HOME NAVIGATION: ACCESSING AND COORDINATING COMMUNITY RESOURCES

“BEST PRACTICES: Care for the Community Dwelling Older Adult”
Annual Conference of the Nebraska Geriatric Education Center

July, 2008

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PRESENTATION OBJECTIVES

1. Identify qualifying factors and processes for older adults to receive community-based services.
2. Describe access issues and possible solutions-focused resources.
3. Explain the process of locating and engaging supportive services for older adults, including specific subpopulations.

I have no conflicts of interest with respect to any product or commercial interest.
The Maze of Community Resources—The *Real* Burden of Caregiving

<table>
<thead>
<tr>
<th>Access Issues</th>
<th>Fragmentation of Services</th>
<th>Bureaucratic Processes</th>
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</thead>
<tbody>
<tr>
<td>Costs</td>
<td>Gaps in Services</td>
<td>Eligibility Criteria</td>
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<tr>
<td>Transportation</td>
<td>Uncoordinated Efforts</td>
<td>Red Tape</td>
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<tr>
<td>Awareness/Knowledge</td>
<td>Lack of and Competition for Resources</td>
<td>Paper Work/Internet</td>
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<tr>
<td>Identification of Needs</td>
<td>Availability/Existence</td>
<td>Nonpersonal</td>
</tr>
</tbody>
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Primary Sources of Programs/Services for Older Adults

- **Older Americans Act**
  - Access Services
  - Community-based Services
  - In-home Services
  - Legal/advocacy Services
  - Housing

- **Medicare**
  - Parts A, B, C, & D
  - Medicare Compare
  - SHIIP

- **Medicaid**
  - Medical Assistance
  - LTC
  - Home and Community-based Services Waiver

- **Social Security**
  - SS Retirement
  - SSDI
  - SSI
  - Survivors

- **Housing and Urban Development**
  - Subsidized Senior Housing
  - Sections 8 & 202
  - Supportive Services

- **Veteran’s Affairs**
  - Community-based LTC
  - Nursing Home Care
  - Geriatric Care
  - Residential Rehab Care

- **National Disease-Specific Associations** (e.g., NAMI, ADA, ACS, ASA, AA, BIAA, ALSA, NPF)
<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>BENEFITS/ SERVICES</th>
<th>BASIC ELIGIBILITY</th>
<th>APPLICATION PROCESS/ CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>OAA</td>
<td>I &amp; R/A; caregiver support; respite; nutrition programs; APS; health insurance counseling; case management; employment services; volunteer programs; transportation; adult day care; senior centers; housing; chore services; companion services; energy assistance; emergency response systems; LTC ombudsman</td>
<td>Age 60 (may vary by program)</td>
<td>Area Agency on Aging</td>
</tr>
<tr>
<td>SS</td>
<td>SS Retirement; SSI; SSDI; Survivors</td>
<td>Age 65, except SSDI and Survivors</td>
<td>Social Security Administration</td>
</tr>
<tr>
<td>MEDICARE</td>
<td>Hospital insurance; doctors visits; medigap/supplemental insurance; RX coverage</td>
<td>Age 65 or disabled</td>
<td>SSA Centers for Medicare and Medicaid Area Agency on Aging Volunteers Assisting Seniors</td>
</tr>
<tr>
<td>MEDICAID</td>
<td>Medical Assistance; HCBS waiver; LTC</td>
<td>Age 65, blind, or disabled, and/or low-income</td>
<td>Department of Health and Human Services CMS Area Agency on Aging</td>
</tr>
<tr>
<td>HUD</td>
<td>Section 8; Section 202; Subsidized Senior Housing; Supportive Services</td>
<td>50% of median income for the county or metropolitan area in which one lives; “frail” or “at-risk” elderly</td>
<td>Public Housing Authority</td>
</tr>
<tr>
<td>VA</td>
<td>Community-Based Long-Term Care; Nursing Home Care; Geriatric Care; Residential Rehabilitation Care</td>
<td>Varies by program</td>
<td>VA medical center or clinic</td>
</tr>
<tr>
<td>NATIONAL ORGANIZATIONS</td>
<td>Information; support groups; respite; material items</td>
<td>Disease specific diagnosis</td>
<td>Individual organizations—local chapters</td>
</tr>
</tbody>
</table>
Community Resource Options and Opportunities
Community Efforts Underway to Collaboratively Address Challenges

