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**Nevada's Care  
Connection**

**One-Stop Access to  
Information & Resources**

# Introduction & Background


In 2003, the Administration on Aging (AoA) and the Centers for Medicare and Medicaid Services (CMS) launched the national Aging and Disability Resource Center (ADRC) demonstration grant initiative. The ADRC concept is part of the President's New Freedom Initiative, which aims at overcoming barriers to community living for people with disabilities of all ages.

ADRCs are a tool to help states redirect their systems of support. This tool is consumer-driven and supportive of home and community-based service options.




During the first year, twelve states were awarded the three-year demonstration grants, another twelve states were added in 2004.

The Nevada Aging & Disability Resource Center (ADRRC) administered by the Nevada Aging and Disability Services Division (ADSD) became one of 19 resource center projects funded in 2005.



Nevada's ADRC initiative began in 2005 and is not necessarily located in a single physical place. The operation components are carried out by our agency staff and grantee sites. The initiative involves coordinating the work completed by DHHS Divisions:

- Health Care Financing and Policy,
- Welfare and Supportive Services,
- Aging and Disability Services and

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- local organizations in a manner to provide consumers with integrated access points to long-term services and supports such as:
    - Medicaid waiver programs,
    - State funded community based programs,
    - Older American Act services, and
    - Independent living services.

# ADRC Vision

**To have Resource Centers available to every community across the country serving as highly visible and trusted sources. People of all ages, incomes and disabilities can access information on the full range of long-term support options and a single point of entry to public long-term support programs and benefits.**

# ADRC Mission

The mission of Nevada ADRC is to maintain or enhance quality of life of our consumers and communities in a respectful, efficient and fiscally responsible way.

**It's Never too early to Plan!**





# ADRC Goals

The aim is to provide one-stop-shop access to a seamless system of support that is consumer-driven so individuals are empowered to make informed decisions about the services and benefits they need or want.

# Goals continued...

- Better coordinate aging and disability service systems
- Raise visibility about the full range of options that are available
- Provide objective information and assistance
- Empower people to make informed decisions about their long term supports as a means to maintain independence
- Serve as convenient entry points for all public and private long term-care programs and support services
- Streamline eligibility processes for the consumer when working with public benefit partners

# ADRC Target Audience

Nevada ADRC aims to improve access to long-term care (LTC) services and supports for:

- Nevada's elders; age 60 years and older,
- Persons with disabilities, their families,
- Caregivers, and
- Those planning for future long-term support needs.

# Required Levels of Service

- I. **Information and Referral (I&R):**  
Assess and identify individual's wants and needs and provide them with information and assistance. The ADRC will serve as the entryway that connects consumers to an array of public and private pay long-term supportive services. Sites must assure access to service delivery through the provision of information, referral, and follow-up.

# Levels of Service continued...

- 2. Assistance and Advocacy (A&A): (Also known as **Options Counseling**)** Is a service approach that is an “interactive decision-support process where consumers, family members and/or significant others are supported in their planning to determine appropriate long term choices in the context of the consumer’s needs, preferences, values, and individual circumstances.

# Levels of Service continued...

## **2. Assistance and Advocacy (A&A) continued...**

This may include the provision of information, making referrals, counseling, advocacy, conducting home visits (as necessary), case management, options screening, short-term involvement, assisting in the development of a plan for care/services, and follow-up.

# Levels of Service continued...

## 3. Eligibility and Access (E&A): (Also known as **Benefits Counseling**)

Involves offering consultation to individuals about public benefits that may be available to them, assisting in applying for benefits, and offering guidance regarding appeals for denied applications

# ADRC Staffing

ADRC staff should exhibit:

- The ability to relate to clients and respect client choice;
- Skill in interviewing, listening, assessing, documenting, planning, assembling resources, implementing service, and conducting follow up;



# Staffing continued...

- Proficiency in communicating clearly, both verbally and in writing;
- Knowledge of community resources and service terminology; and
- Understanding of program eligibility requirements and ability to apply them in specific situations.

# Staffing Responsibilities

ADRC staff must be able to:

- Provide information and assistance to consumers regarding available long term support services.
- Conduct screenings of consumer needs.
- Meet with or contact community partners to ensure plan implementation and serve as a navigator to access available community resources.

