

# Area Agency on Aging 'Highlights' for March 2021

## Livable Communities Development (LCD)

- At the March 17 COA meeting. Amy Carlini, Department of Family Services (DFS) Communications Director, reviewed and led discussion about the County's older adults webpage. Linda Hernandez-Giblin provided an update on the DFS Equity Impact Plan.
- The Commission on Aging (COA) will meet remotely on April 21. COA meetings are held from 1-3 PM on the third Wednesday every month, except August.

### LCD Reminders

- For more information about the **Think Tank Challenge** please visit: <http://bit.ly/FAS-Shark-Tank-TC> and <http://bit.ly/2021-FA-Think-Tank-CC>
- To sign up for the **Family Caregiver Webinar Series**, visit: <https://www.fairfaxcounty.gov/hscode/ereg/registration.aspx?groupid=1>
- **County's new Spanish-language COVID-19 Vaccination Registration | Health (fairfaxcounty.gov)** link: <https://bit.ly/3eFq2GF>
- **COVID-19 Spanish-language blog** can be found at: <https://bit.ly/3cC5fRE>
- At the March 16<sup>th</sup> Northern Virginia Aging Network (NVAN) meeting, Karen Hannigan, (Aging, Disabilities, and Caregiver Resources Supervisor), presented about Older Adult Bullying in Congregate Settings.
- At the request of Virginia Joint Commission on Healthcare staff, an NVAN committee is providing input on the "Strategies to support aging Virginians in their communities" Study Resolution. Jacquie Woodruff and Kristin Helfer Koester, (Virginia Insurance Counseling and Assistance Program), serve on the committee.
- The Congregate Nutrition Program continues to provide weekly emergency frozen meals to senior center participants during current senior center closures.
- On March 17, a caregiver webinar was offered on "Neuroplasticity and Living a Full Life Following a Stroke." **27** people attended the event. Recordings of the webinar were uploaded to our county website and YouTube channel: [Neuroplasticity and Living a Full Life Following a Stroke – Caregiver Webinar - YouTube](#)
- On March 26, a caregiver panel conversation was offered on Developmental Disabilities Resources During COVID-19. **63** people attended the event. Panelists included experts from Community Services Board (CSB), The Arc, Neighborhood and Community Services (NCS), and Disability Rights & Resources. The webinar recordings will be uploaded to the county's YouTube channel.
- During the month of March, **10** Caregiver Alert Notifications were sent via email, text messages, and voice communication methods. The notifications contained information on caregiver webinars, panel conversation, Caregiver Telephone Support Call, Chronic Disease Self-Management program, Diabetes Self-Management Program, Caring For You Caring For Me, how to safely dispose of unused medications, Turning Point Program, and Self-Directed Service Program. Currently, there are **735** subscribers.

- The caregiver column for the Golden Gazette included a tip of the month on how to access COVID-19 vaccine information and updates, caregiver webinar on Neuroplasticity, Caring For You Caring For Me, ElderLink Caregiver Telephone Support Call, Fairfax RECenter.
- The Fenwick Foundation Partnership supports family caregivers by providing free outside events and activity opportunities, such as tickets to theaters, plays, musicals, baseball games, and more. During COVID-19, the Fenwick Foundation has provided access to virtual live performances, as well as tickets to Meadowlark Botanical Gardens. The program accepts referrals from the Department of Family Services, senior centers, adult day health centers, and other county programs. The program currently has **21** participants.
- Planning has begun for the 35<sup>th</sup> Annual Northern Virginia Dementia Care Consortium (NVDCC) Caregiver's Conference. Gary Chapman has been booked as the guest speaker for 2021. Giuliana L. Valencia is the Chair of NVDCC.
- 50+ Community Ambassadors gathered in March for a session on mental wellness following the year anniversary of the COVID shutdowns. Special thanks to Commission on Aging Commissioner Phyllis Miller Palombi who offered insights and practical ideas to members. County resources related to the topic were shared with members.
- Linda Hernandez-Giblin met with the Long-Term Care Coordinating Council (LTCCC) COVID-19 Response subcommittee to discuss the 50+Community Ambassadors.
- Linda Hernandez-Giblin, along with Volunteer Solutions colleagues Jodi Smith and Jeannine Purdy, presented at the Virginia National Association of Social Workers (NASW) Conference. The session, "Two Ethical Codes: A Dynamic Duo for Social Work Practice," explored the intersections of the codes of ethics from the NASW and National Council for Certification in Volunteer Administration and offered practical applications in our current context, including the core value of equity.
- Linda Hernandez-Giblin previewed the County's new Spanish-language COVID-19 vaccine registration webpage launched to the public during March.
- The Residential Renovation & Repair Program (R&R) assisted one client in March with repair to her bathroom.
- The OT Consultation Program completed one home safety evaluation in March, recommending durable medical equipment to help the client remain safely in her home.

