



Serving our Aging Population

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WISCONSIN COUNTIES ASSOCIATION

2020

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# Mission of Aging & Disability Resource Centers

To provide older adults and people with physical or intellectual/developmental disabilities the resources needed to live with dignity and security, and achieve maximum independence and quality of life. The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

# What are Aging and Disability Resource Centers?

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- The place to start for questions about aging and disability resources and services
- Welcoming and conveniently located
- Staff who are friendly, respectful, knowledgeable, and confidential
- Accurate and unbiased information, that is understandable and useful
- Services are free and offered at a location of the customer's choosing
- Assistance is available regardless of income and asset level

# Who uses the ADRC?

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- Adults, age 60+
- Adults with developmental disabilities
- Adults with physical disabilities
- Adults with mental health issues or substance abuse
- Youth with disabilities transitioning to adult services
- Family caregivers, friends, guardians, and others
- Discharge planners, housing managers, police officers, and other local service providers
- Legislators and their staff

# Fun Facts

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There are:

- 13 Regional ADRCs
- 35 Single County ADRCs
- 4 Tribal ADRS (Aging and Disability Specialists)
- 4 Tribal Governing Partners

From 2016 to 2019 the number of ADRC contacts increased by 11.5%

- 2016 – 512,413 contacts
- 2019 – 571,424 contacts

From 2016 to 2019 customers served by ADRCs increased by 8.5%

- 2016 – 130,588 customers served
- 2019 – 141,692 customers served

# ADRC Services

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CORE SERVICES

# Marketing, Outreach, and Public Education to Reach Customers...

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- Before personal resources are exhausted
- Before family caregivers experience “burn out”
- Before a crisis occurs...and options become limited and costly
- Whenever there is a life changing event that could negatively affect quality of life

# Information and Assistance (I&A)

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- Listen to and identify the needs or concerns
- Assess and base the information provided on the needs
- Provide accurate, objective information
- Assist with connecting to needed services/resources
- Follow-up



# Long Term Care Options Counseling

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- With the customer, explore their history, preferred lifestyle, goals for the future, limitations and financial situation
- Provide information on a full range of long-term care options, including, home care, community services, residential care, nursing home care, case management services, etc.
- Discuss opportunities and method to maximize independence and self reliance by including support from family, friends and community.
- Provide information on sources and methods of payment for long-term care services and eligibility requirements for publically funded long-term care if appropriate.

# Preadmission Consultation

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- Provided when a customer is referred to an ADRC by a Community Based Residential Facility, Nursing Home or Residential Care Complex
- Provide information on the range of care settings available to meet their needs. Including supports and services that would let them remain in their home.
- Provide information on the cost of the various options
- Provide information on methods to evaluate facility quality and appropriateness.
- Provide information on programs that may be available to help pay for the person's care, eligibility requirements, procedures to apply and the limits for use of public funding in certain settings.

# Benefits Counseling

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- Elderly Benefit Specialist (EBS) serves customers age 60 and older
- Disability Benefit Specialist (DBS) serves customers age 18 – 59
- Help answer questions and solve problems related to benefits, such as Medicare, Medicaid, Social Security, FoodShare, and private health insurance.

# Access to Publicly Funded Long Term Care Programs and Services

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- The ADRC can determine if someone will be eligible for public funding for your long-term care.
- Provide Enrollment counseling.
  - Family Care
  - Partnership
  - PACE
  - IRIS

# Access to other Services

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## Access to Other Public or Private Programs & Benefits

- Medicaid
- Medicare
- Social Security
- FoodShare
- Veterans Services

## Access to Mental Health and Substance Abuse Services

## Access to Emergency Services

## Access to Adult Protective Services

# Transitional Services

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- Special Options Counseling for young adults with disabilities and their families or caregivers
- Coordinate outreach and services with school districts, the children's long-term support system, and other providers.

# Advocacy and Community Needs Assessment

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- Inform customers of their rights and responsibilities, and advocate on their behalf
- Have a process for identifying unmet needs of customers in the community
- Share information on unmet needs with the elected officials, ADRC governing bodies, our communities, DHS(Department of Health Services), and others

# Other Services

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# Short Term Service Coordination

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- Provided as needed until a customer is connected to services and supports in the community or health care setting.
- Temporary; does not take the place of long term care management.

# Prevention and Early Intervention Services

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Help customers to retain or improve functioning, and to delay or prevent the need for comprehensive long term care services.

- Provide Health Promotion, prevention and early intervention services
  - Stepping On (Falls Prevention)
  - Powerful Tools for Caregivers
  - Diabetes Prevention Program
  - WIHA (Wisconsin Institute for Healthy Aging: <https://wihealthyaging.org/programs-services>)
- Transportation Programs
- Nutrition Programs

# Dementia Specific Programs, Activities and Services

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- Dementia Care Specialist
  - 31 Dementia Care Specialist covering 57 counties
  - 5 Tribal Dementia Care Specialist
- Support Groups for Caregivers
- Memory Cafés
- Educational Materials
- Programs and assistance to families

# Community Collaboration

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- Hospitals, Clinics
- Veteran Services
- Schools, School Districts, CESA
- Employment Organizations
- Housing Organizations
- Faith Based Organizations
- Non-profit/For-profit Organizations
- Long-term Care Providers
- State & Regional Agencies, Associations

# Find your local ADRC

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<https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>

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thank you!