NASUAD
National Association of States United for Aging and Disabilities

# National Aging & Disability I&R/A Support Center 2012 Survey and Resources

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www.nasuad.org

# Session Objectives

- Gain understanding of what NASUAD is and how we can help you
- Review available Support Center resources
- Review and discuss challenges and opportunities for the I&R/A Network identified in the 2012 Support Center Survey
- Discuss how the survey can be improved to provide data that would help attendees in their day-to-day work
- Identify measurable outcomes that would be possible to track over multiple years through surveying the network

# National Association of States United for Aging and Disabilities

## Mission

To design, improve, and sustain state systems delivering home and community based services and supports for people who are older or have a disability, and their caregivers.

Advocate – Convene – Collaborate

## Members

Directors of State Agencies on Aging and Disability

# NASUAD Tools and Resources

- Online Tools:
  - The State Medicaid Expansion Tracker
  - State Medicaid Integration Tracker
  - **NASUADiQ.org** Training Courses
  - NASUAD.org
  - HCBS.org (HCBS Clearinghouse)
- Friday Updates
- Annual State of the States Survey
- Annual Economic Survey
- Long Term Care Ombudsman Resource Center
- National Aging Information and Referral Support Center

# I&R/A Support Center

The Support Center provides training, technical assistance, product development and consultation to build capacity and promote continuing development of aging information and referral services nationwide.

- Monthly Technical Assistance Calls
- Training: Online, On-site, CIRS-A Train-the-Trainer
- AIRS Certification for I&R Specialist in Aging Training
- Every other year survey of the Aging and Disability I&R/A Networks
- Coordinate the Aging and Disability Portion of the Annual AIRS Conference

**www.nasuad.org/I_R/ir_home.html**

# Support Center Monthly Technical Assistance Calls

**2012-2013 Topics**

- **Mobility Management** – n4a and Dallas AAA
- **Intellectual Disabilities** – Green Mt. Advocates, VT
- **Nutritional Needs of Older Adults** – MOWA
- **Mental Health** – SAMHSA, MH Association of NY
- **Disability Rights** – VT CIL & Disability Rights FL
- **Economic Security Initiative** – NCOA
- **Legal Resources** – ACL
- **National Resource Center on LGBT Aging** - SAGE

# NASUADiQ.org

**Online training modules for Aging and Disability I&R**

- I&R/A Services and the Aging Network
- Developing Cultural Competence to Serve a Diverse Aging Population Essential Components of the Aging I&R/A Process
- Key Programs and Services for Older Adults
- Introduction to Independent Living Movement
- Housing for Older Adults and Persons with Disabilities
- HCBS Taxonomy
- Medicare and Medicaid 101
- Affordable Care Act

# Train-the-Trainer Initiative

- **Identified need:** Prior to the launch of this initiative, there was no effective nationwide coordination of trainers for basic I&R/A and AIRS Certification

- **Components:**
  1. Provide high quality training materials that can be used by trainers nationally
  2. Create a web-based list of trainers
  3. Provide a forum for discussion, exchange of ideas and outreach to potential new trainers and I&R professionals

# I&R/A Support Center 2012 Survey Overview

- Methodology
- Aging and disability cross-training
- Adoption of new technologies
- Expanding role of I&R/A
- Opportunities for improved coordination
  - Client Tracking Software
  - Taxonomy/Resource Database
  - Professional Standards
  - Certification/training
  - Disaster Preparedness
  - Quality Assurance

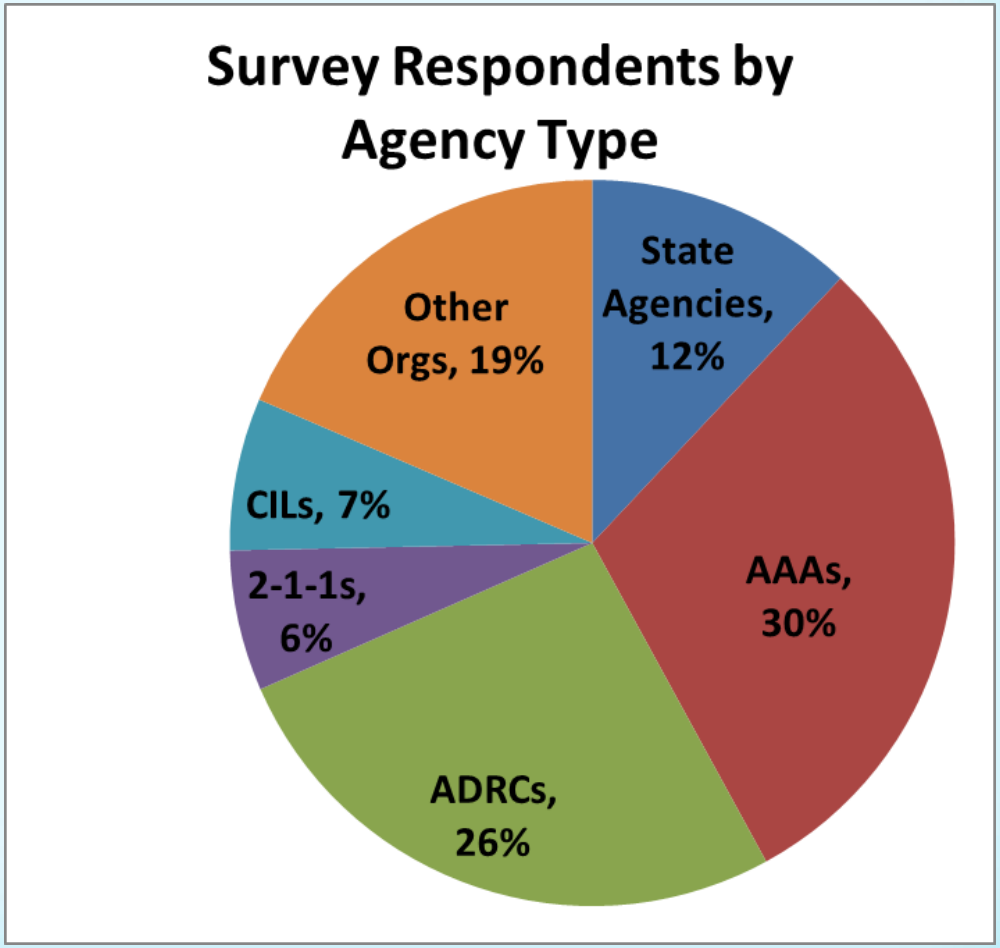
# Methodology

- Web-based survey instrument was distributed to 51 State Liaisons
- Liaisons forwarded the survey to:
  - State Agencies
  - AAAs
  - ADRCs
  - 2-1-1s
  - CILs
  - Tribal nations
  - Other non-profit I&R/A organizations

