Information & Referral/Assistance

The ADRC Grant

To develop a coordinated system for persons of all ages with long-term care needs to receive assistance in learning about & accessing needed services & supports.

Aging & Disability Resource Center

An initiative of the U.S. Department of Health and Human Services

The Term "<u>Aging & Disability Resource Center</u>" means an entity administering a program established by a State, as part of the State's system of Long-term care, to provide a coordinated system for providing:

- Comprehensive information on available public and private long-term care programs, options, and resources;

- Personal counseling to assist individuals in assessing their existing or anticipated long-term care needs, and developing and implementing a plan for long-term care designed to meet their specific needs and circumstances; and

- Consumer access to the range of publicly-supported long-term care programs for which consumers may be eligible, by serving as a convenient point of entry for such programs.
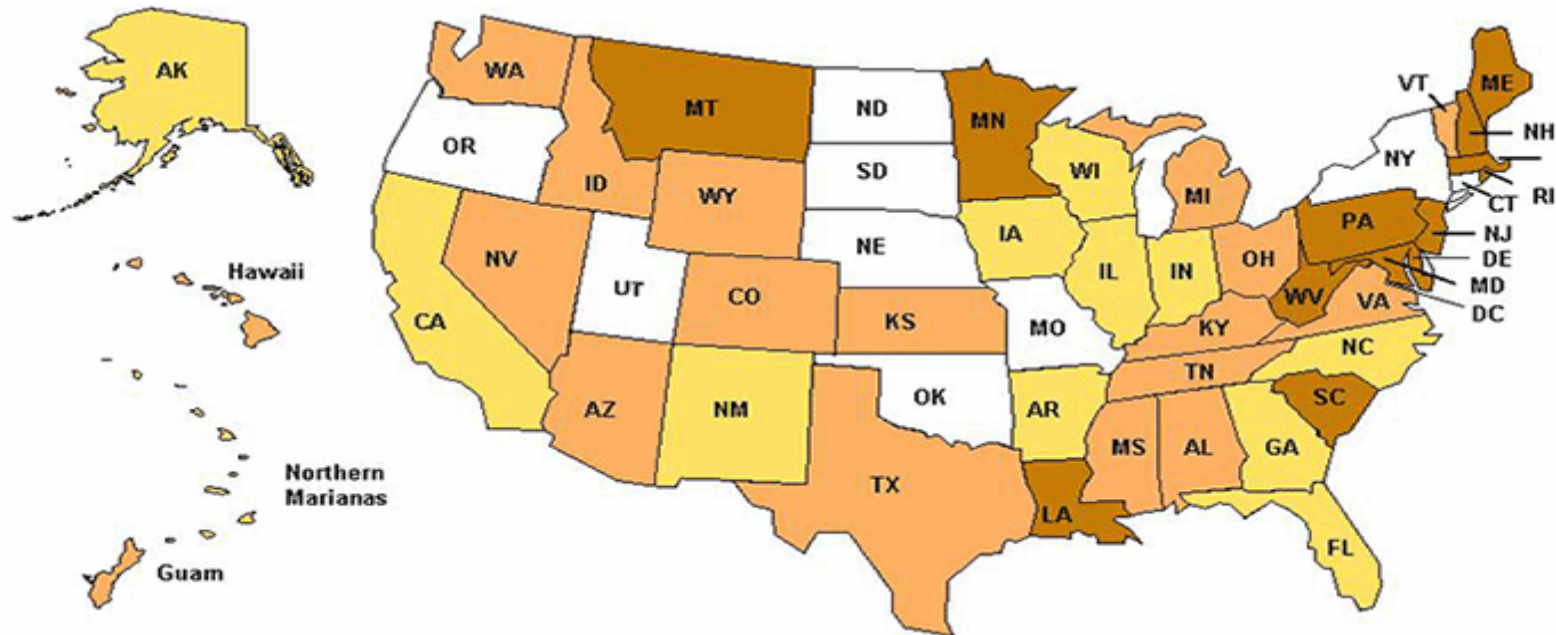
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Aging & Disability Resource Centers

is a National Movement:

