



## Connecting Older Adults with Community-based Resources and Options

### Intern at AgeOptions!

AgeOptions is recognized nationally as a leader in developing and helping to deliver innovative community-based resources and options to older populations in transition and through our network of community agencies we serve approximately 170,000 people annually. Interns will benefit from hands-on, experiential learning including involvement in professional meetings and in-service trainings.

Our offices are conveniently located in downtown Oak Park, Illinois, near the Green Line 'L' and Metra train station. We offer a casual work environment with competitive salaries and a strong benefit package. To learn more about what we do, please visit our website at: [AgeOptions](https://www.ageoptions.org)

We have the following intern options available for Fall 2024 placement:

- **The Benefits, Information and Education** program interns provide public benefit access as well as information and assistance to older adults and individuals with disabilities.
  - Our Information & Assistance hotline answers calls from older adults, caregivers and providers within suburban Cook county to connect them to resources that can assist with their expressed need. An intern working on the I&A hotline will have the opportunity to take calls and speak directly to callers about a variety of topics impacting older adults (e.g. economic security, healthcare, food insecurity, aging in place, social isolation). In addition, an intern may assist with analysis and visualization of caller data, evaluation of consumer satisfaction, and special projects that promote the students learning goals while supporting the program.
  - Our Benefits Enrollment Center is funded through the National Council on Aging to provide benefits screening and application/enrollment assistance to older adults for a variety of public benefits programs such as—The Supplemental Nutrition Assistance Program (SNAP), Medicare Savings Program, LIHEAP (energy assistance programs), Benefits Access Application (Ride free card, public transit reduced fare, license plate discounts. Etc.) An intern supporting this program would attend outreach events in the community, give presentations on public benefits and SNAP to older adults, and participate in enrollment events in the community. An intern with this program may also support training and technical assistance projects for our Aging and Disability Network of providers which includes creating presentations, flyers or other benefits materials. An intern will carry a caseload of clients which involves screening for eligibility into several programs, collecting paperwork, submitting applications, and troubleshooting with client until benefits are received.



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### AgeOptions Intern Opportunities cont'd

- The Avisery program educates professionals about Medicare, Medicaid and other health benefits programs that improve access and affordability of health insurance for older adults and individuals with disabilities. Avisery also engages in administrative and systems level advocacy around public health insurance benefits programs. Interns working in the Avisery program will:
  - Support Avisery's policy updates through research and writing tasks
  - Support ongoing training curriculum development through research and slide deck design
  - Outreach to partner agencies to assess training needs
- Senior Medicare Patrol (SMP) and Caregiver Program interns work on Illinois Senior Medicare Patrol, and Alzheimer's Disease and Related Disorders (ADRD) projects.
  - Senior Medicare Patrol (SMP) Program
    - The Illinois Senior Medicare Patrol (SMP) program at AgeOptions is a statewide program to empower Medicare and Medicaid beneficiaries to prevent, detect, and report health care fraud and abuse and is funded by the Administration for Community Living (ACL). The Illinois Senior Medicare Patrol provides funding for the 12 Area Agencies on Aging across Illinois and two other non-profits to support the program's mission including outreach, media, and individuals interactions.
    - Internship opportunities within SMP Program include:
      - Responds to SMP Hotline calls for health care fraud or abuse inquires by:
        - Conducting in depth research necessary to answer specific questions about health care and/or potential fraud issues.
        - Assessing the needs and capacities of the client
        - Answering the clients' questions, providing appropriate referrals, and/or assisting the client in filing a complaint with the proper investigative entities
      - Conduct outreach presentations in Suburban Cook County
      - Assist Volunteer Coordinator with volunteer recruitment and retainment
      - Develops and updates outreach materials on health care fraud and abuse as needed
      - Assists in coordination of Medicare Fraud Prevention Week

- Caregiver Programs
  - AgeOptions provides leadership, technical assistance, technical assistance, and funding to nine Caregiver Resource Centers located throughout suburban Cook County to serve family and informal, unpaid caregivers of older adults, non-biological children, and all persons living with dementia. Additionally, AgeOptions provides funding to Caregiver Resource Centers and organizations that serve the limited Englished-speaking communities to provide memory cafes. Currently, we have 14 memory cafes across suburban Cook County which serve as relaxing, stigma-free spaces for those with concerns about their memory and their care partners to come together and engage in fun and meaningful activities and outings. AgeOptions conducts outreach, presentations, trainings, and extends support to communities aiming to obtain the Dementia Friendly Community recognition.
    - Internships opportunities within the Caregiver Programs include:
      - Engagement with local community partners and organizations, the Caregiver Network, and Dementia Friendly IL Network
      - Identify Dementia Friendly outreach and Dementia Friends training opportunities
      - Assist in outreach campaign of Dementia Friendly Communities and build community connections to support ADRD caregivers
      - Analyze resources and current trends in ADRD services and campaigns
      - Participate in quarterly meetings with the Caregiver Network, internal caregiver team, and in Dementia Friendly IL network meetings
      - Participate in the Illinois Caregiver Coalition meetings and the Advocacy Task Force meetings
      - Assists with coordination of memory cafe partner meetings quarterly
  - The H.O.P.E. (Home Options Path to Empowerment) program funded by the Department of Human Services, under the Colbert and Williams consent decrees helps eligible nursing facility residents move into the community and live as independently as possible.
    - Graduate level interns (MSW, Counseling, Public Health, Occupational Therapy, Nursing) working in this program will work with nursing home residents who are currently waiting to begin their transition process to the community. You will meet face to face with clients to discuss their comprehensive service plan goals, identify resources/programs/services to help complete their service plan goals, create case notes and update service plans. Under supervision you will provide counseling, support, active listening and motivational interviewing. This role will require regular travel throughout Chicago and suburban Cook County.