

Corning Healthcare District Report

Date: March 2023

NUMBERS SERVED

The Corning Healthcare District **Elder Services Program has provided service to 71 clients from January through March.** This number reflects in-person presentations and workshops, consultations, phone calls, referrals, and other kinds of informal help but does not reflect people contacted via special events.

HEALTH TALKS

Elaine continues to offer in person lunchtime talks at the Corning Senior Center where she shares health and safety information pertinent to seniors. Topics for this quarter were as follows:

- **January – Hypothermia**
- **February – Heart Health**
- **March – Speaker from the Disability Action Center**

Winter was in full swing in **January** and it was more severe than usual, so Elaine talked about Hypothermia at the **Corning Senior Center and again at Tehama Village.** The talk included a description of hypothermia, causes, symptoms, dangers, treatments, and prevention. Quality handouts were distributed and raffle prizes were offered at both sites.

February is Heart Month so Elaine discussed ways to keep your heart healthy as well as signs and symptoms of heart problems with special attention on the differences in heart attacks for men and women. She also discussed “silent” heart attacks, noting that diabetics are more prone to these and often there are only mild or even no symptoms, but the damage they do can be permanent so testing is advised. Elaine offered the talks at **the Corning Senior Center and Tehama Village.** Everyone received a goodie bag with a Valentine, some quality heart healthy chocolate, and some important information about heart health.

For **March**, Elaine responded to a special request from the Corning Senior Center Director and invited Carolyn Nava from the Chico office of the Disability Action Center to come to the Corning Senior Center to share some of the services and programs they offer at no cost to seniors.

FILE OF LIFE

Nothing to report.

HICAP

Elaine has made the difficult decision to give up Medicare counseling with the Health Insurance Counseling and Advocacy Program (HICAP). There are several reasons for this. After counseling for twelve years Elaine lost her state certification during the COVID lockdown. In order to maintain the certification, there is a required number of counseling and training hours that must be fulfilled each month. During the lockdown Elaine maintained the training schedule but satisfying the counseling requirements was not possible. The recertification process is demanding and Elaine essentially was required to start from scratch with no concession given for her years of experience. Recertification aside, HICAP counseling is not just counseling; it involves an excessive amount of paperwork, record keeping, and data entry. It is extremely labor-intensive and time consuming. Lastly, there have been many changes in the program, especially over the past couple of years. The program was rocked by the sudden death of Tim Sonnenburg in February 2020 and it never really recovered. Then came COVID. The resulting change in personnel and a reduced office staff ensured that support is almost non-existent even now that the lockdown has been lifted. Considering the amount of time and energy required by HICAP, Elaine believes that it has become more of a distraction than an enhancement to her work with the Corning Healthcare District and it is time to let it go. She will, however, continue to offer referrals as well as distributing HICAP materials at outreach events.

COMMUNITY OUTREACH

Elaine continues to represent the Corning Healthcare District at events and meetings that affect seniors including (but not limited to) the Elder Services Coordinating Council, the Diversity Advocacy Network: the California Food Alliance; and the Commission on Aging.

OTHER

- **Newsletter** – the **Spring edition** of the CHD Elder Services Newsletter was sent out in early March.
- **Facebook** – Elaine maintained the CHD Facebook page.
- Elaine made some **home visits** to check on and assist a senior in need

- Elaine ordered (for free from the Consumer Financial Protection Bureau), received, and delivered 8,000 disposable paper **placemats** to the Corning Senior Center.

Training and Professional Development *Jan/Feb/Mar*

California Department of Aging *Privacy & Information Security Awareness*

Training – Covered types of identity theft, responsibility for protecting personal, sensitive, and confidential information, how to implement and maintain fundamental security controls.

****NCLER** *Legal Basics: Supplemental Nutrition Assistance Program (SNAP)* – The Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp Program) is our nation's most effective and widest-reaching anti-hunger program, providing participants with a monthly benefit to purchase food and reducing overall food insecurity by as much as 30%. Older adults who participate in SNAP receive on average \$104 per month to help put food on the table. But more than half of older adults who qualify to receive SNAP are missing out on benefits—an estimated 5 million people in all. This training will explain the SNAP benefit with a focus on how it serves older adults, how to help clients access the program and receive the maximum benefit amount, and tips and strategies for overcoming access barriers. Participants in this free webcast will be able to: Understand who the SNAP program serves; Understand recent changes and the impact of the COVID-19 pandemic on SNAP eligibility and benefits; Identify barriers to enrollment that seniors face and ways to overcome those barriers; Outline the process to determine SNAP eligibility; and Identify common problems that may require an appeal.

Passages Caregiver Resource Center and the Alzheimer's Association *Healthy Living with a Positive Mindset* – Learn about science based recommendations for taking care of our brains and bodies which research has shown can reduce our risk of developing cognitive decline or dementia. The program will cover getting quality sleep, getting moving, eating healthy, challenging yourself, staying connected, having a healthy mindset. Get tips on how to make small changes to build healthier habits.

Consumer Financial Protection Bureau (CFPB) *Promising Practices from Successful Elder Fraud Prevention and Response Networks* – Learn how state-level

elder justice networks can effectively support locally based sub-networks, how networks can coordinate with the payments industry to spot and respond to exploitation, and more.

