

PACKET II: LIVING AT HOME

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Living at home:

As you or your parent age, there comes a time when you must seriously ask—Is living at home still possible? Are there medical conditions —such as loss of sight, hearing, mobility, diabetes, or forgetfulness that makes living at home dangerous or impossible? What resources are available for an elderly person with physical limitations to continue living at home? How much would it cost to live at home versus moving to an assisted living facility? If you decide that living at home is the best option, then you need to begin gathering information.

Gathering information:

Because of the cost of assisted living, most seniors are cared for at home by family members, friends or professional caregivers. Since it is always best if the time and financial responsibilities are shared by all family members, you should begin with a family meeting. Sometimes, one person needs to take the lead, collect information and then call a family meeting.

1. Update Packet I: Personal Information. If your senior has not completed the *Personal Information Packet*, then work with them to do so while they still remember. The information seems voluminous, but it is all needed for various forms from obtaining professional caregiver services to filling out a death certificate. If the person does not remember, try contacting other family members. Be sure to update the information after each doctor's appointment and when any changes occur.

2. Keep good notes. Start a file just for your senior. Whenever you talk to a doctor, caregiver, lawyer, insurance agent, government agency, housing representative, write down the name of the person you spoke with, contact information, date and important points discussed. Start folders for different areas of concern—medical, financial, assisted living homes, insurance agent, etc. or keep the information in the *Personal Information Packet*. If a person was going to do something, follow up to make sure it was done. People get busy and even with the best of intentions we all overlook things.

3. Are the living quarters safe? Conduct a critical inspection of your senior's living area for safety. Install handrails if needed. Remove rugs that might slide. You may also want to remove matches, sharp knives, guns, etc. Make any modifications necessary.

There are two good sources of information on making a home safe for an older person.

See the Eldercare brochure *Preventing Falls at Home*.

<http://www.eldercare.gov/Eldercare.NET/Public/Resources/Brochures/Index.aspx> and North Carolina's *A Housing Safety Checklist for Older People*.

<http://www.ces.ncsu.edu/depts/fcs/pdfs/FCS-461.pdf>

4. If required, are the living quarters easily accessible by wheel chair? If your senior is now in a wheel chair, make sure she can maneuver easily. If not, move the furniture. Can she reach the stove for cooking? If not, consider getting a table or clearing a lower shelf and putting a microwave on it. Make sure all normally used food items are easily reached — breakfast cereals, milk, fruit, soup and can opener, bread, salt and pepper, sugar, crackers, cookies, cheese and frozen meals. If the freezer is at the top of the

refrigerator, consider getting a small hotel room refrigerator or a larger refrigerator with the freezer on one side and the refrigerator on the other.

5. Is medicine accessible? Make sure medicine is readily accessible and that the senior knows when and how much to take. Check to make sure it is being taken. Eldercare has an excellent pdf brochure entitled, *Medicines and You: A Guide for Older Adults as you Age*. It provides tips on taking medications safely. A second brochure, *Prescription Drug Options for Older Adults: Managing your Medicines* describes helpful ways of getting the best value for your medicines. The brochure lists key questions to ask health care professionals and suggests options to help pay for medicines and ways of overcoming medicine hurdles.

<http://www.eldercare.gov/Eldercare.NET/Public/Resources/Brochures/Index.aspx>

6. Determine what services — such as chores, equipment, meals service, etc. need to be arranged: Go through the information provided under *Housing: Living at Home pp. 5-8* and see what services are available.

7. Consider hiring paid caregivers. If your senior needs help with the activities of daily living (bathing, toileting, dressing and grooming), instrumental activities of daily living chore work (shopping, meal preparation, laundry) or other services and you or another family member cannot provide it, then contact the places listed under *Additional Resources*. Your loved one has the right to choose a caregiver, but it is expensive. For example, eight hours a day, 7 days a week at \$22 an hour costs \$1,144 a week. If they are eligible for Medicaid or Medicaid waiver, then there will be some help paying the costs. See *Caregiver Services* for information on selecting caregivers.

8. How is your loved one going to pay medical and service bills? Packet I: Personal Information will tell you what type of insurance your elder has. If they do not have long-term health care insurance, what are the chances they will need it? Are they eligible for Medicaid waivers, a Miller's Trust (Qualifying Income Trust), supplemental senior benefits? Also see *Packet II: Living At Home*.

9. Trips to the doctor's office: When you accompany your senior to a doctor's appointment take a copy of the list of all medications both prescription and over-the-counter with you to help avoid dangerous prescription drug interactions. This information is in the *Packet I: Personal Information*.

10. Check that all the legal work is in order. Check to see if the senior has given you or someone else durable financial power of attorney, health care power of attorney, advanced health care directives and living will. This

information should be in the *Packet I: Personal Information*. Encourage them to complete these forms as it will make decision-making much easier if everyone knows their wishes. Make sure your senior has signed the appropriate paperwork with all doctors (including specialists in Anchorage) and the hospital to allow them to discuss their medical condition with you. For a list of elder law attorneys see *Packet I: Personal Information*.

