Delaware's ADRC Project: *Planning, Model, Progress*

Delaware ADRC Project Update

April 14, 2010

DSAAPD All Staff Meeting

Background

- Aging & Disability Resource Centers (ADRC) have been established in most states.

- In 2008, DE applied for, but did not receive, federal funds for an ADRC.

- With help from the national technical support team, DSAAPD continued to plan for an ADRC in Delaware.

- DSAAPD staff & partners actively engaged in research & planning for the implementation of a statewide ADRC.

- In 2009, DE applied for & received federal funds for an ADRC.
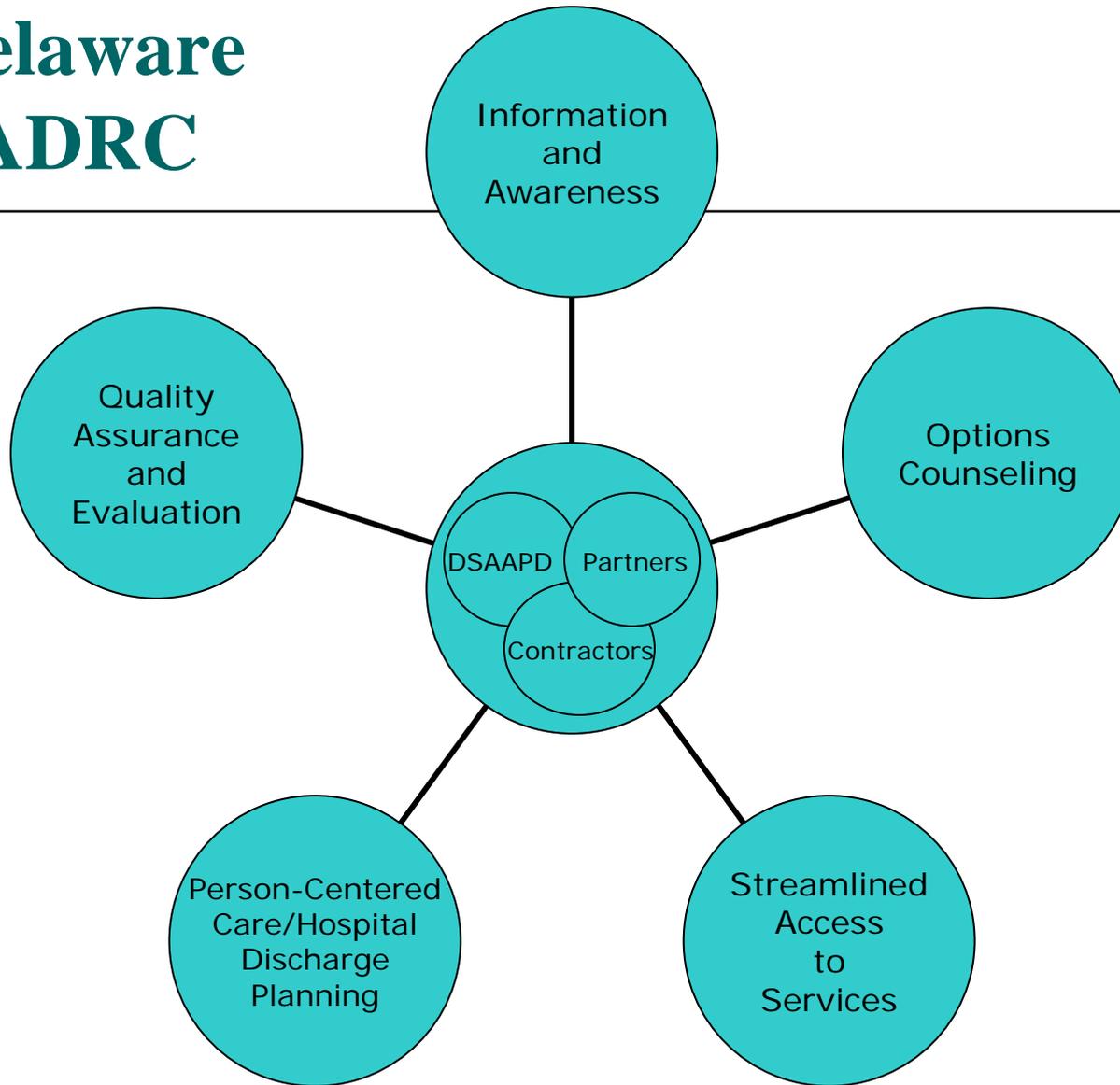
Grant Award

