



# Starting Points to Navigating Community Resources during and after COVID-19

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Help and Referral Line: 866-430-8742 or  
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# What is the UPMC Senior Services?

For the  
community:

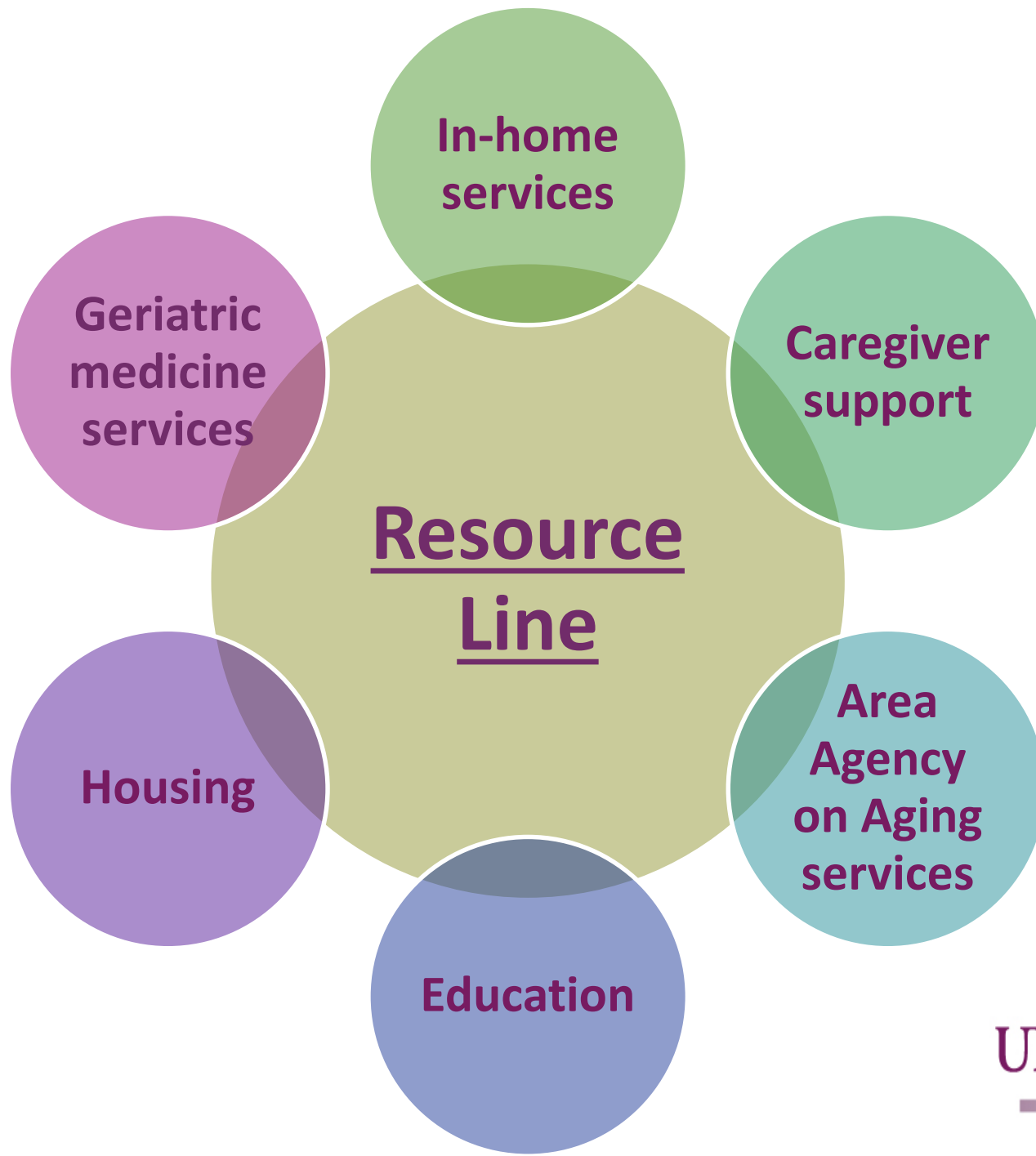
Free help and  
referral line

Educational  
programming

For  
professionals

Educational  
programs (some  
CEU  
opportunities)

Workgroups



# A 'typical' call

Mrs. A reaches out because she needs assistance with **transportation** to a **medical appointment**.

