

Aging and Disability Resource Centers: The Natural Evolution for I & R/A

Aging in America
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NCOA and ASA

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Aging and Disability Resource Centers: Evolution of I & R/A

Presenters

- Greg Case, U.S. Administration on Aging
- Bernice Hutchinson, National Association of State Units on Aging
- Stephanie Hull, Maryland Department of Aging





Aging and Disability Resource Centers

Session Premise

**Aging and Disability Network and other
human services I&R/A systems are the
foundation of an effective ADRC**



From I&R to ADRC: *A Solid Foundation*

Historical Context, Philosophy, Structural Framework and Evolution

Bernice Hutchinson
National *Aging* Information and Referral Support Center
National Association of State Units on Aging



Philosophical Grounding

a solid template

- Independence
- Advocacy
- Quality
- Quantitative Scale



Structural Framework

commanding reach and impact

- The Aging Network
- Older Americans Act I&R System
- Link to Supportive Services
- Connection to Skilled Advocates



History and Evolution

developing gateways to aging services

- 1970s
 - ✓ OAA, Standards, AIRS and AoA Guide
- 1980s
 - ✓ Studies, State Models and Definitive Literature
- 1990s
 - ✓ National Initiative, GAO Report, Performance Based Competencies, Certification, Vision 2010
- 2000 and beyond
 - ✓ 211, ADRC Grantees, 2006 Aging I&R Survey



Evolution of the Landscape

paradigm shift, watershed period

- Vision 2010
- Boomer Planning
- Diversity
- Emergency Preparedness
- Medicare Part D
- Health and Wellness
- Community Living





Aging and Disability Resource Centers

VISION

To have “Resource Centers” available to every community across the country serving as highly visible and trusted sources where people of all ages, incomes and disabilities can turn for information on the full range of long-term support options and a single point of entry to public long-term supports programs and benefits.



Awareness & Information

- Public Education
- Information on Options

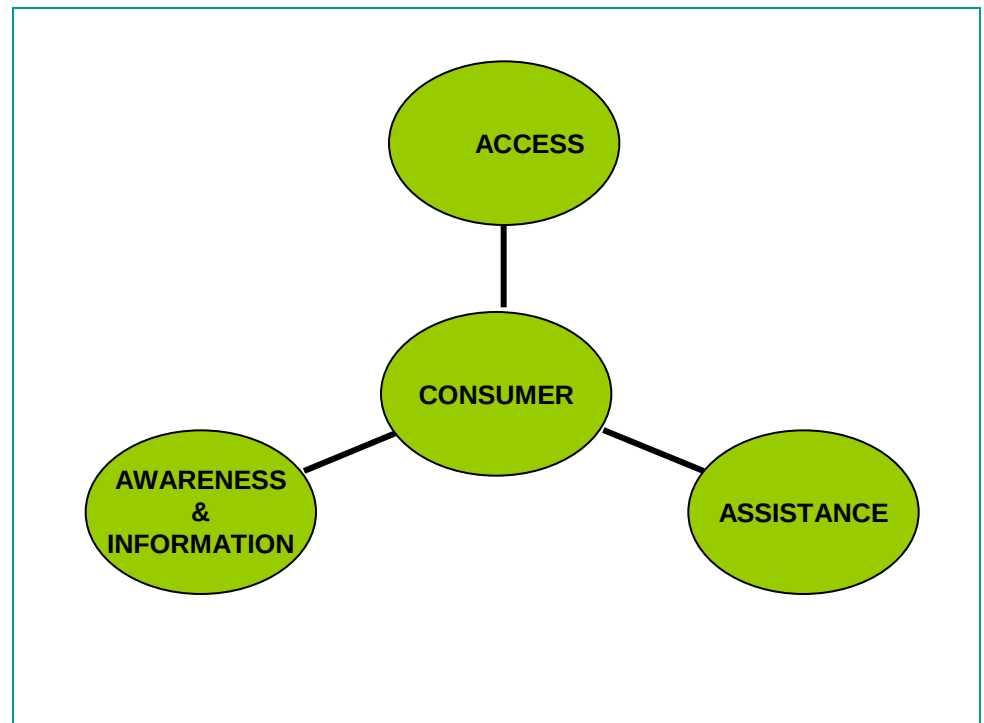
Assistance

- Options Counseling
- Benefits Counseling
- Employment Options Counseling
- Referral
- Crisis Intervention
- Planning for Future Needs

