

**2020 SMP/SHIP
National Conference**

July 21-23, 2020



**GROWING YOUR ACL PARTNERSHIP
NETWORK**

July 23, 2020

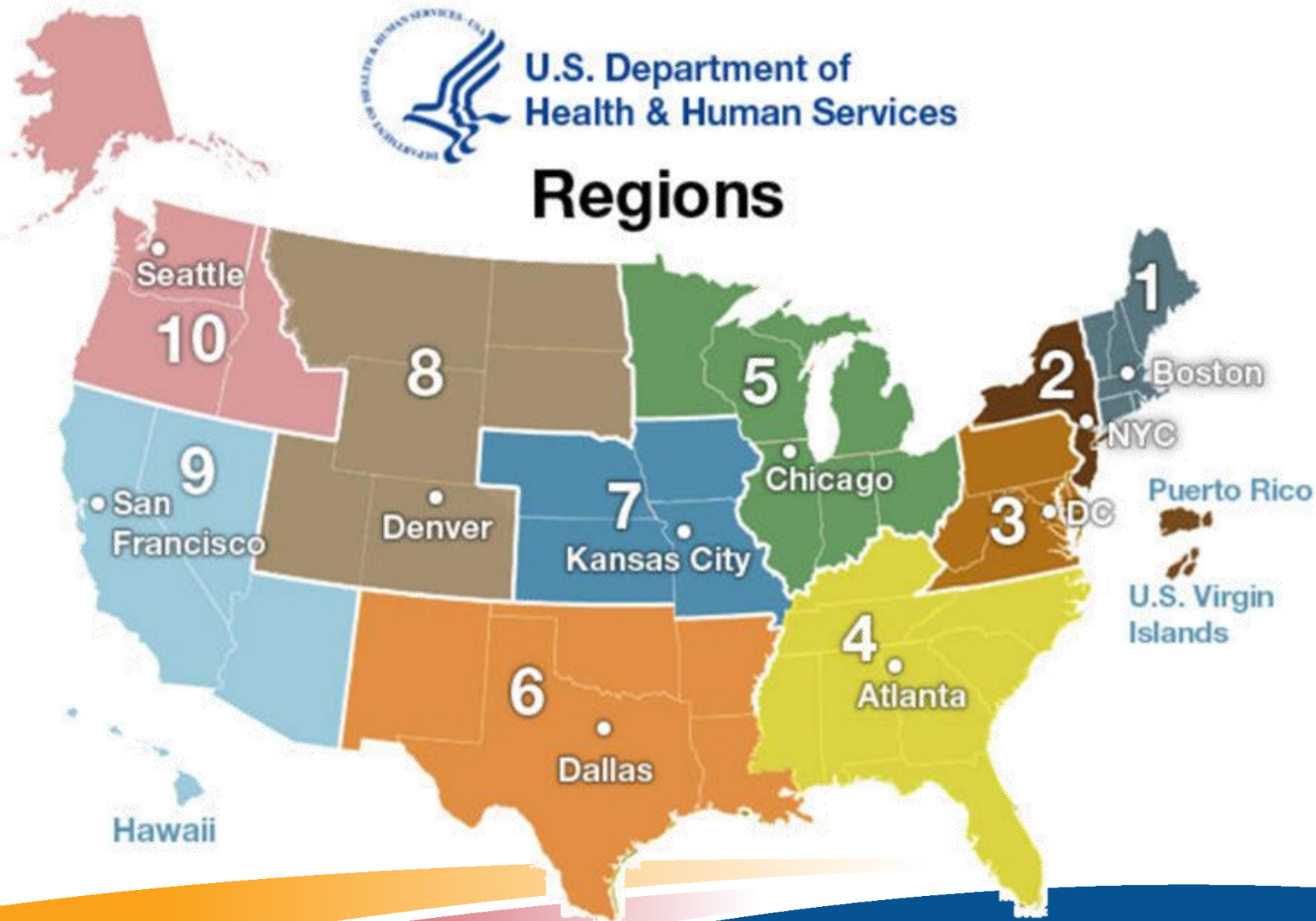
Center for Regional Operations

Jennifer Throwe, Regional Administrator – New England



U.S. Department of
Health & Human Services

Regions



Who Are the Regional Administrators?

