



Is Your Community Ready for a Gatekeeper Program?

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Your presenter today



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History of the Gatekeeper Program



- Developed in 1978 by Ray Raschko, MSW, for Spokane's Older Adult Mental Health
- Practiced since 1987 in Portland Metro
- **Responds** to isolated older adults with little or no support
- **Connects** older adults to community resources
- **Grounded** in the "Multi-Disciplinary Approach"
- Model is growing: now statewide in OR
- National best practice for identifying isolated, at-risk older adults and connecting them to critical community services

Why Gatekeeper is a Best Practice



- **Streamlined** access to a confusing array of services
- Businesses **empowered** to advocate for customers
- Businesses **identify disenfranchised customers** for outreach
- **Provides access** for consumers unaware of our services
- Provides a community “**safety net**”
- **Helps “non-mandatory” reporters** see there is a needed role for their help
- Training curriculum **tailored to business or function**

Why is this program important to the business community?



- Customers achieve a better outcome
- Good public/partnership
- Enables business to help without becoming overly involved
- Peace of mind that consumer will get follow up
- Gatekeepers are trusted partners, not “complaintants”
- Provides single entry access – one phone number, no jargon

Something to consider...



- **Avoid jargon and acronyms** when a Gatekeeper calls to make a referral.
 - ✦ Referring to the Gatekeeper as the “complainant” or throwing out a bunch of acronyms... “have you contacted APS?” “Have you checked resources with the ADRC?” “Is this a DV call?”
- **Also avoid jargon and acronyms in your Gatekeeper materials and trainings.**
 - ✦ i.e. Referring to AAA... huh? You can tow my car???
What’s an Area Agency on Aging??



What Is Asked of Gatekeepers?



- Gatekeepers **not** asked to be counselors or social workers or to change their daily activities
- Gatekeepers learn to identify **red flags** that may indicate illness, trouble, or struggling, and refer consumer to a special line for triage, assignment, and evaluation



That All Sounds Great, Paul.....

