ADRC Readiness Framework/Evaluation Matrix

		Required at Start	Initial Date	Ongoing	Evaluation Measure	Progress/Data Analysis
Mission - Does the ADRC provide a comprehensive breadth of services to persons of all ages with long term care needs?						
1	• Comprehensive breadth of services offered including services in addition to eligibility, enrollment and counseling for publicly and privately funded LTC.	Jan, 06			ACD Reports Number of web site visits/views Zip Codes served Satisfaction Survey Results	Data collection on attached sheets. Pilot site currently utilizes AIM (Aging Information Management System) to track data.
2	• Service to older adults.	Jan, 06		X	Number of older adults utilizing ADRC services Satisfaction Survey Results	
3	• Service to adults with physical and/or cognitive disabilities		Jan, 07	X	Number of adults with disabilities utilizing ADRC services Satisfaction Survey Results	
4	• Service to children/youth with physical and/or cognitive disabilities.		Oct, 07-ongoing	X	Number of children/youth with Disabilities utilizing ADRC services Satisfaction Survey Results	
5	• Service to private pay population.	Jan, 06			Number of private pay individuals utilizing ADRC services Satisfaction Survey Results	
6	• In-depth relationships with community partners via MOU's.		Dec, 06	X	MOU executed	
7	• In-depth relationships with ADRC customers.		Jan, 07	X	Customer satisfaction survey - Spring Partner satisfaction survey - Fall	
Administrative Framework – Is the necessary infrastructure in place for ADRC implementation?						
8	• "Aging and Disability Resource Center" is part of the program/service title.		Jan, 07		Web site, brochure, magnets, fliers, and newsletter will bear the name "Aging & Disability Resource Center."	Branding of name has begun. Specialists identify themselves as ADRC. Printed materials are being printed.
9	• ADRC has a formally-designated program specialist to guide ADRC staff, committees, and partners.	Aug, 06			Program staff assigned	Bob Riler has been assigned as county lead.
10	• ADRC has its a distinctive organization, advisory committee, budget and staff.		Feb, 06	X	Supervisor assigned Staff assigned Community Forum List Advisory Committee formed Budget in place	See attached organizational chart
11	• Process in place for handling complaints and grievances about ADRC services.	Jan, 06			ALTC policies and procedures	Has been in place
12	• Staff trained in the functions of the ADRC.		Dec, 06	X	Staff trainings	
13	• ADRC staff has general knowledge and proficiency about cultural/language target groups	Jan, 06		X	Staff trainings	
14	• Sufficient FTE's to perform ADRC activities.	Aug, 06			ACD Reports (Telephonic Call Volume Tracking)	

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Stakeholder Involvement - Are community stakeholders (consumers, providers, famlies, etc) involved in the ADRCS design and implementation?						
15	• Community Forum is representative of the county-wide population in general and the populations and communities served by the ADRC.		Feb, 06	X	List of participants	
16	• Forum is comprised of consumers, family members, advocates and service professionals.		Feb, 06	X	List of participants	Focus has primarily been providers to develop partnerships/network. Consumers/clients are being recruited from these partnerships.
17	• Organizations serving and representing all the target populations (physical and cognitive disabilities – adults and children) are involved in the planning process for the ADRC.		Feb, 06	X	List of participants	
18	• Advisory Committee in place			Mar, 07	List of members	
19	• Partners are committed to continued collaboration.		Feb, 06	X	Returned MOU's and Community Resource Profiles	Sent out 25 MOUS, 12 have been returned with commitments form several others to complete shortly.
20	• Create template MOU – amendable as appropriate.		Nov, 06		Template on file	See attached template
21	• Approve signed MOU's with community partners.		Dec, 06	X	Human Services director signs all MOU's	
Information Technology - Is the technology in place so that public and private access is accurate and accessible?						
