

# Information & Referral/Assistance (I&R/A) Intensive for State and Local I&R/A Professionals

**National Home and Community Based Services Conference**  
**December 2021**

# Agenda



Welcome



Part 1: Resources and Updates  
from Your National Partners



Part 2: Trauma-Informed Care

## Presenters:

***Sherri Clark***, Aging Services Program Specialist, Administration on Aging,  
Administration for Community Living

***Lindsay Baran***, Policy Director, National Council on Independent Living

***Sara Tribe Clark***, Director, Eldercare Locator and DIAL, USAgging

***Nanette Relave***, Senior Director, National I&R Support Center, Advancing  
States

# 2021 HCBS Conference

## ACL Info & Resources You Can Use

**Sherri Clark**  
Program Specialist



# Overview

- Update on the RAISE Act
- New ACL Resource Centers
- Social Isolation Efforts
  - Commit to Connect
  - Engaged Resource Center
- Home Modifications
- Research Reports

# The Recognize, Assist, Include, Support, and Engage (RAISE) Act

- 53 million people in America are family caregivers, and while rewarding, caregiving often impacts a caregiver's physical, emotional, and financial well-being
- Signed into law January 22, 2018.
- The Act has two primary goals:
  - Establish a Family Caregiving Advisory Council made up of Federal and non-Federal members. The Council will provide recommendations and identify best practices to better recognize and support family caregivers; and
  - Establish a national Family Caregiving Strategy with recommendations for ensuring person- and family-centered care, assessment, service planning and information on accessing a range of support options.

# The Recognize, Assist, Include, Support, and Engage (RAISE) Act

Recognize, Assist, Include, Support, & Engage (RAISE)  
Family Caregivers Act  
**Initial Report to Congress**

Prepared by: RAISE Family Caregiving Advisory Council

With assistance from: Administration for Community Living,  
an operating division of the U.S. Department of Health and Human Services



September 22, 2021

## 5 Priority Areas

1. Increased awareness of family caregiving
2. Increased emphasis on integrating the caregiver into processes and systems from which they have been traditionally excluded
3. Increased access to services and supports to assist family caregivers
4. Increased financial and workplace protections for caregivers
5. Better and more consistent research and data collection

<https://acl.gov/RAISE/report>

# New Resource Centers


- National Technical Assistance Center on Grandfamilies and Kinship Families
  - 5 year cooperative agreement awarded to Generations United
  - The goal of the NTAC is to measurably increase the capacity and effectiveness of states, territories, tribes/tribal organizations, nonprofits and other community-based organizations to serve and support families in which grandparents and other relatives are raising children of family members.




# New Resource Centers

- Modernizing Senior Centers Resource Center
  - 3-year cooperative agreement awarded to NCOA
  - Goal: Ensure senior centers have the capacity, tools, and resources necessary to develop and implement programs that meet the current and future needs of diverse older adults across the U.S.

# Commit to Connect Campaign Overview

- A public-private partnership targeting those most isolated and disconnected from needed services and supports in order to connect them with appropriate, informed solutions to decrease isolation and loneliness among older adults and people with disabilities.
  - **Goals:**
    1. Connect/engage up to 10 million people that are socially isolated
    2. Develop and launch a clearinghouse of solutions to address social isolation
    3. Engage a coalition of relevant organizations to support a public awareness campaign and build a nationwide network of champions that advances inclusion, social engagement and connected communities
- 

# Coordinating Center

- Establish a partnership among organizations dedicated to addressing social isolation and loneliness among older adults and people with disabilities. Coordinating Center is governed by a **Steering Committee**
  - Support the development of a **Clearinghouse** focused on the dissemination of relevant interventions to address social isolation at community, state, and national levels.
    - **Clearinghouse Council** that informs governance and maintenance of the Clearinghouse.
    - **Scientific Advisory Group** that assesses the evidence base to support program and technology solutions and develop a methodology for ranking the evidence on those solutions.
- 

# Nationwide Network of Champions

- A community of practice and a nationwide network of national, state and local champions and organizations that work together to address social isolation.
- The nationwide network will enable real-time sharing of successful efforts and help develop a collective understanding of evidence based or evidence informed practices and programs that can be replicated across communities.
- Visit the nationwide network platform currently accepting applications to join nationwide network.  
<https://committoconnect.org/about/>

# engAGED: The National Resource Center for Engaging Older Adults

- Administered by USAging
- Funded by the Administration for Community Living
- Guided by 18 Project Advisory Committee members
- National effort to increase social engagement of older adults, people with disabilities and their caregivers
- Identifies, develops and disseminates resources, replication tools and best practices for the Aging Network

[www.engagingolderadults.org](http://www.engagingolderadults.org)



VOLUNTEERISM • INTERGENERATIONAL • COMMUNITY INVOLVEMENT

**Training** opportunities include events and webinars hosted by engAGED and in collaboration with other organizations, as well as presentations at conferences.

**Technical assistance** opportunities include an online hub of social engagement innovations, small-group office-hour calls and customizable materials for use by organizations in the Aging Network.




