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Who's "At-Risk"?

How to Determine and Address Risk of Institutional Placement to Achieve the New Core Service of Diversion

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IL-NET is a project of Independent Living Research Utilization (ILRU) in partnership with the National Council on Independent Living (NCIL), the Association of Programs for Rural Independent Living (APRIL), and Utah State University Center for Persons with Disabilities (USU-CPD)

Evaluation Survey & Presenter Contact Information

Your feedback on this webinar is important to us. At the end of the presentation you will have the opportunity to complete a brief evaluation survey.

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You Will Learn...

- Emerging definitions and common factors of persons and populations deemed “at-risk” of institutional placement.
- Approaches for identifying and assisting at-risk individuals to avoid institutional placement.
- Strategies to divert Consumers from institutional settings by utilizing the core and auxiliary services that CILs already provide.
- How to customize, utilize, and collect data from a standardized At-Risk Survey tool that assists Consumers in identifying risk of institutional placement and developing an independent living plan (ILP).

Identifying Consumers Who Are At Risk

Why is it necessary to identify Consumers who are “at-risk”?

- The most apparent answer is to assist Consumers in maintaining their choice to live in a community-based setting.
- And now, to indicate compliance with the new core service:

Identifying Consumers Who Are At Risk, cont'd.

The Workforce Innovation and Opportunity Act of 2014 (WIOA) mandates that CILs “(i) facilitate the transition of individuals with significant disabilities from nursing homes and other institutions to home and community-based residences, with the requisite supports and services” and “(ii) **provide assistance to individuals with significant disabilities who are “at risk” of entering institutions so that the individuals may remain in the community.**”

Identifying Consumers Who Are At Risk, cont'd. 2

“A determination of who is at risk of entering an institution should include **self-identification by the individual** as part of the intake or goal-setting process.”
Simply asking the individual if they are at risk of institutionalization.)

What It Means to be At-Risk

What does it mean for a person to be at risk of entering an institution?

- Some believe that having a significant disability alone makes a person at risk of institutional placement.
- Some believe that Consumer self-identification alone may be enough to Consider a person at risk.
- Others believe that self-identification and having a significant disability are key components, but other factors, or a combination thereof, may present a more comprehensive picture of at-risk.

Approaches to Identifying Consumers Who Are At-Risk



- Self-Identification Only – Keeping it simple! Some CILs may feel that they lack the staff capacity to engage in the completion of more forms and documentation. Asking the Consumer if he/she is at-risk of losing independence in the community, from the outset, can save time.
- The key to this approach is making sure that staff, as well as the Consumer, understand what makes an individual at-risk.

Approaches to Identifying Consumers Who Are At-Risk, cont'd.

- Identifying At-Risk through Referrals – For example, if a Consumer is referred to the CIL by Adult Protective Services (APS) or Social Security for Payee Services, the CIL may identify the individual as at-risk.
- Early Intervention Programs – Ability360 in Arizona, administers an early intervention program in collaboration with rehabilitation hospitals to serve individuals after acquiring a profound disability. The program minimizes the rehab-to-nursing home pipeline.
- Relocation from Nursing Homes to Community Programs – CILs with relocation programs may routinely identify newly transitioned Consumers as at-risk.

LIFE's At-Risk Survey

- The purpose of the survey is to implement a standardized approach in identifying Consumers who are “at-risk” of institutionalization and to assist in the development of an ILP that will stabilize the Consumer’s living situation and maximize resources that will address those “at-risk” factors.
- In developing the survey, we looked at several research studies that addressed the nursing home placement of older adults.
- Staff tested the At-Risk Survey prior to its implementation in September 2015 and it has become a **part of our intake and assessment process.**

LIFE's At-Risk Survey, cont'd.

The survey consists of two components:

1. Summary of 16 at-risk factors and tabulated score
2. Scoring detail that captures the individual score assigned to each at-risk factor

A score of 50 and above identifies the Consumer as at-risk.

