

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

December 1, 2024

Mr. Brandon Metzler
Clerk of the Legislature
P.O. Box 94604
Lincoln, NE 68509

Subject: Aging and Disability Resource Centers (ADRC) Report

Dear Mr. Metzler:

In accordance with Nebraska Revised Statute § 68-1118, please find the attached report summarizing the Aging and Disability Resource Center (ADRC) activities for the year 2024.

The attached report indicates the ADRC services offered and the impact made by these centers throughout the state. This report includes information reported by the State Unit on Aging and ADRC participating organizations.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tony Green".

Tony Green
Director, Division of Developmental Disabilities

Attachment

Division of Developmental Disabilities

Aging and Disability Resource Centers (ADRC) Report

December 2024

Neb. Rev. Stat. § 68-1118

Contents

| | |
|---|-------------------------------------|
| Introduction | 2 |
| Figure 1. FY24 ADRC Funding | Error! Bookmark not defined. |
| Contacting the ADRC | 3 |
| ADRC Services and Contacts | 4 |
| Figure 2. FY24 ADRC Services Provided | 4 |
| Figure 3. Total Nebraska Population by Aging Services Area and Total ADRC Contacts by AAA and APO. | 5 |
| Figure 4. Total Number of ADRC Contacts by Target Population..... | 6 |
| Medicaid Administrative Claiming | 7 |
| Figure 5. Medicaid Administrative Claims | 7 |
| Overview of Nebraska ADRCs | 7 |
| Aging Office of Western Nebraska (AOWN) | 7 |
| Aging Partners | 8 |
| Blue Rivers Area Agency on Aging (BRAAA) | 8 |
| Eastern Nebraska Office on Aging (ENOA) | 8 |
| Midland Area Agency on Aging (MAAA) | 8 |
| Northeast Nebraska Area Agency on Aging (NENAAA) | 9 |
| South Central Nebraska Area Agency on Aging (SCNAAA) | 9 |
| West Central Nebraska Area Agency on Aging (WCNAAA) | 9 |
| Brain Injury Alliance of Nebraska (BIA-NE) | 10 |
| League of Human Dignity (LHD) | 10 |
| Munroe-Meyer Institute (MMI) | 10 |
| Easterseals of Nebraska (ESN) | 10 |
| 211 Nebraska | 11 |
| Positive Consumer Outcomes | 11 |

Introduction

This annual report was prepared by the Nebraska Department of Health and Human Services, Division of Developmental Disabilities as required by Neb. Rev. Stat. § 68-1118, to highlight the work achieved by the Aging and Disability Resource Centers (ADRCs) for FY24.

The purpose of the ADRCs is to provide information about long-term care services and supports available in the home and community for older Nebraskans, persons with disabilities, family caregivers, and persons who request information or assistance on behalf of others and to assist eligible individuals in accessing the most appropriate public and private resources to meet their long-term care needs. ADRCs serve as an ongoing component of Nebraska's long-term care continuum working to coordinate and establish partnerships with organizations specializing in serving aging persons and persons with disabilities.

Through the passage of LB856 (2022), the Nebraska Legislature provides a total of \$613,912 to ADRCs per year. The amount provided to each ADRC is included in Figure 1.

Figure 1. FY24 ADRC Funding

| FY2024 ADRC Funding Allocation | | | | | | | | | | | | | |
|--------------------------------|-----------|----------------|-----------|-----------|-----------|-----------|-----------|----------|-------------|-----------|-----------|----------------------------|-----------|
| AOWN | BRAAA | Aging Partners | ENOA | MAAA | NENAAA | SCNAAA | WCNAAA | BIANE | Easterseals | LHD | UNMC MMI | United Way of the Midlands | Total |
| \$ 62,660 | \$ 51,231 | \$ 77,376 | \$ 83,851 | \$ 78,500 | \$ 74,865 | \$ 44,607 | \$ 24,359 | \$ 8,422 | \$ 29,246 | \$ 29,246 | \$ 18,750 | \$ 35,841 | \$618,954 |

