Preliminary Data from The National Process Evaluation of The Aging and Disability Resource Center (ADRC) Program

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RESEARCH OVERVIEW & OBJECTIVES

Overview of ADRCs

- A collaborative effort of the Administration for Community Living (ACL) and Federal partners.
- Intended as highly visible and trusted sites where older adults and individuals with disabilities can obtain information and one-on-one counseling on the full range of long-term services and supports (LTSS).
- Designed to simplify LTSS access and promote optimal aging by serving as the cornerstone for long-term care (LTC) reform.

National ADRC Evaluation

- The first national evaluation of the ADRC program since its inception in 2003.
- The primary goals are to:
  - Assess ADRCs' overall effect on LTSS accessibility;
  - Evaluate whether or not they are fulfilling their mission; and
  - Identify lessons learned to inform enhancements to the ADRC/No Wrong Door (NWD) model.
- A multi-pronged approach: Technical expert panels; stakeholder meetings; comprehensive environmental scan; process evaluation web-based agency survey; and outcome evaluation participant Experience Survey.

Key Research Questions

- What are the characteristics of ADRC service areas?
- What are the operational and organizational structures of ADRCs and how have they changed over the grant period?
- Who are the key ADRC collaborators in providing access to LTSS?
- What services are most frequently requested by ADRC clients?
- What key factors enhance ADRC performance?

PROCESS EVALUATION STUDY DESIGN

Data Collection Procedure:

- Modified the Technical Assistance Exchange Contractor's Spring 2013 Semi-Annual Reporting Tool (SART)
- Administered web-based SART: April – September 2013
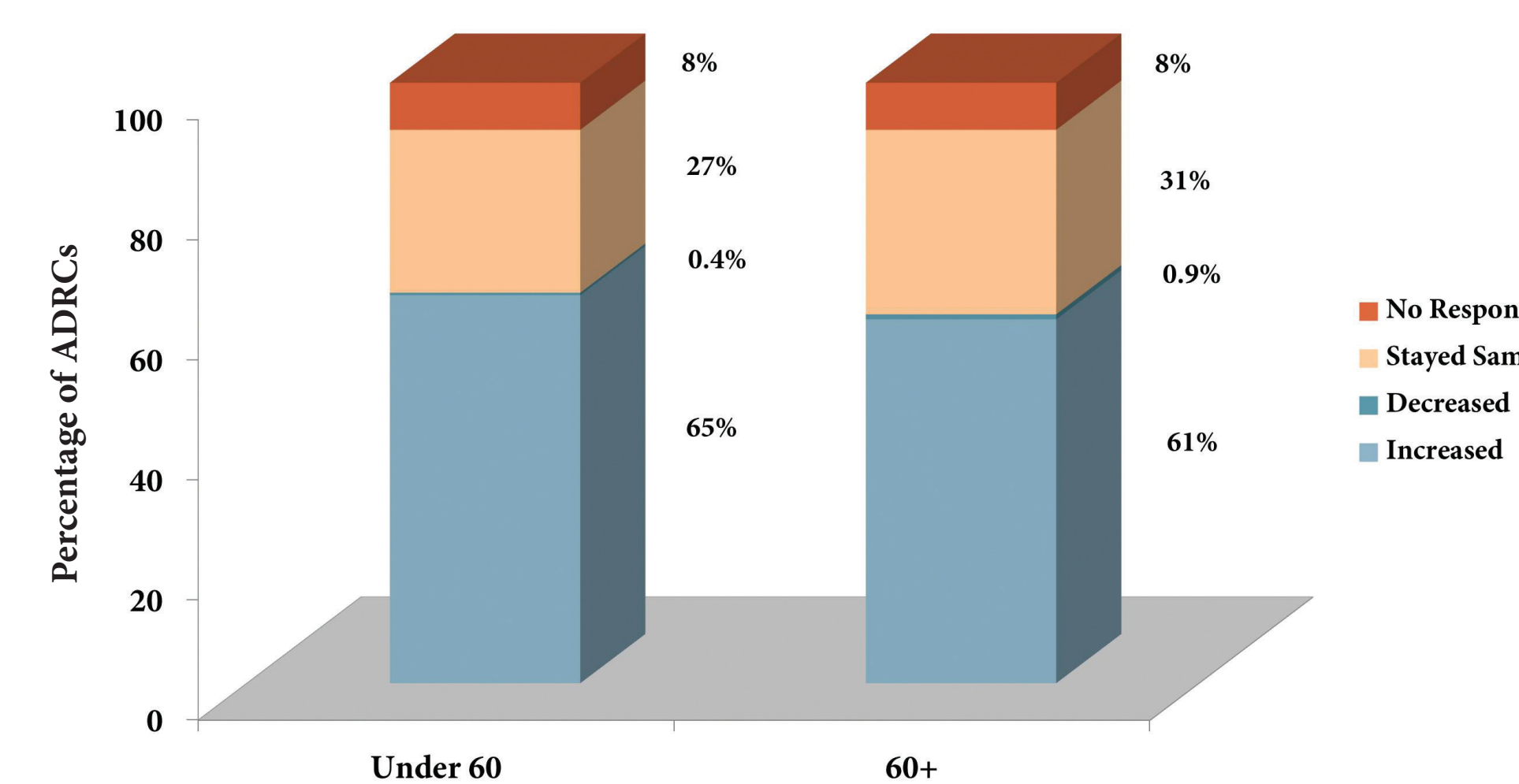
Sample & Response Rate:

- All state-level ADRCs and Washington DC (100% response rate)
- All local-level ADRCs (84% response rate; 472 out of 559)
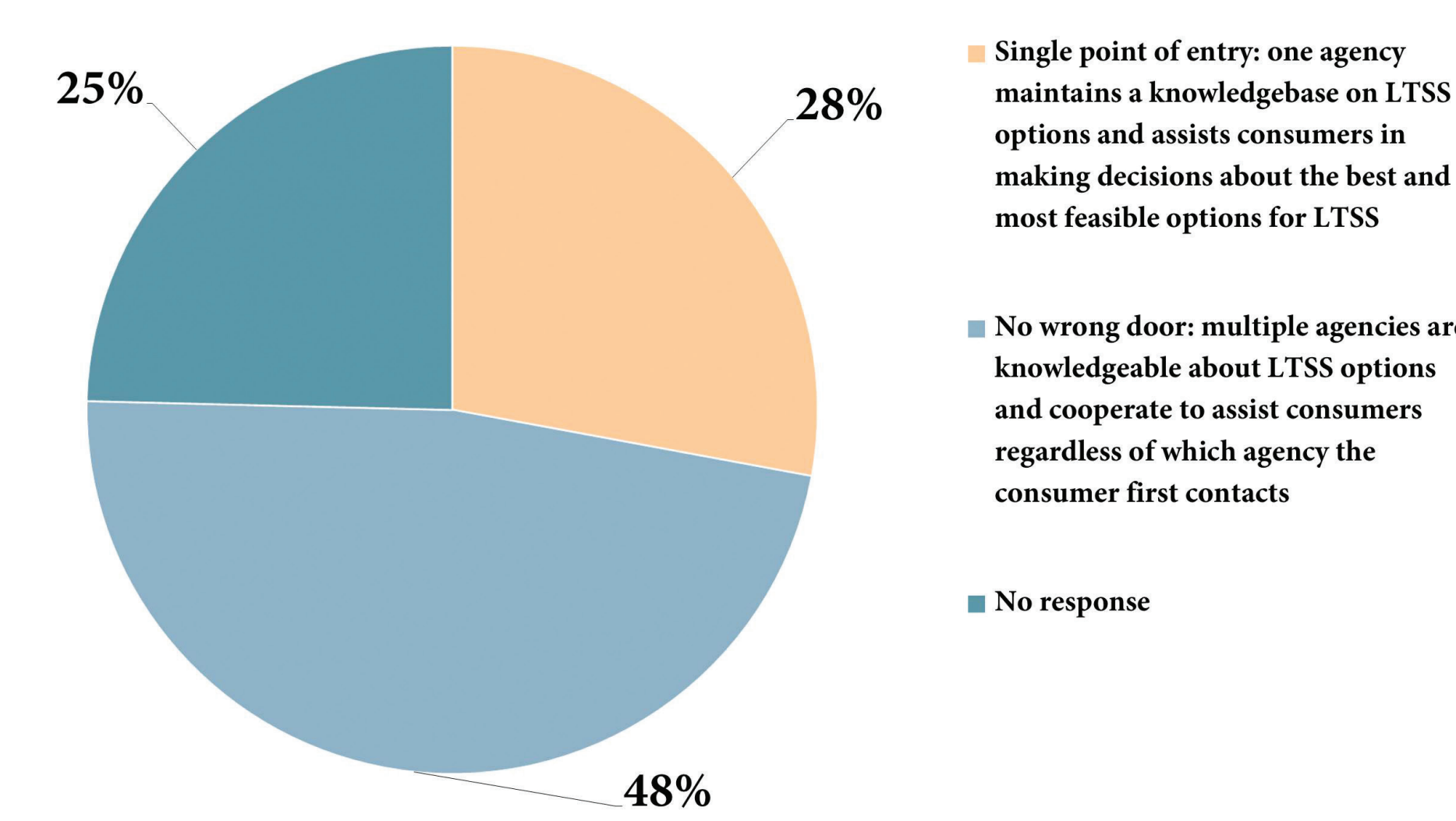
Analytical Methods:

- Tabulations, correlations, linear/logistic regressions
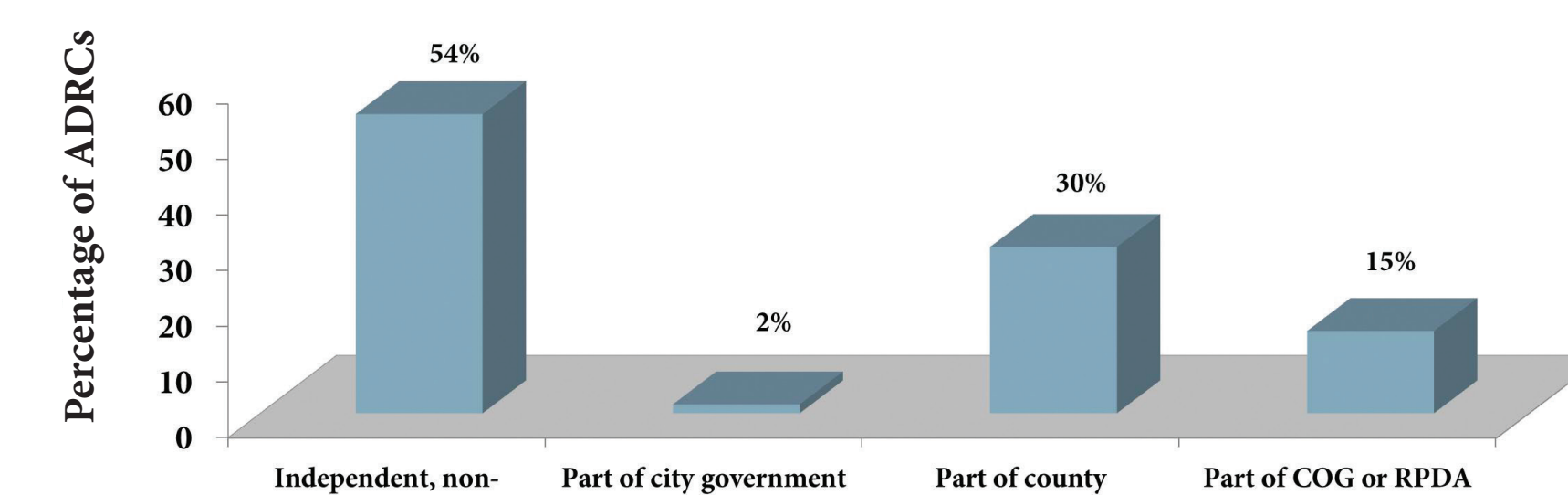
PRINCIPAL FINDINGS