LIFE's At-Risk Survey – Common At-Risk Factors

- Homelessness
- Chronic Medical Conditions
- Substance Abuse
- Issues with Taking Medications
- Living Alone
- Age
- Lack of Assistance with Activities of Daily Living
- No/Minimal Income
- No Family Support

LIFE's At-Risk Survey, cont'd. 2

- The At-Risk Survey is now a part of LIFE's intake process when opening a Consumer Service Record (CSR).
- Asking the Consumer if he/she is "at risk" is only one aspect of the assessment and is not the only criterion for determining if the Consumer is "at-risk." We utilize the survey in conjunction with other information obtained during the intake process to get a better picture of the Consumer's "at-risk" status.

LIFE's At-Risk Survey, cont'd. 3

- If an individual is only requesting Information and Referral (I&R), staff is not required to complete the survey; however, if I&R requests are frequent and depending on the nature of the requests, then LIFE staff encourages the Consumer to open a CSR in order to address any potential "at risk" factors.

Questions & Discussion

Customizing the At-Risk Survey for Your CIL: BVCIL's Approach

- Survey is electronic through our case management system (CIL Suite).
 - BVCIL can specify parameters to target which records can have the survey added.
 - Record types (we use consumer)
 - Gender, ethnicity, race
 - Current Status (we use "active" and "Complete Goals")
 - Age Ranges (we use 18-110)
 - Days Overdue (we set at 10) – this is nice because there is an "overdue survey audit."

Customizing the At-Risk Survey for Your CIL: BVCIL's Approach, cont'd.

- The CIL's survey contains 4 items
 - Consumer Name
 - Indication of medical conditions with a checkmark box, so that CIL administrators can get a better idea over time on the needs of the Consumers they serve and to identify any trends that may mean a person is at more risk than others.
 - Indication of all other at-risk factors that apply
 - Total at-risk score (220 max)

Customizing the At-Risk Survey for Your CIL: BVCIL's Approach, cont'd. 3

- Once the "submit survey" button is selected, instructions pop up to tell the CIL staff to go back to the Consumer record, add a custom field and enter the appropriate score, which is based on several ranges.
- The higher the score, the higher the risk.
- Reporting options include the ability to filter by "program" and/or "filter by dates" as well as the ability to export results to a .CSV to allow for further analysis.
- Less than 50 = not at risk
- Other risk bands include: 50-99; 100-149; 150-199 & 200+

Assisting Consumers Who Are At-Risk

No matter the approach, CILs may take in assessing risk, the ultimate goal is to divert Consumers from institutional settings.

Many of your Consumers are already achieving diversion outcomes through the wide range of core and auxiliary services that CILs already provide:

- Core Services:
 - Information and Referral
 - Advocacy
 - Independent Living Skills Training
 - Peer Support
 - Youth and Institutional Transition

Assisting Consumers Who Are At-Risk: Auxiliary Services

- Personal Attendant Services
- Tenant Based Rental Assistance
- Utility Assistance
- Social Security Representative Payee Services
- Assistive Technology
- Home Modifications
- Purchasing of Durable Medical Equipment
- Vehicle Modifications
- Transportation
- Financial Management Services Agency (FMSA)

Assisting Consumers Who Are At-Risk, cont'd. 4

- The next step would be to assist the Consumer in developing an Independent Living Plan that will increase the Consumer's chances of remaining in or transitioning to a community-based setting.
- The ILP specifically outlines the goals of the Consumer, the immediate and measurable steps to be taken, by whom, in what time frame, and the role of CIL staff and/or others the Consumer identifies as integral to the attainment of his/her goals.

Assisting Consumers Who Are At-Risk, cont'd. 5

- Ninety days is the compliance standard for contact, but insufficient contact when a person is at-risk.
- Assigning levels of at-risk may help in identifying the extent of services.
- Increased contact is a must, as matters can go awry quickly.
- Some Consumers will always be at risk of institutionalization, but they are taught, through self-advocacy and independent living skills, how to identify at-risk factors and to utilize various resources to avoid them.

