

NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

December 1, 2023

Mr. Brandon Metzler
Clerk of the Legislature
State Capitol Room 2018
Lincoln, NE 68509

Subject: Aging and Disability Resource Centers (ADRC) Report

Dear Mr. Metzler:

In accordance codified in Nebraska Revised Statute § 68-1118, please find the attached report summarizing the Aging and Disability Resource Center (ADRC) activities for the year 2023.

The attached report indicates the ADRC services offered and the impact that is made by these centers throughout the state. This report includes information reported by the State Unit on Aging and ADRC participating organizations.

Sincerely,

A handwritten signature in blue ink that reads "Matthew Ahern".

Matthew Ahern, Interim Director
Division of Medicaid and Long-Term Care

Attachment

Division of Medicaid and Long-Term Care

Aging and Disability Resource Centers (ADRC) Report

December 2023

Neb. Rev. Stat. § 68-1118

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Introduction

Aging and Disability Resource Centers (ADRCs) are intended to provide access, assistance, and information about publicly and privately funded Long-Term Services and Supports (LTSS) to all populations with disabilities, caregivers, and persons aged 60 and over.

The South Central Nebraska Area Agency on Aging (SCNAAA) contracted with the Munroe Meyer Institute (MMI) and Easterseals Nebraska (ESN). The Midland Area Agency on Aging (MAAA) contracted with the Brain Injury Alliance of Nebraska (BIA-NE) and the League of Human Dignity (LHD). In April of FY22, LB856 passed, allowing for funding of participating disability partners through the State Unit on Aging, which began in FY23.

FY24 will have thirteen ADRCs, eight Area Agencies on Aging (AAAs), and five partner organizations. A map of the service areas each AAA covers can be found at:

<https://dhhs.ne.gov/Medicaid%20SUA/Current%20AAA%20and%20ADRC%20Map.pdf>

Pilot project annual evaluation reports for 2016, 2017, and 2018 are available on the Legislative and DHHS webpages. They can be found in the Reports section of the DHHS public webpage at:

<http://dhhs.ne.gov/Pages/Aging-Program-Documents.aspx>

Contacting the ADRC

Toll-Free Line and ADRC Website

The toll-free line changed in FY23 to a phone tree system in which the caller can select the agency they wish to speak with. They also have the option to call a toll-free phone number at (844) 843-6364. In FY23, the toll-free number received 322 calls, an increase from FY22. The majority of calls were from Nebraskans, with 216 in-state calls. The remaining calls originated from 25 other states. Florida phone numbers reached the toll-free phone number 29 times, followed by California (17), Wisconsin (9), and Minnesota (8).

Nebraska's 2-1-1 website (<https://ne211.org/nebraska-aging-disability-resource-center/>) is a coordinated effort by the DHHS State Unit on Aging through local AAAs.

ADRC Services

Services

Four ADRC Partner Organizations (APOs) began offering services in FY21 and have continued through FY23. The APOs are BIA-NE, LHD, MMI, and ESN. In FY24, Nebraska 211 and the West Central Nebraska Area Agency on Aging (WCNAAA) will begin providing ADRC services. All services listed in LB793 (2018) were available in FY21, FY22 and FY23.

Total Population by Aging Service Area

	AOWN	Aging Partners	Blue Rivers	ENOA	Midland	Northeast	South Central	West Central
Population	83,626	407,611	72,668	851,729	131,095	206,937	99,732	98,082
Counties	11	8	8	5	8	22	14	17

ADRC Services by AAA and APO FY23

The statute permits an ADRC to provide one or more services, including Information and Referrals (I&R), Options Counseling, Transitional Options Counseling, Benefits Assistance, and Mobility Training. The centers offer these services based on the statutory permission, allowing them to address the needs of the community at the Aging Office of Western Nebraska (AOWN), Aging Partners (AP), Blue Rivers Area Agency on Aging (BRAAA), Eastern Nebraska Office on Aging (ENOA), MAAA, Northeast Nebraska Area Agency on Aging (NENAAA), SCNAAA, WCNAAA, BIA-NE, LHD, MMI, and ESN.

