

### Summary Information from Application for Federal Assistance (SF424) Form

Funding Opportunity Title	Aging and Disability Resource Centers
Funding Opportunity Number	HHS-2009-AOA-DR-0915
Catalog of Federal Domestic Assistance Number	93.048
Federal Agency	Administration on Aging
Applicant Agency	Delaware Division of Services for Aging and Adults with Physical Disabilities
Project Title	Delaware Aging and Disability Resource Center
Project Start Date	09/30/2009
Project End Date	09/29/2012
Federal Funds	\$749,954
State Funds	\$63,329
Total Funds	\$813,283
Submission Date	7/27/09

## **Delaware Aging and Disability Resource Center (ADRC) Narrative**

### **Summary/Abstract**

The Delaware Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) proposes to use funds provided through this grant to establish a new, statewide Aging and Disability Resource Center (ADRC). The Delaware ADRC will provide a one-stop access point for long-term care services and supports for older persons and adults with physical disabilities in the State. The ADRC will be operated by DSAAPD staff in coordination with partner organizations, including the Division of Medicaid and Medical Assistance, the State's Health Insurance Counseling and Assistance Program (SHIP), the State's Centers for Independent Living (CILs), and the Delaware Aging Network (DAN). Functions to be carried out by the ADRC will include information & awareness; options counseling; streamlined access to public programs; person-centered hospital discharge planning; and quality assurance & evaluation. Because Delaware is a single planning and service area for purposes of administering funds under the Older Americans Act, DSAAPD currently serves as a focal point for information and assistance services statewide and performs as an access point for many public programs. The grant will allow DSAAPD to make the infrastructure improvements and systems changes needed for the successful implementation of an ADRC. Infrastructure improvements will include the installation of a state-of-the-art call center; the development of a web portal for real-time referrals; the creation of an ADRC web site with a searchable database; and the development of management information systems needed for client tracking. Other improvements will include expanded training, increased coordination among partner agencies, and formalized support of the hospital discharge planning process.

## **Current Status**

Delaware is one of a handful of states that currently does not have an Aging and Disability Resource Center (ADRC) in operation. In many ways, the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) performs like an ADRC, serving as a focal point for information and assistance and as an access point for many services for older persons and adults with physical disabilities statewide. Infrastructure limitations, however, have prevented Delaware from moving forward and formally establishing an ADRC.

Over the past six months, DSAAPD staff has been actively working with the Administration on Aging and the Lewin Group to plan for the development of an ADRC in Delaware. In December 2008, DSAAPD was granted full access to the resources and training available through the ADRC Technical Assistance Exchange (ADRC-TAE) and secured technical support and a designated consultant from the Lewin Group. DSAAPD staff, as well as staff from partner agencies, participated in the ADRC Readiness Survey to assess organizational strengths and weaknesses. As a result of the assessment and ongoing communication, the Lewin Group provided DSAAPD with a report which outlined Delaware's progress in areas such as information and awareness, options counseling, access, discharge planning and evaluation. The report also provided recommended metrics, resources in each area, and a number of specific recommendations for growth and development in Delaware.

DSAAPD has made use of this report, as well as the other many resources available through the Lewin Group and the ADRC-TAE, to take stock of opportunities for improvement and plan for the next steps in order to establish an ADRC. The research and planning activities over the past six months have highlighted the fact that DSAAPD is organizationally ready to take on the task of implementing an ADRC, and that enhancements in certain key areas, such as data systems, training, and coordinated outreach, will be important to the success of the project.

## Goals and Objectives

The overall **goal** of the project is to provide a one-stop access point for long-term care services and supports for older persons and adults with physical disabilities in Delaware. The **objectives** of the project are as follows:

- Develop the infrastructure needed for an ADRC;
- Launch and operate a ADRC statewide, providing information and awareness, options counseling, and streamlined access to services;
- Develop hospital discharge planning supports through the ADRC;
- Plan for the long-term expansion and sustainability of the ADRC; and
- Plan for and carry out quality assurance and evaluation activities.

Specific steps to be taken to carry out these goals and objectives are outlined in the narrative sections below as well as in the project work plan.

## Proposed Project

### *Overview*

DSAAPD proposes to operate a statewide ADRC in Delaware to provide one-stop access to information and supports for older persons and adults with physical disabilities. The ADRC will be staffed by existing DSAAPD employees, with support from a number of partner agencies and contractors. During much of the first year of the project, DSAAPD will be engaged in systems planning, infrastructure development, and training activities, and expects to have the ADRC operational by September 2010.

### *Systems planning, infrastructure development, and training*

In order to prepare for the launch of the ADRC, DSAAPD will engage in a number of activities to develop needed systems and supports and to prepare staff for new responsibilities. Each of these foundational activities is described below.

Install a state-of-the-art customer service call center: A new call center will replace an antiquated and poorly functioning phone system in DSAAPD's field operations office in Newark, Delaware which

receives calls on DSAAPD's toll-free phone line. The call center will allow for: 1) "warm transfers" to seamlessly connect callers with outside resources; 2) real-time quality monitoring; 3) status checks of incoming calls; and 4) data tracking.

Contract for the development of an ADRC web site with searchable database: DSAAPD will work with a vendor (to be selected as part of a state-required procurement process) to establish and maintain a customized ADRC web site with a searchable database of service information to be available for public use.

Contract for the development of a web-based portal for client referrals: DSAAPD will work with a vendor to create and maintain a web-based portal to enable service providers to make referrals to the ADRC electronically on a 24/7 basis.

Contract for planning and implementing Management Information System (MIS) improvements: DSAAPD will work with a vendor to define and implement system changes to improve DSAAPD's capacity for managing client data. Specifically, the MIS system should: 1) include business intelligence tools for quantifying cost/benefits and other measures required to plan, implement, and evaluate programs; 2) support robust quality management protocols; and 3) interface with the State's Medicaid Management Information System.

Contract with community agencies to provide technical support for options counseling, hospital discharge planning and after-hours ADRC phone service: DSAAPD will issue requests for proposals and will select vendors to assist DSAAPD staff with key areas of ADRC operations. Contractors will support ADRC staff by providing technical assistance in complicated cases, for example those which involve housing issues or other complex service and support needs.

Mobilize project partners, advisory council and other stakeholders: DSAAPD will meet with key partners, the Governor's Council on Services for Aging and Adults with Physical Disabilities, and other interested stakeholders, such as the State Council for Persons with Disabilities, to share information about the project and to solicit input.

Formalize agreements with area hospitals: DSAAPD will develop memoranda of understanding with area hospitals in preparation for the implementation of technical support in the discharge planning process by ADRC partners/contractors.

Develop Quality Improvement and Evaluation Strategies: DSAAPD will modify its existing Quality Improvement Strategy and develop forms and processes to measure the effectiveness of the ADRC.

Train staff and project partners: DSAAPD will conduct comprehensive training for staff and partners in numerous areas including customer service and the use of new technologies.

#### *ADRC functions*

The Delaware ADRC will provide the full range of functional supports including information and awareness, options counseling, streamlined access to services, person-centered hospital discharge planning and quality assurance and evaluation. Following is a summary of how each of these functions will be carried out by the Delaware ADRC and its partners.

Information and awareness: The ADRC will make information about long-term care services and supports available in a number of ways. Information will be available through traditional printed material, such as DSAAPD's popular publications, the *Guide to Services for Older Delawareans* and the *Guide to Services for Persons with Physical in Delaware*, as well as various brochures and other media. Additionally, a comprehensive searchable database will be available on the Delaware ADRC web site. ADRC staff will be available during business hours to provide personalized responses to inquiries received via phone or e-mail and will assist persons in connecting to needed services and supports. The ADRC call center will enable staff to make "warm transfers", assisting callers in the process of accessing services, and will track caller information when needed for follow-up. Beginning in Year 3 of the grant period, phone support will be available on a 24/7 basis.

Options counseling: ADRC staff will be available to provide one-on-one assistance to consumers and their families who need guidance sorting through options and making decisions about appropriate and preferred services. In addition, DSAAPD will coordinate with partner organizations and will contract with community-based agencies to provide technical support to the ADRC in this process. For example,

DSAAPD maintains a close working relationship with ElderInfo, the State's Health Insurance Assistance and Counseling Program (SHIP). ElderInfo has agreed to work as a partner with the ADRC to assist with issues related to Medicare and other health insurance.

Streamlined access to services: The ADRC will promote streamlined access to services through the use of warm transfers, as described above; the development of a web portal for 24/7 service referrals; and through coordination with the Division of Medicaid and Medical Assistance on the development of expedited application processes.

Person-centered hospital discharge planning: ADRC staff and technical assistance contractors will be available to provide support to hospitals in the discharge planning process. Christiana Care Health Systems, the largest acute care hospital provider in Delaware, has agreed to serve as a partner on this project. ADRC and Christiana Care staff will work jointly on identifying unmet community support needs and will engage in cross-training events. In addition, Christiana Care will distribute outreach materials developed by the ADRC and will make use of technical assistance from ADRC contractors in the provision of options counseling when needed as part of the discharge planning process.

Quality assurance and evaluation: DSAAPD will modify its current Quality Improvement Strategy to incorporate the ADRC. Details are included in the Quality Assurance, Evaluation and Reporting section of the application below.

### *Long Term Plans*

During the second year of the project, DSAAPD will draft a plan which outlines the realignment of state and federal resources to sustain and expand the functionality of Delaware's ADRC on a long-term basis. This plan will be finalized following input from key partners and stakeholders.

### **Involvement of Key Stakeholders**

DSAAPD will involve key stakeholders in the design and implementation of the Delaware ADRC. The Governor's Advisory Council on Services for Aging and Adults with Physical Disabilities will serve as the principal advisory board for this project and will meet approximately seven times per year. The group is comprised of consumers, advocates, and service professionals. DSAAPD will also

maintain close communication with the State Council on Persons with Disabilities, which also includes consumers as well as advocates and professionals as part of its membership. In addition, DSAAPD will work closely with the State's two Centers for Independent Living and the Delaware Aging Network, a consortium of over 50 agencies, to get advice and input throughout the process.

### **Project Outcomes**

The following outcomes are anticipated during the 36-month period of this grant

- The development of infrastructure improvements to support the ADRC during Year 1
- The implementation of a statewide ADRC by the end of Year 1
- The implementation of hospital discharge planning support in Year 2
- The development of a long range expansion and sustainability plan in Year 2
- The implementation of 24/7 phone coverage in Year 3

### **Quality Assurance, Evaluation and Reporting**

During the first year of the project, DSAAPD staff will work to modify its existing quality improvement systems to include processes and reports needed to measure the effectiveness of the ADRC. Currently, DSAAPD staff conducts record reviews, phone surveys, and mail surveys and uses other methodologies as part of the quality improvement strategy for three Medicaid Waiver programs. It is expected that corollary processes would be employed to evaluate the ADRC. DSAAPD will make use of customer satisfaction tools recommended by the Lewin group through the ADRC-TAE web site. Many of the infrastructure improvement planned for Year 1 of the grant will center upon developing data systems which are adequate for collection, tracking and reporting of consumer information. In particular, DSAAPD will ensure that systems are capable of providing the data requested as part of the Administration on Aging's semi-annual report.

Specific outcome measures will focus on gauging the ADRC's success in achieving visibility, trust, ease of access, responsiveness, efficiency, and cost effectiveness. Measures will include community



awareness of the ADRC; diversity of user demographics; level of consumer satisfaction; hospital discharge interventions; length of time to enroll in services; and rate of nursing home diversion.

