

Delaware Aging and Disability Resource Center (ADRC)

Connecting Delawareans to Long Term Services and Supports





Delaware ADRC: Connecting Delawareans to Long Term Services and Supports

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Learning Objectives

- 1. Describe the national Aging and Disability Resource Center (ADRC) initiative and role of the Delaware ADRC in supporting older Delawareans, adults with disabilities and caregivers statewide.**
- 2. Identify Delaware ADRC core services, functions and new features. Provide examples of frequently requested services/resources.**
- 3. Describe caregivers, caregiving activities and challenges of caregiving.**
- 4. Identify the role of Delaware ADRC and DSAAPD in supporting Caregivers. Provide examples of resources that support caregivers/caregiving.**



National Vision for ADRCs

Aging and Disability Resource Centers...

every community in the nation

highly visible and **trusted**

people of **all incomes and ages**

information on the **full range** of long term support options

single point of entry for **streamlined access** to services



Building Access to Home and Community-based Services

Changing Systems, Changing Lives



ADRCs: A National & Historical Perspective

- **ADRCs** are established nationwide as a cornerstone of **Long Term Care** (LTC) reform and a foundation for **No Wrong Door** systems. Initiated in 2003, ADRCs are now in every State & U.S. territories.
- **ADRCs** act as **coordinating hubs** for services and supports offered throughout local/state **aging and disability networks**.
- **ADRCs** serve as **primary entry points** to aging and disability networks. **Streamline access** into Long Term Support Services (LTSS) pathways.
- **ADRCs** facilitate **integration** and **coordination** of services across aging, disability, Medicaid & related public service systems.
- **ADRCs** are **virtual**, not brick and mortar centers. It's all about **connecting** people to relevant supports in aging and disability service networks.



ADRCs: Impetus for Systems Change

- Lots of information is available but it is often difficult to understand or access. Systems are fragmented and tough to navigate.
- Few people plan ahead for long term care needs. Often family caregivers initiate the search for services and supports when a loved one is in crisis.
- Individuals and family caregivers frequently seek individualized support in making decisions about long term care service options.
- Most individuals prefer to live and age at home or in the community of their choosing. However, institutional placements may occur without full consideration of available home and community-based options.



ADRCs: Core Services & Components

AWARENESS, ASSISTANCE & ACCESS

1. **Information & Referral/Assistance (I&R/A)**
2. **Options Counseling/Person-Centered Counseling**
3. **Care Transition Support - from acute care hospitals or nursing homes/long term care facilities to community**
4. **Streamlined Access to Medicaid and other public services and benefits**
5. **Quality Assurance and Evaluation - continuous improvement plans and strategies to ensure quality and sustainability of services**



ADRC Core Services: Brief Descriptions

- **Information & Referral/Assistance (I&R/A)** - Info about &/or referrals to services and supports throughout the aging and disability network. All ADRCs feature a toll-free phone #, email, designated website, searchable resource database, and I&R specialists to provide assistance and access to services.
- **Options /Person-Centered Counseling** - One-on-one, decision making support in evaluating options, needs and preferences. Assist in locating &/or accessing home & community-based services, public &/or private pay options.
- **Care Transition Support** - Similar to Options/Person-Centered Counseling. Focus is on support options for individuals transitioning from long term care facilities and acute care hospitals to home or a less restrictive care setting in the community. All of the above focus on supporting caregivers and expanding circles of support in the community.



Delaware ADRC: A Historical Snapshot

2009 - 2010 Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) **establishes the Delaware ADRC** in collaboration with lead partners in Delaware's aging and disability network.

2010 - 2022 Delaware ADRC operates statewide as the one-stop, **primary access point** for information, assistance and referral to long term services and supports in Delaware.

2020 - 2021 DSAAPD receives federal grant to ensure operability of the Delaware ADRC during COVID and other emergencies. In 2021, Delaware ADRC Unit begins **remote operations**.

2021 - 2022 DSAAPD partners with Delaware 211 to launch **an enhanced website and searchable database**, similar in structure and function to Delaware 211. New site is now live and improvements will continue in 2023 and beyond.



Delaware ADRC: Some Highlights

Delaware ADRC is an information & referral service provided by **DSAAPD** in partnership with **Delaware 211** and other community partners. It serves as the **front door** to Delaware's diverse aging and disability network **AND** as the primary contact for DSAAPD services and programs, including Adult Protective Services.

Delaware ADRC is **available 24/7** via phone and/or email:

- ADRC toll-free phone #: **800-223-9074** or 711 (Delaware Relay Service)
- ADRC email: delawareADRC@delaware.gov

Delaware ADRC resources are available online or in print:

- Enhanced Website and Searchable Database: www.delawareADRC.com
- *Guide to Services for Older Delawareans and Persons with Disabilities*: resource directory, in English and Spanish, available in print or online



Delaware ADRC Website & Database: New Features

- The enhanced **Delaware ADRC website** is fully **accessible** and **available in multiple languages**. Individuals can navigate the Delaware ADRC website and locate resources on their own using special search features as noted:
 - **Search by user** - individuals, caregivers, service providers
 - **Search by most frequently searched resource categories**
 - **Search by provider's name** - location includes geo-mapping
 - Two-way chat and other enhancements will be added in 2023+
- Delaware ADRC website, database and core services are based on national standards and best practices: ***Alliance for Information and Referral Systems (AIRS)*** and **national 211 taxonomies**. Ensures quality, improved coordination and sustainability of services and systems.



