



# Updates and Resources from Your National Partners

**I&R/A Intensive  
HCBS Conference  
December 2, 2020**



# **Information & Referral/Assistance Intensive**

**ACL Update  
Sherri Clark  
Program Specialist**

# Topics

- ADRC CARES Act Funding
- Social Care Referrals Challenge
- MENTAL Health Challenge
- ACL Social Isolation Efforts
- Additional HCBS Sessions



# **CARES Act ADRC Grantee Activities**

# ADRC CARES Act Funding

- 55 states and territories received ADRC grants.
- Grantees conducted rapid assessments, evaluating their COVID response leadership and preparation, assessing service populations' greatest needs, identifying service gaps and necessary modifications, and determining appropriate workforce adjustments.

# How is ADRC CARES Act Funding Being Used?

- Assistive technology
- Strengthening or developing new partnerships with hospitals and nursing facilities
- Decreasing social isolation
- Provided PPE
- Nutritional and medication needs

# How is ADRC CARES Act Funding Being Used?

- Providing services in a virtual format and adjust workforce.
- Forged and strengthened partnerships
- Ensure grant money is used efficiently
- Streamlined and improved certain processes and services.



**ACL Challenge Competition:  
Innovative Technology Solutions  
for Social Care Referrals**



# Social Care Referrals Challenge

- ACL competition to cultivate care coordination by developing and/or optimizing interoperable and scalable technology solutions.
- The Challenge will compete in 3 phases, with cash prizes awarded in each phase. The total prize pool available is \$500,000.

# The Need to Address Interoperability

- Individuals seek care from providers with differing platforms that lack seamless connections with community based organizations
- Existing technology solutions lack interoperability and scalability within and across communities
- Provider and plan specific referral platforms are often not leveraging this existing infrastructure that enables access to a variety of services and supports that address social needs
- Duplicative spending across stakeholders as they independently contract for different referral vendors to secure community connections
- CBOs are faced with the burden of accessing multiple platforms to receive and act on referrals

# The Challenge: Establish A Shared Technology Infrastructure

ACL is seeking interoperable technology solutions developed by multi-stakeholder teams that:

- More efficiently share data through **standardized, open community resource directories** to ensure better informed decision making
- Incorporate **closed-loop referral** protocols to track and support individuals when they obtain services from any organization or health care provider within the network.
- **Produce data on** the individual, organizational, and regional levels about referrals, the prevalence of **social determinants of health**, and service utilization and outcomes

# Deadlines

- Phase 1: Concept & Design Submission – Deadline December 14, 2020
  - Form multi-stakeholder team and develop idea and concept designs that include functional enhancements, open standards, and technical specifications for enhancing health and social care integration.
- Phase 2: Proof of Concept & Demonstration (January 2021 – June 2021)
  - Winners from phase 1 will develop proofs of concept and convene in-person or virtually to demonstrate proposed solutions. Up to three prize winners at \$60,000 each
- Phase 3: Implementation & Testing - (July – December 2021)
  - Winners from Phase 2 will demonstrate implementation and real-world testing of the designed approach. One final prize winner at \$140,000 or more

# Resources

- Register and submit application:  
[socialcare.innovationchallenge.com](https://socialcare.innovationchallenge.com)
- View resources, FAQs, and past webinar recordings at [acl.gov/socialcarereferrals](https://acl.gov/socialcarereferrals)
- Contact ACL at:  
[SocialCareChallenge@acl.hhs.gov](mailto:SocialCareChallenge@acl.hhs.gov)



**Mobilizing and Empowering the Nation and  
Technology to Address Loneliness & Social  
Isolation (MENTAL) Health Innovation  
Challenge**

# MENTAL Health

## Prize Challenge Partners

- The Administration for Community Living (ACL)
- The Office for the Assistant Secretary for Health (OASH)
- The U.S. Department of Veterans Affairs (VA)
- The Federal Communications Commission (FCC)
- Consumer Technology Association Foundation (CTA Foundation)

# Background / Problem

- Approximately 25 percent of older adults in the United States are socially isolated and 43 percent of people over age 60 report feeling lonely.
- Analyses of Medicare spending found that \$6.7 billion is spent on enrollees who are socially isolated.
- The COVID-19 pandemic has exacerbated social isolation and loneliness due to the need to adhere to public health recommendations for social distancing to protect at-risk populations.



# The Challenge

- Develop innovative ideas and solutions for a software platform that increases awareness of, access to and use of social engagement technologies and programming to help curtail the impact of loneliness and social isolation.
- Identify solutions that assess socially isolated individuals and match them with appropriate technology tools and social engagement programming that best meet their needs.
- Develop consumer facing app, clearinghouse with built-in algorithms to match people's interest, accessibility needs to social engagement programming, technology, software, and apps and enable enrollment/fulfillment of needs.

# The Challenge

The challenge will compete in two phases with cash prizes awarded in each phase.

- Phase 1: Total prize funds is \$150,000.
- Phase 2: Total prize funds is \$550,000
  - The winner will be awarded \$450,000
  - The runner - up will be awarded \$100,000
- Top two contenders will present their solution at the CES in January
- Finalists and the winner are eligible for a bonus prize of \$50,000

# Congrats to Phase 1 Winners

- Social Health Connector
  - Lead: No Wrong Door Virginia, Virginia Department for Aging and Rehabilitative Services
  - Partners: Virginia Commonwealth University Department of Gerontology, Virginia Navigator, Andrew Kim (developer)
- YouConnect
  - Lead: United Way Worldwide
  - Partner: UpPurpose

<https://acl.gov/MENTAL/Phase1winners>



# **ACL Social Isolation Efforts**

# Social Isolation Efforts

## Coalition to Connect Older Adults and People with Disabilities During COVID 19

- Over 10 organizations
- Develop solutions to decrease isolation and loneliness among older adults and people with disabilities.

