

## **AGING AND DISABILITY RESOURCE CENTER (ADRC) NEBRASKA**

### **2022-2023 PLAN FOR SERVICES**

#### **3.8.22**

### **OVERVIEW**

This Plan for Aging and Disability Resource Center (ADRC) Services is jointly developed by Nebraska ADRC members, referred to as Area Agency on Aging (AAA) Partners and Disability Partners. Together, the AAA Partners and Disability Partners collaborate in the implementation and further development of ADRC Nebraska.

AAA Partners include: Aging Office of Western Nebraska (AOWN), Aging Partners (AP), Blue Rivers Area Agency on Aging (Blue Rivers), Eastern Nebraska Office on Aging (ENOA), Midlands Area Agency on Aging (Midlands), Northeast Nebraska Area Agency on Aging (NENAAA), and South Central Nebraska Area Agency on Aging (SCNAAA).

Disability Partners include: Brain Injury Alliance of Nebraska, Easterseals Nebraska, League of Human Dignity, and University of Nebraska Medical Center Munroe-Meyer Institute.

#### **ADRC Purpose**

The purpose of the Aging and Disability Resource Center Act (Neb. Rev. Stat. § 68-1111 to 68-1120) is to provide information about long-term care services and support available in the home and community for older Nebraskans or persons with disabilities, family caregivers, and persons who request information or assistance on behalf of others and to assist eligible individuals to access the most appropriate public and private resources to meet their long-term care needs.

The Act further states that the ADRC is to serve as an ongoing component of Nebraska's long-term care continuum and that ADRC sites are to coordinate and establish partnerships as necessary with organizations specializing in serving aging persons and persons with disabilities to provide ADRC services.

#### **The Opportunity**

ADRC Nebraska is a convenient point of entry to the range of publicly supported long-term care programs for an eligible individual. We are designed to serve as highly visible and trusted places available in communities where people of all ages, incomes, and disabilities can get information and counseling on the full range of Long-Term Care (LTC) options.

The overall goal is to enhance the existing infrastructure by creating single points of entry at the local level to increase eligible individuals' access to information and services for long-term care and supports in a comprehensive, flexible, and cost-effective manner by:

- Reaching and serving elderly people and people with disabilities, regardless of their income, health condition and long-term care needs by providing information and assistance to promote health, safety and independence;
- Providing reliable, objective information about a broad range of community resources of interest to the elderly and people with disabilities; and,
- Enabling people to make informed, cost-effective decisions about LTC and delaying or preventing the need to apply for public assistance to pay for LTC services.

## **The System**

ADRC Nebraska offers a coordinated system for providing:

- Comprehensive information on available public and private LTC programs and services;
- Services to assist eligible individuals in the development of a LTC plan of services and supports;
- Access to the range of publicly supported LTC programs for which consumers may be eligible;
- A convenient point of entry for available resources and referrals; and,
- Partnerships between organizations specializing in serving aging persons and disability organizations that specialize in serving persons with congenital and acquired disabilities.

## **OUR PLAN**

### **ADRC Nebraska Action Plan Fiscal Year 2022/2023**

The ADRC Nebraska Action Plan (Attachment 1) is the creation of the ADRC Leadership Team, composed of the AAA Partners, Disability Partners, and Fritz & O'Hare Associates. The Action Plan is current until June 30, 2023 and will be updated on an annual basis. The purpose of the Action Plan is to outline strategies to improve and implement the delivery of ADRC services.

## **ADRC Direct Services Provision**

ADRC Nebraska currently offers the following ADRC services, as defined in the State Unit on Aging (SUA) Program Reference Guide:

40. Information & Referral
41. Options Counseling
42. Transitional Options Counseling
43. Benefits Assistance
44. Mobility Training

Additionally, ADRC Nebraska offers the option of providing the following ADRC services, as defined in the State Unit on Aging Program Reference Guide:

45. Point of Entry
46. Unmet Service Needs
47. Home Care Provider Registry

## **RESOURCES**

The following are utilized as operational tools by ADRC Nebraska staff. These tools will continue to evolve as ADRC Nebraska progresses:

- PeerPlace – Software system to document and track participants and referrals
- ADRC Website – Merged with Nebraska 211
- ADRC Orientation and Operations Manuals – Manuals used by ADRC staff to provide orientation and outline ADRC processes and operations
- Training - Ongoing training opportunities for ADRC providers on relevant resources

## **FUNDING**

AOWN, AP, Blue Rivers, ENOA, Midlands, NENAAA and SCNAAA have each submitted ADRC budgets to the State Unit on Aging in their respective approved Area Plans. AAAs are paid for ADRC services directly by the SUA.

