

CHAPTER 224
AGING AND DISABILITY RESOURCE CENTERS

Chapter rescission date pursuant to Iowa Code section 17A.7: 7/1/30

441—224.1(231) Definitions.

“Aging and disability resource center” or *“ADRC”* means a person-centered navigation and coordination system that blends and braids service delivery methods and funding to ensure supports and services contribute to a consumer’s ability to remain at home and in the consumer’s community. Supports and services are provided according to the individual’s wants and needs.

“Aging and disability resource center member organization” or *“ADRC member organization”* means a local ADRC organization that provides ADRC information and assistance and person-centered functions at the local level.

“Information and assistance” means a service that provides an individual with current information on opportunities and services available within the individual’s communities; identifies the problems and capacities of the individual; links the individual to the opportunities and services that are available; and, to the maximum extent practicable, ensures that the individual receives the services needed and is aware of the opportunities available by establishing adequate follow-up procedures.

“Medicaid administrative claiming” or *“MAC”* means federal matching funds under Medicaid are available for costs incurred by the state for administrative activities that directly support efforts to identify and enroll potential eligibles into Medicaid; support the provision of medical services covered under the state Medicaid plan when those activities are performed either directly by Iowa Medicaid or through contract or interagency agreement with another entity, such as a designated ADRC; or both.

“Navigator” means a person who provides ADRC information and assistance services, options counseling services, or both.

“Options counseling” means an interactive process whereby individuals receive guidance to make an informed choice about long-term supports. The process is directed by the individual and may include others whom the individual chooses or those who are legally authorized to represent the individual.

“System navigation” means in-person, online, and telephonic support for problem solving and navigation of the services and supports available. System navigators ensure individuals and families who encounter barriers in accessing services and support are able to navigate health care, social services, and legal systems.

[ARC 9282C, IAB 5/14/25, effective 7/1/25]

441—224.2(231) Department responsibilities.

224.2(1) Pursuant to Iowa Code section 231.64, the department will administer ADRCs.

224.2(2) The department’s responsibilities are as follows:

- a. Perform all duties mandated by federal and state law.
- b. Designate ADRC member organizations and withdraw designation. If the department terminates its contract with an ADRC member organization for any reason, the entity is no longer designated by the department as an ADRC member organization.
- c. Provide oversight of the ADRC to ensure compliance with federal and state law and applicable rules and regulations.
- d. Monitor the operations and performance of the ADRC.
- e. Develop and use data and indicators to measure and assess the performance of the ADRC to ensure quality services, fair treatment, cost-effectiveness, and consumer satisfaction.

[ARC 9282C, IAB 5/14/25, effective 7/1/25]

441—224.3(231) ADRC member organizations. The department designates entities as ADRC member organizations.

[ARC 9282C, IAB 5/14/25, effective 7/1/25]

441—224.4(231) ADRC member organization responsibilities.

224.4(1) An ADRC member organization will provide services to eligible populations in its service area via telephone, in-person, or electronic communications.

224.4(2) An ADRC member organization will be physically accessible and provide services in a private and confidential manner.

224.4(3) An ADRC member organization will ensure a system is available for answering and responding to messages received outside of the regular business hours.

224.4(4) An ADRC member organization will provide services to a person by using clear language and providing for reasonable accommodations.

224.4(5) An ADRC member organization will provide person-centered supports and navigation services according to the individual's personal preferences, identified needs, and unique capabilities to remain living at home and in the individual's community.

224.4(6) An ADRC member organization will identify itself as an ADRC. The ADRC's name may be the primary name or a subtitle to another name, but the designation of ADRC will be included in all advertising and outreach materials.

224.4(7) An ADRC member organization will adhere to the department's Medicaid ADRC federal financial participation (FFP) process for MAC. Participation in MAC for activities that facilitate access to, or are in support of, Iowa's Medicaid state plan are allowable. The ADRC will comply with the department-approved ADRC MAC methodologies.

[ARC 9282C, IAB 5/14/25, effective 7/1/25]

441—224.5(231) ADRC member organization staff requirements and background checks.

224.5(1) Staffing. The ADRC member organization will ensure adequate staffing levels to meet the needs of the service delivery area. Staff performing ADRC services will demonstrate competency and knowledge pertinent to the staff's areas of responsibility. Additionally, the ADRC will establish and maintain background check policies and procedures.

224.5(2) Training and mandatory reporter status. ADRC navigators are mandatory reporters pursuant to Iowa Code chapter 235B and will adhere to federal and state law and applicable rules for mandatory reporters.

[ARC 9282C, IAB 5/14/25, effective 7/1/25]

441—224.6(231) Services. The ADRC will provide information and assistance and options counseling as defined within the contract issued by the department.

[ARC 9282C, IAB 5/14/25, effective 7/1/25]

441—224.7(231) Grievances. The ADRC will implement a process for reviewing and resolving individual grievances.

[ARC 9282C, IAB 5/14/25, effective 7/1/25]

441—224.8(231) Reporting and records authority. The director is the principal officer of the state to administer ADRC data reporting. On behalf of the department, the ADRC shall report individual-level client data, information, and performance as required by the department. The ADRC shall also cooperate with any external review of its activities by the department or the federal government. The ADRC shall submit data according to the frequency, file layouts, format, and naming conventions prescribed by the department.

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441—224.9(231) Confidentiality. The ADRC shall not disclose records that contain personally identifiable information concerning an individual receiving services to entities outside the department without the individual's informed consent or as authorized or required by law.

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These rules are intended to implement Iowa Code section 231.64.

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