



# Aging and Disability Resource Connections

# Department of Social Services

## Guiding Principles

---

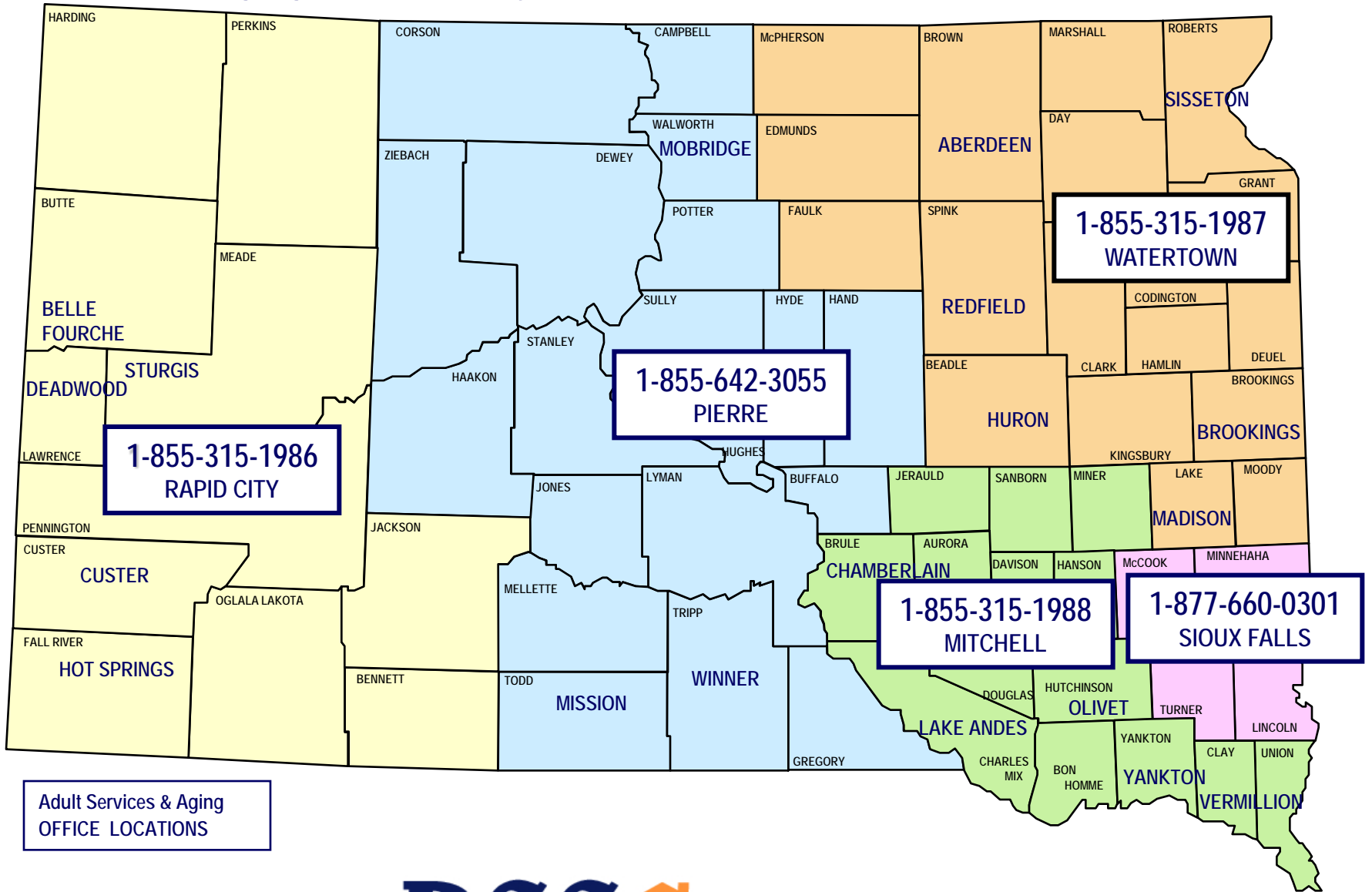
We believe in providing quality, timely customer service through the “no wrong door” approach.

Our goal is to enable older South Dakotans and adults with disabilities to live independently at home and in their local communities as long as possible.

# National Vision for Aging and Disability Resource Centers (ADRC)

To have Aging and Disability Resource Centers as highly visible and trusted places available in every community across the country where people of all ages, incomes and disabilities can access information on the full range of long-term service and support options and as a no wrong door to public and private long-term programs and benefits.

