North Central Texas Area Agency on Aging (NCTAAA) Key Services

February 14, 2017
10 a.m.-12 p.m.

The NCTAAA is a program of the North Central Texas Council of Governments and is funded in part by Texas Health and Human Services.
Today’s session

- Brief overview of NCTAAA
- Detailed focus on five key services
- Questions and answers
NCTAAA

• Purpose: To plan & develop a comprehensive & coordinated system of services
  – Persons age 60 & over
  – Their family caregivers
  – 14-county service area

• Programs age-based but target “at-risk” populations
  – Low income, frail, isolated, in danger of premature institutionalization
NCTAAA Service Area
NCTAAA Services (1)

- Benefits counseling
- Care coordination
- Caregiver support coordination
- Long-term care ombudsman
- Aging & Disability Resource Center
NCTAAA Services (2)

- Group-setting & home-delivered meals
- Transportation
- Information, referral & assistance
- Money management
- Caregiver education
- Home by Choice
- Evidence-based programs
Benefits Counseling (1)

- Provides consumers and their family caregivers with information
  - About public & privately funded benefits such as Medicare, Medicaid and other insurance options, such as
    - Medigap and Medicare Advantage plans
    - Medicare Part D prescription drug plan comparisons, especially during Open Enrollment
  - About issues such as fraud/abuse and consumer rights
Benefits Counseling (2)

- **Services:**
  - By telephone or email
  - At onsite clinics
  - Paperwork assistance with applications, appeals & denial of benefits
  - Referral to community agencies & organizations
  - Educational presentations
  - Volunteer training, certification & supervision
Onsite Clinic List

- Listed on NCTAAA website at nctcog.org
- Click on AAA under Programs Heading
- Then click on Older Adults, Direct Services, and Benefits Counseling sites
Benefits Counseling (3)

- Services con’t
  - For Medicare beneficiaries: one-on-one assistance in submitting applications for public benefits
    - MSPs
    - LIS/EH
    - SNAP
    - LIHEAP
    - Medicaid programs
    - Other public benefits
Benefits Counseling (4)

- Services con’t
  - Legal information & referral
    - Advance directives, guardianship, consumer disputes, Qualified Income Trust, wills & estate planning
  - Limited assistance with attorney fees
    - Simple legal documents
  - Services are provided by staff and certified volunteers
Care Coordination (1)

- Identifies client needs & coordinates temporary in-home services
  - Light housekeeping
  - Residential repair
  - Rental of emergency response device
  - Prescription medications
  - Medical supplies
Care Coordination (2)

- Client criteria (should meet at least 4):
  - Income at or below 150% poverty level (currently $1508 for an individual)
  - Recent hospital or skilled facility stay (within 2 weeks)
  - Frail (impairments of two or more ADLs)
  - Alzheimer’s diagnosis
  - Lack of caregiver support
- Duration of care plan: usually up to 90 days
Caregiver Support Coordination (1)

- Identifies client needs & coordinates in-home services for those who have a family caregiver who is having difficulty providing care:
  - Light housekeeping
  - Residential repair – accessibility only
  - Rental of emergency response device
  - Prescription medications not covered by insurance
Caregiver Support Coordination (2)

- Caregiver criteria (should meet at least 4):
  - Has poor health or work disruption related to caregiving duties
  - Care receiver has no other help
  - Care receiver has been hospitalized within last two weeks
  - Care receiver has impairments of two or more activities of daily living or Alzheimer’s
  - Lives in same house as care receiver
Caregiver Support Coordination (3)

- Caregiver finances
  - Caregiver household income is less than $60,000 per year
  - Expenses exceed the caregiver’s or care receiver’s income
Older Relative Caregiver Support (1)

- Caregiver age requirements:
  - Age 55 or older if caring for adult child with severe disabilities (defined as mental or physical impairments)
  - If caregiver has primary custody of grandchild
    - (other requirements also apply)
  - Age 55 or older if grandparent or relative caring for a child 18 or younger

- Duration of care plan: up to 90 days
Older Relative Caregiver Support (2)

- Older Relative Caregiver Support criteria (should meet at least 4):
  - Cares for grandchild or child who is medically fragile or who has special needs
  - Providers care to more than one person
  - Caregiver has had a hospitalization and/or has experienced physical problems due to care responsibilities
  - Cares for grandchild or child who has no other support - either paid or unpaid

- Caregiver’s income is no more than 150% of poverty level (not including child or grandchild’s income)
Grandparent Support (Older Relative) Services

- Respite voucher for child care
- Psychosocial counseling
- Legal assistance
- Limited financial assistance with school clothes and supplies
- Benefits counseling
Long-Term Care Ombudsman Program

Quality of Life & Quality of Care

Tina Rider – North Central Texas Area Agency on Aging
Objectives

- Understand the role of a Long-term Care Ombudsman
- Characterize types of concerns where ombudsman involvement is appropriate
- Understand ombudsman consent and confidentiality requirements
- Identify advocacy tools that enhance resident empowerment
Advocates for residents of nursing homes and assisted living facilities.

