



# Provider News

December 2011

## Provider Review Highlights

It is important to remember that in-home care providers for the SENIOR CHOICES Program are required to send the Supervisory Visit reports/summaries to the Care Consultant assigned to the client. This is an excellent way to communicate with the Care Consultant about how well things are going... [more](#)

One common finding is the failure to comply with Condition of Participation 12, which requires each Senior Choices Provider to have a system in place to verify service delivery... [more](#)

## Policies and Procedures Now Available on Our Website

Remember, you may now access the SENIOR CHOICES Provider Manual on on the [provider page of our website](#). These are the most current, up-to-date policies and forms you are to use in orienting your new employees before they can serve our clients. Rather than send this huge volume of documents via email, we felt that this was a better method for your organizations to access the information.

As a SENIOR CHOICES Provider, you are responsible to be familiar with all policies and procedures, so please take some time to review the documents thoroughly. If you have questions, please [contact Fara Waugh](#) at (740) 203-2363.

Please watch for e-mail notifications for updates, additions or revisions to policies, procedures and forms.

## Client Statistics

During the month of July, staff members spoke with 546 people who were interested in obtaining information and assistance, SENIOR CHOICES services or advocacy. Our SENIOR CHOICES staff members spoke with 373 people in August, 345 people in September and 393 in October who inquired about services or requested information. Over the course of the past three months, we enrolled a total of 98 new clients, while 74 clients disenrolled from our program. At the end of October, we had 893 active clients in our homecare program. We have served a grand total of 1165 older adults through our homecare program thus far this year.

## SENIOR CHOICES Staff

We are excited to announce that Becky Carpenter, LISW and former lead care consultant, has been promoted to social work supervisor! Congrats Becky! Due to the departure of Michele Endsley, we are in the process of recruiting to fill the second social work supervisor position for SENIOR CHOICES. Becky and the new social work supervisor will supervise five care consultants each, complete administrative duties, and continue assisting a small number clients with services. Please visit our website to review more information about the qualifications of this position.

We are saddened that Care Consultant Jami Schmidt will be leaving the Council for Older Adults. Jami would like to pursue other opportunities and spend more time with her family. Although Jami's last day has come and gone, she remains with us to help train the newest SENIOR CHOICES team member, Bonnie Schwartz, who will serve as care consultant

to Jami's clients. Additionally, we are please that Jami has also agreed to stay on as a contingent employee who will be called upon to fill in for extended absences as needed. We appreciate Jami's willingness to continue working with the Council for Older Adults and the SENIOR CHOICES clients. We wish Jami the best in her future endeavors!

We welcome Bonnie Schwartz to our team of excellent care consultants. Bonnie graduated in 2010 from Case Western Reserve University, Mandel School of Applied Social Sciences in Cleveland, Ohio with a Master of Science in Social Administration. She previously worked for the YWCA in Columbus. Her first day was Monday, November 28. She is currently training with Jami and other staff members. Please join us in welcoming Bonnie to our SENIOR CHOICES team!

### **Adult Protective Services (APS)**

As a reminder: The Council is no longer involved with investigating APS referrals. DJFS is still required by law to investigate referrals of abuse, neglect, and exploitation of older adults. The Council will still be available to DJFS to assess and link any older adults involved with APS to COA services. If you need to make an APS referral regarding an older adult in Delaware, please contact DJFS directly at 740-833-2340.

### **Caregiver Support**

Please remind caregivers of clients you serve that the Council offers caregiver support in a variety of different ways. Caregiving is a very difficult job, and caregivers need to take care of themselves also. We offer:

- 1) Support, information, and education from our Care Consultants via phone and home visits for all caregivers.
- 2) A Resource Center which offers books, articles, resources, etc. on caregiving along with many other topics.
- 3) Links to other agencies in the community who could offer information, education, or support.
- 4) Monthly opportunities for caregivers to learn, grow, and gather support from each other. Presentations are provided by various members of our community and focus on a host of topics. Workshops are held at the Center for Older Adults, 800 Cheshire Rd., Delaware from 9:30 -11:30 a.m. To register, please RSVP to Jen Spicer at (740) 203-2377.

### **Important Reminders**

We have a few important reminders for you on acknowledging referrals, billing, time sheets, communication, and contacting our clients to schedule assessments. It is very important that you (and your necessary staff) are aware of these issues to prevent any related problems. Please review these reminders on [our web site](#). We hope you'll find them helpful - and as always, notify our SENIOR CHOICES staff with any questions.

## Fall Chore Service

Please remind clients that we offer chore services such as leaf raking, and cleaning up the yard, garden or flower beds. We have youth in our community who wish to perform service projects and will be assisted by an adult supervisor to complete chore requests. The client must furnish the tools necessary to complete the job. This service is free to all residents 60 years old or older in Delaware County who meet eligibility criteria. Clients may call the Council for Older Adults at (740) 363-6677 or 800-994-2255 with questions or to sign up for this service.

## New to Medicare?

Do you know someone who is about to turn 65? If so, please have them call COA! The Council for Older Adults offers "New to Medicare" classes monthly. This class is open to anyone who is about to turn 65 or wants to learn more about Medicare. Information will focus on enrollment time frames; Medicare Parts A, B, C, and D; Medicare supplemental policies; and extra help programs. The classes will be in the Board Room at the Council for Older Adults on the second Wednesday of each month from 10am-Noon. Participants should bring their Medicare card (if they have one), a list of prescription medication with dosage and frequency, and any questions they have pertaining to Medicare. Please call the Council for Older Adults at (740) 203-2382 to register.

## Home Energy Assistance Program (HEAP)

The Ohio Department of Development (ODOD) offers several programs to help low-income residents pay their utility bills and improve the heating efficiency of their homes. These programs include: Home Energy Assistance Program (HEAP): Assistance usually consists of a credit on the heating bill account each year; HEAP Emergency Crisis Program (E-HEAP): Assists households whose source of energy has been disconnected or are threatened with disconnection or who have less than a ten-day supply of bulk fuel; Percentage of Income Payment Plan (PIPP): A special payment plan that requires eligible customers to pay a portion of their household income each month to maintain utility service; Home Weatherization Assistance Program (HWAP): Assistance comes in the form of reducing the energy use by providing insulation, air leakage reduction, heating system repairs, health and safety inspections and testing as well as other services. Applications for 2010-2011 are available at the Council office at the Center for Older Adults, 800 Cheshire Rd, Delaware. Completed applications should be mailed to: Office of Community Services/Home Energy Assistance Program, P.O. Box 1240, Columbus, Ohio 43216.

## Project Safe Heat

Does your furnace need cleaned and tuned before winter? Community Action Organization (CAO) offers the service of cleaning and tuning your furnace, along with a free carbon monoxide detector, for all eligible persons age 60 or older. Please contact CAO at (740) 369-3184 for an application and to schedule an appointment.



We hope you enjoy this Provider Newsletter. If you have any suggestions or questions about this material, please contact Fara Waugh at the Council for Older Adults at (740) 203-2363.



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