



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Aging and Disability Resource Center 2020-2022 Overview

Tom Balsley
Office for Resource Center Development Director
11-08-2022

Overview

- Recent Unique Projects
- Current Projects
- Data and Trends
- Operational Pressure Points

Aging and Disability Resource Centers (ADRCs)

- ADRCs are “one-stop-shops” for accurate and unbiased information on all aspects of life related to aging or living with a disability.
- ADRCs prevent and delay the need for expensive care; streamline access to the Medicaid long-term care system; serve as a complexity navigator
- Forty-seven ADRCs and seven Tribal ADRCs provide statewide coverage.

Aging and Disability Resource Centers (ADRCs)

ADRCs and Tribal ADRCs provide an array of services, including:

- Information and assistance
- Options counseling
- Benefits counseling
- Eligibility and enrollment into Family Care, IRIS, PACE, and Partnership
- Pre-admission consultation
- Prevention and early intervention services
- Youth transition
- Dementia care services
- Individual and systems advocacy

Recent Unique Projects

- No Wrong Door Return On Investment
- COVID-19 Vaccine Access and Outreach
- Community Health Worker Grant

Recent Unique Projects: No Wrong Door Return On Investment

- Grant awarded by federal partner Administration for Community Living (ACL)
- 10 states awarded approximately \$2.4 million each over three years (9/2018–9/2021)
- Goals:
 - Demonstrate the return on investment (ROI) of evidenced-informed practices
 - Develop national and state business case

Recent Unique Projects:

No Wrong Door Return On Investment

- Options Counseling Training to ensure consistency and quality of services and development of fidelity tools to support quality assurance.
- Developed an online Return On Investment Calculator that can be updated and used by ADRCs.

Recent Unique Projects: No Wrong Door Return On Investment

Analysis of Medicare, Medicaid, and ADRC data found:

- ADRC customers have a 22% reduction in 30-day hospital readmissions.
- ADRC Return on Investment in 2020, was \$2.39 for every one dollar spent, or 239%.

Recent Unique Projects: COVID-19 Vaccine Access and Outreach

- Funding from Administration for Community Living that DHS distributed to 10 ADRCs
 - Original funding period was 4/1/2021-9/30/2022
 - Just received one-year, no-cost extension, so new end date is 9/30/2023
 - GWAAR distributed funding with similar purpose to Aging Units
- Funding was very flexible and meant to support activities that increased vaccination rates in older adult and people with disabilities

Recent Unique Projects: COVID-19 Vaccine Access and Outreach

- ADRCs used this for activities like:
 - Media campaigns to promote vaccines
 - Direct mailers letting people know where to get vaccines
 - Setting up transportation to vaccine appointments
 - Vaccine clinics
 - Funding public health staff time to conduct outreach and provide vaccinations
 - And more!
- ADRCs also partnered with AMI (a State vaccination provider) to provide in-home vaccinations to customers who were homebound or didn't feel comfortable traveling to a vaccination site.

Recent Unique Projects: Community Health Worker Grant

- DHS received approximately \$27 million in funding from CDC to address health disparities related to COVID-19
 - BADR received \$480,000 of this funding to focus on projects related to implementing CHWs in ADRCs that serve rural areas
 - Project period is 2/1/2022 to 5/31/2023 with potential for no-cost extension

Recent Unique Projects: Community Health Worker Grant

- GWAAR also administering separate CDC-funded grant from DHS focused on utilizing CHWs to address COVID-19
- Three ADRCs received funding from ORCD:
 - ADRC of Jackson County
 - ADRC of Dunn County
 - ADRC of Barron, Rusk, and Washburn Counties

Recent Unique Projects: Community Health Worker Grant

- ADRC of Barron, Rusk, and Washburn County
 - CHWs focused on improving services and resources related to brain health and working with home-delivered meal programs to connect those identified as needing further resources with the specific assistance they need
- ADRC of Dunn County
 - CHW focused on outreach and assistance to Hmong community members
- ADRC of Jackson County
 - CHW working with complex cases that require a staff person to dedicate more time to working with them

