

ADRC Readiness Checklist

This checklist is intended to help in planning for the development of and evaluating readiness to begin operations as an Aging and Disability Resource Center (ADRC). The readiness criteria included in the checklist reflect the requirements found in the standard contract between an ADRC and the Wisconsin Department of Health and Family Services (DHFS). ADRCs are required to make all of the services described in the contract available to all of the populations they serve by the end of their first year of operation. So, while the checklist criteria are phrased in the present, some may be phased in over time. By the time an ADRC is fully operational, the answer to all questions on this checklist should be “yes.” The contract can be found at <http://dhfs.wisconsin.gov/LTCare/StateFedReqs/FC-RC-CMO-Contracts.htm#rc>.

Requirement/Evaluation Criteria	Yes	No
<p>ADRC Mission: Is there an understanding of and intent to fully implement the mission of the ADRC, including:</p> <ul style="list-style-type: none"> • Serving as a central source of reliable and objective information about and assistance in accessing a broad array of public and private resources for older people and adults with disabilities? 		
<ul style="list-style-type: none"> • Providing personalized assistance and having in-depth conversations to help people identify their issues and needs, understand the various options available, and make informed, cost-effective decisions regarding long-term care? 		
<ul style="list-style-type: none"> • Being the single access point for publicly funded long-term care? 		
<ul style="list-style-type: none"> • Working with a variety of client populations, including: older people; people with physical disabilities, developmental disabilities, mental illness, and /or substance use disorders; and young adults with disabilities who are preparing to transition into the adult service network? 		
<ul style="list-style-type: none"> • Working with people of all income levels, including those who can pay privately for care as well as with people eligible for publicly funded services? 		
<p>Administrative and Organizational Framework</p> <ul style="list-style-type: none"> • Does the ADRC have a name that begins with “Aging and Disability Resource Center”? 		
<ul style="list-style-type: none"> • Does the ADRC have a single, qualified director with authority over the ADRC’s staff and its subcontractors? 		
<ul style="list-style-type: none"> • Does the ADRC have its own organization, governing board, managers, budget and staff distinct from any managed care organization (MCO)? 		

Requirement/Evaluation Criteria	Yes	No
<ul style="list-style-type: none"> Does the ADRC have a governing board which is representative of the client populations and the communities served by the ADRC? Is ¼ of the board membership comprised of client group members, their families, guardians or advocates? 		
<ul style="list-style-type: none"> If this is a multi-county ADRC, is there representation from each participating county on the ADRC governing board? 		
<ul style="list-style-type: none"> Have organizations serving and representing all the client populations been involved in the planning process for the ADRC? Is there a commitment to continued collaboration? 		
<ul style="list-style-type: none"> Does the ADRC have a process for handling complaints and grievances about ADRC services and about eligibility for and enrollment in managed care? 		
<ul style="list-style-type: none"> Is there a resolution from the County Board(s) and/or tribal government(s) authorizing the application for ADRC funding? 		
<ul style="list-style-type: none"> If this is a multi-county ADRC, are all ADRC services equally available throughout the multi-county region? If not, is there a plan for doing so? 		
<ul style="list-style-type: none"> Does the ADRC have all the plans, policies, procedures, memorandums of understanding and other documents required under the ADRC contract? 		
<p>Physical Plant / Facility, Equipment and Installations</p>		
<ul style="list-style-type: none"> Does the ADRC have a physical location which is welcoming, easily located and readily accessible to the public? 		
<ul style="list-style-type: none"> Will people be able to easily find the ADRC? Are there clear signs for the ADRC on both the exterior and interior of the building? 		
<ul style="list-style-type: none"> Is the ADRC accessible to people with physical, cognitive, hearing and/or visual impairments? Does the ADRC meet all ADA requirements for physical and programmatic accessibility? 		
<ul style="list-style-type: none"> Is the telephone number for the ADRC listed in local telephone directories? 		
<ul style="list-style-type: none"> Do people who call to the ADRC main number during normal business hours speak directly to a person, rather than getting a recorded message? 		
<ul style="list-style-type: none"> Does the ADRC telephone system have the capability to make a “warm transfer,” without requiring the customer to make another call? 		
<ul style="list-style-type: none"> Is there an ADRC website? The ADRC website may be part of a larger agency or county government site. 		
<ul style="list-style-type: none"> Do the elderly benefit specialist (EBS) and disability benefit specialist (DBS) have private offices or access to private space for confidential consultations? 		

