



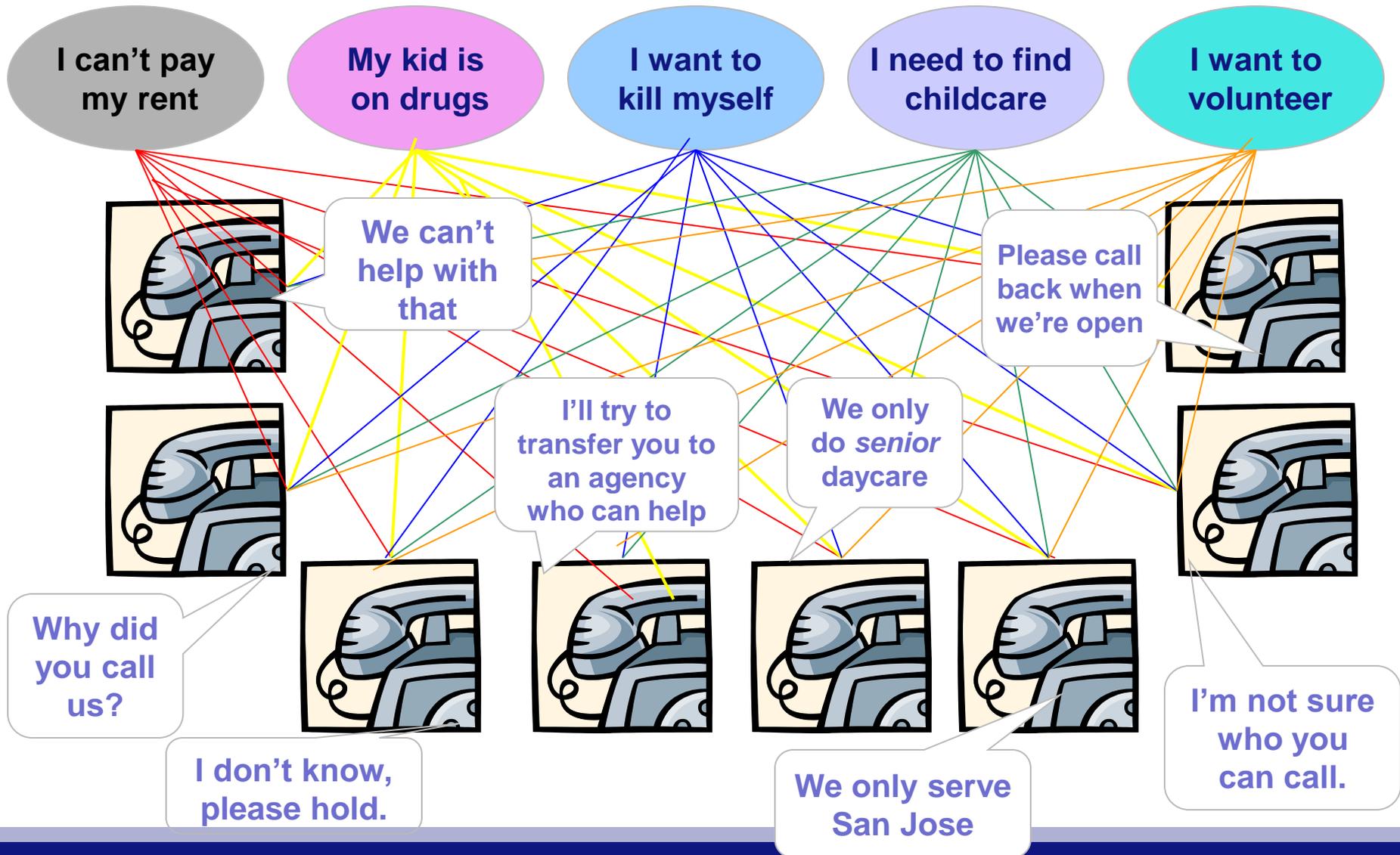
2-1-1s and Aging and Disability Resource Centers (ADRCs): Partnership, Successes and Challenges

What is 211 ?