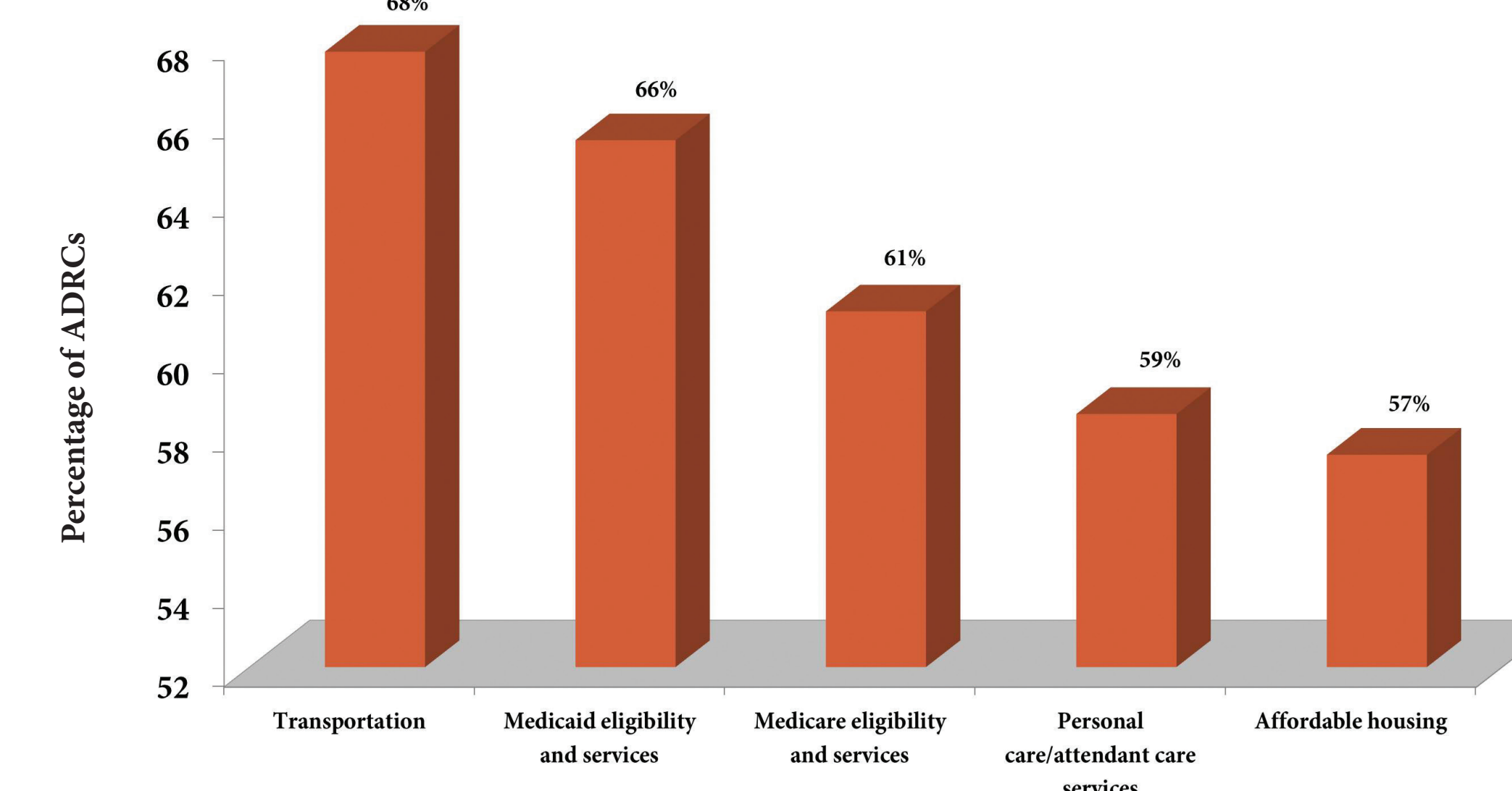Changes to Number of Consumers Served Since the Start of the ADRC Grant

