

# Pierce County ADRC

Aging & Disability Resource Center

*Older adults often have disabilities.*



*Individuals with disabilities get older.*

# Pierce County ADRC

## Aging & Disability Resource Center

### CMS & AoA VISION

To have ADRC's in every community serving as highly visible and trusted places where people of all ages and incomes can get information on the full range of long term support options and a single point of entry for access to public long term support programs and benefits.

# Pierce County ADRC

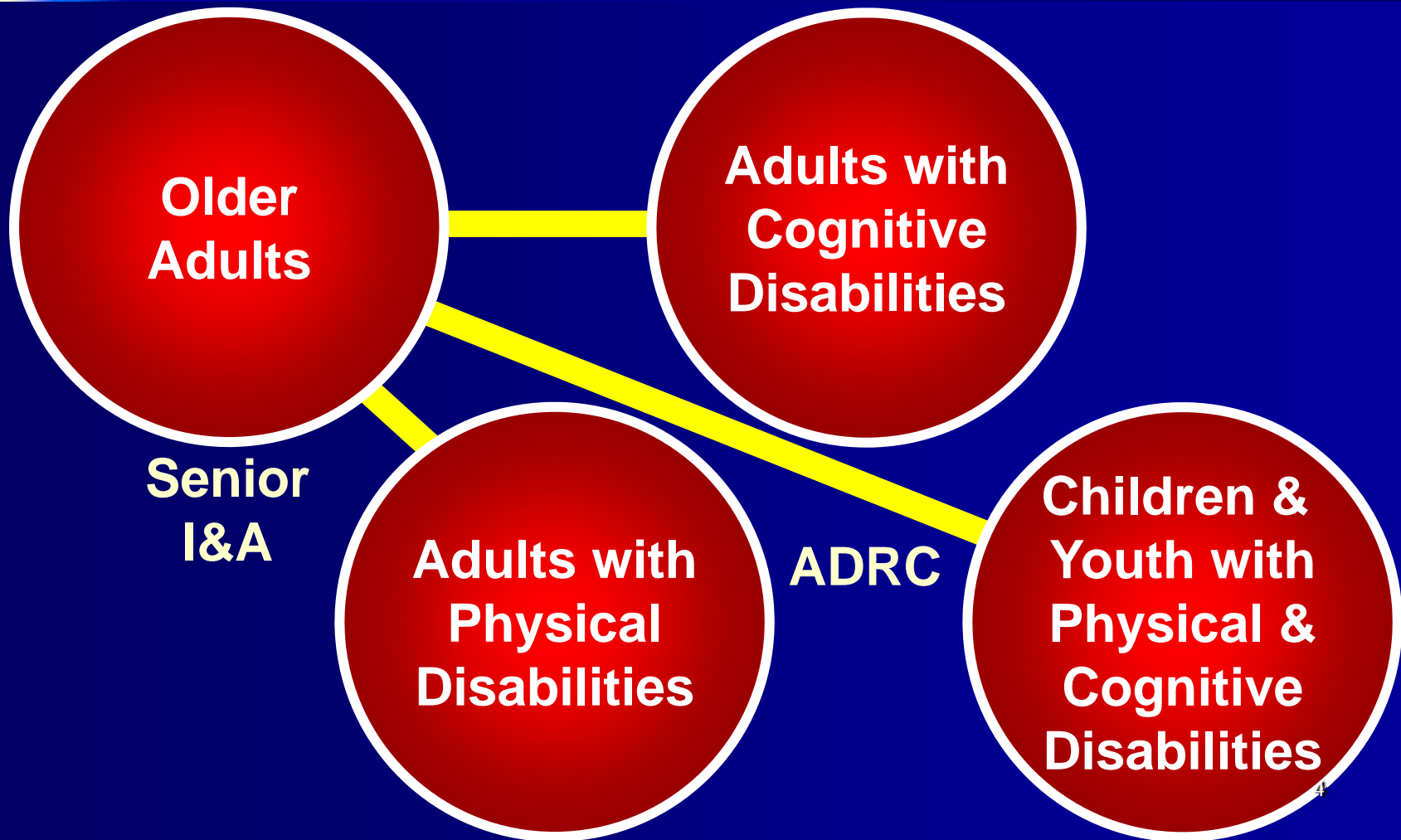
## Aging & Disability Resource Center

### Problems...

- ✓ Confusion and frustration
- ✓ Over-reliance on institutional care
- ✓ Multiple steps for eligibility
- ✓ Same information over and over
- ✓ Bouncing around
- ✓ No systematic follow-up
- ✓ Inadequate information about options

# Pierce County ADRC

Aging & Disability Resource Center



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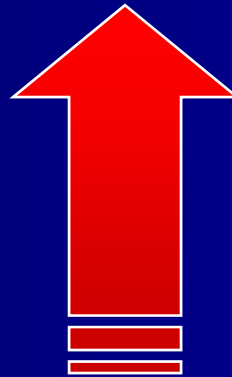
### Audience...

