



Connecting Older Adults with Community-based Resources and Options

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Manual Attachments

1. Recommended Readings: Volume 2 Training Community Resource Specialists- the nature of information and referral
2. Cheat- Sheets (See supporting documents below)
 - a. I&A quick call guide
 - b. Ombudsman
 - c. Durable Medical Equipment
 - d. Building Rapport for Quick Interactions
3. Inform USA Webinar: Serving Older Adults
 - a. [Serving Older Adults](#)
4. Gathering Demographics While Maintaining Rapport
 - a. [Gathering Demographics While Maintaining Rapport](#)
5. Inform USA Webinar - Debt Mitigation and Housing Stability Solutions
 - a. [Debt Mitigation and Housing stability solutions](#)
6. Inform USA Webinar - Managing Difficult Calls: Looking In The Mirror
 - a. [Managing Difficult Calls](#)
7. Inform Webinar I&R Basics: Wellness and Self-Care
 - a. [IR Basics and Self care](#)
8. Inform USA Webinar - The Effectiveness of Active Listening in a Crisis: Why It Works,
 - a. [The Effectiveness of Active listening](#)
9. Volume 2: Training Community Resource Specialist manual | Responding Effectively to Challenging Clients.
10. PWP- Suicide Risk in IR Context.
 - a. [Suicide Risk in IR Context](#)
11. [Medicare Beneficiaries Infographic](#)
12. Medicaid Eligibility Verification Policies
 - a. [Medicaid Eligibility Verification Policies](#)
13. IDOA- Caregiver Services
 - a. [FQA Caregiver Services](#)
14. Using the Resource Database for I&R Referrals
 - a. [Using the resource database](#)
15. Inclusion and Exclusion Policy, (see document below).



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16. Inform USA Webinar - Connecting Consumers to Community Transportation Information and Resources



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Documents

I&A quick call guide

Community Care Program (CCP) –Refer to CCU

- Homemaker service: Provides help with personal care, cooking, shopping, cleaning and laundry in the home.
- Adult Day Service: Provides structured activities, health monitoring, medication supervision, meals at center
- Emergency Home Response Service: 24-hour communication link to assistance outside the home

Home Services Program (HSP) refer to (CCU)

- Illinois Division of Rehabilitation Services (DRS) provides services to people with severe disabilities under age 60 who need help with daily living activities in the home
- Personal Assistant
- Homemaker service
- Home Delivered Meals
- Adult Day Service
- Assistive equipment
- Environmental modifications
- Respite service
- Call 1-800-843-6154 or go to www.dhs.state.il.us to locate a site

Eligibility:

- Under age 60, unless in the AIDS or Brain Injury Medicaid Waiver Program
- Have a significant disability lasting 12 months or longer, or for the duration of life.
- Be at imminent risk of nursing facility placement
- Have applied, cooperated and obtained a decision on Medicaid eligibility unless already on Medicaid or spend-down
- Require services in the home costing the same or less than nursing facility costs.
- Be a State of Illinois resident with U.S. citizenship or show proof of legal entry into the United States
- Have assets under the asset limit which is different for individuals under age 18 and those 18 and older
- Have a physician's approval of the initial plan of care
- Have an assessed need for long term care as measured by the Determination of Need (DON)

Senior Health Assistance Program (SHAP)



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- Provides technical assistance and counseling to help Medicare beneficiaries (eligible for Part D) to select and enroll in Part D plans
- Provides application assistance for Medicare Savings Programs (MSPs), Social Security Low-Income Subsidy (LIS), also called “Extra Help” and other prescription drug assistance programs and options
- Provides assistance in applying for the Benefits Access Application (Seniors and People with Disabilities Ride Free and License Plate Sticker Discount)

Senior Health Insurance Program (SHIP)

- Trained SHIP counselors help clients:
 - Analyze plan information (Medicare Part D prescription drug plans, supplements, managed care plans, retiree and employer group health plans)
 - Organize and assist in filing Medicare and Medicare Supplemental Insurance claims
 - Assist in applying for Medicaid, Extra Help and Medicare Savings Programs
 - Assist with completing Medicaid redetermination forms and help meeting Medicaid spenddown

LTC Ombudsman (Legal Aid Chicago):

- Assistance provided by trained individuals, on behalf of the elderly residents of long term care facilities and/or their family members, to resolve problems and to secure and educate them about existing rights, benefits and entitlements
- Service activities may include:
 - Visiting facilities or individual residents
 - Attending family or resident councils
 - Providing information to a resident or individual acting on their behalf concerning long term care

Congregate Meals – Refer to Congregate Meals in iCarol (under nutrition heading):

- Provided at a variety of locations. Provides one hot (or other appropriate meal) to eligible participants five days a week. Also provides nutrition education, socialization and activities.