**Outreach** includes the engAGED newsletter, blog posts, social media, and consumer-facing brochures, flyers and fact sheets that can be co-branded with logos and contact information.




ARTS AND CREATIVE EXPRESSION • TECHNOLOGY • LIFELONG LEARNING

# How engAGED Can Support Your Work

# Training & Technical Assistance Offerings

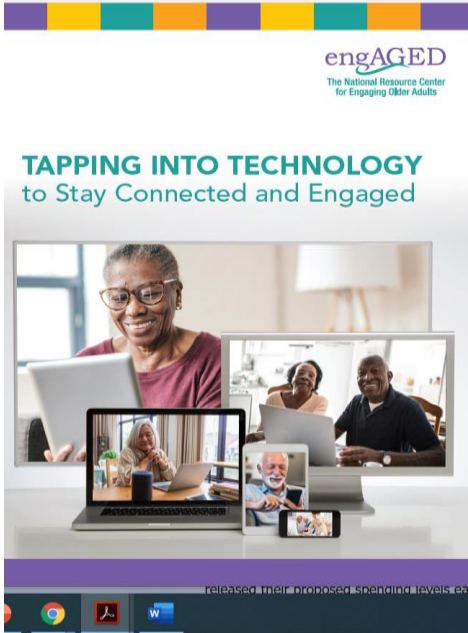
- Participates in conference workshops
  - Holds annual Virtual Summits
  - Offers monthly webinars
  - Offers bimonthly office hour calls
  - Developed the Innovations Hub, an online database of social engagement innovations
- 

# Outreach

- Produces a monthly newsletter
  - Disseminates a monthly blog
  - Engages on social media
  - Produces an annual consumer brochure
  - Updating the engAGED Community Toolkit and consumer flyers and fact sheets
- 



# New Tech Brochure



- engAGED, in partnership with [Older Adults Technology Services](#) and the [Eldercare Locator](#),
- publication designed to help older adults learn about the technology options that can help them access social engagement activities.

# Innovations Hub

- Database of social engagement innovations developed to facilitate shared learning and replication

[www.engagingolderadults.org/hub](http://www.engagingolderadults.org/hub)



# Promoting Aging in Place by Enhancing Access to Home Modifications Project

**Funded by:**   
Administration for Community Living



**Goal:** Maximize older adults' ability to age in place by increasing the availability and awareness of home modifications

**Partners:**



<https://homemods.org/acl/>

# Project Overview

**Goal: to maximize older adults' ability to age in place by increasing the availability and awareness of HM at the local, state, and national levels**

**Develop a knowledge base**

**Improve coordination among HM programs**

**Train aging network to deliver, promote access to HM**

**Improve access to and use of HM by older adults and caregivers**

# Home Modification Information Network

Ongoing data collection  
documenting and sharing home  
modification activities at the  
local and state levels

**State and Local Activities**  
**Local Providers**  
**Funding Sources**

[www.homemods.org/hmin](http://www.homemods.org/hmin)

Welcome to the [Alabama Home Modification and Repair Resources Page!](#) On this State Resources page, you will find resources for consumers and professionals specific to Alabama, including featured programs, funding sources, home modification and repair providers by city, and educational materials!

We'd love your feedback! Click on this [Link](#) to answer some quick questions about this page.

Alabama

**Listing by State & City**

- [Alabama](#)
- [Alaska](#)
- [Arizona](#)
- [Arkansas](#)
- [California](#)
- [Colorado](#)
- [Connecticut](#)
- [Delaware](#)
- [District of Columbia](#)
- [Florida](#)
- [Georgia](#)
- [Hawaii](#)
- [Idaho](#)
- [Illinois](#)
- [Indiana](#)
- [Iowa](#)
- [Kansas](#)
- [Kentucky](#)
- [Louisiana](#)

**HOME MODIFICATION IN ALABAMA**

**Spotlight on State and Local Activities**  
Learn about featured home modification and repair programs and policies in this state.

**Funding Sources**  
Access information on your state and local funding sources as well as national programs that may be used to pay for home modification and repairs.

**Local Providers by City**  
Find public and private home modification and repair service providers in your area.

**Educational Materials**  
Learn more about home modifications through fact sheets, videos, and other resources that are helpful to both consumers and professionals.

# Home Modification for the Aging Network Training Program

**Four Series:** Oct. 2020,  
Jan. 2021, April 2021,  
and Oct. 2021



Week 1: Home Modification: The 5 W's (What, Why, Where, Who and When?)

Week 2: 1) Positive Developments in Home Modification and Repairs: Aging Network and Home Modification Case Studies and 2) Making Home Modification a Reality: Consumer and Professional Issues

Week 3: Beyond Assessment, Finding the Right Solutions

Week 4: Stalking the Elusive Buck

Week 5: 1) Working in the Field and 2) Ethics in the Home Modification Field

Week 6: Final Assignment and/or Final Exam

# Consumer Fact Sheets & Videos

## Home Modifications for Caregivers: Special Considerations



Most older adults prefer to remain in their homes as long as possible. To do so, it is essential that their home environment supports them to do their daily activities safely. **Home Modification** - making changes to the home environment to support a person's changing needs - can promote health, safety, and independence, and support the work of caregivers.

