

Section 1010: Overview of Access to Services

The Access to Services Section of the Department of Human Services Division of Aging Services consists of program specialists who manage and coordinate multiple statewide programs focused on providing information and services to help individuals remain safely in their own homes and communities. These programs are:

- **Aging & Disability Resource Connection (ADRC):** the larger community of partners including Area Agencies on Aging (AAAs), Department of Behavioral Health and Developmental Disabilities (DBHDD), Centers for Independent Living (CILs), and others. ADRCs are a collaborative effort from the national to the local level that serves as single points of entry or “No Wrong Door” systems. The ADRC is not limited to the single-entry point for aging services but includes all programs with the goal of keeping individuals in the community. Fund sources include: Older American’s Act funds, Administration for Community Living grants, Department of Community Health (special projects), Social Service Block Grants, state ADRC funds and Community Based Services. ADRC staff and counselors accept phone, email, web, and face-to-face requests, assess individuals for program eligibility, and provide information/assistance/referral.
- **Elderly Legal Assistance Program:** This is an Older Americans Act program providing legal counseling and direct representation in select civil legal matters to individuals who are sixty years of age and older. The State Legal Services Developer, who manages the program, is housed in Access to Services. Services are provided by legal organizations contracting with the Area Agencies on Aging.
- **GeorgiaCares:** the State Health Insurance Assistance Program (SHIP) a volunteer-based program that is federally funded. SHIP provides personalized counseling, education, and outreach to assist Medicare beneficiaries with their Medicare questions. Services provided by SHIP help beneficiaries identify and understand Medicare programs and plans, including Medicare Supplement Insurance (Medigap policies), Prescription Drug Coverage, Medicare Advantage Plans, long-term care insurance and other public and private health insurance coverage options.
- **Transitions:** This program includes two different funding streams. **Money Follows the Person (MFP)** is an initiative by the Centers for Medicare/Medicaid Services focusing on rebalancing long-term services and supports. This program transitions individuals on Medicaid from nursing homes back to their homes and communities. **Nursing Home Transitions** is a state-funded initiative for individuals who may not qualify for MFP. This program will also transition individuals from nursing homes back to the community, focusing on less time in the facility and fewer needs in the community.

Program specialists within the Access to Services Section work closely with all other program staff in the Division of Aging Services.