

# Area Agency on Aging Highlights for March 2022

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

## Legislative and Boards

### Highlights

- For more **Community Assessment Survey for Older Adults (CASOA)** information, and videos in multiple languages, please visit Community Assessment Survey for Older Adults: Help Plan for a More Aging Friendly Community | Topics (fairfaxcounty.gov)

- The Fairfax Area Commission on Aging (COA) will meet virtually on Wednesday, April 20th. Staff from the Department of Planning and Development and the Department of Housing and Community Development, along with a Planning Commissioner, will share their expertise in a discussion about older adult housing.
- The Community Assessment Survey for Older Adults (CASOA) has been released into the community. The data from this survey will inform our SHAPE the Future of Aging strategic plan. Randomly-selected adults – age 50 and over – will receive survey materials in the mail. Anyone who doesn't receive an official CASOA survey will have opportunity to provide feedback through public participation options which will be available later in the fall.

## Virginia Insurance Counseling and Assistance Program (VICAP)

- Data that drives the work:
  - Phone intakes: **144**
  - Completed contact cases: **406** (Note: This number includes one-on-one contacts and is based on what has been entered as of 3/31/2022.)
  - Money saved (due to Medicare Part D (prescription drug) review, Patient Assistance Programs, Medicare Part B, appeals, etc.) total: **\$65,704.**
  - Number of Events//Presentations: **1**

### VICAP Information

- For more information, contact VICAP [dfsvicap@fairfaxcounty.gov](mailto: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>
- VICAP is in the process of scheduling Medicare 101 presentations for the Spring and Fall 2022. The next virtual Medicare 101 presentation will be held at the Reston Community Center, Hunters Woods Village Center, on Tuesday, April 12 at 12:00 pm. Information on this presentation and future events will be advertised in the Golden Gazette, Fairfax County's online Older Adults Events Calendar, and the VICAP website.

- 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.
- The annual Medicare Open Enrollment Period was October 15<sup>th</sup> through December 7<sup>th</sup>.
  - *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 currently staffed by 2.5 full-time employees and some volunteers.

## Volunteer Solutions

- Data that drives the work:
  - Inquiries to becoming a volunteer: **110**
  - Total of volunteers became active in a program: **9**
  - New client referrals: **16**
  - IT On Call referrals: **20**
  - Facebook Followers: **1,889**
- Volunteer Solutions is offering animatronic pets to participants age 60+ at Fairfax County senior and adult day care centers in addition to Adult and Aging clients. Each center will have two pets on site for demonstration purposes.
- In honor of Older Americans Month, Volunteer Solutions is now accepting Adult and Aging client referrals for Helping Hands Projects which will take place in May. Projects provide opportunities for groups and individuals to assist Adult and Aging clients by performing yard work such as lawn moving, weeding, pruning bushes, minor landscaping.
- On March 21, 2022, the Volunteer Solutions' Planning Coordinator presented an overview of Adult and Aging programs to the Rotary of Fairfax. There were **20** individuals in attendance.

## Upcoming Events Involving Volunteer Solutions:

- **April 22, 2022**- Volunteer Virtual Recognition Event, Friday, April 22, 2022, from 10 a.m.-12 p.m. In honor of National Volunteer Week, Volunteer Solutions will honor and recognize volunteers' meaningful contributions to our community. The event will feature a captivating keynote and awards for volunteers and partners.
- **May 26, 2022**- Older Adult Mental Health First Aid Training, Thursday, May 26, 2022 from 9:00 a.m. -3:30 p.m. The in-person training will be conducted by the Community Services Board to Volunteer Solution's volunteers at no cost. Location- To Be Determined.
- 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>

## Nutrition: Meals on Wheels

- Meals on Wheels (MOW) participants received an educational flyer during the month of March to recognize National Nutrition Month. The theme was “Celebrate A World of Flavors” and the flyer provided information from the Academy of Nutrition and Dietetics on choosing healthful foods from other cultures and world cuisines. This distribution is part of an effort to provide ongoing health education information to MOW recipients to meet state standards for Home Delivered Nutrition.
- The Nutrition Unit continues to provide Meals on Wheels (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/familyservices/older-adults/fairfax-area-meals-on-wheels>

## Nutrition: Congregate Meals

- On April 4, 2022, Jeffery’s Catering will begin providing food services to participants at the Herndon Senior Center and Herndon Adult Day Health centers. The previous contract for Food Services at the Herndon with Genuine Food Lab, Inc. was terminated by the contractor due to net operating losses. The participation at these centers has been reduced post-pandemic.
- The Congregate Nutrition Program is partnering with the Department of Housing and Community Development in an RFP process for Food Services (amongst other services) at Braddock Glen Assisted Living.

