

NATIONAL INFORMATION AND REFERRAL SUPPORT CENTER

I&R Center Update

May 21, 2017

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 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
 - 2017 NASUAD National Home and Community Based Services Conference; n4a 2017 Annual 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 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 (*forthcoming*)
- Medicaid Managed Care 101 (*launched in 2017*)
- 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

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





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.

NAVIGATION

Home

- Dashboard
- Site pages
- My courses

MAIN MENU

 [Need Assistance?](#)

Monthly Webinars for I&R/A Professionals



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Recent webinars:

- The Amputee Coalition's National Limb Loss Resource Center: A Critical Tool to Help You Meet the Needs of Your Clients with Limb Loss (March 22, 2017)
- Helping People Access Home and Community Based Services: Migrating, Coding, Storing, and Searching for Data in MinnesotaHelp.info (February 15, 2017)
- Helping Connect Individuals to Benefits: Approaches, Tools, & Promising Practices (January 24, 2017)
- An Introduction to Supported Decision-Making (December 6, 2016)
- *Coming soon:*
 - The Department of Justice's Elder Justice Initiative (June 29, 2017)
 - The ADA National Network (August 2017)

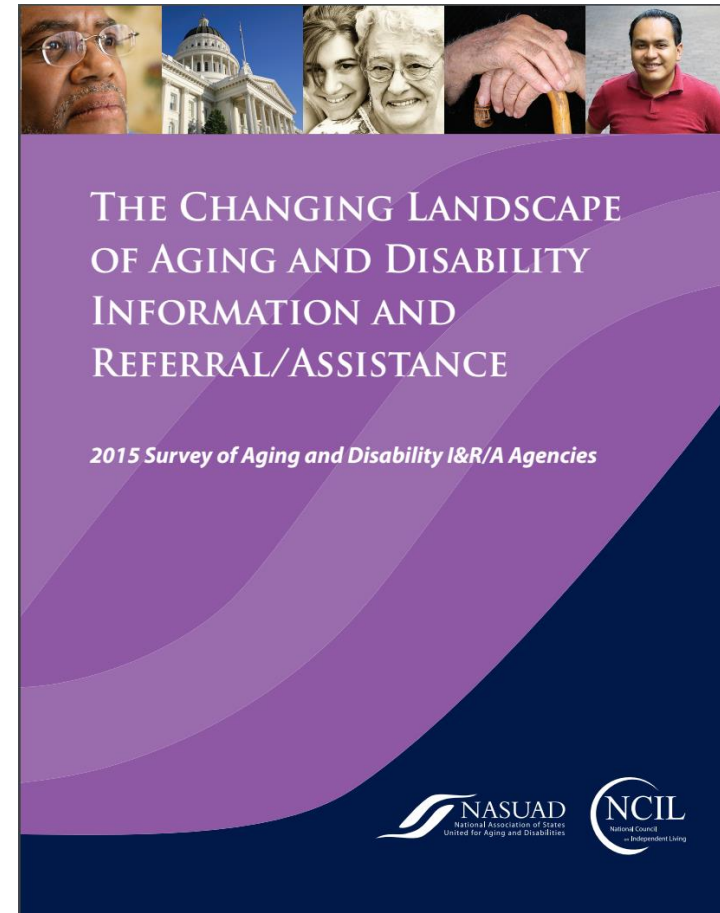
Visit <http://www.nasuad.org/initiatives/information-and-referralassistance/monthly-calls> for presentations, audio recordings and transcripts.

