



Starting Points to Navigating Community Resources

Ronnie Edwards, MSW, LSW
Aging Coordinator

Help and Referral Line: 866-430-8742 or
UPMCSeniorServices@upmc.edu

Please note that much of the information in this presentation comes directly from the organizations and programs mentioned.

Many slides have a weblink embedded which will go to that organization or program's website (or related website with more information).

Information is subject to change. To get the latest information, reach out directly to the specific organization.

What is the UPMC Senior Services?

For the
community:

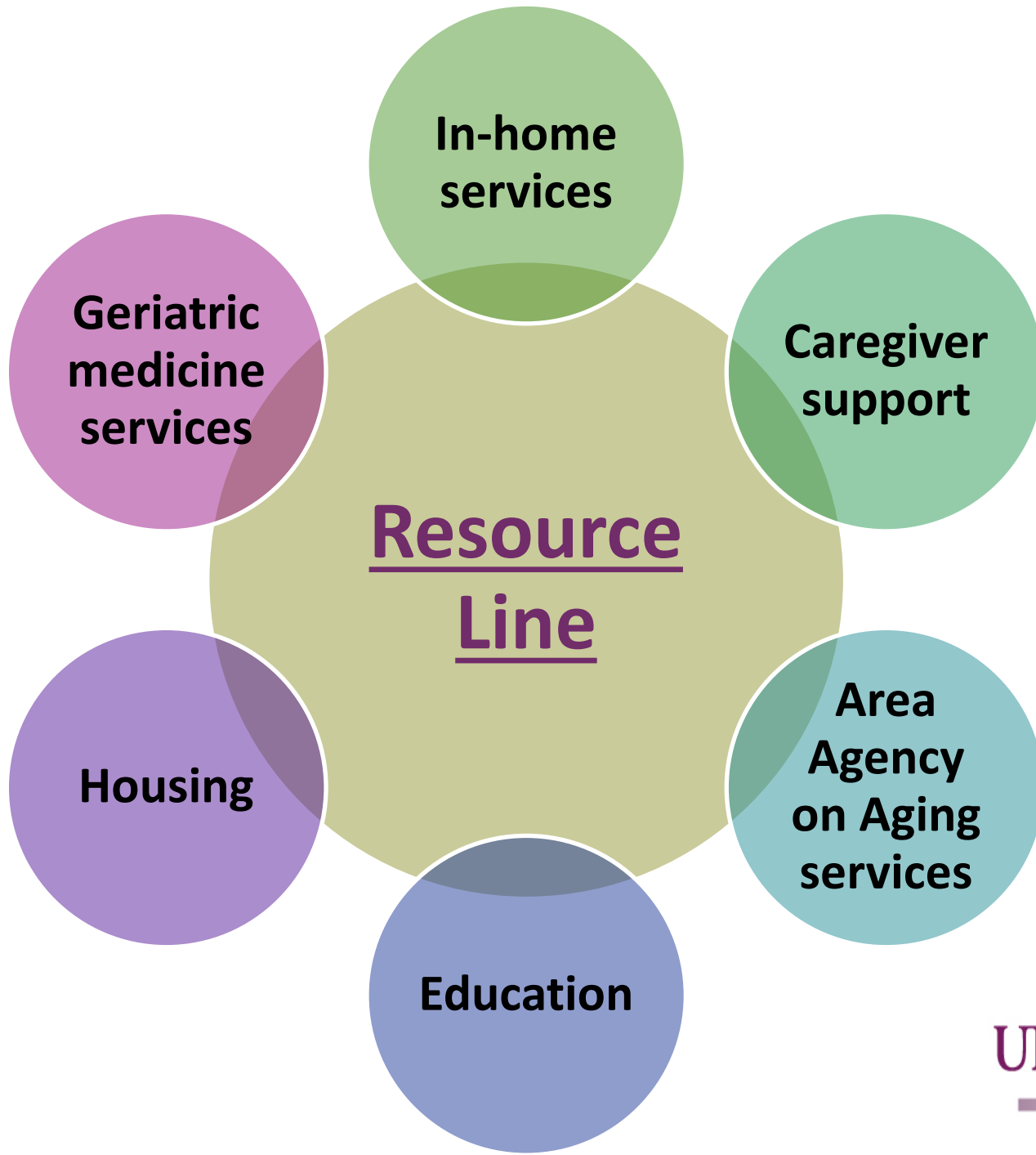
Free help and
referral line

Educational
programming

For
professionals

Educational
programs (some
CEU
opportunities)

Videos on
website



A 'typical' call

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

- She has a daughter who must 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.

