California
Department
of **AGING**

ADRC SERVICE DATA REPORT (CDA 7029) INSTRUCTIONS

GENERAL INSTRUCTIONS

- For each section and category, report the <u>current (running) total</u> for the reporting period within the current fiscal year (July – June).
- For <u>Sections I and II</u>, report the current total for each core partner and current aggregate total of extended partners.
- For <u>Sections III and IV</u>, report the current total and information for your entire ADRC partnership network.
- For <u>Sections IV – VII</u>, information is to be provided during the 6-month and 12-month reporting period reports only.
- <u>Notes</u> section at the end of this 7029i document provides additional definitions of some data elements.
- If you have any questions or feedback, please contact ADRC Bureau at ADRC@aging.ca.gov for clarification.

REPORTER INFORMATION

Enter the following:
- ADRC Partnership Name
- Name of each ADRC Core Partner that reported data during the current fiscal year.
- Name of each ADRC Extended Partner that reported data during the current fiscal year, and the service functions they offer. *For reference, the four service functions are: Enhanced Information and Referral, Options Counseling, Short-Term Service Coordination, and Transition Services.*

REPORTING PERIOD

Select the reporting period from the drop-down list.
- First Reporting Period: July 1 – September 30
- Second Reporting Period: July 1 – December 31
- Third Reporting Period: July 1 – March 31
- Fourth Reporting Period: July 1 – June 30

SECTION I: CONSUMER DEMOGRAPHICS

- Demographics: Since organizations are not expected to collect demographics for every individual consumer, please report the estimated unduplicated client count for those served by your partner organizations who have provided demographic information.
- Report the demographics of the individual served by the ADRC. Do not count the demographics of providers or others calling on behalf of the consumer.
- *See "Notes" section at the end of this document for additional definitions.*

Consumer Age

Report the estimated unduplicated client count for those served by your partner organization for each age range.

- 0-13 years old
- 14-24 years old
- 25-59 years old
- 60 years and older: Includes those who are 65 years and older.
- 65 years and older: This data point is important to align with the Governor's Master Plan for Aging, which outlines support for older adults 65 and older, along with individuals with disabilities of any age.
- Declined to State or Missing: A person who declined to state or information is missing.

Consumer Ethnicity

Report the estimated unduplicated client count for those served by your partner organization for each category.

- **Not Hispanic/Latino**
- **Hispanic/Latino**
- **Declined to State or Missing**: A person who declined to state or information is missing.

Consumer Race

Report the estimated unduplicated client count of those served by your organization for each category.

- **American Indian or Alaska Native**
- **Asian Indian**
- **Black or African American**

- **Cambodian**
- **Chinese**
- **Filipino**
- **Guamanian**
- **Hawaiian**
- **Japanese**
- **Korean**
- **Laotian**
- **Other Asian**
- **Other Pacific Islander**
- **Samoan**
- **Vietnamese**
- **White**
- **Declined to State or Missing**: A person who declined to state or information is missing.

Consumer Gender Identity

Report the estimated unduplicated client count for those served by your partner organization for each gender.

- **Female**
- **Male**
- **Transgender Female to Male**
- **Transgender Male to Female**
- **Genderqueer/Gender Non-Binary**
- **Not Listed**
- **Declined to State or Missing**: A person who declined to state or information is missing.

Consumer Sex at Birth

Report the estimated unduplicated client count for those served by your partner organization for each sex at birth.

- **Female**
- **Male**
- **Declined to State or Missing**: A person who declined to state or information is missing.

Consumer Sexual Orientation or Sexual Identity

Report <u>the estimated unduplicated client count</u> for those served by your partner organization for each sexual orientation or sexual identity.

- **Straight/Heterosexual**
- **Bisexual**
- **Gay/Lesbian/Same-Gender Loving**
- **Questioning/Unsure**
- **Not Listed**
- **Declined to State or Missing**: A person who declined to state or information is missing.

Characteristics of Consumers

Report <u>the estimated unduplicated client count</u> for those served by your partner organization of each characteristic. A consumer may identify as more than one characteristic. (For instance, a consumer who is homeless, a veteran, and is food insecure would be counted in each of the three categories.)

