Survey of I&R Specialists in Aging and Disability Networks:

• Survey conducted every other year
• 2015 survey in the field from March 9 through April 10, 2015
• Coordinated with leads in each state to ensure participation across the U.S.
• Working with the National Council on Independent Living to encompass CIL perspective
2015 Survey - Methodology

- Used a web-based survey instrument
- Disseminated through NASUAD and NCIL to state-level agency directors and to agencies within the aging and disability networks
- Received 358 responses from: state agencies on aging and disability (12% of respondents); Area Agencies on Aging (50% of respondents); Aging and Disability Resource Centers (18% of respondents); Centers for Independent Living (10% of respondents); and other non-profit organizations (9.5% of respondents)
- Overlap between ADRCs and other types of respondents
Designed to assess the state of I&R/A systems serving older adults and persons with disabilities. Covered 10 sections:

Section 1: Overview Questions
Section 2: Services, Referrals, Service Needs
Section 3: Social Media
Section 4: Partnerships and I&R/A System Building
Section 5: Information Technology/Management Information System (IT/MIS)
Section 6: Agency Standards and Quality Assurance
Section 7: Training and Certification
Section 8: Sustainability - Private Pay Population
Section 9: Sustainability - Expanding Roles for I&R/A Agencies
Section 10: Conclusion and General Comments
Funding and sustainability are significant concerns, particularly with regards to ADRC efforts.

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 to 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

Changing Needs, Changing Roles
2015 Survey Highlights: Top issues impacting I&R/A agencies

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

Percent of Respondents (N=282)
2015 Survey Highlights:
Most frequent service requests

Most Frequently Requested I&R/A Services

- Housing assistance
- Transportation
- Financial assistance
- Home delivered meals
- Health insurance
- Counseling
- Personal care
- Family caregiver support
- Utility assistance
- LIHEAP
- Medicaid
- Medicare
- Respite care
- Home modifications
- Core transitions
- Other
- Adult Protective Services
- Legit services
- Congregate living
- Independent living
- Peer support/counseling
- Mental health services
- Veterans assistance
- Education
- Recreation
- Vehicle adaptations/modifications

Percent of Respondents (N=337)
2015 Survey Highlights:
Most frequent unmet service needs

Most Frequent Unmet Service Needs

- Transportation
- Dental care
- Financial assistance
- Housing assistance
- Home modifications
- Utility Assistance
- Mental health services
- Homemaker services
- LTC/LTSS funding
- Respite care
- Employment
- Adult day services
- Prescription drug assistance
- Personal care
- Food assistance
- Family caregiver support
- Legal assistance
- Assistive technology
- Veterans Assistance
- Care transitions
- Health insurance
- Health insurance counseling
- Youth transition programs/services
- Benefits analysis/assistance
- Elder abuse/exploitation

(N=315)
2015 Survey Highlights: Changing caseload demographics

- 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: Specialists have complex roles

Job responsibilities in addition to I&R/A?

- Eligibility screening and/or assistance: 67.6%
- Consumer advocacy: 65.2%
- Options counseling: 58.6%
- Supervision/management: 56.2%
- Needs and/or functional assessment: 51.4%
- Person-centered planning: 47.9%
- Ship counseling: 44.5%
- Case management/service coordination: 40%
- Peer support: 24.8%
- Other: 16.9%

Percent of Respondents (N=290)
Partnerships and Networks Continue to Evolve
2015 Survey Highlights: ADRC Networks

Is your agency a partner in an ADRC network?

Yes, 89.8%
No, 10.2%

Percent of Respondents
N=313

If your agency is a partner in an ADRC network, does your agency provide I&R/A services within this ADRC network?

Yes, 91.4%
No, 4.7%
Do not know, 3.9%

Percent of Respondents
N=279
2015 Survey Highlights: ADRC Networks

Describe your agency’s relationship to the ADRC in your community (or region):

- Lead agency: 51.3%
- Equal partner with another agency/agencies: 23.7%
- Other: 8.0%
- Partner, but not an equal partner: 6.1%
- Receives referrals from lead agency(s): 5.5%
- No ADRC in our community: 3.5%
- No relationship with the ADRC: 1.9%

Percent of Respondents (N=312)
2015 Survey Highlights: Relationship to ADRC by agency type

Describe your agency's relationship to the ADRC in your community (or region):

<table>
<thead>
<tr>
<th>Relationship to ADRC</th>
<th>Percent of Respondents (N=312)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead agency</td>
<td>25%</td>
</tr>
<tr>
<td>Equal partner with another agency(s)</td>
<td>15%</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
</tr>
<tr>
<td>No ADRC in our community</td>
<td>5%</td>
</tr>
<tr>
<td>Receives referrals from the lead agency(s)</td>
<td>2%</td>
</tr>
<tr>
<td>Partner, but not an equal partner</td>
<td>1%</td>
</tr>
<tr>
<td>No relationship with the ADRC</td>
<td>0%</td>
</tr>
</tbody>
</table>

- State Agency
- AAA
- ADRC
- CIL
- Other Non-Profit
2015 Survey Highlights: No Wrong Door (NWD) Systems

Does your agency participate in a No Wrong Door system initiative?

