Aging and Disability Resource Hub

Related Terms and Definitions

Background

The Aging and Disability Resource Connection (ADRC) initiative began as a collaborative effort between the State of California, the federal Administration for Community Living (ACL), the Centers for Medicare & Medicaid Services (CMS), and the Veterans Administration (VA). The ADRC's purpose is to provide a single coordinated system for people seeking reliable information and access to Long-Term Services and Supports (LTSS).

The Aging and Disability Resource Hub (Sonoma ADRC) was established in 2020.

Term	**Definition**
Aging and Disability Resource Connection (ADRC)	ADRC is the title for the initiative that supports local counties in establishing coordinated entry systems with a No Wrong Door Model to increase access to services. *The term 'ADRC' is sometimes used synonymously with ADRH but usually heard in reference to the initiative as a whole or the cumulative group of ADRCs.*
Aging and Disability Resource Hub (ADRH)	The name of our Sonoma ADRC. *Definition:* A collaborative network of organizations in Sonoma County working together to streamline access to services for older adults, people with disabilities and their families and caregivers.
Core Partners/Core Partnership	In California, every ADRC is made up of a Core Partnership between the Area Agency on Aging (AAA) and the local Independent Living Center (ILC). In Sonoma County, our Core Partnership is between AAA and Disability Services and Legal Center (DSLC).
Extended Partners	Extended Partners are collaborative organizations that work with the ADRH to streamline access to services for older adults, people with disabilities, and caregivers. Through shared referrals, coordination, and joint problem-solving, they help extend the reach and effectiveness of the ADRH network.
Four Core Services	Every ADRC in California supports the following four Core Services: Enhanced Information & Assistance Options Counseling Short Term Service Coordination Transition Services
Information & Assistance (I&A)	Service provided by Sonoma County Adult & Aging. The team that supports I&A also supports the other four core services of our ADRH. The team supports the main ADRH phone line, offering personalized assistance to older adults, people with disabilities, and caregivers. They provide in-depth screening, direct referrals and warm hand-offs, and follow-up to ensure that needs are met.

Term	Definition
707-565-INFO	565-INFO or 707-565-INFO is the main ADRH phone line. Calling this number reaches the team of social workers providing Information & Assistance.
Aging and Disability Resource Directory	A directory of resources within Sonoma County for older adults, people with disabilities, their caregivers and families. The directory is available in printed format (English/Spanish) and via web at: agingdisabilitysonomacounty.org. This is an ADRH/AAA publication and is used by community members and professionals.
ADRH Postcards	Double-sided handout (English/Spanish) that provides information on how to access resources. Current iteration includes the 707-565-INFO number, the QR code, and the website for the Aging and Disability Resource Directory.

Conversations within the Community

Suggestions for conversations on ADRH

Audience	Example of venue	Suggested touchpoint/language/resources
Public at large/potential users of services	Outreach or tabling events; conversations with individual consumers or family members	Describe ADRH in terms of the 707-565-INFO number and the personalized support provided by the Information and Assistance team. Resources: ADRH postcard, Aging and Disability Resource Directory.
Community-Based organizations	Outreach at events; direct engagement with CBO's; AAA or partner meetings	Use more "industry" language when appropriate — refer to the ADRH network, Enhanced Information & Assistance, and 565-INFO. Adjust based on the familiarity and needs of the organization. Resources: ADRH postcards available in bulk at no cost; limited quantities of the ADRH Resource Directory (English & Spanish) are also available upon request.
Government or Public Meetings	Board of Supervisors, city councils, advisory councils, other government bodies and groups	Highlight the ADRH as a collaborative countywide resource hub that improves access to long-term services and supports for older adults, people with disabilities, and caregivers. Emphasize equity, coordination, and system navigation through 565-INFO. Resources for you: NWD committee Toolbox/talking points Resources for them: ADRH Postcard