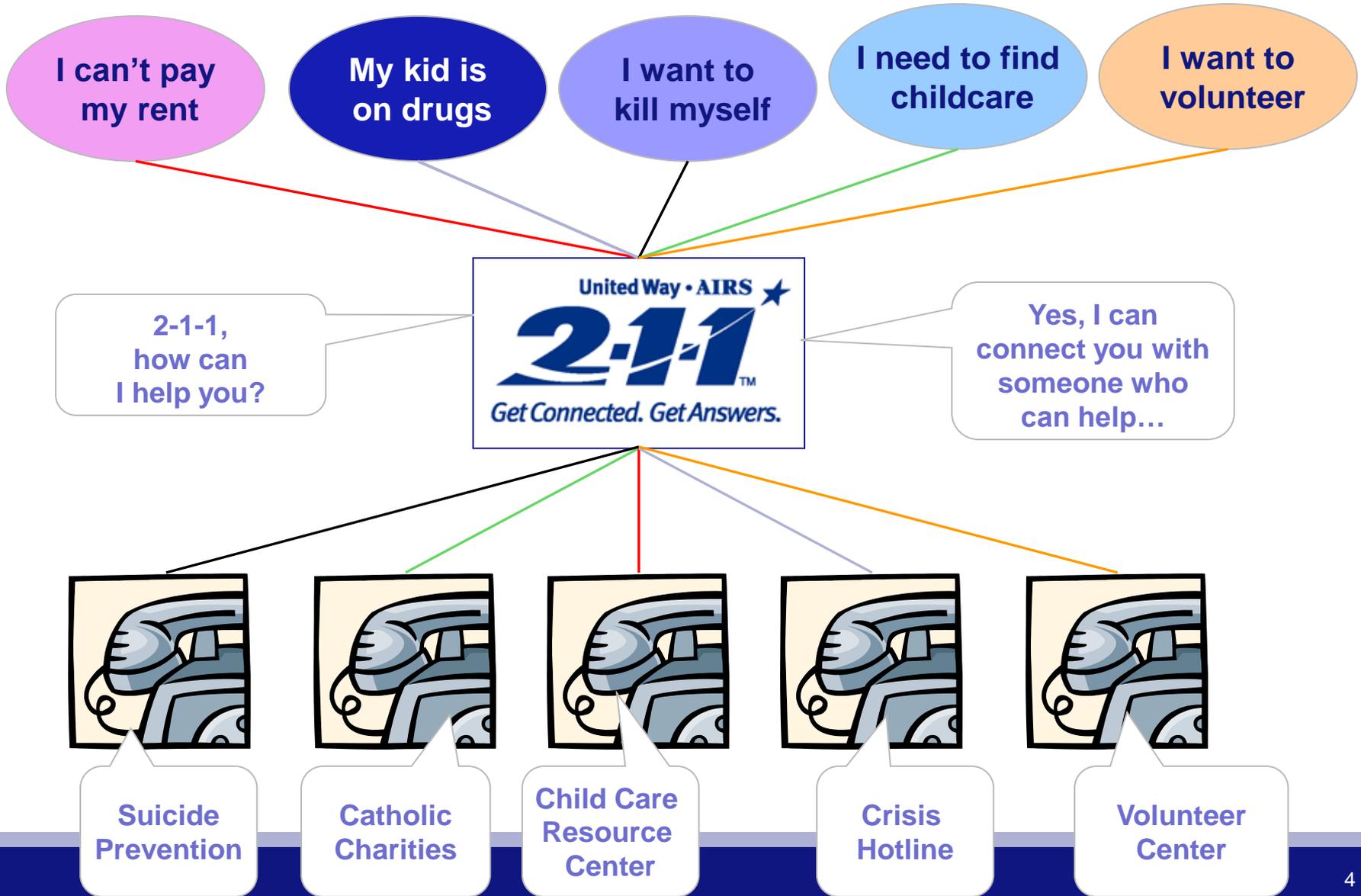


- Essentially, 2-1-1 is a phone number
- 2-1-1 provides Information & Referral, the process of bringing people and services together
- 2-1-1 started in Atlanta around 1998 and changed the way people access health and human services
- 2-1-1 is free, confidential and community-based
- 2-1-1 is the Community's phone number and is for everyone
- Many 2-1-1's provide an important role in times of a disaster

Imagine thousands of times a day...



