

About Aging and Disability Resource Centers

The national Aging and Disability Resource Center Program (ADRC) is a collaborative effort of the Administration on Aging (AoA) and the Centers for Medicare & Medicaid Services (CMS) designed to streamline access to long-term care. The ADRC initiative is part of a nationwide effort to restructure services and supports for older adults and younger persons with disabilities and it complements other long term care system change activities designed to enhance access to community living. ADRCs serve as integrated or single points of entry into the long term care system and are designed to address many of the frustrations individuals and their families experience when trying to access needed information, services, and supports. Single points of entry systems strive to make services and supports simpler to access, reduce consumer confusion, and build consumer trust by enhancing individual choice and informed decision-making.

The national vision is to have Aging and Disability Resource Centers in every community serving as highly visible and trusted places where people of all ages and income levels can turn for information on the full range of long term support options. Between 2003-2005, AoA and CMS awarded forty-three states and territories three-year grants to develop ADRC programs. Other states are also developing single entry point systems to better coordinate and/or redesign their existing systems of information, assistance and access to long term care.

Key Functions of an ADRC

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*

About the ADRC Technical Assistance Exchange

The ADRC Technical Assistance Exchange (ADRC-TAE) is funded by the Administration on Aging and operates in partnership with the Centers for Medicare and Medicaid Services. Managed by The Lewin Group, the ADRC-TAE offers direct technical assistance to states and local agencies designing, developing, implementing, and evaluating ADRC programs and other single entry point systems and provides a forum for peer-to-peer exchange on policy and program infrastructure development. The ADRC-TAE brings together experts in the fields of long term care, aging services, disability services, and Medicaid policy from the following organizations:

The Lewin Group

<http://www.lewin.com>

National Academy for State Health Policy (NASHP)

<http://www.nashp.org>

Independent Living Research Utilization (ILRU)

<http://www.ilru.org>

National Association of State Units on Aging (NASUA)

<http://www.nasua.org>

National Council on Independent Living (NCIL)

<http://www.ncil.org>

For More Information

please visit the ADRC-TAE website: www.adrc-tae.org

ADRC Technical Assistance Exchange Website provides information about ADRC initiatives, programs, and tools, as well as resources about streamlining access to long term care, single point of entry systems, long term care options counseling, partnership, outreach and marketing, and much more.

Instructions

Step I—Complete Survey

Review the Program Areas listed on page 3, select the Area or Areas you would like to assess, and open the booklet to that page. Read each statement in the Program Area and select the answer option next to the item indicating the response that most closely matches—to the best of your knowledge—the current capacity of your organization (or coalition of organizations).

Step II—Score Your Results

Fill in the point value associated with the answer option you selected for each item in the scoring box beside the item. Add the number of points in each scoring box in a Program Area to calculate your total score for that Program Area.

Step III—Review Feedback and Resources

Compare your total score to the Scoring Scale at the end of the Survey section to learn whether your answers indicate a high or low level of readiness for taking on ADRC functions in that area. Underneath the scoring scale, you will find more information about the Program Area, some general suggestions for building capacity in this area, and links to additional resources that may help your organization or coalition of organizations build capacity in this area.

A note about who should complete this Survey:

This Survey is designed for organizations operating at the state or local level that are considering becoming an ADRC or taking on ADRC functions in the future. It may also be used by existing ADRCs to help assess the progress they have made toward becoming fully functional and to identify areas for growth.

Many ADRC initiatives are undertaken through the partnership of two or more community organizations. An individual may complete this Survey for their own organization or for a coalition of organizations. It also may be completed by a group of individuals in settings such as an Advisory Board meeting. If your organization plans to develop an ADRC Program through a partnership or coalition of organizations, you may want to work with your partners to complete one Readiness Assessment Survey for the whole coalition rather than limiting the scope of your assessment to one organization. In this case, when responding to particular items in the Survey, you should consider whether any of the organizations in the coalition have the capacity described.



(Questions 1—13)

Point Values

- 1** Yes
- 0** No
- 0** Don't Know

Organization & Governance

Mission and Structure

- | | | |
|--|--|---|
| 1. The organization's mission statement was developed in collaboration with staff, consumers and other stakeholders..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 2. The organization's mission statement is related to the AoA/CMS vision for ADRCs | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |

Leadership

- | | | |
|---|--|---|
| 3. The organization has a chart showing the organizational structure, staff positions and lines of authority in the organization..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 4. The organization has a director that meets established minimum qualifications | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 5. The organization has a governing body with by-laws and other governing documents in place | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 6. The organization has an advisory body | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 7. The advisory body meets regularly, is active and consistently engaged. | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 8. There is a system in place for regularly recruiting new members for the advisory body and replacing inactive members | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 9. The organization has an advisory body with significant consumer representation | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |

Budget

- | | | |
|---|--|---|
| 10. The organization has a formal budget development process | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 11. The organization has established fiscal accountability procedures | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |

Long Term Planning

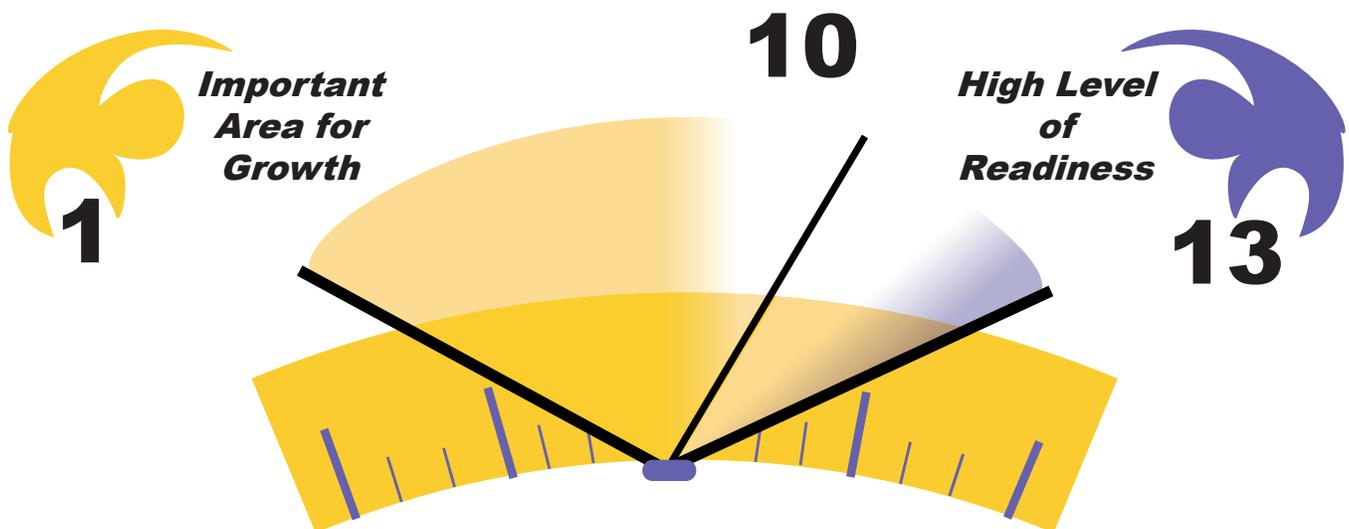
- | | | |
|--|--|---|
| 12. The organization has developed formal strategies for achieving long-term sustainability of the program | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |
| 13. The organization's operating funds come from diverse and varied sources..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 25px;" type="text"/> |

Please see the Glossary at the back of this booklet for more information about **Bolded Terms**.

This Area Total

Program Area

Organization & Governance



Organizations that share a similar mission and service philosophy to that of the ADRC mission are better positioned to make the transition to becoming an ADRC and sustain that transition over time.

Strong leadership and governance are critical to ADRC operations. ADRC programs must meaningfully involve consumers from all the target populations they serve, caregivers, and other stakeholders in planning, implementation and evaluation activities. Their input is essential to building a person-centered system and delivering quality customer service.

Successful ADRCs have an individual who is assigned to be the overall director/manager/ coordinator of ADRC operations. When ADRC functions occur in more than one location or agency, it is especially important to have an overall coordinator or manager with sufficient authority to maintain quality processes in an ADRC.

