Introduction to
Aging & Disability Resource Connection

Presented by: ADRC Branch

California Department of Aging

August 2021

ADRC in a Nutshell

- No Wrong Door vision

- Benefits of ADRC partnerships

- Statewide ADRC expansion efforts

Real Life Challenges...

"My husband experienced a medical crisis and was in the hospital, and then in skilled nursing for a month. While this was happening, our landlord informed us they were being forced to sell and that we must move out in 30 days. But we could stay at a nearby apartment for 60 days.

I have been providing care for my husband and assisting him with the majority of ADLs every day since he was released from the SNF.

I was unable to return to work in real estate this past winter because my husband required care and assistance. We have approximately $10K in credit card debt since we have been forced to use credit to cover our medical and living costs."

– Marin County ADRC Consumer

Navigating LTSS in California

Trying to navigate through the bewildering and fragmented maze of long-term services and supports (LTSS) presents a daunting ask for many individuals and their families.

LTSS – User Perspective

LTSS – System Perspective

© Kathleen Wilber, Ph.D. - 2004 California Center for Long Term Care Integration

LTSS in California

Periodic Table of California's Long-Term Care Programs and Services for Older Adults and Adults with Disabilities

No Wrong Door (NWD) System

- Aims to minimize confusion by streamlining access to LTSS through a *single* reliable source.

- Is a highly *integrated network* of various community-based organizations and extended partners.

- People of all ages, incomes, and disabilities receive access to the same information regardless of which partner "door" they enter.

NWD System in Action

Before NWD System Implementation

After NWD System Implementation

NWD System in California

Federal:
NWD/Aging & Disability
Resource Center

State:
Aging & Disability Resource
Connection (ADRC)

Federal Partners

Administration for Community Living (ACL)

Centers for Medicare and Medicaid Services (CMS)

Veterans Health Administration

State Partners

- California Commission on Aging
- Department of Aging
- Department of Developmental Services
- Department of Health Care Services
- Department of Public Health
- Department of Rehabilitation
- Department of Social Services
- State Council on Developmental Disabilities
- State Independent Living Council
- Department of Veteran Affairs

Local "Core" Partners

Area Agency on Aging (AAA)

Independent Living Center (ILC)

Local "Extended" Partners

- 2-1-1, Information & Assistance Centers
- Adult Protective Services (APS)
- Assistive Technology (AT) Programs
- Caregiver Resource Centers
- Community-Based Adult Services (CBAS)
- County Mental Health
- Government Agencies (Public Health, Social Services, etc.)
- Food Pantries
- Health Insurance Counseling and Advocacy Program (HICAP)
- Home Health Agencies
- Hospitals

- Housing Providers
- In-Home Supportive Services (IHSS)
- Managed Care Organizations
- Medi-Cal County Eligibility Office
- Medi-Cal Providers
- Multipurpose Senior Services Program (MSSP)
- Nursing Facilities
- Ombudsman
- Private Pay Organizations and Businesses
- Regional Centers
- Senior Centers
- Transportation Providers
- Veteran Services

Nuts and Bolts of ADRC

- One-Stop Coordinated System

- Single Standard Process

- Objective and Neutral

- Person-Centered

- Seamless & Person Friendly

- Streamlined Access to Public & Private Programs

ADRC in a Nutshell

Assist consumers regardless of age, disability, or income in making informed

Decisions by providing

Reliable information about available long-term services and supports for their

Choices of care.

Why are ADRCs Different?

ADRCs are NOT	ADRCs are
Another hurdle to jump over when trying to access LTSS	A solution that streamlines access to LTSS
New programs	Partnerships between existing programs
Another service provider that tries to fix the person	A service delivery model that focuses on the person's interests and choices
A list of agencies that operate in silos	An interactive network of agencies with coordinated points of entry
An agency that provides just information and assistance services or a phone number	Partners that provide warm hand-offs, care coordination, and follow-up
An agency that tells a person what they need or can have	A partner who listens to what a person wants
System-Centered	Person-Centered

Person-Centered Practices

- Helps a person navigate available LTSS systems to promote personal choices and self-determination.

- Uses warm hand-offs to provides a person with information and available resources to make informed choices.

- Develops culturally competent care plans.

- Streamlines access to preferred public and private funded LTSS.

- Builds a dynamic relationship to support a person's transitions.

- Focuses on the person. The goal is to support their decisions about where and how they wish to live.

ADRC Service Functions

Enhanced Information and Referral Services and other assistance at hours that are convenient for the public.

Options Counseling concerning available LTSS programs and public and private benefits programs.

Short-Term Service Coordination in urgent situations

Transition Services from hospitals to home and from skilled nursing facilities to the community.

Fully Functional ADRCs

- Common goals and philosophy

- Communication

- Commitment

ADRCs Benefit Everyone

- Consumer Driven

- More Efficient

- More Cost Effective

- Better Outcomes

Why ADRC Now?