DSAAPD will work closely with the Administration on Aging and the Lewin Group to make available “lessons learned” from the evaluation of Delaware’s ADRC to other states through the ADRC-TAE, grantee meetings, and other available venues.

### **Project Management**

DSAAPD will be the lead agency for the operation of the ADRC and will coordinate the efforts of a number of partner organizations and contractors.

#### *DSAAPD Staff*

Within DSAAPD, Chris Oakes will serve as the Project Director and will be responsible for project leadership, monitoring and reporting, and communication with partners, contractors, stakeholders, and with the Administration on Aging. Ms. Oakes’ credentials are described in the Organizational Capability section below. She will have support in the management of the project from a number of DSAAPD staff members, including persons responsible for procurement, planning, management information systems, and outreach processes within the agency. Management responsibilities related to the ADRC for these DSAAPD staff members are detailed in the project work plan.

#### *ADRC Partners*

The Division of Medicaid and Medical Assistance will: 1) provide training for ADRC staff and partners on technical issues surrounding various Medicaid programs to enable the ADRC to better assist consumers and caregivers with Medicaid-related questions and/or applications; 2) provide the ADRC and partners with updates about important changes in Medicaid programs; 3) coordinate with the ADRC to expedite Medicaid applications through the ADRC.

The State Health Insurance Counseling and Assistance Program (SHIP), known in Delaware as Elderinfo, will: 1) provide training for ADRC staff on various aspects of the ELDERinfo program; 2) educate ELDERinfo volunteers about the ADRC; 3) distribute ADRC outreach materials to consumers; 4)

put a link to the ADRC web site on the ELDERinfo web site; 5) make referrals to and accept referrals from the ADRC.

The Centers for Independent Living and Delaware Aging Network will: 1) provide assistance in planning and developing ADRC materials; 2) engage in cross-training with ADRC staff ; 3) share information regarding services, providers and resources to assist in maintaining and updating the ADRC database; 3) provide information regarding the unmet needs of older persons and adults with physical disabilities; 4) collaborate with DSAAPD on community events and outreach related to the ADRC; 5) make referrals to and accept referrals from the ADRC

#### *Contractors*

ADRC contractors will work directly with ADRC staff to: 1) develop and maintain an ADRC database and web site; 2) develop, implement and maintain a web-portal for client referrals; 3) investigate, develop and maintain MIS enhancements; 4) provide options counseling technical assistance; 5) provide after-hours phone coverage.

#### **Organizational Capability Statement**

DSAAPD, the State Unit on Aging for Delaware, also carries out the functions of an area agency on aging and serves as a central advocate for adults with physical disabilities in the State. DSAAPD is one of 12 divisions within the Department of Health and Social Services (DHSS), a cabinet-level umbrella agency, and is responsible for carrying out a broad range of activities, including:

- issuing and administering contracts for home and community based services for older persons and adults with physical disabilities;
- operating three home and community-based Medicaid waivers
- advocating on behalf of older persons and adults with physical disabilities to create awareness of the needs of these populations and to generate additional resources to meet these needs;
- directly operating the Adult Protective Services Program, the Long Term Care Ombudsman Program, the Community Services Program, the Delaware Senior Medicare Fraud Patrol

Program, the Delaware Money Management Program, the Nursing Home Transition Program, and the Senior Community Service Employment Program;

- managing CARE Delaware and Joining Generations to provide assistance for caregivers;
- developing and implementing a variety of wellness and health promotion programs;
- analyzing data, performing needs assessments, and developing and evaluating new services for older persons, adults with physical disabilities, and their families;
- providing training to agency staff and staff in the aging and disabilities network on a range of topics related to the provision of services to older persons and adults with physical disabilities.

In carrying out these functions, DSAAPD maintains strong partnerships with agencies in the aging and disabilities networks throughout the State, including hospitals, senior centers, service organizations, advocacy groups, and others. DSAAPD staff members participate in approximately 46 community boards, committees and task forces, working jointly on a range of issues including transportation, housing, emergency preparedness, health promotion, domestic violence, and Medicare fraud.

The ADRC project will be directed by Chris Oakes, who has worked with DSAAPD for over ten years, developing and implementing health promotion and disease prevention programs for older persons in the state. For the last six months, Ms. Oakes has been working with the Administration on Aging and the Lewin Group on planning for Delaware's ADRC. Ms. Oakes has a wealth of experience in program planning and coordination and has built partnerships with numerous public and private sector organizations including the Division of Public Health, the Division of Substance Abuse and Mental Health, and the University of Delaware. Her position within DSAAPD has enabled her to establish connections throughout the state among administrators, trainers, and direct service personnel. She has been in the unique position of leading statewide, systems building initiatives while at the same time working closely enough with field staff to understand the "real world" implications of planning efforts. A copy of Ms. Oakes' resume is attached.

**Delaware ADRC Project Work Plan**  
**October 1, 2009- September 30, 2012**

**Goal:** Provide a one-stop access point for long-term care services and supports for older persons and adults with physical disabilities in Delaware.

**Measurable Outcome(s):** Provision of information and awareness, options counseling and streamlined access to services through a statewide ADRC.

Major Objectives	Key Tasks	Lead Person	Year 1 (Start/End Dates by Month in Project Cycle)													
			10/09	11/09	12/09	1/10	2/10	3/10	4/10	5/10	6/10	7/10	8/10	9/10	See Yr. 2	See Yr. 3
<b>1.0 Develop ADRC Infrastructure</b>	1.1 Convene Advisory Council, partners and stakeholders and initiate ADRC planning and development process	C. Oakes	X	X												
	1.2 Install Call Center at Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)	A. Griffith	X	X	X	X	X									
	1.3 Develop and release Requests for Proposals	M. Saunders	X	X	X	X									X	
	1.4 Select Website Development Contractor(s)	M. Saunders					X	X								
	1.5 Select ADRC Technical Assistance Contractor(s)	M. Saunders									X	X				
	1.6 Select Web Portal/MIS Contractor(s)	M. Saunders					X	X								

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Major Objectives	Key Tasks	Lead Person	Year 1—continued (Start/End Dates by Month in Project Cycle)													
			10/09	11/09	12/09	1/10	2/10	3/10	4/10	5/10	6/10	7/10	8/10	9/10	See Yr. 2	See Yr. 3
<b>5.0 Conduct Quality Assurance and Evaluation Activities</b>	5.1 Modify existing DSAAPD quality assurance strategies and structures to include ADRC	L. Bond				X	X	X	X	X	X	X	X	X		
	5.2 Initiate coordination with call center and MIS contractors to collect and analyze ADRC data	D. Chappell			X											
	5.3 Develop or select quality assurance forms, protocols and procedures from ADRC-TAE website	L. Bond				X	X	X	X	X	X					
	5.4 Post QA forms and procedures on DSAAPD intranet site for staff use	J. Villarreal											X	X		
	5.5 Report quarterly to DSAAPD Leadership Team, Advisory Council, partners and stakeholders	C. Oakes					X			X			X		X	X

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			Year 2—continued (Start/End Dates by Month in Project Cycle)														
Major Objectives	Key Tasks	Lead Person	See Yr. 1	10/10	11/10	12/10	1/11	2/11	3/11	4/11	5/11	6/11	7/11	8/11	9/11	See Yr. 3	
	2.5 Launch web portal	D. Chappell	X														
	2.6 Launch 24/7 ADRC phone coverage	C. Oakes														X	
3.0 Support Person-centered Hospital Discharge Planning	3.1 Develop MOU with area hospitals.	M. Saunders	X														
	3.2 Cross train ADRC and hospital discharge staff	M. Cattermole	X							X						X	
	3.3 Conduct joint planning meetings	C. Oakes	X	X			X			X			X			X	
	3.4. Initiate technical assistance through ADRC partners	C. Oakes		X													
4.0 Plan for Long-term Expansion and Sustainability	4.1 Draft a 5-year operational plan in collaboration with Advisory Council, partners and stakeholders	L. Bond	X	X	X												
	4.2 Review plan with Advisory Council, partners, stakeholders and consumers	L. Bond				X	X										
	4.3 Modify plan based on feedback and finalize	L. Bond						X									
	4.4 Finalize plan	L. Bond							X								

			Year 2—continued (Start/End Dates by Month in Project Cycle)													
Major Objectives	Key Tasks	Lead Person	See Yr. 1	10/10	11/10	12/10	1/11	2/11	3/11	4/11	5/11	6/11	7/11	8/11	9/11	See Yr. 3
5.0 Conduct Quality Assurance and Evaluation Activities	5.1 Modify existing DSAAPD quality assurance strategies and structures to include ADRC	L. Bond	X													
	5.2 Initiate coordination with call center and MIS contractors to collect and analyze ADRC data	D. Chappell	X													
	5.3 Develop or select quality assurance forms, protocols and procedures from ADRC-TAE website	L. Bond	X													
	5.4 Post QA forms and procedures on DSAAPD intranet site for staff use	J. Villarreal	X													
	5.5 Report quarterly to DSAAPD Leadership Team, Advisory Council, partners and stakeholders	C. Oakes	X		X			X			X			X		X

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			Year 3-continued (Start/End Dates by Month in Project Cycle)													
Major Objectives	Key Tasks	Lead Person	See Yr. 1	See Yr. 2	10/11	11/11	12/11	1/12	2/12	3/12	4/12	5/12	6/12	7/12	8/12	9/12
5.0 Conduct Quality Assurance and Evaluation Activities	5.1 Modify existing DSAAPD quality assurance strategies and structures to include ADRC	L. Bond	X													
	5.2 Initiate coordination with call center and MIS contractors to collect and analyze ADRC data	D. Chappell	X													
	5.3 Develop or select quality assurance forms, protocols and procedures from ADRC-TAE website	L. Bond	X													
	5.4 Post QA forms and procedures on DSAAPD intranet site for staff use	J. Villarreal	X													
	5.5 Report quarterly to DSAAPD Leadership Team, Advisory Council, partners and stakeholders	C. Oakes	X	X		X			X			X			X	

## Delaware Aging and Disabilities Resource Center Consolidated Budget Narrative

	Year 1			Year 2			Year 3			TOTAL		
	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total
<b>Personnel</b>	0	10,723	10,723	0	10,993	10,993	0	10,993	10,993	0	32,709	32,709
Description	In-Kind match: Project Director, Chris Oakes (.25 FTE) per year. Note that the Project Director will devote full time to the ADRC project, but only 25% of her time will be used as match for this grant.											
	Year 1			Year 2			Year 3			TOTAL		
	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total
<b>Fringes</b>	0	5,156	5,156	0	5,232	5,232	0	5,232	5,232	0	15,620	15,620
Description	Fringe benefits are calculated at a rate of 28.01% of salary plus actual health insurance costs. The fringe breakdown is as follows: OASDI (6.2%); Medicare (1.45%); Pension (16.16%); Workers Compensation (2.08%); Deferred Compensation (1.95%); Unemployment (.17%); Health Insurance (actual).											
	Year 1			Year 2			Year 3			TOTAL		
	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total
<b>Travel</b>	2,728	0	2,728	2,728	0	2,728	2,728	0	2,728	8,184	0	8,184
Description	The request in this line covers the cost for two representatives to attend two ADRC meetings/events during each year. The cost breakdown is as follows: Transportation RT@ \$250 x 2 staff x 2 trips = \$1,000; Lodging = \$150 per night x 2 staff x 4 nights = \$1,200; Per Diem = \$66 per day x 2 staff x 4 days = \$528; Total = \$2,728											
	Year 1			Year 2			Year 3			TOTAL		
	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total
<b>Equipment</b>	125,000	0	125,000	0	0	0	0	0	0	125,000	0	125,000
Description	The request in this line covers the cost of call center equipment related to the operation of the ADRC. Component parts are budgeted as follows: Installation = \$31,500; Software = \$15,000; Phones = \$19,500 ; Hardware = \$59,000; Total = \$125,000. Call center equipment will be used by the ADRC on an ongoing basis following the conclusion of the grant period.											
	Year 1			Year 2			Year 3			TOTAL		
	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total
<b>Supplies</b>	0	0	0	0	0	0	0	0	0	0	0	0
Description	No funds are requested in this line.											