The State Unit on Aging provides oversight, technical assistance, reimbursement, and grant management of the Nebraska ADRC program. In FY24, the State Unit on Aging awarded funding to thirteen ADRCs, including eight Area Agencies on Aging (AAAs) and five partner organizations. Current Aging and Resource Disability Centers include the Aging Office of Western Nebraska (AOWN), Aging Partners (AP), Blue Rivers Area Agency on Aging (BRAAA), Eastern Nebraska Office on Aging (ENOA), Midland Area Agency on Aging (MAAA), Northeast Nebraska Area Agency on Aging (NENAAA), South Central Nebraska Area Agency on Aging (SCNAAA), West Central Nebraska Area Agency on Aging (WCNAAA), Brain Injury Alliance-NE, League of Human Dignity, Munroe-Meyer Institute, Easterseals of Nebraska and 211 Nebraska. A map of the Nebraska ADRCs is included below and can be found at <https://dhhs.ne.gov/Medicaid%20SUA/ADRC%20Map.pdf>.

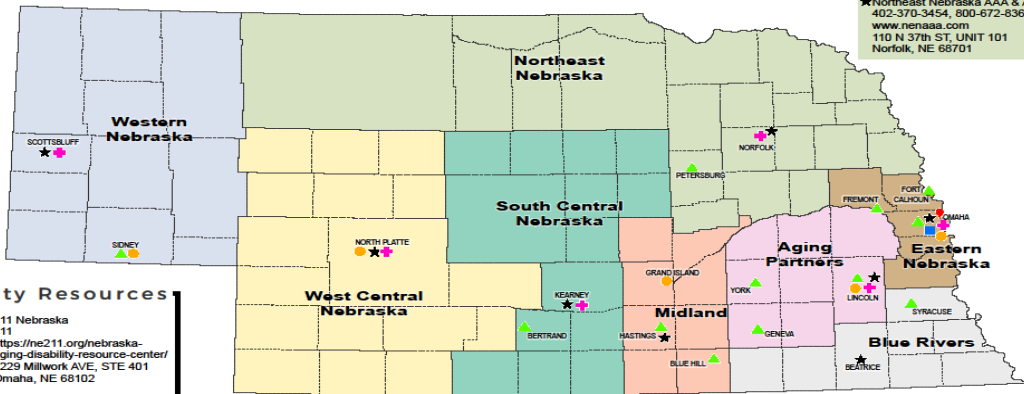
Nebraska Aging and Disability Resource Centers (ADRCs)

844-843-6364 <http://ADRCNebraska.org/> (routes to 2-1-1)

844-843-6364
Press # for local office:
1. BIA-NE
2. Easterseals
3. LHD
4. MMI
5. 211
6. for Aging Offices:
1. Scottsbluff
2. Lincoln
3. Beatrice
4. Omaha
5. Hastings
6. Norfolk
7. Kearney
8. North Platte

★Aging Office of Western Nebraska
AAA & ADRC
308-635-0851, 800-682-5140
www.aown.org
1437 10th ST
Gering, NE 69341

★Northeast Nebraska AAA & ADRC
402-370-3454, 800-672-8368
www.nenaaa.com
110 N 37th ST, UNIT 101
Norfolk, NE 68701



Statewide Disability Resources

★ League of Human Dignity
<https://leagueofhumandignity.com/>
Omaha Office
402-505-1256
800-843-5784

Lincoln Office
402-441-7871
800-508-4758

Kearney Office
308-224-3685
877-544-3296

North Platte Office
308-532-4911
877-870-4911

Scottsbluff Office
308-632-0470
877-298-1380

Norfolk Office
402-371-4475
800-843-5785

211 Nebraska
211
<https://ne211.org/nebraska-aging-disability-resource-center/>
1229 Millwork AVE, STE 401
Omaha, NE 68102

● Brain Injury Alliance
402-423-2463
<https://biare.org>
PO Box 22147
Lincoln, NE 68542

▲ Easterseals Nebraska
402-462-3031
800-471-6425
<https://www.easterseals.com/ne/>

■ Munroe Meyer Institute
402-559-6418
800-656-3937
<https://ummc.edu/mmi/>
6902 Pine ST
Omaha, NE 68106

★West Central Nebraska AAA & ADRC
308-535-8195, 800-662-2961
www.wcnaaa.org
115 N Vine
North Platte, NE 69101

★Aging Partners AAA & ADRC
402-441-7070, 800-247-0938
<https://www.lincoln.ne.gov/City/Departments/Aging-Partners>
600 S 70th ST, BLDG 2
Lincoln, NE 68510