- **Region I: CT, MA, ME, NH, RI, VT**
Jennifer Throwe
jennifer.throwe@acl.hhs.gov 617-565-1158
- **Region II: NY, NJ, PR, VI**
Kathleen Otte
kathleen.otte@acl.hhs.gov 212-264-5767
- **Region III: DC, DE, MD, PA, VA, WV**
Rhonda Schwartz
rhonda.schwartz@acl.hhs.gov 267-831-2329
- **Region IV: AL, FL, GA, KY, MS, NC, SC, TN**
Costas Miskis
Constantinos.miskis@acl.hhs.gov 404-561-4462
- **Region V: IL, IN, MI, MN, OH, WI**
Amy Wiatr-Rodriguez
amy.wiatr-rodriquez@acl.hhs.gov 312-938-9858
- **Region VI: AR, LA, OK, NM, TX**
Derek Lee
derek.lee@acl.hhs.gov 214-767-2971
- **Region VII: IA, KS, MO, NE**
Lacey Boven
lacey.boven@acl.hhs.gov 816-702-4180
- **Region VIII: CO, MT, UT, WY, ND, SD**
Percy Devine
percy.devine@acl.hhs.gov 303-844-2951
- **Region IX: CA, NV, AZ, HI, GU, CNMI, AS**
Percy Devine – Interim Regional Administrator
- **Region X: AK, ID, OR, WA**
Shelly Zylstra
rachelle.zylstra@acl.hhs.gov 206-615-2299



Office of Supportive and Caregiver Services

Administration on Aging

Sherri Clark, Aging Services Program Specialist

Office of Supportive and Caregiver Services Administration on Aging

- Works with the Aging Services Network to implement and enhance programs of home and community-based services, information & assistance, and caregiver support services at the state and community levels.
- Provides technical assistance to the Network on the implementation of formula and discretionary grant programs.

