



National Vision and State Models

*2006 N4A Conference Intensive
The Shape of Things to Come ... Preparing for a
Maturing America*



*August 7, 2006 8:30 to 3:00 P.M.
Chicago, Illinois*



Outline for Today



1 AoA/CMS National Overview

2 State Profiles

OHIO	INDIANA
ILLINOIS	IOWA

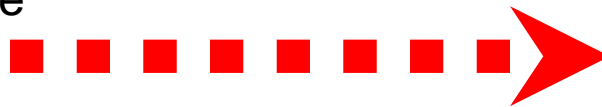
3 It's All About You

- Part II - Audience Consultation Session
- Interactive Group Breakouts
- Presenting Your Results
- "Be an ADRC for a Day"

Prior ADRC Knowledge
Room for Everyone



First Time
Novice



Experienced
Pro

Prior ADRC Knowledge
Room for Everyone



Novice



Pro

Why a Single Point of Entry?



- ◆ Navigating the long term care system can be confusing and frustrating for persons with disabilities of all ages and their family members
- ◆ For some, institutional placement occurs due to lack of awareness or difficulty accessing HCBS
- ◆ To create community-wide systems of services that reduce consumer confusion and build consumer trust and respect by enhancing individual choice and informed decision-making
- ◆ To breakdown barriers to community based living

Can Silos Be a Good Thing ?



Franklin Hiram King

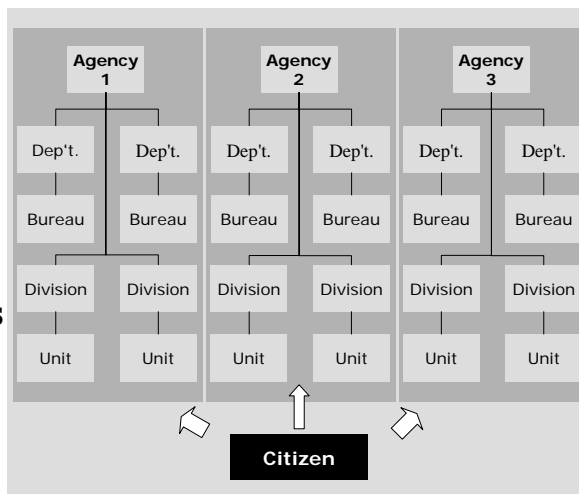


Silos in the Delivery of Public and Private Services



“It’s difficult for banks to be efficient and responsiveness when functions, information and supporting systems are duplicated across product silos.”

Rusty Wiley
Americas Banking Lead
IBM Business Consulting Services



The way we traditionally think of government
Governing by Network, Goldsmith (2004)

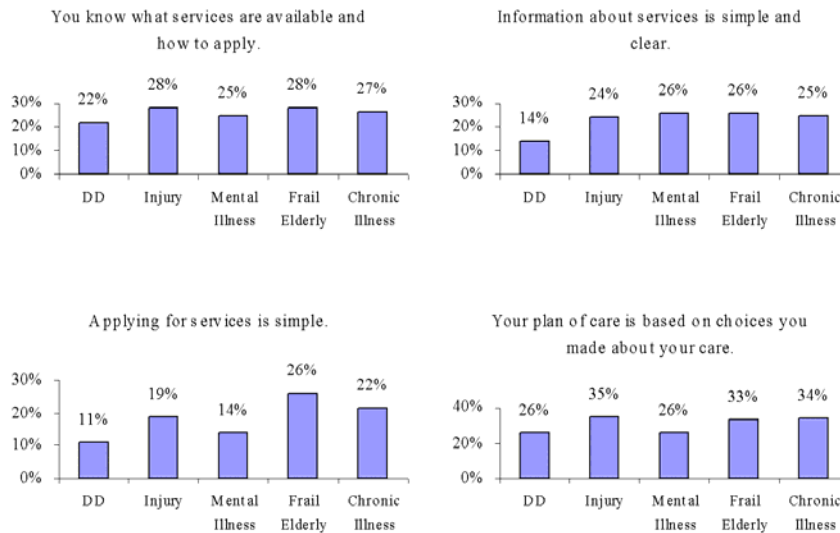
Governing by Network: The New Shape of the Public Sector



- ◆ The rise in the use of private firms and nonprofits to do government’s work;
- ◆ Efforts to “join up” governments horizontally and vertically to streamline processes from the perspective of the customer-citizen;
- ◆ Technological breakthroughs that dramatically reduce the costs of partnering; and
- ◆ Increased citizen demands for more choices in public services.

