



Welcome!

ADRC Fridays: Talk, Learn, Connect
May 26, 2023

Meeting Logistics

- If dialing by phone, **press *9** to request to be un-muted, **press *6** to un-mute your phone
- Please use the **chat** feature to post questions and communicate with your peers
- **The Live Transcript** is available
- **This roundtable is being recorded**
- If there are technical issues or questions, please **email** ADRC@aging.ca.gov



Poll: Who's Here?

- **What type of organization are you a part of?**

- AAA
- ILC
- Other ADRC Partner
- Other Organization serving LTSS consumers
- Not Applicable

- **What's your favorite flower?**

- Rose
- Tulip
- Lily
- Hydrangea
- Peonies
- Other

Today's Topic

- Highlight: ADRC Peer Promising Practices
- ADRC Partnerships: Core and Extended Partners Panel



ADRC

Peer Promising Practice

San Francisco ADRC



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Disability
and Aging Services**

San Francisco Department of Disability & Aging Services (DAS)

Fanny Lapitan

Benefits and Resources Hub Director



DAS serves older people, adults with disabilities, veterans, and caregivers

Benefits & Resources Hub
is a one-stop shop

If **DAS** is a house, think of the **Hub** as the front door



Designated ADRC

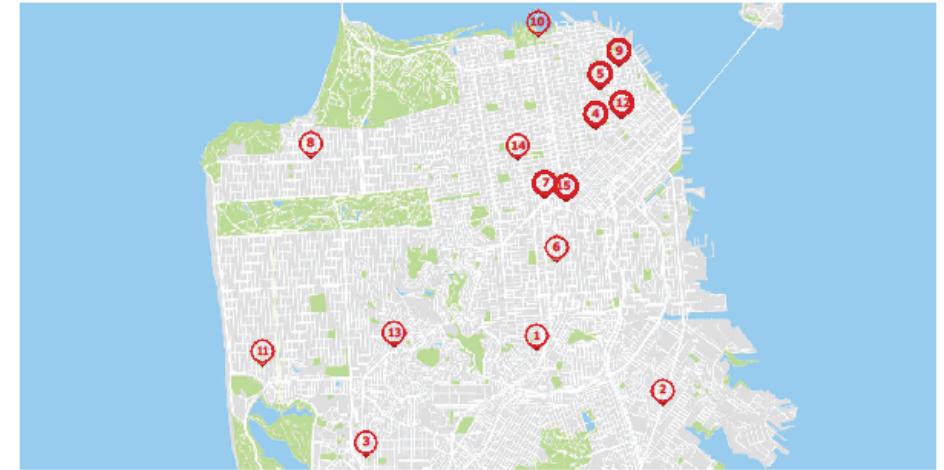
- AAA – San Francisco Department of Disability and Aging Services (DAS)

Core Partners

- Independent Living Resource of San Francisco (ILRCSF)
- Institute on Aging (IOA)

