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Memorandum of Understanding (MOU) Between

And the
Buckeye Hills – Area Agency on Aging 8

1. Parties

The parties are _____ and the Buckeye Hills – Area Agency on Aging 8.

2. Purpose

The purpose of this Memorandum of Understanding (MOU) is to promote cooperation, coordination and enhance the provision of services to ensure elderly, vulnerable or disabled Ohioans are served in the most efficient manner by and between the signing parties to:

1. Provide information regarding available long-term service and housing options.
2. Promote expedient eligibility determinations for services.
3. Promote choice with regard to service delivery and providers.
4. Promote and sustain access to long-term care services.
5. Promote appropriate and effective service availability.
6. Promote coordination of services between parties and providers.
7. Promote maintenance of consistent information dissemination regarding services, supports and care options.
8. Promote and develop a “no wrong door” approach within the service area for the access of information leading to their access of supports and services available from the state.
9. Promote development of resources and expansion of the Aging and Disability Resource Network (ADRN) initiative.

The parties agree and set forth within this MOU the responsibilities of each in establishing a coordinated ADRN function by implementing process that allow options in the access to long-term care assistance to Ohioans in need of these services.

3. Scope of Understanding

_____ and Buckeye Hills – Area Agency on Aging 8 shall coordinate and provide to the ADRN effort as follows:

1. **Cross training of new staff members** – Both parties agree that upon the hire of new staff whose role is to provide information and referral service, they will provide training about the other party regarding the services and programs offered by the organization.
2. **Informal Cross-Training** – Both parties agree that information and referral staff from their respective organizations will meet at least once a quarter to have a roundtable discussion about areas for collaboration and/or to have a joint training on a topic that is of shared interest.

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3. **Resource Information Updates** - To ensure that accurate and current information is readily available to all ADRN partners, both parties agree to designate a staff member to conduct a quarterly review and update of the organizational and programmatic information about their agency on the SE Ohio ADRN Network of Care website.
4. Sharing Consumer Information When a Referral is made between _____ and Buckeye Hills – Area Agency on Aging 8.

WHEREAS the U.S. Department of Health and Human Services Aging and Disability Resources Center (ADRC) board mandate is to “serve people of all ages and income levels and at least one target disability population.”

WHEREAS The ADRC specific expectations include: “seamless system of consumers” and “technology to streamline access to supports and services.”

WHEREAS the Ohio Unified Long-Term Care Systems (ULTCS) Workgroup Final report says Ohio should

- “Employ a ‘no wrong door’ concept that builds on the strengths on Ohio’s county-based system and existing infrastructure designed to serve people in their community...
- A ‘no wrong door’ system where consumers are assisted through the access point process regardless of the point at which they encounter the system...
- To ensure that local delivery systems work together to produce a seamless system for consumers...
- The ULTCS workgroup recommends that the AAA be responsible for the development of a regional collaborative that includes all of the present portals into the delivery system and that
- Technology should be utilized to create a common, secure, accessible electronic infrastructure to expand information sharing about consumers, in effect a virtual ‘front door’.”

IT IS THEREFORE AGREED that : _____ and Buckeye Hills – Area Agency on Aging 8 will utilize a mutually approved common ADRN Intake and Referral Form to collect caller/consumer data and make available to each other when a referral is made to expand information sharing about consumer to produce a more seamless system for consumers; and

_____ and Buckeye Hills – Area Agency on Aging 8 agree to review data that pertains to callers/consumers referred between their organizations to make this information available to each other through the following criteria:

- Share data as necessary
- Respond to referrals within one business day
- Educate staff and volunteers that this collaboration is necessary to assist callers/consumers, reduce the frustration callers/consumers experience

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when being asked by multiple people/organizations to repeat their same basic information and expedite the callers/consumers receiving the information and services they need.

Collectively the parties agree as follows:

1. Continue to facilitate dialogue in order to promote, encourage, and support the development and sustainability of the ADRN initiative in Ohio.
2. Broaden the collaborative effort of the parties.
3. Commit to establishing timeliness and development of goals leading to an integrated, sustainable, no wrong door entry system for older adults and Ohioans with disabilities.

4. Effective Date – This Memorandum of Understanding will become effective upon signing and will continue unless otherwise changed in writing and agreed upon by all parties as represented by below signatures. This Memorandum of Understanding shall be reviewed within six (6) months of signing, and may be amended as necessary. Any party may submit proposed amendment or modifications for consideration at any time during the duration of this Memorandum of Understanding.

5. Signatures

Frederick D. Hindman, Jr., Director
Buckeye Hills-Area Agency on Aging 8

Date

Date