Funding levels for ADRC activities of the Brain Injury Alliance of Nebraska, League of Human Dignity, Easterseals Nebraska, and the Munroe-Meyer Institute are established by the SUA. Due to legislative requirements, South Central Nebraska AAA and Midlands AAA currently serve as fiscal intermediaries to pass funding from the SUA to the Disability Partners for ADRC service delivery. At the time of development of this plan, legislation is pending to allow the Disability Partners to be paid directly by the SUA. Changes will be made to the process if the legislation passes.

ADRC staff complete required Medicaid Administrative Claiming documentation to receive Federal Financial Participation (FFP) funds for the ADRC. The funds realized from Medicaid through this process are disseminated by the SUA to ADRC providers as previously described.

The following is an additional funding allocation.

- Fritz & O'Hare Associates (FOA): ADRC partners will provide funding to NE4A in an amount pro-rated specific to their organization for the purpose of contracting with FOA to provide organization, coordination, training, and oversight of the operations of ADRC Nebraska.

**ATTACHMENT 1**  
**ADRC ACTION PLAN FOR FISCAL YEAR 2022/2023**

The ADRC Action Plan was developed by the ADRC Leadership Team to reflect the goals and activities of the ADRC necessary for implementing Nebraska’s Aging and Disability Resource Center Act. The Leadership Team (composed of representatives from each of the participating ADRC partner organizations) holds responsibility for the completion of the action steps outlined in this plan. Progress will be reviewed on a quarterly basis, with adjustments to the plan as needed.

**Goal 1.** The 211 website is utilized by ADRC providers and the public.

**Estimated Completion Date:** 6/30/23

Action Steps	Lead	Timeline
1.1 ADRC providers, at a minimum annually, verify all information for their organization and common referral sources on the 211 site and report needed changes to 211 management.	ADRC Providers	Ongoing
1.2 The ADRC collaborates with 211 to develop a system to track user hits on ADRC provider sites.	Program Coordinators	12/31/22

**Goal 2:** An ADRC marketing plan is developed and implemented.

**Estimated Completion Date:** 6/30/23

Action Steps	Lead	Timeline
2.1 An ADRC marketing plan that highlights and promotes the ADRC services offered by each provider is developed by a Marketing Subcommittee, including identification of funding source(s).	ADRC Subcommittee/Program Coordinators	12/31/22
2.2 Marketing plan is implemented.	Leadership Team	Ongoing

**Goal 3:** The Disability Partners are fully integrated ADRC providers.

**Estimated Completion Date:** 6/30/23

Action Steps	Lead	Timeline
3.1 The collaboration between AAA Partners and Disability Partners is strengthened through ongoing meetings, communication, cross-training, and joint planning activities, occurring at a minimum on a quarterly basis.	Leadership Team	Ongoing
3.2 ADRC operational processes to support Disability Partners receiving direct calls and referrals are implemented at Disability Partner sites (if proposed legislation to allow this is passed).	Disability Partners	60 days following effective date of legislation
3.3 A system for obtaining fiscal support from all partners for the support of ADRC program management is developed and implemented.	Leadership Team	12/31/22

**Goal 4:** ADRC statistical quarterly reports are completed and distributed.

**Estimated Completion Date:** 6/30/23

Action Steps	Lead	Timeline
4.1 ADRC data is collected on a quarterly basis.	ADRC Providers	Ongoing
4.2 An ADRC quarterly report is provided to the Leadership Team and other stakeholders.	Program Coordinators	Ongoing
4.3 The use of consumer satisfaction surveys is explored and, if surveys are utilized, a data collection method is developed and implemented to provide data for inclusion in quarterly reports.	ADRC Subcommittee/ Program Coordinators	6/30/23

**Goal 5:** Ongoing relevant trainings are promoted and offered to ADRC providers.

**Estimated Completion Date:** Ongoing

Action Steps	Lead	Timeline
5.1 The ADRC Quality Assurance Team and the Training Subcommittee work to ensure quality ADRC services are delivered.	Program Coordinators	Ongoing
5.2 Training on identified and relevant topics is delivered, at a minimum quarterly, to ADRC providers, including Medicaid and Economic Assistance updates.	Program Coordinators	Ongoing
5.2 ADRC providers share information and training opportunities across organizations to maximize learning.	ADRC Providers	Ongoing