I&R ACROSS VIRGINIA
I&R ACROSS VIRGINIA: FROM COVID-19 RESPONSE TO NEW OPPORTUNITIES

OCTOBER 20, 2020
Our agenda today:

- Welcome
  - Share where you are from
- Introduction to Virginia AIRS
- I&R Across Virginia: From Covid-19 Response to New Opportunities
  - Q&A session with our guest speakers
- Wrap Up
  - Share your feedback on VAIRS’ activities
VAIRS is the statewide affiliate for the Alliance of Information and Referral Systems (AIRS) for the Commonwealth of Virginia.

Our mission is to further the goals of information and referral/assistance services through providing opportunities for networking, education, training, support for certification and community awareness. Additionally, collectively we strive to ensure all Virginians have access to quality health and human service information.

VAIRS works closely with AIRS to support I&R services in the important work they do.
VAIRS IS THE VIRGINIA AFFILIATE OF AIRS

The **Alliance of Information and Referral Systems** is the professional membership association for community Information and Referral. AIRS supports standards-driven I&R services and provides program accreditation and practitioner certification for the I&R sector.
OUR PURPOSE:

- Increase general community awareness and utilization of Information and Referral (I&R) services
- Improve the quality of information and referral through education, training, and advocacy
- Foster better communications and relationships among information and referral providers
- Provide members with information on new human services and changes in existing services
- Assist members to meet and maintain national information and referral standards as set by the Alliance of Information and Referral Systems and the national 2-1-1 collaborative
Networking…

Welcome to the AIRS Networker!

Check out the AIRS learning community!
» learn.airs.org

Online Courses | Webinars | Conferences | And More

Virginia AIRS

Latest Discussion Posts

RE: 2020 Training & Education Events
By: Allise Street · yesterday

Equity and Longevity: A discussion of Systemic Equity for Older Adults October 22 2
1:30 PM this event will include a presentation that defines systemic equity, identifies
where inequalities may exist, and outline best practices to affect positive change …

Links/Announcements

Training & Education Request
By: Allise Street · 11 months ago

Hello all - I have a small request. If you find any of the posts interesting or useful can
you please click the Recommendation button. It will help me as I look for more trainings.
VIRGINIA ALLIANCE OF INFORMATION & REFERRAL SYSTEMS (VAIRS)

JOIN AIRS AND VAI RS TODAY!

VAIRS TOOLKIT

Each month we're happy to share some of our best resources and opportunities.

This month valuable resources for your organization:

- COVIDWISE App is now available to track COVID-19 exposure and keep our communities safe. Encourage your constituents to download this free app today!
- Hurricane Season: Are You Ready? The Atlantic hurricane season runs from June 1 to November 30, with the peak occurring between mid-August and late October. Please review the Hurricane Evacuation Guide and stay ready. Update your plan and check your Go Kit!
- VAREady.org is a new initiative designed to help unemployed Virginians who dedicate themselves to training for in-demand jobs.
- How to Make Lessons Cohesive When Teaching Both Remote and In-Person Classes offers some basic strategies as we face a virtual school year.
- Virginia Dept. of Education’s English Learner Instruction Program is offering a new series of webinars geared to support families as they prepare for the upcoming school year, specifically supporting learning at home. The links below are for the respective Zoom sessions:

- Information sharing through our newsletter
- Visit airs.org and see the Virginia Affiliate webpage to subscribe
Scholarships to attend the AIRS Annual I&R Education and Training Conference

Virginia AIRS (VAIRS) encourages the professional development of AIRS members and is offering up to 30 scholarships to support I&R professionals in the state of Virginia to attend the AIRS 2020 E-Conference. This virtual conference will be held September 16th – September 18th (from 9:30am to 4:30pm Eastern time each day).

Virginia AIRS is pleased to offer scholarships to cover the cost of conference registration for up to 30 I&R professionals. The scholarships will be awarded as a registration code to be used when an individual registers for the E-Conference. Individuals will use the code at checkout to receive a full discount on their registration. Conference registration at https://learns.airs.org/airs-2020 is through the LEARN AIRS online training portal.

The scholarships will be awarded on a rolling basis until all scholarships have been awarded and/or the registration deadline (September 1). There will be a limit of 2 registration codes per organization. If you have questions about this opportunity, please contact Nanette Relave, VAIRS president, at nrelave@advancingstates.org. Early submission of scholarship applications is encouraged!