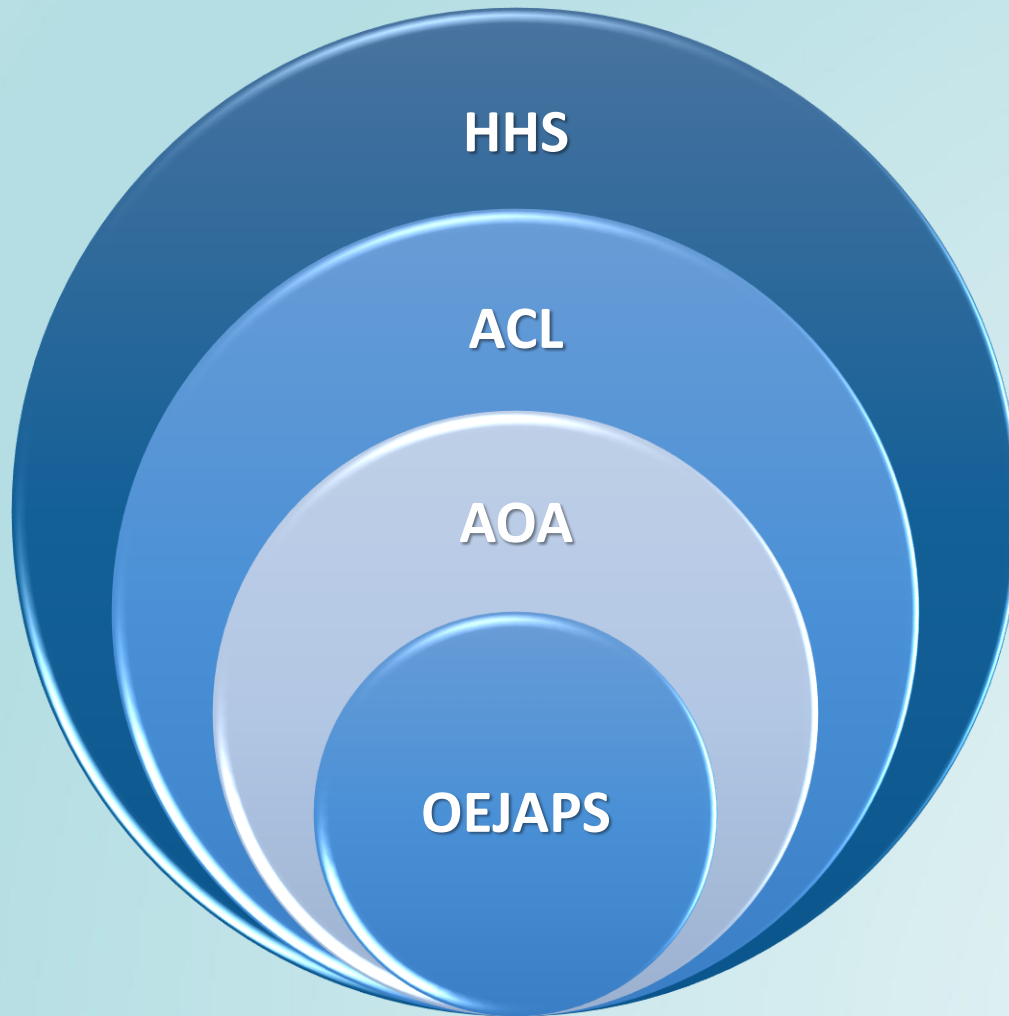
Key Program and Project Areas

- Alzheimer's Disease Programs Initiative
- Lifespan Respite Program
- Eldercare Locator
- Alzheimer's 24/7 Call Center
- Community Care Corps
- Home Modifications Project
- Social Engagement Resource Center
- Minority Technical Assistance Resource Center grantees
- The Center For Advancing Holocaust Survivor Care

Opportunities

- Minority Technical Assistance Resource Center grantees
 - Currently being re-competed
 - Includes a new Coordinating Center to enhance partnerships across ACL resource centers and programs.
- MOU Between ACL and CNCS
 - A focus area is to actively promote and encourage Senior Corps grantees to seek available opportunities to support ACL programs including SHIP and SMP
- Interest in trauma and its affect on older adults - The Center For Advancing Holocaust Survivor Care has resources. The Center has sub-grantees around the country that have the capacity to provide training and direct services employing person-centered, trauma-informed approaches.

Who Are We?