Access

- Eligibility Screening
- Private Pay Services
- Comprehensive Assessment
- Programmatic Eligibility Determination
- Medicaid Financial Eligibility Determination
- One-Stop Access to all public programs

Aging and Disability Resource Centers





Aging and Disability Resource Centers

Existing I&R/A systems:

The foundation of an effective ADRC

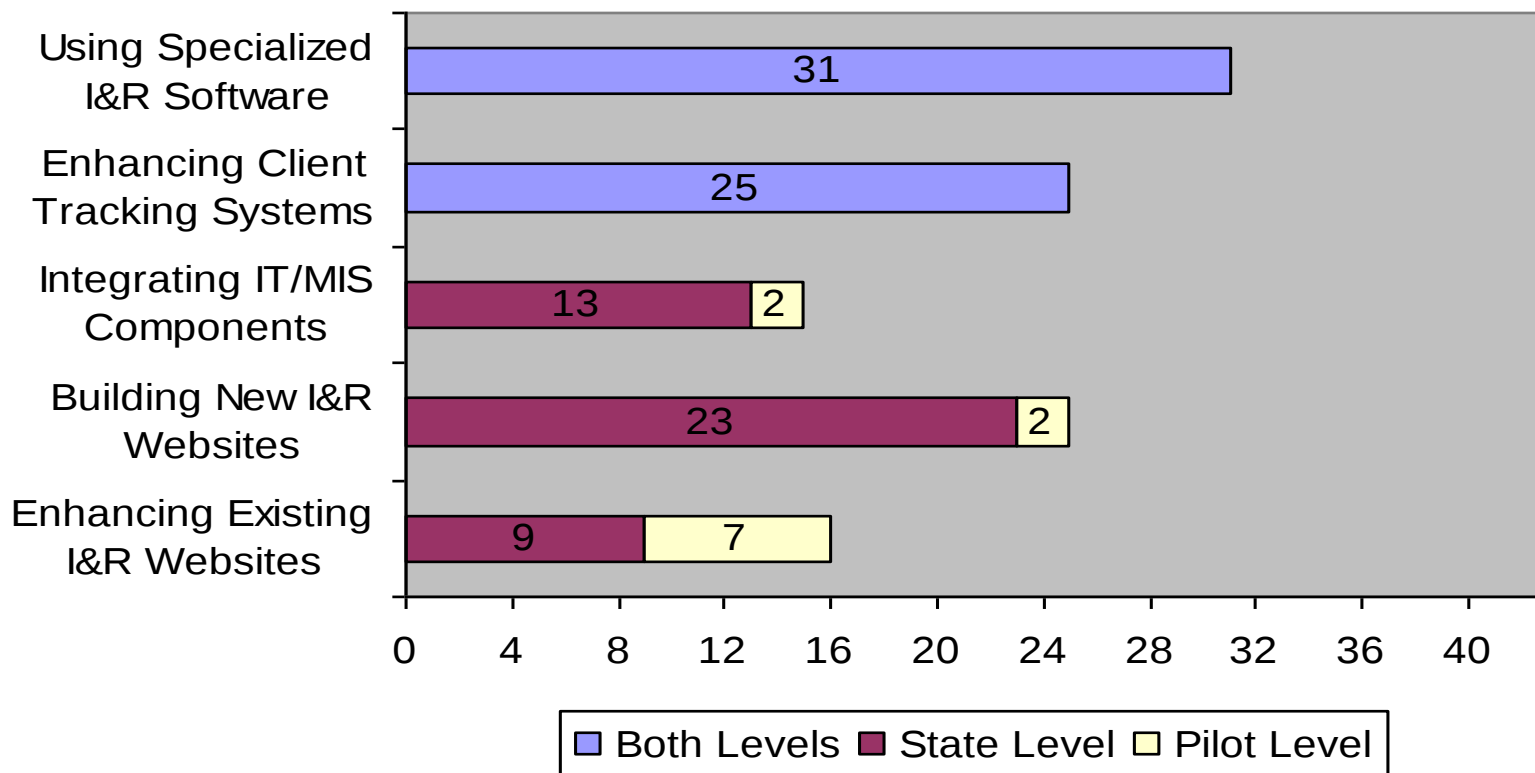
ADRC INITIATIVE

- Encourages greater use of Information Technology simplifying systems and improving access for consumers
 - Integrated MIS systems reducing duplication
 - Web-based consumer self-assessment and care planning tools
 - On-line applications for services



