



Name of Program: AZ Links, Your Link to Aging & Disability Resources

Name of Organization: Department of Economic Security, Division of Aging & Adult Services (DAAS), Phoenix, AZ

The Arizona Department of Economic Security's Division of Aging & Adult Services (DAAS), Arizona Health Care Cost Containment System (AHCCCS), Area Agencies on Aging (AAA), Division of Developmental Disabilities (DDD), and Independent Living Centers (ILC) have partnered to develop and implement the Arizona Aging and Disability Resource Center (AZ Links). The project serves older adults, persons with physical disabilities, and persons with developmental disabilities. The first goal is to create a single, coordinated system of information, assistance, and access for all persons seeking long-term care services, through AZ Links. The second goal is to create a programmatic process that is reflected in an integrated data infrastructure that will allow aging, physical disability, developmental disability, health, and Medicaid systems to communicate.

Results that have been achieved to date:

- Establishment of two pilot regional networks: Maricopa County (urban) Mohave County (rural).
- MOU signed by the Governor's Council on Developmental Disabilities to provide funding for focus groups and marketing of AZ Links.
- Development of comprehensive statewide training manual.
- Completion of two cross training events in both regional networks.
- Focus Groups of target population held to review website.
- Development of an online screening tool.
- Development of a common intake form.
- AZ Links website launched in August, 2007. Comparison between the February, 2008 and August, 2007 (August 1 website launched) showed a 132% increase in page views
- Agreement by AHCCCS to include the AAA Help Line phone number on the bottom of each denial letter for each pilot region.
- Interagency Services Agreement between AHCCCS & DAAS signed to develop business requirements to further the development of AZ Links website to expand the capability.

This project illustrates through coordination, seniors, persons with disabilities and their caregivers can obtain the tools they need to make informed decisions about, and gain better access to existing health and long term care options in their communities.

Key partners include Arizona Health Care Cost Containment System (Medicaid Agency), Area Agencies on Aging, Division of Developmental Disabilities, and Independent Living Centers to target individuals aged 18 and over with a physical or developmental disability and 60 years of age or older.

For more information about AZ Links, contact Robin Jordan at (602) 542-4446 or by email at rjordan@azdes.gov The website is www.azlinks.gov