

# NATIONAL INFORMATION AND REFERRAL SUPPORT CENTER

I&R Center Update

May 22, 2016

# I&R Support Center



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The I&R Support Center provides training, technical assistance, and information resources to build capacity and promote continuing development of aging and disability information and referral services nationwide.

- Technical Assistance Webinars
- Training: Online training; AIRS certification training; and Train-the-Trainer
- Distribution list for sharing information and resources (to sign up, visit <http://www.nasuad.org/community-opportunities/stay-informed>)
- National surveys of Aging and Disability I&R/A Networks
- National training events, including the Aging and Disability Symposium at the annual AIRS Conference

<http://nasuad.org/initiatives/national-information-referral-support-center>

# AIRS Certification Training

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- Certification Training (CIRS-A/D) and Exam Preparation
  - Offered every year at one or more national conferences
    - 2016 NASUAD National Home and Community Based Services Conference; n4a 2016 Annual Conference
  - Offered in partnership with aging/disability agencies
    - In-person for groups of 15 or larger
    - Can include exam proctoring
- CIRS-A/D Train-the-Trainer (T-t-T) Initiative
  - Working to build the capacity of agencies to train their staff
  - Offered at national conferences and over the phone to interested parties, includes access to a training curriculum and materials
- Online training through NASUADiQ

# Online Training: NASUADiQ



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Free, online training courses on the following topics:

- Medicaid 101: What You Need to Know (*new!*)
- Disability for I&R Specialists
- An Introduction to Elder Abuse
- Adult Protective Services
- The Role of MIPPA: Helping Older Adults and Individuals with Disabilities Afford Medicare
- Developing Cultural Competence to Serve a Diverse Aging Population
- Essential Components of the Aging I&R/A Process
- Introduction to the Independent Living Movement

Visit <http://www.nasuadiq.org/>



## NASUAD IQ Online Learning Center






### Available courses

#### Affordable Housing for Older Adults and People with Disabilities

Affordable housing is a basic human need that many older adults and people with disabilities struggle to find and keep. This NASUAD curriculum is designed to give an overview of the types of affordable housing that are available to older adults and people with disabilities, and was written in association with Leading Age, an organization that focuses on advocacy, education and applied research for various services, supports and housing solutions for seniors, children and people with special needs.





#### CMS Medicaid Home and Community Based Services (HCBS)

#### EXPRESS





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#### NAVIGATION

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# Monthly Webinars for I&R/A Professionals



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## Recent webinars:

- An Overview of the Paralysis Resource Center (April 12, 2016)
- The Program of All-Inclusive Care for the Elderly (PACE) (Feb. 24, 2016)
- Promising Practices for MIPPA Outreach (Jan. 12, 2016)
- NASUAD's 2015 State of the States (Dec. 9, 2015)
- Minnesota's No Wrong Door Model (Oct. 27, 2015)
- Findings from the 2015 National Survey of Aging and Disability IR/A Agencies (Oct. 8, 2015)
- Sharing Solutions: Building a "No Wrong Door" System of Access (Sept. 15, 2015)
- *Coming soon:* America's Health Rankings Senior Report, 2016 Edition (June 8, 2016)

Visit <http://www.nasuad.org/initiatives/information-and-referralassistance/monthly-calls> for presentations and audio recordings.