22	• ADRC Internet web site in place.		Feb, 07		ADRC web site: www.PierceADRC.org hits on updated site	
23	• Community resource listings for target audiences.		Feb, 07	X	ADRC web site: www.PierceADRC.org hits on updated site	
24	• Web links to local, statewide community based services (incl. BenefitsCheckUp).		Feb, 07	X	ADRC web site: www.PierceADRC.org hits on updated site	
25	• Web links to national advocacy organizations.		Feb, 07	X	ADRC web site: www.PierceADRC.org hits on updated site	
26	• Web links to DSHS programs and services.		Feb, 07	X	ADRC web site: www.PierceADRC.org hits on updated site	
27	• Web links to federal programs.		Feb, 07	X	ADRC web site: www.PierceADRC.org hits on updated site	
28	• Resource database and agency Community Resource Profiles for the ADRC.	Jan, 06		X	Community Provider profiles returned	Sent out with MOU and presented at Community Forum
29	• Database has comprehensive and up-to-date information on all required ADRC topics.		June, 07	X	Information updated annually	
30	• Client tracking and resource databases meet the AIRS requirements.		Jan, 08 (?)		Compliance with AIRS standards	Statewide webware pending IT decisions
31	• Streamline access to appropriate DSHS applications.		Jan, 08 (?)		Links to appropriate sites	
32	• Develop on-line resources for both public and private pay.		Feb, 07	X	ADRC web site: www.PierceADRC.org Resources Page	

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Marketing, Outreach & Public Education - Is the ADRC accessible and familiar to the community?						
33	• Plan for informing the public about the services of the ADRC.		Jan, 07		Marketing plan developed	See attached marketing plan
34	• Develop ways to reach specific target populations.		Mar, 07	July, 08	Community partners (forum) consulted Culturally and linguistically appropriate materials available.	
35	• Provide annual review of existing MOU's		Jan, 07	X	Annual review conducted	
36	• Outreach to isolated populations, including people with visual and hearing impairments and limited English.		Sept, 07	X	Contacts tracking data and referrals to appropriate providers	Community partners (forum) consulted, provider profiles identify specific skill sets.
37	• Commitment to ongoing presence among aging and disability providers in the community.	Jan, 06		X	Total number of events/presentations	
Physical Location - Is the "walk-in" ADRC accessible and inviting to the community?						
38	• ADRC has a welcoming, accessible physical space, clearly identifiable as the ADRC.		Mar, 07		Location in place	
39	• Signage allows people to easily find the ADRC.		Mar, 07		Signage in place	
40	• Accessible to people with disabilities.		Mar, 07		Meets ADA requirements	
41	• Location provides Internet accessibility and telephone.		Mar, 07		Internet access Telephone	
42	• Space for confidential one-on-one counseling provided.		Mar, 07		Confidential space	
43	• Group meeting capacity.		Mar, 07		Meeting space	
Information & Assistance - Does the ADRC provide comprehensive I & R that is appropriate to the needs of consumers?						
44	• ADRC (I&A) phone number published in local telephone directories.	Jan, 06		X	Area directories have new title Area directories have new web site Area directories have accurate phone #	In Place, based on existing Senior I & A program
45	• Services are available over the phone.	Jan, 06		X	Phone number in place	In Place, based on existing Senior I & A program
46	• Services are available through in-office consultations.	Jan, 06		X	Space allocated	In Place, based on existing Senior I & A program
47	• Services are available through home visits.	Jan, 06		X	Number of in-home visits	In Place, based on existing Senior I & A program
48	• Services are available via e-mail.	Jan, 06		X	ADRC@co.pierce.wa.us	In Place, based on existing Senior I & A program
49	• Partnership developed with local 2-1-1 service.		Oct, 06	X	MOU in place	In Place, based on existing Senior I & A program
50	• Staff has the technical qualifications to provide I&A services.	Jan, 06		X	Staff trainings atendance	In Place, based on existing Senior I & A program
51	• One or more I&A specialist has AIRS certification.	Mar, 06		X	Staff AIRS certified	In Place, based on existing Senior I & A program
52	• Staff has expertise in the needs of and resources available to target groups.		Jan, 07	X	Staff training Attendance	In Place, based on existing Senior I & A program
53	• Phones will be staffed during normal business hours.	Jan, 06		X	Staff coverage report	In Place, based on existing Senior I & A program

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54	• Warm transfer capacity: simultaneous transfer of a telephone call and its associated data from one staff to another.	Jan, 06		X	Telephone transfer capability	In Place, based on existing Senior I & A program
55	• Contacts documented to enable follow-up when necessary.	Jan, 06		X	AIM screens	Webware pending IT decisions
56	• Follow-up policy for ADRC contacts.	Jan, 06		X	ADSA Policies	
Long Term Care Options Counseling - Is the ADRC knowledgable about available choices and able to connect consumers with effective resources?						