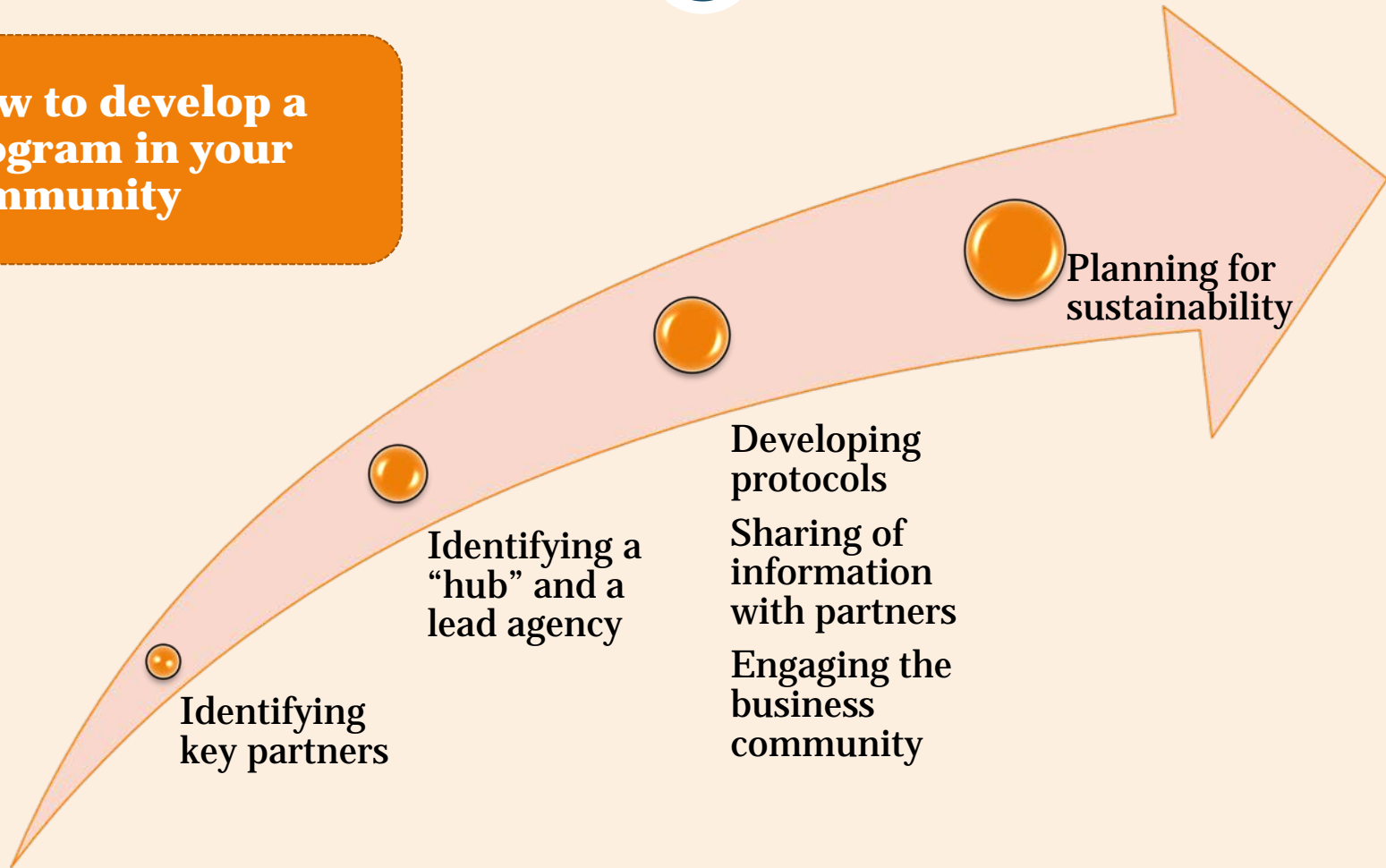


-But this is an APS Conference!
- Is it an APS Program or Not?!

Getting Started...



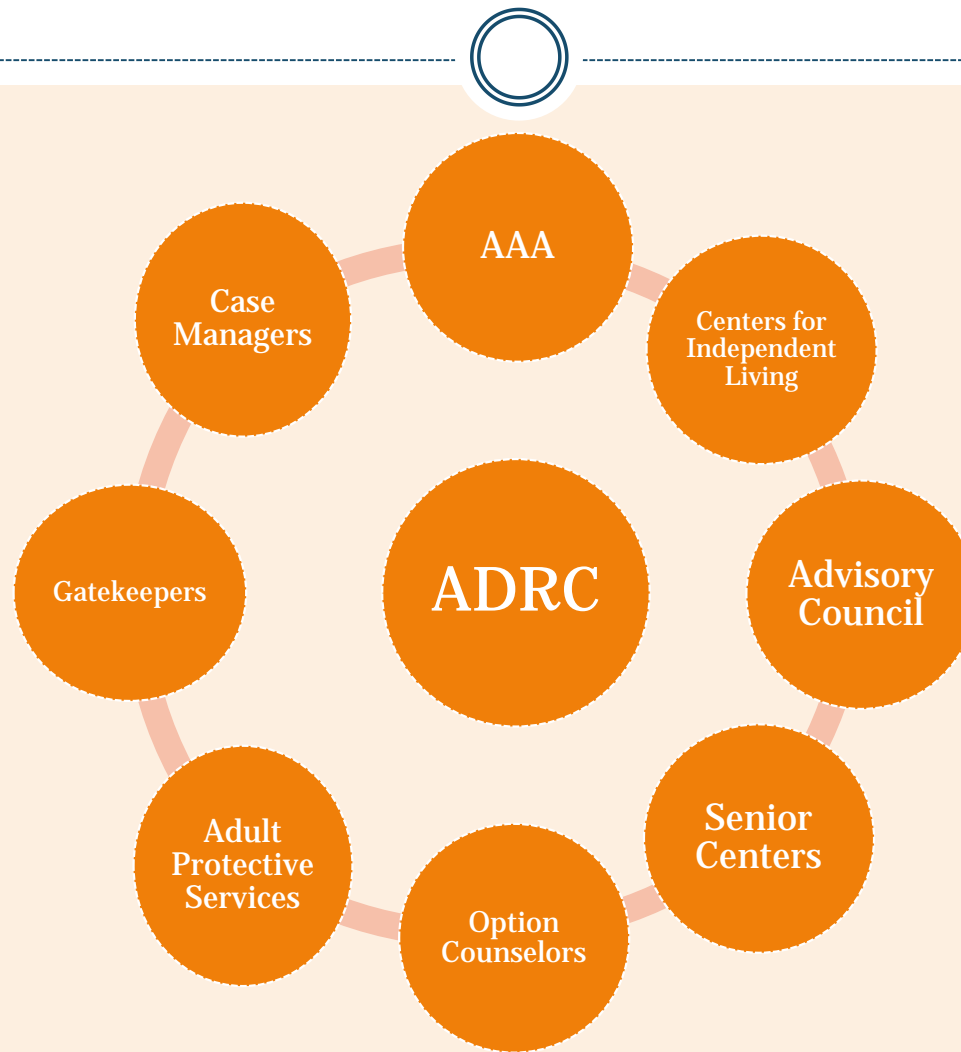
How to develop a program in your community