# Supporting CIRS-A/D Certification

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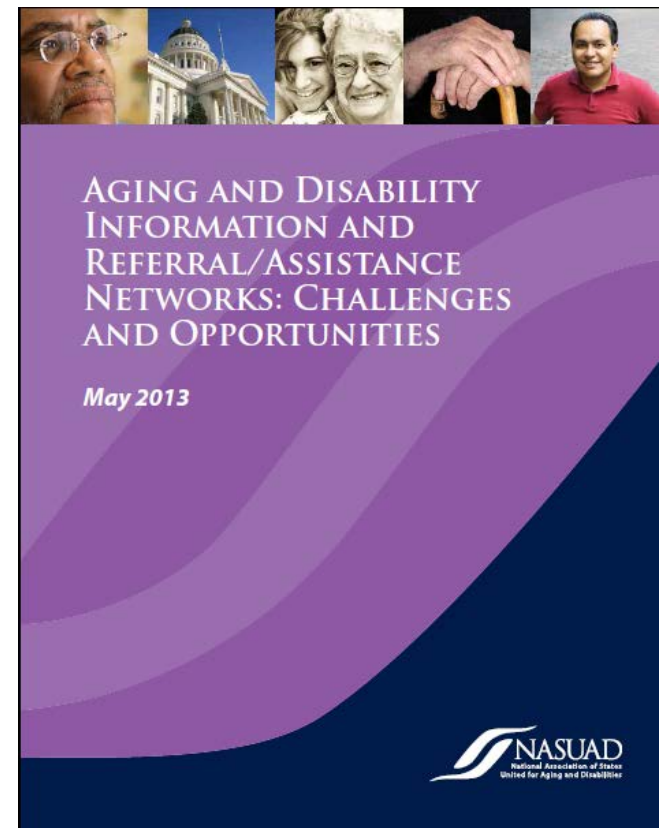
- AIRS, in partnership with NASUAD and n4a, launched the Certified Information & Referral Specialist-Aging/Disabilities (CIRS-A/D) credential in March 2015; this credential replaces the CIRS-Aging (CIRS-A)
- In partnership with AIRS, NASUAD launched a free, online disability training course for all CIRS-A holders to grandfather to CIRS-A/D. This course, *Disability for I&R Specialists*, is offered through NASUADiQ. This course is also open to any interested I&R professionals.
- The training course concludes with a self-administered, online quiz
- The course/quiz may be taken at any time until a CIRS-A holder's existing date of recertification
- Upon confirmation of course/quiz completion, a CIRS-A holder can use the designation of CIRS-A/D
- CIRS-A holders will receive their full CIRS-A/D Certificate from AIRS at recertification at their existing renewal date
- Over 1,170 aging and disability professionals have passed the disability course!

# I&R Network Survey

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## 2015 National Survey of I&R/A Specialists in Aging and Disability Networks:

- Developed and administered by NASUAD in partnership with the National Council on Independent Living (NCIL)
- Designed to reflect the changing landscape of aging and disability I&R/A programs
- Captured trends and developments, challenges and opportunities, and promising practices from the perspectives of state agencies, AAAs, ADRCs, CILs, nonprofit human service organizations, and national organizations