Imagine a single solution...



211 Resource databases

- 2-1-1 is not just a phone number but it is also a resource database
- Hundreds of thousands of programs and services with detailed, indexed records
- Records are maintained according to national standards
- Most resource databases are online and available for the public and professionals

Where is 2-1-1?



- There are now about 240 2-1-1 services in the U.S. There is a 211 service in every state, plus DC and Puerto Rico. About 41 states have 90%+ coverage
- Many 211s are independent nonprofits specializing in I&R, others may have 211 as a program within a United Way, a crisis center, social planning council, area agency on aging, public library or county government
- About 45% of 211 services are based in United Ways, about as many again receive some UW funding
- Last year, 2-1-1 services in the U.S. answered over 15 million calls
- Go to www.211.org to find out about your 2-1-1

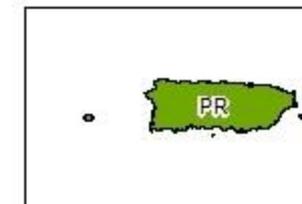
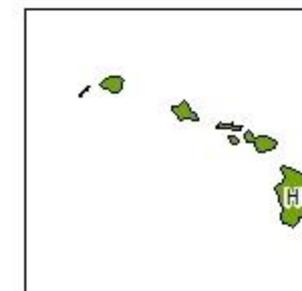
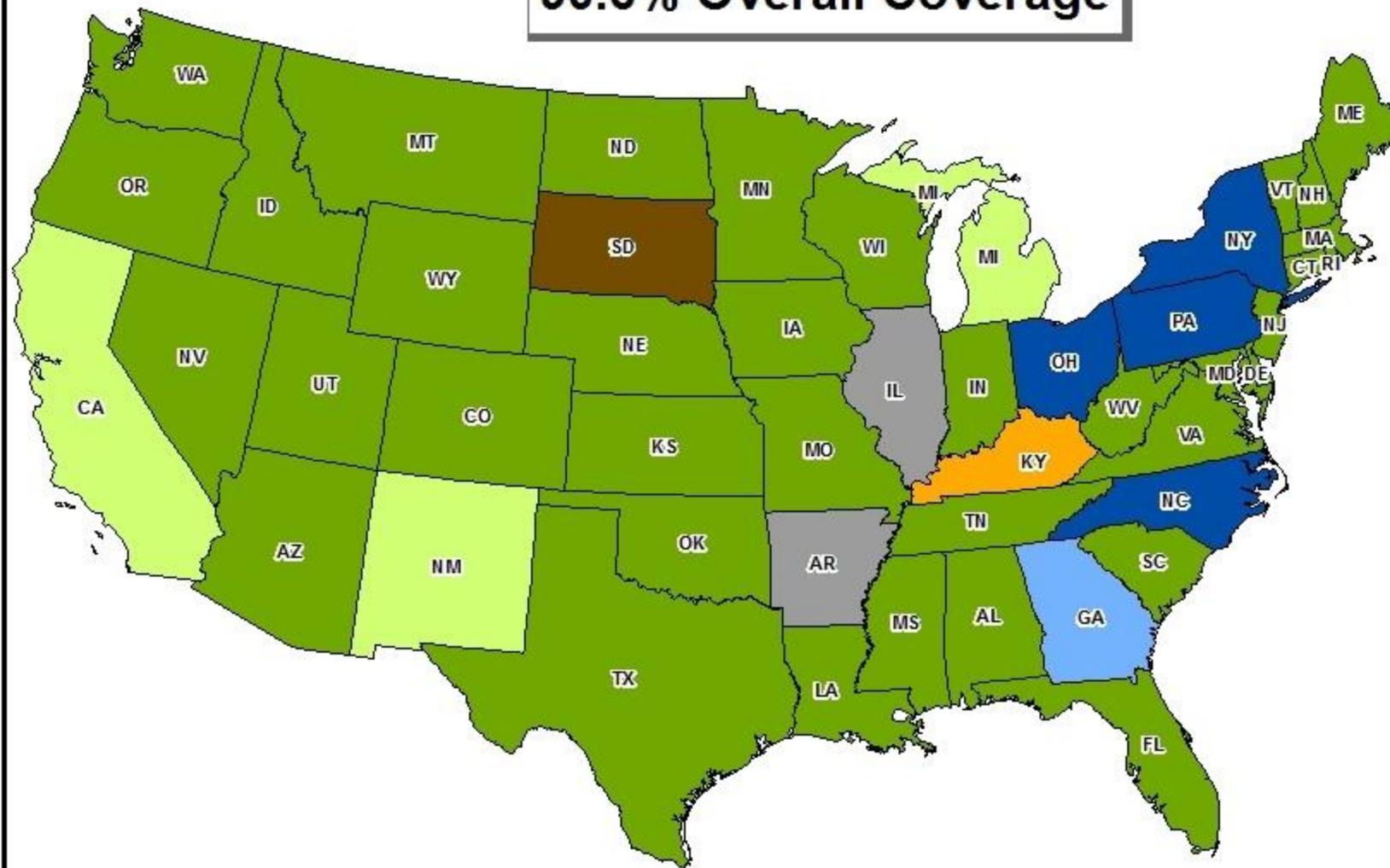
% of Population Covered* by 2-1-1 in Each State



