

Aging and Disability Resource Center Partnerships in Michigan

Questions and Answers
Michigan Library and
Historical Center
April 13, 2010



Welcome!

Meeting Purpose:

Provide the opportunity for potential ADRC partners to learn more about the new ADRC grant initiative

Provide the opportunity to ask questions regarding the development of local ADRC Partnerships in Michigan

Conference Call Etiquette

- Place phone on mute (*6 if mute function is not available) unless speaking
- When asking a question, state your name first.
- Speak loud and clear.

Meeting Ground Rules

- One meeting conversation at a time/no sidebars
- Stay focused and committed to the purpose of the meeting
- Listen for understanding before reacting
- Strive for consensus
- Declare your personal agenda
- Everyone is responsible for keeping the meeting on track
- All ideas are valued
- Be committed to being action/outcomes oriented and expedient
- Keep within agreed time frames
- Be patient, sensitive and respectful to the diversity of the meeting participants
- Pagers and cell phones are off or muted during the meeting

Key Messages

- No wrong door exists - individuals receive reliable, consistent information and assistance in finding the right resources regardless of which ADRC partner is contacted.
- All partners have an equal voice and are equally valued and respected, regardless of the assets they bring to the partnership.
- Transparency – everyone is aware of how, when and why decisions are made.
- Stakeholders and consumers have a voice and are involved in all facets of ADRC Partnership development.

ADRC Grant Background

- Office of Services to the Aging (OSA) awarded 2009 ADRC grant from Administration on Aging
 - Builds on positive lessons learned from SPE demonstration projects
 - Builds on continuing State/local commitment to LTC systems reform as defined by the Medicaid LTC Task Force Recommendations

ADRC Grant Purpose

To develop and implement fully functional Aging and Disability Resource Center Partnerships statewide in Michigan by utilizing existing long term care resources and a “no wrong door” approach.

Characteristics of a Fully Functional Aging and Disability Resource Center Partnership

- Information and Assistance (I & A);
- Streamlined Access to Services;
- Options Counseling (OC);
- Person-Centered Hospital Discharge Planning
- Quality Assurance and Evaluation.

Goals of Michigan's ADRC Partnership Initiative

- Enhance individual choice and support informed decision-making through the Person-Centered Planning (PCP) process and provision of comprehensive information and assistance;
- Provide seamless access to services for older adults and persons with disabilities of all ages;
- Improve collaboration between Centers for Independent Living (CILs), Area Agencies on Aging (AAAs) and other key long term care stake holders.

Michigan ADRC Partnerships are voluntary, but there are expectations...

- Required members:
 - Consumer and Caregivers
 - Centers for Independent Living (CILs)
 - Area Agencies on Aging (AAAs)
 - MMAP
 - Benefit Enrollment Outreach and Pension Counseling Centers
 - Hospitals
 - Department of Human Services
 - Local Long Term Care Ombudsman
 - Service providers

Michigan ADRC Partnership Expectations

- Members are to be equal in that each brings different assets to the table, all of which are valuable for the work.
- No member will be asked to provide more resources than they can or are willing to commit in order to participate as an ADRC partner.
- Local partnerships will decide leadership roles and division of labor.

Michigan ADRC Partnership Expectations

- Local partnerships are empowered to customize processes that meet the unique needs of their community. However, each will also be expected to meet state-established criteria for quality management purposes.
- Consumers of LTC supports and services and their caregivers are to be involved at every level in partnership discussions and decision-making.

State Level Transparency, Stakeholder Involvement and Consumer Participation

- The participation of individuals in need of LTC supports and services and their caregivers is required at the state level.
- Local ADRC stakeholder participation on how the ADRC Partnership structure is planned, designed, made operational, monitored, and evaluated.
- Long Term Care Supports and Services Advisory Commission and the Michigan Commission on Services to the Aging are involved in designation of local ADRC Partnerships,
- State ADRC Partnership Steering Committee to assist in planning activities, evaluation and quality management.

ADRC Grant Objectives

- Develop local ADRC Partnerships statewide utilizing a “no wrong door” approach that will become fully functional by the end of 2014;
- Develop comprehensive, unbiased vehicles for high quality I & A; develop capacity to provide Options Counseling (OC), and utilize the PCP process within the ADRC Partnerships;
- Develop and implement processes to facilitate streamlined access to services, including legal and financial services;
- Develop and implement a Quality Assurance/ Evaluation plan that supports high quality services within ADRC Partnerships;

ADRC Grant Objectives

- Collaborate with local hospital discharge planners to develop their knowledge and use of the PCP process for person driven, stream-lined and responsive discharge planning;
- Support establishment of an External Advocate for Michigan's LTC supports and services;
- Provide state-level support for development of local ADRC Partnerships and collaboration;
- Embed Person-Centered Planning (PCP), Person-Centered Thinking (PCT), culture change and advocacy into ADRC Partnership operations.