FY 2003 ADRC Awardees | FY 2004 ADRC Awardees | FY 2005 ADRC Awardees

FY 2003 ADRC Awardees		FY 2004 ADRC Awardees		FY 2005 ADRC Awardees	
Louisiana	New Hampshire	Alaska	Indiana	Alabama	Idaho	Ohio
Maine	New Jersey	Arkansas	Iowa	Arizona	Kansas	Tennessee
Maryland	Pennsylvania	California	New Mexico	Colorado	Kentucky	Texas
Massachusetts	Rhode Island	Florida	North Carolina	DC	Michigan	Vermont
Minnesota	South Carolina	Georgia	Northern Marianas	Guam	Mississippi	Virginia
Montana	West Virginia	Illinois	Wisconsin	Hawaii	Nevada	Washington
						Wyoming

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Partnerships

Federal

Administration on Aging (AoA)

Centers for Medicaid & Medicare Services (CMS)

Local

Community Service Provider Agencies

County Services

Area Agencies on Aging

State

Division of Vocational Rehabilitation (DVR)
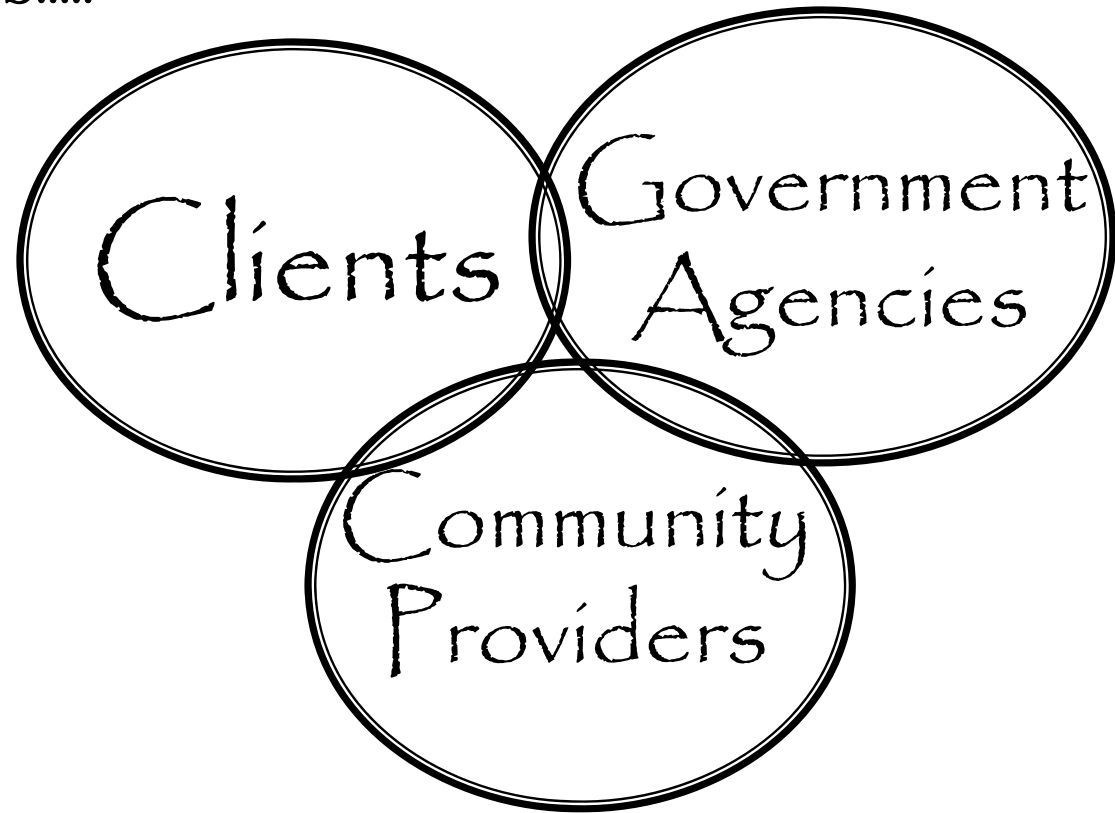
Home & Community Services (HCS)

Division of Developmental Disabilities (DDD)

Adult & Child Protective Services (APS & CPS)

Community Service Offices (CSO's)

Veteran's Affairs (VA)

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ADRC services depend upon Partnerships.....