- She has a daughter who has to work at that time and cannot transport Mrs. A to this appointment.
- She lives about five miles from her physician's office.
- She would like someone to accompany her to the medical building and wait with her in the waiting room.

*What would you suggest to Mrs. A in terms of resources?*

*In your role, do you often answer these types of questions? Another individual?*

# A new 'typical' call

Tina is the adult daughter and **primary caregiver** of her mother, Lorraine. Her mother has recently moved into a nursing facility on a **rehab assignment**.

Everyone in the family has struggled with this transition. And then, the stay-at-home order impacted the visitation policy

***What are your next questions?***

***What would you suggest to Tina in terms of resources?***

# Area Agency on Aging (AAA)

Help and  
Referral line

Service  
Coordination

Family Caregiver  
Support  
Program

Apprise

Senior  
Companion  
Program

# Area Agency on Aging (AAA)

## Options Care Management

- Care management that provides customized support to help older adults live as independently as possible in their own homes
- Sliding scale fees **may** be applicable, depending on services
  - Ex: home health services, medical supplies, etc.

# Area Agency on Aging (AAA)

## Family Caregiver Support Program (FCSP)

Offers **reimbursement** to caregivers for caregiver expenses and respite

Such reimbursement for products includes:

- Nutritional supplements
- Disinfectant supplies
- Incontinence supplies
- Wound care supplies

If funding is available, may provide a **one-time reimbursement grant** for such projects as home modifications and assistive devices

*\*If an individual is with CHC, he/she is ineligible*



# Area Agency on Aging (AAA)

## Apprise (State Health Insurance Assistance Program- SHIP)

Their counselors offer **free and objective Medicare counseling** (over the phone and potentially in person)

- Not affiliated with any insurance companies

An **Apprise** counselor can:

- Help individuals decide **what type** of health insurance is best for them, such as deciding or comparing supplemental or Medigap plans
- Learning **what is covered** under each part of **Medicare**
- Finding **assistance programs** for **prescriptions**
- Finding **government programs** that will pay or help pay Medicare deductibles, co-payments, and Part B premiums

# AAA/Dept. of Human Services (DHS)

## Senior Companion Program

Provides companionship services to older adults in numerous situations:

- Lonely
- Need assistance to remain independent at home
- Friendly visiting or calling
- Transportation needs
  - Volunteers CANNOT transport program participants in their own cars
  - Can travel with program participants via ACCESS

*This program is NOT meant to replace a home health aide*

*May not be available in every AAA*

## Counties with Senior Companion Program:

- Allegheny
- Blair
- Philadelphia

*May be a program with local AAA*

## Additional volunteer programs:

- Allegheny: In Service of Seniors, AgeWell
- Beaver
- Westmoreland
- York

# Dept. of Human Services (DHS)

## Community HealthChoices (CHC)

Individuals needing more help or additional services, may be eligible for CHC.

- AAAs handle the initial levels of care assessment

CHC is the state's **mandatory managed care program**.

- Provide long-term support and services
- Managed Care Organizations (MCOs) are the health plans that coordinate services and benefits

The following criteria must be met to be eligible:

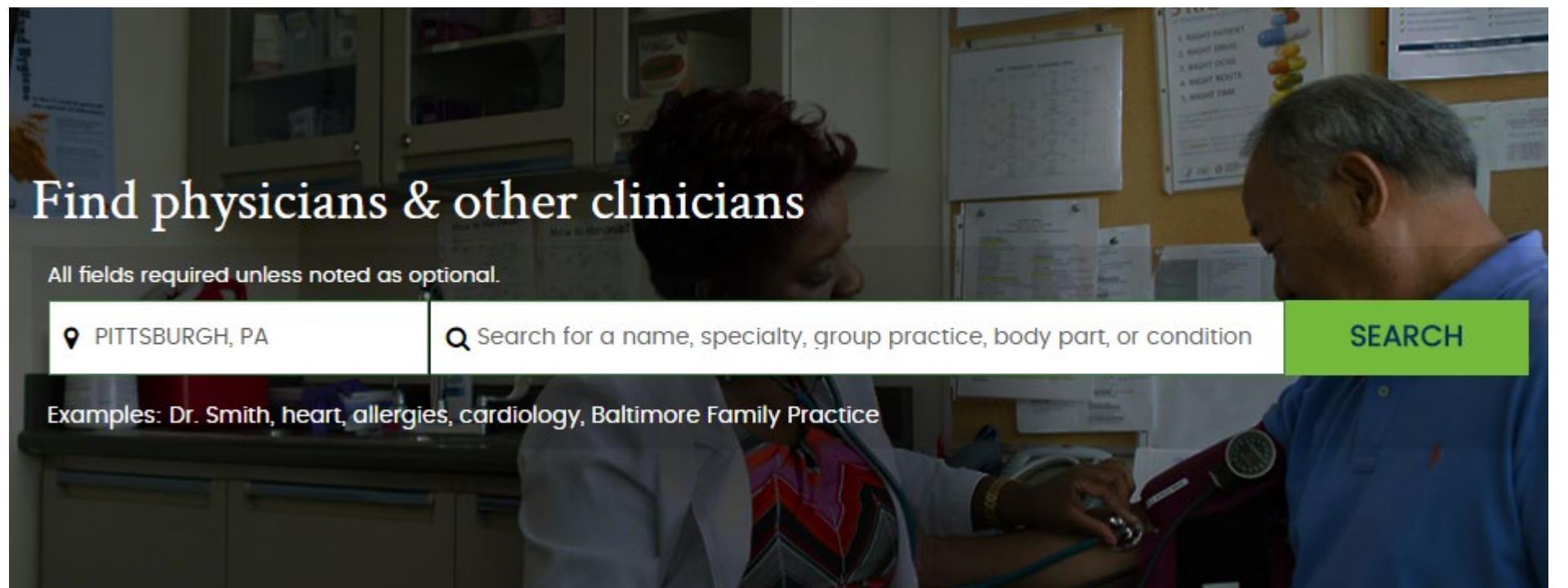
- Be a resident of Pennsylvania
- Be a U.S. citizen or a qualified non-citizen
- Have a Social Security Number
- Be 21 years of age or older
- Be eligible for **Medicare and Medicaid** OR **qualify for Medicaid** with an **assessed and documented need** for long-term services and supports
- Meet **financial requirements** as determined by the local County Assistance Office

### **Managed Care Organizations (MCOs):**

- AmeriHealth Caritas
  - In SE PA: Keystone First
- PA Health & Wellness
- UPMC

# Geriatric medicine services

## Medicare's Physician Compare



Find physicians & other clinicians

All fields required unless noted as optional.

📍 PITTSBURGH, PA

🔍 Search for a name, specialty, group practice, body part, or condition

SEARCH

Examples: Dr. Smith, heart, allergies, cardiology, Baltimore Family Practice

*Picture from Medicare's Physician Compare website (see above hyperlink in picture)*

# Geriatric medicine services

## Geriatric care centers

- St. Margaret Geriatric Care Center
- Benedum Geriatric Center (at Montefiore)
- Shadyside Senior Care

Offer outpatient services that are geriatric-focused:

- Including evaluation and assessment

Partner with primary care physicians to co-manage patients' care

Interdisciplinary team includes:

- Geriatricians
- Psychiatrists
- Psychologists
- Nurse Practitioners
  - Nurses
- Social Workers
- Pharmacists
- Physical Therapists (specialized in geriatrics)

# Geriatric medicine services

## Alzheimer Disease Research Center (ADRC)

The ADRC at the University of Pittsburgh offers:

- Evaluation of patients with **suspected** Alzheimer's disease and other forms of dementia
- **Evaluation of memory, language, judgment, and other cognitive abilities**
- **Education and counseling for patients and families**
- Participation in state-of-the-art research studies

