

NATIONAL INFORMATION AND REFERRAL SUPPORT CENTER

Updates and Resources

June 2, 2019

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 (CRS-A/D) and Exam Preparation
 - Offered every year at one or more national conferences
 - 2019 n4a Annual Conference
 - 2019 NASUAD National Home and Community Based Services Conference
 - Offered in partnership with aging/disability agencies
 - In-person for groups of 15 or larger
 - Can include exam proctoring
 - Offered by webinar
- CRS-A/D Train-the-Trainer (T-t-T) Initiative
 - Working to build the capacity of agencies to train their staff
 - Includes access to a training curriculum and materials
 - Training for trainers is offered at national conferences – including the 2019 HCBS Conference – and over the phone/webinar to interested parties
- Online training through NASUADiQ – our online learning center



A stylized white human figure with a circular head and a vertical rectangular body, set against a light green background.

**Online Classes
about
Aging and Disability
Programs, Resources
and Services**

NASUAD The logo for NASUAD iQ, featuring the letters 'iQ' in a white serif font inside a green square.

www.nasuadiq.org
ONLINE LEARNING CENTER

Online Training: NASUADiQ

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

- Strengthening Disability and Cultural Competence in Information and Referral/Assistance (I&R/A) Work with People with I/DD and their Families
- Strengthening Cultural Competence in I&R/A Work with Asian American and Pacific Islander (AAPI) Older Adults
- Medicaid 101: What You Need to Know
- Medicaid Managed Care 101
- 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
- Introduction to the Independent Living Movement

NASUAD



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

Monthly Webinars for I&R/A Professionals



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Recent webinars:

- The Role of Home Modification in Promoting Aging in Place and Community (May 16, 2019)
- Assistive Technology Act Programs: Improving Access to AT for People of All Ages (April 23, 2019)
- An Introduction to the Independent Living Movement (March 20, 2019)
- Status and Trends in Public Financing of Supports and Services for People with Intellectual and Developmental Disabilities (Feb. 27, 2019)
- Findings from the 2018 National Survey of I&R/A Agencies (Jan. 9, 2019)
- Certification for I&R Specialists in Aging/Disabilities (CIRS-A/D) Webinar Training (Oct. 11, 2018)
- *Coming up!* Webinars on transportation, benefits outreach, and working with individuals with ADRD

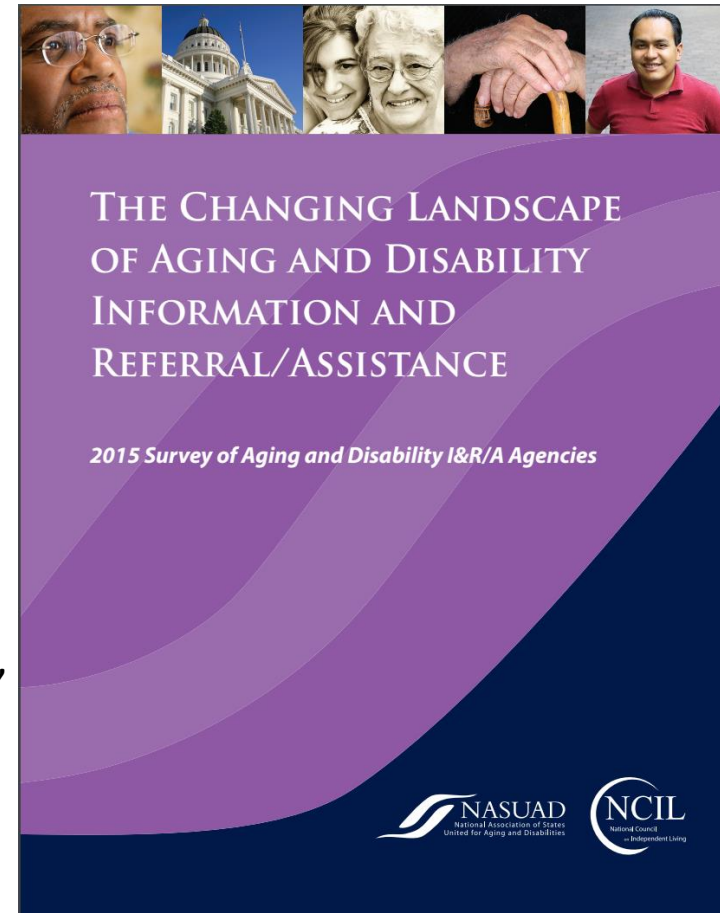
Visit <http://www.nasuad.org/initiatives/information-and-referralassistance/monthly-calls> for presentations, audio recordings and transcripts.