	Year 1			Year 2			Year 3			TOTAL		
	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total
<b>Contractual</b>	120,800	0	120,800	226,750	0	226,750	226,750	0	226,750	574,300	0	574,300
Description	<b>Year 1-</b> Development of ADRC website, including searchable database = \$70,000; Management Information Systems planning/web portal development = \$ 50,800; Total = \$120,800 <b>Year 2-</b> Web site/database maintenance = \$26,750; ADRC technical assistance partner contracts = \$150,000; Management Information System development/web portal maintenance = \$50,000; Total = \$226,750 <b>Year 3-</b> Web site/database maintenance = \$26,750; ADRC technical assistance partner contracts = \$150,000; Management Information System/web portal maintenance = \$25,000; 24/7 ADRC coverage = \$25,000; Total = \$226,750											
	Year 1			Year 2			Year 3			TOTAL		
	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total
<b>Other</b>	1,470	5,000	6,470	20,500	5,000	25,500	20,500	5,000	25,500	42,470	15,000	57,470
Description	<b>Year 1-</b> Federal: Audit required by State of Delaware @ .2% of federal portion of project cost = \$500; Printing and publication = \$970; Total federal = \$1,470; Cash Match: Training = \$5,000 <b>Year 2-</b> Federal: Audit required by State of Delaware @ .2% of federal portion of project cost = \$500; Printing and publication = \$20,000; Total federal = \$25,500; Cash Match: Training = \$5,000 <b>Year 3-</b> Federal: Audit required by State of Delaware @ .2% of federal portion of project cost = \$500; Printing and publication = \$20,000; Total federal = \$25,500; Cash Match: Training = \$5,000											
	Year 1			Year 2			Year 3			TOTAL		
	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total	Federal	Match	Total
<b>Indirect Charges</b>	0	0	0	0	0	0	0	0	0	0	0	0
Description	No funds are requested in this line.											
<b>TOTALS</b>	249,998	20,879	270,877	249,978	21,225	271,203	249,978	21,225	271,203	749,954	63,329	813,283

## Delaware ADRC Budget Narrative/Justification - Year 1

Object Class Category	Federal Funds	Non-Federal Cash	Non-Federal In-Kind	TOTAL	Justification
<b>Personnel</b>	0	0	10,723	10,723	In-kind match: Project Director, Chris Oakes, .25 FTE @ \$42,890 per year = \$10,723.  Note that the Project Director will devote full time to the ADRC project, but only 25% of her time will be used as match for this grant.
<b>Fringe Benefits</b>	0	0	5,156	5,156	In-kind match: Project Director (.25 FTE). Fringe benefits are calculated at a rate of 28.01% plus actual health insurance costs. The fringe breakdown is as follows: <div style="margin-left: 40px;"> OASDI (6.2%) = \$665  Medicare (1.45%) = \$155  Pension (16.16%) = \$1,733  Workers Compensation (2.08%) = \$223  Deferred Compensation (1.95%) = \$209  Unemployment (.17%) = \$18  Health Insurance (actual) = \$2,153  Total = \$5,156 </div>
<b>Travel</b>	2,728	0	0	2,728	Travel to two annual grantee meetings: <div style="margin-left: 40px;"> Transportation RT@ \$250 x 2 staff x 2 trips = \$1,000  Lodging @ \$150 per night x 2 staff x 4 nights = \$1,200  Per Diem @ \$66 per day x 2 staff x 4 days = \$528  Total = \$2,728 </div>
<b>Equipment</b>	125,000	0	0	125,000	Funds in this line are requested for Avaya call center equipment. Cost breakdown is as follows: <div style="margin-left: 40px;"> Installation (includes Avaya professional services, labor by techs, vendor training &amp; installation of system) = \$31,500  Software (includes some special agent licensing, CMS, IQ)= \$15,000  Phones (Model 2410 for office staff; Model 2420 + Call Center Unit for call center supervisors, front line staff, receptionist) = \$19,500  Hardware (includes phone system, rack, nuts, bolts, etc.) = \$59,000  Total = \$125,000 </div> Equipment will be used by ADRC staff on a long term basis following the conclusion of the grant period.

<b>Supplies</b>	0	0	0	0	No funds are requested in this line
<b>Contractual</b>	120,800	0	0	120,800	<p>Contractual costs are broken down as follows:</p> <p>Development of ADRC website, including searchable database = \$70,000</p> <p>Management Information Systems (MIS) planning/web portal development = \$ 50,800</p> <p>Total = \$120,800</p> <p>NOTE: State of Delaware procurement laws preclude the pre-selection of contractors. Therefore, contractor names and line item budget amounts are not available at this time. Requests for proposals (RFPs) for Year 1 will be issued soon after federal funds are secured. It is expected that contractor names and line item contract amounts would be available by March 2010.</p>
<b>Other</b>	1,470	5,000	0	6,470	<p>Federal :</p> <p>Audit required by the State of Delaware to be budgeted at .2% of federal grant amount = \$500</p> <p>Printing and publication = \$970</p> <p>Total federal= \$1,470</p> <p>Non-federal cash match:</p> <p>Training = \$5,000</p>
<b>Indirect Charges</b>	0	0	0	0	No funds are requested in this line.
<b>TOTAL</b>	249,998	5,000	15,879	270,877	Total federal and state funds for Year 1.

## Delaware ADRC Budget Narrative/Justification - Year 2

Object Class Category	Federal Funds	Non-Federal Cash	Non-Federal In-Kind	TOTAL	Justification
Personnel	0	0	10,993	10,993	In-kind match: Project Director, Chris Oakes, .25 FTE @ \$43,970 per year = \$10,993  Note that the Project Director will devote full time to the ADRC project, but only 25% of her time will be used as match for this grant.
Fringe Benefits	0	0	5,232	5,232	Project Director (.25 FTE). Fringe benefits are calculated at a rate of 28.01% plus actual health insurance costs. The fringe breakdown is as follows:  <div style="text-align: right;"> OASDI (6.2%) = \$682  Medicare (1.45%) = \$159  Pension (16.16%) = \$1,776  Workers Compensation (2.08%) = \$229  Deferred Compensation (1.95%) = \$214  Unemployment (.17%) = \$19  Health Insurance (actual) = \$2,153  Total = \$5,232 </div>
Travel	2,728	0	0	2,728	Travel to two annual grantee meetings: Transportation RT@ \$250 x 2 staff x 2 trips = \$1,000 Lodging @ \$150 per night x 2 staff x 4 nights = \$1,200 Per Diem @ \$66 per day x 2 staff x 4 days = \$528 Total = \$2,728
Equipment	0	0	0	0	No funds are requested in this line.
Supplies		0	0		No funds are requested in this line.

<b>Contractual</b>	226,750	0	0	226,750	<p>Contractual costs are broken down as follows:</p> <p>Web site/database maintenance = \$26,750</p> <p>ADRC technical assistance partner contracts = \$150,000</p> <p>Management Information System development/web portal maintenance = \$50,000</p> <p>Total = \$226,750</p> <p>NOTE: State of Delaware procurement laws preclude the pre-selection of contractors. Therefore, contractor names and line item budget amounts are not available at this time. Requests for proposals (RFPs) for services in Year 2 will be issued in January 2010. Contractor names and line item amounts will be available in July 2010 for an anticipated contract start-date of October 1, 2010.</p>
<b>Other</b>	20,500	5,000	0	25,500	<p>Federal :</p> <p>Audit required by the State of Delaware to be budgeted at .2% of federal grant amount = \$500</p> <p>Printing and publication = \$20,000</p> <p>Total federal= \$20,500</p> <p>Non-federal cash match:</p> <p>Training = \$5,000</p>
<b>Indirect Charges</b>	0	0	0	0	No funds are requested in this line.
<b>TOTAL</b>	249,978	5,000	16,225	271,203	Total federal and state funds for Year 2.

### Delaware ADRC Budget Narrative/Justification - Year 3

Object Class Category	Federal Funds	Non-Federal Cash	Non-Federal In-Kind	TOTAL	Justification
Personnel	0	0	10,993	10,993	In-kind match: Project Director, Chris Oakes, .25 FTE @ \$43,970 per year = \$10,993  Note that the Project Director will devote full time to the ADRC project, but only 25% of her time will be used as match for this grant.
Fringe Benefits	0	0	5,232	5,232	In-kind match: Project Director (.25 FTE). Fringe benefits are calculated at a rate of 28.01% plus actual health insurance costs. The fringe breakdown is as follows:  <div style="text-align: right;"> OASDI (6.2%) = \$682  Medicare (1.45%) = \$159  Pension (16.16%) = \$1,776  Workers Compensation (2.08%) = \$229  Deferred Compensation (1.95%) = \$214  Unemployment (.17%) = \$19  Health Insurance (actual) = \$2,153  Total = \$5,232 </div>
Travel	2,728	0	0	2,728	Travel to two annual grantee meetings: Transportation RT@ \$250 x 2 staff x 2 trips = \$1,000 Lodging @ \$150 per night x 2 staff x 4 nights = \$1,200 Per Diem @ \$66 per day x 2 staff x 4 days = \$528 Total = \$2,728
Equipment	0	0	0	0	No funds are requested in this line.
Supplies	0	0	0	0	No funds are requested in this line.

<b>Contractual</b>	226,750	0	0	226,750	<p>Contractual costs are broken down as follows:</p> <p>Web site/database maintenance = \$26,750</p> <p>ADRC technical assistance partner contracts = \$150,000</p> <p>Management Information System/web portal maintenance = \$25,000</p> <p>24/7 ADRC coverage = \$25,000</p> <p>Total = \$226,750</p> <p>NOTE: State of Delaware procurement laws preclude the pre-selection of contractors. Therefore, contractor names and line item budget amounts are not available at this time. Requests for proposals (RFPs) for services in Year 3 will be issued in January 2011. Contractor names and line item amounts will be available in July 2011.</p>
<b>Other</b>	20,500	5,000	0	25,500	<p>Federal :</p> <p>Audit required by the State of Delaware to be budgeted at .2% of federal grant amount = \$500</p> <p>Printing and publication = \$20,000</p> <p>Total federal= \$20,500</p> <p>Non-federal cash match:</p> <p>Training = \$5,000</p>
<b>Indirect Charges</b>	0	0	0	0	No funds are requested in this line.
<b>TOTAL</b>	249,978	5,000	16,225	271,203	Total federal and state funds for Year 3.



