



## **2019 ADRC Designation/Re-Designation Update Summary, Process and Key Indicators**

**Date: September 30, 2019**

**Subject: Updated Procedures and Tools for ADRC  
Designation/Re-Designation**

With the focus of the Governor's Master Plan for Aging and newly enacted ADRC state statute (WIC § 9120 and § 9121), the California Department of Aging (CDA) developed revisions and tools to help fast track the ADRC initiative in California. These revisions are designed to

- Streamline and improve the ADRC Designation process
- Ensure consistency and quality in light of potential funding opportunities
- Provide proactive, onsite and individualized technical assistance
- Support and ensure consistency across all State designated ADRCs

The ADRC Designation Criteria (2012) is left intact. The 2012 criteria (with some minor exceptions<sup>1</sup>) continue to reflect the critical components that are consistent with newly enacted State law and ACL guidance. There have been some terminology changes but, at this time, staff believe these can be mediated with individualized technical assistance. Convening a more thorough vetting process is a higher priority than developing changes to existing ADRC criteria.

ADRC staff developed revisions to the ADRC designation/re-designation process to streamline and improve the process to make it more proactive and ensure better consistency. The information was shared with stakeholders from August 15-19, 2019 and discussed at the ADRC Advisory Committee Meeting on August 16. Stakeholder input was requested by August 30 and 33 suggestions were received. Stakeholder input was reviewed, and adjustments were made to refine the process. However, no

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<sup>1</sup> Right of AAA or ILC refusal and statewide, searchable database, for example.



significant changes were made, and the changes made would likely make the designation/re-designation process clearer and easier.

The following revisions have been made to the administration of the ADRC program:

- **Designation Process:** The Designation Process will now include a more proactive approach with onsite technical assistance for new applicants. This process features CDA as a proactive partner, and it streamlines the application process by allowing applicants to submit available documents as opposed to composing and compiling a sizable narrative application package.
- **Re-Designation Process:** The new process will include an expedited review conducted on a regular basis that confirms quality and consistency of existing ADRC partnerships and services using the same measures as this updated Designation process.
- **ADRC Key Indicators:** A selected list of documents and local information will be reviewed to evaluate the implementation of the ADRC Designation Criteria requirements. The requested documents and local information will be used with all ADRC partnerships—previously designated and those designated in the future. These Key Indicators are cross-referenced to reflect standards in the ADRC Designation Criteria (2012).
- **Staff Tools and Worksheets:** New tools and worksheets are developed to provide a consistent and systematic process to record each ADRC status and performance in meeting the criteria. Included in the worksheets is information on the Key Indicators and which indicators “MUST” be and “SHOULD” be achieved at time of designation review. To achieve designation/re-designation, all Key Indicators must be met. However, conditional designation/re-designation may be granted for applicants who currently meet all MUST Key Indicators and will meet all SHOULD Key Indicators within a mutually agreed upon timeframe.
- **Regularly Scheduled Review Panels:** A panel of state agency representatives from Department of Aging, Rehabilitation and other allied departments will come together regularly (quarterly, for example) to review staff recommendations for ADRC designation and



re-designation during the previous period. The panel's purpose is to review the applicant's history and information, and the staff recommendation to either:

1. Approve ADRC Designation with or without conditions or
2. Request additional information or development from the ADRC partnership, or
3. Other action(s) as determined.

Additional information is available. Please email ADRC staff at [ADRC@aging.ca.gov](mailto:ADRC@aging.ca.gov)



## 2019 ADRC Designation/Re-Designation Process

### Introduction

Effective September 30, 2019, the California Department of Aging (CDA) has updated the State ADRC Designation/Re-Designation process to streamline the applicant experience and to meet ADRC State statute (Welfare and Institutions Code (WIC) § 9120) requirements. The updated process replaces previous ADRC Designation Application materials and instructions to applicants. ADRC Designation Criteria (2012) remain in effect. The improved ADRC Designation process features:

- Onsite State staff providing individualized orientation to ADRC principles and learning about local LTSS system strengths and challenges
- Diminished and simplified paperwork required of applicants
- Clearly listed documentation requirements; e.g. a list of Key Indicators used with all applicants
- Technical support by State staff throughout the Designation/Re-Designation process
- Continued alignment to California's ADRC Designation Criteria (2012)
- Continued alignment with the Administration on Community Living No Wrong Door Elements
- Transparent and consistent State oversight
- Integrity of the ADRC partnership model across California's diverse local communities

State Designation is an acknowledgement by the State that local aging and disability organizations have worked together to implement an ADRC partnership model for LTSS system improvements and will continue to do so. ADRC Designation is an achievement of core ADRC standards and a shift to No Wrong Door principles of service delivery. The Designation process is intended to verify the implementation of basic ADRC elements and service delivery improvements; and at the same time, verifying that a philosophical shift to person-centered service has taken place. The updated ADRC Designation/Re-Designation process is based on these primary references:

- ✓ ADRC Designation Criteria (2012)
- ✓ Administration on Community Living (ACL) No Wrong Door Elements



- ✓ Federal Guidance for Person Centered Practices (in progress).

## ADRC Designation Process Overview

### Emerging ADRC

Over time, many Area Agencies on Aging and Independent Living Centers have expressed interest in developing their local services into an ADRC model incorporating the guiding principles of a Long-Term Services and Supports (LTSS) No Wrong Door system and Person-Centered Planning concepts. To properly identify, recognize and support the formation of Emerging ADRCs, a more formal process has been developed to recognize Emerging ADRC partnership collaborations:

#### A. Letter of Intent

*(Required for all new /AND previously identified emerging ADRC partnerships.)*

Send a Letter of Intent (see Letter of Intent Template) to the CDA that identifies at least one Area Agency on Aging in partnership with at least one Independent Living Center that have been working together and are preparing to submit documentation that demonstrates they meet ADRC standards and wish to be designated as an ADRC. The LOI represents the date of formal application to the State as an Emerging ADRC.

Submit the Letter of Intent to:

California Department of Aging  
Aging and Disability Resource Connection Unit  
1300 National Drive, Suite 200  
Sacramento, CA 95834

#### B. Onsite Readiness Visit

CDA will contact the local partner organizations to plan an Onsite Readiness Visit. The goal of the Onsite Readiness Visit is to meet the parties involved, assess capacity to meet ADRC designation, establish a timeline to submit documentation of meeting ADRC Designation criteria, and review ADRC performance indicators (*See the Key Indicators list*). Likewise, it is an opportunity to become familiar with the State's ADRC administration and supports. Activities at the time of the Onsite Readiness Visit can include:

- Interviews and tours
- Orientation to the ADRC Designation Criteria and the list of Key Indicators



- Review of Key Indicators onsite and in-person to avoid unnecessary paperwork
- Discuss capacity, readiness and proposed timeline for submission of remaining documents
- Technical assistance on ADRC related topics

#### C. CDA Response to Letter of Intent

CDA Executive Management will review the information gathered, timelines and capacity to assess the capacity to fulfill state ADRC criteria. A Letter of Response will be provided to the applicants within 15 business days granting approval to proceed as an Emerging ADRC or recommending further action.

#### D. Document Submissions, Technical Assistance and Feedback

This step can be short or longer depending on the needs and readiness of the Emerging ADRC partnership. For previously designated ADRC partnerships, 30-45 days should be sufficient time for submission while emerging units may need 6-12 months to establish necessary ADRC components.

#### E. MUST and SHOULD Indicators

ADRC stakeholders requested a method to determine which Key Indicator elements were most important to the Review Panel. CDA has developed a list of MUST Key Indicators that ADRC partnerships must have and SHOULD Key Indicators that all ADRC partnerships should have at time of designation review. To achieve designation/re-designation, **all** key indicators must be met. However, conditional designation/re-designation may be granted for applicants who currently meet all MUST Key Indicators and will meet all SHOULD Key Indicators within a mutually agreed upon timeframe.

#### F. CDA Staff Recommendation to Panel

CDA staff will prepare a brief summary and recommendation to the Review Panel summarizing the evidence of local partners' achievements in meeting ADRC Designation Criteria. Staff recommendations will be submitted to the next, regularly scheduled Review Panel meeting.