★Eastern Nebraska Office on
Aging & ADRC
402-444-6536, 888-554-2711
www.enoos.org
4780 S 131 ST
Omaha, NE 68137

★South Central Nebraska AAA & ADRC
308-234-1851, 800-658-4320
www.agingkearney.org
620 E 25th ST, STE 12
Kearney, NE 68847

★Midland AAA & ADRC
402-463-4565, 800-955-9714
www.midlandareagencyonaging.org
2727 W 2nd ST, STE 440
Hastings, NE 68901

★Blue Rivers AAA & ADRC
402-223-1376, 888-989-9417
www.braaa.org
103 Eastside BLVD
Beatrice, NE 68310

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES
MAP UPDATED: APRIL 2024

Contacting the ADRC

Toll-Free Line and ADRC Website

ADRC Nebraska may be reached by calling the toll-free number 1-844-843-6364. Individuals may also call a participating ADRC directly or visit an ADRC office. If possible, ADRC staff respond to initial inquiries and requests for information and assistance within one business day.

The toll-free line changed in FY23 to a phone tree system where the caller can select the agency they wish to speak with. Consumers can speak to an individual if they are unsure which agency to choose. In FY24, the toll-free number received 315 calls. Most calls were from Nebraskans, with 222 in-state calls. The remaining calls originated from twenty-four other states. Florida phone numbers reached the toll-free number 16 times, followed by Colorado (11), Minnesota (9), and Kansas (7). The out-of-state calls are from individuals with a friend or family member living in Nebraska.

Through May 2024, Nebraska's ADRC website was maintained by 211 Nebraska at <https://ne211.org/nebraska-aging-disability-resource-center/> through a coordinated effort by DHHS' State Unit on Aging and local ADRC partners. Beginning in June 2024, the State Unit on Aging began maintaining the ADRC website <https://dhhs.ne.gov/Pages/Aging-and-Disability-Resource-Center.aspx>. Continuity was maintained by ensuring the advertised website ADRCNebraska.org was directed from the 211 Nebraska ADRC website to the State Unit on Aging maintained site with no downtime. The website will continue to link to the 211 resource database (<https://search.ne211.org/>) via a "resources" link so ADRC consumers can self-direct their search for resources.

ADRC Services and Contacts

Services

State statute permits an ADRC to provide one or more services, including Information and Referrals (I&R), Options Counseling, Transitional Options Counseling, Benefits Assistance, and Mobility Training. All the ADRCs offer at least one or more of these services based on statutory permission, allowing them to address the community's needs.

The Nebraska Legislature changed the funding stream for ADRC funds in the 2022 session. Consequently, the Nebraska State Unit on Aging issued sub-awards for ADRC Programs for FY24-27 based on a competitive grant process. This involved interested applicants submitting a proposal and an application for evaluation. The West Central Nebraska Area Agency on Aging and 211 Nebraska were added as ADRCs. For FY24, ADRC services were available in all 93 Nebraska counties through the 13 ADRCs. All services listed in LB793 (2018) were available in FY24. Figure 2 shows the ADRC services provided in FY24 by all ADRCs.

Figure 2. FY24 ADRC Services Provided

| Service # | Service | AOWN | AP | BRAAA | ENOA | MAAA | NENAAA | SCNAAA | WCNAAA | BIANE | LHD | MMI | Easterseals | 211 Nebraska |
|-----------|---------------------------------|------|----|-------|------|------|--------|--------|--------|-------|-----|-----|-------------|--------------|
| 40 | Information & Referral | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 41 | Options Counseling | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | |
| 42 | Transitional Options Counseling | | | | | ✓ | | | | | ✓ | ✓ | ✓ | |
| 43 | Benefits Assistance | | | | | ✓ | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ |
| 44 | Mobility Training | | | | | ✓ | | | | | ✓ | | | |

Total Contacts by ADRC

In FY24, a total of 45,336 ADRC contacts were made across multiple ADRC services. The types of contacts were Information & Referral (38,754), Options Counseling (2,796), Benefits Assistance (3,707), Transitional Options Counseling (61), and Mobility Training (18). Contacts can be a brief call or an in-person discussion to obtain information on behalf of someone else or individually. Figure 3 shows the total Nebraska population by AAA Region and the total ADRC contacts made by each ADRC.

