What help is available for seniors in our community?
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 local health department
- The older adult who lives there is unwilling or unable to clean up
- Self-neglect may be involved
Stressed-out Caregiver

A daughter has moved her mother into her home so she can care for her:

- The mother is chronically ill and very frail
- Daughter is 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 of not feeling well
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
I’ve fallen and I can’t get up

Elderly couple with no family near by:

- Both are prone to falling, but neither one is strong enough to help the other up
- There have been no serious injuries yet, but they call 911 every time
- Falls occur in the bathroom, on the stairs, getting up from a chair, and around the home’s many rugs
Council on Aging can often help

- Many of the people described above may qualify for our services...or
- They may even already be a client
<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>Free in-home 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
Our Mission and Vision

- **Mission:** Enhance the lives of adults by assisting them to remain independent at **home** through a range of quality services

- **Vision:** Every senior adult in our region shall have a **choice** and range of services that will assist them to remain independent in their chosen environment
What makes us different?

- No conflict of interest: One of the largest non-profit organizations in our region. We contract out direct serves which enables us to serve both the client and the taxpayer
  - 2010 recipient of Better Business Bureau Torch Award

- We are regional: serving Butler, Clermont, Clinton, Hamilton and Warren counties

Typical COA client

- Single woman in her 80s
- Needs help with bathing, cooking, cleaning, dressing, shopping
- Lives on a fixed income
- Family and friends pitch in to help out, but it’s not enough
- Family is concerned it’s not safe for her to live at home by herself
In-home and community-based care – SW Ohio

- **PASSPORT**
  Ohio’s Medicaid program for in-home care. Clients are low-income, very disabled (meet SNF level of care) Served 3,522 in 2012

- **Elderly Services Program**
  County-based in-home care for non-Medicaid. Clients can have higher income, wider range of disability than PASSPORT. Served 14,217 in 2012

- **Assisted Living Waiver**
  Intermediate level of care; facility-based. Served 734 in 2012
In-home care services

- Adult day services
- Care management
- Caregiver support
- Companion service
- Consumer-directed care
- Emergency response device
- Environmental Services
- Home-delivered meals
- Home safety modifications
- Homemaking
- Independent Living Assistance

- Medical equipment/supplies
- Personal care
- Respite
- Transportation
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)
How our services can help you

COA services can help if a senior is:

- A fall risk with potential for an accident at home (Emergency Response Systems, Home Repairs/Modifications and Medical Equipment)
- Likely to need help in an emergency (Emergency Response Systems)
- Is having trouble making it to appointments (Medical Transportation)
- Struggling with depression (Behavioral Health – Butler County)
- Having trouble remembering medical appointments, getting prescriptions, or remembering when to take them (Independent Living Assistance, Medication Dispensers, Care Transitions)
Care Transitions

Health coaching and intervention program for older adults who have been hospitalized

Purpose:

- Help seniors avoid hospital readmission
- Help patients access most appropriate post-acute care
  - Including avoiding unnecessary nursing home placement
Southwest Ohio Care Transitions Collaborative

SW Ohio CTC
Working Together

What we can do now + possible innovative partnerships for future (mobile integrated healthcare practice)
Working Together

- **We can help fire departments:**
  - Connect elderly community members and caregivers to services and supports that promote health, safety and independence
    - Use our Call Center and email/Make a referral
    - Request literature/posters/Rx pads for offices and vehicles
    - Request a presentation from COA staff
  - Understand and navigate community resources
Making a referral to COA

- Call (513) 721-1025, select option 2 OR email to info@help4seniors.org
- Call Center staff will ask 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
Referral Tips

- When possible, make the call from the senior/caregiver’s home. **Call 513-721-1025, select option 3**

- This information would be helpful, but if you don’t have it, that’s ok. Make the call anyway.
  - Name, Address, Phone (and caregiver’s phone if applicable)
  - Age
  - What help is needed (meals, transportation, LifeLine, personal care, cleaning 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**
Referral Tips

- Most helpful info we need: Name and phone of person we should call, if not the elderly person; e.g. daughter or son; spouse, etc.

- When in doubt - call COA. No need to know if person qualifies for COA programs. No need for insurance info, SS#, or similar details.

- If person is a COA client, you may be transferred to speak to care manager (client has signed release of info form, which includes referral sources).
## When to call APS

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

**When in doubt – Call both!**
Resources to help you

At the info table

- Tear off pads
  - For stations/vehicles – good to leave behind as reminder to call COA

- COA magnets
  - For stations/vehicles – good to leave behind as reminder to call COA

- COA info/overview cards
  - For stations/vehicles – good to leave behind as reminder to call COA

- COA Annual Report
  - Learn more about this program’s impact on the community

- COA Reference Guide to Home and Community-based care
  - For stations/vehicles – quick overview of services/supports available for seniors in SWO
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
Stay connected to COA via social media and our newsletter
Thank you!

Council on Aging of Southwestern Ohio

Answers on Aging