



MISSOURI DEPARTMENT OF  
**HEALTH &  
SENIOR SERVICES**

# **I&A using the CtLC's Integrated Supports Star**

Using the Integrated Supports Star to provide Information and Assistance

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# Information & Assistance

- Older Americans Act definition (Sec. 102 (28) (A – E)):
  - **Provides** current information on opportunities and services available within the community, including information about assistive technology;
  - **Assesses** the individual's needs and capacities;
  - **Links** the individual to available opportunities and services;
  - **Ensures** that individuals receive needed services and are informed of available opportunities by providing adequate follow-up
  - **Serves** the entire community of older adults

# Providing I&A Services

- Common service provided by most social service and public agencies.
- Under the OAA, Area Agencies on Aging provide I&A as part of Title III B supportive services.
- Missouri AAAs provide this service through agency staff and senior center staff; one AAA contracts with 211 to provide service
- I&A can be provided in various formats – in-person, telephone, email, text messaging, etc.

# Integrated Supports Star and I&A

- Use of the Integrated Supports Star helps to reinforce the I&A principles of:
  - **Empathy:** I&A staff have an opportunity to explore and learn more about the individual's circumstances.
  - **Person-Centered Practice:** Encourages the individual to assist with identifying available supports they would be willing or able to access.
  - **Solution-focused:** The Star tool can help to shift the individual's mindset from being overwhelmed by the issue (unmet need) to thinking about how best to solve it.

# CtLC Integrated Supports Star

- The Integrated Supports Star is a tool to help any individual organize and generate ideas. The actual tool (worksheet) can be used, or the individual can use the basic framework (identifying supports across the 5 domains) to help find solutions and plan.
- The tool is designed to help guide interactive and purposeful conversations and visually organize thoughts and ideas. It is not meant to be yet another document to fill out.
- The tool can be useful for I&A staff who want to think more holistically about how to help clients meet their needs.



CtLC Integrated Supports Star

# Charting the Life Course (CtLC): Integrated Supports Star

- Charting the Life Course is the overarching framework within which the Integrated Supports Star is a tool used to guide decision-making and problem-solving.
- Charting the Life Course is a program operated by UMKC's Institute of Human Development (IHD). The intent of the program is to “focus on systems change to align community resources to promote ‘good lives’ for every person.”

Image Source: [Integrated Supports Star – LifeCourse Nexus](#)



# CtLC Integrated Supports Star: Domains

The Integrated Supports Star identifies five domains of support that should be considered when problem-solving or planning.

## **Personal Strengths and Assets**

- The client's abilities, knowledge, and experience.
- Strengths are skills or qualities that the client feels competent in and appreciates.
- Assets are personal belongings and resources the client has to support themselves.

## **Technology**

- Personal technology we all use on a regular basis (e.g. smartphones).
- Assistive or enabling technology – devices that are or could be used to complete tasks (e.g. hearing aids).
- Environmental technology – devices that help people adjust to their surroundings (e.g. solar power).

## **Community Based**

- Businesses that can provide access to resources (e.g. grocery stores).
- Civic groups or member organizations that can create belonging (e.g. church).
- Local or public services available to all (e.g. libraries, parks).



# CtLC Integrated Supports Star: Domains

The Integrated Supports Star identifies five domains of support that should be considered when problem-solving or planning (continued from previous slide).

## Eligibility Specific

- Need-based services based on age, income, ability, employment, etc..
- Approval is needed to access the services or program.

## Relationships

- Family, friends, and others who provide care and support.
- Acquaintances who provide some social support but are not central to our lives.
- Typically, the informal relationships we have based on common interests or shared experiences.

Video: [The Integrated Support Star for Planning - YouTube](#)



Using a combination of lots of different kinds of support helps to plot a trajectory toward an inclusive, quality, community life. This star will help families and individuals think about how to work in partnership to support safety and security.



# Starter Stars

The Charting the LifeCourse website includes a set of “starter stars” to help you get started on using the star framework to problem solve and plan.

Website:

<https://www.lifecoursetools.com/lifecourse-library/integrated-supports-star/>.

Video about using Supports Star to problem solve for transportation:

<https://www.youtube.com/watch?v=ntexHnS-H6I&t=20s>

# Conducting I&A using the CtLC Integrated Supports Star

## Stage 1: CONTACT

- I&A staff set the tone of the interaction through the greeting they extend to clients requesting I&A.

