Welcome!

2023 Home and Community-Based Services Conference

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

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.

Conference App

1 Search for "EventsAir" in the app store and download the mobile app

2 The event code for the HCBS conference is O82823

3 Log-in using the email address you used to register.

ADVANCING STATES

Conference App

Use the app to:

- Send direct messages to other attendees
- View the agenda and virtual exhibit hall
- Post updates and photos the live feed
- Win raffle prizes

All Sessions **Must** End at 11:45 am
Opening of Exhibit Hall

Visit with the Exhibitors

Win an Apple Watch!

Enter with your business card at the
ADvancing States booth

Raffle Sponsored by:

Information and Referral/Assistance Intensive

National Home and Community Based Services Conference

August 28, 2023

Presenters:

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

Sherri Clark, Senior Aging Services Program Specialist, Administration for Community Living

Sara Tribe Clark, Director, Eldercare Locator and DIAL, USAging

Mary-Kate Wells, Program Director, National Council on Independent Living

Sandra Ray, Program Director, Inform USA

Kimmy Moon, Project Administrator, National Center on Elder Abuse

Topics we will address today:

- I&R Data, Demographics, and Resources
- *Strengthening I&R for the Next 50 years*
- *Consumer Control in I&R*
- *Supporting Elder Justice through I&R (plus an activity!)*

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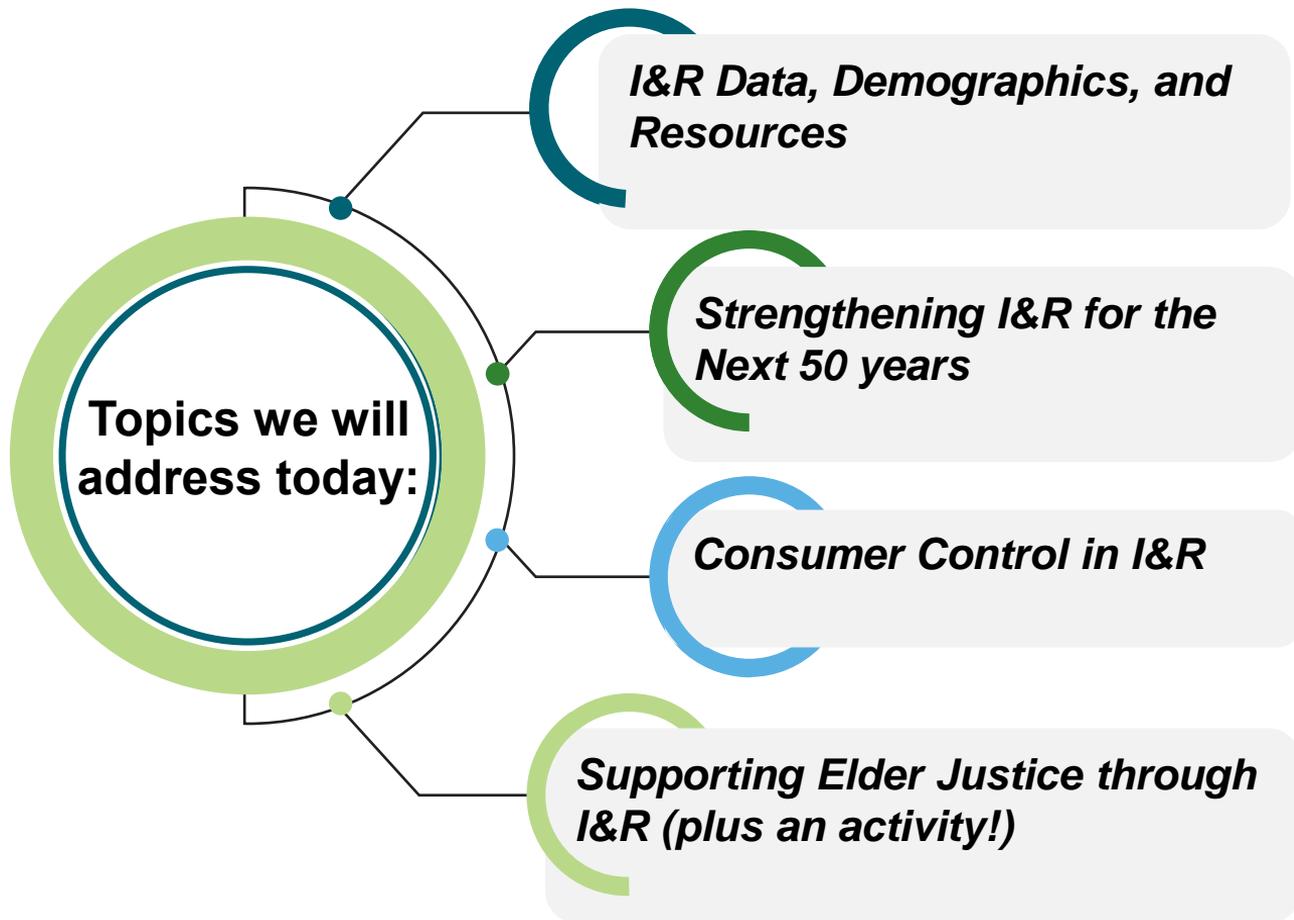
2023 HCBS Conference
Information and Referral/Assistance Intensive

ACL Update

Sherri Clark

Program Specialist

Administration for Community Living

Agenda

- National Strategy to Support Family Caregivers
- National Housing and Services Resource Center
- Direct Care Workforce Capacity-Building Center
- Commit to Connect Initiative
- Vaccination Initiative
- 2022 AAA Survey

The Recognize, Assist, Include, Support & Engage (RAISE) Family Caregivers Act – An Overview

- Became law: Jan 22, 2018

- Three key components:
  - Family Caregiving Advisory Council (August 2019)
    - 15 non-federal members
    - ACL, VA, CMS plus cross-federal agency representation (HHS, CNS, Ed, CFPB)
  - Initial Report to Congress (September 2021)
  - National Strategy to Support Family Caregivers (September 2022)

National Strategy to Support Family Caregivers

A Focus on Five Priority Areas

– Awareness and outreach

– Engagement of family caregivers as partners in healthcare and long-term services and supports

– Services and supports for family caregivers

– Financial and workplace security

– Research, data, and evidence-informed practices

One Strategy | Four Components

2022 National Strategy to Support Family Caregivers

Developed by:
The Recognize, Assist, Include, Support, and Engage (RAISE) Act
Family Caregiving Advisory Council
&
The Advisory Council to Support Grandparents Raising Grandchildren

Technical assistance provided by the Administration for Community Living | September 21, 2022
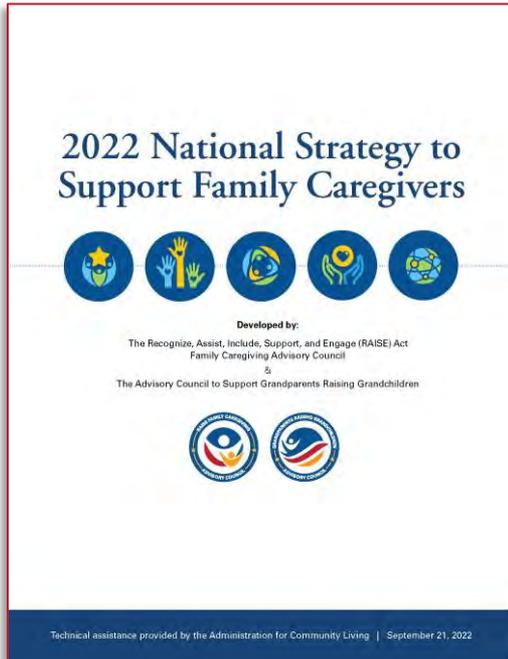
2022 National Strategy to Support Family Caregivers - An overview and description of the strategy's goals and intended outcomes

First Principles: Cross-Cutting Considerations for Family Caregiver Support - Describes the four key principles that must be reflected in all efforts to improve support to family caregivers

Federal Actions - Nearly 350 actions that 15 federal agencies will take in the near term to begin to implement the strategy.

Actions for States, Communities, and Others - More than 150 actions others can take.

Advancing Aging Network Capacity to Recognize and Support Family, Kinship and Tribal Caregivers

- The project will undertake an initiative to advance the capacity of the NFCSP – OAA, Title III-E and NACSP-OAA, Title VI-C to better recognize and support family caregivers.
- ACL will award up to 5 cooperative agreements to undertake activities of a national scope and reach. Each grantee will be grounded in one of the five priority/goal areas of the Strategy:
  - Increasing awareness of, and outreach to, family caregivers
  - Advancing inclusion and engagement of family caregivers within care teams
  - Advancing innovations in family caregiver services and supports
  - Strengthening financial and workplace security of family caregivers
  - Advancing a family caregiver national research and data collection strategy
- Grants to be funded in September 2023

Issues Around Health and Housing

- **Affordability**
  - For every **100** extremely low-income renter households, there are **only 37** affordable and available homes
- **Accessibility**
  - **< 1%** U.S. housing stock is wheelchair-accessible
  - **< 5%** can accommodate individuals with moderate mobility disabilities.
- **Housing Stability**
  - Housing retention--Limited awareness, access and availability of community services
  - **80% of admissions into nursing homes are from hospital stays**; short-term admissions often turn into long-term nursing home stays
  - Each year, **nearly 900,000** individuals fall into homelessness
  - **48.5%** who used homeless shelters over the course of a year report having a disability, and **23%** are older adults.

HSRC Technical Assistance Activities

- HSRC Website (https://acl.gov/HousingAndServices)

- HSRC Email (HSRC@acl.hhs.gov)

- HSRC Communities of Practice

- HSRC Webinars

- HSRC Federal Office Hours for States

HSRC Webinars

- Developing Partnerships between Homelessness Systems Continuum of Care (CoC) and the Disability, Aging and Health Sectors

- Working Together to Empower Community Inclusion with Health/Housing/Independent-Living Partnerships

- Building and Sustaining Home Modification Collaborations: Strategies for Your Community

- Expanded Opportunities with Federal Funding for Housing and Services

- Partnerships to Increase Housing Stability Through Assistive Technology, Home Modifications, and Repairs

DIRECT CARE WORKFORCE STRATEGIES CENTER

- ACL has established a national center to expand and strengthen the direct care workforce across the country.

- The Center will provide TA to states and service providers and facilitate collaboration with stakeholders to improve recruitment, retention, training and professional development of the direct care workers.

- The center will harness the power of a team of organizations with expertise in disability, aging, and workforce issues.