In 2004, the Brookings Institute in collaboration with the Innovations in American Government at the John F. Kennedy School of Government identified four influential trends that are altering the shape of the public sector in *Governing by Network: The New Shape of the Public Sector*.

FIGURE 1. PERSONS AGREEING WITH THE FOLLOWING STATEMENTS, BY DISABILITY (N=489).

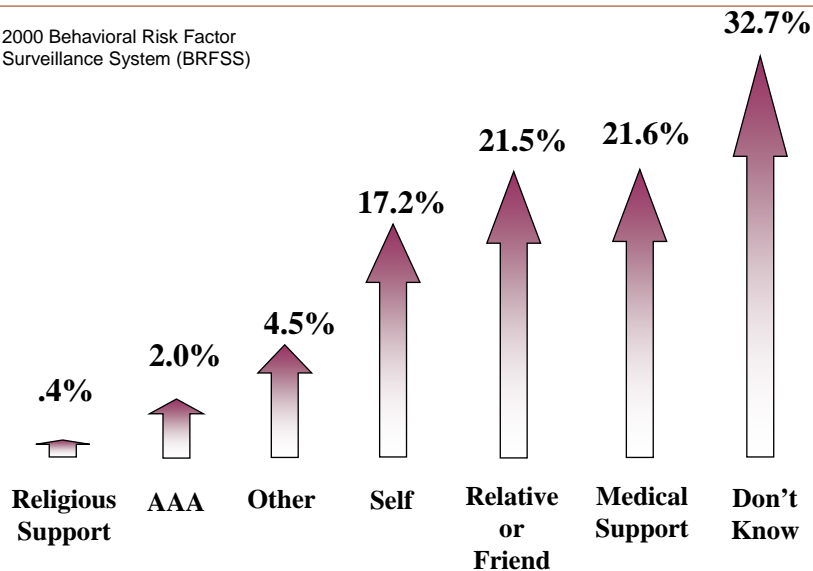


South Carolina Lt. Governor's Office on Aging - 2003

Who would you call for LTC?