11. *Become informed about the medical condition(s) afflicting your loved one.* The Internet, especially the Center for Disease Control, contains information on various illnesses, treatments, drugs, experimental research and clinical trials. Ask the doctor what to expect and what you can do to make life more comfortable for your loved one.

12. *Be aware of senior services and encourage your loved one to take advantage of them.* Transportation, meals on wheels, movie night and other services are provided free by the Valdez Senior Center. Staying active and involved with other people improves the quality of life for seniors.

13. *Keys:* Be sure you and others in the inner circle have keys to your senior's residence in case of emergency. Be sure to let the fire department know who has keys.

14. *Wanderers:* If your senior may wander, be sure that there is a card attached to all jackets, or on a chain around the neck with their name, address and a phone number for a person to contact. You may wish to register your senior with the police department.

15. *When no family member lives close by and the senior does not want to move:* If no family member lives nearby, then you need to be sure the *Packet I: Personal Information* is updated, that you have developed a relationship with the person's doctors, that all the appropriate paperwork for consulting with the doctor or hospital is signed. Also ensure that you have set up a daily call or check-in system, and that you know the names of local caregiver services. In this packet see *Long-distance care giving*.

16. *Check out Eldercare's Caregiver's Corner* for caregiver resources and tips. <http://www.eldercare.gov/eldercare.NET/Public/index.aspx>

17. *Caregiver respite services:* Caring for your family member can be a very rewarding experience but also very tiring and frustrating. Find out if you are eligible for caregiver respite services offered by Connecting Ties and the Valdez Senior Center. Always take care of yourself or the challenges of being the family caregiver can become an overwhelming burden destroying you and your family member's quality of life.

Services for living at home:

If person can stay at home, what services do they need? Check the service if needed and see applicable bullets.

___ Activities of Daily Living (ADL), medication oversight, showers, dressing:

- Alzheimer's Resources of Alaska, 907-561-3313
- Connecting Ties, 835-3274
- Consumer Direct Personal Care, 907-283-0809
- Valdez Senior Center, 835-5032

See additional information on pages about caregiver service

___ Banking and/or bill paying:

- Payee services, authorized to pay person's bills
- Financial power of attorney, See *Packet I: Personal Information*
- Joint account
- Provide company with contact person if bill not paid

___ Chore work around house (laundry, dishes, vacuuming, snow removal, etc.):

- Alzheimer's Resources of Alaska, 907-561-3313
- Connecting Ties, 835-3274
- Consumer Direct Personal Care, 907-283-0809
- Valdez Senior Center, 835-5032

___ Daily contacts:

- Family member visits daily
- Friend(s) visit daily
- Church member visits daily
- Someone calls daily at a specified time
- Activities at Valdez Senior Center, 835-5032

___ Emergency alerts—In home emergency call system and medication reminders:

- Lifeline, <http://www.lifelinesys.com/content/home>, 1-855-610-4111
- Push button alerts, fall alerts, medication alert
- Medication Reminder Service ontimerx.com
- LifeFone, <http://www.LifeFone.com>, 1-844-253-7939
- Philips Lifeline 1-855-681-5367 www.lifeline.philips.com
- Medical Guardian, <http://www.medicalguardian.com>, 1-800-989-6676

___ Emergency information for wanderers:

- Put ID name tag on wanderer's arm
- Put name and phone number of contact person in all clothing

- Notify neighbors and police of the possibility and who contact person is

___ Equipment (medical):

- Valdez Senior Center, 835-5032 (to borrow)
- Apria Healthcare, 4715 Gambell St., Anchorage, AK, 907-562-7711
<http://www.apria.com>; accepts Medicaid Alaska
- Apria Healthcare, 2750 E. Broadview Ave., #B, Wasilla, AK 907-376-3666; accepts Medicaid Alaska
- Geneva Woods Home Medical Equipment – accepts Medicaid payments
<http://www.genevawoods.com/services/home-medical-equipment>
toll free: 1-800-478-0005
 - 907-565-6100 (Anchorage)
 - 907-376-8200 (Wasilla)
 - 907-262-2424 (Soldotna)
- Walgreens Medical Equipment, 907-644-8400, smaller items, cash, credit card, not Medicaid

___ Financial assistance:

- Alaska Senior Benefits, <http://seniorbenefits.alaska.gov/>
- GCI Lifeline phone program, <http://www.gci.com/lifeline>
- Heating assistance
 - State Heating Assistance, <http://hss.state.ak.us/dpa/programs/hap/>
 - Valdez Heating Assistance, (home owner) 835-4313
 - Valdez Emergency Service, heating, etc. assistance, 835-3663
- Subsidized housing
 - Valdez Senior Center, 835-5032 (M-F, 8-4)
 - Sound View Apartments, 835-2603 (M-F, 10:30-1)
 - Alaska Housing Division, 835-2119
 - North Pacific Rim Housing (native preference), 835-8658
- Valdez Food Bank senior delivery, 835-3663

