

Eastern Nebraska Office on Aging

ENOA.org

ADRC Proposal FY 2024-2027



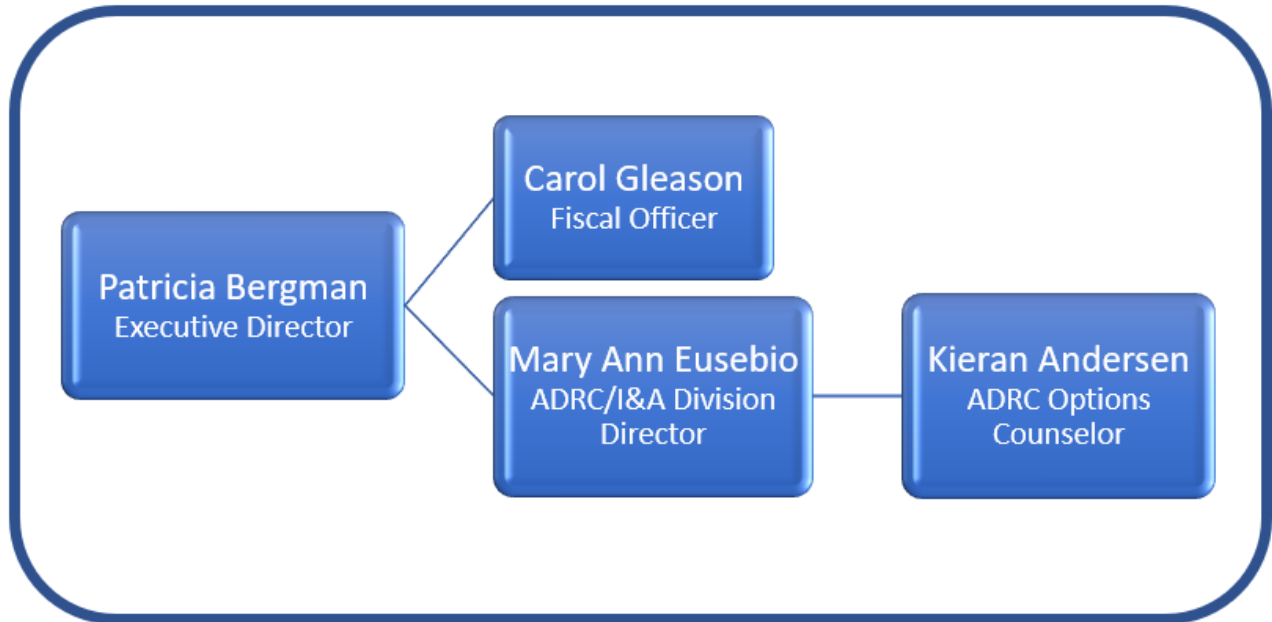
Patricia Bergman
Executive Director
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Part I

Applicant Information

Organization Name: Eastern Nebraska Office on Aging	Date of Application: November 30, 2022
Name – Contact Person Patricia Bergman	Phone Number: (402) 561-2220
Address (Street, City, State, Zip) 4780 South 131 st Street. Omaha. NE. 68137	
Email Address: trish.bergman@enoa.org	
Signature – Authorized Representative <i>Patricia Bergman</i>	Date Signed: November 30, 2022 Updated April 23, 2024



Part II

Executive Summary

A. Planned service area

The Eastern Nebraska Office on Aging proposes to serve five (5) counties in Eastern Nebraska. The counties include Cass, Dodge, Douglas, Sarpy, and Washington which is a mix of urban and rural communities. The target population includes individuals aged 60+, persons with disabilities of any age, and family members, caregivers, advocates, and providers for these individuals.

B. Organizational structure

ENOA's organizational structure includes providing services under the Older Americans Act, the Nebraska Community Aging Services Act, the Care Management Act, the Aging and Disability Resource Center Act, the Aged and Disabled Medicaid Waiver through subawards/contracts with the Nebraska Department of Health and Human Services. **Removed transportation through NDOT.**

C. Office location(s)

ENOA main office is located at 4780 South 131st Street.Omaha.NE.68137

Dodge County office is located at 1730 W. 16th Street.Fremont.NE.68025

Washington County office is located at 1904 South Street Suite 107.Blair.NE.68008

D. The approach to providing ADRC services

The Eastern Nebraska Office on Aging's ADRC program proposes to provide the following ADRC services:

Information and Referral Services

The purpose of I&R is to maintain information about human service resources in the community, to link ADRC-eligible consumers who need assistance with appropriate service providers, and/or to supply descriptive information about the agencies or organizations which offer services.