Requirement/Evaluation Criteria	Yes	No
<ul style="list-style-type: none"> • Is there space where staff can meet privately with ADRC customers to provide information and assistance (I&A) and options counseling when confidentiality is needed? 		
<ul style="list-style-type: none"> • Is client records storage secure to ensure confidentiality? 		
<ul style="list-style-type: none"> • Does the physical plant allow for expansion of the ADRC in the future? 		
<ul style="list-style-type: none"> • Does the ADRC have Beacon™ or an equivalent resource database to support its I&A functions? If this is a multi-county ADRC, is there a single resource database for the entire multi-county region? 		
<ul style="list-style-type: none"> • Does the ADRC have Beacon™ or equivalent software for tracking client contacts, including collecting data on the initial contact, the characteristics of the person making the contact and the subject of the contact, and for identifying issues, outcomes, and follow-up activities? If this is a multi-county ADRC, is there a single client tracking system for the entire multi-county region? If the ADRC is in a managed care county, does it have the ability to track individual managed care eligibility determinations and enrollments? 		
<p>Marketing, Outreach & Public Education</p>		
<ul style="list-style-type: none"> • Is there a strategy for informing the public about the services of the ADRC? 		
<ul style="list-style-type: none"> • Has the ADRC identified ways to reach each of its different target populations? 		
<ul style="list-style-type: none"> • Does the ADRC have a strategy for outreach to isolated populations, including people with visual and hearing impairments and limited English? 		
<ul style="list-style-type: none"> • Does the ADRC have a system for monitoring who uses the ADRC, including the number and nature of contacts for services? 		
<p>Information and Assistance (I&A)</p>		
<ul style="list-style-type: none"> • Are ADRC services available over the telephone, through in-office consultations and home visits, and via e-mail? 		
<ul style="list-style-type: none"> • Does the ADRC have training and other ways to assure that staff have the technical qualifications to provide I&A services? 		
<ul style="list-style-type: none"> • Does the ADRC have an I&A specialist who is certified by the Alliance of Information and Referral Systems (AIRS) or, if not, is there a commitment to having one or more I&A specialists with AIRS certification within one year? 		
<ul style="list-style-type: none"> • Does the ADRC have staff with expertise in the needs of and resources available to all client groups? 		

Requirement/Evaluation Criteria	Yes	No
<ul style="list-style-type: none"> • Is there a process for I&A specialists to document consumer contacts in a way that enables them to follow-up with and advocate for customers when necessary? 		
<ul style="list-style-type: none"> • Does the ADRC have a policy about when to follow-up with individuals who have contacted the ADRC for assistance? 		
<ul style="list-style-type: none"> • Does the ADRC have a resource database that has comprehensive and up-to-date information on all of the I&A topics required in the contract? 		
<ul style="list-style-type: none"> • Is there a process for routinely updating the resource database at least annually? 		
<ul style="list-style-type: none"> • Does the ADRC have brochures and on-line informational resources to share with consumers? 		
<p>Long-term Care Options Counseling</p>		
<ul style="list-style-type: none"> • Is the ADRC prepared to help people think through their goals and evaluate options as they deal with major life changes and issues related to aging or disability? Has the ADRC planned for this to be a time intensive service? 		
<ul style="list-style-type: none"> • Will ADRC staff be available to provide options counseling to ADRC customers regardless of their eligibility for publicly funded long-term care? 		
<ul style="list-style-type: none"> • Are ADRC staff prepared to provide counseling on enrollment in managed long-term care? 		
<ul style="list-style-type: none"> • Does the ADRC work with hospitals, nursing homes, assisted living providers and home health agencies to encourage timely referrals for options counseling and pre-admission consultation? 		
<ul style="list-style-type: none"> • Is there a commitment to providing objective options counseling that does not steer individuals to any one MCO or other option? 		
<ul style="list-style-type: none"> • Is there an understanding that CMS may require an enrollment consultant separate from the ADRC when a county operates both the ADRC and an MCO? An interpretation from CMS is pending. 		
<p>Elderly Benefits Specialists (EBS)</p>		
<ul style="list-style-type: none"> • Is the full range of EBS services available, including information on how to access public and private benefit programs, help in gathering financial and non-financial information needed for eligibility determination, and assistance in exercising client rights and appeals? 		
<ul style="list-style-type: none"> • Is the EBS physically headquartered at the ADRC? 		
<ul style="list-style-type: none"> • Will the EBS be available for in-office consultations at the ADRC as well as for home visits? 		