Suggested Resources

ADRC-TAE Training Handout:
 General Overview of ADRC Initiative
http://www.adrc-tae.org/tiki-download_file.php?fileId=26842

ADRC-TAE ADRC Business Plan Template
http://www.adrc-tae.org/tiki-download_file.php?fileId=2845

ADRC-TAE Issue Brief—
 Facilitating a Productive Advisory Committee
http://www.adrc-tae.org/tiki-download_file.php?fileId=2824

More resources, example job descriptions, and other materials are available on the ADRC-TAE Website
http://www.adrc-tae.org/tiki-index.php?page_ref_id=797

(Questions 14—24)

Personnel Management & Training

Point Values

- 1 Yes
0 No
0 Don't Know

Qualifications

- | | |
|--|--|
| 14. Rate the level of experience the organization's staff have in serving older adults..... | No experience 0 <input type="checkbox"/>
Limited experience 1 <input type="checkbox"/> <input style="width: 40px; height: 20px;" type="text"/>
Moderate experience 2 <input type="checkbox"/> <input style="width: 40px; height: 20px;" type="text"/>
Significant experience 3 <input type="checkbox"/> |
| 15. Rate the level of experience the organization's staff have in serving people under age 60 with disabilities | No experience 0 <input type="checkbox"/>
Limited experience 1 <input type="checkbox"/> <input style="width: 40px; height: 20px;" type="text"/>
Moderate experience 2 <input type="checkbox"/> <input style="width: 40px; height: 20px;" type="text"/>
Significant experience 3 <input type="checkbox"/> |
| 16. Rate the level of experience the organization's staff have in serving different ethnic and cultural groups in the community | No experience 0 <input type="checkbox"/>
Limited experience 1 <input type="checkbox"/> <input style="width: 40px; height: 20px;" type="text"/>
Moderate experience 2 <input type="checkbox"/> <input style="width: 40px; height: 20px;" type="text"/>
Significant experience 3 <input type="checkbox"/> |
| 17. Written job descriptions have been developed for all staff positions that describe roles, responsibilities and minimum qualifications to perform core-job duties | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know <input style="width: 40px; height: 20px;" type="text"/> |

Training

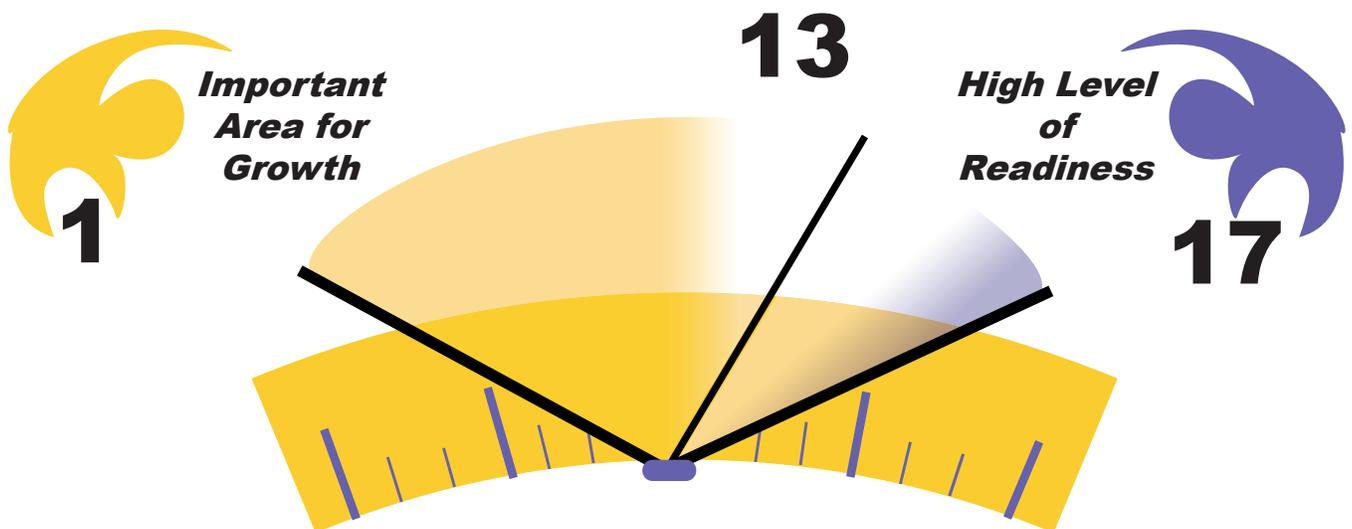
- | | |
|---|--|
| 18. There are procedures for determining the adequacy of the number of staff to perform core duties of the organization | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know <input style="width: 40px; height: 20px;" type="text"/> |
| 19. Policies and procedures are in place regarding new staff training | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know <input style="width: 40px; height: 20px;" type="text"/> |
| 20. Policies and procedures are in place regarding ongoing staff training | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know <input style="width: 40px; height: 20px;" type="text"/> |
| 21. Policies and procedures are in place to provide ongoing staff training with regard to serving older adults..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know <input style="width: 40px; height: 20px;" type="text"/> |
| 22. Policies and procedures are in place to provide ongoing staff training with regard to serving people under age 60 with disabilities | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know <input style="width: 40px; height: 20px;" type="text"/> |
| 23. Policies and procedures are in place to facilitate regular cross training of staff within the organization , as appropriate.. | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know <input style="width: 40px; height: 20px;" type="text"/> |
| 24. Policies and procedures are in place to facilitate regular cross training with staff of partnering organizations | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know <input style="width: 40px; height: 20px;" type="text"/> |

Please see the Glossary at the back of this booklet for more information about **Bolded Terms**.

This Area Total

Program Area

Personnel Management & Training



A DRCS must have adequate staff capacity to carry out ADRC functions of awareness, assistance, and access for people with disabilities of all ages. ADRCs must demonstrate competence in serving all persons with disabilities either in-house or through formal partnerships with other community organizations. One way to ensure this is to establish policies and procedures for ongoing staff training and cross training with other organizations.

Many ADRCs report that call volume and work load increase as they focus more on marketing and community outreach. It is important for ADRCs to closely monitor staffing levels and plan for increasing capacity as service volume increases.

Suggested Resources

ADRC-TAE ADRC Business Plan Template
http://www.adrc-tae.org/tiki-download_file.php?fileId=2845

ADRC-TAE Issue Brief: Long Term Support for Individuals with Mental Retardation/Developmental Disabilities
http://www.adrc-tae.org/tiki-download_file.php?fileId=2826

South Carolina's ABCs of ADRCs Replication Manual
http://www.adrc-tae.org/tiki-download_file.php?fileId=26824

ADRC-TAE Issue Brief: Supporting Adults with Physical Disabilities
http://www.adrc-tae.org/tiki-download_file.php?fileId=2822

(Questions 25—46)

Service Delivery and Operations

Point of Contact

25. Consumers access services at the organization in the following ways (please check all that apply; count all points when scoring)
26. The organization's physical sites are well marked and clearly identifiable
27. Offices are located in places convenient and accessible to all people in the organization's service area
28. Services are provided in environments that ensure confidentiality.....
29. The organization has a physically accessible space to meet with all potential service populations
30. The organization routinely conducts home visits for clients needing extra assistance
31. The organization's main offices and satellite offices maintain regular business hours
32. Telephone services are available during regular business hours
33. Telephone services are available on weekends and after regular business hours
34. Telephone services are accessible to people who are Deaf or hard of hearing.....

Point Values

- 1 Yes
 0 No
 0 Don't Know

In Person.....1
 By Telephone.....1
 By E-mail.....1
 Through a website...1
 Other1 total
 Don't Know.....0

Yes
 No
 Don't Know

Please see the Glossary at the back of this booklet for more information about **Bolded Terms**.

This Area Total



Point Values

Yes **1**
 No **0**
 Don't Know **0**

Service Delivery and Operations

Point of Contact (cont.)