- ✓ 790,500 – Pierce County Population
- ✓ 114,269 – 60+
- ✓ 162,052 – Non-Institutionalized/Disabled
- ✓ 27,913 – Seniors with N/I Disability
- ✓ 24% – Caregiving Households
- ✓ People Planning for Long Term Needs
- ✓ Relatives, Friends, Neighbors
- ✓ Professionals, Providers

# Pierce County ADRC

Aging & Disability Resource Center

*Aging & Disability  
Resource Center*



*Senior Information & Assistance*

# Pierce County ADRC

Aging & Disability Resource Center

## Walk-In

1305 Tacoma Avenue  
Tacoma

## Call-In

(253) 798-4600  
(800) 562-0332  
(253) 798-2837 - TTY

## Log-In

[www.PierceADRC.org](http://www.PierceADRC.org)  
[ADRC@co.pierce.wa.us](mailto:ADRC@co.pierce.wa.us)

# Pierce County ADRC

## Aging & Disability Resource Center

### GOAL

- ✓ Consumer Focus
- ✓ Informed Choice
- ✓ Enhanced Access
- ✓ Efficient
- ✓ Effective
- ✓ Visibility / Awareness



Options  
Counseling

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## Aging & Disability Resource Center

### GOAL

- ✓ Support the Customer
- ✓ After Immediate Crisis
- ✓ Future Oriented
- ✓ Develop an “Options Plan”
- ✓ In-depth Information
- ✓ Supports & Services
- ✓ Locations, Costs, Pay
- ✓ Preferences & Resources



Options  
Counseling

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## Aging & Disability Resource Center

### GOAL

- |                         |      |
|-------------------------|------|
| ✓ Information Giving    | 100% |
| ✓ Referral Giving       | 100% |
| ✓ Explain Documentation | 96%  |
| ✓ Assist with Contacts  | 96%  |
| ✓ Advocating            | 92%  |
| ✓ Home Visits           | 76%  |
| ✓ Short-Term Case Mgmt. | 68%  |

Activities  
Included In  
ADRC  
Options  
Counseling

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## Aging & Disability Resource Center

### GOAL

- ✓ Options Counselor is at the center of the long-term care counseling universe.
- ✓ ADRC Options Counselor is not the “expert” in every area.
- ✓ Coordinates own expertise with that of specialized counselors: 211, SHIBA, LTC Ombudsman, DD, MH....

Options  
Counseling

Key to the  
Continuum  
of Supports

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## Aging & Disability Resource Center

### GOAL

- ✓ Take time to understand
- ✓ Empower customer
- ✓ Offer right amount & depth of information
- ✓ Help prioritize
- ✓ Identify resources
- ✓ Support individuals
- ✓ Follow up



**Options  
Counseling**

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## ESSENTIAL FUNCTIONS

### A. Awareness & Information:

- Long Term Support Options Information
- Public Education - Outreach

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## ESSENTIAL FUNCTIONS

### B. Assistance:

- Long Term Support Options Counseling
- Benefits Counseling
- Employment Options Counseling
- Referral
- Crisis Intervention
- Long-Range Planning

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## ESSENTIAL FUNCTIONS

### C. Access:

- Eligibility Screening
- Private Pay Services
- Comprehensive Assessment
- Programmatic Eligibility Determination
- Medicaid Financial Eligibility  
Determination
- Easy Access to all public programs

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## Aging & Disability Resource Center

### LOCALLY

- ✓ MOU
- ✓ Training
- ✓ Networking
- ✓ Collaboration
- ✓ Bridge Building
- ✓ Outreach

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## Aging & Disability Resource Center