DIRECT CARE WORKFORCE STRATEGIES CENTER

Lead by the <u>National Council on Aging</u>, partners include;

- National Association of Councils on Developmental Disabilities
- Paraprofessional Healthcare Institute (PHI)
- University of Minnesota's Institute on Community Integration
- National Alliance for Caregiving
- Lincoln University Paula J. Carter Center on Minority Health and Aging
- Green House Project
- Social Policy Research Associates
- Housing Innovations
- Oryx Solutions
- Rockingstone Group

DIRECT CARE WORKFORCE STRATEGIES CENTER

Environmental Scan	**Virtual Information Hub**	**Capacity Building Hub**	**Stakeholder Groups**
Assess current resources, consult stakeholders, identify best practices	Website and information hub for stakeholders and those interested in TA	Self-directed learning, virtually facilitated engagements, in-person support and convenings	Formal steering committee and lived-experience and subject matter expert informed advisory working groups
DCW Support Services	**DCW Data Warehouse**	**Consumer & Caregiver Data Warehouse**	**Evaluation Program**
Resources that target front-line direct care workers seeking information and resources	Data clearinghouse for employers, state agencies, and systems leaders	Data clearinghouse to support decision making for consumers and caregivers	Formal evaluation framework to support ongoing enhancements to approach and TA
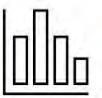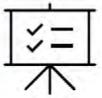
https://acl.gov/programs/direct-care-workforce

DCW Strategies Center Email Address:
DirectCareWorkforce@ncoa.org

Commit to Connect
COMBATTING SOCIAL ISOLATION AND LONELINESS IN ALL COMMUNITIES

- Aim is to connect people living with isolation with programs and resources to build the social connections they need to thrive.

- Commit to Connect is funded primarily by the U.S. Administration for Community Living

- USAging serves as the Coordinating Center

- https://committoconnect.org/

Key efforts include:

- Cultivating a nationwide network of champions who are committed to addressing social isolation and loneliness
  - Online discussions and resource sharing in the virtual Hub

- Holding Communities of Practice on topics including intergenerational engagement and measurement/evaluation

- Engaging stakeholders in peer networking and webinar opportunities

COMMIT TO
Connect

Nationwide Network of Champions

- Champions are passionate leaders and innovators at the local, state and national level dedicated to ending social isolation and loneliness.

- Examples of potential Champions include representatives from: aging and disability service providers, philanthropic organizations, educational institutions, senior centers, parks and recreation departments, respite providers, senior housing, state associations and more

- Joining the Nationwide Network of Champions is no-cost to you!

COMMIT TO
Connect

# ACL Vaccine Uptake Initiative for Older Adults and People with Disabilities Grant

$125M Awarded on December 19, 2022

- USAging ($75M)
- National Council on Aging ($50M)

Goal: Increase Vaccinations of Older Adults & People with Disabilities in the Community

- Vaccination clinics and in-home vaccinations
- Supportive services (e.g., transportation, in-person supports)
- Outreach & education

Equity and Outreach

Focus on highest risk, hardest to reach older adults and people with disabilities in underserved communities

- ❖ Black, Latino and other people of color
- ❖ LGBTQ+ Individuals
- ❖ People At Risk of Institutionalization
- ❖ People Living In Rural Areas
- ❖ Low Income Individuals
- ❖ People with Limited English Proficiency
- ❖ Native Americans

Community Impact

280+ Subawards awarded Across the Nation

Funded an estimated $100 million subawards to Aging & Disability networks

Outreach and Education materials provided to over 19M+ people

National Survey of Area Agencies on Aging

www.usaging.org/aaasurvey

This work was supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, ACL/HHS or the U.S. Government.

AAA Information and Referral Activities

Activity	Percent of AAAs
Provide I&R/A outreach	100
Provide I&R/A outreach for caregivers	86
Have an I&R specialist on staff	80
Would like to add I&R staff	11
Have staff with AIRS certification	52
Would like to add staff with AIRS certification	16

Survey Report Toolkit

www.usaging.org/aaasurvey

- State data reports
- Fast Facts
- Slide deck
- Sample newsletter articles and social media posts
- And more!

Stay Connected With Us

http://www.facebook.com/aclgov

https://twitter.com/aclgov

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

Acl.gov

I&R/A Data, Demographics, and More!

NATIONAL
INFORMATION & REFERRAL
SUPPORT CENTER

Services

➢ Technical Assistance and Training Webinars

➢ Training: Online training; AIRS certification training; and Train the Trainer

➢ Distribution lists: sharing information and resources *advancingstates.org/community-opportunities/stay-informed*

➢ **National surveys: Aging and Disability I&R/A Networks**

➢ National training events: HCBS and partner conferences

Goal

To build capacity and promote continuing development of aging and disability information and referral services nationwide.

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The National I&R/A Survey Looked At…

- Job responsibilities and work settings
- Services, referrals, and service needs
- Social media usage
- Partnerships and I&R/A systems
- Information technology and systems
- Agency standards and quality assurance
- Training and certification
- Sustainability

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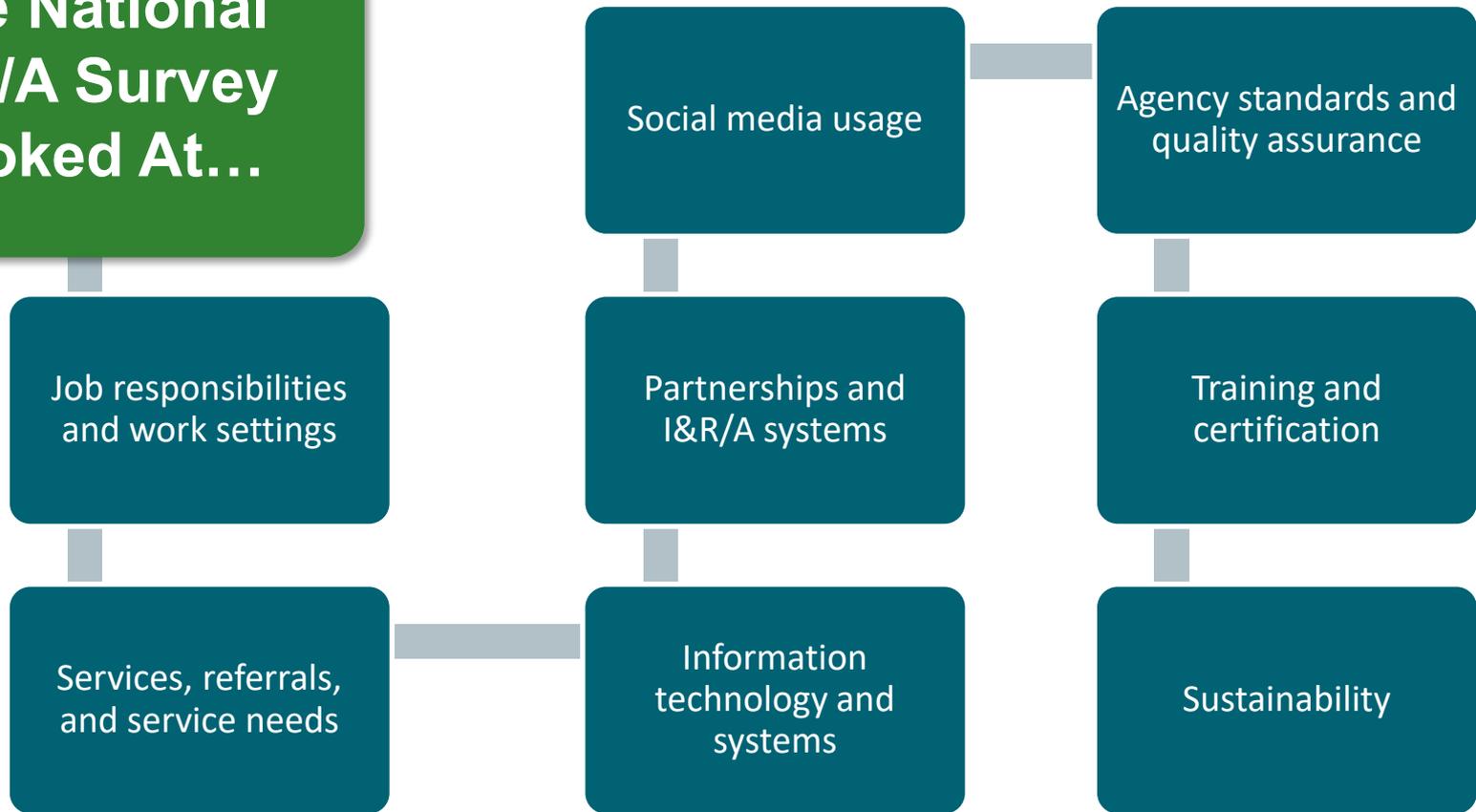
A complex role: Job responsibilities in addition to I&R/A

Over 60% reporting:	Over 50% reporting:	Over 30% reporting:
Community outreach and education	Person-centered counseling	Case management or service coordination
Eligibility screening and/or determination	Options counseling	Vaccination information; vaccination access assistance
Assessment (e.g. needs assessment)	Resource database management or maintenance	Medicare counseling
Consumer advocacy	Supervision/management	Care transitions

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The pandemic altered work settings resulting in longer-lasting changes

Organizations that Allow Some or All I&R/A Specialists to Work Remotely

A telework policy is in development
2%

Other
8%

Yes
18%

Yes, telework is permitted through a hybrid model
37%

No
35%

N=284

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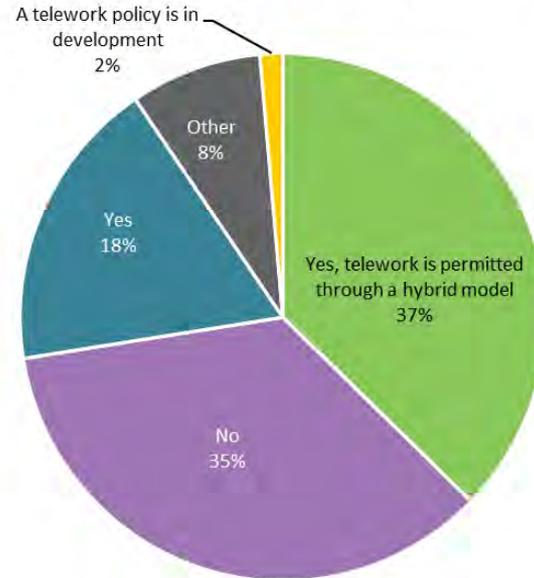
Staffing is a significant concern

