

**Core Components and Criteria of a Fully Functional  
Aging and Disability Resource Center (ADRC)  
At-A-Glance  
Updated March 2012**

**Information, Referral and Awareness (I&R/A)**

- Formal Marketing Plan for All Ages, Income Levels, Disability Types
- Marketing to and Serving Private Paying Populations
- Systematic I&R Processes Provided Across all Operating Organizations
- Follow-Up on I&R Services
- Online Comprehensive Resource Database, Public and Searchable

**Options Counseling and Assistance**

- Formal Standards and Protocols Guiding Delivery to All Income Levels and Disabilities
- Short-term Support in Crisis/Urgent Situations (Preventing Institutionalization)
- Follow-Up on Options Counseling Services
- Futures Planning for Long Term Service and Support (LTSS) Needs

**Streamlined Eligibility Determination for Public Programs**

- Coordinated/Integrated Process for Financial and Functional Eligibility
- Standardized Intake and Screening Across all Operating Organizations
- Uniform Criteria to Assess Risk of Institutionalization
- Functional Eligibility Determined On-Site or Through Seamless Referral Process
- Personalized Assistance in Financial Application Completion
- Financial Eligibility Determined On-Site or Through Electronic Exchange
- Applicants Tracked through Determination Process; Follow-up with Ineligible Individuals

**Person-Centered Transition Support**

- Formal Agreements with Critical Pathway Providers and Protocols for Providing Transitions Support, Referral Processes, and Staff Training
- Local Contact Agency Designation (MDS 3.0 Section Q)

**Consumer Populations, Partnerships and Stakeholder Involvement**

- Staff with Capacity and Training to Serve All Ages and Disability Types
- Consumer Involvement in Program Design, Operation, and Quality Improvement
- Formal Partnership Agreements, Protocols, or Contracts with:
  - Critical Aging and Disability Organizations
  - Medicaid
  - State Health Insurance Assistance Program (SHIP), Adult Protective Services (APS), and 2-1-1
  - Veteran's Administration (VA) Medical Center(s)

**Quality Assurance and Continuous Improvement**

- Formal Sustainability Plan with Diverse Funding Sources
- Adequate Staffing and Management
- Continuous Quality Improvement Plan and Procedures in Effect
- IT/MIS Supports All Program Functions
- Routine State Level Performance Tracking
- Routine Local Level Performance Tracking