

Area Agency on Aging ‘Highlights’ for April 2021

Livable Communities Development

- At the April 21 COA meeting, Karen Hannigan, Aging, Disability, and Caregiver Resources (ADCR) Supervisor, presented on “Older Bullying in Congregate Settings—What can be done to reduce it?” She also discussed feedback from the ADCR hotline’s pandemic experience.
- The Commission on Aging (COA) will meet remotely on May 19. COA meetings are held from 1-3 PM on the third Wednesday every month, except August.
- COA Chair Carolyn Sutterfield, on behalf of the COA, testified via video at the April 14 BOS FY 2022 Advertised Budget Hearing.
- Jacquie Woodruff facilitated the April 20th legislative brainstorming session for the Northern Virginia Aging Network (NVAN). At the May 18 NVAN meeting, participants will vote for legislative and budget priorities for the 2022 NVAN legislative platform.
- The Adult Day Health Center Food Services RFP was awarded to Jeffery’s Catering in April 2021. Currently all Adult Day Health Centers remain closed due to the COVID-19 pandemic.
- On April 21, a caregiver webinar was offered on “*Carrying out Caregiving: Checklist for Family Caregivers.*” **33** people attended the event. Recordings of the webinar were uploaded to our county website and YouTube channel: [Carrying Out Caregiving — Checklist for Caregivers \(Caregiver Webinar\) - YouTube](#)
- On April 23, Giuliana L Valencia conducted a presentation to the Millennial Ambassadors about family caregiver resources. **15** people were in attendance.
- Giuliana L Valencia is partnering with Volunteer Solutions to coordinate a new Virtual Social Visitor Program for Family Caregivers. Giuliana will assist with outreach and resources.
- During the month of April, **8** Caregiver Alert Notifications were sent via email, text messages, and voice communication methods. The notifications contained information on Fairfax-At-Home, caregiver webinars, Neighborhood and Community Services- IT Solutions for older adults, Caregiver Telephone Support Call, Adult Day Health Care Fall risk quiz, COVID-19 vaccine information, Wellness Resources, and Drug Take Back day. Currently, there are **747** subscribers.
- The caregiver column for the Golden Gazette included a tip of the month on how and why to access a caregiver consultation, caregiver webinar on *Carrying Out Caregiving: Checklist for Family Caregivers*, Caregiver Telephone Support Call, Fairfax County Library: Access Services, and the Caregiver Alert Notifications.
- 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 35th Annual Northern Virginia Dementia Care Consortium (NVDCC) Caregiver’s Conference. Steve Gurney from Positive Aging Sourcebook has been hired to provide hosting services. Giuliana L. Valencia is the Chair of NVDCC.
- Linda Hernandez-Giblin, along with Volunteer Solutions colleague Jeannine Purdy, participated in Volunteer Alexandria’s session on an allyship and equity related to volunteerism.
- Linda Hernandez-Giblin hosted a virtual Dementia Friends session with COA Commissioner Diane Watson and Allegra Joffe on April 21.
- The OT Consultation Program completed one home safety evaluation in April, recommending durable medical equipment to help the client remain safely in her home.
- Livable Communities Development programs will continue to serve older adults within the AAA’s newly realigned structure.

Livable Communities Development (LCD) Celebrating a Decade of Vibrant Community Support (July 2011- April 2021)



Congregate Nutrition

Ensuring **healthy and accessible meals, socialization, and nutrition education** at 26 meal sites, in addition to **nutrition counseling options**

Nutrition and Socialization
Participants at senior centers, adult day health care, senior housing sites, and diverse meal programs

- Cooking demonstrations and grocery store tours on channel 16
- 2 Korean and 1 Vietnamese Congregate Nutrition pilots
- 2 Food pantry partnership program meal sites to provide underserved low-income food insecure older adults with a monthly class and meal

2,269,012 meals provided



Family Caregiver Support

Supporting family caregivers (recognized as essential by AAA since 2000)

Education and Resources

Family caregivers

- In-person and virtual seminars and webinars
- National Family Caregiver Month (November) proclamations, luncheons, education, leadership for annual Northern Virginia Dementia Care Consortium Caregivers Conference
- Caregiver Alert Notifications for 749 subscribers

Nearly 200 Seminars and Webinars provided



Assisted Transportation

Providing caregiver respite through transportation for older adult family members or adults with disabilities