Figure 3. Total Nebraska Population by Aging Services Area and Total ADRC Contacts by AAA and APO.

| Region | AAA Region Population | Informational Contacts | Options Counseling Contacts | Transitional Options Counseling Contacts | Benefits Assistance Contacts | Mobility Training | Total ADRC Contacts |
|-------------------------|-----------------------|------------------------|-----------------------------|--|------------------------------|-------------------|---------------------|
| AOWN | 83,121 | 993 | 1,211 | 0 | 0 | 0 | 2,204 |
| Aging Partners | 409,680 | 1,164 | 5 | 0 | 54 | 0 | 1,223 |
| Blue Rivers | 72,556 | 621 | 82 | 0 | 0 | 0 | 703 |
| ENOA | 858,718 | 3,283 | 38 | 0 | 0 | 0 | 3,321 |
| Midland | 130,859 | 2,709 | 182 | 59 | 1,658 | 10 | 4,618 |
| Northeast | 206,704 | 1,539 | 891 | 0 | 0 | 0 | 2,430 |
| South Central | 99,767 | 319 | 55 | 0 | 832 | 0 | 1,206 |
| West Central | 97,534 | 979 | 0 | 0 | 82 | 0 | 1,061 |
| BIANE | Statewide | 45 | 54 | 0 | 0 | 0 | 99 |
| LHD | Statewide | 3,527 | 13 | * | 403 | 8 | 3,952-3,956 |
| MMI | Statewide | 11 | 263 | 0 | 9 | 0 | 283 |
| Easterseals NE | Statewide | 178 | * | 0 | 190 | 0 | 369-373 |
| 211 Nebraska | Statewide | 23,386 | 0 | 0 | 479 | 0 | 23,865 |
| Total Population | 1,958,939 | 38,754 | 2,795-2,799 | 60-64 | 3,707 | 18 | 45,336 |

The margin of error is not included. (American Community Survey, 2016-2020 S0101: Age and Sex)

* Values between 1-5 are suppressed for privacy protection

Unique Consumers Served by ADRC

In FY24, 10,104 unique consumers out of 45,336 contacts across Nebraska were served by all ADRCs. AOWN (1,254), AP (403), BRAAA (416), ENOA (1,782), MAAA (1,433), NENAAA (1,050), SCNAAA (382), WCNAAA (46), BIA-NE (32), LHD (2,685), MMI (89), ESN (88), and 211 Nebraska (444). ADRC staff collect information on consumers needing service, subject to the type of service being provided. Minimal information is gathered when the person contacting the ADRC is not the consumer or if the consumer just needs information & referral. For example, minimal information would be collected about the parent calling on behalf of a child with a disability, a sibling calling on behalf of an older adult, or just needing basic information.

Reported Consumer Health Conditions

In FY24, there were a total of 1,933 health conditions recorded. Health conditions included ADHD, Alzheimer's/Dementia, Arthritis, Asthma, Cancer, Cerebral Palsy, Chronic Kidney Disease, COPD, Deaf/Hard of Hearing, Diabetes, Epilepsy, Heart Disease/Failure, HIV/AIDS, I/DD, Mental Health, Multiple Sclerosis, Muscular Dystrophy, Obesity, Physical Disability, Spina Bifida, Substance Use Disorder, Traumatic Brain Injury, and Other. An individual may have more than one condition recorded. Note: Nonresponses were excluded.

Consumer health conditions are part of the Centers for Medicare and Medicaid Services (CMS) infrastructure and are used in CMS-related assessments. More information is available on the CMS Chronic Condition Data Warehouse site. The "Other" category contains items recorded in the consumer

notes section. Examples of “Other” include, but are not limited to, health conditions not in the system, as well as non-health items and acronyms.

Contacts by Target Population

ADRCs collect demographic information which helps identify the consumer cohorts, providing more effective service and identifying unmet needs by age group. Figure 4 shows the number of contacts for each ADRC by target population: consumers aged 60 or over or consumers under age 60 experiencing a disability.

