

# Creating Community for a Lifetime Roadmap

## **Recommendations—Community-Based Services**

### ***A User-Friendly Service System***

#### **Goal 1**

Increase collaboration and integration of health care and social services in order to improve access for customers and formal and informal caregivers.

#### **Objectives**

- Implement a single point of entry program that empowers customers and increases choice.
- Increase opportunities for joint planning by creating a county-wide standing committee with representation from appropriate social services and health care providers to address the effective delivery of community-based services (e.g., a subcommittee of the Kent County Emergency Needs Task Force).
- Explore case management options and shared case management across systems.
- Conduct outreach to elders, caregivers, and providers through diverse channels to improve knowledge of the available service and support resources.

### ***Adequate, Sustainable and Diverse Funding***

#### **Goal 2**

Assure adequate resources directed to maintaining quality of life for long-term living.

#### **Objectives**

- Encourage personal financial planning and increase awareness of payment options including reverse mortgage, long-term care insurance, and Medicaid.
- Advocate for Kent County Senior Millage funds that are adequate to meet the identified needs of older adults in Kent County.
- Expand state and federal public revenues that support a community-based service system.
- Develop capacity for non-profit service providers to diversify their funding, including collaborative public campaigns, development of income-generating products, etc.
- Advocate for comprehensive Medicare coverage to preserve personal income for purchase of community-based options not covered by insurance.
- Advocate for local foundations to provide long-term commitment to the work of Creating Community for a Lifetime and to give priority to the needs of older adults.

### ***Customer Choice***

#### **Goal 3**

Preserve independence through development of a service system that supports self determination and provides customer education, autonomy, and informed choice.

## Community-Based Services continued

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### Objectives

- Create a process among service providers to develop a shared vision for a county service system that supports informed consumer choice.
- Create and offer consumer-directed service approaches.
- Increase opportunities for user feedback.

### Evidence-Based Practices

#### Goal 4

Provide effective services, particularly prevention services, through use of scientifically-tested practices that have evidence-based support.

### Objectives

- Educate service providers on the principles and use of evidence-based practice.
- Support service provider system capacity to identify, collect, analyze and use client outcome data for quality improvement.
- Maximize physical health through increased support and use of health prevention practices including such things as chronic disease management programs, fall prevention programs, etc.

### Work Group

#### Co-Chairs

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#### Members

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