Housekeeping

• All on mute. Use Questions function for substantive questions and for technical concerns.
• Problems getting on the webinar? Send an e-mail to NCLER@acl.hhs.gov.
• Written materials and a recording will be available at NCLER.acl.gov. See also the chat box for this web address.
About NCLER

The National Center on Law and Elder Rights (NCLER) provides the legal services and aging and disability communities with the tools and resources they need to serve older adults with the greatest economic and social needs. A centralized, one-stop shop for legal assistance, NCLER provides Legal Training, Case Consultations, and Technical Assistance on Legal Systems Development. Justice in Aging administers the NCLER through a contract with the Administration for Community Living’s Administration on Aging.
About Administration for Community Living (ACL)

The Administration for Community Living was created around the fundamental principle that older adults and people of all ages with disabilities should be able to live where they choose, with the people they choose, and with the ability to participate fully in their communities.

By funding services and supports provided by networks of community-based organizations, and with investments in research, education, and innovation, ACL helps make this principle a reality for millions of Americans.
Road Map

• Introduction & Vision
• Roles & Responsibilities
• New Data Elements
• Submitting the Report
• Key Dates & Next Steps
Poll 1

Who is in the audience?
A. Title IIIB legal assistance provider
B. Area Agency on Aging
C. State Unit on Aging
D. Legal Assistance Developer
E. Other – please share in Questions Box
Introduction
Legal Assistance & ACL Reporting

• Current state:
  • Legal assistance providers report hours of service to ACL via AAA contractors and State Units on Aging

• Impetus for change:
  • ACL wants to better understand Older Americans Act-funded activities through more targeted data
  • For legal assistance—tell the story more comprehensively

• Added new data elements:
  • Case type
  • Level of service provided
  • Demographics of clients served
Timeline Overview

- **October 1, 2021:** First day of data collection period
- **September 30, 2022:** Last day of data collection period
- **October 2022 - January 2023:** Legal assistance providers prepare their SPR data report and submit report to their AAA or SUA (at state option)
- **January 31, 2023:** Last day for states to submit FFY 2022 data to ACL
Roles & Responsibilities
Roles & Responsibilities: Legal Assistance Providers

• Collect required data elements for the reporting period

• Produce a report according to ACL’s requirements
  • De-identified and aggregated data
  • Option to use Legal Assistance SPR Data - Submission Preparation Tool

• Submit report to AAA or SUA at state discretion
Roles & Responsibilities: AAAs/SUAs

• Submit SPR data to ACL via new system: Older Americans Act Performance System (OAAPS)

• Communication and coordination between legal assistance providers, AAAs, and/or SUAs about providing report in correct format
  • Stay informed and use ACL reference guides and other resources

• Support providers by sharing ACL resources
  • Example: sharing the Legal Assistance Provider SPR Tool for legal assistance providers to use
Roles & Responsibilities: Other Stakeholders

• Communicating with legal assistance providers accurately about upcoming changes & upcoming dates
  • Stay informed and use ACL reference guides and other resources
• Support legal assistance providers by sharing ACL resources
Impact of Change: Legal Assistance Providers

• Minimal impact on data collection practices. Most providers are already collecting newly required data.

• Ensure capability to produce report on new data elements in correct format.
New Data Elements
Protecting Client Information

• Legal assistance is a “Restricted” service for purposes of the SPR data system (OAAPS)
• Data on demographic and consumer characteristics is aggregated and de-identified
• No disclosures of personally identifiable information
• No aggregation with other Titles III, VI, or VII SPR data
Data Element: Cases

• Unit of Service
  • Hours

• Open Cases
  • Total number of open cases as of the last day of the reporting period (September 30th)

• Closed Cases
  • Total number of cases closed during the reporting period (October 1st through September 30th)
When is a Case Open?

• A case is open as of the date on which the legal assistance provider makes the decision to accept a client’s case, or begins work to determine whether the provider is able to assist with a legal matter, regardless of the date of the client’s initial contact with the provider, or the date of intake.

  • This includes providing some level of service to the client, including a referral or other forms of advice, and conducting research to determine whether to accept a case.
When is a Case Closed?