How Organizations Are Addressing Workforce Issues
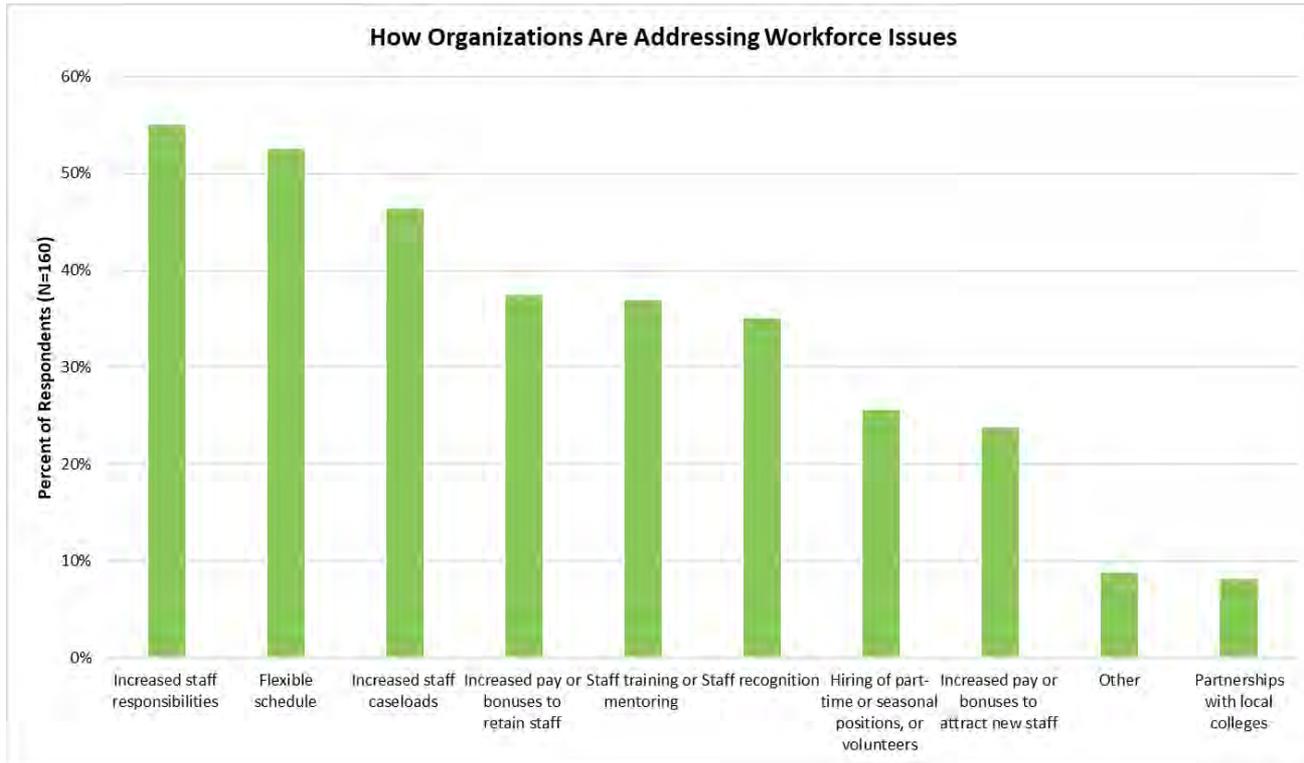
Transportation and Housing Assistance remain the most frequently requested services

Most Frequently Requested Services

Percent of Respondents (N=258)

Categories (x-axis): Transportation, Housing assistance, Home delivered meals, Homemaker services, Financial assistance, Family caregiver support, Personal care, Community aid and assistance programs, Food assistance, Medicaid assistance, Utility Assistance, Benefits Analysis/Assistance, Health insurance counseling, Case management, Home modifications

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Most Frequent Unmet Service Needs
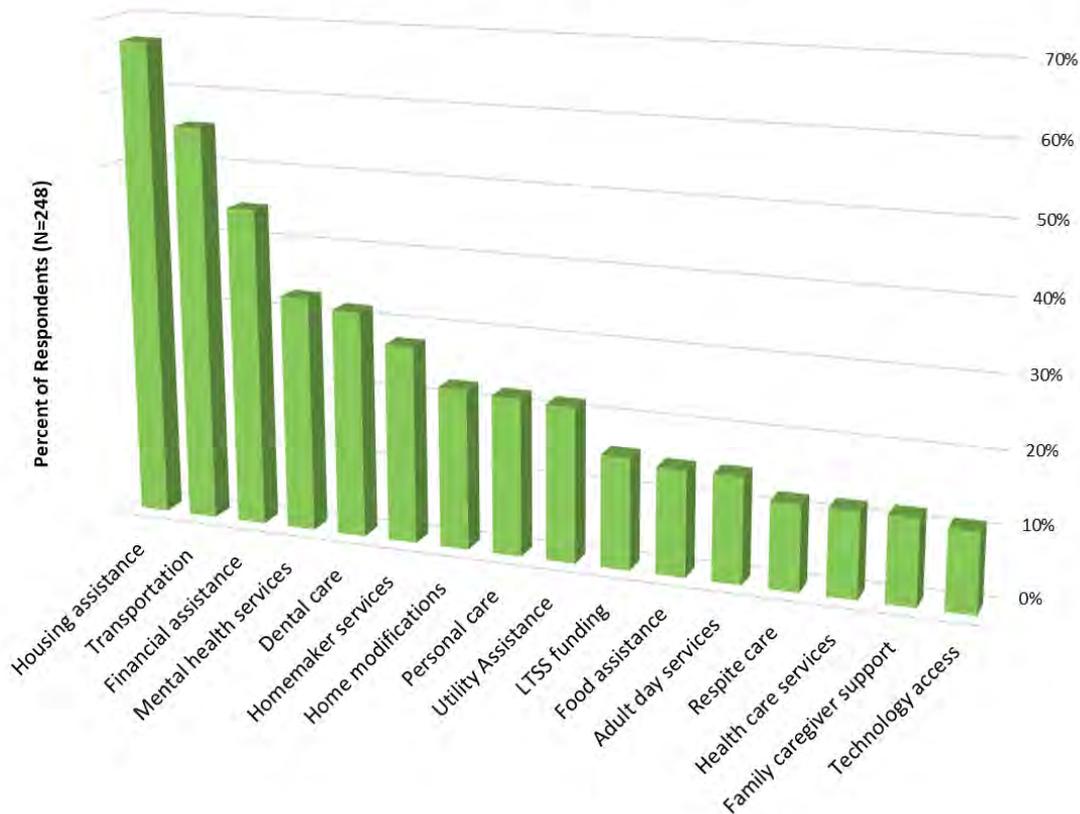
Housing Assistance and Transportation are top unmet needs

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Reflecting needs, agencies report serving more individuals:

➤ Experiencing homelessness

➤ With multiple and complex needs

➤ Experiencing food insecurity

➤ With mental health conditions/needs

➤ Experiencing social isolation and/or loneliness

➤ With Alzheimer's and related dementias

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Collaborative relationships support I&R/A services

Collaborative Activities with 211
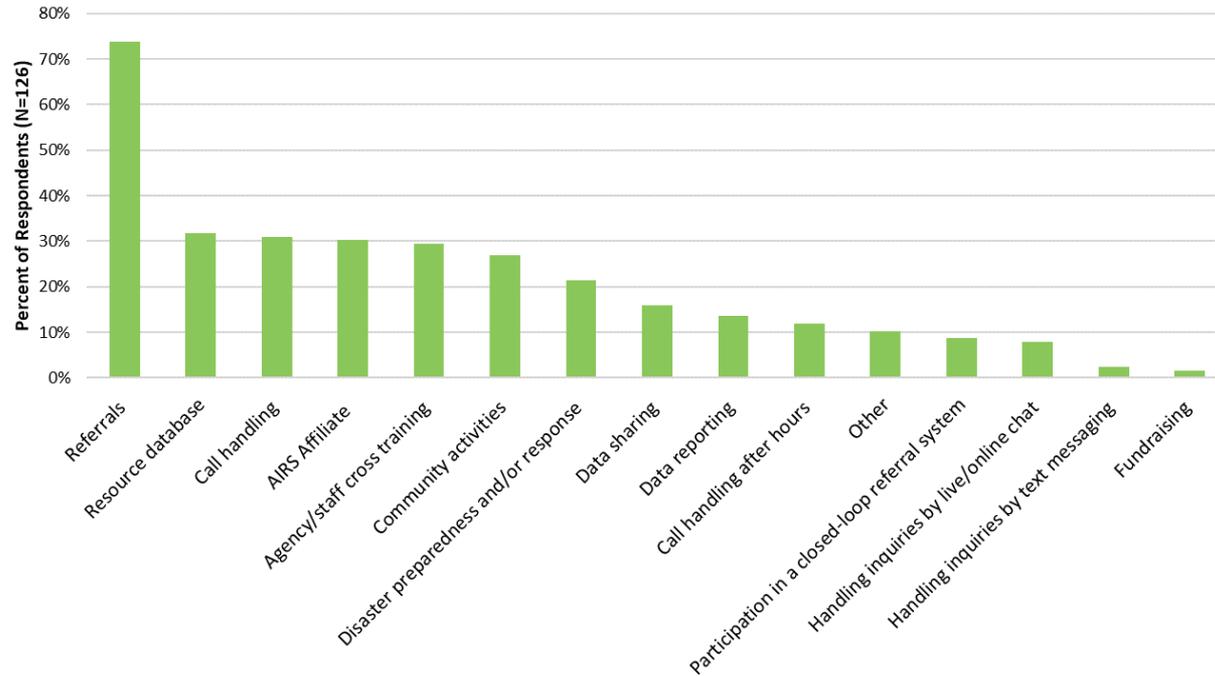
The resource database:
An evolving story

- An online, searchable resource database is available to the public (32%)

- An online resource directory or list is available to the public (18%)

- A print directory is available to the public (20%)

- The resource database is not available to the public (41%)

A look at statewide resource databases

How Statewide Databases are Updated and Validated

Maintenance of database records is conducted by another entity
5%

Maintenance of database records is conducted by a combination of state and local agency staff
16%