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## Caregiver

- On Friday, March 4, 2022, “*Health & Wellness Workshop: Engaging Loved Ones Using LEGO*” was held. **53** people attended the webinar.
- On Wednesday, March 16, 2022, “*How to advocate for your loved one during Hospitalizations*” webinar was held. **112** people attended the webinar.
- New Panel Conversation, “*Faith & Spirituality in the Caregiving Journey,*” has been scheduled for Friday, May 27 from 2:00p.m. to 3:00p.m.
- During the month of March, Caregiver Alert Notifications were sent via email, text messages, and voice communication methods. The notifications contained information on a caregiver webinar, financial assistance for pet medical care, Dementia Friends Informational session, kinship programs, Bingocize programs, Virtual Center for Active Adults, Free Chronic Pain Self-Management Program Health and Wellness programs, and the Virtual Caregiver Support Call. Currently, there are **948** subscribers.
- The caregiver column for the Golden Gazette included a message about importance of participating in activities and maintaining social connections. It also included information on the upcoming caregiver webinars and workshops: *How to advocate for your loved one during Hospitalizations, The Joy of Using LEGO Serious Play in Caregiving, Calming the Storm: Using Mindfulness to Meet Big Emotions,* and the Vienna Memory Café.

- The monthly Caregiver Webletter was emailed this month to **758** people. The Webletter contained information on upcoming Dementia Friends Information Session; Elderlink's Virtual Support Call For Family Caregivers; Attachment, Regulation and Competency (ARC) Reflections (Virtual Program; Intergenerational Make A Kite session; Live Well: Chronic Disease Self-Management; Chronic Pain Self-Management Program; Calming the Storm: Using Mindfulness to Meet Big Emotions; How to Advocate for Your Loved One During Hospitalizations; and Fairfax Caregiver Alert Notifications.

## Caregiver Important Information

- **Caregiver Webinars. Online Registration for upcoming sessions:** <https://bit.ly/CAREWEB1>
- To access the newly redesigned and updated caregiver webpage: [Family Caregiver Support Programs | Family Services \(fairfaxcounty.gov\)](https://www.fairfaxcounty.gov/family-services)
- To access **Health & Wellness Workshop: Engaging Loved Ones Using LEGO** recording: <https://bit.ly/TheJoyofUsingLego>
- To access **How to advocate for your loved one during Hospitalizations** recording: <https://bit.ly/AdvocacyinHospitals>
- To access **Faith & Spirituality in the Caregiving Journey** recording: <https://bit.ly/AAAPanel>
- To access a **playlist of 2021 Caregiver webinars:** <https://bit.ly/PlayListCaregiverWebinars>
- Sign up for upcoming **Dementia Friendly Fairfax (DFF)** sessions: <https://bit.ly/DementiaFriendlyFairfax>.

- In March, caregiver staff provided information about caregiver programs in Fairfax to an Assisted Living Facility.
- 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 live shows, music events, museums, ballets, baseball games and more. The program accepts referrals from the Department of Family Services, adult day health centers, and other county programs. The program currently has **34** participants
- Caregiver Staff and Diane Watson, Commission on Aging, conducted a Dementia Friend Information session on March 8, 2022, had **12** participants.
- Senior Express provided **22** round-trip rides to **11** unduplicated clients, and **42** hours of respite to their family caregivers for the month of February.
- The Covid Grocery & Medication Assisted Transportation program provided **6** round-trip rides to **5** unduplicated clients for the month of February.
- The Discretionary Funds, which provide durable medical equipment and adaptive equipment to clients who need financial help, aided **2** clients/caregivers, providing **3** items in February.
- The Residential Repair & Renovation Program (R&R) helps older adults 60 years of age or older remain safely in their home by providing home repairs and modifications. In March, **6** referrals were received and are in process. Two of the six have been completed. The request to repair a furnace was cancelled by the client due to unforeseen circumstances. Pending completion are 2 stairlifts, bathroom floor & repairs, grab bars, handrail, recaulking of a tub, and toilet replacement.

- The Occupational Therapist (OT) Consultation Program sends out an OT to perform a home safety evaluation for Adult and Aging (A&A) clients. Clients are referred to this service by their case worker. There were **9** new referrals received in March and **7** were completed.
- The Chore Service Program launched March 1, 2022. This is a new service which allows Area Agency on Aging (AAA) to provide services for A&A clients, 60 yrs. or older, who can no longer perform these services themselves and who do not have the means to hire someone to provide the specified service(s). This service is intended to fill the gap of what Volunteer Solutions, HBC's Light Housekeeping and the Reno & Repair Programs cannot do. (Services may include Heavy Housekeeping, Yardwork, *minor* Appliance Repair and Painting (*limited*), Many inquiries have been received and **3** are viable and in process. (Decluttering, Deep Cleaning & Painting and Reinsulating a refrigerator.) An estimate for the decluttering request has been received and it is anticipated to complete this job mid-April. If successful, this will keep a client from losing his housing voucher and becoming homeless.

