

NATIONAL INFORMATION AND REFERRAL SUPPORT CENTER

Trends in I&R/A Practice
August 27, 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>)
- 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

<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
 - 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



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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 (*newly updated!*)
- 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/>

Monthly Webinars for I&R/A Professionals



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Examples of webinars:

- The Asian American and Pacific Islander (AAPI) Aging Population (July 11, 2018)
- Department of Veterans Affairs (VA) Caregiver Support (June 12, 2018)
- 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)
- Certification for I&R Specialists in Aging/Disabilities (CIRS-A/D) Webinar Training (September 21, 2017, National I&R Support Center)
- Responding to Elder Abuse: Resources for Information and Referral Programs (June 29, 2017)

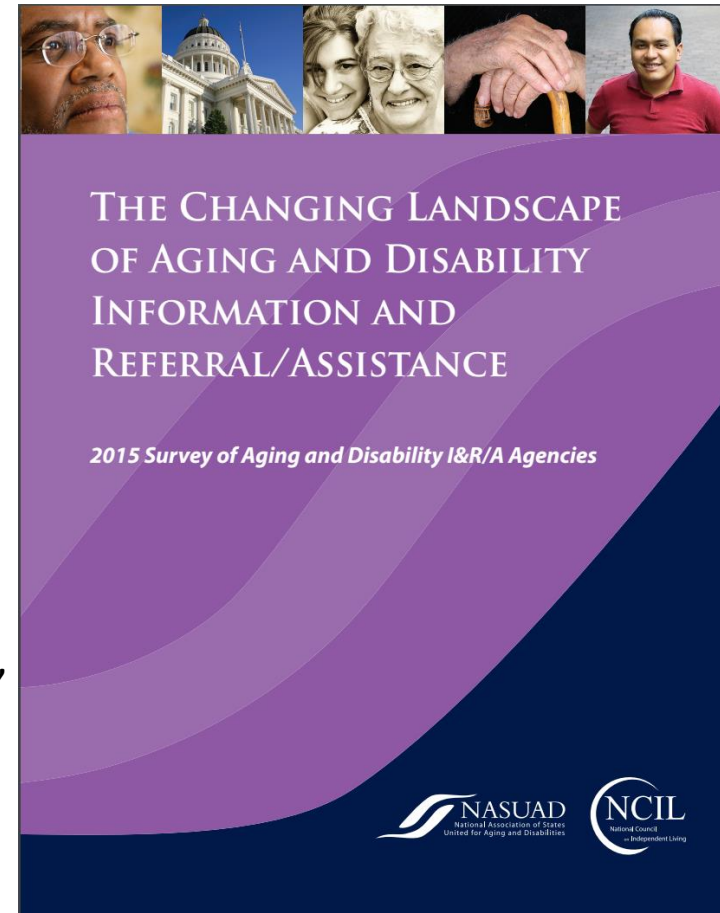
Visit <http://www.nasuad.org/initiatives/information-and-referralassistance/monthly-calls> for presentations, audio recordings and transcripts.

I&R/A Network Survey

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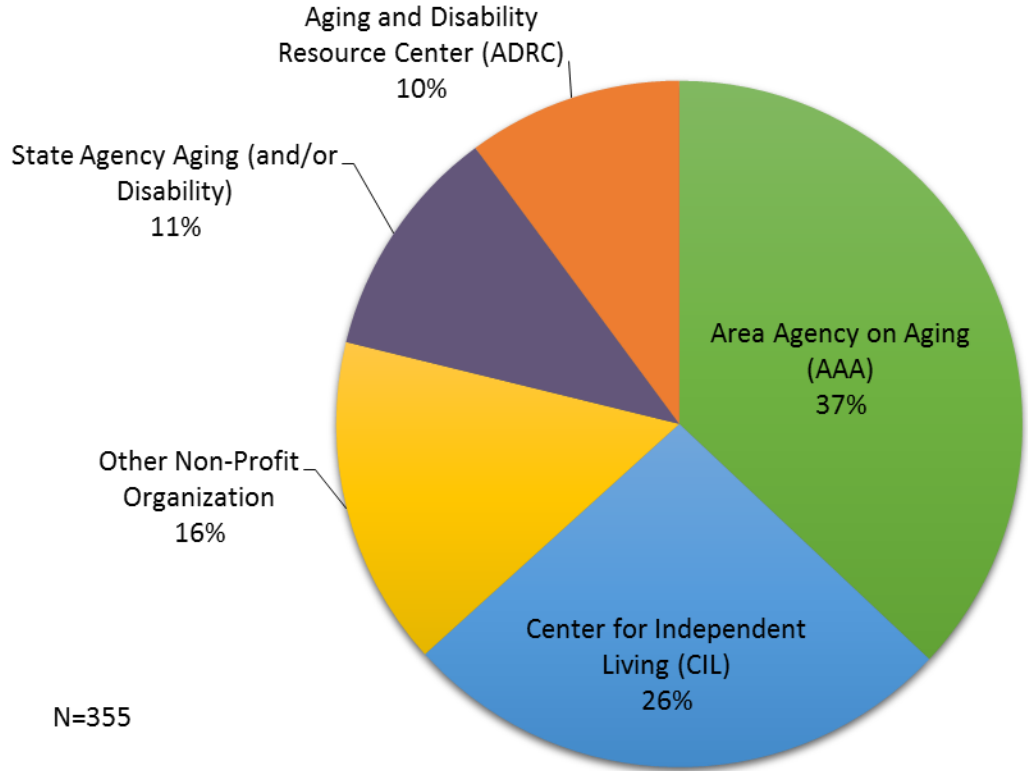
National Survey of I&R/A Professionals in Aging and Disability Networks:

- 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!