### Why are Home Modifications Important for Caregivers?

People who provide care for others—relatives, friends, or clients—are called **caregivers**. Caregivers assist with daily activities such as bathing and dressing, as well as keeping their care recipients safe in their home.

Caregivers may experience their own physical and emotional strains from caregiving; for example, transferring the care recipient from a wheelchair or shower. The environment in which they provide care can make their work easier or more difficult; reduce the likelihood of injury, or increase it. Making the home environment safer can help relieve the burden, and help care recipients to live more safely.

#### Home Modification:

- Reduces accidents by making the home a safer place to live and age in place
- Supports independent living by making daily activities easier
- Reduces physical and emotional strain on caregivers

**How Can Home Mods Help?** A woman who has rheumatoid arthritis and macular degeneration is cared for in her home by her daughter. To address her vision problems, the daughter increases the bathroom lighting, installs a light switch by the door, and removes a rug that is a tripping hazard. Her daughter helps her obtain a shower chair, elevated toilet seat, and grab bars by the toilet and shower. These changes increase the woman's independence while relieving some of the daughter's stresses with caregiving.

## Home Modifications for LGBTQ Older Adults: Special Considerations



Most older adults prefer to remain in their homes as long as possible. To do so, it is essential that their home environment supports them to do their daily activities safely. **Home Modification** - making changes to the home environment to support a person's changing needs - can promote health, safety, and independence.

### Why are Home Modifications Important for Lesbian, Gay, Bisexual, Trans, and Queer (LGBTQ) Older Adults?

There are an estimated 3 million LGBTQ adults over age 50, and this group is expected to grow to 7 million by 2030. LGBTQ older adults face unique challenges and are:

- Twice as likely to be single and live alone than non-LGBTQ adults
- Four times less likely to have children
- Much more likely to have faced:
  - Discrimination and social stigma
  - Lack of access to knowledgeable providers
  - Barriers such as unemployment or poverty
  - Refusals of service

#### Due to these barriers, LGBTQ individuals have:

- Lower rates of accessing health care (up to 30%)
- Increased rates of depression
- Health conditions that are often worsened by inadequate healthcare

Health conditions, including depression, can increase fall risk. A safe and supportive home environment can reduce fall hazards and promote independence, especially when living alone.

While LGBTQ adults have support systems often made up of Significant Others, Friends, Family, and Allies (SOFFA), they are more likely than non-LGBTQ adults to live alone with inadequate caregiving or planning for their long-term needs.

## Home Modifications for Older Adults in Rural Areas: Special Considerations



Most older adults prefer to remain in their homes as long as possible. To do so, it is essential that their home environment supports them to do daily activities safely. **Home Modification** - making changes to the home environment to support a person's changing needs - can promote health, safety, and independence.

### Why are Home Modifications Important for Rural Older Adults?



1/4 of Americans 65 and older live in rural areas.



About 80% of rural older adults own their homes.



3 in 5 rural homes were built before 1980.



Among rural homeowners, nearly 2 out of 5 homes need major modifications to allow for aging in place.



Most rural homes are single-family residences, which often require a high level of maintenance.

# Research Reports

## <https://bit.ly/3aljoIN>

- Understand Capacity of the Aging Network Grant
  - Survey of Title VI Programs 2020 Report and Toolkit
  - Case Studies: Innovations from the Field: How Area Agencies on Aging and Title VI Programs Address Brain Health
  - Case Studies: Innovations from the Field: AAA Housing and Homelessness Programs
  - Continued Impact of COVID-19 and Future Directions for Area Agencies on Aging
  - Data Brief: Meeting the Needs of Older Adults Living in Rural Communities



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ACL UPDATES



<https://cloud.connect.hhs.gov/acl-subscriptions>



Acl.gov



National Council on  
Independent Living  
*Updates and Resources*

# The Independent Living Network: NCIL

- The National Council on Independent Living (NCIL) is the longest-running national cross-disability, grassroots organization run by and for people with disabilities.
- NCIL represents thousands of organizations and individuals throughout the US including:
  - Individuals with disabilities
  - Centers for Independent Living (CILs)
  - Statewide Independent Living Councils (SILCs)
  - Other organizations that advocate for the human and civil rights of people with disabilities.

[www.ncil.org](http://www.ncil.org)



# The Independent Living Network: CILs

- Centers for Independent Living – consumer-controlled, community-based, cross-disability, nonresidential, nonprofit agencies designed and operated by people with disabilities
- CIL Core Services
  - Information & referral
  - Independent living skills training
  - Individual and systems advocacy
  - Peer counseling
  - Transition from institutions to community-based residences
  - Assisting individuals to avoid institutional placement
  - Youth transition
- Additional services (vary by community needs)

