NATIONAL INFORMATION AND REFERRAL SUPPORT CENTER

Resources You Can Use!

June 3, 2018

National I&R Support Center

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

- 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

Visit **http://www.nasuadiq.org/**

NASUADiQ

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)

- 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)

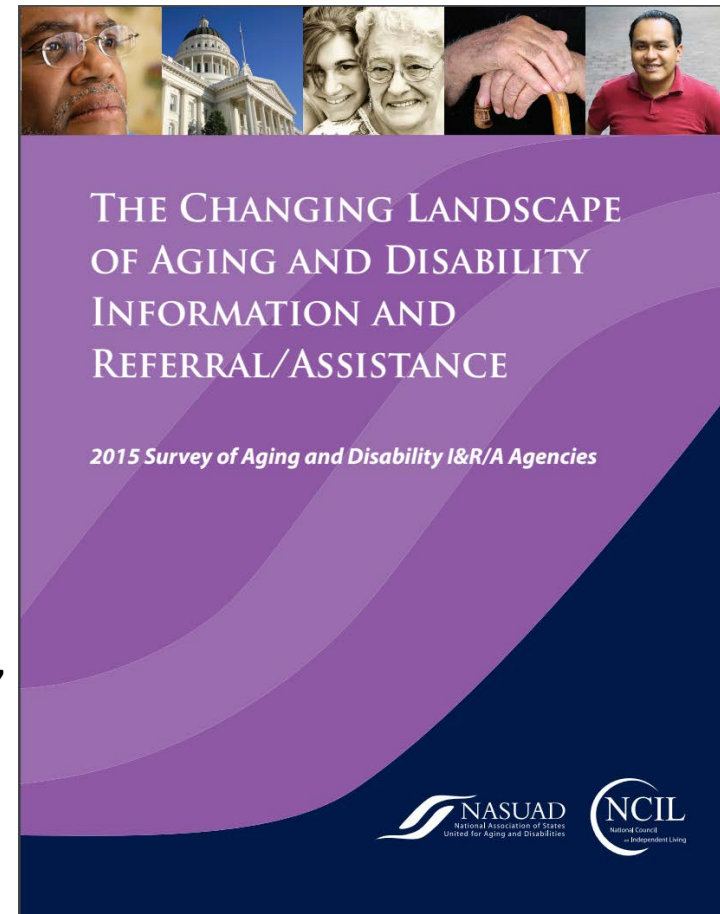- *Coming up!* VA Caregiver Support, June 12, 2018

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

I&R/A Network Survey

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!

THE CHANGING LANDSCAPE OF AGING AND DISABILITY INFORMATION AND REFERRAL/ASSISTANCE

2015 Survey of Aging and Disability I&R/A Agencies

NASUAD
National Association of States United for Aging and Disabilities

NCIL
National Council on Independent Living

Technology in Practice
Promising Practice Profiles

NASUAD
National Association of States
United for Aging and Disabilities

TECHNOLOGY IN PRACTICE

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. At 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 would need 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 nontraditional 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; and
- 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 Watson, 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 gained 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 on this software to be able to maintain and update the site internally.

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TECHNOLOGY IN PRACTICE

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 (n4a), 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 300,000 requests for assistance. 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—mirroring 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 to improve the ability to report on I&R 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 coaching relating to technology systems and data entry.

More Resources from NASUAD

Business Acumen for CBOs

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

MLTSS FOR PEOPLE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Strategies for Success

MLTSS INSTITUTE
Where Policy and Practice Meet

NASUAD
National Association of States United for Aging and Disabilities

NASDDDS

ELECTRONIC VISIT VERIFICATION

Implications for States, Providers, and Medicaid Participants

MAY 2018

NASUAD
National Association of States
United for Aging and Disabilities

NASUAD
National Association of States
United for Aging and Disabilities

1201 15th Street NW
Suite 350
Washington, DC 20005
Phone 202-898-2578
Fax 202-898-2583
www.nasuad.org

April 30, 2018

Office of Information and Regulatory Affairs, OMB
Attention: OMB Desk Officer for ACL
New Executive Office Bldg., 725 17th St. NW
Room 10235, Washington, DC, 20503

RE: Public Comment Request; Older Americans Act Title III and Title VII (Chapters 3 and 4) Annual State Program Reporting (Annual Performance Data Collection); OMB Approval 0985-0008.