Highlights from the 2018 National I&R/A Survey

Type of Agency

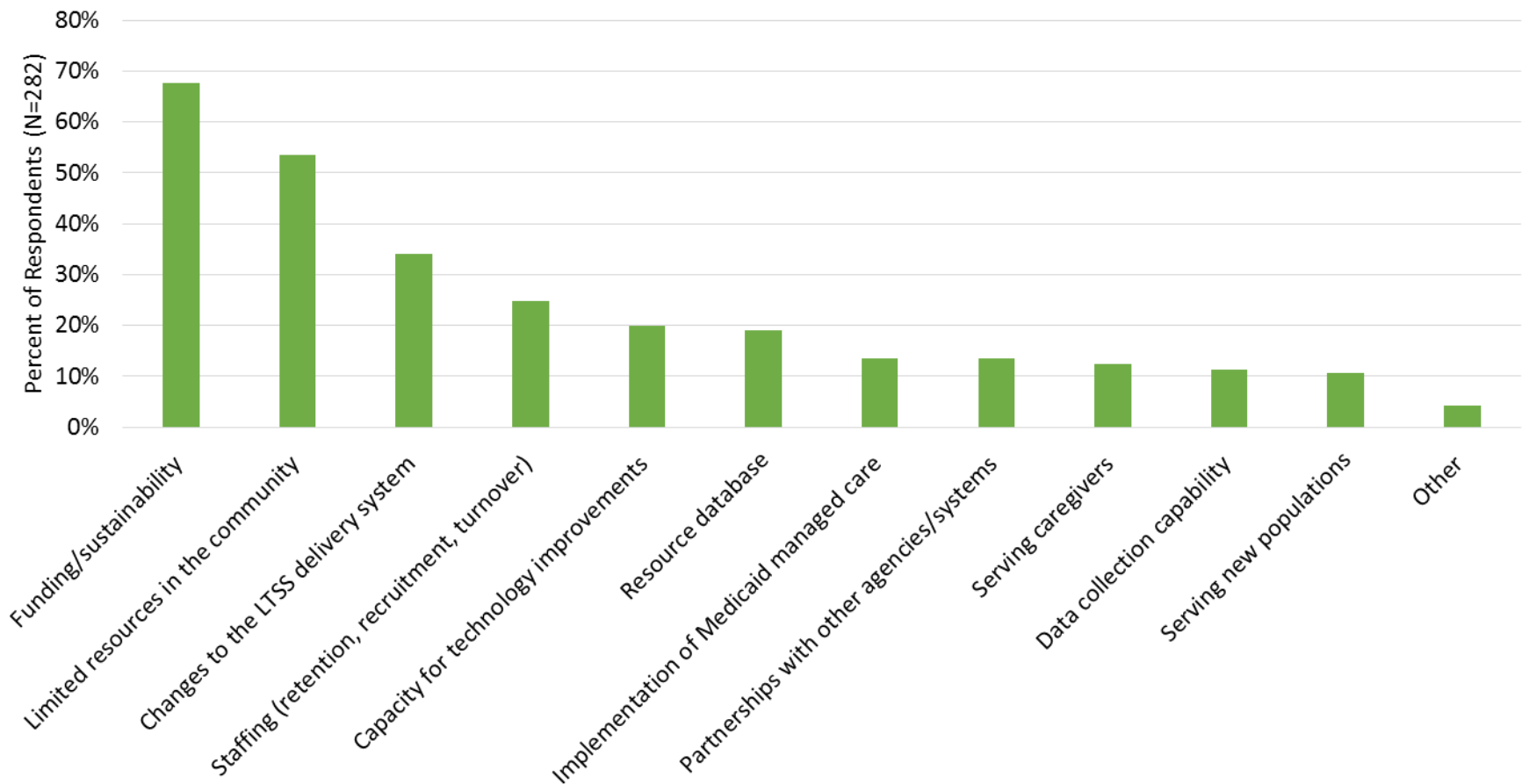


Emerging Themes from the 2018 National I&R/A Survey

- Funding and Sustainability Remain Significant Concerns for I&R/A Agencies
- I&R/A Professionals are Serving More Individuals with Multiple and Complex Needs
- The Roles of I&R/A Professionals Continue to Expand
- The No Wrong Door (NWD) Model is Playing a Growing Role in Consumer Access to Information and Services
- Changing Expectations for Effective Service Delivery Support a Focus on Training and Quality Assurance
- Diverse Modes of Consumer Access to Information and Assistance are Emerging in I&R/A Practice

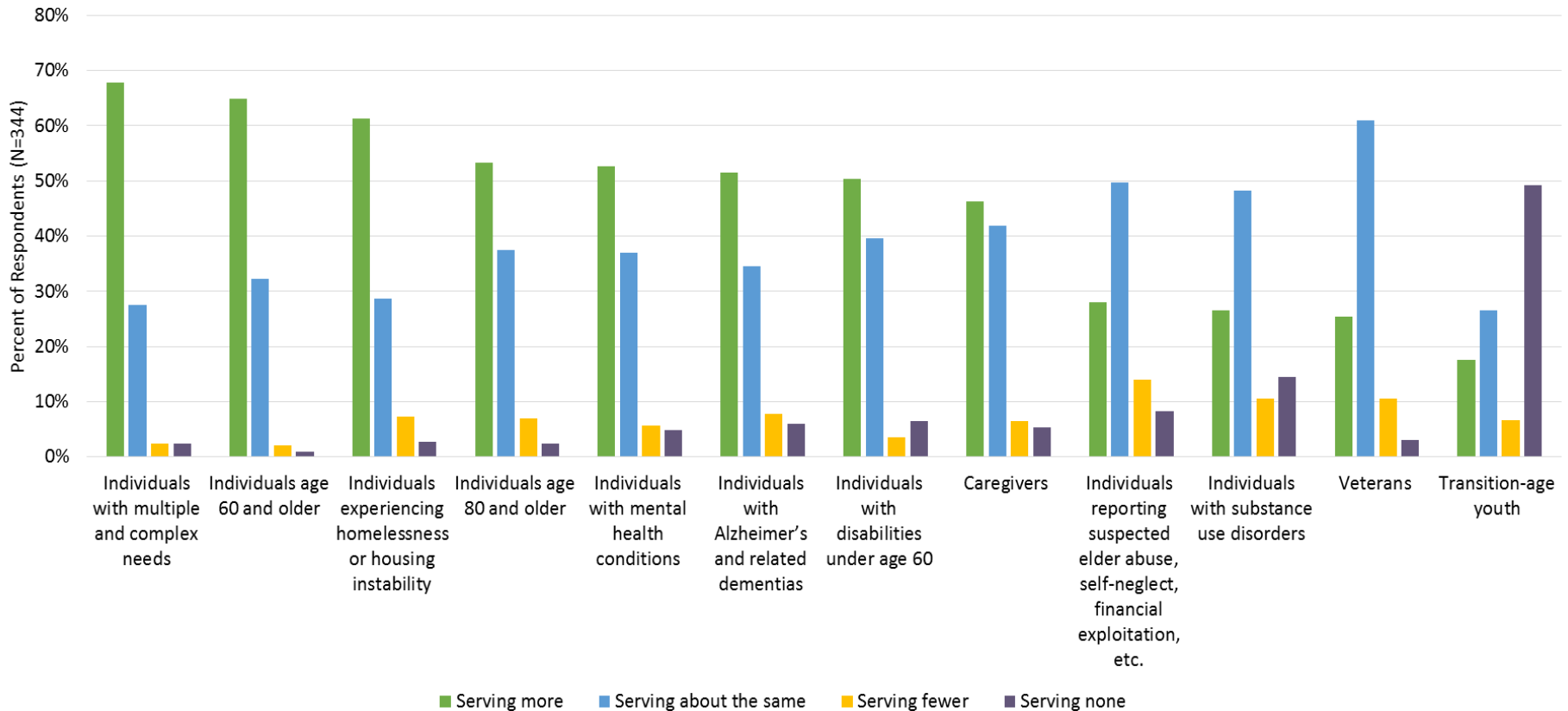
Highlights from the Survey: Top Agency Concerns