## Staying Engaged & Avoiding Social Isolation

(<https://acl.gov/programs/behavioral-health/staying-engaged-and-avoiding-social-isolation>)

ACL Social Isolation Team

# Social Isolation Efforts

- engAGED: The National Resource Center for Engaging Older Adults
- Objective: Identifies and disseminates information about emerging trends, resources and replication strategies that the Aging Network can use
- <https://www.engagingolderadults.org/>

# Social Isolation Efforts

- Engaged COVID-19 Resources
  - Video series
  - Best practice report
  - Sample blog post templates
  - Webpage focused on technology



## **Additional HCBS Sessions**



- ACL Track
- Building a National Community Care Corps of Volunteers Supporting Independent Living
  - December 8, 1:30 PM-2:30 PM
- Laying a Foundation: Building Blocks from SUA & AAA Home Modification Surveys
  - December 10, 1:30-2:30



# 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)



# NCIL's Legislative Priorities

- Rehabilitation Act/ Independent Living Funding
- Housing
- Long Term Services & Supports/ Healthcare
- Civil Rights/ Americans with Disabilities Act
- Transportation
- Mental Health
- Social Security/ Employment
- Voting Accessibility
- Violence & Abuse
- Education



# 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)

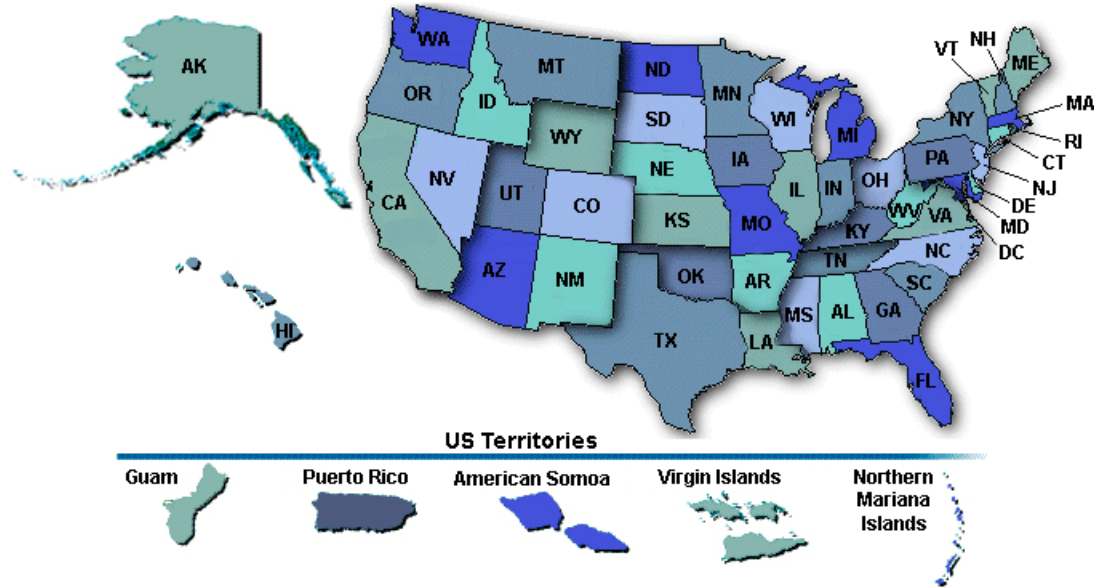


# The Independent Living Network: SILCs

- Statewide Independent Living Councils (SILCs)
  - Each state must establish and maintain a SILC
  - SILC members are appointed
  - Develop the State Plan for Independent Living (SPIL) with the CILs
  - Monitor, review, & evaluate implementation of SPIL
  - Advise CILs
  - Identify the need for expanded services
  - Coordinate activities with other entities in the state

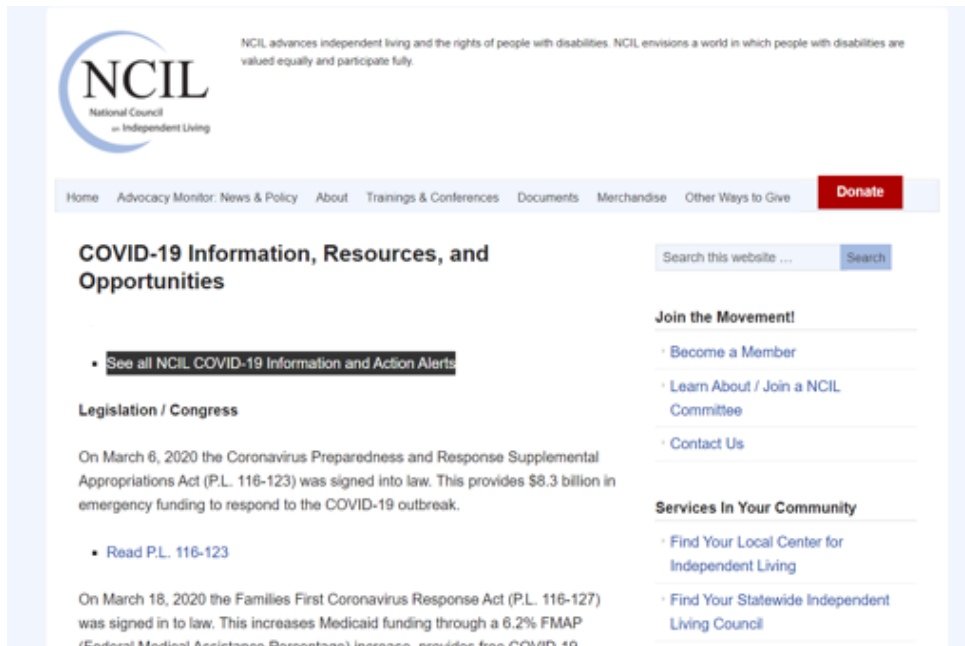


# Resource: CIL/SILC Directory



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

# COVID-19



The screenshot shows the NCIL website's COVID-19 information page. At the top left is the NCIL logo with the tagline "National Council on Independent Living". To the right of the logo is a mission statement: "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." Below the logo is a navigation menu with links for Home, Advocacy Monitor, News & Policy, About, Trainings & Conferences, Documents, Merchandise, Other Ways to Give, and a red "Donate" button. The main heading is "COVID-19 Information, Resources, and Opportunities". Below this is a search bar and a "Join the Movement!" section with links for "Become a Member", "Learn About / Join a NCIL Committee", and "Contact Us". There is also a "Services in Your Community" section with links for "Find Your Local Center for Independent Living" and "Find Your Statewide Independent Living Council". The main content area features a link to "See all NCIL COVID-19 Information and Action Alerts" and two legislative updates under the heading "Legislation / Congress".

