NATIONAL INFORMATION AND REFERRAL SUPPORT CENTER

Resources You Can Use!

June 3, 2018
The National 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](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 I&R Conference

Certification Training (CIRS-A/D) and Exam Preparation
- Offered every year at one or more national conferences
  - 2018 n4a Annual Conference
  - 2018 NASUAD National Home and Community Based Services Conference
  - 2018 SE4A Conference
- Offered in partnership with aging/disability agencies
  - In-person for groups of 15 or larger
  - Can include exam proctoring
- Offered by webinar

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 – including the 2018 HCBS Conference – and over the phone to interested parties, includes access to a training curriculum and materials

Online training through NASUADIQ
Online Training: NASUADiQ

Free, online training courses for aging and disability professionals. Courses include:

- Strengthening Cultural Competence in I&R/A Work with Asian American and Pacific Islander (AAPI) Older Adults
- Medicaid Managed Care 101
- Medicaid 101: What You Need to Know
- 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

NASUADiQ Online Learning Center

Designed to help strengthen participants' knowledge of the aging and disability networks, our online courses provide overviews and analyses of systems and services that impact older adults, people with disabilities, and their caregivers.

If you experience any technical difficulties, please let us know by contacting adiaz@nasuad.org.

Instructional Guide to NASUADiQ.org Online Learning Center

Available courses

Adult Protective Services

This course provides participants with an overview of Adult Protective Services (APS) at the national and state levels. The course explains the services provided by APS and addresses differences between state programs as a result of funding discrepancies. The Elder Justice Act and its impact on APS are also detailed in the course. This training course may benefit individuals who work with older adults or vulnerable adult populations, as well as professionals in APS agencies or other state and local agencies that collaborate with APS.
Monthly Webinars for I&R/A Professionals

Examples of webinars:

- MassOptions: Connecting Individuals to Services through a Centralized I&R Platform (April 26, 2018)
- Plan Your Way to Better Inclusion of LGBT Elders (March 13, 2018)
- Building Capacity to Serve Older Adults with Mental Health Conditions (January 19, 2018)
- Understanding Medicare (October 10, 2017)
- Responding to Elder Abuse: Resources for Information and Referral Programs (June 29, 2017)
- Coming up! VA Caregiver Support, June 12, 2018

National Survey of I&R/A Professionals 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
• 2015 survey captured trends, developments, challenges, opportunities, and promising practices from the perspectives of state agencies, AAAs, ADRCs, CILs, nonprofit human service organizations, and national organizations
• Completed data collection for the 2018 survey!
RESOURCES FOR SENIORS, INC.
IMPROVES ACCESS TO COMMUNITY RESOURCE INFORMATION

Resources for Seniors, an Aging and Disability Resource Center (ADRC) serving older adults and persons with disabilities in Wake County, North Carolina, redesigned its website to provide better access to community resource information in its resource database and to provide a mobile-responsive website for visitors. Resources for Seniors (RFS) serves a county area with a rapidly aging population, heightening the need for improving consumer and industry access to information on vital home and community-based services.

Background

Changing consumer practices provided an impetus for RFS to undertake a website redesign. The agency was finding that more baby boomers and aging adults were seeking information through the internet. Visits to the RFS website and downloads from the site were increasing. Use of online referral requests increased as well. As health fairs and other community events, more and more individuals were asking for online resources, including people in their 70s and older. Additionally, RFS needed to ensure that consumers could readily search for and find its website. With a change in the way that Google ranked websites, the RFS site needed to be mobile responsive to maintain its consistently high ranking in search results. At the same time, RFS did not have the budget for an expensive website redesign. This situation called for a creative approach to undertaking this technology project.

Implementation

A national-level partnership enabled RFS to achieve its technology-related goals. The goals for a mobile-responsive, online resource directory housed within the RFS website included the following elements:

- Searchability using keywords and program names;
- Ability to add search results to a list (i.e., a “cart”) and download the list as a PDF that can be printed or saved;
- Ability to choose what information is included in each program or service listing in the cart;
- An email subscription component to allow visitors to subscribe to receive information updates, events, and other notices.

RFS Director of Information Services reached out to the Department of Computer Engineering at North Carolina State University for help. A team of six students led by Dr. Ben Winston, a professor in the Department, took on the work as a semester project for class credit. This approach reduced the cost of the project dramatically. The students gathered valuable, real-world experience and RFS contributed a donation to the Computer Engineering Foundation at the University. Additionally, RFS was able to continue to use its existing resource database software and was provided with new software for the redesigned website through the University. RFS Director of Information Services was provided training in this software so he could maintain it and update the site internally.