I&R/A Network Survey

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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

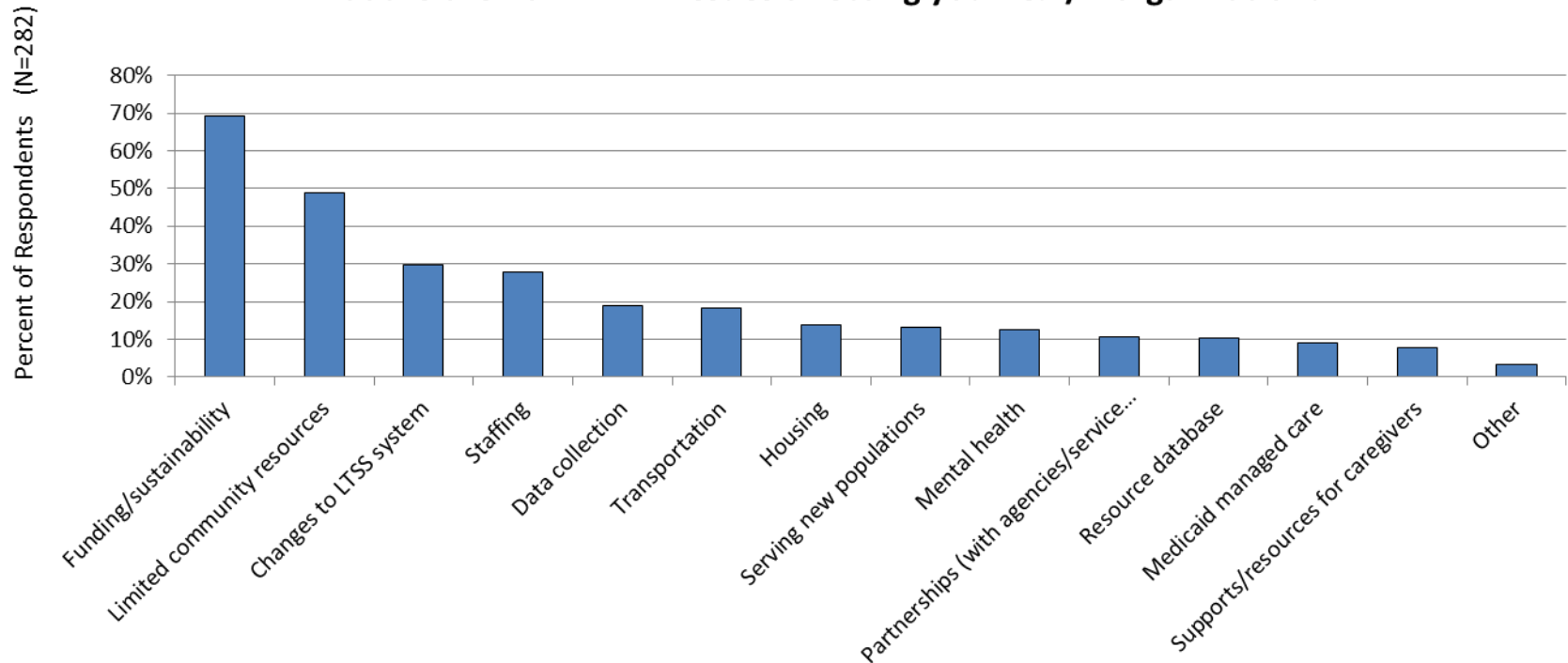


Overarching Themes from the 2015 Survey

- **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.