Maintenance of database records is conducted in-house by state agency staff
16%

Maintenance of database records is conducted by 211
37%

Other
26%

N=19

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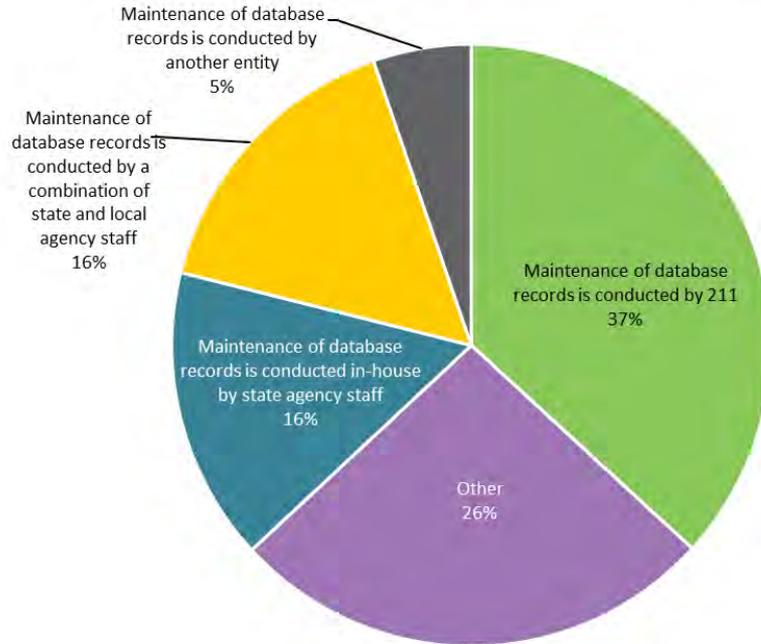
Funding sources for statewide databases

Funding Sources Used to Support Maintenance of Statewide Resource Databases

Funding Source	Percentage
State funding	66.70%
Older Americans Act funding	46.70%
ADRC and/or NWD funding	20.00%
Other	20.00%
Medicaid funding	6.70%
Private funding	6.70%
Fee-based subscription/license	6.70%

ADVANCING STATES
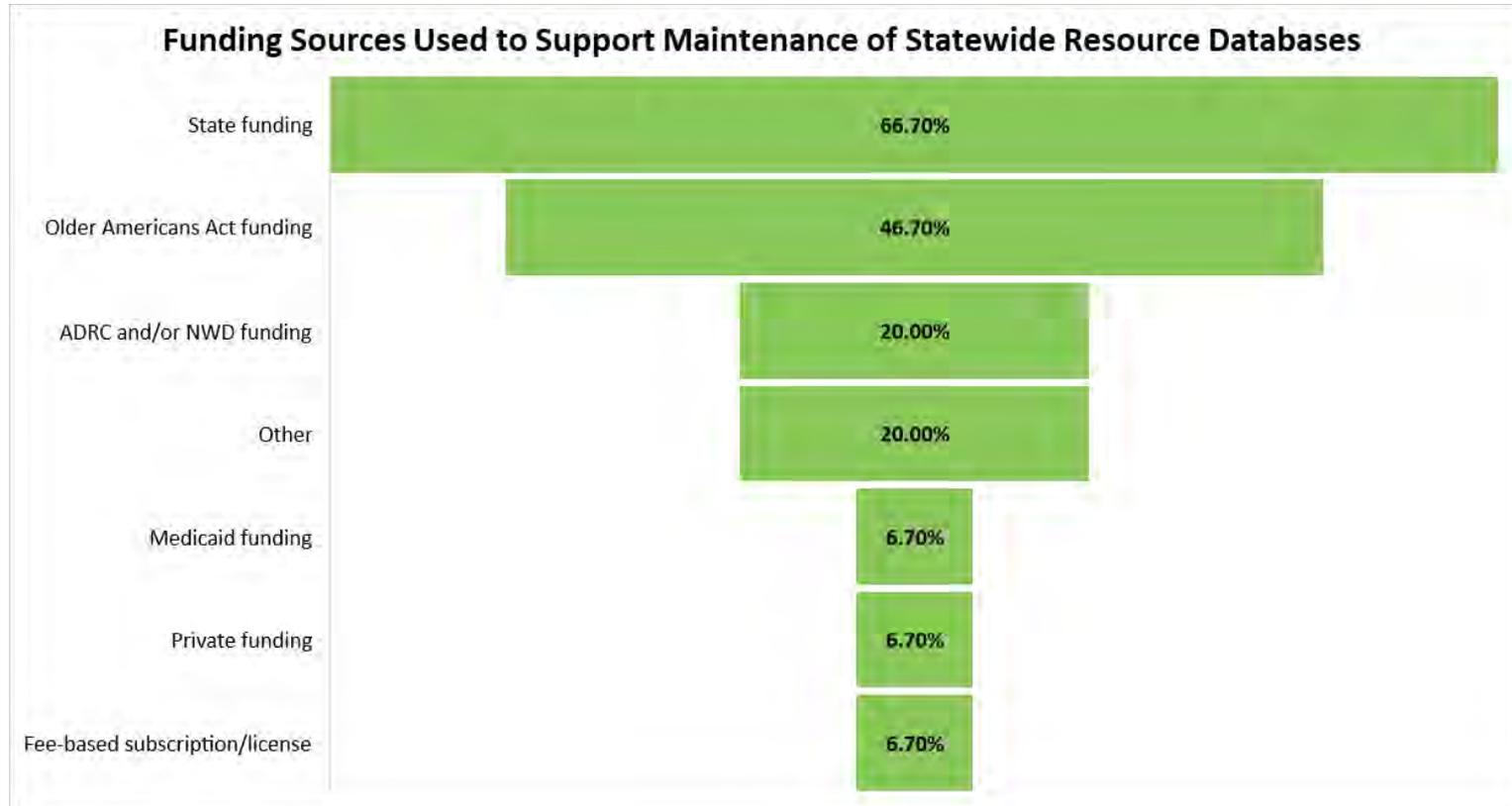
Professional standards guide I&R/A practice

51% AIRS Standards exclusively

33% ADRC standards

22% We have developed our own standards

17% Modified AIRS Standards

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Even with varying requirements, Inform USA Certification is prevalent in the field

I&R/A Specialist Certification Requirements	% (N=201)
All I&R specialists must become AIRS Certified	48%
My agency does not have a certification requirement	22%
A certain percentage of specialists must become AIRS Certified	11%
Specialists must complete training, but not necessarily certification, on certain topics	10%
Specialists are encouraged, but not required, to become AIRS Certified	6%
Other	3%
Specialists must achieve certification in something beside AIRS Certification	1%

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State-level policies can support certification

How state policies require or encourage certification of I&R/A staff	% (N=14)
I&R/A job descriptions require or encourage certification	50%
State policy requirements mandate that I&R/A specialists (all or a certain number) become certified	43%
State standards (for I&A, Options Counseling, etc.) require or encourage certification	27%
Contract requirements mandate that I&R/A specialists (all or a certain number) become certified	21%
My agency provides training for certification	14%
My agency funds/subsidizes the cost of certification exams	14%
Funding/grant opportunities require or encourage certification	7%

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Training Topics for I&R/A Specialists
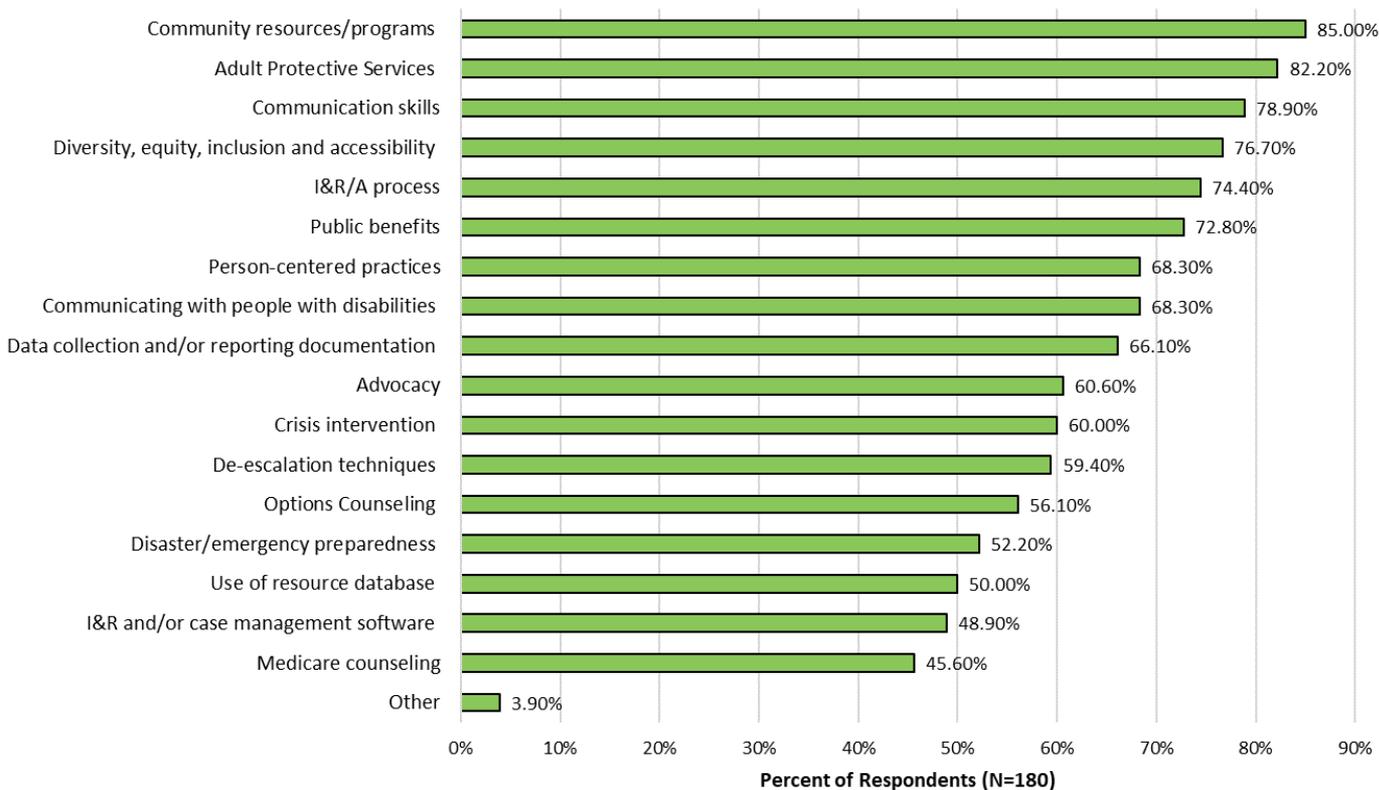
Training across a range of topics is important for professional I&R/A practice

Sustainability of resources within communities and agencies is an enduring concern

Top issues affecting I&R/A organizations:

➤ Growing demand for services

➤ Limited resources in the community

➤ Resources to address housing needs

➤ Funding/sustainability

➤ Staffing

➤ Reduction of pandemic-related public benefits

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A few words on demographic information

