

FY2022 Aging & Disability Resource Network Access Service Description

Overview

AgeGuide Northeastern Illinois is seeking applications from organizations interested in providing Aging and Disability Resource Network (ADRN) Access services. The Aging and Disability Resource Network (ADRN) consists of entities working together to provide a “no wrong door” network of access to long-term support services (LTSS). The ADRN is visible, accessible, consumer focused, inclusive, and supportive to facilitate ease of access into the system, no matter what the individual’s or family’s economic or social need.

AgeGuide has adopted an ADRN access service system model consisting of organizations that are designated as one of the following: Core Partner, Critical Pathway Partner or Additional Resource. This model will allow the ADRN to be seen as a major resource for health care systems and providers and will have the capacity to serve as a “front door” to the LTSS system that can quickly link their clientele to a full range of community services and supports.

Core Partners are defined as organizations that offer “no wrong door” access to services. These agencies act as coordinated points of entry to help individuals identify community services available and assist with referral and follow up to access the services and supports chosen by the participant. Core Partners include:

- ADRN Access Services Providers
- Centers for Independent Living (CILs)

Critical Pathway Partners are defined as organizations that offer other critical services for community living such as:

- Medicaid waiver services for community based long term services and supports
- Assistance with transitions from hospitals, rehab centers, and long term care facilities, but do not offer all of the core services
- Community services that are vital to quality of life in the community
- Pre-Admissions Screening and Assessments
- Referrals to providers of behavioral healthcare and services for persons with developmental disabilities
- Collaboration with discharge planners and social work professionals in hospitals, public health departments, and federally qualified health centers

Examples of Critical Pathway Partners include hospitals, VA medical centers, nursing homes and other institutions, clinics, federally qualified health centers (health clinics for underserved areas and populations, e.g. Aunt Martha’s, VNA), health departments, developmental disability services, and mental health services.

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Additional Resources are additional community organizations, identified by our Core Partners, that provide services to older adults and individuals with disabilities but do not meet Critical Pathway Partner criteria.

Service Design

Organizations providing ADRN Access services receive the designation of “Core Partner” in the county they serve. As a Core Partner in the ADRN, they serve as an integrated access point where consumers of all ages, incomes, and disabilities receive information and assistance, assessment of needs, options counseling, referral, assistance in completing applications and authorization of services where permitted and follow up to ensure referrals and services were received. They proactively engage in public outreach to promote awareness of the resources that are available. They also have formal linkages with key referral sources in a given community to ensure staff in these entities know about the functions of the ADRN and have up-to-date information and tools for quickly identifying and referring individuals to the ADRN.

To continue the goal of fostering an ADRN no wrong door access service system in Illinois, organizations will be funded to provide the following ADRN Access services:

1. **IIIB INFORMATION AND ASSISTANCE (I&A):** *Assistance with navigating and accessing a variety of resources, services, and benefit programs.*
2. **IIIB OUTREACH:** *One-on-one contact initiated by an organization for the purpose of identifying potential clients (or their caregivers) and encouraging their use of existing services and benefits.*
3. **ADRN OPTIONS COUNSELING:** *Utilizing a person-centered approach, empowers individuals to make informed decisions about long term services and supports by providing objective information, advice, and counseling.*
4. **FLEXIBLE COMMUNITY SERVICES (FCS):** *Providers receive FCS funds which provide limited one-time or emergency funding to eligible participants to assist with paying for items, supplies, and unforeseen bills not covered by insurance or other means.*

ADRN Access service providers must be Senior Health Insurance Program (SHIP) sites and will be eligible to receive SHIP/SHAP/MIPPA funding. This funding will be allocated on IDOA’s performance-based reimbursement system.

ADRN Access Package Requirements

Organizations designated as an ADRN Access service provider will be required to perform the following activities:

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1. Units/Persons
 - a. The provider will minimally serve the number of persons and units as determined by AgeGuide during the grant period. **See Page 4 FY22 Service Projections**
2. Coordination:
 - a. Have a working relationship and a written agreement with the county specific disability-related information provider Core Partner (Center for Independent Living) to coordinate and where possible to co-locate services.
 - b. Have a working relationship and/or written agreement with county specific Critical Pathways Partners and Additional Resources, as defined above, to coordinate and where possible to co-locate services.
3. Staffing:
 - a. Dedicate at least 1 staff position to coordinate and provide ADRN Access Services.
 - b. At least 1 staff person will have certification from the Alliance of Information & Referral Systems (AIRS). New applicants will demonstrate ability to obtain certification within 1 year of becoming the ADRN Access Services Core Partner – sooner if staff meet eligibility criteria to take the certification exam (<https://www.airs.org/i4a/pages/index.cfm?pageID=3309>).
 - c. At least 1 staff person will have Senior Health Insurance Program (SHIP) Counselor certification. New applicants will demonstrate ability to obtain certification within 6 months of becoming the ADRN Access Services Core Partner.
4. Training:
 - a. Participate in ADRN meetings and trainings held by AgeGuide.
 - b. Participate in SHIP trainings held by IDOA.
5. Adhere to the AgeGuide General Service Requirements and the program specific requirements as well as reporting requirements for these services, including completion of an annual demographic data report for each funded service. Visit the AgeGuide website (www.ageguide.org) for Service Standards and information on reporting requirements.



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FY22 Service Projections

Projections subject to change based on available funding.

Information and Assistance

<u>County Projection</u>	<u>Persons</u>	<u>Units</u>
DuPage	9100	18200
Grundy	720	1976
Kane	7100	11100
Kankakee	3100	5100
Kendall	900	2200
Lake	10100	19500
McHenry	4000	8000
Will	8600	12000

Outreach

<u>County Projection</u>	<u>Persons</u>	<u>Units</u>
DuPage	550	550
Grundy	100	150
Kane	700	700
Kankakee	125	250
Kendall	400	400
Lake	400	500
McHenry	450	450
Will	300	350

Options Counseling

<u>County Projection</u>	<u>Persons</u>	<u>Units</u>
DuPage	125	600
Grundy	35	70
Kane	200	250
Kankakee	100	200
Kendall	75	150
Lake	250	290
McHenry	100	200
Will	125	400