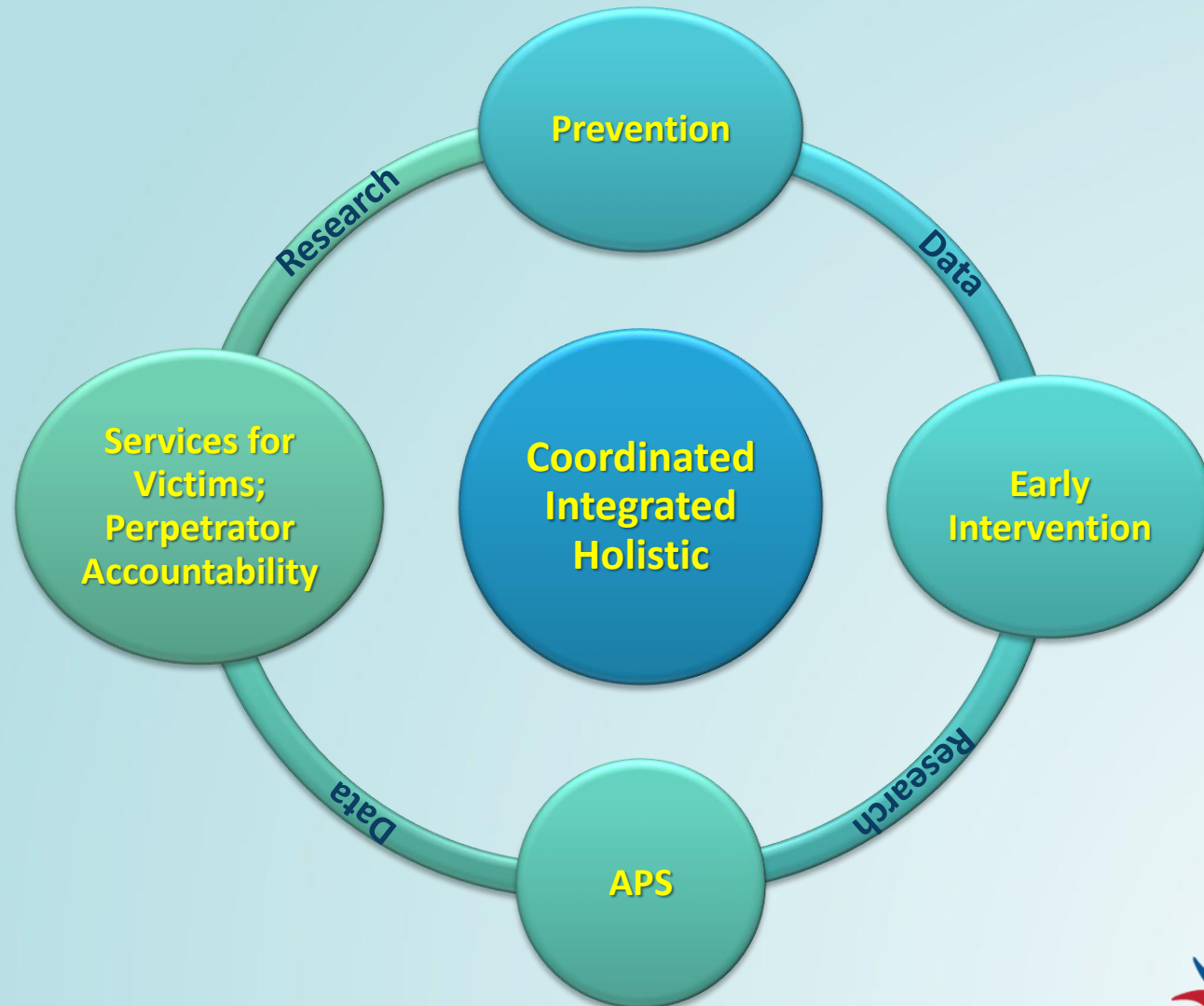


ACL's Vision for Elder Justice

A comprehensive, multidisciplinary approach that effectively supports older adults and adults with disabilities so they can exercise their right to live where they choose, with the people they choose, and fully participate in their communities without threat of abuse, neglect, or financial exploitation.



ACL's Vision for Elder Justice



Elder Justice Portfolio

<https://elderjustice.acl.gov/>

Long-Term Care Ombudsman

- National Ombudsman Resource Center

Elder Justice Resources

- National Center on Elder Abuse
- Elder Justice Coordinating Council

Adult Protective Services

- Grants to States
- Demonstrations
- Data Collection
- National APS TA Resource Center

Legal Services for the Elderly

- National Center for Law & Elder Rights
- OAA funded legal services

Economic Security

- Pension Counseling
- Secure Retirement for Women

Long-Term Care Ombudsman Program

- The Long-Term Care Ombudsman program (LTCOP) is a person-centered consumer protection service that supports long-term care residents.
- Ombudsmen resolve problems and advocates for the rights of individuals in order to maximize the independence, well-being, and health of individuals residing in nursing facilities; assisted living & similar adult care facilities.
- Ombudsmen represent the interests of residents before governmental agencies and seek administrative, legal and other remedies to protect residents; and
- The National Ombudsman Resource Center (at the Consumer Voice for Quality Long-term Care) provides information and resources to Ombudsman and the general public. <http://ltcombudsman.org/>

Examples of Ombudsman program activities

- Completed work on nearly 195,000 complaints
 - 74% -- resolved* to the satisfaction of the resident
- Provided at least quarterly visits to:
 - 67% of nursing homes
 - 28% of assisted living/board and care
- Provided > 540,000 consultations to residents, families and facility staff
- Resident and family council support – providing technical assistance, training and information to:
 - resident councils (> 21,000 sessions) and
 - family councils (> 1700 sessions);
- Trained long-term care facility staff (> 4200 sessions)

COVID-19 and Ombudsman Program

- Ombudsman programs are not first responders or public health employees
- Most in touch with the experiences of long-term care facility residents
- Typically meet residents in person
- Have had to pivot to develop new ways to reach residents and their families.

Program Outreach

- Phone calls
 - Some challenges accessing residents and their representatives
- Video “walk through”
- Virtual meetings – Zoom, Facebook, etc.
- Letters, newsletters, flyers

Resident Concerns

- Cohorting based on COVID-19 status
 - Concerns that their neighbor was ill and staff not taking precautions
 - Some residents abruptly moved without notice so that facility could be a COVID-19 designated care facility
 - States took individual approaches – mixed results

Resident Concerns

- All the other problems in the midst of the pandemic, compounded by isolation, and lack of in-person advocates
 - Care issues
 - Being treated with respect
 - Improper eviction
 - Food – quality, quantity

