2-1-1/ADRC Project
Tarrant County

Collaboration of Texas I&R Network and Department of Aging and Disabilities Services

Presented by:
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History of Collaboration

- 1980’s 2-1-1 was referred to as First Call for Help
- 2005 2-1-1/AAA integrated “no wrong door” services in Tarrant county
- 2006 CADS received grant from DADS to establish ADRC
- 2009 Referral protocol was established
- 2011 2-1-1/ADRC developed respite services database
- 2012 CADS becomes ADRC Advisory Coalition
- Today ADRC and 2-1-1 conduct leadership meetings
- 1980’s 2-1-1 was referred to as First Call for Help
Improving Access

- By partnering with other community providers, we improve access to information about services for individuals and their caregivers, especially as it relates to respite care.
Compatible Missions

\section*{2-1-1 Mission}

- Link people in need with appropriate community services and provide the community with current and comprehensive information about available human service resources.

\section*{ADRC Mission}

- Help people who are aging or have a disability, their families and caregivers, understand their options and successfully connect with the services and supports they need.
<table>
<thead>
<tr>
<th>Function</th>
<th>2-1-1</th>
<th>ADRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintaining Resource Database</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Information &amp; Referral</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>System Navigation</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Follow-Up</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Publishes Resource Directory</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Aging &amp; Disabilities Information</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>All Health &amp; Human Service Information</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Direct Access to AAA, DADS-RLS &amp; MRA Employees</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Liaison to HHSC Eligibility Staff</td>
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<td>✓</td>
</tr>
<tr>
<td>Aging &amp; Disability Resource Library</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Walk-Ins</td>
<td>Minimal</td>
<td>✓</td>
</tr>
<tr>
<td>Expertise in AIRS Taxonomy</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Online Database</td>
<td>✓</td>
<td></td>
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<tr>
<td>Disaster Response Expertise</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Identifying Gaps in System</td>
<td>✓</td>
<td>✓</td>
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</tbody>
</table>
*Early Childhood Intervention
*Intellectual and Developmental Disabilities

ADRC Consumer Calls
Walk-Ins

- Staff provides IR&A for quick resources.
- Staff completes brief screening for programs.

2-1-1 Referral

Refer to DADS if consumers need assistance applying for LTC or needs assistance with current benefits.

Department of Aging & Disability Services

- Loss of eligibility
- Long term care status updates
- Unable to reach case manager

Options Counseling

Aging 60 and over
Disabled Under 60

- Long term support & services
- Financial concerns
- Assistance with state benefits
- Multiple needs

Money Follows the Person

Non-Medicaid transition from nursing home to living in the community

MHMR of Tarrant County

MH
Addiction
ECI
IDD

- Psychiatric Clinics
- Respite
- Peer Support
- 24-Hour crisis services
- Community Center
- Homeless Services
- Residential Detox
- Outpatient Detox
- Adolescent residential
- Adolescent outpatient
- HIV Services
- Veterans peer support and services
- Therapies & Intervention Services for children with developmental delays or disabilities Age: 0-3

Refer to MFP if consumer needs information about transitioning from nursing home to the community.

Refer to MHMR if consumer needs request for the services below

Refer to UW/AAA if consumer is requesting assistance with the services below

Area Agency on Aging of Tarrant County

- Respite Care
- Residential Repair
- Durable Medical Equipment
- Ombudsman
- Benefits Counseling
- Healthy at Home
- Stress Busting

United Way Healthy Aging and Independent Living Programs

- Home Meds
- Diabetes Nutrition/Education
- Respite
- Matter of Balance
- Stanford Chronic Disease Self-Management
- Diabetes Salud
- Caregiver Education and Counseling (REACH II)
- Community Navigation Program (Patient Activation Measure)

Refer to UW/AAA if consumer is requesting assistance with the services below

Refer to MHMR if consumer needs information about transitioning from nursing home to the community.

Refer to Options Counseling if consumer answers yes to the 4 protocol questions.

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Refer to DADS if consumers need assistance applying for LTC or needs assistance with current benefits.
Challenges

- 2-1-1 and ADRC continue to work through complex challenges to better serve the community and meet the needs of people seeking services:
  - Updating 2-1-1 resources in a rapidly changing service network.
  - Reducing the duplication of information maintained by both 2-1-1 and ADRC.
  - Maintaining consistent protocols including “warm” transfers to ADRC, whenever possible.
Challenges, cont’d

• Identifying new community resources.

• Freeing up staff who need to be on the phones to attend community outreach activities.

• Reducing barriers to improve access to services.

• Adjusting to rapidly changing funding formulas resulting in changes to services offered throughout the community.

• Long term planning and sustainability: staff, funding, and uncertainty about the level and continuation of DADS funding for ADRC’s.

• Improving electronic, phone, and interpersonal communication between 2-1-1 and the ADRC.
Opportunities

• Many challenges developed into opportunities for improved collaboration between 2-1-1 and ADRC. Several have already been implemented.

• Strengthen collaboration with nearby ADRCs.

• Refine and develop new referral protocols between 2-1-1 and ADRC, including clarifying roles when there are referral exceptions, lack of referrals, or clarification needed.
Opportunities, *cont'd*

- Promote DADS statewide toll free number to connect to long term care services 1.855.937.2372

- Encourage ADRC staff to utilize electronic databases such as the [http://tarrantcounty211.org/](http://tarrantcounty211.org/) website instead of paper lists.

Opportunities, *cont’d*

- Host AIRS Certification exam at least once per year.
- Leadership staff at 2-1-1 and ADRC meet monthly to resolve referral and communication issues.
- Feature “success stories” of individuals impacted by 2-1-1 and ADRC’s collaboration.
- Promote AIRS Certification to allow ADRC staff to become Certified Information and Referral Specialists (CIRS).
Strategies for Enhanced Collaboration

Referral Protocol

With increased awareness of the ADRC and an average of 300 referrals per month from 2-1-1, the ADRC has been unable to keep up with the demand. ADRC and 2-1-1 staff revised the 2-1-1 referral protocols to include:

1. "Warm" Transfers
   - 2-1-1 will ask appropriate callers if they would like to be directly connected to the ADRC.
   - If so, 2-1-1 specialists will connect the caller to ADRC staff, providing a brief synopsis of the caller’s needs before connecting them.

2. 2-1-1 will no longer refer callers to the ADRC if the caller’s only need is financial assistance.
Strategies for Enhanced Collaboration, cont’d

Education and Training

• Identify and revise existing training programs.

• Provide joint community resource training.

• Ensure 2-1-1 staff help train new ADRC staff either directly or through written materials and resources.

• Caregiver education and support groups.
Strategies for Enhanced Collaboration, cont’d

Education & Training

• Support caregiver education and training programs.
• Stress Busting for Family Caregivers.™
• Family Caregivers Online.
Summary

2-1-1 at United Way of Tarrant County and the ADRC of Tarrant County continue to value the importance of collaboration that improves access to services for older adults, people with disabilities, and their caregivers.

Questions?