Options Counseling

The purpose of Options Counseling is to help ADRC-eligible consumers in need of long-term services and supports and his/her representatives to make informed choices about the services and settings which best meet their long-term care needs. Uniform data and information collection lead to the widest possible use of community-based options to allow an eligible consumer to live as independently as possible in the setting of his/her choice.

E. Any significant challenges faced by the proposed ADRC.

ENOA anticipates no significant challenges.

Part III

Executive Summary

1. Name a designated project director who is directly responsible to the sponsor for the management of the project. Include information about the director's experience, qualifications, and job duties. Indicate if the director will have additional programmatic responsibilities. **(2 Points)**

The designated project director will be ENOA's Executive Director: Patricia Bergman. Ms. Bergman has worked in Social Services settings for over 35 years which included 22 years with the Nebraska Department of Health and Human Services. Her HHS resume featured positions as a family support worker for three years, eight years as a social worker for the Aged and Disabled and Adult Protective Services worker, and four years as a business system analyst. From March 2002 to January 2009, Bergman was the administrator for the state of Nebraska's Transitional Assistance to Needy Families Program and the Supplemental Nutrition Assistance Program in Lincoln. In 2009, Ms. Bergman left HHS to join Quality Government Solutions (QGS), a Lincoln-based firm specializing in managing and consulting with state and local government as senior vice president. While with QGS, Bergman began working at ENOA in 2010 as a program analyst before being named the agency's deputy director in 2014. On July 1, she became ENOA's executive director. Ms. Bergman's job duties include overall management (planning, organizing, and leading) and administration of the Agency. This includes supervising all existing programs such as the ADRC program, as well as the development of programs for the aging population within the Agency's service area.

2. Describe how this program will operate within your organizational structure. How will the ADRC seek guidance and perspective that benefits individuals experiencing disabilities? **(3 Points)**

ENOA's Aging and Disability Resource Center seeks to address the frustrations many older adults, people with disabilities, and family members experience when trying to learn about and access long-term services and supports. ENOA's program tries to raise visibility about the full range of available options; provide objective information, advice, counseling, and assistance; empower individuals with all levels of income to make informed decisions about their long-term services and supports, and help people access public and private programs. ENOA strives to provide unbiased, reliable information and counseling to people with all levels of income.

ENOA ADRC staff are engaged in strategic partnerships at the local level. This includes developing working relationships with local health and human services agencies, service providers, and other private partners to facilitate LTSS referrals.

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Executive Summary

These partnerships include a range of agencies and organizations such as State & local advocacy organizations, and LTSS providers (e.g., behavioral health providers, intellectual/developmental disability providers, centers for independent living, home health agencies, and nursing facilities). State agencies, including but not limited to the Department of Health and Human Services, Nebraska VR, Department of Education, Commission for the Deaf & Hard of Hearing, Commission for the Blind & Visually Impaired, Housing authorities, City/County social services, Critical pathway providers (e.g., hospital discharge planners, physicians, pharmacies), Educational programs.

3. Describe the proposed staffing of the ADRC. Include all positions, FTEs, contracted labor, and responsibilities. **(2 Points)**

Executive Director –1 FTE (ADRC allocation approx.1.1%): ENOA’s Executive Director has lead responsibility for ADRC operations, staff performance, and the quality of ADRC services. The Director has authority over budget development, policies, and personnel. ENOA’s Director is instrumental in operationalizing the ADRC’s vision with ADRC staff and its governing board and advisory council.

ADRC Division Director –1 FTE (ADRC allocation approx. 30%): ENOA’s ADRC Division Director provides direct supervision to ADRC staff and works cooperatively with the Executive Director in the development of ADRC policies, procedures, reports, etc.

Options Counselor –1 FTE (ADRC allocation approx.75%): ENOA’s Options Counselor provides needs assessments, counseling and referrals, preliminary care planning, and short-term tracking based on consumer needs, preferences, and the situational context for aging adults and persons with disabilities in need of LTSS. This position works with consumers, family members, and others regarding their needs and preference for LTSS. This includes providing information, referral, and education on accessing LTSS.