Figure 4. Total Number of ADRC Contacts by Target Population

| | AOWN | AP | BRAAA | ENOA | MAAA | NENAAA | SCNAAA | WCNAAA | BIA-NE | LHD | MMI | ESN | 211 |
|-----------------------|------|-----|-------|-------|------|--------|--------|--------|--------|-------|-----|-----|-----|
| Under sixty | 52 | 64 | 28 | 65 | 73 | 204 | 23 | * | 17 | 964 | 76 | 54 | 189 |
| Sixty and over | 728 | 317 | 372 | 1,706 | 926 | 698 | 282 | 44 | 12 | 1,153 | * | 14 | 255 |
| Age Unknown | 0 | 0 | * | * | 6 | 110 | 0 | 0 | 0 | 479 | 0 | * | 0 |

*Values between 1-5 are suppressed for privacy protection

Informational Contacts

In FY24, 38,754 informational contacts were made. An informational contact is a combination of Basic Information and I&R. It can be a brief call or an in-person discussion to obtain information on behalf of someone else or individually.

Options Counseling Hours

In FY24, there were a total of 2,689.25 hours reported for Options Counseling services to consumers. Options Counseling assists eligible individuals needing long-term care and their representatives in making informed choices about the services and settings to best meet their long-term care needs. Options Counseling uses uniform data and information collection and encourages the most comprehensive use of community-based options to allow eligible individuals to live as independently as possible in the setting of their choice. Options Counseling provides the consumer with a written plan lasting up to three months and is tracked by hours.

Benefits Assistance Hours

In FY24, 3,418.75 hours provided Benefits Assistance to consumers. Benefits Assistance is an ADRC program service aiding people with difficulty understanding or obtaining grants, payments, services, or other benefits for which they may be eligible. The program may help people understand the eligibility criteria for benefits, the benefits provided by the program, the payment process, and the rights of beneficiaries; provide consultation and advice; and help them to complete benefits application forms. Benefits Assistance counselors may also scan documents required for an application and assist in

uploading those documents to the system. Benefits Assistance counselors do not determine eligibility for a program.

Medicaid Administrative Claiming

Neb. Rev. Stat. § 68-1115 requires the Division of Medicaid and Long-Term Care to pursue federal matching funds, Medicaid Administrative Claiming (MAC), to financially supplement ADRC and local services. MAC is available for those activities helping a consumer avoid or apply for Medicaid. The funds involved and claimed must be local or state funds. Excluded from the formula are any local or state funds designated as match for another federal grant. The quarterly claims ranged from \$681,306 in Q1 2024 to \$930,677 in Q4 2024. Figure 5 shows the total MAC funding claimed per quarter and the total Medicaid Administrative Claiming for FY24 (\$3,156,436).

Figure 5. Medicaid Administrative Claims

| Quarter | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Grand Total |
|--------------|-------------------|-------------------|-------------------|-------------------|--------------------|
| Total | \$ 681,306 | \$ 766,173 | \$ 778,280 | \$ 930,677 | \$3,156,436 |

In FY24, ADRCs invested \$285,593.72 of other local and state funding to expand services beyond those awarded through ADRC legislation. This included \$195,304.52 from Medicaid Administrative Claiming. Other funding sources included local agency funds and Community Aging Services Act funds. Currently, agencies are permitted to reinvest these dollars into local programs where they are most needed. This option may change in the future.

The data in this report includes services provided with ADRC funding, MAC reimbursements, and local and state funding. MAC provides a substantial reimbursement of funding to the partners for the aging and disability network to assist them in delivering ADRC and other services to consumers.

The State Unit on Aging contracts with HCBS Strategies in establishing administrative claiming through the CMS, state cost allocation plans, random moment time studies, and training staff.

All participating agencies utilize the state-designated software for aging services, PeerPlace, which is managed under a contract with the State Unit on Aging. The software records consumer information, services, and referrals.

Overview of Nebraska ADRCs

Aging Office of Western Nebraska (AOWN)

The Aging Office of Western Nebraska, located in Gering, provides Information and Referral and Options Counseling ADRC services. In FY24, 993 units of I&R and 1,245 units of Options Counseling were provided. The options counselor assists individuals in locating community services and supports and in making informed decisions about the services meeting their needs. The ADRC has created a visible and trusted place where people of all incomes and ages can turn for information on a full range of long-term

support options and access to public long-term support programs and benefits. AOWN provides services in Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden, Kimball, Morrill, Scotts Bluff, Sheridan, and Sioux counties in the Panhandle of Nebraska.