Top Issues Affecting I&R/A Organizations



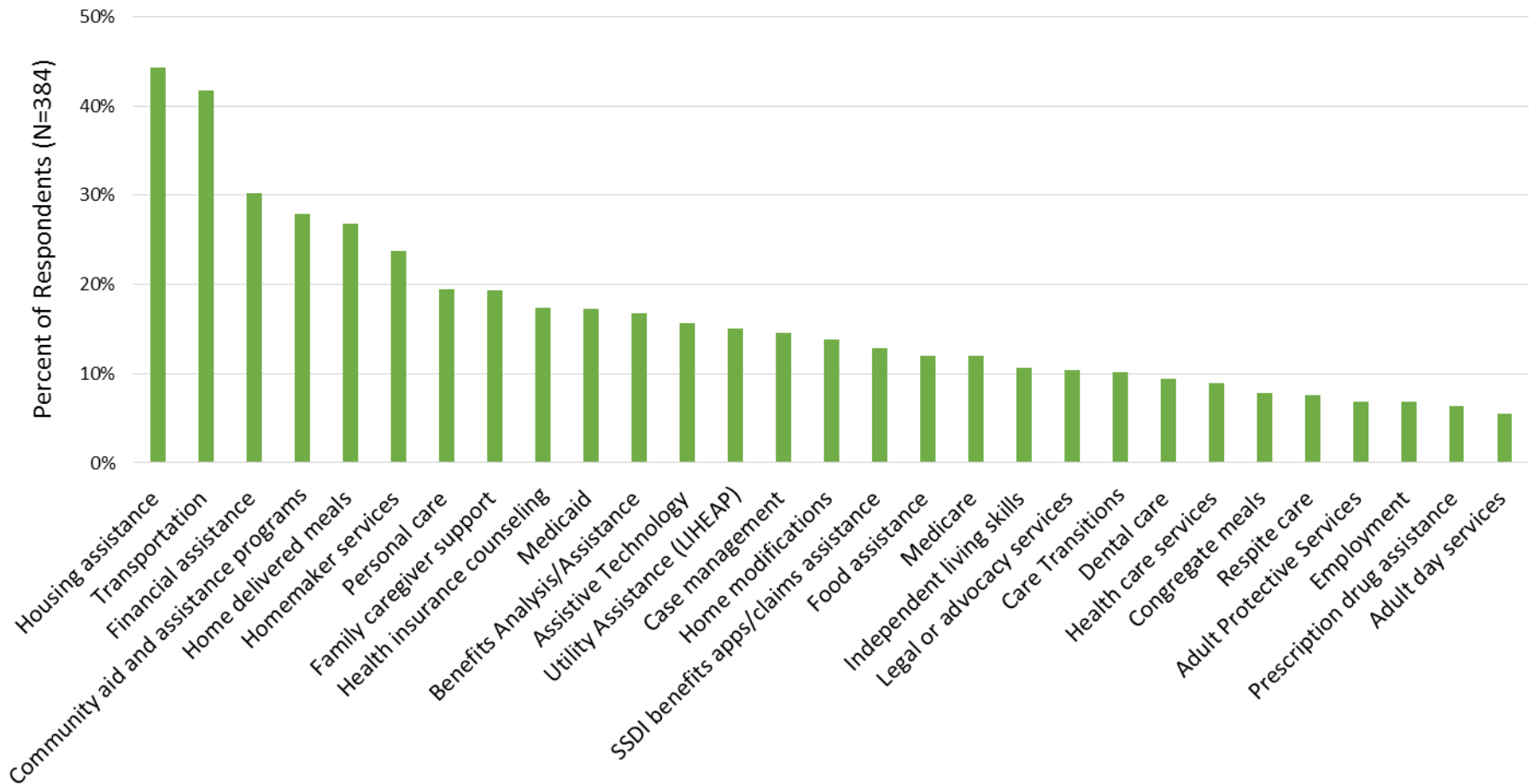
Highlights from the Survey: Growing Needs...

Individuals Seeking I&R/A Services Over the Last Two Years



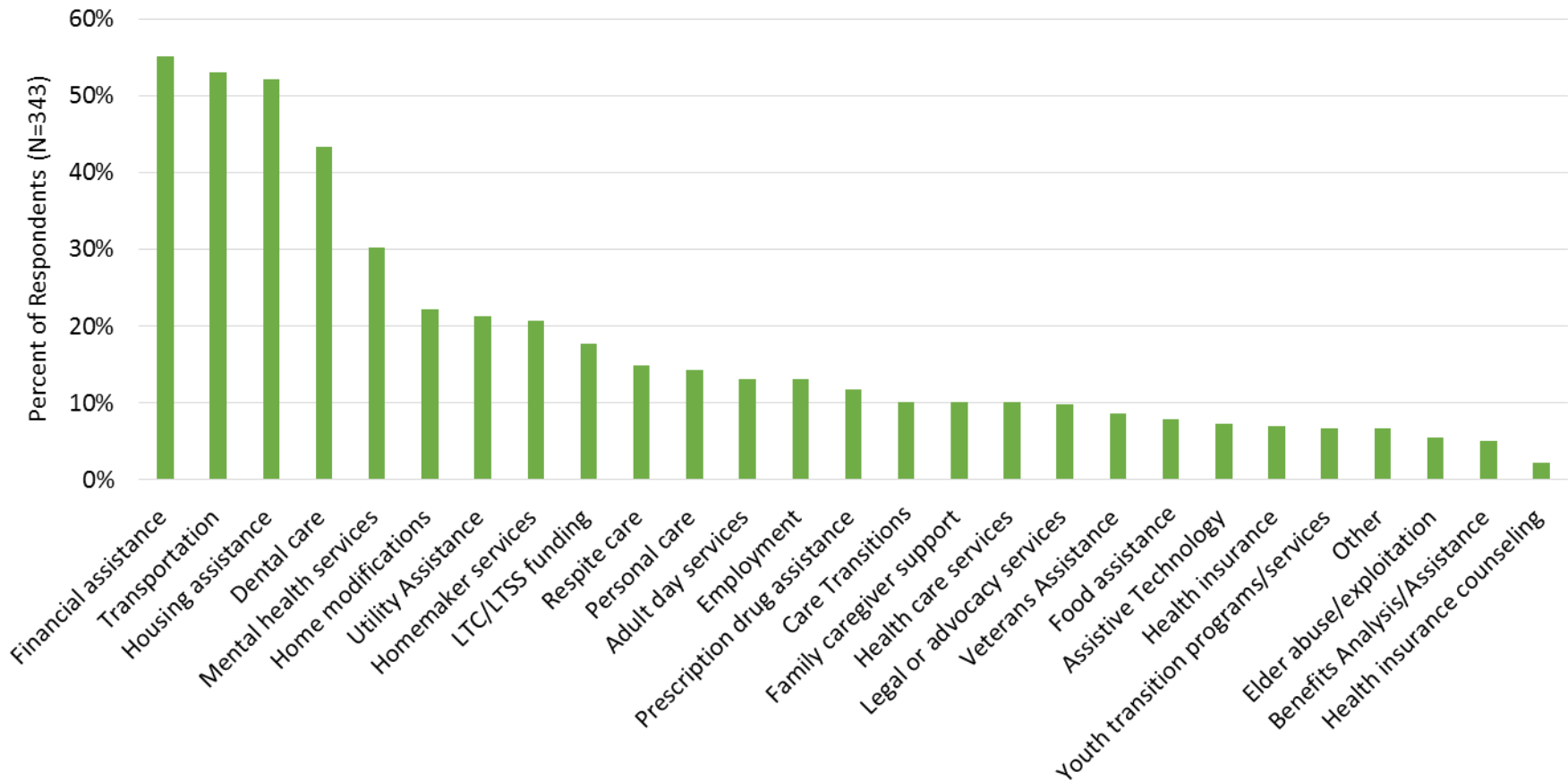
Highlights from the Survey: Frequently Requested Services