Questions & Discussion

Tracking & Reporting Diversion

Regardless of the data collection program or funding source, it is essential for CILs to capture and report outcomes for Diversion. Through these efforts alone, CILs can demonstrate that they are:

- Responsive to the needs of individuals with disabilities
- Reliable community resources
- Responsible stewards of public and private funds
- Effective and efficient in their collective and individual mission

Tracking & Reporting Diversion, cont'd.

- A Diversion outcome can be reported under Community-Based Living, or the CIL can establish a Diversion goal as “Other” under the Significant Life Areas on the 704 Report (CILPPR).
- In the course of assisting Consumers to remain in the community, multiple goals may be set and achieved in several Significant Life Areas:

Tracking & Reporting Diversion: Significant Life Areas

- Self-Advocacy/Self-Empowerment
- Communication
- Mobility/Transportation
- Community-Based Living
- Educational
- Vocational
- Self-care
- Information Access/Technology
- Personal Resource Management
- Relocation from a Nursing Home or Institution to Community-Based Living
- Community/Social Participation
- Other

Tracking & Reporting Diversion: Methods of Documentation

- Using the CIL's data collection system, some may find it helpful to isolate Diversion utilizing:
 - Custom Fields
 - Specific Goals
 - Services
 - Time Tracking
 - Programs

Tracking & Reporting Diversion: Thorough Intake Assessment

A thorough intake assessment, combined with an objective at-risk survey, can provide a more comprehensive picture from which to proceed.

Tracking & Reporting Diversion: Why Utilize a Survey?

Why utilize a survey in conjunction with a detailed assessment?

It allows CIL administrators to:

- Look at actual numbers
- Run queries of specific at-risk factors
- Identify levels of at-risk
- View a snapshot of Consumers that are at-risk
- On-going needs assessment for CIL planning
- In the event of the need to use an “order of selection” process this may be of use.

Utilizing the At-Risk Survey

Consumer Story:

Jane is a 67-year-old female whose primary disabilities are diabetes, nephropathy and a recent below the knee amputation. Jane has an income of \$1,100 a month from SSDI (Social Security Disability Income). She lives alone and has no informal supports. She has difficulty maneuvering in the kitchen and getting to the grocery store. She feels isolated and is fearful of falling in her home.

Utilizing the At-Risk Survey, cont'd.

At-Risk Score: 95

At-Risk Factors:

- Significant disability
- Chronic health condition
- Recent hospitalization
- Needs assistance with activities of daily living
- Over age 65
- Lives alone
- Income is not sufficient to meet basic living needs
- Lacks informal supports

Utilizing the At-Risk Survey: CIL Services

- I&R for utility assistance, diabetes education, Life Alert, etc.
- Independent Living Skills Training
- Peer Support
- Personal Assistance Services
- Preventative Services (Health & Fitness)
- Social & Recreational
- Home Modification
- Personal Resource Management

Utilizing the At-Risk Survey: Outcomes

- Access to resources such as energy assistance and Medicare Savings Plan have increased available monthly income.
- PAS enables her to have assistance with bathing, cooking and cleaning.
- Social & Recreational services at the CIL increase socialization, assist in forming peer relationships and alleviate isolation.
- ILS Training empowers her to shop for what she needs and to make her own choices.

Avoiding Non-Community Living

- The CIL does not have to directly provide the service in order to assist a Consumer in addressing his/her needs.
- A well-developed Independent Living Plan will help to establish the role the CIL will play in arranging, providing and/or purchasing services to meet the needs of the Consumer.
- The key to assisting individuals in avoiding non-community living is knowing the when, what, where and how to accessing resources.

We're already doing that!

Final Questions and Evaluation Survey

Any final questions?

Directly following the webinar, you will see a short evaluation survey to complete on your screen. We appreciate your feedback!

<https://www.surveygizmo.com/s3/4346977/Webinar-Evaluation-June-6-2018-Who-s-At-Risk-How-to-Determine-and-Address-Risk-of-Institutional-Placement-to-Achieve-the-New-Core-Service-of-Diversion>

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