**G. Review Panel**

A review panel is scheduled to meet quarterly and is comprised of representatives of CDA, DOR and allied department representatives. It is convened regularly to review and take action on ADRC partnership that have completed the designation review process in the prior period. The panel’s purpose is to review the applicant’s history and information, and the staff recommendation to either:

- a) Approve ADRC Designation with or without conditions or
- b) Request additional information or development from the ADRC partnership, or
- c) Other action(s) as determined.

**H. CDA Letter to Applicant**

A letter will notify the applicant of the Review Panel results and follow-up recommendations as appropriate.

**I. State ADRC MOU**

A Memorandum of Understanding between CDA and local core ADRC partners signifies State Designation as an ADRC and the continued commitment to meeting ADRC Designation Criteria. Certificates of ADRC Designation will be issued to publicly recognize their ADRC Partnership.

<b>Process Summary</b>
Letter of Intent Submission <ul style="list-style-type: none"> <li>• CDA acknowledgement within 15 business days of receipt</li> <li>• CDA On-Site Readiness Visit preparation and schedule</li> </ul>
On-Site Readiness Visit <ul style="list-style-type: none"> <li>• ADRC Orientation</li> <li>• Review of Key Indicators</li> <li>• Assess Readiness and Develop a Timeline for Submissions</li> </ul>
CDA Letter of Response <ul style="list-style-type: none"> <li>• CDA Executive Management to review readiness assessment and timeline for submissions</li> <li>• CDA grants approval to proceed as an Emerging ADRC or recommends further action within 15 business days of On-Site Readiness Visit</li> </ul>



Document Submissions by Applicant <ul style="list-style-type: none"><li>• Technical Assistance, as needed</li><li>• Feedback to Applicant, as needed</li></ul>
Completion and Review of Key Indicator Submissions
Staff Recommendation to Review Panel
Review Panel meet to Review and Act on Applicant Information and Staff Recommendations
Notification: <ul style="list-style-type: none"><li>• Designation Letter and State MOU; <i>OR</i></li><li>• Letter Continuing Emerging Status with Recommendations for Additional ADRC Development; <i>AND/OR</i></li><li>• Other actions approved by the Review Panel</li></ul>

## Ongoing Standards for Designated ADRCs

All designated ADRCs are to meet the standards of service, effectiveness and partnership outlined in the 2012 ADRC Designation Criteria. ADRC development is an iterative process and local partnerships need to work continuously on improving consumer access to local LTSS systems using a No Wrong Door aka ADRC model and to learn, develop and improve their collaborations, operations and protocols.

Designated ADRCs are expected to provide periodic updates and information, when requested, to report ADRC program activities, outcomes, changes and concerns. Changes in MOU leadership and status need to be reported within 15 business days.

## Re-Designation of Current ADRC Partnerships

A Re-Designation process based on the same standards described above will establish the current status of all ADRC Partnerships. Each ADRC will be contacted by the State in order to plan an On-Site Re-Designation Site Visit and/or a telephone conference to plan a timeframe for updating ADRC partnership details and to ensure the consistency and integrity of the ADRC model in California. CDA will contact each designated ADRC no later than October 30, 2019 to:

- A. Share and review the re-designation process with Core Partners
- B. Schedule an On-Site Re-Designation Site Visit and/or telephone conference call to review ADRC criteria, Key Indicators and document submissions,



C. Establish timeframe and action plans for submission of ADRC documentation requirements.

ADRCs are able to submit documentation to meet the Key Indicators at any time prior to completion of the ADRC Panel Review Packet submission to the Review Panel. Submission of documentation materials early could provide early verification of necessary documentation and time for internal review and feedback.

## State ADRC Designation Process Documents

Further information can be found in the following documents:

- Summary of Changes to the ADRC Designation and Re-Designation Process
- ADRC Designation/Re-designation Evaluation Tool
- Letter of Intent for State Designation
- California ADRC Designation Criteria (2012)

Additional information and documents may be found on our website.