Fiscal Officer –1 FTE (ADRC allocation approx. 1.1%): ENOA’s Fiscal Officer is an administrative position responsible for the effective management of the accounting and reporting system of the Agency. The fiscal officer assists the ADRC Division Director in the preparation of the yearly ADRC budget and any necessary revisions.

ADRC Program Coordinators: This is a contract position between Fritz & O’Hare Associates and the ADRC Partners to provide leadership and

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Executive Summary

development in the following areas: training, communication, quality assurance, reporting, and operations. **UPDATE – This contract ended 6.30.23.**

- Describe the ADRC’s physical location in the service area. Include how individuals experiencing disabilities can be accommodated when utilizing the physical location. Describe how individuals who are unable to go to the physical location will be able to connect with the ADRC. **(2 Points)**

ENOA’s main office is located in Omaha which is central to the service area. ENOA also has satellite offices in Fremont and Blair where ADRC services can be provided by appointment. All offices are accessible to individuals with disabilities and public transportation services are available. In addition, all offices allow for use of communication methods such as TTYs for the deaf, language lines, interpreters, video relay services, or similar devices as needed.

- PeerPlace is the software used to track client information and units of service. The grantee is required to follow State Unit on Aging prescribed data entry practices. Describe your experience with PeerPlace and how a client and service unit tracking system will be implemented. **(3 Points)**

ENOA has utilized PeerPlace software since it was implemented by the SUA in 2019. All ADRC staff are required to utilize PeerPlace to enter consumer information and service units. Each ADRC contact is logged on PeerPlace by the ADRC staff. If ADRC staff transfers the contact to an ADRC Partner for the delivery of ADRC services, the receiving organization becomes responsible for future entries on PeerPlace. ADRC staff is encouraged to enter consumer identifying information on PeerPlace by the close of business on the day contact was made. All other consumer information must be entered on PeerPlace within two business days following the contact.

- Describe any previous experience the organization has with providing ADRC services. Has the organization been designated as a Nebraska ADRC previously? If yes, include information on service units provided in the previous three fiscal years including all ADRC services provided, and funding received for the program. **(4 Points)**

ENOA has been designated as an ADRC providing I&R and Options Counseling services since 2016.

	Units of Service			
	SFY20	SFY21	SFY22	SFY23
I & R	**2433.5	**32633	**3824	3111
Options Counseling	36.7	40	51.5	27
Transitional Options Counseling	0	*1	*1	0

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Executive Summary

Benefits Assistance	0	0	0	0
Mobility Training	0	0	0	0

* Data entry error – No Transitional Options Counseling provided. Should have been recorded as Options Counseling.

** I&R numbers includes Basic I&A & I&R.

Funding received:

	SFY20	SFY21	SFY22
ADRC Funding:	\$90,293	\$80,655	\$83,851

7. The ADRC will be welcoming and accessible. Describe how the ADRC will work with individuals who experience all types of disabilities, those who do not speak English as a first language, or whose culture may affect how they use the ADRC. **(3 Points)**

At all times ADRC staff will ensure the consumer/caller experiences a welcoming atmosphere and will strive to utilize interviewing techniques and all resources necessary to ensure individuals with disabilities, language or cultural differences receive appropriate information and services. See the answer to question #4 for some examples.

8. Describe how the ADRC will ensure that its services are objective, unbiased, and in the best interest of the client. **(3 Points)**

ENOA’s ADRC service objectives are to answer consumers’ questions quickly and effectively and resolve issues with empathy and care without being influenced by someone’s beliefs or opinions. The ADRC focuses on delivering person-centered planning by improving access to LTSS so that an individual can receive the right services at the right time and in the right place. It also facilitates obtaining services individualized to the unique needs and desires of the person and that reflect their input and decisions about their own future.

9. Describe current & future collaborations as it relates to the ADRC. **(2 Points)**

ENOA’s ADRC goal is to foster new and established collaborations across many service systems including the current ADRC disability partners, DHHS, mental health providers, education systems, and interest groups to name just a few. ENOA’s ADRC depends on numerous partnerships to be able to offer integrated, comprehensive access to LTSS. More targeted efforts are needed in the future to improve the partnerships with our disability organizations given their critical role in providing LTSS to persons with disabilities.