90.6% Overall Coverage

% 2-1-1 Coverage by

- 100% Coverage
- More than 90% Coverage
- More than 80% Coverage
- More than 60% Coverage
- More than 40% Coverage
- More than 20% Coverage
- Less than 20% Coverage



2-1-1 providers enjoy formal and informal relationships with various State and Federal Agencies



- Agriculture: Summer feeding programs outreach and referral, Food Stamps
- Education: Early Intervention, “Help Me Grow”
- IRS: EITC campaigns
- HHS: SCHIP, Disaster case management, suicide intervention, swine flu; healthy baby lines
- Homeland Security/FEMA: natural and man-made disasters
- HUD: HMIS, local partnerships foreclosure prevention, housing and utility assistance
- Justice: prisoner re-entry services
- Labor: one-stops, on site during plant closings
- SSA: Re-direct non-program calls to 2-1-1
- VA (DOD, Labor): partner in continuum of care for returning veterans and families, www.nationalresourcedirectory.com

2-1-1 Reality Check



- 2-1-1 is not yet everywhere. Chicago is the largest non-211 city
- Not all wireless services correctly link to 211
- Not all 211s are in a position to properly promote their services ... resources are inadequate to meet current demand
- 211 has no national office and no national funding
- Not all services are 24/7
- Resource databases often hard to search for the public
- Consistency is always a concern
- Competing for funding – sometimes with each other

For More Information



General 2-1-1 information

www.211.org (to find a 2-1-1)

www.211US.org (to find out about 2-1-1)

Aging and Disability Resource Centers (ADRCs)



- Collaborative effort of the U.S. Administration for Community Living (ACL), the Centers for Medicare and Medicaid Services (CMS), and now the Veterans Health Administration (VHA)
- Created in 2003 to support state efforts to streamline access to long term services and supports (LTSS)
- Intended to create comprehensive, collaborative “No Wrong Door” systems in every community nationwide where people of all ages, incomes and abilities can access information and counselling on LTSS

No Wrong Door



Nationally, ADRC programs are working toward reaching ACL and CMS's vision by:

1. Creating a person-centered, community-based environment that promotes independence and dignity for individuals
2. Providing easy access to information and one-on-one counseling to assist consumers in exploring a full range of long-term support options
3. Providing resources and services that support the needs of family caregivers.