2000 Behavioral Risk Factor Surveillance System (BRFSS)



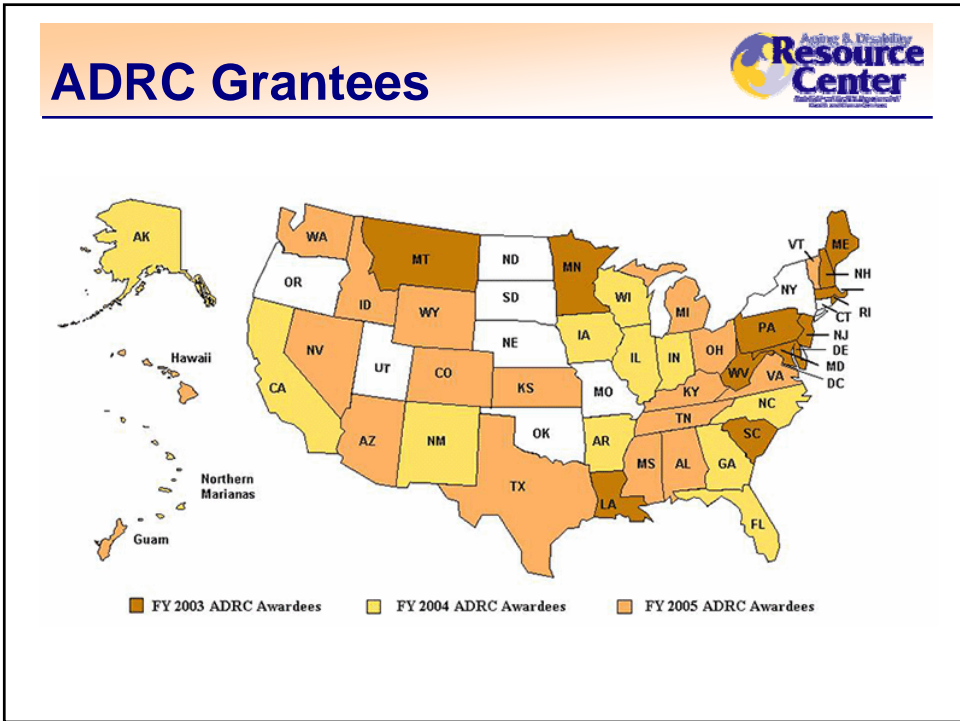
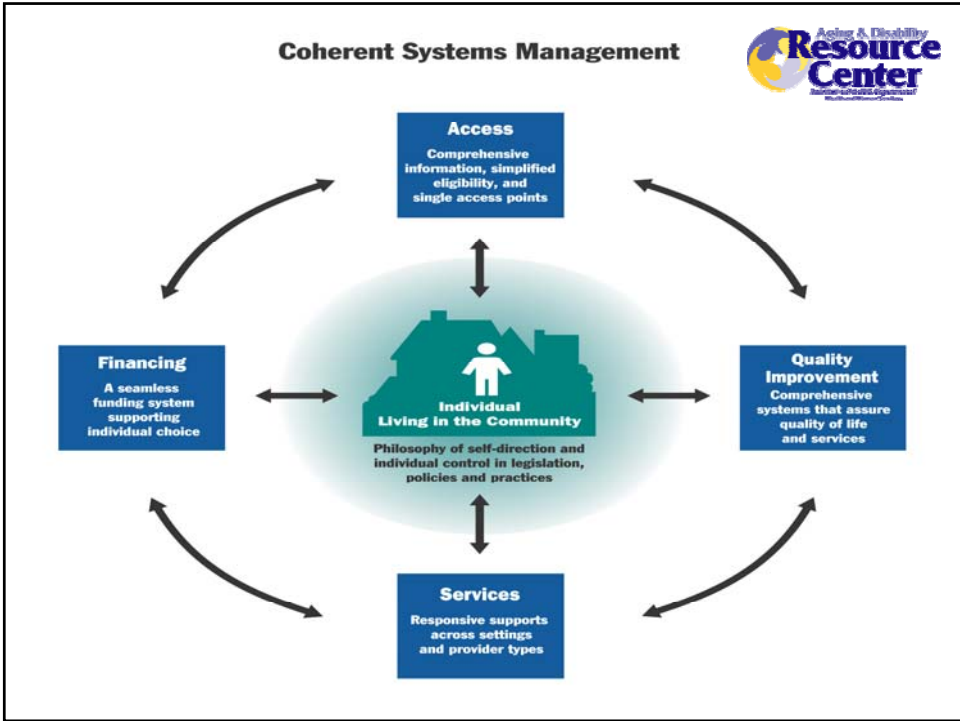
CMS & AoA Vision for ADRC

- ◆ *To have Aging and Disability Resource Centers in every community serving as highly visible and trusted places where people of all incomes and ages can get information on the full range of long term support options and a single point of entry for access to public long term support programs and benefits.*

ADRC Grant Initiative



- ◆ **Olmstead Decision**
 - States must provide services in the most integrated setting appropriate to the needs of qualified individuals with disabilities.
- ◆ **New Freedom Initiative**
 - To help Americans with disabilities by increasing access to assistive technologies, expanding educational opportunities, increasing the ability of Americans with disabilities to integrate into the workforce, and promoting increased access into daily community life.
 - HCBS Waivers and Real Choice Systems Change Grants
- ◆ **Aging and Disability Resource Center Initiative**
 - Historic CMS and AoA partnership results in grant awards to 43 states and territories



State Roles in ADRC



- ◆ **Administers grant through one lead agency (often SUA) with Statewide Management Team or Advisory Board**
 - **Identifies and oversees ADRC pilot sites serving local communities.**
 - **Takes lead on streamlining access to Medicaid and other state LTC programs**
 - **Provides MIS guidance, support and/or infrastructure**
- ◆ **Administers “virtual” ADRC that is accessible to all state residents through telephone and/or internet (New Mexico, Iowa, Rhode Island, Minnesota).**

Sample Local Models of ADRC



1. **Single location in a community with one or more organizations housed together (South Carolina)**
2. **Multiple locations in a community with one organization managing multiple sites serving the same populations (Minnesota)**
3. **Different organizations managing separate sites that serve different populations closely coordinating services (Massachusetts)**