Extended Partners

- 9 Community-Based Organizations in 14 locations throughout San Francisco



Aging and Disability Resource Centers of San Francisco Locations

1. 30th Street Senior Center:	225 30th Street, 3rd Floor, San Francisco, 94131 Spanish and Chinese 415.550.2221 415.550.2225
2. Bayview Senior Connections:	1753 Carroll Avenue, San Francisco, 94124 Chinese (M, W mornings) 415.647.5353 Samoan 415.647.5353
3. Catholic Charities-OMI Senior Center:	65 Beverly Street, San Francisco, 94132 Chinese 415.334.5558
4. Downtown San Francisco Senior Center:	481 O'Farrell Street, San Francisco, 94102 Chinese 415.202.2983 415.202.2982
5. Geen Mun Activity Center:	777 Stockton Street, San Francisco, 94108 Chinese 415.438.9804
6. Mission Neighborhood Centers:	362 Capp Street, San Francisco, 94110 Spanish, Chinese and Russian 415.653.5750
7. Openhouse:	65 Laguna Street, San Francisco, 94114 English only 415.347.8509
8. Richmond Senior Center:	6221 Geary Boulevard, 3rd Floor, San Francisco, 94121 Russian 415.404.2938 Chinese 415.405.4672
9. Self Help for the Elderly - Main Office:	601 Jackson Street, Basement, San Francisco, 94133 Chinese 415.677.7585
10. SFSC Aquatic Park Center:	890 Beach Street, San Francisco, 94109 Chinese 415.202.2983 415.202.2982
11. South Sunset Activity Center:	2601 40th Avenue, San Francisco, 94116 Chinese 415.566.2845
12. Toolworks - Main Office:	25 Kearny Street, Suite 400, San Francisco, 94108 ASL 415.733.0990x613
13. West Portal Clubhouse:	280 Claremont Blvd, San Francisco, 94127 Chinese 628.502.0828
14. Western Addition Senior Center:	1390 1/2 Turk Street, San Francisco, 94115 Chinese (T, TH - 10am-3pm) 415.921.7805
15. DAS Benefits and Resource Hub	2 Gough Street, San Francisco, 94103 Chinese, Spanish, Tagalog, Japanese, and Vietnamese 415.355.6700 Additional languages available via Language Line

Benefits and Resources Hub Integrated Intake

- Person-centered services
- Multiple languages
- Trained social workers
- Whole person assessment
- Multiple applications and referrals at one time
- Warm handoff to community partners



In Person
2 Gough Street



By Phone
(415) 355-6700



Online
www.SFHSA.org





ADRC

Peer Promising Practice

Central and South Los Angeles ADRC



Alana Hitchcock

Central & South LA ADRC Team



Central and South LA ADRC's Promising Practice of a Centralized Web-Based Platform



- How it was developed
- How it is utilized



211 LA: 24/7 Information, Referral & Assistance

Solving the problems of:

- Not knowing what services are available
- Feeling alone and hopeless
- Navigating a vast, intimidating County system






Collaboration of CSLA ADRC

- Real-time and data sharing
- Intakes of ADRC related calls
- Streamline the way clients are transferred
- Real time information on services provided
- CareLinQ tracks client demographics
client file number, client privacy information,
referrals, surveys, and co-ordinator assignment.

Central and South LA ADRC's Promising Practice of a Centralized Web-Based Platform



211 CARElineQ

username

password

[Forgot Password?](#)

