

WV AGING AND DISABILITY RESOURCE CENTER

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About me:

- Bachelor of Science in Education WVSU
- Supervisor for Federal Blue Cross Blue Shield Customer Service Call Center for 11 years.
- Long Term Care Specialist for the Department of Health and Human Resources for 8 years.
- Former Resource Counselor for WV Aging and Disability Resource Center (ADRC) for 5 years
- Certified Community Resource Specialist with Inform USA, formerly AIRS – Alliance of Information and Referral Services.
- Certified SHIP Medicare Counselor



Learning Objectives:

- Define Aging and Disability Resource Centers
- Identify the ADRC Mission Statement
- Basic Understanding of ADRC History
- Basic Understanding of ADRC Initiative Background
- Become Familiar with ADRC Service Processes and Common Assistance Programs
- Introduction to the New Bridging Resources No Wrong Door System
- Become Familiar with Relevant ADRC Resources

Mission Statement

The Aging and Disability Resource Center (ADRC) will provide continuous collaboration within all West Virginia counties, streamlining access to appropriate resources and long term support services for the elderly and persons with physical disabilities over the age of 18. Although the ADRC will have a special focus on providing access to community services, it will provide information, support, education and counseling to anyone regardless of income in order to empower individuals to have greater control of their lives by improving their ability to make informed choices.

ADRC BACKGROUND

- ◆ The Administration on Aging (AoA) and the Centers for Medicare & Medicaid Services (CMS) launched the Aging and Disability Resource Center (ADRC) initiative in 2003.
- ◆ The ADRC initiative is part of a nationwide effort to restructure services and supports for older adults and younger persons with disabilities and it complements other long term care support systems and change activities designed to enhance access to community living and empower informed choices.
- ◆ AoA and CMS share a vision to have Resource Centers in every community serving as highly visible and trusted places where people can turn for information, awareness, assistance and access to the full range of long-term support programs and benefits.
- ◆ In 2003, WV was awarded a grant in the amount of \$798,975 to implement two ADRC pilot sites for a project period of 9/30/2003 – 9/29/2006. One is currently located in Ohio County and the other in Marion County. Initially each ADRC provided services to only their home county. In 2006, a continuation grant was awarded and service area for each ADRC was expanded. Unlike the Metro AAA ADRC, the WV pilot sites were federally funded with their project period ending on 9/30/2008.

ADRC Background (cont.)

✦ The Bureau of Senior Services

- ✦ The Bureau of Senior Services (BoSS) supports the federal ADRC mission and is moving forward in the vision of having Resource Centers covering every West Virginia community.
- ✦ In July, 2007, the West Virginia Legislature allocated \$1,000,000 to the West Virginia Bureau of Senior Services for the development and implementation of the ADRC program. Metro Area Agency on Aging was awarded \$250,000 to move forward with this project in Region II.

ADRC Background (cont.)

West Virginia's Area Agencies on Aging:

West Virginia's four Area Agencies on Aging (AAAs) are part of a nationwide network of organizations created by the Older Americans Act for the purpose of developing a comprehensive and coordinated plan that assures seniors have access to needed services and programs. The AAAs contract with county aging providers (senior centers) for the provision of meals, transportation, and other services; they also monitor the providers for programmatic and fiscal compliance.

Each Area on Aging has a corresponding Aging and Disability Resource Center which serves their assigned counties.

All WV ADRC resource counselors are Certified Community Resource Specialists with the prestigious Inform USA, formerly AIRS (Alliance of Information and Referral Systems) and are also certified SHIP (State Health Insurance Program) Medicare counselors.



ADRC Background (cont.)

ADRC Site Locations:

Region I – Fairmont

Brook, Calhoun, Doddridge, Gilmer, Hancock, Harrison, Marion, Marshall, Monongalia, Ohio, Pleasants, Ritchie, Tyler, Wetzel, Wirt & Wood

Region II – Dunbar (Statewide Office)

Boone, Cabell, Jackson, Kanawha, Lincoln Logan, Mason, Mingo, Putnam, Roane & Wayne

Region III – Petersburg

Barbour, Berkeley, Grant, Hampshire, Hardy, Jefferson, Lewis, Mineral, Morgan, Pendleton, Preston, Randolph, Taylor, Tucker & Upshur

Region IV – Princeton

Braxton, Clay, Fayette, Greenbrier, McDowell, Mercer, Monroe Nicholas, Pocahontas, Raleigh, Summers, Webster & Wyoming

WV ADRC Service Processes and Common Service Programs

The Intake Process:

- Calls
- Emails and faxes
- Mail
- Walk-ins
- WV Bureau of Senior Services Inquiries
- Governor and Legislative Level Inquiries (Senators, Representatives, County Commissioners, etc.)
- Social Media (Facebook, Provider Portal, etc.)

