

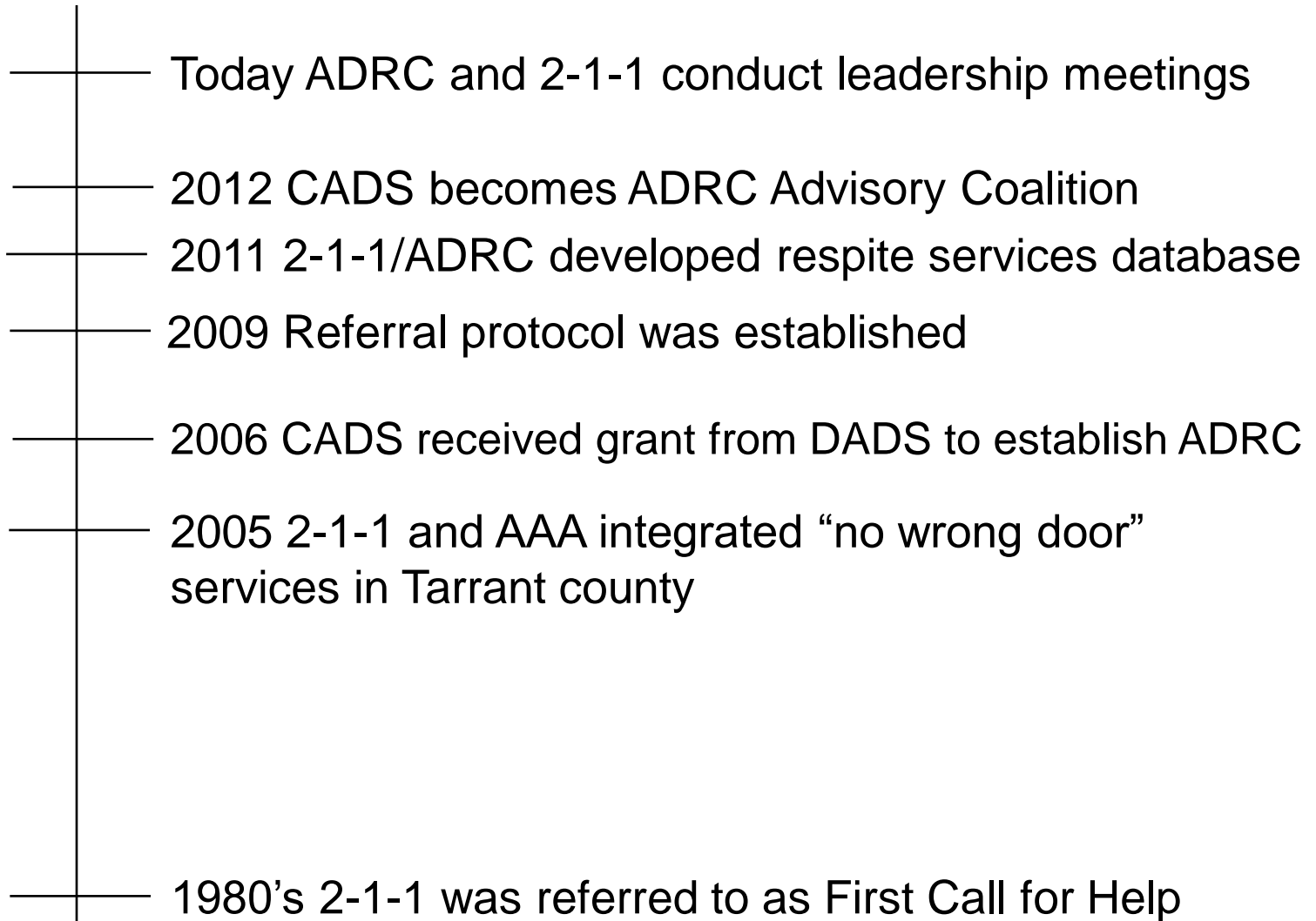


2-1-1/ADRC Project Tarrant County

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

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History of Collaboration

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- Today ADRC and 2-1-1 conduct leadership meetings
 - 2012 CADS becomes ADRC Advisory Coalition
 - 2011 2-1-1/ADRC developed respite services database
 - 2009 Referral protocol was established
 - 2006 CADS received grant from DADS to establish ADRC
 - 2005 2-1-1 and AAA integrated “no wrong door” services in Tarrant county
 - 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

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.