- Volunteers Assisting Seniors
- Midlands Eldercare Network
- Coalition for the Protection of Vulnerable Adults
- NE Hospice and Palliative Care Partnership
- Continuum of Care for Older Adults/Partnerships in Aging
  - Service Integration
  - Virtual Gateway Navigation System
  - Transportation
  - Fall prevention
  - Home modification
  - Caregiver resources
EXAMPLES OF HELPFUL WEBSITES AND RESOURCES

- UNMC CHIRS: Consumer Health Information Resource Services
  http://www.unmc.edu/library/consumer/
- Answers4Families
  http://www.answers4families.org/
- 2-1-1
  http://www.ne211.org/
- NE Resource and Referral System
  http://nrrs.ne.gov
- Medicare (Nursing Home Compare, Hospital Compare, Prescription Plan Compare, Home Health Compare, Compare Dialysis Facilities, Health Plans and MediGap Policies Compare)
  http://www.medicare.gov/
- ElderCare Resource Handbook
  http://www.careconsultants.com/handbook.html
- ElderCare Locator
  http://www.eldercare.gov/Eldercare/Public/Home.asp
- Benefits and Rx CheckUp
  https://ssl4.benefitscheckup.org/
- NE DHHS: State Office on Aging
  http://www.hhs.state.ne.us/ags/agsindex.htm
- Full Circle of Care
  http://www.fullcirclecare.org/index.shtml
- National Family Caregiver Support Program
  http://www.aoa.gov/prof/aoaprog/caregiver/careprof/state_by_state/state_contact.aspx
- Strength for Care
  http://www.strengthforcaring.com/util/resources/states/state/nebraska.html#State _&_ County_Caregiving_Resources35
- AARP
  http://www.aarp.org/
- NE Area Agencies on Aging
  http://www.hhs.state.ne.us/ags/aaa.pdf
Disease-Specific Resources

- **NAMI**

- **Alzheimer’s Association**
  - [http://www.alz.org/midlands/](http://www.alz.org/midlands/)
  - [http://www.alz.org/greatplains/](http://www.alz.org/greatplains/)
  - [http://www.alz.org/siouxland/](http://www.alz.org/siouxland/)

- **American Cancer Society**

- **American Stroke Association**

- **American Diabetes Association**

- **Brain Injury Association of America**
  - [http://www.biausa.org/index.html](http://www.biausa.org/index.html)

- **ALS Association**
  - [http://www.alsa.org/community/default.cfm?CFID=7050513&CFTOKEN=211cfde-18b9b634-eaee-4e9e-a5c1-8816d6e4fcfa](http://www.alsa.org/community/default.cfm?CFID=7050513&CFTOKEN=211cfde-18b9b634-eaee-4e9e-a5c1-8816d6e4fcfa)

- **National Parkinson Foundation**
Take Away Points

- Focusing on **social and medical** issues and resources maximizes older people’s ability to remain in the community safely and successfully.
- Not everyone is eligible for everything. Not everything is covered for reimbursement or payment by something.
- The maze of community resources is very convoluted. **Know what’s available and who to contact!**
- Remember to utilize national disease-specific organizations—they can be a wealth of information and offer caregiver support services, including respite.
- The more healthcare and human services professionals work together, the better served our patients will be.
References


Friedland, R.B. (July, 2004). *Caregivers and long-term care needs in the 21st century: Will public policy meet the challenge?* Issue Brief, Georgetown University Long-Term Care Financing Project.
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NE Senior Health Insurance Information Program (SHIIP). Retrieved 7/8/08.  
www.doi.ne.gov/shiip

Public Policy & Aging Report, Fall, 17-19. A publication of the National Academy on an Aging Society, a policy institute of the Gerontological Society of America.