Home Delivered Meals – refer to CCU:

- Hot or cold meals delivered directly to a participant’s home.

Eligibility: 60+, frail/homebound, unable to partic in congregate, no meal prep assist avail., less than 8hr/wk homemaker serv.

Chore, Housekeeping (refer to ADRN): donation based, assistance w/ routine tasks in the home, minimal assistance



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Friendly Visitor: Volunteer based, home-bound

Home repair: Minor adaptations for accessibility (grab bars, hand rails, transfer benches)

Transportation: to/from community resources, medical/social service appts, shuttle to congregate meals, more transportation resources only go within the township, double check if someone is needing to go outside of that area

Caregiver Support/program:

CCU

Respite Care

Caring together, living better:

Long term care: Through medicaid sometimes, if unable to pay Medicare program, private pay CRC

Senior Medicare Patrol (SMP): Empowers consumers to prevent healthcare fraud. AgeOptions provides education, alerts and reporting assistance

Benefit Access Application:

- Free rides on CTA, Pace, Metra at no cost
- License plate sticker discount (1 per household) sticker will cost \$24
 - Eligibility:
 - 65 by end of year or 16+ and totally disabled
 - IL Resident
 - Income: 33k 1 person, 44k 2 people, 55k three people

Other helpful information:

When do we refer to SHIP vs SHAP what are the main differences?

Refer client to ADRN for both

SHIP: complaints, appeals, joining/leaving medicare advantage plan, premiums/deductibles, specific questions

SHAP: applying, prescription drug assistance, other public benefits, Medicare Part B, BAA app, LIS/drug costs

What information does the BEC need when we refer a client to them?



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When referring to BEC, take down caller's name and telephone number and what they need assistance with and email this information to Benefits@ageoptions.org and advise the caller they will be receiving a return call from someone with the BEC in a few days.

Helpful Abbreviations:

ADRN - Aging and Disability Resource Network

APS – Adult Protective Services

BAA – Benefits Access Application

BEC – Benefits Enrollment Center

CRC – Caregiver Resource Center

DON – Determination of Need

LIS – Low income-subsidy, also referred to as extra help

MSP – Medicare Savings Programs

SESP - Senior Employment Specialist Program

SHAP - Senior Health Assistance Program

SHIP – Senior Health Insurance Program

SNAP – Supplemental Nutrition Assistance Program



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Ombudsman

Long-Term Care Ombudsman

Long-Term Care Ombudsmen are assigned to designated regions throughout the state of Illinois and work closely with residents to protect and honor residents' rights by...

- Advocating to improve the quality of care and quality of life for residents of long-term care facilities in Illinois.
- Empowering seniors and adults with disabilities to self-advocate.
- Providing information to residents about residents' rights, long-term care options, support and services in nursing facilities and in the community.
- Investigating complaints and concerns. Ombudsmen will work to resolve complaints to the satisfaction of residents.
- Listening, to understand an issue from the resident's perspective.
- Maintaining confidentiality. Ombudsmen may not discuss or disclose any information without the individual's permission.

The Ombudsman program is available to:

- Residents of any long-term care facility.
- Friends and relatives of persons who live in long-term care facilities.
- Long term care facility staff members and administrators with resident-related concerns.
- Individuals and families who are considering nursing home placement as a long-term care option
- The community-at-large and other interested groups are concerned about the welfare of residents of long-term care facilities.

Reasons to contact the Long-Term Care Ombudsman Program

- To report a problem or concern
- To seek information about long-term care facilities
- To learn more about Illinois' Long-Term Care Ombudsman Program
- To get answers to questions about:
 - Facility services or standards
 - Medical coverage
 - Resident rights and/or transfer/discharge



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Durable Medical Equipment

What is DME?