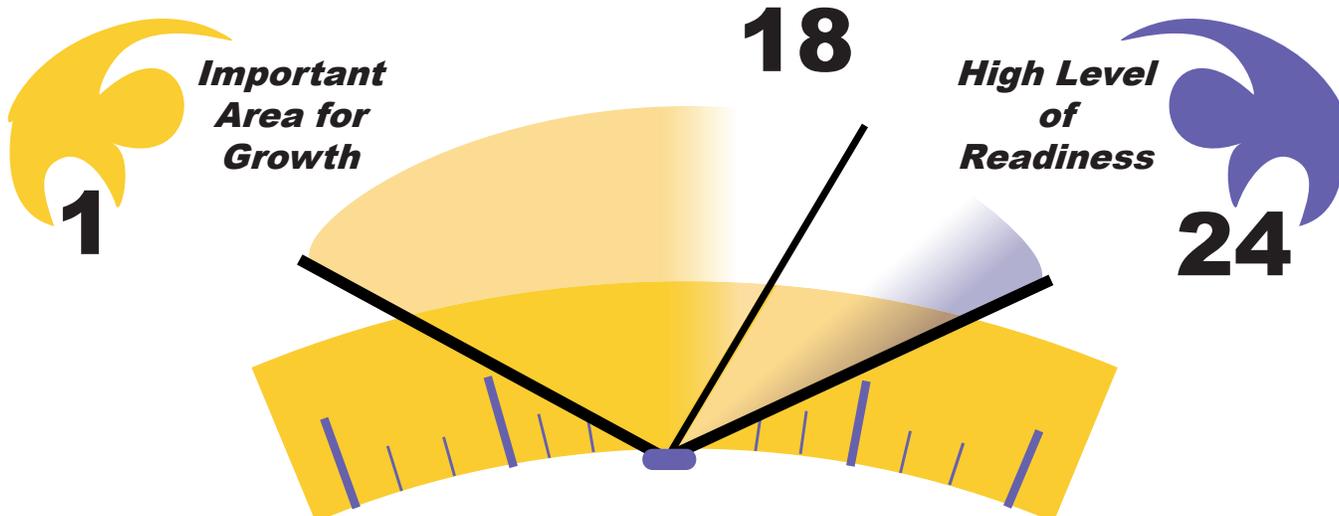
- | | | | |
|--|--|-----------|---|
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 35. | An answering service or automated phone attendant service answers calls after hours and when staff are not available. |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 36. | Messages left in automated answering systems are answered in a timely manner and no later than the next business day. |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 37. | If needed, staff can transfer calls to other organizations so that callers do not have to hang up and make another phone call. |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 38. | All telephone contacts are documented and recorded to support reporting. |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 39. | Contact information is collected from callers, as appropriate, to support monitoring and provision of follow-up services. |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 40. | The organization has a website with up-to-date information about the organization, directions, hours of operation, contact information and services that are available. |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 41. | Website "visits" and "hits" are tracked and monitored. <p style="text-align: right;"><i>* (if applicable)</i></p> |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 42. | The information on the website is accessible to ethnic and linguistically diverse populations. <p style="text-align: right;"><i>* (if applicable)</i></p> |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 43. | The website has been tested and verified as universally accessible for people with a range of physical and intellectual disabilities. <p style="text-align: right;"><i>* (if applicable)</i></p> |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 44. | The organization's website has a searchable database of resources and services for all target populations in the service area. <p style="text-align: right;"><i>* (if applicable)</i></p> |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 45. | All listings in the resource database included on the website are updated on a regular basis. <p style="text-align: right;"><i>* (if applicable)</i></p> |
| <input style="width: 50px; height: 30px; border: 1px solid black;" type="checkbox"/> | Yes <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
No <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/>
Don't Know <input style="width: 15px; height: 15px; border: 1px solid black;" type="checkbox"/> | 46. | Website users can access decision-support tools to help them identify needs and appropriate services and supports. |

This Area Total



Program Component

Point of Contact



Successful ADRCs devote significant attention to making sure a consumer’s first contact with the ADRC is a positive one. Being accessible in a variety of ways makes the ADRC responsive to consumer needs and preferences. Services should be available during the times consumers most need them and in locations where they feel comfortable. For some ADRCs this may mean offering extended service hours for caregivers or consumers who work, maintaining accessible websites with consumer decision-making tools, or making arrangements with other organizations, such as 211, to provide after hours support. This may also include meeting consumers where they are, by taking mobile vans into rural areas or making home visits.

Suggested Resources

ADRC-TAE Issue Brief—
 Excellent Customer Service in an ADRC
http://www.adrc-tae.org/tiki-download_file.php?fileId=2838

ADRC-TAE Issue Brief - Developing Accessible Websites
http://www.adrc-tae.org/tiki-download_file.php?fileId=2834

NASUA Vision 2010: Toward a Comprehensive Aging
 Information Resource System for the 21st Century
http://www.nashp.org/Files/NASUA_Vision.pdf

More resources and example staff training materials
 are available on the ADRC-TAE Website
http://www.adrc-tae.org/tiki-index.php?page=p_landRA



Point Values

Yes **1**
 No **0**
 Don't Know **0**

Service Delivery and Operations

Information & Referral Assistance

- | | | | |
|---|--|-----------|--|
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 47. | The organization provides Information & Referral/Assistance for older adults and their families about senior services. |
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 48. | The organization provides Information & Referral/Assistance for people with disabilities of all ages and their families about disability services. |
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 49. | The organization maintains and uses a resource database that contains comprehensive information regarding long-term care and related services (such as housing, transportation, employment). |
| | | | * This question may apply to a local or statewide system |
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 50. | The organization maintains its resource database electronically. |
| | | | * This question may apply to a local or statewide system |
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 51. | Information in the resource database is organized according to an established classification system. |
| | | | * This question may apply to a local or statewide system |
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 52. | There are procedures for updating and revising information in the resource database on a regular basis. |
| | | | * This question may apply to a local or statewide system |
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 53. | The resource database includes service and resources for consumers who can pay privately for services. |
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 54. | Referrals are made in an objective way that maximizes consumer choice. |
| <input style="width: 50px; height: 30px;" type="text"/> | Yes <input type="checkbox"/>
No <input type="checkbox"/>
Don't Know <input type="checkbox"/> | 55. | Information about referrals made to other organizations or service providers is recorded electronically. |

This Page Total





Service Delivery and Operations

Information & Referral Assistance (cont.)