• A case is closed when a legal assistance provider has completed work within the scope of representation, has reached a resolution of the client’s legal issue, or has determined they are unable to assist with the legal matter after some work has been conducted on the case.
  • Cases may also be closed after a reasonable period of time if client has not been in contact with legal assistance provider, despite provider’s attempts.
  • Case should be closed when the venue or level of representation changes (e.g., an appeal).
Data Element: Level of Service (Closed Cases)

Closed cases by level of service:

• Advice
  • May include: evaluation of client’s situation to provide guidance or information; presenting options; referrals

• Limited representation
  • May include: document preparation; detailed directions on how to take legal action pro se; services delivered at self-help clinics or court-based advice programs

• Representation
  • May include: representation in an administrative forum or in a court of law; negotiation to settle a dispute
**Case Study: Eli (Part 1)**

- Eli calls the local IIIB legal assistance provider on **Tuesday, March 30th**, and requests help with a housing issue. Eli speaks with an intake receptionist that day and provides basic information for a pre-screen.

- The intake receptionist sends the information Eli has provided to the housing unit supervisor. The housing unit has a case acceptance meeting on **Thursday, April 1st** and determines they will accept the case. They speak with Eli on **Friday, April 2nd** and notify him that his case has been accepted.
Poll 2

On which date is Eli’s case considered an “open case” for purposes of SPR requirements?

A. Tuesday, March 30th
B. Thursday, April 1st
C. Friday, April 2nd
D. None of the above
Case Study: Eli (Part 2)

• The legal assistance provider represents Eli in an eviction action in the local Housing Court. Eli’s eviction case is lost.

• In consultation with Eli, the legal assistance provider decides to represent Eli in an appeal of the Housing Court decision, and files an appeal in the Appeals Court.
  
  • How many cases does the legal assistance provider have for Eli?
  • How many cases are open or closed?
Data Element: Case Type (Closed Cases)

- Income
- Health care
- Long-term care
- Nutrition
- Housing
- Utilities

- Abuse/neglect
- Defense of guardianship and protective services
- Age discrimination
- Other/miscellaneous
Data Element: Total Count of Clients

• An **unduplicated** total number of clients who received at least one service during the reporting period.

• A client should only be included in this count once, even though they may have had multiple cases during the reporting period.
Client Characteristics & Demographics (1 of 3)

- **Age:**
  - Below 60
  - 60-64
  - 65-74
  - 75-84
  - 85+

- **Gender:**
  - Male
  - Female
  - Other

- **Geographic Distribution—defined using Rural Urban Commuting Area (RUCA) codes:**
  - Rural
  - Non-rural

- **Household Status:**
  - Live alone
  - Lives with others
  - Lives in a long-term care facility (only applies to legal assistance)
Client Characteristics & Demographics (2 of 3)

• Poverty Status:
  • At or below poverty
  • Above poverty

• Ethnicity:
  • Hispanic or Latino
  • Not Hispanic or Latino

• Race:
  • American Indian or Alaska Native
  • Asian or Asian American
  • Black or African American
  • Native Hawaiian or Pacific Islander
  • White

*Note: Multi-racial clients are counted for each racial identity

• Minority Status:
  • Minority
  • Non-Minority
Client Characteristics & Demographics (3 of 3)

• Also reporting on several demographic categories by poverty status:
  • Age/At or Below Poverty
  • Gender/At or Below Poverty
  • Geographic Distribution/At or Below Poverty
  • Household Status/At or Below Poverty
  • Ethnicity/At or Below Poverty
  • Race/At or Below Poverty
  • Minority Status/At or Below Poverty

• *Note: Legal assistance providers do not report on ADLs and IADLs
FAQ: Geographic Distribution

• Q: How should I determine whether someone lives in a rural or non-rural area?
  • A: Defined using Rural Urban Commuting Area (RUCA) codes.
    • Zip code file available [here](#)
    • Can be incorporated into some case management systems
    • Additional resources on how to use the RUCA file are forthcoming
FAQ: Poverty Status

