

Information & Assistance

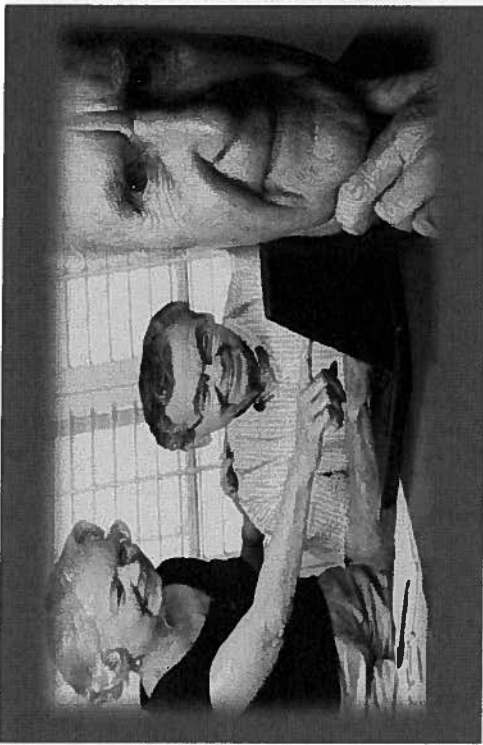
Bringing People & Services Together

Eyes

Ears

& Heart

**Area Agency On Aging
El Dorado County**



Established under the Older Americans Act, the federally-funded Information and Assistance System helps older adults, their families and communities access social and health services. Informs, guides and links older adults to available, appropriate and acceptable services to meet their needs.

What is the Information & Assistance Program?

- The I & A Program is a single point of entry system.
- This centralized intake process improves access to services.
- Specialists are knowledgeable about programs, eligibility, availability and procedures to obtain services.
- Provides assessments of needs, clarification of options and assistance in meeting the needs of adults with disabilities and person 60 years of age and older or those acting on their behalf.

What services does I & A provide?

- Assess and Evaluate – Determine immediate problem or concern.
- Inform and Research – Provide information related to the assessed problem and locate information if not immediately available.
- Refer and Coordinate – Link inquirer with the service and assist them with accessing services directly if needed.
- Follow-up – Check-in to be sure they were successful in obtaining needed services.



How does I&A connect with the community?

- **Cooperative Relationships** within the Community – develop cooperative working relationships and build coordinated efforts with local provider and agencies.
- **Community Outreach, Promotion and Education** – Increase public awareness of available services.

On any given day
Information and Assistance

- On average, I&A serves approximately 40 clients per day by phone or walk-in.
- 50% of those clients have a simple question or require assistance transferring to another service.
- 25% of those clients have a complex question or multiple questions requiring a higher level of assistance and referral.
- 25% of those clients have a complex situation requiring an in-depth intake and assessment, extensive follow up and/or multiple agency referrals.

Family Caregiver Support Program

Caring for the Caregivers

Advocacy

Empowerment

Support

**Area Agency On Aging
El Dorado County**



Established under the Older Americans Act, the federally-funded Family Caregiver Support Program provides a system of support services to assist informal caregivers of older adults 60 years of age and older or with a qualifying brain impairment, and grandparent/relative caregivers who are caring for children under the age of 18 years. The Family Caregiver Support Program established in 2000, was implemented in El Dorado County in 2002 to fund a range of support systems that assist family and informal caregivers to care for their loved ones at home for as long as possible.

What is Family Caregiving?

- Caregiving crosses all boundaries, affecting people of all ages in all walks of life, ignoring gender or occupation or family relationships.
- A family caregiver can be anyone – any unpaid family member, friend or neighbor providing help with day-to-day activities.
- Often this is their first experience with caregiving and the caregiver may feel unprepared to face the challenges.

El Dorado County
Family Caregiver Support Program
Information, Referral and Assistance

- **Information** about available resources within our community to provide support for caregiver self-care.
- **Referral** to local programs and services that may benefit the caregiver and care receiver's physical, emotional, social and economic needs.
- **Assistance** to help the caregiver validate their feelings and empower them to recognize when they should reach out for support.

THEY ARE NOT ALONE IN THIS JOURNEY

El Dorado County
Family Caregiver Support Program
Education and Support

- **Education:** Topics include Medication Management, Dementia Overview, Body Mechanics, Nutrition, Caring for the Caregiver, Financial and Legal Issues.
- **Support Groups:** FCSP maintains 2 support groups in isolated areas within El Dorado County

El Dorado County
Family Caregiver Support Program
Care Coordination and Caregiver Assessment

- **Care Coordination:** Collaboration with County, medical and community programs to assist the caregiver in bringing all available services together.
- **Caregiver Assessment:** Involves meeting with the caregiver and assisting them in identifying their needs, as well as, the care receiver's needs.
- **Respite Care:** Vital to a caregiver's mental and physical health. Short-term respite care provided by contracted homecare agencies and the EDC Adult Day Care Center.
- **Supplemental Services:** Provide assistive devices that may compliment the care and safety of the caregiving environment.

**El Dorado County
Family Caregiver Support Program
Fiscal Year 2011-2012**

- FCSP provided support to 102 caregivers.
- A total of 726 Support Services were provided including:
 - Caregiver Assessments, Caregiver Education, Support Groups and Case Management.
 - Respite was provided to 33 caregivers totaling 1,347 hours.
 - Supplemental Services were provided to 3 caregivers consisting of 12 devices.

Case Collaboration

