

# AGING AND DISABILITY RESOURCE CENTER (ADRC) NEBRASKA

## PLAN FOR SERVICES

4.23.21

### 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 with disability organizations that specialize in serving persons with congenital and acquired disabilities.

## **OUR PLAN**

### **ADRC Nebraska Action Plan Fiscal Year 2021/2022**

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, 2022 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. Additionally, the plan includes work with the State Unit on Aging (SUA) related to Federal Financial Participation through Medicaid Administrative Claiming and website development.

## **ADRC Direct Services Provision**

ADRC Nebraska currently offers the following ADRC services, as defined in the State Unit on Aging 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

## **ADRC Partnerships**

The four identified Disability Partners have entered into Service Contract Agreements to define their work with the ADRC and agree to fulfill the responsibilities as outlined in their contract. South Central Nebraska Area Agency on Aging and Midland Area Agency on Aging manage these contracts.

Each AAA Partner and Disability Partner determines the ADRC services to be provided by their organization.

## **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 – Current vendor is Arounja, with plans to merge with Nebraska 2-1-1
- 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 in their respective approved Area Plans. The following are additional funding allocations.

- Fritz & O'Hare Associates: AOWN, AP, Blue Rivers, ENOA, Midlands, NENAAA and SCNAAA will each provide funding to NE4A in the amount of \$5,643.00 for the purpose of contracting with Fritz & O'Hare to provide organization, coordination, training, and oversight of the operations of ADRC Nebraska.

**ATTACHMENT 1**  
**ADRC ACTION PLAN FOR FISCAL YEAR 2021/2022**

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 (pending the State Unit on Aging’s transfer of the Arounja site to the 211 site).  
**Estimated Completion Date:** 1/1/22

Action Steps	Lead	Timeline
1.1 Orientation to the 211 site, including process for updating information, is provided to ADRC staff.	Program Coordinators	11/1/21
1.2 Orientation to ADRC services is provided to 211 staff.	Program Coordinators	11/1/21
1.3 ADRC providers ensure all information for their organization and common referral sources are accurately recorded on the 211 site.	ADRC Providers	1/1/22

**Goal 2:** An ADRC marketing plan is developed and implemented.  
**Estimated Completion Date:** 4/1/22

Action Steps	Lead	Timeline
2.1 All ADRC providers contribute funds to support an ADRC marketing plan that highlights and promotes the ADRC services offered by each provider.	Leadership Team	1/1/22
2.2 An ADRC marketing plan is developed by a Marketing Subcommittee.	Program Coordinators	2/1/22
2.3 Marketing plan is launched.	Program Coordinators	4/1/22

**Goal 3:** Federal Financial Participation (FFP) through Medicaid Administrative Claiming is maximized to support the ADRC.

**Estimated Completion Date:** 6/30/22

Action Steps	Lead	Timeline
3.1 ADRC providers participate and report on services necessary to maximize Federal Financial Participation funding for the ADRC.	ADRC Providers	Ongoing

**Goal 4:** The Disability Partners are fully integrated ADRC providers.

**Estimated Completion Date:** 6/30/22

Action Steps	Lead	Timeline
4.1 Legislation is proposed to allow for direct contracting between the State Unit on Aging and Disability Partners for the delivery of ADRC services.	Leadership Team	6/30/22
4.2 The collaboration between AAA Partners and Disability Partners is strengthened through ongoing meetings, communication, and joint planning activities.	Leadership Team	Ongoing
4.3 ADRC operational processes to support Disability Partners receiving direct calls and referrals are implemented at Disability Partner sites (if contracting, as referenced in 4.1, is implemented).	Disability Partners	6/30/22
4.4 Fiscal support from Disability Partners for the support of ADRC program management is obtained to supplement the funding provided by the AAA Partners.	Leadership Team	6/30/22

**Goal 5:** ADRC statistical quarterly reports are completed and distributed.

**Estimated Completion Date:** 1/1/22

Action Steps	Lead	Timeline
5.1 ADRC data is collected on a quarterly basis.	ADRC Providers	10/1/21
5.2 An ADRC quarterly report is provided to the Leadership Team and other stakeholders.	Program Coordinators	11/1/21
5.3 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	8/1/21

**Goal 6:** Ongoing relevant trainings are promoted and offered to ADRC providers.

**Estimated Completion Date:** On-going

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