

Discussion item for May 15 One Call Agenda: Michele's proposed revisions to merge/blend documents into one document are marked in italics.

FRAMEWORK FOR SUCCESS

Supporting "One Call Does It All" In Boulder County

**Information, Referral, Assistance, Casework and access to other supportive services
for Older Adults, Caregivers, Families and Professionals**

System Design:

The Eldercare Network will provide the foundation for the best and most comprehensive source of information to the aging community in Boulder County. There will be a standardized approach to all inquiries for information, referral, assistance, *casework (IRAC)* that is comprehensive, accurate, efficient, consistent, empowering, and strengths based, to the older adult and their families of all income levels seeking information. This system will be customer-driven in that planning, decision-making, implementation, and evaluation will be customer centered. This will be accomplished through:

- A centralized clearinghouse that provides a state-of-the-art, comprehensive, unified approach to Information, Referral, Assistance *and Casework* . The Area Agency on Aging (AAA) will host the *IRAC* system, encouraging coordination, collaboration and integration among all *IRAC* service agencies working with older adults. The AAA will assume a leadership role, casting vision, providing training, setting measurable goals, and planning for future development. *In as much as possible, "warm transfers" will be utilized to connect the caller/customer to the most appropriate resource.*
- A comprehensive database for the purpose of storing, retrieving, and updating information about resources for older adults is an important element in determining success. Older adults and their families, BCASD and senior services staff, and other service professionals will find the resources easily accessible through a variety of sources, including: Internet, email, printed publications, *IRAC* staff, resource fairs, outreach, etc. The database will be specialized and targeted for services supporting older persons. *It will encompass both public and private services providing services appropriate to all income levels. The web application reflects the personal side of the One Call system.*
- Program development that is strategic, focusing on identified gaps and duplication in services.
- Sufficient staff that is available to provide the best in customer service that is personal, high quality, and timely. Staff is skilled in listening and problem solving, knowledgeable about community systems and services, and possess empathy for the older adult and their caregivers. Funding is sufficient to maintain the standards described and sponsor innovation and resource development. *Knowledgeable staff who recognize the complexity, and build upon strengths and support systems* .
- A persistent outreach plan to ensure that the central clearinghouse has a unique identity, and is known as an essential element in supporting aging well in the community.