General Population and ADRC Contacts by AAA and APO

The total ADRC contacts was 14,671. The breakdown of each region's contacts were AAA Region Population (1,951,480), Informational Contacts (10,787), Options Counseling Contacts (1,434), Transitional Options Counseling Contacts (28), Benefits Assistance Contacts (2,408), and Mobility Training (16). The population reflects all Nebraska citizens. Margin of error is not included. (American Community Survey, 2015-2019 S0101: Age and Sex)

Medicaid Administrative Claiming

Neb. Rev. Stat. § 68-1115 requires the Division of Medicaid and Long-Term Care to pursue federal matching funds, Medicaid Administrative Claiming (MAC), to financially supplement ADRC and local services. In FY23, ADRCs invested \$88,686.37 of other funds beyond those awarded through ADRC legislation to expand services. This included \$66,591.79 from Medicaid Administrative Claiming; other funding sources included local agency funds and Community Aging Services Act funds. FY24 will have thirteen ADRCs, eight AAAs, and five partner organizations. The total from September and November 2022 was \$686,702, December 2022 to February 2023 was \$679,053, and March to May 2023 was \$715,981. The grand total was \$6,075,382.

Contacts by ADRC Service

In FY23, there were a total of 14,675 contacts made across multiple ADRC services. Of those contacts, the types were Information Contacts (10,787), Options Counseling (1,434), Benefits Assistance (2,408), Transitional Options Counseling (29), and Mobility Training (17).

Contacts can be a brief call or an in-person discussion to obtain information on behalf of someone else or individually.

Informational Contacts by ADRC

In FY23, there were a total of 10,787 informational contacts made.

An informational contact is a combination of Basic Information and I&R. Contacts can be a brief call or an in-person discussion to obtain information on behalf of someone else or individually.

Options Counseling Hours by ADRC

In FY23, there were a total of 1,184 hours reported in providing Options Counseling services to consumers.

Options Counseling: A state ADRC Program service that assists eligible individuals needing long-term care and their representatives in making informed choices about the services and settings that best-meet their long-term care needs. Options Counseling uses uniform data and information collection and encourages the most comprehensive possible use of community-based options to allow eligible individuals to live as independently as possible in the setting of their choice. Options Counseling provides the client with a written plan that may take up to three months and is tracked by contact or by hours.

Benefits Assistance Hours by ADRC

In FY23, there were a total of 2,506.25 hours dedicated to providing Benefits Assistance to consumers.

Benefits Assistance: A state ADRC Program service that aids people with difficulty understanding or obtaining grants, payments, services, or other benefits for which they may be eligible. The program may help people understand the eligibility criteria for benefits, the benefits provided by the program, the payment process, and the rights of beneficiaries; provide consultation and advice; and help them complete benefits application forms. Benefits Assistance counselors may also scan documents required for an application and assist in uploading those documents to the system. Benefits Assistance counselors do not determine eligibility for a program.

Total Contacts by ADRC

The total contacts by Subawarded ADRC were AOWN (404), AP (1,212), BRAAA (742), ENOA (3,135), MAAA (3,370), NENAA (2,504), SCNAA (948), BIA-NE (110), LHD (1,857), MMI (68), and ESN (321). Contacts can be a brief call or in-person discussion to obtain information on behalf of someone else or individually.

ADRC Callers and Clients

ADRC staff collect information on the client in need of service. Minimal information is gathered when the person contacting the ADRC is not also the client. For example, minimal information would be collected about the parent calling on behalf of a child with a disability or a sibling calling on behalf of an older adult.

Unique Clients Served by ADRC

In FY23, 7,089 out of 14,671 listed contacts across Nebraska were served. The unique individuals serviced were at AOWN (283), AP (403), BR (410), ENOA (1,828), MAAA (1,507), NEN (888), SCN (456), BIA-NE (71), LHD (1,108), MMI (33), and ESN (102).

Known Client Age Range

ADRCs collect demographic information, which helps identify the client cohorts and ultimately provides more effective service and identifies unmet needs by age group.

Of the 6,031 known clients in Nebraska (unique individuals) in FY23, 333 were missing their date of birth.