PERSON-CONNECTED AND DATA-DRIVEN: MEETING IT NEEDS AT THE ELDERCARE LOCATOR

The ElderCare Locator is a nationwide service that connects older adults and their caregivers with information on aging services, programs, and resources. Funded by the U.S. Administration on Aging, an agency of the Administration for Community Living, and administered by the National Association of Area Agencies on Aging (NAA), the ElderCare Locator is operated through a call center and through access to a public website. With growing call volume and increasingly complex calls, the ElderCare Locator needed an information technology (IT) staff structure that could support effective and efficient service as well as produce data and analytics to inform its work.

To meet this need, the position of Coordinator of Information Technology and Analytics was created in 2016.

Background

In 2016, the ElderCare Locator’s call center reached a new record of over 100,000 responses for services. The ElderCare Locator also receives inquiries by email and chat. Not only has call volume increased, but the number of complex or crisis calls, and the number of calls to report suspected elder abuse, have increased as well. Additionally, the IT systems used by the ElderCare Locator—monitoring national trends—have become more sophisticated, calling for greater expertise to administer. The ElderCare Locator, for example, implemented an after-hours self-service interactive voice response (IVR) system in 2016 to help address the increased call volume. The ElderCare Locator had an IT staff lead but the position lacked a formal structure and this staff person, while bringing considerable skill and expertise to the role, was pulled in multiple directions due to other responsibilities.

To be able to efficiently respond to the ElderCare Locator’s high call volume, to strengthen the capacity to provide high-quality service, and so improve the ability to report on elder care data and impacts, the ElderCare Locator created the position of Coordinator of Information Technology and Analytics through a restructuring of staff positions. As this was not a brand new position, no new funding was required. Through the staff restructuring, key IT and analytics functions were pulled together into a designated and formal staff position. Responsibilities of this position include:

- Coordinating information technology projects related to the ElderCare Locator service;
- Implementing IT solutions and ensuring that computer and telephone systems are operating at optimal levels;
- Evaluating workflow processes;
- Analyzing trends and forecasts for technology needs;
- Managing resource information development and maintenance;
- Producing statistical reports and data metrics; and
- Supporting staff development, training, and the development of technology-related technology systems and data entry.
More Resources from NASUAD
HCBS Business Acumen Center

- Building the capacity of disability community organizations to contract with health plans and other integrated health sector entities
- Activities and products include webinars, learning collaboratives, resources and tools, promising practices

http://www.hcbsbusinessacumen.org/

More to come this afternoon!
New!
More Resources on MLTSS

- The second report from the MLTSS Institute
- Co-authored with NASDDDS
- Provides context on the nexus of program design and participant advocacy
- Outlines successful strategies for states and health plans
Electronic Visit Verification

Implications for States, Providers, and Medicaid Participants

MAY 2018

On behalf of the National Association of States United for Aging and Disabilities (NASUAD), I am writing in response to the Public Comment Request on revisions to the State Program Report (SPR) required under the Older Americans Act (OAA). NASUAD is a nonpartisan association of state government agencies and represents the nation’s 56 state and territorial agencies on aging and disabilities. We work to support visionary state leadership, the advancement of state systems innovation, and the development of national policies that support home and community-based services (HCBS) for older adults and persons with disabilities. Our members administer a wide range of services and supports programs for older adults and people with disabilities, including programs under the OAA. Together with our members, we work to design, improve, and sustain state systems delivering HCBS for people who are older or have a disability and for their caregivers.

On April 2, 2018, the Administration for Community Living (ACL) submitted its proposed collection of information specifications to the Office of Management and Budget (OMB) regarding the State Program Report (SPR), which is required under the OAA. As a part of this process there is a 30-day comment period for stakeholders to weigh in on the proposed changes.

NASUAD appreciates the opportunity to comment, and continues to support ACL’s goals of:

- Reducing reporting burden and enhancing data quality;
- Modernizing the SPR data structure;
- Aligning data elements across data collections; and

Stay Up to Date!
Friday Updates Newsletter

*Free weekly e-newsletter*

*National, federal and state updates on a broad range of topics pertaining to aging and disability policy and services*

*Over 10,000 recipients!*

April 27, 2018

**From NASUAD**

**2018 Aging and Disability I&R/A National Survey**

On behalf of NASUAD’s Information & Referral Support Center, we invite aging and disability I&R/A agencies (including state aging and disability agencies, AAs, ADRCs, CLCs and other agencies serving older adults and persons with disabilities) to take our **2018 Aging and Disability I&R/A National Survey**. The survey is designed to assess the state of Information and Referral/ Assistance (I&R/A) systems serving older adults, persons with disabilities, and caregivers. Findings from the survey will highlight important trends and developments in the provision of I&R/A services as well as innovative practices. The results of the survey will be compiled into a final report and shared with the I&R/A network. We are conducting the survey in partnership with the National Council on Independent Living (NCIL). You may already have received a link to this online survey from your state agency or council.