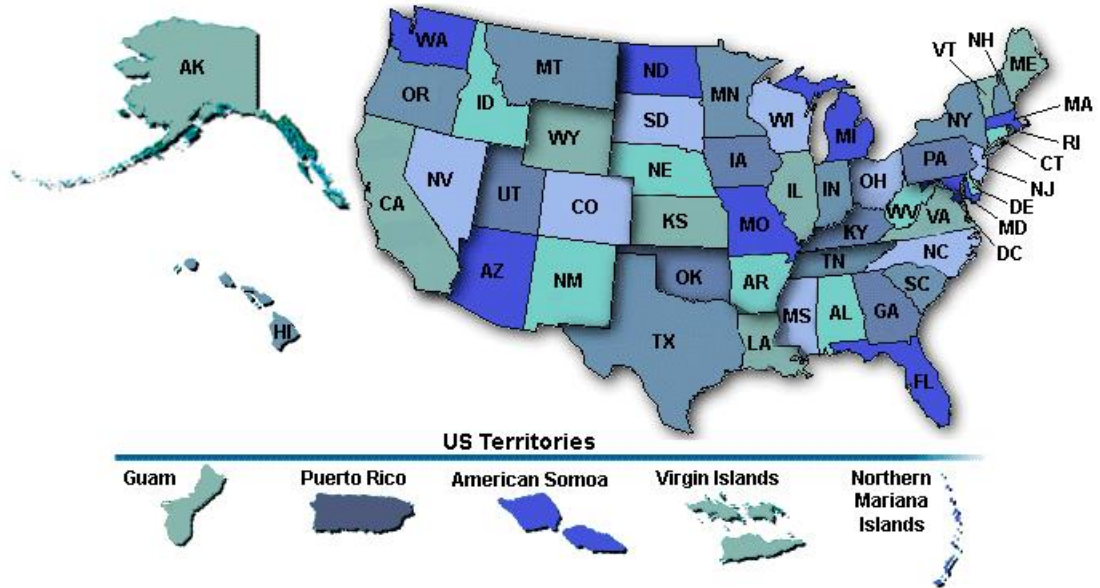


# The Independent Living Network: SILCs

- Statewide Independent Living Councils (SILCs)
  - Each state must establish and maintain a SILC
  - Develop the State Plan for Independent Living (SPIL)
  - Monitor, review, & evaluate implementation of SPIL
  - Coordinate activities with other entities in the state



# Resource: CIL/SILC Directory



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

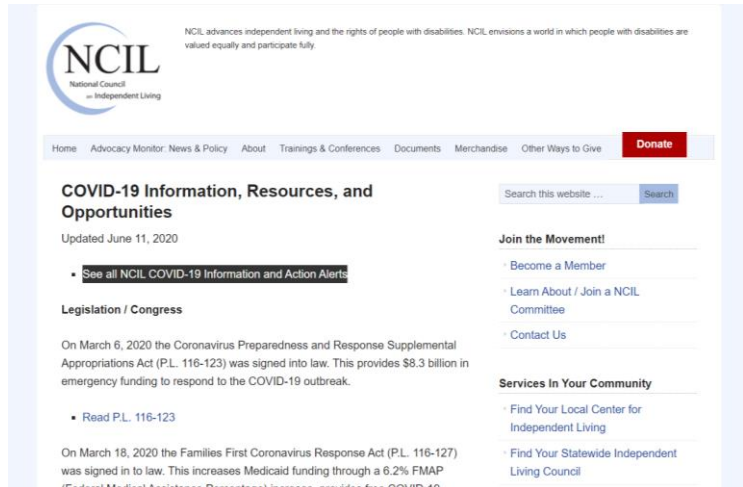
# Update: COVID-19

- CARES Act
- ARP Act
- ACL/CDC Grants
- Disability Vaccine Access Opportunities
- FEMA Category B



# Update: COVID-19

- Resource sharing
- T&TA
- Capacity building



The screenshot shows the NCIL website with the following content:

**NCIL**  
National Council  
on Independent Living

NCIL advances independent living and the rights of people with disabilities. NCIL envisions a world in which people with disabilities are valued equally and participate fully.

Home | Advocacy Monitor: News & Policy | About | Trainings & Conferences | Documents | Merchandise | Other Ways to Give | **Donate**

## COVID-19 Information, Resources, and Opportunities

Updated June 11, 2020

- [See all NCIL COVID-19 Information and Action Alerts](#)

### Legislation / Congress

On March 6, 2020 the Coronavirus Preparedness and Response Supplemental Appropriations Act (P.L. 116-123) was signed into law. This provides \$8.3 billion in emergency funding to respond to the COVID-19 outbreak.

- [Read P.L. 116-123](#)

On March 18, 2020 the Families First Coronavirus Response Act (P.L. 116-127) was signed in to law. This increases Medicaid funding through a 6.2% FMAP (Federal Medical Assistance Percentage) increase, provides free COVID-19

Search this website ...

### Join the Movement!

- [Become a Member](#)
- [Learn About / Join a NCIL Committee](#)
- [Contact Us](#)

### Services in Your Community

- [Find Your Local Center for Independent Living](#)
- [Find Your Statewide Independent Living Council](#)





# Update: Inclusion and Equity

- Racial Justice
- Intersectionality
- Accessibility

2020 Annual Conference on Independent Living

evolution  
of our  
revolution



2020 Annual Conference on Independent Living

July 20 – August 7, 2020

NCIL advances independent living and the rights of people with disabilities. NCIL envisions a world in which people with disabilities are valued equally and participate fully.

