

| Identifying and Tracking Unmet Needs Policy | | |
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| Policy # 40 | Date of Approval: 1/3/2014 | Date Policy is Effective: 1/3/2014 |
| Responsible Person: ADRC Office Manager | | Author: Becky Dahl, Regional Manager |
| Reference: Scope of Services; Article III. O.; Article IV. 4. j. | | Approved By: Approved by Eagle Country Governing Board 1/3/2014 |
| Cross Reference: | | |

Purpose

To identify and track the unmet community needs of the Aging and Disability Resource Center (ADRC) of Eagle Country targeted populations and establish priorities to address those needs.

Policy

The ADRC shall assist its governing board in identifying the unmet needs of its customer populations, including unserved or underserved subgroups within the customer populations, and the types of services, facilities or funding sources that are in short supply.

Definitions:

Unmet Need: the lack or inadequate availability of a service or support necessary for older people or people with disabilities in the communities served by the ADRC to live with dignity and security and/or to achieve maximum independence and quality of life.

Procedure

Identifying and Tracking Unmet Needs

1. ADRC staff will report to their manager gaps in services and community resources needed during their day to day contacts with customers.
2. When following up with customers, if they have not been successful finding appropriate services, this could be confirmation of an unmet need
3. When applicable ADRC Specialists will mark the appropriate unmet need in the topics section of Wellsky. The database specialists will run a report of unmet needs at least annually prior to the October Governing Board Meeting.
4. Annually, the Governing Board will dedicate the October meeting to developing a list prioritizing unmet needs in the region.
5. The Governing Board will have “advocacy” as a standing agenda item providing an opportunity for board members to bring unmet needs in their community to the attention of the board.
6. The Governing Board will review the number and type of grievances and appeals to determine if a need exists for system changes on a bi-annual basis.

Sharing Information About Unmet Needs

1. The ADRC shall, in coordination with its Governing Board, provide information and recommendations regarding the unmet needs of its customers to local elected officials, regional long-term care advisory committees, Managed Care Organizations in the service

area, Wisconsin Council on Long Term Care and/or the Office of Resource Center Development.

Helping Address Unmet Needs

1. The identified unmet needs shall be used to help establish priorities for the ADRC's outreach, education, prevention, and system advocacy efforts.
2. Within its *established priorities*, the ADRC shall advocate for the development of local services and resources to address the unmet needs of its targeted populations.

History

Original Approved 1/3/2014. 3/2023 Updated to reflect title change from "I&A" to "ADRC Specialist"

Annual Review Dates