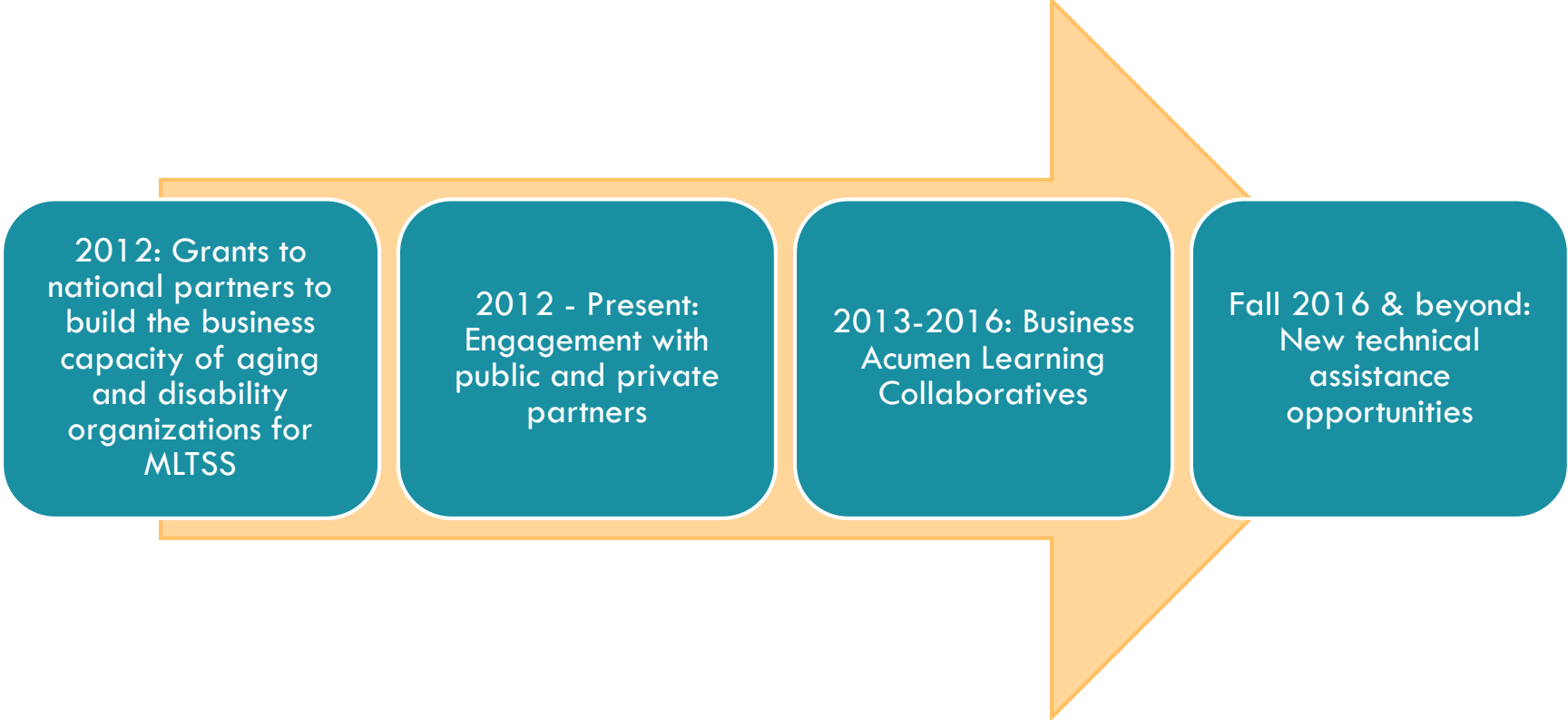
2015 Survey Highlights: Top issues impacting I&R/A agencies

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



Business Acumen

National efforts to support the sustainability of aging and disability community-based organizations:



Business Acumen for Disability CBOs

Disability Network Business Acumen Resource Center

■ Goals:

- Build the capacity of disability community organizations to contract with integrated care and other health sector entities
- Improve the ability of disability networks to act as active stakeholders in the development and implementation of integrated systems within their state



<http://www.nasud.org/initiatives/disability-network-business-acumen-resource-center>

Business Acumen for Disability CBOs

Disability Network Business Acumen Resource Center

Objectives:

- Develop baseline knowledge of current community organizations
- Provide broad-based training and technical assistance for disability networks to build their capacity
- Convene and provide targeted technical assistance utilizing a learning collaborative model
- Engage integrated care organizations, managed care plans, and other health care entities regarding the needs of consumers and the roles of community organizations

Visit <http://www.nasuad.org/initiatives/business-acumen-disability-organizations-resource-center/disability-network-business> to complete our *environmental scan survey!*

Business Acumen for Disability CBOs

Disability Network Business Acumen Resource Center Activities:

- Webinars
- Training and Technical Assistance
- Development of a Learning Collaborative
- Sharing of Promising Practices
- Attention on Areas of Needed Improvement
- Sharing of Perspectives and Needs across Stakeholders

Participate in Monthly Webinar Opportunities!