___ Food assistance:

- Valdez Senior Center lunches, free to those that qualify, 835-5030
- Valdez Food Bank senior delivery, 835-3663
- Alaska Food Stamp Website: 907-465-3347
dhss.alaska.gov/dpa/Pages/fstamps/default.aspx

___ Long-distance care giving information:

- Caring From a Distance, <http://www.cfad.org>; 202-895-9465
- Family Caregiver Alliance, <http://www.caregiver.org>; 800-445-8106

- The National Family Caregivers Association, <http://www.nfcacares.org>; 202-454-3970
- The National Respite Network, <http://www.archrespite.org>; 703-256-2084
- AARP, <http://www.aarp.org/source/caregiving> 888-687-2277
- Set up a daily call service:
 - <http://www.senior-kaboodle.com/caregiver.html> (personal call)
 - <http://www.callingcare.com/elder-care.htm> (automated call)
- Consider selecting a local caregiving service:
 - Alzheimer's Resources of Alaska, 907-561-3313
 - Connecting Ties, 835-3274
 - Consumer Direct Personal Care, 907-283-0809
 - Valdez Senior Center, 835-5032

___ Meal service:

- Valdez Senior Center, 835-5032, lunches free to qualified seniors

___ Medicaid/Medicare assistance:

- Connecting Ties, 835-3274
- Providence Valdez Medical Center, 835-2249
- Valdez Senior Center, 835-5032

___ Modifications to home:

- Lighting—with better positioned and brighter lighting, seniors will be able to see better what they are doing and where they are going, thus avoiding falls.
 - Install better lighting in bathrooms
 - Install better lighting in inside and outside entrance areas.
 - Install night lights on routes to bathrooms, phone and kitchen
 - Install closet lights
 - Have good lighting over sink, stove and countertop areas
 - Consider illuminated switches in select areas
- Check for fall traps:
 - Slippery bathtubs and showers—install grab rails, chairs or low stool to sit on, secure bathmats and check frequently
 - Throw rugs—remove to avoid slipping and tripping over
 - Stairs—install handrails by all inside and outside stairs; consider installing a ramp or stair lift
 - Have a sturdy step stool with handrails
- Alarms:
 - Smoke and carbon monoxide alarms installed.
 - Small local alarm that goes off if a pot has been left unattended on stove

- Small local fire alarms if person is likely to fall asleep in chairs, couches, etc. while smoking
- Fire extinguishers and fire escapes:
 - Mount an ABC-rated fire extinguisher in an easy to reach location near the stove
 - If person smokes in bed or on couches where they might fall asleep, install readily accessible fire extinguisher
 - There should be two fire escape routes from each room. Check to make sure windows open. If window must be broken, keep towel or blanket nearby to cover glass
 - On second floors consider installing a rope ladder
- Anti-scalding devices:
 - Install a pressure-balanced, temperature regulated faucet in kitchen sink and bathtub and keep at 120°
- Life-simplifying devices:
 - Clothing that fastens with velcro instead of buttons and zippers
 - An extra-long shoe horn
 - Reacher or grabber to pick up items off the floor
- Communicating:
 - Phone with amplifier for those who are hard of hearing
 - Phone with large numbers
 - E-mail set up with large fonts
- Other resources:
 - A housing safety checklist for older people, <http://www.ces.ncsu.edu/depts/fcs/pdfs/FCS-461.pdf>

___ Pets:

- Places to live that accept pets, Sound View Apartments, 835-2603. Check with apartment owners/managers
- Assistance walking pet, Valdez Animal Shelter, 835-2286
- Assistance with dog food, Valdez Food Bank, 835-3663

___ Personal information:

- Update *Packet I: Personal Information*.

___ Transportation (shopping, church, medical appointments, activities):

- Valdez Senior Center, 835-5032
- Connecting Ties, 835-3274 (taxi vouchers)
- Yellow cab, 835-2500

Caregiver services:

You may pay for caregiver services yourself or if you qualify financially and medically you may receive assistance from the state through Alaska's Home

and Community Based Medicaid waiver program as well as the Alzheimer Association which provides a sliding scale for those who qualify. See additional resources at end of packet.

Hiring a caregiver for a family member can be done in several ways.

Private pay:

- You may choose to go through an agency (listed on State web site) to hire a caregiver. These agencies will provide Workmans Compensation insurance and pay Social Security taxes. Each caregiver will have had a background check through the State of Alaska.
- You may choose to hire and pay your own caregiver. To hire a caregiver as contract labor may require you to provide Workmans Compensation insurance and payroll taxes. If the person is only part-time you may be exempt, from Workmans Compensation insurance. To clarify, contact Alaska Department of Labor and Work Force Development:

Anchorage Office
3301 Eagle Street, Suite 304
Anchorage AK 99503
Tel: 907-269-4980
Fax: 907-269-4975

Alaska's Home and Community Based Medicaid waivers:

Home and Community Based Services (HCBS) waivers allow people who would otherwise need an institutional level of care to live in their home or community and receive the care they need. Waivers are approved by the federal government and allow Alaska Medicaid to provide expanded services to people who meet the eligibility criteria for the specific waiver.

