



*Just  
Ask*

# **The Alamo Service Connection**

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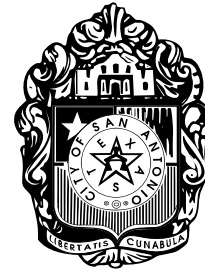
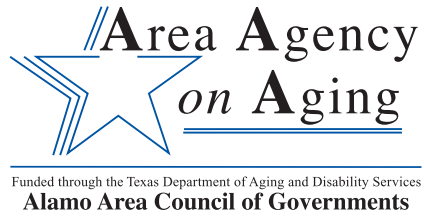
Access and Assistance Coordinator

Bexar Area Agency on Aging

February 17, 2009



*Just Ask*





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The Alamo Service Connection is the ADRC for Bexar County.



# How We Got Here

- In 1999, Senate Bill 374 was passed to improve access to long-term services and supports
- The Alamo Service Connection grew out of that vision nine years ago



# ASC Steering Committee

- Lonna Ayers, Texas Interpreters
- Colleen Phillips, APS
- Vince Boyd, SA Lighthouse for the Blind
- Maria Elena Cantu, Caregiver
- Linda Ponce, CHCS
- Dr. Paul Furukawa, CAMP CAMP
- Eva Trevino, Wellmed
- George Britton, Joint Commission
- Tom McGuire, Kronkosky Foundation
- Mary Ann Stumberg, Elderly Affairs Joint Commission
- Anthia Murray, UTHSC
- Melissa Rasco, Calab Inc.
- David Salinas, Alamo Worksource
- Knox M. Pitts II, Disability Consumer
- Steve Saldana, Catholic Charities
- Ernesto Sanchez, Advocacy Inc.
- Pam Stephens, ARC
- Dawn White, Region 20
- Sterling Neuman, Bexar Senior Advisory Committee
- George Walton, Bexar Senior Advisory Committee
- Susan Huber, Golden Manor Jewish Senior Services



# Federal Objectives

- Establish a single point of entry (one-stop) or “no wrong doors” access system for long-term services and supports
- Employ technology to improve access and provide services to individuals
- Create change in service delivery system that is sustainable



## 8 Texas ADRCs

- Central Texas (Belton area)
- City of Houston (Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller and Wharton)
- Community Healthcore (Gregg, Harrison, Marion, Panola, Rusk, and Upshur)
- Lubbock (Lubbock)
- Metrocare Services (Dallas)
- North Central Texas (Collin, Denton, Hood, Somervell)
- San Antonio (Bexar County)
- Tarrant County (Fort Worth)



## Mission

**Easy, friendly, helpful access to services for older adults, people with disabilities and their families in Bexar County.**



## Vision

**An informed community that promotes personal choice and is connected to long-term services and supports.**



## Goals

- **Minimize service fragmentation**
- **Reduce duplicative paperwork and procedures**
- **Enhance individual choices**
- **Support informed decision-making**



# Points of Access

**[www.alamoserviceconnection.org](http://www.alamoserviceconnection.org)**

**- Internet Network of Care Site**

- **Virtual Call Center**
  - Telephone
- **Aging and Disability Providers**



TEXT ONLY Visit Our Other Health Sites



ALAMO SERVICE CONNECTION network of care

SERVICE DIRECTORY LIBRARY ASSISTIVE DEVICES LINKS LEGISLATE MY FOLDER

Email to a Friend  
 Live Demo

- For Providers
- Abuse Prevention
- Large Print
- Fall Prevention
- Message Boards
- Rx Assistance
- Calendar
- Add an Event
- Medicare



Welcome to Bexar County's Network of Care for Seniors & People with Disabilities, provided by the Alamo Service Connection.

This comprehensive, Internet-based resource is for the elderly and people with disabilities, as well as their caregivers and service providers.



**Award Winner**  
 For Innovation and Quality

Nationwide News

[Centenarians May Strain Budgets](#)  
 May 06, 2008

[Aging Nation Fuels Vein Clinic Boom](#)  
 May 06, 2008  
[>> Elderly News Archive](#)

