



STATE OF CALIFORNIA  
CALIFORNIA DEPARTMENT OF AGING

**ADRC Infrastructure Grants Program Data Collection & Reporting Instructions**  
CDA 7029i (NEW July 2021)

## ADRC Infrastructure Grants Data Collection and Reporting Instructions

### **General Reporting Instructions:**

- ✓ For each section and category, report the current (running) total for the reporting period within the current fiscal year (July – June).
- ✓ For Sections A and B, report the current total for each core partner and current aggregate total of extended partners.
- ✓ For Sections C and D, report the current total and information for your entire ADRC partnership network.
- ✓ For Sections D – G, information is to be provided during the 6-month and 12-month reporting period reports only.
- ✓ Since organizations are not expected to collect demographics for every individual consumer, please report the number of unduplicated individuals who have provided demographic information. If your organization does not collect data for a certain category, please enter “Do Not Collect”.
- ✓ 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.
- ✓ If you have any questions or feedback, please contact ADRC program staff at [ADRC@aging.ca.gov](mailto:ADRC@aging.ca.gov) for clarification. ADRC program staff will compile your questions and feedback to share with the entire ADRC network.

### **Reporter Information**

On the cover page, 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.

### **Reporting Period**

Select the reporting period from the drop-down list at the top of page 2 of the ADRC Infrastructure Grants Program Data Collection & Reporting Form.

- **3-Month (July – September)**
- **6 Month (July – December)**
- **9-Month (July – March)**
- **12-Month (July – June)**

## **Section A – Consumer Demographics**

### **Consumer Age**

Report the number of unduplicated individuals served by your 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**
- **Declined to State or Missing:** A person who declined to state or information is missing.

### **Consumer Race and Ethnicity**

Report the number of unduplicated individuals served by your organization for each race.

- **American Indian or Alaska Native:** A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
- **Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.
- **Black or African American:** A person having origins in any of the black racial groups of Africa.
- **Pacific Islander:** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **White:** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
- **Hispanic/Latino:** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin.
- **Other Race:** A person who identifies him/herself as a single race that is not listed.
- **Multiple Race:** A person who identifies him/herself as more than one race.
- **Declined to State or Missing:** A person who declined to state or information is missing.

## Consumer Gender Identity

Report the number of unduplicated individuals served by your organization for each gender.

- **Female**
- **Male**
- **Transgender Female to Male**
- **Transgender Male to Female**
- **Genderqueer/Gender Non-Binary:** A person who does not subscribe to conventional gender distinctions but identifies with neither, both or a combination of male and female genders.
- **Declined to State or Missing:** A person who declined to state or information is missing.

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.

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).

## Consumer Sex at Birth

Report the number of unduplicated individuals served by your organization for each sex at birth.

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

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).

## Consumer Sexual Orientation or Sexual Identity

Report the number of unduplicated individuals served by your organization for each sexual orientation or sexual identity.

- **Straight/Heterosexual:** A person whose primary physical, romantic and/or emotional attraction is to people of the opposite sex
- **Bisexual:** A person who is physically, romantically and/or emotionally attracted to both men and women.

- **Gay/Lesbian/Same-Gender Loving:** A person whose primary physical, romantic and/or emotional attraction is to people of the same sex.
- **Questioning/Unsure:** A person who is unsure about his or her sexual orientation or sexual identity.
- **Declined to State or Missing:** A person who declined to state or information is missing.

## Characteristics of Consumers

Report the number of unduplicated individuals served by your organization for each characteristic. A consumer may identify as more than one characteristic.

- **Homeless**
- **Veteran**
- **With a Disability:** Includes any type of disability (e.g., physical, mental, health, sensory, learning, cognitive, etc.)
- **Live Alone**
- **SSI Beneficiary**
- **Low Income:** Income below the federal poverty level.
- **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.**

## Section B – Core Components

### Enhanced Information and Referral Services

- **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 Warm Transfers**
- **Total Service Referrals Offered**
- **Total Follow-Up Calls Made**

As a designated ADRC, Enhanced Information & Referral (I&R) services are not counted differently than “regular I&A or I&R” because Enhanced I&R is a philosophy, not a separate service. A designated ADRC would always be providing Enhanced I&R regardless if it's a simple call for a phone number or a complex call for multiple service referrals.