57	• Commitment to helping people think through their goals and evaluate options.		Jan, 07	X	Staff work attendance Staff participation in trainings	
58	• Commitment to providing options counseling to people who will not be enrolling in a care management organization as well as to those who will.		Jan, 07	X	Staff work attendance Staff participation in trainings Staff meeting case studies	
59	• Outreach to health care community regarding how the ADRC will work with hospitals, nursing homes, assisted living providers and home health agencies to encourage timely referrals for options counseling and pre-admission consultation.		Jan, 07	X	"Making the Link" presentations annually Invitations extended for presentations Responses to attend presentations	
60	• Options counseling will be integrated into I&A and other ADRC services.		Jan, 07	X	# of face-to-face contacts with consumers receiving this service. Staff attendance Staff participation in trainings	
Benefits Counseling - Do ADRC staff understand elegibility requirements with accurate contacts to service providers						
61	• Benefits counseling integrated into the ADRC.		Jan, 07		Staff participation in trainings Screenings for benefits	
62	• Family Caregiver Support Program options included.	Jan, 06			Number of callers screened and referred for FCSP	
63	• Benefits counseling available for in-office consultations at the ADRC as well as for home visits.	Jan, 06			Number of in-office consultations Number of home visits	
64	• ADRC staff are trained in disability benefits areas.		Feb, 07	X	Number of trainings on disability benefits Staff training topic list	
65	• Disability benefits counseling is coordinated with other services of the ADRC.		Jan, 07		Number of disability benefits counseling sessions Referrals to disability resources	
66	• Referrals are made to disability benefits service providers.		Jan, 07		Number of referrals	
67	• ADRC will refer clients to long term care functional screening.	Jan, 06			Number of referrals to HCS Number of referrals to DDD	
68	• ADRC will facilitate financial eligibility determinations.	Jan, 06			Number of referrals to HCS Number of referrals to DDD	
69	• Staff have the knowledge and expertise needed to provide access to mental health and substance abuse services.		Dec, 06–ongoing		Trainings on mental health issues and number of referrals to RSN	
70	• Partnerships developed with mental health and substance abuse services locally.		Feb, 07		Number of MOU's	

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 **Employment Options Counseling - Is the ADRC familiar with available employment support programs?**						
71	• ADRC Specialist Training on resources and services (DVR, SCEP, community providers, etc)		Mar, 07	X	Training Schedule	
72	• Division of Vocational Rehabilitation.		Mar, 08	X	Number of Referrals	
73	• Other Supported Employment Programs.		Mar, 07	X	Number of Referrals	
**Referrals - Does the ADRC have effective relationships for well-informed referrals to community providers?**						
74	• ADRC identifies all the main programs and agencies to which it will be making referrals (e.g., MA, Medicare, SSI, SSI-E, Social Security, SSDI, nutrition programs, veterans services, housing assistance, OAA programs, and Independent Living Centers).	Jan, 06		X	Community Resource Profiles/MOU in place Cross-trainings implemented	
75	• Plan in place for how ADRC will coordinate with these agencies regarding resolution of access problems that may occur.		Jan, 07-ongoing		MOU in place	
76	• Collaboration established with DSHS Regional Agencies to ensure predictable, streamlined and barrier free consumer transition to services.		June, 07		Number of referrals Management coordination & policy implementation to approve "fast track" applications	
**Crisis Intervention - Is the ADRC knowldegable and equipped to respond to individual crisis and to participate in community-wide emergency response?**						
77	• Staff are mandatory reporters for responding to elder abuse and Adult Protective Services needs, domestic violence, mental health crises, and other emergency needs.	Jan, 06			State Law in place	
78	• Staff training in how to recognize and deal with crisis situations, including making appropriate connections with local agencies and resources.		May, 06		Staff training schedule and attendance sheets	
79	• Process for handling after hours calls.	Jan, 06			Evening message with voice mail	
80	• Emergency calls promptly connected to appropriate providers of emergency services.	Jan, 06			ADRC has transfer capability	
81	• Identification of risk factors and prevention and early intervention strategies are incorporated into the ADRC's public information, outreach, I&A and options counseling activities.	Jan, 06		X	Resources available on identification and prevention.	
