

# ADRC of Oregon I&R Training



Pre-requisite: Introduction to Information and Referral for  
Professionals

# Agenda

Older Americans Act

O4AD/CILs

ADRC/No Wrong Door

AIRS

Information and Referral

Standards

Certification

Anatomy of an I&R Call

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# The Older Americans Act of 1965



The Older Americans Act (OAA), originally enacted in 1965, supports a range of home and community-based services, such as meals-on-wheels and other nutrition programs, in-home services, transportation, legal services, elder abuse prevention and caregivers support. These programs **help seniors stay as independent as possible in their homes and communities**. In addition, OAA services help seniors avoid hospitalization and nursing home care and, as a result, save federal and state funds that otherwise would be spent on such care. OAA funding is distributed to 56 state agencies, over 200 tribal organizations, two native Hawaiian organizations, more than 600 area agencies on aging and 20,000 local service providers.

OAA was reauthorized in 2016 for the **2017-2019** biennium. It includes provisions that aim to protect vulnerable elders by strengthening the Long-Term Care Ombudsman program and elder abuse screening and prevention efforts. It also promotes the delivery of evidence-based programs, such as falls prevention and chronic disease self-management programs.



# Oregon Association of Area Agencies on Aging and Disabilities

The Oregon Association of Area Agencies on Aging and Disabilities (O4AD) - is one of the leading voices advocating for seniors and persons with disabilities in Oregon. Comprised of the Area Agencies on Aging located throughout all corners of Oregon, O4AD advocates to protect the independence, dignity, choice and safety of Oregon's seniors and people with disabilities. Area Agencies on Aging & Disabilities, our members, provide long-term care services statewide including home delivered meals, ADRC services, Older Americans Act programs, Medicaid services in many areas and Oregon Project Independence statewide. O4AD's members are responsible for service provision to the majority of seniors and people with disabilities receiving long term services and supports through Medicaid in the state.

# AREA AGENCY ON AGING PLANNING AND SERVICE DISTRICTS

**Type A**



**Type B**

Contract



Transfer



**District**



**Number**



1. Northwest Senior & Disability Svcs

2. Columbia Cty Community

**Action**

2. Clackamas County SS

2. Multnomah County ADVSD

2. Washington County DAVS

4. Oregon Cascades West COG

5. Lane Council of Governments

6. Douglas County SDS

7. South Coast Business

**Employment Corp.**

8. Rogue Valley COG

9. Mid-Columbia COG

10. Council on Aging of Central

**Oregon**

11. Klamath and Lake Counties COG

12. Community Action Program of

**Eastern Oregon**

13. Community Connection of

**Northeast Oregon**

14. Harney County Senior &

**Community Service**

15. Malheur COG

# Centers for Independent Living

Inspired by the Civil Rights Movement, and created by the Federal Rehabilitation Act, Independent Living Centers grew out of a movement on the part of people with disabilities to take responsibility for their own lives and make choices on issues affecting every aspect.

Oregon CILs are community based, consumer directed, not for profit organizations. Independent Living Centers are nonresidential organizations serving individuals of any age with any disabilities in Oregon. Unique in the world of human services, CILs are governed and operated by board and staff composed of a majority of people with disabilities. All CILs provide four core services, which include:

# Centers for Independent Living, cont'd...

**Information and Referral** – one-stop shopping for information related to disability or services for individuals with disabilities, families, employers, and the community.