Choices For Independence Goals

- Empowering Individuals to make informed choices – ADRC Goals

- Community Living Incentives – flexible options and more choices for high-risk individuals

- Healthy Lifestyles - Building prevention into community living

ADRC Goals

- Create Awareness of Options

- Support Informed Choice

- Streamline access to services

- Encourage Use of Community Based Services

- Focus on Realigning rather then Recreating

- Build partnerships with existing resources to reduce duplication & inefficiency

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Washington ADRC clients are persons with long-term care needs:

- ## Seniors

  - The ADRC Grant activities build upon the existing, highly successful Sr. I & A program to progressively include:

- ## Adults

  - The ADRC will receive training on serving Adults with Disabilities and Developmental Disabilities Clients.

- ## Children

  - The ADRC will partner with existing ITEP, EPSTADT, School Districts and Developmental Disabilities providers

ADRC Models

Management

State-driven ⟷ **Locally-Driven**

- Operated & designed by state level staff.

- Operated & designed by local staff with technical assistance from state level staff.

Washington

- Overall policies & parameters established at State-level

- "Feet on the Street" implementation of parameters decided at the local level.

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ADRC Models

Structure

Centralized ←———→ Decentralized

- One organization takes primary responsibility for all ADRC functions.

- Partners "divvy-up" ADRC functions (e.g. – CIL handles some services while referring out to SHIBA for others)

Washington

- Centralized: Senior I & A is primary organization.

- Decentralized: each region will identify the best "experts" to refer people to for particular services.

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ADRC Models

Mode of Access

Physical ⟵⟹ **Virtual**

- Walk-In/Call-In

- Log-In

Washington

- Access points and Information Technology progress described later in presentation.

- Partnerships with WIN211 & Benefits*CheckUp*

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Information & Referral/Assistance

The ADRC Grant

ADRC services are available by....

