



# Office on Aging

A Division of the  
Harford County Department of Housing and  
Community Services



## HARFORD COUNTY

---

Bob Cassilly, County Executive

# Who does the Office on Aging serve?

- ▶ Individuals age 55+ may register and participate at the Senior Centers
- ▶ Harford County citizens, age 60 and over
  - Services
    - Information, assistance, and referral
    - State funded service programs
    - Limited case management services
- ▶ Harford County citizens under the age of 60 with a diagnosed disability
  - Services
    - Information and referral

# Overview of Office on Aging Services

- ▶ Senior Centers
- ▶ Outreach Services
- ▶ Waiver
- ▶ Ombudsman
- ▶ Guardianship
- ▶ Insurance Assistance (SHIP)
- ▶ Wellness and Nutrition Programs
- ▶ Senior Care
- ▶ Senior Assisted Living Subsidy (SALS)



# SENIOR CENTERS



# Senior Activity Centers

## **Four Activity Centers:**

- ▶ Edgewood Senior Activity Center
- ▶ Havre de Grace Activity Center
- ▶ McFaul Activity Center, Bel Air
- ▶ Veronica (Roni) Chenowith Activity Center, Fallston

Satellite classes: Edgewood Recreation

## **What we DO provide:**

Social, Recreational, Nutritional and Educational Programs for citizens age 55-plus, referrals to Outreach as needed

## **What we do NOT provide:**

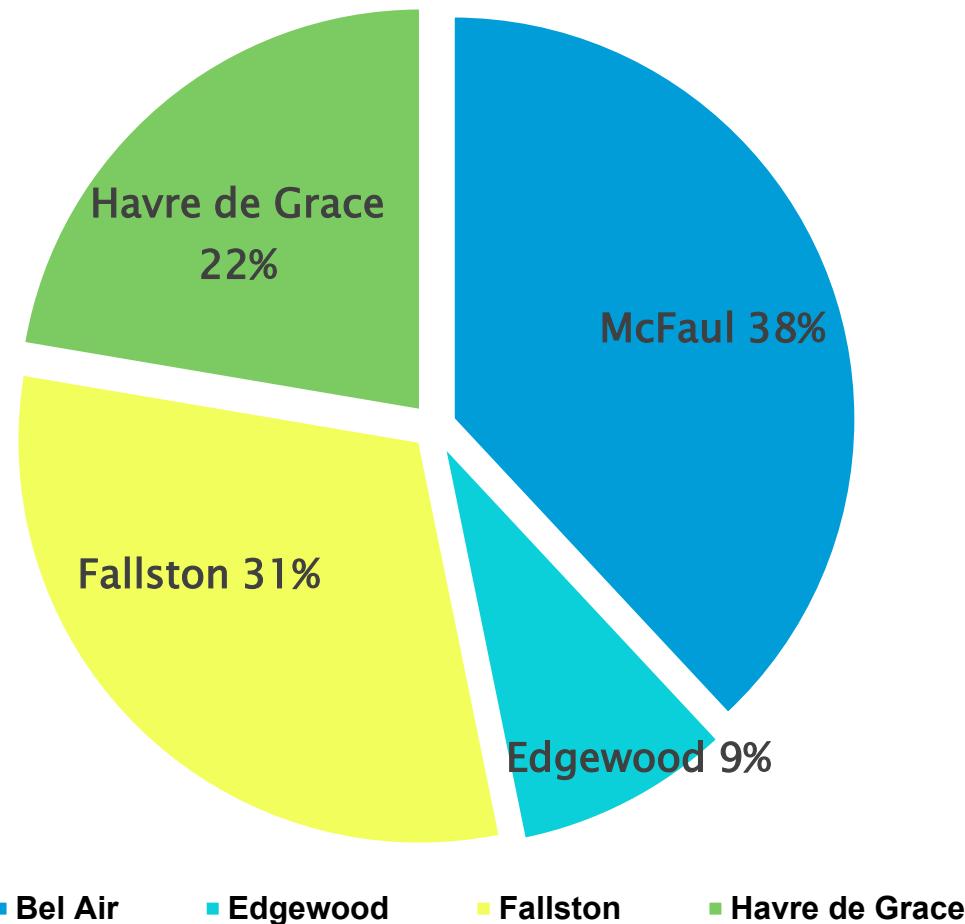
Adult day care services, medical care, supervision – members must be independent OR come with a registered caregiver