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, a **one-time reimbursement grant** *may* be provided for projects, such as home modifications and assistive devices

**If an individual is with CHC, he/she is ineligible for this program*

Area Agency on Aging (AAA)

Apprise (State Health Insurance Assistance Program- SHIP)

Counselors offer **free and objective Medicare counseling**

An **Apprise** counselor can:

- Help individuals decide **what type** of health insurance is best for them, such as comparing supplemental or Medigap plans
- Discuss what is covered under each part of **Medicare**
- Find **assistance programs** for **prescriptions**
- Find **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
 - At least in some programs, volunteers *cannot* transport individual(s) in their own vehicles

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

Additional volunteer programs:

- Find programs through the National Volunteer Caregiving Network (NVCN) locator tool

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 receive **long-term care and supports through Medicaid**
- 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

Dept. of Human Services (DHS)

KinConnector

Provides free guidance, advice, and support for grandparents raising grandchildren and other relative and non-relative kinship caregivers

- Available in all PA counties
- Helps with financial assistance applications
 - Guidance for **'child-only grant'** through Temporary Assistance for Needy Families (TANF)
- Free trainings on family dynamics on their website

Geriatric care services

Medicare Care Compare

Medicare.gov

Login

About

Glossary

Español

Find & compare nursing homes,
hospitals & other providers near you.

[Learn more about the types of providers listed here](#)

Feedback

Such for services such as:

Doctors and clinicians	Hospitals	Nursing homes	Home health services
Hospice care	Inpatient rehab facilities	Long-term care hospitals	Dialysis facilities

Picture from Medicare Care Compare website (see hyperlink in picture)

UPMC LIFE CHANGING MEDICINE

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



Geriatric medicine services

Alzheimer Disease Research Center (ADRC)

The ADRC at the University of Pittsburgh offers:

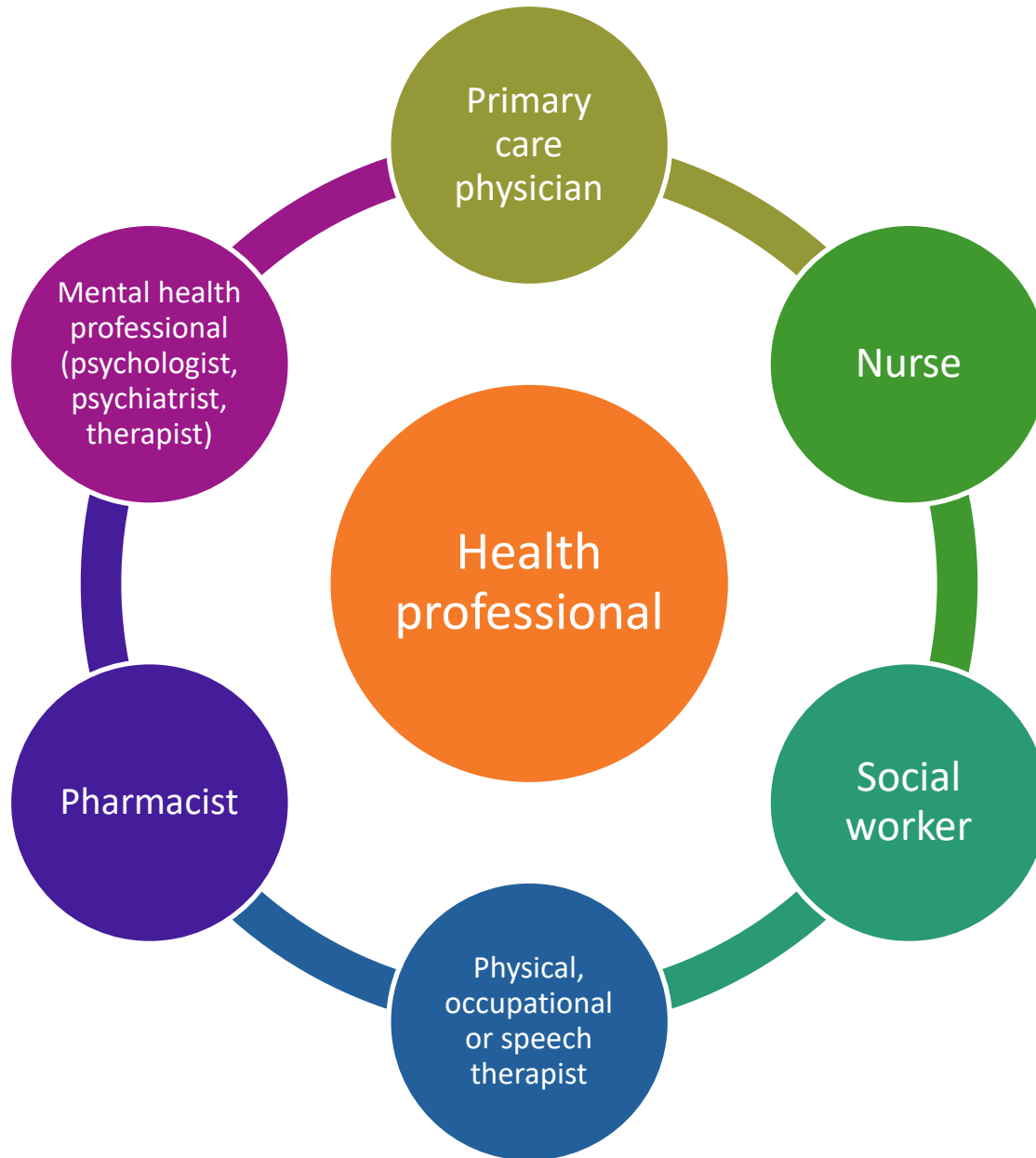
- Evaluation of patients with **suspected** Alzheimer's disease and other forms of dementia
- **Evaluation of memory, language, judgment, and other cognitive abilities**
- **Education and counseling for patients and families**
- Participation in state-of-the-art research studies

