



Wisconsin's Aging and Disability Resource Centers

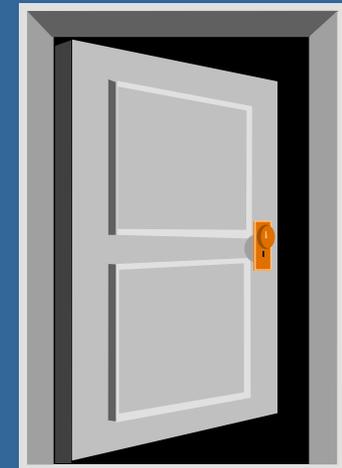


*A Simplified System for
Accessing Information and Long-Term Care*

National Home & Community Based Waiver
Conference
October 2003

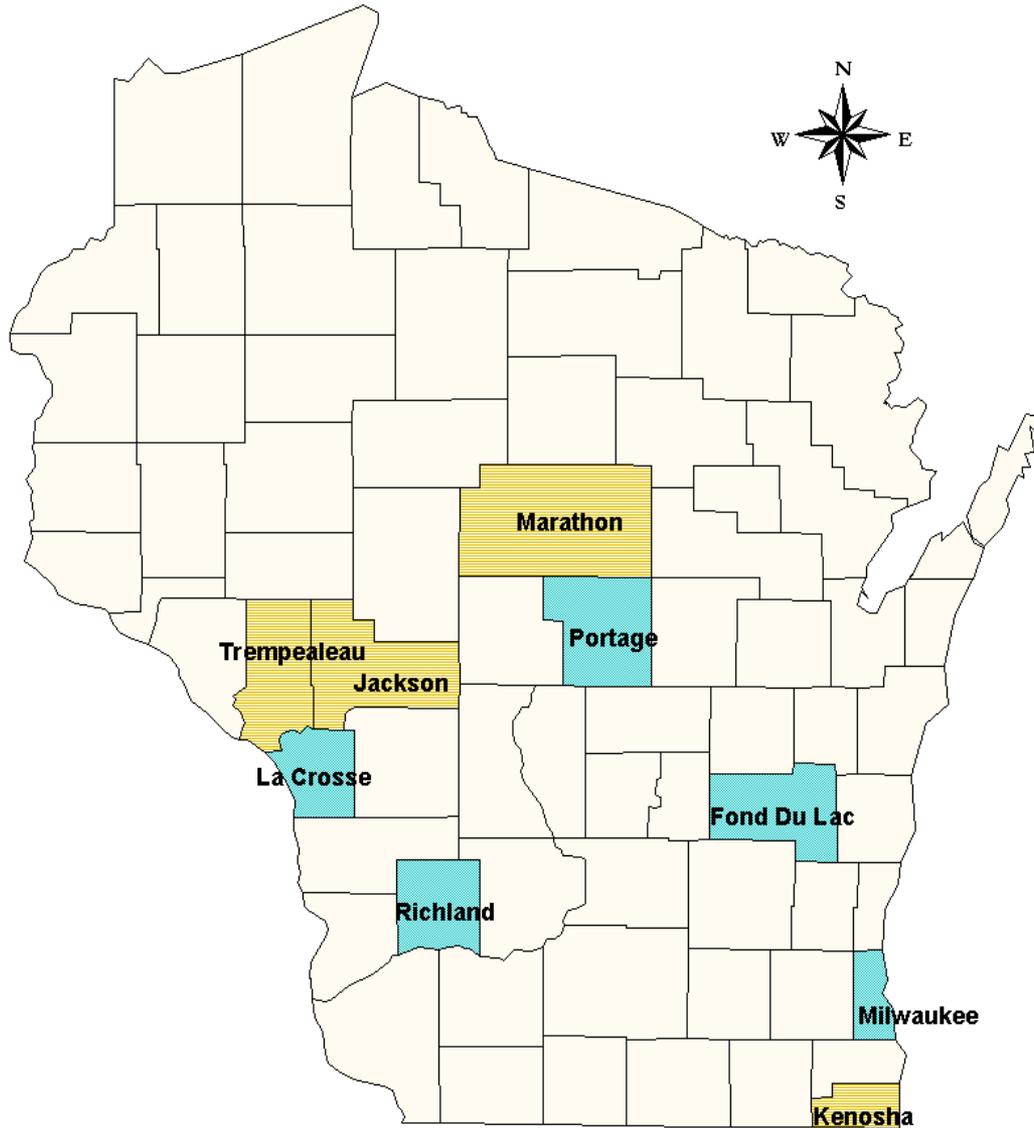
Aging and Disability Resource Centers of Wisconsin

