



## **ADRC First Pilot 6-month Progress Narrative**

**January 1, 2014 through June 30, 2014**

Submitted by Cyndee Simpson-Sugar, ADRC Program Manager

The following is a progress report of the events that have occurred, issues that arose, and what has been done to remedy the issues. The ADRC First Pilot project began December 2, 2013, but there were no PCA or Waiver assessments conducted that month to begin the data comparison, therefore data collection for the project began January 1, 2014.

### **1. Intake/Pre-Screening and Follow-up**

Initially, the ADRC First pilot project was conducting the pre-screening on all individuals coming to the Independent Living Center where the ADRC is co-located. This proved to be too much for the screener(s) and was inconveniencing individuals who were seeking IL services only. By the end of January, 2014 individuals were being triaged for IL services versus need for ADRC First pre-screening. General IL services, such as, transportation, housing assistance, assistance with paperwork, social security, assistive technology and TBI peer support, do not often require a pre-screening. If the individual is uncertain of their needs, is not aware of available resources, or may need assistance with ADLs and/or IADLs, then a pre-screening is conducted with Medicare and options counseling provided as needed.

Screeners have reported that in order to successfully meet the needs of individuals in the project, follow-up is more effective if provided within a few days of the pre-screening rather than two weeks and many situations require more than one follow-up. The protocol language states "within two-weeks" and the date note in DS3 only accommodated labeling for a "Two-week follow-up." An additional date note now exists in DS3 for additional follow-ups.

### **2. Updates to Pre-Screening Tool and Three-Month Consumer Outcome Survey**

A few items were updated with regard to the screening tool:

- a. Two items were added to capture more in-depth information regarding mental health and substance abuse treatment already being accessed by individuals receiving options counseling. When an individual responded affirmatively to one of the mental health or substance abuse questions, the screener is prompted to make a note to discuss this during options counseling. When this was addressed during options counseling, responses were received that the individual was already receiving services, didn't think it was necessary, refused the information, or accepted the information and the tool did not lend itself to capture these responses in a statistical manner. Additional items have been added to the tool to allow us to record the responses statistically rather than anecdotally providing a better picture of what occurs with the affirmative responses. Without this information it could appear that a high number of affirmative responses are not addressed, which is not the case.
- b. The tool did not clearly differentiate when individuals received options counseling versus basic information and assistance; A check box was added so the Screeners could indicate whether the screening resulted in "general information and assistance" or "options counseling." This has

allowed a more accurate account of what was provided and the outcomes associated with each service.

- c. Questions were also added to the three-month consumer outcome survey around mental health and substance abuse to be sure that individuals received assistance making contact with service providers as needed.
- d. A few other small items were cleaned up around wording inconsistencies and redundancies that do not affect any results.

### **3. Project Evaluation, Customer Satisfaction and Consumer Outcome Surveys**

The ADRC First Steering committee was able to allocate funds for the project evaluation, including customer satisfaction and outcome surveys, to be conducted by UAA Center for Human Development scheduled to begin September 2014. The RSA and scope of work are being finalized and will include surveying 50% of all individuals receiving options counseling for customer satisfaction and three-month consumer outcomes. Customer satisfaction calls will be made within one week of initial contact while the information is fresher and the three-month consumer outcome calls will keep the same time frame. UAA/CHD will provide us with a report of the results.

### **4. Protocol Changes**

Changes will be made in the protocol to update language around follow-ups, customer satisfaction survey timing, and that UAA/CHD will be conducting the customer satisfaction and three-month consumer outcome surveys.

### **5. Extension of Pilot Project**

The budget is available and it was felt that the project would better-served if we extended through June 30, 2015. UAA/CHD will continue into the next fiscal year to complete all surveys according to timelines.