Most Frequently Requested Services



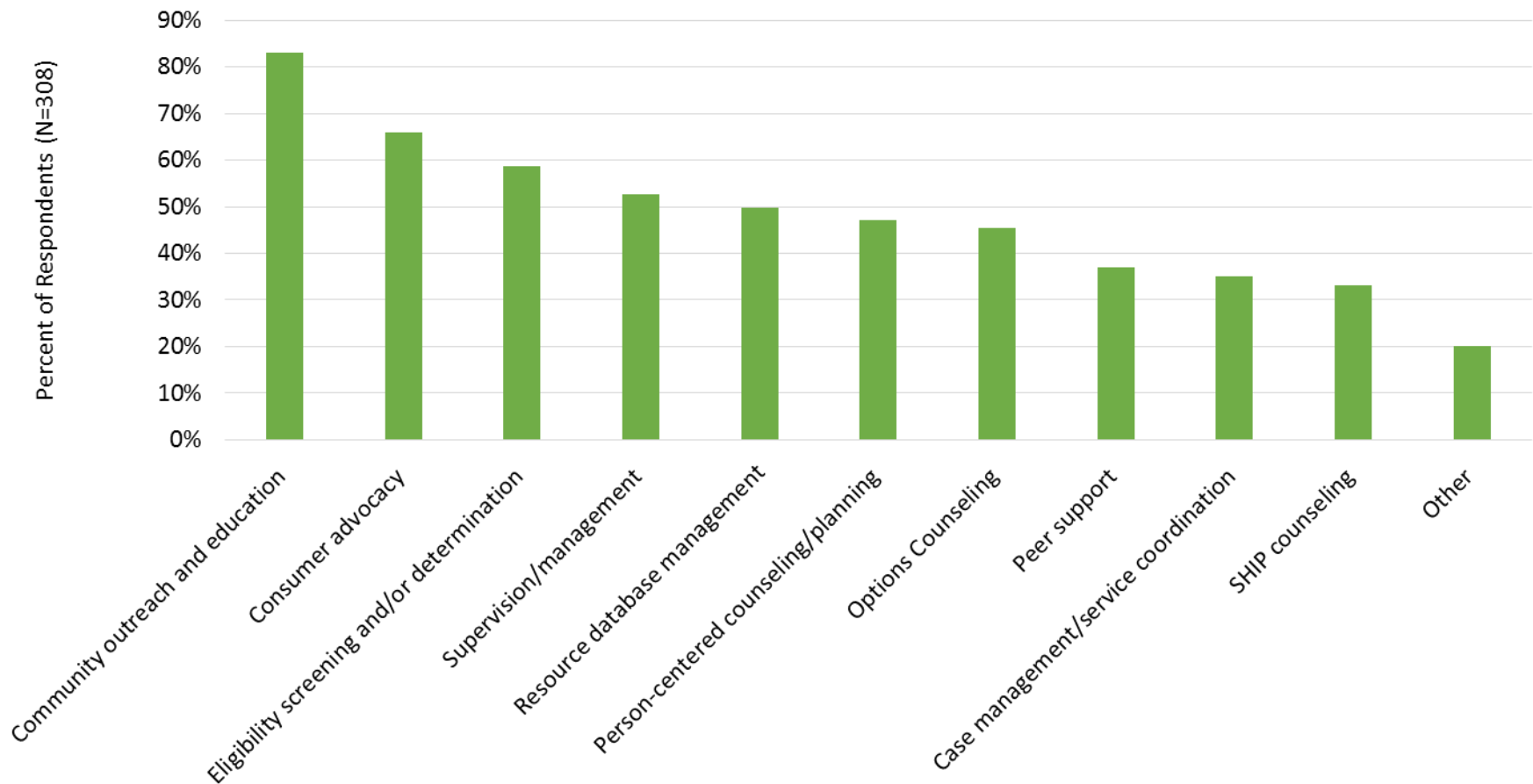
Highlights from the Survey: Critical Unmet Needs

Most Frequent Unmet Service Needs



Highlights from the Survey: The I&R/A Professional – A Complex Job for Complex Needs

Job Responsibilities in Addition to I&R/A



Survey of CIRIS-Aging/Disabilities (CIRIS-A/D) Holders

Does your I&R/A work involve you moving between different roles?	Responses (N=516)	
Yes, I engage in service coordination	54%	279
Yes, I work with the client and family at length to fully determine their needs	58%	300
Yes, I engage in person-centered decision-support	67%	346
Yes, I help set up their assessment appointments	36%	186
Yes, I assist clients to complete applications and forms	60%	309
Yes, I engage in case management	31%	162
No, I am focused solely on I&R/A work	15%	75
		516

Highlights from the Survey: I&R/A Professionals in their own words...

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- I find that **I&A and options counseling are connected** and more often than not, I am performing both duties.
- We have stopped using the term Options Counseling in our titles but we continue to do what we call "**enhanced I&R/A**"
- Calls are getting very detailed and lengthy - often taking 2-3 hours upon initial contact to even begin to assess the situation and then hours and weeks for follow up
- We are doing **more case management** than we have in the past...
- Increased responsibilities due to position cuts. **Higher acuity of I&A calls**, such as homelessness, elder abuse...
- Job responsibilities have greatly increased in application assistance for public benefits due to office closures and automated phone lines.
- Since I am located in a rural area, I wear many "hats".