- **Homeless**
- **Veteran**
- **With a Disability**
- **Live Alone**
- **SSI Beneficiary**
- **Low Income**
- **Medicaid/Medi-Cal Beneficiary**
- **Dementia/Alzheimer's Diagnosis**
- **CalFresh Beneficiary**
- **Caregiver**
- **Food Insecure**
- **Victim of Abuse**
- **Risk for Institutionalization**
- **In-Home Supportive Services Recipient**
- **Other – please specify.** ADRCs may use this category for other areas served such as Vaccine Outreach, etc. For multiple "other" categories, please use the Consumer Demographic Data Collection Notes field.

Consumer Demographic Data Collection Notes *(Optional)*

Add notes if your ADRC wishes to explain any of the data elements collected or marked "Do Not Collect."

SECTION II: ADRC SERVICE FUNCTIONS

General Guidance

For the ADRC Service Data report (CDA 7029 form), <u>please report any service offered by the ADRC partners, as long as the services meet the ADRC service function standards listed in the ADRC Designation Criteria</u>, regardless of how the service is funded. ADRCs are encouraged to blend and braid their funding streams to deliver the four ADRC service functions.

- **Example:** A person calls the information and referral line which is funded by Older Americans Act Title IIIB. If the offered services meet the ADRC service function standards listed in the ADRC Designation Criteria, the consumer may be counted in the CDA 7029 Service Data report.

A service provided to an individual may fall under multiple ADRC service function reporting categories.

- **Example:** An individual calling into an Information and Referral line may receive enhanced information and referral services, then be referred to an ADRC partner for Short-Term Service Coordination to avoid institutionalization and also receive options counseling to learn about available service options. In this case, this individual may be reported under three categories: Enhanced Information and Referral, Options Counseling, and Short-Term Service Coordination.

  - Options to report data for this section:
    - <u>Do Not Collect</u>: Service offered, but data not collected.
    - <u>Service not offered by partner:</u> Partner does not offer the particular service.
    - <u>Enter number in</u> "Other" box of online form. Enter the running total for the fiscal year.
  - *See "Notes" section at the end of this document for additional definitions.*

Enhanced Information and Referral Services
Definition of Enhanced Information and Referral may be found in the "Notes" section of this document. A full description is available in the ADRC Designation Criteria.

- **Total Calls Received:** Report the number of contacts. If one individual contacted the ADRC on 10 different occasions to seek information, assistance and/or referral services, you would report 10 contacts.
- **Total Completed Initial Intakes and Assessments:** Total number of initial intakes and assessments completed.
- **Total Warm Transfers:** Total number of successful warm transfers made for all consumers and all services. (A consumer can receive multiple warm transfers.)

- **Total Service Referrals Offered:** A referral to another agency or program that is internal or external to your ADRC partnership.
- **Total Follow-Ups Made:** Total follow-up calls, emails, or other contacts made to individuals. An individual can receive multiple follow-ups.

Options Counseling

Definition of Options Counseling may be found in the "Notes" section of this document. A full description is available in the [ADRC Designation Criteria](#).

- **Total Number of Consumers Served with Options Counseling**: Report the estimated unduplicated client count.
- **Total Individuals Identified as a Candidate for Options Counseling:** Report the estimated unduplicated client count.
- **Total Warm Transfers and Referrals for Options Counseling:** Report the number of unduplicated warm transfers and referrals made for options counseling. There can be multiple warm transfers and referrals for options counseling per consumer. Referrals to agencies or programs outside of the ADRC partnership are also considered a warm transfer or referral.
- **Total Interviews and Assessments Completed:** Report the estimated unduplicated client count for those served by your partner organization.
- **Total Plans Developed:** Total number of individual plans for services developed. There may be multiple plans for an individual. Each plan would count as a value of "1."
- **Total Plans Completed:** Total number of individual plans for services completed.
- **Total Actions Developed:** *Optional.* The total number of steps to meet the plan for services. ADRC partnership protocols determine the definition and scope of an action.
- **Total Actions Completed:** *Optional*. The total number of steps as part of a plan that were completed.
- **Total Follow-Ups Completed:** A follow-up call, email, or other contact with an individual. There can be multiple per individual. Each follow-up would count as a value of "1."

Short-Term Service Coordination

Definition of Short-Term Service Coordination may be found in Notes section of this document. A full description is available in the [ADRC Designation Criteria](#).