Call-In

Walk-In

Log-In

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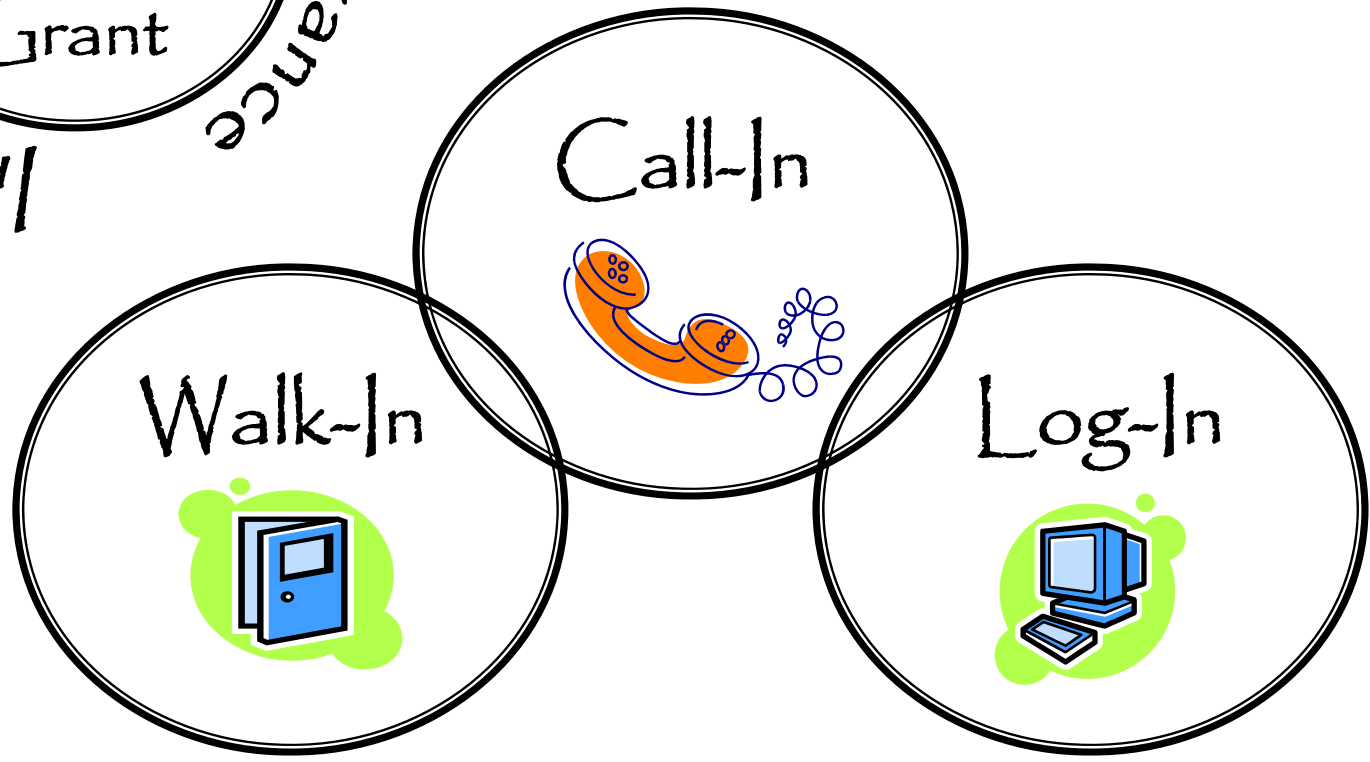
Implementation & Marketing

- Training
- Physical Site
- Software Selection

- Call-In:
  - January
  - Marketing materials
- Walk-In
  - Open House when Physical Site is ready
- Log-In
  - Installation
  - Beta Testing

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Walk-In

Call-In

Listen

ADRC Specialists...

Identify Resources

Assist to apply for benefits & Connect with services
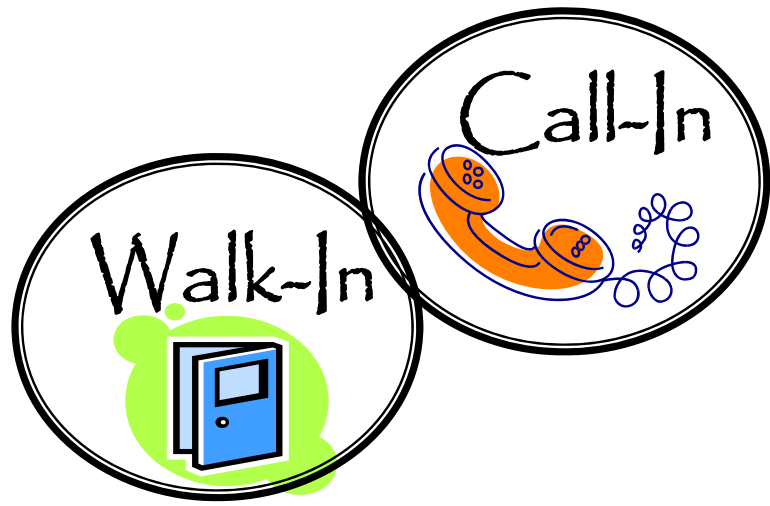
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ADRC Specialist Training

- Long term Support Options Counseling
- Benefits Counseling
- Employment options counseling
- Referral to other programs
- Crisis Intervention
- Future planning

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Walk-In

Links

Log-In

I & R/A Software

Private Access

- Client contact tracking

- Web Based access with off-line capability

- Links with existing client resource databases & client management systems

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I & R/A Software

Public Access

Three basic levels of sophistication:

- ◆ Information only
- ◆ Searchable database
- ◆ Interactive "Self-Service"