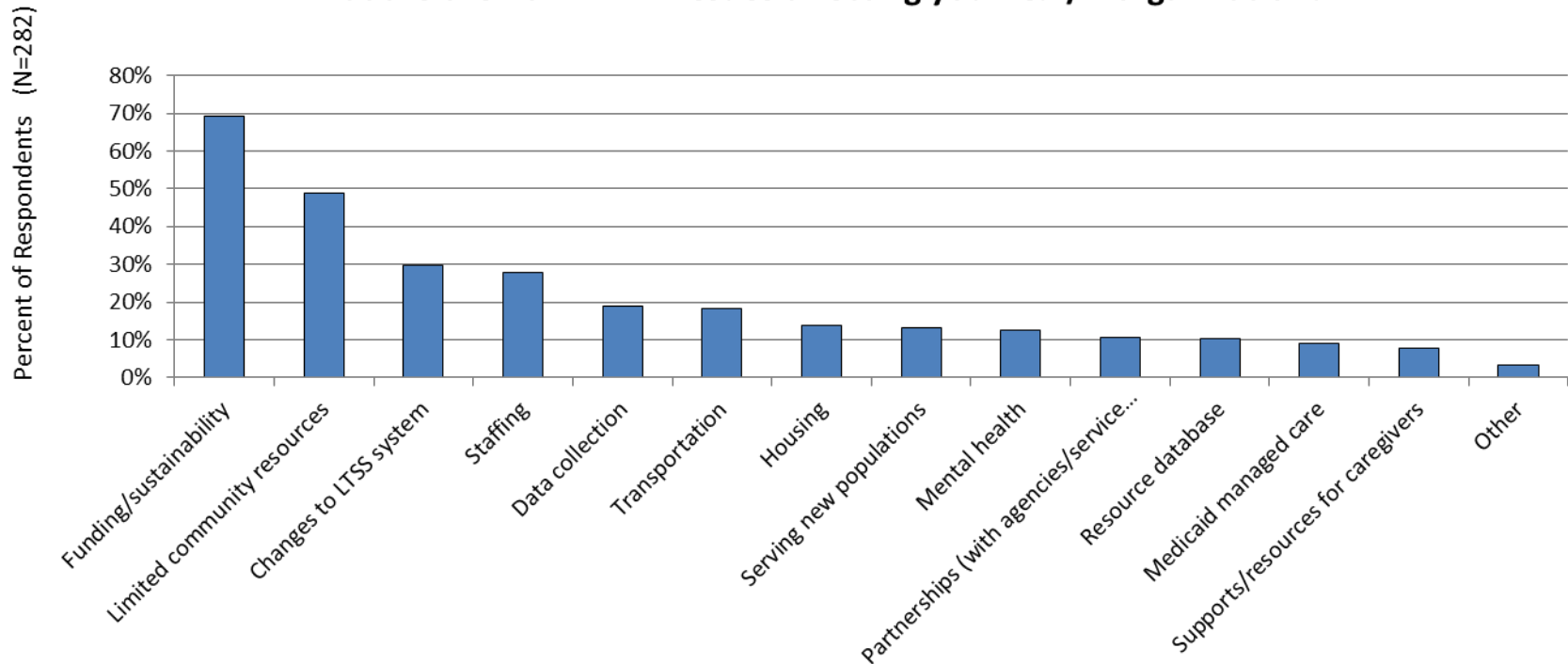


# Overarching Themes from the 2015 Survey

- Funding and sustainability are significant concerns among aging and disability I&R/A agencies.
- Partnerships and networks continue to evolve to serve both older adults and individuals with disabilities.
- A changing environment and expanding roles provide new opportunities and challenges for I&R/A agencies.
- Quality matters for effective I&R/A service delivery.
- The use of technology in I&R/A service delivery has increased, but there remains room for growth.

# 2015 Survey Highlights: Top issues impacting I&R/A agencies

What are the TOP THREE issues affecting your I&R/A organization?

