

**Administration on Aging
and
Centers for Medicare & Medicaid Services**

Aging and Disability Resource Center Grant Program

Organization Name: Wisconsin Department of Health and Family Services

Project Title: Lessons Learned: Redefining the Expansion of Wisconsin Resource Centers

Total Project Period: 7/1/2004 – 6/30/2007

Total Award Amount: \$799,999

Project Contact: Monica Deignan, (608) 261-7807

Project's Overall Design:

The Wisconsin Department of Health and Family Services (DHFS) will expand geographic coverage of their full-service Aging and Disability Resource Centers, develop capacity for all target groups to be served Resource Centers, and develop infrastructure to support ultimate expansion to all parts of the state. Five local agencies will be selected through an RFP process to develop new full-service Resource Centers. DHFS will develop state-level infrastructure to support current and future development of a statewide system of full-service Resource Centers that serve elders and at least one other target population of individuals with disabilities and have a strong collaboration with local programs. The state infrastructure will include: two toolkits, one to promote public awareness and one for long term care options counseling; identification of information management system solutions to meet state and local needs for consistent data collection and reporting; ability to provide technical assistance in adding new target populations, including people with mental illness; technical assistance in identifying and accessing funding sources and in accessing services already available. Grant funds together with state resources will be used to identify and implement information management solutions capable of meeting the range of operational, administrative, and reporting needs of a Resource Center. DHFS will lead the project evaluation based on performance outcomes and indicators.

Target Population:

(for the five new Resource Centers)

- Year One – Persons 60 and older
- Year Two and Three – At least one other target population of people with disabilities

Anticipated Outcomes:

- The general public knows about the Resource Center and what it does, and makes use of its services
- People with mental health issues and their families will recognize and use the Resource Centers that add this target group
- People trust that the information they are getting from the Resource Centers is objective, reliable and comprehensive
- Consumers are able to one-stop shop, by providing information only once, for reliable information and assistance about and access to long term care and other community services
- Consumers report satisfaction with the response of Resource Center staff for their individual needs, preferences, and unique circumstances
- Full service Resource Centers provide the core services and services are not duplicative of any other local services
- Resource Centers have eliminated duplication of services and multiple points of entry for mental health services and streamlined accessibility to information and services
- Central development of Resource Center information systems solutions have been identified to reduce the cost of local development, and standardize information systems to provide more consistent data

Involvement of Community Based Organizations and Other Stakeholders:

- **Advisory Committee:** The State Council on Long-Term Care will serve as the Advisory Committee. Membership includes consumers, advocates and both county and provider representatives. Half of the membership consists of consumers and their advocates. On the local level Resource Centers will be required to have governing boards with a majority of members being consumers or their representatives from the target populations being served.
- **Partners:** county human services, economic support services, private health care resources, assistive technology resources, vocational services, advocacy and regulatory/licensing agencies and local private and health care organizations.