Aging Partners

Aging Partners, located in Lincoln, provides Information and Referral, Options Counseling, and Benefits Assistance ADRC services. In FY24, 1,164 units of I&R, 7.75 units of Options Counseling, and 79.75 units of Benefits Assistance were provided. The program connects individuals with services and/or resources in the community, assesses short-term needs, provides information necessary to meet those needs, and follows up to ensure those needs have been met. Collaboration among the partners is essential and allows for continuous consumer advocacy, joint planning activities, cross-training opportunities, and the success of the program. Aging Partners provides services in Lancaster, Saunders, Butler, Polk, York, Fillmore, Seward, and Saline counties.

Blue Rivers Area Agency on Aging (BRAAA)

Blue Rivers Area Agency on Aging, located in Beatrice, provides Information and Referral and Options Counseling. In FY24, 621 units of I&R and 126 units of Options Counseling were provided. The program identifies the needs and concerns of individuals via a brief and informal assessment process over the phone or in person. In FY24, BRAAA responded to frequent requests for information regarding care at home, the Personal Emergency Response System, and understanding their health insurance. They saw an increase in consumers new to Medicaid or Medicare who needed assistance in helping them understand their choices for coverage and how to compare best-priced plans for prescription coverage. Four team members were trained in the State Health Insurance Program, which increased their ability to assist more consumers with this service. Team members also participated in Limited English Proficiency (LEP) training to better serve consumers. BRAAA provides services in Gage, Jefferson, Thayer, Pawnee, Nemaha, Johnson, Otoe, and Richardson counties.

Eastern Nebraska Office on Aging (ENOA)

Eastern Nebraska Office on Aging, located in Omaha, provides Information and Referral and Options Counseling ADRC services. In FY24, 3,283 units of I&R and 41.5 units of Options Counseling were provided. In addition to taking calls, ENOA also provides a “warm handoff” to community resources and disability partners to better assist callers with their needs. ENOA provides a continuum of services to meet the varied needs of a diverse group of individuals, including aging adults, caregivers, and adults with disabilities. ENOA provides services in Douglas, Sarpy, Cass, Dodge, and Washington counties.

Midland Area Agency on Aging (MAAA)

Midland Area Agency on Aging, located in Hastings, provides Information and Referral, Benefits Assistance, Transitional Options Counseling, and Mobility Training ADRC services. In FY24, 2,709 units of I&R, 1,520.5 units of Benefits Assistance, 65.5 units of Transitional Options Counseling, 6 units of Mobility Training, and 165.25 units of Options Counseling were provided.

Benefits assistance continues to be the most active ADRC service for MAAA. Options Counselors meet with individuals in person, at home, or the MAAA office. This flexibility helps build trust. They listen to their needs, explain options, and connect them to programs and resources at the local, state, and federal levels. Monthly community meetings and trainings are held to understand and learn about other programs offered. MAAA assists individuals with applying for benefits through Social Security, DHHS, Housing Authority, and other community agencies. Most individuals MAAA works with are elderly or disabled, who are often hard of hearing, have cognition issues, difficulty with mobility, have no transportation, or are leery of fraud. Transportation is difficult for individuals in the rural areas. Through Mobility Training, the ADRC can help individuals learn how to utilize their Medicaid benefits for transportation to doctor appointments or obtain contact information for cost-effective public transit. MAAA provides services in Howard, Merrick, Hall, Hamilton, Adams, Clay, Webster, and Nuckolls counties.

Northeast Nebraska Area Agency on Aging (NENAAA)

Northeast Nebraska Area Agency on Aging, located in Norfolk, provides Information and Referral and Options Counseling ADRC services. In FY24, 1,539 units of I&R and 589.25 units of Options Counseling were provided. The NENAAA assists older Nebraskans to remain independent in their home through a comprehensive and coordinated service system. The ADRC is a community level, one-stop shop assisting individuals with questions, concerns, to make informed decisions about long-term services and supports. NENAAA provides person-centered Options Counseling services to support individuals in making informed choices about long-term care service options and collaborates with community providers to assist consumers in obtaining and accessing needed information and services. NENAAA provides services in Antelope, Boone, Boyd, Brown, Burt, Cedar, Cherry, Colfax, Cuming, Dakota, Dixon, Holt, Keya Paha, Knox, Madison, Nance, Pierce, Platte, Rock, Stanton, Thurston, and Wayne counties.