Operational Structure of ADRCs

- Single point of entry: one agency maintains a knowledgebase on LTSS options and assists consumers in making decisions about the best and most feasible options for LTSS
- No wrong door: multiple agencies are knowledgeable about LTSS options and cooperate to assist consumers regardless of which agency the consumer first contacts
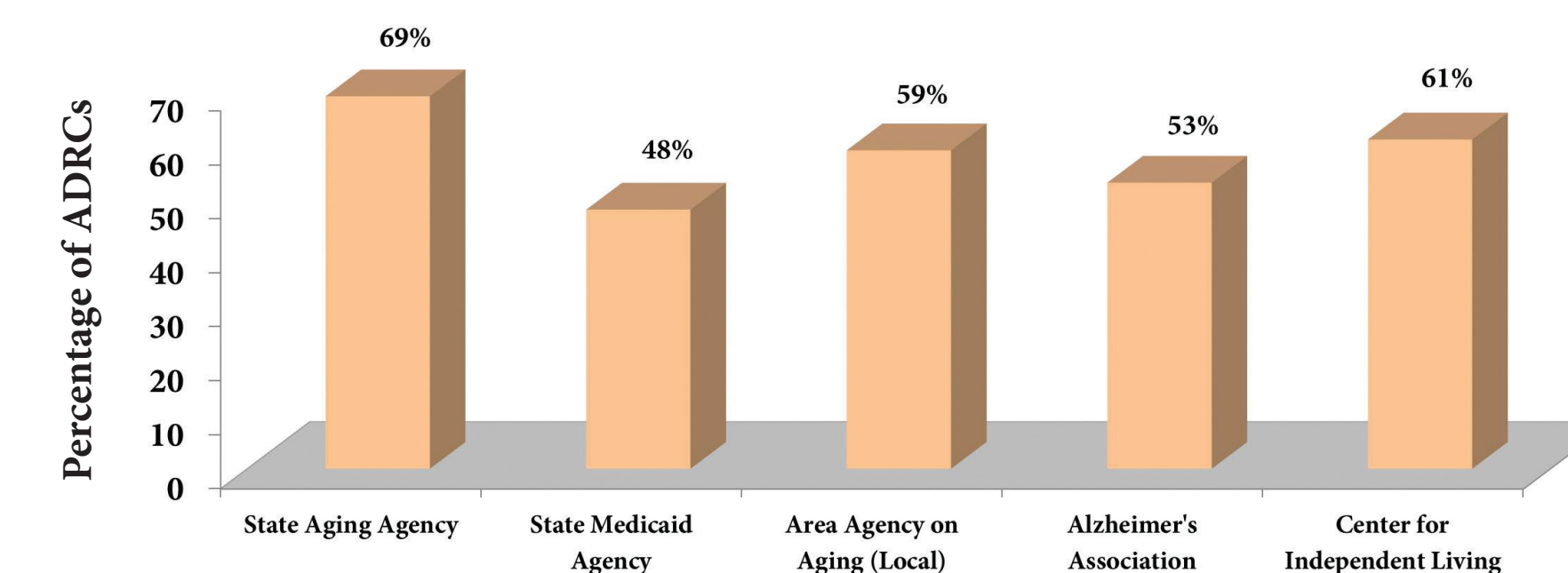- No response