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

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](#)

- [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





# Project Updates

- Emergency Backup DSW Project
  - Registry
  - Playbook
- Provider Accessibility Initiative
  - Continuation of 2018 initiative
  - Aims to increase accessibility of offices and services to people with disabilities
- Visitability
  - Website continues to be hosted by NCIL
  - [www.visitability.org](http://www.visitability.org)
- Civic Engagement
  - New Resources
  - [www.ncil.org/VotingRights](http://www.ncil.org/VotingRights)

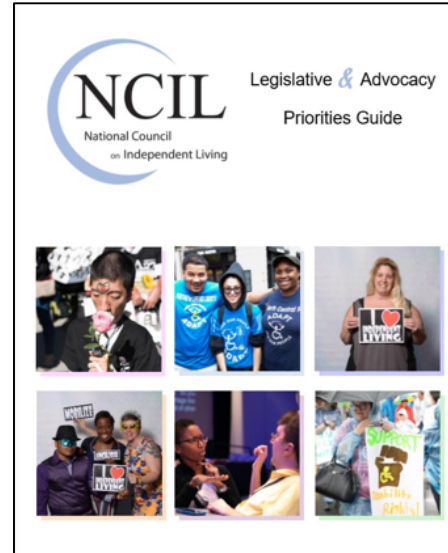


# Resource: 2020 Advocacy Priorities & Talking Points

For more  
information:

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

Legislative &  
Advocacy Priorities  
Guide



# Resource: Upcoming Events

## **Upcoming Trainings**

- Business Development for Community Living: A Learning Collaborative for CILs to Build Sustainable Programs and Diversify Revenue- *October 2020 – August 2021*
- COVID Transitions – *Date TBD*

## **All upcoming trainings:**

<https://www.ncil.org/annual-conference/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

You are here: [Home](#) / [Aging and Disability](#) / [Call for Sessions Now Open for the 2020 HCBS Conference!](#)

### Call for Sessions Now Open for the 2020 HCBS Conference!

January 24, 2020 by [theadvocacymonitor](#) · [Leave a Comment](#)

ADvancing States is pleased to announce the opening of its Call for Sessions for the 2020 Home and Community-Based Services (HCBS) Conference, August 31-September 3, 2020 in Washington, DC.

For the last 35 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, [Lindsay@ncil.org](mailto:Lindsay@ncil.org)





# **2020 Virtual HCBS Conference I&R/A Conference Intensive**

Sara Tribe Clark, Director, Eldercare Locator

December 2, 2020



Connecting You to Community Services



advocacy | action | answers on aging

## **Eldercare Locator's National Call Center**

1 (800) 677-1116  
eldercarelocator@n4a.org  
eldercare.acl.gov

# The Eldercare Locator: [eldercare.acl.gov](http://eldercare.acl.gov) 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 - 3pm ET

## Caregiver Corner



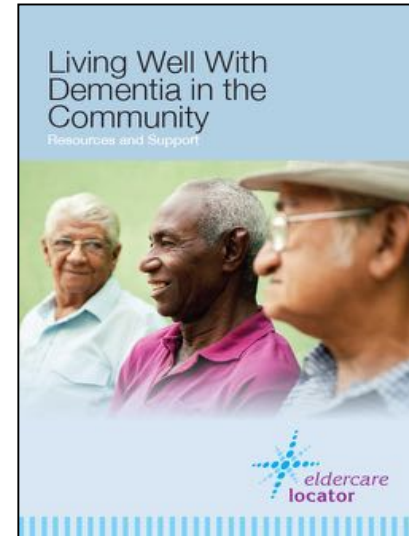
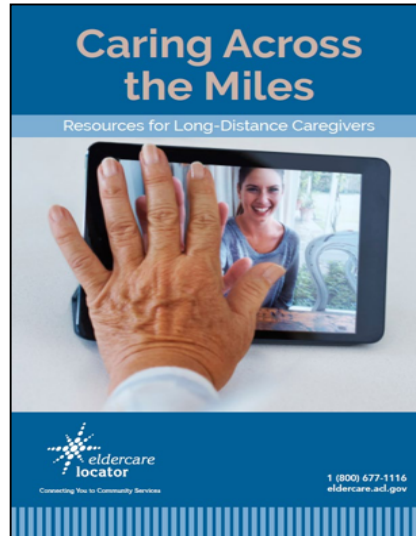
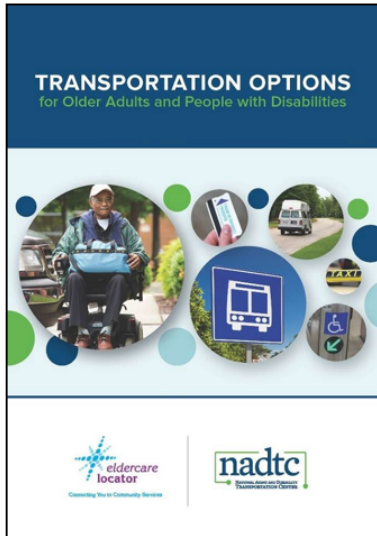