- Welcoming and convenient places for the general public to get information about long-term care.
- Offer a single entry point for publicly-funded long-term care services.
- Services are provided through the telephone or in visits to an individual's home.



Wisconsin Family Care Pilots

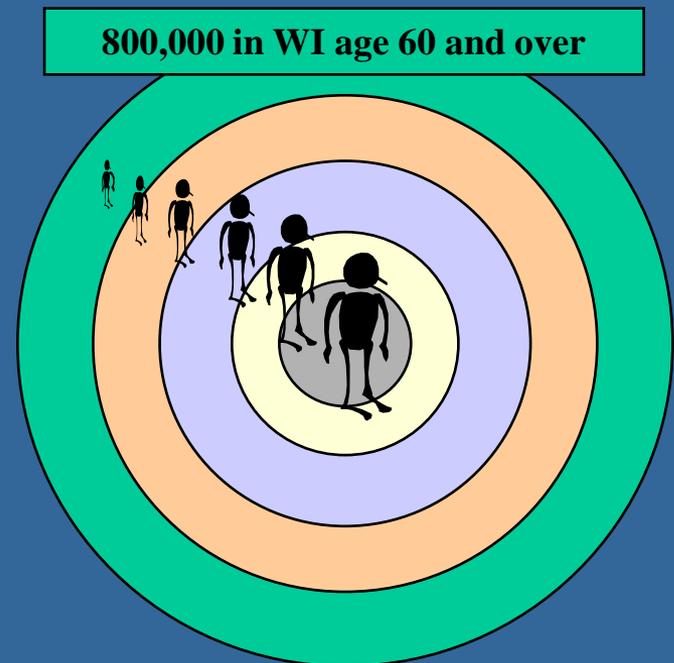
Resource Centers and Care Management Organizations (CMOs)