Point Values

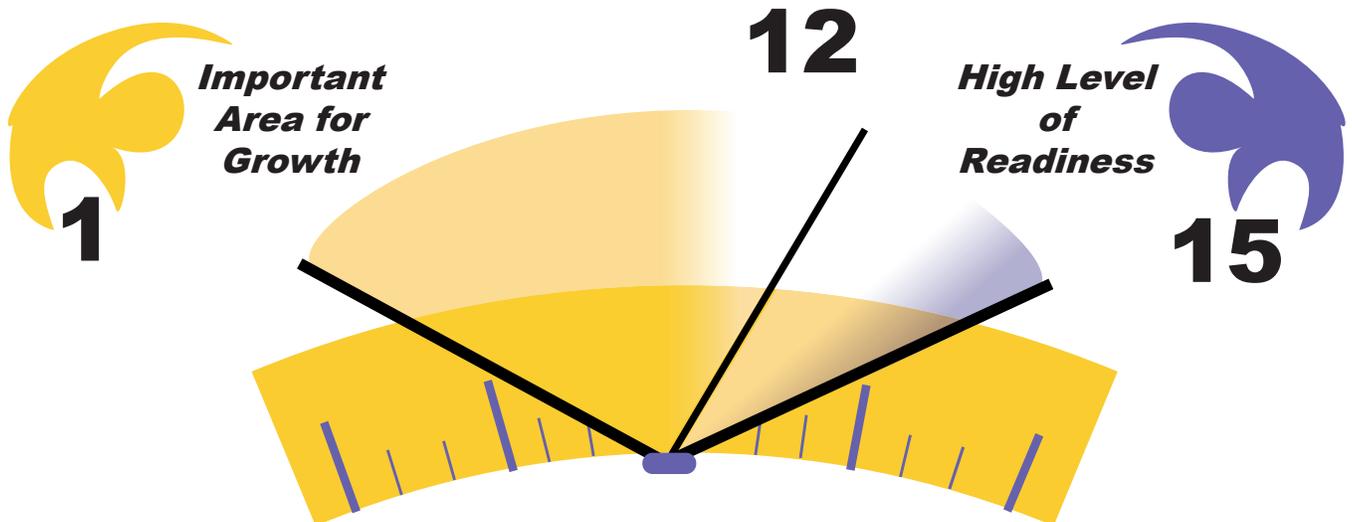
- 1** Yes
- 0** No
- 0** Don't Know

- | | | |
|--|--|---|
| <p>56. Recorded referral information is used to assess the effectiveness and objectivity of the organization's referral policies.....</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>57. One or more Information and Referral/Assistance specialists in the organization is certified by the Alliance of Information and Referral Systems (AIRS).....</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>58. The organization has developed written procedures describing how and under what circumstances referrals will be made to and received from at least one key partnering organization.....</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>59. The organization has written procedures concerning the processes for receiving and referring callers to crisis intervention services during and after regular business hours</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>60. The organization has a chain of command for who receives and refers callers to crisis intervention services during and after regular business hours</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>61. The organization has established partnerships and referral protocols with other local and statewide I&R/A providers</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |



Program Component

Information & Referral/Assistance



A solid Information and Referral/Assistance system is the foundation for building an ADRC. ADRCs should have referral protocols with key partners, and have procedures in place for routine consumer follow up.

Having reliable, comprehensive, and well-organized information to provide is the first step in serving consumers in a consistent manner. Information regarding providers, programs, and services available in the ADRC service area should be collected and organized in an electronic database and should conform to established inclusion/exclusion criteria. Resources should be categorized using a consistent taxonomy and there should be a system in place for updating and ensuring the accuracy of the information provided. Many ADRCs use the Alliance for Information and Referral Systems (AIRS) standards as guidance. Also, many ADRC states have built web-based statewide databases that professionals and consumers can use to find services in their areas. This has proven to be an effective and efficient way to make information available in all parts of the state, as well as to out-of-state caregivers.

Suggested Resources

NASUA Vision 2010: Toward a Comprehensive Aging Information Resource System for the 21st Century
http://www.nashp.org/Files/NASUA_Vision.pdf

Alliance of Information & Referral Systems (AIRS) Standards
http://www.nashp.org/Files/AIRS_Standards.pdf

Setting Inclusion/Exclusion Criteria: Determining the Scope of a Resource File
http://www.nasua.org/pdf/inclusion_exclusion.pdf

More information about I&R database development and maintenance are available on the ADRC-TAE Website
http://www.adrc-tae.org/tiki-index.php?page=p_Databases



Service Delivery and Operations

Point Values

- 1** Yes
- 0** No
- 0** Don't Know

LTC Decision Support & Options Counseling

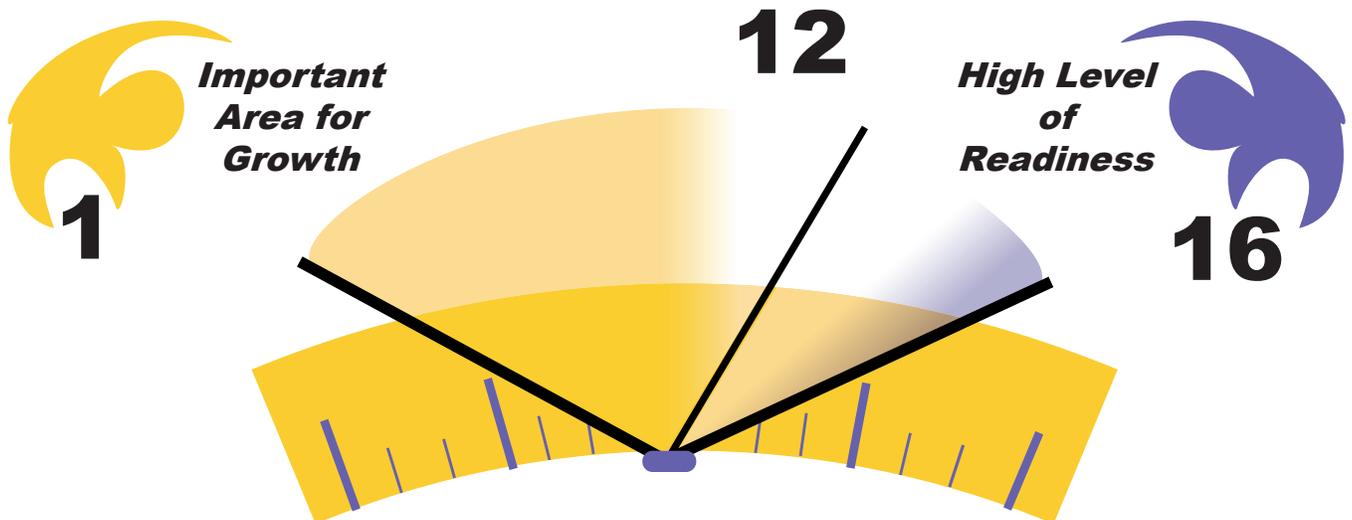
<p>62. This organization assists individuals with making decisions about long term care</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>
<p>63. This organization provides options counseling to consumers about long term care supports and services</p> <p><i>(if the answer is no, or don't know, skip questions 65-71)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>
<p>64. Staff are specifically trained to provide options counseling.....</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>
<p>65. Check the point or points in the process of interacting with consumers that options counseling is provided: (check all that apply)</p>		
<p>During initial I&R call or appointment.....1</p>	<input type="checkbox"/>	<div style="display: flex; align-items: center; justify-content: center;"> <div style="font-size: 4em; margin-right: 10px;">}</div> <div style="font-size: 2em; margin-right: 10px;">=</div> <div style="font-size: 4em; margin-left: 10px;">}</div> </div>
<p>When support with long term care decision-making is requested1</p>	<input type="checkbox"/>	
<p>When consumers are referred for long term care services.....1</p>	<input type="checkbox"/>	
<p>When assessment is made for programmatic eligibility.....1</p>	<input type="checkbox"/>	
<p>After an application for a public long term care program has been initiated..1</p>	<input type="checkbox"/>	
<p>As part of a pre-admission screening process1</p>	<input type="checkbox"/>	
<p>Provided through SHIP counseling1</p>	<input type="checkbox"/>	
<p>total</p>		<input style="width: 50px; height: 30px;" type="text"/>
<p>66. Options counselors explore the full range of community living programs and services offered locally and/or statewide</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>
<p>67. Options counselors explore both public and private service and support alternatives.....</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>
<p>68. Options counselors provide continuing or follow-up services for consumers as appropriate</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>
<p>69. This organization can record the number of people who receive options counseling for reporting</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>
<p>70. Follow up is conducted with some or all individuals to determine the outcomes of options counseling</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>
<p>71. There are procedures in place for indentifying consumers who would benefit from planning for future LTC needs and standards for providing such assistance.....</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know	<input style="width: 50px; height: 30px;" type="text"/>

Please see the Glossary at the back of this booklet for more information about **Bolded Terms**.

This Area Total

Program Component

LTC Decision Support & Options Counseling



Options counseling is a key function of an ADRC because it facilitates informed decision-making. ADRCs need to give serious consideration to how they support consumer decision-making. They should establish procedures for determining when and to whom options counseling will be provided and ensure that consumers are offered individualized support based on their needs and preferences. This may involve developing on-going relationships with consumers and providing extensive follow-up services. It's also important to track the outcomes of options counseling and the impact it has on individuals' lives (such as prevention of institutionalization).

ADRCs should have standard procedures for handling consumers in crisis or emergency situations, as well as ways of identifying consumers who would benefit from assistance in planning for future long term care needs. ADRCs should have the capacity to provide information about health promotion and disease prevention to individuals who would benefit from support in this area.