Components of the ADRC Single Point of Entry Model



- ◆ Meaningful partnerships with Aging, Disability & Medicaid Agencies and stakeholder groups
- ◆ Integrated and seamless access to information, assistance and services to long-term care
- ◆ Working towards one comprehensive assessment and eligibility determination (financial and functional) process
- ◆ Investments in MIS that support streamlining data to enhance single entry model
- ◆ Linkages to critical pathways to institutional care to provide community based alternatives
- ◆ Semi-annual report and Consumer and Programmatic Evaluation

Functions of an ADRC



- | | |
|---|--|
| Awareness & Information | Access |
| <ul style="list-style-type: none">◆ Public Education◆ Information on Options | <ul style="list-style-type: none">◆ Eligibility Screening◆ Private Pay Services◆ Comprehensive Assessment◆ Programmatic Eligibility Determination◆ Medicaid Financial Eligibility Determination◆ One-Stop Access to all public programs |
| Assistance | |
| <ul style="list-style-type: none">◆ Options Counseling◆ Benefits Counseling◆ Employment Options Counseling◆ Referral◆ Crisis Intervention◆ Planning for Future Needs | |

ADRC Partnerships

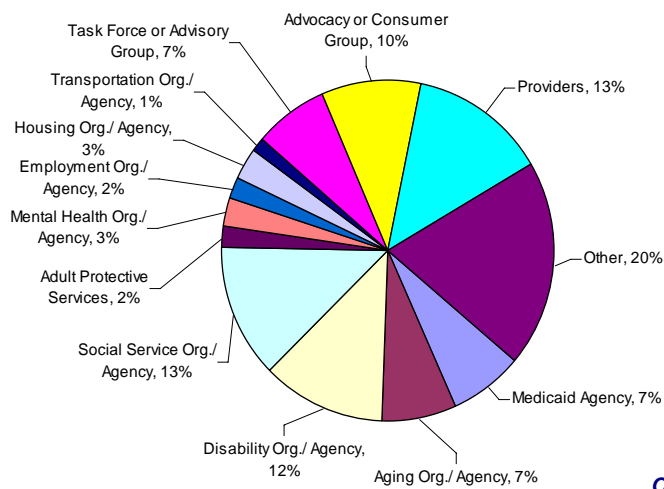


- ◆ **Federal Partnership**
 - AoA & CMS, ACF/ADD, NCD, HHS Office on Disabilities
 - Cooperative Agreement; interagency agreements

- ◆ **State Partnership**
 - State agencies impacted by ADRC goals and mission
 - Signed letters of support signifying collaboration
 - Signed Streamlined Access Work Plan
 - State Level Advisory Board
 - Work Groups/Teams

- ◆ **Local/Community Partnership**
 - Pilot sites, Target population advocacy groups, Local Level Advisory Board, Community organizations
 - MOUs/MOAs & Work Groups/Teams

Partnerships Cut Across Different Types of Organizations



Over 250 Unique Partnerships

What does ADRC mean to you?



- ◆ *Real life examples of how States are using ADRCs to enhance existing services?*



New Jersey – 2003 Grantee



- ◆ 2 AAA Pilot sites selected through RFP process
 - **Atlantic County AAA** (urban) – Co-location with Medicaid staff
 - **Warren County AAA** (rural)
- ◆ Initiated new assessment instruments, a computerized universal application and a global budget for both institutional and home and community-based services.
- ◆ Developed 12 state planning workgroups: clinical eligibility; financial eligibility; consumer direction; MIS/IT; cultural competency; customer service etc.

Massachusetts – 2003 Grantee



- ◆ Executive Office of Elder Affairs (partnering with Medicaid and Rehabilitation Commission)
- ◆ Original Pilot, Two urban/suburban counties – Year 3 Expansion, Three additional counties
- ◆ Serving persons of all ages with disabilities
- ◆ Equal partnership between two well-established organizations: a AAA and a CIL
- ◆ Statewide web-based Virtual Gateway allows ADRC to initiate Medicaid financial eligibility

Florida – 2004 Grantee



- ◆ Utilizing AAA to pilot ARCs/ADRCs in three locations across the state to serve the elderly and individuals with severe mental illness
- ◆ The Florida Legislature passed statutory changes to implement Aging Resource Centers (ARCs) statewide (\$3 million dollars in their FY07Budget).
- ◆ Established a single administrative structure accessible through multiple locations (seniors centers, AAAs, housing authorities, mental health centers)
- ◆ Since the co-location of ADRC and Medicaid Waiver staff, the average amount of time it takes to process a waiver application has decreased from 13.7 days to 3.3 days.