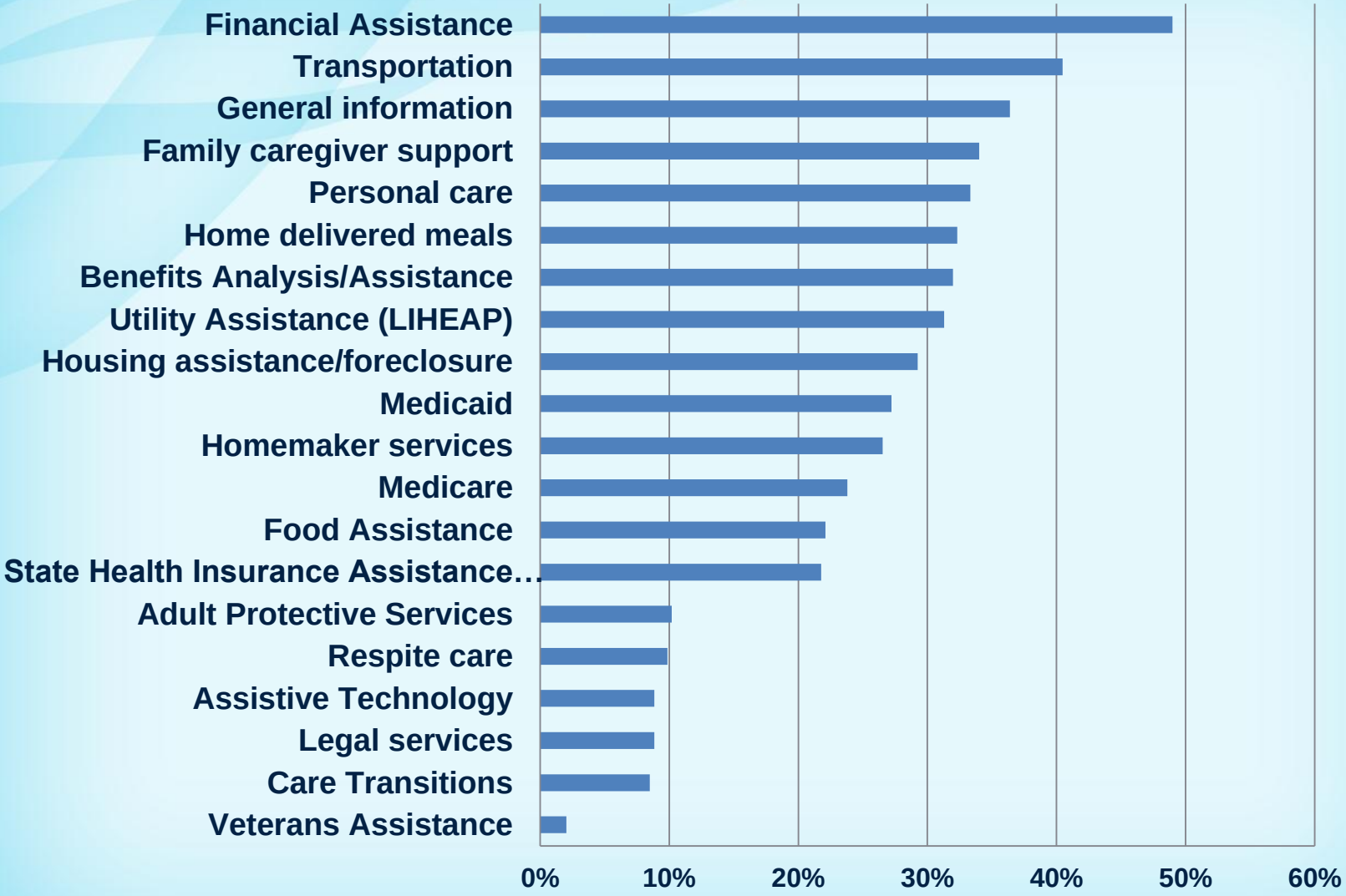
# Methodology

## Response Rates

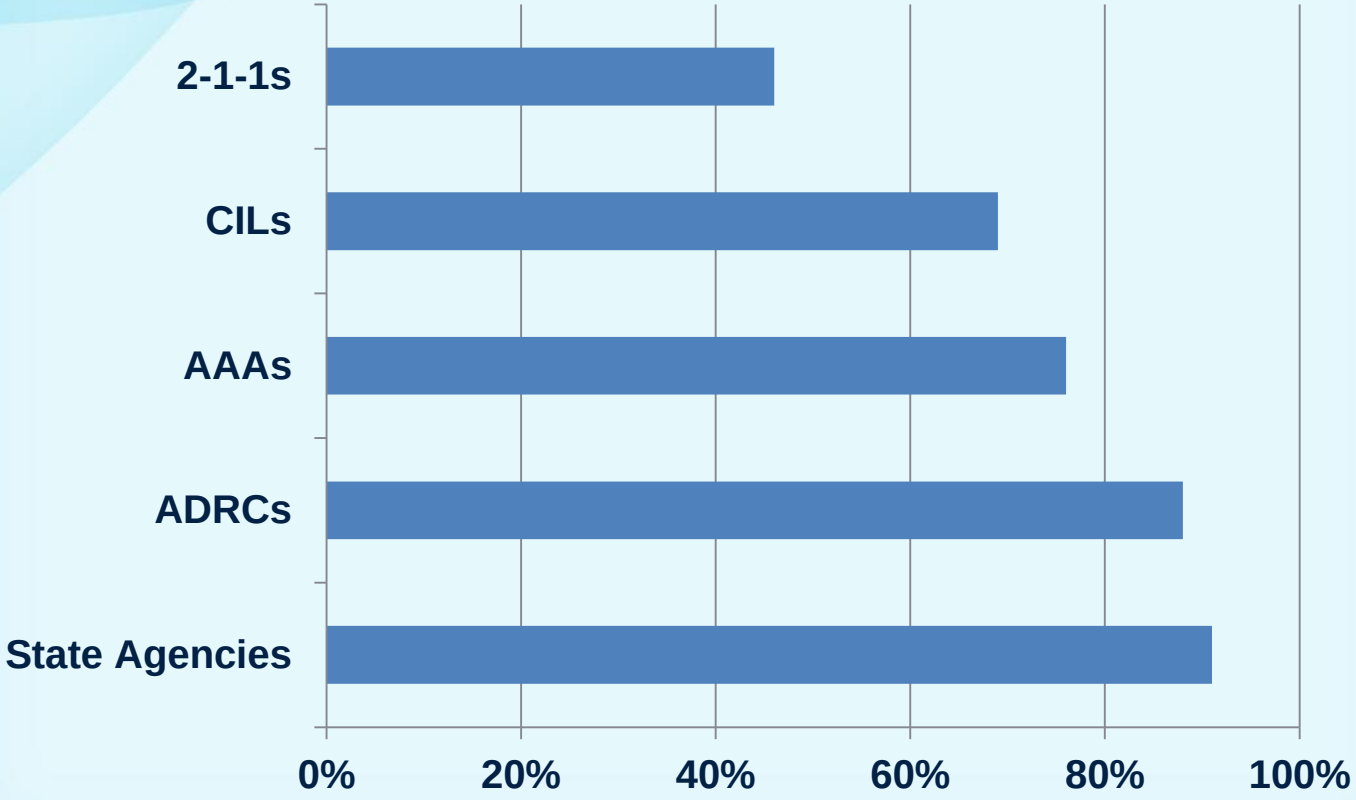
- State Agencies (90%)
- AAAs (18%)
- ADRCs (20%)



