

## ADRC SERVICE DATA REPORT (CDA 7029) INSTRUCTIONS

### GENERAL INSTRUCTIONS

- For each section and category, report the current (running) total for the reporting period within the current fiscal year (July – June).
- For Sections I and II, report the current total for each core partner and current aggregate total of extended partners.
- For Sections III and IV, report the current total and information for your entire ADRC partnership network.
- For Sections IV – VII, information is to be provided during the 6-month and 12-month reporting period reports only.
  - Do Not Collect: If your organization does not collect data for a certain category, please enter “Do Not Collect.” Do not mark “0.” If there are multiple extended partners, and one or more collect a data element, but another partner (or partners) does not collect that data, report the data that is collected. (Do not mark “do not collect” in Extended Partner data where there is data that could be reported.)
- Zero amounts: If your organization has 0 number of consumers served in any given category, indicate “0.” Do not mark “Do Not Collect.”
- Notes 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](mailto:ADRC@aging.ca.gov) for clarification.

### CDA 7029 PAGE 1

### 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.*

## **CDA 7029 PAGE 2**

### **ADRC CORE PARTNER SIGNATURES**

Please state the full name and title of the person from each of your ADRC Core Partners submitting the report.

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### **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
- 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 the estimated unduplicated client count 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 the estimated unduplicated client count for those served by your partner organization each characteristic. A consumer may identify as more than one characteristic.

- **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.** You may use the three sections listed as “other” for service provision such as COVID-19 Vaccine Outreach, etc.

### **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.

## **CDA 7029 PAGES 8-12**

### **SECTION II: ADRC SERVICE FUNCTIONS**

- *See Notes section at the end of this document for additional definitions.*

#### **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 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**

- **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

- **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

- **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 can be multiple per individual. Each follow-up would count as a value of “1.”
- **Transition Services from Nursing Facility:** Report estimated unduplicated client count 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 the estimated unduplicated client count 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 the estimated unduplicated client count 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 the estimated unduplicated client count 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

Report the number of outreach activities performed, number of contacts reached, and number of applications and/or enrollment contacts under each category.

- Report the number of **outreach activities**: Any group or individual activity where there is outreach and/or a presentation regarding a service, program, or activity.
- Report the number of **people reached**: Contacts are defined as any individual or organization who the *ADRC is in contact with* during outreach activity. (Not necessarily every attendee.)
- Report the **number of application and/or enrollment contacts**: Contacts are defined as individuals who were provided application or enrollment support in an individual or group setting as a result of the outreach activity.
- Categories for Outreach Activities:
  - MIPPA
  - CalFresh
  - ADRC (includes outreach regarding local ADRC and its partners)
  - Assistive Technology
  - Housing
  - Veterans
  - SSI
  - Medi-Cal
  - Emergency Preparedness, Response and Recovery
  - Other – please specify

#### **Outreach/Enrollment Data Collection Notes (Optional)**

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

### 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 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.

### **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 doing.

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### **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](#).

- 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 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 must include all the following components:
  - Personal Interview
  - Decision Support (for helping individuals make informed choices about their Long-Term Services and Supports options)
  - Personalized Action Steps
  - 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.

## *Partnership Development Training, and Organizational Information*

- 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 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 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).