# Senior Center Demographics

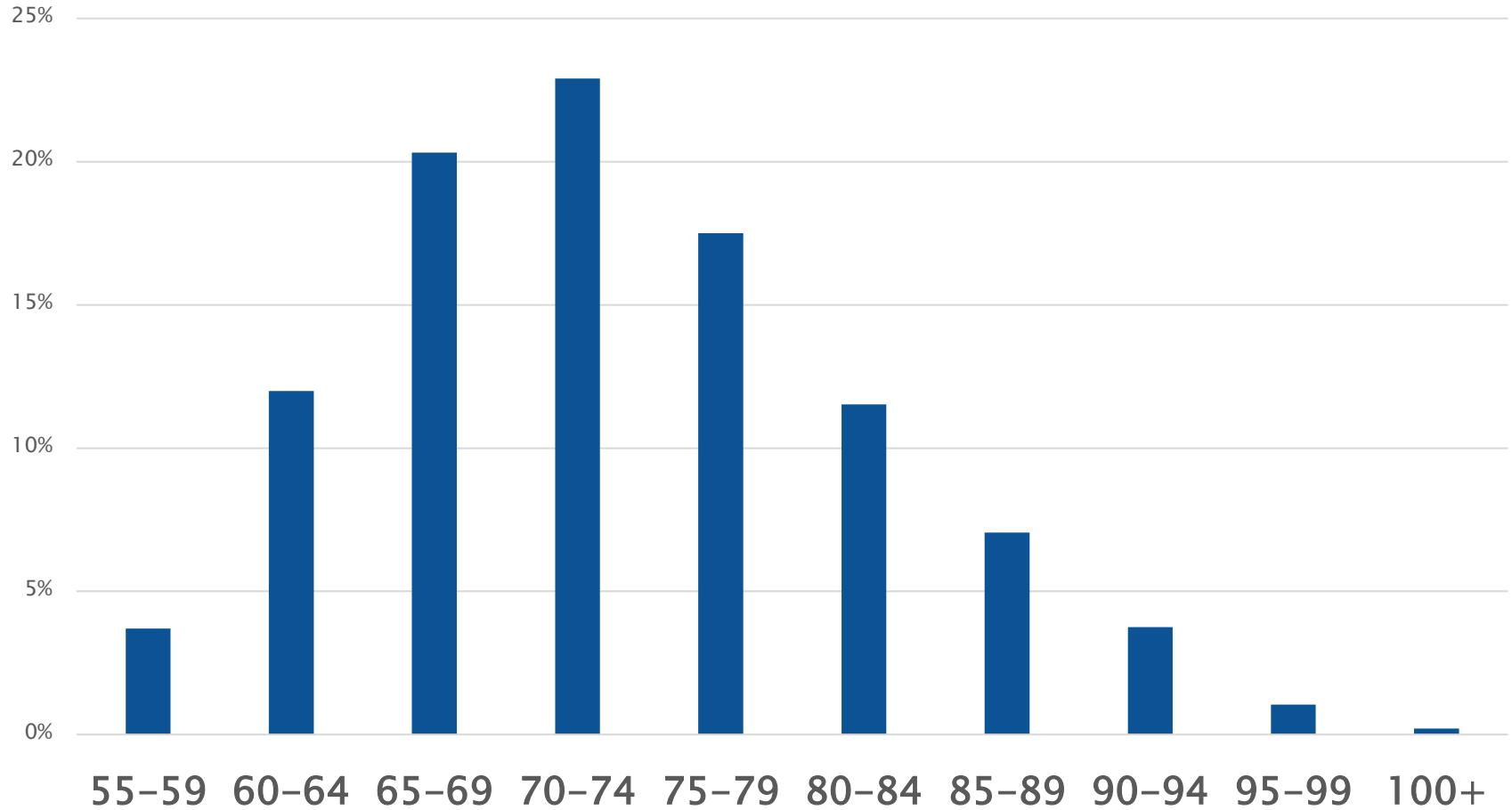
- Harford County population is roughly 263,000.
- Seniors represent the fastest growing segment of the population in Harford County. Currently, approx. 17% are age 65 and over. This is nearly a 40% growth from 2000 to 2023.
- Since 2010, over **20,000** individuals have become members of our centers
- Approximately 4,000 seniors currently participating in center activities and classes



# Members by Location



# Membership By Age Range



# Classes & Activities

- ▶ We offer, on average, 130 to 150 tuition-based classes across four centers, led by over 50 contracted instructors/facilitators each year.
  - Roughly 2,000 members take classes
  - Examples include: Fitness, Computers, Martial Arts, Dance, Painting
- ▶ Roughly 3,000 members regularly participate in other daily activities and workshops. Examples include: Pickleball, Billiards, Card Games, Quilting, Basketball, Walking, etc.

