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

Delaware ADRC Project Forum

January 25, 2010

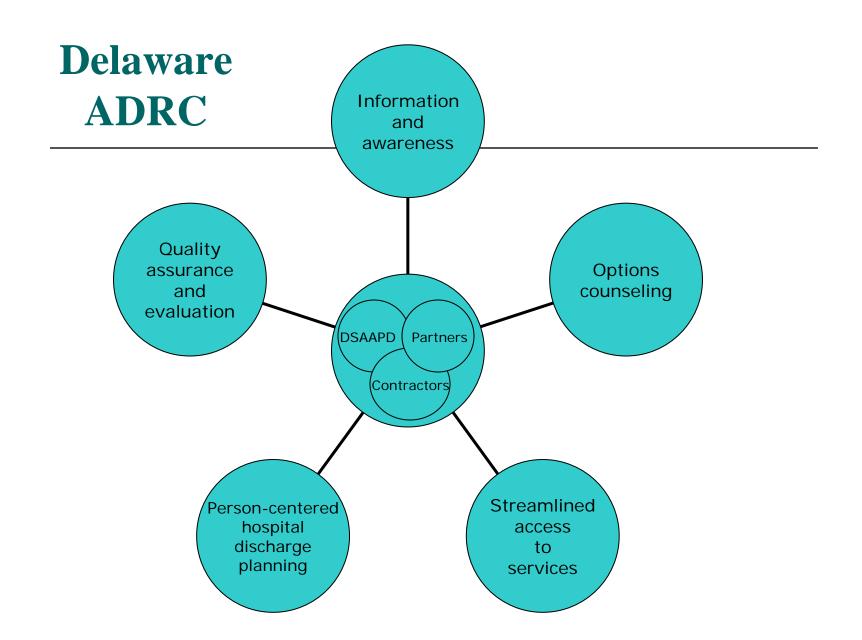**Modern Maturity Center**

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 dependent 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 & Awareness

- Information available through traditional printed resources
  - *Guide to Services for Older Delawareans*
  - *Guide to Services for 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 the process of accessing services & will track caller information when needed for follow-up.

○ Development of a web portal for 24/7 service referrals

○ DSAAPD staff will work with the Division of Medicaid and Medical Assistance (DMMA) on developing expedited application processes.

ADRC Model in Delaware
Hospital Discharge Planning

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

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

- Christiana Care will distribute 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 Hospital Discharge Planning**

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

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

DE ADRC Project: *Key Tasks to Develop ADRC Infrastructure*

- **Key Tasks:**
  - Announce AOA Grant (Post on DSAAPD website)
  - Convene Advisory Council & Partners
  - *Go Live* with ADRC Call Center & Web Portal
  - Develop/Release Request for Proposals; Select Vendors:
    - ADRC Website
    - Technical Assistance Contractors
  - Develop Memorandums of Understanding (MOU/MOA)
  - Develop Training Plan & Implement Cross-Training
  - Develop & Implement Marketing/Outreach Plan & Activities. Plan for roll-out & launch of ADRC & related services.

DE ADRC Project Update:
Highlights & Accomplishments 2009

October 2009

- Announced ADRC Grant Award on DSAAPD's website (***What's New***)

- Convened initial meetings with ADRC Advisory Council & Lead Partners.

- Promoted ADRC TAE website (www.ADRC-TAE.org) as national resource for national support & training. Initiated group webinar sessions at locations statewide. *Ongoing & open to all*.

- Initiated ADRC infrastructure development, including ADRC Call Center System procurement & installation.

- Initiated a computer performance review to assess needed system improvements.

DE ADRC Project Update:
Highlights & Accomplishments 2009

- **November 2009**
  - Conducted ADRC Information & Orientation Sessions.
  - Participated in technical assistance trainings & teleconferences.
  - Developed plans for staff & partner participation in technical assistance & training events
  - Established dedicated telephone hotline for DE ADRC Planning Project: **302-255-9378**.
  - Began defining requirements for web-based portal
  - Scheduled & planned public information sessions related to the ADRC.

DE ADRC Project Update:
Highlights & Accomplishments 2009

- **December 2009:** Continued/Initiated the following**:**
  - ADRC presentations to community partners & stakeholders statewide (Healthy People w/ Disabilities Advisory Council, DAN, DSAAPD/DHSS)
  - ADRC infrastructure development: Call Center System, Training, Web Portal.
  - MOU & RFP research & development.
  - Training assessment & cross-training for staff & partners; developed training calendar.
  - Outreach/Marketing assessment & implementation: DSAAPD website, Guides to Services, Lifestyles 50+, LIFE Conference, Easter Seals Open House & DE ADRC Planning Email: DEadrc@state.de.us
  - Initiated plans for DE ADRC Project Forum.

DE ADRC Project: *Next Key Objectives & Benchmarks 2010*

- **Launch & Operate ADRC statewide by 2010**
  - Infrastructure: Call Center, Web Portal, ADRC Website
  - Training: Cross-train staff & community partners
  - Marketing/Outreach: plan for launch of Delaware ADRC *October, 2010*
- **Support Person-centered Hospital Discharge Planning**
  - Convene & initiate HDP Workgroup in Feb. 2010
- **Plan for Long-term Expansion & Sustainability**
  - Sustainability Plan due March 2011
- **Conduct Quality Assurance & Evaluation Activities**
  - In progress/ongoing

ADRC Project Update:
Next Steps

- **Workgroups/Ad Hoc Committees are forming & will be fully activated in 2010**.
  - Semi-Annual Report due in April, 2010.

- **Advisory Council & Lead Partners will meet regularly & plan for implementation of ADRC.**
  - ADRC updates will be posted on DSAAPD website.
  - Lead Partners play a key role in the planning & implementation of the ADRC.

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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DE-ADRC Contact Information

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