South Central Nebraska Area Agency on Aging (SCNAAA)

South Central Nebraska Area Agency on Aging, located in Kearney, provides Information and Referral and Options Counseling ADRC services. In FY24, 319 units of I&R, 55 units of Options Counseling, and 830.75 units of Benefits Assistance were provided. The ADRC advocates and provides education and support to ensure the best quality of life for Nebraska's older adults and persons with disabilities. Collaboration with various organizations including Assistive Technology Project, Community Connections, BIA-NE, MMI, Easterseals, Buffalo County Community Partners, Independence Rising, Lifespan Respite, League of Human Dignity, Aging Network, Sandhills Collaborative, Region 3 Behavioral Health Services, Nebraska Commission for the Deaf and Hard of Hearing, DHHS, long-term care facilities, hospitals, and clinics, and others is important to the success of the program. SCNAAA provides services in the following fourteen counties: Blaine, Loup, Garfield, Wheeler, Custer, Valley, Greeley, Sherman, Buffalo, Phelps, Kearney, Furnas, Harlan, and Franklin.

West Central Nebraska Area Agency on Aging (WCNAAA)

West Central Nebraska Area Agency on Aging, located in North Platte, provides Information and Referral and Benefits Assistance ADRC services. In FY24, 979 units of I&R and 122.25 units of Benefits Assistance were provided. The ADRC takes telephone calls, meets with potential consumers, makes telephone calls for information, provides consumers with referral information if needed, and mails out information packets. Follow-up is provided if requested, needed, or required. The Public Benefits

Specialist will assist individuals who have difficulty completing and understanding benefits application forms and provide consultation and advice. WCNAAB provides services in Arthur, Chase, Dawson, Dundy, Frontier, Gosper, Grant, Hayes, Hitchcock, Hooker, Keith, Lincoln, Logan, McPherson, Perkins, Red Willow, and Thomas counties.

Brain Injury Alliance of Nebraska (BIA-NE)

Brain Injury Alliance of Nebraska, located in Lincoln, provides Information and Referral and Options Counseling ADRC services. In FY24, 45 units of I&R and 146.5 units of Options Counseling were provided. BIA-NE aims to create a better future for all Nebraskans through brain injury prevention, education, advocacy, and support. They serve individuals of all disabilities because, so frequently, brain injury is a co-occurring condition. BIA-NE provides a comprehensive array of statewide services to bridge identified gaps for disabled individuals through its prevention, education, advocacy, and support efforts. Resource Facilitation Specialists assist in building personalized support teams providing brain injury information, resources, and referral services to individuals and their families. This includes getting them connected to brain injury support groups in their area and peer-to-peer support. BIA-NE also provides specialized brain injury training for community providers. BIA-NE serves all Nebraska counties.

League of Human Dignity (LHD)

The League of Human Dignity, located in Lincoln, provides Information and Referral, Benefits Assistance, Transitional Options Counseling, Mobility Training, and Options Counseling ADRC services. In FY24, 3,527 units of I&R, 410.5 units of Benefits Assistance, two units of Transitional Options Counseling, 8.75 units of Mobility Training and 11.25 units of Options Counseling were provided. The LHD promotes the full integration of persons with disabilities into society. Services are provided to individuals of all ages with disabilities to assist them in living full, independent lives via the phone, face-to-face in the office or the home of a consumer, or any other method the consumer would like to meet. Peer Support, Independent Living Skills Training, Individual and Systems Change Advocacy, and Youth Transition are other services provided. The LHD serves all Nebraska counties.

Munroe-Meyer Institute (MMI)

Munroe-Meyer Institute, located in Omaha, provides Information and Referral, Benefits Assistance, and Options Counseling ADRC services. In FY24, 11 units of I&R, 10.75 units of Benefits Assistance, and 298.25 units of Options Counseling were provided. MMI provides services to individuals with intellectual/developmental disabilities across the lifespan and their families or caregivers. They serve as the University Center for Excellence in Developmental Disabilities for the state of Nebraska. MMI is an academic unit of the University of Nebraska Medical Center and provides clinical and other programs and supports related to intellectual and developmental disability. MMI helps with eligibility criteria for benefits, benefits provided by programs, payment processes for programs, and rights of beneficiaries. They also provide consultation, advice, and assistance in completing benefits application forms. MMI collaborates with a network of disability support organizations in communities across Nebraska to assist individuals and families seeking help. MMI serves all Nebraska counties.