1. How do I find out if I am eligible for a waiver? First, contact a care coordinator who will help you apply. The care coordinator will arrange for a state nurse to come to your home to do an assessment. To be eligible for waiver services an individual must meet financial eligibility criteria and, through a functional assessment, be found to need physical assistance with either one Activity of Daily Living (ADL) or one IADL. Activities of daily living include bathing, toileting, dressing and grooming.

You will get a letter that tells you if you are approved for services or not.

2. Do I have to have a care coordinator? Yes. Care coordinators assist individuals who apply for an HCB Waiver gain access to needed waiver and other state plan services, as well as needed medical, social and other services. Once a person is approved for a waiver, the care coordinator writes the Plan of Care, monitors to ensure the scope, amount, frequency and duration of services are provided as established in your Plan of Care. Your Care Coordinator will contact you at least twice each month. One contact must be in person to make sure your services are working for you. You may contact your Care Coordinator at any time to discuss your services and any concerns you may have. They will make revisions in your Plan of Care as necessary.

3. How do I find a care coordinator? Contact Aging and Disability Resource Center, 1-877-6AK-ADRC (1-877-625-2372), or Senior and Disabilities Services, 907-269-3666.

4. How do I know what services I can get? Once you are found eligible for a waiver your care coordinator will help you to develop a Plan of Care that is based on the assessment of your functional or medical needs. Sometimes there are rules that might limit what service(s) you can have. To find out what services are available in your area, visit <http://www.partners.hss.state.ak.us/dsds/ds3/fx/pub/ProviderList.aspx>

5. Can you tell me more about the consumer-directed PCA program? The recipient is responsible for managing their own care, which includes recruiting, hiring, firing, scheduling their PCA, and specifying training requirements for their PCA and assuring that the specified training has been received. The recipient is responsible for participating in the functional assessment, developing a back-up plan about how PCA services are provided if the regularly scheduled PCA is unavailable, and developing a contingency plan to ensure the health and welfare if PCA Services are unable to be provided. Additionally they must notify the provider agency of any service needs, address, contact number, or legal representative changes within five days. As well as working with their chosen provider agency to submit complete application documentation timely.

If the recipient is not capable of managing their own care they must formally choose a legal representative who is involved in their day-to-day care to manage and evaluate the PCA service as it occurs in the home for them.

PCAs working in this program must pass the criminal history background check have current CPR/FA and be enrolled with Alaska Medicaid as a renderer.

The CDPCA agency provides administrative support to the recipient and the PCA. This includes payroll and Medicaid billing support for the PCA and Recipient or legal representative training in managing the PCA service.

The recipient may hire a friend, neighbor or other non-related person, or family member (excluding parents of a minor child, spouse, legal guardian, or sole Power of Attorney or a joint/dual Power of Attorney who also is a paid caregiver) to work as their PCA.

The recipient decides what training they will require for their PCA. There is no RN supervision of the PCA service plan provided by the CDPCA agency.

6. If a person is unable to perform the tasks required under the CDPCA program is there another option? Yes. The Agency-Based PXA Program (ABPCA) is responsible for managing and overseeing all the care for the consumer, which includes hiring, scheduling, developing a backup plan to provide PCA services if the regularly scheduled PCA is unavailable, and developing a contingency plan to ensure the health and welfare if PCA services are unable to be provided and dispatching PCAs.

The Agency-Based PCA agency provides administrative support to the recipient and the PCA, including payroll, Medicaid billing, ensuring that PCAs have met training requirements and background check requirements.

PCAs working in this program must successfully complete the approved PCA training program, have current CPR/FA, be enrolled with Alaska Medicaid as a renderer and pass the criminal history background check. RN supervision of the PCA service plan is provided by the ABPCA agency.

There is no Agency-Based PCA agency in Valdez but they are available in Wasilla and Anchorage. For name and location see:
http://www.hss.state.ak.us/dsds/Grantservices/PDFs/AB_and_CD_PCA_Agencies.pdf

7. How do I get help with chores? If your Plan of Care includes help with chores the same agencies can help you find someone. Examples of chores include laundry and keeping the living quarters clean and safe.

8. Do I have to get all my services from the same agency? No. You may choose to get approved services from any certified provider in your area. For

example, you may get personal care services from one agency and chore and transportation from another.

9. There are a lot of people involved. What does each person do? 1) The State nurse determines if you are eligible for a Medicaid waiver. 2) The care coordinator writes a Plan of Care based on the nurse's findings. She visits twice a month and is your representative if problems should arise. 3) The administrating agency provides you with a list of qualified caregivers and handles payments. 4) You hire/fire a caregiver and work out a schedule for the delivery of authorized services or, if you are not mentally capable of doing this, then the agency does it. 5) Your caregiver provides the authorized services and turns in the hours worked to the agency administrator who pays her.