- Project/Budget Period
    - 36 months
    - Budget certified for 1st year only
    - 2nd and 3rd year funding dependant on availability.

- 1st Year Funding: Received $228,854
- 2nd Year Request: $249,978
- 3rd Year Request: $249,978

ADRC Model in Delaware

- **Target Population**: adults with physical disabilities & older adults
- **Service Area:** Statewide
- **Emphasis:** improving access to information & services
- **Services:** available to target populations, regardless of income
- **Partnerships:** will support various core program functions for Delaware's ADRC

Delaware ADRC

ADRC Model in Delaware
Information & Assistance

- Information available through traditional printed resources
  - *Guide to Services for Older Delawareans & Persons with Physical Disabilities*
  - various brochures & other media

- Comprehensive *searchable database* will be available on the DE ADRC website.

- DE ADRC staff will respond to inquiries via *phone or e-mail* & *assist* persons in connecting to needed services & supports.

- Beginning in Year 3 of the grant period, *phone support* will be available on a *24/7* basis.

ADRC Model in Delaware
Options Counseling

- ADRC staff will provide *one-on-one* assistance to consumers & families who need guidance sorting through options & making decisions about appropriate & preferred services.

- DSAAPD will *coordinate with partner organizations* & contract with community-based agencies to provide technical support to the ADRC in this process.

ADRC Model in Delaware
Streamlined Access to Services

- DE ADRC *Call Center* will enable staff to make "warm transfers", assisting callers in accessing services, & will track caller information when needed for follow-up.

- DE ADRC *web portal* will allow for 24/7 service referrals.

- DE ADRC staff will work with the *Division of Medicaid and Medical Assistance* (DMMA) on developing expedited application processes.

ADRC Model in Delaware
Care/Hospital Discharge Planning

- ADRC staff & technical assistance contractors will be available to provide support to hospitals & other long-term care settings in the discharge planning process.

- ADRC & Christiana Care Hospital staff will work jointly on identifying unmet community support needs & engage in cross-training activities & events.

- Christiana Care will disseminate outreach materials developed by the ADRC & make use of technical assistance from ADRC contractors with Options Counseling when needed as part of discharge planning process.

ADRC Model in Delaware
Quality Assurance & Evaluation

- Quality Assurance & Evaluation: DSAAPD will modify its current *Quality Improvement Strategy* to incorporate the ADRC.

- Improvements to the QA strategy will be supported by the new Call Center, Web Portal & ADRC Website.

Delaware's ADRC Project

Progress Update
&
Next Steps

DE ADRC Project: *Key Objectives & Benchmarks 2010*

I. **Develop ADRC Infrastructure**

II. **Launch & Operate ADRC statewide by 2010**

III. **Support Person-centered Care Transition/Hospital Discharge Planning**

IV. **Plan for Long-term Expansion & Sustainability**

V. **Conduct Quality Assurance & Evaluation Activities**

DE ADRC Project Update: *Highlights & Accomplishments 2009*

October 2009

- Announced ADRC grant award on DSAAPD's web site.

- Convened ADRC Governor's Advisory Council, Lead Partners & DSAAPD staff for initial ADRC orientation.

- Initiated ADRC infrastructure development. (e.g. Call Center hardware & software procurement)

- Initiated DSAAPD computer performance assessment & review.

- Coordinated technical support & training through the ADRC Technical Assistance Exchange: www.ADRC-TAE.org.

