ADRC and Assistive Technology Collaboration Checklist

This checklist provides a road map for No Wrong Door (NWD) Systems to promote collaboration between aging and disability networks of access such as Aging and Disability Resource Centers (ADRCs) and the state Assistive Technology (AT) programs. The NWD Areas of Collaboration come from the NWD Key Elements. The final column links to state-developed resources to enhance collaboration in each area.

NWD Area of Collaboration	Intersection Points	Tools/State or National Resources
Governance and Administration	✓ For formal partnership, consider Memorandums of Understanding (MOUs) or written agreements to outline partnerships between the ADRC/NWD network and the AT programs across the state. ✓ Consider local agreements to promote collaboration. ✓ Formal agreements may not exist or are not necessary. Consider other avenues for strong partnerships that could be leveraged to formalize partnerships statewide.	Oregon: MOU Between State AT Program and Oregon DHS – This memorandum of understanding (MOU) between Aging and People with Disabilities (APD) and Access Technologies, Inc. recognizes the partnership between the two organizations and defines the roles, responsibilities, and procedures for collaboration and for partnering in the assistive device loan and demonstration project.
Public Outreach and Coordination with Key Referral Sources	• The state NWD System can leverage AT as a critical tool in helping to support Home and Community Based Services (HCBS) and shall include AT resources in its publicly searchable database. • Consider on-going training and established referral protocols to inform ADRC staff of different types of AT and how and when to refer for a full AT	• Alaska: ADRC Assistive Technology (AT) Screen – This fillable ADRC AT Screen is used by Alaska ADRC staff to determine if program participants are eligible to be referred to Assistive Technology of Alaska (ATLA) to obtain assistive technology. Screening questions include determining if technology could help the individual address a barrier to daily living,

NWD Area of Collaboration	Intersection Points	Tools/State or National Resources
	assessment. Screening for AT programs can be built into ADRC intake processes.	describing how ADRC staff and the participant believe AT could enhance the individual's life, and indicating the main reason(s) why the participant is being referred for AT. ADRC staff may provide additional notes for ATLA regarding the participant's request for AT at the bottom of the form. • Iowa: Assistive Technology for Social Isolation – Iowa used ADRC CARES Act funding to partner with Easterseals Iowa Assistive Technology (AT) program to address social isolation. Easterseals Iowa AT program assists with evaluating AT needs, obtaining needed AT, providing training on how to use AT, and following up to make sure the AT continues to meet the person's needs. The funds were passed to the state AT program through an MOU with local partners in the state NWD System (called Iowa Lifelong Links).
Person-Centered Counseling	✓ ADRCs can include AT during person-centered counseling meetings. ✓ AT programs can support a variety of needs such as social isolation and community living.	• Alaska: ADRC Staff Workflow for Identifying and Generating AT Referrals – This flowchart breaks down the workflow Alaska ADRC staff follow for identifying and generating assistive technology (AT) referrals. The flowchart is broken down into three main categories – 1) ADRC Contacts, 2) ADRC Referrals to ATLA, and 3) AT Delivery – with tasks assigned to ADRC

NWD Area of Collaboration	Intersection Points	Tools/State or National Resources
		staff highlighted in blue and tasks assigned to ATLA staff highlighted in purple. Considerations are also included in the flowchart for reference. • Oregon: Assistive Technology (AT) Proposal Developed for Aging and Disability Resource Centers (ADRCs) – This proposal was developed by Access Technologies, Inc. to offer partnerships with ADRCs throughout Oregon to successfully expand the Connecting through Technology activity, a pilot project that offers tablets from their short-term Device Lending Library to individuals at no cost for the duration of the COVID-19 pandemic. Service descriptions, equipment and service rates, as well as service times are included in the proposal.
Streamlined Eligibility for Public Programs	• ADRCs can leverage the support of the AT program in helping individuals use technology to apply for public programs (i.e., technology distribution to facilitate applications).	• Connecticut: ADRC/AT Partnership Stay Connected Program Case Study – CT leveraged ADRC CARES Act funding to implement the Stay Connected Program, an impressive collaborative effort between the Department of Aging and Disability Services' State Unit on Aging and Connecticut's Tech Act Project (CCTAP) – which is Connecticut's Assistive Technology Program, five Area Agencies on Aging, five Centers for Independent Living, three State Assistive Technology (AT) Program

NWD Area of Collaboration	Intersection Points	Tools/State or National Resources
		partners, and Quinnipiac University School of Nursing.
		• Wyoming: Tech2Connect Initiative to Combat Social Isolation – The Wyoming Assistive Technology Resources, Wyoming Department of Health, and the University of Wyoming: Wyoming Center on Aging established the Tech2Connect partnership to provide older adults and adults in Wyoming with technology assistance to combat social isolation and facilitate remote social and healthcare services. The initiative allowed local partners to use ADRC CARES Act funds to meet needs in their particular communities. A video describing the initiative is available on the AT3 Center YouTube channel.
Cross-training	• ADRC and AT programs can promote cross-training on the services each offers. Potential topics include: - Availability of HCBS; - How ADRCs support access to public and private LTSS through options counseling; - Types of AT and financing options for AT; and - State AT center services (e.g., demonstrations, loans, assessments)	Oregon: Assistive Technology Workshop Materials – These materials are related to Oregon's regional assistive technology (AT) workshops hosted in partnership with the state AT program and Public Utility Commission. Materials include the workshop PowerPoint slide deck, an AT scavenger hunt (with accompanying answer key), a workshop evaluation form, and a small group exercise workgroup attendees had to collaborate on to create a plan of action and identify AT that could meet the consumer's needs.

NWD Area of Collaboration	Intersection Points	Tools/State or National Resources
Evaluation	✓ ADRCs and AT programs can track outcomes as a result of collaboration between entities.	Illinois: Illinois Care Connections – The Illinois Assistive Technology Program (IATP) developed Illinois Cares Connections in partnership with the Illinois NWD System (Department of Aging (IDoA), Department of Human Services – Division of Developmental Disabilities (DDD), and Department of Human Services – Division of Rehabilitation Services (DRS)) to provide technology in response to the COVID-19 pandemic. The program created an accessible online referral system and developed a webinar training for providers within the agencies that are responsible for submitting referrals. Cricket Wireless was contracted to provide phones that can serve as hot spots with a year of service for those without Internet access. The initial referral form included the UCLA 3-Item Loneliness Scale (detailed here), which is also included in the follow-up evaluation survey. IATP also developed iPad and Android Tablet User Guides to distribute with the devices. To date, Illinois Cares Connections has received almost 4,000 referrals and fulfilled over 2,500 referrals.