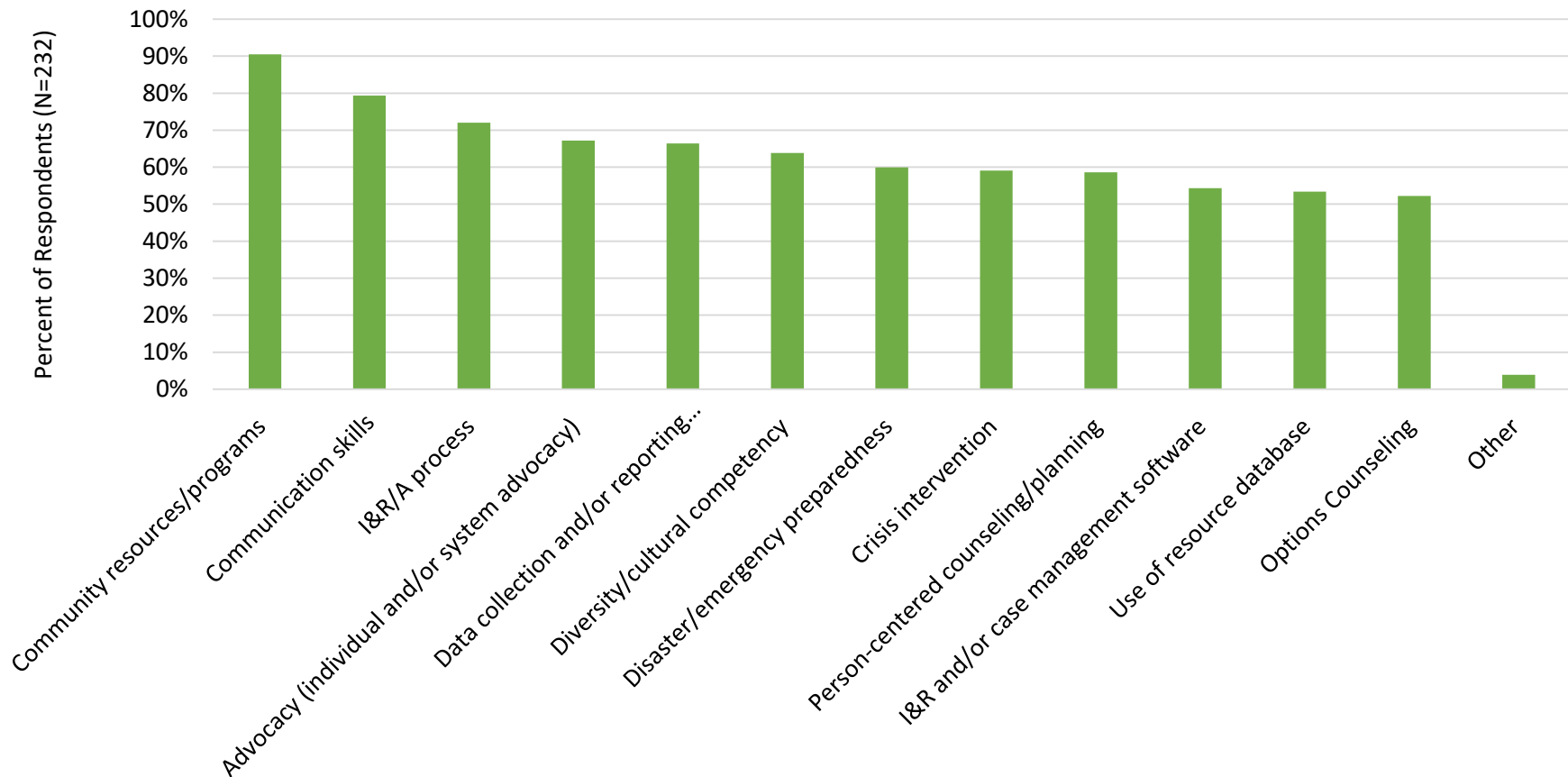
Reflecting Changing Roles: Renewing the CIRS-A/D Certification Program

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- The Certification for I&R Specialists in Aging/Disabilities (CIRS-A/D) program is a reflection of the roles and activities of I&R/A professionals, and the skills and knowledge needed to perform these activities.
- 2018 is an important year for the CIRS-A/D program!
 - ▣ Surveyed CIRS-A/D holders on their job activities
 - ▣ Engaged with subject matter experts (*I&R/A professionals*) from across the country
 - ▣ Revised the CIRS-A/D Job Task Analysis
 - ▣ Validation of Job Task Analysis
 - ▣ Next steps: review of certification exam questions and development of new questions

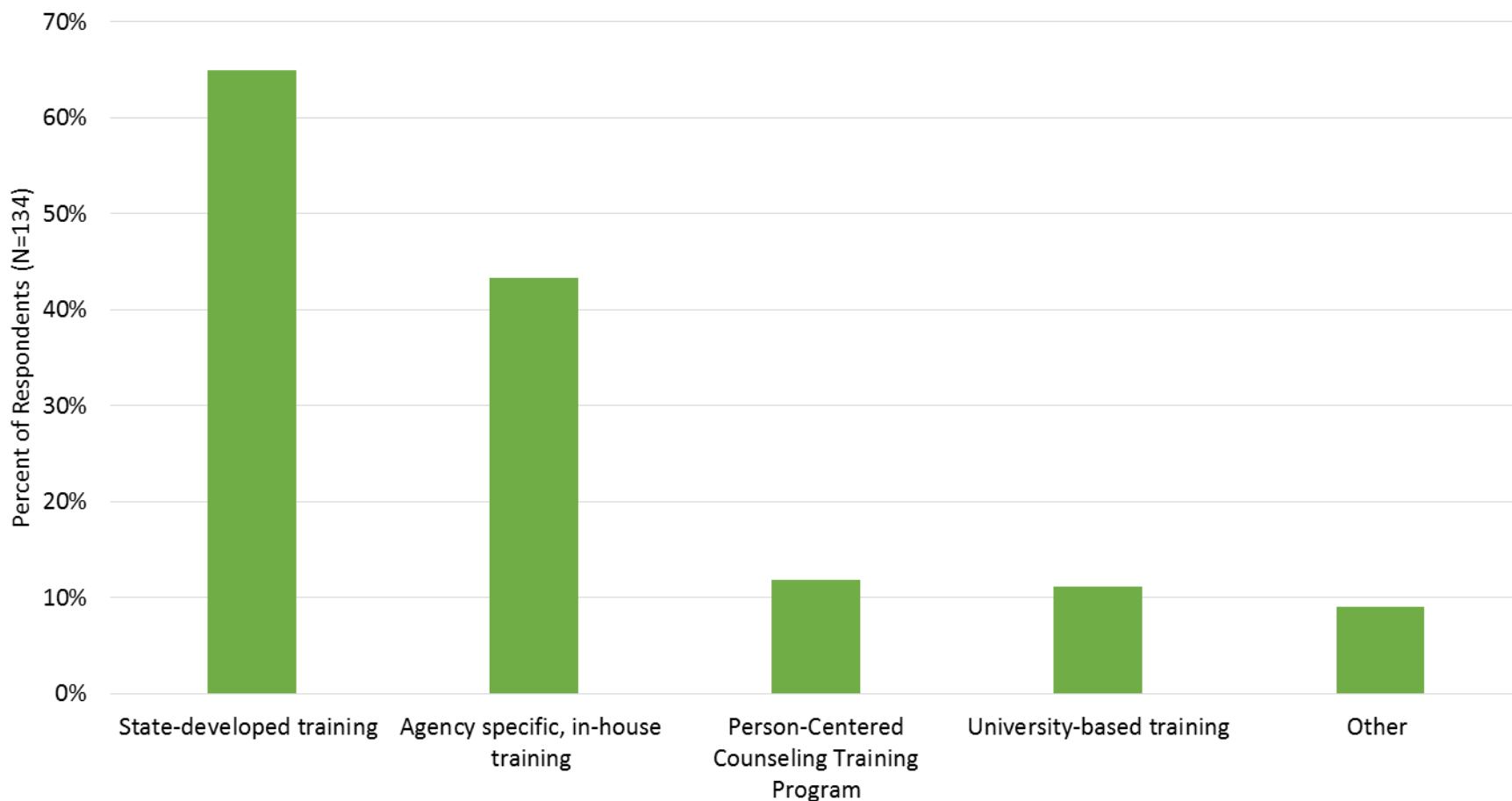
Highlights from the Survey: Supporting I&R/A Professionalism in a Changing Environment