Fourth Wednesday of Each Month, 12:30 p.m. – 1:30 p.m. (EST)

- Business Acumen 101 (held April 26, 2017)
- May 24, 2017: What CBOs Need to Know: Managed LTSS

<http://www.nasuad.org/initiatives/business-acumen-disability-organizations-resource-center/webinars>

Technology

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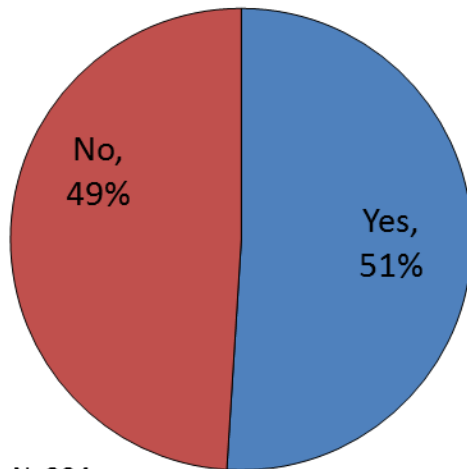
- Technology has long been a key underpinning for many I&R/A programs, from telephone systems to resource databases.
- More recently, technology is rapidly evolving in ways that create both opportunities and challenges for I&R/A programs.
- Technology is transforming how Americans seek information.
- Technology also has the potential to enhance the administration of I&R/A programs.
- And technology is important for effective business development!

The I&R Center is looking at the use of technology in I&R/A programs and seeking to identify and share promising practices.

I&R/A Survey Highlights: Social Media

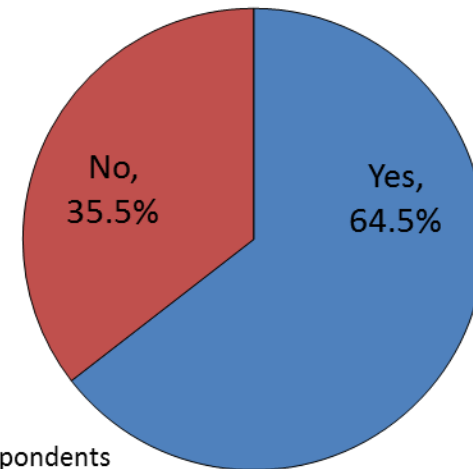
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**Does your organization use
social networking services to
connect with consumers, family
members, and caregivers?
2012 survey**