# Service Listings in the Eldercare Locator Database

1. Information and 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



# The Eldercare Locator's Publications and Online Resources



**Available at [eldercare.acl.gov](http://eldercare.acl.gov)**

# National Response to COVID-19

## What are we hearing from AAAs and Title VI agencies?

- Local agencies are serving more clients and clients with greater needs than before pandemic
- Increased demand for:
  - Food delivery, both meals and grocery
  - Information and Referral services
  - Caregiver supports
  - Response to social isolation
  - Access to technology: Both staff and clients

# National Response to COVID-19

## Major shifts to I&R service delivery (including for the Eldercare Locator)

- Challenging the brick-and-mortar approach to call centers/shift to telework
- Developing ways to identify and reduce social isolation
- Seeking ways to connect to technology (staff and clients)
- Doing outreach in new ways
- Building new partnerships to address unmet/changing needs
- Developing consumer-friendly COVID-related materials

# Key n4a COVID-19 Resources

- Resource Page: **[n4a.org/covid19](https://n4a.org/covid19)**
- Launched social media campaign: #AAAsAtWork
- [Grab-and-Go examples from the field](#) show how AAAs and Title VI agencies are rising to the challenge
- Including I&R innovations



# Key Eldercare Locator COVID-19 Resources

- **Flyer #1:** Staying Safe at Home During the Coronavirus Crisis
- **Flyer #2:** Staying Connected at Home During COVID-19
- **Home for the Holidays Campaign 2020**



# Coronavirus Flyer



## Staying Safe at Home During the Coronavirus Crisis

**T**o avoid being exposed to the coronavirus, it's important for everyone to stay at home. This is particularly true for older adults and people with some chronic conditions, who have a higher risk for complications from COVID-19—the illness caused by the coronavirus. The Eldercare Locator and the Alliance for Aging Research have teamed up to bring you the facts—so you can keep yourself and loved ones safe and healthy during this public health emergency.

### Why Older Adults and People with Chronic Conditions are at Higher Risk

Our immune systems weaken as we age, making it harder to fight off infectious diseases. Cancer treatments, immune deficiencies, smoking and prolonged use of medications that weaken the immune system can also make it harder for the body to fight off the virus. People with certain chronic health conditions—including heart disease, lung diseases, obesity, diabetes or liver disease—also have a harder time fighting the virus.

### Protecting Yourself

There is currently no vaccine available to prevent COVID-19 and no medication to treat it, so the best way to prevent illness is to avoid being exposed to the virus. COVID-19 is thought to spread primarily through respiratory droplets from coughs or sneezes. It may also be transmitted after you have

touched a surface or object with the virus on it and then touch your mouth, nose or eyes. The Centers for Disease Control and Prevention (CDC) advises older adults to:

- Stay home
- If you do need to go out in public, stay at least 6 feet apart from others and wear a simple cloth face covering to help prevent the spread of the disease to others
- Avoid high-touch surfaces like elevator buttons, door handles and counters. If you must touch these surfaces, use a tissue or disposable wipe to touch them
- Don't touch your face, nose, eyes or mouth
- Wash your hands with soap and water often; hand sanitizers are ok to use if they contain at least 60% alcohol

### Symptoms of COVID-19

Not everyone with COVID-19 will experience symptoms, or the symptoms may be mild enough that you don't realize you are infected, even though you are contagious. Symptoms of COVID-19 typically appear 2 to 14 days after exposure and may include:

- Fever
- Cough (usually a dry or unproductive cough)
- Difficulty breathing or shortness of breath
- Fatigue
- Loss of smell and taste
- Body aches
- Nausea, diarrhea, stomach aches or vomiting

### What to Do if You Get Sick

Call your health care provider if you think you may have been exposed to someone with COVID-19 and begin to develop symptoms. They can advise you on whether to get tested for the virus. In most cases, it's best to stay at home to avoid infecting others—or becoming infected yourself.

Most people who become infected with COVID-19 can recover at home. For some people, however, the virus can be serious or fatal. Call 911 and seek immediate medical care if you experience:

- Trouble breathing
- Persistent pain or pressure in the chest
- Confusion not experienced previously
- Bluish lips or face
- Any other severe symptoms

### Protecting Yourself from Scams

Unfortunately, there are scammers trying to take advantage of this crisis by pretending to sell you tests or medicines. According to the Consumer Financial Protection Bureau ([www.consumerfinance.gov](http://www.consumerfinance.gov)), the best defense is to say NO to anyone you don't know who contacts you by phone, in person, by text message or email and asks for your Social Security Number, bank account number, credit card information, Medicare ID number, driver's license number or any other personally identifiable information.



### Need Support to Stay Safe at Home?

Every community has resources to help older adults age well at home—for example, programs that provide home-delivered meals, transportation to medical appointments, in-home services, resources for caregivers and other supports that can help older adults live independently and safely at home. While some activities are paused during this crisis, especially those that bring people together in group settings, local Area Agencies on Aging are adapting programs to meet the increasing need for social engagement.

Older adults and caregivers can always contact their local Area Agency on Aging to find out what help may be available locally. To learn what's available in your area, contact the Eldercare Locator at (800) 677-1114 or [eldercare.acl.gov](http://eldercare.acl.gov). You can also get answers to community asked questions about the pandemic at [www.commrva.us.gov](http://www.commrva.us.gov).



Connecting You to Community Services



[www.n4a.com/membership](http://www.n4a.com/membership)



This fact sheet was developed by the Alliance for Aging Research and the Eldercare Locator, which is administered by the National Association of Area Agencies on Aging (naaa) and funded by the U.S. Administration for Community Living. April 2020 | Updated versions may be found at [eldercare.acl.gov](http://eldercare.acl.gov) or [www.agingresearch.org/COVID19/factsheet](http://www.agingresearch.org/COVID19/factsheet).

