

Aging and Disability Resource Center Successes March 2009

- ADRCs respond **efficiently** to increased demand for services. On average, ADRCs report over a 300% increase in the number of contacts they receive after six months of operation. By investing in more sophisticated information technology to support information, assistance and counseling functions, upgrading telephone systems, coordinating with partnering organizations in the community, and cross-training existing staff, ADRCs have met this growing demand without significant increases in staffing levels.
- ADRCs play an active role in **helping consumers access public benefits** for long term services and supports, making the application process less onerous, **less bureaucratic**, less administratively burdensome for Medicaid agencies, and more seamless for consumers.
Among the 43 states awarded grants in 2003 - 2005:
 - **all** assist consumers with **completing financial applications** for Medicaid,
 - **40 percent** have **functional** eligibility assessors **co-located** with the ADRC,
 - **over 25 percent** have **financial** eligibility assessors **co-located** and
 - **over three-quarters** can **track the eligibility status** of applicants as they move through the system.
- ADRCs have furthered states' ongoing efforts to **improve access to long term supports** and services by strengthening **partnerships**, establishing **minimum standards** of service, fostering **consistency**, enhancing **professionalism**, and emphasizing the **consumers' perspective** in all activities.
- **Building on the strong existing networks** for Senior Information and Assistance, State Health Insurance Assistance Programs, and Independent Living Centers has resulted in 43 states developing over **198 ADRC demonstrations serving approximately 38 percent of the U.S. population** with \$42 million of federal seed money. Two additional states were funded in 2008 bringing the total to 45.
 - States used this seed money to continue to **enhance the I&A infrastructure** to support cost-effective and efficient delivery of information.
 - **25 states** have statewide long term supports and services **resource directories** accessible to the public and professionals **via the internet** (17 of them new since ADRC and another six significantly enhanced through the ADRC project) and another **13** are **in the process** of developing similar statewide capability.
 - **34** of the 43 original ADRC states have **Medicaid applications available on the internet** with **seven** of these (and another four in process) allowing consumers to complete the application online and **submit it electronically**.

- **16** ADRCs have **online consumer decision tools** and another **15** are in the process of **developing** such capability
 - ADRC pilot sites developed **information exchange protocols across partners** so consumers only have to tell their story once.
 - Several ADRCs use **portable technology** for data entry and scanning documents; eight states use laptops in the field and three employ portable scanning or photography.

- ADRCs provide individuals and families with **all levels of income** unbiased, reliable information and counseling about long term service and support options. They assist a wide range of individuals, including family caregivers, in obtaining long term supports and services in the most desirable and appropriate setting. Because their services are not limited to low-income individuals, ADRCs can help families with private resources use their resources more wisely, which may delay or prevent “spend-down” to Medicaid or unnecessary institutionalization. The use of ADRC services by all residents in a community helps build broad community support for the program and helps overcome the stigma associated with Medicaid.

- By intervening in **critical pathways** to long term services and supports, such as hospital discharge planners, physicians or other health professionals, or long term supports providers, through options counseling, ADRCs convey the range of alternative services and settings available, as well as methods to pay so individuals can both plan ahead and make informed decisions about current needs.
 - 40 percent of the individuals contacting ADRCs to date were **referred by critical pathway entities**.
 - While measuring **diversions from nursing facilities** is difficult, among the 13 states with a 25 percent decline in Medicaid nursing facility users per 1,000 elderly over the 1995-2005 period, **six** of them conducted **pre-admission screening through a single entry point** as of 2002 (Mollica and Gillespie, 2003). The **top three states** (Maine, Washington and Oregon, **all with declines greater than 35 percent** compared to a national average of 15.2 percent) all **have pre-admission screening through a single entry point**. In contrast, only six of the 23 states below the national average of 15.2 percent used pre-admission screening through a single entry point. [A total of 19 states used pre-admission screening through a single entry point for Medicaid entrants into nursing facilities in 2002].
 - ADRCs will play a **critical role in nursing facility transitions** under the Money Follows the Person Demonstration (MFP). Of the 31 **MFP states, 24 have ADRCs** and **20** of these ADRC have indicated that they **will play a role** in the grant implementation.

- ADRCs report **high consumer satisfaction levels**, with sites across states reporting an average of 91 percent high satisfaction with ADRC services. Testimonials from

consumers, family members, and professionals like the ones below are common across program sites:

- "I am using this agency for my Dad who is unable to take care of himself. My mother is 85 years old w/severe arthritis and cannot take care of Dad's personal hygiene, etc, as well as she used to. Your agency has been wonderful and a God send. I would truly recommend this agency to all my friends that have older parents that need help and assistance to help "rid" the burden of doing it all by themselves."
- "My brother has never been happier in his life! Thank you so much!"
- "Thanks for going the extra mile. I was at the end of my rope in terms of what I could do [for this client]. It's great to have an agency like yours to turn to when we're out of options."
- "I never knew that this could be so easy and pleasant. I was expecting something far more bureaucratic and difficult!"

➤ States recognize the value ADRCs provide and:

- **Over half** of the 43 original ADRC grantees have passed **legislation**, developed **executive guidance**, and/or contributed **state funds** to enhance and expand ADRCs.
- **State funding** contributions to date, not including the required match for the grants, **exceed \$37 million**.
- **Twelve states** have achieved **statewide coverage** with their ADRCs.