Reported Client Health Conditions

Client health conditions are part of CMS infrastructure and are regularly used in CMS-related assessments. More information is available on the CMS Chronic Condition Data Warehouse site. The “Other” category contains items that are recorded in the client notes section. Examples of “Other” include, but are not limited to, health conditions not in the system, as well as non-health items and acronyms.

In FY23, there were a total of 884 health conditions recorded. Health conditions included ADHD, Arthritis, Asthma, Cancer, Cerebral Palsy, Chronic Kidney Disease, COPD, Deaf/Hard of Hearing, Diabetes, Epilepsy, Heart Disease/Failure, HIV/AIDS, I/DD, Mental Health, Multiple Sclerosis, Muscular Dystrophy, Obesity, Physical Disability, Spina Bifida, Substance Use Disorder, Traumatic Brain Injury, and Other. An individual may have more than one condition recorded. Note: Nonresponses were excluded.

Reported Client Residence Setting

In FY23, 992 client living arrangements were reported, and 468 residence settings were not.

Contacts by Target Population

	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	BIA-NE	LHD	MMI	ESN
Under 60	21	42	47	55	80	107	48	11	475	24	57
60 and Over	252	336	359	1760	931	714	333	51	460	0	20

WCNAAA did not participate in the ADRC program in FY23.

Changes

The Nebraska Legislature changed the funding stream for ADRC funds in the 2022 session. Consequently, the Nebraska State Unit on Aging issued subawards for ADRC Programs for FY24-27 based on a competitive grant process. This involved interested applicants submitting a proposal as well as an application for evaluation.

Overview A-1: AOWN

The Aging Office of Western Nebraska (AOWN) proudly offers the following programs for eligible participants within the PSA-L: Total Care Management; Nursing Facilities Level of Care; Care Management; Title III-B Supportive Services; Title III-C1 and Title III-C2 Congregate and Home-Delivered meals programs facilitated in the Senior Centers; Title III-D Health Promotions/Disease Prevention; Title III-E Family Caregiver Support; and Aging and Disability Resource Center (ADRC). AOWN hired a new Options Counselor in December with the position being vacant since end of August. AOWN had 353 units for I&R and 54 units for Option Counseling. AOWN currently offers I&R and Options Counseling.

Overview A-2: Aging Partners

The ADRC Options Counselor at Aging Partners (AP) provides I&R services to support individuals in the home and in the community. These services are offered to an eight-county service area in Nebraska, including Lancaster, Saunders, Butler, Polk, York, Fillmore, Seward and Saline counties. Collaborating between AAA and Disability Partners is essential for the success of this program, allowing for open communication channels, cross-training opportunities, and joint planning activities. In addition, the Program Supervisor and Options Counselor have also attended various trainings over the past year, including multiple sessions from the Disability Education Series; Person-Centered Planning; Disabled Persons/Family Support & Lifespan Respite Programs; Navigating Cultural Differences and Celebrating Olmstead: Working 4Inclusion; Elder Justice Training; and Crisis Management. Conferences attended include the AIRS (Alliance for Information and Referral Systems) in Baltimore and the Nebraska Mental Health & Aging Coalition.

Overview A-3: BRAAA

The Blue Rivers Area Agency on Aging (BRAAA) has received calls from individuals in our ADRC program of many types. These calls are from concerned family members, friends, and the clients themselves. These concerns are discussed via the phone or in person with a brief and informal assessment process. The BRAAA has seen an increase in clients needing assistance as they are new to Medicaid or Medicare and to help them understand their choices for coverage and compare best-priced plans for prescription coverage. They also have assisted many clients with understanding their Medicaid eligibility as recertification begins anew. Blue Rivers staff has responded to frequent requests for information regarding care at home, PERS, and understanding their health insurance. In the past fiscal year, the three ADRC workers have completed 703 IR contacts, 32.5 hours of Options Counseling, and 600 service tickets, which is more than the previous year.

Overview A-4: ENOA

The Eastern Nebraska Office on Aging (ENOA) ADRC stays busy fielding calls and providing mostly Information and Assistance (I&A) and a “warm handoff” to community resources that assist callers with their specific needs. In FY23, the agency fielded 3,108 I&A/I&R calls, assisting 1,809 different consumers. Its Options Counselors logged 27 hours, assisting 17 individuals with a more detailed plan of information to address their long-term needs. They also participated in 43 community outreach events in FY23.

