California Department of Aging's Aging and Disability Resource Connection (ADRC) Strategic Plan

May 2022

Vision:

Every community in California has a highly visible, reliable, and universal access point that provides information and facilitates equitable access to long-term services and supports for all Californians – older adults, people with disabilities, caregivers, and families.

Mission:

To implement a statewide NWD System for streamlining Californians' access to public and private long-term services and supports and advancing informed decision-making and choice to meet an individual's unique needs, goals, and preferences.

Values:

1. **Person-Centered:** Provide services using a person-centered approach, focusing on individual and family goals, strengths, and choices.
2. **Coordinated & Collaborative:** Coordinate efforts across governmental agencies and public and private social and health care service providers.
3. **Sustainable:** Develop systems that are sustained over time.
4. **Data Driven:** Use data to drive quality improvement and action.
5. **Accessible:** Offer multiple access points with navigation support and streamlined eligibility practices making it easy and seamless for individuals and families to enter into the system of care.

Goals:

Goal #1: Increase capacity to serve more people by expanding the ADRC network statewide

Objective 1.1: Enhance and implement criteria and processes for becoming Emerging ADRC

Objective 1.2: Enhance and implement ADRC Designation Criteria and processes

Objective 1.3: Outreach to AAAs and ILCs and support capacity development for standing up and maintaining an ADRC.

Objective 1.4: Administer existing local assistance funding and leveraging other funding opportunities for sustaining local ADRC partnerships and NWD Systems

Objective 1.5: Centering ADRC within the California 2030 Initiative *(previously "Hubs and Spokes for Aging and Disability")*

Goal #2: Increase public awareness of and access to ADRC services by creating one public portal

Objective 2.1: Develop a new brand for ADRC (i.e., name, logo, tagline, and collateral materials)

Objective 2.2: Develop a single website

Objective 2.3: Develop a single phone number

Objective 2.4: Implement other contact center technologies (e.g., chat, e-mail, referrals)

Objective 2.5: Ensure language accessibility by voice and website

Goal #3: Support continuous quality improvement and innovation initiatives, including training and technical assistance

Objective 3.1: Establish standard ADRC training plan, curricula, and technical support in ADRC Core Components including person-centered practices, options counseling, intake assessment, and other core components.

Objective 3.2: Establish program metrics to measure program outputs (quantitative) and consumer outcomes (qualitative).

Goal #4: Maintain compliance with program requirements

Objective 4.1: Enhance data dashboard in alignment with the Master Plan for Aging

Objective 4.2: Update and Enhance monitoring policies, procedures, and tools

Goal #5: Partner with stakeholders, internal and external

Objective 5.1: Establish State No Wrong Door Governance Body

Objective 5.2: Expand, strengthen, and formalize state-level partnerships

Objective 5.3: Develop and implement Medicaid Administrative Claiming (MAC) process for supporting ADRC and No Wrong Door System functions.

Objective 5.4: Support and strengthen ADRC Advisory Committee

Objective 5.5: Streamline eligibility for public programs by developing a common screener with standardized data

Objective 5.6: Expand, strengthen, and formalize partnerships between CBOs and health care entities

Objective 5.7: Strengthen communications between CDA and local ADRC core partner executives

Objective 5.8: Establish and formalize state-level person-centered practices standards

Goal #6: Modernize CDA supports and services for partners

Objective 6.1: Streamline contracting/allocation processes

Objective 6.2: Implement common ADRC information, data, and relationship management system

Objective 6.3: Support data and information interoperability with other state, county, CBO, and health care entities.

Objective 6.4: Strengthen support for existing and new ADRC Bureau staff

Objective 6.5: Retain consultant to support development of State No Wrong Door System