## ElderLink

- ElderLink is recruiting to fill two Social Worker Case Manager I positions (one currently vacant, one soon to be vacant after 4/29)
- Caregiver Support.
  - *Caring for You, Caring for Me*, Thursdays, 04/21-05/19, 12-2pm, via Zoom.
  - Virtual Support Call for Caregivers of Older Adults, 7-8pm, via Zoom. Upcoming calls:
    - Tuesday, 04/12, *Guest Speaker: Managing Advanced Care Planning and End of Life Decisions*
    - Tuesday, 05/10, *Therapeutic Fib: Is it OK to Shade the Truth?*
- Health and Wellness.
  - *Chronic Disease Self-Management*, Mondays, 04/04-05/09, 2-4pm, with George Mason Library, via Zoom.
  - *Walk with Ease*, Tuesdays, 04/14-05/19, 10:30-11:30am, via Zoom.
  - *Bingo + Gentle Exercises = BINGOCIZE®*, in-Person: Mondays/Wednesdays 03/28-06/08, 10:30-11:30am, at SpringHill in Lorton
- COVID Vaccine Outreach
  - Through a grant from VDARS, ElderLink will be focusing efforts on Vaccine Outreach, to include the following:
    - Disseminating credible information about COVID-19 vaccines and helping direct those with questions to additional sources of information.
    - Identifying people who may need help getting a COVID-19 vaccination, including those who are unable to independently travel to a vaccination site.

## ElderLink Services and Events

- For online registration to participate in **ElderLink's Caring for You, Caring for Me**, sessions held via Zoom, please contact Kristin Martin, 703-324-7577, or visit <https://tinyurl.com/CFYCFM4U>.
- To register in **Virtual Support Call for Caregivers of Older Adults**, please contact ElderLink intake line (703) 324-5374 or call the [www.tinyurl.com/CaregiverTSG](http://www.tinyurl.com/CaregiverTSG).
- To register in **Walk with Ease**, please contact Dianne Duke, (703) 324-7721, or visit <https://tinyurl.com/ElderLinkWWE>.
- 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 or visit [www.tinyurl.com/CaregiverTSG](http://www.tinyurl.com/CaregiverTSG)

Providing assistance with scheduling a COVID-19 vaccination appointment for those who need help.

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## Northern Virginia Long-Term Care Ombudsman Program

- Fairfax County Health Department's Ethical Practices Advisory Committee (EPAC) invited the Ombudsman Program to attend their meeting and consult on how screening for a communicable disease during a resident's admission into a long-term care facility might affect the resident. EPAC is a committee to deliberate on the ethics of a proposed or ongoing program, practice, or policy.
- Ombudsman Program's virtual in-service training for ombudsman volunteers in March focused on resident councils in nursing facilities. Next in-service is scheduled for May. 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." March's piece was on a resident's right to raise formal grievances to a long-term care facility.

### **The Ombudsman Program information**

- Ombudsman Program completed its 3-Day Spring 2022 New Ombudsman Volunteer Training in March. The Ombudsman Program Volunteer Specialist will begin "placing" new ombudsman volunteers throughout different long-term care facilities in Northern Virginia. Trainings are held twice a year (spring and fall) and are mandatory for prospective ombudsman volunteers. 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 program via phone 703-324-5861 or email [nvltcop@fairfaxcounty.gov](mailto: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](mailto:nvltcop@fairfaxcounty.gov).

## Aging Disability Caregiver Resource Intake Statistics March 2022

<b>APS, Reports Received</b>	<b>299</b>
<b>ADCR Consultation</b>	<b>268</b>
<b>Adult Services Referrals Sent</b>	<b>218</b>
<b>CCC+/ALF screenings, info only</b>	<b>207</b>
<b>Nutrition/MOW</b>	<b>202</b>
<b>APS, info only</b>	<b>137</b>
<b>Adult Services, info only</b>	<b>115</b>
<b>Benefits</b>	<b>94</b>
<b>Housing</b>	<b>57</b>
<b>Transportation</b>	<b>39</b>
<b>Home Care Registry</b>	<b>39</b>
<b>Home Based Care, Info Only</b>	<b>34</b>
<b>Coordinated Services Planning</b>	<b>31</b>
<b>Burial/Cremation</b>	<b>24</b>
<b>Assisted Living</b>	<b>23</b>
<b>Legal Services</b>	<b>22</b>
<b>VICAP</b>	<b>20</b>
<b>Mental Health/Substance Abuse</b>	<b>19</b>
<b>Elderlink</b>	<b>18</b>
<b>Nursing Home</b>	<b>18</b>
<b>Other</b>	<b>18</b>
<b>Disability Services</b>	<b>18</b>
<b>Durable Medical Equipment</b>	<b>16</b>
<b>Volunteer</b>	<b>15</b>
<b>Medical/Dental</b>	<b>15</b>
<b>Financial</b>	<b>14</b>
<b>Employment/Training</b>	<b>13</b>
<b>Home Repair</b>	<b>11</b>
<b>Social Security</b>	<b>10</b>
<b>Tax Administration</b>	<b>10</b>
<b>Caregiver Support</b>	<b>10</b>
<b>Golden Gazette</b>	<b>9</b>
<b>Ombudsman</b>	<b>8</b>
<b>Senior Centers/Recreation</b>	<b>7</b>
<b>Adult Day Healthcare</b>	<b>6</b>
<b>Domestic Violence/Victim Witness</b>	<b>4</b>
<b>Intellectual Disability Resources</b>	<b>2</b>
<b>Police Emergency/Non-emergency</b>	<b>2</b>
<b>Respite</b>	<b>1</b>

**TOTAL**

**2,073**