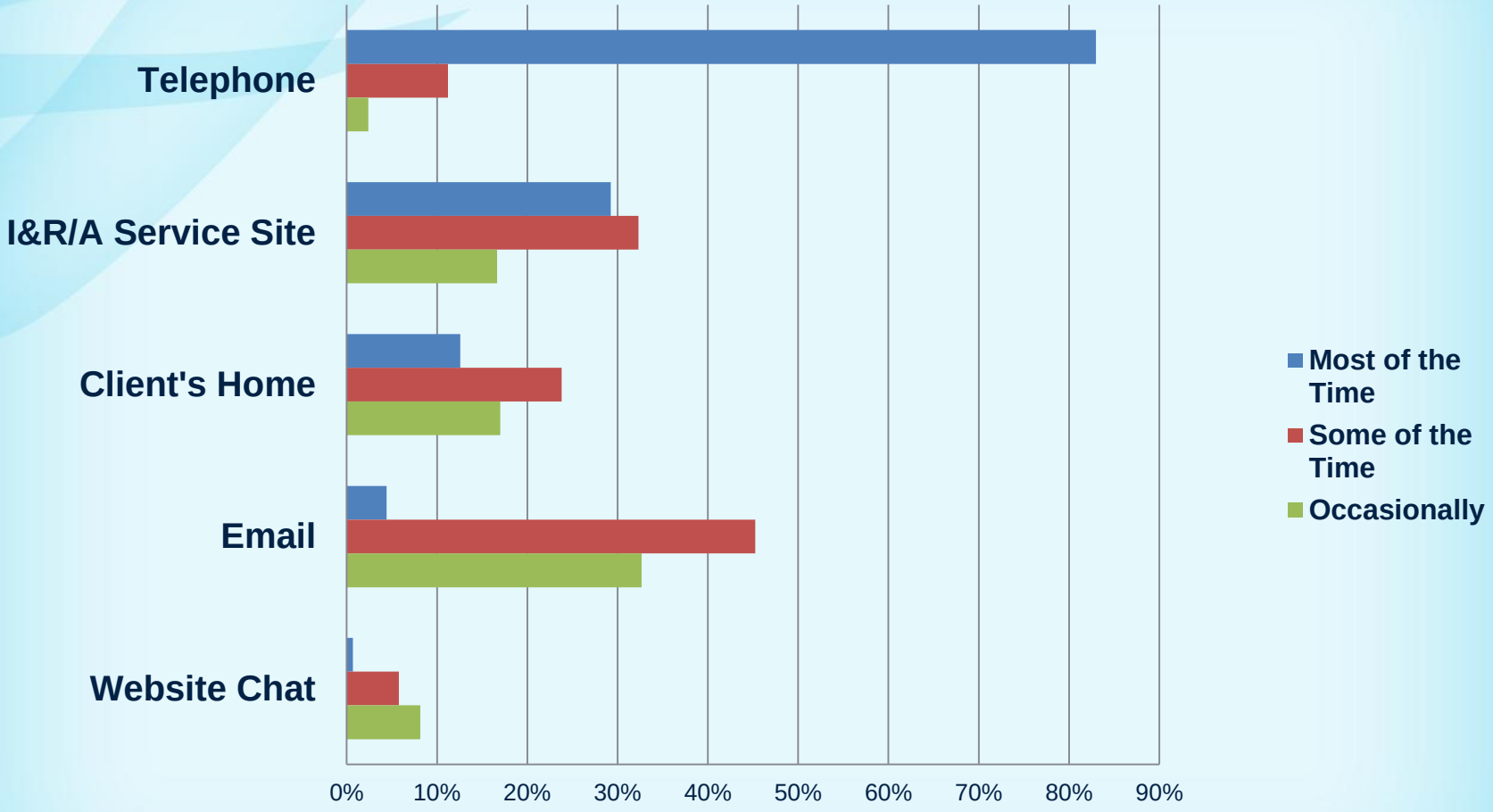
# Most Frequently Requested I&R/A Services



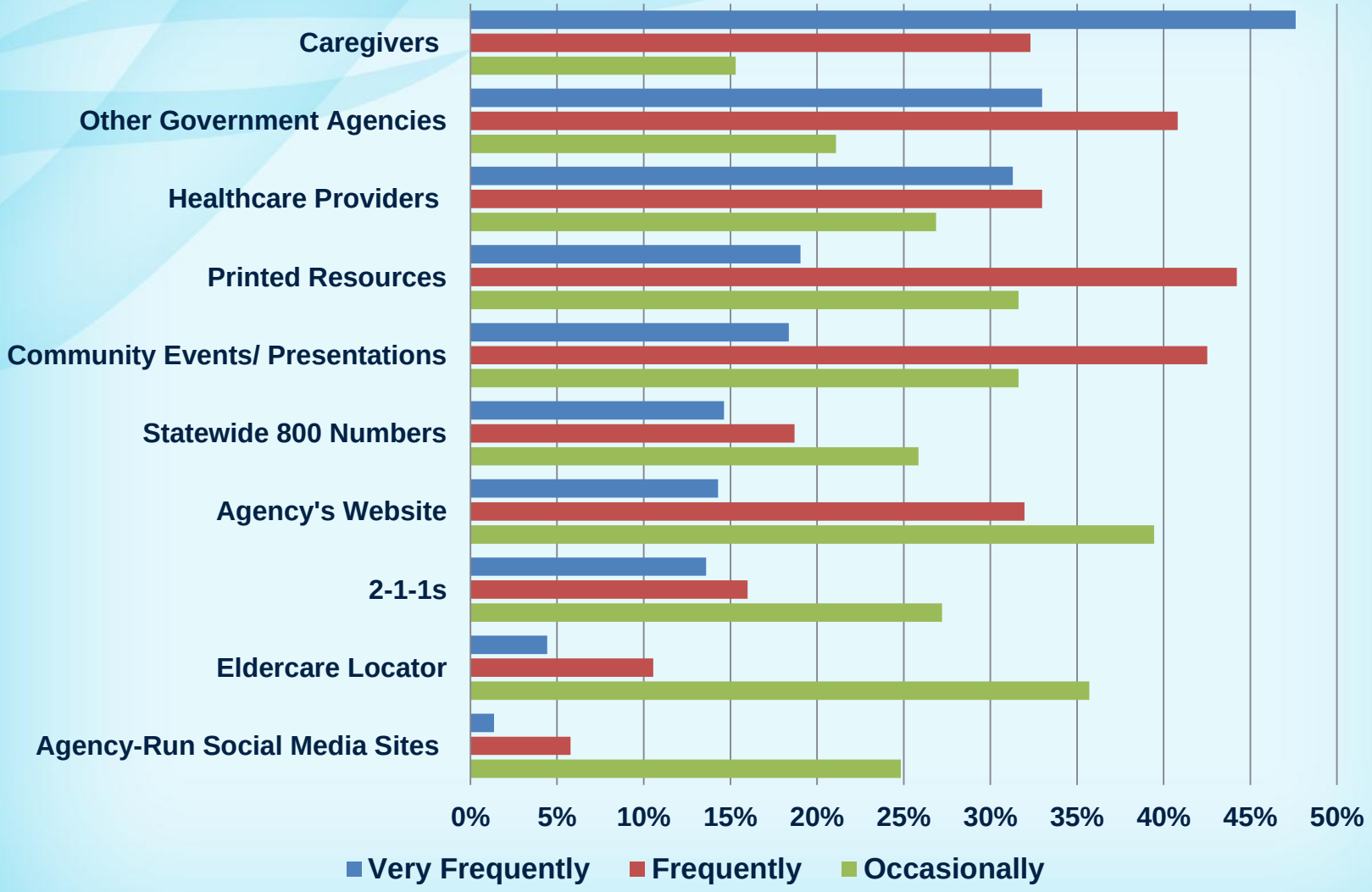
# Participation in Aging and Disability Cross-Training by Agency Type