# Aging and Disability Resource Connections Call Centers



Adult Services & Aging  
OFFICE LOCATIONS

# Aging and Disability Resource Connections

People of all ages, income, and disabilities can access information on public and private long-term services and supports available in their local communities and throughout South Dakota.

- Information and Referral
- Options Planning
- Assistance to Access Services and Supports

# ADRC Functions

- Information and Referral
- Options Planning
- Intake – SD Choices
- Assess Needs – Community Health Assessment
- Care Plan – Person Centered
- Follow-up – Case Management

# Information and Referral

- Begins by listening to and gaining information from the person to help identify his/her need(s).
- Continues by connecting the person with the agency, organization, provider who can meet the person's need for information and/or services.
- Concludes with providing the right information at the right time in the right way.

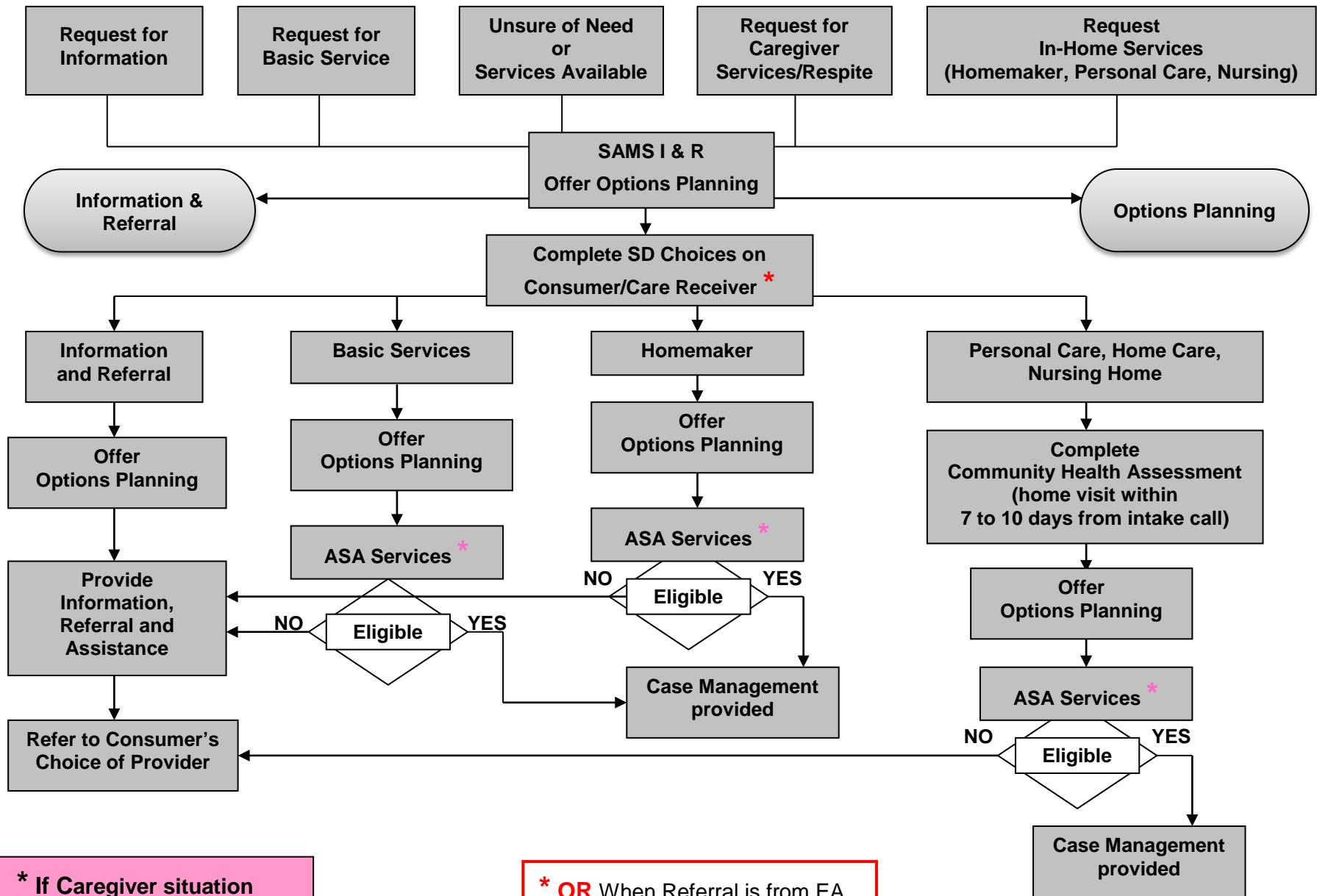
# Options Planning

A free service offering information and decision support to individuals and their family/friends about available services, supports, and resources to meet long-term care needs at home and in the community.





