



## **FY2025 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.

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

- Center for Independent Living
- Medicaid waiver services for community based long term services and supports
- Assistance with transitions from hospitals, rehab centers, and long term care facilities
- 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

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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.

**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. Examples include community centers, libraries, senior centers, townships, affordable housing complexes, community dining sites, food pantries, etc.

### **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 central access points where older adults and persons with disabilities receive information and assistance, assessment of needs, options counseling, referral, assistance in completing applications for various public programs and benefits and follow up to ensure referrals and services were received. Services are accessible, culturally and linguistically appropriate, and person-centered. Services are provided in a variety of methods and settings, including targeted community sites within their county. They proactively engage in public education and outreach to promote awareness of the resources that are available through the ADRN. They establish working relationships with key referral sources in their 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.

ADRN Access Services Core Partners will be funded to provide the following services:

1. IIIB INFORMATION AND ASSISTANCE (I&A): *Assistance with navigating and accessing a variety of resources, services, and benefit programs.*
2. IIIB PUBLIC EDUCATION: *A service for older adults that provides the public and individuals with information on resources and services available to the individuals within their communities.*

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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 services providers are required to have Senior Health Insurance Program (SHIP) certified staff and provide SHIP services. The Illinois Department on Aging provides training on this program and additional funding may be available for sites to perform SHIP related activities in addition to the activities detailed above. Anticipated funding for SHIP activities may be available via Senior Health Assistance Program (SHAP), Medicare Improvements for Patients and Providers Act (MIPPA), and SHIP funding outside of the Title III funds.

### **Statement on Serving Populations in Greatest Economic and Social Need**

As outlined in the *AgeGuide General Service Requirements and the FY25 for Proposals Document*, providers must assign priority, in the provision of services, to older adults in greatest economic and social need ("target populations"), at a rate at least in proportion to the incidence level of each group within the county.

### **ADRN Access Package Requirements**

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

1. Units/Persons
  - a. The provider will minimally serve the number of persons and units as determined by AgeGuide during the grant period. **See Pages 5-6 FY25 Service Projections.**



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2. Coordination:
  - a. 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 InformUSA. 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.informusa.org/core-certification>).
  - c. At least 1 staff person will have Senior Health Insurance Program (SHIP) Counselor certification. New applicants will demonstrate ability to obtain certification during FY25.
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 Service Standards 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](http://www.ageguide.org)) for Service Standards and information on reporting requirements.



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### FY25 Service Projections

*Projections subject to change based on available funding.*

***For new grantees, these projections are considered ideal. AgeGuide will work with new grantees to build capacity to meet the performance expectations.***

### Information and Assistance (I&A)

***Persons:*** The unduplicated number of individuals who receive I&A services during each fiscal year.

***Unit of service:*** Any individual client contact made for information, referral, or assistance constitutes one unit of service.

<b><u>County Projection</u></b>	<b><u>Persons</u></b>	<b><u>Units</u></b>
DuPage	9100	18200
Grundy	720	1976
Kane	7100	11100
Kankakee	3100	5100
Kendall	1100	2400
Lake	10100	19500
McHenry	4000	8000
Will	8600	12000

### Public Education

***Persons:*** The estimated number of persons reached through Public Education activities.

***Unit of service:*** One (1) activity

<b><u>County Projection</u></b>	<b><u>Persons</u></b>	<b><u>Units</u></b>
DuPage	1800	18
Grundy	200	2
Kane	900	9
Kankakee	300	3
Kendall	200	2
Lake	1300	13
McHenry	500	5
Will	1000	10

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### Options Counseling

**Persons:** *The unduplicated number of individuals who receive Options Counseling services during each fiscal year.*

**Unit of service:** *Each individual contact constitutes one unit of service, including follow-up contacts.*

<b>County Projection</b>	<b>Persons</b>	<b>Units</b>
DuPage	140	600
Grundy	35	70
Kane	200	300
Kankakee	45	200
Kendall	60	120
Lake	250	400
McHenry	100	200
Will	125	400

### Flexible Community Services

**Persons:** *The unduplicated number of individuals who receive FCS during each fiscal year.*

**Unit of service:** *Each client served.*

<b>County Projection</b>	<b>Persons</b>	<b>Units</b>
DuPage	80	80
Grundy	10	10
Kane	65	65
Kankakee	20	20
Kendall	15	15
Lake	50	50
McHenry	30	30
Will	50	50