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**

Consider the health care team



In-home services

Pennsylvania Link to Community Care



Find home care services by county in their [home care directory](#)

- May be helpful when looking for private duty service options
- Able to filter by different service topics including:
 - Companionship, medication management, respite, transfer activities, etc.

Picture from PA Link to Community Care website (see above hyperlink in picture)

In-home services plus adult day care

LIFE programs

Program 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

Lifetime Connections Without Walls

Well Connected

Nutritional assistance

SNAP

- Individuals may be eligible if they are **60 years of age or older** or have a **disability** and meet income requirements.
 - SNAP has resource limits

Household size	Max. gross monthly income
1	\$1,383
2	\$1,868
3	\$2,353
4	\$2,839
5	\$3,324
6	\$3,809
7	\$4,295
8	\$4,780
Each additional member	+ \$486
<u>Income requirements: 10/1/2020-9/30/2021</u>	

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
 - Cheese
 - Canned vegetables
 - Bottled juice
 - Beans
 - Shelf-stable milk
 - Cereal

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. 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	▼

Housing

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	
Application deadline: 6/30/2021	

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
- **If an agency is free, usually they are paid by facility for each referral that the advisor makes**

Disability-related needs

Disabilities Resource Center (UPMC)

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

The center's staff:

- **Provide education and training**
- Conduct reviews and assessments of our hospitals and facilities
- Review 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
 - *Must already have home or mobile phone service*

*Also known as
TechOwl*

*Find other states'
programs [here](#) if
outside
Pennsylvania*

Disability-related needs

Pennsylvania Assistive Technology Foundation

- Offers various financial assistance programs to buy assistive technology to individuals living with disabilities and older adults
- Currently, has one-year pilot program **'no-interest, no fee'** financial loan between \$100 and \$7,000
 - Started January 18, 2021
 - Assistive tech such as hearing aids, stair glides, vision devices, etc.

Legal resources

Pennsylvania Health Law Project (PHLP)

- Provides **free legal help** to Pennsylvanians who are seeking health coverage through **Medicaid** 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.)
 - Struggling with 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

- *Have 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

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)



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.](#)



SCHEDULE A VIDEO VISIT



FIND A DOCTOR



MAKE AN APPOINTMENT



PAY A BILL



FIND A CAREER