*All clinical appointments are currently suspended due to COVID-19*

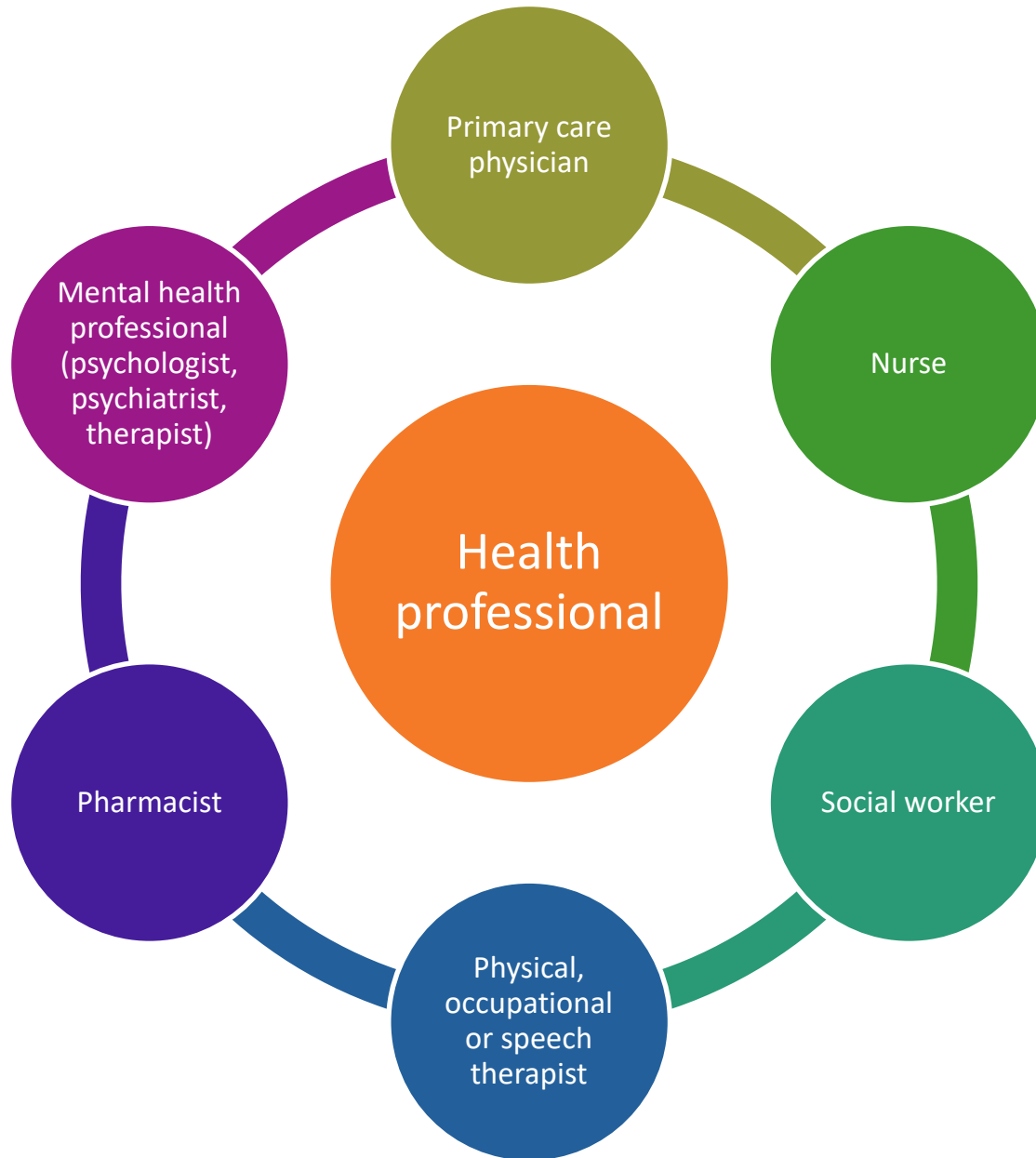
## Penn Memory Center

The ADRC at the University of Pennsylvania (Philadelphia) offers:

- Specializes in research and clinical care for adults age 65 or older experiencing memory problems
  - Conducts and participates in a wide range of research
- Programs for caregivers including a **respite** program, classes and forums (including virtual programs)
- **Memory Café**

*Only offering phone or video-conferencing clinical visits*

# Consider a health care team





# In-home services

## Medicare's Home Health Compare

**Medicare.gov** | **Home Health Compare**  
The Official U.S. Government Site for Medicare

[Home Health Compare Home](#) [About Home Health Compare](#) [About the data](#) [Resources](#) [Help](#)

Home [+ Share](#)

### Find a home health agency

A field with an asterisk (\*) is required.

\* **Location**  
Example: 45802 or Lima, OH or Ohio

**Home Health Agency Name (optional)**



*Picture from Medicare's Home Health Compare website (see above hyperlink in picture)*



# In-home services plus adult day care

## LIFE programs

### *Programs of All-Inclusive Care for the Elderly (PACE)*

These programs provide services to assist individual live as independently as possible in their own communities. Some services include:

- **Integration of all health and social services**
- **Transportation**
- **Adult day health center**
- **Escort to appointments**

Some eligibility requirements include:

- **Be at least 55 years of age**
- Be determined clinically eligible for the program
- Be financially eligible or be able to privately pay

# Virtual programs

## Virtual Senior Academy

- Free computer-based classes available to individuals **50 years of age** and older based in greater Pittsburgh area
  - Offers tech buddy support
- Topics include: caregiver education, health and wellness, art, history, travel, etc.