**DHSS Division of Services for Aging  
& Adults with Physical Disabilities  
(DSAAPD)**  
Leadership Team

**Director  
Guy Perrotti  
6850 (e)**

AS III  
Cynthia Powell  
6838 (e)

**Deputy Director  
(vacant)  
6840 (e)**  
Direct Client Services

**SS Senior Admin  
Albert Griffith  
6853**  
Administrative Services

**SS Senior Admin  
Victor Orija  
59199**  
Advocacy

**Planning Supervisor  
Lisa Bond  
6843**  
Planning and Evaluation

**SS Chief Admin  
Mary Ann Connell  
66845**  
Case Processing

**PH Treatment Admin  
(vacant)  
6844**  
Program Unit

- Intake & Customer Service
- Nursing Services
- Case Management
- Adult Protective Services
- Nursing Home Transition

- Nutrition
- Senior Community Service Employment
- Care-Delaware
- Delaware Money Management Program
- Joining Generations
- Respite

- Fiscal
- Contracts
- Systems
- Ancillary Services
  - Human Resources
  - Payroll
  - Timekeeping
  - Facilities
  - Fleet
  - Archives

- Long Term Care Ombudsman Program
- Senior Medicare Patrol

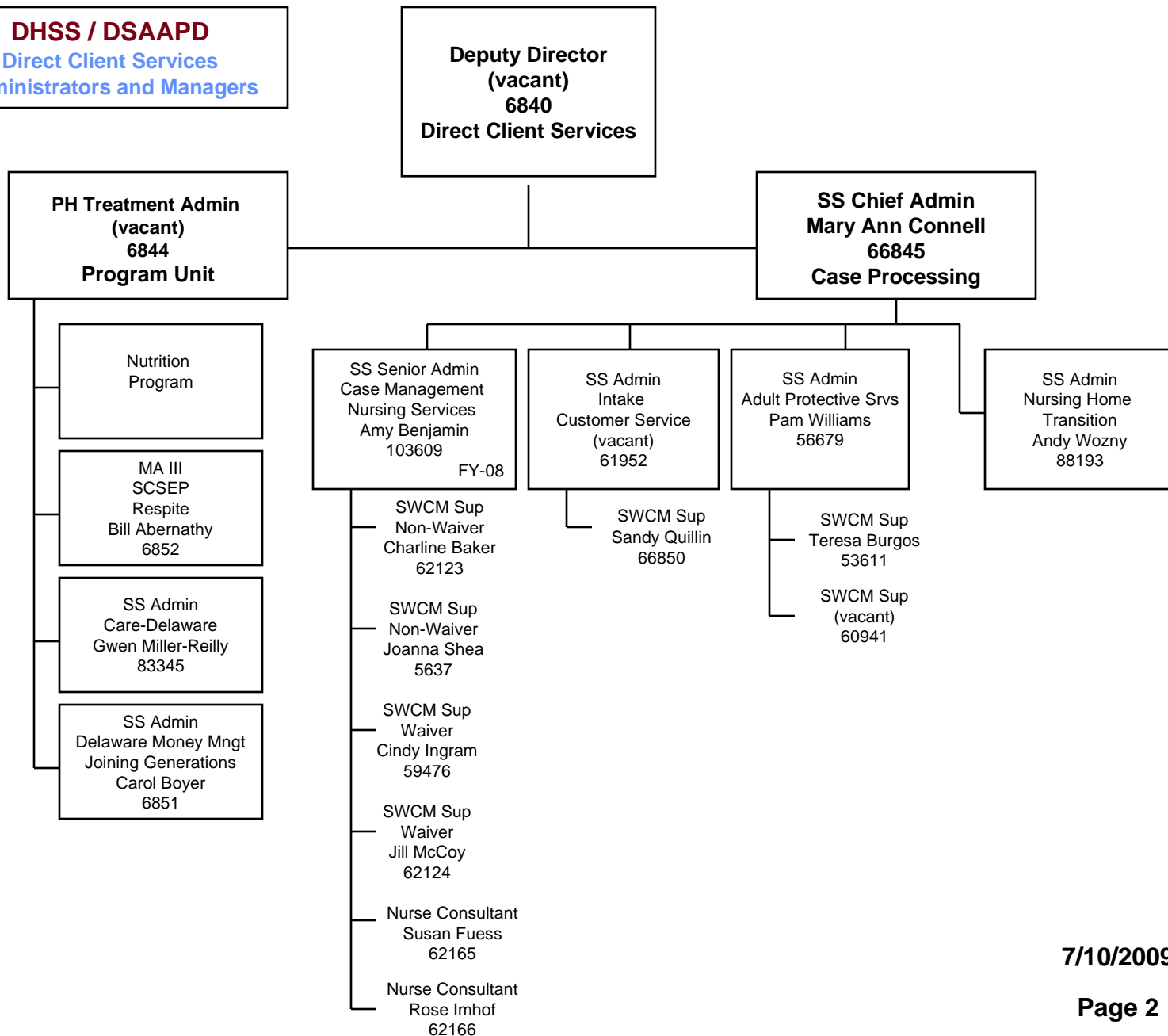
- Strategic Planning / Policy Development
- Waiver Oversight
- Grant Oversight
- Quality Assurance
- Public Relations
- Staff Development
- Health Education Disease Prevention

7/10/2009





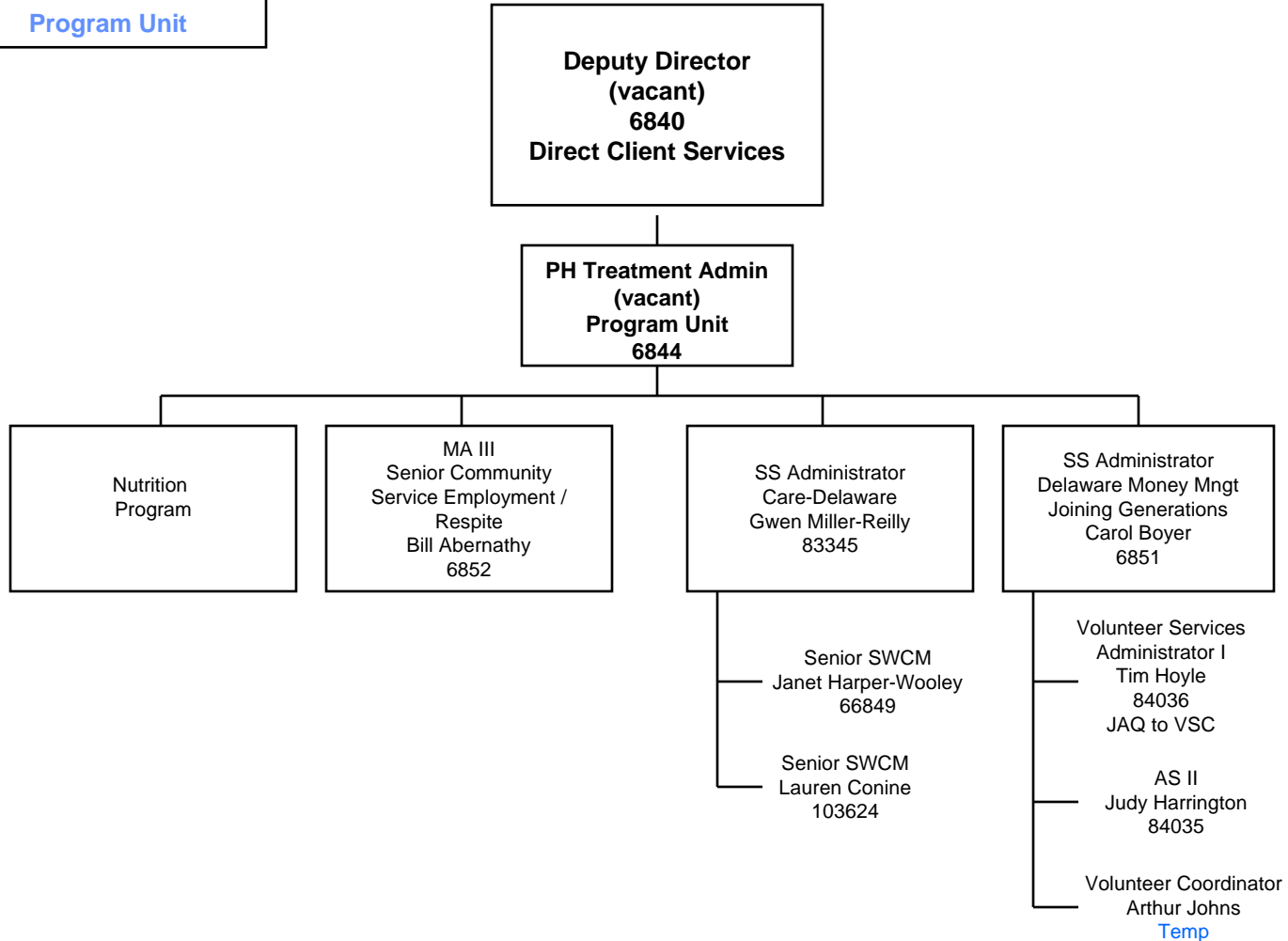
**DHSS / DSAAPD**  
Direct Client Services  
Administrators and Managers



7/10/2009



**DHSS / DSAAPD**  
Program Unit



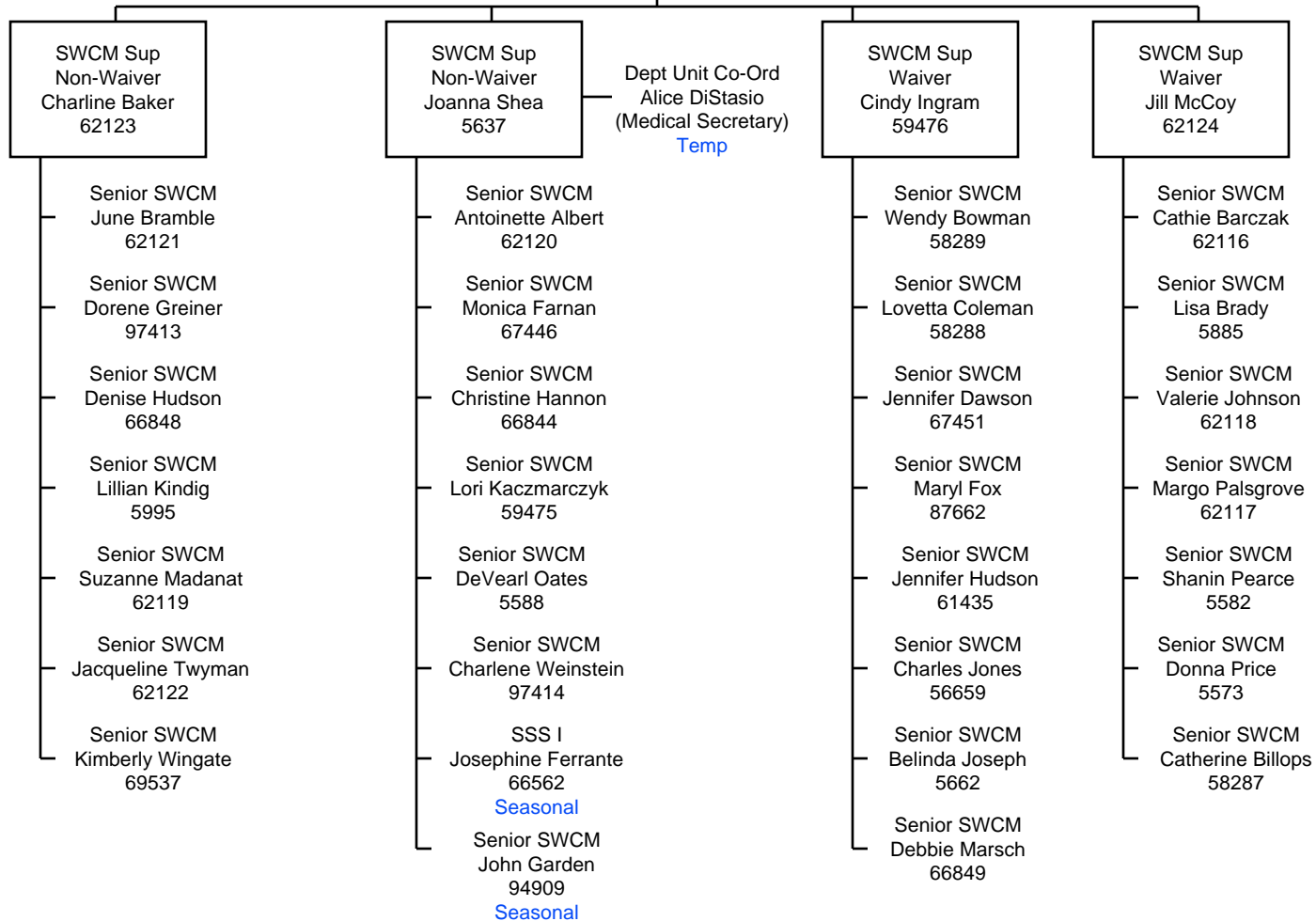
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**DHSS / DSAAPD**  
Case Management