Suggested Resources

ADRC-TAE Training Handout: Options Counseling Topic Overview

http://www.adrc-tae.org/tiki-download_file.php?fileId=26844

ADRC-TAE Issue Brief: LTC Options Counseling: Decision Support in ADRCs

http://www.adrc-tae.org/tiki-download_file.php?fileId=26556

Wisconsin ADRC Options Counseling Toolkit

<http://www.adrc-tae.org/tiki-index.php?page=LTCOptionsToolkit>

Administration on Aging: Own Your Future LTC Planning Kit

http://www.adrc-tae.org/tiki-download_file.php?fileId=2629

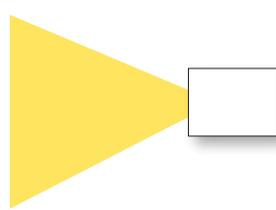
(Questions 72—81)

Point Values

- 1** Yes
- 0** No
- 0** Don't Know

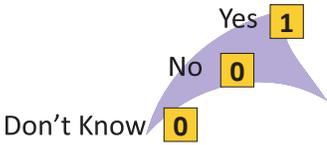
Service Delivery and Operations

Coordinated Access & Assessment

- | | | |
|---|--|---|
| <p>72. The organization provides information about federal and state funded long term care programs including Medicaid services and HCBS waiver services</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>73. The organization provides information about other publicly-funded programs (such as housing, transportation, TANF, health care, food stamps)</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>74. Staff know where to refer individuals in order to access all types of public-sector services</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>75. The organization provides information about private-pay programs and services</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>76. Staff know where to refer individuals in order to access private-pay programs and services</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>77. Staff conduct an initial screening with consumers to determine their potential needs and/or to establish whether a full level of care (LOC) assessment should be conducted</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>78. If the state where the organization is located requires that consumers be given a pre-admission screen prior to Nursing Facility admission, describe your organization's role in this process: (check one only)</p> | | |
| <p>No pre-admission screen required in this state.....0</p> | <input type="checkbox"/> | |
| <p>The organization has an informal partnership with entity(ies) that conducts pre-admission screening1</p> | <input type="checkbox"/> |  <input style="width: 50px; height: 30px;" type="text"/> |
| <p>The organization has a formal partnership with an entity(ies) that conducts pre-admission screening2</p> | <input type="checkbox"/> | |
| <p>The organization's staff conduct the pre-admission screen3</p> | <input type="checkbox"/> | |
| <p>Do not know whether pre-admission screen is required0</p> | <input type="checkbox"/> | |

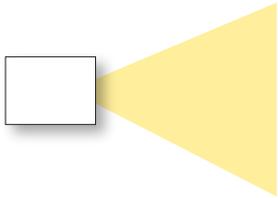


Point Values

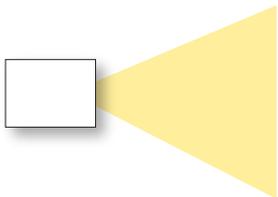


Service Delivery and Operations

Coordinated Access & Assessment (cont.)



79. Select the statement that best describes the role of staff in the organization in conducting functional /programmatic/level of care assessments for public long term care programs: **(check one only)**
- The organization refers clients to the organizations that perform the level of care assessments for Medicaid long term care services and other publicly-funded programs (no formal policies or protocols in place) 0
 - The organization has formal policies and protocols in place to refer clients to the organizations that perform the level of care assessments for Medicaid long term care services and other publicly-funded programs 1
 - Staff from the organization that performs the level of care assessments are co-located with this organization on a full-time or part-time basis 2
 - The organization's staff perform the level of care assessments that determine functional/clinical eligibility for Medicaid and other publicly funded programs..... 3
 - Don't Know..... 0



80. Select the statement that best describes the role of staff in the organization in initiating an application or determining consumers' financial eligibility for Medicaid and other publicly-funded long term care programs: **(check one only)**
- The organization's staff refer individuals who inquire about public programs to another entity to initiate financial application . 0
 - The organization's staff routinely collect preliminary financial information from individuals to determine if completing a full application is appropriate..... 1
 - The organization's staff assist clients with completing financial applications (e.g. answer questions, help gather documentation)..... 2
 - The organization is the entity that determines an individual's financial eligibility OR staff from the organization that determines financial eligibility are co-located with this organization full or part-time 3
 - Don't Know..... 0

This Page Total





Service Delivery and Operations

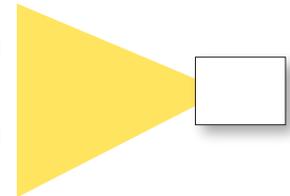
Coordinated Access & Assessment (cont.)

Point Values

- 1** Yes
- 0** No
- 0** Don't Know

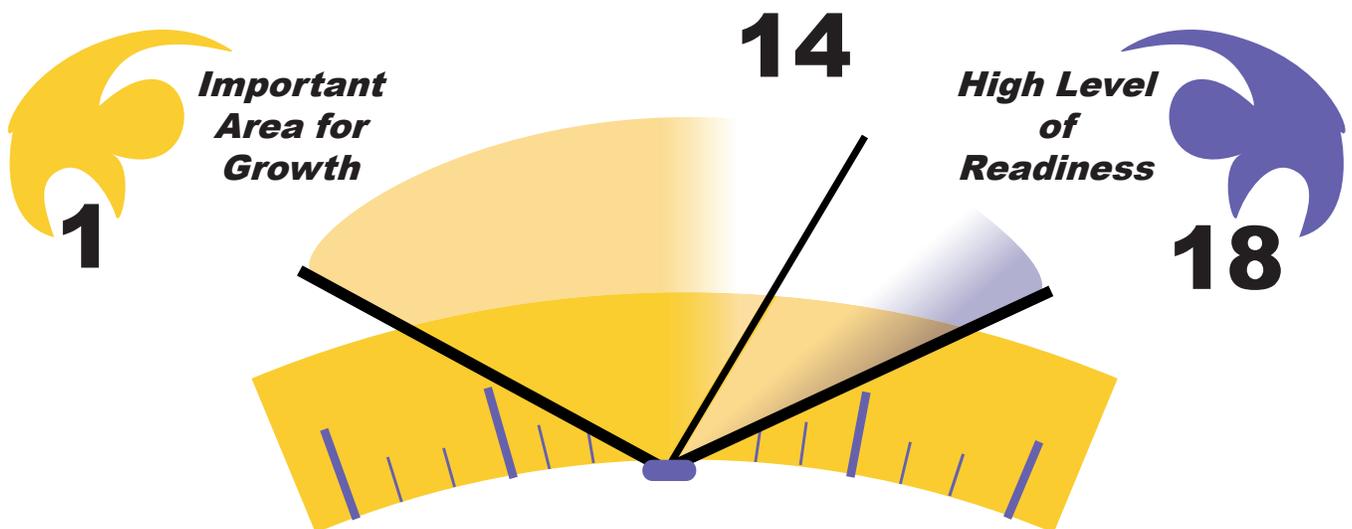
81. Select the statement that best describes the ability of the organization to track where consumers are in the financial eligibility determination process: **(check one only)**

- This organization does not track where consumers are in the process of eligibility determination0
- This organization's staff calls the entity that determines eligibility and inquires about eligibility status on behalf of consumers, upon request1
- This organization's staff routinely inquire OR are routinely informed about the eligibility status of consumers2
- This organization's staff can access eligibility status information electronically (e.g. through shared management information system)2
- This organization is the entity that determines an individual's financial eligibility OR staff from the organization that determines financial eligibility are co-located with this organization full or part-time3
- Don't Know0



Program Area

Coordinated Access & Assessment



A DRCS should serve as the single entry point to publicly-funded long term care services in their communities. The intake, assessment and financial eligibility processes should be integrated or so closely coordinated that they appear seamless for consumers. ADRCs have taken different approaches to achieve this. Some have integrated intake and eligibility determination processes into their organizations by co-locating eligibility workers with the ADRC. Others have developed formal partnership agreements with the organizations in their state that determine eligibility. In both types of models, ADRC consumers should receive reliable and consistent assistance in accessing public services no matter how they enter the system. Strategies for streamlining access through partnership and coordination include assisting consumers with initiating and filling out applications, developing applications that can be submitted on-line, sharing data so ADRCs can track consumers' eligibility status, and following up with consumers on waiting lists. In addition, ADRCs should understand the range of service options available to consumers who can pay privately for services and work to connect them with appropriate services. ADRCs should offer objective and unbiased information and counseling to private paying consumers, so they can make the best use of their resources.