Overview A-5: MAAA

Over the course of a year, the Midlands Area Agency on Aging (MAAA) worked with approximately 1,150 individuals providing Benefits Assistance, Options Counseling, Transitional Options Counseling, I&R, and Mobility Training. Benefits assistance continues to be their most active program through ADRC. The ADRC Options Counselor can contact agencies with individuals to help them better understand benefits. They assist with contacting Social Security, Housing Authority, DHHS, ATP, and other community agencies.

Overview A-6: NENAAA

The Northeast Nebraska Area Agency on Aging (NENAAA) encompasses 22 counties in Northern Nebraska. NENAAA was one of seven Nebraska AAAs that led the State to develop ADRC legislation and funding. NENAAA became an ADRC pilot program and worked with the legislature to have permanent ADRCs in Nebraska. In FY23, NENAAA provided 1,748 units of I&R and 484.75 units of Options Counseling. There were 763 unduplicated clients for I&R and 125 unduplicated clients for Options Counseling. The ADRC legislation addressed that Nebraska works to receive Medicaid Administrative Claiming (MAC) funding. The MAC funding supports the care management and ADRC budgets at NENAAA.

Overview A-7: SCNAAA

The South-Central Nebraska Area Agency on Aging (SCNAAA) and Aging Disability Resource Center (ADRC), located in Kearney, provides services to the following fourteen counties: Blaine, Loup, Garfield, Wheeler, Custer, Valley, Greeley, Sherman, Buffalo, Phelps, Kearney, Furnas, Harlan, and Franklin counties. The ADRC collaborates with organizations such as the Assistive Technology Project, Community Connections, BIA-NE, MMI, Easter Seals, Buffalo County Community Partners, Independence Rising, Lifespan Respite, League of Human Dignity, Aging Network, Sandhills Collaborative, Region 3 Behavioral Health Services, Nebraska Commission for the Deaf and Hard of Hearing, DHHS, long-term care facilities, hospitals, and clinics, to name a few.

Overview A-8: BIA-NE

The Brain Injury Alliance of Nebraska (BIA-NE) is a 501 (c)(3) charitable nonprofit and the state’s only dedicated provider of brain injury health information and support. BIA-NE, incorporated in 2009, aims to create a better future for all Nebraskans through brain injury prevention, education, advocacy, and support. BIA-NE is an affiliate of the United States Brain Injury Alliance. Although brain injury is BIA-NE’s focus, BIA-NE serves individuals of all disabilities because, so frequently, brain injury is a co-occurring condition. BIA-NE provides a comprehensive array of statewide services to bridge identified gaps for disabled individuals through its prevention, education, advocacy, and support efforts.

Overview A-9: LHD

The League of Human Dignity (LHD) is a community-based, consumer-controlled non-profit organization whose mission is to promote the full integration of persons with disabilities into society. Their offices provide services for people of all ages with disabilities to assist them in living full, independent lives. Since the beginning of 2023, LHD has allocated MAC funding to hire a full-time ADRC Specialist. The amount of people LHD has served through ADRC has dramatically increased since this change. The services provided through the LHD ADRC are I&R, Mobility Management, Benefits Assistance, Options Counseling, and Transitional Options Counseling Services, along with other services such as Peer Support, Independent Living Skills Training, Individual and Systems Change Advocacy, and Youth Transition.

Overview A-10: MMI

The Munroe-Meyer Institute (MMI) serves as the University Center for Excellence in Developmental Disabilities for the state of Nebraska. MMI is an academic unit of the University of Nebraska Medical Center and provides clinical and other programs and supports related to intellectual and developmental disability. Before its involvement in ADRC, MMI consistently offered options counseling, transitional options counseling, and benefits assistance to those seeking services and support. MMI has historically collaborated with a network of disability support organizations in communities across Nebraska to assist individuals and families seeking help. Through a network of collaborating partners, MMI can address a myriad of issues that individuals and family members bring to them.

Overview A-11: ESN – No Submission