NOTE: The ADRC Designation and Re-Designation process is separate and distinct from any potential application for funding. If State ADRC Infrastructure Grants or funding becomes available, the sequence of events is:

- ✓ For existing ADRCs: Re-Designation standards must be verified after July 1, 2019 in order to apply for State grants.
- ✓ For emerging ADRCs: A Letter of Intent (LOI) and timeline for achieving the ADRC Key Indicators must be received, reviewed, and accepted by CDA Executive Management in order to apply for ADRC state grants. Future funding opportunities for Emerging ADRCs may be prioritized based on development progress.
- ✓ Further information to follow.

Further information can be found at:

Website: [www.aging.ca.gov/Providers&Partners/ADRC](http://www.aging.ca.gov/Providers&Partners/ADRC)

Email: [ADRC@aging.ca.gov](mailto:ADRC@aging.ca.gov)

Phone: 916-928-2298



## ADRC Designation/Re-Designation Key Indicators

### Enhanced Information and Referral/Awareness

- 1. Marketing Plan:** Submit ADRC marketing plan for the current fiscal year. (MUST Indicator, Criteria 1.1)
- 2. Marketing Plan Results and Materials:** Report results and accomplishments of your marketing plan for the past 12 months. Provide sample materials, screenshots, and/or documentation. (MUST Indicator, Criteria 1.1)
- 3. Public I&R Database:** Provide public database website address of online, comprehensive database of I&R resources. (MUST Indicator, Criteria 1.4)

### Options Counseling and Assistance

(Submit Key Indicator #4: Shared ADRC Methods and Tools)

### Streamlined Eligibility Determination for Public Programs

- 4. Shared ADRC Methods and Tools:** Submit your shared methods and tools that help facilitate individual's ability to receive coordinated access to publicly and privately funded LTSS system. Methods and tools need to cover I&R, Options Counseling, Short Term Service Coordination and Transition Services and incorporate standards for No Wrong Door and Person-Centered Concept practices. (MUST Indicator, Criteria 1.2, 1.3, 2.1, 2.2, 2.3, and 3.1)
- 5. Functional Assessment Process:** Identify Partner(s) that conduct functional assessments of LTSS need, how the intake, screening, and assessment of need is managed and how individuals are referred to the identified partner(s). (MUST Indicator, Criteria 3.1)
- 6. Uniformed Assessment for LTSS Service Delivery:** Does your ADRC provide uniformed assessments to assess, identify and respond to individuals at-risk of institutionalization. Provide samples of methods and tools as applicable. (SHOULD Indicator, Criteria 3.2 and 3.3)
- 7. Medi-Cal Eligibility Assistance:** Identify ADRC partner(s) that provide personalized assistance in completing Medi-Cal eligibility applications. (MUST Indicator, Criteria 3.4)



**8. Transition Services Partner Agreement(s):** Identify ADRC partner organizations that have agreements with local critical pathway provider(s) that include an established process to identify and refer individuals to ADRC services. Also, provide information on how facility administrators and staff are kept informed and trained on ADRC services and procedures. (MUST Indicator, Criteria 4.1)

**9. Local Contact Agency Partners:** Identify ADRC partner(s) that serve as local contact agency to aid transition from hospitals to home or from skilled nursing facilities to the community through Money Follows the Person (MFP), CA Community Transitions (CCT), MDS 3.0 trained responder, Care Transition Intervention (CTI) model, Managed Care Organization (MCO) partnership or other transition services. (MUST Indicator, Criteria 4.2 and 4.3)

## Involvement of Partnerships, Stakeholders and Consumer Populations

**10. Memorandum of Understanding:** Submit current copy of Core Partner MOU, Partnership Agreement or Contract. Core partners must minimally include an Area Agency on Aging and Independent Living Center as required by the California Welfare & Institutions Code 9120 (MUST Indicator, Criteria 5.1)

**11. Core and Extended Partners:** Submit a list of core and extended partners and list their roles and responsibilities and the LTSS programs they provide. (MUST Indicator, Criteria 2.1, 2.4, and 5.1)

**12. Staff Training Plan and Records:** Submit ADRC standardized training protocols, cross-training workplan, resources, toolkits, and training records within the past 12 months. Include training topics, and any attendance sign-in sheets, evaluations and handouts. (MUST Indicator, Criteria 1.2, 5.1 and 6.2)