This project was supported, in part, by grant number HHS89901 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, DC 20201. Quarantine and isolation orders under government authority are encouraged to a degree that is proportional to the risk of illness and consequences. Orders of isolation or quarantine, however, necessarily represent official Administration for Community Living policy.

# Coronavirus Flyer



## Staying Connected at Home During COVID-19

**F**or many, the COVID-19 crisis has upended lives and social connections. Physical and social distancing have left many people, including older adults, feeling isolated and lonely with their normal routines disrupted at senior centers, places of worship and local businesses are no longer available. And while physical distancing is important to maintaining health during the crisis, as time at home has lengthened, loneliness has set in for many older adults. Research shows that prolonged social isolation can lead to an increased risk of heart disease, depression and anxiety, and other negative health outcomes.

Given these negative emotional and health impacts, the Eldercare Locator and engAGED: The National Resource Center for Engaging Older Adults have developed this flyer to help older adults find ways to stay engaged in mind and body and connected to their communities. More suggestions for ways to connect with others can be found at [www.engagingolderadults.org](http://www.engagingolderadults.org).

### Creating Connections Without Technology

#### Reach Out

- **Pick up the phone.** Try to call a family member or friend every day. Whether you swap books, meals or TV recommendations, read a book to a child or plan fun activities for the future, just making the connection is important.
- **Write a note or send a card.** Mailing a short note to a friend or family member is simple to do and can bring a smile to someone's face while cheering you up in the process.



- **Need extra compassion and support?** Many organizations have developed call lines that provide a friendly voice who can offer emotional support. Contact your local Area Agency on Aging to learn whether one is available in your community. If not, call one of the telephone services listed below.
  - Institute on Aging's Friendship Line: (800) 971-0014
  - JAMP Friendly Voices: (888) 281-0145 (English) or (888) 497-4106 (Spanish)
- **Stay Active, Mentally and Physically** Many organizations have developed call lines that provide a friendly voice who can offer emotional support. Contact your local Area Agency on Aging to learn whether one is available in your community. If not, call one of the telephone services listed below.
  - Institute on Aging's Friendship Line: (800) 971-0014
  - JAMP Friendly Voices: (888) 281-0145 (English) or (888) 497-4106 (Spanish)
- **Move more and sit less.** Make a point to move frequently during the day, even if it's just a few gentle stretches or legs around your home. If you can walk outside, keeping a 6-foot distance does not exclude talking to neighbors and enjoying the sunshine. Or, turn on the radio and dance!
- **Play your brain.** Feeling creative? Draw a sketch, write a poem or short story, or start journaling. This is a great time to record what you are seeing, thinking and

both large and small, are taking music, dance and other performances online.

- **Read a book online.** Visit [www.LSA.gov/](http://www.LSA.gov/) libraries to find your local library's free offerings. Want to discuss the book? Start an informal book club with friends or family members.
- **Want to help others?** Volunteer and share your skills from home. Develop a virtual mentoring relationship with a student through a local college or connect with your local Area Agency on Aging to find opportunities to help others during the COVID-19 crisis.
- **Stay fit.** Take a virtual exercise class. Many Area Agencies on Aging provide fitness classes. In addition, the YMCA ([www.ymcaUSA.org](http://www.ymcaUSA.org)) provides many pre-recorded and live fitness classes that allow you to take things at your own pace.

Looking for assistance with staying engaged and safe at home during the COVID-19 crisis? Your local Area Agency on Aging can help. Area Agencies on Aging provide a direct connection to home-delivered meals and groceries, in-home help with daily needs, transportation, caregiver support and more. To find your local Area Agency on Aging, contact the Eldercare Locator, a national call center that supports older Americans in connecting to local resources, at (800) 677-1114 or [eldercare.acl.gov](http://eldercare.acl.gov).

### Ways to Create Connections Using Technology

The list below contains just a few of the suggestions that are posted at [www.engagingolderadults.org](http://www.engagingolderadults.org). Visit the website for additional ideas.

- **Use online tools to connect with friends and family.** Need help getting started? "Stuck at Home Guide: How to Get Online," a guide from engAGED partner Senior Planet, contains helpful tips for getting started online, on social media and on Zoom meetings. Visit [www.seniorplanet.org/stuck-at-home-guide-get-online](http://www.seniorplanet.org/stuck-at-home-guide-get-online).
- **Attend events and concerts or tour museums from home.** During the COVID-19 crisis, many museums have developed virtual tours that help visitors see world-renowned artwork, Theater,



This fact sheet was developed by engAGED: The National Resource Center for Engaging Older Adults and the Eldercare Locator, which are both administered by the National Association of Area Agencies on Aging (NAAG) and funded by the U.S. Administration for Community Living (ACL). The project was supported in part by ACL grant numbers 90888001-01-02 and 9088100001-01-01. Services underlying projects under government ACL sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, however, necessarily represent official ACL policy.




# Home for the Holidays 2020


- **Annual campaign by the Eldercare Locator to:**
  - Provide consumer-friendly tools to start sometimes difficult conversations among families during the holidays on a timely topic
  - Elevate a key aging issue at a national level, earn media and spotlight the work of AAAs and the Aging Network on that topic
- **It's also...**
  - A chance for the Aging Network to highlight their programs locally, with consumers and the media
  - A toolkit to help

# n4a.org/H4H2020

**Staying Connected  
and Healthy During the  
COVID-19 Pandemic**

Resources for Older Adults and Caregivers





 **eldercare  
locator**  
Connecting You to Community Services

(800) 677-1116  
eldercare.acl.gov

**Mantenerse Conectados  
y Sanos Durante la  
Pandemia del COVID-19**

Recursos para Adultos Mayores y Cuidadores



 **eldercare  
locator**  
Connecting You to Community Services

(800) 677-1116  
eldercare.acl.gov

# Home for the Holidays Campaign

- Brochure
- Sample social media posts
- Newsletter article template
- Press release template
- Shareable graphics
- PowerPoint presentation template

Contact your local **Area Agency on Aging** for information on staying connected to your community through **wellness, technology, arts programs** and more. Visit [eldercare.acl.gov](https://eldercare.acl.gov) or call **1 (800) 677-1116** to find one near you.





