

Aging and Disability Resource Center of Eagle Country Management Plan 2020

Performance Goal:

Regional Aging and Disability Resource Centers provide quality services and assures consistency of those services across the ADRC service region.

Requirement:

ADRC Contract Section IV.N.2.f states that the Aging and Disability Resource Center shall have a regional management plan. The plan must be reviewed and submitted with the ADRC's annual documentation and updated as needed.

Topics for Inclusion in the Regional Management Plan:

A. The respective roles and responsibilities of the Regional Director and Office

Directors/Managers:

Suggested strategies

- As a group review the contract responsibilities of the Office Directors/Managers as well as those additional responsibilities specified for a Regional Director. Annually each office is provided with the Scope of Services. At the monthly managers meeting, changes in the Scope of Services are reviewed when released from Office of Resource Center Development. At this time roles and responsibilities of the Regional Director are reviewed as required in the contract.
- Clarify the roles and responsibilities of the Regional Director and Office Directors/Managers, assuring understanding and agreement by all parties in meeting the ADRC contract expectations. If you have already developed an MOU or other document outlining the roles and responsibilities of each position it may be attached as a component of this plan rather than re-writing it in the plan.

Regional Director

Contract Responsibilities:

- ✓ ensure that all expenses incurred against the contract are correct and appropriate
- ✓ ensure contract compliance and contracts issued from Juneau County/the Regional Office are in place
- ✓ authority to put in place needed corrections to fulfill contract requirements

Personnel Responsibilities:

- ✓ involved in personnel issues/interviews
- ✓ shared authority to hire and fire
- ✓ provide supervision for the ADRC staff
- ✓ provide the leadership for strong collaboration and team building between offices

Regional Plans

- ✓ seek input from Office Directors/Managers in developing regional plans and policies and submit to Office of Resource Center Development in the time frame expected

Quality Assurance

- ✓ assure quality and consistency of program services across the region are meeting the standards set in the Quality Plan
- ✓ coordinate training needs identified in the region

Governing Board

- ✓ report to and assist the ADRC of Eagle Country Governing Board in carrying out its duties
- ✓ provide orientation, training and ongoing education for governing board members so they can effectively carry out their responsibilities

Office Directors/Managers Responsibilities

- ✓ responsible for managing their budget
- ✓ monitoring the day to day operations of the office
- ✓ provide staff supervision and assure adequate staff are in place to meet customer service needs
- ✓ report to the Regional Director when issues arise that cause their office to be out of compliance of the contract, quality plan or policies set
- ✓ understand all the regional policies and responsible to insure office compliance

B. How the Regional Director and Office Directors/Managers will communicate with one another, with relevant oversight boards or committees in the participating communities, and with the regional ADRC governing board.

Suggested strategies

- *Describe the method and frequency of communication between the Regional Director and the Office Directors/Managers*

Managers Meetings

- ✓ Regional Director will create an agenda and facilitate a monthly meeting with the Office Directors/Managers. This will be an in-person meeting, virtual meeting or conference call. 'Walk On' items are part of the agenda to create opportunities for Office Directors/Managers to bring forward issues/questions. Notes are taken by the Regional Quality Coordinator and are distributed to the Management Team timely for accurate and timely communication back to office staff and follow-up on action items. The notes of a sensitive nature are password protected for management staff only.

Office Visits

- ✓ Scheduled monthly office visits provide another opportunity for the Regional Director and Office Manager to have discussions that relate specifically to their office
- ✓ Monthly programmatic and financial dashboard reviews

Dissemination of Information

- ✓ Regional Director disseminates information from the Office of Resource Center Development to each office. The Regional Director will contact the assigned Office of Resource Center Development Quality Specialist for any technical assistance then disseminate the information to Office Directors/Managers.

Other Communication

- ✓ Regional Director and Office Directors/Managers also communicate via e-mails and phone calls several times throughout the month.

- Describe the method and frequency of communication between the Regional Director and local county boards and committees.

Local Board Meetings

- ✓ Regional Director will annually attend at least one local board meeting at the county level. This has been an opportunity for local boards to have a better understanding of the regional model. It is also an opportunity for the Regional Director to hear concerns, gaps in services and accomplishments of the local boards.
- ✓ Regional Director will attend other local board meetings when office changes are needed to meet contract requirements. The Office Directors/Managers will include the Regional Director in the distribution list local ADRC/Aging and Disability Board meeting agendas and minutes.
- Describe the method and frequency of communication between Office Directors/Managers and local boards or committees. Office Directors/Managers work in collaboration with their local committees and/or board chairperson on creating agendas for their monthly meetings.
- Describe the method and frequency of communication between the Regional Director and the regional ADRC governing board. The Regional Director creates the ADRC of Eagle Country Governing Board agenda. The board meets on a monthly basis. It is a standing agenda item for board members to have input into creating agenda items for the next meeting. Another standing agenda item is board education which is an opportunity to inform the Governing Board about ADRC services or other topics they have identified.
- Describe the method and frequency of communication between Office Directors/Managers and the regional ADRC governing board. Office Directors/Managers attend the Governing Board meetings. A standing agenda item are highlights from each Office Directors/Managers. These reports often create conversations or questions from board members. The reports provide board members with a broad prospective of services, supports and community partners that occur in each office.

C. How the performance of each office will be evaluated to determine whether standards are being met.

Suggested strategies

- Describe the type and frequency of contact by the Regional Director with each office. The Regional Director will travel to each office for scheduled monthly visits. Depending on the need for support, projects and/or meetings, these visits occur minimally once a month in each office.

- Ensuring that policies or expectations for follow-up, home visits, timeliness, accessibility, privacy and use of the ADRC name are consistent amongst the offices.
 - ✓ Regional Director Office Visits: See quality plan
 - ✓ Dashboard Reports: See quality plan
 - ✓ Scope of Services Contract Review Form: See quality plan
 - ✓ Dissemination and Sustainability of Process Improvement Projects: The region has discovered the importance of the communicating with each office the process improvement projects occurring in the region.
 - ✓ Updates on current projects will be shared at management team meetings. The purpose of this is to prepare for dissemination and sustainability in the region. All ADRC staff will attend the evidence based Change Leader Academy or become familiar with the process through participation in office projects. (R.Q.C.)
 - ✓ Regional Information & Assistance Quarterly Meeting: See quality plan
 - ✓ Nursing Home and Hospital Visits: See quality plan for conversation checklist
 - ✓ Information and Assistance/Options Counseling Feedback and Documentation Tool: See Quality Plan
 - ✓ Consistent Materials Across the Region: See quality plan
 - ✓ Disability Benefit Specialists: See quality plan
 - ✓ Branding of ADRC of Eagle Country: All marketing and outreach materials whether created by an office or the regional office will use standardized branding. Regional Quality Coordinator will provide ADRC/Eagle Country logos and assure when offices are creating anything it is consistent and standardized in the region. The region will utilize standardized statewide marketing materials when provided by DHS.

D. Please include a signature page including the ADRC regional director, all Office Directors/Managers, and the ADRC Governing Board Chair.

E. Please submit the following as required with your annual documentation or to your RQS if you choose to submit prior to the end of the year:

- Signature page

Attachments:

Dashboard Reports