Session Objectives

• Gain understanding of what NASUAD is and how we can help you
• Review available Support Center resources
• Review and discuss challenges and opportunities for the I&R/A Network identified in the 2012 Support Center Survey
• Discuss how the survey can be improved to provide data that would help attendees in their day-to-day work
• Identify measurable outcomes that would be possible to track over multiple years through surveying the network
National Association of States United for Aging and Disabilities

Mission
To design, improve, and sustain state systems delivering home and community based services and supports for people who are older or have a disability, and their caregivers.
Advocate – Convene – Collaborate

Members
Directors of State Agencies on Aging and Disability
NASUAD Tools and Resources

• Online Tools:
  – The State Medicaid Expansion Tracker
  – State Medicaid Integration Tracker
  – NASUADiQ.org Training Courses
  – NASUAD.org
  – HCBS.org (HCBS Clearinghouse)

• Friday Updates
• Annual State of the States Survey
• Annual Economic Survey
• Long Term Care Ombudsman Resource Center
• National Aging Information and Referral Support Center
I&R/A Support Center

The Support Center provides training, technical assistance, product development and consultation to build capacity and promote continuing development of aging information and referral services nationwide.

- Monthly Technical Assistance Calls
- Training: Online, On-site, CIRS-A Train-the-Trainer
- AIRS Certification for I&R Specialist in Aging Training
- Every other year survey of the Aging and Disability I&R/A Networks
- Coordinate the Aging and Disability Portion of the Annual AIRS Conference

www.nasuad.org/I_R/ir_home.html
Support Center Monthly Technical Assistance Calls

2012-2013 Topics

• Mobility Management – n4a and Dallas AAA
• Intellectual Disabilities – Green Mt. Advocates, VT
• Nutritional Needs of Older Adults – MOWA
• Mental Health – SAMHSA, MH Association of NY
• Disability Rights – VT CIL & Disability Rights Rights FL
• Economic Security Initiative – NCOA
• Legal Resources – ACL
• National Resource Center on LGBT Aging - SAGE
NASUADiQ.org

Online training modules for Aging and Disability I&R

- I&R/A Services and the Aging Network
- Developing Cultural Competence to Serve a Diverse Aging Population Essential Components of the Aging I&R/A Process
- Key Programs and Services for Older Adults
- Introduction to Independent Living Movement
- Housing for Older Adults and Persons with Disabilities
- HCBS Taxonomy
- Medicare and Medicaid 101
- Affordable Care Act
Train-the-Trainer Initiative

- **Identified need:** Prior to the launch of this initiative, there was no effective nationwide coordination of trainers for basic I&R/A and AIRS Certification

- **Components:**
  1. Provide high quality training materials that can be used by trainers nationally
  2. Create a web-based list of trainers
  3. Provide a forum for discussion, exchange of ideas and outreach to potential new trainers and I&R professionals
I&R/A Support Center 2012 Survey Overview

- Methodology
- Aging and disability cross-training
- Adoption of new technologies
- Expanding role of I&R/A
- Opportunities for improved coordination
  - Client Tracking Software
  - Taxonomy/Resource Database
  - Professional Standards
  - Certification/training
  - Disaster Preparedness
  - Quality Assurance
Methodology

• Web-based survey instrument was distributed to 51 State Liaisons
• Liaisons forwarded the survey to:
  – State Agencies
  – AAAs
  – ADRCs
  – 2-1-1s
  – CILs
  – Tribal nations
  – Other non-profit I&R/A organizations
Methodology

Response Rates

- State Agencies (90%)
- AAAs (18%)
- ADRCs (20%)
Most Frequently Requested I&R/A Services

Financial Assistance
Transportation
General information
Family caregiver support
Personal care
Home delivered meals
Benefits Analysis/Assistance
Utility Assistance (LIHEAP)
Housing assistance/foreclosure
Medicaid
Homemaker services
Medicare
Food Assistance
State Health Insurance Assistance
Adult Protective Services
Respite care
Assistive Technology
Legal services
Care Transitions
Veterans Assistance
Participation in Aging and Disability Cross-Training by Agency Type