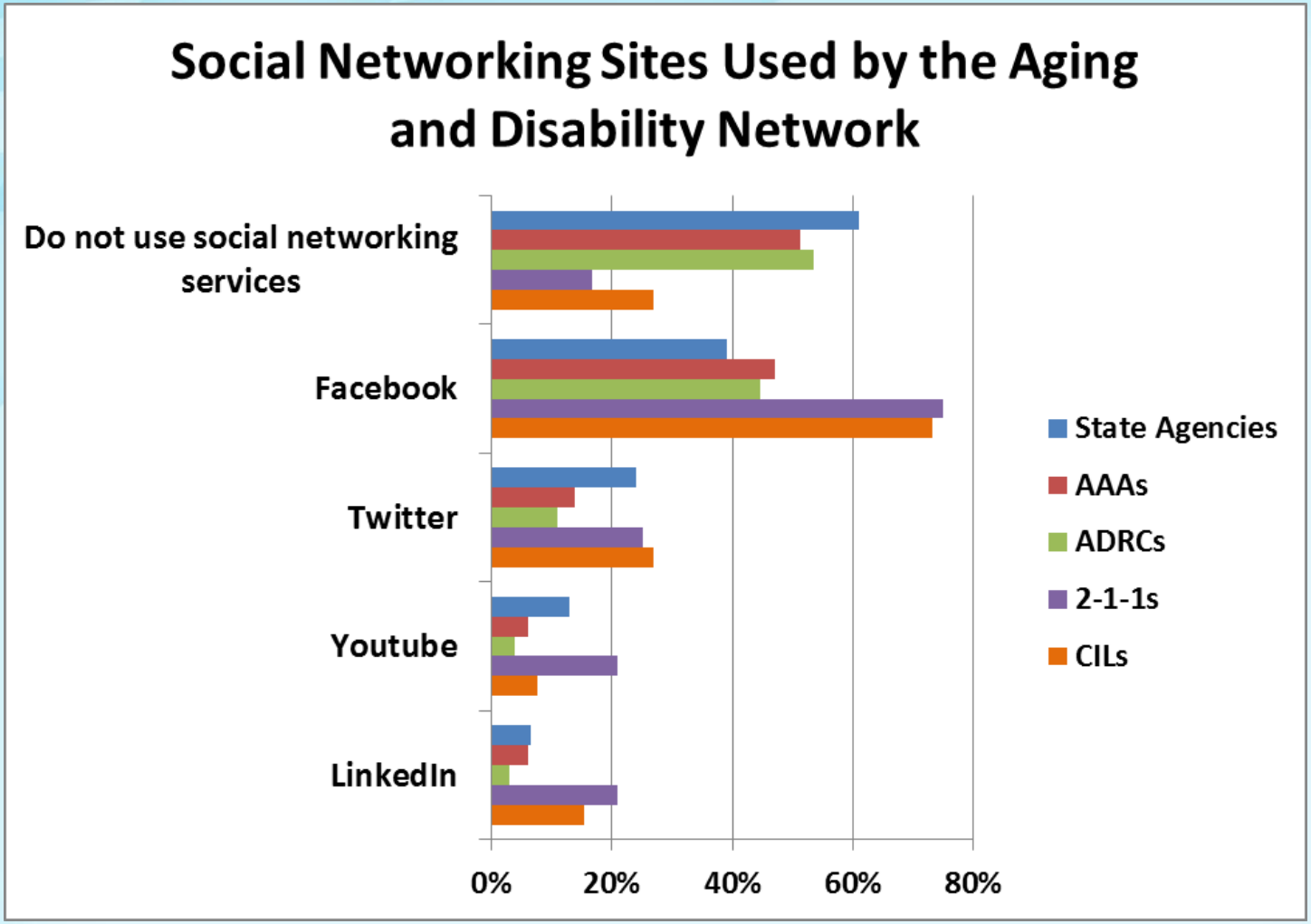
# Settings for I&R/A Provision



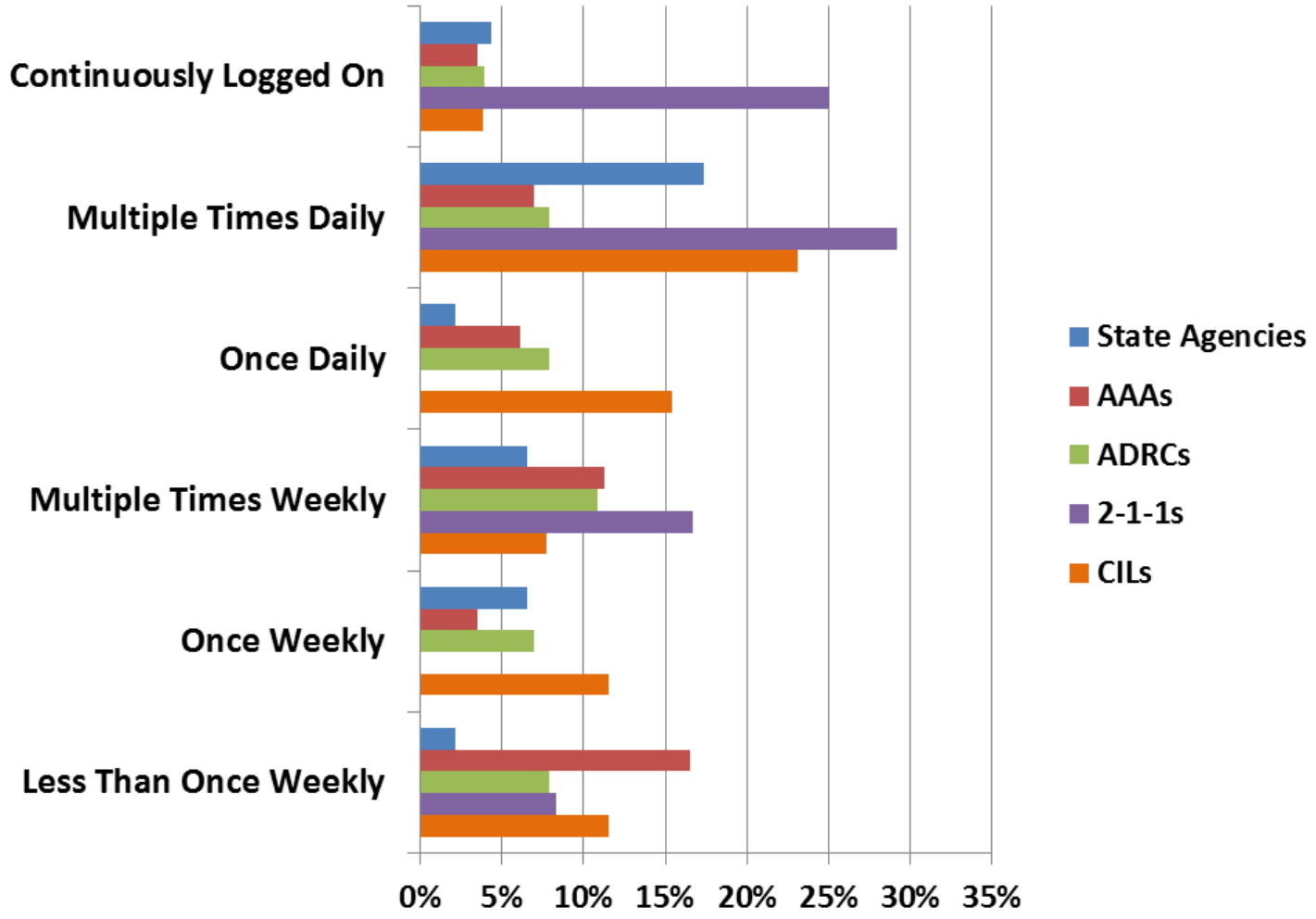
# Origin of Referrals to I&R/A Services



# Social Networking Sites Used by the Aging and Disability Network