Percent of
Respondents N=294

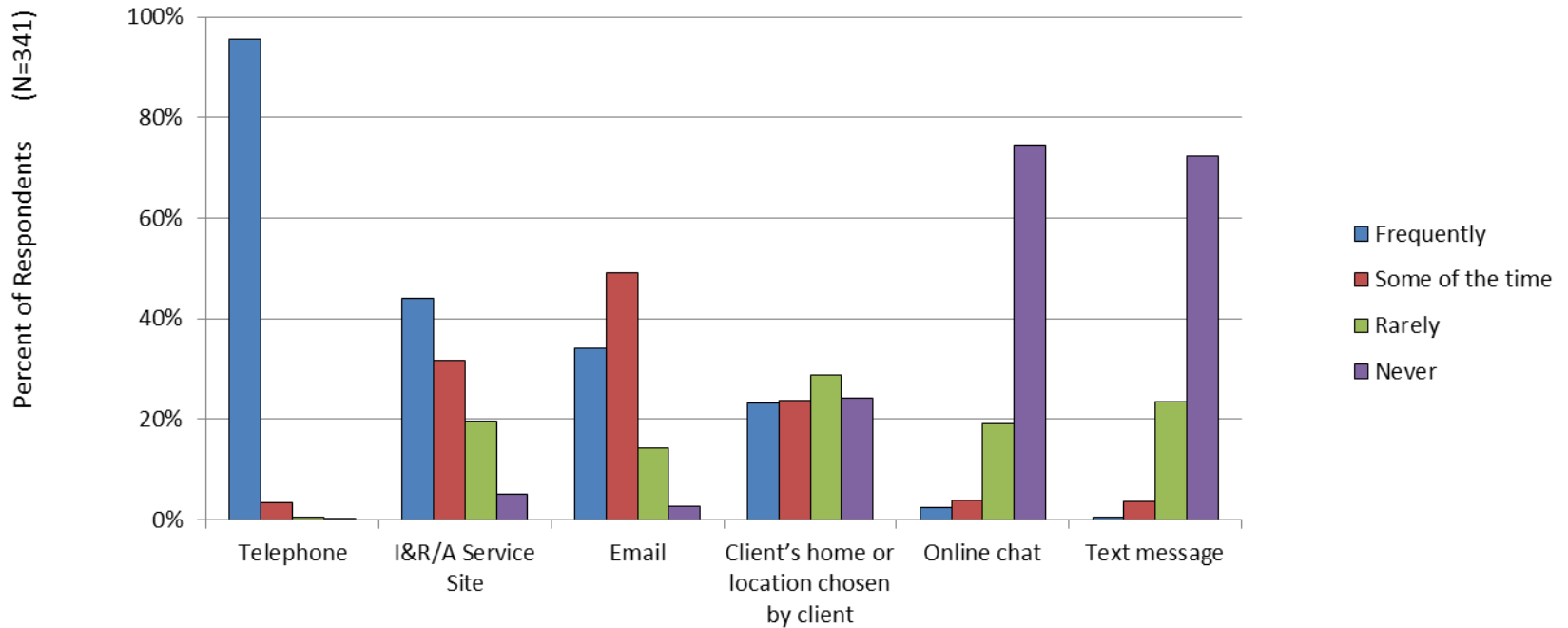
**Does your organization use social
networking services to connect
with consumers, family members,
and caregivers?
2015 survey**