# Health Promotion

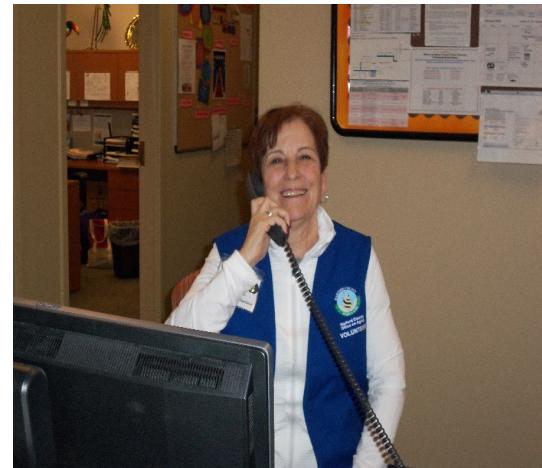
- ▶ We offer Health Promotion events and monthly screenings.
- ▶ Examples include:
  - Blood pressure, osteoporosis, cholesterol, A1C screenings, flu shots (Upper Chesapeake Community Health Outreach provides all screenings)
  - Nutrition Education - monthly
  - Senior Farmers' Market Nutrition Program
  - Support Groups –
    - Diabetes Support Groups
    - Parkinson's/Caregiver Support Groups

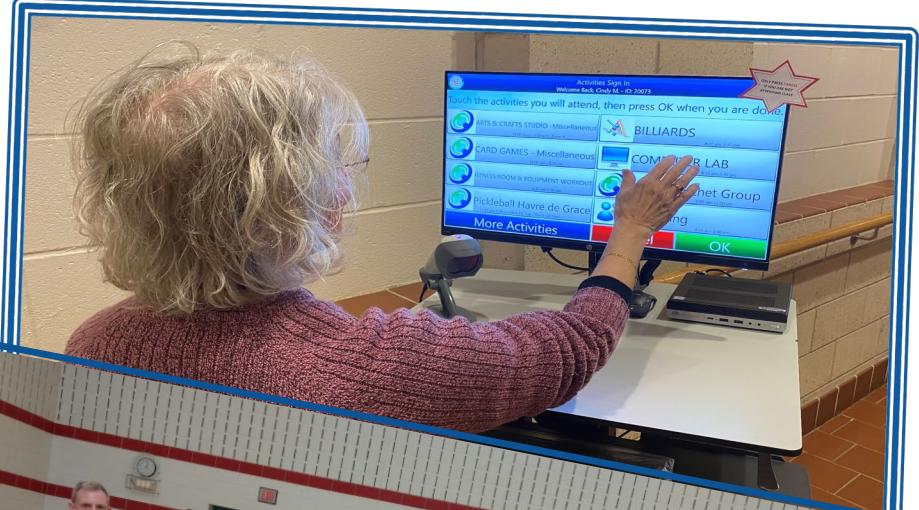
# **Congregate Meal - Lunch**

- ▶ We serve daily donation-based lunch at McFaul and Havre de Grace and several times a week at Edgewood and Fallston.
- ▶ We serve approx. 17,000 meals annually and provide nutrition education.
- ▶ Lunch provides one third of the daily nutritional requirements per review from a Registered Dietitian.
- ▶ Members complete a DETERMINE Nutritional Risk Assessment annually; we offer nutritional counseling for those scoring as high risk.

# Staff and Volunteers

- ▶ Daily ratio of member to staff is approx. 46:1 on any given day; sometimes it is much higher
- ▶ Approx. 129 volunteers who give us over 7,000 hours each year! This is the equivalent of over 4 full time staff. We simply could not operate without our volunteers.