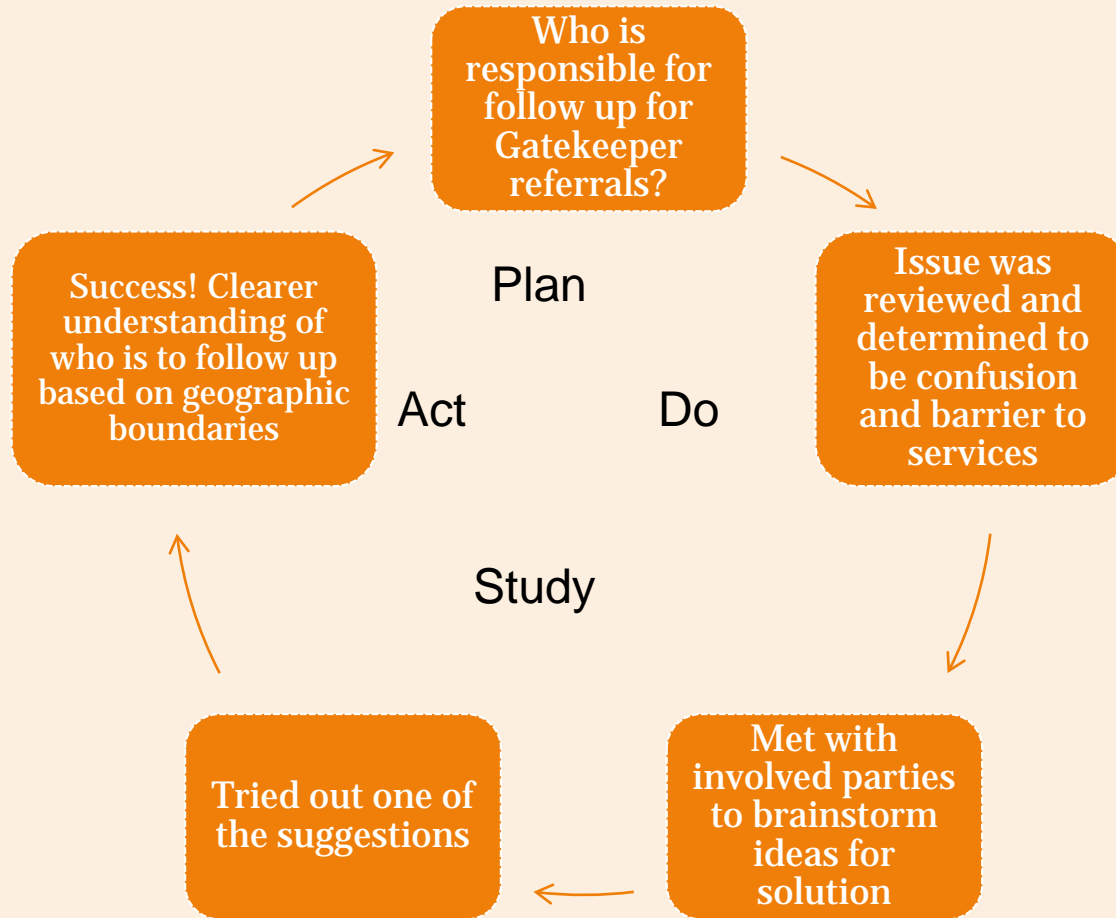
Key Elements of a Gatekeeper Program



✓ Determine Structure of the Program



Get Started: Plan Do Study Act



Developing an advisory committee - external stakeholders



- Identify key leaders, organizations, companies/agencies with a vested interest.