Categories for Demographic Questions
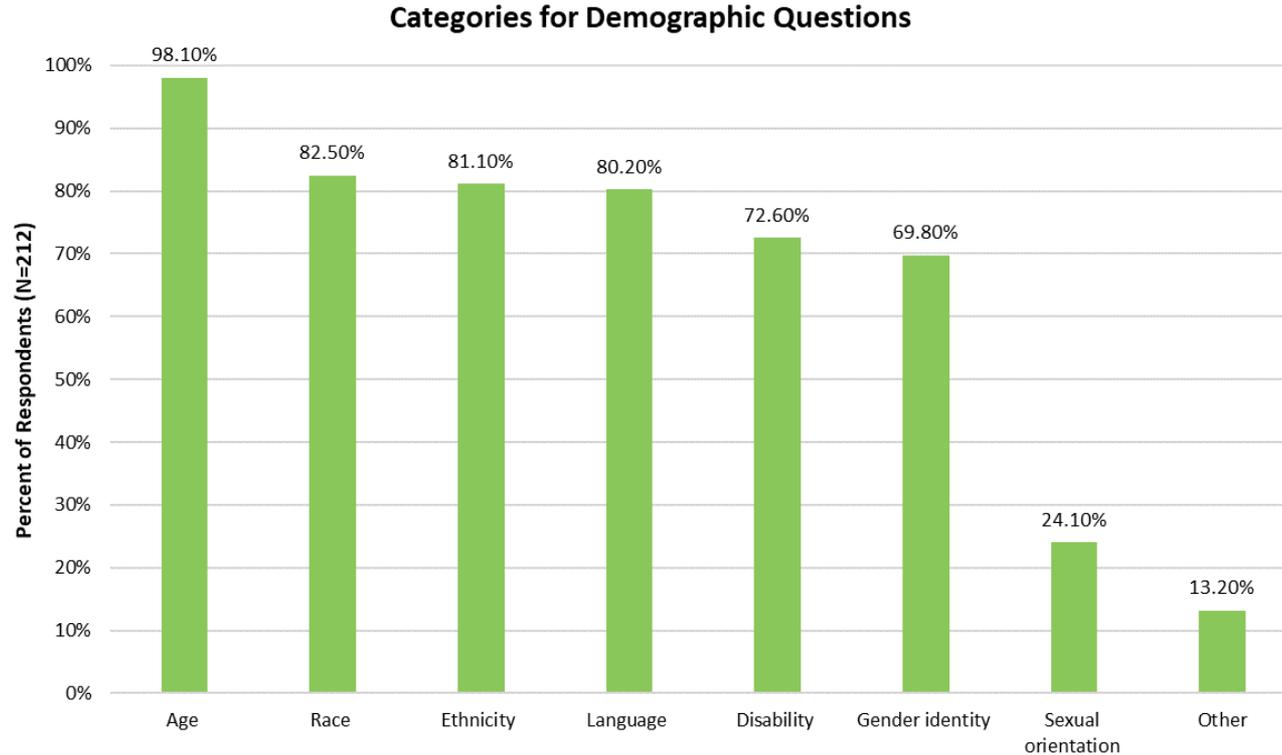
Asking demographic questions can make a difference: Agencies use diversity data for service improvements

- Create heat maps for underserved areas
- We use language data to justify the need for language support services
- To expand our resource database
- Ensure content accessibility and ease of use
- Ensure that staff represent the community we serve
- To foster new community partnerships
- Data has driven strategic planning to increase our presence in underserved communities
- To understand who we are not serving and change our outreach policies

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Caller from Anywhere, USA...

eldercare locator

DIAL
888.677.1199

Local, state and national resources

USAging

Quick Look-Up Feature

Eldercare.acl.gov

Find on the Eldercare Locator Website

1. Information and Referral/Assistance
2. Aging and Disability Resource Center
3. Area Agency on Aging
4. Title VI American Indian, Alaskan
   Native and Native Hawaiian Program
5. State Unit on Aging
6. Elder Abuse Prevention
7. Health Insurance Counseling
8. Legal Service Program
9. Long Term Care Ombudsman

USAging

Publications

- Benefits Guide
- Brain Health
- Home Modification
- Long-Distance Caregiving
- Social Connections and Emotional Wellness
- Transportation
- Volunteering
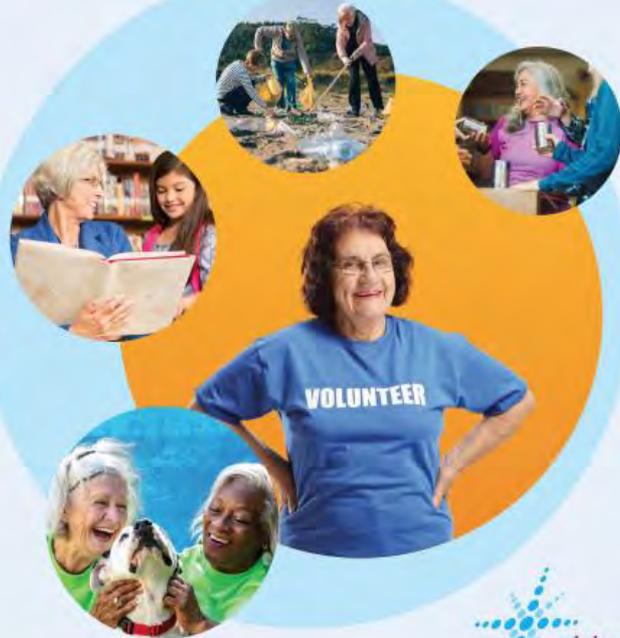
USAging

Disability Information and Access Line

DIAL
888.677.1199

DIAL Partners

Developments – Accessibility and Diversity

- DIAL: call center for people with disabilities

- Partnership with the Disability Network

- Accessibility

- Demographic data collection

- Cultural competence/sensitivity training

- USAging's DEI initiative

USAging

Developments – IT & QA

- Remote work capability

- Updated telephony systems

- Automated customer satisfaction survey

- Enhanced Quality Assurance

- New CRM and resource management database

- Incorporated use of reporting software, DOMO

- Data dashboard

Data Dashboard - Demographics
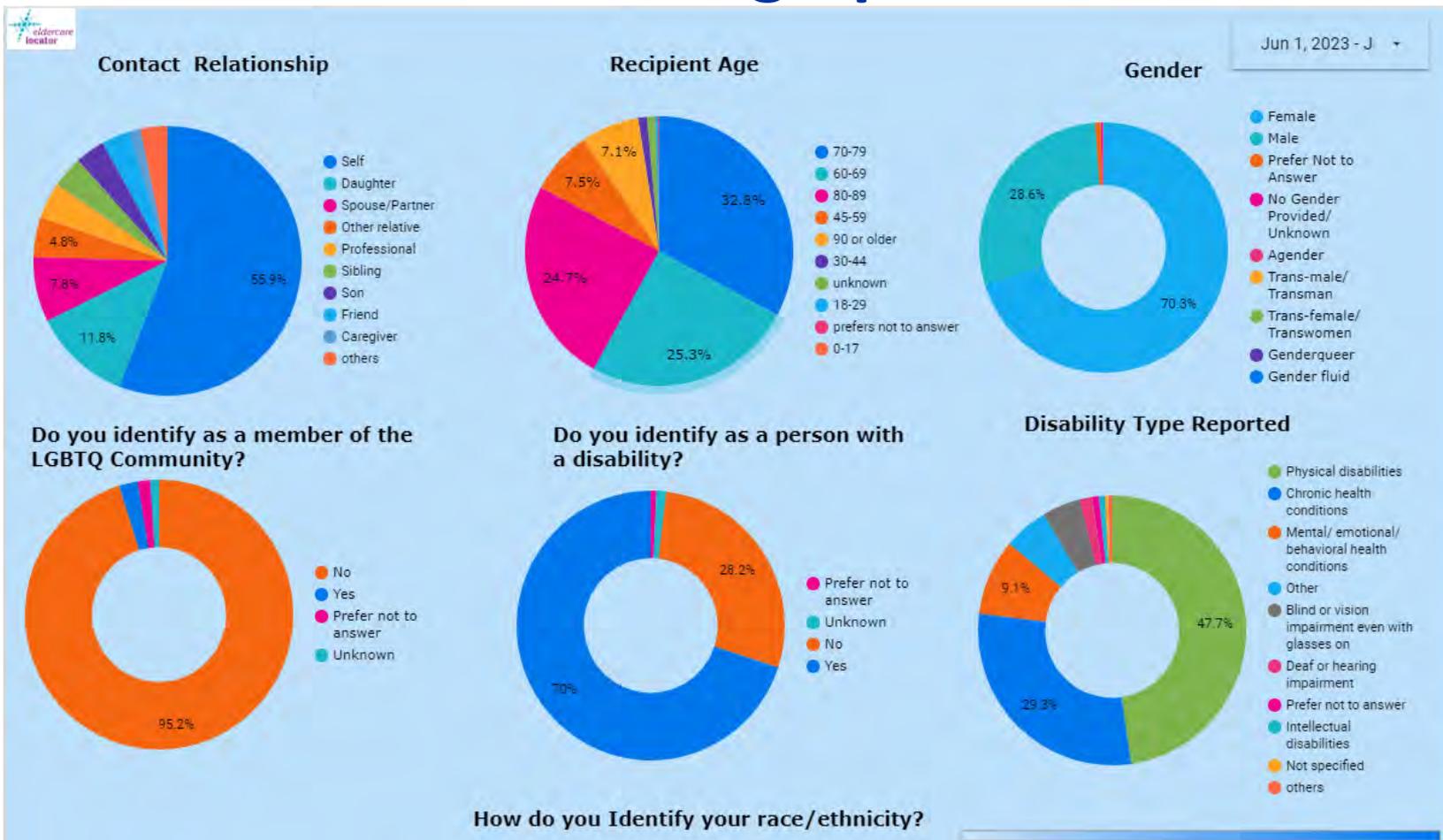
Data Dashboard

Eldercare Locator Call Center Dashboard- Purpose of Call

- In-Home Services
- Transportation
- Housing Options
- Abuse
- Long-Term Care
- Legal Services
- Caregiver Resources
- Nutritional Services
- Medical Services
- others

