

**ADRC STEERING COMMITTEE MEETING
WEDNESDAY, OCTOBER 6, 2010--3:00 P.M.**



**ROCK COUNTY JOB CENTER
1900 CENTER AVENUE
ROOM D/E
JANESVILLE, WI 53546**

AGENDA

1. Call Meeting to Order
2. Approval of Agenda
3. Approval of Minutes of ADRC Steering Committee Meeting September 1, 2010 *
4. Citizen Participation
5. New Business:
 - A. Committee Chair Comments on September 1st Meeting – Terry Thomas
 - B. ADRC Powerpoint Presentation – Jennifer Thompson
 - C. Presentation of Information and Assistance – Steve Hare, Jennifer Anselmi and Joyce Lubben
 - Information & Assistance *
 - Options counseling *
 - Dis/Enrollment Counseling *
 - LTCFS
 - Short Term Case Management *
 - D. Discussion and Approval of Information & Assistance
 - E. Presentation of Advocacy Components – Joyce Lubben and Jennifer Thompson
 - Elder Benefit Specialist *
 - Disability Benefit Specialist *
 - Client Advocacy *
 - Preventions/Early Intervention *
 - F. Discussion and Approval of Advocacy Components
5. Committee Member Comments
6. Next Meeting: Wednesday, November 3, 2010 at 3:00 p.m. at the Rock County Job Center, Room D/E, Janesville, Wisconsin.
7. Adjourn

*******COMMITTEE MEMBERS*****
PLEASE BRING THIS PACKET
*****TO THE MEETING*******

Information & Assistance

Information and Assistance (I&A) services will be provided via phone, mail, e-mail, and in-person. The Aging and Disability Center (ADRC) of Rock County will offer I&A services a minimum of eight hours a day, i.e. 8:00 a.m. to 4:30 p.m., Monday through Friday. The ADRC will ensure continuous accessibility between the hours of 11:00 a.m. through 2:00 p.m. by staggering lunch hours. I&A staff will also be available to meet consumers outside normal business hours when necessary.

Walk-in consumers will be greeted by a receptionist who will conduct a quick assessment to determine if the consumer should meet with an I&A staff person. To respond to phone inquiries, a phone bank of I&A staff will answer all calls during normal business hours. If those lines are busy, calls will go into a "queue" to hold for the next available staff member. After a time, the caller will be given the option of continuing to hold or to leave a callback phone number. A voice message will be left on the main telephone line for after-hours callers. It will provide information regarding the ADRC's office hours, emergency 911, 211 and the Rock County Crisis Hotline.

The I&A staff member who initially responds to a phone call inquiry shall follow the call through to its conclusion.

The policy of the ADRC of Rock County shall be to respond to initial inquiries and requests for information and assistance within 24 hours, or by the end of the next business day of receiving the request. To ensure privacy and confidentiality, the ADRC will have private meeting rooms available to accommodate walk-in consumers or those having appointments. I&A staff will have the flexibility to meet with consumers at a place of the consumers' choosing.

Policies and procedures will be developed and implemented to address the needs of consumers who have visual, hearing and cognitive impairments, and other physical disabilities. Written materials, such as brochures, flyers, and forms, will be made available in Spanish, as well as other languages, if requested.

The “generalist” model will be used by the ADRC of Rock County, with all I&A staff being cross-trained and having knowledge to serve all target groups. Information and assistance activities will be staffed by persons who have four-year degrees (preferably in a health or human services related field) and with at least one year of experience working with at least one of the client populations of the ADRC. All I&A staff will be certified by the national Alliance of Information and Referral Systems (AIRS) as a Certified Information and Referral Specialist (CIRS or CIRS-Aging) or certified within one year after the ADRC opens. Along with training in the use of Beacon, I&A staff will receive training on issues and services that will be accessed by the target groups. They will be required to have knowledge of available services and agencies for each target group. ADRC staff will take advantage of training opportunities provided by the State and other affordable resources.

The I&A services provided by the ADRC of Rock County include:

- Assessing the needs of a consumer.
- Providing information that will meet the needs identified by the consumer and/or those identified by the I&A staff.
- Assisting with connecting the consumer with service providers.

All staff at the ADRC will have access to an electronic resource database. The comprehensive database will be managed and maintained with information required for the target populations. The I&A software and database that will be used is Beacon, a Synergy product.