Current Projects

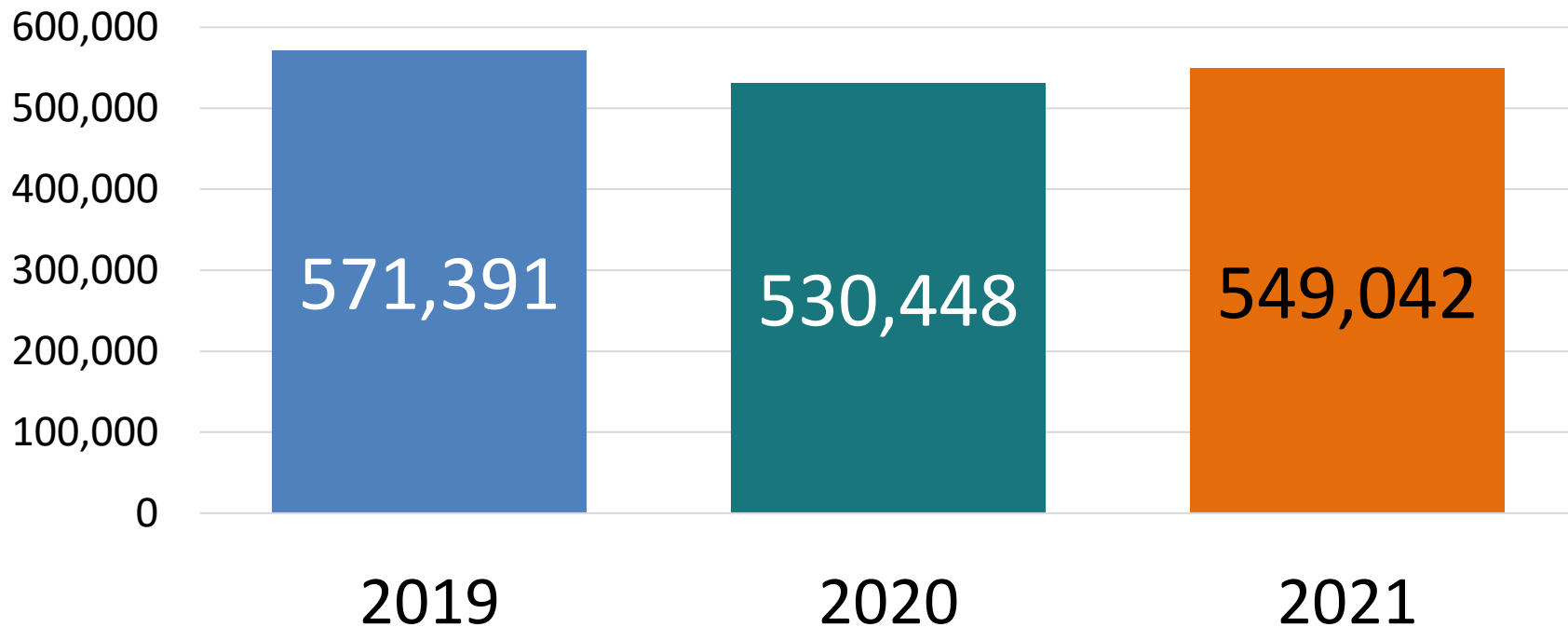
- ADRC Modernization
- Independent Living Support Pilot
- Tribal Aging and Disability Resource Specialist Expansion

Data and Trends

- Average Number of Unique Contacts
- Average Number of Unique Customers
- Average Number of Contacts Per Customer
- Outcomes
- Contact Caller Types
- Customer Groups