Why Become Designated as an Emerging ADRC Partnership

- Recognize your community's commitment to improving information and assistance to services for those in need of LTC supports and services and their caregivers.
- Gain access to training and consultation resources available through the ADRC grant.
- Participate and contribute to the development of state ADRC Partnership policy, standards and quality measures.
- Position your community for future LTC funding opportunities.
- Improve advocacy efforts that benefit individuals in need of LTC supports and services regardless of their age and/or disability.

ADRC Grant Budget

- Grant period is 9/30/2009 – 9/30/2012
 - Year 1: \$228,856
 - Year 2: \$228,856
 - Year 3: contingent upon meeting grant objectives

ADRC Grant Budget

- 1.0 FTE to support I&A database/LTC Website/LTC Resource Directory
- Consumer representation – meeting stipends, travel expenses, and cost of personal assistants
- LTC External Advocate Work Group
- Hospital Discharge Planning Process Action Team

ADRC Grant Budget

- Development of web-based I&A data collection/reporting application (OSA AIS funds)
- Geo-routed 800 phone line - monthly access, local termination sites and per call fees
- Training/Outreach/Marketing Materials
- AIRS certification scholarships for local ADRC I &A staff

ADRC Grant Budget

- Consultation and Coaching Resources
 - Partnership/Collaboration
 - Mediation/Conflict Resolution
- Regional Training Opportunities
 - Continuous Quality Improvement
 - Cultural Competency
- Evaluation and Quality Management

ADRC Partnership State Steering Committee

- Mary Ablan, AAA Association of Michigan
- Valarie Barnum-Yarger, Statewide Independent Living Council
- Brian Barrie, DCH Medical Services Administration
- Donna Beebe, MPRO
- Renee Beniak, Michigan County Medical Care Facilities Council
- Terri Cady, Disability Network of Mid-Michigan
- RoAnne Chaney, Michigan Disability Rights Coalition
- Bob Cochrane, Cass County Council on Aging
- Michael Daeschlein, DCH Medical Services Administration
- Teresa Ellis, DHS Medicaid Policy Unit
- Cynthia Farrell, DHS Office of Adult Services
- Jill Gerrie, Disability Network of Michigan
- Bonnie Graham, OSA
- Laura Hall, Consumer
- David Herbel, Aging Services of Michigan
- Alison Hirschel, Michigan Poverty Law Program
- Karen Kraft, Disability Network of Michigan
- David Lalumia, Health Care Association of Michigan
- Robert Littke, Senior Services, Inc.
- Deanna Mitchell, Aging Services of Michigan
- Jo Murphy, Medicare/Medicaid Assistance Program (MMAAP)
- Marion Owen, Tri County Office on Aging
- Brenda Roberts, Michigan Assisted Living Association
- Sarah Slocum, Long Term Care Ombudsman Program
- Susan Steinke, Michigan Quality Community Care Council
- Kate White, Elderlaw of Michigan
- Duncan Wyeth, Commission on Disability Concerns
- Susan Yontz, DCH Medical Services Administration

ADRC Partnership Stakeholder Panel Presentation

Please hold all questions for panel members
until the Q & A portion of the program

ADRC Partnership Stakeholder Panel Members

- Consumers
 - Service providers
 - Centers for Independent Living
 - Area Agencies on Aging
 - Medicare/Medicaid Assistance Program
 - LTC Ombudsman Program
 - Statewide Independent Living Council
 - DCH/Medical Services Administration
 - Department of Human Services
 - Benefits Enrollment Outreach Center
- Laura Hall
Bob Cochrane
Terri Cady
Marion Owen
Jo Murphy
Sarah Slocum
Tom Masseau
Michael Daeschlein
Michelle Best
Kate White

Questions and Answers

ADRC Partnership Documents

- Vision and Values
- Application: Emerging ADRC Partnership Designation
- Managing Partner Investment
- Readiness Assessments

Questions & Answers

For more information contact:

Jane Church

churchja@michigan.gov

ADRCInfo@michigan.gov

517-241-9173