Transportation with Personal Assistance

Family caregivers and older adults who are Adult & Aging clients

- Through-the-door assistance with transportation
- Personal assistance as part of ride package, including at doctor’s office and grocery stores
- COVID-19 Transportation for Groceries, Medications, and Immunizations

Nearly 5,000 round trips provided to older adults, and 17,500 hours of respite to their family caregivers



Community and Multicultural Outreach and Engagement

Engaging **multicultural and diverse older adults and caregivers, communities, and community partners**

Inclusion and Partnership

Multicultural and diverse older adults, caregivers, communities, and partners

- 50+ Community Ambassadors networking, resource-sharing, and linking AAA with their networks of neighbors, clubs, HOAs, faith communities, and non-profits
- Dementia Friendly Fairfax initiative launch and trainings for more than 250 Dementia Friends
- Partnership with Engage Fairfax countywide engagement workgroup

90 50+ Community Ambassadors



Person-Focused Contract Support: Home, Assistive Equipment and Legal Services

Ensuring contract implementation focusing on needs of individuals, including **assistive and durable medical equipment, home modifications and repair, and elder law services**

Assistance with personal, home safety, and legal needs

Older adults and adults with disabilities who are Adult & Aging clients

- Discretionary Funds and Reno & Repair purchases ranging from bath chairs and grab bars to major plumbing work
- Expansion of Occupational Therapy Consults and Reno & Repair program to Kinship Care Unit
- Legal Services of Northern Virginia counseling for over 17,789 hours for older adults across the county, with special emphases on underserved communities

Discretionary Funds have provided nearly 600 assistive items



Board Support

Supporting the **Fairfax Area Commission on Aging and the Board of Supervisors Older Adults Committee**

Advisory Support

Fairfax Area Commission on Aging and Board of Supervisors

- First Fairfax 50+ Plan (2007 – 2013) with age-related initiatives from all County departments
- 2014 BOS 50+ Community Action Plan developed with community input from 800 residents in 15 community forms
- 50+ Community Action Plan initiatives related to long-range planning, services for older adults and family caregivers, safe and health community, community engagement, transportation, and housing

31 50+ Community Action Plan Initiatives developed



Legislative and Advocacy Analysis and Education

Collaborating with the **Northern Virginia Aging Network (NVAN)**

Legislative Liaising

DFS Senior Policy Team and NVAN, a regional network of the Commissions on Aging and Area Agencies on Aging of Alexandria, Arlington, Fairfax, Loudoun, and Prince William, and regional service and advocacy organizations

- Annual NVAN legislative platform development and presentation at breakfast with average of 200 attendees
- Annual General Assembly bills based on NVAN legislative and budget priorities
- Some related bills passed into law most years

Average of 20-40 Virginia Senators and Delegates at annual NVAN Legislative Breakfast

ElderLink

- ElderLink's Fall Prevention Programming
 - ElderLink's 1st virtual A Matter of Balance via Zoom is scheduled for Wednesday, 05/19-06/14, 1:30-3:30pm.
 - New falls prevention program on the horizon!

As a result of the Department for Aging and Rehabilitative Services (DARS) being awarded a new falls prevention grant, ElderLink will be adding *Bingocize* to its Health and Wellness umbrella.

Bingocize is an evidenced-based program developed by Western Kentucky University Center for Applied Science in Health & Aging. The program combines a bingo-like game with exercise, fall reduction and health education. Stay tuned for additional developments.
- ElderLink's Chronic Disease Self-Management Programming
 - Upcoming class: Virtual Diabetes Self-Management has been scheduled for Thursday, 05/13-06/17, 10am-12pm, via Zoom.
- ElderLink Telephone Support Call
Upcoming calls:
 - 5/11: Managing Advanced Care Planning and End of Life Decisions – Guest Speaker: Robin Shultz, Dir. Inova Geriatrics
 - 06/08: Maintaining Relationships While Caregiving

ElderLink Services and Events

- For online registration to participate in **ElderLink's Telephone Support Call** please visit: www.tinyurl.com/CaregiverTSG or call the ElderLink intake line (703) 324-5374 for more information.
- For more information about **Chronic Disease Self-Management Programming**, please contact Dianne Duke (703) 324-7721 or 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
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 resumed onsite visitations to nursing facilities and assisted living facilities in April. Ombudsman staff are returning to facilities before Ombudsman volunteers.
 - Ombudsman Program's reentry into long-term care facilities has resulted in a large surge of requests for assistance from the Ombudsman Program.
 - Ombudsman staff continue to:
 - Advocate for long-term care recipients and provide consultation to long-term providers
 - 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's virtual in-service training for Ombudsman volunteers in April was on the topic of bullying and older adults in long-term care facilities. The next virtual in-service will be in June. 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.
- 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". April's topic was on resident councils in long-term care facilities.
- Ombudsman Program published the April-June 2021 issue of the Ombudsman Program's quarterly e-newsletter called "The Update."

