

Information and Frequently Asked Questions

1. **What is the ADRC *First* Pilot Project?**

The ADRC *First* Pilot Project is a process developed to improve access and outcomes for individuals seeking long-term services and supports. The process begins when an individual contacts the Aging and Disabilities Resource Center or another provider with a need for assistance. The ADRC provides a short pre-screening that will ensure the individual receives information and options counseling, provides short-term crisis support to prevent institutionalization, and assists in planning for future needs. The ADRC First pilot intake and screening is specifically designed to look at each individual holistically in order to assist them in navigating the service delivery system so they are able to make informed choices about their care.

2. **Who will participate?**

Individuals, family members, or friends seeking long term services and supports will participate in the ADRC First Pilot Project.

3. **What are long term services and supports?**

Long Term Services and Supports (LTSS) include *any* support or service that assists an individual or their caregiver, to live as independently as possible in their homes and communities. Examples of LTSS include: meals, transportation, housing, chore, homemaker, personal care, case management, mental health counseling, companion care, respite (for caregivers), Adult Day, benefits counseling, public assistance, home modifications, assistive technology, heating assistance, etc.

4. **Where will it take place?**

Kenai Peninsula Independent Living Center / Aging and Disability Resource Center will conduct the ADRC *First* Pre-Screening for individuals residing the communities of Cooper Landing, Kasilof, Kenai, Nikiski, Ninilchik, Soldotna, and Sterling. For more information contact:

Kenai Peninsula Independent Living Center and ADRC
47255 Princeton Ave, Suite 8
Soldotna, AK 99669
907-262-6333

5. **When will it start?**

It will start on December 2, 2013 and run through November 30, 2014.

6. **How will the ADRC First Pilot Project change the way an individual receives services?**

If an individual resides in one of the pilot communities, they will be directed to go through the ADRC to receive a pre-screening before an intake for PCA or Waiver will be processed. Once the pre-screening is completed, the individual will choose an agency and submit their applications as they have in the past.

7. How will a provider know if the pre-screening through the ADRC First pilot project has been completed?

Individuals who have had a screening and options counseling will receive the "ADRC First Screening Completion" form to share with providers. The form will list supports and services the individual is seeking. Providers can also contact the ADRC to see whether an individual has received a pre-screening. An ROI is not necessary for the

8. What happens if a PCA agency or Care Coordinator submits an application to SDS for an individual that has not received a screening from the ADRC First Pilot project?

PCA and Waiver applications that were begun prior to December 2, 2013 have until December 31, 2013 to submit them to SDS as in the past. Any new inquires that have not started the process as of December 2, 2013 or after must begin the process through the ADRC First with a pre-screening. Individuals, for whom PCA or Waiver applications are received January 1, 2014 or later without going through the ADRC for a pre-screening, will not be accepted. SDS will send a letter to the individual and the provider agency letting them know that the application was not accepted and include the contact information for the ADRC First Pilot project. When the individual has a completed the ADRC First pre-screening the PCA or Medicaid Waiver application must be re-submitted to SDS.

9. Will this pilot process take longer than the current way of doing business?

No, it is expected that if the individual seeking long term support services is referred promptly to the ADRC First Pilot project the screening will occur within three days from the first contact. Individuals will receive information about available services and options counseling so they can make informed decisions about their care. The pre-screening and options counseling is designed to streamline the process to the individuals seeking services.

10. How will you measure the success of the project?

Performance measures were developed to evaluate the success of the project. The ADRC First project will follow up with every individual and conduct satisfaction surveys at one and three month post contact intervals. Data will be collected on individuals using the Pre-screening tool and individuals participating in the project will be linked to intake and assessment data in the DS3.

11. Will SDS release the study that proved the need to centralize the "first touch" at a clearinghouse versus an agency?

There have multiple studies in the past 10 years that have analyzed Alaska's system for delivering long term care services and supports to seniors and individuals with disabilities. All three studies* indentified a "single point of entry" as a way to improve access, streamline eligibility, improve outcomes to individuals seeking services, and create cost savings to the state. In addition to those studies, the Research and Analysis Unit, within our division has analyzed the denial rate of individuals seeking long term care services and supports and has observed that approximately 50% of individuals who apply and are assessed for the ALI Waiver do not meet level of care and are denied services through that program. DSDS has analyzed data statewide and although there are fluctuations, the denial rates are consistent throughout the state. The rate of denials for individuals seeking services is concerning in that if an individual is denied for services through the ALI Waiver there is not a process for assisting them in connecting with other resources. In addition, there is not a formal process in place to assist individuals who are also in need of behavioral health services. The ADRC First Pilot project will provide a pre-

screening and post screening evaluation to ensure individuals have received assistance as needed. The ADRC First Pilot project will not deny access to any programs, but will instead reduce the number of individuals who are assessed and denied services because they do not meet LOC. The ADRC First Pre-Screening will offer options to all individuals regardless of whether or not they meet criteria of specific programs. In addition, the ADRC First pilot will track the outcomes of individuals seeking behavioral health services. The ADRC First pilot project has a three tiered system for evaluation to ensure the process benefits the consumer first and foremost.

12. Will SDS release the metrics that will be measured during the project?

Yes. Performance measures will be posted on the DSDS ADRC First Pilot webpage prior to the official launching of the ADRC First Pilot project on December 2, 2013.

13. What consideration has SDS given that this "first touch" method will disrupt the free enterprise market where we compete to attract clients?

Participants who are in need of services will receive options counseling based on the results of the pre-screening. Options counseling provides the individuals with information so that they can make informed choices to best meet their needs. The ADRC's are required to provide unbiased information to individuals and are considered "conflict -free" due to the fact that they are not service providers. They can assist the individual to choose a provider at the time of the pre-screening and has a list of questions the individual can use when calling providers.

14. Does an individual need to complete a pre-screening if they are already receiving services?

If an individual is receiving services and their needs change or increase, we recommend the individual completes a pre-screening and receive options counseling.

15. Can a provider make a referral for the pre-screening or does the individual need to call?

The provider can assist the individual in contacting the ADRC.

16. How will a referral for behavioral health happen?

If the pre-screening indicates the individual might benefit from behavioral health services, the ADRC will include this as an option during options counseling and provide assistance in contacting a provider. The ADRC's will not provide mental health or substance abuse assessments.

Questions?

Please contact Senior and Disabilities Services, ADRC Program Manager, Cyndee Simpson-Sugar at 907-465-4798, or Senior and Disabilities Services, Grants Unit Manager, Lisa Morley at 907-465-4996.

Important Dates

ADRC First Pilot Project Begins: December 2, 2013

All NEW inquires go through ADRC First: December 2, 2013 and after

PCA and Waiver applications already in process, but not complete: Accepted through December 31, 2013

ADRC First Pilot Pre-Screening required: January 1, 2014 and after

*Recent studies of Alaska's Long Term Care System: Public Consulting Group, 2006; HCBS Strategies, Inc. 2008; Recommendations for Alaska's Community First Choice Options, 2012.