



Program information

Options Counseling Case Management

Options Counseling/Case Management referral guidelines.

1. The client must have more than one service need. Please encourage clients with just one service need to contact the Area Agency on Aging's Information and Assistance line at 303-480-6700.
2. If the client has housing-only needs, the Area Agency on Aging is unable to provide services. Consider referring the client to Colorado Housing Connects at 844-926-6632 for information and assistance. If the client has public benefits application assistance-only needs, consider referring the client to Benefits in Action at 888-496-4252 for assistance.
3. If you provide social work, case management or other similar services to client, please indicate in the referral what Area Agency on Aging programs will do differently than yours. The Area Agency on Aging is unable to duplicate services and may not be able to provide services depending on the situation (determined on a case-by-case basis).
4. Options Counseling and Case Management is not an emergency or crisis service program.
5. Referrals are not guaranteed to be assigned to the Area Agency on Aging Options Counseling or Case Management program. All clients are referred to the most appropriate level of service based on need. Waiting lists vary by program type.
6. Interpretation services are available to accommodate an individual's language needs.
7. Please complete the minimum required fields as indicated with an *, providing as much detail necessary for the Area Agency on Aging to better serve the client.

If you are unsure if a referral is appropriate, please call 303-480-6700 or email ADRCreferrals@drcog.org to discuss the situation.

A client must:

1. Agree to short-term services, as options counseling and case management are voluntary programs.
2. Have the capacity to work on a care plan independently or have a support system available that is willing to assist.
3. Reside in one the following counties: Adams, Arapahoe, Broomfield, Clear Creek, Denver, Douglas, Jefferson or Gilpin.

Submit referral

Staff will follow up with the referral source within three business days of receiving a referral.

If you do not receive a confirmation, please call the Information and Assistance line at 303-480-6700 or email ADRCreferrals@drcog.org.

I submitted a referral, what's next?

4. The client will receive a call within five business days of the date the referral is received. Area Agency on Aging staff will also attempt to contact the additional contacts, if provided.
5. The referral will be closed if Area Agency on Aging staff do not receive a response to contact attempts (written or phone).
6. You will be advised of the referral closure due to no contact.

Options Counseling

- Ages: 18-60 with a disability and 60-plus.

- Provides intensive, short-term services, ranging from three to 12 months.
- Clients benefit from a more in-depth, in-person or phone explanations of the available service options and how to access these services.
- Can explain the various things to consider as clients age and provide advocacy, guidance and direction to support decision-making processes in long-term care planning.
- Comprehensive needs assessment of client and reassess client's needs at six months (or earlier if their needs have changed).

Case Management

- Age: 60-plus only.
- Spanish bilingual case managers available.