Connecting You to Community Services



**National Call Center**  
**1-800-677-1116**  
eldercare.acl.gov  
eldercarelocator@n4a.org

**Sara Tribe Clark**  
Director, Eldercare Locator  
**stribeclark@n4a.org**



advocacy | action | answers on aging



Connecting You to Community Services

# ADVANCING STATES



Leadership, innovation, collaboration  
for state Aging and Disability agencies

## Resources from ADvancing States

**I&R/A Intensive**

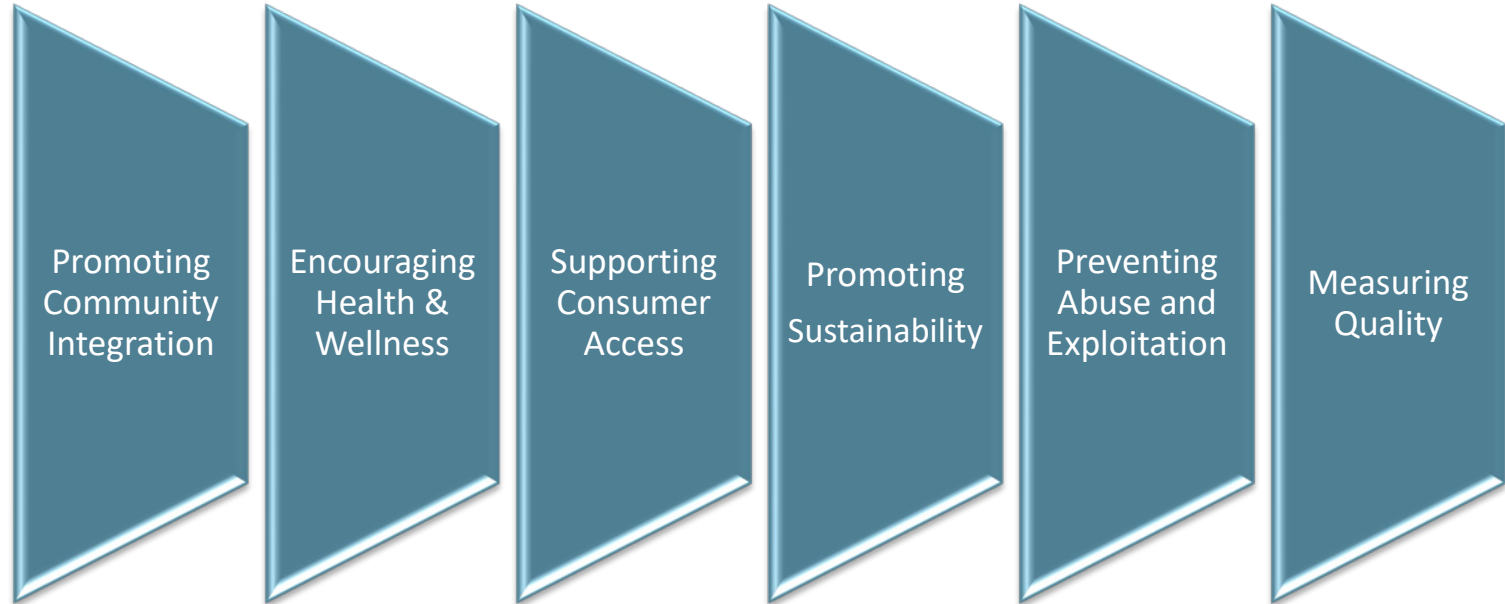
# About ADvancing States

## **Our mission:**

*To design, improve, and sustain state systems delivering long-term services and supports for older adults, people with disabilities, and their caregivers.*

- Represents the nation's 56 state and territorial agencies on aging and disabilities.
- Supports visionary state leadership, the advancement of state systems innovation, and the articulation of national policies that support long-term services and supports for older adults and people with disabilities.

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





# National Information & Referral Support Center

## Services

- Technical Assistance Webinars: free monthly
- Training: Online training; AIRS certification training; and Train the Trainer
- Distribution lists: sharing information and resources
- National surveys: Aging and Disability I&R/A Networks
- National training events: including the Aging and Disability Symposium at the annual AIRS I&R Conference

## Goal

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



**NATIONAL  
INFORMATION  
& REFERRAL  
SUPPORT CENTER**

# I&R Support Center Webinars

## I&R/A Webinars

The I&R Support Center hosts webinars on a regular basis with I&R Specialists concerning topics of interest to those who work in the field of aging and disability I&R/A. Notes, PowerPoint presentations, and a recording from each webinar can be found below. Information on upcoming webinars is disseminated through the I&R Center's distribution list; to join, please visit <http://www.advancingstates.org/community-opportunities/stay-informed>.



**October 20, 2020: I&R Across Virginia: From Covid-19 Response to New Opportunities**

The Virginia Alliance of Information and Referral Systems (VAIRS) discussed Information & Referral programs and systems serving Virginia's communities. I&R services have been challenged during these unprecedented times, yet continue to innovate and collaborate to serve individuals, families, and communities across the state. This webinar will feature diverse I&R sectors that comprise VAIRS membership and offer a chance to share input with VAIRS for the year ahead.