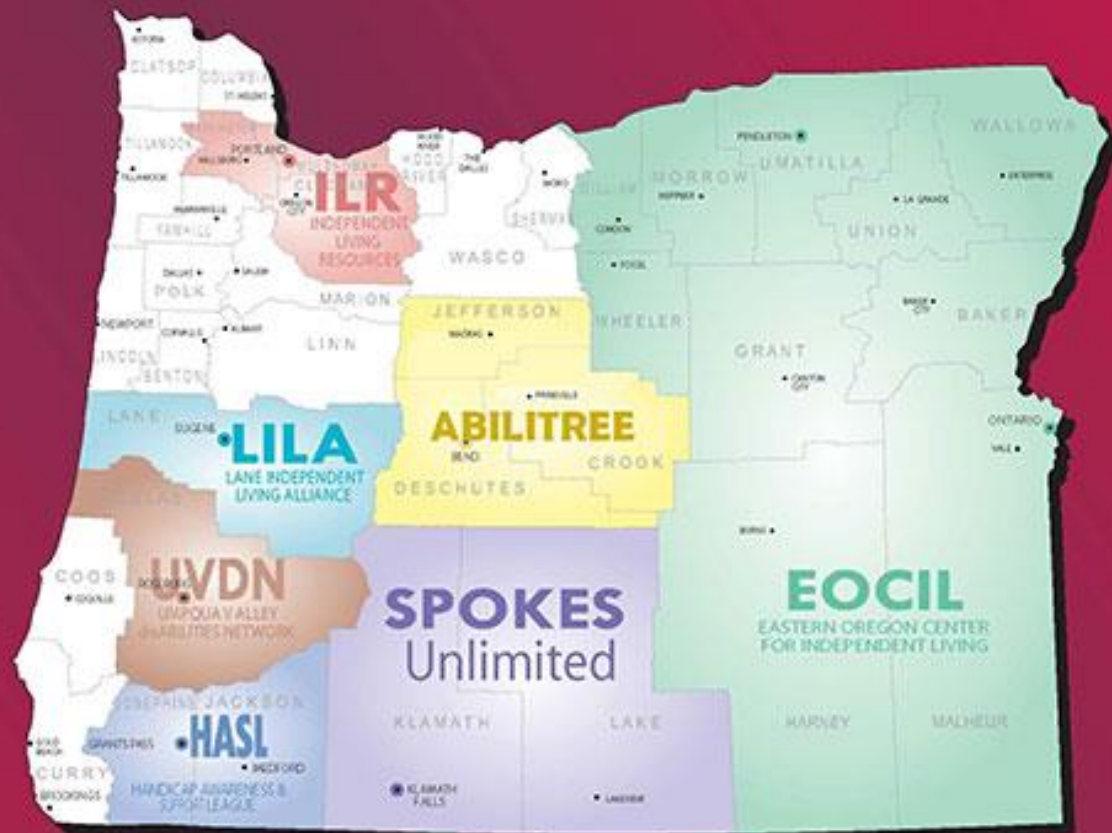
**Peer Support** – staff and trained volunteers provide support, encouragement and guidance for individuals with disabilities.

**Independent Living Skills Training** – assessment and training in areas such as money management, housekeeping, communication, self-advocacy, prevocational skills and socialization.

**Individual and Systems Advocacy** – individuals with disabilities are taught to advocate for themselves. In addition, CILs can engage in activities designed to affect positive change in local, state, and federal systems affecting individuals with disabilities.

# OREGON

## CENTERS FOR INDEPENDENT LIVING



Promoting choice, equal access, and full inclusion of people with disabilities, throughout the State of Oregon



# Aging & Disability Resource Centers Program/No Wrong Door System

The No Wrong Door (NWD) System initiative is a collaborative effort of the Administration for Community Living (ACL), the Centers for Medicare & Medicaid Services (CMS), and the Veterans Health Administration (VHA). The NWD System initiative builds upon the Aging and Disability Resource Center program and CMS' Balancing Incentive Program No Wrong Door requirements which support state efforts to streamline access to long-term services and support (LTSS) options for older adults and individuals with disabilities. NWD systems simplify access to LTSS, and are a key component to LTSS systems reform.