**SS Chief Admin**  
**Mary Ann Connell**  
**66845**  
**Case Processing**

SS Senior Admin  
Case Mngt & Nursing Services  
Amy Benjamin  
103609



7/10/2009



**DHSS / DSAAPD**  
**Nursing**

**SS Chief Admin**  
**Mary Ann Connell**  
**66845**  
**Case Processing**

**SS Senior Admin**  
**Case Mngt & Nursing Services**  
**Amy Benjamin**  
**103609**

**UPlaza**

**Milford**

**Nurse Consultant**  
**Susan Fuess**  
**62165**

**Nurse Consultant**  
**Rose Imhof**  
**62166**

**SSS1**  
**Paula Medaris**  
**66562**  
**Seasonal**

**Admin Spec I**  
**Kristine Shockley**  
**65928**  
**Seasonal**

**RN III**  
**Kimberly Helms**  
**2774**

**RN III**  
**Diane Steppi**  
**80455**

**RN III**  
**Beverly LaRock**  
**5800**

**RN III**  
**Susan Warzel**  
**80460**

**RN III**  
**Holly Newman**  
**97278**

**RN III**  
**(vacant)**  
**66925**

**RN III**  
**(vacant)**  
**67450**

**RN III**  
**(vacant)**  
**39038**  
**Seasonal**

**RN III**  
**Susan Schieffer**  
**80458**

**RN III**  
**Michael Serfass**  
**80459**

**RN III**  
**Erin Bartley**  
**80464**

**RN III**  
**Carolyn Mullen**  
**80462**

**RN III**  
**Sharleen Bunting**  
**61573**

**RN III**  
**Monique Nieblas**  
**88227**

**RN III**  
**Bobbie Fisher**  
**60330**

**RN III**  
**Debbie Sullivan**  
**88226**

**RN III**  
**Kimley Hines**  
**80463**

**RN III**  
**Dorothea Harris**  
**94844**  
**Seasonal**

**RN III**  
**Janice Kennedy**  
**3212**

**RN III**  
**Donna Mabry**  
**95061**  
**Seasonal**

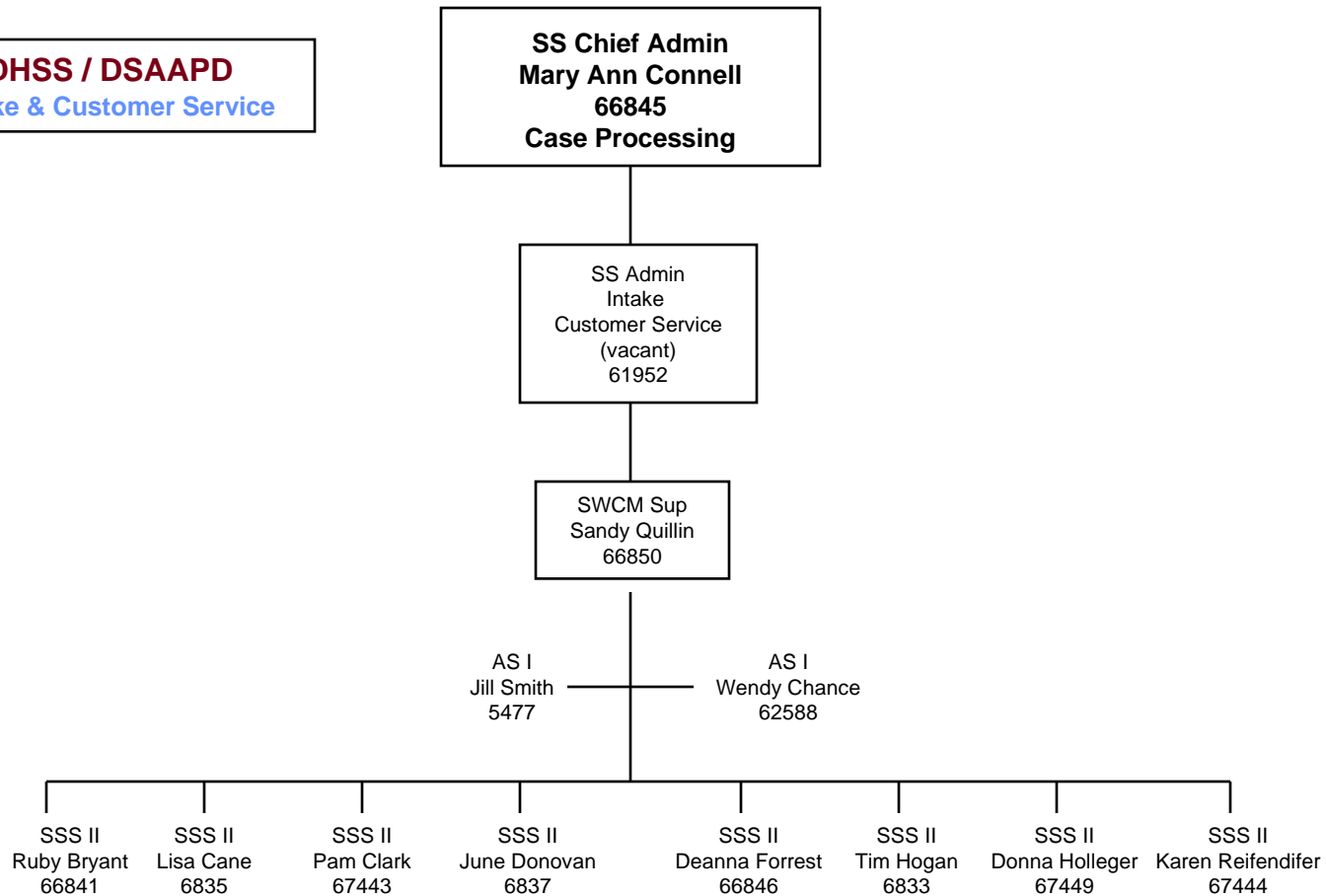
**RN III**  
**Helen Lee**  
**80461**

**7/10/2009**

**Page 5**



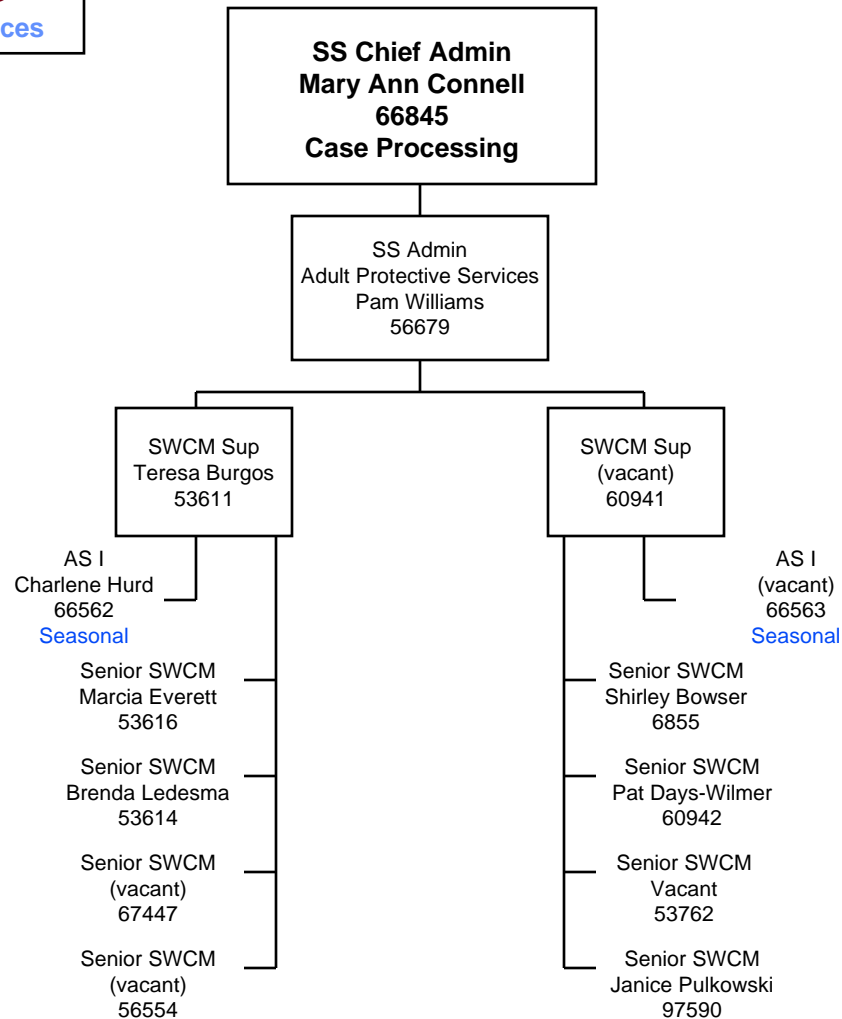
**DHSS / DSAAPD**  
Intake & Customer Service



7/10/2009



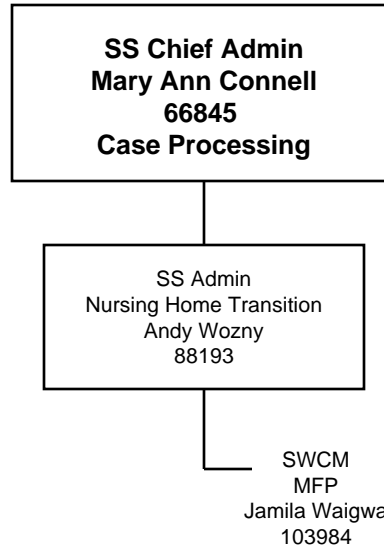
**DHSS / DSAAPD**  
Adult Protective Services



