US Aging Answers on Aging

48th Annual Conference & Tradeshow
July 16-19, 2023 • usagingconference.org

SALT LAKE CITY
I&R Partnership to Support Older Adults and People with Disabilities

Pre-Conference Intensive

July 16, 2023
Presenters

- **Sara Tribe Clark**, USAging
- **Sherri Clark**, U.S. Administration for Community Living (ACL)
- **Peter Nye**, ACL
- **Nanette Relave**, ADvancing States, National I&R Support Center
- **Mike Reardon**, Area Agency on Aging & Disabilities of SW Washington
- **Eli Gelardin**, Marin Center for Independent Living
Caller from Anywhere, USA...

Local, state and national resources
Administration for Community Living

**Mission** - To make community living a reality for all people, regardless of disability or age.

**Vision** - For all people, regardless of age and disability, to live with dignity, make their own choices, and participate fully in society.

**Impact** – Support networks of disability and aging organizations in all 50 states and in the US territories. Over 20,000 community-based organizations that collectively provide direct services, legal advocacy, and work on systems change for older adults, people with disabilities and their families.

**Partnerships** - To streamline access to services for the people we serve.
ACL National Partnership Examples

• Housing and Services Resource Center
  – https://acl.gov/HousingAndServices
• Direct Care Workforce Capacity-Building Center
• Commit to Connect
  – https://committoconnect.org/

Upcoming Effort
Center of Excellence to Align Health and Social Care: Enhancing Community-Based Aging and Disability Organizations to Improve Access to Long-Term Services and Supports
Stay Connected With Us

http://www.facebook.com/aclgov

https://twitter.com/aclgov

https://cloud.connect.hhs.gov/acl-subscriptions
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.
Our state resource pages feature searchable lists of state-specific aging and disable resources. Each state’s page may include:

- State Plan on Aging
- Future Planning Resources
- Consumer Access Resources
- State Aging and Disability Agency Profiles
- The Medicaid Integration Tracker

advancingstates.org/about/state-agencies/state-resources
State Agency Mission
The mission of the Department for Aging and Independent Living is to promote the welfare, dignity, and independence of older adults, individuals with physical disabilities and adults in need of a guardian.

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

Top Five Agency Policy Priorities
1. Mitigating Social Isolation
2. Senior Hunger
3. Supporting Caregivers
4. Addressing Diversity, Inclusion, and Equity in Services
5. Quality Improvement

Agency Funding Sources
Total FY2020 Budget $223,950
The Department administers Medicaid HCBS programs, but the direct services are funded by the Medicaid department and are not reflected below.

Organizational Structure
The director is appointed by the Governor and oversees a staff of 187 FTE.

Local Network
18 Area Agencies on Aging
4 Independent Living Centers

Kentucky
Kentucky Department for Aging and Independent Living

Responsibilities of Kentucky’s Department for Aging and Independent Living

Aging & Adult Services
Set statewide aging policy
Administer Older Americans Act (all programs except SCSEP)
Administer Senior Community Service Employment Program
Administer a state-funded aging & disability program
Manage state Aging & Disability Resource Center network
Administer the State Health Insurance Assistance Program
Provide Adult Protective Services (18+)
Provide Elder Protective Services (60+)
Operate state-owned institutional facilities
Oversee guardianship program
Serve as state guardian
Oversee Centers for Independent Living
Administer State Vocational Rehabilitation Program
Administer State Assistive Technology Program
Manage No Wrong Door system

Medicaid Services
Administer Medicaid State Plan Service
Administer Medicaid HCBS Waiver
Administrator Federal (CAB+PARE)
PAYIR
Regulate and administer managed long-term and short-term services and supports
Provide quality assurance for managed long-term and short-term services and supports
Provide quality assurance for Medicaid HCBS

Responsibilities for Provider Management
Regulate institutional providers
License institutional providers
Regulate HCBS providers
License HCBS providers
Certify Assisted Living providers

State Aging & Disability Profiles
To build capacity and promote continuing development of aging and disability information and referral services nationwide.