• Q: How do you determine poverty status?
  • A: 100% Federal Income Poverty Guidelines
FAQ: Race & Minority Status

• **Q:** How should I report race for multi-racial clients?
  • A: Race is a duplicated person count, whereby multi-racial clients are counted for each racial identity

• **Q:** Which racial and ethnic populations should be reported included in “minority” status?
  • A: Racial and ethnic minority populations are defined as: Asian American, Black or African American, Hispanic or Latino, Native Hawaiian and Pacific Islander, American Indian, and Alaska Native.
FAQ: Case Types

• **Q: What if a case could potentially fall into two case-type categories?**
  • A: Legal assistance providers should use their discretion in selecting the best case type, based on the case type definitions. Providers should be consistent in their classifications.
Generating & Submitting the Legal Assistance Data Report
Steps

1. Legal assistance provider prepares OAAPS-compatible report

2. Legal assistance provider sends the report to AAA or SUA

3. AAA or SUA submits report in OAAPS
ACL created an Excel tool that legal assistance providers may use in preparing OAAPS-compatible reports.

The ACL Excel tool may be useful for legal assistance providers who are unable to customize their case-management system to produce an OAAPS-compatible report.
Legal Assistance Provider
SPR Tool (2 of 2)

How?

• ACL’s Excel tool works in one of two ways:
  • (1) Converts case-level data (or “row-level data”) into aggregated, de-identified data and produces an OAAPS-compatible report
  • (2) Produces an OAAPS-compatible report from data that has already been aggregated and de-identified

• The ACL Excel tool produces an OAAPS-compatible report that provider can send to AAA/SUA
Demonstration

- [https://vimeo.com/531963978](https://vimeo.com/531963978)
Submitting Report

• Legal assistance providers submit report to AAA/SUA containing de-identified, aggregated SPR data

• Legal assistance providers can produce an OAAPS-compatible report to share with the AAA/SUA
  • Using the “Legal Assistance Provider SPR Tool” makes this easy and efficient
## Example: OAAPS-Compatible Report

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<th>Component</th>
<th>ACL Ref #</th>
<th>Resource</th>
<th>Field</th>
<th>Value</th>
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Key Dates & Next Steps
Key Dates (1 of 2)

• Reporting period: **October 1st – September 30th**

• **October 1, 2021:** First day of collection/reporting period for new SPR data
  - Legal assistance providers must collect data on all new SPR elements
  - First day of Federal Fiscal Year (FFY) 2022

• **September 30, 2022:** Closing date of reporting period for new SPR data
Key Dates (2 of 2)

• **January 31, 2023**: Date by which states must submit new SPR data (for FFY 2022) to ACL via OAAPS
  - Legal assistance providers submit reports to AAA or SUA prior to this date
  - AAA/SUA uploads reports from all providers into OAAPS
Key Dates: Practice Submission

- States may participate in a voluntary practice SPR submission in January 2022:
  - States may submit practice data for FFY 2021 (October 1, 2020 – September 30, 2021)

- Process is voluntary for AAA/SUA and providers

- Provides an opportunity for providers and AAA/SUA to test submission capabilities and preparedness for official SPR data reporting in January 2023

- Requires coordination between provider and AAA/SUA to produce FFY2021 report
Find Resources

• Information and resources are available on the OAAPS pilot website
  • Legal Assistance SPR FAQs, Legal Assistance Provider SPR Tool, guidebooks, State Readiness Checklist, and other resources
  • Recorded webinars
Technical Assistance

• Technical assistance is available via the OAAPS Help Desk: **ACL-OAAPS-PILOT@icf.com**

  • Specify that the question relates to legal assistance, so your question will be promptly routed to the legal assistance team
Poll 3

What additional training opportunities would be helpful for you to prepare for the new SPR?

A. Follow-up Q&A session
B. Opportunity to consult with ACL or NCLER
C. Opportunity to practice using the Submission Preparation Tool
D. More written resources
E. Other—share in Questions Box
Visit Our Website: ncler.acl.gov

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Learn about upcoming trainings
ncler.acl.gov