

PARTNERSHIP

The Aging and Disability Resource Center (ADRC) program is a long term care systems change initiative aimed at improving and streamlining access to information, assistance and long term services and supports for older adults, people with disabilities, and their families. Such a comprehensive effort requires strategic partnerships at both the state and local levels, as well as solid working agreements among state agencies, local health and human services authorities, service providers, and other private partners. On average, ADRC grantees report having nine formal partnerships at the state level and eight at the pilot site level. These cover a broad spectrum of agencies and organizations such as:

- Area Agencies on Aging
- Centers for Independent Living
- Other aging and disability service providers
- State Health Insurance Assistance Program (SHIP)
- 2-1-1
- Adult Protective Services
- Medicaid
- Employment
- Housing
- Transportation
- Social Services
- Advocacy Groups
- Social Security Administration
- Long Term Supports and Services Providers (e.g., home health agencies, nursing facilities)
- Critical pathway providers (e.g., hospital discharge planners, physicians)

KEY ASPECTS AND ACTIVITIES OF PARTNERSHIP

- Formal agreements
- Formal referral protocols
- Co-location
- Cross-training staff
- Joint marketing and outreach
- Client service collaboration
- Sharing I&R resources
- Sharing client data

GENERAL LESSONS LEARNED

- Partnership is a central activity of the ADRC and partners should be involved in every aspect of the project.
- Involve partners early in the planning process.
- Set clear and realistic expectations for partnerships.
- Remain flexible in determining partners role.
- It is important to formalize partnerships through written agreements or protocols to ensure consistency over time and across different staff.
- Identify champions in partnering organizations.

AGING AND DISABILITY PARTNERSHIP LESSONS LEARNED

- Focus on similarities between organizations and where mission, values and goals align.
- Pick a specific project to work on together to get started.
- Be aware of differences in terminology or interpretation (self-direction, consumer-direction, case management).
- Recognize and account for differences in staff and organizational capacity across organizations.
- Be as open-minded, transparent and inclusive as possible.
- It takes sensitivity, commitment and patience to overcome cultural and organizational differences.

FOR MORE INFORMATION

ADRC-TAE Issue Brief: Strategies for Building Collaboration. This issue brief provides some basic ideas and strategies for identifying key partners, establishing communication with partners in the context of an internal public relations message, and offers resources for securing and maintaining collaborative working relationships.

<http://www.adrc-tae.org/tiki-index.php?page=StrategicPartnershipsandCollaboration>

ADRC-TAE Issue Brief: Public-Private Partnerships Case Studies. The Lewin Group has completed several aging and disability case studies on existing successful public-private partnerships. The case studies describe the approach, implementation, and outcomes of each partnership as well as reported lessons learned.

<http://www.adrc-tae.org/tiki-index.php?page=TAEIssueBriefs>

ADRC-TAE Issue Brief: Facilitating a Productive Advisory Committee. Discusses how to establish an effective advisory committee, key considerations when forming and facilitating a committee, tips to promote ongoing involvement of a committee, and resources for more information.

<http://www.adrc-tae.org/tiki-index.php?page=TAEIssueBriefs>

Areas for CIL-AAA Collaboration. There are key issues that Centers for Independent Living (CILs) and disability groups are very active in advocating for change. Most if not all these issues are the same for the Area Agencies on Aging (AAAs) and aging groups. This document suggests thirteen areas for possible collaboration between Centers for Independent Living and Area Agencies on Aging.

<http://www.adrc-tae.org/tiki-index.php?page=StrategicPartnershipsandCollaboration>

Massachusetts Aging and Disability Cross-Training Curricula

This is a cross-training curriculum developed by the Massachusetts ADRC for use by the AAAs and CILs partnering to operate their ADRC program.

<http://www.adrc-tae.org/tiki-index.php?page=Staffing>