

ADRC Designation Criteria Survey: Summary Results
February 16, 2012

Measure	Question	Affirmative Responses (out of 12)
<i>Note:</i> 12 respondents completed the survey. Unless otherwise noted, the numbers in the third column represent the number of people answering in the affirmative ("Essential" or "Accept").	<i>Note:</i> Within a category of designation criteria (e.g., Partnerships, Services: I&A) responses are ordered from highest to lowest (i.e., greatest agreement to least agreement).	(Blank Cell)
<i>Knowledge of ADRC Model</i>	How knowledgeable do you feel about the ADRC network? (average out of 4, where 4 = "highly knowledgeable" and 1 = "not at all knowledgeable")	2.5
<i>Vision Statement</i>	Vision Statement: Every community in California has a highly visible, reliable, universal access point that provides information to facilitate access to long-term services and supports."	12
<i>Partners</i>	AAAs	9
<i>Partners</i>	ILCs	9
<i>Partners</i>	County Medi-Cal eligibility offices	9
<i>Partners</i>	Local Department of Rehabilitation (DOR) offices.	8
<i>Partners</i>	County Mental Health Plans	7
<i>Partners</i>	Public authorities	7
<i>Partners</i>	Public and private health plans (including county-organized health systems)	7
<i>Partners</i>	Long-Term Care Ombudsman	7
<i>Partners</i>	Health care providers (including hospitals, nursing facilities, in-home support staff, etc.)	6
<i>Partners</i>	Caregiver resource centers	6
<i>Partners</i>	Money Follows the Person (MFP) transition staff	6
<i>Partners</i>	211	6
<i>Partners</i>	Regional Centers	5
<i>Partners</i>	Organizations serving children and youth with sensory disabilities	5
<i>Partners</i>	MDS Section Q Local Contact Agencies (LCAs) (which are sometimes identical to the organizations listed above)	4
<i>Services: I&A</i>	Call center triage	12
<i>Services: I&A</i>	Risk screening tools	12
<i>Services: I&A</i>	Proactive offers of information	11

ADRC Designation Criteria Survey: Summary Results
February 16, 2012

Measure	Question	Affirmative Responses (out of 12)
<i>Services: I&A</i>	Uniform assessment of "at-risk"	10
<i>Services: I&A</i>	Internet intake capability	10
<i>Services: I&A</i>	Satellite I&A stations	6
<i>Services: Short-Term Service Coordination</i>	Established protocols to respond to consumers at-risk or with urgent needs	12
<i>Services: Short-Term Service Coordination</i>	Links to expanded list of service partners	12
<i>Services: Short-Term Service Coordination</i>	Temporary service coordination for up to 90 days while a longer-term plan is identified	10
<i>Services: Streamlined Eligibility Determination</i>	Expanded partnerships with IHSS, HCBS Medi-Cal waivers, etc.	10
<i>Services: Streamlined Eligibility Determination</i>	Call center integration with program intake and application assistance	10
<i>Services: Streamlined Eligibility Determination</i>	Warm transfers	7
<i>Services: Streamlined Eligibility Determination</i>	Medi-Cal application assistance on-site or immediately via telephone	7
<i>Services: Streamlined Eligibility Determination</i>	Agreements with other intake systems (211, ILC, IHSS, etc.)	7
<i>Structure: Staffing</i>	Staff who practice active listening	12
<i>Structure: Systems</i>	Clearly defined "flags" or "triggers" for identifying greater levels of need	12
<i>Structure: Systems</i>	Long-term services and supports database (internal or external)	12
<i>Structure: Staffing</i>	ILC Independent Living Specialists	10
<i>Structure: Staffing</i>	Language-qualified staff	9
<i>Structure: Staffing</i>	I&A call center staff trained in AIRS	8
<i>Structure: Systems</i>	Telecommunications systems (hardware/software) to enable warm transfers	8
<i>Structure: Systems</i>	Software that tracks consumer characteristics, transactions, and outcomes	8
<i>Structure: Systems</i>	Flow charts or software for transactions or decisions	7
<i>Structure: Continuous Quality Improvement</i>	Consumer satisfaction surveys	12

ADRC Designation Criteria Survey: Summary Results
February 16, 2012

Measure	Question	Affirmative Responses (out of 12)
<i>Structure: Continuous Quality Improvement</i>	Data on referral pathways	10
<i>Structure: Continuous Quality Improvement</i>	Length of calls and other performance metrics	10
<i>Structure: Continuous Quality Improvement</i>	Consumer outcome measures (e.g., service status, applications completed, satisfaction)	10
<i>Structure: Continuous Quality Improvement</i>	Measures of business operations (e.g., staff workload, time devoted to specific functions and tasks)	9
<i>Structure: Governance & Stakeholder Participation</i>	Advisory groups with broad representation	12
<i>Structure: Governance & Stakeholder Participation</i>	Minimum share of individuals who represent one or more consumer groups	9
<i>Structure: Governance & Stakeholder Participation</i>	Restrictions on participation (e.g., no family members or persons with a financial interest in local care management organizations)	6
<i>Structure: Organizational Capacity</i>	Alignment with Olmstead principles	12
<i>Structure: Organizational Capacity</i>	Systems for building and maintaining staff capacity to serve large numbers of individuals (e.g., toolkits, standardized training protocols, online resources)	12
<i>Structure: Organizational Capacity</i>	Alignment with MFP (e.g., ILC, AAA, or other as Lead Contact Agency)	10
<i>Structure: Organizational Capacity</i>	Connection to MDS 3.0 Section Q (e.g., ILC, AAA, or other as Local Contact Agency)	10
<i>Structure: Organizational Capacity</i>	Links to waivers (1915(c) and 1115) and State Plan Amendments (1915(i))	9