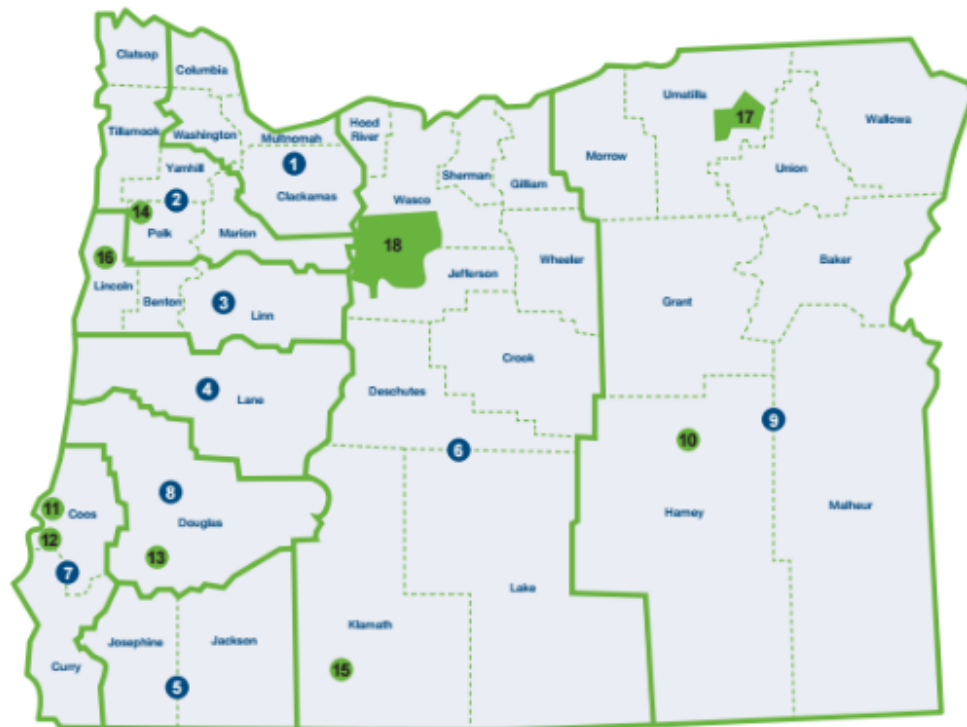
# Timeline for ADRC of Oregon

- **2007-2008:** SPD(APD) and 04AD initiated planning and developed a draft concept
- 2008: SPD awarded a 3-year federal grant to develop a prototype ADRC in Lane County
- 2009: SPD awarded a 3-year federal grant to expand to 9 additional counties
- **Spring 2010: ADRC opens in AAA serving Lane County**
- Fall 2010: **ADRC website** goes live, process to develop 5-year strategic plan begins
- **Early 2011:** ADRC opens in AAAs serving **Linn, Benton, Lincoln, Marion, Polk, Yamhill, Clatsop and Tillamook counties**
- Spring 2011: Adopted 5-year strategic plan for statewide ADRC
- Fall 2011: PSU conducts consumer satisfaction survey of pilot ADRCs
- Spring 2012 – set statewide and local metric standards
- **2015 - Nine regional ADRCs statewide**
- **2016 - ADRC Grant renewed for 2017-19 biennium**



# Oregon's ADRCs

## Aging and Disability Resource Connection



# ADRC

Aging and Disability  
Resource Connection  
of OREGON

[www.ADRCoforegon.org](http://www.ADRCoforegon.org)  
1-855-ORE-ADRC (673-2372)

### Oregon's ADRCs

- 1 Multnomah, Clackamas, Washington and Columbia
- 2 Marion, Polk, Yamhill, Clatsop and Tillamook
- 3 Linn, Benton and Lincoln
- 4 Lane
- 5 Josephine and Jackson
- 6 Hood River, Wasco, Sherman, Gilliam, Wheeler, Jefferson, Deschutes, Klamath and Lake
- 7 Coos and Curry
- 8 Douglas
- 9 Morrow, Umatilla, Union, Wallowa, Baker, Grant, Harney and Malheur

### Nine Federally Recognized Tribes of Oregon

- 10 Burns Paiute
- 11 Coos, Lower Umpqua, Siuslaw
- 12 Coquille
- 13 Cow Creek Umpquas
- 14 Grand Ronde
- 15 Klamath
- 16 Siletz
- 17 Umatilla
- 18 Warm Springs

# Aging and Disability Resource Connection

FACT SHEET

## Aging and Disability Resource Connection (ADRC) of Oregon

**The ADRC of Oregon** is a collaborative public-private partnership that streamlines consumer access to a complicated aging and disability service delivery system. ADRC Information & Assistance and Options Counseling services are **free for people of all ages, incomes and disabilities**. The ADRC raises visibility about the full range of options available, provides objective and trusted information and assistance, empowers people to make informed decisions, and helps people easily access services and support.



### Outcomes reported by ADRC consumers

- Living in the place they most desire (83%)
- Have enough support to meet their needs and preferences (71%)
- More independent as a result (76%)
- Safer in their homes (76%)
- Expand or maintain activities (63%)
- Preserve their financial resources (66%)
- Found services they could afford (67%)

**93% would recommend the ADRC to a friend or family member**

*Results from 2015 ADRC Consumer Satisfaction Survey, conducted by PSU's Institute on Aging*

# ADRC Services

## **Information, Referral and Assistance (I&R/I&A/I,R&A)**

Statewide website with searchable resources – [www.ADRCofofOregon.org](http://www.ADRCofofOregon.org) This system also has a client contact module, an Options Counseling module to capture decision-making and action plan documentation, and a module for running reports.

Statewide toll-free number – 1-855-ORE-ADRC or 1-855-619-2378

## **Options Counseling (OC)**

Trained Staff who provide: Support to make decisions about long-term care needs; Short-term service coordination, not long-term case management; Referrals to private & public services; Provided by phone or in-person, including home visits

**Access to Publicly funded Long-term Care Programs** - streamlined access and eligibility for public long-term care programs

**Prevention and Early Intervention** - wellness programs, managing chronic conditions, falls prevention

**Transition Support** - link between health care providers and ADRC, e.g. Care Transitions

# AIRS: Alliance of Information and Referral Systems

**The Alliance of Information and Referral Systems is the professional membership association for community Information and Referral (I&R) and Information and Referral/Assistance (I&R/A) providers.**

**Our diverse membership** consists of individuals, agencies, community organizations, governmental departments and others helping connect people to the services they require. Our 5000+ members are primarily located in the United States and Canada, and last year answered more than 28 million calls for help about community, social and health services.