Current County staff has knowledge of and works with Beacon and Beacon-web. Information provided in the Beacon database was obtained directly from each agency or organization, from websites, local resources, and contacts. The database will contain information about local, regional, and national resources on such issues as housing, in-home supportive care agencies, respite care providers, public programs, health agencies, transportation, caregiver resources, and much more. The database is a work in progress and is updated as changes occur, as well as on an annual basis. An annual audit will review all information in the database for accuracy and completeness in accordance with AIRS standards.

Through the Beacon database, I&A staff will have the capability to provide information on resources for:

- Specific disability and long-term care related services such as living arrangements, in-home care providers, care management services, respite care providers and funding, equipment, training, transition planning, independent living skills and hospice care services.
- Costs associated with each resource, income and asset guidelines, and contact information.
- Long-term care insurance and other private resources.
- Health promotion and prevention workshops and services, recuperative care services and provider agencies, specific disease and health condition resources and services, medically related care services and provider agencies.
- Adult protective services, abuse, neglect, domestic violence, and financial exploitation.
- Behavioral health, such as mental health and substance use disorders.

- Employment, training, and vocational rehabilitation.
- Financial and other basic needs, e.g. Medicaid, Medicare, health insurance, food resources, shelter, transportation, financial aid for medical care costs and medications.

(For financial services, the consumer may be referred to the Elderly or Disability Benefit Specialist.)
- Home maintenance, e.g. chores, yard work, home safety.
- Legal issues, e.g. power of attorney, guardianship, consumer rights, advocacy, discrimination, complaints and grievances.
- Education, recreation, retirement, life enhancement, and volunteerism.

The ADRC of Rock County will work with and provide education to community agencies that provide information and referral services. The agencies and service organizations in Rock County that provide information and referral services include, but are not limited to, United Way agencies, Love Inc., hospitals, food pantries, Salvation Army, schools, and the library system. The ADRC of Rock County will work toward being a recognized lead I&A service in Rock County for the target populations.

I&A staff will follow up with the consumer or service provider to determine whether the needs were met and if further assistance would be helpful. The purposes of follow up are to:

- Check on the safety of the consumer.
- Find out whether the consumer received the information that was sent.
- Ask “Is more assistance needed?”
- See if the consumer has more questions.
- Provide more assistance when the consumer is unable to do it him/herself.

- Develop rapport with a consumer who is likely to develop a need for additional assistance.
- Provide coordination of services and/or referrals.

Written policies and protocols will be developed for when and how follow-up to information and assistance service will be provided.

Long-Term Care Options Counseling

The Aging and Disability Resource Center (ADRC) of Rock County shall provide counseling about the options available to consumers when making decisions for meeting their long-term care needs. Options counseling shall be performed by Information & Assistance (I&A) staff and cover the following:

- A review of the consumer's personal history, preferred lifestyle and residential setting, and goals for the future; functional limitations and capacities; financial situation; and other information needed in order to help the consumer identify and evaluate options available.
- The full range of long-term care options available to the consumer, including but not limited to, home care, community services, residential care, vocational/day programs, nursing home care, and case management services.
- Opportunities and methods for maximizing independence and self-reliance, including the utilization of supports from family, friends and community and the self-determination approach.
- The sources and methods of both public and private payment for long-term care services, including:
 - Information about the long-term care programs that are available in the area for which the person may be eligible.
 - The functional and financial eligibility criteria for receiving publicly funded long-term care and for participating in the Medicaid fee-for-service system in order to assist the consumer in assessing the likelihood that he/she will be eligible.

- Sources of payment for private pay consumers who do not qualify for publicly funded long term care.
- Factors that the consumer might want to consider when choosing among long term care programs, services and benefits, including but not limited to, cost, quality, compatibility with the consumer's preferred lifestyle and residential setting, outcomes of importance to the consumer, available resources, estate recovery
- The advantages and disadvantages of the various options in light of the consumer's situation, values, resources and preferences.

The ADRC of Rock County shall offer to provide long-term care options counseling:

- When the ADRC determines that the consumer might benefit from receiving long-term care options counseling.
- When a consumer, or person acting on his or her behalf, requests or indicates an interest in receiving information or advice concerning long-term care options.
- When the consumer is referred to the ADRC by a hospital, school, nursing home, assisted living facility, agency responsible for administering the long-term care waiver(s), or other similar source.

