

Area Agency on Aging Highlights for November 2021

Fairfax County Services for Older Adults | Family Services
Golden Gazette | Family Services (fairfaxcounty.gov)

Legislative and Boards

Highlights

Board of Supervisors Proclamation – November Family Caregivers Month– is available at November 09, 2021 Board of Supervisors (fairfaxcounty.gov)

6th Annual “Shark Tank” Technology Challenge, please visit: Fairfax Area Student “Shark Tank” Technology Challenge | Family Services (fairfaxcounty.gov)

Important dates:

- Initial Proposal Due Date: Friday, December 17, 2021.
- Full Project Submission Due Tuesday, February 22, 2022.
- Shark Tank Event – April 2022.

- On November 9th, Supervisor Herrity and the Board of Supervisors (BOS) proclaimed November Family Caregivers Month. Sharron Dreyer, Commission on Aging Lee District Commissioner, received the proclamation and provided remarks on the behalf of the COA.
- At the Northern Virginia Aging Network (NVAN) meeting on November 16, Rachael Wonderlin, Dementia By Day, presented “Fresh Techniques for Dementia Care Communication.”
- The Fairfax Area Commission on Aging (COA) will meet virtually on Wednesday, December 15th. Volunteer Solutions staff will continue the discussion about current and developing Area Agency on Aging (AAA) initiatives to address social isolation. The COA will brainstorm about their workplan for a SWOT analysis to support the SHAPE the Future of Aging Plan development
- At the November 23rd BOS Legislative Committee meeting, the BOS directed staff to add language to the Human Services Issue Paper in support of improving quality long term care in Virginia’s skilled nursing facilities. They also directed staff to monitor for the introduction of legislation during the 2022 GA session in order to bring relevant bills back to the Board for consideration at Legislative Committee.

Virginia Insurance Counseling and Assistance Program (VICAP)

- Data that drives the work:
 - Phone intakes: **249**
 - Completed contact cases: **542** (Note: This number includes one-on-one contacts and is based on what has been entered as of 12/3/2021.)
 - Money saved in September 2021 (due to Medicare Part D (prescription drug) review, Patient Assistance Programs, Medicare Part B, appeals etc.) total: **\$107,701**.
 - Number of Events/Presentations: 7

VICAP Information

- For more information, contact VICAP dfsvicap@fairfaxcounty.gov
- **The VICAP website** features the October 2021 Medicare 101 and Medicare 102 presentation webinars, and a podcast. 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>

- The DFS VICAP email account was created as another way for individuals to contact the VICAP office. The email address is dfsvicap@fairfaxcounty.gov.
- VICAP has scheduled **17** Medicare 101 presentations for Fall 2021. Information on these events was advertised in the Golden Gazette and Fairfax County's online Older Adults Events Calendar.
- The annual Medicare Open Enrollment Period is October 15th through December 7th.
 - Medicaid Commonwealth Coordinated Care Plus (CCC Plus) open enrollment is October 1st through December 31st.
 - Medicaid Medallion 4.0 open enrollment is November 1st through December 31st.
 - Federal Marketplace/Affordable Care Act (ACA) open enrollment is November 1 through January 15th.
 - Federal Employees Health Benefits Program (FEHBP) open enrollment is November 8th through December 13th.
 - TRICARE (military) open enrollment season is November 8th through December 13th.
 - Medicare General Enrollment Period is January 1st through March 31st.
 - Medicare Advantage Open Enrollment Period is January 1st through March 31st.
- VICAP's client base is **185,000** county residents. VICAP is staffed by **2** full-time employees and some volunteers, and is hiring for a part-time position.

Volunteer Solutions

- Data that drives the work:
 - Inquiries to becoming a volunteer: **100**
 - Total volunteers became active in a program: **4**
 - New client referrals: **43**
 - IT On Call referrals: **1**
 - Facebook Followers: **1,865**
- Volunteer Solutions recruited and managed **133** volunteers to participate in the pilot Thanksgiving Meal Delivery Project on Tuesday, November 23rd. In total **640** meals were prepared and delivered to clients and community members. Meals on Wheels clients received **543** meals, Congregate participants received **78** meals and Insight Memory Care participants received **19** meals.
- Volunteer Solutions' volunteer, Lance Beets, was honored by the Federation of Citizens Association on November 14th, 2021, for his outstanding service to older adults, adults with disabilities, and caregivers in our community. Lance has volunteered over **1,200** hours to this population throughout his volunteer career with Volunteer Solutions.
- **Twenty** Volunteer Solutions' volunteers delivered personal care packages to **54** Meals on Wheels recipients throughout the Fairfax area.