- Interested parties generally include:

- Utility Companies
- Police/Fire/Rescue
- Support Programs
- Banks/Credit Unions
- Letter Carriers
- Housing
- Transportation



- **Can you think of a group in your community?**

Be sure to include key internal stakeholders & partners

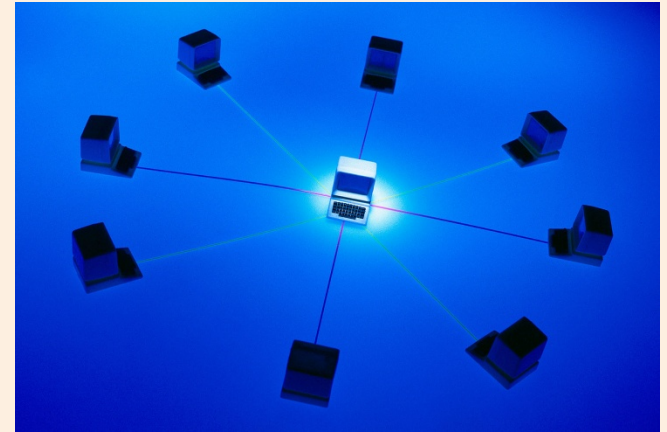


- Identify key internal or community partners
- Interested parties could include:
 - Adult Protective Services
 - Mental Health
 - Developmental Disabilities
 - Long term care staff
 - Centers for Independent Living
 - Senior Centers
 - Community Advocates
 - ????
- **Can you think of who needs to be at the table in your community?**

Establishing a **Lead Agency** and a **Hub**



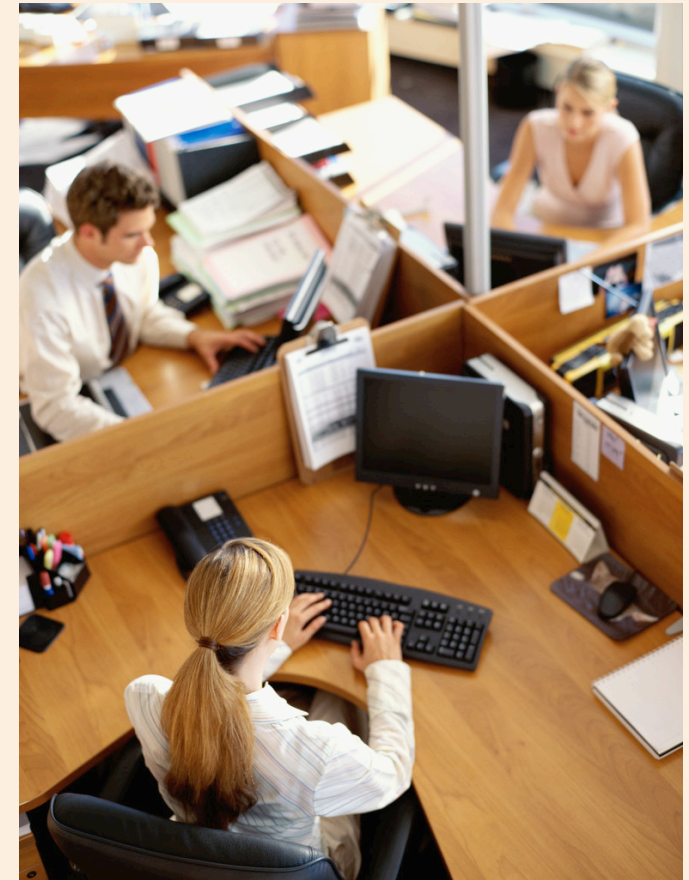
- Area Agency on Aging
- ADRC is a great hub
- Law Enforcement
- Community Non Profit
- Older Adult Mental Health Agency
- Adult Protective Services
- A combined response
 - Lead Agency can partner with another agency for support like training



Examples of Models for the Gatekeeper Program



- **In Multnomah County:**
 - Part of our 24/7 Aging and Disability Resource Center (ADRC)
 - Housed in “Type B” Area Agency on Aging (AAA)
 - Referrals assigned internally to APS and case managers
 - All referrals logged into ADRC call module and emailed to worker & supervisor
 - APS has access to ADRC call module
 - Program been operational for 27 years in Multnomah County



Examples of Models for the Gatekeeper Program



In Clackamas County:

- Clackamas County is a “Type A” AAA
- Clackamas Resource Connection: Gatekeeper hub
- Gatekeeper referrals come in through their ADRC
- Referral is directed to the appropriate office
- That office contacts the individual, assesses their needs, and assists in providing whatever help is required from the appropriate health or social service organizations