# Frequency of Agency Staff Logging Onto Social Media Sites

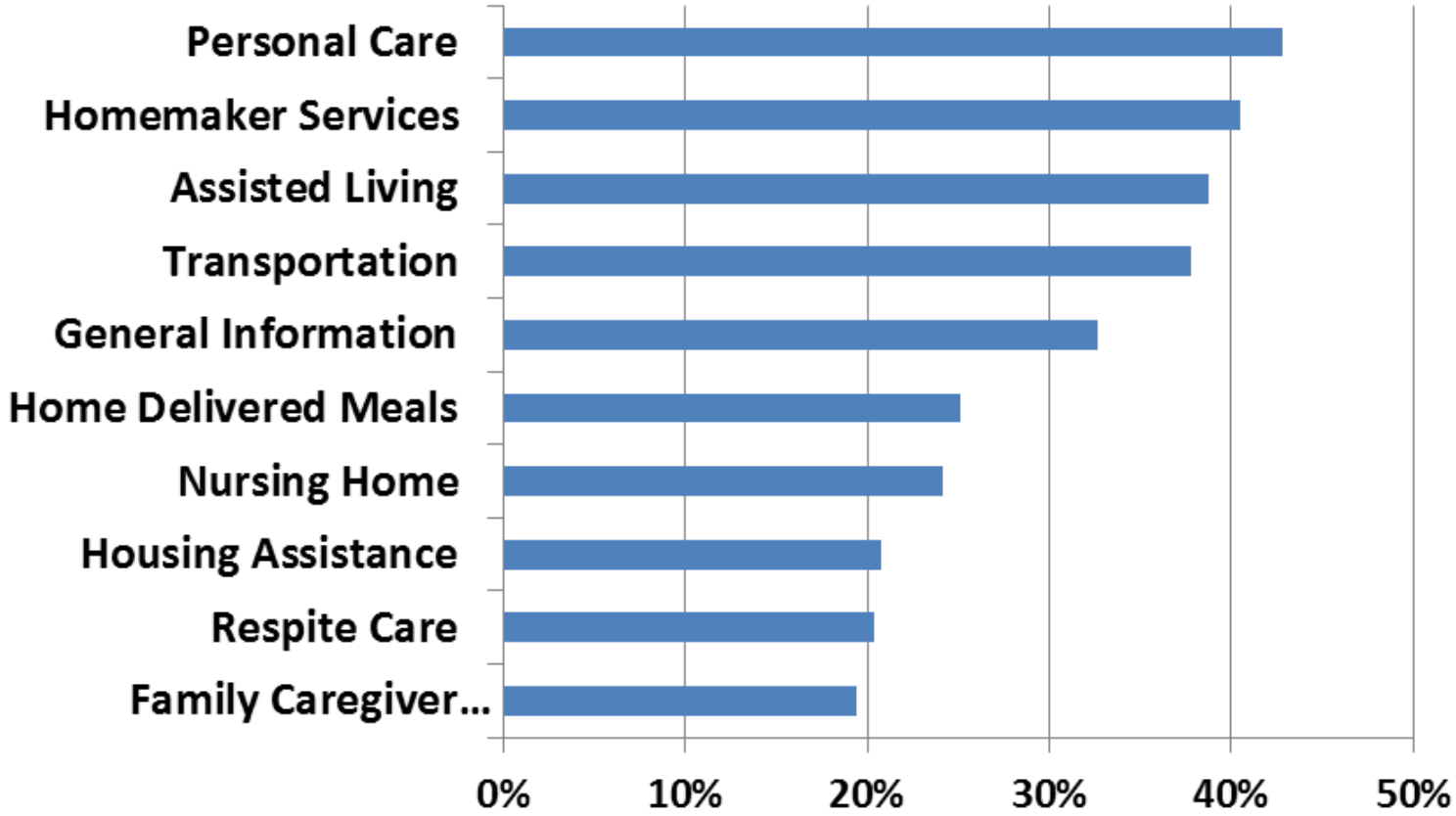


# Care Transitions

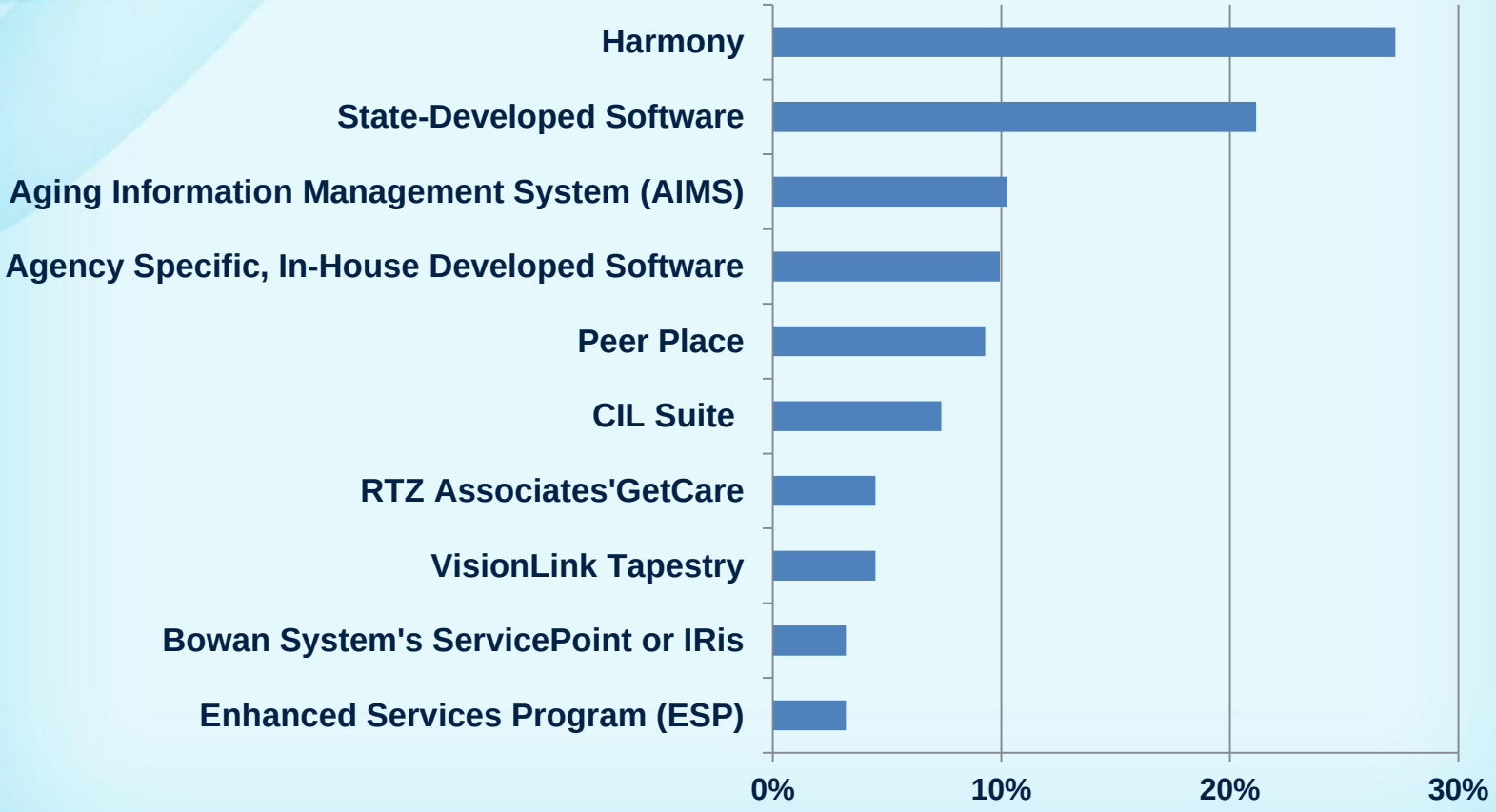
**Involvement with care transitions activities by agency type:**