ADRC Intake Process  
Call, Email, Fax, In-Person



**\* If Caregiver situation**  
Refer to Caregiver Program flow chart to determine Caregiver needs

**\* OR** When Referral is from EA  
Long-Term Care: Complete CHA

## Intake - SD Choices

SD Choices is a standardized intake screen developed by interRAI – University of Michigan, international group of 40 plus researchers and clinicians.

Algorithms applied to questions in the following areas: Communication, Cognition, Behavior, Medication, Health Status, Activities of Daily Living (ADLs), Instrumental Activities of Daily Living (IADLs), Living Arrangement and Basic Financial Information.

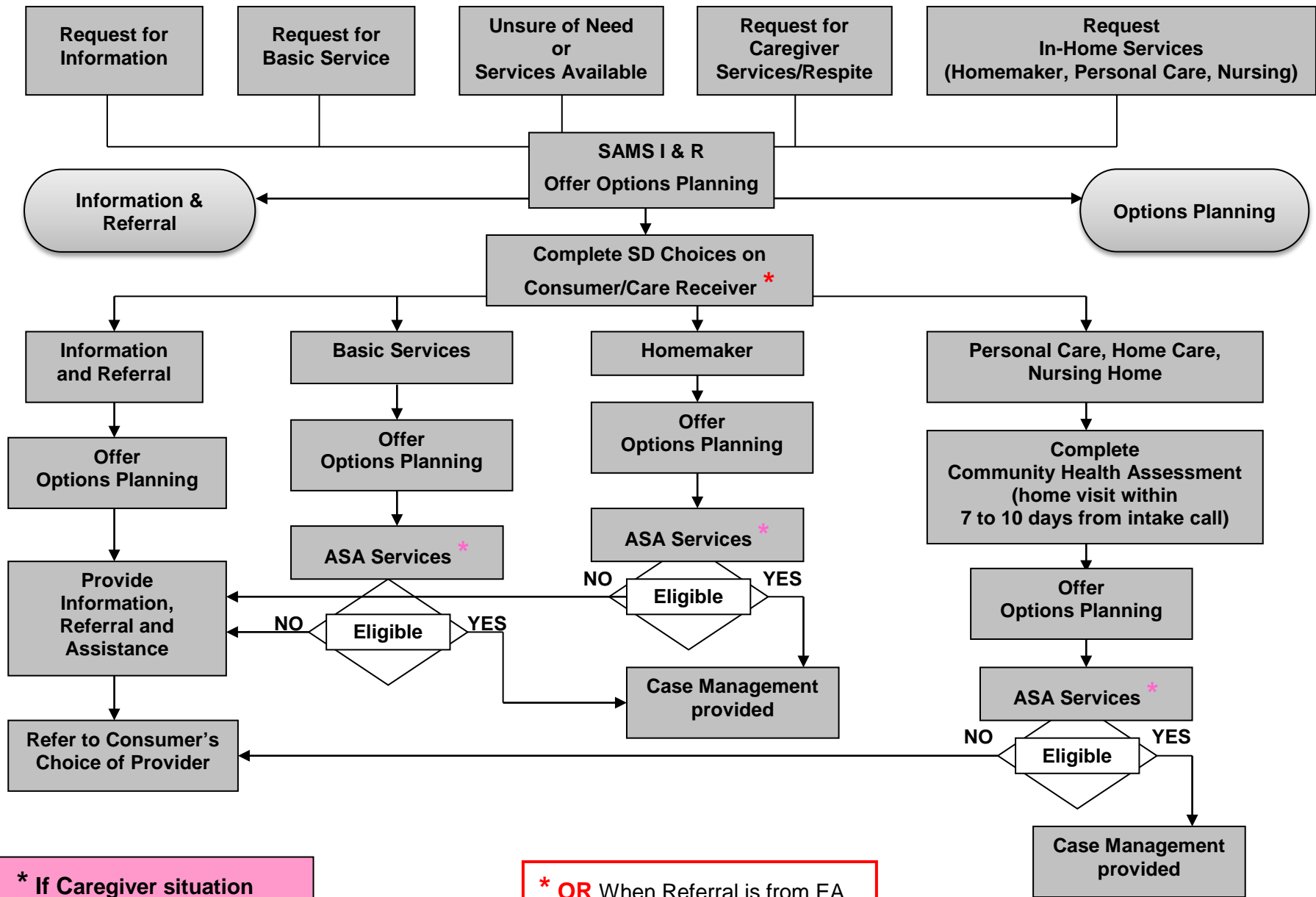
Standardized result helps to determine level of service need to assist in determining if an assessment is completed.

