Partnering for Prevention

How Council on Aging can help you and the people you serve
Introduction to Council on Aging

“I love being able to stay in my own home. It means something to my heart.” - Ruth, Council on Aging client
Our Mission

Enhance people’s lives by assisting them to remain independent at home through a range of quality services
Council on Aging – our role

COA administers local, state, and federal funds for older adults in our region.

- **Preserving Independence:** Make it possible for thousands of seniors and other individuals with disabilities to remain in their homes.

- **Support for families and caregivers:** Serve as our region’s “front door” to services and resources for the elderly or disabled – unbiased info source
We’re in your community every day...

In hospitals, nursing facilities, and in thousands of people’s homes throughout our five-county region.
Home and community-based services

Annually help nearly 20,000 people to remain independent in their homes and communities

- **PASSPORT** (age 60+)
- **Elderly Services Program** (age 60+ or 65+ depending on county)
- **Assisted Living Waiver** (age 21+)
- **Ohio Home Care Waiver** (under age 60, including children)
Long-term care management

- Non-medical interventions designed to:
  - Reduce avoidable hospital readmissions
  - Reduce avoidable NF admissions
  - Reduce ED visits

- Resulting in:
  - Medical cost containment
  - Increased length of stay in home and community
Services

- Care management
- Adult day services
- Caregiver respite
- Companion service
- Emergency response device
- Homemaking
- Home-delivered meals
- Home modifications
- Independent living assistance
- Personal care
- Major housecleaning/pest control
- Medical equipment and supplies
- Transportation

Colleen and Mike

Facing daily challenge of caregiving, medical treatments, and long-term care needs
Provider management

Contract with/monitor 150 provider organizations for home-delivered meals, home care assistance, etc....

- 1.75 million meals
- 1.8 million hours of home care services
- >330,000 transportation trips

John, 90, w/ aide, Brittney
Care Transitions

Joann – heart patient

Annually – assess nearly 6,000 high-risk hospitalized Medicare patients for Care Transitions interventions designed to reduce hospital readmissions
Call Center

Aging and Disability Resource Connections

- Region’s front door to long-term services and supports
- More than 37,000 inquiries for info and referral

Danette, ADRC Specialist
How COA helps Fire/EMS
The Hoarder

You respond to a call at senior’s home and find:

- Safety hazards (for resident and EMS) due to hoarding
- Home may have been declared unsafe/uninhabitable by health department
- The older adult who lives there is unwilling or unable to clean
- Self-neglect

Hoarder’s kitchen before clean up via Council on Aging
Stressed-out Caregiver

Daughter has moved mother into her home:

- Chronically ill and very frail
- Daughter overwhelmed; feels unable to deal with at-home medical needs
- Home is not set up for an older person
- Daughter calls 911 every time her mother falls, has shortness of breath or complains feeling ill
Frequent caller

Widowed, homebound elderly woman:

- Calls 911 when she...
  - doesn’t feel well
  - hears a strange noise
  - needs a prescription refill
  - can’t find her cat
- Not much food in the home
- Stacks of unopened mail
- Fall hazards throughout home
- Apparent isolation, possible depression
- Confusion, possible dementia
<table>
<thead>
<tr>
<th>Hoarder</th>
<th>Overwhelmed Caregiver</th>
<th>Frequent Caller</th>
<th>Prone to Falls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chore Service/Major Housecleaning</td>
<td>Caregiver consultation</td>
<td>In-home care (supplements family’s care); COA Care Transitions</td>
<td>Emergency Response System</td>
</tr>
<tr>
<td>On-going housekeeping services</td>
<td>Caregiver Respite (time off)</td>
<td>Companion service (caller is fearful, isolated)</td>
<td>Home mod: grab bars, bed rails</td>
</tr>
<tr>
<td>Independent Living Assistance: Help with personal paperwork</td>
<td>In-home care (supplements care family can provide)</td>
<td>Emergency Response System and Medical Transportation</td>
<td>Medical Equipment: walker, bath bench, bed rail, lift chair</td>
</tr>
</tbody>
</table>

Referral to other community services

Assumes person is eligible for a COA program
Who qualifies for services

- Services are available starting at age 60
  - PASSPORT Program (Medicaid): age 60
  - Elderly Services Program: age 60 or 65 (dep. on county)
    - Can get Meals on Wheels starting at age 60

- Need help with at least 2 Activities of Daily Living (examples include: bathing; grooming; walking; getting up from bed, chair or bath; going to the bathroom)
Working Together

- **We can help fire departments:**
  - Connect elderly community members and caregivers to services and supports that promote health, safety and independence
    - Make a referral; seek advice on a situation
    - Request literature/posters/Rx pads for offices and vehicles
    - Request a presentation from COA staff
  - Understand and navigate community resources
How to make a referral to COA

Two ways:

1. **Phone:** (513) 721-1025, or 800-252-0155. select option 1
   - Monday – Friday, 7am-6pm
   - Speak to specialist in our Call Center
   - Provide as much information as possible, we attempt to contact the individual

2. **Online:** [www.help4seniors.org](http://www.help4seniors.org) (click “Make a Referral” from Quick Links box)
   - Available 24/7
   - Provide as much information as possible, we attempt to contact the individual
   - Indicate if you would like to receive follow up about the case
Referral form for professionals, partial view
Referral Tips

- When possible, make the call from the senior/caregiver’s home.

*Helpful* info to have handy:
- Name
- Date of Birth
- Address
- Phone (and Caregiver’s phone if applicable)
- General idea of what help is needed (meals, transportation, personal care, environmental services, etc.).
- Support network already in place (does the senior live alone, is there a caregiver?)

- Add COA phone number to department cell phones/directories under Elderly or Seniors
Follow up on your referral

When we reach the individual:

- Call Center staff will ask a series of questions to screen for need and eligibility
- Potential client referred to appropriate program (COA and other community programs)
- All potential COA clients go through an in-home assessment, including:
  - Environment, fall risk, etc.
  - Family support
  - Psycho – social review
  - ADL/IADL assessment
  - Medication compliance
# When to call APS

## Call Adult Protective Services

| Signs of neglect, and/or physical or emotional abuse: bruises, bed sores, lack of nutrition, fractures, burns |
| Signs of inability to maintain previously well-kept home |
| Signs of financial exploitation: “I have no money. My daughter keeps my checkbook.” |
| Difficult/dangerous mobility. Can’t get in or out of tub safely. Stove left on, etc. |
| Signs of self-neglect: unbathed, dirty home, no food, refuses help |
| Caregiver is trying his or her best but overwhelmed with responsibilities |

## Call Council on Aging

When in doubt – Call both!
ADRC Call Center
Aging and Disability Resource Connections
(513) 721-1025, 800-252-0155 or info@help4seniors.org

- Certified information and referral specialists
- Access to unbiased information and referral to community resources
- Help with Medicare
- Help4Seniors Resource Directory – online database of more than 1,700 community resources
Training

What is best way to reach all FDs and other key referral sources with this info?

- Survey – complete and return today
- More consistent/ongoing awareness
- Learn as part of other training – especially dealing with older population
- Collateral materials? - bring into people’s homes
Community paramedicine

- COA interested in working with departments that have specific plans they want to try
  - E.g. Business Associate agreements to help address complex cases
  - Contact: Ken Wilson, COA VP of Program Operations. kwilson@help4seniors.org
The state of aging

In 2015, for the first time in US history, people age 65 and older outnumber children under the age of five. Another 10,000 people turn 65 every day.