IT/MIS Enhancements by ADRCs

March 2008





Aging and Disability Resource Centers

Existing I&R/A systems:

The foundation of an effective ADRC

ADRC INITIATIVE

- Transitions “assistance” to long-term care options counseling



Aging and Disability Resource Centers

Long-Term Care Options Counseling Definition

An interactive decision-support process whereby consumers, family members and/or significant others are **supported in their deliberations** to determine appropriate long-term care choices in the context of the consumer's needs, preferences, values and individual circumstances.

Aging and Disability Resource Centers

When Might Options Counseling Happen?

- When an individual has immediate or short range long-term care needs
- After admission to a long-term care facility
- When a family caregiver needs help to continue providing care
- When a long distance caregiver has concerns about the increased frailty or care needs of a loved one



Aging and Disability Resource Centers

Existing I&R/A systems:

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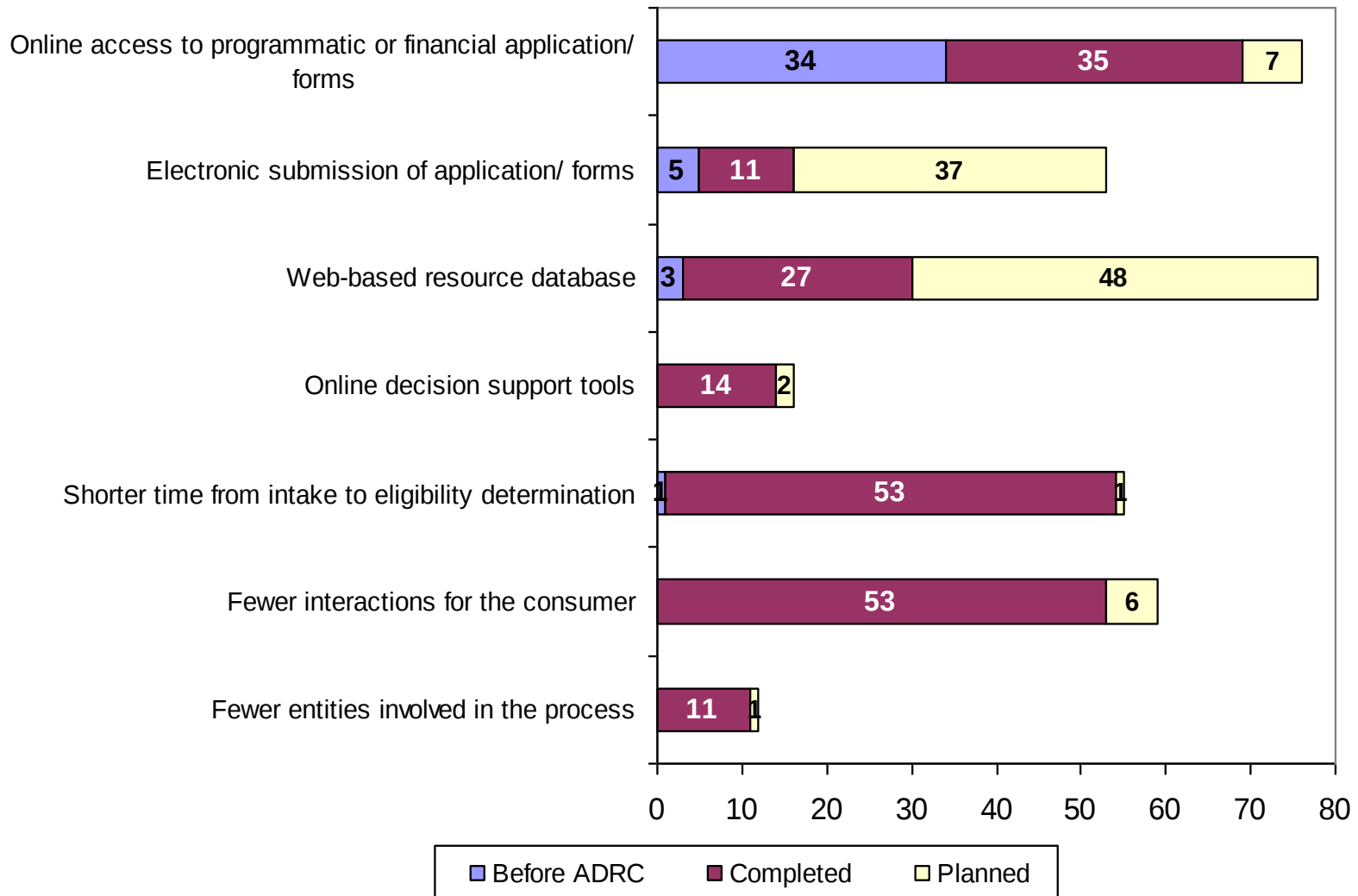
ADRC INITIATIVE