Easterseals of Nebraska (ESN)

Easterseals of Nebraska, located in Omaha, provides Information and Referral, Benefits Assistance, and Options Counseling ADRC Services. In FY24, 270 units of I&R, 270.25 units of Benefits Assistance, and 3.5 units of Options Counseling were provided. Easterseals Nebraska provides services to help individuals with disabilities have an equal opportunity to live, learn, work, and play in the community. They assist individuals or family members who experience a disability or significant medical condition with assistive technology devices to maintain or improve independence, how to apply for disability benefits, consider future savings, education and/or employment options, and other services. Easterseals serves all Nebraska counties.


211 Nebraska

211 Nebraska, located in Omaha, provides Information and Referral and Benefits Assistance ADRC services. In FY24, 23,386 units of I&R and 178 units of Benefits Assistance were provided. 211, operated by United Way of the Midlands, is a 24/7 staffed contact center providing information and referral services via phone, text, chat, email, and online. 211 can provide services in over 240 different languages utilizing bilingual staff and the Language Line. 211 is nationally accredited through Inform USA. 211 joined the ADRC network in July 2023 and provided Information and Referral and Benefit Assistance services to consumers from 88 counties in Nebraska. The primary needs addressed include housing, utilities, income support (assistance with tax filing), healthcare, and individual/family community support. A resource was available to meet the requested need 88% of the time. 211 also maintains the ADRC Resource Directory, which is available on the ADRC and 211 websites. As of July 2024, the Resource Directory has almost 4,000 agencies and organizations offering over 10,338 programs. 211 Nebraska serves all Nebraska counties.

Positive Consumer Outcomes

An ADRC received a phone call from a family member whose brother resided in a nursing facility but was currently at the hospital with plans to return to the nursing facility. The family member was notified by the nursing facility his brother no longer qualified for Medicaid, and they may not readmit him as there is no payment source. The ADRC assisted the family member in calling DHHS, and he was notified the Medicaid case was closed due to the renewal not being completed. The family member was the authorized representative, but he was not receiving mail. A new Medicaid application was needed and the DHHS Social Worker informed him of necessary verifications to process the case. A meeting was scheduled in the afternoon at the hospital to complete a Medicaid application with the brother. The ADRC was able to help the family through the Medicaid process, understand the forms, and explain annual renewals so the brother could receive needed care at a nursing facility with a payment source.

An ADRC consumer lived with his parents his entire life. He was always his dad's caretaker. When his dad became too much for him to take care of, he was moved into a nursing home, and his mom went with him. The ADRC consumer found himself homeless, with no job at age 48. The ADRC staff identified resources for the consumer to stay in a hotel for a couple of weeks while they found a place for him to live. They were even able to get the hotel to let the consumer's cat stay since it was all he had left of his life at home. When he was staying at the hotel, the ADRC Options Counselor assisted him in finding jobs to apply for, filling out the applications, and setting up times for interviews. The consumer was able to get a job at Safeway, which was his first real job on his own. Within two weeks, the Options Counselor found



him a rent-reduced apartment to move into and identified resources to assist him in paying for the first few months of rent. The Options Counselor also assisted the consumer with vouchers to purchase clothes, food, and furniture for his apartment. It has been over a year now and he is doing great and still has his job, apartment, and the cat. He is thankful for all the assistance received by the ADRC.

A 76-year-old consumer spoke to an ADRC Options Counselor after an outreach event at a senior center about having trouble paying his utilities. The staff member visited with him in person, over several days, at the Senior Center due to his phone being disconnected. During these visits, the staff member realized the consumer was in immediate danger of having his utilities shut off and was facing an eviction from his apartment. The Options Counselor was able to direct him to community resource programs to assist with the utility and rent issues in addition to connecting him to food resources and Legal Assistance through the Elder Access Line. The consumer's unique situation has many layers, and the Options Counselor continues to check in with him regularly. The consumer had no family in the area to assist him and only recently started attending the Senior Center. He would have been homeless without the assistance of the ADRC Options Counselor.