Examples of Models for the Gatekeeper Program



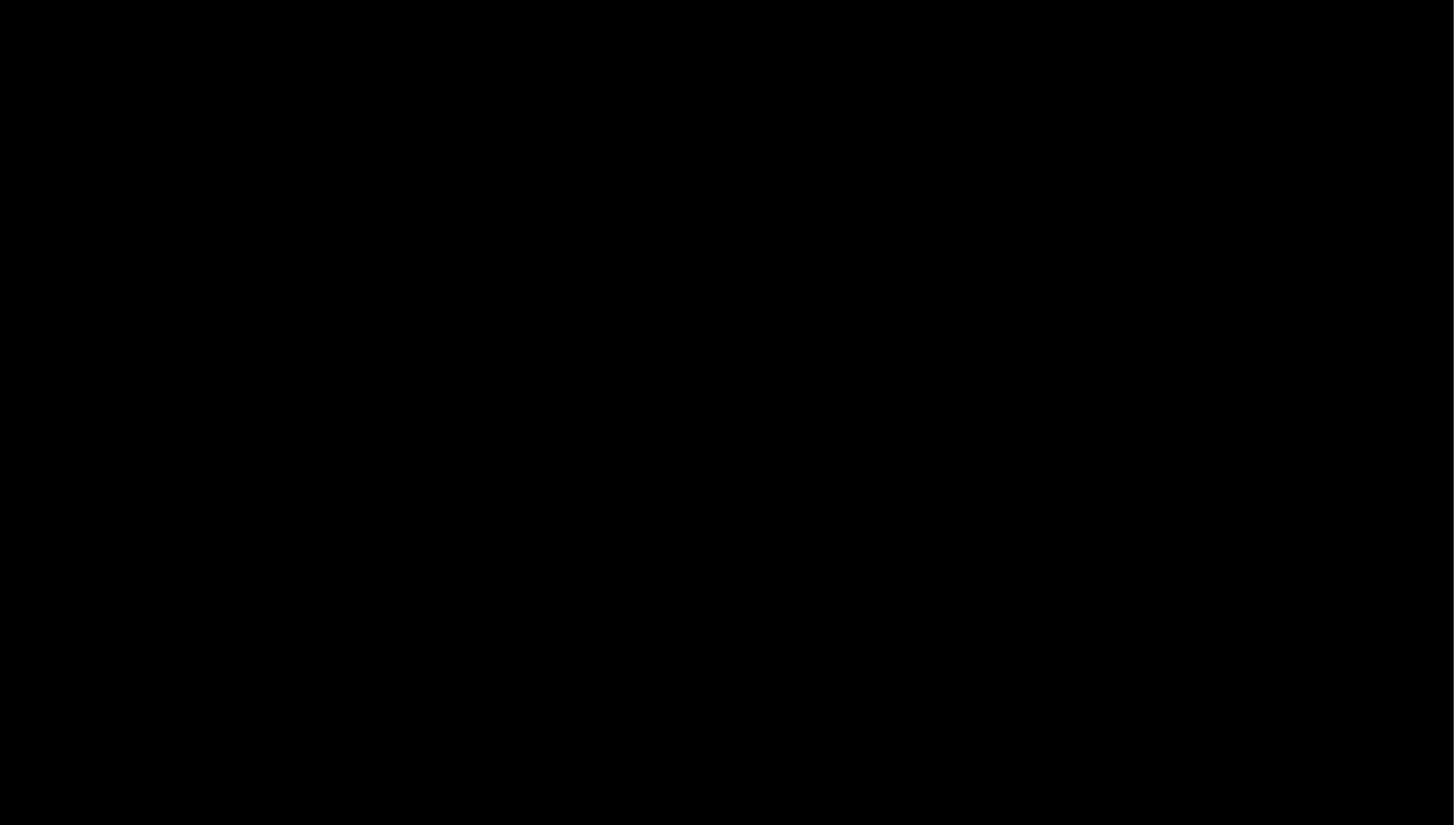
- **In Washington County**
 - Washington County is a “Type A” AAA
 - Washington County Department of Aging and Veterans Services (DAVS) partners with the Washington County Sheriff’s Elder Safe program
 - Referrals made to the DAVS Adult Protective Services Line
 - Community presentations and trainings done by a point person at the Sheriff’s office/Elder Safe program

What are your next steps?



- Who are stakeholders in your community?
- Can you identify who could be the lead agency or hub?
- What types of agreements will you need to effectively implement your Gatekeeper program?
- What will the process be for taking Gatekeeper calls?
- How will you track data? Follow up?
- Who will train Gatekeepers?
- Who will be the point person for trouble shooting problems and bringing together all parties?

Recent Success Story



How to access Gatekeeper materials to get your program started



- On the State Unit on Aging's Gatekeeper web page
 - Webinars
 - Examples of agreements
 - Newsletters, brochures, training materials
 - Sample job description
 - Examples of referrals
 - Sustainability practices, including funding

<http://www.oregon.gov/dhs/spwpd/Pages/SUA-Gatekeeper.aspx>