- **Integrates programs and systems and creates seamless access to long-term supports and services**
 - Co-location of staff across multiple programs
 - MOUs and formal coordination
 - Formal linkages and interventions with critical pathways



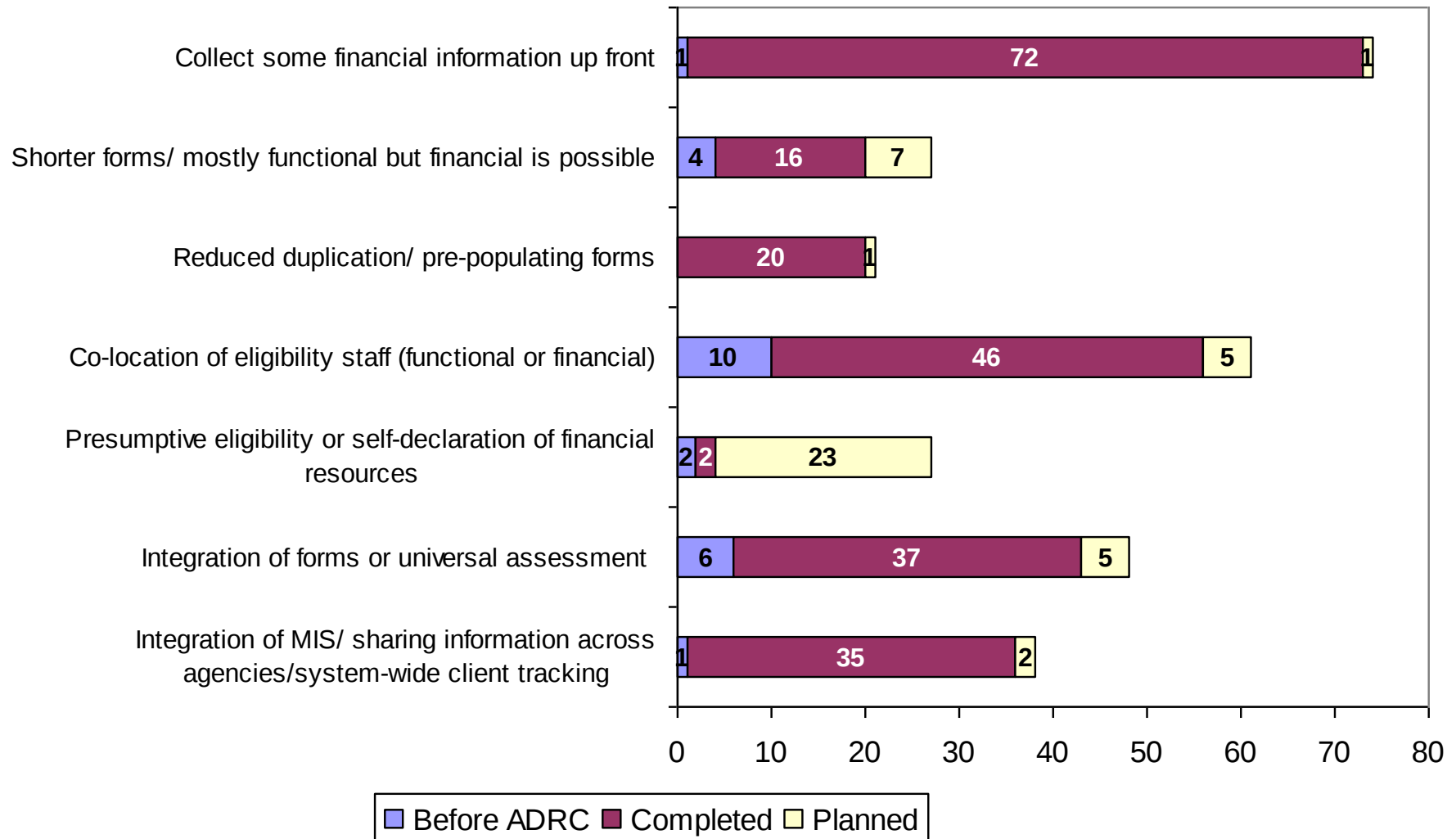
Streamlining Access: Improving Consumer Ease of Access – November 2007