[Home](#) [Advocacy Monitor](#) [News & Policy](#) [About](#) [Trainings & Conferences](#) [Documents](#) [Merchandise](#) [Other Ways to Give](#)

[Donate](#)

## NCIL Statement on Equity & Race

This statement is also available in [Word](#) or [plain text](#).

January 20, 2020

### Introduction & Problem Statement

The 2019 Annual Conference was a flash point for discussions of race and equity within NCIL and the Independent Living Movement. These discussions were set off by xenophobic statements by NCIL's former President, but racism and discrimination in the movement are nothing new. Many organizations and movements have grappled with this issue as they strive to dismantle centuries of systemic racism and discrimination and be more intersectional. While

## NCIL's Commitment to People with Intellectual Disabilities

September 16, 2021 By [theadvocacymonitor](#) · [Leave a Comment](#)

Accessibility and inclusion are very important. They are important for all people with disabilities. The Centers for Disease Control (CDC) says that there are 6 million people with intellectual disabilities. The National Council on Independent Living (NCIL) wants to make sure that people with intellectual disabilities can be members and leaders, just like any other person with a disability. This is why we want to make changes to everything that we do. We want to make sure that NCIL is accessible and inclusive to people with intellectual disabilities. This

## NCIL Executive Director Selected for Ibram X. Kendi's Antibiogoty Convening

September 17, 2021 By [theadvocacymonitor](#) · [Leave a Comment](#)

The National Council on Independent Living (NCIL) is pleased to announce that its Executive Director, Reyma McCoy McDeid, has been selected to serve as a Fellow for Dr. Ibram X. Kendi's Antibiogoty Convening. Dr. Kendi, author of the best-selling book, *How to be an Antiracist*, is the founder of the Center for Antiracist Research at Boston University, which is home to the Antibiogoty Convening, a program that "aims to define biogoty in structural terms, examine the ways that structural biogoty harms diverse communities, generate an antibiogoty policy report, and motivate an antibiogoty movement. The project will involve a series of virtual workshops in the Fall of 2021, and will culminate in

## NCIL and the Ford Foundation: Partnering to Create an Intersectional Future for the Disability Community

September 24, 2021 By [theadvocacymonitor](#) · [Leave a Comment](#)

The National Council on Independent Living (NCIL) is pleased to announce our newest partnership with the Ford Foundation that will both support the development of the next generation of disability advocates and enhance our efforts to fully establish Independent Living (IL) as a part of the disability justice movement.



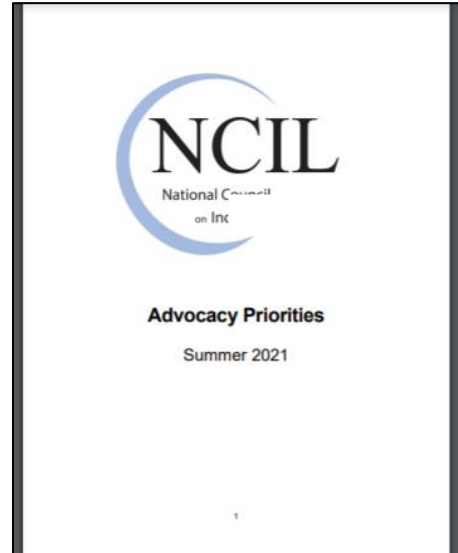
# Project Updates

- Provider Accessibility Initiative
  - Continuation of 2018 initiative
  - Aims to increase accessibility of offices and services to people with disabilities
- Visitability
  - [www.visitability.org](http://www.visitability.org)
- Civic Engagement
  - Elevate 2021 (<https://ncil.org/elevate/>)
  - [www.ncil.org/VotingRights](http://www.ncil.org/VotingRights)



# Resource: 2021 Advocacy Priorities

- Rehabilitation Act/ IL Funding
- Long Term Services and Supports
- Housing
- Civil Rights/ ADA
- Transportation
- Healthcare
- Employment
- Emergency Preparedness
- Voting Rights
- Mental Health



[www.ncil.org/press-room](http://www.ncil.org/press-room)



# Resource: Upcoming Events

## Upcoming Trainings

- Know Your Resources – Orientation to the IL-NET National Training & Technical Assistance Center for CILs and SILCs- *November 7, 2021*
- COVID Treatments and Resources – *Date TBD*

## All upcoming trainings:

<https://ncil.org/training/>

## Training archives can be found here:

<https://www.ilru.org/training-on-demand>



# Resource: Weekly Advocacy Monitor



## the advocacy monitor

Independent Living News & Policy from the National Council on Independent Living



The Advocacy Monitor is a project of the National Council on Independent Living, a leading cross-disability, grassroots organization run by and for people with disabilities that represents Centers for Independent Living (CILs), Statewide Independent Living Councils (SILCs), individuals with disabilities, and other organizations that advocate for the human and civil rights of people with

You are here: [Home](#) / [Aging and Disability](#) / [I&R Center: Call for Sessions Open for the 2021 HCBS Conference](#)

### I&R Center: Call for Sessions Open for the 2021 HCBS Conference

March 30, 2021 By [theadvocacymonitor](#) · [Leave a Comment](#)

Dear Aging and Disability I&R Professionals,

ADvancing States is pleased to share that the call for sessions for the 2021 Home and Community-Based Services (HCBS) Conference is open.