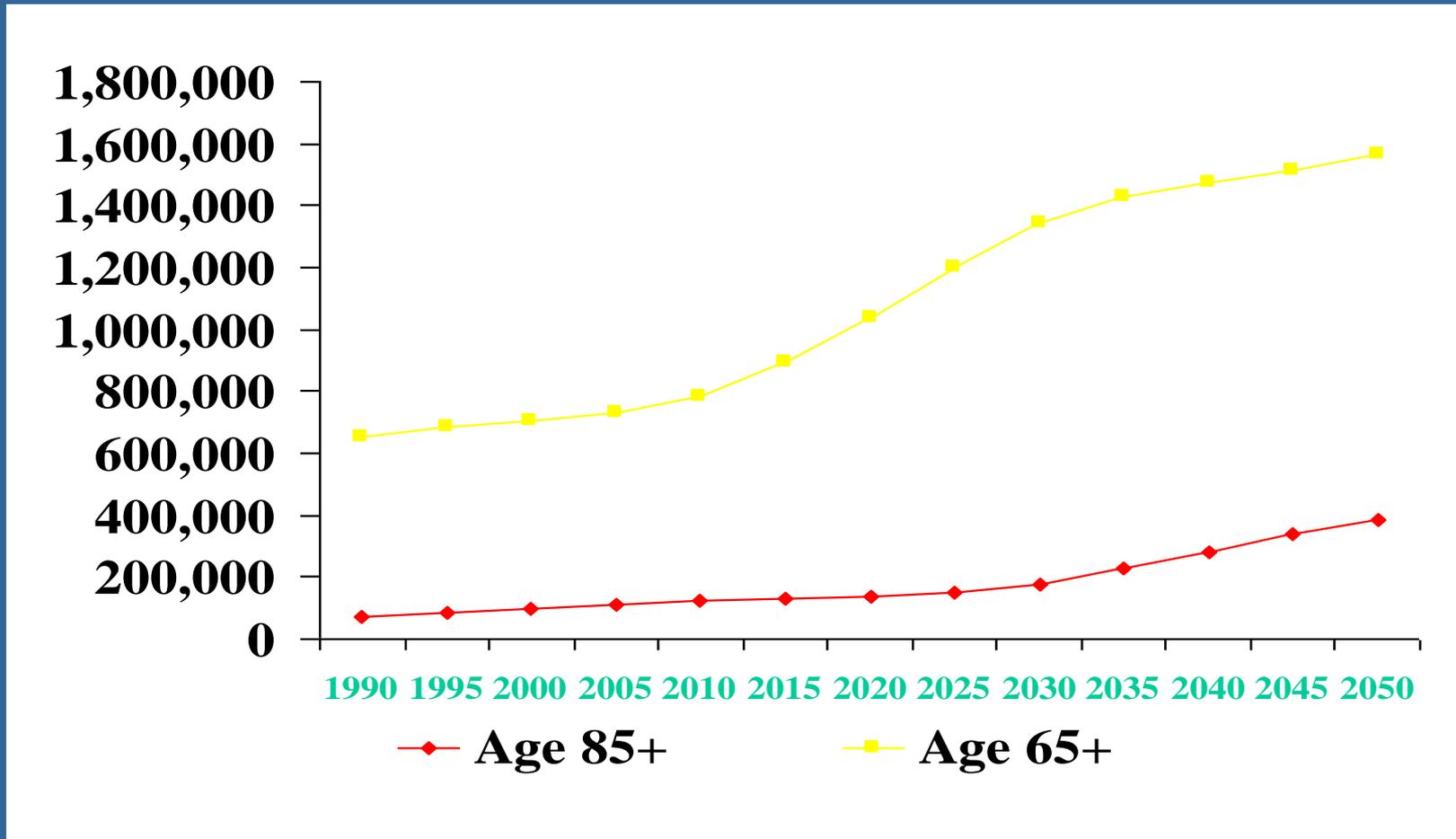
-  Resource Center and CMO Pilot
-  Resource Center Pilot Only

Why we need Resource Centers?

- Look at the demographics...
 - Growth of aging and disabled population.
 - Prevent or delay the need for long-term care.
- Assist the general public in navigating a complex service delivery system.