# SD Choices

## South Dakota Choices Intake Screen Outcomes:

- Level 1 = Information and Referral (basic service)
- Level 2 = Homemaker (home visit/task list)
- Level 3 = Personal Care (home visit/assessment)
- Level 4 = Home Care (home visit/assessment)
- Level 5 = Nursing Home (home visit/assessment)

ADRC Intake Process  
Call, Email, Fax, In-Person



**\* If Caregiver situation**  
Refer to Caregiver Program flow chart to determine Caregiver needs

**\* OR** When Referral is from EA Long-Term Care: Complete CHA

# Assessment

Community Health Assessment (CHA)  
interRAI – University of Michigan

- Validity and reliability tested
- Standardized assessment
- Comprehensive evaluation of consumer's functional status, strengths, and needs
- Outcomes assist in developing care plan

# Care Plan

## Person centered

- focus is on the individual's needs, strengths, preferences and priorities

Includes how assistance is provided to meet individualized needs

- formal services
- informal supports (family, friends)
- community resources

**ASA Services**  
Basic Services and Homemaker Services

**Emergency Response,  
Nutritional Supplements,  
Meals,  
Medical Equipment,  
Medical Supplies**

**Follow-up with  
consumer in  
two weeks  
(telephone call)**

**Six month Review  
(telephone call)**

**Annual Review  
Complete  
SD Choices Screen  
(telephone call)**

**Homemaker Services**

**Complete  
696E Homemaker  
Task List within 7 to 10  
days from intake  
(home visit)**

**Follow-up  
with consumer in  
two weeks  
(telephone call)**

**Six month Review  
Complete  
Quality of Life  
Consumer Survey  
(telephone call)**

**Annual Review  
Complete  
SD Choices Screen  
Complete  
696E Homemaker  
Task List  
(home visit)**

**ASA Services**  
Personal Care and Nursing Services

**Personal Care and  
Nursing Services**

**Complete Care Plan  
within 7 to 10 days from  
completion of Community  
Health Assessment  
(home visit)**

**Follow-up with consumer in  
two weeks  
(telephone call)**

**Three month quarterly contact  
(telephone call)**

**Six month Review  
Complete Quality of Life  
Consumer Survey  
(home visit)**

**Nine month quarterly contact  
(telephone call)**

**Annual Review  
Complete New  
CHA-FS Assessment,  
678E Care Plan, and  
665E Services Task List  
(home visit)**

# Quality of Life Survey

- Developed by interRAI - a Self-Report Home Care, Community Living Quality of Life Survey
- Questions measure an individual's satisfaction on areas including: safety and security, comfort and environment, respect and worker responsiveness
- Completed with the individual during a six month review



# Quality of Life Survey Question Outcomes

- I feel safe when I am alone. (89%)
- If I need help right away, I can get it. (89%)
- I get the services I need. (92%)
- I am treated with respect by the people involved in my support and care. (92%)
- The care and support I get help me live my life the way I want. (89%)



# ASA Services

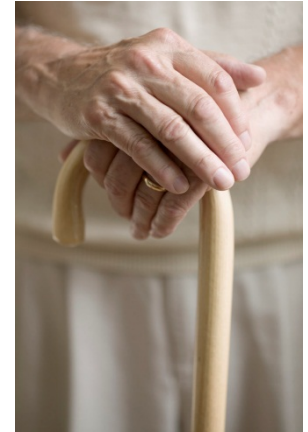
Home & Community Based Services include:

- Assistive Devices
  - Emergency Response System
  - Meals
  - Nutritional Supplements
  - Medical Supplies
  - Medical Equipment
- Basic**
- Homemaker – household tasks
  - Personal Care – hands on care
  - Nursing Services – hands on care
- In-home**

# Assistive Devices and Emergency Response

## Assistive Devices

- Devices that enhance an individual's self-sufficiency, safety or mobility, and assist the person to live safely and independently at home
- Examples: cane, grab bar, walker, commode, wheelchair shower chair, toilet riser, lift chair, etc.



## Emergency Response System

- Provide a 24 hour safeguard for individuals and individuals with physical disabilities who are at a significant risk for falls.
- Pendants provide remote access to call previously programmed numbers in care of an emergency

# Meals

Nutrition Program sites offer

- Hot, nutritious meals every weekday which meet one-third of a person's dietary needs
- Congregate meals offer an opportunity to meet others in a group dining setting
- Home-delivered meals available for individuals who are unable to leave their home

Meals are prepared for individuals age 60 and older and individuals age 18 and older with disabilities but anyone can dine at a Meal site regardless of age for the full cost of the meal.



