

## **Recommended Mission Statement for Dane County Aging & Disability Resource Center**

### **Mission Statement**

The mission of the ADRC is to support seniors, adults with disabilities, their families and caregivers by providing useful information, assistance and education on community services and long-term care options while at all times respecting the rights, dignity and preferences of the individual.

### **The Goals of the ADRC are to:**

- Welcome the whole community to an attractive, accessible, non-threatening facility and services.
- Reach and serve elderly people and people with disabilities, regardless of their income health condition and long term care needs.
- Provide outreach and services to young people (age 17 ½ years) with disabilities as they transition from the school system to adult services.
- Provide reliable and objective information about a broad range of community resources of interest to elderly people and people with disabilities.
- Enable people to make informed, cost-effective decisions about long term care.
- Delay or prevent the need for long term care services and/or public funding for them.
- Provide information and assistance to promote health and independence.
- Serve as the single entry point for publicly funded long term care.
- Identify people at risk and with needs and connect them to needed services.
- Help adults access needed services through advocacy and assistance.

# Recommended Work Plan for developing Aging & Disability Resource Center

## Get Acquainted and Informed – Timeline: June 2006 through July 2006

- Review the core services and standards of ADRC.
- Identify the different organizations that might have an interest in developing or being part of a resource center.
- Subcommittee formed to help plan the ADRC.
- Discuss ADRC development with the appropriate governing boards and/or other community agencies.
- Research what other resource centers are doing.
- Identify who currently performs the core services.
- Staff from participating agencies become familiar with each other and with the programs each agency offers.
- Develop a vision statement that addresses why you want to develop an Aging and Disability Resource Center.
- Barbara Thoni and Theresa Sanders have been designated as the lead county staff for communicating with state staff when policy clarification is necessary as well as with the designated planning group when issues of protocol or policy arise.

## Design the Operation – Timeline: July 2006 though September 2006

- Describe the governance model and organizational structure that reflects the day-to-day management.
  1. Services—identify the core services to be provided by the ADRC, internal and external.
  2. Staff (internal county government and external community agencies) to be housed within the ADRC; funding sources to support the operations of the resource center.
  3. Identify staff that will be part of the ADRC supervisory and management team.
  4. Identify the county oversight committee and protocol for day-to-day operations.
  5. Identify the impact on the current network of services
- Identify the primary resources and staff required to be linked to the ADRC, that may/may not be physically located within the ADRC; identify the funding sources to support the agencies and staff.
- Identify the changes that will need to take place, staffing issues, funding, authorizing action by county board – to create the ADRC.

- Inform and educate the target populations, community-at-large and provider network of services about the purpose and goals of ADRC.

### **Physical Location & Equipment–Timeline: October 2006 through November 2006**

- Develop a list of locations where people would feel comfortable coming for help, easy to get to and physically accessible.
- Determine what space is needed and how it should be arranged--private offices, cubicles, storage space, reception area, space for resource materials, meeting rooms.
- Telephones will be your primary means of contact with the public. Research the different phone systems for answering phones, voice mail and transferring phone calls.
- Up-to-date IT equipment will be necessary for providing Information and Assistance, case management, data reporting and record keeping requirements. ADRC subcommittee work closely with the IT/Fiscal Subcommittee for analyzing the options for meeting this requirement.
- Identify the required signs for the ADRC. This includes both internal and external signs needed so the ADRC is readily recognized by the general public.
- Inform the target populations, community-at-large and provider network of services about the location of the ADRC.

### **Develop Protocols – Timeline: September 2006 through March 2007**

- Develop a flow chart for day-to-day operations. Identify who will handle phone calls, walk-ins, outreach, long-term care options counseling, financial eligibility, functional screens, etc. Identify staff and supervisors responsible for activities.
- Select the hours of operation. What works for your clients? How do your hours correspond with those of participating agencies?
- After hours' calls, particularly for emergencies and adult protective services calls. Develop Memorandum of Understanding (MOU) with agency handling this activity.
- Develop memorandums of understanding (MOU) with all agencies involved with the ADRC. This must be in place prior to the beginning of operations. MOU's should clearly spell out roles and responsibilities of both parties as they pertain to the core operations of the ADRC.
- Identify what organizational changes must take place to create the ADRC and develop necessary ordinances, resolutions to facilitate those changes. This should include reassigning staff, creating the ADRC as a separate identifiable entity with its own governance structure.

- Inform and educate the target populations, community-at-large and provider network about the process for accessing ADRC services .

### **Information and Assistance - Timeline: September 2006 through March 2007**

- Information and Assistance is the cornerstone of the ADRC. The I&A Specialists must be trained and certified by Alliance of Information and Referral Systems (AIRS).
- The ADRC must have a fully developed electronic resource database. The I&A database must meet the standards developed for ADRCs including adherence to the uniform style guide and an inclusion/exclusion policy. The ADRC Subcommittee will work closely with IT/Fiscal Subcommittee for developing the database.
- Develop the referral process to community resources. Draft memorandums of understanding with agencies setting forth mutual expectations.
- Develop solid follow-up procedures, include the process in the MOU's.
- Develop a process for measuring and monitoring consumer satisfaction.

### **Benefits Counseling-Timeline: November 2006 to December 2006**

It is expected that the services of both the elderly and disability benefit specialists will be available through the ADRC.

- Develop memorandums of understanding with both the elderly and disability benefit specialists to be readily accessible and physically located within the ADRC.

### **Outreach & Marketing – Timeline to be determined**

Outreach and marketing are required core services of the ADRC. For purposes of the ADRC, outreach is defined as “a face-to-face contact” with an individual, usually in their home.

- Develop working agreements with participating agencies to coordinate their ongoing outreach activities with outreach done by the resource center.
- Assure that materials available for outreach are appropriate for individuals with sensory impairments.
- Assure that materials are culturally appropriate and sign language interpreters are available.

### **Marketing – Timeline to be determined**

The concept of marketing is new to the public sector. However, the role of the ADRC is to provide information and assistance to individuals before they are ready to enter the public system, in hopes they will be able to use their own resources more wisely.

Marketing is described as the broad message designed to reach either the general public or targeted areas of the population.

- Give the public information about the resource center: what it is; what it does, when it is open, where it is.
- Coordinate the Outreach and Marketing Plan with the Communication Subcommittee.
- Include yellow page advertising in your marketing budget.

**Other Partners to Consider – Timeline: As needed**

- Develop a memorandum of understanding with the public health department regarding preventive health and education.
- Develop a memorandum of understanding with other professionals who work with persons with physical, developmental disabilities and individuals with mental health, alcohol or other substance abuse issues.
- Involve the county veterans' services officer (CVSO) in the planning of the resource center. Consider including the veterans' office in the ADRC??
  - At a minimum develop an MOU for two-way referrals with the veterans' services.