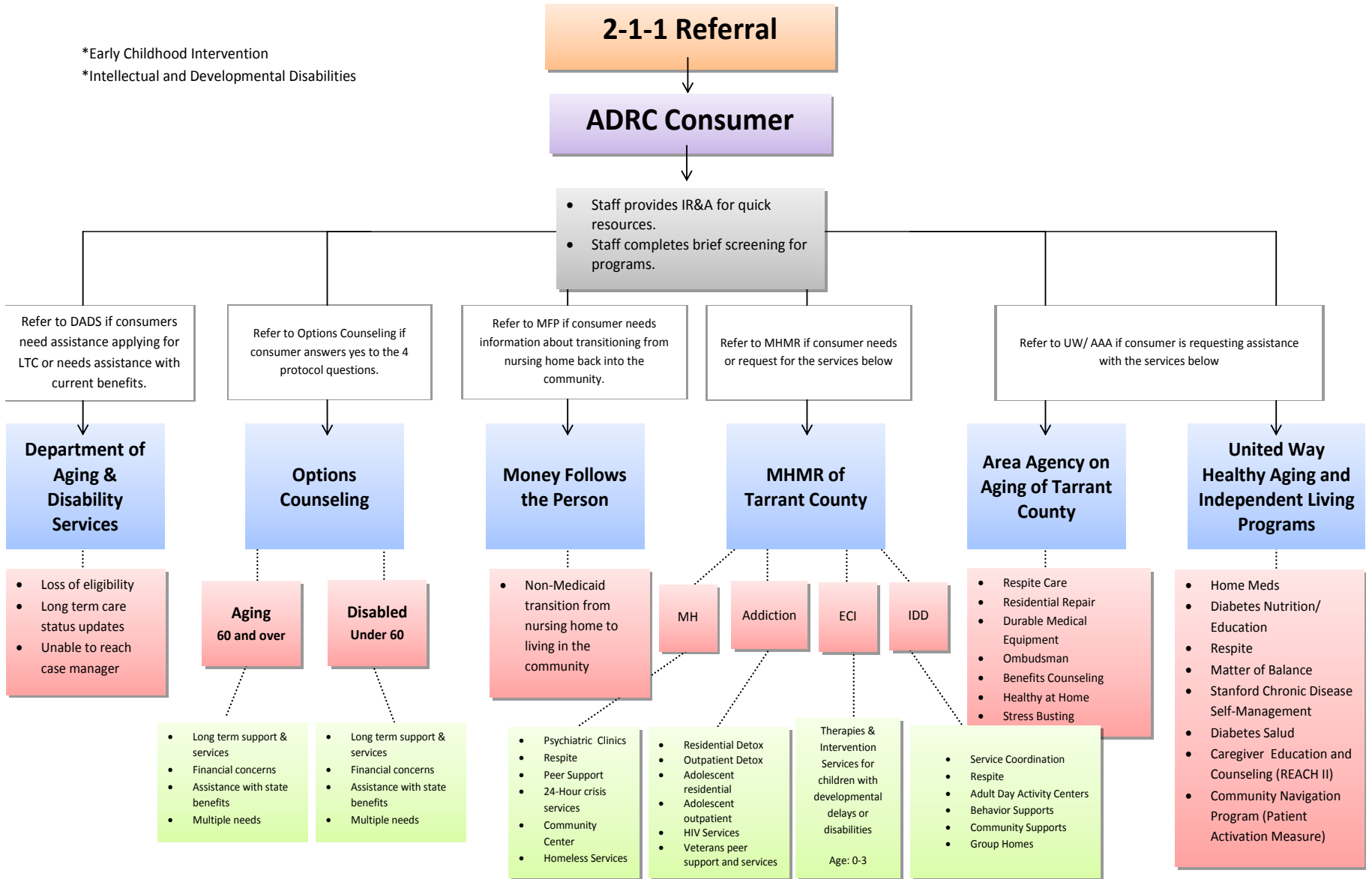
ADRC Mission

- 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.

Interdependent Roles of 2-1-1 and ADRC In Tarrant County

Function	2-1-1	ADRC
Maintaining Resource Database	✓	
Information & Referral	✓	✓
System Navigation		✓
Follow-Up	✓	✓
Publishes Resource Directory	✓	
Aging & Disabilities Information	✓	✓
All Health & Human Service Information	✓	
Direct Access to AAA, DADS-RLS & MRA Employees		✓
Liaison to HHSC Eligibility Staff		✓
Aging & Disability Resource Library		✓
Walk-Ins	Minimal	✓
Expertise in AIRS Taxonomy	✓	
Online Database	✓	
Disaster Response Expertise	✓	
Identifying Gaps in System	✓	✓

*Early Childhood Intervention
 *Intellectual and Developmental Disabilities



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/> website instead of paper lists.
- Promote the DADS Take Time Texas website on the ADRC website at <http://tarrantcountyadrc.org/> and the Family Caregivers Online website at www.familycaregiversonline.net.

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 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?