**13. ADRC Service Delivery Staff:** Submit Table of Organization or listing of assigned Core Partner staff, including agency, name, titles, skills, knowledge, training and/or experience to serve all ages and disability types. (MUST Indicator, Criteria 5.2)



**14. Advisory Committee:** Submit Advisory Committee Mission/Purpose Statement, and Membership Roster with agency affiliation/consumer involvement designations. (SHOULD Indicator, Criteria 5.3)

**15. Advisory Committee Meetings:** Submit Advisory Committee Meeting Agenda, Minutes and Materials from the past 12 months. (SHOULD Indicator, Criteria 5.3)

### Quality Assurance and Continuous Quality Improvement

**16. Financial Sustainability Plan:** Provide brief narrative statement describing actions taken to address long-term financial sustainability. (SHOULD Indicator, Criteria 6.1)

**17. Adequate Administrative Staffing and Information Management:** Provide methods on how shared data of consumers are protected and secured amongst core and extended partners. (MUST Indicator, Criteria 6.2)

**18. Consumer Satisfaction Surveys, Results and Outcomes:** Submit copies of past ADRC consumer satisfaction survey templates and provide results and summary reports during the past 12 months. (SHOULD Indicator, Criteria 1.3, 2.3 and 6.3)

**19. IT/MIS Support:** Identify and describe how IT/MIS functions support program functions, data collection, tracking and enables the ADRC in providing warm transfers and follow-up actions. (SHOULD Indicator, Criteria 6.4)

**20. Service Delivery Tracking:** Please provide a local ADRC service delivery performance report summary for the past quarter or more in the four core services along with any significant reported service highlights and/or concerns. (MUST Indicator, Criteria 6.5)



## ADRC Designation Frequently Asked Questions and Answers

The following questions are frequently asked about the ADRC Designation process. The process has been updated in August 2019 in order to ensure consistency with requirements in State ADRC statute (WIC § 9120) and to maintain quality and consistency. This guidance is intended to help local ADRC partnerships succeed in meeting the State ADRC Designation Criteria (2012) and ADRC Key Indicators. The questions are arranged in no particular order. Additional questions and answers will be added over time. Email questions to [ADRC@aging.ca.gov](mailto:ADRC@aging.ca.gov)

### *Question 1: Can local ADRC protocols, methods or tools be developed to meet our needs?*

**Yes.** *A variety of documents and descriptions can be used by local ADRC partners to present information during the ADRC Designation process. However, the requirements are all the same and partnerships must meet all the key indicators to be considered as a designated ADRC partnership. The State has eliminated the need for one large, written narrative application. The updated Designation process features onsite discussion, a flexible method of reviewing performance (Key Indicators) and a negotiated timeline.*

### *Question 2: What is an ADRC Key Indicator?*

*A Key Indicator is an area of performance that is directly linked to the State's ADRC Designation Criteria (2012). The Key Indicators is to be used with all local ADRC partnerships to ensure consistency and integrity of the ADRC model statewide. Both the Criteria and the Key Indicators are closely aligned with federal No Wrong Door guidance in the Administration on Community Living's document NWD Key Elements (<https://nwd.acl.gov/pdf/NWD-NationalElements.pdf>).*



**Question 3: Will all ADRC partnerships need to provide the same documentation?**

**Yes.** All partnerships will need to respond to the same Key Indicators. Though each local ADRC is unique and demonstrates performance of Key Indicators in different ways; for example, meeting minutes, shared forms, written agreements, written procedures across partner organizations, publications, cross-training calendars, etc., the evaluation of submitted information will be objectively evaluated.

**Question 4: Can local organizations develop their own methods and tools for forming an ADRC partnership?**

**Yes.** ADRC partners develop shared strategies to improve local LTSS systems. The ADRC Designation process allows you to explain and document how each of the ADRC elements are provided in a common way that is unique to the local area, that meets the needs of the local community and that meet the minimum expectations of the ADRC criteria. Shared strategies are ways that the ADRC is coordinating local LTSS service networks in order to get people to the right services at the right time. Just a few examples of shared methods and tools are:

- ✓ Universal forms and procedures
- ✓ Improved call center triage procedures
- ✓ Shared risk criteria (red flags)
- ✓ Shared written agreements between call centers and partners
- ✓ Shared contact lists for expedited procedures; e.g. Medi-Cal eligibility
- ✓ Shared methods of using technology; e.g. teleconferencing,
- ✓ Shared databases and privacy protocols
- ✓ Shared person-centered planning conferencing strategies
- ✓ Shared outreach publications
- ✓ And many, many more...