For the last 36 years, the HCBS Conference has convened state and federal agencies around improving systems that deliver long-term services and supports (LTSS) for all ages and abilities. The HCBS Conference attracts more than 1,500 attendees from over 50 states and territories and highlights best practices from across the country in home and community-based services.

Search this website ...

- [NCIL Home](#)
- [Independent Living](#)
- [Healthcare & Community Living](#)
- [Housing & Transportation](#)
- [Civil Rights & the ADA](#)
- [Disability Voting Rights](#)
- [Employment](#)
- [Youth Issues & Education](#)
- [Veterans](#)

[www.advocacymonitor.com](http://www.advocacymonitor.com)



**For additional information or questions:**  
[www.ncil.org](http://www.ncil.org)

Lindsay Baran, Policy Director, NCIL, [Lindsay@ncil.org](mailto:Lindsay@ncil.org)



# USAging



# **National I&R Call Center Expansion**

Sara Tribe Clark  
Director, Eldercare Locator and DIAL



# About the Eldercare Locator

## Hours of Operation:

- Monday – Friday
- 9:00 am – 8:00 pm ET

## Contact Information

- Phone: 800-677-1116
- Email: [eldercarelocator@usaging.org](mailto:eldercarelocator@usaging.org)
- E-Chat: [eldercare.acl.gov](http://eldercare.acl.gov)

## Monthly Volume:

- 26,000-36,000 contacts

# Database of Key Local Resources



[Home](#) [About](#) [Resources](#)

1-800-677-1116 

Find help in your community by entering your zip code OR city and state.

Zip Code

City/State

Enter zip code

Search



**Welcome to the Eldercare Locator**, a public service of the U.S. Administration on Aging connecting you to services for older adults and their families. You can also reach us at [1-800-677-1116](tel:1-800-677-1116).

Have A Question?



Speak with an  
**Information Specialist**  
Monday - Friday  
9am - 8pm ET

Caregiver Corner



# Service Listings in the Eldercare Locator Database

- Information and Assistance
- Aging and Disability Resource Center
- Area Agency on Aging
- Title VI American Indian, Alaskan Native and Native Hawaiian Program
- State Unit on Aging
- Elder Abuse Prevention
- Health Insurance Counseling
- Legal Service Program
- Long Term Care Ombudsman

# Expanding COVID-19 Vaccination Access

**USAgging leveraged call center infrastructure to assist older adults and people with disabilities in:**

- Finding a vaccination site
- Appointment scheduling and coordination
- Transportation to vaccination appointments
- Companion/Peer support
- Figuring out whether in-home vaccination is available

# Eldercare Locator Call Center Expansion

## Helping older adults and caregivers with COVID-19 vaccine access

- Increasing staffing
- Expanding resource lists
- Staying current on in-home vaccination resources
- Promoting the Eldercare Locator as a resource for information on vaccine access
- Proactively offering COVID-19 vaccine access information to all callers

# Disability Information and Access Line (DIAL)



**888.677.1199**

Disability Information & Access Line  
Your primary vaccine access resource

# **ACL and USAging leveraged existing call center infrastructure to assist people with disabilities in:**

- Finding a vaccination site
- Appointment scheduling and coordination
- Transportation to vaccination appointments
- Companion/Peer Support
- Figuring out whether in-home vaccination is available



**888.677.1199**

Disability Information & Access Line  
Your primary vaccine access resource

# DIAL Partners

- The Association of Programs for Rural Independent Living (APRIL)
- Association of University Centers on Disabilities (AUCD)
- Independent Living Research Utilization (ILRU)
- The National Association of Councils on Developmental Disabilities (NACDD)
- The National Council on Independent Living (NCIL)
- The National Disabilities Rights Network (NDRN)
- The Partnership for Inclusive Disaster Strategies



**888.677.1199**

Disability Information & Access Line  
Your primary vaccine access resource



# **DIAL Partners: Critical Contributions**

- Naming the new call center
- Training DIAL Call Center Specialists
- Developing quick-reference scripts
- Advising on where to refer DIAL contacts
- Keeping databases current
- Promotion of DIAL



**888.677.1199**

Disability Information & Access Line  
Your primary vaccine access resource

# Reasons for Contacting DIAL

- Seeking In-Home/On-sight vaccination
- Seeking General COVID-19 Vaccination information and appointments
- Transportation to vaccine appointments
- Legal assistance
- Housing options
- Financial assistance
- In-home services



**888.677.1199**

Disability Information & Access Line  
Your primary vaccine access resource

# Most Frequent Referrals

- Centers for Independent Living (CILs)
- Aging and Disability Resource Centers (ADRCs)
- Area Agencies on Aging (AAAs)
- DD Councils
- State and Local Health Departments
- State COVID Lines
- Vaccine.gov