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
- 2018 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



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

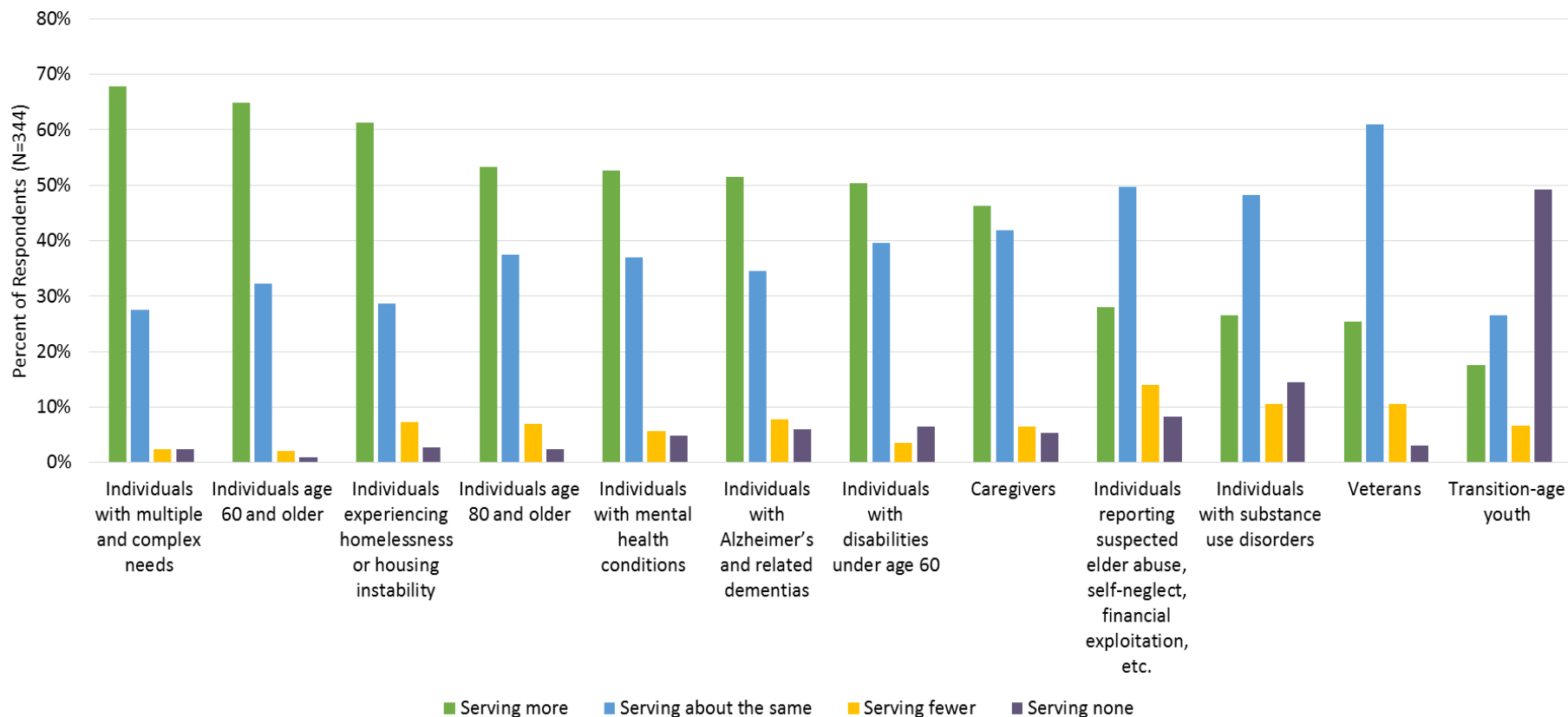
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- Funding and Sustainability Remain Significant Concerns for I&R/A Agencies
- *I&R/A Professionals are Serving More Individuals with Multiple and Complex Needs*
- The Roles of I&R/A Professionals Continue to Expand
- The No Wrong Door (NWD) Model is 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