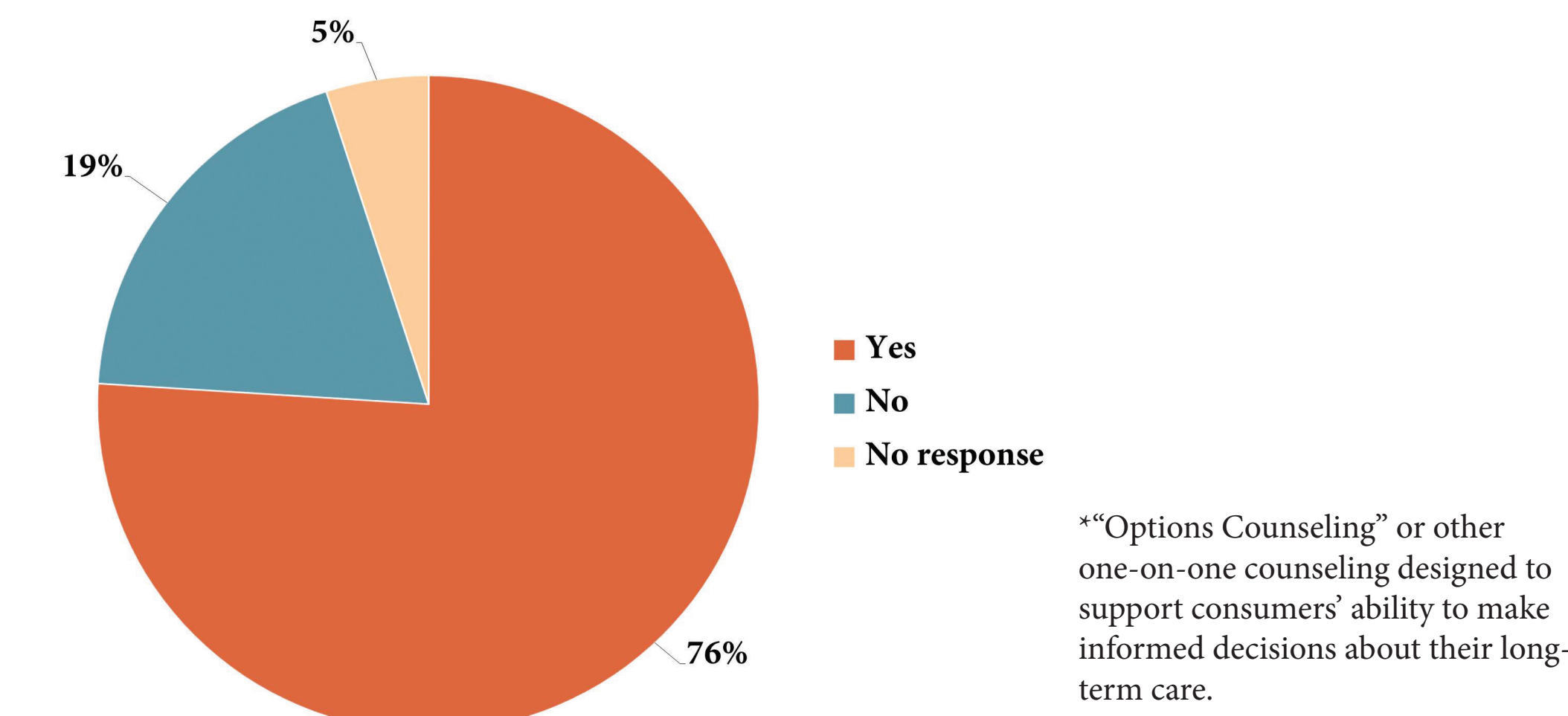Organizational Structure of ADRCs

Most Frequently Requested Services of ADRCs

Most Common ADRC Partnerships

Options Counseling* Services Provided by ADRCs

*"Options Counseling" or other one-on-one counseling designed to support consumers' ability to make informed decisions about their long-term care.

Transition Services to Consumers Discharged from an Acute Care Setting Provided by ADRCs

- ADRC provides transition services
- ADRC does not provide transition services
- No response