18.9%
16.6%
16.3%
13.5%
9.1%
8.2%
4.2%
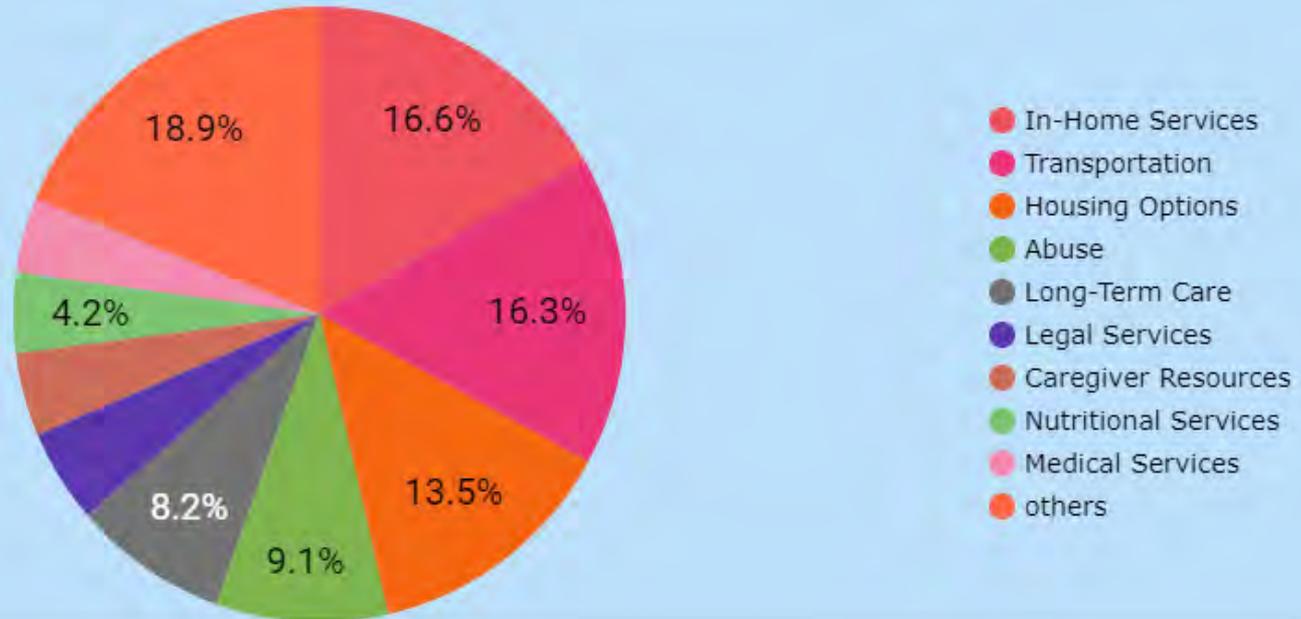
Eldercare Locator
Then and Now: 2012 vs. 2022

Reason	Number of Calls
Transportation	16,550
In-home Services	10,570
Health Insurance	9,730
Housing	8,696
Medical Supplies/ Services	7,447

Reason	Number of Calls
Transportation	30,744
In-Home Services	27,998
Housing	24,065
LTC	14,002
Elder Abuse	12,403

USAging

Understanding Who We Serve

2014

- Gender- Male, Female
- Age/ Disability- over/under 60
- Language Spoken
- Relationship
- Veteran status

2023

- Gender- Male, Female, Transman, Transwoman, Gender queer, Agender, Non-Binary
- LGBTQ
- Age Ranges
- Preferred Language
- Disability Type
- Veteran Status
- Relationship

USAging

Eldercare Locator Demographic Data: Age

Recipient Age	Percentage
0-29	<1%
30-44	1%
45-59	8%
60-69	27%
70-79	34%
80-89	23%
90 or older	6%

DIAL Demographic Data: Age

Age	Percentage
0-29	6%
30-44	9%
45-59	24%
60-69	29%
70-79	16%
80-89	9%
90 or older	3%

DIAL
888.677.1199
Disability Information & Access Line
Your primary vaccine access resource

Eldercare Locator Demographic Data: Disability

Reported Disability	Percentage
Physical Disabilities	49%
Chronic Health Conditions	28%
Mental/ Emotional/ Behavioral	10%
Blind/ Visual Impairment	4%
Deaf/ Hearing Impairment	2%
Intellectual	1%
Autism	< 1%

USAging

DIAL Demographic Data: Disability

Race/ Ethnicity	Percentage
Physical Disabilities	41%
Chronic Health Conditions	26%
Mental/ Emotional/ Behavioral	18%
Blind/ Visual Impairment	5%
Intellectual	3%
Deaf/ Hearing Impairment	2%
Autism	1%

DIAL
888.677.1199
Disability Information & Access Line
Your primary vaccine access resource

Eldercare Locator Demographics: Race/Ethnicity

Race/ Ethnicity	Percentage
White/ Caucasian	53%
Black/ African American	28%
Hispanic/ Latino	8%
Asian/ Asian American	2%
American Indian/ Alaska Native	1%
Native Hawaiian/ Other PI	< 1%
Middle Eastern/ Arab	< 1%

DIAL Demographic Data: Race/Ethnicity

Race/ Ethnicity	Percentage
White/ Caucasian	49%
Black/ African American	26%
Hispanic/ Latino	10%
Asian/ Asian American	2%
American Indian/ Alaska Native	2%
Native Hawaiian/ Other PI	< 1%
Middle Eastern/ Arab	< 1%

DIAL
888.677.1199
Disability Information & Access Line
Your primary vaccine access resource

Eldercare Locator Demographic Data: Gender and LGBTQ+

LGBTQ+	Percentage
Yes	2%
No	95%
Prefer Not to Answer	1%

Gender	Percentage
Female	70%
Male	29%
Transwoman	< 1%
Transman	< 1%
Agender	< 1%
Gender Queer	< 1%
Gender Fluid	< 1%

USAging

DIAL Demographic Data: Gender and LGBTQ+

LGBTQ+	Percentage
Yes	5%
No	89%
Prefers not to answer	2%

Gender	Percentage
Female	64.4%
Male	32%
Transwoman	< 1%
Transman	< 1%
Agender	< 1%
Gender Queer	< 1%
Gender Fluid	< 1%

DIAL
888.677.1199
ability Information & Access Line
our primary vaccine access resource

DIAL Contact Information

Phone/Text: 888-677-1199

Email: DIAL@usaginganddisability.org

Live Chat: acl.gov/DIAL

ASL Direct Video:
acl.gov/DIAL or 888-677-1199

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

DIAL
888.677.1199
Disability Information & Access Line
Your primary vaccine access resource

Contact Information

Phone/Text: 800-677-1116

Email: eldercarelocator@usaging.org

Live Chat: eldercare.acl.gov

ASL Direct Video:
888-677-1199

Hours of operation
Monday – Friday 8:00 am – 9:00 pm ET

Sandra Ray, CRS

Program Director

What is Changing?

- The Organization's Name
- Website URL: informusa.org
- Networker: networker.informusa.org
- Product Names
- Certification and Accreditation Badges
- Member controls over their account
- Change in the processing of payments and applications

Previously Changed:

Address

4800 Hampden Lane, Suite 200

Bethesda, MD 20814

Phone: 240-744-4742

No more facsimilie/fax

What is Not Changing?

- The Organization's mission or purpose
- The product offerings or requirements

InformUSA.org

Membership Benefits

- Survey Participation/Results

- Committee Service + Advocacy

- Board Service

- Member pricing on events and partner products/services

- Free & Low-Cost Training

- Sector News and Resources

- Closed Networking Platform for I&R Pros

Inform USA

— MEMBER —

InformUSA.org

What About the Standards?

- The only thing different about the standards today is ... nothing!
- Standards revision takes place every three years
- Underway beginning August 2023
- Final version expected for board approval in Spring 2024

AIRS ACCREDITATION

FOR THE PUBLIC

When you reach out for help, this organization provides top level care, and quality resources.

FOR STAFF

Demonstrated commitment on the part of your leadership to meeting the highest standards in the field; active participation in ongoing training opportunities.

FOR THE ORGANIZATION

Internally, it provides quality guideposts for programming. Externally, it signals to partners and the public a third-party validation of services.

FOR FUNDERS

Your dollars are being well spent; objective evidence/ independent review for quality control.

FOR COMMUNITY PARTNERS

The organization is an industry leader in information and referral; elevates the network of service provision in your area.

What About Certifications?

Certification Benefits

- Fresh look for certification badges
- Digital badges updated via Credly
- New exam version of the CRS - A/D coming soon
- The only certification designed specifically for I&R professionals
- Approximately 4,000 professionals hold an Inform USA certification

What about training and member support?

Member Training and Support

- Single Sign-On coming soon
- Monthly webinars
- Course updates coming soon
- Updated training manual coming Spring 2024
- Registration now open for Nov. 2 - 3rd virtual conference

Inform USA ENTERPRISE

Coaching Micro-Certification

- Cohort method of training
- Five weeks/session
- 3 - 4 times/year
- Eligible persons: existing certification holders
- Ideal for those new or growing in their leadership and supervision capacity

Consumer Control in Information and Referral: Independent Living Perspective

National Council on Independent Living

National Council on Independent Living

The National Council on Independent Living (NCIL) is the longest-running national cross-disability, grassroots organization run by and for people with disabilities.

What is Independent Living Philosophy?

- Consumer Control

- Self-help and Self-determination

- Individual and Systems Advocacy

- Peer Support

- Equal Access

The Independent Living Movement and Centers aim to maximize the leadership, empowerment, independence, and productivity of individuals with disabilities, and the integration and full inclusion of individuals with disabilities into the mainstream of American society.

The Independent Living Network:
Centers for Independent Living (CIL)

Centers for Independent Living are <u>consumer-controlled</u>, <u>community-based</u>, <u>cross-disability</u>, <u>nonresidential</u> <u>private nonprofit agencies</u> for individuals with significant disabilities (regardless of age or income).