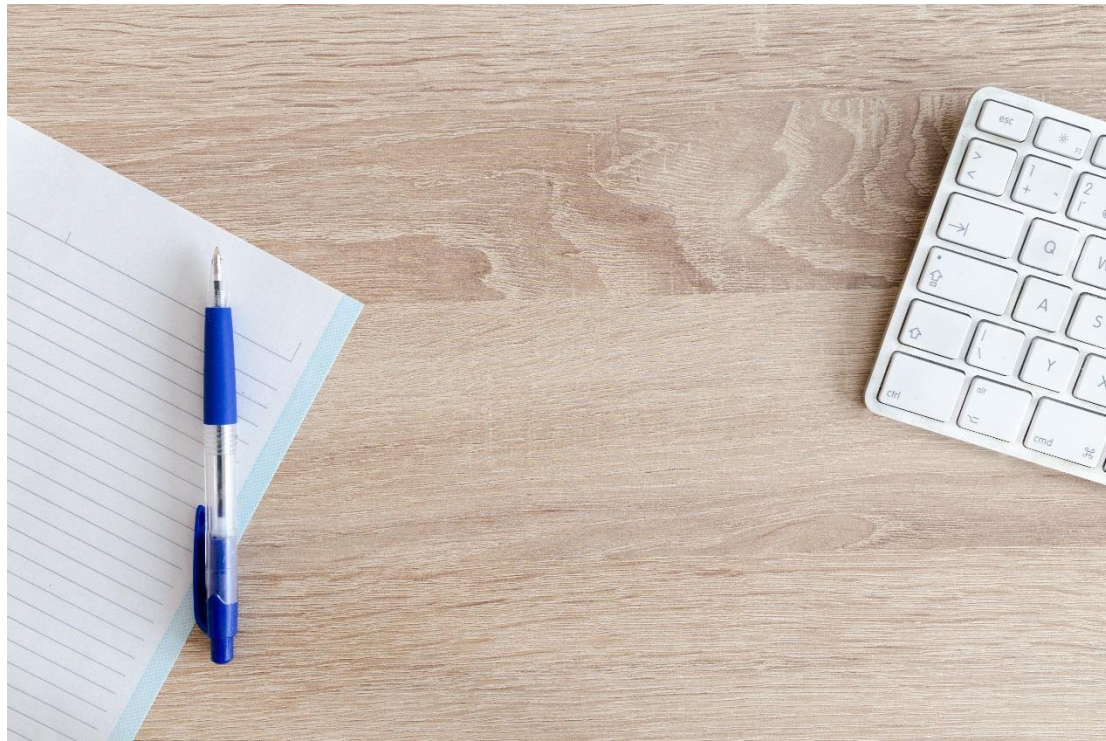
I&R/A Professionals:

Serving more people with complex needs

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



More resources for aging and disability professionals



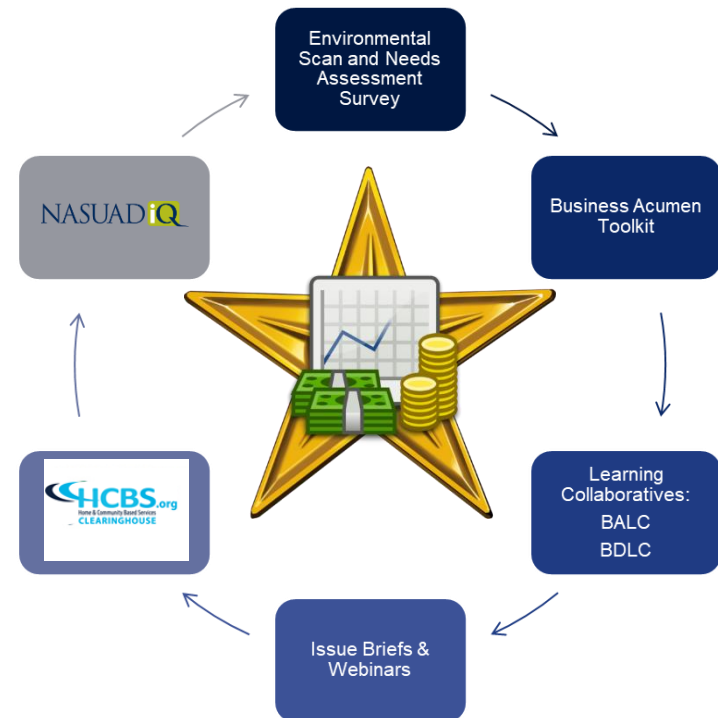
HCBS Business Acumen Center

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Goal/Vision:

- 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.hcbsbusinessacumen.org/>



Resources on Managed Long-Term Services and Support



MLTSS FOR PEOPLE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Strategies for Success



COMMUNITY-BASED ORGANIZATIONS AND MLTSS:

An Issue Brief to Assess CBO Readiness



DEMONSTRATING THE VALUE OF MEDICAID MLTSS PROGRAMS



COLLABORATING TO ADDRESS HCBS WORKFORCE CHALLENGES IN MLTSS PROGRAMS



National Core Indicators - Aging and Disabilities™ (NCI-AD)

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NCI-AD Provides:

- Service recipient quality of life and outcomes survey
- Focused on seniors and adults with physical disabilities receiving publicly-funded services
- Offers an overview of state program performance
- State and national results available on www.nci-ad.org



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2016-2017 National Results

National Center on Advancing Person-Centered Practices and Systems



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- NASUAD is a partner organization with NCAPPS
- NCAPPS is new initiative from ACL and CMS to implement person-centered practices
- Administered by HSRI
- Will promote systems change through technical assistance to states and learning collaboratives
- Will support the field through educational webinars and a national clearinghouse

<https://ncapps.acl.gov>



Helping Medicare Beneficiaries: Resources for MIPPA Outreach



INFORMATION AND REFERRAL/ASSISTANCE'S (I&R/A) ROLE IN CONNECTING CLIENTS TO BENEFITS

Executive Summary

Individuals reach out to Information and Referral/Assistance (I&R/A) programs for assistance for many needs. Public benefits, such as Medicaid and the Medicare low-income subsidies, the Supplemental Nutrition Assistance Program (SNAP), and the Low-Income Home Energy Assistance Program (LIHEAP), help individuals access healthcare, food, and home heating and cooling. Benefits play a critical role in providing assistance with financial needs. I&R/A agencies and professionals serve as a gateway to state and local aging and disability services. As needs are changing and growing, the roles of I&R/A specialists are expanding to include screening, application assistance, outreach, and other functions. This brief shares results from a national survey of I&R/A agencies and provides an opportunity to learn about benefits screening, assistance, and outreach within I&R/A aging and disability networks. Around half of agencies in the survey reported screening and providing application assistance for these benefits. Agencies use a variety of tools to assist with screening and education.

Background and Methodology

The National Association of States United for Aging and Disabilities (NASUAD), with support from the National Council on Aging (NCOA), works to further Medicare Improvements for Patients and Providers Act (MIPPA) education and outreach to increase enrollment into the Medicare low-income subsidies.

In 2018, the National I&R Support Center at NASUAD, in partnership with the National Council on Independent Living (NCIL), conducted a national survey to assess the state of I&R/A systems serving older adults, persons with disabilities, and caregivers. The results from the survey highlight trends and developments in the provision of I&R/A services.

A web-based survey instrument known as Survey Gizmo was used to collect survey responses. The I&R Support Center at NASUAD and NCIL distributed the survey through several dissemination channels. The survey was distributed to NASUAD's state members, who were requested to forward it to the I&R/A lead staff at their agencies, as well as to agencies within their networks, such as Area Agencies on Aging (AAAs) and Aging and Disability Resource Centers (ADRCs). The I&R Support Center also disseminated the survey through its email distribution list comprised of over 1,900 aging and disability I&R/A professionals in national, state, and local agencies across the country. Additionally, the I&R Support Center disseminated the survey through the AIRS Networker, which reaches close to 7,000 I&R professionals. NCIL distributed the survey to its Centers for Independent Living (CILs) distribution list comprised of CILs across the country. The survey was in the field in April 2018 with follow up data gathered in May 2018.