**We offer** membership, networking, training, and individual certification and agency accreditation credentialing. We encourage you to explore this site for more information and contact us at anytime.

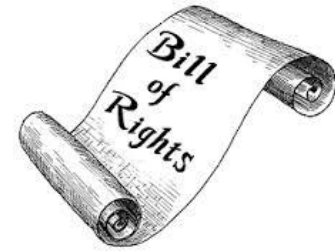


## I&R as Defined by AIRS

I&R programs help individuals, families and communities identify, understand and effectively use the programs that are part of the human service delivery system. At the community level, I&R services facilitate long-range planning by tracking requests for service and identifying gaps and duplications in services. I&R services also work with other human services organizations to make them a better resource for their clients. Professional I&R specialists help people understand their problems and make informed decisions about possible solutions. They may advocate on behalf of those who need special support, and reinforce the individual's capacity for self-reliance and self-determination through education, affirmation, collaborative planning and problem solving. I&R services are a vital link bringing people and services together.



# I&R Bill of Rights from AIRS



- \* The I&R service maintains accurate, comprehensive, unbiased information about the health and human services available in their community.
- \* The I&R service provides confidential and/or anonymous access to information.
- \* The I&R service provides assessment and assistance based on the inquirer's need(s).
- \* The I&R service provides barrier-free access to information.
- \* The I&R service recognizes the inquirer's right to self-determination.
- \* The I&R service provides an appropriate level of support in obtaining services.
- \* The I&R service assures that inquirers are empowered to the extent possible.
- \* The I&R service assures that inquirers have the opportunity to access the most appropriate I&R service available in the system.



# ADRC of Oregon Standards for I&R



IIC.1 ADRC staff provide I&R/A services according to guidelines as listed in the ADRC of Oregon Policy & Procedure manual.

IIC.2 ADRC staff are knowledgeable about ADRC resources and services and explain how to get help or information well. ADRC staff spend enough time with consumers to understand their concerns and ensure the consumer feels respected and receives information in a **Person Centered** manner.

IIC.3 ADRC staff **record required data** in the state information system for the ADRC call module including information about the caller, consumer, demographic information, met and unmet needs, and referrals provided.

IIC.4 **Follow-up calls** are performed according to the I&R/A follow-up policy as listed in the ADRC of Oregon Policy & Procedure manual.

# ADRC of Oregon Standards for I&R continued



IIC.5 I&R/A staff will have their **CIRS-A/D certification** within 18 months of hire.

IIC.6 I&R/A staff **identify potential Options Counseling consumers.**

IIC.7 Information & Assistance staff **promote the health and safety of consumers** by identifying health issues, and referring to appropriate community health promotion programs, healthcare preventive services, and/or dementia resources.

IIC.8 ADRC staff provide I&R/A services according to **AIRS standards.**

IIC.9 ADRC staff **only refer to resources maintained in the ADRC resource database** when making referrals.



# AIRS Certification

ADRC Standards say that I&R staff should attempt AIRS certification within 1 year of hire, if possible. AIRS Certification requires:

- At least 1 year of employment in I&R for applicants with a Bachelors' or higher degree
- 2 years of employment in I&R for applicants with an Associates/Community College degree
- 3 years of employment in I&R for applicants with a High School diploma or GED.
- 5 years of I&R employment with no educational qualification

CIRS-A/D — Certification for I&R Specialists in Aging/Disabilities (before March 15th 2015, this was known as the CIRS-Aging) (This is designed for practitioners who work directly with clients and caregivers within the aging and/or disabilities area and perform the same basic range of skills and tasks as a comprehensive I&R Specialist but who also have a special depth of knowledge related to their core client group)



# Additional Tools



**ADRC of Oregon** public website: [www.adrcforegon.org](http://www.adrcforegon.org)

**NASUAD** (National Association of States United for Aging and Disabilities) training: <http://www.nasuad.org/initiatives/information-and-referralassistance/ira-training>

**No Wrong Door** website by the ACL (Administration for Community Living), formerly the ADRC Technical Assistance Exchange: <https://nwd.acl.gov/>

Oregon **State Unit on Aging** website: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/SUA/Pages/index.aspx>