



# NATIONAL INFORMATION & REFERRAL SUPPORT CENTER

## ***Disaster and Emergency Preparedness and Response: Contest to Identify Promising Practices in Aging and Disability I&R/A Programs*** **Submission Guidelines**

### **1. Introduction**

Information & Referral/Assistance (I&R/A) programs play a vital role in connecting individuals, caregivers, and families to needed services and resources. In regular times and in disasters and emergencies, I&R/A services answer the call. While I&R/A programs may play a variety of roles in disaster preparedness and response, the long-duration COVID-19 public health emergency created a unique set of circumstances that called for new levels of collaboration and innovation in serving communities and diverse inquirers. Whether this emergency situation or other types of disasters, I&R/A programs have valuable lessons and strategies to share for responding to all phases of disaster management.

The identification and sharing of promising practices from the I&R/A field can help strengthen current and future disaster readiness and response. In this context, the National Information and Referral Support Center, administered by ADvancing States and with funding provided in part by the Administration for Community Living, is launching this promising practices contest to identify and disseminate practices for disaster and emergency preparedness and response in aging and disability I&R/A programs. Contest eligibility and selection criteria and the application provide more information. We encourage organizations to think broadly about the roles of their I&R/A services in disasters and emergencies and welcome submissions from national, state, and community programs.

### **2. Eligibility**

We invite promising practice submissions from aging and disabilities organizations that provide information and referral/assistance (I&R/A) services to one or more of the following populations: older adults, people with disabilities, and family and friend caregivers. We welcome a diverse array of promising practice submissions that address I&R/A services at any phase of disaster management (mitigation, preparedness, response and/or recovery). We encourage agencies both large and small, including those that serve rural communities, to share their promising practices.

### **3. Selection criteria**

This promising practices contest will select several submissions for awards, and additional submissions beyond these may be identified for development and dissemination of promising practice profiles. Selection criteria include the following:

- a. The promising practice is relevant to I&R/A programs. It addresses I&R/A services for older adults, people with disabilities, and/or caregivers within the context of disaster preparedness and response.
- b. The promising practice reflects the importance of collaboration and partnerships in disaster and emergency situations.

- c. The promising practice offers ideas and lessons for future disaster preparedness and response.
- d. The practice shows a positive impact on I&R/A service provision in disasters or emergencies (for example, the practice supports the continuity of services in disaster situations).
- e. The practice recognizes the needs of a diverse range of inquirers in disasters and emergencies (i.e. the needs of older adults, people with disabilities, those with low access to technology).

#### 4. Awards

Three promising practices will be selected for awards. The first, second, and third place awards are described below. Additionally, all awardee organizations will receive a certificate of recognition. And the I&R Support Center will work with each awardee organization to develop, publish and disseminate a promising practice profile. The profiles will be widely disseminated to aging and disability I&R/A agencies across the country, and will be posted to the ADvancing States website.

- 1<sup>st</sup> place award: Complimentary registration and lodging for one staff person for the 2022 National Home and Community Based Services (HCBS) Conference (August 14-18, 2022, Marriott Marquis Hotel, Washington, DC).\* The awardee will also receive recognition for its practice at the Information and Referral/Assistance Conference Intensive.
- 2<sup>nd</sup> place award: Complimentary registration for one staff person for the 2022 National Home and Community Based Services (HCBS) Conference. The awardee will also receive recognition for its practice at the Information and Referral/Assistance Conference Intensive.
- 3<sup>rd</sup> place award: Breakfast gift box and “swag bag” of ADvancing States goodies. A breakfast gift box to be enjoyed by I&R/A staff in the office or at home along with some ADvancing States swag.

\*please note that travel expenses, meals not included with the conference, and incidentals will be the responsibility of the awardee organization.