State and federally mandated program - Older Americans Act

Protect the health, safety, welfare, and rights of residents of nursing and assisted living facilities

Ombudsmen are independent of any long-term care facility

Services are free, confidential, and available statewide
State office:

- Includes the State Ombudsman, five ombudsmen specialists and an office manager
- The State Ombudsman certifies each volunteer and staff ombudsman

Local offices:

- The state contracts with 28 local ombudsman entities, local ombudsman programs operate under the direction of the State Ombudsman
- Each has an Managing Local Ombudsman and volunteers
- Larger programs may have additional staff ombudsmen
- Volunteers receive the same training as staff
Ombudsmen provide services to help protect the health, safety, welfare and rights of people living in nursing homes and assisted living facilities. Ombudsmen:

- Provide information and assistance
- Identify, investigate, and work to resolve problems
- Represent residents
- Educate
When Ombudsman Can Help

- Residents’ rights
- Quality of care
- Quality of life
- Family issues
- Problem-solving
- Discharge questions
- Staff in-services
- Speaker for resident or family council
Complaint: Ms. Smith gets help taking a shower in the morning, but she would rather take her shower in the evening.
Ombudsmen must have consent to:

- Work on a resident’s behalf
- Access records
- Reveal a person’s name or identifying characteristics
What We Look for During Visits

Are residents:
- Clean and dressed?
- Participating in regular activities?
- Receiving meals and snacks?
- Asked about individual preferences?
- Restrained?*
- Treated with kindness and respect?
- Heard?

Do staff:
- Know the residents by name?
- Respond quickly to call lights?
- Knock on doors before entering a resident’s room?
- Treat residents with respect, courtesy, and dignity?
- Ensure residents are covered for privacy when being moved in the hallway for a bath and while providing care?
- Wear name badges?
When a Complaint is Identified

Residents

- Listen to the resident, take the resident’s perspective
- Investigate: observe, interview, review records
- Advocate even if there is no regulatory violation
- Determine if other people can help

Other Complainants

- Collect information
- Speak to the resident and get the resident’s permission to assist

➢ Only take action with permission from resident or complainant
Frequent Top Complaints

Nursing Home

1. Failure to respond to requests for help
2. Food service
3. Cleanliness, pests, housekeeping
4. Dignity, respect, staff attitudes
5. Symptoms unattended, including pain, no notice to others on change of condition

Assisted Living

1. Food service
2. Equipment and building in disrepair
3. Cleanliness, pests, housekeeping
4. Medications
5. Odors
Help residents voice concerns and resolve his or her own problems

Encourage participation in resident council

Educate about residents’ rights

Educate about the facility grievance process

Encourage participation in care or service plans

- A care plan is the document that guides the delivery of care for each resident
- The care plan addresses quality of care and quality of life issues in a way that supports residents’ rights.
Thank you for your interest in the ombudsman program.
Contact Information

1-800-252-2412
ltc.ombudsman@dads.state.tx.us
www.dads.state.tx.us/news_info/ombudsman
What is an ADRC?
- A coordinated gateway to community services and supports

ADRCs are a federal initiative
- Cover all 254 counties in Texas
Aging & Disability Resource Centers (2)

- Help older adults and people with disabilities and
- their family caregivers
  - Find and access services that support independent living
  - Regardless of age, disability or income
Aging & Disability Resource Centers (3)

Values

- Person centered
- Focused on the dignity of the individual
- Support consumers in making informed choices
- Easily accessible
- Objective
Texas ADRC Functions (1)

- To provide specialized Information, Referral and Assistance
  - By telephone and at onsite clinics
    - Granbury satellite office on Mondays, Wednesdays and Fridays from 9:30 a.m. to 3 p.m.
    - Denton onsite clinic the 2nd and 4th Wednesdays of every month from 10 a.m. to 2 p.m.
  - Toll-free number is 1-855-937-2372
  - Website is nctadrc.org
Texas ADRC Functions (2)

- To complete Long Term Services & Supports (LTSS) screening when consumer is
  - At risk for nursing facility placement
  - Has lost his or her primary caregiver or is at risk of losing his caregiver
  - May need services from more than one program or community partner
  - Has complex long-term services/supports needs

- If consumer agrees
Texas ADRC Functions (3)

- To provide options counseling assistance to non-Medicaid nursing home residents during relocation to community
  - Along with ADRC partner agencies, may help arrange services such as housing, nursing services, personal attendants, therapies, medical equipment & supplies, minor home modifications, prescriptions, applications such as rent & utility deposits, furniture, etc.
Texas ADRC Functions (4)

- To advocate for increased supply of affordable, accessible and integrated housing
- To provide community education and awareness events
  - For consumers and professionals
- I, R & A and options counseling services are provided by three ADRC case managers and two AAA case managers
Services are provided in relationship with partner agencies
- 2-1-1
- area agencies on aging
- local intellectual and developmental disability authorities (LIDDAs) and mental health authorities

(con’t on next page)
Texas ADRC Partners (2)

- Veterans organizations, hospitals and centers for independent living
- State agencies such as THHS Medicaid, CHIP and Family and Protective Services
- MAXIMUS and the STAR+PLUS managed care organizations
Contact Information

- NCTAAA website: nctcog.org
  - Phone: 1-800-272-3921
- NCTADRC website: nctadrc.org
  - Phone: 1-855-937-2372
- Presenter e-mails:
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