**ADRC Standards Content Overview**

AAA ADRC Standards Workgroup

March 16, 2012 ***updated 6/18/12***

1. ***Organizational Requirements √***
   1. Program Definition
   2. Code of Ethics
   3. Service Delivery Structure Options
   4. Target Population
   5. Service Accessibility
   6. Medicaid Administration Claiming
   7. Telephone Service
   8. Program Publicity
   9. Cooperative Relations
2. ***Staffing Requirements (Roles) (reviewed)***
   1. Staffing Plan
   2. Basic Staff Qualifications
   3. ADRC Specialist
   4. ADRC Options Counselor (√)
   5. ADRC Resource Specialist
   6. Care Transitions Coach (√)
   7. ~~Non-Core Case Manager~~ **Care Coordination**(√)
   8. ADRC Supervisor
   9. ADRC Program Director
3. ***Service Delivery (in process)***
   1. Confidentiality
   2. Information Giving
   3. Case Finding

***(Service Delivery continued)***

* 1. Screening
  2. Crisis Intervention
  3. Options Counseling (where we are at)
     1. Assistance
     2. Client Advocacy
     3. Follow-up
  4. Care Transitions (+ Diversions)
  5. **Care Coordination**
  6. System Advocacy
  7. Grievance Procedures

1. ***Resource Directory (Next)***
   1. Statewide ADRC Resource Directory
   2. Inclusion/Exclusion Criteria
   3. Data Elements
   4. Classification System/Taxonomy
   5. Content Management and Indexing
   6. Directory Search Methods
   7. Directory Maintenance
   8. Grievance Procedures
2. ***Reports and Measures***
   1. Client Information Data Collection and Management
   2. Data Analysis and Reporting
   3. Program Evaluation and Quality Assurance