DE ADRC Project Update:
Highlights & Accomplishments 2009

November 2009

- Conducted ADRC orientation sessions for community partners & stakeholders. *(e.g. Easter Seals, Healthy Delawareans with Disabilities Council)*

- Participated in national TA teleconferences for new grantees.

- Developed & implemented plans for engaging staff & partners in national training opportunities.

- Established a dedicated Delaware ADRC Planning Hotline.

- Initiated planning for web-based portal to support provider referrals to the ADRC.

- Planned ADRC public information sessions & presentations for community stakeholders & consumers statewide. (ongoing)

DE ADRC Project Update:
Highlights & Accomplishments 2009

December 2009:

- Conducted ADRC presentations for community stakeholders & consumers statewide. (ongoing)
- Planned for phased development of ADRC infrastructure. (e.g. Call Center, Searchable Database, Web Portal, Cross-training)
- Planned cross-training curriculum for staff & partners.
- Developed training calendar.
- Developed ADRC outreach information & resources.
- (e.g. DSAAPD website, Guides to Services, Lifestyles 50+)
- Established Delaware ADRC Planning e-mail account: DEadrc@state.de.us.
- Planned & coordinated ***Delaware ADRC Project Forum & Planning Workshop.*** **(**January 25, 2010)

DE ADRC Project Update: *Highlights & Accomplishments 2010*

January 2010

- Hosted the ***Delaware ADRC Forum & Planning Workshop,*** the official kick-off for the DE-ADRC Project

- Planned for installation & activation of the ADRC Call Center System

- Posted ADRC training calendar & initiated training for staff

- Developed requirements for the Delaware ADRC web portal

DE ADRC Project Update:
Highlights & Accomplishments 2010

February 2010

- Installed & activated ADRC *Call Center System*

- Conducted *Call Center System* training for ADRC staff & supervisors

- Participated in & presented at the National ADRC Grantee Meeting, ***Changing Systems, Changing Lives***

- Provided ADRC presentations and updates to lead partners, stakeholders & consumers statewide

DE ADRC Project Update:
Highlights & Accomplishments 2010

March 2010

- Continue to provide ADRC updates & seek TA from GAC & Lead Partners' (ongoing)

- Conducted 1st in series of ADRC cross-trainings: Computer-based Community Resources (De Helpline & Children & Families First); Lead Partner Orientation

- Developed job descriptions/roles & responsibilities for ADRC staff; conducted interviews for ADRC Coordinator

- Planned & participated in the Delaware Lifespan Respite Summit (preparation for Lifespan Respite Grant)

Delaware ADRC Project: Next Steps & Ongoing Activities

- Semi-Annual Report due **April 30, 2010**

- GAC & Lead Partners are assisting in ADRC planning. Meet regularly & participate/provide cross-training for staff.

- Selected workgroups are fully-activated; others in progress.

- DSAAPD continues to participate & support other LTC initiatives (e.g. HCBS, Money Follows the Person, Lifespan Respite, CDSMP)

- DE ADRC Legislation – State & National

- DE ADRC info & updates are posted on DSAAPD website. (e.g. QA, Training, Outreach, Meetings/Minutes)

Delaware ADRC Project:
Lead Partners

1. Division of Medicaid & Medical Assistance (DMMA)
2. ELDERinfo, DE State Health Insurance Assistance Program (SHIP)
3. Freedom Center for Independent Living, Inc. (CIL)
4. Independent Resources, Inc. (CIL)
5. Delaware Aging Network (DAN)
6. Christiana Care Health Services (CCHS)
7. State Council for Persons with Disabilities (SCPD)
8. Governor's Advisory Council for Aging & Adults with Physical Disabilities

Call To Action

We need you!

To learn more about the DE-ADRC initiative: visit: http://www.dhss.delaware.gov.dsaapd/

Want to get involved?

- **DE ADRC Planning Hotline: 302-255-9376**
- **Email: DEadrc@state.de.us**

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