Common Service Programs

- Assistance with Waiver Eligibility and Applications for Personal Care
- Assistance with Take Me Home Program Eligibility and Applications/Referrals
- Social Security Lead Sheets and Intent to File Referrals for SSI and SSDI
- Medicare Counseling/Plan Comparisons/Enrollment
- Assistance with SSA Extra Help Eligibility and Applications
- Assistance with Medicaid and SNAP Eligibility and Applications

Bridging Resources WV

The WV No Wrong Door System



About Bridging Resources West Virginia

Bridging Resources West Virginia's goal is to transform the system of access to long-term services and supports. This single, coordinated system of information will serve to minimize confusion, enhance customer choice, support informed decision making and improve the state's ability to manage resources and monitor the quality of services.

West Virginia's No Wrong Door system, Bridging Resources West Virginia, is administered by Metro Area Agency on Aging and funded by a grant from Take Me Home West Virginia and the West Virginia Bureau of Senior Services.

The West Virginia Aging and Disability Resource Center serves as the key access point and first contact for West Virginians seeking information and resources about long-term care services and supports. Trained and Certified Resource Counselors at each of the four offices across the state provide a person-centered approach to resources, referrals and the needs of the community. The Certified Resource Counselors work directly to connect individuals with the agency or program that can help the most.

Bridging Resources WV – The WV No Wrong Door System (cont.)

The Bridging Resources WV system has been built specifically for the state of WV Aging and Disability Resource Center to serve as a hub for anyone within the state of WV in need of assistance to be connected to partner agencies and programs. Although the current focus centers on resources and services geared towards the aged and/or disabled, the system is designed to grow and expand to provide assistance to “all populations, regardless of age, income level, type of disability or payer source.”

The No Wrong Door initiative dates back several years and the new Bridging Resources WV system has finally become a reality. The new system replaces the WV Aging and Disability Resource Center’s prior inquiry tracking system, Wellsky. The BRWV system not only tracks each inquiry made to any of the ADRC sites, but allows for internal referrals to any agency that partners with the system to receive direct electronic referrals between agencies. This functionality means consumers and their representatives are not passed from agency to agency where they have to repeat their stories with each new contact. All information is housed within the system and each participating agency will have access to it as well as the ability to communicate directly with partner agencies to coordinate services and resources. This also allows the counselors to track effectiveness of referrals, receipt of services, identify when services have not been completed and provide follow up contact to provide additional resources to help reduce the chance of someone falling into a service gap or not receiving the help they desperately need.

Bridging Resources WV – The WV No Wrong Door System (cont.)

The system also houses an agency contact database to help Resource Counselors track and manage agency contacts and partners throughout the state. This not only keeps us linked with partnering agencies, but helps us continue to build our resources and create connections among partnering agencies for information sharing and for streamlined access.

Not only does the BRWV system track information and inquiries related to consumers and/or their representatives as well as agency contacts, it also houses our resource database so resource counselors can access resources real time during a call or interaction and provided immediate information to the consumer/caller.

BRWV also has an external portal that will soon be available for public access. The resource portal has not yet been published as it not in it's final stage, but once it is completed, the portal will:

- Allow consumers and their families, caretakers, representatives, etc., access to all resources 24/7
- Allow inquiries to be submitted electronically to our office anytime day or night
- Allow for “self-referral” through the portal to our office for our Resource Counselors to initiate follow up contact for assistance
- Provide an up-front needs assessment so our Resource Counselors can be better prepared to assist in providing person centered counseling services.

Common Resources

- In-Home Personal Care Services
 - WV Medicaid Aged and Disabled Waiver
 - Lighthouse
 - Private Pay Agencies
 - Transportation to Medical Appointments
 - Senior Centers
 - Public Transportation
 - Volunteer Agencies
 - Emergency Assistance with past due Rent & Utilities
 - Housing Assistance
 - Low-Income
 - Elderly
 - Disability Accessible Housing
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Common Resources (cont.)

- Nutrition Assistance
 - In Home Meal Delivery (Senior Centers)
 - SNAP
 - Nutrition Sites (Senior Centers)
 - Monthly Food Boxes
 - Food Pantries
 - Emergency Food Delivery (when possible)
- Home Repair Resources
 - General Home Repair
 - Heating and Air Conditioning
 - Weatherization
 - Disaster Relief

Common Resources (cont.)

Home Modifications

- Centers for Independent Living
- USDA Rural Development Offices
- Local Agencies (Rebuilding Together Charleston)
- WV Bureau of Senior Services Home Modification and Accessibility Program
- WV Olmstead Transition and Diversion Program

Gaps in Resources/Services

- Transportation to Dialysis Treatment
- Long Distance/Out of State Transportation to Medical Services
- Financial Assistance with Vehicle Modifications
- Housekeeping (outside of Waiver services)
- Incontinence Supplies (outside of WV Medicaid Waiver)

Contact Information:

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Email: kimberly.taylor-newsome@wvstateu.edu

ADRC office email: adrc@wvstateu.edu

Office Contacts:

Any ADRC Office: Phone: 1-866-981-3276

Calls will be directed to the appropriate office based on the prefix of the incoming call phone number.

Dunbar Office: 304-720-6861

Fairmont Office: 877-363-1595

Petersburg Office: 304-257-2847 or 800-296-5341

Princeton Office: 304-425-2040 or 800-598-2372

Q & A