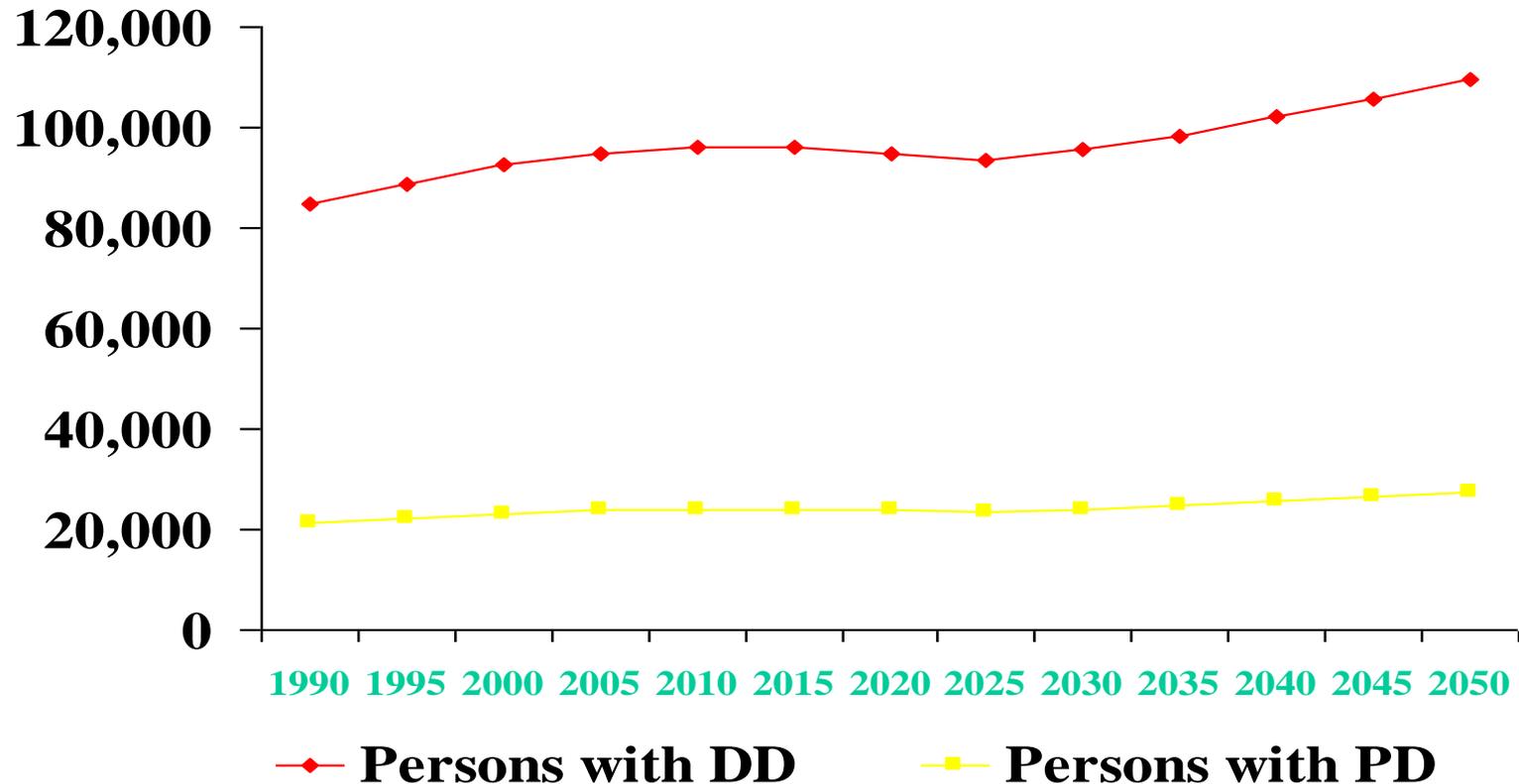


Wisconsin's over-65 and over-85 population will soon grow rapidly



Figures for 1990 are U.S. Census estimates (internet release 3/9/2000).
Figures for 1995-2050 are based on the U.S. Census population projections.

Wisconsin's adult disabled population will also grow



U.S. Census population projections for 1995-2050 and population estimates for July 1, 1990 based on 1990 Census.

Structure of Resource Centers

- Three were created from county Departments on Aging.
- One was created from the county Public Health Department and the Department on Aging.
- Four were created from county Social Service or Human Service agencies.
- One is split between the Aging Program and the Developmental Disabilities Program, both in the county Human Services Department.

Resource Centers Services

- In this new simplified system for accessing information and assistance about community services and long-term care, Resource Centers serve the general public through:
 - Outreach/marketing, public education
 - Information and assistance
 - Youth transitional services
 - Options Counseling
 - Pre-admission consultation (PAC)
 - Early intervention/prevention

Information and Assistance

- Resource Centers tailor information for individuals, including:
 - Intake, to find out what it is the person wants and/or needs.
 - Information, about programs, services or other community resources including, but not limited to Family Care.



