

**Core Components and Criteria of a Fully Functional ADRC  
 At-A-Glance**

**Information, Referral and Awareness**

- Formal Marketing Plan for All Ages, Income Levels, Disability Types
- Marketing to and Serving Private Paying Populations
- Systematic I&R Provided Across all Operating Organizations
- I&R Follow-Up
- Web-based Searchable Comprehensive Resource Database

**Options Counseling and Assistance**

- Formal Standards and Protocols Guiding Delivery
- Options Counseling Follow-Up
- Short-term Crisis Support (Preventing Institutionalization)
- Assistance with Planning for Future LTSS Needs

**Streamlined Eligibility Determination for Public Programs**

- Uniform Intake and Screening Across all Operating Organizations
- Coordinated/Integrated Process for Financial and Functional Eligibility
- Financial Eligibility Determined On-Site or Through Electronic Exchange
- Functional Eligibility Determined On-Site or Through Seamless Referral Process
- Applicants Tracked through Determination Process; Follow-up with Ineligible Individuals

**Person-Centered Transition Support**

- Formal Agreements with Critical Pathway Providers includes Protocol for Providing Transitions Support
- Local Contact Agency Designation (MDS 3.0 Section Q)

**Consumer Populations, Partnerships and Stakeholder Involvement**

- Target Populations include All Ages and Types of Disabilities
- Consumer Involvement in Program Design, Operation and Quality Improvement
- Formal Stakeholder Partnership Agreements in Effect
- Formal Medicaid Partnership Agreement/Protocol/Contract in Effect
- Formal Partnership Agreements/Protocols/Contracts in Effect with Community Aging and Disability Orgs.

**Quality Assurance and Continuous Improvement**

- Adequate Staffing
- IT/MIS Supports All Program Functions
- Continuous Quality Improvement Plan and Procedures in Effect
- Routine State Level Performance Tracking
- Routine Local Level Performance Tracking