

A service to help older adults, and people with disabilities, and those who care for them, locate resources and connect to services. Information, referral, and assistance takes place in a coordinated and community based way ensuring that the work is client-centered, trauma-informed and supports a "no wrong door" approach. Through the aid of the Aging & Disability Resource Connection (ADRC) database, resources are regularly updated by ADVSD staff, promoting seamless referrals.



Five District Centers field a little over 7,000 calls annually

Average of 600 calls per month with each center taking about 100 calls per month of unique client contacts



"No wrong door" approach

Collect basic information and conduct initial assessment of client needs and priorities

Refer to available and appropriate resource(s)

Enter demographic and other data per standards into required database



Staff must be AIRS certified within 12 months of hire

Required continuing education provided by ADVSD staff

Certification for Information and Referral Specialist - Aging/Disabilities (CIRS-A/D)

Technology needed to fulfill requirements of service

Information, Referral, and Assistance