General Eligibility Criteria:

- Applicants (or their agencies) must be a VAIRS member in good standing
- Applicant must work in an agency/organization that provides I&R services, either as paid staff or as a volunteer
- Applicant’s current position must include at least one of the following tasks:
  - I&R or I&R/VA Provision
  - Resource Database management or development
  - Supervision or support for above tasks
- Applicants applying to attend their first AIRS Conference will be given priority

Requirements:

- Registration for the AIRS E-Conference must occur by September 1, 2020
- To use the registration code, individuals must register separately (not as part of a group registration)
VIRGINIA ALLIANCE OF INFORMATION & REFERRAL SYSTEMS (VAIRS)

Training for I&R professionals in Virginia and nationwide

Lifelong Learning, Social Connectedness and Elderhood

VCU Health
VCU School of Allied Health Professions
Gerontology

REENTERING YOUR COMMUNITY
A Handbook
Virginia AIRS Leadership:

- Nanette Relave (President), Senior Director, National I&R Support Center, ADvancing States
- Altise Street (Secretary), Outreach Specialist, 2-1-1 Virginia, United Way of Greater Richmond & Petersburg
- Marcia DuBois (Treasurer), Deputy Commissioner, Division for Community Living, Virginia Department for Aging and Rehabilitative Services
- Mary Jane Barney-Butler, Aging Program Specialist, Loudoun County Area Agency on Aging
- Olivia Harvey, Program Director, Options Counselor Coordinator, Junction Center for Independent Living
- Joan Phelps, Vice President, Community Impact, United Way of Central Virginia
- Erika Okonsky, No Wrong Door Expansion Specialist, Virginia Department for Aging and Rehabilitative Services
I&R ACROSS VIRGINIA: FROM COVID-19 RESPONSE TO NEW OPPORTUNITIES

Q&A Session with Guest Speakers:

- No Wrong Door Virginia: Sara Link, Director, No Wrong Door (NWD), Virginia Department for Aging and Rehabilitative Services (DARS); Erika Okonsky, NWD Expansion Specialist, DARS
- 2-1-1 Virginia: Robert Morrow, 2-1-1 Virginia Statewide Director
- Marine and Family Programs: Lucinda Lorei, Information, Referral & Relocation Program Manager, Marine and Family Programs Division, Headquarters Marine Corps
- Rural I&R: Olivia Harvey, Program Director, Options Counselor Coordinator, Junction Center for Independent Living
No Wrong Door - VAIRS

October 20, 2020
What is a No Wrong Door System?

Prior to NWD System Implementation

After NWD System Implementation

https://nwd.acl.gov/
No Wrong Door System
Key Functions

- State Governance and Administration
- Public Outreach and Coordination with Key Referral Sources
- Person-Centered Counseling (PCC)
- Streamlined Eligibility for Public Programs
Statewide Streamlined Access

Resource Database

A public-private partnership with VirginiaNavigator links individuals and families with 27,000+ programs, services, and resources.

Outside of Medicaid Agency

Virginia Department for Aging and Rehabilitative Services acts as the statewide convener and lead of Virginia No Wrong Door.

Person-Centered Standards

Statewide options counseling standards establish an approach to services that respects the right of individuals to control and make choices about their own lives.

Regional Advisory Groups

Each regional No Wrong Door network is governed by local residents and stakeholders.
No Wrong Door Strengths

- 60,000 + Unique Individuals Supported Annually
- 650 + NWD Technology Professionals
- 27,000 + Services in the Resource Database
- 228 Network Partners
- 92 Certified Options Counselors
How Individuals Access the System

Connecting with Community Services

Transportation

Health and Wellness

Home Delivered Meals

Socialization
Two ways to connect individuals to community resources

Peer to peer referral.
One NWD provider connecting the person to another NWD provider for support.

Self directed referral.
Person sending request for support to NWD provider directly.
No Wrong Door Network Map

Whose participating in No Wrong Door in my community?

Find your No Wrong Door Local Lead Agency and Community Partners by selecting a county or city in the dropdown box or on the Virginia map.

Select your city or county

Download a list of Local Lead Agencies and Community Partner Organizations (PDF)
COVID-19 Response

• **Local Capacity** sub-grants awarded to certified partners to improve virtual management of local NWD functions. Offering Options Counseling reimbursement opportunities.