# Virtual programs

## Lifetime Connections

### Without Walls

- Telephone activities program based out of Austin, Texas
  - Open to anyone, not just local residents
  - Cost: \$10 per quarter
- Offers social and educational sessions, friendly calling, support groups, etc.
  - Bingo, travel conversations, writing workshop, brain aerobics, etc.

## Well Connected

- Phone- and computer-based program based out of San Francisco, California
  - **Free** to any individual 60 years of age and older throughout the US
  - Many computer-based activities take place on Zoom
- Topics include armchair travel, nature, sports, charades, trivia, etc.

# Virtual programs

## DOROT's University Without Walls

- Telephone-based program out of New York
  - No fee, but donations are accepted and appreciated
  - Registration is required
- Offers program sessions on a variety of topics including
  - Classes for native-speaking Russians to learn and practice English
  - Classes offered in Spanish and Chinese

## Mather Telephone Topics Program

- **Free** telephone-based programs out of Evanston, Illinois
  - No need to register in advance
- Topics include storytelling, exercise and breathing, meditation, music, etc.

# Virtual programs

## Planet Fitness' United We Move program

- Live-streamed exercise program on Facebook
  - Currently at 7PM ET
  - No registration required
- Previous sessions are available on their YouTube channel

## YMCA 360

- Available on YMCA website
  - May be for only a limited time
- Health and Wellness visits include sections on:
  - Yoga
  - Active older adults
  - Tai Chi

*Learn more about more fitness classes available online from Good Housekeeping article (may be time-limited or may have cost)*

Want more on virtual programs or opportunities? Check out [National Council on Aging's Senior Centers Connect Resource Guide](#)

Information includes:

- Museums offering virtual tours
- Virtual field trips
- Academia and lecture series
- Art-making videos
- Spiritual resources

# Nutritional assistance

## SNAP

- Individuals may be eligible if they are **60 years of age or older** or have a **disability** and their maximum income is at or below.
  - Households with an older person or person with a disability, only needs to meet the net income test
  - SNAP has resource limits

Household size	Max. gross monthly income	Net monthly income
1	\$1,354	\$1,041
2	\$1,832	\$1,410
3	\$2,311	\$1,778
4	\$2,790	\$2,146
<i>Income requirements: 10/1/2019-09/30/2020</i>		

# Nutritional assistance

## Greater Pittsburgh Community Food Bank's Senior Box

- Monthly food assistance program for older adults who have low income
  - Income must be less than 130% of the Federal Poverty Guideline
  - Boxes are distributed to many neighborhood sites
- Senior Box contains
  - Canned fruits
  - Peanut butter
  - Pasta
  - Canned meat
  - American cheese
  - Canned vegetables
  - Bottled juice
  - Beans

Family size	Monthly Income
1	\$1,383
2	\$1,868
3	\$2,353
4	\$2,839
<i>2019-2020 income guidelines</i>	

*The Food Bank can assist with SNAP applications*



# Caregiver Support

## Powerful Tools

A national **self-care education program** for caregivers that runs weekly sessions for six weeks.

- UPMC Senior Services runs classes
- AAA runs classes
- Classes run throughout various UPMC departments and locations

Some focus areas include:

- Self-care
- Management of emotions
- Self-efficacy
- Use of community resources

## INSPIRE

UPMC Senior Services designed program to help caregivers address **challenges** faced in caring for an aging loved one:

- Learn options to make **your** best decisions
- Working through **behavioral issues or concerns**
- Resolving issues with **insomnia** and **depression**
- Maximizing optimal physical and emotional health

# Caregiver Support

## Caregiver Support Groups: Mental Health

The role of a caregiver is often a complex one. Caregivers may find support in speaking with others in a similar role. Support groups for caregivers who are caring for someone living with mental health concerns are listed by county.

If you are unable to find what you are looking for, please contact UPMC Senior Services at **866-430-8742** or [UPMCSeniorServices@UPMC.edu](mailto:UPMCSeniorServices@UPMC.edu). We will do our best to check for a support group that will meet your needs and is located close-by.