n = 24 grantees, 81 open pilot sites



Streamlining Access: Improving Efficiency/Timeliness – November 2007

n = 24 grantees, 81 open pilot sites





Aging and Disability Resource Centers

Existing I&R/A systems:

The foundation of an effective ADRC

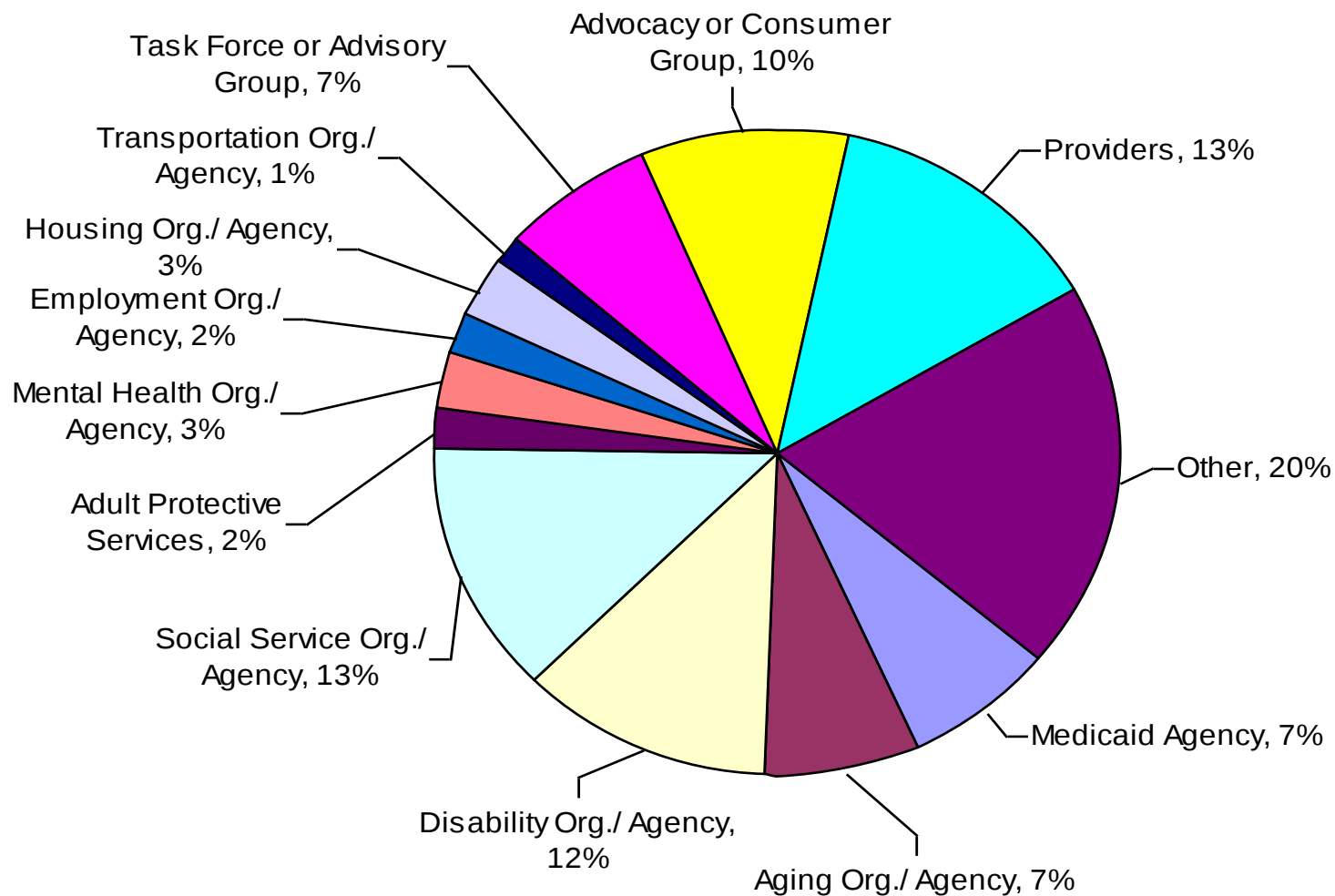
ADRC INITIATIVE

- Expands existing partnerships between aging, disability and other human services networks to enhance long term support and services systems
 - Forges stronger partnerships between aging and disability networks
 - Sharing of resources across organizations for maximum benefit
 - Leveraging expertise across networks and systems



ADRC Partnerships

November 2007





Partnership – Turning Challenges into Opportunities

ADRC Challenges —→ ADRC Opportunities

“What’s in it for me?”

ADRC can help free up staff and resources to focus on other core functions and priorities

“We don’t do it that way!”

Culture Shift: Stepping outside of a silo and collaborating provides an agency the opportunity to improve service provision

“We don’t have funds for MIS.”

Provides resources for multiple partners to update and/or have access to an I & R system

“They don’t have experience serving our population.”

Cross training; allows professionals to step outside of their silos and understand the system holistically as well as another providers’ point of views