Requirement/Evaluation Criteria	Yes	No
<ul style="list-style-type: none"> • If the EBS is not an ADRC employee, is there an MOU with the employing agency? 		
<ul style="list-style-type: none"> • Is the EBS coordinated with I&A and other services of the ADRC? 		
<p>Disability Benefits Specialists (DBS)</p>		
<ul style="list-style-type: none"> • Is the full range of DBS services available, including information on how to access public and private benefit programs, help in gathering financial and non-financial information needed for eligibility determination, and assistance in exercising client rights and appeals? 		
<ul style="list-style-type: none"> • Is the DBS headquartered in the ADRC? 		
<ul style="list-style-type: none"> • Are DBS services coordinated with I&A and other services of the ADRC? 		
<ul style="list-style-type: none"> • Does the ADRC have a strategy for assuring public awareness of and access to DBS services? 		
<ul style="list-style-type: none"> • Is the DBS either an employee of the ADRC or under contract to the ADRC? If under contract, does the ADRC have input to hiring, firing and performance evaluation for the DBS? 		
<p>Access to Publicly Funded Long-Term Care</p>		
<ul style="list-style-type: none"> • Has the ADRC coordinated with the county's Economic Support Unit to facilitate financial eligibility determination? 		
<ul style="list-style-type: none"> • If the ADRC is in a county where home and community-based services waivers continue to operate, has the ADRC coordinated with the county's Long Term Support Unit to facilitate functional eligibility determination and access to long-term care programs? 		
<ul style="list-style-type: none"> • Is the ADRC prepared to administer the LTC functional screen no later than the time at which an MCO begins operations in its service area? Does it have a plan for screener training and certification? 		
<ul style="list-style-type: none"> • If the ADRC is in a county where there will be an MCO, has the ADRC coordinated with the county Long Term Support Unit, the MCO and DHFS to ensure a predictable, streamlined consumer transition to managed care? 		
<ul style="list-style-type: none"> • If the ADRC is in a county where there will be an MCO, is the ADRC prepared to perform enrollment and disenrollment counseling? 		
<ul style="list-style-type: none"> • Does the ADRC have an Access Plan and memorandums of agreement that describe in detail how applicants for publicly funded long-term care will be helped through the process of eligibility determination and enrollment? 		

Requirement/Evaluation Criteria	Yes	No
Referral to Mental Health & Substance Abuse Services		
<ul style="list-style-type: none"> • Is the ADRC prepared to provide people with mental illness and/or substance use disorders with the same I&A, DBS and emergency response services that it makes available to all its customers? 		
<ul style="list-style-type: none"> • Are I&A staff knowledgeable about the mental health and substance abuse services that are available from the county and other providers in its service area and the process for accessing these resources? 		
<ul style="list-style-type: none"> • Are I&A staff knowledgeable about statewide consumer groups and advocacy organizations serving people with mental health and substance use disorders? 		
<ul style="list-style-type: none"> • Do ADRC staff know how to recognize and appropriately respond to people experiencing a mental health or AODA crises? Do they know how to connect people to crisis intervention services or other emergency service providers? 		
<ul style="list-style-type: none"> • Does the ADRC have a plan for how it will assist people in accessing appropriate mental health and substance abuse services and have memorandums of understanding with county mental health and substance abuse agencies for carrying out these responsibilities? 		
Access to Other Public Programs and Benefits		
<ul style="list-style-type: none"> • Has the ADRC identified all the main programs and agencies to which it will be making referrals (MA, Medicare, SSI, SSI-E, Social Security, SSDI, FoodShare, veterans' services, housing assistance, Older Americans Act programs, and Independent Living Centers)? 		
<ul style="list-style-type: none"> • Does the ADRC have policies and procedures for how it will coordinate with the agencies to which it makes referrals and for what it will do to resolve access problems that may occur? 		
Short-Term Care Coordination and Case Management		
<ul style="list-style-type: none"> • Has the ADRC identified the types of short-term care coordination it will provide and to whom? 		
<ul style="list-style-type: none"> • Are there ways to ensure that this assistance remains short-term? 		
<ul style="list-style-type: none"> • If the ADRC is in an area where managed long-term care is starting up, does the ADRC have the capacity to manage the waiting list during the phase-in period and has it coordinated with the MCO(s)? 		

Requirement/Evaluation Criteria	Yes	No
<p>Emergency Response</p> <ul style="list-style-type: none"> • Have ADRC staff been trained in how to recognize and deal with crisis situations? 		
<ul style="list-style-type: none"> • Does the ADRC have policies and procedures for connecting people to providers of emergency services in the community, including elder abuse and Adult Protective Services, domestic violence programs, mental health crisis intervention services, long-term support programs and MCOs? 		
<ul style="list-style-type: none"> • Are emergency calls during business hours promptly connected to appropriate providers of emergency services? 		
<ul style="list-style-type: none"> • Is there a process for handling after hours calls that, at a minimum, includes a recorded message to inform callers about who to contact in the event of an emergency? 		
<p>Elder Abuse / Adults At Risk and Adult Protective Services</p> <ul style="list-style-type: none"> • Are ADRC staff knowledgeable about and able to identify adults at risk of abuse or neglect who may need elder abuse services, adult protective services (APS), domestic violence programs or similar assistance? 		
<ul style="list-style-type: none"> • Has the ADRC identified the agency(ies) it will refer people to for elder abuse, domestic violence and APS services and coordinated with these agencies regarding referrals, investigations and access to services? 		
<p>Transitional Services</p> <ul style="list-style-type: none"> • Has the ADRC identified the schools and other organizations it will work with and how it will coordinate with them to help young people with physical disabilities, developmental disabilities, or mental illness transition to the adult system? 		
<ul style="list-style-type: none"> • Does the ADRC have a program for active outreach to individuals and families in transition to introduce them to ADRC services? This should involve more than sending a letter to schools announcing the ADRC services. 		
<p>Prevention and Early Intervention</p> <ul style="list-style-type: none"> • Have the identification of risk factors and prevention and early intervention strategies been incorporated into the ADRC's public information, outreach, I&A and options counseling activities? 		
<ul style="list-style-type: none"> • Does the ADRC have a strategy for developing resources and expertise on prevention and early intervention? 		