It is equipment that meets these criteria:

- Durable (can handle repeated use)
- Used for medical reason
- Typically, only useful for someone sick or injured
- Used in home
- Expected to last at least 3 years

Who is it covered by?

- Medicaid typically covers certain DME
 - o There is a list on ww2.illinois.gov stating which specific equipment is covered
- Medicare part B (health insurance) typically covers necessary DME if Medicare enrolled doctor or other provider prescribes it for home use

<u>Bought</u> (Through insurance approved Resources, pharmacies, DME specific agencies)	DME can be... or	<u>Rented</u> (lending closets)
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DME that Medicare/Medicaid covers includes, but isn't limited to:

- | | | | | |
|--|--|----------------|---------------------|---|
| -Blood sugar meters
Commode chairs | -Blood sugar test strips | -Crutches | -Traction equipment | - |
| -Continuous passive motion machines, devices & accessories
-Canes | | -Hospital beds | -Patient lifts | |
| -Home infusion services
-Walkers | -Continuous Positive Airway Pressure (CPAP) machines | | -Scooters | |
| -Infusion pumps & supplies
support surfaces | -Lancet devices & lancets | | -Pressure reducing | |
| -Nebulizers & nebulizer medications
-Wheelchairs | -Oxygen equipment & accessories | | -Suction pumps | |

Under the DME, prosthetics, orthotics, and supplies (DMEPOS) category, Medicare Part B also covers:

- Prosthetic devices that replace all or part of an internal bodily organ
- Prosthetics, like artificial legs, arms, and eyes
- Orthotics, like rigid or semi-rigid leg, arm, back, and neck braces
- Certain medical supplies



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Building Rapport for Quick Interactions

*A lot of times as I&A specialist's focus is given to providing resources and advice as diligently as possible, and because of this, at times the rapport building process is shortened or forgotten.

*This is a little tip sheet of strategies to help boost focus on rapport for quick interactions such as calls.

*The example call has plenty of the rapport strategies integrated within it and was still able to be executed within a reasonable call time, it is a common misconception that if a call takes time to build rapport that it is automatically going to be an unattainably long interaction, which isn't true

Beginning of call:

- Start with a greeting including your name.
 - o Ex. "Hi this is ____ from AgeOptions, how can I help you today?"
- Take a second to ask about their day.
 - o Ex. "How is your day going today?" "Have you been enjoying the sunny weather today?"

Middle of call:

- If hardships or pain are expressed by the client, try to show you are listening and be personable.
 - o Ex. "For sure, I can imagine dealing with this issue daily can be tough, that's why I'm going to do everything in my capacity to help connect you to resources that can hopefully get that resolved for you and work with you further."
- If the client expresses an issue that you think may be linked to other resource topics, ask!
 - o Ex. "Has your lack of transportation that you brought up, lead to you feeling isolated from your community at all?" If they say yes, it's a great opportunity to give them some social isolation resources as well, including companion services and UNIPER.

End of Call

- If the client still seems as if they want to talk after the resources and guidance is given, give them a minute or two to do it and actively listen.
- Wrap the call up by letting them know they can reach back out if in need of any resources and repeating what they should do when giving the resources a call (ex. What program to ask for).
 - o Ex. "I would recommend asking for the non-emergency medical transportation program when calling ____, and if none of these resources pan out for you feel free to give us a call back and we'd be happy to help you find additional ones.
- End with a closing statement and wishing them luck through finding assistance.
 - o Ex. "I hope through the resources you're able to find the assistance you're looking for and that you have a wonderful rest of your day" "I wish you the best of luck through this process and hope you have a great weekend."

Example Call



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I&A Specialist: Hi this is Neila from AgeOptions, how is your day going?"

Caller: Hello, it is going well, I am looking for transportation for my dialysis appointments, I already tried my insurance but they don't cover it.

I&A Specialist: Glad it's going well, I can help you find some additional Resources for that transportation since you tired your insurance already. To start, I'll need a few pieces of information from you so I can find the most fitting resources for you (then go on to ask about, city, age and other demographic questions)

Caller: *Answers given questions regarding demographics*

I&A Specialist: Great, thanks for that information. Give me one moment to pull up some resources for you...alright so here are the resources I found that provide non-emergency medical transportation, otherwise known as transportation for doctors' appointments in your area, *List resources and explain what to ask for when calling them. *

Caller: Great, that sounds wonderful, thanks a lot, I just have not Had luck finding transportation and it's been stressing me out so this is great to have.