- CILs 88%
- AAAs 76%
- ADRCs 74%
- State Agencies 67%
- 2-1-1s 21%

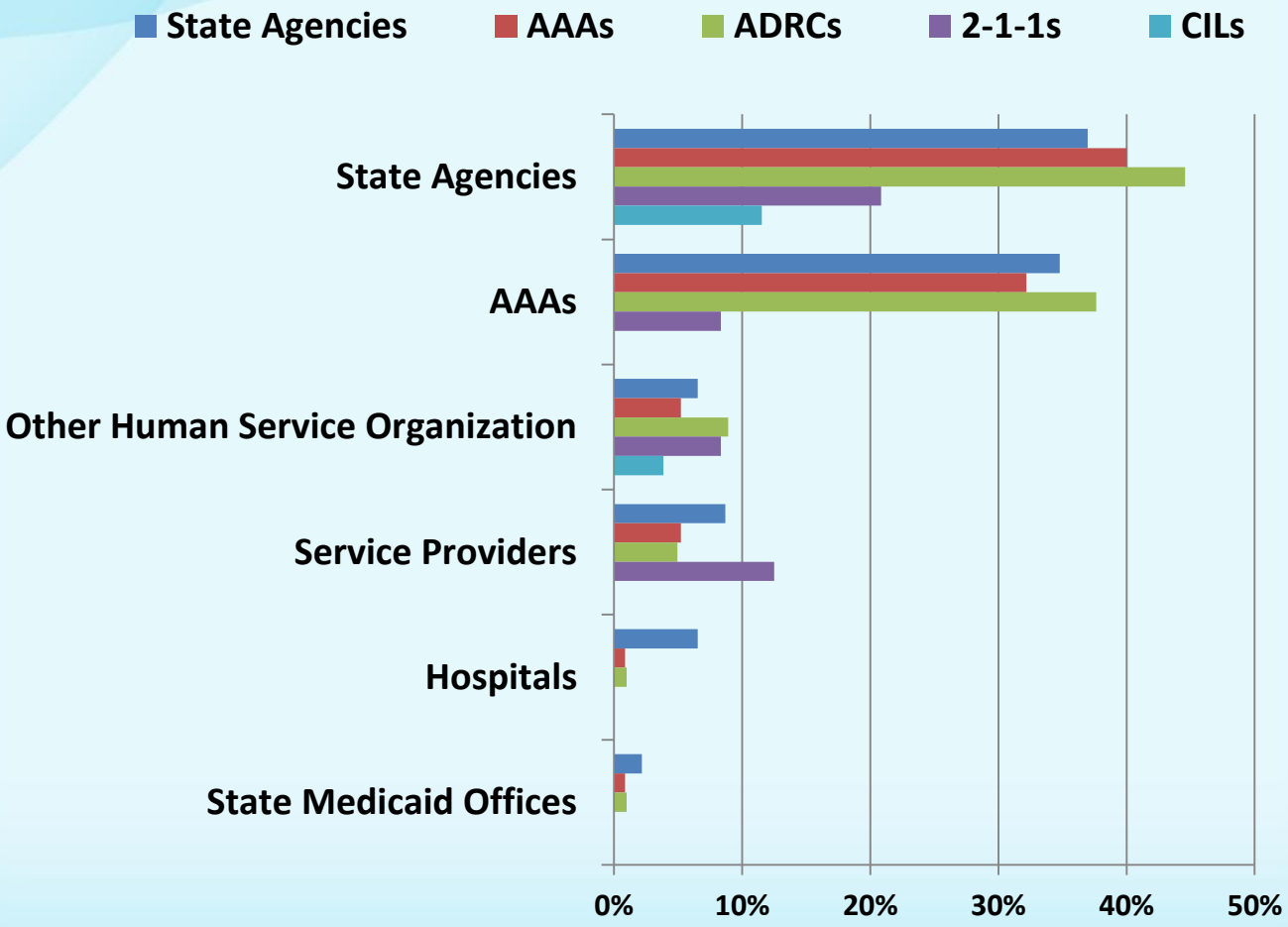
# Private Pay Service Requests



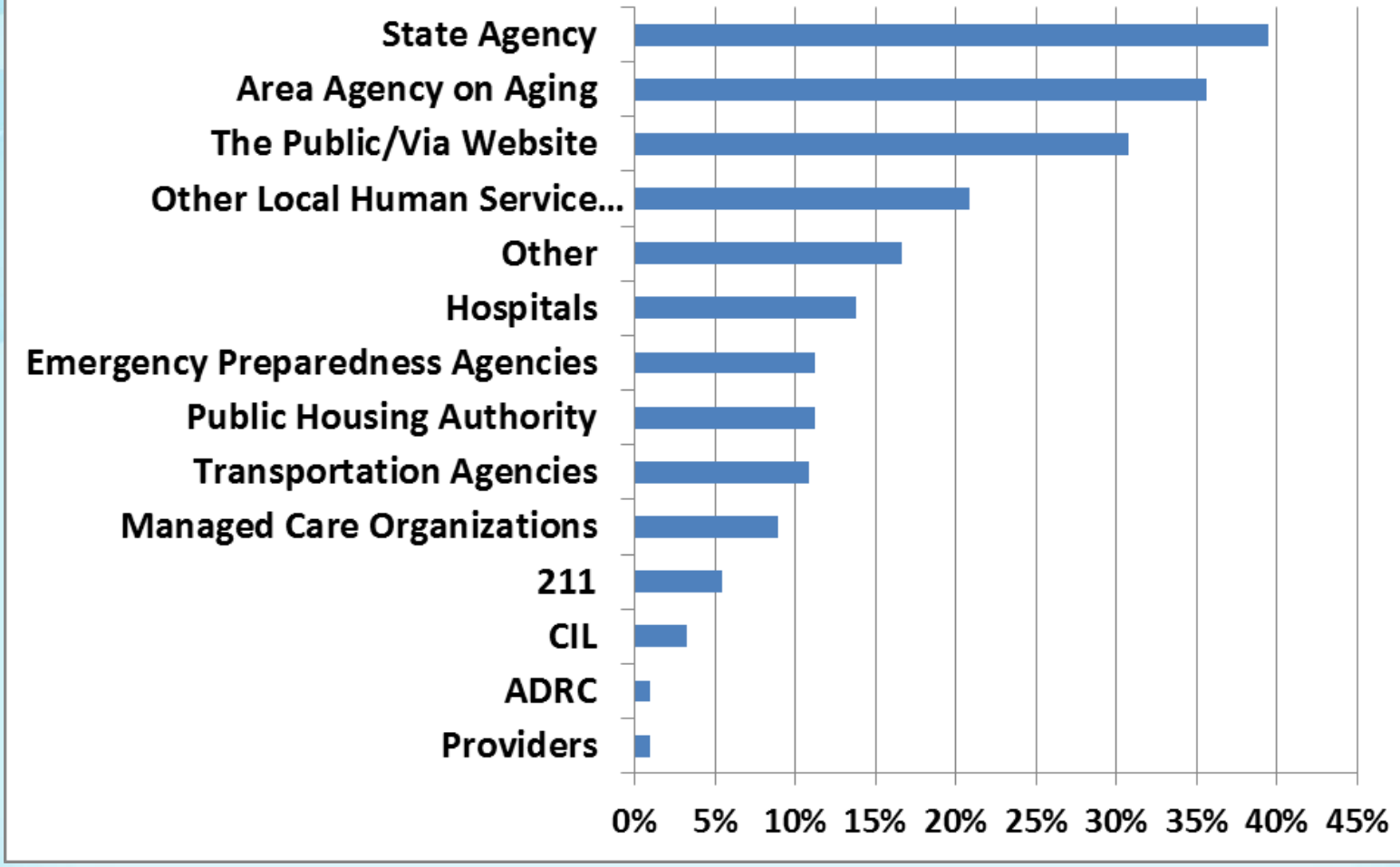
# Client Tracking, Case Management and Reporting Software Products