I & R/A Software

Interim Solution

❖ ADRC Definition
❖ Partner Links
❖ Resource Links

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I & R/A Software Community Education

Trained "Consultants" who can assist people who are unfamiliar with the computer in getting started with web based applications;

- ◆ Senior I & A programs via AAA's
- ◆ Libraries
- ◆ Senior Centers
- ◆ Health Clubs
- ◆ Hospitals & Clinics
- ◆ Retirement Communities

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I & R/A Software Requirements

- "Essential Requirements"

- Review process:

  - Internal program managers

    - I & A Program Manager

    - Family Caregiver Program Manager

    - IT Project Office Manager

  - Out to Frontline programs

- Information Technology Assessment of Risk
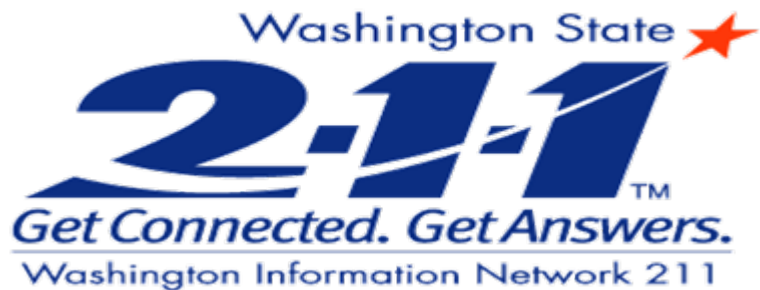
Aging and Disability
Resource Center
Partners

▪ 2-1-1 is the three-digit telephone number assigned by the Federal Communications Commission for the purpose of providing quick and easy access to information about health and human services.

▪ 2-1-1 has emerged from the nation's Information and Referral (I&R) industry, which operates as a critical part of the health and human service delivery system.

▪ Professional I&R specialists work with callers to

- ▪ assess their needs,
- ▪ determine their options and a best course of action,
- ▪ then direct them to appropriate programs/services,
- ▪ provide culturally appropriate support,
- ▪ intervene in crisis situations, and
- ▪ advocate for the caller as needed.

Washington State
2-1-1™
Get Connected. Get Answers.
Washington Information Network 211

Resource Database:
• Contract for local 211 to maintain
            or
• Employ AIRS certified staff member

WIN211 works with the community at large, ADRC specializes in people with physical &/or cognitive disabilities. Local MOU's should define referral protocol.

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Information

About Resources & Benefits Available to a Person

Referral

To the providers of the Resources & Benefits Available to a Person

Assistance

To apply for and transition to the Resources & Benefits Available to a Person

ADRC is similar to WIN211, but it is NOT the same!

It's Broader:

WIN211 is an I & R service while ADRC is I & R/A

&

It's Narrower:

WIN211 is for everybody and ADRC is for Aging & Disabled

Helps consumers, and agencies helping them, find out which assistance programs they may qualify for and how to apply

Key Features of BenefitsCheckUp:

- Screening can be completed in about <u>20-30 minutes</u>

- <u>Free</u>, available to anyone with access to the Internet

- <u>Web-based</u> tool, making all updates automatically available to all users

- <u>Nationwide</u> - Helps long-distance caregivers conduct a benefits eligibility screening for a family member or friend living in another area of the country

- <u>Confidential</u>—Does **NOT** ask a person to enter their name, address, phone number or any information that would identify who they are

- <u>Downloadable application forms</u> available for many benefit programs

Benefits CheckUp
A SERVICE OF THE NATIONAL COUNCIL ON THE AGING

BenefitsCheckUp assesses for Federal & State benefits that a person is likely to be eligible for.

ADRC assists people in accessing those benefits.