Information and Assistance (continued)

- Protocols for providing access to ongoing services for persons who do not express an interest in publicly-funded long-term care:
 - Assistance: In getting entry level LTC services like snow shoveling, housekeeping, etc.
 - Referral: To other appropriate resources like congregate meals, transportation, Adult Protective Services, etc.

LTC Options Counseling



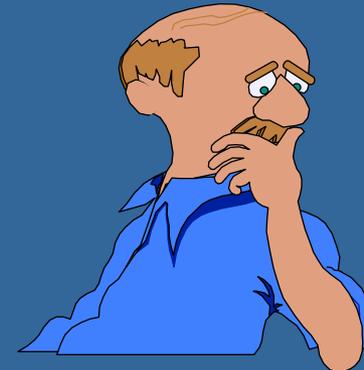
Ensures that people have the information they need to make informed choices about long-term care

Referrals for Options Counseling Come from:

- Pre-Admission Consultation (PAC)
- Response to Resource Center Outreach and Marketing
- Self-referrals
- Referrals from community agencies, physicians, neighbors, family, etc.

What Do Consumers Need to Know?

- In-home Services that are available.
- Alternative Residential settings that are available.
- Costs associated with various options.
- Funding sources available to pay for long-term care.

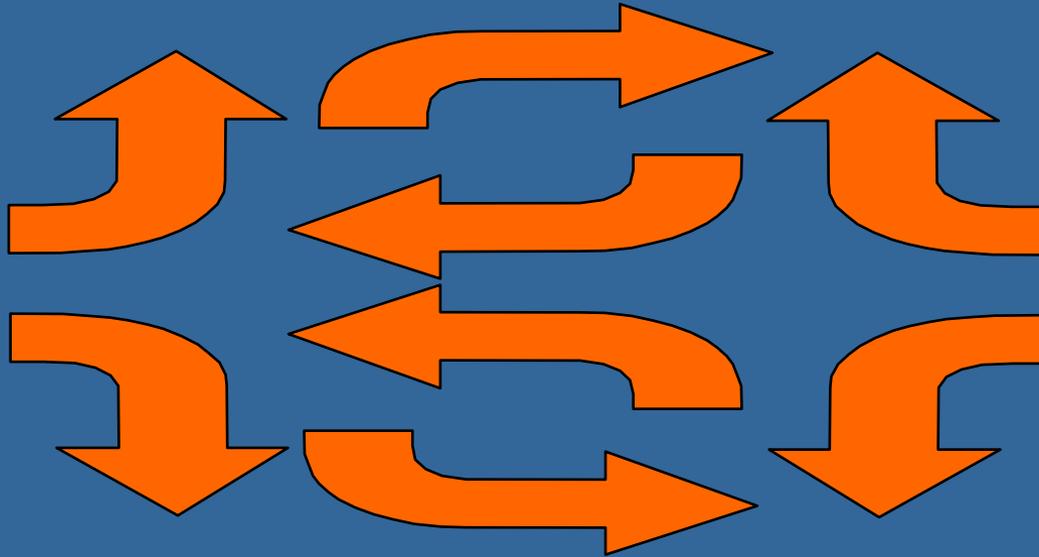


Early Intervention



- Options Counseling to help individuals with long-term care needs who have their own resources use them more wisely is an important part of the Resource Center role

Sometimes It Takes Multiple Contacts



- Each individual's path is unique
- Many are convoluted and time-consuming

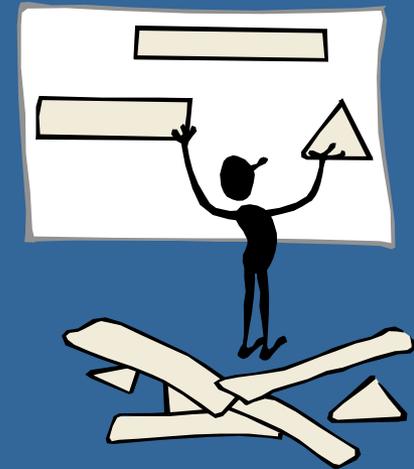
Sometimes the Resource Center Response Has to Be Immediate