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10. Describe how the agency will implement a quality assurance process. **(2 Points)**

ENOA participates in the statewide Quality Assurance Team. The Quality Assurance (QA) Team develops strategies to improve ADRC services based on data and issues brought forward by the Leadership Team and QA Team members. QA meetings are held monthly. Aspects of service delivery and reporting that are addressed are operations manual review and revisions, ADRC website and 211 accuracy & usability, PeerPlace orientation and utilization, staff training, partner integration, outreach efforts and coordination, ADRC Service Taxonomy clarification, statewide and agency reporting and other items as necessary.

B. Service Provision (30 Points)

11. Describe the marketing and outreach the ADRC will utilize to make these services known to members of the target population. Address how the ADRC will reach individuals who are isolated as well as community agencies and service providers in the service area. Identify how the ADRC will work with hospitals, nursing homes, assisted living facilities, and home health care agencies to accept referrals. **(4 Points)**

General Principles

- Have a clear, simple message, be consistent, and use a variety of marketing methods.
- Use more than one method at a time. Try continuous marketing in several venues.
- Word-of-mouth is especially important.

Marketing to Medical, Nursing and Assisted Living Facilities

- Make contact with all staff to discuss the ADRC services (ex: physicians, nurses, social workers, hospital discharge planners, home health care agencies, community-based service providers, etc.
- Provide information packets to each provider so they know how to reach ADRCs.
- Routinely revisit to restock materials, as well as continue to build relationships.
- Utilize ENOA/UNMC Primary Liaison to educate ADRC services.

Internal Marketing

- Educate and involve people who work for and with the ADRC on a regular basis.
- Make sure people in all departments of your agency know about the ADRC, what it is, and what services are available.
- Provide training to front desk staff so they understand the ADRC, the services provided, and the protocols for accessing ADRC staff.
- Continue to encourage ADRC staff to become actively involved in community organizations.

Presentations to Community Groups

- Presenting to existing groups. Be available when the groups meet. This

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may include, but is not limited to:

- Consumer/advocacy groups
- Service providers
- Chamber of Commerce
- Health and wellness fairs
- Employee assistance and other employer-sponsored programs
- Religious organizations
- High school counselors and special education staff
- Village councils and other local boards
- Police departments, fire departments, and EMS
- Provide training for volunteers, home-delivered meal drivers, transportation drivers, and others who have contact with individuals that are isolated so they can provide ADRC information.

12. Describe how the ADRC will provide Information & Referral services. **(3 Points)**

The purpose of I&R is to maintain information about human service resources in the community, to link ADRC-eligible consumers who need assistance with appropriate service providers, and/or to supply descriptive information about the agencies or organizations which offer services. The I&R process involves:

- establishing contact with the consumer;
- assessing the consumer's long and short-term needs;
- identifying resources to meet those needs;
- providing a referral to identified resources; and
- following up (based on consumer preference) to ensure that his/her needs have been met.

I&R can be offered to eligible consumers and/or their caregivers or representative. The service is delivered on a one-on-one basis either via telephone, email, or home/community visit. The consumer can remain anonymous.

I&R Summary Form: ADRC staff offer to complete an I&R Summary Form or provide other available printed material that captures information regarding suggested referral sources, along with additional information that may assist the consumer when contacting the organization. If the consumer wishes to receive referral information, it is mailed or emailed to them within three business days of the contact. The I&R Summary Form is in Attachment B.

Follow-Up: ADRC staff offer to call the consumer at an agreed-upon time to perform a follow-up inquiry. Consumers are encouraged to contact ADRC staff at any time if they have further questions or concerns. All follow-up agreements are documented on PeerPlace. All attempts to follow up with consumers must be documented, whether

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successful or not. If unsuccessful, ADRC staff document why the contact was unsuccessful. This includes reasons such as the consumer being unavailable or unresponsive, the wrong phone number, or the consumer requesting a call back later. After two unsuccessful contact attempts, the consumer is discontinued from the ADRC program, and the status is documented in follow-up notes.

Service Unit: A unit of service is defined as a contact or attempted contact with the consumer.