No Wrong Door

Examples of organizations that states may include under the No Wrong Door System:

- ADRCs
- AAAs
- Centers for Independent Living
- DD/ID Organizations
- Alzheimer's Chapters
- Medicaid Agency
- Community Mental Health Center
- Community Action Agency

What do ADRCs Look Like?



- ADRC is not necessarily a place (i.e. physical “center”), but a partnership or collaborative of agencies and organizations that provide accessible online and in-person information
- States are at various points in meeting the goal of having true “No Wrong Door” access to LTSS information
- There are 525 established ADRC programs nationally
- Roughly 77% of the U.S. population lives in service areas covered by an ADRC
- Roughly 80% of Area Agencies on Aging nationally reported running or working in close collaboration with an ADRC

History and Timeline Highlights

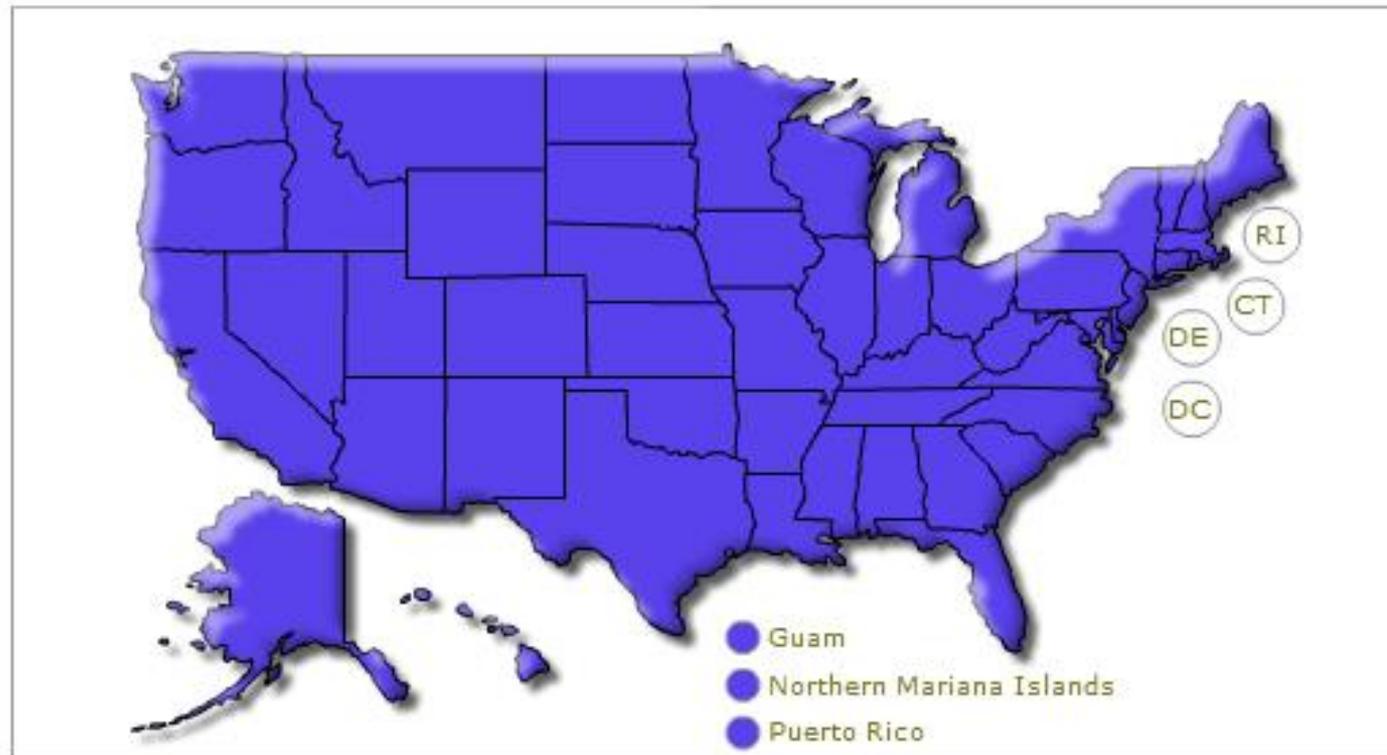


- **2003** ADRCs are established
- **2003-2005** ACL (AoA) and CMS originally funded 43 states and territories to develop ADRC programs
- **2009** Grants were awarded to 49 states/territories to implement or expand the ADRC program; Veterans Directed HCBS Program launched
- **2010** Additional awards made to 20 states to develop Options Counseling Standards; 16 states to implement/evaluate evidence-based Care Transitions programs
- **2012** Eight part A grants awarded for an initial ADRC grant for an Enhanced ADRC Options Counseling Program; 36 Part B grants awarded for continuation funding