General Elder Justice Programs

- National Center on Elder Abuse www.ncea.acl.gov
- National Indigenous Elders Justice Initiative www.nieji.org
- World Elder Abuse Awareness Day (WEAAD)
 - <https://www.acl.gov/news-and-events/events-and-observances/world-elder-abuse-awareness-day>
- Grants that support innovation and build the evidence base for prevention and intervention:
 - Elder Justice Innovation Grants
 - <https://www.acl.gov/programs/elder-justice/elder-justice-innovation-grants-0>
-

Adult Protective Service (APS)

- APS is a social services program provided by state and local governments serving older adults and adults with disabilities who need assistance because of abuse.
- ACL supports APS through:
 - State Grants to Enhance APS
<https://acl.gov/programs/elder-justice/state-grants-enhance-adult-protective-services>
 - Voluntary Consensus Guidelines for APS
<https://acl.gov/programs/elder-justice/final-voluntary-consensus-guidelines-state-aps-systems>
 - National Adult Maltreatment Reporting System (NAMRS)
<https://namrs.acl.gov/>
 - National APS Technical Assistance Resource Center
<https://apstarc.acl.gov/>

Legal Assistance

- ACL-funded legal programs in every state provide civil legal counsel and representation to older people with economic or social need in order to preserve their independence, choice, and financial security.
- Legal Assistance for the Elderly Programs - priority service that is formula-funded by Title III-B, Older Americans Act
<https://acl.gov/programs/legal-help/legal-services-elderly-program>
- Legal Assistance Enhancement Program- a grant program
- The National Center on Law and Elder Rights (NCLER) – national resource center, <https://ncler.acl.gov/>

Economic Security

- Economic security is critical to a high quality of life for older adults. ACL supports economic security through:
- The Pension Counseling and Information Programs, <https://www.acl.gov/programs/retirement-planning-support/pension-counseling-and-information-program>
- The National Education and Resource Center on Women and Retirement Planning, [http://www.wiserwomen.org/index.php?id=38&page=National Resource Center on Women and Retirement Planning](http://www.wiserwomen.org/index.php?id=38&page=National%20Resource%20Center%20on%20Women%20and%20Retirement%20Planning)

Administration for Community Living

Nutrition and Health Promotion Programs

Judy Simon

National Nutritionist
Office of Nutrition and Health Promotion Programs


July 2020



Office of Nutrition and Health Promotion Programs Team

- **Director:**
 - Keri Lipperini
- **Staff:**
 - Shannon Skowronski, Team Lead
 - Monique Bolton
 - Judy Simon

ONHPP Programs/Activities

- **Older American's Act (OAA)** – Titles IIIC and IIID
 - **Discretionary Grants**
 - Chronic Disease Self-Management Education (CDSME)
 - Falls Prevention
 - Innovations in Nutrition
 - **Resource Centers**
 - CDSME and Falls Prevention
 - Nutrition and Aging
 - **Other health-related areas**
- 

Title III C – Nutrition Program

- Home Delivered (C1), Congregate (C2), and Nutrition Services Incentive Program (OAA Section 311)
- Goals:
 - Reduce hunger, food insecurity, and malnutrition of older adults
 - Promote socialization of older adults
 - Promote the health and well-being of older adults

[ACL Nutrition Program webpage](#)

Innovations in Nutrition

- **Purpose:** To fund innovative and promising practices that enhance the quality, effectiveness, and other proven outcomes of nutrition programs and services within the aging services network.
- **Since FY2017:** Over \$5 million in funding has been awarded to 23 grantees with the expectation that these efforts will be eventually replicable throughout the aging and nutrition network.

[Innovation in Nutrition Programs and Services Resource Hub](#)



Evidence-Based Health Promotion and Disease Prevention Programs

- OAA Title IID (\$24.7M in FY2020)
- Prevention and Public Health Fund Grantees (\$13M in FY2020)
 - Significantly increase the number of participants in these evidence-based programs
 - Implement innovative funding arrangements with one or more sustainability partners

[ACL Health Promotion webpage](#)

[NCOA Healthy Aging Resource Center](#)

Malnutrition Resource Hub, Evidence-based programs, Behavioral Health, Community Integrated Care, Best Practices Toolkit