#### 5. Submission of practices

The submission deadline is March 31, 2022. Submissions can be completed through an online application at <https://survey.alchemer.com/s3/6769599/Disaster-and-Emergency-Preparedness-and-Response-Contest-to-Identify-Promising-Practices-in-Aging-and-Disability-I-R-A-Programs>. For the submission form in an alternate format, please contact I&R Support Center Director Nanette Relave at [nrelave@advancingstates.org](mailto:nrelave@advancingstates.org).

#### 6. Award announcement

Awards will be announced by the end of April 2022.

For more information, please contact Nanette Relave at [nrelave@advancingstates.org](mailto:nrelave@advancingstates.org).

#### 7. Organizational Information

Basic information on the organization submitting the practice	
Organization name:	
Type of organization: (State Agency, Area Agency on Aging, Title VI Aging	

Program, Aging and Disability Resource Center, Center for Independent Living, Other Type of Non-profit Organization, Other)	
State:	
Geographic focus: (national, statewide, large urban area, small urban area, suburban area, rural area, frontier, other)	
Staff name:	
Job title:	
Telephone:	
E-mail:	
Organization website:	

## 8. Description of the promising practice

<b>Brief description of the promising practice:</b>
Tip: Be sure the promising practice addresses I&R/A services for older adults, people with disabilities, and/or caregivers within the context of disaster preparedness and response. In your description, identify which phase(s) of disaster management the practice addresses (mitigation, preparedness, response, recovery).
<b>Impetus:</b>
What was the impetus for developing this practice? Was there a particular type of disaster situation which led to the development of the practice (i.e. natural disaster and type e.g. flood, hurricane, fire, etc.; public health emergency; major power outage; mass casualty; etc.)? What particular types of needs, problems, gaps, etc. was your organization seeking to address through the practice?

<b>Equity and Accessibility:</b>	
Describe any ways that the practice addresses the needs of a diverse range of I&R/A inquirers in disasters and emergencies. If relevant, describe how the practice addresses disparities within the communities that your organization serves.	
<b>Implementation Status (recognizing that disaster planning and response are always evolving, please describe the current implementation status of the practice; for example, is the practice in a planning phase, is it a mature practice; etc):</b>	
<b>Opportunities and Obstacles:</b>	
Describe any opportunities that facilitated implementation of the practice (for example, strategic partners, funding resources/opportunities, new flexibilities, etc.).	
Describe any obstacles that your organization experienced with implementing this practice. How did your organization address these? Were there any lessons learned through this process?	
<b>Resources necessary for the implementation of the practice:</b>	
Human resources: (please describe any internal or external staff	

resources needed to implement the practice, and please describe any staff training that was also needed)	
Financial resources: (please describe any financial/funding resources that were necessary for implementation of the practice, and identify any innovative uses of funding resources)	
Technology resources: (please describe any technology-related resources that were needed to implement the practice and identify any innovative uses of existing or new technology as well as strategies to address low technology access among clients if relevant)	
<b>Partners:</b>	
Describe any key partners in implementing the practice, and identify their roles. Be sure to identify any new and/or non-traditional partners. Please include if your organization partnered with other I&R programs in new ways.	

## 9. After Action

<b>Outcomes</b>
Describe any benefits and/or outcomes of the practice. These may include unintended benefits. Be sure to identify benefits and/or outcomes across the disaster management cycle (for example, benefits might include a renewed focus on disaster planning, team building among staff, the establishment of a new partnership, etc.).

<b>Internal Impacts</b>
How has this practice impacted the management of I&R/A services in your organization in response to disaster and emergency situations? Focus on organizational practices in areas such as staffing, training, supervision and support for staff wellbeing (e.g. addressing self-care, burnout).

## 10. Additional Information

<b>Additional information</b>
Please share any additional information of interest. Please identify and provide links to any relevant online resources. Please attach any relevant documents such as project documents, presentations, reports, etc. If relevant, please share a copy of your organization's written disaster plans (i.e. emergency operations plan, continuity of operations plan)