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>

- Volunteer Solutions' IT-On Call volunteers provided technical assistance to support the Northern Virginia Dementia Care Consortium.
 - On November 30th, 2021, the Community Services Board provided a virtual Mental Health First Aid Adults training to **19** Volunteer Solution's volunteers.
-

Nutrition: Meals on Wheels

- The Nutrition Unit completed a Thanksgiving meal delivery pilot in partnership with Volunteer Solutions and several community-based organizations to provide a special holiday meal delivery this year. This project started with a collaboration between the following Community Based Organizations (CBOs): Western Fairfax Christian Ministries, ECHO, United Community, Lorton Community Action Center, Food for Others and Cornerstones. The CBOs provided a box that included a freshly prepared Thanksgiving meal, refrigerated items and non-perishable items. Volunteer Solutions provided **133** volunteers who both called clients the weekend before the delivery and delivered **543** Thanksgiving meals to MOW clients on Tuesday, November 23rd to clients.
- The Nutrition Unit continues to provide MOW services to eligible adults over age 60 or adults over age 18 with disabilities who elect to self-quarantine due to the pandemic.

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/family-services/older-adults/fairfax-area-meals-on-wheels>

Nutrition: Congregate Meals

- On November 1, 2021, Genuine Food Lab, LLC started serving meals to Herndon Senior Center and Herndon Adult Day Health Centers. Participants are delighted that meals are being prepared on-site in the commercial kitchen again. The kitchen was closed in March 2020 due to the pandemic.
- The Congregate Nutrition Program continues to provide nutritious meals and opportunities for socialization and recreation to county residents aged 60 and over at Fairfax County Senior Centers and Adult Day Health Centers.

ElderLink

- Health and Wellness.
 - ElderLink's Health and Wellness classes include Chronic Disease Self-Management, A Matter of Balance, Bingocize, and Walk with Ease.
- Caregiver Support.
 - ElderLink, in collaboration with Rosalyn Carter Institute for Caregivers, offered **4** virtual Caring for You, Caring for Me sessions.
 - **100%** of participants would recommend this program to a friend or relative, with a patient satisfaction score of **89%**.
 - ElderLink Caregiver Support Call Upcoming calls:
Thursday 12/14, *Caregiver Self-Care for Caregivers*
 - Stay tuned for the *2022 Caregiver Support Call* topics, with guest speakers from the Department of Family Services, Cherry Blossom PACE, and Inova Health System.

ElderLink Services and Events

- For online registration to participate in **ElderLink's Caregiver Support Call**, please visit: www.tinyurl.com/CaregiverTSG or call the ElderLink intake line (703) 324-5374.
- 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.

Caregiver

- On Wednesday, November 17, *Self-Care for Caregivers*- caregiver webinar was held. **32** people attended the event.
- On Friday, November 5, *The Caregiving Journey: A Panel Conversation with Family Caregivers* was held. **38** people attended the event.
- During the month of November **8** Caregiver Alert Notifications were sent via email, text messages, and voice communication methods. The notifications contained information on Virtual Diabetes Self-Management Program series, Caregiver Webinar on Self-Care, Flu Vaccines, Covid-19 Holiday safety tips, low-cost pet rabies clinic, Dementia Friend information sessions, and the Caregiver Telephone Support Call. Currently, there are **846** subscribers.
- The caregiver column for the Golden Gazette included a message about the National Family Caregivers Month, Caregiver Webinar: Self-Care for Caregivers, Dementia Friendly Fairfax Sessions, The Caregiving Journey: A Panel Conversation with Family Caregivers, Adapted Recreation Programs for Customers with Disabilities, NVDC Caregiver's conference: *Caregiving as Memories Fade*, and INOVA Medical House Calls.

Caregiver Important Information

- **Past Caregiver Webinars** are available on:
Self-Care for Caregivers
<https://youtu.be/ozRrBczSIOU>
The Caregiving Journey: A Panel Conversation with Family
https://youtu.be/t6LGv_qj8cU
To access a **playlist of 2021 Caregiver webinars**:
<https://bit.ly/PlayListCaregiverWebinars>
- New webpage for National Family Caregivers Month & recording of Mature Living Episode: Caregiving Around the Clock are available at <https://bit.ly/National-CaregiversMonth>