President
Lora Connolly
California

Vice President
Duane Mayes
Alaska

Treasurer
Curtis Cunningham
Wisconsin

Secretary
Claudia Schlosberg
Washington D.C.

At-Large
Alice Bonner
Massachusetts

At-Large
Nels Holmgren
Utah

At-Large
Kathleen Dougherty
Delaware

At-Large
Kari Benson
Minnesota

Submitted electronically via: OIRA_submission@omb.eop.gov

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.[1] 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

---

[1] https://www.federalregister.gov/documents/2018/04/02/2018-06662/agency-information-collection-activities-submission-for-omb-review-public-comment-request-older

Stay Up to Date!
Friday Updates Newsletter

NATIONAL
INFORMATION & REFERRAL
SUPPORT CENTER
I&R

FRIDAY UPDATES
NASUAD

April 27, 2018

In This Issue
*NASUAD: 2018 Aging and Disability I&R/A National Survey Available

*NASUAD Submits Letter to CMS Requesting Guidance on CURES Act Requirement for Electronic Visit Verification

*HCBS Clearinghouse: Providing Home- and Community-Based Nutrition Services to Low-Income Older Adults: Promising Health Plan Practices

*ACL: New Eldercare Locator URL

*ACL: NWD Medicaid Claiming Webinar

*ACL: #OAM18 Social Media Graphics

*CMS: Free HCBS Technical Assistance

*CMS: Quality Measures: How They Are Used and How You Can Be Involved

*CMS: Request for Comment: Health Outcome Survey Measures

*FCC: Public Comment Sought on the Accessibility of Communications Technologies

*Nebraska State Unit on Aging: 2018 Elder Justice Training

*Vermont DAIL: "Stay Savvy Vermont" Scam Awareness Partnership - Medicare Fraud Awareness

*AcademyHealth: Managed Long-Term Services and

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, AAAs, ADRCs, CILs 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 202-898-2578 x305 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.

- **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!**

HCBS.org
Home & Community Based Services
CLEARINGHOUSE

ABOUT HCBS CLEARINGHOUSE   SEARCH CLEARINGHOUSE   SUBMIT RESOURCES   E-CLIPS   GLOSSARY   COMMUNITY OPPORTUNITIES   MY LIBRARY

Quick Search   Advanced Search   Browse Clearinghouse

HCBS.org is the premier clearinghouse promoting the development and expansion of home and community- based services by gathering resources and tools for research, policy making and program development into a one-stop online library.

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

NATIONAL
INFORMATION & REFERRAL
SUPPORT CENTER
I&R

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.***

*Income limits vary by state.

FOR ASSISTANCE, CALL:

Current as of August 2014

NASUAD   ncoa
National Council on Aging

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 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), Qualifying 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:
		Single	Married	Single	Married	
QDWI	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.	$4,132**	$5,572**	$4,000	$6,000	Part A premium

*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:
		Single	Married	Single	Married	
QI	Not for those who have Medicaid. Enrollment is limited.	$1,386**	$1,872**	$7,560	$11,340	Part B premium
SLMB	Open to those who have Medicaid.	$1,234**	$1,666**	$7,560	$11,340	Part B premium

*Limits vary by state and are updated annually.
** Income amounts reflect threshold with the $20 monthly income disregard.

