

AGING AND DISABILITY SERVICES

PCMH User Group
August 27, 2015

TOPICS TODAY

- Aging and Disability Resource Collaborative (ADRC)
- Drill down into
 - Services of Area Agency on Aging of Northwest Michigan
 - Services of Disability Network Northern Michigan



ADRCNM

What is it?

- Collaboration of organizations working to make it easier for individuals to access long-term supports and services
- Call-center answered by Area Agency on Aging and Disability Network
- 1-866-642-4582



ADRCNM CALL CENTER – 1-866-642-4582

- Brings together expertise of aging and disability into one easy to access number.
- We sort through behind the scenes how best to help the client/patient/ consumer.
- If you already call Area Agency or Disability Network directly, please continue.

ADRCNM CALL CENTER

- Phone answered by Area Agency on Aging or Disability Network
- Staffed by social workers and nurses
- Expertise in community resources and supports for aging/disabled needs
- Established relationships with other organizations that serve aging and disabled needs – able to refer/connect
- 8-4:30 on business days
- Calls returned within 24-48 hours
- Not for crisis situations
- Often a brainstorming resource for other professionals (care coordinators, social workers in other disciplines, nurses)

ADRCNM CALL CENTER

Who calls the ADRC?

- Aging individuals over 60
- Disabled of any age (self-defined)
- Family members, friends, caregivers
- Physician offices, human service agencies

Types of calls?

- Finding community resources and services
- Assistance accessing / coordinating services
- Options counseling

Person-Centered

- What's going on?
- What's important to the individual?
- What's going to help with quality of life?
- What's available that we can assist with?

OPTIONS COUNSELING

Options Counseling

- Unbiased process
- Help individuals, families, caregivers sort through needs and priorities
- Set goals
- In setting of client's choice
- Often help sort through family dynamics
- Identify what resources does individual already have, what's needed

Examples of options counseling

AREA AGENCY ON AGING SERVICES

- | | |
|-------------------------------------|---------------------------------------|
| ■ Information and Assistance | ■ MI Choice Waiver program |
| ■ Options Counseling | ■ Nursing Facility Transition program |
| ■ MMAP | ■ Care management |
| ■ Education for healthy life styles | ■ Caregiver Respite program |
| ■ Creating confident care givers | |
| ■ Tailored care giving | |
| ■ Personal Action Towards Health | |
| ■ A Matter of Balance | |

See handout with detailed information and program eligibility!

DISABILITY NETWORK NORTHERN MICHIGAN

- It's in our power to change everything, from individuals to the wider community.
- Some things we assist with:
 - Information and assistance
 - Options counseling
 - Workforce or return to work after an injury
 - Find affordable, accessible housing
 - Develop skills for youth to transition from high school to employment or high ed
 - Solve challenges in the home or workplace
 - Secure community supports to live independently
 - Find peer-to-peer mentoring support