

PSA 5 Aging and Disability Resource Center (ADRC) Annual Program Improvement Plan (Jan. 2019 - Dec. 2019)

The AAAPP will maintain and utilize a Local Coalition Work Group (LCWG), known in Planning and Service Area (PSA) 5 as the **ADRC Work Group**.

The ADRC Workgroup will advise in the planning and evaluation of the ADRC and assist in the development of the Annual Program Improvement Plan (see below)

- The Workgroup shall consist of representatives from agencies and organizations serving elders, persons with disabilities and caregivers; Alzheimer's Association; housing authorities; Serving Health Insurance Needs of Elders (SHINE volunteers; local government, and selected community-based organizations, including social services organizations, advocacy groups and any other such individuals or groups as determined by DOEA. Local staff of both DCF and the DOEA CARES Unit are members of the ADRC Workgroup.
- The ADRC Workgroup will continue to meet twice a year, spring and fall/winter.
- The ADRC Workgroup will address the Annual Program Improvement Plan outlined below. Minutes of the Workgroup will document participation in development and implementation of the APIP.

DCF/DOEA CARES Unit Partnership

- Local staff of both DCF and the DOEA CARES Unit are members of the ADRC Workgroup.
- Local staff of both DCF ESS/APS and the DOEA CARES Unit work closely and communicate frequently with ADRC staff. This benefits clients and facilitates the eligibility assistance provided to clients by the ADRC.
- PSA 5, 6, and 8 meet regularly with DCF ESS staff and staff from three DOEA CARES Units to foster communication and partnership.

The Annual Program Improvement Plan (APIP) is developed with input from the local ADRC Workgroup. The Workgroup provides feedback on staff proposals and generates additional ideas and strategies for the APIP. During the year, ADRC Workgroup members will be asked to review progress and suggest strategies to improve performance.

Outreach

- Promote targeted outreach to increase awareness of the Helpline, Medicaid long-term care, and other funded programs.
 - Build capacity to provide outreach staff to reach diverse and targeted populations, including adults with a disability.
 - Partner with Disability Achievement Center to identify ways to outreach to adults with a disability.
 - Provide outreach materials to OAA service providers (such as home delivered meals and adult day care) to distribute to existing clients/caregivers. OAA services are targeted to those in greatest social and economic need. These clients may need additional services themselves or may know others in their community in need of assistance.

- Have SHINE counselors distribute outreach materials at SHINE events.
- Utilize the agency's social media and other media options as a way to increase community outreach

Performance Measures

- Staff will share data on achievement of six Statewide Medicaid Managed Care Long-Term Care Program (SMMCLTCP) performance measures as provided by DOEA each quarter. Staff will discuss strategies used to monitor and improve performance. Staff will use ADRC Workgroup feedback to improve the process.
- Staff will share data on additional ADRC performance measures included in the final ADRC contract. Analysis and discussion with the ADRC Workgroup will include barriers to achievement and efforts to identify specific steps to address barriers and improve performance.

Quality Assurance (QA)

- Continue Customer Satisfaction Surveys of Helpline/Screening, OAA, and Lead Agencies and provide summary reports to the ADRC Workgroup.
- Continue the QA process and provide the ADRC Workgroup with a summary review of QA achievement. The QA process includes:
 - Recording all Helpline calls and monitoring live Helpline calls for QA purposes. Reviewing Refer reports of Helpline staff to insure data accuracy.
 - Monitoring screening and Medicaid calls from a remote location using the "whisper" function of the telephone system.
 - Reviewing 701S screening calls and Long-term Education calls using the F4A QA tool to ensure staff follow DOEA 701S training protocols and provide accurate LTC Education.
 - Reviewing a sample of SMMCLTCP cases for compliance using the F4A file review form and following F4A policy.
 - Providing QA review for each Intake and Medicaid staff person based on the F4A QA policy. Providing feedback to staff on their performance in an effort to recognize best practices and identify skills that can be improved. Addressing any deficiencies, including working with staff through training and mentoring to improve performance.
 - Providing a quarterly QA report to DOEA per ADRC contract.