**888.677.1199**

Disability Information & Access Line  
Your primary vaccine access resource

# Promotion Activities

- DIAL Promotion Workgroup
- Market Survey
- Focus Groups
- MAT Releases
- Social Media Toolkit
- Video and Radio PSAs



**888.677.1199**

Disability Information & Access Line  
Your primary vaccine access resource

# What can you do to spread the word?

## Promotion Materials

- Social Media Templates
- Newsletter Templates

## DIAL webpage for webinar materials:

[www.usaging.org/dialconnect](http://www.usaging.org/dialconnect)

- Video recording of webinar
- PowerPoint slides
- Webinar transcript



**888.677.1199**

Disability Information & Access Line  
Your primary vaccine access resource

# **DIAL Contact Information**

**Phone:** 888-677-1199

**Email:** [DIAL@usaginganddisability.org](mailto:DIAL@usaginganddisability.org)

**Webpage:** [acl.gov/DIAL](http://acl.gov/DIAL)

**Hours of Operation:** Monday – Friday  
9:00 am - 8:00 pm ET



**888.677.1199**

**Disability Information & Access Line**  
Your primary vaccine access resource

# ADVANCING STATES



Leadership, innovation, collaboration  
for state Aging and Disability agencies

## Resources from Advancing States and the National I&R Support Center

**National Home and Community Based Services Conference  
December 2021**

# ADVANCING STATES



Leadership, innovation,  
collaboration for state  
Aging and Disability agencies.



## ADVANCING STATES



Our mission is to design, improve,  
and sustain state systems  
delivering long-term services and  
supports for older adults, people  
with disabilities, and their  
caregivers.



# Provide Leadership, Technical Assistance, and Policy Support to State LTSS Systems in the Following Areas



# About Us



## NATIONAL INFORMATION & REFERRAL SUPPORT CENTER

Celebrating our 30th Anniversary

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 and Training Webinars
- ❖ Online Training; AIRS Certification Training; and CRS-A/D Training Resources (train-the-trainer initiative)
- ❖ Distribution list for sharing information and resources
- ❖ Sign up at: [www.advancingstates.org/community-opportunities/stay-informed](http://www.advancingstates.org/community-opportunities/stay-informed)
- ❖ Knowledge building: Surveys of the Aging and Disability I&R/A Networks
- ❖ Training events at national conferences

# Online Learning

## ADvancing States iQ

Online Learning Center

### Featured courses



Benefits Outreach and Enrollment for Older Adults and Persons with Disabilities: The Role of State and Local Organizations



HCBS Business Acumen Toolkit - Step 1: Prepare



Affordable Housing for Older Adults and People with Disabilities



Older Americans Act 101: The Foundation of the Aging Services Network

# Training for CRS-A/D Certification

*Certification for I&R/A Specialists in Aging/Disabilities (CRS-A/D) Online Training*



Provides an overview of key competencies needed for aging and disability I&R/A professionals

Provides preparation for the AIRS Certification exam for Community Resource Specialists in Aging/Disabilities

Covers essential topics

- The fundamentals of I&R;
- The I&R/A process;
- Key communication techniques;
- AIRS Standards & Quality Indicators;
- The exam and practice questions.

# Building Knowledge: I&R/A Technology Survey

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*Aging and Disability I&R/A Technology Survey, administered spring 2021.*

*A few takeaways:*

- Expansion of chat and text since the pandemic began
- Increased call volume and telephone reassurance
- Greater use of video conferencing
- Using social media in new ways
- A transition to hybrid workplaces
- New technologies for engagement




*“A New Standard of Innovation:  
Findings from the I&R/A  
Technology Survey”*

[advancingstates.org/initiatives/information-and-referralassistance/ir-news](https://advancingstates.org/initiatives/information-and-referralassistance/ir-news)

# State Aging and Disabilities Agency Profiles

## Virginia Department for Aging and Rehabilitative Services



**State Agency Mission**  
To improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.

**Populations Served**

- Older Adults
- Adults with Physical Disabilities
- Adults with Developmental Disabilities
- Individuals with Traumatic and/or Acquired Brain Injuries
- Individuals with Behavioral Health Conditions
- Individuals with Substance Use Disorders

**Top Five Agency Policy Priorities**

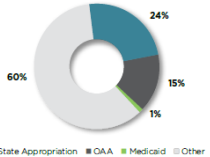
1. Delivering Services Remotely during COVID
2. Mitigating Social Isolation
3. Supporting Caregivers
4. No Wrong Door and/or ADRC Implementation
5. Senior Hunger

**Organizational Structure**  
The director is appointed by the Governor and oversees a staff of 1,300 FTE.

**Local Network**

- 25 Area Agencies on Aging
- 1 Tribal Organization
- 17 Independent Living Centers

**Agency Funding Sources**  
Total FY2020 Budget \$250,453,061



| Funding Source      | Percentage |
|---------------------|------------|
| State Appropriation | 60%        |
| QAA                 | 24%        |
| Medicaid            | 15%        |
| Other               | 1%         |

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## Virginia

**Key State Initiative**

**No Wrong Door Virginia Initiative (NWD):**  
NWD is a person-centered system and statewide network of partners supporting older adults, caregivers, individuals with disabilities, veterans and their families. It uses secure technology to link providers together, collaboratively supporting individuals and families seeking long term services and supports.