Contact information:

Alaska's Home and Community Based Medicaid waivers

http://hss.state.ak.us/dsds/pdfs/SDS_MedWaiverBrochure.pdf

Division of Senior and Disabilities Services, 550 W. 8th St. Anchorage, AK 995011

907-269-3666, 1-800-478-9996, <http://hss.state.ak.us/dsds>

Aging and Disability Resource Centers, 1-877-6AK-ADRC, (1-877-625-2372)

<http://hss.state.ak.us/dsds/grantservices/adrc.htm>

SDS service and provider search tool,

<http://www.partners.hss.state.ak.us/dsds/ds3/fx/pub/ProviderList.aspx>

Miller's Trust (Qualifying Income Trust)

http://dpaweb.hss.state.ak.us/e-forms/pdf/med23_1208.pdf

Miller's Trust (Qualifying Income Trust)

dhss.alaska.gov/dsds/Documents/02-Internal/med23_1208.pdf

1. What is a qualifying income trust?

- Qualifying Income Trusts (QIT) is often referred to as Miller Trusts.
- QITs are typically used when an elderly, disabled, or blind person is not eligible for Medicaid, yet he or she has a high cost for medical or prescription needs that are not covered by Medicare or private health insurance.
- Many people use QITs to access nursing home Medicaid or Home and Community Based (HCB) waiver services. However, a QIT may also be used to qualify for any Medicaid eligibility category.

- When considering using a QIT always consult an attorney specializing in elder or Medicaid law. It is important that Medicaid applicants and recipients know that the establishment of a QIT requires that a qualified trustee be appointed to assume responsibility for their finances.

2. When is a QIT used?

A QIT could be used in the following situations:

- To qualify for Medicaid and his or her monthly income is over the relevant monthly eligibility standard
- To access nursing home Medicaid or HCB waiver services and the monthly income is over the allowable gross income per month

A public assistance caseworker can provide the current standards.

3. Qualifying Income Trust requirements:

A QIT must have the following conditions:

- It must consist only of income of the applicant or recipient and the accrued earnings of the trust. It cannot contain any other assets.
- It must be irrevocable, meaning once established it cannot be cancelled or withdrawn by the beneficiary.
- It must name a trustee. The trustee becomes responsible for the Medicaid recipient's financial affairs and controls the trust.
- It must terminate only upon a court order or the death of the beneficiary, whichever is earlier.
- It must stipulate that upon death of the individual, the state receives all amounts remaining in the trust up to an amount equal to the total Medicaid benefits paid on behalf of the recipient.

4. How much money can I keep from the trust to live on?

- If you are in a Nursing Home you may keep \$200 for your Personal Needs Allowance. This amount may change.
- If you are receiving home and community based waiver services, you may keep up to \$1,656 per month if living in a private home, or \$1,396 if living in assisted living facility. This amount may change.
- If you receive regular Medicaid coverage, you may keep the Adult Public Assistance need standard as your monthly living allowance.
- If payments from the trust are used for food, or shelter, this will reduce the amount you may receive from the trust.

5. How will I receive my living allowance?

- Your trustee will need to issue you a check.

6. Can my spouse or children receive money from the trust for living?

- Spouses of Nursing Home Medicaid or home and community based waiver service recipients may receive a spousal allowance and a dependent allowance for minor children. Any spousal income is considered when determining the amount of spousal allowance.

7. What are allowable uses from the trust?

- Some allowable uses are personal needs or living allowance, cost-of-care payments for Nursing Home Medicaid or home and community-based waiver service recipients, uncovered Medical expenses, taxes, or child support. It is important to refer to the trust document for specific guidelines.

Steps to use a Qualified Income Trust:

If you decide to use a QIT to qualify for Medicaid, please take the following steps:

1. Find an attorney who is knowledgeable about trusts. You can contact Alaska Legal Services or the Alaska Bar Association and request referrals to attorneys specializing in Medicaid or elder law (*See Packet I: Personal Information*)
2. Find a willing person or agency that is qualified to be your trustee.
3. Open a separate bank account for your trust account. For ease in accounting, have all money deposited directly in the account.
4. Provide a copy of the trust bank statement to your Division of Public Assistance (DPA) caseworker showing deposits going into the Trust account. You may be required to provide an accounting of all trust expenditures and use.
5. After the attorney has written the trust, provide a complete copy to your DPA caseworker. The trust must then be approved by a Medicaid policy specialist.
6. Once Medicaid policy specialist approves your trust, record trust with court system.
7. Give a copy of the recording document to your DPA caseworker.
8. Keep a copy of your trust for reference.
9. If your trustee changes, be sure to give your DPA caseworker the Successor Trustee Appointment document.