- By 2030, 10.8 million people in California will be aged 60 and over—nearly double that from 2010. One out of every four Californians will be an older adult.

- In January 2021, Governor Gavin Newsom released the Master Plan for Aging (MPA) to serve as the "blueprint" to prepare the state for this seismic demographic shift per Executive Order N-14-19 and the Alzheimer's Task Force chaired by Maria Shriver.

- COVID-19 accelerated the need for system-wide changes and highlighted the critical role that ADRCs play in supporting older adults, people with disabilities, and caregivers access services equitably.

California ADRC History

1999: U.S. Supreme Court's Olmstead decision

2003: Federal ACL and CMS began to fund ADRC grants

2006: ADRC defined in the Reauthorization of the Older Americans Act

2012: Establishment of California's ADRC Designation Criteria

2014: ADRC Program moves to CDA

2017: AB 1200 establishes ADRC into state law

2019: Passage of SB 80, AB 1287, SB 453

2021: MPA released; Ongoing source of funding for ADRC expansion

ADRC Service Areas

17 Regions

■ 6 Designated

■ 11 Emerging

Six Designated ADRCs

- Marin
- Nevada
- Orange
- Riverside
- San Francisco
- Ventura

11 Emerging ADRCs

- Alameda
- Kern
- Monterey
- Amador, Calaveras, Mariposa, and Tuolumne
- Placer
- San Benito
- San Bernardino
- Sonoma
- South Central Los Angeles
- Yolo
- Yuba and Sutter

Master Plan for Aging

In January 2021, the MPA was released outlining:
- 5 bold goals
- 23 strategies
- 132 initiatives (for 2021-2022)

Initiative #98:
- Build out NWD/"One Door" statewide for public information and assistance on aging, disability, and dementia, via upgraded web portal, statewide network of local ADRCs with shared training, tools, and technology, and continually improving cultural competency and language access.

Alzheimer's Task Force

- Resources related to Alzheimer's, dementia, and other age-related conditions are also difficult for individuals, families, and caregivers to navigate.

- Information is not centralized.

- In November 2020, the Governor's Task Force on Alzheimer's (Disease) Prevention and Preparedness recommended creating a one-stop-shop **digital portal** for all information.

ADRC in State Budget

- **$10M** – Local Assistance increase (ongoing) beginning FY 22/23

- **$1.9M** – State Operations increase (ongoing)

- **$9.4M** – Older Adults Recovery and Resilience (one time funding available until March 2024) for technology to connect consumers to information and services (e.g., statewide phone line, website, portal)

- **$5M** – Home and Community Based Services (one time funding available until March 2024) for a Customer Relations Management (CRM) system to improve data collection and reporting capabilities

Vision

CDA Vision:

An age and ability friendly California where we choose where and how we live throughout our lives.

ADRC Goal:

Every community in California has a highly visible, reliable, and universal access point that provides information and facilitates equitable access to long-term services and supports for all Californians – older adults, people with disabilities, caregivers, and families.

Looking Ahead

- Commitment to Statewide Expansion

- Ongoing and Sustainable Funding

- Branding

- Customer Relationship Management (CRM)

- One Public Portal

Real Life Challenges...

"My husband experienced a medical crisis and was in the hospital, and then in skilled nursing for a month. While this was happening, our landlord informed us they were being forced to sell and that we must move out in 30 days. But we could stay at a nearby apartment for 60 days.

I have been providing care for my husband and assisting him with the majority of ADLs every day since he was released from the SNF.

I was unable to return to work in real estate this past winter because my husband required care and assistance. We have approximately $10K in credit card debt since we have been forced to use credit to cover our medical and living costs."

– Marin County ADRC Consumer

Real Life Solutions…

"I called Info line. She connected me with the ADRC program. Once I was an ADRC client, I got assistance applying for SSI. The service coordinator got my husband and I signed up for CalFresh and helped me become my husband's IHSS provider, which has been a lifesaver. We wouldn't have known what IHSS even was otherwise. She also helped us find temporary housing."

– Marin County ADRC Consumer

That's it in a Nutshell!

For more information, please contact the ADRC Branch!

Website: aging.ca.gov
Email: ADRC@aging.ca.gov

Q&A Panel Discussion

CDA:

- ▪ *Wilson Tam* – Chief, ADRC Branch
- ▪ *Sutep Laohavanich* – Deputy Director, Division of Home & Community Living
- ▪ *Shawntel Bush* – Chief, Health-At-Home Branch
- ▪ *Connie Nakano* – Assistant Director, Communications

DOR: *Ana Acton* – Deputy Director, Independent Living & Community Access Division

DHCS: *Anastasia Dodson* – Deputy Director, Office of Medicare Innovation & Integration

AAA: *Lee Pullen* – Director, County of Marin Aging & Adult Services

ILC: *Eli Gelardin* – CEO, Marin Center for Independent Living