Goal

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
Communication skills and relationship-building

Asking questions and understanding needs

Information, referral, assistance and advocacy

Knowledge of community resources and public benefits

Brief crisis intervention

Supporting individuals and communities in disasters and emergencies

Promoting choice, self-determination and empowerment

Respecting individual preferences, goals and values
ADvancing States IQ: Strengthening knowledge of aging and disability networks

Courses related to:
- Older Americans Act 101
- Introduction to the Independent Living Movement
- Benefits Outreach and Enrollment
- Preventing Abuse and Exploitation
- Community Access to Services
- Information and Referral
- Strengthening Disability and Cultural Competence in I&R/A Work
- Community Integration, and more!
I&R Partnerships: Findings from the field

Relationship to NWD by Agency Type

- **My agency is the lead state agency**
- **My agency is a state-level partner**
- **My agency is a local/community partner**
- **My agency receives referrals through the NWD system**
- **My agency provides services within the NWD system**
- **Other**

<table>
<thead>
<tr>
<th>Relationship to NWD</th>
<th>State Agency Aging (n=24)</th>
<th>Area Agency on Aging (n=45)</th>
<th>Aging and Disability Resource Center (n=25)</th>
<th>Center for Independent Living (n=6)</th>
<th>Other Non-Profit Organization (n=7)</th>
</tr>
</thead>
<tbody>
<tr>
<td>My agency is the lead state agency</td>
<td>60%</td>
<td>10%</td>
<td>20%</td>
<td>30%</td>
<td>40%</td>
</tr>
<tr>
<td>My agency is a state-level partner</td>
<td>50%</td>
<td>40%</td>
<td>10%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>My agency is a local/community partner</td>
<td>80%</td>
<td>20%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>My agency receives referrals through the NWD system</td>
<td>30%</td>
<td>40%</td>
<td>30%</td>
<td>10%</td>
<td>0%</td>
</tr>
<tr>
<td>My agency provides services within the NWD system</td>
<td>50%</td>
<td>30%</td>
<td>20%</td>
<td>10%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>
I&R Competencies: Findings from the field

**Training Topics for I&R/A Specialists**

- Community resources/programs
- Adult Protective Services
- Communication skills
- Diversity, equity, inclusion and accessibility
- I&R/A process
- Public benefits
- Person-centered practices
- Communicating with people with disabilities
- Data collection and/or reporting documentation
- Advocacy
- Crisis intervention
- De-escalation techniques
- Options Counseling
- Disaster/emergency preparedness
- Use of resource database
- I&R and/or case management software
- Medicare counseling
- Person-centered practices
- Advocacy
- Crisis intervention
- De-escalation techniques
- Options Counseling
- Disaster/emergency preparedness
- Use of resource database
- I&R and/or case management software
- Medicare counseling
- Other

Percent of Respondents (N=180)
Partnership between Aging and Disability Networks
Disability Information and Access Line

DIAL 888.677.1199
Reasons for Contacting DIAL

• Seeking In-Home COVID vax
• COVID-19 booster shots and testing
• Benefits/Social Security
• Housing options
• In-home services
• Health insurance
• Financial assistance
• Nutrition Services
Where is DIAL most likely to refer?

Aging/Disability Organizations

• Centers for Independent Living (CILs)
• Area Agencies on Aging (AAAs)
• Aging and Disability Resource Centers (ADRCs)
• Developmental Disability (DD) Councils
Thanks to DIAL, I got my COVID-19 Vaccine!

Disability Information & Access Line
888.677.1199
DIAL@usaginganddisability.org

We’ve missed our favorite activities during the pandemic. Let’s get vaccinated and get back together again.

Disability Information & Access Line
888.677.1199
DIAL@usaginganddisability.org
Spread the word!

Follow us on social media and share our posts

Twitter: @dial_connect
Facebook: @DIALConnect

DIAL webpage for promotion & webinar materials:
www.usaging.org/dialconnect
DIAL Contact Information

Phone/Text: 888-677-1199

Email: DIAL@usaginganddisability.org

Live Chat: acl.gov/DIAL

Videophone ASL Communication: acl.gov/DIAL or 888-677-1199

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

AoD FY 21 budget: $329,320,000
Numbers of I&Rs that CILs Provide

Most CILs provide far more I&R than any other service.
National Activities Creating Opportunities

• Paralysis Resource Center (PRC)
  – Operated by the Christopher & Dana Reeve Foundation; provides comprehensive information for people living with spinal cord injury, paralysis and mobility-related disabilities and their families.

• National Limb Loss Resource Center (NLLRC)
  – Operated by the Amputee Coalition; reaches out to and empowers people affected by limb loss to achieve their full potential through education, support, advocacy, and the promotion of limb loss prevention.