## ElderLink

- ElderLink is pleased to welcome Alicia Robrecht to the team! Alicia will be working with the Money Management program.
- ElderLink Telephone Support Call Caregivers are continuing to enjoy the ability to both hear and see other participants and the group facilitators over Zoom.
  - 04/13: **Using Humor as a Survival Tool**
  - 05/11: **Managing Advanced Care Planning and End of Life Decisions** – Guest Speaker: Robin Shultz, Dir. Inova Geriatrics
- Caregiver Education and Support
  - Upcoming class: *Caring for you, Caring for Me* has been scheduled for **Mondays, 05/03 – 06/07, 1-3pm**, via Zoom (no class on Memorial Day).
- ElderLink's Chronic Disease Self-Management Programming
  - Upcoming class: Virtual Diabetes Self-Management has been scheduled for **Thursdays, 05/13-06/17, 10am-12pm**, via Zoom.
- ElderLink's Fall Prevention Programming A Matter of Balance is ready for its virtual debut!
  - ElderLink's 1<sup>st</sup> virtual AMOB has been scheduled for **Wednesdays, 05/19-06/14, 1:30-3:30pm**, via Zoom.

## ElderLink Services and Events

- For online registration to participate in **ElderLink's Telephone Support Call** please visit: [www.tinyurl.com/CaregiverTSG](http://www.tinyurl.com/CaregiverTSG) or call the ElderLink intake line (703) 324-5374 for more information.
- For more information about **Caregiver Education and Support**, please contact Kristin Martin (703) 324-7577 or [Kristin.martin@fairfaxcounty.gov](mailto:Kristin.martin@fairfaxcounty.gov)  
To register for the upcoming class, visit: <https://tinyurl.com/CFYCFM4U>
- For more information about **Chronic Disease Self-Management Programming**, please contact Dianne Duke (703) 324-7721 or [Dianne.Duke@fairfaxcounty.gov](mailto:Dianne.Duke@fairfaxcounty.gov)  
To register for the upcoming class, visit: <https://tinyurl.com/DSMP123>
- For more information about **Fall Prevention Programming**, please contact Dianne Duke (703) 324-7721 or [Dianne.Duke@fairfaxcounty.gov](mailto:Dianne.Duke@fairfaxcounty.gov)  
To register for the upcoming class, visit: <https://tinyurl.com/AMOB123>
- ElderLink is still accepting **referrals** for all programs, including **options for Caregiver Support, Health and Wellness Classes, and Case Management Services**. Please refer community members to the ElderLink intake line at: (703) 324-5374.

## Northern Virginia Long-Term Care Ombudsman Program

Due to COVID-19, the Ombudsman Program has continued to adapt in the following ways:

- With the announcement of the revised visitation guidance from Centers for Medicare and Medicaid Services (CMS) and guidance from the Virginia State Long-Term Care Ombudsman, the Ombudsman Program will be reentering nursing and assisted living facilities to conduct onsite visitations starting in April. The Ombudsman Program is strategizing reentry plans for both ombudsman staff and ombudsman volunteers.
- Ombudsman staff continue to:
  - Advocate for long-term care recipients and provide consultation to long-term providers via phone and email
  - Remain informed and enhance their knowledge and skills on the evolving regulations and guidelines related to COVID-19 and long-term care services via webinars, readings, and consultations with relevant entities
- Ombudsman Program reached out to long-term care facilities in Fairfax County to invite long-term care residents and staff to participate in the 2021 Fairfax Area “Think Tank” COVID-19 Challenge. The Think Tank Challenge was announced by the Fairfax Area 50+ Technology Committee in response to the social isolation experienced by older adults and adults with disabilities during the pandemic restrictions.
- Ombudsman Program contributes a monthly short piece on the topic of long-term care in Fairfax County’s monthly newspaper for older adults called the “Golden Gazette.” March’s topic was on long-term care facilities discharges.
- Ombudsman Program’s virtual in-service training for ombudsman volunteers that was originally scheduled for February has been rescheduled to April. In-services are continuing education trainings for ombudsman volunteers and are held every other month. In-services focus on different topics and are opportunities for ombudsman volunteers to share their experiences and ideas.

### **The Ombudsman Program information**

- To subscribe to **Quarterly e-newsletter “The Update”** please visit:  
<https://www.fairfaxcounty.gov/familyservices/older-adults/subscribe-long-term-care-ombudsman-e-news>.

### **How to request a virtual outreach presentation**

The Ombudsman Program always welcomes the opportunity to educate the community about the program and promote quality of care and life for persons receiving long-term care services. To request a virtual outreach presentation, please contact the program via phone 703-324-5861 or by email:  
[nvltcop@fairfaxcounty.gov](mailto:nvltcop@fairfaxcounty.gov).

## Virginia Insurance Counseling and Assistance Program (VICAP)

## Data that drives the work:

- Phone intakes: **120**
- Completed contact cases: **255**  
(Note: This number includes one-on-one contacts and is based on what has been entered as of 4/2/2021.)
- Money saved (due to Medicare Part D (prescription drug) review, Patient Assistance Programs, Medicare Part B, appeals etc.) total: **\$46,115**
- Number of Events/Presentations: **1**
- VICAP is in the process of scheduling Medicare 101 presentations for 2021. VICAP held a Medicare 101 virtual presentation with Neighborhood and Community Services Virtual Center for Active Adults, Fairfax County Senior Centers on Tuesday, March 2, 2021. VICAP will conduct a virtual Medicare 101 presentation with Tysons-Pimmit Regional Library, Falls Church, VA on Tuesday, June 1, 2021, and with Neighborhood and Community Services Virtual Center for Active Adults, Fairfax County Senior Centers on Tuesday, July 13th, 2021.
- On Wednesday, June 23, 2021 from 3:00 to 7:00 p.m., VICAP will participate in a national online “Welcome to Medicare” fair conducted by the State Health Insurance Assistance Programs – Technical Assistance (SHIP-TA) Center. There will be presentations, pre-recorded educational videos, materials available for download, and virtual exhibits.
- The annual Medicare Open Enrollment Period ended Monday, December 7<sup>th</sup>.
  - Medicare General Enrollment Period ended March 31st.
  - Medicare Advantage Open Enrollment Period ended March 31st.

### VICAP Information

- For more information contact VICAP [dfsvicap@fairfaxcounty.gov](mailto:dfsvicap@fairfaxcounty.gov).
- **The VICAP website** features the October 2019 Medicare 101 webinar, a podcast, and an October 2020 Medicare 102 presentation. It also includes links to Medicare and COVID-19 information and a Senior Medicare Patrol Consumer Fraud Alert for COVID-19. <https://www.fairfaxcounty.gov/familyservices/older-adults/virginia-insurance-counseling-and-assistance-program>

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## Nutrition Unit

- Meals On Wheels (MOW) continues to operate on a weekly delivery model as part of the COVID-19 response. Clients receive a week’s worth of meals delivered directly.
- Nutrition Unit continues to provide MOW services to eligible adults over age 60 or adults over age 18 with disabilities who are newly homebound and electing to self-quarantine in response to the pandemic. New MOW clients are being placed on a weekly flash frozen delivery route that is delivered on Mondays