Division of Public Assistance (DPA) contacts:

Home and Community Based Waiver Medicaid, Nursing Home Medicaid, and TEFRA Medicaid contacts:

- Coastal Field Office Specialized Medicaid Office (for Southcentral, Northwestern, Southwestern, and Southeastern Alaska), 907-269-8950 or 1-800-478-4364 or 1-800-478-4372

- Fairbanks Public Assistance office, 907-451-2850 or 1-800-478-2850
- Medicaid for the disabled, blind or elderly, 907-465-3347
- Anchorage Adult Public Assistance office, 907-269-6000
- Mat-Su Adult Public Assistance office, 907-376-3903 or 1-800-478-7778
- Fairbanks Adult Public Assistance office, 907-451-2850 or 1-800-478-2850

General trust questions:

General trust questions may be directed to the DPA long-term care coordinator at 907-269-7880.

Additional resources:

1. Adult Protective Services:

<http://www.hss.state.ak.us/dsds/aps.htm>

Senior and Disabilities Services: We are here to help you. Our services are voluntary. We will not force you to move or do anything against your own will. We are here to help you live in a safe and healthy environment and receive the services you need. Please contact our office if you need help or have any questions. 907-269-3666
FAX: 907-269-3648

File a report of harm or ask for help:

- Adult Protective Services helps to prevent or stop harm from occurring to vulnerable adults. Alaska law requires that protective services not interfere with the elderly or disabled adults who are capable of caring for themselves.
- Vulnerable adults have:
 - a physical or mental impairment
 - a condition or situation that prevents them from protecting themselves or from seeking help from someone else.

Below are examples of things to report:

- *Abandonment* is the desertion of a vulnerable adult by a caregiver.
- *Abuse* is the intentional or reckless non-accidental, non-therapeutic infliction of pain, injury, mental distress, or sexual assault.
- *Exploitation* is the unjust or improper use of another person or their resources for one's own benefit.
- *Neglect* is the intentional failure of a caregiver to provide essential services.
- *Self-neglect* is the act or omission by a vulnerable adult that results, or could result, in the deprivation of essential services necessary to maintain minimal mental, emotional, or physical health and safety.

How to make a report of suspected abuse:

Call: 1-800-478-9996 Print the report form from the Adult Protective Services site and fax to: 1-907-269-3648 or mail to: Adult Protective Services, 550 West 8th Ave., Anchorage, AK 99501

2. Alaska Brain Injury Network: 121 W Fireweed Lane, #175, Anchorage, AK 99503

<http://www.alaskabraininjury.net/>

Our resource navigators provide information/referral and more.

- Respond to requests for assistance, information, resources, and referral.
- Maintains a brain injury resource directory with statewide and local resources and supports available to individuals, families, friends, professionals, caregivers and the general public.
- Provides technical assistance to communities interested in developing brain injury support groups.
- Distribute educational and informational resources to the public.
- Most of all, our resource navigators listen. They will listen to your unique story and help identify services and supports. They will help you make the necessary phone calls if needed. They will also help brainstorm compensatory strategies or strategies you can use at home if services are not available in your area.

Resource navigators also help providers. If you have a client that you are serving with brain injury, please call us and let us know how we can help you. Call us at 907-274-2824 or toll free (in Alaska) 888-574-2824. FAX: 907-274-2826

3. Alaska Commission on Aging, Department of Health and Social Services (*information and assistance*):

150 Third Street
103 P.O. Box 110693
Juneau, AK 99811

Website: <http://www.alaskaaging.org>

Office phone: 907-465-4890

Information phone: 907-465-3250

State Phone: (800) 478-6065 in state only toll free number goes to "Senior Care/Medicare and Senior Information Office"

4. Alaska Law Help:

<http://www.alaskalawhelp.org/AK/index.cfm>

Alaska Law Help provides information on many topics including those relating to seniors such as Elder Abuse, Rights of People with Disabilities, Health, Wills & Estates, Caregiver Information, Medicaid, Medicare, Other

Medical Benefits, Social Security/Supplemental Security Income (SSI), Social Security Disability Income, and Veterans' Benefits. This is a self-help site.

5. Alaska Legal Services Corporation:

<http://www.alsc-law.org/>

Alaska Legal Services Corporation (ALSC) is a private, nonprofit law firm established in 1967 that provides free civil legal assistance to low-income Alaskans to:

- Help resolve serious legal problems of low-income Alaskans
- Promote family, social and economic stability by upholding the rule of law
- Reduce the legal consequences of poverty
- Improve the quality of life for our children, our families, the elderly and disadvantaged, and our community.

Anchorage law office: 1016 W. 6th Ave., Suite 200 Anchorage, AK, 99501; 907-272-9431, toll-free outside Anchorage, 1-888-478-2572. Fax: 907-279-7417
E-mail: anchorage@alsc-law.org

6. Alzheimer's Resource of Alaska:

<http://www.alzalaska.org>

As Alaska's leading resource on Alzheimer's disease, Alzheimer's Resource of Alaska is committed to providing information, education and services to Alaska's frail elders and individuals with Alzheimer's disease and related disorders (ARD).