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.

Nutrition Unit

- In honor of Older Americans Month, Fairfax County will be using CARES Act Funds to send one additional weekend meal to Meals On Wheels (MOW) clients for each week during the month of May. The theme for Older Americans Month this year is "Communities of Strength." The Nutrition Unit would like to recognize the part our clients play as thriving members of our County in making our community stronger.
- Meals On Wheels (MOW) continues to operate on a weekly delivery model as part of the COVID-19 response. Prior to the pandemic, our regular MOW clients received meals delivered 3 days per week by volunteers. Clients now receive a week's worth of meals delivered directly on a weekly basis.
- 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>

Virginia Insurance Counseling and Assistance Program (VICAP)

- Data that drives the work:
 - Phone intakes: **111**
 - Completed contact cases: **196**
(Note: This number includes one-on-one contacts and is based on what has been entered as of 5/4/2021.)
 - Money saved (due to Medicare Part D (prescription drug) review, Patient Assistance Programs, Medicare Part B, appeals etc.) total: **\$26,347**
 - Number of Events/Presentations: **0**
- VICAP is in the process of scheduling Medicare 101 presentations for 2021. We will conduct a virtual Medicare 101 presentation with Tysons-Pimmit Regional Library, Falls Church, VA on Tuesday, June 1st, 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 7th.
 - 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
- **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>

Volunteer Solutions

- Data that drives the work:
 - Inquiries to becoming a volunteer: **64**
 - Total volunteers became active in a program: **9**
 - New client referrals: **1** (virtual social visiting)
 - Facebook Followers: **1,822**
- Volunteer Solutions recognized volunteers virtually during National Volunteer Week via Facebook. Certificates and gifts of appreciation were sent to volunteers. Trina Mayhan-Webb, Division Director of Adult and Aging Services in the Department of Family Services, sent volunteers a very special thank you message in the [Caring Community e- newsletter](#).
- Volunteer Solutions offered vetted volunteers the opportunity assisting with an important initiative which supports our Adult & Aging clients in Fairfax County. **48** volunteers are assisting by calling clients to discuss information about personal emergency preparedness, to include emergency kits, plans, and signing up to receive local emergency alerts.
- The IT On Call Program resumed in-person FREE IT assistance.
- Helping Hands Program begins to accept yard work referrals.
- On April 21st, Nadia Hoonan, along with RSVP, hosted a webinar titled *An Insider's Guide to Fun-Filled and Meaningful Volunteer Experiences*. **43** individuals attend the event.
- On April 26th, the Virtual Social Visitor Program was extended to Fairfax Area family caregivers.
- Congratulations to Diane Watson! She was chosen as the Community Champion for Jeffrey McKay, Chairman At Large, for the 2021 Fairfax County Volunteer Service Awards.
- Meals on Wheels Group Coordinators received an honorable mention at the 2021 Fairfax County Volunteer Service Awards in the non-competitive #StrongerTogether category to honor their help during the COVID-19 pandemic crisis.

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 April 2021

APS, Reports Received	268
CCC+/ALF screenings, info only	194
Nutrition/MOW	192
Adult Services Referrals Sent	152
ADCR Consultation	130
Benefits	80
Adult Services, info only	80
APS, info only	79
Housing	70
Home Based Care, info only	41
VICAP	33
Medical/Dental	28
Transportation	27
Burial/Cremation	24
Legal Services	22
Coordinated Services Planning	20
Nursing Home	19
Assisted Living	15
Elderlink	15
Home Care Registry	15
Disability Services	14
Ombudsman	14
Home Repair	12
Mental Health/Substance Abuse	10
Health and Wellness Programs	9
Employment/Training	9
Tax Administration	8
Other	8
Financial	8
Durable Medical Equipment	8
Caregiver Support	8
Respite	8
Social Security	8
Adult Day Healthcare	7
Golden Gazette	6
Volunteer	6
Intellectual Disability Resources	5
N2N Grocery and Medication Pick up	5
Domestic Violence/Victim Witness	3
Senior Centers/Recreation	3
Fuel/Cooling Assistance/Fan Care	2
Police Emergency/Non-Emergency	1
TOTAL	1,666