Sign In

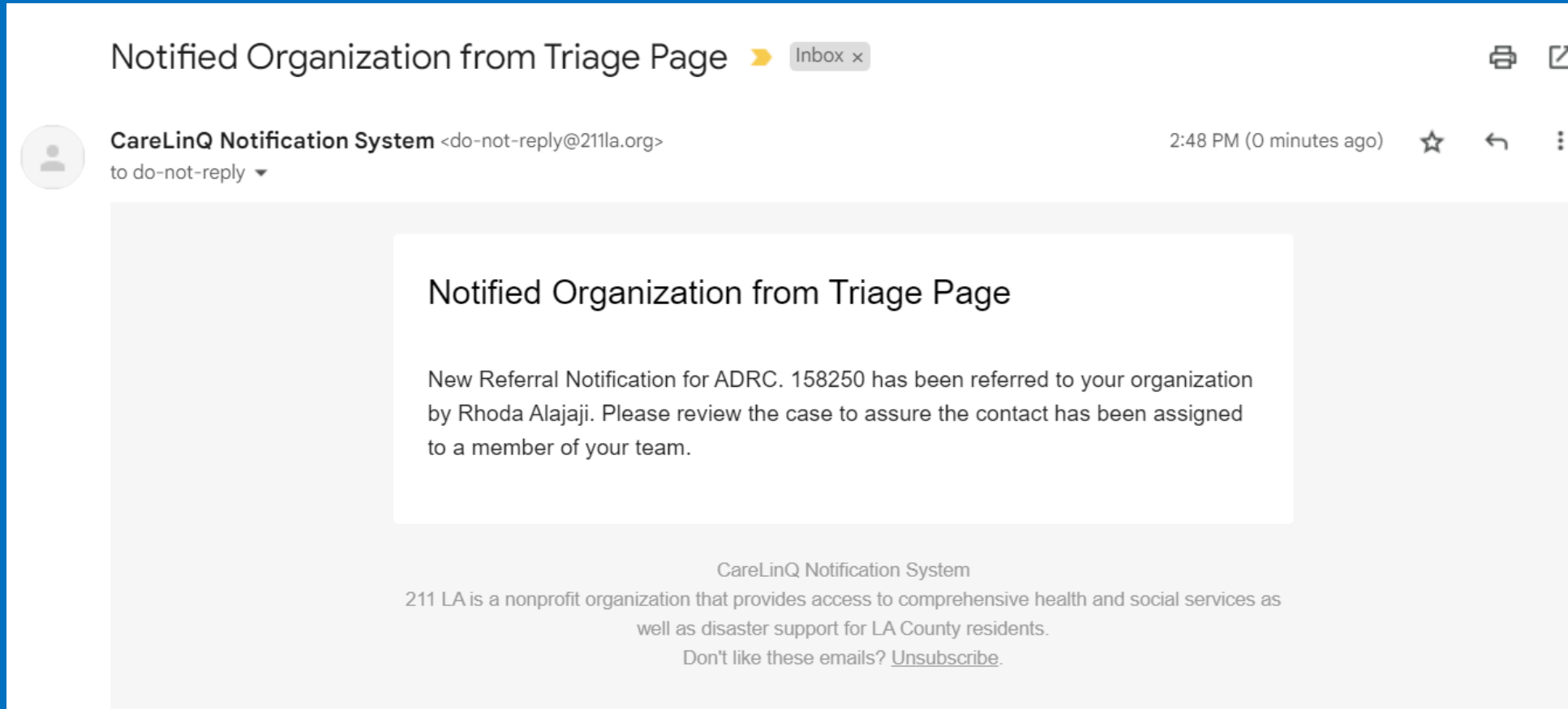


CareLinQ Consists of...

- Contact Status
- Contact Profile
- Additional Client Information (Survey)
- Needs Assessment Screening (Survey)
- Mental Health Survey
- Referrals Made Survey
- ADRC Core Service Survey



Notification email to ADRC Core Partner...



CareLinQ Triage Page



Q Contact Triage

Search...

Search

+ Advanced Search ☐ My Notified Organization

Contact Search Results

CONTACT ID	DATE CREATED	FIRST NAME	LAST NAME	STATUS	NOTIFIED ORGANIZATION	DATE OF BIRTH	LIVING_WITH_A_DISABILITY?	CONSENTE
158250	2023-02-16 14:43:09	Test ADRC	Testing	New Case	211 LA	01-01-1962	Yes	Yes



CareLinQ Contact Profile

Current Contact

CASE STATUS

New Case

REFERRAL DATE

2023-02-16 14:43:09

FIRST NAME

Test ADRC

LAST NAME

Testing

CLIENT ID

Unknown

COORDINATOR

Unknown

ZIP CODE

91776

Case Management

No coordinator assigned to this contact

Assign to Me

Consent/Authorization

The contact HAS already consented to the collection of personally identifying information (PII).