- In some situations people can't wait to get services

Eligibility and Enrollment

- The Access Plan
 - Need to spell out every step of the process
 - Communication and collaboration with Economic Support is critical



Eligibility and Enrollment

- Eligibility Determination - Three Criteria
 - Non-Financial Criteria
 - Functional Eligibility
 - Financial Eligibility
 - Medical Assistance
 - Non-Medicaid Family Care

Eligibility and Enrollment

- Process in the home
 - Special Circumstances (urgent, expedited, transition)
 - Time Savers (packets, sign the enrollment form during the first visit)

Eligibility and Enrollment

- Next Steps
 - Refer to Economic Support for MA determination
 - Once eligibility is determined, refer to Enrollment Consultant
 - Send all information to the CMO

Eligibility and Enrollment

- Also requires a high degrees of cooperation between the Resource Center and the Service Agency such as the CMO



Short-Term Services

- Resource Centers can be short term care providers as they assess and arrange for services and help problem solve family situations



RC Role in Waiver Eligibility Where Family Care Is Not Available

- Linking with waiver programs:
- Challenges
 - Funding Shortages
 - Waiting Lists



RC Role in Waiver Eligibility

- Resource Center Response to Challenges:
 - Maintain case load of people on wait list.
 - Provide continuity to people on wait list.
 - Be available to problem-shoot.
 - Make contact every 6 months.
 - Maintain wait list database information.



RC Role in Waiver Eligibility

- When a person gets to the top of the wait list:
 - Review functional eligibility via LTC FS.
 - Provide options counseling.
 - Refer to economic support for financial eligibility determination.
 - Transfer to case management unit for service plan and ongoing case management

Prevention & Intervention

- Resource Center Functions
 - Provide information on risk and safety issues.
 - Identify individual risk factors and opportunities for prevention and early intervention during every contact.
 - Consumers who are at risk receive rapid assistance or referral to Adult Protective Services or other needed services.

Prevention & Intervention

- Prevention Grants - 4 Resource Centers
 - Jackson County - Falls Prevention
 - Marathon County - In-Home preventive Health Care
 - Milwaukee County - Changing Health Related Behaviors
 - Trempealeau County - Nutrition Risk Identification & Intervention

Being a Resource Center Worker Requires a Varied Set of Skills

- Communication and interview skills
- Phone interviewing with the ability to assess and reframe as the conversation progresses
- Ability as a functional assessor

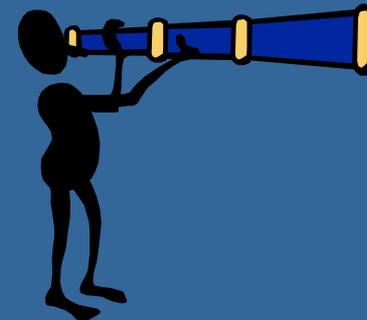


Where Do We Go from Here?

- Ever growing interest from county agencies to begin the process of evolving into Resource Centers, as they recognize the advantages of a centralized information system for the community.
- Greater collaboration between the county agencies and the community resources results in better services and information to the consumer.

Where Do We Go from Here?

- Recognition that a Resource Center is a business that serves customers and that customer satisfaction is important.
- Recognition for the need for good IT systems to support the concept of a Resource Center that provides the full range of services and good current information for the community.



Where Do We Go from Here?

Future plans for IT development includes:

- State I&A data base with common taxonomy for all target groups and contact types.
- State wide web based resource data base.
- Integration of functional screen with financial eligibility data base and I&A data.
- Functional screen web development for children and people with mental health issues.

Questions?

For More Information:

www.dhfs.wisconsin.gov/LTCare