The ADRC will strive for ongoing collaboration with providers regarding their role in pre-admission consultations and what requirements must be met. Pre-admission consultations will occur in a timely fashion, but no later than five business days after receiving the request/referral.

The ADRC shall provide long-term care options counseling at a time, date and location convenient for the consumer, including but not limited to, the consumer's home

or apartment. Options counseling shall involve one or more face-to-face meetings with the consumer and any family or others the consumer chooses to involve, unless the consumer prefers it be done by telephone, mail, e-mail or other means. Counseling may be provided to the consumer's family and other representatives acting on the consumer's behalf.

The information provided in long term care options counseling shall be timely, accurate, thorough, unbiased and appropriate to the consumer's situation. Long-term care options counseling shall be tailored to the needs of the consumer and shall not attempt to persuade the consumer to choose to participate in any particular long-term care setting, program or service.

Information on resources will be available through the electronic database information system. I&A staff will be trained on local resources by participating in local partnerships and coalitions of agencies and organizations that serve the target populations.

The ADRC of Rock County will routinely make contacts with community providers to educate the medical community, local community service providers, school districts, home health care agencies, supportive home care providers, etc. in order to market the availability of long term care options counseling through the ADRC.

Access to Publicly Funded Long-term Care Programs: Functional Screen, Financial Eligibility Determination, and Enrollment/Disenrollment Functions:

At the time of its opening, the ADRC of Rock County will be the designated entry point for publicly funded long term care programs. The ADRC will establish policies and procedures, in collaboration with the Managed Care Organization and the Economic Support Division, to ensure that people who are eligible for and/or entitled to these programs have access to them.

Functional Screen

The Information and Assistance (I&A) staff will perform the initial functional screen to determine eligibility for prospective managed care enrollees. All I&A staff will be trained and certified in the use of the functional screen and provide long-term care options counseling. It is from the options counseling that the decision to perform a functional screen is made. The screen will be completed either at the ADRC or the person's residence. The consumer will decide where to hold the meeting and who to invite to the meeting. The screen will be completed by the assigned I&A staff worker within 14 days of the initial contact date with the ADRC.

Financial Eligibility Determination

The Economic Support (ES) unit is responsible for financial eligibility determination. The ES unit will be located in the same building as the ADRC. The I&A staff will help the prospective enrollee understand the financial eligibility criteria, assist in gathering the necessary documentation to support the financial eligibility, and complete the Medicaid application and managed care enrollment forms.

The I&A staff will perform a preliminary financial eligibility determination prior to coordinating a meeting between ES worker and the prospective enrollee. The ES worker will notify the I&A staff of final Medicaid eligibility determination. If the prospective enrollee is found to be ineligible for Medicaid the ES worker will refer them back to the I&A staff. If the prospective enrollee is found eligible, but with a cost share, the ES worker will provide the cost share amount to the prospective enrollee and the I&A staff. The application will be held pending confirmation from the I&A staff. If the consumer is found eligible with out a cost share the ES staff will notify the MCO and I&A staff.

Transition from Waivers, and Waiting Lists

The number of people on the Human Services Reporting System (HSRS) waiting list 90 days prior to the beginning of managed care will determine the number of enrollments that the ADRC will complete each month during the 36 month transition period. The number of people in each target group (developmentally disabled, physically disabled, and frail elderly) at that time also determines the number of people from each target group that will be transitioned to managed care each month. New people will continue to be added to the waiting list, but they may or may not be enrolled in managed care during the initial 36 months.

During the transition from Waiver services to managed care, the ADRC will work collaboratively with the economic support division and the managed care organization(s). Policies and procedures will be developed to ensure that the eligibility and enrollment process is consistent and streamlined for consumers. Existing Waiver participants will be enrolled in managed care first. Existing Waiver participants through the Rock County Long Term Support and the Rock County Developmental Disabilities Board will transition to Family Care or IRIS within a six-month period after the implementation of the ADRC.