The agency has three departments. One is the Education Department. Another is the In-Home Department which helps families find respite and chore workers to assist their loved one in the home. The agency can provide these services to people with or without Medicaid or the waiver. The agency has also received a state grant that allows it to provide the same service on a sliding scale using a state grant. Unfortunately, for some regions, those funds are not covering the need.

The last one is Care Coordination. This program is limited to the Anchorage area but informal care coordination is provided by either the education specialist or the In-Home specialist assigned to the region. When there is a need for a more formal care coordinator (manager) then this service is provided through partnership with other agencies that do provide that service. In Valdez we partner with Connecting Ties to provide that service for those who choose to use our agency using Medicaid or the Medicaid waiver.

The best contact or number for any of these departments is the 1-800-478-1080 number for the main office in Anchorage. Glennallen and the Copper River Basin office, 1-800-478-1080, ext. 6, or 907-822-5620.

7. **Eldercare** is a public service of the U.S. Administration on Aging connecting people to services for older adults and their families. They can be reached at 1-800-677-1116. Their website has extensive information on Alzheimer's disease, caregiver, elder abuse prevention, financial assistance, food and nutrition, health insurance, healthy aging, home repair and modification, housing options, in-home services, legal assistance, long-term care, nursing home and LTC facilities, transportation and volunteerism. <http://www.eldercare.gov/eldercare.NET/Public/index.aspx>

Eldercare has a number of pdf booklets that can be easily downloaded including:

- *Preventing Falls at Home*: This brochure describes safety checks older adults can do in and around the house or assisted living residence to reduce their risk of falling and help enhance their independent living.
- *Housing Options for older Adults*: This booklet provides an overview of the types of housing available to older adults and highlights some personal and legal issues to consider in making housing decisions.
- *Hospital to Home, Plan for a Smooth Transition*
- *Staying "IN TOUCH" in Crisis Situations*. This brochure outlines how families can stay in touch with older loved ones and be prepared when a crisis situation occurs.
- Other eldercare brochures are available at <http://www.eldercare.gov/Eldercare.NET/Public/Resources/Brochures/Index.aspx>

Eldercare has direct links to national senior living organizations, government pages, etc. http://www.aging-parents-and-eldercare.com/Pages/Assisted_Living_and_Other.html

9. **Kenai Peninsula Independent Living Center (an aging and disability resource center)**:

47255 Princeton Ave., Soldotna, AK 99669

Website: <http://peninsulailc.org>

E-mail: ilc@xyz.net

Office Phone: 907-262-6333

Information Phone: 1-800-770-7911

Services: Alaska's ADRCs connect seniors, people with disabilities, and caregivers with long-term supports of their choice. We can assist you in the following ways:

- By exploring your options for long-term services.

- By providing you with unbiased, appropriate resources and contacts.
- By assisting you with locating and coordinating services.
- By offering personal and confidential one-on-one guidance/ Options Counseling.
- By following up with you to ensure your needs are met.

Alaska's ADRCs are part of a federal effort to help people more easily access the long-term supports available in their communities. The ADRC network serves Alaskans statewide, regardless of age or income level, through regional sites. Independent Living Center has responsibility for Region V of Alaska, which includes the Kenai Peninsula, Valdez/Cordova Census Area and the Matanuska Susitna Borough.

Contact information:

Central Peninsula- 907-262-6333

Homer- 907-235-7911 or 1-800-770-7911

Seward- 907-224-8711

10. Medicare information office:

800-478-6065, or 269-3680 in Anchorage.

11. Native Village of Eyak (*Indian Tribes and Tribal Organizations*):

PO Box 1388, 509 1st Street, Cordova, AK 99574, 907 424-7738

Serves Valdez and Cordova

Website: <http://www.nveyak.org> E-mail: Gloria@nveyak.org

Services: case management, emergency response system, financial assistance, legal assistance, home repair, home modification, information and referral, home-delivered meals, personal care, respite care, nursing facilities, government assisted housing

12. Nursing Facility Transition Program:

dhss.state.ak.gov/dsds/pages/nursing/default.aspx

The funds from the Nursing Facility Transition Program can be used to help an elderly person or individual with a disability transition from a nursing facility back into the community. We can provide one-time funds for:

- Home or environmental modifications
- Travel/room/board to bring caregivers in from a rural community to receive training
- Trial trips to home or an assisted living home
- Payment for an appropriate worker for skill level needed
- Security deposits
- One-time initial cleaning of home
- Basic furnishings necessary to set up a livable home
- Transportation to the new home
- Other needed items or services may be approved by program coordinators

An eligible person is one who qualifies both medically and financially for the Medicaid Home and Community Based Services waiver (HCBS) program. The grant is used only for one-time costs associated with the transition; thereafter, the Medicaid program will pay for all services when the HCBS waiver is approved.

Who Qualifies?

- Age 65 or older
- Age 21-65 with physical disability
- Want to be transitioned
- Services/supports available and in place for client to live in community
- Have, or anticipated to have, Medicaid waiver eligibility within six months.