For efficiency and consistency, your agency may wish to coordinate a single response to the survey on behalf of your agency. The I&R Center’s director, Nanette Relave, is available to address questions, offer assistance, and provide the survey in an alternate format if needed (she can be contacted at 202-896-2578 x2905 or nrelave@nasuad.org).

We appreciate your time and assistance in completing this survey to increase our collective knowledge and understanding of the delivery of I&R/A to older adults and individuals with disabilities!

The deadline for submitting responses has been extended to April 30.

[Click here](#) to access the survey online.
Welcome to the HCBS Clearinghouse

Default is for ALL words you enter. If you want ANY of the words, place an OR between each of your terms. For exact phrase “put quotes around search terms”

Search Terms

[Quick search]
I’m working again, but I still can’t afford my MEDICARE COSTS… Is there any HELP out there for me?

YES! If you are a working person with a disability under 65 and on Medicare, the Qualified Disabled Working Individuals Program (QDWI) may help you!

QDWI is a Medicare Savings Program that may help pay some Medicare costs for low-income working individuals with a disability.

If you are single with a monthly income of about $4,000 (or married with a combined monthly income of about $5,300), this program may help you.*

FOR ASSISTANCE, CALL:

CURRENT AS OF AUGUST 2014

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THE MEDICARE LOW-INCOME SUBSIDIES

WHAT THEY ARE: The Medicare low-income subsidies are a set of federally and state funded programs that help make Medicare more affordable for low-income Medicare recipients. These programs include the Medicare Savings Programs (MSPs), and the Medicare Part D Low-Income Subsidy/Extra Help program (often referred to as either LIS or Extra Help).

For information on how to apply, see next page.

UNDERSTANDING MSPs

MSPs are a set of 4 programs run by the state Medicaid agencies that can help low-income Medicare recipients save on Medicare costs. MSPs include the Qualified Disabled and Working Individual (QDWI), Qualified Individual (QI), Specified Low-Income Medicare Beneficiary (SLMB), and Qualified Medicare Beneficiary (QMB) programs.

HOW THEY WORK: Individuals must have Medicare Part A and must fall into the income and asset guidelines in their state to qualify for an MSP (see charts below).

The QDWI program applies to working people with disabilities.

| Program | Program Details | Monthly Income Limits* | Asset Limits* | Pays for:
<table>
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<tbody>
<tr>
<td>QDWI</td>
<td>Open to working people with disabilities who lose their Social Security Disability Insurance (SSDI) benefit and lose premium-free Part A. Not for those who have Medicaid.</td>
<td>$4,132***</td>
<td>$5,572***</td>
<td>$4,600</td>
</tr>
</tbody>
</table>

*Income limits vary by state and are updated annually.

**Income amounts reflect threshold with the $20 monthly income disregard.

The QI and SLMB programs cover the cost of the part B monthly premium for low-income Medicare recipients.

| Program | Program Details | Monthly Income Limits* | Asset Limits* | Pays for:
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</thead>
<tbody>
<tr>
<td>QI</td>
<td>Not for those who have Medicare. Enrollment is limited.</td>
<td>$1,386***</td>
<td>$1,872***</td>
<td>$7,560</td>
</tr>
<tr>
<td>SLMB</td>
<td>Open to those who have Medicare.</td>
<td>$1,234***</td>
<td>$1,666***</td>
<td>$7,560</td>
</tr>
</tbody>
</table>

*Income limits vary by state and are updated annually.

**Income amounts reflect threshold with the $20 monthly income disregard.

The QMB program pays for Part A/B premiums, deductibles, coinsurance, and copays.

| Program | Program Details | Monthly Income Limits* | Asset Limits* | Pays for:
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</thead>
<tbody>
<tr>
<td>QMB</td>
<td>Open to those who have Medicare. Doctor must accept Medicare and Medicaid for cost of care to be covered.</td>
<td>$1,032***</td>
<td>$1,392***</td>
<td>$7,500</td>
</tr>
</tbody>
</table>

*Income limits vary by state and are updated annually.

**Income amounts reflect threshold with the $20 monthly income disregard.

CURRENT AS OF MARCH 2018

Turn Page Over
- Supports states’ interest in assessing the performance of their programs and delivery systems
- Measures assess quality of life, community integration and person-centered services
Got an Hour? Give it Back

NASUAD, through the Aging Network Volunteer Collaborative, has launched the Got an Hour? Campaign to bring more volunteers into the aging network. The site, GiveItBacktoSeniors.org offers materials to advertise the campaign, search tool for prospective volunteers to find your opportunities, and a chance to share volunteer experiences.