Percent of Respondents
N=324

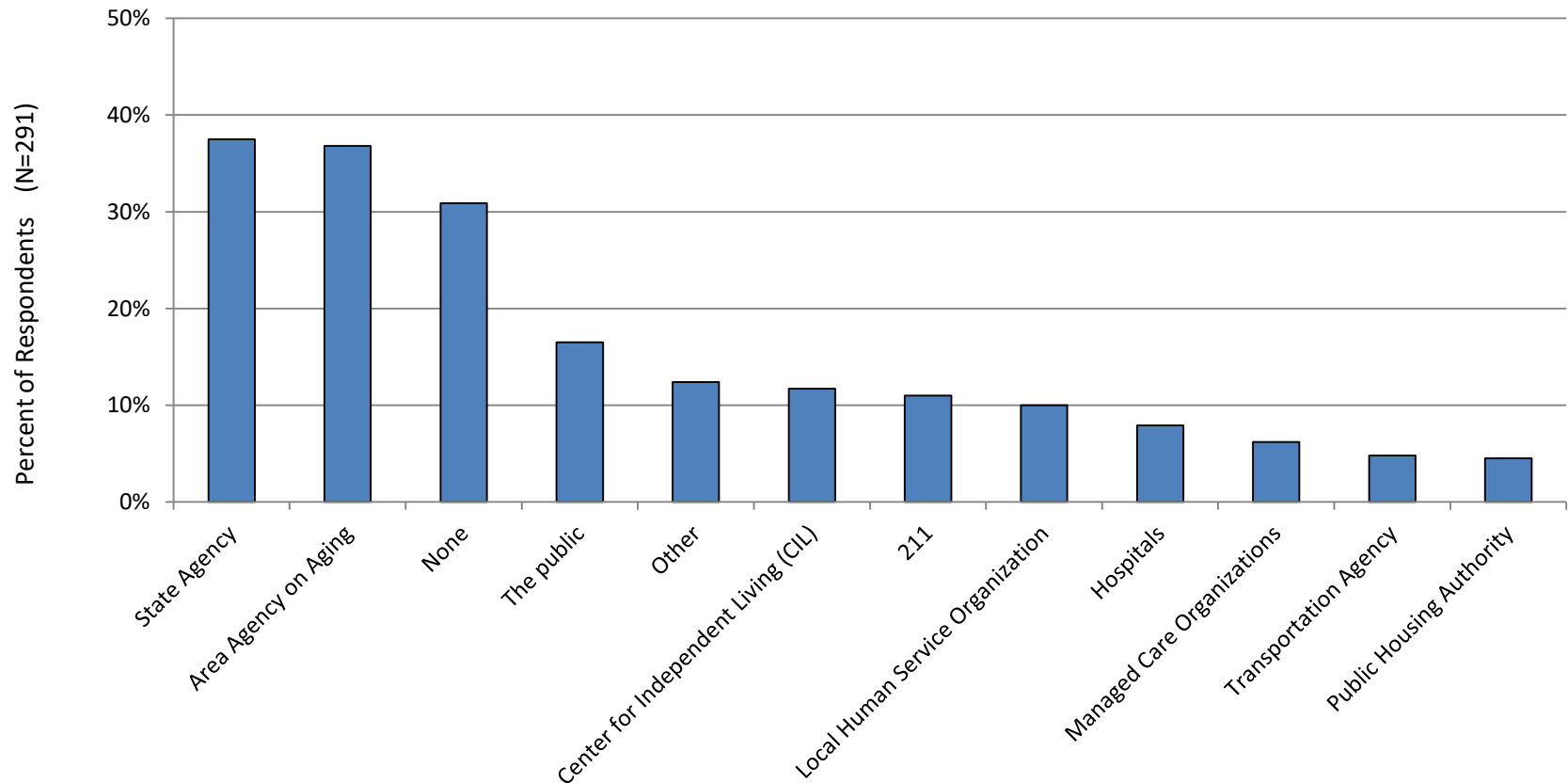
I&R/A Survey Highlights: I&R service delivery modalities

Settings for I&R/A Provision



I&R/A Survey Highlights: Resource Database Sharing

Research Database Sharing: With which other entities does your organization shares its resource database?



I&R/A Technology Promising Practices

To learn about innovative and promising practices, the I&R Center held a *Technology in Practice* contest. Results were announced April 5, 2017.

- **Resources for Seniors**, an ADRC in Wake County, NC, was selected for the first place award for its innovative partnership with the NC State University Department of Computer Engineering that enabled the organization to cost-effectively design a mobile responsive website and provide better access to resource information in its database, including through a personal cart system.
- The **University of Massachusetts Medical School**, serving the state of Massachusetts, was selected for the second place award for the MassOptions program – an online and helpline service to provide simplified access to LTSS. Strong partnerships and investment in technology solutions have produced an innovative technological resource and state-of-the-art website.
- The **Eldercare Locator** administered by n4a was selected for the third place award for its commitment to information technology and analytics. The Eldercare Locator created a staff position dedicated to IT solutions, support, data analytics, and the coordination of resource information.

More promising practices

Through the contest, we learned about additional promising practices using technology in aging and disability services. For example:

- The Coastal Regional Commission of GA Area Agency on Aging worked with the state agency to establish an Assistive Technology Lab for older adults. Partnered with CILs and the state AT program (Tools for Life) to develop and test the program.
- The North Dakota DHS Aging Services piloted the use of Dragon dictation software for APS workers to increase documentation speed and reduce caseload backlog. Rolled out after success of pilot. Cost per worker: \$170.
- The West Virginia Council on Aging, Inc., provided iPads to its nurses and case managers to take into the field to complete assessments. Partnered with the WV Bureau of Senior Services on developing electronic forms and crafting policies for the use of technology. Allows greater access to information while out in the field and easier transmission of client data.

FOR MORE INFORMATION

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