Frequently Searched Resource Categories

Examples

1. **Assistive Technology** - includes home/vehicle modifications
2. **Caregiving** - includes services and support for Caregivers
3. **Financial Assistance/Support Services**
4. **Food/Nutrition** - includes congregate &/or home delivered meals
5. **Health Care/Prevention Services** – includes evidence-based programs
6. **Insurance** - includes Medicare, Medicaid/LTC Medicaid
7. **Legal** - includes community legal aid services
8. **Mental Health** – includes a range of services and support options
9. **Transportation** – includes Public/Para Transit and other transit options





About Caregivers & Caregiving

- Rosalyn Carter, former first lady and founder of the *Rosalyn Carter Caregiver Institute* (RCCI), stated in her testimony to the Senate in 2011, **there are only 4 kinds of people in the world - those who have been caregivers, those who are currently caregivers, those who will be caregivers and those who will need caregivers.**
- **Caregiving** happens. Though everyone's caregiving journey is personal, it is a shared human experience.
- **Caregiving** experiences vary across families, generations, cultures, lifespan, etc. Caregiving also changes over time, ebbs and flows based on an individual's needs/preferences AND a caregiver's ability to provide care.





More about Caregivers & Caregiving

- **Caregivers** provide care at home, in congregate settings &/or from a distance. Levels of care change over time, in intensity &/or frequency.
- **Caregiving** covers a range of activities from simple to complex. May include assistance with *Activities of Daily Living* (ADLs) or *Instrumental Activities of Daily Living* (IADLs) OR a weekly phone call and trips to MD.
- Examples: personal care, Rx management, medical/health care, financial assistance/bill paying, transportation, home maintenance, meal preparation, physical activity, emotional support and care management.
- **Caregivers** often neglect their health. Experience depression, anxiety, etc.
- **Caregivers** face daily challenges and need support.



National Snapshot about Caregivers

National Alliance for Caregiving & AARP Family Caregiver Report 2020

- The number of Americans providing unpaid care has increased over the last five years from 43.5 million or 18% to 54.3 million or 21%.
- Nearly one in five provide unpaid care to an adult with health or functional needs
- More Americans are caring for more than one person.
- More Americans are caring for someone with Alzheimer's disease or dementia.
- More family caregivers have difficulty coordinating care.
- More family caregivers report their own health is fair to poor. 23% of Americans say caregiving has made their health worse. .
- Most caregivers work (61%) and nearly 45% have been financially impacted.
- Most caregivers are women (61%) vs. men (39%)



DSAAPD: Support for Caregivers

Existing Resources

- Caregiver Resource Centers - located statewide (walk-in centers)
- Caregiver Support Groups
- Evidence-based Programs - **REACH** (Resources for Enhancing Alzheimer's Caregiver Health)
- Delaware Cares Newsletter
- DSAAPD/AARP Report - [Caregiver Support Blueprint for Delaware](#)
- Family Caregiving Task Force

Delaware has over 123,000 family caregivers according to the AARP Caregiving Resource Dashboard.



DSAAPD: Support for Caregivers

New Resources for 2023

- **Caregiver Marketing Campaign to increase awareness of caregiver services & to help people self identify as Caregivers.**
- **Administrator for Caregiver and Dementia Policy - New Position**
- **Caregiver Focus Group Report - released Nov. 14, 2022**
- **Delaware Caregiver Action Network (DCAN) - launched Nov. 29, 2022**
 - **Includes family caregivers, state agencies, community organizations;**
 - **Advocate/drive policy changes that support caregivers;**
 - **Identify existing resources and gaps in services. Add to DE ADRC database.**



National Caregiving Resources Examples

AARP Resources for Caregivers and their Families

Website: <https://www.aarp.org/caregiving/>

Information for those who just beginning their caregiving journey or veteran caregivers looking for more tools and resources online. Everything from home safety tips to financial advice are available. Connect with other caregivers from all walks of life to share personal experiences

Family Caregiver Alliance

Website: <https://www.caregiver.org>

Caregiver College Video Series - Transfer Skills, Nutrition, Dental Care, Bathing/Dressing, Toileting/Incontinence

Caring for Yourself - Strategies and support for your wellbeing as a caregiver.

Alzheimer's Association

Website: <https://www.alz.org/help-support/caregiving>

Caregiver support through all stages of dementia



Sample Resources for Caregivers

Community

Caregiver Resource Centers

Adult Day/Memory Care

Home Delivered Meals

Home Health/Personal Care

Respite/Vouchers

Senior/Community Centers

State & National

DSAAPD, LTC Medicaid

DHSS agencies



Sample Mental Health Resources

Community

NAMI Delaware

Mental Health Assoc. in Delaware

State & National

DSAMH

**Mobile Crisis Intervention
Service**

Help is Here

**National Institute of Mental
Health**

988 Suicide & Crisis Lifeline



Delaware ADRC/DSAAPD Contact Information

At your service...

Toll Free Phone: 1-800-223-9074

Delaware Relay: 711

Email: DelawareADRC@delaware.gov

Website: www.DelawareADRC.com

[Division of Services for Aging & Adults with Physical Disabilities](#)

<https://dhss.delaware.gov/dhss/dsaapd/>



THANK YOU