# Harford County Office on Aging Main Office Services...



# Maryland Access Point (MAP)

- ▶ The Harford County Office on Aging is designated as the local MAP site
- ▶ MAP is the gateway to long term services and supports in Maryland. MAP specialists work with caregivers, professionals, older adults and adults living with disabilities to address long term care needs
- ▶ MAP assists individuals to plan, identify, connect, and assist with accessing private and public resources for long term services and supports



# Services Include

- Information and Assistance/Referral
- Senior Care Program
- National Family Caregiver Support Program
- Waiver Support Planning Services
- Senior Assisted Living Subsidy
- Long Term Care Ombudsman Program
- Guardianship Program
- Wellness and Nutrition Programs
- Senior Health Insurance Program (SHIP) and Senior Medicare Patrol

# Services Do NOT Include:

- ▶ Not emergency/crisis services or 911
- ▶ Not transportation services
- ▶ Not emergency housing
- ▶ Not moving or delivery services
- ▶ Not medical or legal professionals
- ▶ Not 24-hour response service
- ▶ We cannot make someone stop driving, go to a nursing home, take medicine, ....

# Triage Process

- ▶ Initial contact from client, family or community member is generally by phone
- ▶ From community partner, should be by referral form
- ▶ Call or referral form is screened by our Triage Navigator
- ▶ Triage Navigator will either provide information if that is all that is required OR refer internally to the appropriate staff person

# What happens after Triage?

- ▶ The inquiry may be referred to a specialty program such as our Long Term Care Ombudsman or State Health Insurance Program, and/or...
- ▶ The inquiry may be referred to a case worker who is assigned to the geographic area in which the identified client resides
- ▶ Staff member who received referral contacts the person making the inquiry or the client to assess needs, make additional referrals, provide resources

# Other services...

- Community Outreach/Education
  - Provide information to the community on services through the Office on Aging at community events
  - Provide community education sessions on various issues impacting older adults in our community
    - Dementia Live
    - Medicare
    - Health Promotion

# Loan Closet:

- Client or Caregiver will need to contact OOA to make request for item needed
- Items such as wheelchairs, rollators, portable ramps, box air conditioners require a cash deposit
- Client or Caregiver need to complete form at time of pick up
- Items are loaned for a limited period of time and timeline for return is provided at pick up

➤ Maryland Durable Medical Loan Closet



# Other Services (continued)

National Family Caregiver's Program provides information and services...

- ▶ to caregivers of any age (do not have to be related by blood or marriage) who are caring for an individual age 60 or older;
- ▶ to family caregivers of a person with Alzheimer's Disease or a related dementia regardless of the age of the person with dementia;
- ▶ to grandparents or other relative age 55 and older who are the primary caregiver for a child aged 18 or under or for an adult child, age 19 to 59, with a disability
- ▶ Resources include:
  - Information about available services from OOA and other resources
  - Assistance in gaining access to community services
  - Limited Respite Care to enable caregivers to be temporarily relieved from their caregiving responsibilities.
  - Limited supplemental services to complement the care provided by caregivers through transportation, medical supplies, or other items needed by the families

(Financial assistance dependent on available funding)

# Office on Aging Referral Form



## Harford County Office on Aging Referral Form

Date _____	Name _____	Phone Number _____	Agency _____
<b>CLIENT INFORMATION</b>			
Client Name _____	Date of Birth _____	SSN _____	
Address _____	Street _____	City _____	State _____ Zip _____
Phone _____	Race _____	Sex _____	Marital Status _____
Is the client a veteran? Yes <input type="checkbox"/> No <input type="checkbox"/> Does the client rent or own their home? _____			
Client Advocate _____	Name _____	Relationship _____	Phone _____
Is the client aware of the referral? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Who should be contacted? Client Yes <input type="checkbox"/> No <input type="checkbox"/>		Client Advocate? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If the client advocate has been designated as the contact person, has the client been informed that they will serve as the point of contact for determining service eligibility and establishing community partnership linkages? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is client engaged with services provided by Adult Protective Services? Yes <input type="checkbox"/> No <input type="checkbox"/>			
What other agencies are involved with the client? (Please list contact names and phone numbers)			
What interventions have you taken on behalf of the client?			
MEAP <input type="checkbox"/> Housing Application <input type="checkbox"/> SSI <input type="checkbox"/> Mobile Meals <input type="checkbox"/> SNAP <input type="checkbox"/> Senior Basket <input type="checkbox"/>			
Other _____			
<b>MEDICAL INFORMATION</b>			
Diagnosis (Mental/Physical) _____			
Special Medical Equipment _____			
Primary Care Physician _____	Name _____	Phone _____	
Pharmacy _____	Name _____	Location _____	
Number of hospitalizations within the last six months and why?			