The following consent forms are available:

English

Print Form

Revoke Consent

Contact Profile

Revoke Consent

Edit

ARE YOU 60+ OR LIVING WITH A DISABILITY AND IN NEED OF SUPPORT DOING DAILY ACTIVITIES (SUCH AS BATHING, CLEANING, COOKING) SO YOU CAN LIVE INDEPENDENTLY?*	Yes
CAN 211 LA SHARE YOUR INFORMATION WITH THE AGING AND DISABILITY RESOURCE CONNECTION AND THEIR PARTNERS SO THEY CAN CONTACT YOU IN 3-5 BUSINESS DAYS TO SUPPORT YOU IN CONNECTING WITH SERVICES?*	Yes
FIRST NAME*	Test ADRC
LAST NAME*	Testing
DATE OF BIRTH*	01-01-1962
LIVING WITH A DISABILITY?*	Yes
STREET ADDRESS	526 W. Las Tunas Dr.
CITY*	San Gabriel
STATE*	CA
ZIP CODE*	91776
PHONE NUMBER*	(999) 999-9999
EMAIL ADDRESS	No response provided
WHAT IS YOUR PREFERRED METHOD OF CONTACT?*	<input checked="" type="radio"/> Phone <input type="radio"/> Email
PREFERRED LANGUAGE*	English

Edit



CareLinQ Database/Referral Search

CareLinQ → My Caseload → Contact: 165691 → Referral Search

Current Contact

CASE STATUS	Closed Ci: ▾
REFERRAL DATE	2023-05-18 08:11:24
FIRST NAME	Unknown
LAST NAME	Unknown
CLIENT ID	Unknown
COORDINATOR	Unknown
ZIP CODE	Unknown

Map

MapSatelliteAltac

Universal CityGlendalePasadena

Alhambra

Los Angeles

Inglewood

Hawthorne

Dow

Norwal

Search

Find What are you looking for?

By Agency Name ▾Near ZipRadius 10Search

Agency

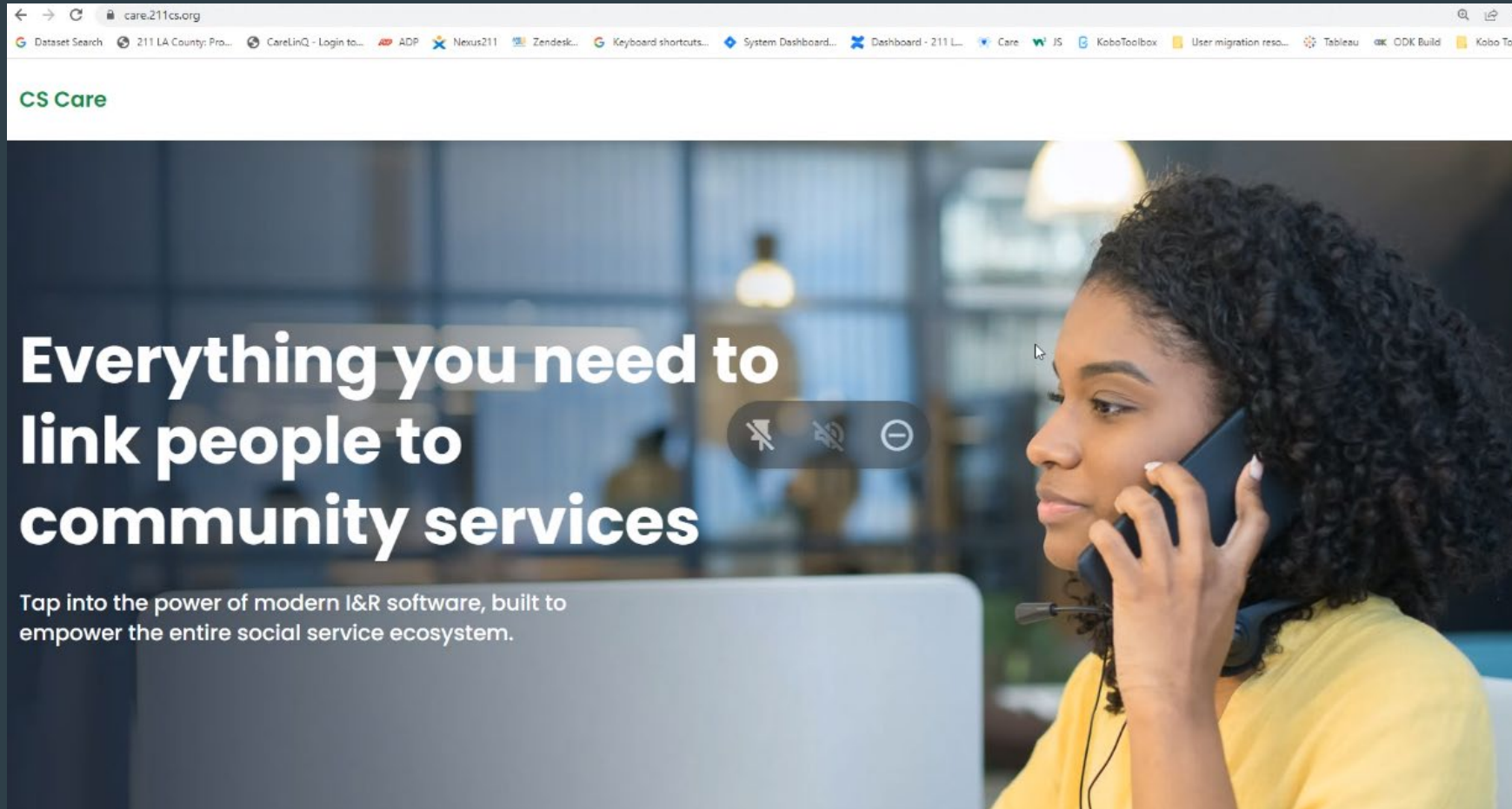
1. Type an agency name.
2. Select by Agency Name.
3. Click on search.