Factors that ADRCs Report Enhance Performance

Financial Eligibility Assistance Provided by ADRCs
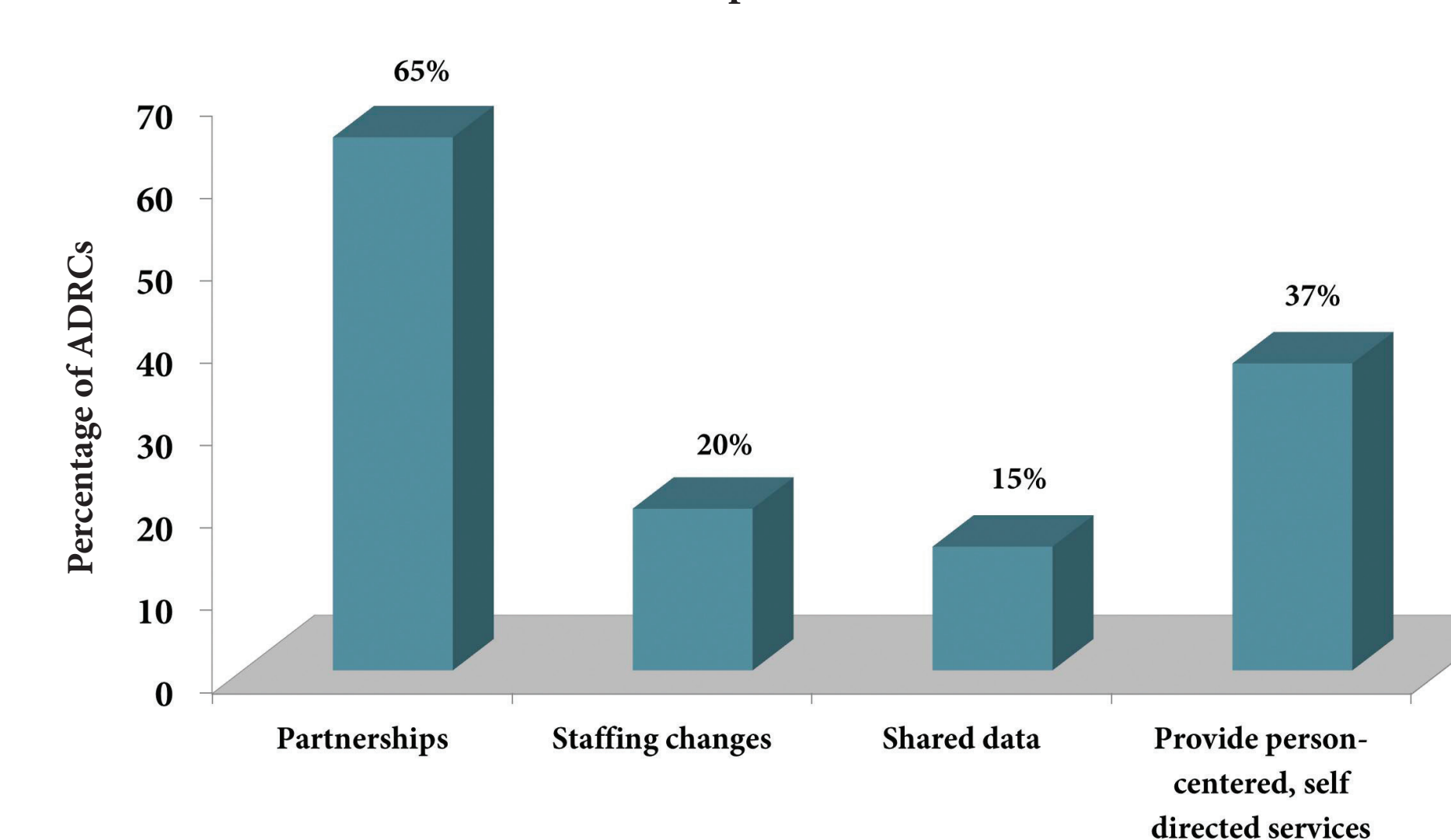
CONCLUSIONS

- 50% of ADRCs offer No Wrong Door; 30% offer Single Point of Entry.
- Most ADRCs function as independent, non-profits with multiple partners:
  - Nearly 65% view partnership as the key to successful performance.
- The most frequently requested services are transportation and determining Medicare/Medicaid eligibility and assistance.
- 37% of ADRCs provide transition services from acute care settings.
- Most ADRCs assist consumers with financial eligibility applications for Medicaid and other publicly-funded LTSS programs.

NEXT STEPS

- Additional analyses of the process evaluation data, including:
  - Sub-group comparisons (urban vs. rural, ADRC size)
  - Identification of organizational/community factors affecting ADRCs' performance
  - Comparison of state- and local-level ADRCs' responses
- Analysis of the outcome evaluation Participant Experience Survey data

RESEARCH FUNDERS

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