, and podiatry or other specialized services. Availability depends on assessed needs, the service plan, eligibility, and provider availability.

26. How much does the program cost?

Contact the Adult Day Center for current participation rates and optional service fees. Ask for the charges associated with the proposed attendance schedule and any transportation, personal care, or nursing services needed. We encourage clients to apply for Long Term Care program through Medicaid but can discuss private pay and other options as needed.

27. What payment or funding options are available?

The center works with long-term care programs, including IRIS, Family Care, Family Care Partnership, PACE through Managed Care Organizations such as; My Choice WI, Community Care Inc and iCare, and offers a private-pay option. Contact our team to discuss funding, eligibility, and the payment arrangements that apply to the prospective participant. You may also consider contacting your county's Aging and Disability Resource Center (ADRC) for more information and assistance.

28. Is transportation available?

One-way or round-trip transportation between the participant's residence and the center may be available for a separate fee. Transportation depends on scheduling, the service area, and participant-safety requirements. Share the pickup address and mobility needs during intake so staff can review the options.

29. What are the hours and how often can someone attend?

The center is open 7:30 a.m. to 4:00 p.m. Monday through Friday. The team confirms the participant's schedule as part of enrollment and encourages clients to attend as many days as possible to avoid challenges with changes in environment for the client. Ask about partial days, schedule changes, holidays, and cancellation policies if those affect your plans.

30. Are there openings or a waiting list?

We can welcome individuals immediately. Availability and a start date must be confirmed with staff after the assessment, required documents, and service arrangements are complete.

Enrollment and referrals

31. Who can contact the center to get started?

We welcome inquiries from prospective participants, family members, legal representatives, caregivers, and care managers. Referral partners can also contact the center to discuss a potential referral and learn about the intake process.

32. How do I enroll or help someone enroll?

Begin by calling 414-389-5112 or emailing ARodriguez@unitedcc.org. Next steps include a tour, an intake assessment, submitting required documents, and confirming services and a start date. Our team will guide you through the process.

33. What information is helpful during the first conversation?

Be ready to describe the person's needs and interests, health conditions, daily assistance needs, current living situation, preferred language, transportation needs, and potential funding source. Referral partners should also identify the family member, caregiver, or care manager involved in planning.

34. What happens during the intake assessment?

Staff discusses health, mobility, personal care, medication, behavioral support, transportation, and activity needs. This helps determine whether the center can safely and appropriately meet the person's needs and which services may be required.

35. What documents may be required?

Staff will confirm the specific requirements. Enrollment documents may include:

- Identification and insurance information, when applicable.
- Current medical information, including diagnoses, allergies, and medications.
- A completed Health Certificate and tuberculosis screening results.
- Physician's orders for medications and treatments.
- Advance directives, power of attorney, guardianship, or other legal documents, when applicable.
- Completed and signed Adult Day Center enrollment forms.

36. Do referral partners need a specific form or physician's referral?

Contact the center to confirm the referral method, required forms, and any physician documentation needed for the individual. Ask staff how to transmit health information and legal documents before sending them.

37. How soon can someone start and how will the referral be confirmed?

A start date is confirmed after the assessment, and required documents are complete. Staff also confirm attendance, transportation, requested services, and funding or payment. Referral partners should ask about expected timing and how intake status and the final enrollment decision will be communicated.