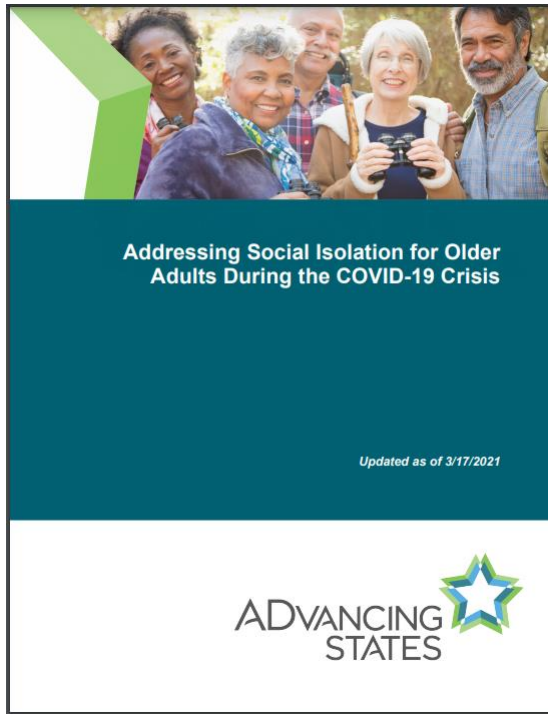
**NWD Direct Connect Launch:**  
DARS and VirginiaNavigator launched NWD Direct Connect tool for providers to receive referrals directly from an individual or consumer seeking services and/or supports statewide. [Learn more](#), [Read the FAQ](#), or [Download a printable one-sheet explainer](#).

**ACL Mental Health Challenge:**  
NWD Virginia team was selected as the winner of the ACL MENTAL health innovation challenge. The award was presented to the NWD team at the 2021 CES conference, an annual trade show produced by the Consumer Technology Association. The [Social Health Connector](#), proposed by the NWD Virginia Team aims to engage people in a reflective, person-centered virtual conversation about the benefits of social connections and how resources and technology can help to maintain or improve health.



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# Resources on Social Isolation



## Conversation Tips Toolkit: Supporting Reassurance and Check-In Programs



# Resources on Home Modification



## Funding Sources for Home Modifications and Repairs



### A Technical Assistance Brief for State Units on Aging

Home modifications are changes to the home to make daily activities easier and safer. These changes can help people to stay in their homes and communities as they age. While many home modifications, such as removing clutter from the floor, are free or low cost, others, such as remodeling bathrooms for accessibility, can be more expensive.

Funding sources for home modification are available but often difficult to identify and access. Home modification service delivery and funding involves professionals and agencies from the aging, disability, housing, and health care sectors, and funding cuts across these sectors as well.

#### Why is Home Modification Funding Important?

- More than 1/3 of all U.S. homes are multi-story and lack a bedroom and full bathroom on the first floor that would help ensure accessibility
- Only 10% of housing units are "aging ready," with a step-free entryway, bedroom and full bathroom on first floor, and at least one accessibility feature in the bathroom
- 28% of households with an adult age 65+ have at least 1 person who has difficulty using some element of the home (e.g., climbing stairs, using bathtub)
- Unmet housing needs are especially common among older households that are economically disadvantaged

Source: U.S. Census Bureau, 2020 (Data from American Housing Survey, 2011)

## Home Modification and Repairs for Older Adults: Challenges and Opportunities for State Units on Aging

Summer 2020

### KEY FINDINGS

- Nearly all State Units on Aging (94%) reported engaging in home modification and repair efforts.
- About 86% of State Units on Aging have home modification and repair funding collaborations with other agencies; and 92% cooperate with others to provide home modification and repair services in their state.
- Most State Units on Aging (94%) target limited resources to specific groups of older adults, with 78% targeting two or more groups.
- State Units on Aging rate home modification and repairs as moderate to high in importance.
- Procuring greater funding for home modification and repair services is viewed as the highest priority of State Units on Aging moving forward.



### Introduction

The home environment plays a critical role in adults' ability to stay in their homes and communities as they age, commonly referred to as aging in place. Yet the majority of older adults' homes lack supportive features. Home modification is the process of making changes to a home to increase independence, safety, and health. Often combined with related repairs, *home modification and repair* (HMR) can be minor, such as adding grab bars and removing tripping hazards, or major, such as installing roll-in showers and ramps. Although HMRs can support people as their needs change and even preclude moves to institutional settings, numerous barriers challenge the ability of older adults and caregivers to access them.

In response, the Administration for Community Living (ACL) funded the University of Southern California (USC) Leonard Davis School of Gerontology to implement the project, "Promoting Aging in Place by Enhancing Access to Home Modifications." Its goal is to address the barriers to home modification access and service delivery by increasing the availability and awareness of home modification at the national, state, and local levels.

USC Leonard Davis  ADVANCING STATES 

School of Gerontology

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Leadership, innovation, collaboration  
for state Aging and Disability agencies

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Thank You!