How to Find a Local ADRC

ADRC Locator

<http://www.adrc-tae.acl.gov/tiki-index.php?page=ADRCLocator>



How to Find a Local ADRC

Eldercare Locator

www.eldercare.gov or 800-677-1116

Find Help in your Community

You can start your search by selecting zip code OR city/state OR topic.

Search by Location	<i>or</i>	Search by Topic
Zip Code: <input type="text"/>		Alzheimer's Disease Caregiver Elder Abuse Prevention Financial Assistance Food & Nutrition Health Insurance Healthy Aging Home Repair & Modification Housing Options In-Home Services Legal Assistance Long Term Care Nursing Home & LTC Facilities Transportation Volunteerism
<i>or</i>		
City: <input type="text"/>		
State: <input type="text"/>		

ADRC Information and Resources



- **ADRC Technical Assistance Exchange:**
<http://www.adrc-tae.acl.gov/tiki-index.php?page=HomePage>
- **ACL/CMS ADRC Factsheet:**
http://www.acl.gov/NewsRoom/Publications/docs/ADRC_Factsheet.pdf
- **Center for Disability and Aging Policy, Office of Integrated Programs:**
<http://www.acl.gov/Programs/CDAP/OIP/ADRC/index.aspx#Purpose>
- **National Information and Referral Support Center at NASUAD:**
<http://nasuad.org/initiatives/national-information-referral-support-center>

ADRCs and 2-1-1s are relatively recent developments, but the roots of these two systems go back many decades.



- Information and referral programs, the forerunners of 2-1-1s, often supported by United Ways, go back at least to the early 1960's.
- **Area Agencies on Aging, (one of the key ADRC partners) beginning in the 1960's, were mandated by the Older Americans Act to develop information and referral services.**
- Centers for Independent Living (also core ADRC partners) beginning in the early 1970's, made consumer support and guidance a core part of their mission.
- **Our networks have had a long relationship: if we are not exactly brothers and sisters, we are at least cousins.**

Our challenges in 2014

- Visibility: how do we make our services visible when most people would prefer not to think about them until they absolutely need them (e.g., when they are in crisis)?
- **Fragmentation: How do we make it easier to access service systems when those services are often fragmented and uncoordinated and confusing to the general public?**
- Lack of funding: Given the extent of need, both 2-1-1s and ADRCs are chronically underfunded. How do we obtain more funding, and make most efficient use of the resources do have?

Defining the 2-1-1 & ADRC relationship: the service system as a shopping mall



- The key to solving our challenges together is to define our relationship, and our different, but complementary roles.
- **2-1-1 could play the role of the information desk/mall directory for the service system mall. Its job is to direct people new to the system to the proper resources, like ADRCs.**
- The ADRC is a large specialty store within the service system mall. It provides expert counseling to consumers on their long term service and support options, describes relevant services and how to access them and provides on-going support.
- **When a consumer needs help with a service that falls outside the scope of the ADRC, the ADRC can re-direct the consumer back to the 2-1-1 information desk for guidance (example: a grandparent needing more information on children's services for his/her grandchild).**

Vermont Aging and Disability Resource Connection and Vermont 2-1-1



- Established 2006
- Vermont 2-1-1 is a core partner
- Ten (10) partner agencies (5) Area Agencies on Aging, Brain Injury of Vermont, Vermont Center for Independent Living, Vermont Family Network, Green Mountain Self Advocates
- Not a physical “center”
- Stronger relationships and collaboration