Suggested Resources

ADRC-TAE Streamlining Access Self-Assessment and Workbook with State Examples: Hoops

http://www.adrc-tae.org/tiki-download_file.php?fileId=27056

ADRC-TAE Issue Brief:
Expediting Medicaid Financial Eligibility

http://www.adrc-tae.org/tiki-download_file.php?fileId=1701

More resources, example materials and tools about coordinating and streamlining access to long term supports and services are available on the ADRC-TAE Website

http://www.adrc-tae.org/tiki-index.php?page_ref_id=779

(Questions 82—91)

Outreach and Marketing

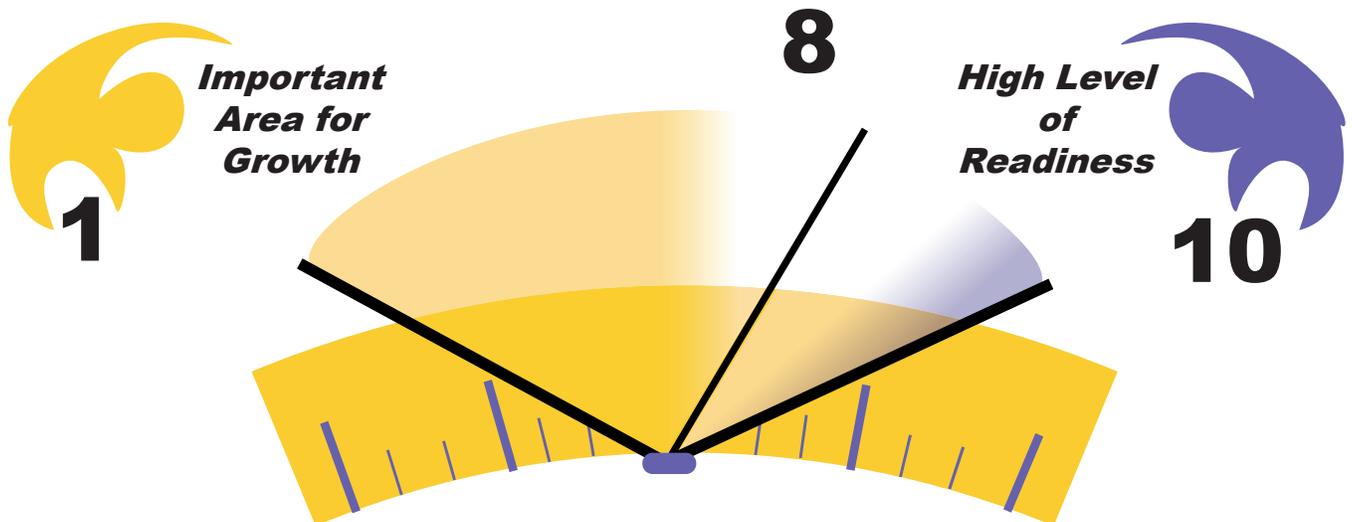
Point Values

- 1 Yes
- 0 No
- 0 Don't Know

- | | | |
|--|--|---|
| 82. The organization has a formal outreach/marketing plan | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 83. Outreach and marketing initiatives include diverse strategies such as written materials, presentations, participation in health fairs, etc | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 84. The organization devotes resources and staff for achieving outreach and marketing objectives..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 85. Outreach and marketing initiatives are tailored, as appropriate, for ethnically and culturally diverse populations and different target populations..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 86. The organization partners or coordinates with other organizations in its outreach and marketing activities..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 87. The outreach/marketing plan promotes the organization as a trusted place where people can obtain comprehensive information and assistance about long-term care..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 88. The organization proactively reaches out to and provides information to providers along the critical pathways to long term care, including hospitals, nursing facilities, rehabilitation facilities, assisted living providers, home health agencies and physicians..... | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 89. The organization has formal procedures for assessing the effectiveness of its outreach and marketing activities | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 90. Assessment information is used to improve visibility and expand awareness of the organization and its services | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |
| 91. The organization has specific marketing strategies targeted to individuals with private resources | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know | <input style="width: 40px; height: 20px;" type="text"/> |

Program Area

Outreach and Marketing



Many ADRCs conduct joint marketing campaigns with other organizations in the community to maximize marketing resources. ADRCs serve as highly visible and trusted places where people can turn for the full range of long-term support options. It is particularly important to target outreach efforts toward older adults and people with disabilities of all income levels – including those who can pay for services with private resources. Essential elements to achieve this include: 1) formal marketing plans which are evaluated for effectiveness and include ways to reach each of the target populations; and 2) formal linkages between and among the critical pathways to long-term support.

A large percentage of ADRC referrals come from providers along the critical pathways to long term care. Strategies to reach critical pathways should include providing training and education about the SEP/ADRC to critical pathway providers (CPPs); involving CPPs in advisory boards or committees; and establishing formal protocols for referrals to and from the ADRC, particularly with hospitals and LTC facilities.

Suggested Resources

ADRC-TAE Issue Brief—
Marketing to External Audiences
http://www.adrc-tae.org/tiki-download_file.php?fileId=2832

ADRC-TAE Issue Brief—
Private Industry Lessons: Branding and Marketing
http://www.adrc-tae.org/tiki-download_file.php?fileId=26300

ADRC-TAE Training Handout—
Marketing to and Serving Private Pay Consumers
http://www.adrc-tae.org/tiki-download_file.php?fileId=27298

National Organization on Disability Resource Collection:
Marketing to People with Disabilities
<http://www.nod.org/index.cfm?fuseaction=Page.viewPage&pageId=15>

(Questions 92—105)

IT/MIS Capacity and Support

Infrastructure

- | | | |
|---|---|---|
| <p>92. The organization has the adequate computer hardware and the use of necessary management information systems to support its business functions.....</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>93. The organization has the appropriate management information systems and/or software to enable staff to enter, update and maintain electronic information about contacts, clients, resources and services .</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>94. The organization uses software that enables staff to track clients over time (after a referral is made or eligibility determined).....</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |

Policies

- | | | |
|--|---|---|
| <p>95. The organization has written policies concerning the collection, analysis and reporting of client and service data.....</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>96. Staff receive ongoing training in the use of the software they use in their jobs (e.g. as software functions or procedures change or updates are made).....</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>97. The database system checks for missing, inaccurate or incomplete consumer and service data</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>98. Staff have access to IT support and assistance to ensure efficient operations at all times</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |

Data Storage and Sharing

- | | | |
|---|---|---|
| <p>99. The organization has formal policies regarding data security and confidentiality.....</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>100. Data collection, sharing and storage procedures are compliant with the Health Insurance Portability and Accountability Act (as appropriate)</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |
| <p>101. Data collection, sharing and storage procedures comply with relevant state laws and regulations</p> | <p> <input type="checkbox"/> Yes
 <input type="checkbox"/> No
 <input type="checkbox"/> Don't Know </p> | <input style="width: 50px; height: 30px;" type="text"/> |



Point Values

Yes **1**
 No **0**
 Don't Know **0**

IT/MIS Capacity and Support

Data Storage and Sharing (cont.)

Yes
 No
 Don't Know

..... 102. Electronic records are backed up regularly and appropriately.

Yes
 No
 Don't Know

..... 103. Electronic copies of client records are stored off-site.

Yes
 No
 Don't Know

..... 104. Formal data sharing agreements have been developed with key partnering organizations.