# SENIOR CARE



# Senior Care...

- Provides gap filling services to help moderately and severely disabled citizens aged 65 and older to stay at home and prevent pre-mature admission to nursing facilities.
- State funded program so there are funding limitations on the number of clients which can be served at any given time. Therefore, there is a waitlist for services via this program.
- Eligibility Requirements:
  - Income and Asset guidelines
  - Disabled- As determined by Adult Evaluation Review Service (AERS), Harford County Health Dept.

# Senior Care Covered Services

- Personal care – bathing
- Chore services- light housekeeping
- Respite care, in the home or through Adult Medical Day Care (2 days)
- Financial assistance for medication costs, nutritional supplements, incontinence supplies
- Case Management services through regular home visits to assess ongoing needs and coordination of community resources
- Annual reassessment or more frequently as needs change

# Long Term Supports Services (Medicaid related services)

- ▶ The OOA is not an administrator, approver, or assessing agency for Medicaid Services of any sort. Maryland Department of Health is responsible for the Medicaid Program.
- ▶ The OOA's connection to Medicaid services are limited to
  - Completion of the Level 1 screening tool
  - As a Supports Planning Agency which is one of several programs within the county that provides case management services for Waiver approved clients who have been assigned to our agency by Maryland Department of Health

# Long Term Care entry...

The Level I Screen, completed by the Office on Aging, is a tool that is used to screen and triage clients for Medicaid community programs. This may include:

- ▶ Community Options Waiver (COW)
- ▶ Community First Choice (CFC)
- ▶ Community Personal Assistance Services (CPAS)
- ▶ Increased Community Services (ICS)

This tool is to be used to determine medical need and financial eligibility for Medicaid community services.



# Who Should Be Referred for a Level One Screen?

Individuals in the community should be given the opportunity to receive the Level One Screen if they:

- ▶ Indicate the need for long term services and supports
- ▶ Indicate the need for assistance with ADLs (activities of daily living)
- ▶ Have multiple or complex care needs
- ▶ Wish to be added to the Waiver Registry
- ▶ Currently enrolled in CPAS or CFC and their needs have significantly changed.

# How Do I Refer A Client for a Level One Screen?



## HARFORD COUNTY LEVEL ONE - CONFIDENTIAL INTAKE FORM

Interviewer: \_\_\_\_\_ Date: \_\_\_\_\_  
Agency: \_\_\_\_\_ Time: \_\_\_\_\_

### PERSONAL

Client Name: \_\_\_\_\_ D.O.B. \_\_\_\_\_  
Phone: \_\_\_\_\_ Social Security: \_\_\_\_\_  
Sex \_\_\_\_\_ Race \_\_\_\_\_ Marital Status \_\_\_\_\_ Veteran \_\_\_\_\_ Number in Household \_\_\_\_\_  
Address: \_\_\_\_\_  
Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_  
Relationship to client: \_\_\_\_\_ Address: \_\_\_\_\_  
DOB: \_\_\_\_\_  
Presenting Problem/Comment: \_\_\_\_\_

### FINANCIAL

Source \_\_\_\_\_ Amount \_\_\_\_\_ Medicaid# \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Medicare# \_\_\_\_\_

### MEDICAL

Physician: \_\_\_\_\_ Phone: \_\_\_\_\_  
Pertinent Medical History:  
\_\_\_\_\_  
\_\_\_\_\_

*Harford County Celebrates 250 Years ~ 1773-2023*

410.638.3045 I 410.879.2000 I 15 South Main Street, Bel Air, Maryland 21014 I [www.harfordcountymd.gov](http://www.harfordcountymd.gov)

THIS DOCUMENT IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST





# Long Term Care Ombudsman



# Long Term Care Ombudsman Program

- ▶ Provides information about nursing homes and assisted living facilities.
- ▶ Advocacy services to protect the rights of nursing home and assisted living residents
- ▶ Receive, investigate, and (with consent), mediates complaint issues on behalf of nursing home and assisted living residents
- ▶ LTC Ombudsman has no authority over the licensure or censure of facilities but may refer to Maryland Department of Health's Office of Health Care Quality which does have that authority.

# What type of complaints?

- ▶ Discharge Rights / Bed holds
- ▶ Care issues
- ▶ Dignity issues
- ▶ Dietary concerns
- ▶ Environmental problems
- ▶ Abuse
- ▶ Staffing



# SENIOR ASSISTED LIVING SUBSIDY



# Senior Assisted Living Subsidy

- Assists with the cost of care in an approved/participating Assisted Living Facility
- Eligibility:
  - Recipient must be at least 62 years of age
  - Financial Eligibility (as of 7-14-23)
  - Income: per person \$4350 or less Assets: 1 person \$20,064/2 person \$26,400 or less
  - Medical Determined by the local Health Department (AERS)
- Subsidy can help with up to \$1056 a month
- Slots for the program are limited and there is a wait list.
- Please contact our office for a list of participating Providers.