Requirement/Evaluation Criteria	Yes	No
<ul style="list-style-type: none"> • Has the ADRC identified public health and other organizations it will work with to promote wellness and to prevent or delay long-term illness or disability? 		
<ul style="list-style-type: none"> • Is the ADRC planning to undertake a specific prevention program (optional)? 		
<p>Client Advocacy</p>		
<ul style="list-style-type: none"> • Is client advocacy reflected in the ADRC’s mission and philosophy and an integral part of its customer service? 		
<ul style="list-style-type: none"> • Has the ADRC identified how it will inform people of their rights and responsibilities, including rights to LTC services and benefits and how to resolve service system disputes? 		
<ul style="list-style-type: none"> • Does the ADRC advocate for people who need assistance in accessing benefits and/or services to meet their needs? 		
<ul style="list-style-type: none"> • Has the ADRC identified how people will be linked with independent advocates, such as the Board on Aging and Long Term Care (BOALTC) and Disability Rights Wisconsin (DRW)? 		
<ul style="list-style-type: none"> • Does the ADRC have a strategy for avoiding potential conflicts of interest between the ADRC and MCO? 		
<ul style="list-style-type: none"> • Does the ADRC have a strategy for advocating for systems changes to better meet client needs? 		
<p>Community Needs Identification</p>		
<ul style="list-style-type: none"> • Does the ADRC have a process for identifying the unmet needs of its client populations on an ongoing basis? 		
<ul style="list-style-type: none"> • Does the ADRC have a strategy for using information about unmet needs to inform its client outreach, education, prevention and systems advocacy efforts? 		
<p>Implementation Plan</p>		
<ul style="list-style-type: none"> • Is there a plan for meeting all ADRC requirements, including service to all client populations and provision of all contractually required services, by the end of the first year of the ADRC’s operation? 		
<ul style="list-style-type: none"> • Is implementation of ADRC services coordinated with implementation of MCO(s)? 		

Requirement/Evaluation Criteria	Yes	No
Staffing		
<ul style="list-style-type: none"> • Have all ADRC staff been trained on the mission and functions of the ADRC? 		
<ul style="list-style-type: none"> • Do all ADRC staff have general knowledge about all of the client groups served by the ADRC? 		
<ul style="list-style-type: none"> • Does the ADRC have staff with demonstrated competency and in-depth expertise relating to each of the client populations it serves? 		
<ul style="list-style-type: none"> • Is there a staffing plan that shows how many full time equivalent positions (FTE) will be devoted to each of the ADRC's principal functions -- I&A, options counseling, benefits counseling and access to publicly funded long-term care, including functional and financial eligibility and enrollment related activities for managed care? 		
<ul style="list-style-type: none"> • Is there a description of what each staff person's responsibilities are? 		
<ul style="list-style-type: none"> • Are there sufficient FTEs to perform each activity? 		
Budget / Fiscal		
<ul style="list-style-type: none"> • Is the ADRC budget a distinct and separate cost center? 		
<ul style="list-style-type: none"> • Can each line item within the ADRC budget be tracked separately? 		
<ul style="list-style-type: none"> • If this is a multi-county ADRC, is there a single budget and expenditure report for the entire multi-county ADRC in which contributions from each participating county can be identified? 		
<ul style="list-style-type: none"> • Is adequate funding budgeted for each of the ADRC core functions? 		
<ul style="list-style-type: none"> • If the ADRC will be providing services that are not required by the contract, is the staff who will perform these services and the funding clearly identified? Does funding for these services come from sources other than the ADRC grant from the state? 		
<ul style="list-style-type: none"> • Are the services to be provided by subcontractors clearly identified and is there a description of why each subcontract is necessary? Have subcontracts been reported to the State? 		
<ul style="list-style-type: none"> • Is the ADRC prepared to use DHFS' 100% time reporting system to claim federal Medicaid administration match for eligible activities? 		
<ul style="list-style-type: none"> • Does the ADRC have or have access to staff to process the monthly time report summary(ies) in conjunction with the ADRC's allowable costs for reimbursement through the State's Community Aids Reporting System (CARS)? 		