

PathWays for Aging provider resources

Resources you can use

Navigating the services system can be overwhelming. We are here to help!

Providers, caregivers, and individuals engaged in the PathWays for Aging program will have access to several benefits to support achieving their healthcare and quality of life goals. In addition to these resources, there are numerous local and national tools that can benefit providers as they support individuals in Long Term Services and Supports (LTSS) programs.

We have created a list of these resources in one place to support providers as they provide services and support individuals in PathWays for Aging.

The **National Alliance for Direct Support Professionals (NADSP)** has compiled several resources to assist direct support professionals, people receiving services, family members, human service organizations, state/national associations, and more. These include guides, reports, toolkits, and more that cover diverse topics related to the direct support professional workforce. For more information:

- nadsp.org/resources/

Elsevier* is the world's leading health sciences publisher, bringing a wealth of technology and content expertise to today's human services organizations. In partnership with Elsevier, powered by the Elsevier Performance Manager, Anthem Blue Cross and Blue Shield (Anthem) has made available training specifically designed to support providers with their workforce development. Courses are offered free of charge to learners who are simply provided a link. Curriculum on Elsevier Performance Manager comes from nationally and locally recognized institutions and organizations specializing in intellectual disabilities, long term services and supports, and behavioral health services. Courses are designed to assist providers with professional development for their front-line supervisors. More information on Elsevier can be found at:

- elsevier.com/education

Direct Service Workforce (DSW) Learning Collaborative

The **Centers for Medicare & Medicaid Service (CMS)** developed the DSW Learning Collaborative to facilitate the development, implementation, and expansion of innovative strategies for strengthening the DSW and addressing specific challenges related to the DSW among state Medicaid agencies. The learning collaborative provided learning opportunities to help state Medicaid agencies and partner agencies address key DSW challenges related to training, capacity and demand, recruitment, retention, coordination with other agencies, workforce safety, and other emerging topics. A detailed summary report can be found here:

- advancingstates.org/sites/nasud/files/hcbs-learning-collaborative-summary.pdf

CMS also released a resource for strengthening the DSW in rural areas:

- advancingstates.org/sites/nasud/files/DSW%20Rural%20Areas%20.pdf

* Elsevier is an independent company providing training support services on behalf of the health plan.

<https://providers.anthem.com/in>

Anthem Blue Cross and Blue Shield is the trade name of Anthem Insurance Companies, Inc., independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

RR2023 INBCBS-CD-036535-23 October 2023

The **Indiana Healthcare Association and Indiana Center for Assisted Living (IHCA/INCAL)** provide expert resources and information for senior living providers so they can make the best decisions to improve and maintain quality care and quality of life. Starting with dedicated leaders of the Board of Directors, the association staff is constantly curating innovative education, informing members on change and opportunity, and leading post-acute policy strategy in Indiana. IHCA/INCAL is dedicated to supporting their members in their efforts to recruit, train and retain quality staff. Learn more about their workforce development offerings and how they might be of use to you:

- ihca.org/our-services/workforce/

The **Indiana Family and Social Services Administration's (FSSA's)** mission is to compassionately serve our diverse community of Hoosiers by dismantling long-standing, persistent inequity through deliberate human services system improvement. FSSA is a healthcare and social services funding agency. There are eight care divisions in FSSA that administer services to more than 1.5 million Hoosiers; Division of Family Resources (DFR), Office of Medicaid Policy and Planning (OMPP), Division of Disability and Rehabilitative Services (DDRS), Division of Mental Health and Addiction (DMHA), Division of Aging, Office of Early Childhood and Out-of-School Learning, The Disability Determination Bureau, and Indiana 211. The FSSA website has numerous resources, one of which is this link to webinars that our providers may find beneficial:

- in.gov/fssa/fssa-webinars/

Support for caregivers

The mission of **Family Caregiver Alliance** is to improve the quality of the life for family caregivers and the people who receive their care. The Family Caregiver Alliance provides in-depth information, training, and tips on a wide variety of caregiving topics:

- caregiver.org/caregiver-resources/caring-for-another/

The **Caregiver Resource Center (CRC)** recognizes that family caregivers tend to the health and well-being of others, often while juggling careers, children, and other obligations. This CRC offers over 140 key resources to help with navigating caregiving:

- caring.com/caregivers/

Best Practice Caregiving is a free online database of proven dementia programs for family caregivers. It offers a searchable, interactive, national database of vetted, effective programs that offer much-needed information and support. The database is an invaluable tool for healthcare and community-based organizations, funders, and policy makers to discover and share high-quality programs for caregivers.

- bpc.caregiver.org

The **Eldercare Locator** is a nationwide service that connects older Americans and their caregivers with trustworthy local support resources. Since 1991, the Eldercare Locator has been linking those who need assistance with state and local agencies on aging, as well as community-based organizations that serve older adults and their caregivers. Whether help is needed with services such as meals, home care, or transportation, or a caregiver needs training and education or a well-deserved break from caregiving responsibilities, the Eldercare Locator is there to point that person in the right direction.

The **Eldercare Locator** is a public service of the Administration on Aging (AoA), an agency of the U.S. Administration for Community Living:

- eldercare.acl.gov

Easterseals Crossroads operates an assistive technology lending library for persons with disabilities and their families, as well as service providers, employers, or other interested parties.

Device loans help persons make informed decisions about the assistive technology they might use at work, school, home, or play. Devices include equipment for persons with visual, cognitive, hearing, mobility, learning, and other needs. For more information:

- eastersealstech.com/device_loan_library/

The **National Institute on Aging** (NIA) leads a broad scientific effort to understand the nature of aging and to extend the healthy, active years of life. NIA is the primary federal agency supporting and conducting Alzheimer's disease research. The NIA website offers resources for long-term care planning, including information on support and facilities and information on how to be an effective caregiver while also taking care of yourself:

- nia.nih.gov/health/what-long-term-care

Aging and disability resources where you live

Indiana's Area Agencies on Aging/Aging and Disability Resource Centers provide information and service options to older adults and people with disabilities of any age and their caregivers.

More information on the **Indiana Area Agencies on Aging**, including county office maps, is located on their website:

- in.gov/fssa/da/area-agencies-on-aging/

Centers for Independent Living are consumer-controlled, cross-disability, nonresidential, private, nonprofit agencies that are designed and operated within local communities by individuals with disabilities. They promote the independent living philosophy to empower all people with disabilities. Each center is unique but operate under the same five core services: peer counseling; information and referral; individual and systems advocacy; independent living skills training; services that facilitate transition from nursing homes and other institutions to the community, provide assistance to those at risk of entering institutions and facilitate transition of youth to postsecondary life. Information on their core services can be found at:

- in.gov/fssa/ddrs/rehabilitation-employment/independent-living-services-program-centers-and-statewide-council/centers-for-independent-living/

accessABILITY advocates on behalf of people with disabilities to exercise their rights to establish and maintain control over their lives. They are a nonprofit organization dedicated to assisting people with disabilities in their own personal journey to independence. Direct services are provided free of charge to people with all types of disabilities regardless of age:

- abilityindiana.org/

The **INconnect Alliance** is comprised of 15 Aging and Disability Resource Centers, serving 16 areas, throughout Indiana. The INconnect Alliance is committed to helping you find the information and resources you need as you navigate the complex care puzzle and system of long-term services and supports. Their goal is to put knowledge at your fingertips. The more you know, the better decisions you can make for yourself or someone you care about. Learn more at:

- in.gov/fssa/inconnectalliance/