Training for I&R/A Specialists



Highlights from the Survey: Person-Centered Counseling Training

How Person-Centered Counseling/Planning Training is Provided to Specialists



Highlights from the Survey: The Importance of Consumer Access Systems

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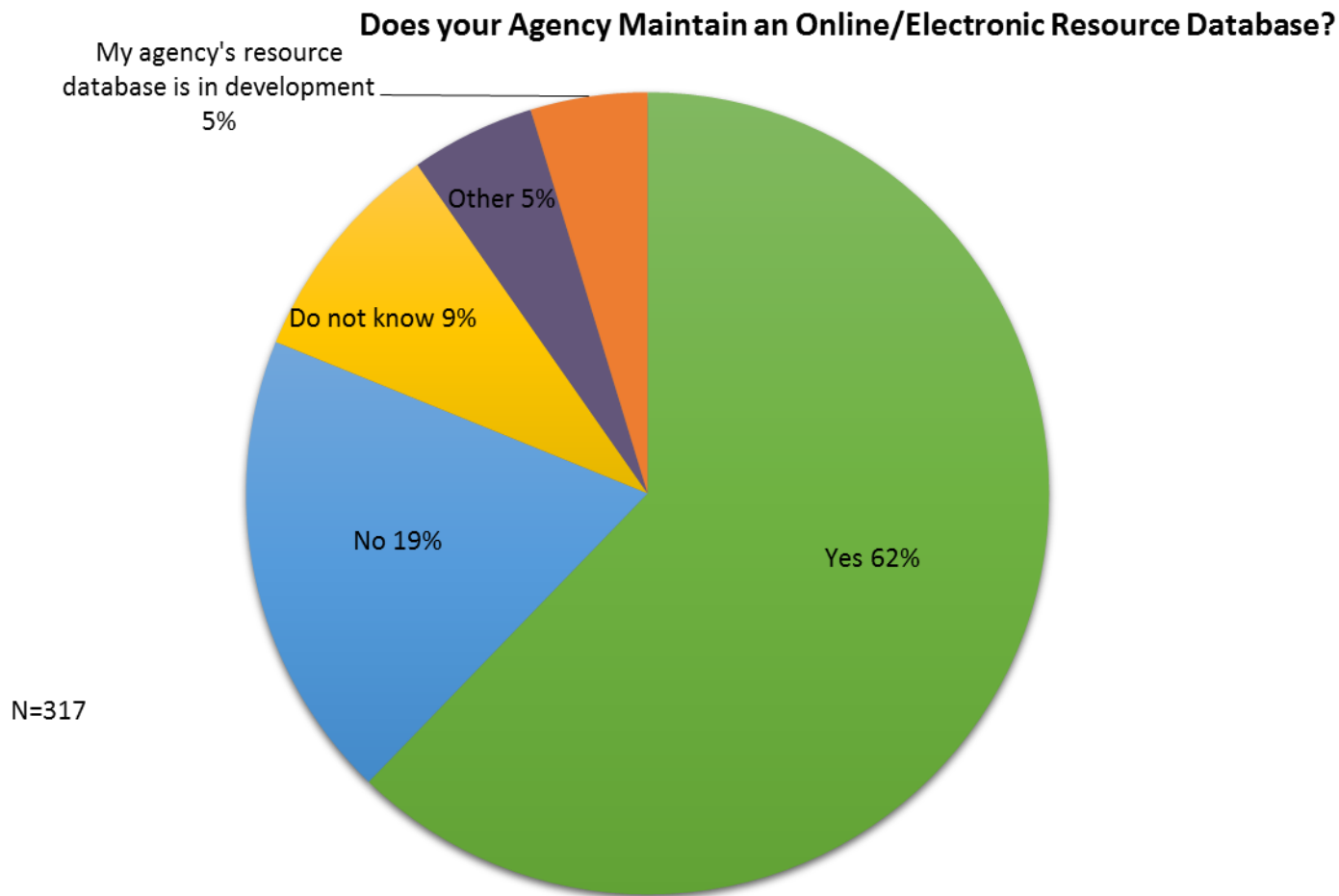
Most respondent agencies lead, partner with, or oversee an ADRC(s), and half of respondent agencies participate in a No Wrong Door (NWD) system initiative. The influence of the NWD model is reflected in areas such as:

- Person-centered training, counseling and planning
- The evolution of ADRC networks into NWD systems
- The development of *state and/or statewide* systems and infrastructure
- Broadening partnerships and referral networks

“NWD has impacted areas of staff training on person-centered counseling, data sharing, electronic referrals, partnerships and referral networks.”

“We are growing the ADRC to become the state’s No Wrong Door which includes one toll-free number, a consumer database, a provider database and website to link consumers into the system of long-term services and supports.”

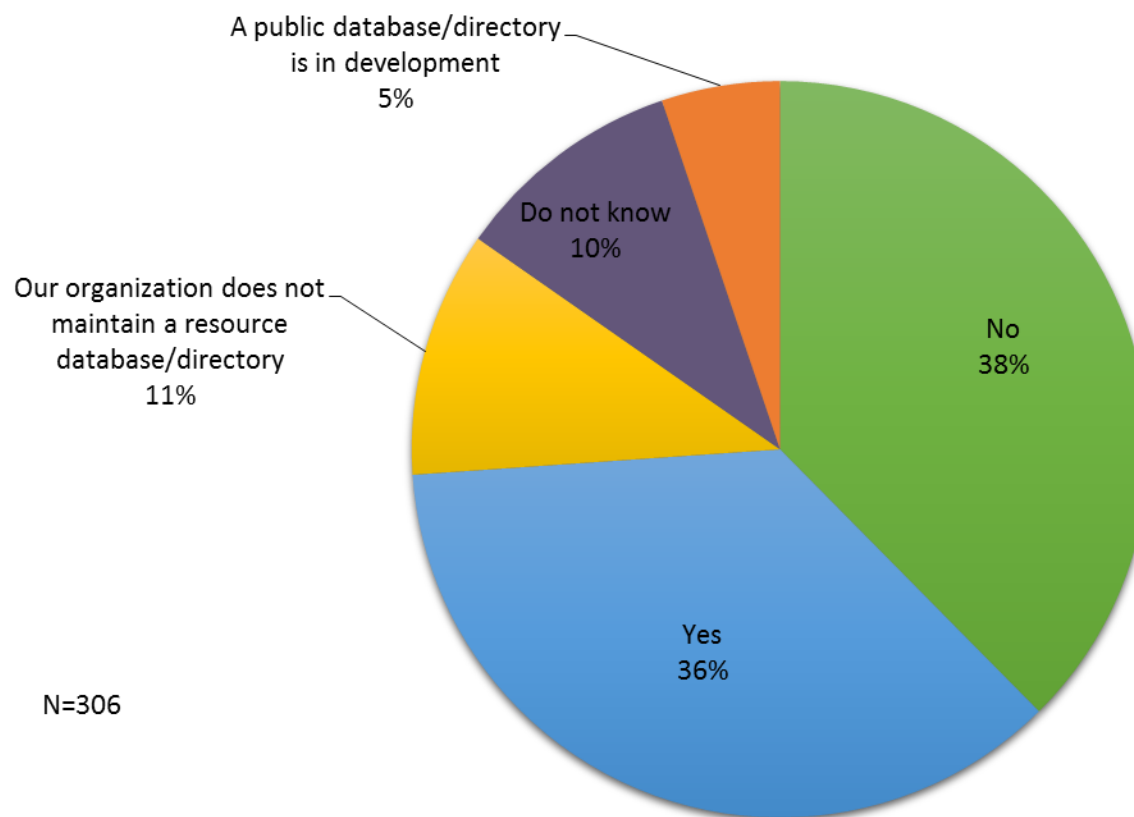
2018 Survey Highlights: Elements of Consumer Access Systems: The Resource Database



