

# Options Counseling: The Power of a Personalized Experience



Susan contacted the ADRC of Portage County on behalf of her parents. Her mother needed care during the day, and Susan was looking for an assisted living facility where both her parents could move to remain together. Through options counseling, the ADRC informed Susan about their options, which included adult day services. They decided to try this option first because it was not only the least restrictive but also the least costly. They discovered it was an excellent option for their needs. **Because of options counseling through the ADRC, moving to assisted living was delayed for not one, but two people.**

Mary called the ADRC of Washington County on behalf of her elderly parents. Her father was in a nursing home for rehabilitation and expected to return home soon. Her mother had mild to moderate dementia. Mary was the primary caregiver for her parents. Although Mary lived close, she was not always able to provide care and it was important to her and her parents that they remain in their own home. An options counselor at the ADRC helped connect Mary and her parents to a variety of community services like home-delivered meals, supportive home care for lawn care and other home maintenance, a medication machine, respite, and more. Options counseling helped connect this family with the assistance needed. **This help empowered Mary to continue to care for her parents in their home.**

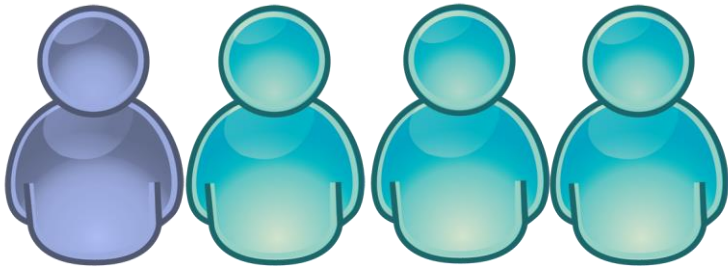


**By receiving options counseling at a local ADRC, people are 89% more likely to access privately paid resources rather than utilizing services through Medicaid funded long-term care programs.**

# Wisconsin ADRC Facts

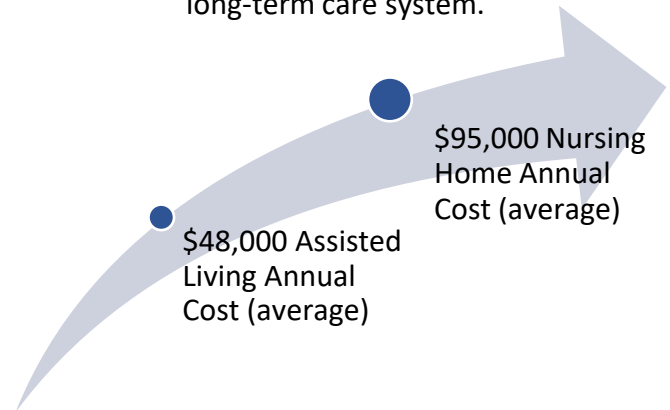
- Serving older adults and people with disabilities throughout Wisconsin.
- ADRCs will serve over 160,000 Wisconsin residents in 2019.
- There has been a 22% increase in ADRC customers and continuing growth is expected.

ADRCs have local community professionals providing individualized resource counseling in order for customers to make informed decisions about their long-term care needs.



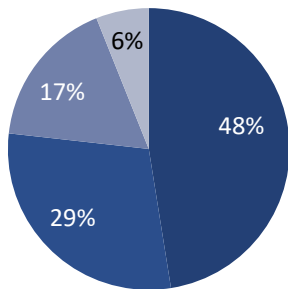
One out of four ADRC customers report that the ADRC helped them stay in their own home when they would have otherwise gone to a nursing home or assisted living facility.

Options Counseling is designed to help individuals prolong their own personal resources while also providing streamlined access to Wisconsin's long-term care system.



## Who is Contacting the ADRC?

- Individual/Self (47%)
- Other: Guardian, POA, Friend, Relative, etc. (29%)
- Partner Agency (17%)
- Caregiver (6%)



## ADRCs are Effective and Unique

- Only provider of local, unbiased decision support
- ADRCs have local offices in every county throughout Wisconsin
- Phone calls made to an ADRC are answered by a **live** person
- Two out of five ADRC customers meet face to face with ADRC professionals in their own homes or community
- There are **no** income or asset requirements to utilize ADRC services
- The mission of the ADRC is to help people prevent or prolong the need for costly services and supports

## ADRCs: A Meaningful and Impactful Investment for Wisconsin