Keep in mind that this entire process, depending on how many services must be set up to make your transition successful, may take one to three months.

Nursing Facility Transition Project Coordinator

550 W. 8th St.

Anchorage, AK 99503

907-269-5025

13. Office of Long-Term Care Ombudsman 800-730-6393

Website: akoltco.org

What is the long-term care ombudsman?

The Office of the Long-Term Care Ombudsman promotes and protects the health, safety, welfare and rights of older Alaskans in long-term care facilities.

In Alaska, these are Assisted Living Homes (ALHs), and Skilled Nursing Facilities (SNFs), generally referred to as nursing homes. As one way of achieving this, the OLTCO investigates and resolves complaints made by, or on behalf of, Alaskan seniors regarding problems they may experience with the care or services they receive in ALHs or SNFs. Such investigations may be conducted solely by the OLTCO, or jointly with other agencies which have joint jurisdiction and/or authority. The OLTCO is also designated to investigate complaints under its Adult Protective Services responsibilities and authority.

The OLTCO also investigates complaints made by or on behalf of Alaskan seniors which involve public or private agencies or individuals such as guardians, conservators, public housing, public assistance, grant programs, home health agencies, and public utilities. Such investigations are rare, and often require interventions which do not include an investigation as such, to resolve the problem to the satisfaction of the complainant.

In addition to its other activities, the OLTCO participates in the development or review of legislation and regulations which directly or indirectly impacts older Alaskans. The OLTCO then seeks to educate and empower elders to weigh-in on such issues, and works with other agencies to provide advocacy. The OLTCO is a member of numerous advocacy groups, committees, and task forces in order to develop cooperative relationships and serve as the voice for older Alaskans in shaping public policy, service delivery, and problem-solving. Participation in such activities also serves as a way for the OLTCO to become better informed of other individual agencies which provide services to older Alaskans, and to inform other participants of the services offered by the OLTCO.

The OLTCO provides information and referrals, and maintains a listing of Statewide and community resources. It also maintains a resource library which is available to the public and providers. Additional education to older Alaskans and their loved ones takes place in various speaking engagements, especially Resident and Family Councils. At every opportunity, education concerning residents' rights is emphasized.

The OLTCO has begun to recruit and train a volunteer program. These volunteers, under the direction and training of the Long-Term Care Ombudsman or his designee, will provide education and advocacy to seniors who reside in long-term care, and their loved ones

The ombudsman can:

- Investigate and resolve complaints
- Visit facilities to meet with residents and evaluate conditions
- Ensure that residents are receiving legal, financial, social, medical, rehabilitative and other services to which they are entitled
- Act as mediator between residents, family members, facility staff, and long-term care service providers
- Provide information to the public about long-term care facilities and programs
- Assist with the establishment of resident and family councils
- Represent residents' interests before local, state, and federal government by working to change laws, regulations and policies that affect those who live in long term care settings.

How do I file a complaint? You may file a complaint in writing, by telephone, or in person. The complaint may be about suspected abuse, neglect, financial exploitation, violations of residents' rights or any other concern about a person age 60 or older. The ombudsman will take appropriate action to investigate and resolve the problem. The ombudsman may issue reports of investigation concerning matters of concern to the general public. The complaint form is on the long-term care ombudsman website, <http://www.akoltco.org/index.cfm>

Do I have to give my name? No. The name of the resident and the person making the complaint will be kept confidential, unless the resident or the complainant gives us permission to disclose the information or in very rare cases when the court orders a disclosure.

How do I contact the office?

Telephone, 907-334-4480

Toll Free, 800-730-6393

Fax, 907-334-4486

14. Senior benefits:

dhss.alaska.gov/dpa/pages/seniorbenefits/default.aspx

The Senior Benefits Program was established on August 1, 2007. It pays cash benefits to Alaska seniors who are age 65 or older and have low to moderate income. Cash payments are \$125, \$175, or \$250 each month, depending on income. The income limits for each payment level are tied to the Alaska Federal Poverty Guidelines and change each year as the poverty level changes.

To be eligible you must:

- Be age 65 or older
- Live in Alaska voluntarily
- Not be in Alaska for a temporary purpose such as a vacation or business trip
- Intend to make Alaska your home
- Have a social security number or show that one has been applied for
- Have countable income that does not exceed the income limits for senior benefits.

Resources, such as savings, do not count for Senior benefits.

Payment amounts:

- Eligibility and payment amounts are based on gross annual income. This is established by your preceding year tax records.
- There are three levels of payments depending upon gross annual income:
 - \$250 monthly payment: gross annual income = \$11,040 or \$920 per month
 - \$175 monthly payment: gross annual income = \$14,720 or \$1,227 per month
 - \$125 monthly payment: gross annual income = \$25,760 or \$2905 per month

15. Senior and Disabilities Division:
dhss.alaska.gov/dsds/Pages/default.aspx
Website has a list of services with links to their website.
800-478-9996, or 907-269-3666 in Anchorage.
FAX: 907-269-3688