2018 Survey Highlights: Elements of Consumer Access Systems: The Resource Database

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Resource Database Available to the Public



More to come this afternoon: Disability Hub MN



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Contact Us: Chat | 1-866-333-2466 | Email



Welcome to the Hub.
We can help you plan your best life, your way.

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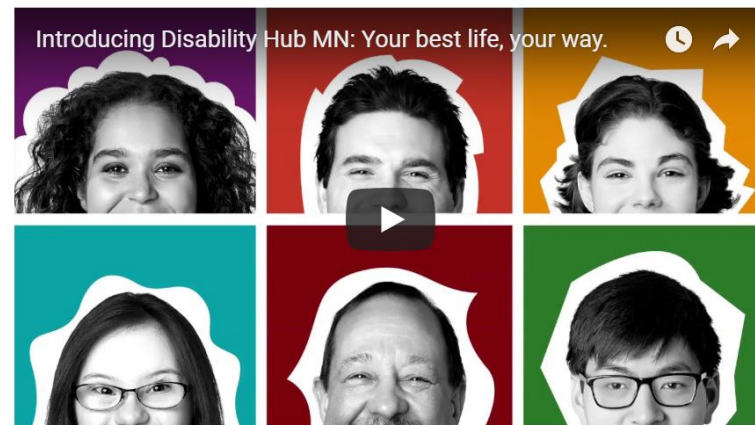
Search Disability Hub MN...

What is the Hub?

Disability Hub MN is a free statewide resource network that helps you solve problems, navigate the system and plan for your future.

At the Hub, we focus on your needs — helping you understand your options, connect to resources and find solutions. We're here to help you get the answers you need. We'll help you think through additional options and identify new paths toward creating the life you want.

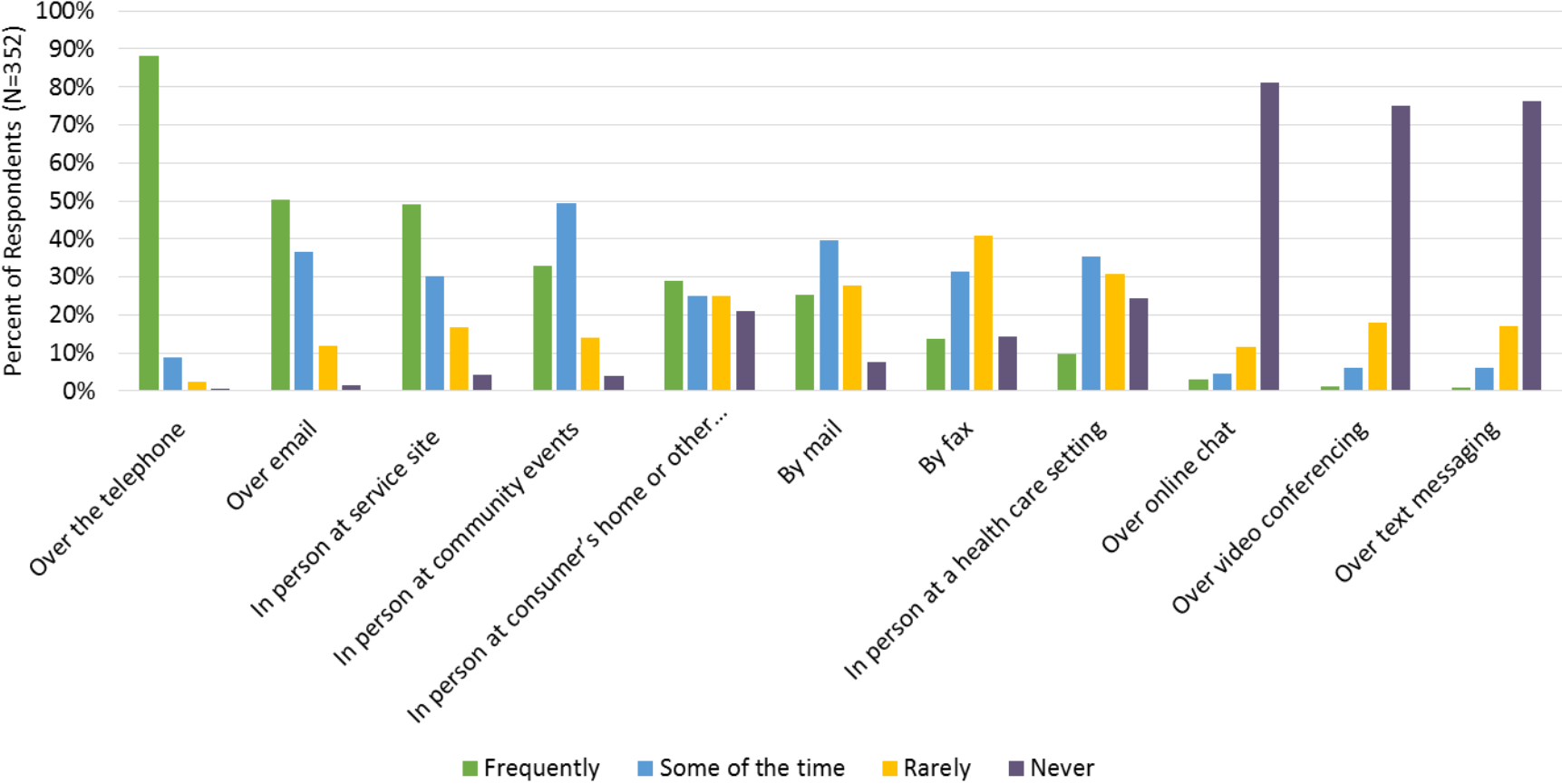
Read more [about the Hub](#).