Alaska – 2004 Grantee



- ◆ Alaska Housing Commission lead entity overseeing ADRC initiative in Alaska
- ◆ Regional resource centers operated by Independent Living Centers in each of the 5 regions
- ◆ Targets adults with disabilities of all types
- ◆ Division of Senior and Disability Services will take the lead in project management
- ◆ Develop MIS system for tracking client intake, assessment, care plans, utilization costs

Virginia – 2005 Grantee



- ◆ No wrong door approach to expand capacity of existing providers in 3 pilot regions initially and expanding to 9 pilots by end of grant
- ◆ Private sector partner, Senior Navigator, offers web based I&R database for the elderly and persons with disabilities
- ◆ More than a dozen various intake and eligibility forms are being analyzed and integrated with the GetCare system to streamline functional and programmatic eligibility
- ◆ Local power company as partner assisting with funding of pilot sites

Idaho – 2005 Grantee



- ◆ 211 Integration occurring at ADRC
- ◆ Will partner with ID 2-1-1 CareLine as single point of entry
- ◆ State level Integrated Access Team will assess consumers referred by 2-1-1 and provide case management
- ◆ Community Resource Team at the pilot level will ensure client is connected with local resources
- ◆ Idaho Medicaid hoping to pilot an on-line application process at ADRC (where shorter forms will be developed with quicker turn-around times)

Common Areas of ADRC Activity



- ◆ Building on existing and trusted organizations or network
- ◆ Pursuing new and strengthening existing partnerships
- ◆ Improving and integrating Information and Referral services
- ◆ Streamlining functional and financial eligibility determination
- ◆ Staff training
- ◆ Marketing
- ◆ Reaching out to critical pathways
- ◆ Investing in information technology
- ◆ Seeking sustainability

Comprehensive Technical Assistance



Website – www.ADRC-TAE.org

> Technical Assistance Resources

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

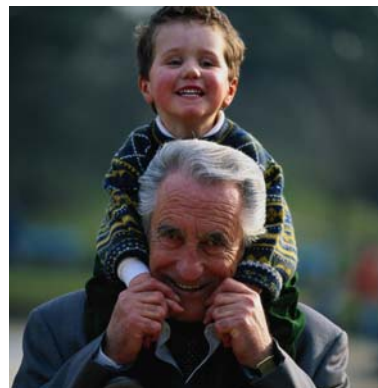
> Building a Grantee Online Community

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

ADRC Next Steps

**The future of aging
cannot be defined
as a matter of chance.**

**It is a matter of
choice.**



Steps for Continued Support of the ADRCs



In FY '06

- ◆ 2003 ADRC grantees (original grant expires in '06) will have the opportunity to apply for two-year grants to expand and enhance their efforts to **streamline access to long-term supports**.
- ◆ 2004 ADRCs will have to opportunity to apply for two-year Competitive Supplemental grants to support project **Replication** and **Enhancement**.
- ◆ States that have not received an AoA/CMS ADRC grant had the opportunity in 2006 to apply under the "access goal" of the CMS System Transformation Grant opportunity

Steps for Re-Authorization of the Older American's Act



Choices for Independence

- ◆ **Empowering Individuals to Make Informed Choices**
 - Assisting statewide systems change to reduce confusion, build consumer trust and enhance consumer options through ADRCs and planning for future long-term care needs
- ◆ **Providing More Choices for High-Risk Individuals**
 - Assisting states in targeting individuals at high-risk for institutionalization
- ◆ **Building Prevention into Community Living**
 - Assist states to implement evidenced-based disease prevention models to promote healthy aging



Advancing the Secretary's Priorities

Steps for Re-Authorization of the Older American's Act



- ◆ **A New Direction for the Aging Network – Wednesday August 9th
8:30 to 9:45 AM**
Presented by: Josefina G. Carbonell, Assistant Secretary for
Aging, US Administration on Aging, Washington, DC

- ◆ **AoA Briefing – Wednesday August 9th 2:30 to 3:30**
AoA Staff

- ◆ **AoA National Leadership Summit on Choices for Independence
December, 2006**
Location: Washington DC



Advancing the Secretary's Priorities