At the time of its opening the ADRC will manage the wait list for managed care enrollment. At the start of managed care, individuals will be taken from the wait list in first come, first served order by target group based on the monthly number of enrollments established at the 90-day mark previously mentioned. A person who meets “crisis need” criteria may bypass the wait list and be served out of the first come, first served order as outlined in the Department of Health Services memo DLTC 2009-11 “Medicaid Waiver Wait List Policy Requirements”:

1. An urgent need that is identified as a result of any of the following:
 - a. Substantiated abuse, neglect or exploitation of the individual in his/her current living situation;
or
 - b. Death of the individual’s primary caregiver or the sudden inability of that caregiver/support person to provide necessary supervision or support and there is no alternative caregiver available; or
 - c. Lack of an appropriate residence or placement for the person due to a loss of housing; or
 - d. The person has a documented terminal illness with a life expectancy of less than six months, based upon the opinion of a medical professional appropriately qualified to make such a determination;
or
 - e. A sudden change in the person’s behavior or the discovery that the person has been behaving in a manner that places the individual or the people with whom the individual shares a residence or the community at large at risk of harm.
2. A finding by the county waiver agency that there the health and safety of the individual is in jeopardy due to the primary caregiver’s physical or mental health status; or
3. A determination by the county waiver agency that the person is at imminent risk or a more restrictive placement to an ICF-MR or nursing home or other institutional setting; or

4. A finding by the county waiver agency that other emergency or urgent conditions exist that place the individual at risk of harm.

Enrollment/Disenrollment Functions

I&A staff will provide enrollment counseling to consumers, their families or other representatives, who are eligible for Family Care or other publicly funded benefits, e.g., Include, Respect, I Self-Direct (I.R.I.S.). I&A staff will present all available information on current programs and providers. I&A staff will remain objective and in no way attempt to persuade the consumer to choose one program over another.

I&A staff will also provide disenrollment counseling to assist consumers in the process of voluntarily or involuntarily disenrolling from Family Care or other publicly funded programs. This will include providing information about consumers' rights, grievance and appeal procedures, and advocacy resources. The I&A staff will also discuss service and program options if disenrollment occurs.

Short-Term Care Coordination and Case Management

The ADRC will provide short-term care coordination and case management to assist individuals and their families in arranging for services. Short-term care coordination and case management is assistance in identifying an individual's long term care service needs, providing information on meeting those needs, assisting the individual in getting connected with those services, monitoring their effectiveness and, if necessary, recommending modifications of those services. The ADRC short-term care coordination and case management services will also include information and assistance, long term care options counseling for those not eligible for government funding, elderly benefits counseling, disability benefits counseling, transitional services to those 17 years and six months of age and older, and coordination of adult protective services with the system charged with that responsibility.

To further clarify short-term service coordination, the definition of "Brief Services" shall be used. The Wisconsin Department of Health Services has defined "Brief Services" as follows:

"Brief services occur as an outgrowth of I&A activities. Activities move beyond referral, assistance and follow up. Brief service cases are those where staff are directly involved in setting up one or more services; and activities include some care planning and initial goal setting. They are cases which traditionally might be "open ended for service" as a short-term case (30 to 60 days). They are cases where I&A staff must track the case disposition. Often they require several contacts. They also include cases where the person is not referred for long term case management, but I&A staff are providing some short-term intervention."¹

The ADRC will ensure that short-term services do not become long-term by following a policy that describes short-term care coordination and case management as 60 days or less, identifies the criteria that defines individuals that should receive such services, and sets procedures for dealing with needs that exceed the scope and limits of such services.

When a case has been active for 60 days, the involved worker will bring it to the attention of supervisory staff. The case will be reviewed at the next scheduled ADRC management team meeting and a final determination will be made as to whether there is a need for ongoing services. If the team determines there are no unmet needs, the worker shall make one more contact with the client to terminate services, and close the case. The case shall only be reopened if the ADRC is

¹ (2005 Wisconsin ADRC contract)

again contacted by the client or on behalf of the client about another issue or there is a change in status in regard to the initial issue.

Elderly Benefits Counseling

Currently, Rock County maintains two full-time Elderly Benefit Specialist positions; one is employed by the Rock County Aging Department and the other is contracted by the Aging Department. Each specialist has an assigned geographical area of the county and works with those individuals in their area. Although both benefit specialists have full schedules, this arrangement has worked well for the community. Therefore, it appears this level of service is adequate in providing benefit specialist services for the ADRC of Rock County.

Elderly Benefit Specialist caseloads will be supervised by attorneys from the Elder Law Center which are contracted by the area agency on aging.