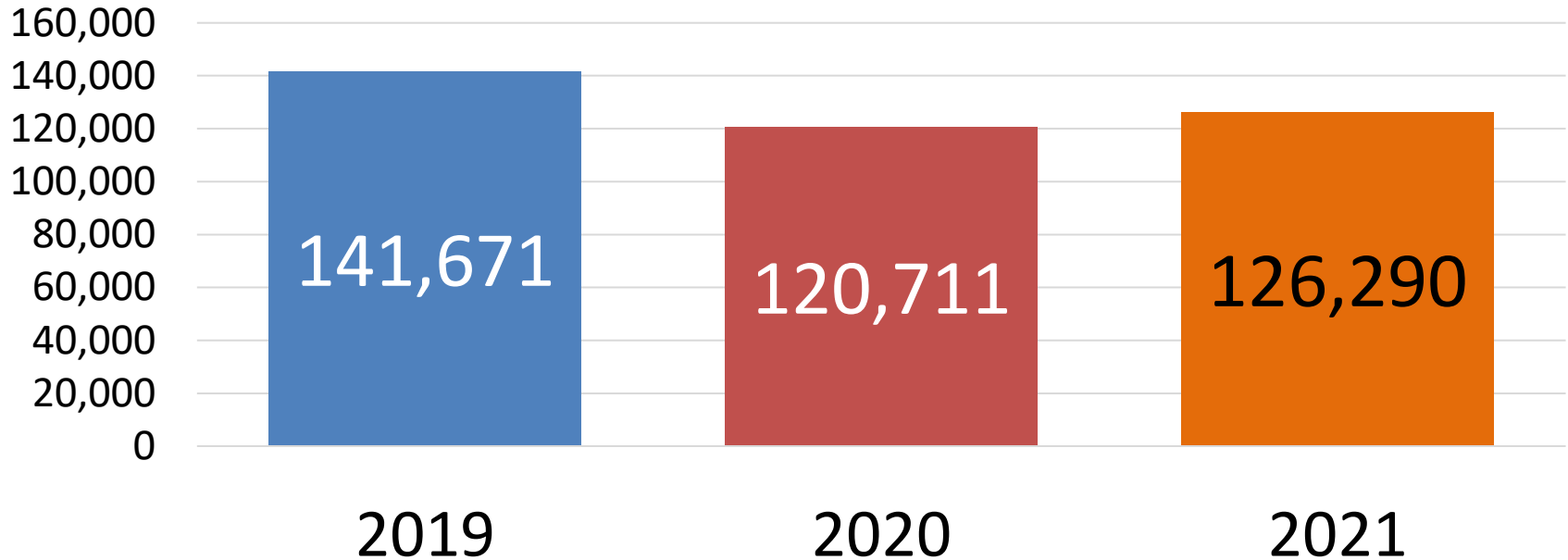
Data and Trends:

Count of Unique Contacts



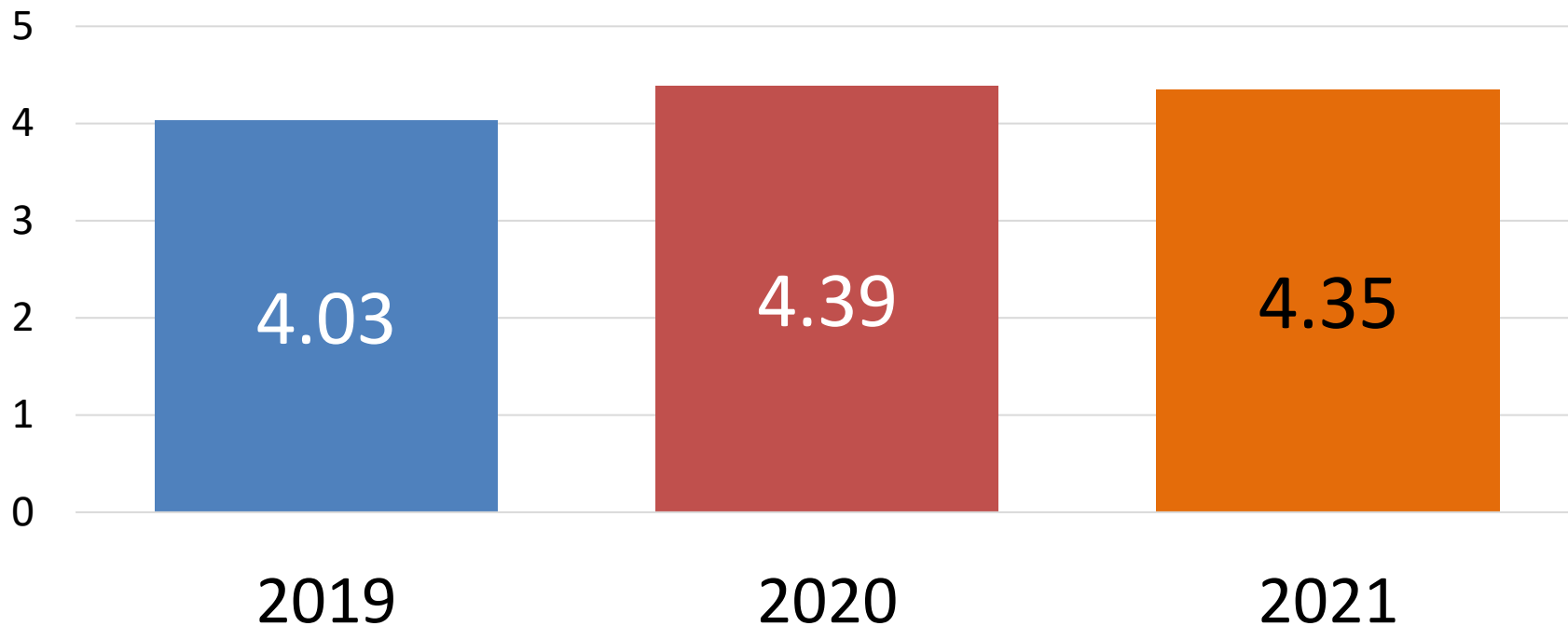
Data and Trends:

Count of Unique Customers*

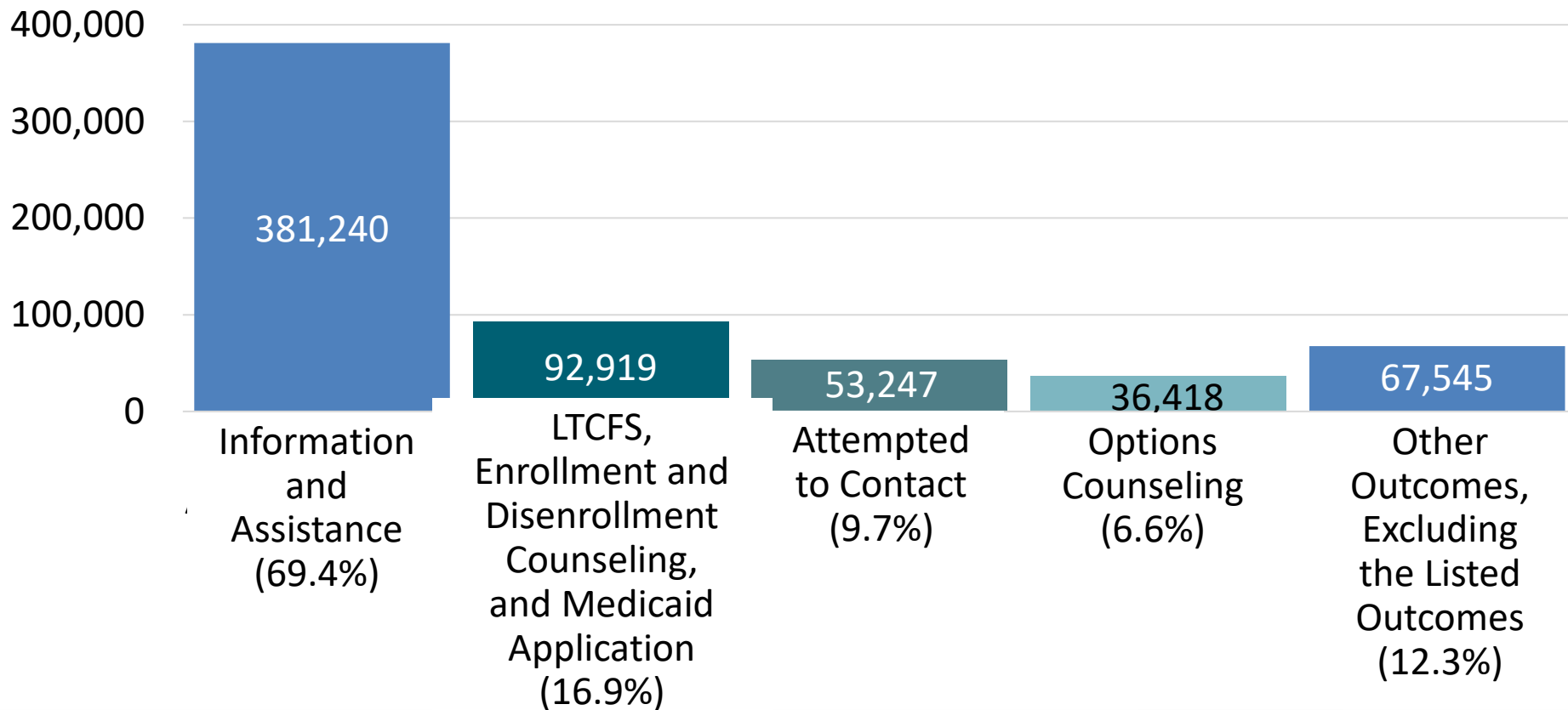


*Anonymous customers are only counted as one individual.