Role of Vermont 2-1-1 within ADRC



- 2-1-1 has expertise in the provision of I, R & A
- 2-1-1 spearheading partner agency cross training
- Shaping integrity and development of the statewide REFER Net resource database, user manuals and data reporting among partners
- Maintains national standards and provides training in standards for I, R & A staff
- “No wrong door”
- No single point of entry, all partners get calls

Challenges (and Recommendations)



- Carving out a role that recognized our expertise (provision of high quality I,R & A, training and data reporting)
- Discussions on “single point of entry” (be at the table)
- Trusting partner agencies – fear that 2-1-1 would “take over” all calls
- Transparency (a must have!)
- Funding (2-1-1 adds value to ADRCs and provides a valuable resource)

211 Wisconsin Map



2-1-1 Wisconsin Call Centers



History: ADRC and 2-1-1 Development



2005 Brown County ADRC is awarded grant to move from just an Aging Unit to an ADRC model that now covers all adult populations

- Has existing web based resource product Community Guide

2005 2-1-1 approved to become a local call center within the statewide model

- No resource database to begin-statewide coverage previously done by distant county.

2006 Crisis Center of Brown County –interested in joining forces

- Has internal resource directory –Iris

2006 A Collaboration Begins



- The original relationship began because ADRC and Crisis Center sat on the United Way Community Committee that was exploring the option of 2-1-1 developing in our local County

Decision Points Discussed:

- Non-duplicated services
- Efficiency for consumers, providers, and I & R staff levels
- Not enough \$ to support 3 system doing the same thing
- Clarity for “getting help” in the community



Natural Turbulence



- Concerns about marketing and agency identity-who gets the credit
- Concerns about different decision makers-who has the final say
- Concerns about Inclusion/Exclusion decisions i.e primary vs secondary service
- ADRC Concerns that 2-1-1 call centers would move outside of their scope of I & R
- We all had to agree on one product-eventually 2-1-1 statewide product chosen and we had to decide again
- Past relationships had been a struggle and new personalities were in new role-opportunity for fresh start

What we built



- MOU-Memorandum of Understanding
- Handbook to guide decision making
- Community Collaborative Report
- Call Protocols –Decision Tree's

Unmet Needs



January - December 2013

2-1-1	Crisis Center	ADRC
Electric Service Payment Assistance	Family Homelessness	Long Term Care Funding
Rent Payment Assistance	Individual Homelessness	Low Income Housing (Subsidized/HCV)
Community Shelters	Traveler's Aid	Transportation
Food Pantries	Mental Health Services	Health Insurance & Gaps in Coverage
Gas Money	Gas Vouchers	Dental Care for Individuals with Medicaid
Undesignated Temporary Financial Assistance	Financial Assistance-Not Rental	Mental Health Case Management
Automobile Repair Loans	AODA Services	Employment
Community Clinics	Direct Client Transportation	Prescription Drug Assistance
Automobile Purchase Loans	Rental Assistance	Home Care –MA Personal Care
Water Service Payment Assistance	Medical/Physical Health Services	Rent/Mortgage Assistance

On Reflection: 6 Years In



- Reduced duplication for providers
- Produce objective, consistent information for the community
- Produce a more robust product with specialization/expertise
- Reduce the cycle of circular referrals for consumers-No Wrong Door and Welcome Warm Transfers
- Received “Best Practice” acknowledgement from AIRS
- Help our community plan for unmet needs/grants
- Save \$

Thank you for your participation!



Please stay with us for Q&A

- Lisa Clark, 2-1-1 Manager, Brown County United Way, WI
- Devon Christianson, Director, ADRC of Brown County, WI
- Jim Macgill, Executive Director, 2-1-1 Maryland, Inc.
- MaryEllen Mendl, Director, Vermont 2-1-1/ United Ways of Vermont
- Sara Tribe, Director of the National I&R Support Center, NASUAD, Washington, DC
- Clive Jones, AIRS, Sooke, British Columbia



Please email stribes@nasuad.org if you would like to be added to the National I&R Support Center distribution list.