Long-Term Care Ombudsman Resource Center



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STATE LONG-TERM CARE OMBUDSMAN PROGRAMS: ORGANIZATIONAL STRUCTURE



STATE LONG-TERM CARE OMBUDSMAN PROGRAM

2019 Revised Primer for State Agencies



NATIONAL LONG-TERM CARE OMBUDSMAN RESOURCE CENTER

Infographics on Aging, Disability, Caregivers, and Oral Health

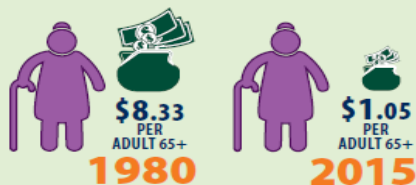
FUNDING FOR SENIORS NOT KEEPING PACE

From 1980 to 2015

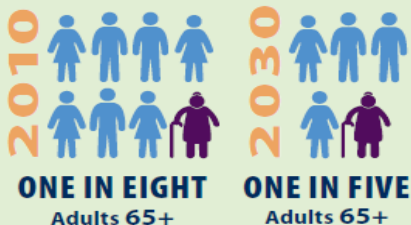
86%
POPULATION INCREASE
ADULTS 65+

64%
FUNDING DECREASE
AoA FUNDING

Current Funding Levels Unable to Meet Increased Need



Percent of Seniors Continues to Grow



WORKING AGE ADULTS WITH DISABILITIES AND WITHOUT DISABILITIES

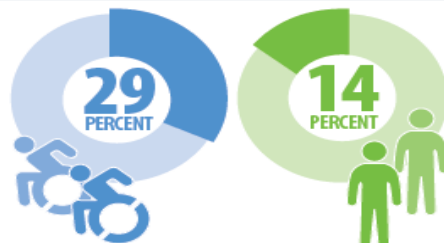
Employment Rate Ages 18-64



Median Earnings Ages 16+



Poverty Rate Ages 18-64



CAREGIVERS: THE STRESSORS

Emotional



Health

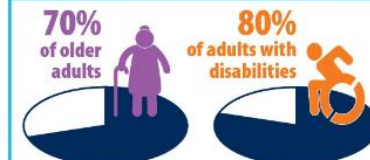


Financial



WHAT HAPPENS AS A RESULT?

Gum Disease Occurs In...

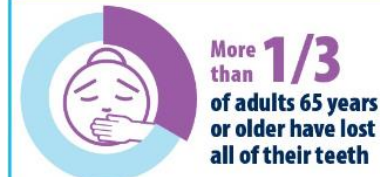


Periodontal Disease is Associated With...



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



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

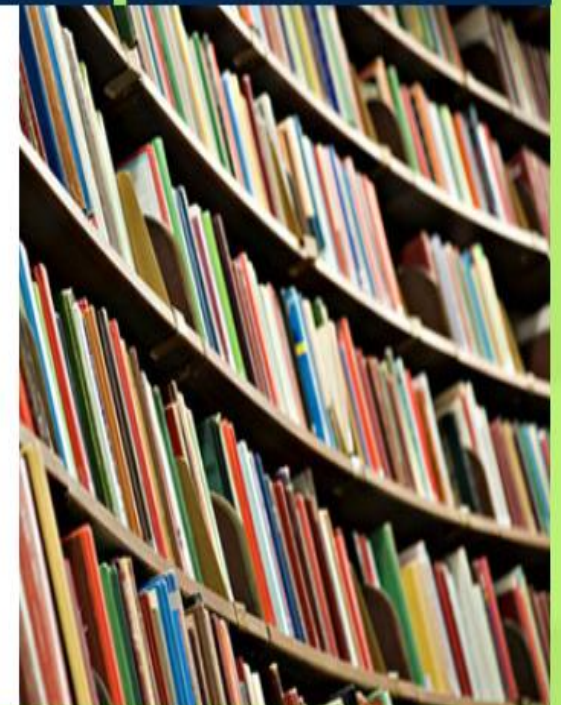
[Quick Search](#)[Advanced Search](#)[Browse Clearinghouse](#)

