ADRC Activity Reporting Requirements
Frequently Asked Questions #1
April 17, 2008

1. Question:
Are Benefit Specialists (Disability and Elderly) required to use this new ADRC activity report?

Answer:
No, The EBS and DBS programs each have their own reporting system which can be used to produce reports (number of people served, etc).

2. Question:
An I&A Specialist has a conversation with an individual; during the conversation several items are discussed one of which is benefit counseling regarding private insurance. The I&A Specialist refers the individual to a DBS. How is this counted?

Answer:
The I&A Specialist would document the conversation and check “Information & Assistance” as the ADRC activity.

3. Question:
If a mother visits the ADRC in person along with her adult daughter who is a caregiver, who do you indicate as the caller type?

Answer:
One caller type per interaction or contact is to be selected. In this scenario the caller type should be “self.” ADRCs may elect to also add the daughter to their client tracking system as a consumer if caregiver information and supports are provided.

4. Question:
Are ADRCs required to track the presenting problem and underlying issues that are discussed with consumers?

Answer:
No. ADRCs are not required to track or report specific topics that are discussed during interactions with consumers. However, ADRCs may choose to do so if they want; this would be a local decision.

5. Question:
Should we select “Provided Assistance/Referral for Health Promotion or Information” if a contact is related to health promotion; however, we would not be able to identify a caller as someone who may be healthy and simply looking to maintain their health status (i.e., that would not be a choice in the "disability type" field).

Answer:
This is correct. The choices for the disability type field are Developmental Disability, Elderly, Mental Health, Physical Disability and Substance Use. In the ADRC Activity Reporting instructions, specialists are directed to select all disability types that apply. Specialists may also select “unknown” if the individual’s disability is not known. Specialists are not required to ask a person’s disability type; they are encouraged to use their best judgment and select the most appropriate options.

6. Question:
Sometimes there isn’t a service available to meet the consumer’s needs and the need remains unmet. Are we tracking unmet needs with this ADRC Activity Report?

Answer:
ADRCs may choose from a variety of methods to gather and track unmet needs. Unmet needs are **not** part of the State’s ADRC Activity Reporting. However, Beacon Information & Assistance software, for example, has the ability to track unmet needs on the topic level. It is up to each of the ADRCs to determine its approach for gathering information on unmet needs.

7. Question:
As an I&A Specialist, I’ll often contact a consumer a week or two after I provided Information & Assistance to find out what happened. Did the consumer contact the agencies that I referred him/her to? Did the printed material that I sent arrive at the consumer’s home? Did they have any additional questions? How is this conversation reflected in the ADRC activity report?

Answer:
Since this contact is initiated by the ADRC, the “ADRC Contacted Consumer” would be listed as the caller type and “provided follow-up” would be selected as the ADRC Activity. If during the conversation additional information about services, resources, etc... was provided, “Information & Assistance” in addition to “Provided Follow-up” would be selected.

8. Question:
An I&A Specialist makes a visit to the home of the consumer and no one answers the door. Is this a contact?

Answer:
No

9. Question:
Many of the staff of the ADRC make presentations to groups (community, civic, professionals, etc.). How are these presentations counted in the report?

Answer:
Presentations are not included in the ADRC Activity Report. You may however choose to track these presentations for your local use.

10. Question:
If we talk about MA, send the MA application, and discuss what they will need to pull together for the application... is this "Assistance with MA Process" or I&A?

Answer:
It would be appropriate to select “Provided I&A” and “Provided Assistance with Medicaid Application Process.”

11. Question:
If you meet multiple times with the consumer to complete or gather verifications needed for the LTCFS, are each interaction "Administered the LTCFS"?

Answer:
“Administering the LTCFS” is selected when the LTCFS is completed.

12. Question:
Are all relatives thought to be Caregivers?

Answer:
No, not all relatives are caregivers. There is a caller type, “Relative, Guardian, friend/neighbor, community member” that can be checked when a “non-caregiver” relative contacts the ADRC.

13. Question:
A caller left a message, we returned the call, but did not receive a return contact even after leaving 2 or 3 messages. Is this a contact?

Answer: In this scenario, no contact was made and therefore no ADRC activity has occurred.

14. Question:
A person contacts the ADRC via email and requests information regarding personal care agencies. The I&A Specialist provides information about the different agencies including the cost of the service and hours of operation. Is this counted as I&A?

Answer:
Yes, the I&A Specialist would document the conversation and check “Information & Assistance” as the ADRC activity. The I&A Specialist may also invite ongoing conversations to support identification of other needs.

15. Question:
Is a 60 year old person the disability type of PD or elderly?

Answer:
According to the contract, an elderly person is defined as aged 60 and older. If a person contacting the ADRC has a physical disability and is age 60 or older, the I&A Specialist would select the **age group** of "age 60 or older" and the **disability types** of "physical disability" and "elderly".