ARC Technology Transition to DDS

Program/Function	Date of Transition	Comments
Reimbursement requests to DAS	✓ January 2019	
Nursing Home Transition services (including Money Follows the Person)	✓ March 1	
Information and Referral (ADRC)	✓ April 1	
Medicaid/CCSP Intake	✓ April 1	
Options Counseling	✓ April 1	
Non-Medicaid HCBS Intake	✓ July 1	
Aging Services Provider Network Partners	July 1	Still need DAS to provide implementation and training on some functions, including invoicing
Other (non-DAS-funded) functions	n/a	Will continue using SAMS for non-DAS funded programs and no other system required by funder

Aging Committee Presentation

8.15.19

Aging and Independence Services Quality Team

Annual Update

Cyndi Burke, Quality Team Manager

Objectives:

Overall quality assurance process

What we have learned?

What's Next?

Quality Assurance Process

Vendor

Transition from external vendor to internal Quality Team

Monitoring of Older American's Act funded services

- FY19 Monitoring timeline
- Clear, transparent expectations
- Data analysis and reporting
- On-going guidance; Provider Network; Division of Aging Services (DAS)

What we have learned.

- Team –skill sets aligned with work

- Regulations and tool revisions

- Food prep vendor

- Data analysis

- Transportation vehicle inspections

SUCCES

Trends

- Georgia Applicant Processing compliance

- Engaged providers

- Shared best practice

- System transition

- Sub-contractors

Technical Assistance

- Training

- Documentation

- File stewardship

FY20 Monitoring

Monitor all ARC providers

Inspect provider monitoring documentation of their sub-contractors

Select a subset of sub-contractors for additional direct monitoring

What's NEXT?

Internal Monitoring of direct services

- Aging and Disability Resource Connection
- Evidence-based Programming
- Case Management

Quality Improvement strategies

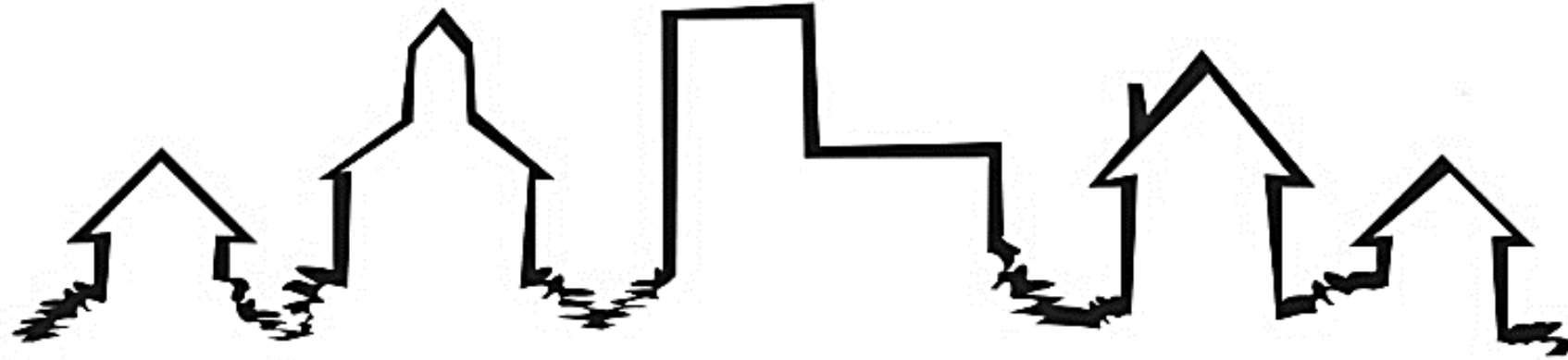- Stronger improvement lens on processes
- Data Warehouse of measures

What is the measurable impact of service provision? What is the outcome that gets measured?

Cynthia Burke, MPH
Quality Team Manager

Aging and Independence Services
Planning and Strategic Development

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Lifelong Communities

places individuals can live throughout their lifetime

ARC Aging & Independence Services Board Committee Meeting
August 15, 2019

Katie Perumbeti

Lifelong Communities Origins: the Charrette

➤ Key lessons:

- ✦ Lifelong Communities require good planning and forethought
- ✦ Most of the region's communities are not Lifelong Communities
- ✦ Accessibility must be comprehensive and community wide

➤ Focus areas developed – LLC Framework

- ✦ Promote housing and transportation options
- ✦ Encourage healthy lifestyles
- ✦ Expand access to services

LLC Framework Core Principles

➤ Connectivity

➤ Pedestrian Access and Transit

➤ Neighborhood Retail and Services

➤ Social Interaction

➤ Diversity of Dwelling Types

➤ Healthy Living

➤ Consideration for Existing Residents

A lifelong community has…

- Connected housing, neighborhoods, stores, and services.
- Transportation options to move around.
- Places and opportunities for social interaction.

Housing

Varying shapes, sizes, and price points. Universal design.