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, 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

Options Counseling must include all the following components:

1. Personal Interview
  2. Decision Support (for helping individuals make informed choices about their LTSS options)
  3. Personalized Action Steps
  4. Follow-Up
- 
- **Total Individuals Identified as a Candidate for Options Counseling:** Report the number of unduplicated individuals served by your organization.
  - **Total Warm Transfers and Referrals for Options Counseling:** Report the number of unduplicated warm transfers and referrals made for options counseling.
  - **Total Interviews and Assessments Completed**
  - **Total Action Plans Developed**
  - **Total Action Plans Completed**
  - **Total Goals Developed**
  - **Total Goals Completed**
  - **Total Follow-Up Calls Completed by ADRC**

## Short-Term Service Coordination

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. Another term for Short-Term Service Coordination may be “Diversion” services.

- **Total Individuals Identified as a Candidate for Short-Term Service Coordination:** Report the number of unduplicated individuals served by your organization.
- **Total Warm Transfers and Referrals to Short-Term Service Coordination:** Report the number of unduplicated warm transfers and referrals made to Short-Term Service Coordination.
- **Total Plans Developed**

- **Total Plans Completed**
- **Total Actions Developed**
- **Total Actions Completed**
- **Total Follow-Up Calls Completed by Service Coordinator**

## Transition Services

- **Total Individuals Identified as a Candidate for Transition Services:** Report the number of unduplicated individuals served by your organization.
- **Total Warm Transfers and Referrals to Transition Services:** Report the number of unduplicated warm transfers and referrals made to transition services.
- **Total Service Plans Developed**
- **Total Service Plans Completed**
- **Total Actions Developed**
- **Total Actions Completed**
- **Total Follow-Up Calls/Home Visits Completed by Service Coordinator**

Report the number of unduplicated individuals, served by your organization, who have successfully transitioned from a hospital, nursing facility, or other institution into a home or community-based environment.

- Transitions from Nursing Facility
- Transitions from Intermediate Care Facilities for Individuals with Intellectual Disability
- Transitions from Hospitals
- Transitions from Other Institutional Settings

## **Section C – Outreach/Enrollment Activities**

Report the number of outreach/presentation and application/enrollment activities performed and number of contacts reached under each category. Some activities may be reported under multiple categories.

- MIPPA
- CalFresh
- ADRC/LTSS
- Assistive Technology
- Housing
- Veterans
- SSI
- Medi-Cal
- Emergency Preparedness, Response and Recovery
- Other – please specify

## **Section D – Partnership Development, Training and Organization Information**

(Information to be provided during the 6-month and 12-month reporting period 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. Examples of partner organization type/category include:

- 211
- Adult Protective Services
- Businesses – general
- Cal Fresh
- Caregiver Resource Centers/Family Caregiver Centers
- Community-Based Services Programs - Older Adults
- Community-Based Services Programs - People with Disabilities
- California Children’s Services
- Community Based Adult Services (Adult Day Health Care)
- 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 Facility
- Regional Centers
- Senior Centers
- Social Security Administration
- Transitional Youth Services
- Transportation

- Veterans
- Other – please specify.

## Questions 2 and 2a: Training

Question 2: Report the ADRC related trainings and what 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. 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
- Deescalating Techniques
- Caregiver
- Trauma Informed Care
- LGBTQ Sensitivity Training
- Disability Awareness

## Question 2a: For each of the trainings listed in question 2, report the number of unduplicated partner organizations that attended. Questions 3 - 5: Languages

“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(f) (3).

## Questions 6: Marketing and Outreach Activities

Report any marketing and outreach activities your ADRC is doing.



## **Section E – ADRC Infrastructure Workplan/Goals Update**

(Information to be provided during the 6-month and 12-month reporting period reports only)

### **Question 1**

Report status updates of workplans and goals as outlined in your ADRC's approved budget narrative question number 1.

### **Question 2**

Report milestones and deliverables accomplished with the use of ADRC Infrastructure Grants Program funds, refer to approved budget narrative question number 2 and 3.

## **Section F – Success Story or Program Highlight**

(Information to be provided during the 6-month and 12-month reporting period reports only)

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. Success story or program highlight may be attached to this report. Enter "See Attached Document" if submitting as an attachment.

## **Section G – Biggest Barriers**

(Information to be provided during the 6-month and 12-month reporting period reports only)

### **Question 1**

Please share the biggest barriers in providing services or connecting people to services in your area. Statements may be attached to this report. Enter "See Attached Document" if submitting as an attachment.

### **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.

## **Section H – Core Partner Signatures**

Please state the full name and title of the person from each of your ADRC Core Partners submitting the report and the date when this report was sent to CDA.