

## Policy Title: Aging and Disability Resource Center (ADRC) Reinvestment

**Primary Contact and Names of Members Who Worked on the Proposal:** Lisa Pugh, with concept support from the Family Caregiving Workgroup

### Brief Description

- Support reinvestment in ADRCs to provide funding sufficient for them to provide the services they are currently responsible to provide.
  - ADRC services are available to older adults and people with disabilities in Wisconsin as well as families, friends, caregivers, and others who work with or care about older people or people with disabilities. ADRC services are available regardless of income and regardless of a person's eligibility for publicly funded long-term care. ADRCs serve every county and tribe in Wisconsin.
  - An Aging and Disability Resource Center (ADRC) is a one-stop source for objective, reliable information about a broad range of programs and services available to older adults and people with disabilities. ADRCs help people facing changing needs and abilities to weigh options and make choices. ADRCs connect people with services and supports that allow them to maintain self-sufficiency and conserve personal resources.
  - According to a report published in 2016, help staying in the home is the main issue of concern for one in four ADRC customers (24.6%). Financial assistance (19.8%), insurance issues (18.3%) and enrollment into long-term care programs (13.3%) were concerns for many other customers.
  - The current state appropriation for ADRC funding was established over ten years ago and there is a need to adjust or update this in order to account for population growth and a resultant increase in demand for ADRC services as well as cost of living increases.
  - In the most recent ADRC Customer Satisfaction report published in 2015 a majority of customers first heard of the ADRC through word of mouth and came to the ADRC with a pressing concern or emergency. The report concludes that expanded marketing efforts through individual ADRCs may continue to increase awareness and help convince residents to come for help sooner.
- Work with the Department of Health Services (DHS) to identify the specific investment needs, taking into account recommendations being developed from DHS and stakeholders regarding what it would take to fund services that ADRCs are responsible for providing to their customers, including:
  - **Information and Assistance:** ADRCs are a central source of information about a broad range of supportive services such as home maintenance, transportation, senior and public housing, meal programs, dementia care, health and wellness, employment for people with disabilities, in-home care, assisted living and nursing home care, mental health care and adult protective services.

- **Long-Term Care Options Counseling:** ADRCs provide counseling to help identify and evaluate private and publicly funded options for long-term care services and supports in light of customers' personal needs, preferences, and resources. ADRCs can help people decide where to live, what kind of help would be useful, and how to pay for that help. With this type of decision support, people are able to stay in their own homes and communities longer, make the most of their money, and avoid or delay institutional care and reliance on publicly funded programs, such as Medicaid.
- **Enrollment into Publicly Funded Long-Term Care Programs:** For individuals who need help to pay for long-term care, Wisconsin offers several Medicaid-funded options. In addition to providing information and counseling, ADRCs help people identify and access the public benefit programs for which they may be eligible and serve as the single entry point for the Medicaid long-term care programs like Family Care; Family Care Partnership; and Include, Respect, I Self-Direct (IRIS).
- **Dementia Care Specialist Services:** Dementia Care Specialists provide information, assistance, evidence-based programming, support groups, and other dementia-related resources for people living with dementia and their caregivers. This program currently supports 29 dementia care specialists at ADRCs covering 56 counties and four tribal dementia care specialists covering five tribes.
- **Benefit Specialist Services:** Public benefit programs for older adults and people with disabilities can be complex and confusing. Benefit specialists at ADRCs help people understand options and solve problems related to public benefits, such as Social Security, Medicare and Medicaid. A benefit specialist can help someone discover the benefits available to them, compare plans and options, file an application or appeal, and understand and respond to notices about existing benefits.