- **Total Number of Consumers Served:** Report the estimated unduplicated client count.

- **Total Individuals Identified as a Candidate for Short-Term Service Coordination:** Report the estimated unduplicated client count.
- **Total Warm Transfers and Referrals for Short-Term Service Coordination:** Report the number of unduplicated warm transfers and referrals made for Short-Term Service Coordination. There can be multiple warm transfers and referrals per consumer. Referrals to agencies or programs outside of the ADRC partnership are also considered a warm transfer or referral.
- **Total Plans Developed:** Total number of individual plans for services developed. There may be multiple plans for an individual. Each plan would count as a value of "1."
- **Total Plans Completed:** Total number of individual plans for services completed.
- **Total Actions Developed:** *Optional*. The total number of steps to meet the overall plan for services. ADRC partnership protocols determine the definition and scope of an action.
- **Total Actions Completed:** *Optional.* The total number of steps as part of a plan that were completed.
- **Total Follow-Ups Completed:** A follow-up call, email, or other contact with an individual. There can be multiple per individual. Each follow-up would count as a value of "1."

Transition Services

A brief definition of Transition Services may be found in the "Notes" section of this document. A full description is available in the [ADRC Designation Criteria](#).

- **Total Individuals Identified as a Candidate for Transition Services:** Report estimated unduplicated client count.
- **Total Warm Transfers and Referrals for Transition Services:** Report the number of unduplicated warm transfers and referrals made for transition services. There can be multiple warm transfers and referrals per consumer. Referrals to agencies or programs outside of the ADRC partnership are also considered a warm transfer or referral.
- **Total Plans Developed:** Total number of individual plans for services developed. There may be multiple plans for an individual. Each plan would count as a value of "1."
- **Total Plans Completed:** Total number of individual plans for services completed.
- **Total Actions Developed:** *Optional*. The total number of steps to meet the overall plan for services. ADRC partnership protocols determine the definition and scope of an action.
- **Total Actions Completed:** *Optional.* The total number of steps as part of a plan that were completed.

- **Total Follow-Ups/Home Visits Completed:** A follow-up call, email, visit, or other contact with an individual. There may be multiple per individual. Each follow-up would count as a value of "1."
- **Transition Services from Nursing Facility:** Report <u>estimated unduplicated client count</u> of those served by your organization who have successfully transitioned from a nursing facility into a home or community-based environment.
- **Transition Services from Intermediate Care Facilities for Individuals with Intellectual Disability:** Report <u>the estimated unduplicated client count</u> for those served by your partner organization who have successfully transitioned from an intermediate care facility into a home or community-based environment.
- **Transition Services from Hospitals:** Report <u>the estimated unduplicated client count</u> for those served by your partner organization who have successfully transitioned from a hospital into a home or community-based environment.
- **Transition Services from Other Institutional Settings:** Report <u>the estimated unduplicated client count</u> for those served by your partner organization who have successfully transitioned from other institutional settings into a home or community-based environment.

Service Function Data Collection Notes *(Optional)*

Indicate notes if your ADRC wishes to explain any of the data elements collected or marked "Do Not Collect."

SECTION III: OUTREACH ACTIVITIES / APPLICATION AND ELIGIBILITY ASSISTANCE

Report the number of <u>outreach activities</u> performed and <u>number of contacts</u> reached in each category. Separately, report the <u>number of contacts assisted for application and/or eligibility</u> under each category.

- Report the number of **outreach activities**: Any group or individual activity where there is outreach, presentation, or coordinated marketing activity regarding a service, program, or activity.
  - **Example:** ADRC has a booth at a community health fair and shares information about Assistive Technology and CalFresh to a contact, then the activity may be reported under both categories listed in the data report.
- Report the number of **people reached**: Contacts are defined as any individual or organization who the *ADRC is in contact with* during outreach activity or coordinated activity. (Not necessarily every attendee.)
- Report the **number of contacts assisted with applications and/or eligibility**: Contacts are defined as individuals who were provided application or enrollment support in an individual or group setting. If an application or enrollment is associated with one of the

programs listed in "types of activities," it may be counted, whether or not it is tied to a specific outreach activity.