CIL Core Services

1. Information and Referral Services (entry point)
2. Independent Living Skills Training
3. Peer Counseling
4. Individual and systems advocacy
5. Transition (NEW!) Transition back into the community, assistance to stay in the community, transition of youth to postsecondary life

NCIL
National Council
on Independent Living

The Independent Living Network: Statewide Independent Living Councils

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

NCIL
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on Independent Living

Resource: CIL/SILC Directory

http://www.ilru.org/html/publications/directory/index.html
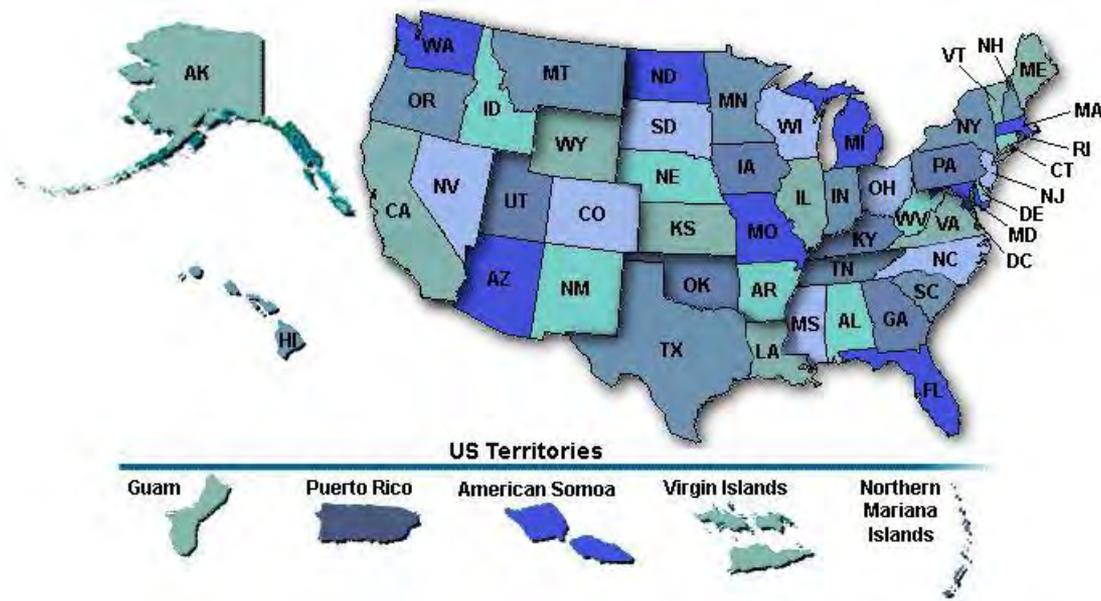
The Independent Living Network is a vital part of the disability and aging network

Disability is a natural part of life, including aging.

Nothing about Us without Us!

NCIL
National Council
on Independent Living

I&R in CILs

- I&R is often the **entry point** to resources and services.
  - In Centers, I&R is a primary mean for promoting consumer empowerment.
  - Often calling for IL services and resources within the community.

Frequently Requested Services for CILs
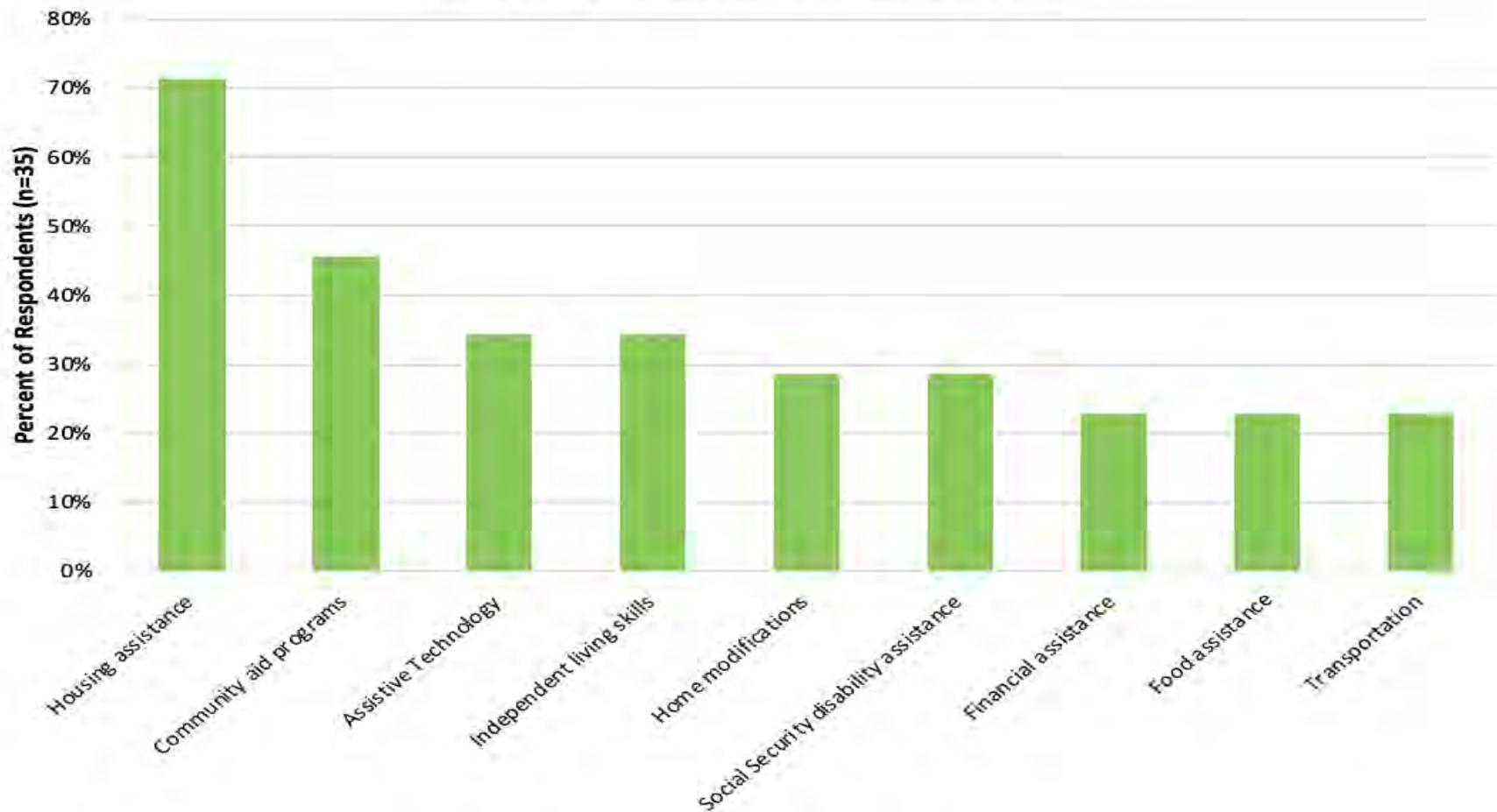
Most Frequent Unmet Needs for CILs
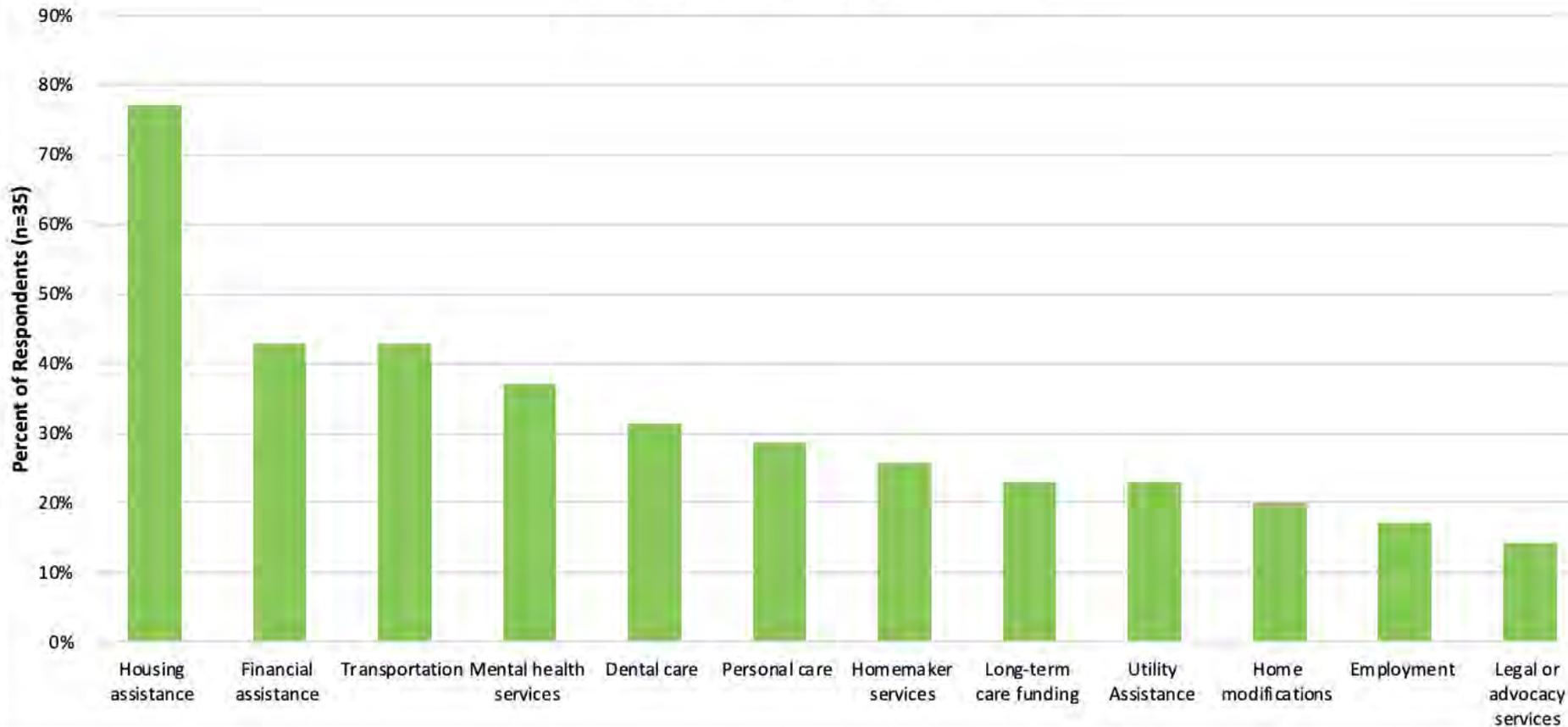
I&R in CILs

- The heart of **consumer control** is decision making power.
  - Supports an individual's capacity for self-determination

- Respect decision making power of the person (dignity of risk)

- Respect the dignity and diversity of all people.

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on Independent Living

What is Consumer Control?

- Nothing about Us without Us!

- People with disabilities are the best experts on their own needs.

- People with disabilities have the right to make choices and to control the decisions in their lives.

- People with disabilities deserve equal opportunity to decide how to live, work, and take part in their communities, particularly in reference to services that powerfully affect their day-to-day lives and access to independence (such as HCBS).

Navigating relationships and consumer control dynamics as an I&R professional

- Bringing it back to the consumer
- Balancing caregiver/consumer dynamics
- Respecting Dignity of Risk

NCIL
National Council
on Independent Living

Other practices that support Consumer Control in I&R

- Informing individuals of their rights and of Client Assistance Programs.

- Ask the person what their preferred method of communication is.

- Address any access needs at the request of the individual.