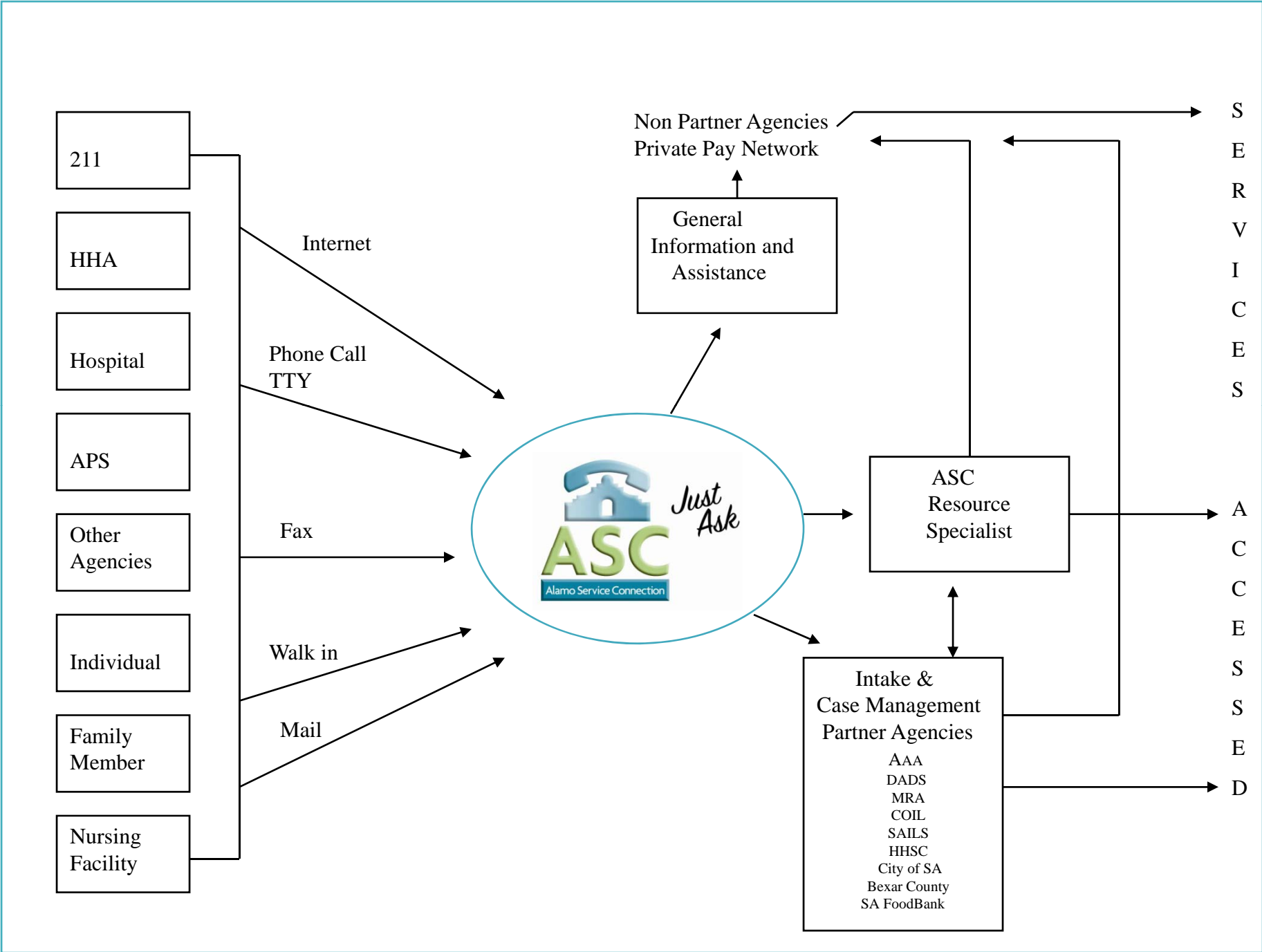
[Mercury Emissions May Up Autism](#)  
 May 06, 2008

[Caution Urged If Using Gene Tests](#)  
 May 06, 2008  
[>> Disability News Archive](#)



## ASC Services = Access

- **Intake, Referral and Assistance**
- **Benefits Counseling**
- **System Navigation and Service Coordination**



211

HHA

Hospital

APS

Other Agencies

Individual

Family Member

Nursing Facility

Internet

Phone Call  
TTY

Fax

Walk in

Mail



Non Partner Agencies  
Private Pay Network

General Information and Assistance

ASC Resource Specialist

Intake & Case Management  
Partner Agencies

- AAA
- DADS
- MRA
- COIL
- SAILS
- HHSC
- City of SA
- Bexar County
- SA FoodBank

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# The ASC Model

- Does not change program management responsibilities, processes, eligibility criteria, or services
- Does not replace existing case management activities
- Does not depend on continued grant funding
- Does need community support



How is it different than 211?



211 provides information to the general public on all social services available in Bexar County



The Alamo Service Connection helps seniors and persons with disabilities to arrange for what they need to stay in the community over the long run.



(210) 477-3275

[www.alamoserviceconnection.org](http://www.alamoserviceconnection.org)

Easy, Friendly, helpful access to services.  
Just Ask!



**For More Information**

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