- Yes, 68.4%
- No, 9.5%
- Do not know, 15.6%

Percent of Respondents
N=307

(If your agency participates in a NWD system initiative)
Does your agency provide I&R/A services within this NWD system?

- Yes, 82.1%
- NWD system still in planning phase, 14%
- Do not know, 2.4%
- No, 1.5%

Percent of Respondents
N=207
2015 Survey Highlights: NWD roles

What roles are agencies playing in NWD systems?

- Lead agency
- Similar to ADRC; ADRC functions as a NWD system
- In the NWD planning process (ACL planning grant)
- I&R, Options Counseling, Person-Centered Planning...
- Eligibility assessment
- Evolving...new....roles in a NWD system are still developing
- Participating through the Balancing Incentive Program
- Striving to be a NWD for all inquirers
2015 Survey Highlights: Partnerships with 211

Does your agency collaborate with 211?

- Yes, 59.4%
- No, 29.2%
- Do not know, 11.4%

Percent of Respondents
N=315
2015 Survey Highlights: Partnerships with 211

On which activities does your agency collaborate with 211?

- Referrals: 80%
- Resource database: 40%
- Agency/staff cross training: 30%
- Community activities: 20%
- Data sharing: 15%
- Data reporting: 10%
- Other: 5%
- Fundraising: 1%
2015 Survey Highlights: Community Partnerships

What other community-based organizations does your agency collaborate with?

Percent of Respondents (N=315)
2015 Survey Highlights: Community partnerships by agency type

What other community-based organizations does your agency collaborate with?
2015 Survey Highlights

Addressing Sustainability: Expanding Roles for I&R/A Agencies
2015 Survey Highlights: Private Pay

Most Frequent Private Pay Service Requests

Percent of Total Respondents (N=252)

- Personal care: 59.5%
- Homemaker services: 57.5%
- Transportation: 53.6%
- Assisted living: 43.7%
- General information: 38.5%
- Nursing/home: 30.6%
- Respite care: 29.0%
- Housing assistance: 27.4%
- Chore services: 24.6%
- Legal issues: 21.4%
- Home delivered meals: 20.6%
- Family Caregiver support: 15.1%
- Environmental support: 14.3%
- Assistive technology: 13.1%
- Adult day: 7.5%
- Other: 5.6%
2015 Survey Highlights: Fee-Based Services

Fee-based services offered to private pay consumers

Percent of Total Respondents (N=63)

- Homemaker/chores service
- Personal care services
- Meals program/service
- Transportation
- Other
- Respite
- Adult day program
- Exercise/fitness/physical activity
- Functional/needs assessment
- Health and wellness programming
- Disease management
- Care transitions
2015 Survey Highlights: Serving Medicaid waiver consumers

Which of the following services does your agency provide to consumers enrolled in a Medicaid Waiver program?

- Case management/care coordination: 67.7%
- Functional/needs assessment: 54.7%
- Meals program/service: 46.4%
- Care transitions: 31.8%
- Homemaker/chore service: 30.2%
- Personal care services: 30.2%
- Transportation: 30.2%
- Respite: 29.7%
- Health and wellness programming: 25.0%
- Adult day program: 22.9%
- Disease management: 18.8%
- Exercise/physical activity: 18.2%
- Other: 12.5%
If your agency operates in a state that uses managed care to deliver Medicaid services: Does your agency provide any of the following roles for the state agency?

- Options/choice counseling: 70.1%
- Ombudsman: 47.8%
- Consumer outreach and engagement: 37.6%
- Functional assessments: 32.5%
- Level of care assessments: 31.2%
- Other: 18.5%
- Enrollment broker: 6.4%
2015 Survey Highlights: Care Transitions

There is broad participation in care transitions. Roles & programs include:

- Participation in Money Follows the Person demonstrations
- Community-based Care Transitions Program (CCTP)
- Case management and care coordination
- Options counseling
- Information and assistance services
- Outreach to residents
- Partnerships with hospitals
- MDS Section Q referrals/local contact agency
- Part of everyday work; CIL core service (transition specialists)
Some agencies also reported participating in diversion programs. Roles include:

- Case management and service coordination
- Screening and assessments
- Options counseling
- HCBS waiver services/programs
- Provide homemaker services; in-home services and meals
- Family caregiver support
- Referrals to community resources/waivers; I&A
- CIL mission to help people stay in the community ("we help people run their own lives")
Many fewer respondents reported participating in youth transition programs. Roles include:

- Independent living skills assessment and training
- Participation in IEP meetings; assistance with transition planning
- Partnerships with school districts and Vocational Rehabilitation
- I&R (to community resources, employment services, education & training...)
- Parent education & advocacy; youth empowerment
- Support for transition to adult service system
- Disability Mentoring Day
- Work-based learning; summer job readiness programs

Transition is a CIL core service, but is a new service for some respondents who reported still planning and developing youth transition services.
2015 Survey Highlights: Meeting the sustainability challenge

- Serving new populations (e.g. veterans, younger individuals with disabilities)
- Building new partnerships (e.g. for-profits, employers); leveraging existing ones
- Creating efficiencies in operations (e.g. sharing an I&R resource database)
- Using technology to modernize business practices (e.g. chat and text I&R)
- Diversifying sources of revenue (fee-for-service programs, grants, Medicaid billing)
- Contracting with managed care plans
- Providing services in “in-demand” areas (e.g. care transitions)
- System building (ADRC and No Wrong Door planning and implementation)
- Cross-training staff
- Rebranding; creating new organizational models (e.g. a 501c3, a LLC)
- Quality improvement
2015 Survey Highlights

Quality Matters
2015 Survey Highlights: Quality Assurance

Does your agency have QA measures for I&R/A services?

- Yes, 72%
- No, 15%
- Do not know, 13%

Percent of Respondents
N=300
2015 Survey Highlights: Quality Assurance measures

Most Frequently Used Quality Assurance Practices

- Consumer satisfaction surveys
- Data collection and analysis
- Consumer follow up calls
- Complaint investigation
- Supervisor reviewing phone calls
- Site monitoring
- Interviewing randomly selected...
- Supervisor shadowing staff on home...
- Secret Shopper
- Consumer focus groups
- Other

Percent of Total Respondents (N=215)
How does quality assurance support I&R/A quality improvement?

- Informs staff training, coaching, development, and evaluation
- Used to focus training and technical assistance
- Modify or develop policies and procedures accordingly
- Identify gaps in services and service delivery
- Used to improve customer service; adjust service delivery
- Review QA data against standards
- Identify gaps in resource database; inform community of service needs
- Informs outreach and education to the public
- Create action plans for improvement
2015 Survey Highlights: Staff Training

Most Frequently Provided I&R/A Training Topics

Percent of Total Respondents (N=262)

- I&R/A process: 80%
- Communication skills: 80%
- Data collection and/or reporting: 70%
- Diversity: 60%
- Advocacy: 60%
- Crisis intervention: 60%
- Use of resource database: 60%
- I&R and/or case management: 60%
- Disaster/emergency preparedness: 40%
- Other: 10%
“Good for one – good for all”

Is your agency participating in aging and disability cross-training?

<table>
<thead>
<tr>
<th>Category</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Agency on Aging (and Disability)</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>AAA</td>
<td>60%</td>
<td>40%</td>
</tr>
<tr>
<td>ADRC</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>CIL</td>
<td>40%</td>
<td>60%</td>
</tr>
<tr>
<td>Other Non-Profit</td>
<td>30%</td>
<td>70%</td>
</tr>
</tbody>
</table>
## 2015 Survey Highlights: Staff certification

<table>
<thead>
<tr>
<th>I&amp;R/A Specialist Certification Requirements</th>
<th>Percent of Respondents (N=293)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must become AIRS Certified</td>
<td>44.7%</td>
</tr>
<tr>
<td>No certification requirement</td>
<td>22.9%</td>
</tr>
<tr>
<td>Percentage of specialists must become AIRS Certified</td>
<td>11.3%</td>
</tr>
<tr>
<td>Encouraged, but not required, to become AIRS Certified</td>
<td>8.2%</td>
</tr>
<tr>
<td>Must complete training, but not necessarily certification, on certain topics</td>
<td>7.2%</td>
</tr>
<tr>
<td>Other</td>
<td>5.1%</td>
</tr>
<tr>
<td>Must achieve a non-AIRS certification</td>
<td>0.7%</td>
</tr>
</tbody>
</table>
### 2015 Survey Highlights: Staff certification – other considerations