**Question 5: How are individual ADRC partner organizations internal service delivery policies and procedures different from the ADRC shared methods?**

*Partner organizations' internal policies and procedures are specific to one organization. ADRC shared methods and tools describe ways of working together in delivering the ADRC related services. The shared strategies represent the improved coordination across partner organizations. These are the shared strategies that the State looks at to see if a local ADRC meets the ADRC Key Indicators.*

**Question 6: Can there be more than two ADRC core partners?**

**Yes.** *WIC § 9120 establishes at least one Area Agency on Aging and one Independent Living Center as core ADRC partners. However, there can be more. ADRC core partners commit to the State that they will provide the leadership, the ongoing function and the integrity of the local ADRC partnership. The number of extended partner organizations is unlimited.*

**Question 7: Can we use different names for services that are required by a funding source or community stakeholders?**

**Yes.** *Names and definitions for services vary across organizations. Those variances do not prohibit greater coordination, communication and shared strategies across partner organizations in order to create a No Wrong Door LTSS system. People seeking services will benefit from expedited and comprehensive service no matter which door they come through.*

**Question 8: ADRC partner organizations already offer those types of services. What's different?**

*Shared strategies represent the ADRC partners' new ways of working together so people can be informed of all the LTSS options that are available to them. Comprehensive LTSS information, expedited applications and informed decisions are the positive results of a No Wrong Door model.*



**Question 9: Is an ADRC different from a No Wrong Door?**

**No.** An ADRC partnership is a specific model for organizing a No Wrong Door system. If a community has been designated as an ADRC in California, it has adopted a No Wrong Door model. Further information on the No Wrong Door model can be found in the federal Administration on Community Living (<https://nwd.acl.gov/pdf/NWD-National-Elements.pdf>).

**Question 10: Does each ADRC core partner organization have to provide all four ADRC elements itself?**

**No.** It is sufficient that the four elements (service types) are provided or coordinated in the community by either ADRC core or extended partner organizations. During the ADRC Designation process, core partners describe the specific local organizations that provide the ADRC elements.

**Question 11: Who decides how local ADRC partners will work together?**

**Local Core Partners and the local ADRC Advisory Committee.** Local leadership, stakeholders and a local ADRC Advisory Committee set the priorities for change and improvements to local LTSS and ADRC systems. Some changes can be implemented quickly; some take time.

**Question 12: Must there be formal, written agreements between core partners and other organizations that provide an ADRC element?**

**Highly recommended.** Core ADRC partners will want to clarify new and shared roles and responsibilities. Written agreements with provider organizations are highly recommended for working out local service coordination, ensuring quality standards and reporting details. Provisions to protect the privacy interests of individuals and the confidentiality of information must to be in place at all times.



**Question 13: Must ADRC partners use the names of the ADRC four elements?**

**Yes—but just for planning discussions.** ADRC partner organizations do not have to change the names of familiar local organizations or services. For example:

**Information & Referral/Awareness** may also be known in the community as:

- Area Agency on Aging Older Americans Act I&A
- Independent Living Center I&R
- 211 and other Info-Lines
- VA benefits outreach
- Senior center information desks

**Options Counseling** may also be known in the community as:

- Options Counseling/LTSS Counseling
- Benefits Counseling (VA, HICAP, others)
- Benefits Navigator
- Person-Centered Counseling
- Consumer-Driven Independent Living Plan Development

**Short Term Service Coordination/Streamlined Access to Public Programs** may also be known in the community as:

- Independent Living Core Services
- Independent Living Diversion Services
- Case Management (short term)
- Multipurpose Senior Services Program (MSSP)
- Mental Health Intervention
- Adult Protective Services/Child Protective Services
- Health Care Navigator
- Targeted Case Management
- Regional Center Case Management/Intervention

**Transition Services** may also be known in the community as:

- State Transition Grant Services (Department of Rehabilitation)



