

COMMUNITY RESOURCE CONNECTIONS FOR AGING AND DISABILITIES PROGRESS REPORT

CRCs Begin Expansion

North Carolina (N.C.) Community Resource Connections for Aging and Disabilities (CRC) expansion "officially" commenced with the hosting of a one and a half-day summit in Raleigh Oct. 21-22, 2008. All full-program and development project grantees attended along with members of the State CRC Collaborative.

Joseph Lugo, ADRC Project Officer at the U.S. Administration on Aging, presented an overview of the federal ADRC Initiative. Other presentation topics included Social Marketing; Person-Centered Thinking, Planning, and Organizations; CRC Program Implementation; and Critical Pathways: Engaging the Medical Community. The Summit received an overall positive evaluation from participants completing the exit survey.

The Summit concluded with the initiation of six work groups comprised of members of the State Collaborative and grantees. Workgroups included IT/Screening Process, Evaluation, Marketing, Sustainability, Training, and Program.

With the addition of the six new full programs and five development projects, CRC activities now involve 30 of North Carolina's 100 counties. This group includes North Carolina's four most populous counties, and three of our state's 10 smallest counties with respect to population.

In January 2009, Office of Long-Term Services [OLTS] and Supports released a draft of the N.C. CRC Operations Manual. The manual is under review by work groups comprised of local partners and members of the state Collaborative.

The CRC project director delivered presentations about the CRC initiative to the NCGA Aging Student Commission in December 2009 and to the North Carolina Senior Tar Heel Legislature and Governor's Advisory Committee on Aging in March 2009. The N.C. Association on Aging adopted the CRC Program as a 2009 legislative priority.

Data for Surry and Forsyth County CRCs

Total Consumer Contacts:

	<u>Surry</u>	<u>Forsyth</u>
Fall 2007	161	2448
Spring 2008	368	2794
Fall 2008	341	4199
Spring 2009	502	2289

Assistance & Access Delivered: (Follow-Up after initial Contact, Benefits Counseling, Options Counseling, Long-term care futures planning):

	<u>Surry</u>	<u>Forsyth</u>
Fall 2007	210	3169
Spring 2008	499	3177
Fall 2008	460	2653
Spring 2009	652	3401

CRCs to receive funding for MIPPA outreach

The Office of Long-Term Services & Supports partnered with the Division of Aging and Adult Services, and the Department of Insurance's Seniors Health Insurance Information Program (SHIIP) to receive a grant from the federal Centers for Medicare and Medicaid Services. The funds from this project will be used to support outreach and assistance and to raise awareness about the availability of the Medicare Savings Program and Low Income Support for qualified individuals. CRCs receiving this funding will be Forsyth and Surry county CRCs. Activities will begin this summer.

CRC development projects host community forums in the western North Carolina area

CRC development projects in the western part of the state are raising awareness and sharing information about the CRC initiative by hosting a series of community forums. The Land-of-Sky and the Western Community Development projects are both multi-county programs. Each project is working to build partnerships to facilitate future CRC development in their areas.

Each project is holding meetings with stakeholders in their respective counties to inform consumers and providers about the program. Monthly meetings are being held in Cherokee, Clay, and Graham counties for the Western Project. The Land-of-sky Project is hosting meetings in Buncombe, Henderson, Madison, and Transylvania counties.

The Ashe County Development Project hosted a *Provider Education and Training Day* on Feb. 16, 2009. The half-day training provided a forum for local providers to share information about their services and intake processes. On April 30, 2009, the Ashe County Project launched its single contact number for information and assistance. The Ashe County Project is developing a collaborative that includes more than 30 agencies and organizations in the area.

Contact the Ashe County Development Project at 336.246.2461. Contact the Western Project at 828.586.1962 and the Land-of -Sky Project at 828.251.6622.

Chatham-Orange CRC receives a mini grant from Community Connections, a Duke Endowment project led by Carol Woods

The CRC recently aired a 30-minute segment for "In Praise of Age," a cable television show on the government access channel serving Time Warner Cable customers in the Triangle area. The format offered a unique opportunity to present the goals of the CRC through broadcast media. Thanks go to Jerry Passmore, director of Orange County Aging Services, for hosting the show and creating the broadcast opportunity.

The CRC was the recipient of a mini grant from Carol Woods Community Connections, a three-year project funded by the Duke Endowment. The grant will supplement project funding from the OLTS. Carol Woods Community Connection project seeks to forge more effective connections among organizations, programs, and people who provide services to consumers during times of transition and is a CRC collaborator. Contact Chatham-Orange CRC at 919.542.4512.

CRC initiative highlighted during Charlotte-Mecklenburg annual aging conference



Aging and Disability CRC launched its marketing campaign at the annual Council on Aging Conference. The event was attended by more than 300 people and featured workshops about CRC implementation. The keynote presentation: “The ABCs of ADRC and How to know if you have a High Functioning Collaborative,” was delivered by Glen Landers, who served as the principle evaluator of Georgia’s Aging and Disability Resource Connection for the Georgia Department of Human Resources Division of Aging Services.

The conference offered interactive workshops including: *From Paper to Practice: Implementing Person-Centered Concepts*; *Disability Etiquette: “Do I Open the Door for Someone in a Wheelchair?”*; *Navigating through Benefits*;

CRC 101 for Providers/Lessons Learned; *CRC 101 for Consumers*; and *The Aging Network*. This annual conference provided an exciting backdrop for the introduction of Community Resource Connections for Aging and Disabilities to a regional audience and was well received by participants

Local Programs Name CRC Coordinators

Debra Caudle joins Surry County as its new CRC coordinator. Debra brings a 20-plus year administrative career that includes work in mental health and the field of private home care.

Lorrie Roth has been secured as the coordinator for the Piedmont Triad CRC. Lorrie holds both an M.B.A. and M.H.A. She has worked in human services and health care for 15-plus years. Her background includes marketing, health care administration and working with communities with MR/DD and MI diagnoses.

Beth Lamanna will serve as coordinator of the Chatham-Orange CRC.

Beth is a public health practitioner with expertise in intensive home visiting and chronic disease management for older adults. Beth is also an RN nurse educator.

Jessalyn Bridges has assumed the role of CRC coordinator for Forsyth County, replacing a retiring Barbara Braswell who will continue to serve as a program volunteer. Jessalyn is the Aging Resources director at Senior Services in Forsyth County. Jessalyn has a M.S. Degree in Gerontology and has more than 10 years of experience in field of aging services.

Chasity Schooley, CIRS-A, has been named coordinator for Cabarrus County CRC. Chasity has a B.S. in Human Services with a concentration in Sociology and 10 years experience in the field of aging services. She previously served as the Aging Programs Coordinator for Cabarrus County Department of Aging.

We are excited about the contributions these talented folks will make to our CRC programs.

WELCOME!

Updated June 15, 2009