Massachusetts Aging & Disability Resource Consortium

- Equal partnership between Independent Living Centers (ILCs) and Aging Service Access Points (ASAPs)
- Agencies retain own autonomy, yet strengthen community presence through collaboration
- Existing functions across the two organizations are coordinated and streamlined to better serve consumers
- Cross-training of ASAP and ILC staff to enhance service delivery





Partnerships to Enhance Services and Systems

CMS Senior Risk Reduction Demonstration

- Demonstrating the role of the ADRC in assisting older adults to make necessary lifestyle adjustments to reduce their risk for disease and disability.

Reverse Mortgage Counseling

- Demonstrating the value of providing financial counseling for HUD Home Equity Conversion Mortgages through ADRC as part of their aging in place options counseling.





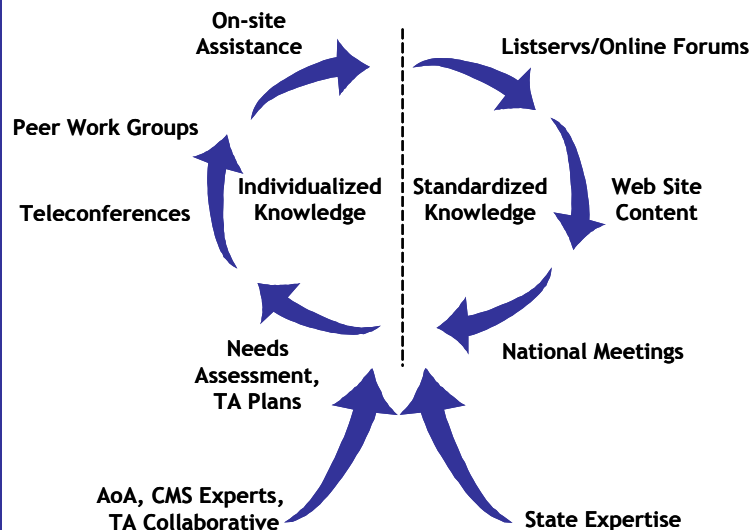
Partnerships to Enhance Services and Systems

Collaboration with 2-1-1 Systems

- **Demonstrating new efficiencies through co-location of staff, shared resource databases, using 2-1-1 as the entry point to ADRCs, and the use of referral protocols and MOUs.**



Reinforced Learning Process



➤ Technical Assistance Resources

- ✓ Website
- ✓ Resource Materials (e.g. Issue Briefs)
- ✓ National Meetings
- ✓ Weekly Electronic Newsletters
- ✓ Surveys of grantees
- ✓ TA Tracking Tool Reports