Elderly Benefit Specialist services will be available both at the ADRC as well as in the community. Office hours at the ADRC will be maintained on a consistent basis and each specialist will have a private office at the ADRC to ensure client confidentiality. Outreach sites such as senior centers, senior housing, meal sites, libraries, and churches will also have regularly scheduled hours, ensuring the Benefit Specialists are in the community and accessible to elderly consumers. The hours and sites will be advertised in the Aging Departments *Senior Review* newspaper which has a distribution of over 3000 including outreach sites. Additional public awareness of the Elderly Benefit Specialist services will be ensured by:

- Advertising in agency newsletters, newspapers, etc.
- Public speaking
- ADRC publications/resource materials
- Contact with the medical community
- Health fairs
- Disability network

- Aging network

The I&A staff at the ADRC of Rock County will often be the first point of contact. They will be trained to provide general eligibility information for public benefits and provide informational brochures for consumers to take with them. However, once it is determined the consumer's concern would be better served by an Elderly Benefit Specialist, the I&A staff will facilitate a contact with the Elderly Benefit Specialist or provide the consumer with the business card of the Elderly Benefit Specialist to call for additional assistance. Due to confidentiality issues between consumers and the Elderly Benefit Specialist, I&A Specialists cannot refer names of consumers to the Elderly Benefit Specialist unless the consumer signs an agreement allowing the Elderly Benefit Specialist to make contact with them.

The Elderly Benefit Specialist will specialize in topics such as Medicare and prescription drug coverage, Social Security benefits, as well as advocate on behalf of those individuals age 60 and older who have consumer rights issues, complaints, and/or grievances related to Medicare. The Elderly Benefit Specialist will also have some basic knowledge on topics related to those who would normally be served by a Disability Benefit Specialist. This will include collaboration on consumers who are age 59 and nearing their 60th birthday, depending on the need of the client.

The Elderly Benefit Specialist will be expected to attend all staff meetings. This will give the ADRC staff the opportunity to ask questions and receive information and updates regarding benefits.

Disability Benefit Specialist

In order to ensure those adults ages 18 – 59 with physical disabilities, developmental disabilities, substance abuse disorders or mental illness, are fully served by the ADRC of Rock County, the ADRC will employ two Disability Benefit Specialists. These individuals will work collaboratively with the Elderly Benefit Specialists but will specialize in issues and benefits related to the above listed target groups.

The Disability Benefit Specialists will receive their initial and ongoing training through program attorneys from Disability Rights Wisconsin. Although funding for the Disability Benefit Specialists positions is not available until after the ADRC has been operational for six months, it is anticipated these individuals will be hired within the first six months so that appropriate training can be obtained and services can be offered immediately at month seven when funding is available. Supervision of substantive casework and consultation will be provided by the Disability Rights Wisconsin attorneys, however the ADRC Director will provide direct support and supervision to the Disability Benefit Specialists.

Disability Benefit Specialist services will be available both at the ADRC as well as in the community. Office hours at the ADRC will be maintained on a consistent basis and each specialist will have a private office at the ADRC to ensure client confidentiality. Outreach sites will be consistent with the Elderly Benefit Specialists and be held at such sites as housing complexes, meal sites, libraries, and churches as to ensure the Benefit Specialists are in the community and accessible to consumers with disabilities. The hours and sites will be published for distribution at the ADRC. Additional public awareness of the Disability Benefit Specialist services will be ensured by:

- Advertising in agency newsletters, newspapers, etc.
- Public speaking
- Distributing ADRC publications/resource materials
- Contacting with the medical community
- Participating in health fairs
- Engaging disability and aging networks
- Contacting school districts

The I&A staff at the ADRC of Rock County will often be the first point of contact. They will be trained to provide general eligibility information on public benefits and provide informational brochures for consumers to take with them. However, once it is determined the consumer's concern would be better served by a Disability Benefit Specialist, the I&A staff will facilitate a contact with the Disability Benefit Specialist or provide the consumer with the business card of the Disability Benefit Specialist to call for additional assistance unless the customer signs an agreement allowing the Disability Benefit Specialist to make contact with them.

The Disability Benefit Specialist will specialize in providing information and assistance to adults with disabilities regarding how to access private and government benefits especially when trying to obtain a disability determination, consumer rights, grievances and appeals processes, employment referrals, and provide representation in administrative hearings or grievance steps.

As staff of the ADRC, the Disability Benefit Specialist will be expected to attend all staff meetings. This will give all ADRC staff the opportunity to ask questions and receive information and updates regarding benefits.