Yes
 No
 Don't Know

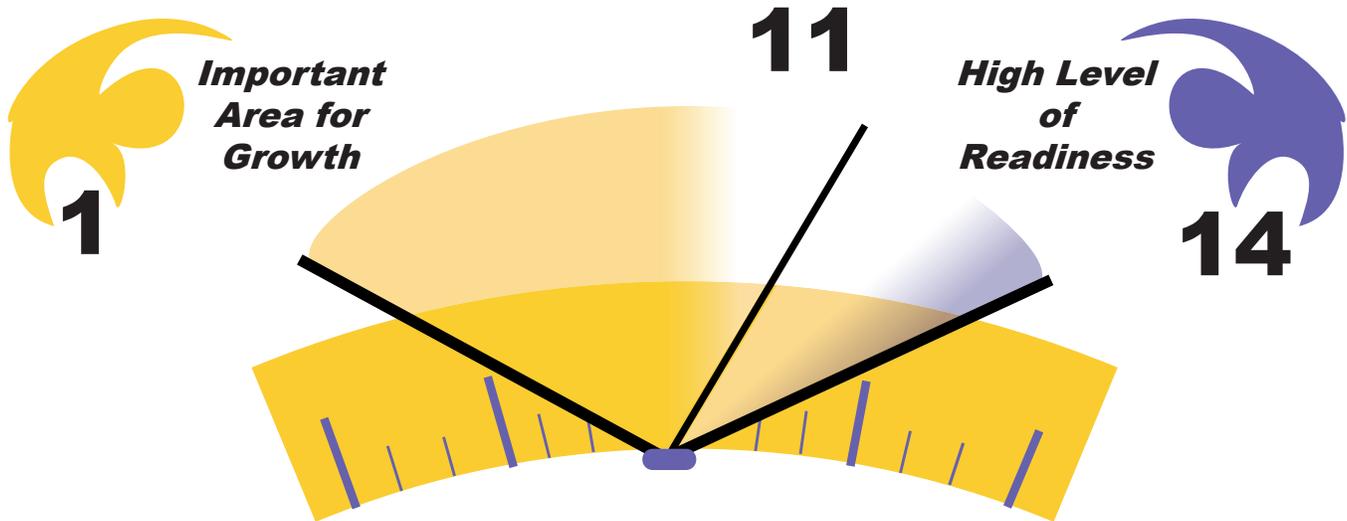
..... 105. The IT/ MIS system accommodates routine electronic transfer of information to and from partnering organizations.



This Area Total

Program Area

IT/MIS Capacity and Support



A DRCs should have management information systems in place that support and streamline the functions of the program including client intake, needs assessment, care plans, tracking, utilization and costs. Procedures and policies should be in place to ensure the accuracy of data, regularly back-up files, and protect consumer privacy.

In addition, the ADRC should regularly train staff in how to use IT systems and make technical support available.

Suggested Resources

Moving Forward:
 Opportunities for IT Advances in the Aging Network
http://www.adrc-tae.org/tiki-download_file.php?fileId=26984

ADRC-TAE Tool:
 Selecting an IT/MIS Vendor Checklist and Timeline
http://www.adrc-tae.org/tiki-download_file.php?fileId=26654

ADRC-TAE Issue Brief:
 Aging and Disability Resource Centers and the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
http://www.adrc-tae.org/tiki-download_file.php?fileId=1676

More resources and tools for developing Information Technology and Management Information Systems are available on the ADRC-TAE Website
http://www.adrc-tae.org/tiki-index.php?page_ref_id=808

Point Values

Yes **1**
 No **0**
 Don't Know **0**

Partnerships

Yes
 No
 Don't Know

..... 106. The organization has at least one formal partnership (characterized by an MOU, contract, or written agreement/protocol) with another organization in the community that serves older adults.

Yes
 No
 Don't Know

..... 107. The organization has at least one formal partnership (characterized by an MOU, contract, or written agreement/protocol) with another organization in the community that serves people with disabilities.

Yes
 No
 Don't Know

..... 108. The organization has a formal partnership with the State Medicaid Agency or Local Medicaid Agency (characterized by an MOU, contract, or written agreement/protocol) in place with either the State Medicaid Agency or a Local Medicaid Agency (*Note: Answer yes, if your organization is a State or Local Medicaid agency*).

Yes
 No
 Don't Know

..... 109. The organization has a formal strategy for recruiting and developing partners to ensure representation of diverse populations served by the organization.

..... 110. The organization has formal partnerships (characterized by an MOU, contract, or written agreement/protocol) with the following types of organizations:

- The organization has no formal partnership, but informally partners with organizations in the community0
- The organization has formal partnerships with public-sector agencies (e.g. governmental agencies) ONLY1
- The organization has formal partnerships with public-sector agencies AND private-sector organizations (e.g. non-profit non-governmental organizations, businesses, foundations)2
- Don't know0

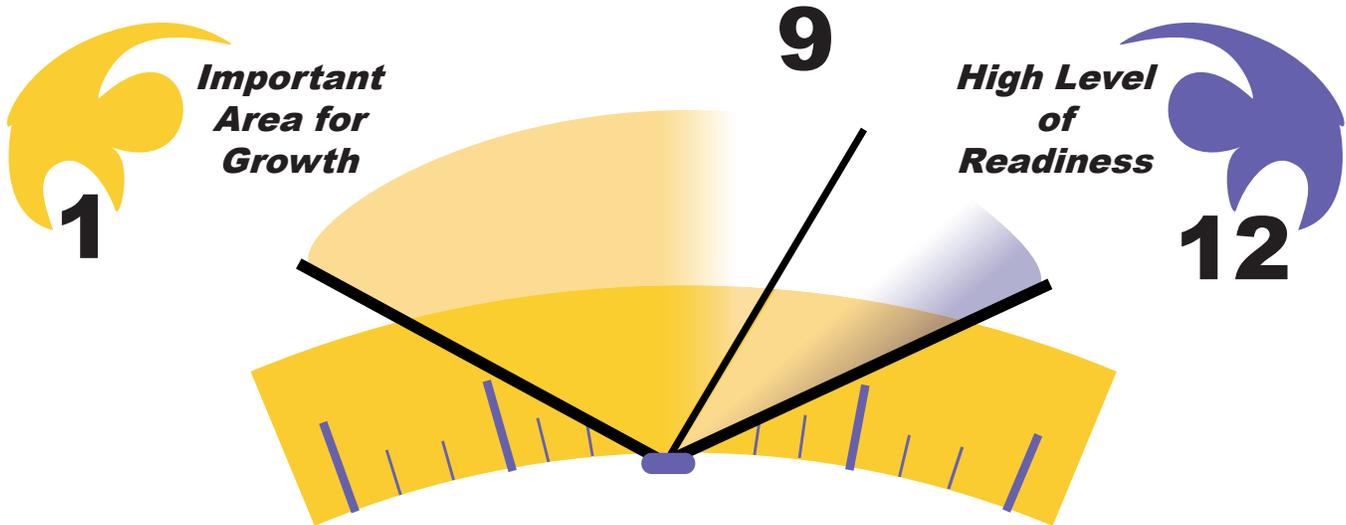
..... 111. Representatives of key partnering agencies are involved in the following activities in partnership with this organization (check all that apply):

- Strategic planning 1
- Service on Advisory Body 1
- Advocacy 1
- Marketing, outreach, public education 1
- Staff training 1
- Service provision 1

This Area Total

Program Area

Partnerships



Successful ADRCs have formal partnerships with a range of organizations in their communities, and they continuously look for and cultivate new strategic partnerships. Formal partnerships are characterized by written agreements, Memoranda of Understanding (MOUs), referral protocols, cross-training of staff from partnering agencies, data sharing, electronic transfer of information, and collaboration in outreach and marketing. At a minimum, ADRCs should actively coordinate with the Single State Medicaid Agency, the Single State Agency on Aging, and the State Agencies serving people with disabilities. ADRCs should also establish partnerships with the State Health Insurance Assistance Program (SHIP) and other programs instrumental to ADRC activities, such as Area Agencies on Aging and Centers for Independent Living.

There must also be collaboration with programs and services such as home- and community-based service providers, residential care alternatives including assisted living, nursing facilities and other institutional service providers, and hospitals.

Suggested Resources

ADRC-TAE Training Handout: Partnership Topic Overview
http://www.adrc-tae.org/tiki-download_file.php?fileId=26846

ADRC-TAE Issue Brief:
 Engaging Medicaid Agencies About ADRCs
http://www.adrc-tae.org/tiki-download_file.php?fileId=26973

ADRC-TAE Issue Brief - Strategies for Building
 Collaboration
http://www.adrc-tae.org/tiki-download_file.php?fileId=2820

More resources about developing partnerships are
 available on the ADRC-TAE Website
http://www.adrc-tae.org/tiki-index.php?page_ref_id=788



Point Values

Yes **1**
 No **0**
 Don't Know **0**

Program Evaluation

Yes
 No
 Don't Know

..... 112. The organization has a formal plan for evaluating and monitoring services.