7/10/2009



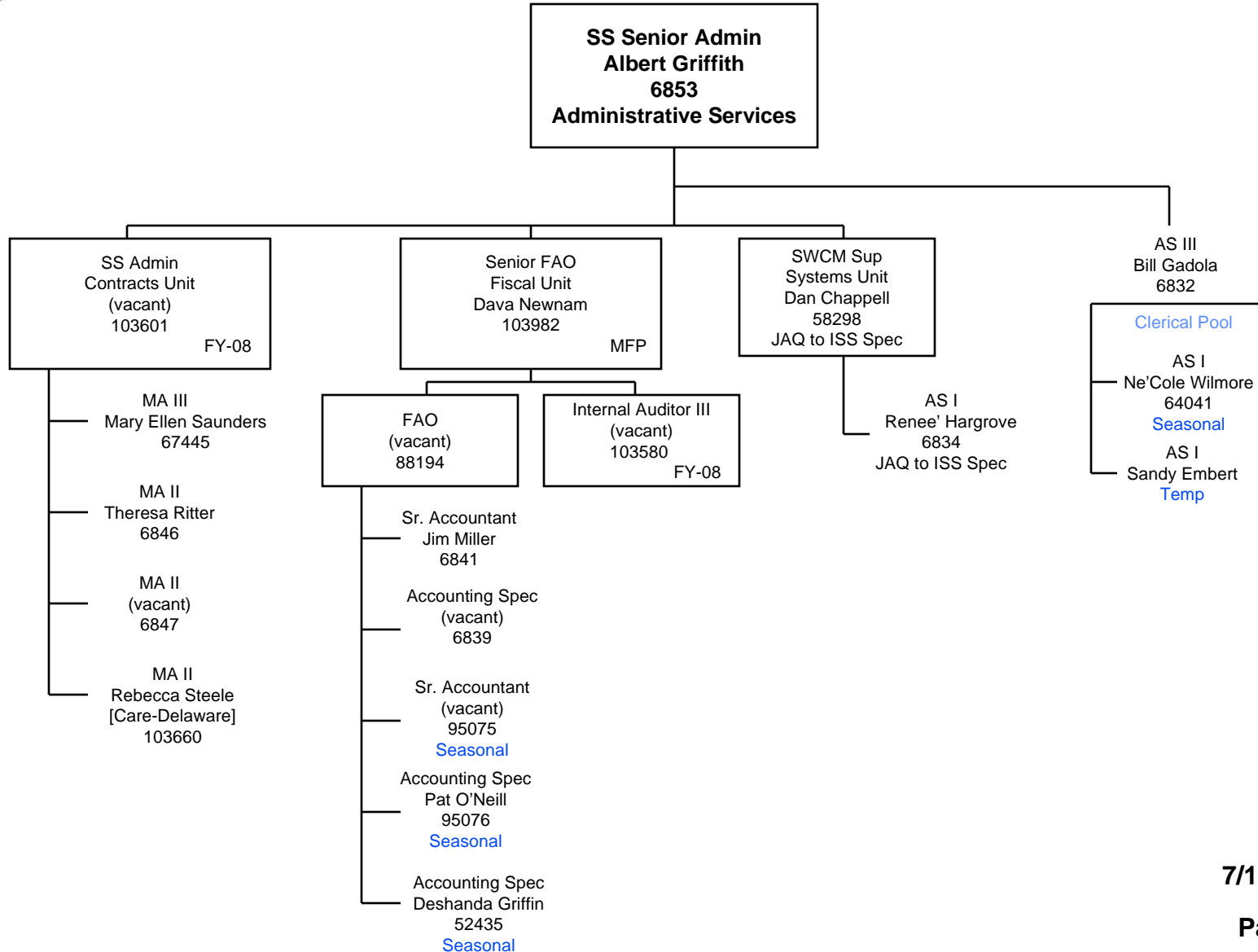
**DHSS / DSAAPD**  
Nursing Home Transition  
and Special Projects



7/10/2009



**DHSS / DSAAPD**  
Administrative Services

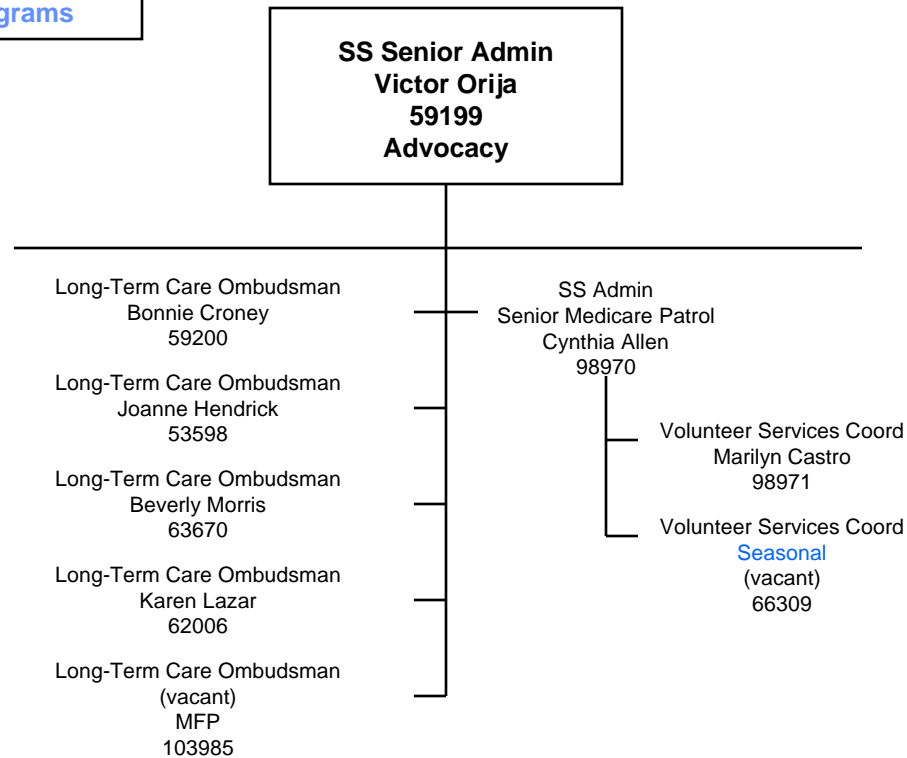


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**DHSS / DSAAPD**  
Long-Term Care Ombudsman  
and Advocacy Programs

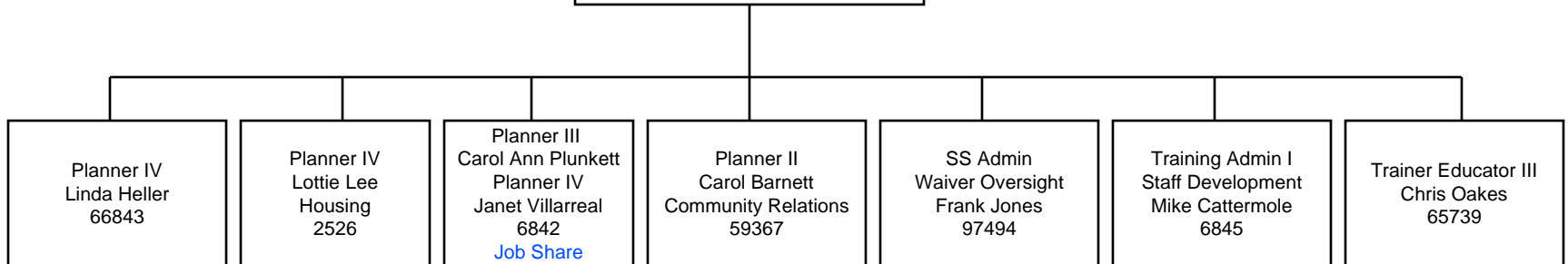


7/10/2009



**DHSS / DSAAPD**  
**Planning and Evaluation Unit**

**Planning Supervisor**  
**Lisa Bond**  
**6843**  
**Planning and Evaluation**



**7/10/2009**

**Page 11**

**Christine M. Oakes**  
**222 Sykes Rd.**  
**New Castle, Delaware 19720**  
**302-740-7255**  
**cmoakes@hotmail.com**

## **PROFESSIONAL PROFILE**

Health promotion and management professional with over 30 years experience in developing and directing large-scale initiatives, programs, plans, professional development, trainings and interventions for diverse populations. Outstanding skills in leadership, project management, research and planning, assessment and evaluation, budget management, resource development, professional and consumer training, special event coordination, partnership development, community capacity-building and fund-raising.

## **PROFESSIONAL EXPERIENCE**

1999-present Delaware Health and Social Services  
Division of Services for Aging and Adults with Physical Disabilities  
1901 N. DuPont Highway, Main Administration Building, Suite 125  
New Castle, Delaware 19720

Trainer III/Project Manager-Program Administrator: Manage all phases of a quality improvement project for Division/State including assessment, research, planning, training, implementation and performance reporting. Establish and administer statewide health education and prevention programs and initiatives for seniors and adults with physical disabilities. Manage and administer annual federal budget (over \$100, 000/year) and state/federal grants and contracts. Develop sustainable public/private partnerships with similar missions, goals and objectives to coordinate services and leverage resources. Plan and coordinate large-scale initiatives, conferences, events, professional trainings, community health projects and campaigns. Research and provide presentations, trainings and educational materials for staff, professionals, consumers and targeted populations. Assess and evaluate performance outcomes. Establish and implement quality improvement measures. Train and supervise interns and volunteers.

1995-1999 Cynthia Nigro, Ph.D, P.A., Psychologist and Biofeedback Practice  
2401 Pennsylvania Avenue  
Wilmington, Delaware 19806

Biofeedback Clinician/Business Associate: Developed and assisted in the management of a successful, for-profit biofeedback practice specializing in EEG/Neurofeedback. Provided self-regulation and peak-performance training for a diverse clinical population utilizing high-tech instrumentation, software and techniques for the remediation of chronic pain, depression, anxiety, sleep disorders, PTSD, addictions, stroke recovery, mild cognitive impairment, and traumatic head injuries. Interpreted results, prepared reports and provided instruction for clients. Provided special training for professionals, students and special interest groups.

## CHRISTINE M. OAKES RESUME – PAGE 2

1987-1997      DelCare Plus (formerly, Exercise and Rehabilitation Center, Inc.)  
1851 Marsh Road  
Wilmington, Delaware 19810

Healthcare Senior Administrator: Provided administrative and managerial services for new and established healthcare providers in a comprehensive pain and physical rehabilitation center. Prepared business plans, budget reports, needs assessments and service evaluations. Developed and implemented strategies to ensure growth of healthcare practices and provider services. Recruited healthcare professionals and trained providers in effective practice management. Established administrative procedures, trained and supervised staff, evaluated and promoted productivity and quality services among employees and providers. Promoted health care services and initiated marketing strategies to introduce service/products to new clients. Developed a strong referral base of consumers and providers.

1981-1999      The Right Way by Polly, Inc.  
Newark, Delaware

Wellness Coach/Instructor/Business Associate: Researched, coordinated, provided training and resources on health and wellness (i.e. nutrition, physical activity, stress management, healthy lifestyles) to diverse client populations. Researched and assisted in the development and production of practice and support products (i.e. nutrition education, supplements, manuals, books, newsletters). Promoted health consultant services and products.

1984-1987      Delaware Museum of Natural History  
Kennett Pike  
Greenville, Delaware

Research Assistant/Science Education Consultant: Researched, developed and wrote curriculum- based Life Science manuals for elementary school educators in Delaware. Instructed and guided professionals and special-interest groups through private scientific research collections. Conducted public and private museum tours and activities. Provided training and supervision for interns and volunteers, wrote tour scripts and conducted training for docents. Developed and provided hands-on science education activities for elementary and secondary school groups. Received, evaluated and processed newly-acquired specimens and collections for scientific collection.

1985              State of Delaware  
Delaware State Housing Authority  
Wilmington, Delaware

Research Assistant/Field Tester: Tested rental housing companies in Delaware for compliance with Equal and Fair Housing Legislation. Prepared evaluation reports for Delaware State Housing Authority and provided findings to State at legal/compliance hearings.