• Projects of National Significance (PNS)
  – Supports projects that address national needs, such as supporting families and employment of people with developmental disabilities, and enhancing the independence, productivity, inclusion, and integration of people with developmental disabilities.
Protection and Advocacy Systems (P&As)

• Activities of the P&As include:
  – Information and referral
  – Self-advocacy assistance
    (The I&R that P&As provide usually takes the form of “short-term advocacy assistance,” which is usu. I&R plus a little more info about how to advocate for oneself.)
  – Investigation of complaints of violations of rights of individuals with developmental disabilities
  – Working to resolve complaints through mediation, alternative dispute resolution and litigation
  – Monitoring
University Centers for Excellence in Developmental Disabilities (UCEDDs)

- FY 2021 Funding - $42 million
- Funding to support 68 UCEDDs
- The grants are used to fund four core key UCEDD functions:
  - Interdisciplinary training
  - Community service
  - Research
  - Dissemination
- Required to disseminate information. UCEDDs
  - maintain libraries of info about specific disabilities
  - provide info and assistance about, e.g.,
    - TBI
    - specific AT devices
State Councils on Developmental Disabilities

• Fiscal Year 2021 Funding - $79 million

• 56 State Councils on Developmental Disabilities

• Charged with identifying most pressing needs of people with developmental disabilities in their state or territory. All Councils:
  – Have a mandate to focus on self advocacy
  – Educate policymakers
  – Promote policy change and capacity building
Intersections of Aging and Disability

Often, older people with disabilities seek help less than younger people with disabilities do.
Critical Intersection: Aging with a Disability

Intersectionally approaching disability and aging is necessary because

- People with disabilities age
- Older people acquire disabilities because of aging

The necessary partnerships often fail to happen because of

- aging-disability rivalry
- service providers acting as if referral is hot potato
Example of Good Partnership: disABILITY LINK and the AAA in Atlanta, Ga.

These two entities have a collaborative grant that focuses on nursing-home MFP.
- Atlanta AAA serves only people age 65 and older.
- Provides NH transition.
- In last reporting year, disABILITY LINK received 27 referrals, and gave 22 referrals.
- These two entities meet quarterly.
- These two entities have an informal MOU.
Disability Information and Access Line

- Entry point into disability services.
- Received 85,000+ contacts since May 2021.
- Most frequent referrals are to CILs and AAAs.
- Great example of aging-disability partnership.
Disability – What’s In? What’s Out?

April 2012, ACL Establishes:
• Administration on Aging
• Office of Disability
• Administration on Developmental Disabilities

New Terms:
• No Wrong Door
• Aging & Disability Resource Center
• “First Stop”
More People...

Same Funding...
Transition from Senior I&A to ADRC
Developing the Network

The ADRN provides an integrated network for healthcare, long term care services, emergency medical services, social services and disability groups to share resources, identify and problem solve gaps in services and collaborate to improve client care. It launched June 10, 2016 and continues to convene once a quarter.
Network Reach and Impact

• Outreach to 120 Community Partner Agencies and 230+ individuals

• Quarterly meetings to share information about programs & resources

• Cultivates Relationship Development

• Results in collaborative program innovation and development
Where Aging & Disability Intersect
Network of Care
Who We Serve
Expanding & Strengthening the Network of Care

- Representation within the Advisory Council
- Staff & Community Partner Education
- DEI

- Data Analysis
- Intentional Outreach
- Area Plan
- Program Development
TEAMWORK makes the DREAM WORK
Questions & Answers
Contact Information

Mike Reardon, Executive Director
Area Agency on Aging & Disabilities of Southwest Washington

Mike.Reardon@DSHS.WA.GOV
p: (360) 735-5729 | TTY: 711

Get started at: HelpingElders.org
Break
ADvancing States IQ: Strengthening knowledge of aging and disability networks

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- Community Integration, and more!
Contact Information

Phone/Text: 800-677-1116
Email: eldercarelocator@usaging.org
Live Chat: eldercare.acl.gov
ASL Direct Video: acl.gov/DIAL or 888-677-1199

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

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Roundtable Discussions
Guidelines for Roundtable Discussions

• Review the scenario assigned to your group
• Use the questions provided to guide your conversation
• Prepare to answer at least two of the questions provided during the report-out.
Roundtable Focused Report-Out

• What types of referrals or person-centered problem-solving would you provide?

• Where any partnerships highlighted in your conversations that could be leveraged to assist with the caller’s needs/request?

• What service gaps were identified?

• How could partnerships among aging and disability supports and services assist in this situation, and what might be the first step(s) in solidifying those partnerships?
49TH ANNUAL CONFERENCE & TRADESHOW

Save the Date!

Tampa

JULY 8-11 2024