- **Categories:**
  - Assistive Technology
  - CalFresh
  - Emergency Preparedness, Response, and Recovery
  - Housing
  - Medi-Cal
  - Medicare
  - MIPPA
  - SSI
  - Transportation
  - Veterans
  - Other: LTSS

Outreach Data Collection Notes *(Optional)*

Indicate notes if your ADRC wishes to explain any of the data elements collected. Please add "other" categories from outreach activities / application and eligibility assistance if applicable.

SECTION IV: PARTNERSHIP DEVELOPMENT, TRAINING, AND ORGANIZATIONAL INFORMATION

Information to be provided during the 6-month and 12-month reports only.

Questions 1 and 1a: Partnerships

For questions 1 and 1a: Report the total number of unduplicated partner organizations. Partner organizations include core and extended partners.

- For question 1a: Report the type/category of partner organizations. Some partner organizations may be reported under multiple categories.

Question 2: Training

Report the ADRC-related trainings and which organizations delivered the trainings during this reporting period for your ADRC partnership. For any cross-partner trainings, they should minimally include all the core partners.

Questions 3 – 5: Languages

List threshold languages and details in categories of "staff, consumers and language services."

Questions 6: Marketing and Outreach Activities

Report ADRC marketing and outreach activities that the ADRC is performing.

SECTION V: ADRC INFRASTRUCTURE WORK PLAN/GOALS UPDATE

Information to be provided during the 6-month and 12-month reports only. Statements may be attached as a separate document to this report. Enter "See Attached Document" if submitting as an attachment.

Question 1

Report status update of goals outlined in your ADRC's approved ADRC Program Narrative (CDA 7039), question #1.

Question 2

Report status update on objectives, metrics/measurements, and results accomplished with the use of ADRC Infrastructure Grants Program funds – refer to approved ADRC Program Narrative (CDA 7039), question #2.

SECTION VI: SUCCESS STORY OR PROGRAM HIGHLIGHT

Information to be provided during the 6-month and 12-month reports only. Success story or program highlight may be attached as a separate document to this report. Enter "See Attached Document" if submitting as an attachment.

Please share a participant success story for the reporting period to show the value of the ADRC system and/or highlight a new connection or partnership within your ADRC.

SECTION VII: BIGGEST BARRIERS

Information to be provided during the 6-month and 12-month reports only. Statements may be attached as a separate document to this report. Enter "See Attached Document" if submitting as an attachment.

Question 1

Please share the biggest barriers in providing services or connecting people to services in your area.

Question 2

Please list unmet needs or service gaps identified in your ADRC service area.

Question 3

Please list obstacles that prevented individuals to transfer from a facility to a home setting.

NOTES

Demographics

- Hispanic/Latino: A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- Gender is defined as a person's internal sense of being male, female or another gender. A person may choose to express their gender through culturally defined norms associated with male and female, which may or may not align with a person's internal gender identity or with the sex they were assigned at birth.
- Genderqueer/Gender Non-Binary is a person who does not subscribe to conventional gender distinctions but identifies with neither, both or a combination of male and female genders.
- Transgender is an umbrella term for people whose gender identity and/or gender expression differs from the sex they were assigned at birth. The term may include but is not limited to transsexuals and cross-dressers. Transgender people may identify as female-to-male (FTM) or male-to-female (MTF).
- Sex is defined as the classification of people as male or female based on their anatomy (genitals or reproductive organs) and/or biology (chromosomes and/ or hormones).
- Straight/Heterosexual is a person whose primary physical, romantic and/or emotional attraction is to people of the opposite sex.
- Bisexual is a person who is physically, romantically and/or emotionally attracted to both men and women.
- Gay/Lesbian/Same-Gender Loving is a person whose primary physical, romantic and/or emotional attraction is to people of the same sex.
- Questioning/Unsure is a person who is unsure about his or her sexual orientation or sexual identity.
- With a Disability includes any type of disability (e.g., physical, mental, health, sensory, learning, cognitive, etc.).
- Low Income is defined as income below the federal poverty level.

Service Functions

For definitions of key ADRC service terms mentioned in the report and instructions, please refer to the California ADRC Designation Criteria.