Yes
 No
 Don't Know

..... 113. The organization routinely collects feedback from all of the populations served by the program.

Yes
 No
 Don't Know

..... 114. The organization routinely analyzes data regarding use of the agency's services and resources by consumers.

Yes
 No
 Don't Know

..... 115. There are procedures in place for using consumer satisfaction data to address problems that may be identified with the program or services.

Yes
 No
 Don't Know

..... 116. The organization has a process for using evaluation data to improve operations and services.

Yes
 No
 Don't Know

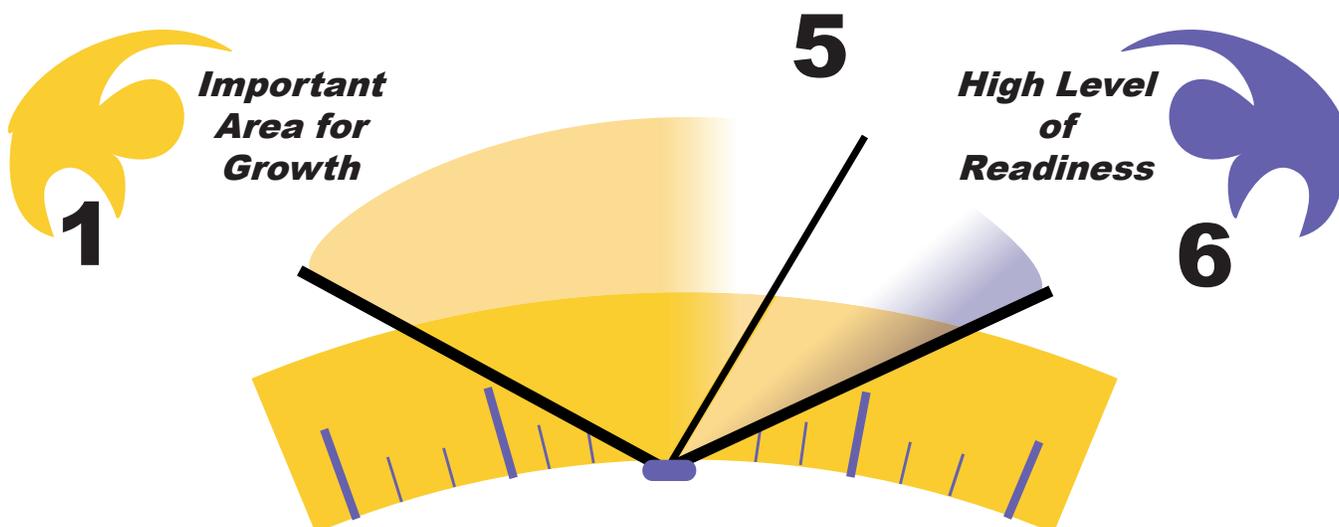
..... 117. The organization produces reports and shares information with stakeholders, partners and consumers about its activities and outcomes.

This Area Total



Program Area

Program Evaluation



A DRCS should have a formal plan for evaluating and monitoring services and sharing evaluation information with consumers, partners, and other stakeholders. At a minimum, ADRCs should have performance goals and indicators related to visibility, trust, ease of access, responsiveness, efficiency and effectiveness.

Procedures should be in place for collecting feedback from all of the populations served by the program, and for using the feedback collected to address problems and improve services. ADRCs should also inform consumers of complaint and grievance policies and have the ability to track and address complaints and grievances.

ADRCs should have the ability to track the average time it takes consumers to complete the eligibility determination process for public programs from first contact to final determination. Well-developed ADRCs can demonstrate their impact on nursing home use and home- and community-based services in their communities.

Suggested Resources

ADRC-TAE Tool: Evaluation Guidelines for Assessing ADRC Project Progress and Accomplishments
http://www.adrc-tae.org/tiki-download_file.php?fileId=696

ADRC-TAE Tool: Measuring Options Counseling: Goals and Objectives Grid
http://www.adrc-tae.org/tiki-download_file.php?fileId=26256

Administration on Aging: Criteria for a Fully Functioning ADRC
http://www.adrc-tae.org/tiki-download_file.php?fileId=27036

ADRC-TAE Issue Brief: Options for Assessing the Impact of ADRCs on Long Term Care Costs
http://www.adrc-tae.org/tiki-download_file.php?fileId=26985

Glossary of Terms

Advisory Body

An advisory body might be a Board of Directors, an Advisory Board, or an Advisory Committee - a group of stakeholders that guide the activities of the organization, advise staff on program development and services, and monitor the organization's activities.

Alliance Of Information And Referral Systems (AIRS)

The Alliance of Information and Referral Services awards professional credentials to individuals who successfully complete the appropriate AIRS Certification Program for I&R practitioners. Certification is a measurement of documented ability in the field of I&R reflecting specific competencies and related performance criteria, which describe the knowledge, skills, attitudes and work-related behaviors needed by I&R practitioners to successfully execute their duties. Three types of certification are available:

- *CIRS — Certification for I&R Specialists*
- *CIRS-A — Certification for I&R Specialists in Aging*
- *CRS — Certification for Resource Specialists*

AoA/CMS Vision For ADRCs

The Administration on Aging/Center for Medicare and Medicaid Services vision is 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.

Crisis Intervention Services

Crisis intervention services would include Adult Protective Services, emergency medical services and emergency mental health services.

Cross Training Of The Staff Within The Organization

Cross-training within the organization would involve having staff members learn the job skills of other positions in the organization so they can fill in for co-workers or rotate. For example, it might involve training benefits counselors to perform the job duties of information and referral specialists.

Cross Training Staff With Staff Of Partnering Organizations

Cross-training with other organizations would involve employees of other organizations providing training and information to staff about their organizations' services, resources and programs and/or having staff of this organization train staff in other organizations about its services, resources and programs.

Established Minimum Qualifications

The organization should have established minimum qualifications for its director that would include qualification such as: The ADRC director should have experience and capacity in team process management, including performance measurement, budgeting, staff training, management of subcontracts, public education, public awareness, community and provider relations, program review, quality oversight and maintenance of advisory committees.

Health Insurance Portability And Accountability Act

The Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104–191, was enacted on August 21, 1996. It requires the U.S. Department of Health and Human Services (DHHS) to adopt national uniform standards for electronic transmission of health information; develop standard, unique identifiers for every health provider, employer, health plan, and patient; and adopt standards to assure the security and privacy of individually identifiable health information.

New Staff Training

New staff training would include training or orientation activities provided to new employees when they join the organization.

Ongoing Staff Training

Ongoing staff training would include training, professional development, or skills development activities that existing employees receive on some kind of routine or regular basis so they stay up to date on service standards, acquire new skills, and are introduced to new policies, services or program features.

Options Counseling

Options counseling is defined as 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.

Other Local And Statewide I&R/A Providers

Other I&R/A providers in the state might include Area Agencies on Aging, Centers for Independent Living, 2-1-1, and United Way.

Significant Consumer Representation

Significant consumer representation would be characterized by having individuals on the advisory body that represent all the different types of populations the organization serves or works with (e.g. older adults, individuals with disabilities, family caregivers, minority populations).

Universally Accessible

The two most authoritative sets of guidelines for developing websites that are universally accessibility to people with visual, auditory, motor and cognitive disabilities are:

- *Section 508 of the federal Rehabilitation Act amended in 1998 includes enforceable requirements for technology accessibility: <http://www.section508.gov/index.cfm?FuseAction=Content&ID=3>)*
- *The World Wide Web consortium (W3C), a member organization that develops Web standards, maintains well-respected Accessibility Guidelines as part of the Web Accessibility Initiative (<http://www.w3.org/WAI/>). These guidelines are much more comprehensive than the Section 508 standards, and they are paired with corresponding coding techniques.*