82	• ADRC works with partners for developing resources and expertise on prevention and early intervention.		June, 07	X	ADRC participates & collaborates with Committee for the Effective Protection of Vulnerable Adults (CEPOVA)	
83	• Partnerships with public health and other organizations to promote wellness and to prevent or delay long term illness or disability.	Jan, 06		X	MOU in place	
84	• Collaboration with county disaster response teams.	Jan, 06		X	Ongoing participation with Pierce County Department of Emergency Services	ADRC is included in Pierce County - - Emergency Response Plan Vulnerable Adults Response Plan

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Streamlining Access - Is the ADRC accurately referring people to programs and expediting the application process?					
85 • Provide initial screening for Respite services.	Jan, 06		X	Referrals to respite services	
86 • Provide referral to program eligibility screening	Jan, 06		X	Referrals to screenings BCU screenings	
87 • Assess client's potential eligibility for referral to appropriate programs and services.	Jan, 06		X	Number of referrals to other programs Number of referrals to other services	
88 • Provide broad and inclusive information regarding private pay services.	Jan, 06		X	# of hits & follow-up e-mails on ADRC web site: www.PierceADRC.org local links page	
Client Advocacy - Are there policies & practices in place to promote health, safety, and self-empowerment?					
89 • Inform people of their rights and responsibilities, including rights to LTC services and benefits.	Jan, 06		X	MOU with Ombudsman Program Referrals to Ombudsman Program	
90 • Inform people of their rights and responsibilities in resolving service system disputes.	Jan, 06		X	Web site Assist in filing for fair hearings Refer to appropriate legal assistance	
91 • Provide direction and guidance for advocacy assistance with community partners.	Jan, 06		X	MOU in place and cross-training scheduled & implemented	
92 • Working relationship established with regional long term care ombudsman.	Jan, 06			MOU in place and cross-training scheduled & implemented	
93 • Clear policies developed for avoiding potential conflicts of interest for ADRC staff, committee members, partners and advocates.	Jan, 06			County code of ethics Staff has taken ethics training	
94 • Participation with Pierce County ALTC and community partners for advocating for systems changes to better meet client needs.	Jan, 06		X	ALTC Advisory Board participation	
Community Needs Identification - Is the ADRC an active participant in the community network of identifying and meeting needs?					
95 • Development of a process coordinated with partners for identifying the unmet needs of its target populations.			Dec, 07	Annual partner survey of unmet needs	
96 • Use information about unmet needs to target outreach, education, prevention and systems advocacy efforts.	Jan, 06		X	Advisory Committee minutes Training Calendar	
97 • ADRC may provide services that are not required by the contract but may enhance its presence in the community.	Jan, 06		X	Response to requests for participation at all levels Tally of community presentations/events	