Independent Living Research Utilization

We create opportunities for independence for people with disabilities through research, education, and consultation

www.ilru.org
Get to the Core of It: Information & Referral

June 21, 2017

Presenters:
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Session Objectives

• Explain critical role of I&R as gateway to providing CIL consumers with information, knowledge, and resources in an efficient and responsive manner.

• Describe strategies to organize, track, and maintain comprehensive and extensive resource information on numerous disability-related topics.

• Describe best practice policies, procedures, and staff training that result in highly effective interactions with consumers.

• Describe how to conduct follow up with consumers to determine effectiveness of the CIL’s I&R service delivery.
Why is I&R a Core Service?

• A primary means to promoting consumer empowerment.
• Supports an individual’s capacity for self-reliance and self determination.
• “Education, affirmation, collaborative planning, and problem solving” – AIRS
• Provides a road map for navigating complex and confusing systems.
Consumers contact I&R Specialist for:

- Programs and services offered by their CIL
- Independent Living Skills
- Advocacy
- Peer Support
I&R Core Service: The Human Approach – The First Point of Entry, cont’d.

• Resources offered within the community
  • Housing
  • Employment
  • Financial Assistance
  • Healthcare
  • Personal assistance services
  • Assistive technology
  • Durable Medical Equipment
Customer Service

• For an I&R Specialist to succeed at providing relevant information, they must possess not only knowledge, but also customer services skills.

• Know what you can and cannot do for the consumer.

• Know your boundaries/parameters – it’s ok.

• Let them down easy.
Listening Skills

• Listen and understand the consumer’s issues.
• Let the consumer speak without interruptions.
• Be nonbiased with your suggestions.
Communication Skills

• Relay information clearly and concisely to consumers over the phone.

• Have good written skills for consumers who choose to communicate by email or TTY.

• When face-to-face with consumer, show proper body language that is consistent with the matter at hand.
De-escalation / Crisis Management

• Do not take matters personally.
• Let consumer vent without interruptions.
• Make sure consumer knows that you are there to help him/her to navigate the system and/or facilitate, as appropriate.
• Utilize other resources around you.
• Offer to follow-up at a later date.
Time Management & Prioritizing Responses

• Establish routines and stick to them as much as possible.
• Get in the habit of setting time limits.
• Utilize a day planner or Outlook Calendar to schedule events and follow-up calls.
• Keep resources close at hand so you don’t waste time searching.
Prioritizing Responses

• Consider consumer’s needs.
• Look at their deadlines.
• What resources are available at that moment?
• Is there another team member who can assist?
• Keep your day planner/calendar close by to avoid overlapping of tasks.
• Don’t forget your other consumers.
Follow Up and Consumer Relationships

• Timely follow-up and call backs are simple ways to show you care and value them as a consumer.

• Follow-up can earn you additional open consumers, which means additional agency revenue.

• How do you feel when a business you solicited from follows-up with you?
• Martha Macias – Information & Referral Program Coordinator
  (602) 296-0536 or: martham@ability360.org
• Darrel Christenson – VP of Community Integration,
  (602) 296-0530 or: darrelc@ability360.org
Questions and Answers

If you have questions, we have answers (and/or referrals)?
I&R as a Core Service: The Art and Science of Connecting People & Resources

The Nuts and Bolts of I&R include...

- Record Keeping and Data Management
- Information Resource Management
- Policies and Procedures
- Shared Responsibility Among Staff versus Dedicated Staff Position
- Community Collaborations
Record Keeping and Data Management

• Helps ensure accountability.
• Facilitates long-term planning and resource allocation.
• Identifies possible systems advocacy issues.
• And: can provide verifiable data for funding requests, grant proposals, and policy initiatives.
Examples

• 23 referrals to Energy Assistance but only 6 received assistance (accountability).

• Increased contacts for transportation resources after the only accessible taxi is gone (planning & resource allocation).

• 10 calls regarding lack of effective communication for medical appointments (systems advocacy!).
### LINC Information & Referral

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#### Info Requested

- Advocacy/Legal (ADA, Accessibility, Benefits)
- Assistive Tech
- Children's Services
- Communication Services
- Counseling & Related
- Disability Info
- Family Services (Emergency Resource, Senior Info)
- Health CareRx
- Housing, Home Mod, Shelter Services
- Skills & Life Training
- Information & Referral (Case Manager/ESC, Cash Assistance, Finance Info, P ayee)
- Mental Restoration
- Mobility Training Services
- Peer Counseling/Support
- Personal Assistance (Attendant Program)
- Physical Restoration
- Preventive Services
- Prosthetics, Appliances
- Recreation Services
- Rehabilitation Tech
- Therapeutic Treatment (Support Groups)
- Transportation
- Vocational Services (Education, Training, Employment)
- Youth Services
- Other:

#### Contact type:
(Circle the appropriate one)

**PERSON WITH DISABILITY**
- Cognitive
- Mental/emotional
- Physical
- Hearing
- Vision
- Multiple Disabilities
- Other

**OTHER**

#### Referred by:

- [ ]
- [ ]

#### Referred to:

- [ ]
- [ ]

Would you like to be included in our:

- [ ] Mailing list? __Yes__ No
- [ ] Email distribution list? __Yes__ No

#### RELATED INFORMATION

- [ ]
- [ ]

#### MATERIALS SENT

- [ ]
- [ ]

#### Don't forget to ask:
Did you get what you need from us?

- [ ] Yes
- [ ] No

What type of AT equipment is being requested that we do NOT have?

- [ ]
- [ ]

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**CIL-NET, a project of ILRU – Independent Living Research Utilization**

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**ilru**
Information Resource Management

- Develop and maintain accurate resource lists.
- Catalog documents, publications, DVDs, etc.
- Web-based resources – consumer desk with accessible work station and assistance available.
- Accessible formats.
Catalog Example

- ADA Title II
  - ADA Accessibility Guidelines
  - Common Problems in New Constructions (Hotels, for example)
- Databases searchable alphabetically, type of service, geographic area, eligibility, etc. Cross-Referenced!
Another Catalog Example: Accessibility

- ADAAG
- Fair Housing Standards
- Visitability
- ANSI Standards
- Building Codes
- Universal Design
Policies and Procedures

• Information Provision
• Referral Provision
• Crisis Intervention
• Cooperative Relationships
• Promotion and Outreach
• Follow-up
• Disaster Preparedness
Shared versus Dedicated Staff Responsibility

Shared Approach
• Can be more flexible
• Empowers all staff
• Can lead to inconsistent customer service

Individual Approach
• Can be more Specialized
• Can free up and support other staff
• When is an I&R more than an I&R?
Community Collaborations

• 211
  – General I&R versus I&R specific to disability issues
• ADRCs
  – Information and assistance on long-term support options
• Other I&R Providers
  – Other resources and databases
Living Independence Network Corporation (LINC) Contact Information

• www.lincidaho.org
• Roger Howard, Executive Director
• (208) 336-3335 or: rhoward@lincidaho.org
Questions and Answers

If you have questions, we have answers (and/or referrals)?
I&R Resources

- www.airs.org – Standards for I&R
- http://www.ilru.org/ – Forms, Policies, Procedures, resources, training materials
- Local and regional Alliances, 211
Wrap Up and Evaluation

Please *click the link below* to complete your evaluation of this program:

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