[Watch video](#) | [Watch audio described video](#) | [Read transcript](#)

Highlights from the Survey: I&R/A service delivery modalities

Service by Setting Type



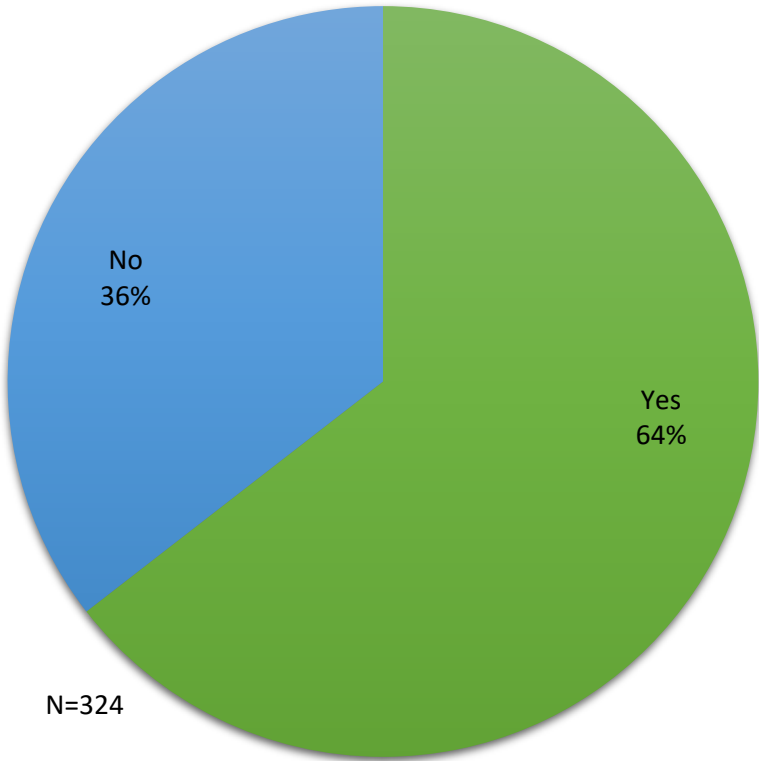
Highlights from the Survey: Experiences with chat and text

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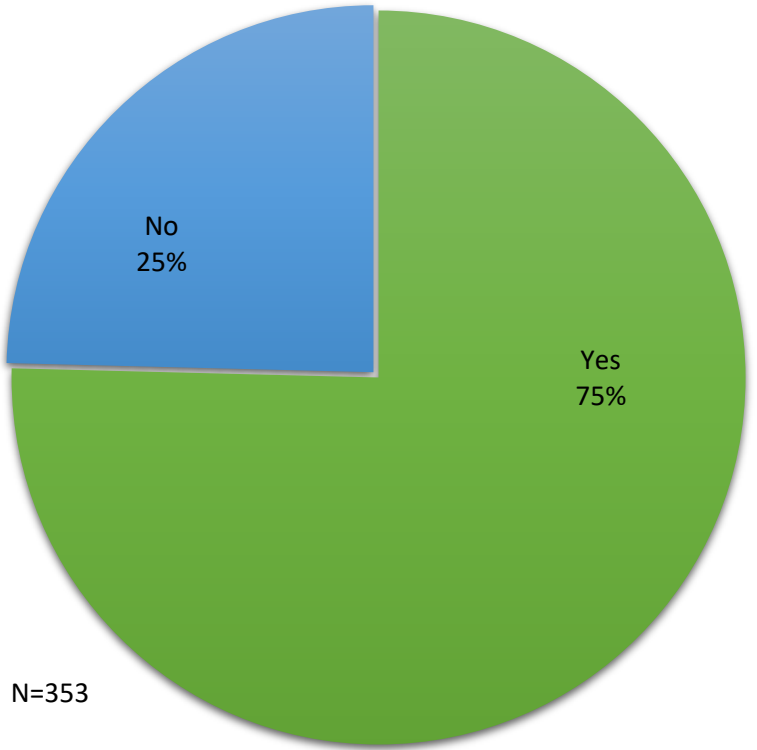
- Most of the inquiries come from people who live out of state and are seeking services for their older parents or other relatives.
- We have been using texts because many of our consumers are deaf – it's an alternative to using the phone.
- Text messaging is used when the consumer requests to communicate by this method.
- The work requires a different staff "awareness" style of communication, brevity/clarity is everything!
- Most of the chat inquiries require the individual to call in because their situation is too involved for a chatting over the internet.
- Inquiries received are usually for listing of skilled nursing facilities, elder law attorneys and information on food programs, energy assistance and Medicaid - via text msgs.
- Our information and assistance database can text community resource contact information to caller. It is one way.
- Training would be the same as phone specialists. Inquiries are the same as those by phone and on the aging side it's often caregivers who are reaching out. Over time the uptake has increased as different types of users look for support in a variety of ways.

Highlights from the Survey: Reaching Consumers Where They Are

Agencies that Use Social Media (2015)

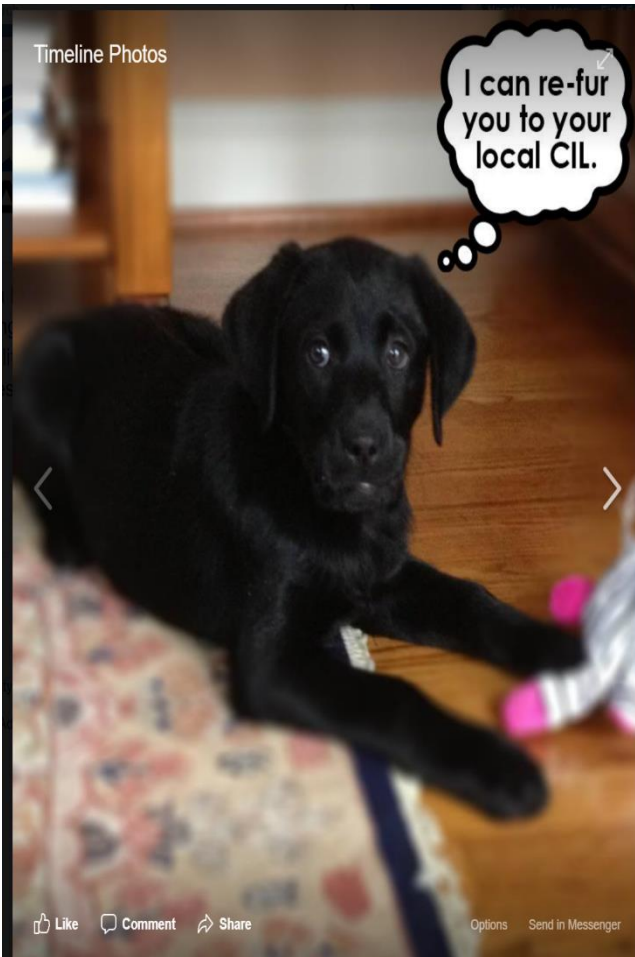


Agencies that Use Social Media (2018)



“People love seeing events and updates on our programs...with the dogs”

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Virginia Department for Aging and Rehabilitative Services
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Like DARS's friend Carli says, don't just toy with the idea of getting services for someone you know with a disability. Centers for Independent Living can help provide these services, including advocacy, peer counseling, living skills training and more. For more information or to find a CIL near you, visit <https://vadars.org/cbs/cils.htm>.

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The Ability Center of Greater Toledo
Like This Page · December 17, 2017 ·

With ADAI Potter at Huntington Center (Toledo, Ohio).

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FOR MORE INFORMATION

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