# Q&A from NWD November Monthly Webinar

**From Illinois:**

**Q:** Did you experience any reluctance for buy-in from the I/DD service system at the state or local levels? How did you overcome this?

**A: (from Pennsylvania)** We took a multi-pronged approach to developing partnerships with local I/DD organizations. At the State Level, the PA Department of Aging and the Office of Developmental Programs have a joint committee that sponsors an annual conference focused on the needs of aging individuals who also have I/DD, as well as the needs of aging caregivers of persons with I/DD. Additionally, the Joint Committee provides base funding for local organizations to design collaborative programs and develop a process for joint case management at the County Level. The PA Link joined the Joint Committee and worked to integrate the local Link Network into the county process. This has yielded great success as Link Partner Agencies met to discuss specific collaborative programs and collaborative case management.

Additionally, through our local level Link Coordinators and Partners we invited the local I/DD organizations speak at our Link sponsored Cross Training meetings where they would have a forum to discuss what services they provide, how those services are accessed and what gaps in service they experienced for the individuals and families they provided assistance.

Finally, we used the state administrative entities on the Balancing Incentive Team to encourage their local level organizations to join our partnership initiative and take the seat at the planning table being held for them.

**From Texas:**

**Q:** Will the recording of this webinar be available online? If so, when?

**A:** Recordings are available for each monthly webinar within 1 week of the date of the webinar. All webinar recordings are posted on the planning grantees resource page: <http://www.adrc-tae.acl.gov/tiki-index.php?page=PlanningGrants>

**From Rhode Island:**

**Q:** How many partners are in the VT ADRC network?

**A: (from Vermont)** There are currently 10 core partners that comprise the VT ADRC:

* all five Area Agencies on Aging
* the statewide Vermont Center for Independent Living
* the statewide Brain Injury Association of Vermont
* the statewide Green Mountain Self-Advocates (I/DD peer led program)
* the statewide Vermont Family Network (I/DD and family support program)
* the statewide VT 211 Program

We are in the process of determining how we will invite the regional developmental disability agencies to the table as well as the community mental health agencies. As part of our governance & administrative work, we believe there are key additional stakeholders that may play important roles in the ADRC work to achieve the NWD vision. Work is currently underway to explore who needs to be at the table, and what role they should, and desire to, play.

**From Rhode Island:**

**Q:** How often does Vermont meet with its stakeholders?

**A: (from Vermont)** The Vermont ADRC Executive Leadership Team meets monthly. This meeting is comprised of the ten core partner agencies of the VT ADRC. Executive Directors and key managers attend, as well as the State Leadership from DAIL, the ADRC Project Manager, and invited staff and other community stakeholders outside of the ADRC itself depending on the topic area. The White River Junction VAMC also attends in partnership with the Veterans Independence Program.

State leadership within DAIL and other state agencies are beginning to meet monthly to build its NWD governance and administrative structure.

Specific initiatives of the VT ADRC meet as outlined:

* The Person Centered Options Counseling Peer Team Supervisors (supervisors of staff who provide options counseling) meeting quarterly in person along with the MFP director and the DAIL ADRC staff to discuss the PCOC Program.
* The Care Transitions Pilot project team meets bi-weekly via webinar, which is comprised of three of the ADRC partners along with a local hospital and evaluators, including the ADRC Program Manager
* The Medicaid Reimbursement Pilot project team meets quarterly in person, which is comprised of two of the ADRC partners along with the DAIL staff and Department for Children & Families Medicaid District Office staff

**From Rhode Island:**

**Q:** In PA, who did the Outreach? How was it done? Newspaper, TV, ETC?

**A: (from Pennsylvania)** Our PA Link outreach is handled primarily on the local level through TV, radio, billboards, church bulletins, placemats, brochures in doctors’ and legislators’ offices and the press but with state approved and directed messaging. We have a trademark PA Link Logo (below). We ask that the logo is visible at all Link partnered events and on all give-a-ways with our toll free number. We provide a small marketing budget to all 15 service areas. Most partners put the Link logo on their materials and have it on their websites.

Our PA Link outreach is handled primarily on the local level through TV, radio, billboards, church bulletins, placemats, brochures in doctors’ and legislators’ offices and the press but with state approved and directed messaging. We have a trademark PA Link Logo (below). We ask that the logo is visible at all Link partnered events and on all give-a-ways with our toll free number. We provide a small marketing budget to all 15 service areas. Most partners put the Link logo on their materials and have it on their websites.

We also have hundreds of engraved plaques with the same TM logo to recognize all local ADRC partners. As soon as our public portal goes live we will distribute these plaques (below) as it has our soon to be released URL on the plaque. We will make a big announcement on the state level regarding the public portal resource directory and tell consumers to look for agencies with this plaque in their lobby. People will learn that PA Link partner agencies are connected (or linked) to all the other community support systems a person may need to stay in their own home and community and they can receive information and assistance on what support is available to them regardless of their age, income or disability through any Link partner agency. This is our branding. I often use the analogy that the sign is like seeing that the agency is a member of the better business bureau or a member of the chamber of commerce and has clout and credibility of being a part of something larger than one business. Core partners (as this sign indicates) will be eventually be able to do the intake assessment and forward it to other partners electronically so a person does not have to repeat the same information over and over to agency that may play a role in providing community support services (home delivered meals, rent rebate assistance, Phamaceutal assistance, LIHEAP, Waiver services, assessments, Options Counseling, Shared ride services, etc.)