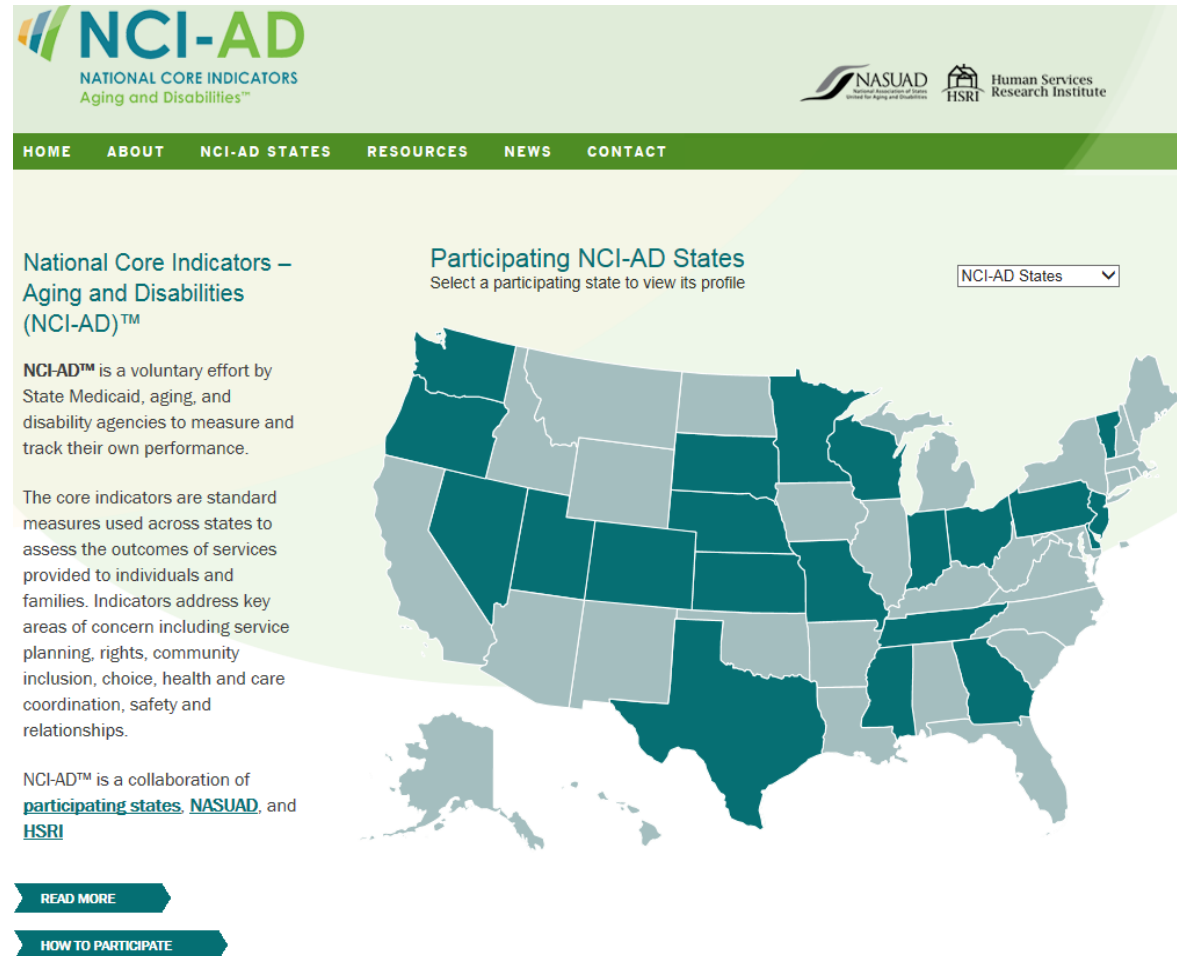| Program	Program Details	Monthly Income Limits*		Asset Limits*		Pays for:
		Single	Married	Single	Married	
QMB	Open to those who have Medicaid. Doctor must accept Medicare and Medicaid for cost of care to be covered.	$1,032**	$1,392**	$7,560	$11,340	Part A/B premiums, deductibles, co-pays and coinsurance

*Limits vary by state and are updated annually.
** Income amounts reflect threshold with the $20 monthly income disregard.

Turn Page Over

Current as of March 2018

National Core Indicators - Aging and Disabilities™

- Supports states' interest in assessing the performance of their programs and delivery systems
- Measures assess quality of life, community integration and person-centered services

NASUAD

**National Association of States
United for Aging and Disabilities**

Search NASUAD

got an hour?