Info & Services

Awareness of and access to services and information we need.

Healthy Living Opportunities

Green spaces, community centers, and healthy lifestyle options.

ARC's Role in Lifelong Communities

➤ Convene communities regularly in a learning exchange

➤ Support communities and partnership

➤ Assist with research and framing issues

➤ Provide resources

  ■ ARC Policy Briefs

  ■ Lifelong Community Assessment Survey

  ■ Lifelong Communities Handbook

  ■ Links to non-ARC resources as relevant

    ✦ Funding opportunities

    ✦ Learning opportunities

Different Names, Overlapping Goals

➤ Many different names with similar ideas
- Smart Growth
- New Urbanism
- Age-Friendly Communities

➤ Many organizations working towards goal
- World Health Organization (WHO) Age-friendly: www.who.int/topics/ageing/en/
- AARP Age-friendly: www.aarp.org/livable-communities/network-age-friendly-communities/info-2014/an-introduction.html
- AARP Livable Communities: www.aarp.org/livable-communities/about/
- American Planning Association (APA) Aging and Livable Communities (emerging): www.planning.org/resources/ontheradar/aging/

Policy Briefing:
Lifelong Communities That Work for Every Age & Ability

To Access Additional Policy Briefs

➤ Visit ARC's website www.atlantaregional.org

- "Advocating for Lifelong Community Options" page:
  - ✦ https://atlantaregional.org/aging-health/lifelong-communities/advocating-for-lifelong-community-options/

- "Aging & Health Planning" page:
  - ✦ https://atlantaregional.org/aging-health/aging-health-planning/aging-health-planning/

➤ Click on "policy briefs" hyperlink

Advocating for Lifelong Community Options

The Atlanta region is experiencing a monumental demographic shift. This change is driven by dramatic growth in the number of older adults who call Atlanta home and by the relatively new phenomenon of longevity —people living longer than ever before.

Communities must modernize housing, transportation, and service options that serve current and future populations. Simply providing the same approaches for this growing population is not enough.

We also need to create communities that naturally support persons of all ages and abilities to lessen the need for outside services. For example, communities that are walkable with sidewalks and vital services near housing lessen the need for more driving or formal transportation services. They also keep us healthier.

Policy Briefs Help to Promote Concepts of Lifelong Communities

The Atlanta Regional Commission has developed a series of policy briefs to help people better understand the nuances of crucial issues as they impact older people, people with disabilities, and their caregivers. Each brief, which offers specific planning, policy, and programmatic solutions, can be used by decision-makers and advocates to make sense of and act on issues.

- **Housing** – There is not enough quality, affordable housing in metro Atlanta to meet the needs of the region's fast-growing population of older people. Learn more about how this issue affects local renters and homeowners.
- **Transportation** – According to an ARC study, more than one out of three adults over age 65 in metro Atlanta frequently lack transportation to get where they need to go. Find out about reliable transportation options.
- **Caregiving** – A significant portion of care for older people and individuals with disabilities in Georgia is managed by family members and friends who often make tremendous personal and financial sacrifices. See how we can better support caregivers.

Aging & Health Planning

AGING & HEALTH

Lifelong Communities Allow Individuals to Age in Place

The vast majority of individuals want to remain in their homes and in their communities as they age. ARC's Lifelong Communities initiative helps guide efforts at the local level to create places that meet the needs of residents of all ages and abilities.

We work with local governments, community partners, and residents to design more inclusive lifelong communities that offer multiple housing types and enhanced transportation options, increased opportunities for healthy living, and convenient access to shopping, services, and transit.

Specifically, a lifelong community:

- **Provides housing and transportation options** that are affordable, accessible, located close to services, and available within existing communities to ensure all ages and abilities can access services and remain independent.
- **Encourages healthy lifestyles** by designing safe and walkable communities that promote physical activity and social interaction and enable easy access to food and healthcare.
- **Expands access to necessary services and information**. To enhance access to information and services in the 10-county Atlanta region, ARC's **empowerline** provides information for older people, individuals with disabilities, and caregivers. And ARC's **empowerlinePRO** is a subscription-based database of aging, long-term care, and disabilities resources for professionals to find quality services providers statewide in moments.

Explore our policy briefs to better understand certain challenges unique to older people and suggested solutions to create lifelong communities.

Aging and Independence Policy Briefs

- Caregivers in Metro Atlanta
- Transportation for Older People in Metro Atlanta
  - Transportation Success Stories
- Housing for Older People in Metro Atlanta
  - Homeownership Challenges in Metro Atlanta
  - Renter Challenges
    - Atlanta
    - Cherokee
    - Clayton
    - Cobb
    - DeKalb
    - Douglas
    - Fayette
    - Fulton
    - North Fulton
    - South Fulton
    - Gwinnett
    - Henry
    - Rockdale

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Contact Us

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404.463.3333

Atlanta Regional Commission:
404.463.3221

Questions? Comments?

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