- Targeted Case Management
- California Community Transitions
- ILC Transition Services
- Regional Center Transition Services
- MDS Responders

**Question 14: What is and is not a shared ADRC strategy?**

<b>ADRC Shared Strategies are:</b>	<b>ADRC Strategies are NOT:</b>
<b>Unique</b> to the named partner organizations and the local community	<b>Internal</b> procedures that apply to only one organization
<b>Specific</b> to an ADRC element	<b>Generic</b> ADRC service descriptions that could apply to any local area
<b>New</b> ways of working together to streamline information and services	<b>Existing</b> desk procedures or standard operating procedures of single organizations
<b>Improvements</b> to each person's access to information or services	<b>Separate</b> procedures used by single organizations
<b>Local</b> names of each organization that provides an ADRC element	<b>Re-Statement</b> of State or federal definitions with no local organization names
<b>Current</b> ADRC partnership practice	<b>Future</b> plans to implement an ADRC model
<b>Solutions</b> to LTSS network gaps and problems for people seeking services	<b>Problems</b> with public access with no solutions

**Question 15: Must each and every ADRC partner serve all ages, all disability types and people of any income level/source?**

**No.** *It's understood that each organization has funding and other requirements it must meet. It's the cross-communication and the community wide sharing of strategies that are important. It's understood that technical expertise, branding and community*



*service history is important for local people to find the services they want. The goal is that those organizations be able to inform people about all their LTSS options, not just those provided by one organization. That's the No Wrong Door part.*

**Question 16: Are the ADRC strategies presented at this time of ADRC Designation going to be reviewed and possibly updated?**

**Yes.** ADRC partnerships are characterized by an ongoing implementation of improvements and priorities for change to local LTSS systems. ADRC partners become business associates who can discuss new refinements. Solutions take time and strategies can be revised and updated over time. Contact CDA with your suggestions and inquiries on the ADRC Designation Criteria.

**Question 17: Does CDA need to approve all changes to local ADRC strategies?**

**Depends.** Changes that impact the local ADRC capacity to meet ADRC Designation Criteria need to be communicated to CDA; for example, new or changed core partners, changes to written or formal agreements, and eliminating essential ADRC elements identified in the ADRC Designation Criteria. Consult with your CDA staff person, if there are questions or potential changes.

**Question 18: Can an ADRC partnership seek designation before ALL the service details have been completed?**

**Yes.** A Letter of Intent (LOI) should be sent after some preliminary local planning and agreement between core partners that they are serious about becoming an ADRC partnership in California. (See the LOI template and the State ADRC Designation Criteria). Achieving full designation depends on the full participation of local partner organizations working together toward common goals. It takes time but the LOI, if accepted as an Emerging ADRC, triggers technical assistance and



*collaboration with the State. Emerging ADRC status, if accepted, means local work towards meeting all the ADRC elements is in progress and completion expected within 6 to 12 months.*

### **Question 19: When were the ADRC Designation Criteria developed?**

*The ADRC Designation Criteria were developed in 2012 by the California Health and Human Services Agency in collaboration with stakeholders. The work was funded by a federal grant. California's ADRC standards are closely aligned with guidance published by the federal Administration on Community Living (<https://nwd.acl.gov/pdf/NWD-National-Elements.pdf>).*

### **Question 20: Will there be changes to the ADRC Designation Criteria?**

**Yes; based on ADRC best practices.** *Changes to the ADRC Designation Criteria are expected as part of the State's focus on quality and consistency statewide. Any changes to the ADRC Designation Criteria will be vetted by a transparent and robust stakeholder input process.*

### **Question 21: Why are the ADRC Designation Criteria not being changed now?**

*The State places a high priority on a transparent and robust stakeholder input process that will be used to vet any proposed changes to the ADRC Designation Criteria developed in 2012. To launch that process now would delay the availability of grant funding to local ADRCs through the recently approved ADRC Infrastructure Grant Program. Input to updates and changes to the current ADRC Designation Criteria can be sent to our ADRC email address at any time. Stakeholders will be notified of the next opportunity when CDA will consider and propose changes.*

Send additional questions via email to [ADRC@aging.ca.gov](mailto:ADRC@aging.ca.gov)