National CDSME and Falls Prevention Resource Centers

- Webinars and Technical Assistance
- Public Education and Consumer Resources
- Workgroups and Learning Collaboratives
- Resource Library
- Listserv and E-newsletters
- Annual Grantee Meetings
- Vetting Process

[Falls Resource Center](#) [CDSME Resource Center](#)
(both include grantee information)



National Resource Center on Nutrition and Aging

- Learning Collaboratives
- Webinars
- Online Digital Resource Library
- State Unit on Aging Listserv
- Technical Assistance
- Consumer Education

<https://nutritionandaging.org/>



Partnership Ideas

Referral to services and supports to maintain health, like nutrition and evidence-based programs. Examples:

- Congregate nutrition sites
- Diabetes Self-Management Program
- Economic Supports including SNAP
- Falls Prevention
- Depression (PEARLS and Healthy IDEAS)
- Caregiver support programs (Savvy Caregiver, etc)

Training staff in evidence-based programs



Partnership Example

- Mississippi Access to Care (MAC Centers) is enhancing outreach to persons with disabilities through better coordination and working with more partners to increase the number of Medicare beneficiaries reached.
- MAC Centers have promoted preventive services like CDSMP and Matter of Balance to all Medicare Beneficiaries.



Thank you!

Any Questions:

Keri Lipperini

Phone: 202-795-7422

E-mail: keri.lipperini@acl.hhs.gov

Administration for Community Living

*Office of Interagency Innovation and Office of
Network Advancement*

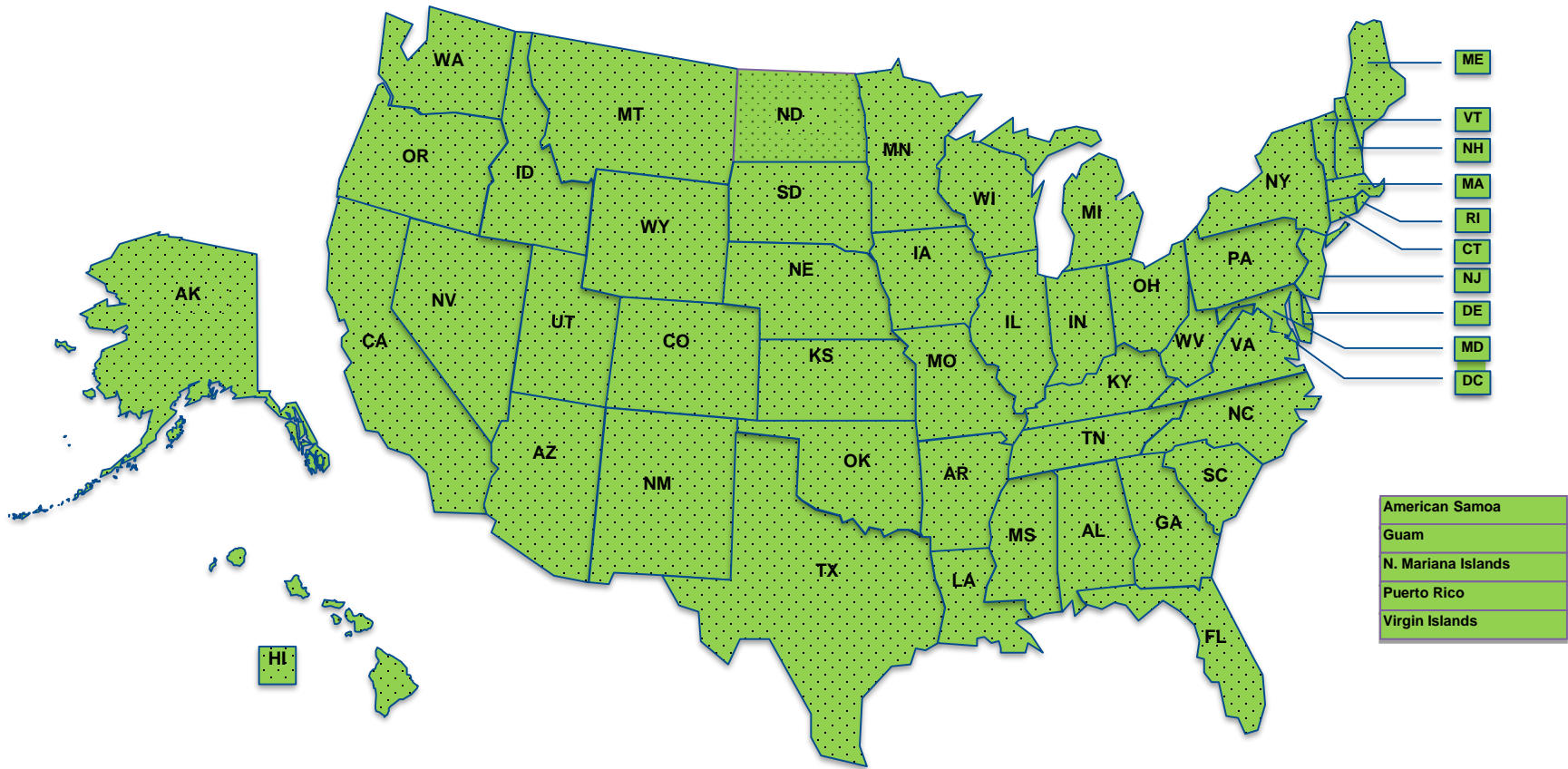
Lori Gerhard

Director
Office of Interagency Innovation

July 2020



Nationwide Aging and Disability Network “America’s Long Term Service and Support Access System”



56 States and Territories
1,322+ Access Points

All Populations and All Payers

- Older adults and people with disabilities in need of community supports and services usually need more than one service and often use an array of resources to pay for the services
- The No Wrong Door System connects individuals to an array of resources that pay for community services:
 - Private resources/ insurance
 - Medicare & Medicaid
 - VA benefits
 - Older Americans Act
 - Other privately funded programs (pharmaceutical benefits, community transportation programs, faith based initiatives, etc.)

Strategic Framework for Action

- Introduced on June 10, 2020
- Link to Strategic Framework:
<https://acl.gov/news-and-events/announcements/seeking-input-strategic-framework-action>
- Please submit feedback via email at ACLFramework@acl.hhs.gov by August 31, 2020.

ACL Strategic Framework

Section 1 – Opportunities for strengthening and supporting aging and disability networks

- Community Integrated Health Networks (CIHNs) – an organizing model for integrated networks of CBOs with a centralized, coordinated process for service provisions, administrative functions, and quality improvement.
- Policy Levers – Medicaid, Medicare, and Dual Eligible – Innovative state examples of collaborating with state Medicaid agencies.
- Management and Oversight – Addressing policy and financial oversight, conflict of interest, and coordination of payment sources.
- Data Coordination – Enhancing IT infrastructure and data standards.

ACL Strategic Framework (cont.)

- Section 2 – State Driven Roadmaps
 - How to leverage existing planning activities and funding opportunities and identify tactical steps for integrating health and social services.
 - Strategies, actions, tools, and resources that can help state leaders develop their own roadmaps with innovative strategies in policy, financing, and partnerships.
- Addendums 1 & 2 - Resources to Increase Access to SDOH Services
 - Focus on the most frequently identified unmet social needs including transportation, housing, nutrition, and assistive technology

Nationwide Assistive Technology Act Program

- For FFY 2018
 - Received \$28 million
 - Served over 500,000 people
 - Generated close to \$63 million in savings and benefits
 - Provided 32,353 short term loans of 49,721 AT devices to individuals or entities
 - Over 59,000 consumers, received a total of 70,673 lightly used devices resulting in a savings of over \$28 million
- Find your state AT program: <https://www.at3center.net/stateprogram>
- Data on your state AT program: <https://catada.info/>

Inclusive Community Transportation Program

- Transit 4 all

<http://www.actoolkit.com/>

- Mobility on Demand FOA

https://tp4all.smapply.io/prog/tp_4all_mobility_on_demand_solutions/

The MENTAL Health 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
- <https://www.challenge.gov/challenge/MENTAL-health-social-isolation-challenge/>

Partnership with Federal Agencies

- U.S. Department of Veterans Affairs
- Federal Transit Administration
- Housing & Urban Development
- US Department of Agriculture
- Federal Communications Commission
- HHS Agencies

For Additional Information

Lori Gerhard, Director Office of Interagency Innovation

Lori.Gerhard@acl.hhs.gov

202-795-7348

Joseph Lugo, Director Office of Network Advancement

Joseph.Lugo@acl.hhs.gov

202-795-7391