- Be intentional with community partnerships and resource recommendations.

NCIL
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on Independent Living

The heart of consumer control is decision making power.

National Council for Independent Living:

For more information, please visit https://ncil.org/

Mary-Kate Wells

Program Director, NCIL

Mary-kate@ncil.org

Addressing Elder Justice in I&R

Training Topics for I&R/A Specialists

Training Topic	Percent
Community resources/programs	85.00%
★ Adult Protective Services	82.20%
Communication skills	78.90%
Diversity, equity, inclusion and accessibility	76.70%
I&R/A process	74.40%
Public benefits	72.80%
Person-centered practices	68.30%
Communicating with people with disabilities	68.30%
Data collection and/or reporting documentation	66.10%
Advocacy	60.60%
★ Crisis intervention	60.00%
De-escalation techniques	59.40%
Options Counseling	56.10%
Disaster/emergency preparedness	52.20%
Use of resource database	50.00%
I&R and/or case management software	48.90%
Medicare counseling	45.60%
Other	3.90%

Percent of Respondents (N=180)

Training on Adult Protective Services is provided by over 80% of respondent agencies

ADVANCING STATES

These circumstances with I&R/A inquirers may also be factors to consider related to risk for elder abuse:

➢Experiencing homelessness

➢**With multiple and complex needs**

➢Experiencing food insecurity

➢**With mental health conditions/needs**

➢**Experiencing social isolation and/or loneliness**

➢**With Alzheimer's and related dementias**

ADVANCING STATES

The National Center on Elder Abuse

NCEA
National Center on Elder Abuse

The National Center on Elder Abuse (NCEA) provides up-to-date information regarding policy, research, training, best practices, news and resources on elder abuse, neglect and exploitation for policy makers, professionals in the elder justice field and the public.

We stand united against elder abuse.

About the NCEA

Education

Through training, education, and a comprehensive resource repository, we inform professionals and the public of the facts of elder abuse, prevention tools, and intervention strategies

Research

We synthesize, disseminate, and translate the latest research in the field to inform practitioners and professionals about evidence-based practices to prevent and respond to abuse

Collaboration

We work with community, state, and national elder justice organizations to design and deliver resources to support elder rights, autonomy, and wellness

Training Resources on Elder Abuse (TREA)

TIP: Use when on-boarding new staff or volunteers

What would you like to learn today?
Search for Training Resources Related to Elder Abuse ⓘ

Select Use ▼   Select a Topic ▼   Search

Training Resources on Elder Abuse

A searchable database of elder abuse related training materials designed for professionals, caregivers and the community.

Inspired by the Elder Justice Roadmap, our goal is to increase the number of professionals, caregivers and community members who receive high quality training on elder abuse.

Need assistance with an elder abuse inquiry? Visit the National Center on Elder Abuse (NCEA).

New and Notable

➔ USC Judith D. Tamkin Symposium on Elder Abuse

➔ The National Center on Law & Elder Rights' Elder Justice Toolkit, with national resources on civil legal aid and elder abuse, is now available on their website

Reframing Elder Abuse Project

What is the Reframing Elder Abuse Project?

Reimagines our cultural dialogue on elder abuse

Improves the public's awareness of elder abuse

Enhances understanding of the underpinning issues

Elevates public exchange on the topic

Reframing Elder Abuse
Video Lecture Series

FRAMEWORKS ACADEMY
Reframing the Conversation on Elder Abuse

Reframing the Conversation on Elder Abuse

Frameworks Academy

$ 75.00

FREE e-course with code
"NCEAEIderJustice"

USC Center for Elder Justice
[NCEA Publications Library](#)

Available in multiple languages

Find fact sheets, brochures, research briefs, policy updates, and more

NATIONAL CENTER ON ELDER ABUSE
Signs of Elder Abuse

Elder abuse can include neglect, physical, emotional, financial or sexual abuse. It is up to all of us to prevent and report suspected abuse. **Here are some signs of elder abuse that everyone should know.**

Emotional & Behavioral Signs
- Unusual changes in behavior or sleep
- Fear or anxiety
- Isolated or not responsive
- Sadness

Physical Signs
- Broken bones, bruises, and welts
- Cuts, sores or burns
- Torn, stained or bloody underclothing
- Sexually transmitted diseases without clear explanation
- Dirtiness, poor nutrition or dehydration
- Poor living conditions
- Missing daily living aids (glasses, walker, and medications)

Financial Signs
- Unusual changes in bank account or money management
- Unusual or quick changes in a will or other financial documents
- Fake signatures on financial documents
- Unpaid bills

REPORTING ABUSE

Programs such as Adult Protective Services (APS) and the Long-Term Care Ombudsmen are here to help. For reporting numbers, contact Eldercare Locator at 1-800-677-1116 (www.eldercare.acl.gov).

*In cases of urgent danger, call **911** or the local police or sheriff.*

The Phone Scam:
What You Should Know

WHAT

A phone scam is aimed at stealing large sums of money through wire transfer, gift card purchases, money orders, or mobile payment apps from older adults. These types of scams are typically referred to as 'Grandparent Scams', but they can happen to anyone.

HOW

This scam aims to put us into a state of crisis to protect ourselves or a loved one. Someone will call posing as a someone we care for or an official (officer, lawyer, doctor, etc.) urgently requesting money.

WHEN

Avoid answering calls from unknown callers. Always call your loved one to determine if a call is legitimate and do not share personal or financial information. A scam is not inevitable, we can all support one another to prevent phone scams.

WHO

Who is available to provide assistance?
- **Local Law Enforcement** or **Consumer Protection Agency**
- **National Elder Fraud Hotline:** 1-833-372-8311
- **Federal Trade Commission** (FTC): **reportfraud.ftc.gov**
- Visit **NCEA** for more resources: **ncea.acl.gov**

If you care for someone with dementia...
You are their advocate!

Tips & Tools Series

- [Person-Centered, Trauma-Informed Care of Older People at the Intersection of Trauma, Aging, and Abuse](#) | *Webinar*

- [Reframe the Conversation on Aging and Elder Abuse](#)

- [Safe and Supportive Caregiving](#) | *Podcast*

- [Person-Centered Care in Elder Abuse](#) | *Webinar*

U.S. Department of Justice
Elder Justice Initiative

- [Elder Justice Network Locator Map](#)

- [Elder Justice Neighborhood Map](#)

- [Multidisciplinary Team Technical Assistance Center (MDT TAC)](#)

- [Elder Abuse Guide for Law Enforcement (EAGLE)](#)

- [National Elder Fraud Hotline](#)

NATIONAL ELDER FRAUD HOTLINE
1-833-FRAUD-11
1-833-372-8311

Keck School of Medicine of USC

NCEA
National Center on Elder Abuse

U.S. Senate Special Committee on Aging

Fighting Fraud:
Top Scams in 2021

Senator Robert P. Casey, Jr. (D-PA),
Chairman

Senator Tim Scott (R-SC),
Ranking Member

U.S. Senate
Special Committee on Aging
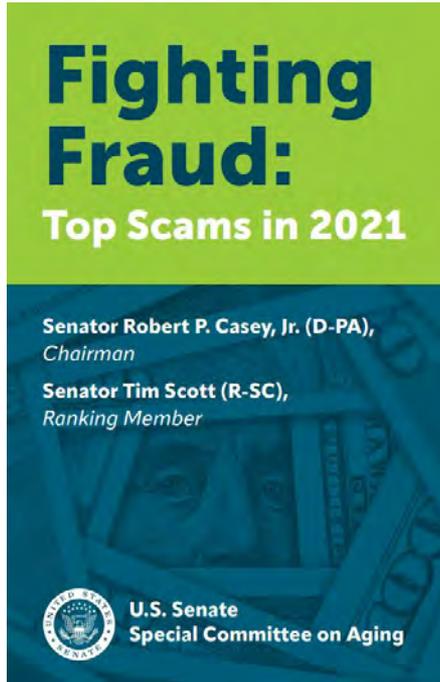
Fraud Hotline 1-855-303-9470
(open weekdays from 9 a.m. to 5 p.m. Eastern Time)

- Online Reporting Form

- Order Fraud Books/ Materials

VictimConnect Resource Center
855-4-VICTIM (855-484-2846)

Victim Connect resource center

A PROGRAM OF
NATIONAL CENTER FOR VICTIMS OF CRIME

All Victims deserve dignity, respect, and resources to help rebuild their lives.

WE CAN HELP
MONDAY - FRIDAY

Call or Text
855-4-VICTIM
(855-484-2846)

Chat
chat.victimsofcrime.org/
victim-connect

Visit Our Website
www.victimconnect.org

Visitors to the hotline can receive strength-based and trauma-informed services and referrals in over 200 languages

- Emotional support and advocacy
- Information about systems, safety, and rights
- Support to crafting next steps to regain control over their lives
- Access to referrals tailored to the **visitor's needs**

Small Group Activity

Answer the following questions about each of the scenarios:

- What does your agency do today about the situation described?

- What do you wish your agency could do about the situation described?

Trends & Needs in I&R/A
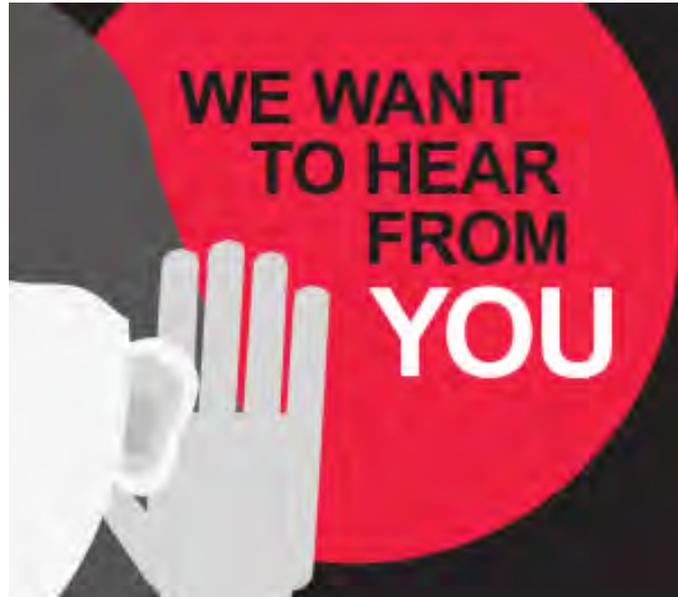
Kimberly.moon@med.usc.edu

NCEA
National Center on Elder Abuse

ncea.acl.gov

ncea-info@aoa.hhs.gov

855- 500-3537

NCEA
National Center on Elder Abuse

Thank you!