

North Dakota created a five-stage system that assists older adults and adults with disabilities by helping them make informed choices that enhance their ability to live independently in their homes and communities.

## STAGE #1 ~ AGING AND DISABILITY RESOURCE LINK (ADRL) INFORMATION HUB AND INTAKE HOTLINE:

- Works like an in-home and community-based services triage system that assesses individuals based on their need for federal and state funded services.
- Acts as a one-stop, coordinated system that educates, informs, and provides referrals and assistance.
- Features personalized live-call answering and guidance from trained staff.
- Treats everyone equally with patience, compassion, and respect.
- Empowers self-advocacy, promotes independent living, and enhances quality of life.

## THE ADRL IS INTENDED FOR:

- Older adults with age-related issues
- Adults with disabilities
- Caregivers (i.e. family, friends, neighbors, community members, etc.)

## ADRL INQUIRIES ARE INCREASING YEAR AFTER YEAR.

Year-to-year total inquiries to the ADRL\*:

- **2021:** 34,487
- **2022:** 43,475
- **2023:** 49,187
- **2024:** 50,901\*\*

\*Includes calls, unique website hits, and online referrals

\*\*As of 9.30.24

## PROVIDING SERVICES CLOSER TO HOME.

The State of North Dakota and the U.S. Department of Justice reached a settlement agreement intended to expand access to home and community-based care services and enable individuals with physical disabilities to live in less restrictive home and community-based settings.

## SYSTEM CHANGE BENEFITS:

- Expand and raise awareness about community-based care options available to adults with physical disabilities on Medicaid.
- Allow individuals to make informed choices about how they want to receive services that help them live as independently as possible.
- Build upon the legislative investments made and our shared goal of improving services to citizens.