

Area Agency on Aging (AAA) System of Access and Assistance

Key elements: effective screening and assessment of individual needs and preferences, and targeting resources to those most in need

SYSTEM COMPONENTS

Information, Referral & Assistance (IR&A)

Information to make informed decisions for older people, their families and advocates by phone, Internet, or in person at AAA Office



An **IR&A Specialist** provides thorough and unbiased information about community-wide resources and helps determine the right avenues to explore.

An IR&A Specialist will:

- ▶ Assess the level of need
- ▶ Evaluate resources
- ▶ Assess response modes
- ▶ Identify assisting community organizations
- ▶ Provide information
- ▶ Help locate needed alternative resources
- ▶ Assist with linking to needed services
- ▶ Follow up on referrals for service

Benefits Counseling

Consumer-specific advice, counseling and representation on public benefits and legal issues



A **Benefits Counselor** answers questions regarding the application process for programs such as Medicare, Medicaid, Social Security, and Supplemental Insurance through telephone conversations or home visits.

A Benefits Counselor will:

- Counsel and advise on:
- ▶ Income maintenance/public benefits
 - ▶ Medical entitlements
 - ▶ Insurance
 - ▶ Surrogate decision making
 - ▶ Individual rights
 - ▶ Housing
 - ▶ Institutional care
 - ▶ Consumer issues

Care Coordination

Planning, arranging, coordinating and following up on services for individuals, their family members and other caregivers



A **Care Coordinator** assesses the needs and existing resources of an individual and/or caregiver to identify gaps in services and link them to a full range of supportive services including homemaker, personal assistance, respite care, and emergency response on a temporary, short-term basis.

A Care Coordinator will:

- ▶ Develop a care plan
- ▶ Plan appropriate services
- ▶ Arrange for services
- ▶ Coordinate different services
- ▶ Follow up on service referrals
- ▶ Help achieve specific service goals
- ▶ Reassess need for services
- ▶ Revise care plan as necessary

Long-Term Care Ombudsman Services

Advocacy for quality of life and care for people living in nursing homes and assisted living facilities



A **Long-Term Care Ombudsman** with special training and certification protects resident rights and promotes the health and safety of residents.

A Long-Term Care Ombudsman will:

- ▶ Listen
- ▶ Visit with residents
- ▶ Identify, investigate and resolve complaints on behalf of residents
- ▶ Support resident and family councils
- ▶ Share information about facilities
- ▶ Share information about facility rules and laws
- ▶ Respect resident choices

HOW THE SYSTEM HELPS

ACTIVITIES THAT SUPPORT THE SYSTEM

- ▶ Developing and maintaining resource database
- ▶ Tracking service inquiries and service gaps
- ▶ Conducting education and outreach
- ▶ Coordinating with existing I&R centers

- ▶ Training and certifying Benefits Counselors
- ▶ Conducting education and outreach on benefits and legal issues

- ▶ Conducting education and outreach
- ▶ Maintaining cooperative working relationships with local service providers

- ▶ Recruiting, training and supervising volunteer ombudsmen
- ▶ Educating facility staff and the public
- ▶ Advocating for resident-focused laws and regulations

Every AAA maintains cooperative working relationships with service providers and collaborates with local, state and federal agencies as part of the system of access and assistance for people age 60+, their family members and caregivers, as well as other Medicare beneficiaries.

Area Agency on Aging (AAA) System of Access and Assistance

Key elements: effective screening and assessment of individual needs and preferences, and targeting resources to those most in need

There are four System Components

1. Information, Referral & Assistance (IR&A)
2. Benefits Counseling
3. Care Coordination
4. Long-term Care Ombudsman Services

System Component 1: Information, Referral & Assistance (IR&A)

Information to make informed decisions for older people, their families and advocates by phone, Internet, or in person at AAA Office

How the System Helps

An IR&A Specialist provides thorough and unbiased information about community-wide resources and helps determine the right avenues to explore.

An IR&A Specialist will:

- Assess the level of need
- Evaluate resources
- Assess response modes
- Identify assisting community organizations
- Provide information
- Help locate needed alternative resources
- Assist with linking to needed services
- Follow up on referrals for service

Activities that support the system

- Developing and maintaining resource database
- Tracking service inquiries and service gaps
- Conducting education and outreach
- Coordinating with existing I&R centers

System Component 2: Benefits Counseling

Consumer-specific advice, counseling and representation on public benefits and legal issues

How the System Helps

A Benefits Counselor answers questions regarding the application process for programs such as Medicare, Medicaid, Social Security, and Supplemental Insurance through telephone conversations or home visits.

A Benefits Counselor will:

Counsel and advise on:

- Income maintenance/public benefits
- Medical entitlements
- Insurance
- Surrogate decision making

- Individual rights
- Housing
- Institutional care
- Consumer issues

Activities that support the system

- Training and certifying Benefits Counselors
- Conducting education and outreach on benefits and legal issues

System Component 3: Care Coordination

Planning, arranging, coordinating ^L and following up on services for individuals, ^L their family members and other caregivers

How the System Helps

A Care Coordinator assesses the needs and existing resources of an individual and/or caregiver to identify gaps in services and link them to a full range of supportive services including homemaker, personal assistance, respite care, and emergency response on a temporary, short-term basis

A Care Coordinator will:

- Develop a care plan
- Plan appropriate services
- Arrange for services
- Coordinate different services
- Follow up on service referrals
- Help achieve specific service goals
- Reassess need for services
- Revise care plan as necessary

Activities that Support the System

- Conducting education and outreach
- Maintaining cooperative working relationships with local service providers

System Component 4: Long-term Care Ombudsman Services

Advocacy for quality of life and care for people living in nursing homes ^L and assisted living facilities

How the System Helps

A Long-Term Care Ombudsman with special training and certification protects resident rights and promotes the health and safety of residents.

A Long-Term Care Ombudsman will:

- Listen
- Visit with residents
- Identify, investigate and resolve complaints on behalf of residents
- Support resident and family councils
- Share information about facilities ^L u Share information about facility rules and laws
- Respect resident choices

Activities that Support the System

- Recruiting, training and supervising volunteer ombudsmen

- Educating facility staff and the public
- Advocating for resident-focused laws and regulations

Every AAA maintains cooperative working relationships with service providers and collaborates with local, state and federal agencies as part of the system of access and ^L assistance for people age 60+, their family members and caregivers, as well as other Medicare beneficiaries.

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