- The monthly Caregiver Webletter was emailed this month to **671** people. The Webletter contained information on the following: message and link to November's National Family Caregivers Month webpage, Self-Care for Caregivers' Webinar, Caregiver Alert Notifications, Caregiver Telephone Support Call, Virtual Diabetes Self-Management Program Workshop Series, Animal Shelter Community Assistance, 35th Annual Caregiver's Conference: *Caregiving as Memories Fade*, In-Person Chronic Disease Self-Management Program, VICAP training sessions, Dementia Friendly Fairfax Sessions; and Adapted Recreation Programs for Customers with Disabilities.
- The 35th Annual Caregiver Conference, *Caregiving as Memories Fade*, was held virtually on Monday, November 9 to Wednesday, November 11 from 10:00 AM – 12:30 PM. There were **321** attendees.
- In November, the caregiver unit received **4** phone calls from family caregivers seeking information about educational programs, support groups, and other supportive services in Fairfax.
- In November, staff provided information to **2** Assisted Livings in Fairfax County about family caregiver programs, resources, ADCR grip cards, Golden Gazette's and Aging Well publication for the public.
- 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. Currently, The Fenwick Foundation is providing access to virtual and in-person events, such as dental webinars, soccer games, holiday events, holiday light shows, live music events and more. The program accepts referrals from the Department of Family Services, adult day health centers, and other county programs. The program currently has **21** participants.
- Caregiver staff attended the Dementia Friendly Fairfax (DFF) task force meeting and co-hosted a Dementia Friends Information Session on November 13th for **3** community members. Staff shared Fairfax AAA resources.
- Senior Express provided **38** round-trip rides to **14** unduplicated clients, and **79** hours of respite to their family caregivers for the month of October.
- The Covid Grocery & Medication Assisted Transportation program provided **9** round-trip rides to **6** unduplicated clients for the month of October.
- The Discretionary Funds, which provide durable medical equipment and adaptive equipment to clients who need financial help, aided **1** clients/caregivers, providing **2** items in October.
- The Residential Repair & Renovation Program (R&R) helps seniors 60 years of age or older remain safely in their home by providing home modifications. R&R completed **two** jobs in November - **one** plumbing repairs and the other was an assessment on a client's furnace that was not working. Currently, there are **three** R&R jobs in process – a new boiler, installation of grab bars & fixing a faucet and installation of a hand-held shower head.
- The Occupational Therapist (OT) Consultation Program sends out an OT to perform a home safety evaluation for A&A clients who have a need for such an evaluation. There were **3** clients who received an in-home evaluation in November.

Northern Virginia Long-Term Care Ombudsman Program

- Ombudsman staff and ombudsman volunteers continue to conduct onsite visits to nursing facilities and assisted living facilities.
- Increased requests for assistance from the Ombudsman Program have continued since ombudsmen reentry into long-term care facilities.
- Ombudsman Program's next virtual in-service training for ombudsman volunteers was rescheduled from October to November. 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 staff completed the Certified Eden Associate Training with The Eden Alternative and are now Certified Eden Associates. The Eden Alternative is "dedicated to creating quality of life for Elders and their care partners, wherever they may live". The 11-week virtual training is "the most widely practiced, comprehensive approach to person-directed care" and "has been proven to offer practical tools, resources, and inspiration that empower individuals and teams to initiate and maintain effective change".
- 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". November's piece was on Ombudsman Program services.
- Ombudsman staff attended the virtual 2021 Consumer Voice Annual Conference. Consumer Voice is the leading national voice representing residents in issues related to long-term care, helping to ensure that residents are empowered to advocate for themselves. The conference is an opportunity to get the latest policy updates from federal experts, hear the voice of long-term care residents, connect with advocates nationwide, learn about best practices, and gain skills for systems and individual advocacy.

The Ombudsman Program information

- New ombudsman volunteers from 3-Day Fall 2021 New Ombudsman Volunteer Training continue to be "placed" throughout long-term care facilities in Northern Virginia. If you are interested and/or know of anyone interested in becoming an **ombudsman volunteer to advocate for residents in long-term care facilities**, please contact the Ombudsman Program via phone 703-324-5861 or email nvltcop@fairfaxcounty.gov.

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 an online or in-person outreach presentation, please contact the program via phone 703-324-5861 or by email: nvltcop@fairfaxcounty.gov.

Aging Disability Caregiver Resource Intake Line Statistics November 2021

| | |
|--|--------------|
| Nutrition/MOW | 256 |
| APS, Reports Received | 241 |
| ADCR Consultation | 174 |
| Adult Services Referrals Sent | 162 |
| CCC+/ALF screenings, info only | 146 |
| APS, info only | 94 |
| Benefits | 92 |
| Adult Services, info only | 87 |
| Housing | 74 |
| Transportation | 67 |
| Home Based Care, info only | 52 |
| VICAP | 51 |
| Coordinated Services Planning | 48 |
| Burial/Cremation | 46 |
| Home Care Registry | 39 |
| Medical/Dental | 33 |
| Assisted Living | 23 |
| Elderlink | 16 |
| Mental Health/Substance Abuse | 14 |
| Ombudsman | 13 |
| Durable Medical Equipment | 12 |
| Disability Services | 12 |
| Employment Training | 12 |
| Nursing Home | 11 |
| Legal Services | 11 |
| Caregiver Support | 10 |
| Environmental Services | 9 |
| Home Repair | 9 |
| Other | 7 |
| Adult Day Healthcare | 7 |
| Domestic Violence/Victim Witness | 6 |
| Health and Wellness Programs | 6 |
| Financial | 6 |
| Senior Centers/Recreation | 5 |
| Respite | 5 |
| Intellectual Disability Resources | 5 |
| Golden Gazette | 5 |
| Police Emergency/Non-Emergency | 4 |
| Fuel/Cooling Assistance/Fan Care | 3 |
| Tax Administration | 3 |
| TOTAL | 1,780 |