### LOCAL PROCESS

- ✓ **Build on a strong Senior I&A program**
  - Staff knowledge
  - IT
  - Languages / Cultures
  - Reputation
  - Resources
  - Relationships
- ✓ **Introduce ADRC**
- ✓ **Re-introduce ourselves**
- ✓ **Work the networks** (Esp. Disabilities)

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## Aging & Disability Resource Center

### LOCAL PROCESS

- ✓ **Community Forums**
- ✓ **Small task-specific work groups**
  - Vision & Mission
  - MOU's
  - Marketing
  - Web site
- ✓ **Development of MOU's**
- ✓ **Trainings**
- ✓ **Permission to stumble**

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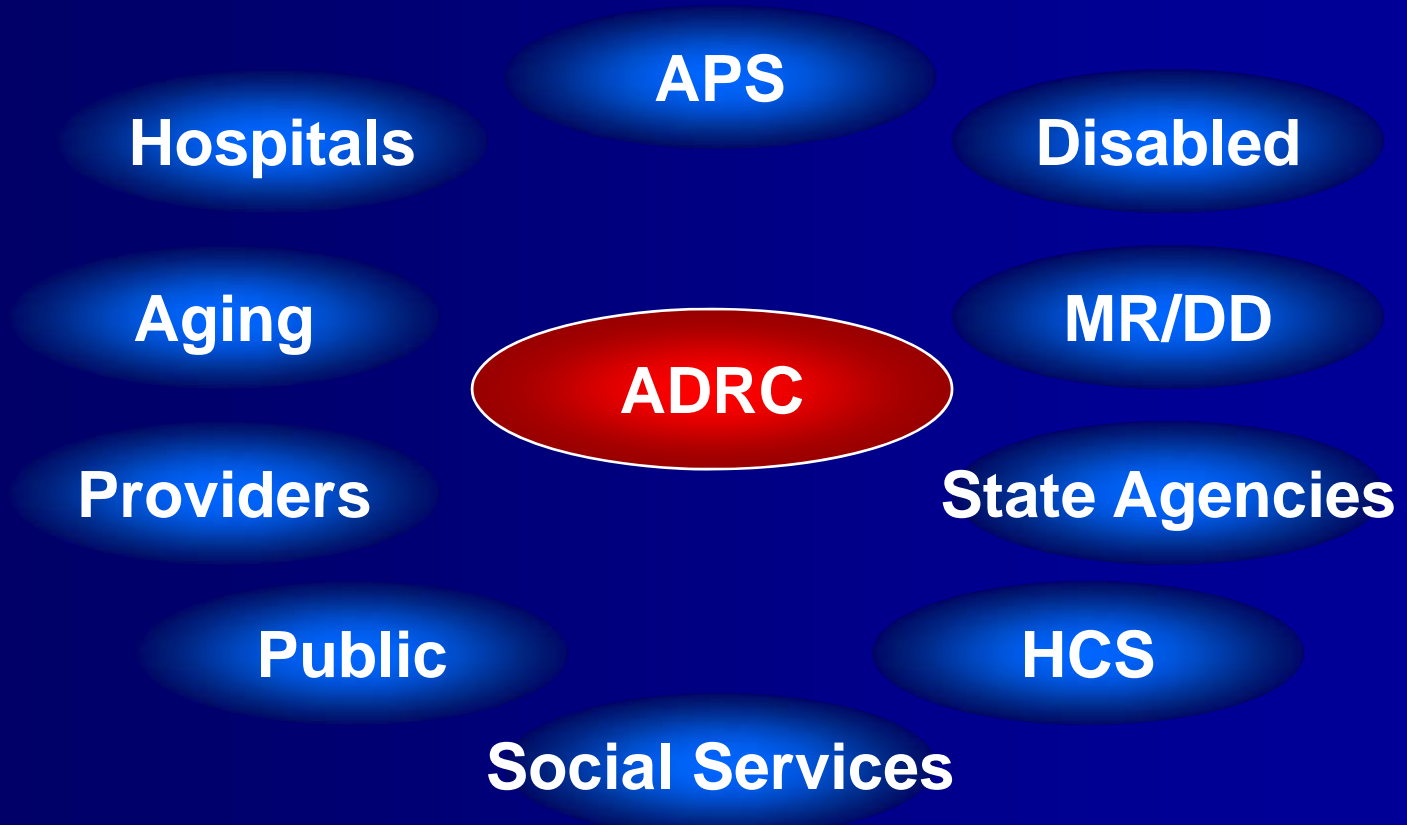
## Aging & Disability Resource Center