Adams County	▼
Allegheny County	▼
Beaver County	▼
Berks County	▼
Blair County	▼
Bucks County	▼
Butler County	▼
Centre County	▼
Chester County	▼
Clinton County	▼

# Caregiver support



## Wandering Behavior: Individual Profile

**Purpose:** All searches begin with an investigative component. During this time you will be asked dozens of questions to aid law enforcement and search teams determine where and how to look. This information is critical to the success of the search. Completion of this form, before an incident, allows the searching to start sooner and aids in collecting more accurate information.

### Individual Information

First Name:	Middle Name:	Last Name:	
Nickname:	Previous Last Name:	Social Security #	
Home Street Address:	City:	State:	Zip Code:
Local Street Address: (if different from above)	City:	State:	Zip code:
Home Phone #:	Local Phone #: (if applicable)		
Primary language spoken?			

### Contact Information (person providing information)

First Name:	Middle Name:	Last Name:	
Relationship to individual:			Date Completed:
Home Street Address:	City:	State:	Zip Code:
Local Street Address: (if different from above)	City:	State:	Zip Code:
Home Phone #:	Local Phone #: (if applicable)		
Cell Phone #: (if applicable)	Work Phone #: (if applicable)		

### Physical Description

Date of Birth: afdadf	Age:	Sex:	Race:
Height:	Weight:	Eye Color:	Hair Color:
Hair Length:	Hair Style:	Balding	Mustache
Beard	Sideburns	Facial Features/shape:	Complexion:
Marks/Scars/Tattoos:	General Appearance:	Build:	

# Caregiver Support

## Project Lifesaver

- A program offered by various law enforcement and emergency responders that uses proven radio technology and specially trained search and rescue teams, to **find citizens enrolled in the program when they become lost or who have wandered.**
  - This can be an appropriate program if:
    - Do you have a loved one who wanders away from your residence?
    - Have you had to call 911 when a loved one cannot be found?
    - Do you know a loved one who often “escapes” from home?
- Allegheny
  - Berks
  - Clarion
  - Elk
  - Indiana
  - Lycoming
  - Montour
  - Snyder
  - Union

# Housing

## Medicare's Nursing Home Compare

### Find a nursing home

A field with an asterisk ( \* ) is required.

**\* Location**

Example: 45802 **or** Lima, OH **or** Ohio

**Nursing home name (optional)**

**Search**



Nursing Home Compare has detailed information about every Medicare and Medicaid-certified nursing home in the country. [States may collect and post](#) additional information that isn't collected by the federal government. Before you get started, you or your family might also consider [Alternatives to Nursing Homes](#).

*Picture from Medicare's Nursing Home Compare website  
(see above hyperlink in picture)*

# Home assistance

## Property Tax/Rent Rebate Program

- Rebate program available for individuals **65 years of age and older** and individuals who are **50 years of age and older who have lost their spouse**
- **Assistance** is available through:
  - Department of Revenue district offices
  - Local Area Agencies of Aging
  - Senior centers
  - Some legislators' offices

Homeowners' income limit	\$35,000
Renters' income limit	\$15,000
Half of Social Security income is excluded	
<b>Application deadline: 12/31/2020</b>	
<i>Application deadline was expanded Information as of 4/29/2020</i>	



# Housing

## Placement agencies

Work one-on-one with individuals who are interested in looking into senior living options.

- Housing options include assisted living facilities, memory care, apartment buildings/high rises,
- Work with consumer and family to find appropriate matches
- **Agencies free to the consumer will usually be paid by facility for each referral that the advisor makes**
  - **UPMC Senior Services** has a list of **free** agencies

# Disability-related needs

## Disabilities Resource Center (UPMC)

Goal: improve access to health care for our patients who have disabilities

The center's staff:

- **Provides education and training.**
- Conducts reviews and assessments of our hospitals and facilities.
- Reviews policies and practices on accessible health care.

LUHU program: **Let Us Help U**

- Patients who have **upcoming appointments or procedures** at a UPMC facility can contact us to help put **accommodations** in place for their stay.