I&A Specialist: Of course. Has the lack of transportation been making You feel isolated from your community?



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Caller: Ya a bit, I just feel as if I'm stuck in my home some days.

I&A Specialist: I can definitely see why you would feel that way.

I just wanted to make you aware of some of social isolation resources out there, and so you're aware of them for now or for the future. *Explain UNIPER and let know about companion Programs*

Caller: Thanks so much for that information, it's the first Time I've heard of those programs so I will for sure look into Those in the future. Thanks for educating me about those and For the resources.

I&A Specialist: No problem! So, when you give these organizations a call I would recommend asking for the non-emergency medical transportation program, and if none of these resources pan out for you, feel free to give us a call back and we'd be happy to help you find additional ones.

Caller: Okay, thanks for that guidance I appreciate it.

I&A Specialist: Of course, I hope through the resources you're able to find the assistance you're looking for and that you have a wonderful rest of your day.

Caller: Thank you, you as well.



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The Information and Assistance team has developed standards for the inclusion or exclusion of resources included in our database. The criteria are in accordance with the Inform standards for I&R services. These standards address the human services needs of all groups in the community served AgeOptions. These include government, nonprofit, and relevant for-profit organizations as well as entities such as support groups.

Background:

The information and assistance helplines assist all of Suburban Cook County by providing essential information and resources to people with disabilities, people of age, their families, and providers. Information and assistance specialists assess the needs of the caller and help empower them to make informed decisions. Additionally, I&A specialists may offer follow-up assistance and advocacy to ensure access to services.

Although the Information and assistance specialists will try to give the most accurate and appropriate information/referrals possible, AgeOptions is not responsible for the quality of service delivered by any agency to which callers are referred to. Furthermore, AgeOptions is also not responsible for any service gap or inability to access any given resource. The information and Assistance team works together to verify that every resource has the most UpToDate information however due to unprecedented changes of some resources this is not guaranteed.

Inclusion:

Agencies eligible for inclusion must meet one or more of the following standards:

- Organizations that provide health and human services to the residents of Suburban Cook County or have a related role (funding, planning, coordinating or monitoring) in the human services network for Cook County.
- Agencies that are designated as or affiliated with a non-profit according to IRS 501(c)(3)(4)(6).
- Government offices or programs providing health and human services.
- For-profits that meet one of the following criteria:
 - Provide a service not available in the nonprofit sector when such a service is determined essential by 211 (e.g. emergency alert equipment and driver's intervention programs).
 - Provide services for free or offer a sliding fee scale, subsidies or other coverage (i.e. Medicaid) that would make their services accessible to someone of low income.



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- Toll free hotlines that offer information about health and human services or direct assistance.
- Health or human services provided by faith-based organizations if eligibility is not restricted to their own congregations.
- Educational institutions like intermediate school districts, trade school community colleges, and special service components of schools or school districts.
- Support or self-help groups that are open to the general public.
- Hospital (for-profit as well as nonprofit) services available to the community at large.
- Social, special interest, or service club/society that offer services to the community in addition to their own members.

Exclusion Indicators

Organizations that discriminate based on race, color, religion, gender, national origin, sexual orientation or age, or that violate federal, state, or local laws and regulations.

- Organizations that offer services only for their own members.
- Failure to update resource information annually (or AVRS are sent).
- Any organization with a serious substantiated complaint lodged against it.
- A credit union
- A devotional service.
- An agency outside of Suburban Cook County that does not extend services to those in that region.
- A social, special interest or collecting club/society for adults that do not offer services outside of membership.

Disclaimer

For a resource to be considered a Health and Human Service. This is defined as “ Services that address human needs ranging from basic living needs (food, shelter, and clothing) to life improvement or enhancement services. Health services include both physical and mental health programs,” (211/LIFELINE).

These Inclusion and exclusion indicators are in accordance with 211’s inclusion policies. 211 is the Federal Communications Commission to streamline access to health and human services. In addition, these quality indicators are in accordance with the Informs standards. Inform is the



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leading I&R association of information and referral service providers committed to improving access to human services.