Client Advocacy

The ADRC of Rock County as a whole, will provide individual advocacy to consumers, their families, and/or representatives. Advocacy is the primary role of every employee of the ADRC. All employees of the ADRC will have job descriptions indicating their responsibility to advocate on behalf of consumers.

Consumers will be informed of their rights in a variety of ways. The ADRC will utilize posters, brochures, and its web site to communicate consumer rights regarding access to publicly funded programs in both English and Spanish. The ADRC will also make accommodations for consumers who need interpreter services. In situations that require a higher level of technical knowledge consumers will be assisted in linking with appropriate advocacy agencies such as Legal Action of Wisconsin, Disability Rights Wisconsin, Department of Public Instruction, Independent Living Center (Society's Asset's), Ombudsman program, mental health/AODA and developmental disability advocacy groups, volunteers, and other local resources.

When Family Care is operating in Rock County, the ADRC of Rock County will advocate for consumers who are denied access to the Family Care benefit. Should a consumer be found ineligible for the Family Care benefit, an I&A staff will inform them of their right to appeal the decision and provide assistance to help with the appeal process.

Rock County intends to operate an ADRC independent from and completely separate from a Managed Care Organization (MCO). Although an MCO has not yet been selected to work with Rock County, it is understood that when a MCO is selected, the county will work in cooperation with the MCO to identify any conflicts of interest that

could potentially exist. Should any conflicts of interest be identified, a policy and procedure will be developed cooperatively with the MCO and ADRC staff will be trained on the policy.

It is the goal of the ADRC of Rock County to work cooperatively with the MCO when issues involve consumers. By working together it is hoped issues can be resolved at the local level. ADRC staff, the MCO's quality assurance staff, and the consumer will attempt to reach a mutual agreement whenever possible. If the consumer remains displeased with the MCO's action and requests further advocacy the ADRC will refer the consumer to the appropriate outside advocacy agency.

The ADRC of Rock County will also collaborate with organizations such as, but not limited to, Partnership for Older Adults, Wisconsin Association for Retarded Citizens, Homeless Intervention Task Force, local school districts, the Transition Advisory Committee of Rock County, Special Olympics and the Caregiver Coalition as well as other ADRCs to advocate for systems change on policies that affect consumers of the ADRC and MCO. We will be careful not to duplicate the efforts of other coalitions to maintain efficiency with our resources. The ADRC of Rock County will advocate for the funding of provided services, funding to fill unmet community needs, and other issues that will benefit consumers of the ADRC.

Prevention & Early Intervention:

The Aging and Disability Resource Center of Rock County will incorporate activities that promote healthy lifestyles, provide early intervention strategies and reduce the risk of disabling conditions. Prevention and early intervention services provided by the ADRC will be based on the community needs identified by its governing board. The governing board and staff will determine what prevention and awareness programs/resources already exist in the county by surveying community agencies such as Partners In Prevention, Rock County Youth 2 Youth, United Way, UW-Extension, Developmental Disabilities Board, Public Health Department, Fire/Law Enforcement Department, Human Services/Child Protective Services, Rock County Aging Department, community health surveys and other departments and appropriate community-based organizations.

Rock County's Aging Department has trained staff to promote and provide two of the initiatives of the Wisconsin Healthy Aging Institute; Stepping On Falls Prevention Program and Living Well with Chronic Conditions. The Aging Department also offers the evidence-based Healthy Eating for Successful Living in Older Adults program.

Information and Assistance staff will be trained to screen for risk factors associated with long-term illness and disability (screening defined as, but not limited to, self assessment tools and questionnaires related to a consumer's personal situation, recent falls, proper protective bike gear, car seats, seat belts, nutrition, drug and alcohol, etc.) As a routine part of information and assistance and long-term care options counseling, the ADRC will be alert to potential risk factors in the person's situation, identify opportunities for prevention and early intervention and, where appropriate, provide specific prevention advice and education to individuals in its target

populations. Staff will distribute written materials related to identified risks for consumers and/or their family members as well as make referrals to appropriate community entities.

The ADRC will coordinate with public health agencies and community service providers to secure resources for effective prevention programs. The ADRC will develop linkages with, and refer consumers and/or family members to, public health agencies and other entities that have a public prevention, early intervention, disease management and/or health literacy focus. Agreements/memorandums of understanding with these community organizations will be developed.