

**Administration on Aging
and
Centers for Medicare & Medicaid Services**

Aging and Disability Resource Center Grant Program

Organization Name: Tennessee Commission on Aging and Disability

Project Title: Tennessee Aging and Disability Resource Center Initiative

Total Project Period: 9/30/2005 – 9/30/2008

Total Award Amount: \$800,000

Project Contact: Perry Elton, (615) 741-2056

Project's Overall Design: The goal of the initiative is to develop models of "one-stop", single entry, highly visible Resource Centers in two areas of the state. The Resource Centers will reach out to the public to foster understanding and use of all forms of long-term support. The public will have easy access by phone, internet, and visitation at the sites to information, counseling and assistance, and linkage to a full range of long-term service support and living options. Consumers and caregivers will get counseling regarding Long-Term Care and Health needs, and care options that will support them in making informed decisions and choices, regardless of payment source. The First Tennessee Area Agency on Aging and Disability (AAAD) and the Greater Nashville AAAD will set up the Resource Centers within their service areas. The Tennessee Commission on Aging and Disability (TCAD), other state agencies, and the local agencies, will work to streamline and simplify intake and eligibility processes; eliminate duplicate information-gathering; enhance exchange of data between the systems, and select the best technology and location of staff to get appropriate services to the consumer efficiently and effectively. The TCAD and the other state Medicaid agencies will cooperate to develop the Resource Centers' capacity to track clients, and to report and analyze outcomes. TCAD and the AAAs will collaborate with consumer and advisory groups, key referral sources, support systems, providers of services in their areas, and other state agencies to make the Resource Center a true one-stop approach for the consumer.

Target Population:

- Year One – individuals aged 60 and older
- Year Two & Three – 60+ and adults with physical disabilities

Anticipated Outcomes:

- Consumers, Providers and Concerned Citizens will know the center as the place to contact for long term support information and assistance.
- Consumers refer others based on their own good experience at the center.
- Consumers can get the help they need conveniently and effectively.
- Consumer's needs as identified by the consumer are recognized and addressed.

- The amount of time and paperwork invested by the client in getting services is reduced.
- Resource Centers are fully operational and achieving their goals by the end of year 3.

Involvement of Stakeholders and Community Based Organizations:

State: Commission on Aging and Disability; Department of Finance and Administration, Commissioner's Office; Bureau of TennCare; Department of Mental Health and Developmental Disabilities; Developmental Disability Council; Department of Human Services; Governor's Office of Policy Development; Representatives of two participating AAADs.

Local: aging and disability consumers, consumer advocate groups, the AAAD advisory Council, Local providers such as Hospitals, discharge planners, Home care providers, health care providers, special populations, housing providers, and faith-based providers of services.