Justice in Aging *Using California's Home Safe Program to Get and Keep Older Adults Housed* – Home Safe is a program that provides housing services and resources for Adult Protective Services (APS) eligible clients who need to stabilize their current housing, find alternative safe housing, or get help to become housed. Home Safe is overseen by the CA Department of Social Services and administered at the county level. This one-hour webinar, *Using California's Home Safe Program to Get and Keep Older Adults Housed*, will cover the expanded eligibility and funding available for the Home Safe Program, and how APS eligible clients and those in the intake process can get a wide range of services and assistance to stabilize their housing. The training will focus on how counties should address housing needs of seniors who are at imminent risk of homelessness or currently unhoused, especially those with complex social and medical needs. There will be an opportunity to ask questions regarding county-level implementation and best practices involving multi-disciplinary partnerships and an embedded equity framework.

Consumer Financial Protection Bureau (CFPB) Elder Fraud Prevention and Response Networks Series *Recovering from Elder Financial Exploitation* – Learn about the *Recovering from Elder Financial Exploitation* report, a financial recovery framework explaining how and when older adults get money back after financial exploitation. Topics include identifying, reporting, and investigating elder fraud and returning funds to victims. Hector Ortiz and Lisa Schifferle from the CFPB's Office for Older Americans will share a recently-published report on that subject. In addition, Bonnie Olsen, Professor of Clinical Family Medicine at the Keck School of Medicine, University of Southern California, will discuss the emotional impact of elder financial exploitation and related materials.

*****SMP Medicare Home Health Coverage and Updates** – This webinar will review the services the Medicare home health benefit covers, including skilled nursing; physical, occupational, and speech therapy; medical social services; and home health aides, and also include an SMP fraud update.

Consumer Financial Protection Bureau (CFPB) – Combatting Elder Financial Exploitation. Learn how to use *Money Smart for Older Adults* instructor-led curriculum and resources. A joint program of CFPB and the Federal Deposit

Insurance Corporation (FDIC), Money Smart for Older Adults can be adapted in a variety of ways.

***NCLER** *Advance Planning Basics: An Overview for Advocates* – Older adults may wish to plan ahead for decision making if an accident or illness leaves them in need of support or assistance in making health care decisions or managing personal affairs. A lack of effective advance plans may also result in avoidable guardianship filings. Legal assistance, elder rights, and aging services advocates can help older adults understand the various types of advance planning tools and how best to choose trusted supporters. Careful selection of supporters increases the likelihood that the values and wishes of the person will guide the choices being made. This session will: Provide advocates with an overview of common advance planning tools, including powers of attorney, health care proxies, and supported decision-making agreements; Explore tools for describing personal goals, values and wishes to create guidance for decision support; Share strategies to help older adults select and empower trusted supporters for health care, personal and financial matters; Discuss how to share advance care plans when the documents are completed; and Identify legal aid and pro bono models to connect older adults to assistance with planning.

***NCLER** = National Center on Law and Elder Rights

****CDA** = State of California Department of Aging

*****SMP** = Senior Medicare Patrol in conjunction with any of the following: California Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse, Consumer Protection and Elder Justice, Elder Law & Disability Rights Center.

******NCOA** = National Council on Aging

*******CANHR** = California Advocates for Nursing Home Reform

INFORMATION AND REFERRAL

Elaine frequently receives inquiries regarding health issues and resources. She does not treat, diagnose, prescribe or give medical advice. She provides information only and practical assistance whenever possible, as well as referrals (not endorsements) to appropriate health service providers when necessary. Elaine has responded to requests for help by providing information and educational material on a variety of health-related topics. During the months included in this report, Elaine took inquires and requests from seniors needing

help or information on a variety of topics, including: Transportation; Caregiving; Housing; Advance Directives and POLST.

SUMMARY

During the months included in this report, Elder Services provided health and safety information and community outreach to seniors in Tehama County. In addition, networking was achieved, vital contacts made, and the public profile of the Corning Healthcare District was enhanced.

MISSION STATEMENT, VALUES AND OBJECTIVES

Through the above services, the Elder Services Program **fulfills the Mission Statement** of the Corning Healthcare District by bringing quality healthcare and human services related to health to the South County region in order to facilitate areas of unmet healthcare needs.

The Elder Services Program is based on care and compassion and **upholds the Values** of the Corning Healthcare District by offering feasible aspects of health service to the community. We believe in fairness, honesty and integrity.

Further, we **meet the Objectives** as stated in the Corning Healthcare District Policy Manual by addressing the health needs of the low income and elderly population of the South County area; by maintaining respectful communications with the Corning Healthcare District and with the clients we serve; by developing and maintaining a public relations program via media and outreach in the community; and by encouraging dialogue and participation from the public.

January Health Talk (Hypothermia)

Corning Senior Center

Photo courtesy of Karen Burnett Tehama Village



Raffle Prize Winner



Raffle Prize Winner

February Health Talk (Heart Health)

Corning Senior Center

Tehama Village



Raffle Prize Winner



Raffle Prize Winner

March Health Talk (Carolyn Nava from the Disability Action Center)





Senior Low Vision Support

This program currently serves individuals living in the following counties: Shasta, Siskiyou, Modoc, Lassen, Plumas, Tehama & Colusa counties.

Our program seeks to stimulate independent living, empowerment and full inclusion of older individuals who have low-vision or are blind.

To be part of the program you must:
be losing your sight or blind
be age 55 or older



OUR CORE SERVICES