He could use a ride to the pharmacy, help in the yard, *or* a simple game of cards. In just one hour, you can put a smile on a senior's face.

got an hour?
give it back.

www.giveitbacktoseniors.org

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

NASUAD Celebrates 50 Years   Profile

NASUAD News

4/18 NASUAD Announces Staff Updates
Read more

~~National HCBS Conference Call for~~

Upcoming Events

4/23 Preventing and Addressing Elder Financial Exploitation: Tips and Tools from the Consumer Financial Protection Bureau

NASUAD IQ

→

NASUAD iQ
Online Learning Center

This online platform offers a variety of trainings focused on the programs and services of the aging

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+ — 1980
$1.05 PER ADULT 65+ — 2015

Percent of Seniors Continues to Grow

2010 — ONE IN EIGHT Adults 65+
2030 — ONE IN FIVE Adults 65+

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WORKING AGE ADULTS
WITH DISABILITIES AND WITHOUT DISABILITIES

Employment Rate Ages 18-64

74% Without Disabilities
34% With Disabilities

Median Earnings Ages 16+

$30,728 Without Disabilities
With Disabilities $20,785

Poverty Rate Ages 18-64

29 PERCENT
14 PERCENT

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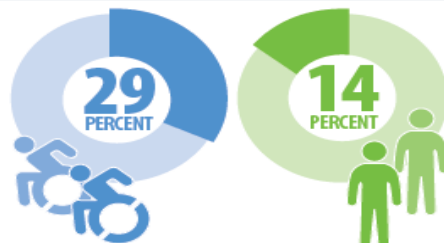
CAREGIVERS: THE STRESSORS

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

1 IN 5 RETIREES LEFT WORKFORCE EARLY TO CARE FOR FAMILY

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

©2016 www.NASUAD.org

WHAT HAPPENS AS A RESULT?

Gum Disease Occurs In...

70% of older adults
80% of adults with disabilities
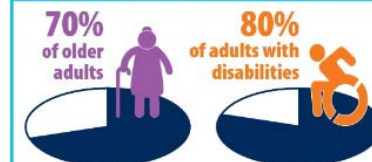
Periodontal Disease is Associated With...

OTHER HEALTH RISKS
Diabetes · Stroke
Cardiovascular Disease
Adverse Pregnancy Outcomes

EMERGENCY ROOM VISITS — Over a 3 year period, $2.7 billion were 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
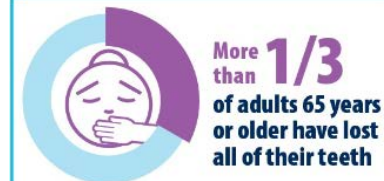
Poor Nutrition Occurs When...

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

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FOR MORE INFORMATION

Nanette Relave, I&R Support Center Director
nrelave@nasuad.org
202-898-2578

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**

NCIL
National Council on Independent Living

Resource: 2018 Legislative & Advocacy Priorities Guide

For more information:

www.ncil.org/press-room

Legislative & Advocacy Priorities Guide
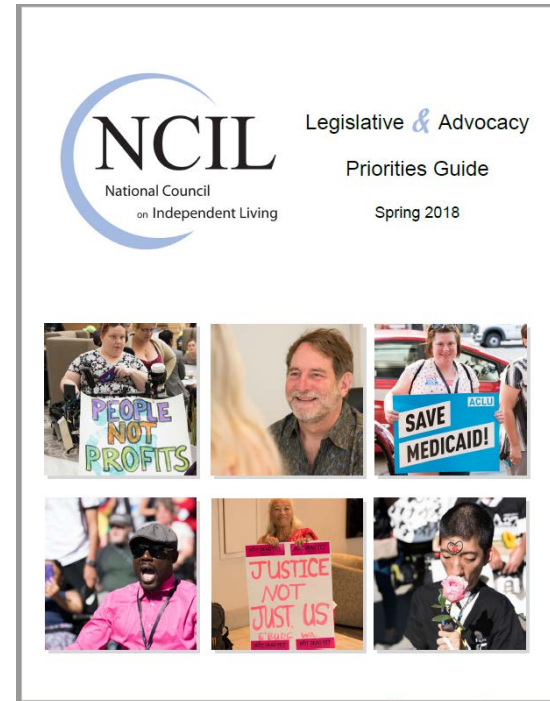
Resource: Weekly Advocacy Monitor

www.advocacymonitor.com

Resource: Upcoming Events

NCIL Conference

July 23-26, 2018

Washington, DC

2018 Annual Conference on Independent Living

MOBILIZE

RESISTANCE THROUGH ACTION

2018 Annual Conference on Independent Living

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/

NCIL

National Council on Independent Living

Resource: CIL Directory

http://www.ilru.org/html/publications/directory/index.html

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