

NORTH DAKOTA AGING AND DISABILITY RESOURCE LINK (ADRL): **INFORMATION HUB AND INTAKE HOTLINE.**

It can be challenging for some older adults or adults with disabilities to live safely and independently in their homes without support. Health and Human Services has a centralized information hub and intake hotline to help individuals and families find resources and information to find the help they need.

It's a one-stop, coordinated system that educates, informs, and provides referrals and assistance to older adults and adults with disabilities and their caregivers so they can find answers to their questions about services and supports that are available in their communities.

The ADRL information hub and intake hotline acts like an in-home and community-based services triage system where individuals get assessed based on their level of need. It serves as a seamless and friendly centralized resource that streamlines access to services.

Knowledgeable guidance from caring intake specialists makes things easier with person-centered planning that empowers self-advocacy, promotes independent living, and enhances quality of life.

PROVIDING SERVICES THAT SUPPORT INDEPENDENT LIVING.

As an outcome of the systems change efforts implemented to meet the requirements of the U.S. Department of Justice settlement agreement, North Dakota continues to expand and raise awareness about services available to older adults and adults with disabilities that significantly impact their ability to live independently in their homes and communities.

The mission is to empower people by providing support options that help them make informed choices that best fit their life situation. North Dakota's in-home and community-based services system for older adults and adults with disability comprises five vital stages, the first of which is the ADRL information hub and intake hotline.



NORTH
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Health & Human Services

HUMAN IMPACT STORY: How Christy Guided Her Parents To Better Mobility.

Christy lived a long way away from her aging parents, and every time she called, they told her everything was fine. But when she visited them over the holidays, she noticed they both had trouble doing basic things like bathing and safely moving around their home.

Her parents cherished their independence, and moving to a nursing home wasn't an option. She reached out to the Aging and Disability Resource Link for guidance. They helped her find the resources to enhance her dad's and mom's safety and independence.



***I didn't know what to do, or
who to talk to. The hotline really
helped me get my parents the
support they needed***

Christy M., family caregiver

Today, her parents get around with newly installed home safety and mobility aids and receive support with personal care needs from a qualified service provider (QSP). Now that Christy's parents are living safely on their own, she and her parents can breathe easier.

This story is just one of many about the positive impact of home and community-based support and how it's helping transform the lives of North Dakotans.



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Health & Human Services

Toll-free information hub
and intake hotline:
(855) 462-5465, 711 (TTY)

carechoice@nd.gov

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