[PowerPoint Presentation](#)  
[Webinar Recording](#)

# Upcoming Webinar Series 2021

## *Behavioral Health Crisis Management for Older Adults*

- Webinar #1 Older Adult Crisis Management During Covid-19
- Webinar #2 Older Adults and Technology
- Webinar #3 Older Adult Mental Health

January 13<sup>th</sup>, 20<sup>th</sup>, and 27<sup>th</sup>, 2021, from 2:00-4:00p.m. ET

# ADvancing States iQ



## **IQ ONLINE LEARNING CENTER**

Online Courses about Aging  
and Disability Programs,  
Resources and Services

[AdvancingStatesiQ.org](http://AdvancingStatesiQ.org)

ADVANCING  
STATES



### **Courses Now Available**

- Adult Protective Services
- Affordable Housing for Older Adults and People with Disabilities
- Certification for Community Resource Specialists in Aging/Disabilities (CRS-A/D) Training
- CRS-A/D Train the Trainer
- Developing Cultural Competence to Serve a Diverse Aging Population
- Disability for I&R Specialists
- Essential Components of the Aging I&R/A Process
- Introduction to Elder Abuse
- Introduction to the Independent Living Movement
- Medicaid 101: What You Need to Know
- Medicaid Managed Care 101
- The Role of MIPPA: Helping Older Adults and Individuals with Disabilities Afford Medicare
- Strengthening Cultural Competence in I&R/A Work with Asian American and Pacific Islander (AAPI) Older Adults
- Strengthening Disability and Cultural Competence in I&R/A Work with People with I/DD and their Families

### **Benefits to Advancing States iQ**

- Free online courses that help strengthen participants' knowledge of aging and disability networks, systems, and services
- Complements and enhances training for new staff, and helps seasoned staff stay up-to-date on program developments and trends in the field
- Provides professional development opportunities to meet training requirements
- Assists aging and disability professionals to prepare for and maintain their credentials

# AIRS Certification Exam Training CRS-A/D



## Certification for Community Resource Specialists in Aging/Disabilities (CRS-A/D) Training

This training provides an overview of key competencies needed for aging and disability I&R/A professionals, and provides preparation for the AIRS Certification exam for Community Resource Specialists in Aging/Disabilities (CRS-A/D, formerly CIRS-A/D). The training course covers the following content: the fundamentals of information and referral (I&R); details of the AIRS certification exam; the I&R/A process; key communication techniques; highlights of the AIRS Standards and Quality Indicators for Professional Information and Referral; an overview of I&R/A and the Aging/Disability Networks; information on aging and disability programs and services; and AIRS practice exam questions. For more information on AIRS Certification, including how to apply to take a certification exam, visit AIRS by clicking [here](#).

# Sharing Information and Resources with I&R/A Programs



## NATIONAL INFORMATION & REFERRAL SUPPORT CENTER

Dear Aging and Disability I&R Professionals,

During the Covid-19 pandemic, individuals may be experiencing greater difficulties receiving assistance related to Social Security benefits, applications, and other matters. I&R specialists, SHIP counselors and other aging and disability professionals might be seeking to provide assistance on helping individuals connect with Social Security. At the request of Social Security, we are passing along new SSA guidelines for in-person appointments. We hope this is helpful.

On behalf of Social Security:

### Your Client May Be Eligible for an in-person Appointment

The Social Security Administration updated its [COVID-19 webpage](#) to include information about who is eligible for an in-person appointment. If you believe your client qualifies for an in-person appointment, call your local office. You can look up the phone number for your local office by accessing Social Security's [office locator](#). An in-person appointment may be possible if your client:

- Is without food or shelter, including utilities or is without medical care or coverage and needs to apply for or reinstate benefits.
- Currently receives benefits and has an urgent need for payment to meet expenses for food, shelter, or medical treatment, and cannot receive the payment electronically.
- Is age 12 or older applying for their first SSN card.
- Needs to update or correct their SSN information (e.g., name, date of birth, or citizenship) to obtain income, resources, or medical care or coverage, or other services or benefits (e.g., filing a tax return, applying for housing, seeking an Economic Impact Payment).

For additional information and to stay up to date, subscribe to SSA's [Coronavirus Disease \(COVID-19\) web page](#).

### Sign Up to Receive Updates

Thanks for your interest in joining our distribution list. You can sign up below to receive information **ONLY** for the HCBS Conference or for our other regular publications.

The Friday Update is a weekly newsletter filled with articles and information of relevance to professionals in the aging and disability communities.

The State Medicaid Integration Tracker is published monthly and highlights new Medicaid coordinated care activities from the previous month, including managed LTSS, dual alignment demonstrations, HCBS state plans and health homes.

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Newsletters \*

- Friday Updates
- HCBS Business Acumen Center
- HCBS Conference
- Information & Referral Support Center List Serv
- State Medicaid Integration Tracker

SIGNUP

# Friday Update

**Friday Update**  
October 23, 2020



## Sections in this newsletter:

From Advancing States

HCBS Clearinghouse

From the Administration

From Other Organizations

Job Opportunities

Funding Opportunities

## About the Friday Update

The Friday Update is a free weekly newsletter from Advancing States that contains federal, state, and local policy updates on a broad range of topics pertaining to aging and disability services. View archived versions of previous Friday Updates [here](#).

You can see an overview of the sections included in this Friday Update in the left-hand column. Some highlights from this week's edition include:

- The 2020 Virtual HCBS Conference agenda;
- An Advancing States issue brief on nutrition initiatives during COVID-19;
- A report from CHCS and Speire Healthcare Strategies about COVID-19 response efforts from states and health plans that offer integrated care programs for dually eligible individuals; and
- A GAO study on FLSA home care rule impacts.

[Click here](#) to subscribe to the weekly Friday Update.