### CHRISTINE M. OAKES RESUME – PAGE 3

1981-1984      Wilmington Swim School and Health Center  
New Castle, Delaware 19720

Fitness Center Manager/Instructor/Administrative Assistant: assisted with the overall administration, management and operations of a comprehensive fitness center and swim school. Developed and administered diverse wellness programs for clients and clinical population. Instructed classes in fitness, yoga, stress management for community and clients in clinical aquatic therapy program. Initiated a wellness education series for allied health professionals and community. Expanded existing revenue streams. Marketed programs and facility; recruited new members, healthcare providers and clinical population

1982-1984      State of Delaware  
Delaware Vietnam Veterans Leadership Program  
Wilmington, Delaware 19808

Executive Administrative Assistant: Managed, coordinated and implemented all activities associated with an innovative Leadership Program for serving Delaware Vietnam Veterans, especially those special needs. Provided administrative and technical support to Director. Developed and provided resources, networking, crisis intervention and mentoring for targeted veteran population and their families. Recipient of *Community Leadership Award* (April, 1984) for providing leadership and support to Vietnam Veterans, particularly those with physical and mental disabilities.

1977-1979      Los Alamos Center for Family Counseling  
Los Alamos, New Mexico

Crisis Intervention Counselor: Counseled and provided appropriate intervention and support to individuals in crisis. Mentored teens and young adults with special needs.

1978-1980      Family Recreation Center  
Los Alamos, New Mexico

Owner/Manager: Handled all aspects of owning and operating a successful small business.

1974-1976      United Cerebral Palsy  
Pre-Vocational Rehabilitation and Training Program  
Wilmington, Delaware, 19809

UD Intern and Seasonal Assignment: Assisted in the development, direction and implementation of a pre-vocational training program for a diverse adult population with special needs. Provided direct support and special skills training to clients with physical and mental disabilities.

## **CHRISTINE M. OAKES RESUME – PAGE 4**

1973-1976      U.S. Veterans Administration  
Division of Rehabilitation  
Elsmere, Delaware

Special Education Mentor/Tutor: provided mentoring and special instruction in college-level academic courses (e.g. statistics, research methodology, math, behavioral sciences) to blind Vietnam Veteran; used Braille and other instructional tools and techniques.

1973-1975      University of Delaware  
Clayton Hall Conference Center  
Newark Delaware

Administrative Assistant: Assisted in the planning, coordination and oversight of special events and conferences at Clayton Hall. Provided administrative and technical assistance to senior staff. Provided information and technical support to consumers and professionals utilizing conference center and services. Responsible for operational oversight of facility.

## **EDUCATION**

Bachelor of Arts, Psychology, University of Delaware, Newark, Delaware, 1976

Post-degree credits in core area of study (54 credits):

Northern New Mexico College (University of New Mexico-Los Alamos Branch),  
1977-1979

24 credits (Biology, Chemistry, Math)

University of New Mexico, Los Alamos Branch, 1979-1980  
6 credits (Organic Chemistry)

University of Delaware, 1985-1988  
24 Credits (Life Sciences/Biology)

Professional Training/Certification:

Professional Biofeedback including Clinical EEG/Neurofeedback and Peripheral/Surface  
EMG

Training provided by the following research organizations: EEG Spectrum (1995), Stens  
Research, (1993), Davicon, Inc. (1990)

## **CHRISTINE M. OAKES RESUME – PAGE 5**

Ongoing Professional Development/Job-related Training (1999 - present)  
Training Providers, Content Areas and Topics include:

### **I. Aging and Disabilities**

Training Providers: The Lewin Group; Administration on Aging (AOA); Centers for Medicare & Medicaid Services; Delaware Department of Health & Social Services (DHSS), Divisions: Medicaid & Medical Services; Social Services, State Service Centers, Public Health; Department of Insurance, ELDERinfo (SHIP); University of Delaware, Center for Disabilities Studies (CDS), Institute for Public Administration (IPA); Delaware Aging Network; Centers for Independent Living (CIL); Delaware Helpline

#### **Topics:**

- Vision 2020, Older Americans Act, Americans with Disabilities Act
- Aging & Disability Resource Centers - Orientation, Models, Readiness Assessment Analysis, Planning & System Development
- Delaware Call Centers - Operations, Service Delivery, Evaluation, Quality Assurance
- Options Counseling - Orientation
- Self-Determination - Theory, Practice, Implementation
- Person-Centered Care - Treatment, Planning, Implementation
- Long-Term Support Systems/Home & Community Based Service Options
- Nursing Home Diversion & Hospital Discharge Planning
- Excellent Customer Service
- Searchable Databases in Delaware - Orientation, Operations, Taxonomy, Inclusion/Exclusion Criteria, Quality Assurance
- Public Long-term Support Services - Eligibility, Financial Determination
- Medicare - Benefits Counseling
- IT/MIS Software Systems & Applications- Demonstrations, Overview
- Quality Assurance, Evaluation, Performance Outcomes

### **II. Health Promotion and Disease Prevention**

Training Providers: National Association of Chronic Disease Directors; Centers for Disease Prevention & Control; National Council on Aging-Center for Healthy Aging; DHSS-Divisions: Public Health, Substance Abuse & Mental Health, Emergency Management; UD Department of Health, Nutrition & Exercise Sciences; Health Education Network of Delaware

#### **Topics:**

- Population Demographics, Trends, Health Indicators, Epidemiological Profiles
- State Health Status Reports, Projections, Planning
- Evidence Based Prevention Programs - Planning, Implementation
- State/National Prevention Plans and Initiatives - Healthy People 2010, Healthy Delaware, Healthy Delawareans with Disabilities, Livable Communities, Diabetes Prevention, Obesity, Physical Activity & Nutrition, HIV/AIDS, Women's Health, Mental Health, Suicide Prevention
- Health Literacy & Cultural Competency
- Social Marketing - Planning, Targeted Outreach, Evaluation
- Strategic Planning

## **CHRISTINE M. OAKES RESUME – PAGE 6**

### **III. Safety and Emergency Preparedness**

Training Providers: National Council on Aging-Center for Healthy Aging, AOA, CDC, Delaware Departments of: Emergency Management, Public Health, Public Safety, Natural Resources and Environmental Control, Social Security Association, Delaware Money School, Senior Medicare Patrol Program

#### **Topics:**

- Emergency Preparedness
- Home/Community Safety - Fall Prevention; Fire/Crime Prevention
- Fraud Prevention
- Environmental Health - Air/Water Quality
- Immunizations, Infection Control/Management

### **IV. Mental Health and Substance Abuse**

Training Providers: Delaware Division of Substance Abuse & Mental Health; UD Center for Drug & Alcohol Abuse; Mental Health Association of Delaware, Suicide Prevention Coalition; Delaware Gambling Council; Alzheimer's Association; Brain Injury Association of Delaware; Delaware Mental Fitness Coalition

#### **Topics:**

- Crisis Management, Suicide Prevention
- CARES: Early Dementia, Care giving
- Alzheimer's Disease & related brain disorders
- Traumatic Brain Injury - Orientation, Management & Prevention
- Pain Control & Management
- Addictions & Substance Abuse - Alcohol, Medication, Tobacco, Gambling
- Healthy Brain Aging, Mental & Cognitive Fitness

### **V. Community Planning and Design**

Training Providers: American Planning Association-National & Delaware Chapter; UD-CDS, IPA; Delaware State Housing Authority, State Planning Office; Department of Transportation; Local Government/Municipalities Planning Offices; WILMAPCO

#### **Topics:**

- Aging in Place/Aging in Communities
- Naturally Occurring Retirement Communities(NORC)
- Community Resource Mapping & Planning
- Healthy, Active, Accessible Communities
- Universal Design/Beyond ADA Compliance
- Inclusionary Housing/Affordable & Accessible Housing
- Livable Communities, Affordable Assisted Living, GREEN HOUSE Homes
- Infrastructure, CIP & Alternative Transportation
- Green Energy, Sustainability & Planning
- Planning Law & Ethics

**DATE OF RESUME** July, 2009





**DELAWARE HEALTH  
AND SOCIAL SERVICES**

DIVISION OF  
MEDICAID & MEDICAL ASSISTANCE

TELEPHONE: (302) 255-9500

July 15, 2009

Guy Perrotti, Director  
Division of Services for Aging and Adults with Physical Disabilities  
1901 N. DuPont Highway  
New Castle, DE 19720

Dear Mr. Perrotti:

I am writing to confirm the support of the Division of Medicaid and Medical Assistance (DMMA) for your proposal to establish an Aging and Disability Resource Center (ADRC) in Delaware.

Like the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD), DMMA is committed to developing improved avenues for residents of the State to learn about available services, make informed decisions about their own care, and easily access the supports that they need. It is clear that the development of an ADRC in Delaware will enable us to work together to develop a service system which promotes individual choice as well as efficiency.

DMMA will partner with DSAAPD in a number of ways to develop and implement the ADRC. Specifically, DMMA will:

- Provide training for ADRC staff and partners on technical issues surrounding various Medicaid programs to enable the ADRC to better assist consumers and caregivers with Medicaid-related questions and/or applications
- Provide the ADRC and partners with updates about important changes in Medicaid programs
- Coordinate with the ADRC to develop approaches for expediting Medicaid applications through the ADRC

I wish you the best of luck in your efforts to secure funds for an ADRC and look forward to working closely with you on this very worthwhile endeavor.

Sincerely,

Rosanne Mahaney  
Acting Director

**Karen Weldin Stewart, CIR-ML  
Commissioner**



**Delaware Department of Insurance**

July 24, 2009

Guy Perrotti, Director  
Division of Services for Aging and Adults with Physical Disabilities  
1901 N. DuPont Highway  
New Castle, DE 19720

Dear Mr. Perrotti:

I am writing to confirm the support of ELDERinfo, Delaware's State Health Insurance Assistance Program, for your proposal to establish an Aging and Disability Resource Center (ADRC) in Delaware.

ELDERinfo provides counseling and assistance on questions and problems related to Medicare, Medicaid, Medigap, long-term care insurance and other types of health insurance. ELDERinfo believes that educating consumers about available health insurance options empowers them to make the best health insurance decisions for themselves and their families. The development of an ADRC in Delaware will enable us to work together to provide assistance and follow up to consumers with health insurance questions.

ELDERinfo will partner with DSAAPD in a number of ways to develop and implement the ADRC. Specifically ELDERinfo will:

- Provide training for ADRC staff on various aspects of the ELDERinfo program
- Educate ELDERinfo volunteers about the ADRC
- Distribute ADRC outreach materials to consumers
- Put a link to the ADRC web site on the ELDERinfo web site
- Make referrals to and accept referrals from the ADRC

ELDERinfo is committed to carrying out these activities to help build a successful ADRC in Delaware. We look forward to working with you on this worthwhile project.

Sincerely,

A handwritten signature in blue ink that reads "Lakia Turner".

Lakia Turner, Director  
ELDERinfo

A handwritten signature in blue ink that reads "Karen Weldin Stewart".

Karen Weldin Stewart CIR-ML  
Insurance Commissioner



**Delaware's State Health Insurance Assistance Program (SHIP)**

841 Silver Lake Blvd., Dover, DE 19904-2465  
(302) 674-7364 ♦ (302) 739-6278 fax ♦ [www.delawareinsurance.gov](http://www.delawareinsurance.gov)



Freedom Center for Independent Living, Inc.