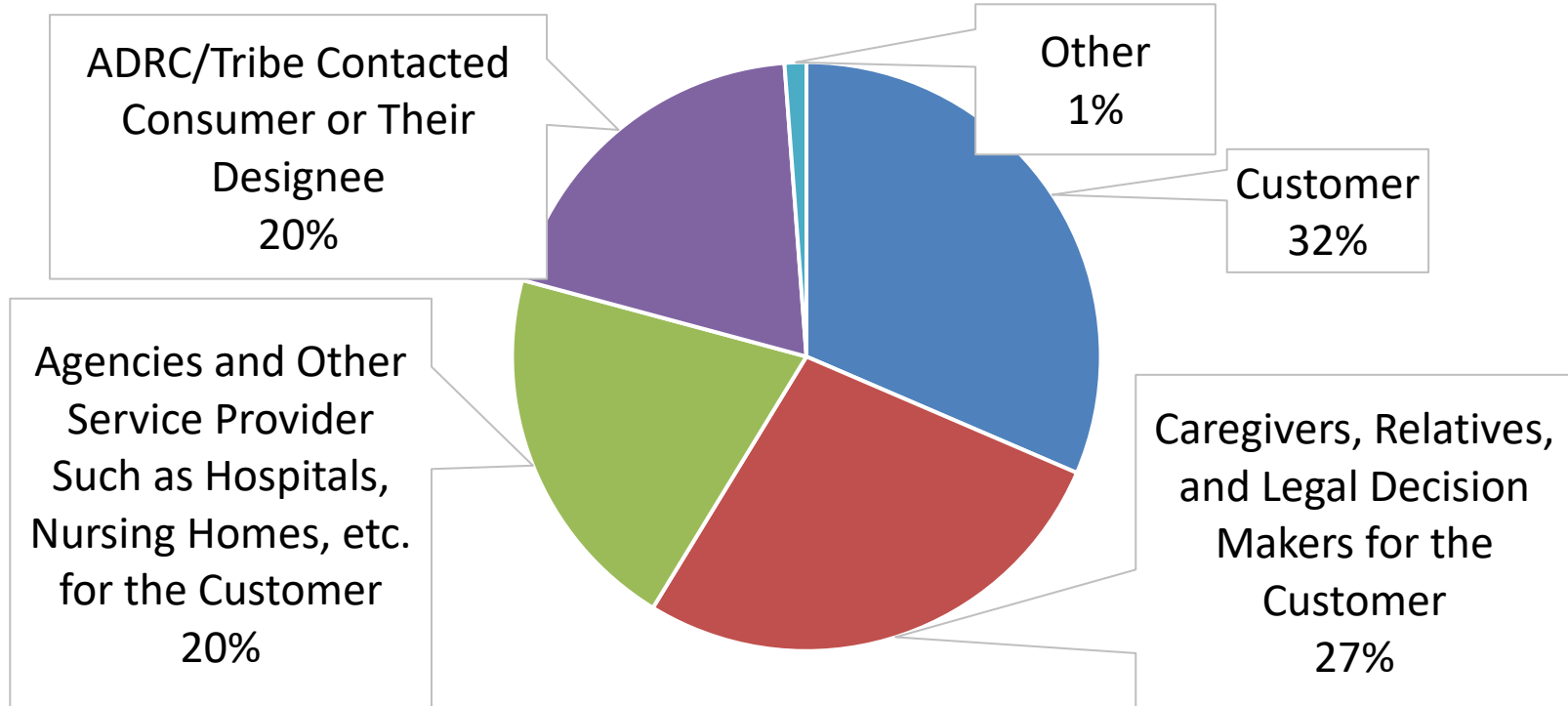
Data and Trends: Average Number of Contacts Per Customer