Read More
Infographics on Aging, Disability, Caregivers, and Oral Health

FUNDING FOR SENIORS NOT KEEPING PACE

From 1980 to 2015

86% POPULATION INCREASE ADULTS 65+
64% FUNDING DECREASE AoA FUNDING

Current Funding Levels Unable to Meet Increased Need

$8.33 PER ADULT 65+
$1.05 PER ADULT 65+

Percent of Seniors Continues to Grow

ONE IN EIGHT Adults 65+
ONE IN FIVE Adults 65+

WORKING AGE ADULTS WITH DISABILITIES AND WITHOUT DISABILITIES

Employment Rate Ages 18-64

% With Disabilities 34
Without Disabilities 74

Median Earnings Ages 18+

$20,785
$30,728

CAREGIVERS: THE STRESSORS

Emotional

55% FEEL OVERWHELMED BY THE AMOUNT OF CARE FAMILY MEMBERS NEED

Health

1 IN 5 REPORT PHYSICAL STRAIN DUE TO CAREGIVING DUTIES

Financial

FAMILY CAREGIVERS ARE 2.5 TIMES MORE LIKELY TO LIVE IN POVERTY

WHAT HAPPENS AS A RESULT?

Gum Disease Occurs In...

70% of older adults
80% of adults with disabilities

Periodontal Disease is Associated With...

OTHER HEALTH RISKS
Diabetes • Stroke
Cardiovascular Disease
Adverse Pregnancy Outcomes

EMERGENCY ROOM VISITS
Over a 3 year period, $2.7 billion was spent in dental-related hospital emergency department visits in the United States

Tooth Loss

More than 1/3 of adults 65 years or older have lost all of their teeth

Poor Nutrition Occurs When...

Older Adults have changes in chewing ability, untreated tooth decay, or missing teeth, making it more difficult to consume a healthy diet

$303,880 LOST INCOME and BENEFITS ON AVERAGE OVER LIFETIME FOR FAMILY CAREGIVERS 50+

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© 2017 www.NASUAD.org
The National Council on Independent Living (NCIL) is the longest-running national cross-disability, grassroots organization run by and for people with disabilities.
NCIL’s Structure

- Diversity Committee
  - Women’s Caucus
  - Youth Caucus
  - Rainbow Caucus
- International Committee
- Executive Committee
- Finance Committee
  - Resource Development
- Human Resources Committee
  - Annual Conference
  - Membership & Nominating
- Regional Representatives Committee
- President’s Task Forces
  - Outcome Measures Task Force
  - Parenting Task Force
  - Electronic Visit Verification Task Force
  - Chronic Pain/ Opioids Task Force
- Legislative & Advocacy Committee
  - ADA / Civil Rights Subcommittee
  - ADRC
  - Education & IDEA
  - Emergency Preparedness
  - Employment - Social Security
  - Healthcare - PAS
  - Housing
  - Mental Health
  - Rehab Act & IL Funding
  - Technology
  - Transportation
  - Veterans
  - Violence & Abuse Task Force
  - Voting Rights Task Force
Resource: 2018 Legislative & Advocacy Priorities Guide

For more information:

www.ncil.org/press-room

Legislative & Advocacy Priorities Guide
Call for Proposals: AIRS 2018 I&R Training and Education Conference

February 1, 2018 By theadvocacymonitor - Leave a Comment

The Alliance of Information and Referral Systems (AIRS) has released the call for proposals for the 2018 Annual Information and Referral (I&R) Training and Education Conference. This 40th annual I&R conference is being held in Dallas, Texas, June 3-6, 2018. AIRS is seeking workshops addressing the breadth of I&R service delivery.

The Aging and Disability conference track offers a unique opportunity to share developments and effective practices in serving older adults, persons with disabilities, and caregivers with I&R/A colleagues across the country. This track is coordinated by NASUAD’s I&R Support Center, which strongly encourages aging and disability I&R agencies of all types to review the call for proposals and consider a submission. The deadline for proposal submissions is February 16, 2018.

See aging and disability presentation topics from past years. For the current call for proposal topics, see the latest news. If you have any questions, contact the I&R Support Center at 202-357-9466.
Resource: Upcoming Events

NCIL Conference
July 23-26, 2018
Washington, DC

Trainings

Preventing Guardianship: How CILs Can Be the Frontline to Advocate for Less Restrictive Alternatives
May 23, 2018

Who’s “At-Risk”? How to Determine and Address Risk of Institutional Placement to Achieve the New Core Service of Diversion
June 6, 2018

https://www.ncil.org/annual-conference/training/
Resource: CIL Directory


For additional information or questions:
www.ncil.org
Lindsay Baran, Policy Analyst- Lindsay@ncil.org