- 2-1-1s
- CILs
- AAAs
- ADRCs
- State Agencies

0% 20% 40% 60% 80% 100%
Settings for I&R/A Provision

- **Telephone**: Mostly used
- **I&R/A Service Site**: Used some of the time
- **Client's Home**: Used occasionally
- **Email**: Used most of the time
- **Website Chat**: Mostly used
Origin of Referrals to I&R/A Services

- Caregivers
- Other Government Agencies
- Healthcare Providers
- Printed Resources
- Community Events/ Presentations
- Statewide 800 Numbers
- Agency’s Website
- 2-1-1s
- Eldercare Locator
- Agency-Run Social Media Sites

Very Frequently, Frequently, Occasionally
Care Transitions

Involvement with care transitions activities by agency type:

- CILs 88%
- AAAs 76%
- ADRCs 74%
- State Agencies 67%
- 2-1-1s 21%
Private Pay Service Requests

- Personal Care
- Homemaker Services
- Assisted Living
- Transportation
- General Information
- Home Delivered Meals
- Nursing Home
- Housing Assistance
- Respite Care
- Family Caregiver...

0% 10% 20% 30% 40% 50%
Client Tracking, Case Management and Reporting Software Products

- Harmony
- State-Developed Software
- Aging Information Management System (AIMS)
- Agency Specific, In-House Developed Software
- Peer Place
- CIL Suite
- RTZ Associates' GetCare
- VisionLink Tapestry
- Bowan System's ServicePoint or IRis
- Enhanced Services Program (ESP)
Client Tracking Software Linkages with Other Organizations by Agency Type

- State Agencies
- AAAs
- ADRCs
- 2-1-1s
- CILs

The chart shows the percentage of linkages with different types of organizations by agency type. The data is represented graphically with bars for each category, indicating the proportion of linkages for each type of organization.
Professional I&R/A Standards Used by Agency Type

- AIRS Standards Only
- Agency-Specific Standards
- Modified AIRS Standards
- No Professional I&R/A Standards

Bar chart showing the percentage of State Agencies, AAAs, ADRCs, CILs, and 2-1-1s using different types of standards.
Certification Requirements by Agency Type

- **State Agencies**: All specialists must become AIRS Certified
- **AAAs**: Specialists must complete training, but not necessarily certification on I&R/A topics
- **ADRCs**: A certain percentage of specialists must become AIRS Certified
- **CILs**: My agency does not have a certification requirement
- **Other Organizations**: My agency does not have a certification requirement
Continuity of Operations Plan by Agency Type

- State Agencies
- 2-1-1s
- AAAs
- ADRCs
- CILs
- Other Organizations

0% 20% 40% 60% 80%
Most Frequently Used Quality Assurance Practices

- Consumer Satisfaction Surveys
- Consumer Follow Up Calls
- Data Collection
- Complaint Investigation
- Site Monitoring
- Supervisor Reviewing Phone Calls
- Interviewing Randomly Selected Consumers
- Supervisor Shadowing Staff on Home Visits
- Secret Shopper
Conclusion/Recommendations

To assist in coping with the anticipated high level of environmental, population and funding changes, agencies within the I&R/A Network:

- Develop stronger partnerships among community agencies serving the aging and disability populations
- Improve capacity to communicate with consumers, potential consumers and their caregivers through social media
- Look for ways to expand the scope of agency’s reach (i.e. care transitions and private pay services)
- Improve coordination between I&R/A agency types through database, standards, training, certification and disaster preparedness resource sharing
- Create improved quality assurance practices including meaningful outcome measures.
Please give us your feedback!

Suggestions for:

• Improving our partnership with CILs and other disability organizations
• Getting a better response rate from 2-1-1s
• What questions should we ask in 2014 survey?
• Helping your organization come up with benchmarks for quality assurance measures
• How to market NASUAD’s resources better?