# Responsibilities continued...

- Assist in the development and implementation of person/family-centered care plans which address living situation, employment, daily routine and assistance for care, participation in community, confidentiality issues, fair treatment, health and wellness, abuse and neglect, and connection to natural support networks.

# Responsibilities continued...


- Refer consumers to appropriate services; assist with applications for services; and follow-up with service agencies.
- Provide benefits counseling to assure consumers have long term support choices.
- Maintain records, enter data, and prepare reports as required to document services requested and/or provided

# Responsibilities continued...

- Assist in the distribution of outreach and public information materials.
- Conduct community presentations regarding ADRC and develop community partnerships.
- Access Nevada ADRC resource directory to provide current information on long term care resources available to consumers.

# Five Evaluation Indicators

1. **Visibility** - extent to which the public is aware of the existence and functions of the ADRC;
2. **Trust** Consumers rate the assistance they receive as reliable, objective and comprehensive;

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- 3. Ease of Access** People are able to access ADRC services in multiple ways- in person, by phone, email or through a website;
  - 4. Responsiveness** ADRC Specialists listen to consumers needs, preferences and unique circumstances;



## **5. Efficiency and Effectiveness**

Consumers report a reduction in the number of times they had to repeat information when accessing services and report that they receive the services they need to help them remain in the community.





# ADRC Website

[www.NevadaADRC.com](http://www.NevadaADRC.com)

- The website provides urban, rural, and frontier consumers with access to information, services, and tools at any time of day, seven days a week (24/7).
- This web-based tool also serves a need for those who prefer internet-based access, as well as serving those whose geographic location limits walk-in access.

# Website Features

- The on-line “Resource Center” provides statewide access to an interactive provider and resource directory; a self-assessment tool;
- a “Learn About” section or library of information where visitors can search information on a variety topics or link to other long term service and support websites;
- an “On-Line Community” where visitors can search under the calendar feature for events; classes and workshops; programs; and support groups.
- The “Forum” feature allows individuals to post questions and comments,
- The “Website Registration” feature enables consumers to customize their own personal account and store information.
- The “Consumer Management Module (CMM)” provides access to e-Forms by ADRC site personnel and partners (not the general public) such as the Division’s project and Information Technology (IT) staff, ADRC site personnel, and other future partners.

# Management Information System

ADSD also developed an integrated IT system. This system, Social Assistance Management System (SAMS), allows for the identification of potential programs and resources to assist individuals, the collection of consumer data, tracking of care management activities, and facilitation of the completion of public program applications without the need for duplicative data entry by ADRC sites or Division staff.

# Current ADRC Sites

- **Rebuilding All Goals Efficiently, Inc. (RAGE)**  
2901 El Camino Avenue, Suite 102  
Las Vegas, NV 89102  
702-333-1038                      [www.bteamrage.org](http://www.bteamrage.org)
- **N. NV Center for Independent Living (NNCIL)**  
999 Pyramid Way  
Sparks, NV 89431                      [www.nncil.org](http://www.nncil.org)  
775-353-3599
- **Washoe County Senior Services (WCSS)**  
1155 E. Ninth Street  
Reno, NV 89512                      [www.co.washoe.nv.us/seniorsrv/](http://www.co.washoe.nv.us/seniorsrv/)  
775-328-2575



## Moving Ahead....

- Recruitment of new ADRC sites in uncovered areas of Nevada.
  - Interested in existing programs/agencies that provide the stated levels of service and want more structure and inclusion into a recognized model that can provide training, collaboration, some funding to enhance their current structure.



# IT Enhancement

- Improve the use of NevadaADR.com and its functions.
  - This will benefit the entire state; people that are not close to a “walk in” ADRC site can use the website as a virtual tool for information, choices and options as well as benefits access.
  - Training curriculum to be expanded and easier to access through an e-learning solution.



# The 5 Year Plan



Development of a plan that will:

- Sustain growth and quality
- Ensure collaboration with the aging network and public benefit organizations
- Receive assistance from our Advisory Board to complete service design review.



**THANK YOU**