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

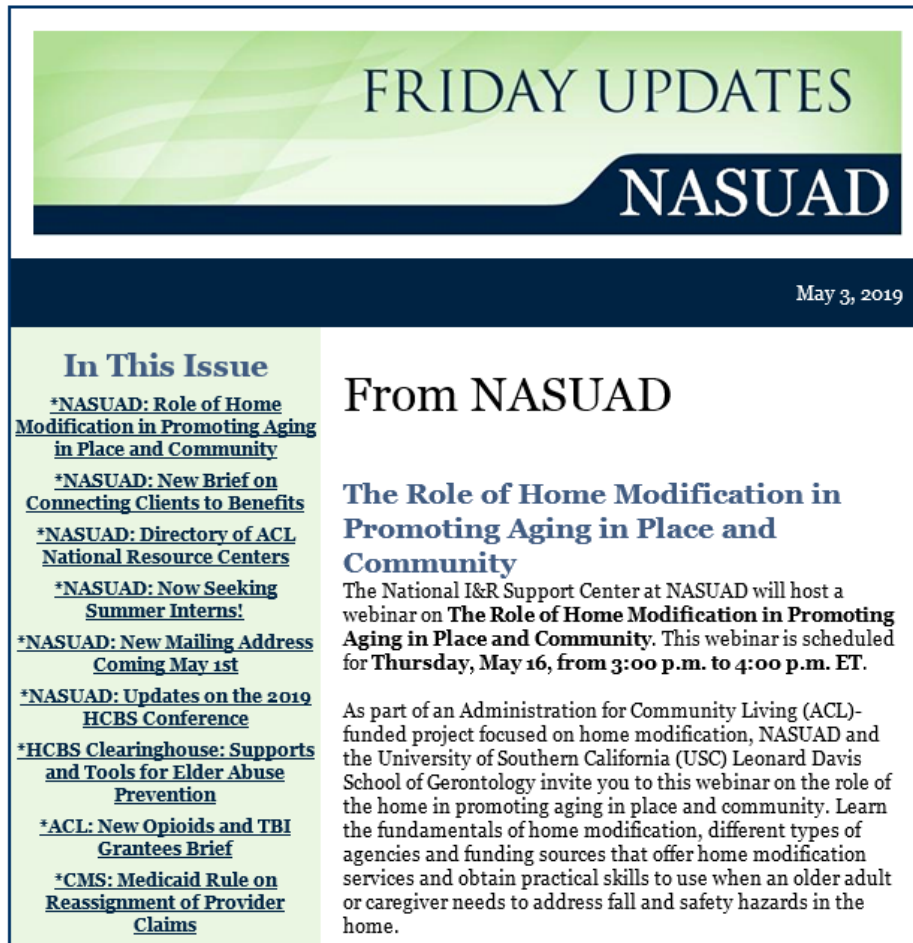
Default is for ALL words you enter. If you want ANY of the words, place an OR between each of your terms. For exact phrase "put quotes around search terms"

Search Terms

[Quick search](#)

Stay Up to Date!

Friday Updates Newsletter



FRIDAY UPDATES

NASUAD

May 3, 2019

In This Issue

- [*NASUAD: Role of Home Modification in Promoting Aging in Place and Community](#)
- [*NASUAD: New Brief on Connecting Clients to Benefits](#)
- [*NASUAD: Directory of ACL National Resource Centers](#)
- [*NASUAD: Now Seeking Summer Interns!](#)
- [*NASUAD: New Mailing Address Coming May 1st](#)
- [*NASUAD: Updates on the 2019 HCBS Conference](#)
- [*HCBS Clearinghouse: Supports and Tools for Elder Abuse Prevention](#)
- [*ACL: New Opioids and TBI Grantees Brief](#)
- [*CMS: Medicaid Rule on Reassignment of Provider Claims](#)

From NASUAD

The Role of Home Modification in Promoting Aging in Place and Community

The National I&R Support Center at NASUAD will host a webinar on **The Role of Home Modification in Promoting Aging in Place and Community**. This webinar is scheduled for **Thursday, May 16, from 3:00 p.m. to 4:00 p.m. ET**.

As part of an Administration for Community Living (ACL)-funded project focused on home modification, NASUAD and the University of Southern California (USC) Leonard Davis School of Gerontology invite you to this webinar on the role of the home in promoting aging in place and community. Learn the fundamentals of home modification, different types of agencies and funding sources that offer home modification services and obtain practical skills to use when an older adult or caregiver needs to address fall and safety hazards in the home.

- **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!**
- **Sign up at www.nasuad.org**

FOR MORE INFORMATION

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