# Medical Supplies and Medical Equipment

## Medical Supplies

- Disposable incontinence, diabetic and wound care supplies
- Examples: disposable pads/briefs, bed pads, urostomy/colostomy/ostomy supplies, diabetic test strips, syringes, bandages, alcohol wipes, skin disinfectant, gloves

## Medical Equipment

- Rental of a hospital bed, wheelchair
- Rental of a medication dispensing device, i.e., CompuMed, MedReady, etc.

# In-Home Services

- **Homemaker – hands off tasks**
  - Housekeeping, laundry, grocery shopping, meal preparation
- **Personal Care – hands on care**
  - Dressing, personal hygiene, bathing, eating, toileting
- **Nursing Services – hands on care**
  - Assessment and monitoring of health status, taking vital signs, injections, blood draws, wound care, medication assistance



# Caregiver Program

Caregiver Services including Respite Care provides assistance to family and informal caregivers with temporary relief and access to services to sustain and support caregivers as they strive to meet the needs of care receivers.

- Care recipient age 60 and older
- Care recipient of any age with a diagnosis of Alzheimer's Disease
- A Grandparent, step-grandparent, or relative over age 55 who is caring for children under age 18 or who have severe disabilities



# Adult Day Services and Transportation

## **Adult Day Services**

- Caregiver relief during day hours
- Structured activities and meals for the care recipient
- Supports the primary caregiver while working or completing other activities during the day

## **Transportation**

- Six transportation providers located across the state provide statewide coverage
- Transportation to access medical providers, banks, grocery stores, shopping, senior centers, nutrition sites, adult day programs, and to run errands



# Legal Services

As the State Agency responsible for the administration of the Older Americans Act in South Dakota, the Division of Adult Services and Aging provides access to legal assistance to persons age 60 and older, with the greatest economic and social need.

Legal assistance is advice and representation provided by an attorney or a paralegal working under the supervision of an attorney, regarding:

- Advance directives
- Wills
- Consumer problems
- Housing
- Other legal issues



# Legal Services

## East River Legal Services

335 North Main Avenue #300

Sioux Falls, SD 57104

1-800-952-3015 or 605-336-9230

## Dakota Plains Legal Services\*

PO Box 727

Mission, SD 57555

1-800-658-2297 or 605-856-4444

- \* Dakota Plains Legal Services has branch offices in Pine Ridge, Eagle Butte, Fort Thompson, Rapid City, Sisseton, and Fort Yates, N.D.

# Adult Protective Services: Reporting

South Dakota Law requires individuals in the medical and mental health professions and employees or entities that have ongoing contact with and exposure to elders and adults with disabilities, to report knowledge or reasonable suspicion of abuse or neglect of elders and adults with disabilities.

To report abuse, neglect, or exploitation of an elder or an adult with disabilities, contact the nearest Department of Social Services office, your local law enforcement agency, or local state's attorney's office.

Report the following if known:

- Name, age, and address of the adult who is in danger;
- Names, addresses and phone numbers of guardian or relatives;
- Names of other people involved, if any;
- Description of the situation causing the danger; and
- All reports are confidential.

# Ombudsman

The Ombudsman's role is to advocate for the rights of individuals residing in nursing homes, assisted living and other care facilities:

- Identify and investigate resident complaints
- Represent the interests of the resident through advocating, educating, and mediating
- Support Resident Councils
- Provide education and information to residents, families, and staff, i.e., resident rights

# Senior Health Information and Insurance Education (SHIINE)

SHIINE's purpose is to educate South Dakotans and assist them with questions, concerns and issues regarding all parts of Medicare.

Staff and trained volunteers are available statewide to assist people, free of charge, who have problems or questions regarding their Medicare benefits.

SHIINE is committed to providing confidential and unbiased information to Medicare beneficiaries.

# Other Available Services and Supports

- Adult Day Services
- Legal Services
- Transportation
- Assisted Living
- Nursing Facility
- Hospice
- Food stamps
- Weatherization
- Veterans Benefits
- SHIINE
- Independent Living Centers
- Mental Health Centers
- Assistance Program for prescription medications



# Resource Directory

ADRC Resource Directory is available:

<http://southdakota.assistguide.net/>

<http://dss.sd.gov/asa/services/adrc.aspx>

- Information on services and providers
- Learning Library
  - Links to Federal and State information
- Assess My Needs



**Thank You!**