Service, Service Overview, Target Population

1. Type service or service overview or target population
2. Select by Keyword.
3. Click on search.



Coming Soon... 211LA's CareSuite - Which includes CS Care



CS Care main page



Coming Soon... 211LA's CareSuite -



WHAT WE OFFER

Multiple products and features to support I&R services country wide



Profile

Profile can be an effective complement to an I&R provider's public-facing website, allowing users to perform "I&R bookmarking:" collecting and organizing publicly available content



Care

Robust case management tools for long-term care coordination.



AI

Artificial intelligence-assisted referral recommendations to assist I&R operations, coming soon!



Resource

Powerful curation tools for social services resource data.



Chat

Move beyond the call center with innovative mobile solutions.



Nexus211

Securely share information with I&R partners in your network.

CareSuite Features

CS Care home page preview



Network Overview:
Case Statuses
Team info



CS Care > Stop the Hate Sand... > Stop the Hate 1.0

MG

Back to Network

Overview

Cases

My Calendar

My Team

Contributors

Project Files

Settings

Total Cases

6

Unassigned Cases

1

Assigned Cases

5

Closed Cases

0

My Recent Cases

View All

	CODE	NAME	DATE	WHAT SCHOOL ARE YOU ATTENDING/ENROLLED IN?	STATUS	ASSIGNED
<input type="checkbox"/>	CCC6XMVZH	Magda Gon	January 10, 2023	Other School	Open-Unassigned	NOT ASSIC

My Team

Manage My Team

NAME	CASES ASSIGNED	ROLE
Jeannette Ortiz	1	Care Coordinator
Michael Sweeney	1	Network Admin
Magda Test	0	Care Coordinator
Linda Bustamante	1	Program Manager
Unknown User	0	Network Admin

Thank you!

Central & South LA ADRC

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ralajaji@211la.org



Panel: Core Partners and Extended Partners

- Moderator
 - **Carl Sigmond**, FREED Center for Independent Living, Nevada and Yuba-Sutter ADRCs
- Panelists
 - **Rhoda Alajaji**, 211 Los Angeles, Central and South Los Angeles ADRC
 - **Sheila Allen**, Yolo Healthy Aging Alliance, Yolo ADRC
 - **Cindy Kauffman**, San Francisco Aging and Adult Services, San Francisco ADRC

Talk, Learn, Connect

Open Discussion