<table>
<thead>
<tr>
<th>Reason</th>
<th>% of Respondents (N=92)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>26.1%</td>
</tr>
<tr>
<td>Other</td>
<td>26.1%</td>
</tr>
<tr>
<td>Not aware of AIRS Certification</td>
<td>14.1%</td>
</tr>
<tr>
<td>We do not believe that Certification adds value to the agency</td>
<td>7.6%</td>
</tr>
<tr>
<td>We do not engage in I&amp;R/A</td>
<td>5.4%</td>
</tr>
<tr>
<td>We do not believe that Certification helps quality</td>
<td>5.4%</td>
</tr>
<tr>
<td>We require another professional credential</td>
<td>5.4%</td>
</tr>
<tr>
<td>Access to certification training</td>
<td>5.4%</td>
</tr>
<tr>
<td>I&amp;R/A is not a priority</td>
<td>3.3%</td>
</tr>
<tr>
<td>Access to examination sites</td>
<td>1.1%</td>
</tr>
</tbody>
</table>
2015 Survey Highlights: Certification – the new CIRS-A/D

The change from CIRS-A to CIRS-A/D will make AIRS Certification:

- More attractive to my agency, 37.5%
- No change, 39.2%
- Do not know, 22.3%
- Less attractive to my agency, 0.4%
- Other, 0.7%

With the new CIRS-A/D credential, do you think that your agency will encourage or require additional staff to become AIRS Certified?

- Yes, 31.1%
- No, 30%
- Do not know, 35%
- My agency is not familiar with AIRS certification, 3.9%

Percent of Respondents
N=283

Percent of Respondents
N=280
2015 Survey Highlight: Professional Standards for I&R

Professional I&R/A standards used by agencies:

- AIRS Standards exclusively 39.5%
- Modified AIRS Standards, 11.4%
- ADRC standards, 16.7%
- Developed own standards, 11.4%
- Do not know, 7%
- Other, 8%
- Do not use professional I&R/A standards, 6%

Percent of Respondents
N=299
2015 Survey Highlights: AIRS Agency Accreditation

Has your agency attained AIRS Accreditation?

- Yes, 36.8%
- No, 39.8%
- Do not know, 9.7%
- Agency has never sought AIRS Accreditation, 11%
- Agency currently in process of attaining AIRS Accreditation, 2.7%

Percent of Respondents
N=299
Use of Technology: Activity has Increased but There is Room for Growth
2015 Survey Highlights: Social Media

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

2012 survey
- No, 49%
- Yes, 51%

Percent of Respondents N=294

2015 survey
- No, 35.5%
- Yes, 64.5%

Percent of Respondents N=324
How has social media activity changed over the past two years?

- Increased activity (notable on Facebook and Twitter)
- Increase in followers and “likes”
- Increase in inquiries stemming from social media
- More individuals initially contacting agencies electronically
- Increase in activity for caregivers who live out of the area
- Increasing response to social media by seniors
- Adding or designating staff for social media
- Using social media more purposefully to engage target audiences
- Working to establish best practices on posting to social media
2015 Survey Highlights: Social networking sites

Social Networking Sites Used by the Aging and Disability Network

Percent of Respondents (N=207)

- Facebook: 100%
- Twitter: 40%
- Youtube: 20%
- LinkedIn: 10%
- Other: 0%
Frequency of Agency Staff Updating Social Networking Sites

- Weekly, 42.9%
- Daily, 23.2%
- Monthly, 21.7%
- Less than monthly, 12.3%

Percent of Respondents (N=203)
2015 Survey Highlights: Uses of social media

Agency Uses of Social Media:

- Percent of Respondents (N=307)

- Use often
- Use Sometimes
- Use rarely
- Do not use
2015 Survey Highlights: Social media nonparticipation

Reasons organizations are not participating in any social networking websites

- Don’t have time to maintain site: 45%
- Other: 35%
- Against company policy: 25%
- Firewalls block those sites: 20%
- Staff lack necessary technical skills or training: 15%
- Not useful to clients: 10%
- Fear of legal issues: 5%

Percent of Respondents (N=111)
2015 Survey Highlights: I&R service delivery modalities

Settings for I&R/A Provision

- Telephone: Frequently
- I&R/A Service Site: Frequently
- Email: Some of the time
- Client’s home or location chosen by client: Rarely
- Online chat: Never
- Text message: Never

Percent of Respondents (N=341)
2015 Survey Highlights: Resource database sharing

Research Database Sharing: With which other entities does your organization shares its resource database?
2015 Survey Highlights:
Data entry into multiple systems

How many information systems do I&R/A staff at your agency have to input data in?

- One, 46.8%
- Two, 29.6%
- Three or more, 17.9%
- Other, 5.7%

Percent of Respondents (N=301)
When asked to describe practices for providing consumer-friendly access to their agency’s resource database, most respondents noted providing access via the agency website. Other and related practices included:

- Website links to an electronic copy of the resource database
- Website has a link to “find services”
- Resource database available on the website in the form of an assessment to narrow resource searches based on consumer needs
- Access to the database is available online and through printed resource directories
- Outreach and marketing (e.g., a brochure on the resource database)
- A public portal for consumers to access information on services and supports for older adults and individuals with disabilities
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