400 North Broad St. Middletown, DE 19709

T (302) 376-4399 • TTY (302) 449-1487 • F (302) 376-4395

[www.fcilde.org](http://www.fcilde.org)

July 15, 2009

Guy Perrotti, Director  
Division of Services for Aging and Adults with Physical Disabilities  
1901 N. DuPont Highway  
New Castle, DE 19720

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JUL 21 2009

**DIRECTOR'S OFFICE  
DSAAPD/DHSS**

Dear Mr. Perrotti:

I am writing to confirm the support of the Freedom Center for Independent Living for your proposal to establish an Aging and Disability Resource Center (ADRC) in Delaware.

As you know, the Freedom Center for Independent Living is one of two Centers for Independent Living (CILs) in Delaware. The Freedom Center is committed to working with the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) on the development and operation of an ADRC in the State.

A statewide ADRC will allow Delawareans to learn about available services, make informed decisions about their own care, and easily access the supports that they need. These goals are central to the missions of both of our organizations.

The Freedom Center will partner with DSAAPD in a number of ways to develop and implement the ADRC. Specifically, the Freedom Center will:

- Provide assistance in planning and developing ADRC materials
- Engage in cross-training with ADRC staff
- Share information regarding services, providers and resources to assist in maintaining and updating the ADRC database
- Provide information regarding the unmet needs of older persons and adults with physical disabilities
- Collaborate with DSAAPD on community events and outreach related to the ADRC
- Make referrals to and accept referrals from the ADRC

I wish you the best of luck in your efforts to secure funding through this grant opportunity and look forward to working closely with you to help build a successful ADRC in Delaware.

Sincerely,

Ernest G. Cole, Ed.D., Executive Director  
Freedom Center for Independent Living





## INDEPENDENT RESOURCES, INC.

"A Center for Independent Living"

July 15, 2009

Guy Perrotti, Director  
Division of Services for Aging and Adults with Physical Disabilities  
1901 N. DuPont Highway  
New Castle, DE 19720

Dear Mr. Perrotti:

I am writing to confirm the support of Independent Resources, Inc. for your proposal to establish an Aging and Disability Resource Center (ADRC) in Delaware.

As you know, Independent Resources is one of two Centers for Independent Living (CILs) in Delaware. Independent Resources is committed to working with the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) on the development and operation of an ADRC in the State.

A statewide ADRC will allow Delawareans to learn about available services, make informed decisions about their own care, and easily access the supports that they need. These goals are central to the missions of both of our organizations.

Independent Resources will partner with DSAAPD in a number of ways to develop and implement the ADRC. Specifically, Independent Resources will:

- Provide assistance in planning and developing ADRC materials
- Engage in cross-training with ADRC staff
- Share information regarding services, providers and resources to assist in maintaining and updating the ADRC database
- Provide information regarding the unmet needs of older persons and adults with physical disabilities
- Collaborate with DSAAPD on community events and outreach related to the ADRC
- Make referrals to and accept referrals from the ADRC

I wish you the best of luck in your efforts to secure funding through this grant opportunity and look forward to working closely with you to help build a successful ADRC in Delaware.

Sincerely,

Larry Henderson, Executive Director  
Independent Resources, Inc.



**DELAWARE  
AGING  
NETWORK**

C/o St. Patrick's Center, Inc  
107 East 14<sup>th</sup> Street  
Wilmington, DE 19801  
(302) 652 - 6219

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**JUL 21 2009**

**DIRECTOR'S OFFICE  
DSAAPD/DHSS**

July 15, 2009

Guy Perrotti, Director  
Division of Services for Aging and Adults with Physical Disabilities  
1901 N. DuPont Highway  
New Castle, DE 19720

Dear Mr. Perrotti:

I am writing to confirm the support of the Delaware Aging Network (DAN) for your proposal to establish an Aging and Disability Resource Center (ADRC) in Delaware.

As you know, DAN is a consortium of over 50 agencies dedicated to improving the quality of services for older Delawareans. In addition to operating and coordinating services, DAN also advocates for policy changes that benefit the aging population. DAN is committed to working with the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) on the development and operation of an ADRC in the State.

A statewide ADRC will allow Delawareans to learn about available services, make informed decisions about their own care, and easily access the supports that they need. These goals are central to the missions of both of our organizations.

DAN will partner with DSAAPD in a number of ways to develop and implement the ADRC. Specifically, DAN will:

- Provide assistance in planning and developing ADRC materials
- Engage in cross-training with ADRC staff
- Share information regarding services, providers and resources to assist in maintaining and updating the ADRC database
- Provide information regarding the unmet needs of older persons and adults with physical disabilities
- Collaborate with DSAAPD on community events and outreach related to the ADRC
- Make referrals to and accept referrals from the ADRC

I wish you the best of luck in your efforts to secure funding through this grant opportunity and look forward to working closely with you to help build a successful ADRC in Delaware.

Sincerely,

  
William J. Kooser  
Vice Chairman

Lead Agencies

CHEER  
Jewish Family Services  
Modern Maturity Center

Executive Committee

Generations Home Care  
Jean Birch MOT Senior Center  
St. Patrick's Center  
University of Delaware  
Wilmington Senior Center

Members

Alzheimer's Association  
Brandywine Senior Center  
Brandywine Senior Transitions  
Bridgeville Senior Center  
C&D Senior Center  
CARE Delaware  
Christiana Care Health System  
Claymont Community Center  
Claymore Senior Center  
Community Legal Aid Society  
DATI  
DE Ecumenical Council  
DE Elwyn  
DE Hospice  
DE Senior Olympics  
DE State University  
DE Tech & Community College  
DSAAPD  
Easter Seals  
Family & Workplace Connection  
Foster Grandparents  
Fox Rehabilitation  
Francis X. Norton Center  
Frederica Senior Center  
Griswold Special Care  
Howard Weston Senior Center  
Ingleside Homes  
Laurel Senior Center  
Meals on Wheels  
Mental Health Association  
Mid-County Senior Center  
Milford Senior Center  
Nanticoke Senior Center  
New Castle Senior Center  
Newark Senior Center  
People's Settlement  
Quality Insights of Delaware  
RSVP  
Sacred Heart Village  
St. Anthony's Senior Center  
Senior Partner  
Somerford Place  
Westside Health  
WHYY Coming of Age

**SERVING AND ADVOCATING FOR DELAWARE'S MATURE POPULATION  
AND THOSE WHO SUPPORT THEM**





4755 Ogletown-Stanton Road  
PO Box 6001  
Newark, Delaware 19718-6001

July 15, 2009<sup>302-733-1000</sup>

Guy Perrotti, Director  
Division of Services for Aging and Adults with Physical Disabilities  
1901 N. DuPont Highway  
New Castle, DE 19720

Dear Mr. Perrotti:

I am writing to confirm the support of Christiana Care Health System for your proposal to establish an Aging and Disability Resource Center (ADRC) in Delaware.

Christiana Care is one of the largest health care providers in the mid-Atlantic region, offering a range of services including more than 1,100 licensed beds in two hospitals. Christiana Care is committed to working with the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) on the development and implementation of the person-centered hospital discharge planning component of Delaware's ADRC.

Discharge planning presents a number of challenges because of the complexity of service needs of many older persons and adults with physical disabilities as they leave the acute care hospitals. In addition, limited resources for long-term care options make the arrangement of post-acute services especially difficult. For these reasons, Christiana Care welcomes the opportunity to work with DSAAPD on developing the capacity within a statewide ADRC for supporting hospital discharge processes for these target populations.

Christiana Care will partner with DSAAPD in a number of ways to develop and implement the ADRC. Specifically, Christiana Care will:

- Provide information regarding the unmet post-acute care needs of older persons and adults with physical disabilities in Delaware
- Provide input into the development of ADRC materials to be used in the hospital discharge process
- Engage in cross-training with ADRC staff
- Distribute information provided by the ADRC to patients and caregivers
- Coordinate with ADRC partner agencies selected by DSAAPD to support discharge planning efforts

I wish you the best of luck in your efforts to secure funding through this grant opportunity and look forward to working closely with you on this worthwhile project.

Sincerely,

Gary W. Ferguson  
Executive Vice President & COO



STATE OF DELAWARE  
**STATE COUNCIL FOR PERSONS WITH DISABILITIES**

MARGARET M. O'NEILL BUILDING  
410 FEDERAL STREET, SUITE 1  
DOVER, DE 19901

VOICE: (302) 739-3620  
TTY/TDD: (302) 739-3699  
FAX: (302) 739-6704

July 24, 2009

Mr. Guy Perrotti, Director  
Division of Services for Aging and Adults with Physical Disabilities  
Main Administration Building  
1901 N. DuPont Highway  
New Castle, DE 19720

Dear Mr. Perrotti:

I write on behalf of the State Council for Persons with Disabilities (SCPD) in strong support of the Division of Services for Aging and Adults with Physical Disabilities' (DSAAPD) application for funding to establish an Aging and Disabilities Resource Center (ADRC). The development of an ADRC in Delaware would provide valuable core services such as options counseling and person-centered discharge planning that will enable persons with disabilities in the State to make informed decisions about their own care, help them live in the community and enhance their quality of life.

SCPD is charged in 29 Del.C. Chapter 82 with the responsibility of proposing and promoting laws, regulations, programs and policies which improve the lives of individuals with disabilities. In this capacity, Council has worked closely with DSAAPD and knows it is uniquely positioned and qualified to operate a statewide ADRC. The Division already provides an array of services which benefit individuals with disabilities. Given the current infrastructure and functions required under this grant, SCPD believes that the agency will certainly be able to efficiently operate a Delaware ADRC.

SPCD will be available to assist DSAAPD in its efforts to develop and implement an ADRC. We would be glad to review draft materials, provide a forum for program planning, assist in outreach activities, participate in training events, and carry out other functions needed in support of the project.

SCPD certainly supports the DSAAPD application and looks forward to working with you.

Sincerely,

Daniese McMullin-Powell, Chairperson  
State Council for Persons with Disabilities

scpd/dsaapd support adrc 7-09

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JUL 22 2009

**DIRECTOR'S OFFICE  
DSAAPD/DHSS**

July 15, 2009

Guy Perrotti, Director  
Division of Services for Aging and Adults with Physical Disabilities  
1901 N. DuPont Highway  
New Castle, DE 19720

Dear Mr. Perrotti:

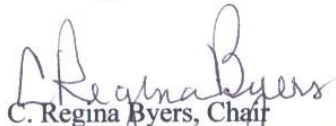
I am writing to confirm the support of the Governor's Advisory Council on Services for Aging and Adults with Physical Disabilities (DSAAPD) for your proposal to establish an Aging and Disability Resource Center (ADRC) in Delaware.

As you know, the Council is an advisory board comprised of older persons, adults with physical disabilities, and service professionals from around the State. The Council takes an active role in advocacy and support on behalf of DSAAPD. In this capacity, the Council has worked closely with DSAAPD in developing a community-based service system to respond to the needs of its constituent populations.

The Council will serve as the primary advisory body for the development and implementation of Delaware's ADRC. Meetings will be held approximately seven months per year, during which time we will engage in providing advice and support related to the ADRC to DSAAPD staff and partner agencies. Throughout the project, individual members of the council will make themselves available for special projects and to lend technical support, as needed.

We wish you the best of luck in your efforts to secure funding and look forward to continuing our efforts to support DSAAPD in developing an ADRC in Delaware.

Sincerely,



C. Regina Byers, Chair  
Governor's Advisory Council on Services for Aging and Adults with Physical Disabilities