

ADRC Service System Roles & Responsibilities



Iowa Department of Health and Human Services (Iowa HHS), Aging and Disability Services Division

Iowa HHS is in charge of organizing and making sure services and supports work well for people with disabilities and their caregivers. They help plan and manage the whole system.

Here are some of the other things Iowa HHS does:

- ▶ Assess and plan the right services for people who need help.
- ▶ Coordinate the system so everything works together smoothly.
- ▶ Oversee DAPs to make sure they are doing a good job.
- ▶ Collect and use data to improve services and share important information.
- ▶ Work with partners across the state to make the system better for everyone.

Aging & Disability Resource Centers (ADRC)

ADRCs (Aging and Disability Resource Centers) help make it easier for older adults and people with disabilities to find the services and support they need. They work with different partners to make sure people get the right help in a simple and easy way. This is part of something called the No Wrong Door Model, which means people can get help no matter where they start.

Here's what else ADRCs do:

- ▶ Answer questions and give support that fits each person's needs
- ▶ People can contact the ADRC in four main ways:

1. In person

2. by phone

3. through the website

4. referral by a community partner

(continued)

Disability Access Points

Disability Access Points, or DAPs, are local places that help people with disabilities, their families, and their caregivers find the services and support they need—both short-term and long-term. DAPs help by giving information, making plans, making referrals and checking in to make sure people are getting the right support to live healthy, independent lives.

Here's what DAPs do:

- ▶ Give information, advice, and support, and help people connect with resources and services in their community.
- ▶ Work as part of the Aging and Disability Resource Center (ADRC) Network, which helps older adults and people with disabilities across Iowa.
- ▶ Answer questions and give person-centered help that fits each person's needs.
- ▶ Work with local leaders, individuals with disabilities and disability programs to make sure disability services meet the needs of the community.

Area Agencies on Aging (AAA)

An Area Agency on Aging, or AAA, helps people over age 60, caregivers, and adults over 18 with disabilities live healthy and independent lives. They speak up for their needs and help plan and organize services and support from programs included in the Older Americans Act.

Here are some of the things they do:

- ▶ Help individuals and their caregivers learn about services and support options.
- ▶ Provide services like meals, counseling, in-home supports, and community programs.
- ▶ Work as part of the Aging and Disability Resource Center (ADRC) Network.

Aging & Disability Resource Center (ADRC) Technical Assistance and Call Center

The ADRC Technical Assistance and Call Center helps make it easier for older adults and people with disabilities to find the long-term services and support they need. They do this by working with different partners and giving training and support to help everything run smoothly.

Here are some of the other things they do:

- ▶ Run a statewide call center to answer questions and help people.
- ▶ Provide an easy-to-use website where people can find information.
- ▶ Give training and support to Iowa's Aging and Disability Resource Centers (ADRCs), partners, and others who help.