• **Rapid Assessment(s)** to understand workforce, services & at risk populations

• **System-Level Capacity** activities and virtual management of NWD functions
  ✓  *NWD Direct Connect (self directed referral for services/supports)*
  ✓  *Person Centered Portal (for finding resources and making choices)*

• **Statewide Supports** partnership with Virginia Assistive Technology and Assistive Technology Kits. Weekly newsletter with resources and tools.

• **Streamlined Consent**
Contact Records March 1 – September 30

- Northern Virginia: 16,899, 28%
- Central Virginia: 13,033, 22%
- Richmond/Southside: 3,410, 6%
- Southeast Virginia: 5,549, 9%
- Northwest Virginia: 3,883, 6%
- Southwest Virginia: 709, 1%
- Unknown/Out of State: 16,636, 28%
2-1-1 VIRGINIA AND COVID

Needs Requests March 1 - September 30

- Clothing/Personal/Household Needs
- Information Services
- Government/Economic Services
- Legal, Consumer & Public Safety
- Income Support/Assistance
- Individual, Family & Community Support
- Food/Meals
- Utility Assistance
- Health Care
- Housing

2019-20
2018-19
Numbers of Callers Self-selecting Spanish Language

- State Year 2018-19
- State Year 2019-20
- State Year 2020-21
What can the installation I&R specialist do for you?

- On base resources
- Off-base community resources
- National I&R resources
- Sister services resources:
  - https://installations.militaryonesource.mil/

Lucinda Lorei
Information, Referral and Relocation Program Manager
Marine & Family Programs
Headquarters Marine Corps
703-784-9523
Lucinda.lorei@usmc.mil
INFORMATION AND REFERRAL IN A RURAL SETTING

Olivia M. Harvey
Junction Center for Independent Living Inc.
Big Stone Gap to Richmond = 381 miles
Cumberland Gap to Richmond = 425 miles
• Area= 1365 sq. miles of mountainous terrain.

• Predominate employment is industrial and agricultural in the southern and western part of the region mining in the northern part.

• Have a very vulnerable population. Heart Disease, Cancer and Diabetes is at epidemic levels. Opioid/Drug addition is among the highest in the nation.
DISTANCE IS A FACTOR

Big Stone Gap Is Closer To Eight Other State Capitols Than It Is To Richmond

- Charleston West Virginia         170 miles
- Frankfort Kentucky               219 miles
- Columbia South Carolina          276 miles
- Columbus Ohio                    277 miles
- Atlanta Georgia                  316 miles
- Nashville Tennessee              316 miles
- Raleigh North Carolina           321 miles
- Indianapolis Indiana             378 miles
- Richmond Virginia                381 miles
• Wise County
  • 21.2% below poverty level
  • Unemployment rate 10.4%
  • Individuals with Disabilities is at 24.9%

• Scott County
  • 20.1% below poverty level
  • Unemployment rate 7.8 %
  • Individuals with Disabilities is at 23%

• Lee County
  • 26.1% below poverty level
  • Unemployment rate 12.3%
  • Individuals with Disabilities is at 25.3%

Far Southwest Virginians have a higher rate of health problems than the rest of the Commonwealth.

Southwest Virginians are:

- 23% more likely to die from heart disease
- 30% more likely to die from diabetes
- 44% more likely to die from chronic obstructive pulmonary disease
- 54% more likely to die from chronic liver disease
- 70% more likely to die from unintentional injuries
- 70% more likely to commit suicide


*If the problem is in the community, so is the solution.*
HOW IS I&R DIFFERENT IN A RURAL AREA

- Lack of resources
  - No cell services/internet coverage in some areas leads to Social isolation and Depression/Suicide. I&R via chat or text is almost non existent.
  
- 90% of Health care is delivered out of state-in Tennessee or Kentucky. Two counties do not have hospitals. Level I trauma center is an average of 1hr 15mins away after having been only 30 minutes away.
  - This added bureaucracy creates a strong nursing home bias and erects barriers to long term care supports- partially accessing personal care services/transition services. Personal care screenings can only be done if or when the individual comes back home in Virginia.
  
- Homeless is defined differently in the Appalachian Region
ADDITIONAL RURAL CONSIDERATIONS

- 70% of referrals we receive are considered complicated.

- Pre-pandemic-face to face interviews are done in the environment where the individual chooses in support of person center approach.
COVID-19 VIRUS IMPACT

- Traditional solutions for isolation may not work for those living in a rural environment

- No access to internet or Cell/data service—may be spotty at best in some areas
  - Some children participate in school via conference calls (via land lines)

- Don’t throw the phone book away yet!!!
HOW HAS COVID-19 IMPACTED SERVICE DELIVERY?