### How to Request Meals

- Call 703-324-5409, TTY 711 to request service, make a referral or get more information.
- Family members, caregivers, friends, and medical professionals can make referrals.
- A social worker will call to conduct an assessment to determine eligibility.
- For more information visit: <https://www.fairfaxcounty.gov/familyservices/older-adults/fairfax-area-meals-on-wheels>

## Volunteer Solutions

Data that drives the work:

- Inquiries to becoming a volunteer: **84**
- Total volunteers became active in a program: **12**
- New client referrals: **2** (virtual social visiting)
- Facebook Followers: **1,811**
- In honor of National Virginia's Severe Weather Awareness Week, Volunteer Solutions shared information and resources with volunteers to help them be prepared in case of an emergency.
- On March 27<sup>th</sup>, 2021, Jeannine Purdy and Jodi Smith along with Linda Giblin-Hernandez, hosted an interactive workshop at the Northern Association of Social Workers- Virginia Chapter (NASW VA) titled *Two Ethical Codes: A Dynamic Duo for Social Work Practice*. The workshop discussed how both the Council for Certification in Volunteer Administration's (CCVA) 5 core values and ethical principles complement and enhances social workers' personal and professional growth and work on micro and/or macro levels. The workshop had **44** attendees.
- Volunteer Solutions extended the Virtual Social Visitor program to the Home Base Care and Caregiver participants.

### Upcoming Events Involving Volunteer Solutions:

- Check out the **Volunteer Solutions Caring Community Updates** to stay up to date on the latest happenings to include Volunteer Spotlights, upcoming events, and more: <https://www.fairfaxcounty.gov/familyservices/older-adults/volunteer-solutions/caring-community-e-news>
- Check Volunteer Solutions out on **Facebook**: <https://www.facebook.com/fairfaxcountyvolunteersolutions>

## Aging Disability Caregiver Resource Intake Line Statistics March 2021

<b>APS, Reports Received</b>	<b>277</b>
<b>CCC+/ALF screenings, info only</b>	<b>180</b>
<b>Nutrition/MOW</b>	<b>163</b>
<b>Adult Services Referrals Sent</b>	<b>142</b>
<b>ADCR Consultation</b>	<b>109</b>
<b>Benefits</b>	<b>87</b>
<b>APS, info only</b>	<b>78</b>
<b>Housing</b>	<b>56</b>
<b>Medical/Dental</b>	<b>54</b>
<b>Adult Services, info only</b>	<b>54</b>
<b>Home Based Care, Info Only</b>	<b>44</b>
<b>Transportation</b>	<b>41</b>
<b>Coordinated Services Planning</b>	<b>30</b>
<b>VICAP</b>	<b>24</b>
<b>Assisted Living</b>	<b>23</b>
<b>Home Repair</b>	<b>23</b>
<b>Employment/Training</b>	<b>22</b>
<b>Mental Health/Substance Abuse</b>	<b>19</b>
<b>Home Care Registry</b>	<b>19</b>
<b>Burial/Cremation</b>	<b>18</b>
<b>Financial</b>	<b>18</b>
<b>Disability Services</b>	<b>17</b>
<b>Ombudsman</b>	<b>17</b>
<b>Legal Services</b>	<b>17</b>
<b>Tax Administration</b>	<b>16</b>
<b>Other</b>	<b>12</b>
<b>Volunteer</b>	<b>10</b>
<b>Nursing Home</b>	<b>9</b>
<b>Durable Medical Equipment</b>	<b>9</b>
<b>Health and Wellness Programs</b>	<b>8</b>
<b>Caregiver Support</b>	<b>8</b>
<b>ElderLink</b>	<b>8</b>
<b>Social Security</b>	<b>6</b>
<b>Golden Gazette</b>	<b>4</b>
<b>Respite</b>	<b>4</b>
<b>Domestic Violence/Victim Witness</b>	<b>3</b>
<b>N2N Grocery and Medication Pick up</b>	<b>3</b>
<b>Adult Day Healthcare</b>	<b>3</b>
<b>Fuel/Cooling Assistance/Fan Care</b>	<b>1</b>
<b>Intellectual Disability Resources</b>	<b>1</b>
<b>TOTAL</b>	<b>1,637</b>