## Stage 2: ASSESSMENT

- I&A staff actively listen to the client to assist the client in determining what information or referral the client needs to address the issue. .
- **CtLC Integrated Supports Star:** The client's concern or presenting issue is at the center of the Integrated Star worksheet. The issue is the focal point of the conversation around which sources of support will be identified.

## Stage 3: CLARIFICATION

- I&A staff ensure they have accurate information and have a good understanding of the client's request and situation.
- Depending on the outcome of the clarification stage, the integrated supports star might need to be updated.

# Conducting I&A using the CtLC Integrated Supports Star

## Stage 4: REFERRAL (Or Information Sharing)

- I&A staff use their knowledge of available community resources and review available materials, such as the agency's resource guide, to determine the most appropriate referral to meet the client's need(s).
- **CtLC Integrated Supports Star:** The star tool is useful for ensuring I&A staff and the client consider all possible supports (e.g. technology, relationships, eligibility specific) that could assist the caller in meeting their need(s).

## Stage 5: CLOSURE

- I&A staff confirm with the client that the concern/issue has been addressed and ensure the client understands the next steps in the referral process.
- **CtLC Integrated Supports Star:** I&A staff and the client should do a final review of the supports identified using the star and confirm which supports (ideally at least 3) the client wants to follow up with. If a physical copy of the worksheet was completed, it could be provided to the client so they can refer to it as needed.

# Additional Uses for the CtLC Supports Star in providing effective I&A

- **Frequent Clients:** I&A staff can use the supports star to capture information about clients who frequently request assistance. I&A staff, as well as the client, can refer to the previously developed supports star as a starting point when identifying services to meet the client's current need(s). Additionally, the supports star tool and guidance should be shared with the client to empower them to resolve issues independently.
- **Follow-up Contacts :** If I&A staff follow-up with a client about a prior referral and find that the client was not able or did not access the suggested support(s), I&A staff can refer to the supports star to review other potential supports with the client and explore alternative supports that might be able to address the need(s).

# Additional Uses for the CtLC Supports Star in providing effective I&A

- **Client Advocacy:** When I&A staff contact a service provider or other resource on the client's behalf (after obtaining the client's permission to do so), the supports star can be useful for accurately describing the client's circumstances and helping the service provider determine what specific services would best meet the client's need(s).
- **No Services/Resources Are Available:** I&A staff can use the supports star when working with the client to explore alternative or untapped supports. For example, using the supports star to structure the interaction I&A staff could help the client recognize supports the client had not considered, such as neighbors or members of their faith community.

# Using the Integrated Supports Star to Improve and Develop Services

- **Informational Handouts & Agency Resource Guide:** Agencies can develop generalized support stars about available supports for commonly requested assistance, such as transportation, that could be provided to members of the community and shared with other organizations to help them identify supports that will work for their situation.
- **Revamp Intake Process and Agency Policies:** Agencies can use the framework laid out in the Integrated Supports Star to develop a more robust intake process that factors in the variety of supports available to clients so that this information is on file for future interactions between the agency and the client. Agencies can also use the framework to inform policies and procedures related to I&A, case management, and service coordination.
- **Identify Service Gaps:** Agencies can use support stars, either general community ones or the ones developed with clients, to identify areas where there are no or few supports available. This information could be tracked and used when conducting a community needs assessment. This information would be useful when making decisions about developing new programs or services, or identifying opportunities for service coordination and partnerships.

# Benefits of Using the Integrated Supports Star to Help Older Adults

- **Strengths-based Approach:** As we age, we tend to focus on the loss of our abilities. Using the supports star when working with the older adult population shifts the focus onto what strengths the individual still has that can help them meet their needs.
- **Reduce Sense of Social Isolation:** Social isolation is a significant risk factor for the health and well-being of older adults. Using the supports star to help older adults identify current or potential social relationships and connections to the community can be reaffirming for the older adult and help ease the sense of being isolated.
- **Maintaining Independence:** As we age, there is often some loss of physical and/or cognitive abilities. Using the supports star to help older adults think differently about what supports they have and the ways they can utilize those supports to remain independent is important for helping the individual conceptualize how they can remain at home or in the community.



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# QUESTIONS?



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