<u>Printable BenefitsCheckUp report includes:</u>
- Description of all programs a person has been found potentially eligible to receive:
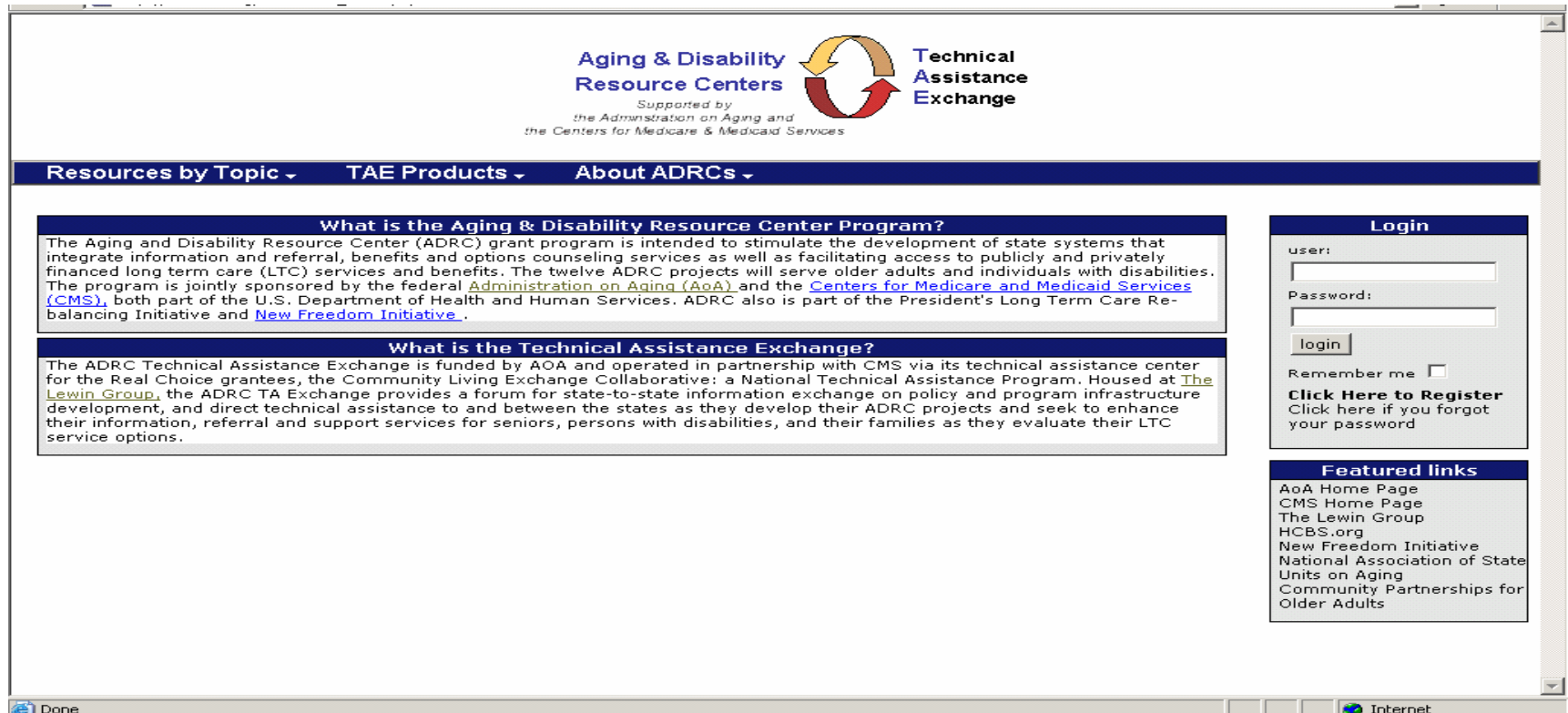
- Financial Assistance
- Health Care Programs
- Property Tax Programs
- Affordable Housing
- Employment Programs
- Veterans Programs

- Home Energy Assistance
- In-home Services
- Nutrition & Food Programs
- Volunteer Programs
- Public & Private Prescription Drug Assistance

- Contact information on the closest offices to a person's home where they can go to apply for benefits (based on the zip code entered in the questionnaire)
- List of documentation needed to apply for benefit programs

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ADRC Technical Assistance Exchange: Lewin Group
http://www.adrc-tae.org

Questions?

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