### LESSONS LEARNED

- ✓ Uncharted Territory
- ✓ Start with I&A Standards
- ✓ Go Slow
- ✓ Turf
- ✓ Network → Partnerships
- ✓ Community Representation
- ✓ Marketing / Outreach
  - Specialized target audiences
  - “Making The Link”

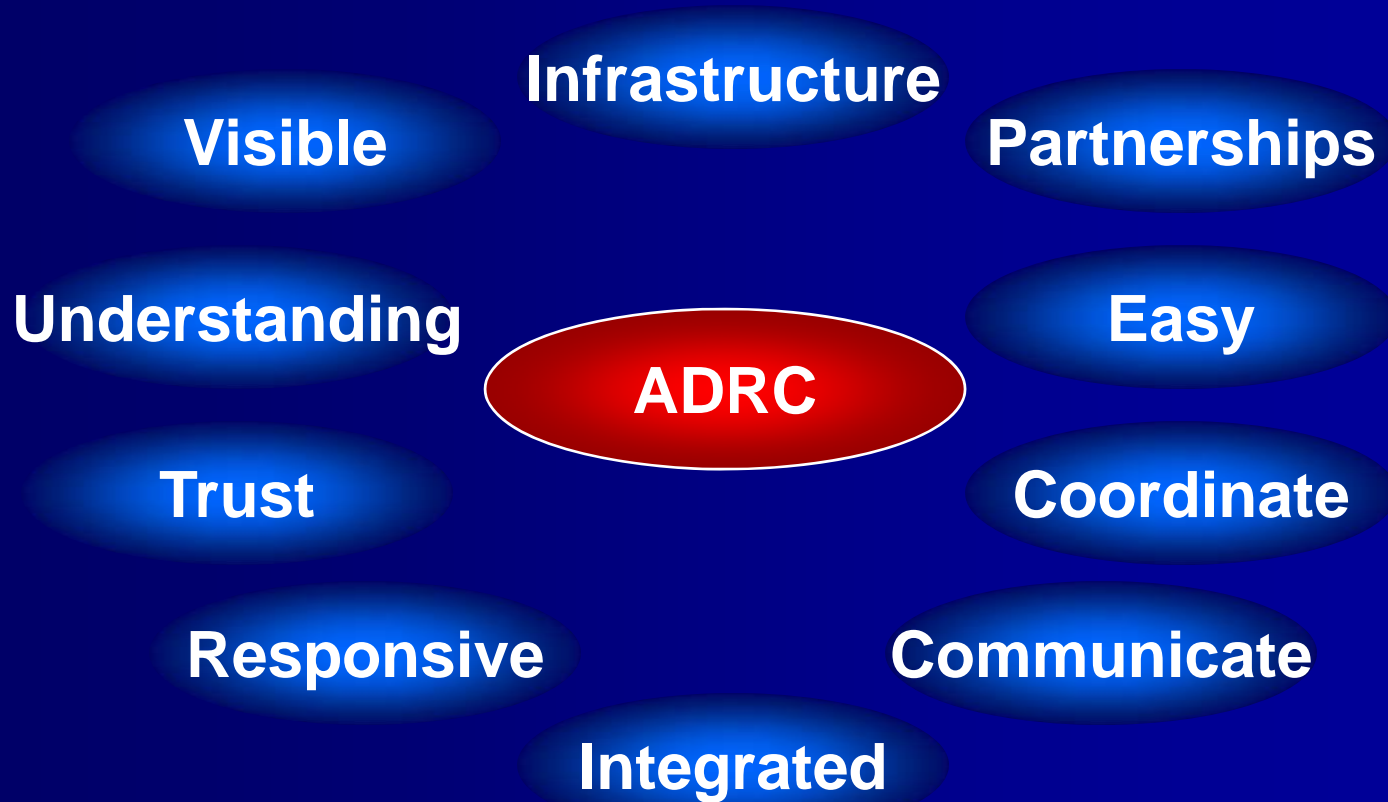
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## ADRC

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**(800) 562-0332 – Toll Free**

**(253) 798-2837 – TTY**

**ADRC@co.pierce.wa.us**

**www.PierceADRC.org**

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**Bob Riler - Pierce County**  
**(253) 798-7384 or [briler@co.pierce.wa.us](mailto:briler@co.pierce.wa.us)**