California Department of AGING

California Aging & Disability Resource Connection

Welcome!

ADRC Fridays: Talk, Learn, Connect
March 25, 2022

Meeting Logistics

- Participants will be **muted during presentations;** please **un-mute/share video during general discussion times**
- Please use the **chat** feature to post questions and communicate your peers
- **Zoom Live Transcript** is available.
- If dialing by phone, **press *9** to request to be un-muted, **press *6** to un-mute your phone.
- If there are technical issues or questions, please **email.** **ADRC@aging.ca.gov** and an ADRC Branch staff member will respond.
- **This roundtable is being recorded.**

Poll: Who's Here?

- What type of organization are you a part of:
  - AAA
  - ILC
  - Other ADRC Partner
  - Other Organization serving older adult/disabled populations
  - N/A

- If you had a time machine, would you rather travel forward in time or back in time?
  - Forward
  - Back
  - Both
  - Neither – the present is perfect!

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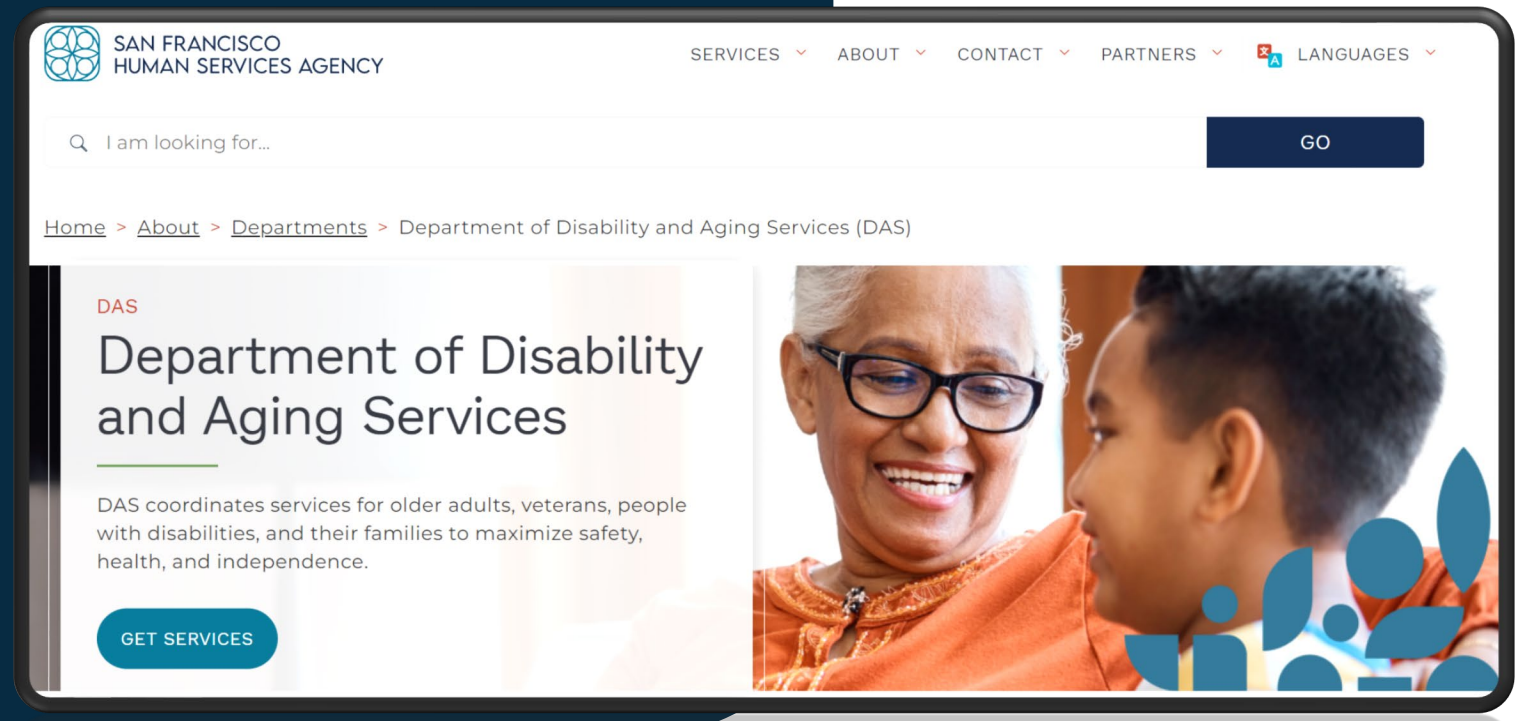
San Francisco ADRC

Information Sharing and Warm Handoffs

Cindy Kauffman,
Deputy Director,
Community
Services

San Francisco
Department of
Disability and
Aging Services



Departmental Structure Impacts ADRC

Direct Service Programs

- In-Home Supportive Services
- Adult Protective Services
- Public Conservator, Public Guardian, Public Administrator

Community Services

- Office of Community Partnerships
- Benefits and Resource Hub
  - Medi-Cal and CalFresh Eligibility Unit
  - County Veterans Services Office
  - Integrated Intake

Integrated Intake

- One stop shop
  - Information and Referral
  - Options Counseling
  - Intakes
    - Adult Protective Services
    - In-Home Supportive Services
    - Home Delivered Meals
    - Case Management
    - Community Living Fund

- ADRC

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Service Linkage and Tracking

- Management Information Systems & Reports
- Citywide Age and Disability Resource Center Coordinator
- Convene Service Workgroups
- Online Resource Directory

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San Francisco ADRC

Questions?

Alameda County Emerging ADRC

Service Tiers and Navigational Questions

Jennifer Stephens-Pierre

Director, Area Agency on Aging (LPS and Veteran's Services)

Alameda County Social Services

THE CIL

CRIL
Is it any less a rose?

Alameda County Social Services Agency

Service Navigation:

Objective:

All Core and Extended Partners support a systematic process to provide information and referral assistance.

1. Develop and implement protocols among ADRC core and extended partners to promote consistency in the delivery of services so that consumers' experiences are consistent and predictable.
2. Establish warm transfers to support consumers' navigation through critical pathways for urgent situations and conduct staff training.
3. Develop and implement standardized protocols to follow-up with consumers to ensure service needs were met and to assess service outcomes.

Service Navigation:

Three Tier Service

1. Tier 1 (I&R) is considered a quick referral/ anonymous caller. This typically is a caller who wants contact information for a specific service and does not express an interest in other services.
2. Tier 2 consumers are asked five specific navigational questions (Name, DOB, Veteran Status, Disability, Location). Based on the information provided they will receive referrals or warm transfers to requested services. This tier may also receive options counseling and follow-up calls.
3. Tier 3 consumer are engaged the same as tier 2, however, they may receive an assessment for (assistive devices, protective services, capacity, mental health etc.) and Short-Term Service Coordination.

Navigational Questions:

1. **Name**
2. **Date of Birth/Age**
3. **Veteran Status**
4. **Location**
5. **Do you have a Disability**

Alameda County Emerging ADRC

Questions?

Talk, Learn, Connect

What is your process for developing protocols amongst partners?
What protocols have been most challenging for you?
How do you train your core and external partners on ADRC protocols?

Thank you!

- ***Save the date!***
  - Next ADRC Fridays Roundtable: **Friday, April 29, 12:00-1:00pm**
- ***Consider submitting an ADRC Promising Practice***
- Questions or comments: ADRC@aging.ca.gov