- Free weekly e-newsletter
- National, federal and state updates on a broad range of topics pertaining to aging and disability policy and services
- Over 12,000 recipients!
- Sign up at [www.advancingstates.org](http://www.advancingstates.org)

# COVID-19 Resources

- **ADvancing States Resources:** Advocacy letters to Congress and ideas for addressing social isolation.
- A list of **CMS Waiver Approvals**.
- **Federal guidance** from our partners, including ACL, CMS, and the CDC.
- **State Materials** produced by health departments and agencies.
- **Business Solutions** to help support state agencies during COVID-19

<http://www.advancingstates.org/covid-19>



# ADvancing States Resources

## Addressing Social Isolation



Addressing Social Isolation for Older Adults During the COVID-19 Crisis

*Updated as of 10/14/2020*



- Minnesota –
  - Minnesota’s Legal Assistance Developer is working with project partners to monitor current legal trends, analyze efficacies of legal delivery tools for isolated communities and develop community legal responses for post-crisis implementation.
  - Minnesota’s information and referral service, the Senior LinkAge Line, is utilizing specialists to reach out to older adults and their caregivers. They have adjusted their service delivery models so staff who had been providing in-person support are also on the phones. This helps reduce wait times and increases the number of people that can be reached.
  - Homeless older adults who were in shelters and displaced have been transitioned to hotels/motels. The state is currently working to bridge delivery of meals & other services to older adults experiencing homelessness.

ADDRESSING SOCIAL ISOLATION FOR OLDER ADULTS DURING THE COVID-19 CRISIS 19

# Conversation Tips Toolkit

## About the Toolkit

This toolkit is a collection of tips for people volunteering with older adults. These tips are designed to be shared with volunteers over a period of time to support the abilities of a volunteer.



### Building Trust

Tips for building trust and rapport with seniors



### Engaging Conversation

Tips for creating engaging conversation



### Access to Information & Resources

Tips for accessing information and resources and setting expectations about their roles



### Caring for Yourself

Self care tips for volunteers

# Conversation Tips Toolkit

Want to know which Golden Girls character best represents your volunteer-style?



*Photo Source: Allstar Picture Library Ltd. / Alamy Stock Photo*

Being a volunteer for outreach to older adults during COVID-19 can be incredibly rewarding! However, it is very important for your own sake that you are able to maintain boundaries, manage your stress and keep a positive attitude. Take this quiz to figure out which of the Golden Girls your volunteering-style is most like and then get some resources to help you help others.

# MIPPA Initiative



## Issue briefs related to COVID-19:

- *Benefits Access and Enrollment During COVID-19: Findings from State Aging and Disability Agencies*
- *Process and Application Changes to Benefit Enrollment Systems During COVID-19: Findings from State Aging and Disability Agencies*
- *Nutrition Initiatives During COVID-19: Findings from State Aging and Disability Agencies*



ConnectToCareJobs.com



## What is ConnectToCareJobs.com?

ConnectToCareJobs.com is a free, national website that provides individuals looking for jobs with an easy way to connect with potential employers. The tool uses a matching algorithm to pair licensed and/or trained workers with employers that are in need of their specific skills. This website was created by ADvancing States, in partnership with participating States/Territories, through the support of Centene Corporation.

**Interested in learning more about ConnectToCareJobs.com? Visit the website or email [info@connecttocarejobs.com](mailto:info@connecttocarejobs.com) with additional questions.**

# HCBS Clearinghouse

The screenshot shows the HCBS Clearinghouse website. At the top, there is a navigation bar with links for ADVANCING STATES, HCBS CLEARINGHOUSE, IQ ONLINE, HCBS CONFERENCE, and SUBSCRIBE. Below this is a secondary navigation bar with links for ABOUT HCBS CLEARINGHOUSE, SEARCH CLEARINGHOUSE, SUBJECT RESOURCES, GLOSSARY, COMMUNITY OPPORTUNITIES, and MY LIBRARY. The main content area features a search interface with options for Quick Search, Advanced Search, and Browse Clearinghouse. A welcome message reads: "Welcome to the HCBS Clearinghouse. Default is for ALL words you enter. If you want ANY of the words, place an OR between each of your terms. For exact phrase 'put quotes around search terms'". There is a search input field and a "Quick search" button. To the right of the search area is a photograph of a bookshelf filled with books. On the left side of the main content area, there is a text box that reads: "HCBS.org is the premier clearinghouse promoting the development and expansion of home and community based services by gathering resources and tools for research, policymaking and program development into a one-stop online library."

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

**HCBS New and Notable**

**Falls Prevention: National, State, and Local Solutions to Better Support Seniors**

This report was released by the U.S. Senate Special Committee on Aging. The report notes that one in four Americans 65 and older falls each year, leading to lasting health and economic consequences. Falls are preventable and not necessarily a part of the normal aging process. The report also includes a list of recommendations from the committee.

**Information Sharing to Improve Care**  
*(Implementation, Evaluation, and Policy)*

**ADvancing States Publications**

ADvancing States regularly releases new publications on topics across the aging and disability spectrum. We highlight all of these publications, along with webinars, materials and HCBS Conference presentations, on our **publications and webinars page**. See below for an overview of some of our recent additions.

**HCBS Conference 2019: Presentations** The Home and Community Based Services (HCBS) Conference is hosted annually by ADvancing States (formerly known as NACUAD). This event highlights best practices from across the country in home and community-based...

**ADvancing States Newsroom**

**8/30** ADvancing States Honors Three Leaders in Aging, Disability, and Caregiver Services.  
[Read more](#)

**8/28** Aging & Disabilities Technology Workgroup Launched.  
[Read more](#)

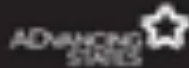
**8/27** NACUAD Announces New Name and Election of New Officers.  
[Read more](#)

# Join Us Next Year!

Save the date!



**ADvancing States  
Spring Meeting 2021**



Coming May 2021

For more information, contact [info@advancingstates.org](mailto:info@advancingstates.org)

Save the date!



**HCBS  
CONFERENCE**  
Home & Community-Based Services

**HCBS Conference 2021  
Washington, DC  
Aug. 26 - Sept. 3, 2021**



More info coming soon

[info@advancingstates.org](mailto:info@advancingstates.org)



Leadership, innovation, collaboration  
for state Aging and Disability agencies

**For additional info: [info@advancingstates.org](mailto:info@advancingstates.org)  
I&R Support Center: [nrelave@advancingstates.org](mailto:nrelave@advancingstates.org)**