➤ Building a Grantee Online Community

- ✓ Monthly Teleconferences/Web casts
- ✓ Bi-monthly Workgroup Teleconferences
- ✓ On-line Discussions
- ✓ Electronic Bulletin Board



www.adrc-tae.org

Maryland Access Point

Building on Information and Assistance in
Area Agencies on Aging (AAAs) and Centers
for Independent Living (CILs)



Background

- Maryland has four Aging and Disability Resource Centers aka Maryland Access Points (MAP)
- Three are housed in Area Agencies on Aging (AAA) and one is housed in a local Health Department
- Two are suburban sites, one is rural, and one is rural/suburban
- Maryland's goal is to have MAP sites in all counties or regions
- New sites may be AAAs, Health Departments, Local Departments of Social Services, or Centers for Independent Living or their equivalent



Building on Information and Assistance Infrastructures

- Information and Assistance is a “bedrock” of every MAP
- The method of building on the Information and Assistance infrastructures in the aging network and the disability network has differed in each MAP
- The AAAs have basically realigned their previous I&A staff into the MAP and expanded I & A staff expertise to include options counseling and assistance for non-elderly populations with disabilities
- The Health Department has co-located Commission on Aging I & A staff at the MAP and hired an Intake Worker that functions as an I & A worker



Center for Independent Living Information and Assistance in MAP

- Washington County is developing an integrated model through:
 - the co-location of CIL staff with I&A staff at the MAP and
 - Creation of a shared database among the AAA and CIL and other critical pathways
- This model requires close collaboration between the CIL and the MAP on operations and philosophies



From Information and Assistance to Options Counseling

- All Maryland MAP sites are providing training and certifications that expand the I & A function toward options counseling for all adult populations requesting long-term care services or counseling
- Maryland does not have an agreed upon definition of “options counseling”
- It generally means moving from referral assistance toward actual interviews where an individual’s questions and situation are explored and a variety of options are offered prior to providing actual assistance
- This sometimes results in direct assistance with applications for program services and it sometimes results in referrals



Howard County MAP

- Suburban County AAA
- Began with six I & A staff and now has 12 staff through consolidation of staff from the Senior Health and Information Program, the Caregiver Program, and new MAP staff including the Manager, a bi-lingual counselor, and a part-time data manager
- On-going training is provided to develop options counseling and to have all staff certified by AIRS
- Special arrangement with County Disabilities Services Organization
- Provides short-term case management and has added two new interim case managers this year using county funding



Worcester County MAP

- Rural County Health Department
- Co-located local health department nurses, Commission on Aging I & A and Senior Care staff, and Department of Social Services service Staff
- Implemented a universal intake form
- Conducts regular cross-training for staff
- Hired MAP manager and Intake Coordinator
- Works with Regional CIL for referrals and consultation and as a member of the Advisory Board
- Provides referrals, options counseling, and short-term case management



Washington County MAP

- New rural/suburban AAA
- Realigned six I & A staff, integrated SHIP staff, co-located CIL staff, and hired a MAP manager and Information Specialist
- Options counseling and short-term case management is directed toward a social worker and Information Specialist
- Training for front line workers to move from referral to options counseling
- Cross training and shared data base development



Anne Arundel County MAP

- Suburban county AAA (in start-up)
- Realigned six I & A staff and added a seventh position to coordinate the MAP
- Cross training is planned
- The I & A staff have been moving toward options counseling prior to the realignment
- Umbrella organization includes disabilities services



Summary of MAP Sites

Review Criteria	I& A Staff	SHIP	Other Staff	Co-location	Options Counseling
Howard	Yes	Yes	National Caregiver MAP Manager Additional I & A	AERS nurses, I & A MOU with DSS	Yes
Worcester	Yes	no	Intake Coordinator MAP Manager	AERS nurses, DSS, I & A	Yes
Anne Arundel	Yes		MAP Manager	Under negotiation	Yes
Washington	Yes	Yes	Information Spec. MAP manager	CIL	Yes

Next Steps in Maryland

- Agreeing on an operational definition of options counseling and a method to measure its implementation and effectiveness
- Integrating the CIL concept of options counseling with the AAA concept