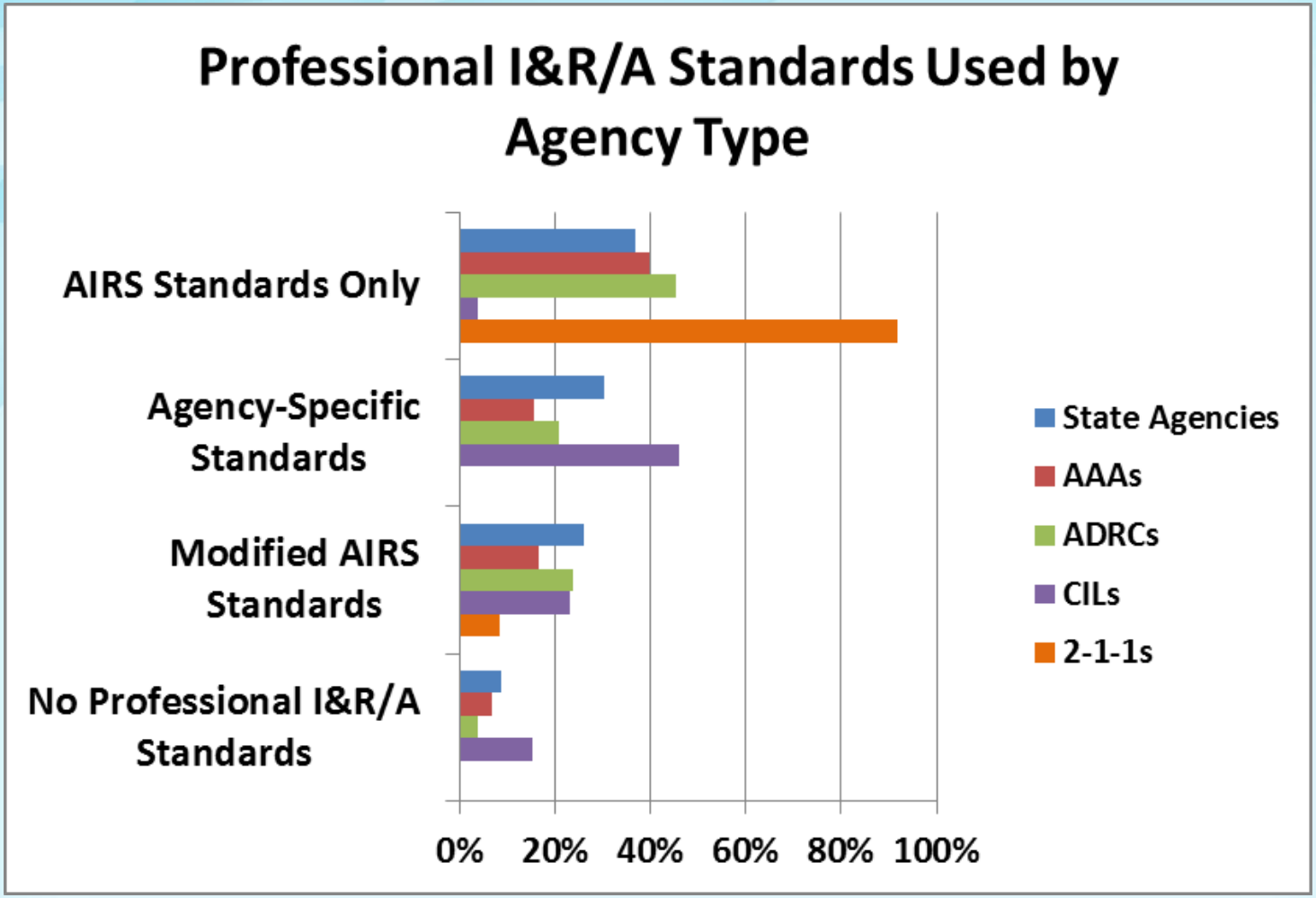


# Client Tracking Software Linkages with Other Organizations by Agency Type

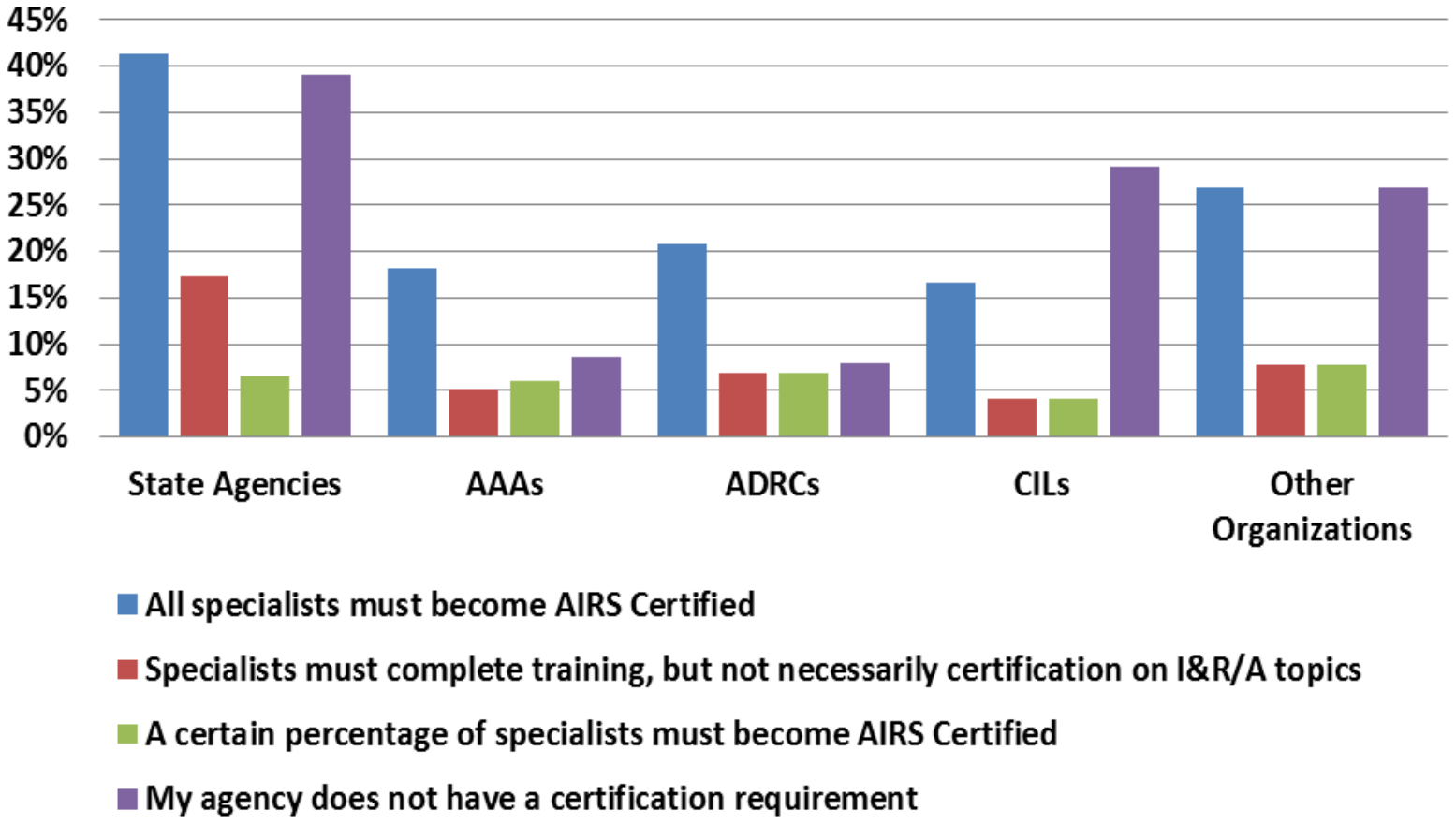


# Resource Database Sharing

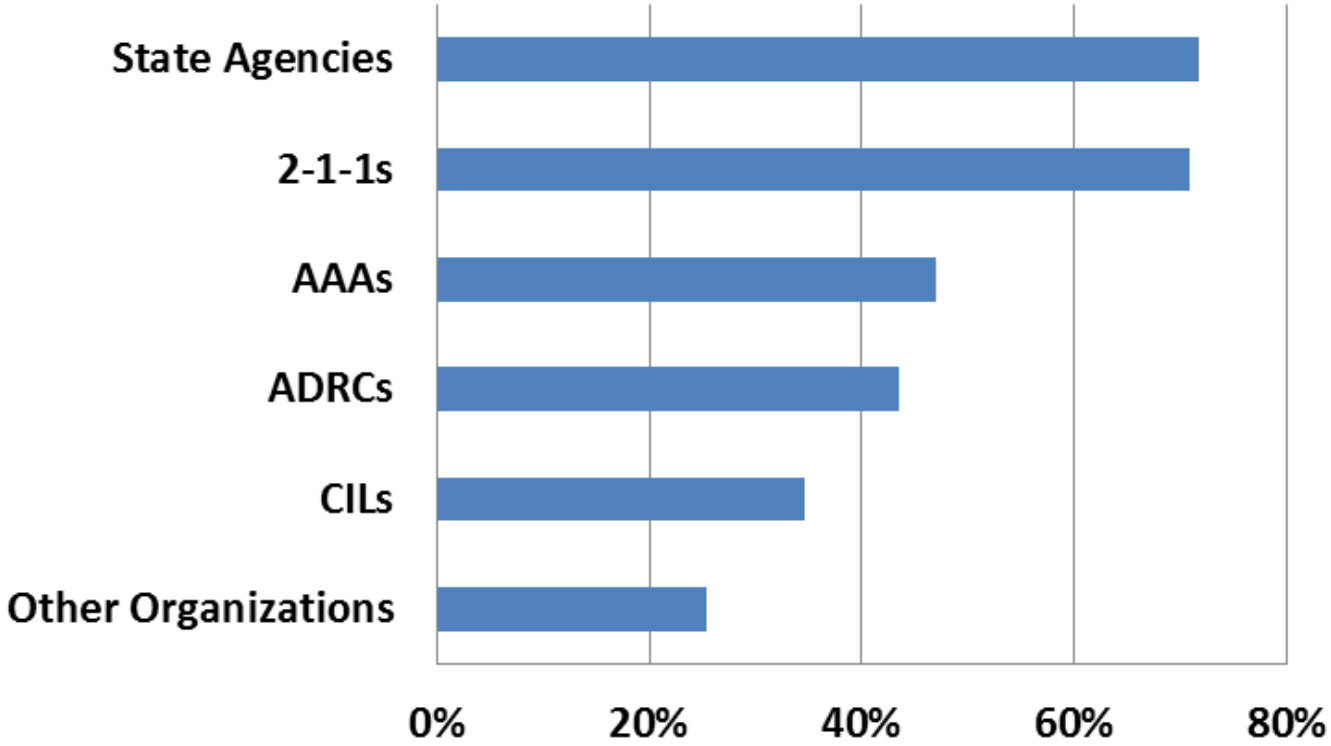



Professional I&R/A Standards Used by Agency Type
AIRS Standards Only
Agency-Specific Standards
Modified AIRS Standards
No Professional I&R/A Standards
0%
20%
40%
60%
80%
100%
State Agencies
AAAs
ADRCs
CILs
2-1-1s

# Certification Requirements by Agency Type



# Continuity of Operations Plan by Agency Type



# Most Frequently Used Quality Assurance Practices

# Conclusion/Recommendations

**To assist in coping with the anticipated high level of environmental, population and funding changes, agencies within the I&R/A Network:**

- Develop stronger partnerships among community agencies serving the aging and disability populations
- Improve capacity to communicate with consumers, potential consumers and their caregivers through social media
- Look for ways to expand the scope of agency's reach (i.e. care transitions and private pay services)
- Improve coordination between I&R/A agency types through database, standards, training, certification and disaster preparedness resource sharing
- Create improved quality assurance practices including meaningful outcome measures.

# Please give us your feed back!

**Suggestions for:**

- Improving our partnership with CILs and other disability organizations
- Getting a better response rate from 2-1-1s
- What questions should we ask in 2014 survey?
- Helping your organization come up with benchmarks for quality assurance measures
- How to market NASUAD's resources better?

NASUAD

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For more information, please visit: **www.nasuad.org**

Or call us at: **202-898-2583**