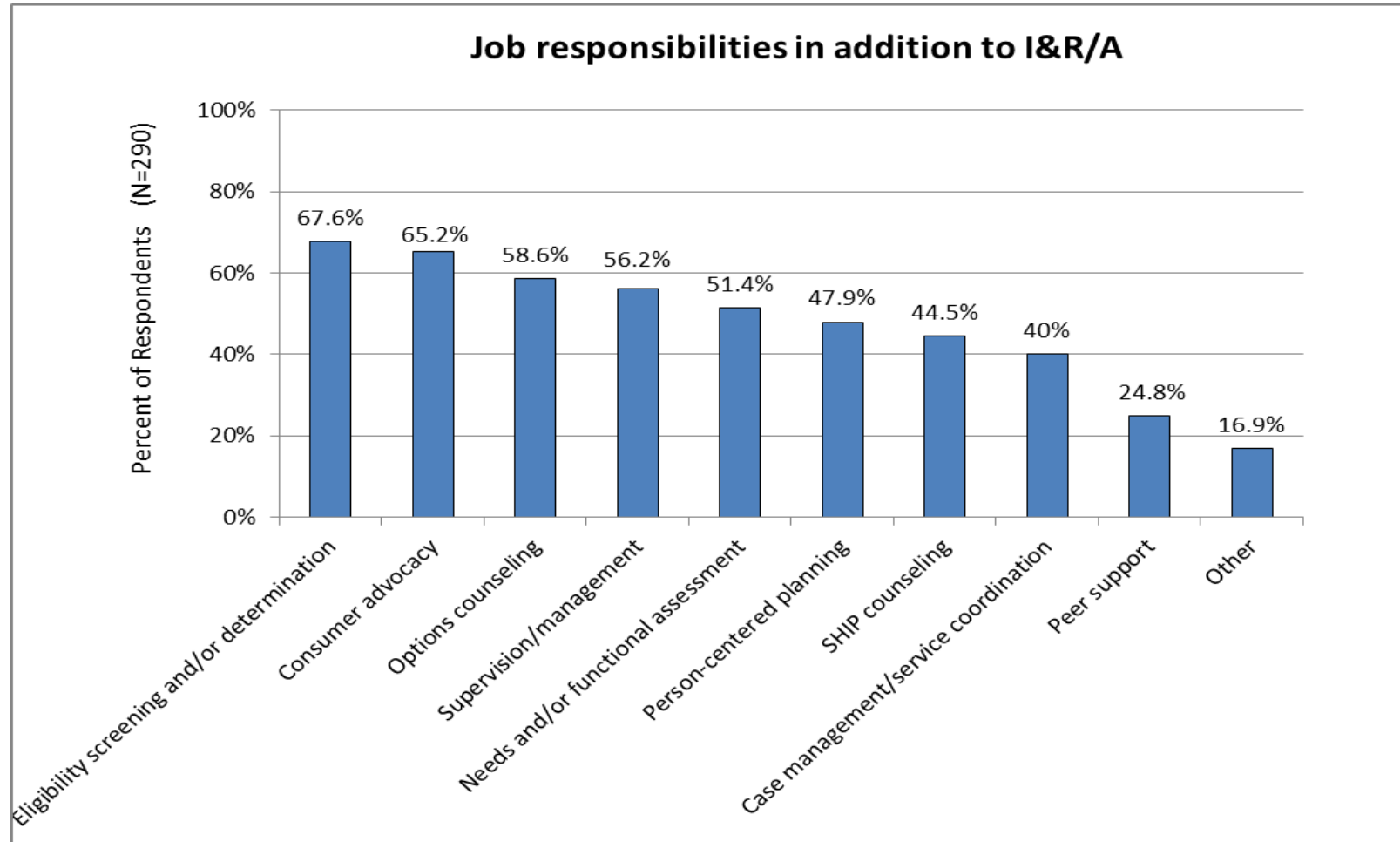


# 2015 Survey Highlights: Changing demographics and needs

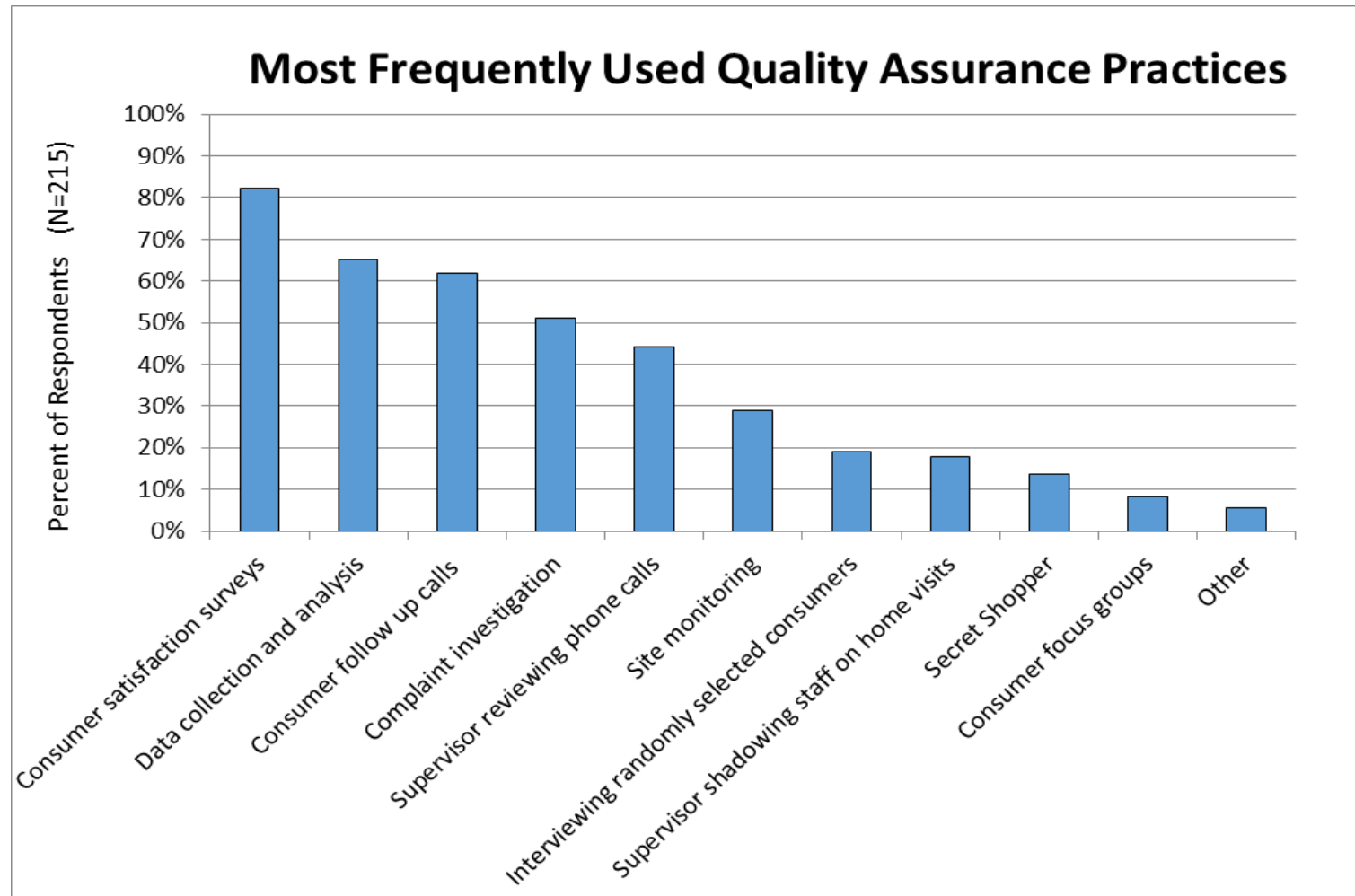
The impact of ADRC and No Wrong Door initiatives is reflected in the changing demographics of who is being served by aging and disability I&R/A agencies:

- More inquirers with disabilities under age 60
- Serving more individuals with disabilities of all ages
- More inquirers over age 60 (more baby boomers in need of assistance & services)
- More inquiries seeking services for individuals age 80+
- Increase in inquiries from individuals with mental health conditions
- More inquiries related to services for individuals with dementia
- Increase in caregivers seeking information
- More inquirers with complex (and multiple) conditions and needs
- More calls relating to in-home supports/long-term services and supports
- More inquirers needing financial assistance; needing help with housing
- Overall, the volume of inquiries has increased

# 2015 Survey Highlights: Expanded roles for agencies and specialists



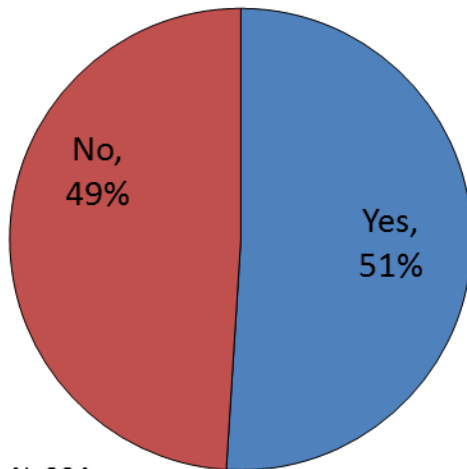
# 2015 Survey Highlights: Quality Assurance