13. Describe how the ADRC will provide Options Counseling services. **(3 Points)**

Options Counseling helps ADRC-eligible consumers in need of long-term services and supports and his/her representatives to make informed choices about the services and settings which best meet their long-term care needs. Uniform data and information collection lead to the widest possible use of community-based options to allow an eligible consumer to live as independently as possible in the setting of his/her choice.

Options Counseling is a natural extension of the I&R process. Options Counseling is a decision-support process whereby consumers are assisted to evaluate and weigh their LTSS options. It is designed for consumers who have little knowledge about their options and limited capability in pursuing LTSS independently. They most likely have not received LTSS services in the past and find themselves at a loss of where to turn for help. ADRC staff work with them to explore their options (both publicly and privately funded) and provide hands-on assistance in applying and securing services. Services can be provided in a face-to-face setting, such as an ADRC office or the consumer's home.

Service Unit: A unit of service is defined as an hour.

14. Describe how the ADRC will provide Transitional Options Counseling services. **(3 Points)**

ENOA is not proposing to provide Transitional Options Counseling services at this time.

15. Describe how the ADRC will provide Benefits Assistance. **(3 Points)**

ENOA is not proposing to provide Benefits Assistance services at this time.

16. Describe how the ADRC will provide Mobility Training. **(3 Points)**

ENOA is not proposing to provide Mobility Training services at this time.

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17. Describe how the ADRC will provide individuals seeking assistance with home care with a home care registry as well as information about their rights and responsibilities as home care consumers. **(3 Points)**

ENOA is not proposing to provide the home care registry service at this time.

18. Describe how the ADRC will provide individual and systems advocacy. This includes information about client rights and assistance with exercising those rights. **(4 Points)**

All information disclosed between ADRC staff and the consumer shall remain confidential. ADRC staff will utilize their agency procedures for obtaining/releasing confidential information. Consumers will not be asked to disclose more personal information than necessary to make a referral, conduct an intake, or assist with an application.

ADRC staff referring consumers to other ADRC Partners will obtain consumer consent (via their agency policies/procedures) to release information to the Partner organization before the referral is transferred. This process is recorded on PeerPlace. Written consent forms (if obtained) may be uploaded on PeerPlace. ADRC Partners will acknowledge on PeerPlace they have received the referral.

Consumers receiving ADRC services have the following rights.

- a. The right to receive services without regard to race, color, sex, national origin, religion, or disability.
- b. The right to accept or reject ADRC services.
- c. The right to have individual preferences respected.
- d. The right to confidentiality. Information will always be kept confidential.
- e. The right to personal information collected by the ADRC, if desired.
- f. The right to expect ADRC staff to respect personal dignity.
- g. The right to choose from the ADRC services available.
- h. The right to choose who provides ADRC services.
- i. The right to register a complaint or file a grievance without discrimination or reprisal.

19. Describe the role the ADRC will have in emergency preparedness and response in the service area. Will the ADRC have the equipment necessary to operate remotely or at an alternate work location? If the ADRC has an emergency preparedness plan, please attach it. **(4 Points)**

ENOA's Disaster Preparedness plan is designed to address the needs of Older Adults, Family Caregivers, and other associated populations in the event of natural,

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technological, or man-made emergencies or disasters. (Including but not limited to, tornados, chemical, nuclear, pandemic flu or virus, floods, and blizzards.) The primary purpose of the Disaster Preparedness Plan is to maintain a continuity of service in the event of a disaster. The main themes of the plan are preparation, response, and recovery. The role of the ADRC staff may include the following:

- Volunteer for disaster-related services that match their skills and abilities.
- Communicate with other agencies and the community to assess services available and provide current information and resources that will ensure the caller's access to available emergency services.
- Document and track services provided, and actions taken during this period.
- Assist CHOICES staff with client contact if necessary to identify needs, problem-solve and secure needed resources.

ENOA ADRC staff have the needed equipment to work remotely if necessary. All processes and procedures for remote work were implemented during the COVID Pandemic.

Part IV ADRC Budget

The Budget Form and Budget Narrative must be submitted with this application. Application evaluation will be partially based on the reinvestment of MAC funds. Please describe how MAC funds will be used.

ENOA will utilize Medicaid Administrative Claiming funds to supplement the cost of the ADRC staffing.