## Analysis

- Anticipated benefits
  - ADRCs serve as a one-stop shop for caregivers. ADRC staff make home visits; intake for most aging and disability programs can be provided at a person's home. They provide unbiased information, free of charge and have no financial interest.
  - ADRCs connect people with services and supports that allow them to maintain self-sufficiency and conserve personal resources.
  - Data collected in 2016 concluded that Wisconsin ADRCs may help prevent or delay entry into Medicaid LTC Programs. In a 2015 customer satisfaction report almost one in three respondents (29.6%) said that the ADRC helped them stay in their home when they might otherwise have gone to a nursing home or assisted living facility. This represents 759 individuals who might otherwise be in nursing homes if not for the services they received from an ADRC. <https://www.dhs.wisconsin.gov/non-dhs/dph/cust-srv-c-satis2008-2015.pdf>
  - Enhanced funding to support caregivers through the ADRC would increase ADRCs' abilities to provide caregiver support programming, such as caregiver cafés, caregiver support groups, and the evidence-based program Powerful Tools for Caregivers. These type of programs are

Governor's Task Force on Caregiving  
Policy Proposal June 11, 2020

- operated at some ADRCs, but increased funding would allow for this type of support to caregivers to be provided Statewide.
- ADRCs serve all people age 18+ regardless of their income. Approximately one-half million Wisconsin residents access ADRCs for a variety of reasons every year.
  - Providing adequate funding to ADRCs will allow them to do better outreach so that they can actually serve as a clearinghouse for meeting the needs of family caregivers in the areas they serve.
    - ADRCs are required to market their services to the general population but currently lack the funding to do it adequately. Additional special grant funding was awarded to BADR several years ago to do promotional outreach on a statewide level, and the campaign was successful. However, the public outreach and promotions ended when the grant ran out.
    - According to a report published in 2016, the majority of customers first heard of the ADRC through word of mouth, either the recommendation of a friend or family member or a referral from an agency, healthcare professional or long term care facility. Fewer than ten percent of customers came to the ADRC as a result of marketing efforts such as brochures or newspapers.
  - In 2019, ADRCs served 165,030\* customers in 707,569 contacts.
    - **Caregivers** communicated with the ADRC on behalf of 15,048 customers 32,000 times. (just over 9% of all customers and more than 4% of all contacts)
    - **Legal decision makers** communicated with the ADRC on behalf of 14,347 customers 38,857 times. (less than 9% of all customers and more than 5% of all contacts)
    - **Relative/friend/neighbor/community members** communicated with the ADRC on behalf of 48,595 customers 110,030 times. (just over 29% of all customers and just under 16% of all contacts)
  - Potential funding options/cost savings/benefits.
    - ADRCs connect people with services and supports that allow them to maintain self-sufficiency and conserve personal resources.
    - The state appropriation funding ADRCs has not increased since 2006. The only supplement to state funding comes from an agreement with the federal government, which allows ADRCs to be reimbursed for Medicaid-related services, such as completing a Long Term Care functional screen or ADRC staff having a conversation with customers about the Long Term Care Medicaid program.
    - In total, Wisconsin's ADRC funding is approximately \$65 million total to cover 72 counties and 11 tribes. Broken down, the GPR amount is approximately \$38 million and the ADRCs can claim Medicaid administrative funding for activities they provide that are Medicaid-related, so the amount of Medicaid funding varies. The state funding requires ADRCs to provide a defined set of ADRC services. The reality is that ADRCs have to make choices about how deeply they can provide services as the funding is insufficient.

Governor's Task Force on Caregiving  
Policy Proposal June 11, 2020

- What state agency or other entity would be responsible for implementing the proposal, if it were approved?
  - Consistent with its current responsibilities to provide ADRC funding and oversight, the DHS [Office for Resource Center Development \(ORCD\)](#) in the Bureau of Aging and Disability. The Wisconsin Division of Public Health would be responsible for implementing the proposal.
  
- Cost estimates
  - Related to caregiver support, the ADRC Reinvestment proposal has two components to it:
    - \$3,600,000 annually in GPR dedicated to expanding caregiver support and programs in the ADRCs. This would provide each county with at least .5 FTE for caregiver support and increase ADRCs' abilities to provide caregiver support programming, such as caregiver cafés, caregiver support groups, and the evidence-based program Powerful Tools for Caregivers.
    - \$27,410,000 annually in GPR to fully fund ADRCs to meet their duties included within the current Scope of Services. This includes, but is not limited to, providing information and assistance, long-term care options counseling, and marketing/outreach/public education.
    - These amounts are based on formulas incorporating demographic data for the aging and disabled population.