# GUARDIANSHIP

# Guardianship Program

- Serves individuals 65 and older who have been adjudicated incompetent by the court
- Must be ordered by the Court to be Guardian of Person
- Responsibilities of the Guardian of Person :
- Establish and maintain an abode
- Provide for care (ie. Supervision, medical, personal)
- Make medical decisions
- On call 24/7 for emergencies and as needed
- The Office on Aging is not able to file for guardianship
- Public Guardianship is the guardian of last resort and not a concierge service



# INSURANCE ASSISTANCE:

STATE HEALTH INSURANCE PROGRAM (SHIP) &  
SENIOR MEDICARE PATROL (SMP)

# Senior Health Insurance Program (SHIP) and Senior Medicare Patrol (SMP)

- ▶ Assists Medicare beneficiaries and seniors in understanding their health insurance, medical bills, and rights
- ▶ Eligibility: Age 60 and over; or Medicare beneficiaries of any age
- ▶ Individual counseling and group presentations on Medicare issues, Medicare Supplemental Plans, Medicare Advantage Plans, Medical Assistance
- ▶ Assistance with billing questions and problems; with health care fraud and abuse; with denials, appeals, and grievances

# Fraud: Marketing Schemes

\* Summarized from [www.SMPResource.org](http://www.SMPResource.org)

Guidelines are in place to limit the ability of providers and suppliers to market equipment and supplies directly to beneficiaries. These marketing guidelines prohibit unsolicited direct contact with beneficiaries. Marketing of Medicare-covered items can only take place under one or more of the following three circumstances:

- ▶ The beneficiary has given written permission to be contacted
- ▶ The supplier is contacting the beneficiary about an item already provided
- ▶ The supplier has furnished one Medicare-covered item within the previous 15 months



# When working with beneficiaries...

## EDUCATE!

- Inform your clients about what scams look like
  - Soliciting phone calls asking for private information.
    - Solution: Hang up!
  - Unknown persons soliciting in senior housing or community settings.
    - Solution: NEVER disclose information to people going “door-to-door”
  - REMEMBER the 3 rules that govern Marketing for Medicare services:
    - The beneficiary has given written permission to be contacted
    - The supplier is contacting the beneficiary about an item already provided
    - The supplier has furnished one Medicare-covered item within the previous 15 months

## EMPOWER!

- Encourage beneficiaries to review their statements (Explanation of Benefits, or “EOB”s) regularly and report any charges for services they did not receive.
- Provide contacts to report abuse, such as Senior Medicare Patrol (SMP), Office of Inspector General (OIG), and CMS (Centers for Medicare and Medicaid Services), or the Harford County Office on Aging.

# Senior Health and Wellness Programs

# Program Background

Historically health and wellness initiatives were divided between Senior Center staff and Main Office staff.

January 2024:

Hired Health and Wellness Team to pull all initiatives within the senior community (Senior Centers, Senior Housing and Community at large) under one team.

This will allow for cohesive and goal-oriented programming across the board.

# Program Goals/Initiatives

- 1/2024, Gov. Wes Moore signed an Executive Order called Longevity Ready Maryland which will prioritize the well-being of older Marylanders.
- 2024 will welcome the highest number of Baby Boomers turning 65. Currently, more than one third of Maryland's population is over the age of 50.
- January 2024 Kick Off
  - 6 senior housing buildings
  - Yearly programming based on aspects of Blue Zones project
  - Addition of 2–3 new buildings by end of 2024

# Program Goals/Initiatives

- ▶ Senior Activity Centers
  - Monthly screenings
  - Quarterly health programming
  - Support community partnerships and other health initiatives within activity centers
- ▶ Connect seniors with needed resources and supports
- ▶ Promote community connection and individual purpose

# Contact Information

- Local

Harford County Office on Aging

410-638-3025

*www.harfordcountymd.gov/services/aging*

- State

Maryland Department of Aging

410-767-1100

*www.aging.maryland.gov or www.mdoa.state.md.us*

- Maryland Access Point

*www.marylandaccesspoint.info*