# 2015 Survey Highlights: Social Media

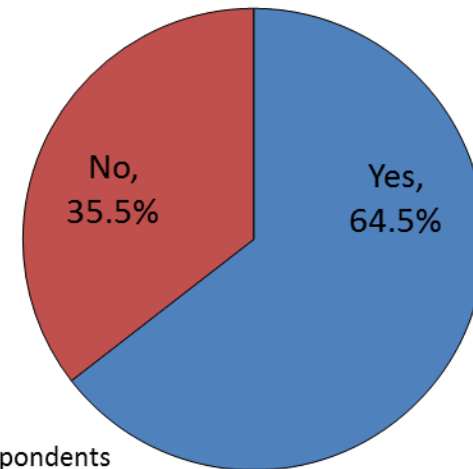
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**Does your organization use  
social networking services to  
connect with consumers, family  
members, and caregivers?  
2012 survey**



Percent of  
Respondents N=294

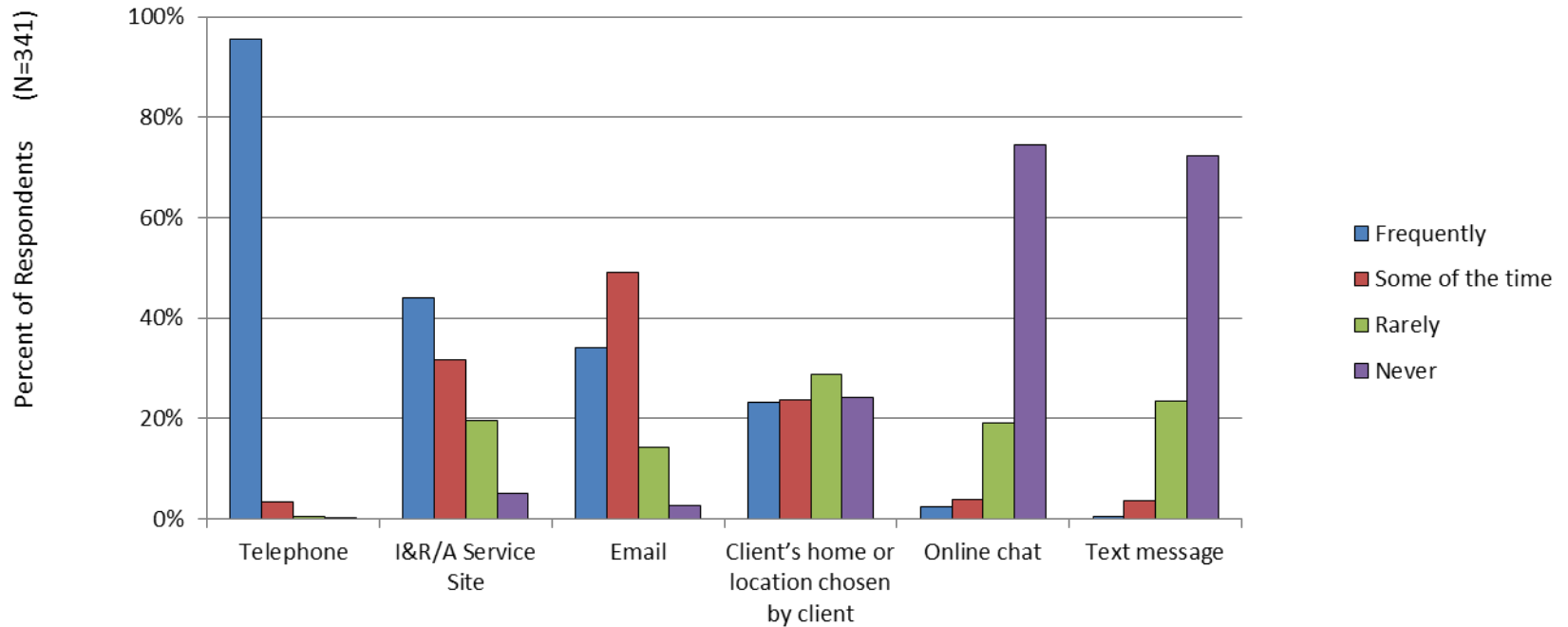
**Does your organization use social  
networking services to connect  
with consumers, family members,  
and caregivers?  
2015 survey**



Percent of Respondents  
N=324

# 2015 Survey Highlights: I&R service delivery modalities

### Settings for I&R/A Provision



# FOR MORE INFORMATION

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