- Human Service Agencies expecting crisis calls for very high utility and rent bills when the moratorium against suspending service by utility providers expires.

- Human health Agencies are doing Covid Wellness calls to make sure all basic needs are being met (Food, shelter, water, medications etc)

- Care packages are being mailed.
HOW HAS COVID CHANGED SERVICE DELIVERY?

• Home visits suspended due to health and safety for all involved.

• I & R over the phone
WHERE DO WE GO FROM HERE?

- Cares Act funding has been given to human health agencies including Centers for Independent Living to counteract the covid impact.

- To locate services in your Area, you or the individuals you serve may go too:
  https://disabilitynavigator.org/ (put this in your favorites)


- Or dial 211
Social Health Connector

- **Links/Resources for NWD Systems**
- **Screening**: National Academies Press (NAP) - This chapter from the NAP discusses the pros and cons of scales to measure social connectedness/isolation [https://www.nap.edu/read/25663/chapter/8#121](https://www.nap.edu/read/25663/chapter/8#121)

- **Interventions**:
  - Older Adults Technology Services
  - Leading Age Center for Aging Services Technologies
  - ADvancing States - Addressing the Social Isolation of Older Adults during the COVID-19 Crisis

References
NWD is collaborating with the Virginia Assistive Technology System to:

- Respond to pandemic by increasing capacity for tele-rehabilitation and remote access to assistive technology services
- Train the NWD network on virtual food delivery systems
- Expand AT Equipment to address home ingress/egress barriers
Direct Connect Promo Video

For example,
# 2-1-1 VIRGINIA PARTNERSHIPS

<table>
<thead>
<tr>
<th>Existing Partnerships</th>
<th>New Partnerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant &amp; Toddler Connection</td>
<td>No Wrong Door</td>
</tr>
<tr>
<td>VDH Health Inquiry</td>
<td>Department of Housing &amp; Community Development</td>
</tr>
<tr>
<td>Virginia Department of Emergency Management</td>
<td>Virginia Department of Small Business and Supplier Diversity</td>
</tr>
<tr>
<td>Virginia Department of Veteran’s Services</td>
<td></td>
</tr>
<tr>
<td>Kinship Navigation</td>
<td></td>
</tr>
</tbody>
</table>
I&R ACROSS VIRGINIA: FROM COVID-19 RESPONSE TO NEW OPPORTUNITIES

Q&A Session with Guest Speakers:

- No Wrong Door Virginia: Sara Link, Director, No Wrong Door (NWD), Virginia Department for Aging and Rehabilitative Services (DARS); Erika Okonsky, NWD Expansion Specialist, DARS

- 2-1-1 Virginia: Robert Morrow, 2-1-1 Virginia Statewide Director

- Marine and Family Programs: Lucinda Lorei, Information, Referral & Relocation Program Manager, Marine and Family Programs Division, Headquarters Marine Corps

- Rural I&R: Olivia Harvey, Program Director, Options Counselor Coordinator, Junction Center for Independent Living
WAYS TO MAKE I & R WORK IN A RURAL AREA

- We have very strong collaborative relationships with other human health services.

- Strong collaboration allows state and federal funding to go further.

- Strong collaboration allows for systems advocacy once service gaps/delays are identified.
There is little difference between physical/social Isolation due Covid and Isolation due to living in rural America.

- Created service delays and limited access to quality healthcare
Virtual and Local, the New Normal
I&R ACROSS VIRGINIA: FROM COVID-19 RESPONSE TO NEW OPPORTUNITIES

Q&A Session with Guest Speakers:

- No Wrong Door Virginia: Sara Link, Director, No Wrong Door (NWD), Virginia Department for Aging and Rehabilitative Services (DARS); Erika Okonsky, NWD Expansion Specialist, DARS

- 2-1-1 Virginia: Robert Morrow, 2-1-1 Virginia Statewide Director

- Marine and Family Programs: Lucinda Lorei, Information, Referral & Relocation Program Manager, Marine and Family Programs Division, Headquarters Marine Corps

- Rural I&R: Olivia Harvey, Program Director, Options Counselor Coordinator, Junction Center for Independent Living
Q&A from the audience
Poll: Share your input on VAIRS’ activities

Thank you for joining us!

Nanette Relave, nrelave@advancingstates.org
Altise Street, streeta@yourunitedway.org