Access to information and advocacy services

GOAL: Older Ohioans, adults with disabilities and their caregivers will be able to make person-centered decisions through seamless access to information and advocacy services.

Finding the right services can be daunting for older Ohioans and their family members. The biggest obstacles that families and individuals face when seeking older adult services include a general lack of awareness of what is available, not knowing where or how to apply for programs and an assumption that the application process for public services is difficult.

Accessing services may require working with multiple agencies and organizations, as well as meeting varying requirements and enrollment processes, depending on the program. This is a challenge at any time but is particularly so when families are in crisis and trying to find the best options for a loved one in need of crucial care.

This state plan goal focuses on ensuring that older adults, adults with disabilities and their caregivers have the information and assistance they need to make person-centered decisions. Ohio's aging and disability resource network is a resource for older adults and families for accurate and complete information regarding services and supports. Strategies in the state plan enrich and improve the resource network. They strengthen advocacy efforts, legal assistance development, anti-ageism campaigns and efforts to prevent and better respond to elder abuse, neglect and exploitation by focusing on the unique needs of priority populations and incorporating these approaches into services and supports.

OBJECTIVES:

ACCESS TO INFORMATION: Develop standards and measures for quality and performance regarding operation, information and resources for a consistent front-door experience for consumers.

ADVOCACY: Heighten awareness of the needs and priorities of Ohio's older adults and people with disabilities with community, government, non-profit and private sector entities to achieve inclusion in decision-making opportunities that inform policies, infrastructure development processes and strategic plans.

ELDER ABUSE, NEGLECT AND EXPLOITATION: Coordinate with partners in the prevention and response to incidences of elder abuse, neglect and exploitation.

AGEISM: Change Ohioans' perspectives and conversations regarding the bias about aging and promote the value of older adults' knowledge, wisdom and resources to strengthen the community.

PRIORITY POPULATIONS: Ensure that Ohio's aging network is aware of and focused on the unique needs of our older adult priority populations.