- **Enhanced Information and Referral** includes the following components: Provision of warm transfers for referrals; use of person-centered practices to place consumer needs

first; standardized processes for referrals, including protocols that establish flags for urgent risk situations and triggers that indicate the need for specific services; and integrated data systems (where possible) for shared utilization across partnerships and maintains consumer confidentiality.

- o A "warm transfer" can be defined as a call in which an ADRC representative transfers a consumer to a third party but stays on the line to introduce the consumer to the third party that is either a part of the ADRC partnership or a different organization that could provide a service, and share information about the consumer's needs. The ADRC representative can either conference the call to continue a three-way discussion or drop off the line allowing the consumer to discuss his or her situation with the third-party individual. (AIRS Standards and Quality Indicators for Profession Information and Referral, Version 9.0, July 2020). Issues of confidentiality must be carefully managed. In the process of facilitating a warm transfer, staff in the ADRC network should not disclose personal information without an individual's consent.

- **Options Counseling** is delivered by a trained professional and must include all of the following components:
  - o Personal Interview
  - o Decision Support (for helping individuals make informed choices about their Long-Term Services and Supports options)
  - o Personalized Action Steps
  - o Follow-Up
- **Short-Term Service Coordination** is personalized service coordination for the purpose of stabilizing a situation for individuals whose health, safety and welfare are at risk and will likely experience an emergency or be unnecessarily admitted to a nursing facility, hospital or other institution. It includes any program that provides an individual immediate assistance to reduce the chances of being placed into an unwanted living situation. Another term for Short-Term Service Coordination may be "Diversion" services. Short-Term Service Coordination can be short- or long-term if it meets the definition. Short-Term Service Coordination can be a component of Options Counseling or as an independent service.
  - o **Example:** Setting up a nutrition program for an individual is a service coordination to meet the needs of the individual to stabilize their situation, and keep their situation stabilized. Short-Term Service Coordination can be a component of Options Counseling or as an independent service. If the service offered to the consumer meets the definition of the criteria, it may be counted.
- **Transition Services:** Professional or peer coordination and facilitation of services necessary to support an individual's right to move from a health care facility and to receive LTSS in a community-based setting.

- Partner Organizations: examples of partner organization type/category include:
  - 211
  - Adult Protective Services
  - Businesses – General
  - CalFresh
  - Caregiver Resource Centers/Family Caregiver Centers
  - Community-Based Services Programs - Older Adults
  - Community-Based Services Programs - People with Disabilities
  - California Childrens' Services
  - Community-Based Adult Services (Adult Day Health Care/CBAS)
  - Crisis Hotlines/Reporting Services
  - Domestic Violence/Abuse Prevention
  - Employment Agencies for People with Disabilities and Older Adults
  - Faith Based
  - First Responders
  - HICAP
  - HIV/AIDS Organizations
  - Home Health Agencies
  - Hospital/Clinics/Physicians
  - Housing/Homeless
  - In-Home Supportive Services
  - In-Home Care
  - Long-Term Care Ombudsman
  - Managed Care/Insurance
  - MDS 3.0 Section Q Local Contact
  - Medi-Cal
  - Mental Health
  - Money Follows the Person/California Community Transitions
  - Nursing Facilities
  - Regional Centers
  - Senior Centers
  - Social Security Administration
  - Transitional Youth Services
  - Transportation
  - Veterans

- Trainings: examples of ADRC-related trainings include:
  - Person-Centered Practices
  - Options Counseling
  - AIRS Training
  - Customer Service
  - Housing
  - Assistive Technology
  - Youth Transition
  - Institutional Transition
  - Hospital Transition
  - No Wrong Door
  - ADRC Orientation/Overview
  - Information and Assistance/Referral (e.g., AIRS/CAIRS)
  - Mandated Reporting
  - Motivational Interviewing
  - Emergency Preparedness
  - Crisis Intervention
  - Suicide Prevention
  - Mental Health
  - De-escalating Techniques
  - Caregiver
  - Trauma Informed Care
  - LGBTQ Sensitivity Training
  - Disability Awareness

- "Threshold Language" means a language that has been identified as the primary language, as indicated on the Medi-Cal Eligibility Data System (MEDS), 3,000 beneficiaries or five percent of the beneficiary population, whichever is lower, in an identified geographic area, per Title 9, CCR, Section 1810.410(a)(3).