# Disability-related needs

## Telecommunication Device Distribution Program (TDDP)

- Provides **free specialized equipment** to eligible Pennsylvanians who have a disability or disabilities which impede them from having independent access to telephone services
  - Includes individuals who are:
    - Deaf or hard of hearing
    - Blind or has a vision impairment/problem
    - Have a speech impairment
    - Have a physical disability
    - Have an intellectual disability
  - Gross income must be at or below 200% of the federal poverty level

*Also known as  
TechOwl*

# Hearing services

## Hear Now at the Starkey Hearing Foundation

- **Application-based** program that provides hearing help to low income Americans
  - Application fee is \$125 per hearing aid requested (as of 2020)
- Anyone that is struggling with hearing loss and unable to afford hearing aids can contact this program

Family size	Monthly net income
1	\$2,024
2	\$2,744
3	\$3,464
4	\$4,184
<i>Assets also considered</i>	
<i>2020 income guidelines</i>	

*Program is currently suspended during COVID-19*

# Vision services

## New Eyes for the Needy

Program assists individuals in need receive free prescription eyeglasses

- **Only social service organizations** can apply on behalf of an individual
  - *UPMC Senior Services is able to apply for individuals*

Individuals need to have a recent eye exam to request a voucher

- New Eyes does not cover cost for eye exam
- Possible sources for free eye exam

# Legal resources

## Pennsylvania Health Law Project (PHLP)

- Provides **free legal help** to Pennsylvanians who are seeking health coverage through **publicly funded programs**, or **have been denied a medical necessary service**.
- Examples:
  - Denial of eligibility for Medicaid
  - Denial of services under Medical Assistance (e.g., home health aides, prescription drugs, etc.)
  - Individuals struggling with their health care costs

## SeniorLAW Center

- Their mission is to protect the legal rights and interests of older adults
- Services vary depending on location
  - **Philadelphia**: community legal clinics
  - **Across PA**: free and confidential telephone line
    - Topics addressed include: healthcare, estate planning, family law, housing, etc.

# Legal resources

## Lawyer Referral Service

- *Someone has legal questions and not sure whether to consult a lawyer?*
- Available through various county bar associations
- Some MAY offer a free or low-cost initial consultation with a member (attorney)

## Pennsylvania Legal Aid Network

- Network of independent legal aid programs
  - Community Justice Projects
  - MidPenn Legal Services
  - Neighborhood Legal Services Association
  - North Penn Legal Services
  - SW PA Legal Services

# Transportation

## GoGoGrandparent

On-demand transportation, like Uber and Lyft, without a smartphone

Services:

- Use **independently contracted drivers**
- **24/7** operator to answer questions
- Texts that can keep family up to date and alert
- Up to 100 miles trip

# Veterans

## VA programs and services

- Crisis line

- Hotline that veterans and their loved ones can call if in a crisis or showing signs of crisis
  - **Free and confidential**
  - Do not need to be receiving services through the VA

- Caregiver support coordinator services

- Contact regarding questions of VA services or care

- Aid and Attendance

- Qualified **veterans** and **survivors** could receive monthly payments to help pay for the costs of long-term care (facility or residential)

# Case Study #3

A patient, Mr. R, never had any visitors during his **rehab stay** at a **long-term care facility**.

- He has no living family members and has never been married.
- The few times that you have spoken with Mr. R, he briefly mentions craving company and wishing there was someone that could visit with him.
- In one conversation (randomly), he questions whether he should change insurance companies.

***What would be your suggestions for Mr. R?***



Please note that much of this information comes directly from these programs, whether their brochures, flyers, or websites. Websites are hyperlinked onto either the program or organization's name or slide.

Also, information is subject to change. To get the latest information, you may want to reach out directly to the specific organization.



# INNOVATION



# EDUCATION



# OUTREACH

## ▼ Senior Services

- ▶ About Us
- ▶ Resources for Caregivers
- Resources for Healthy Senior Living
- ▶ Resources for Professionals
- ▶ Partnerships and Collaborations
- ▶ Research and Clinical Trials
- ▶ Education and Training
- Help and Referral Line
- ▶ News and Events
- Contact Us

## UPMC Senior Services

UPMC Senior Services connects older adults — and their loved ones and caregivers — with helpful resources and programs. Additionally, UPMC Senior Services provides state-of-the-art training and education to professionals. These opportunities are supported by committed researchers and health care professionals who are passionate about aging and about growing the foundation of related expertise unique to UPMC.

- [See our healthy living resources for seniors.](#)
- [Find support and programs for those who care for older adults.](#)



Visit the Aging Institute Labs



Learn What's New at UPMC Senior Services



View Our Videos for Caregivers



SCHEDULE A VIDEO VISIT



FIND A DOCTOR



MAKE AN APPOINTMENT



PAY A BILL



FIND A CAREER