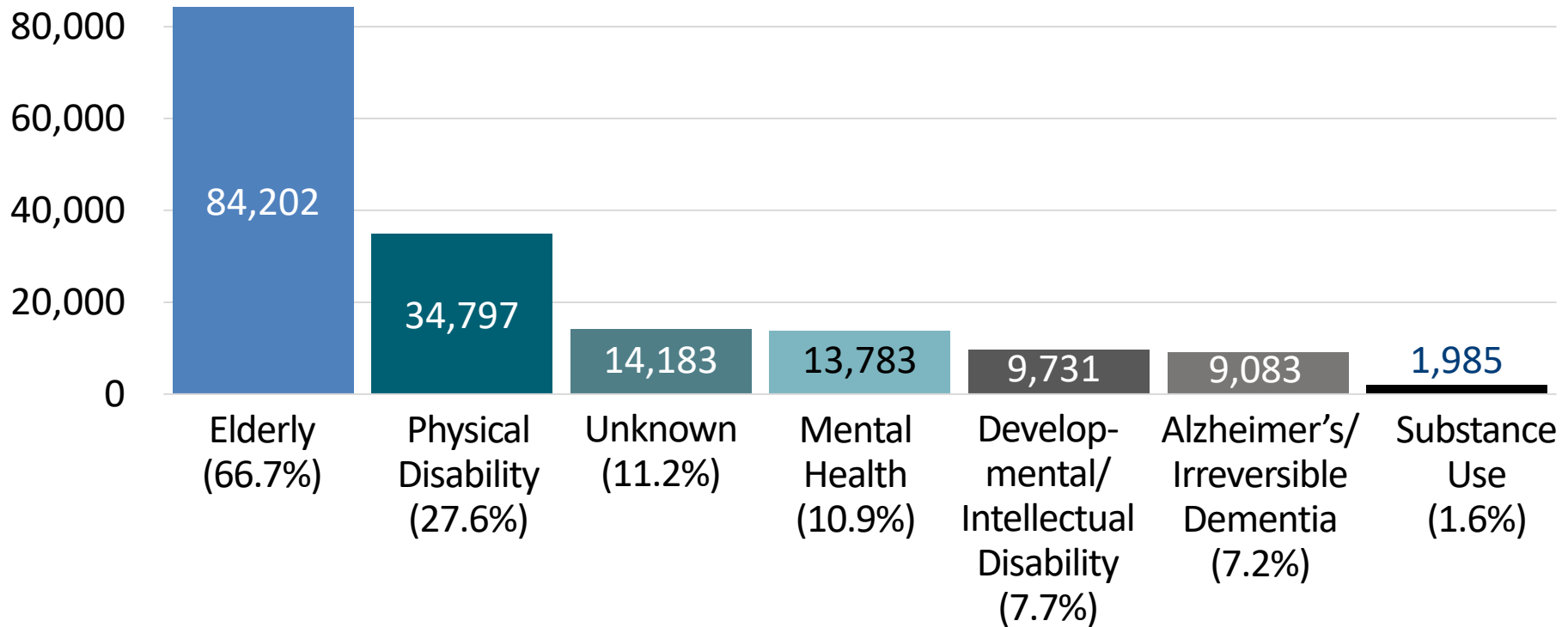
Data and Trends: ADRC Outcomes



Data and Trends: Contact Caller Types



Customer Groups*



*Customers can be in more than one customer group.

Operational Pressure Points: Themes Identified

- Staffing Challenges
- Increased Call Volume
- More Complex Cases
- Customer/Partner Relationships
- Programming/Requirements
- Funding
- Other
- Virtual Services and Public Health Emergency
Uncertainty

Operational Pressure Points: Funding

- Without an increase in funding, local ADRCs report facing budget pressures related to capacity and staffing.

End of Presentation

If you have questions or comments, please reach out to Tom Balsley, thomas.balsley@dhs.wisconsin.gov.