



Council on Aging

The “Front Door” to services for older adults, people with disabilities, caregivers and professionals in our community.



[The Product]



COA's Aging and Disability
Resource Connections

Call Center



- Certified information and referral specialists
- Unbiased information and referral to community resources
- > 35,000 inquiries annually

COA Website

- Information about programs and services, events and educational opportunities
- Read our News blog
- Chat with a resource specialist
- Sign up for our newsletter, connect via Facebook, Twitter, YouTube
- Ask questions via Contact Us form
- Search our Resource and Housing Directory



Home | Contact Us | News and Events | Sign Up for Our Newsletter

COA Council on Aging of Southwestern Ohio
Answers on Aging

Search

f t YouTube

ABOUT COA PROGRAMS AND SERVICES RESOURCE DIRECTORY SERVICE PROVIDERS

Go home again with Community Transitions. Get the support and services you need to move out of a nursing facility and into a home of your own.

[Read More](#)



"Going home from the nursing home was the best present I could have had. It put feeling back in my heart."

QUICK LINKS

- [Ohio Home Care Waiver](#)
- [MyCare Ohio Information for Providers and Consumers](#)
- [Careers with COA](#)
- [Topics A-Z](#)
- [Nursing Home Pre-Admission Review](#)
- [Strategic Area Plan](#)
- [Contact Us](#)

RESOURCES AND HOUSING

Information and resources for seniors, adults with disabilities, caregivers and professionals in our region.

[Visit Resource Directory](#)

[Search for Housing](#)

STAY IN TOUCH

Sign up for our e-newsletter and other important updates

[Sign up now](#)

VIDEOS



Visit our YouTube page for more about COA and our programs.

[View Videos](#)

NEWS

Learn about Council on Aging on community television, The Lebanon Channel

Council on Aging serving younger consumers through Ohio Home Care Waiver program

Switching to one Emergency Response provider yields savings to levy programs

MyCare Ohio implementation brings big changes to long-term care in our region

New tool helps clients choose providers based on quality

Council on Aging to hold public hearing to present updated Area Plan for Programs on Aging

Beat the heat - Summer tips to help older adults

Supporters of the Older Americans Act urged to advocate for reauthorization

Home | Contact Us | Sitemap | Terms of Use

175 Tru County Parkway | Cincinnati, OH 45246 | (513) 721-1025

Quick Link from home page to Resource Directory and Contact Us form

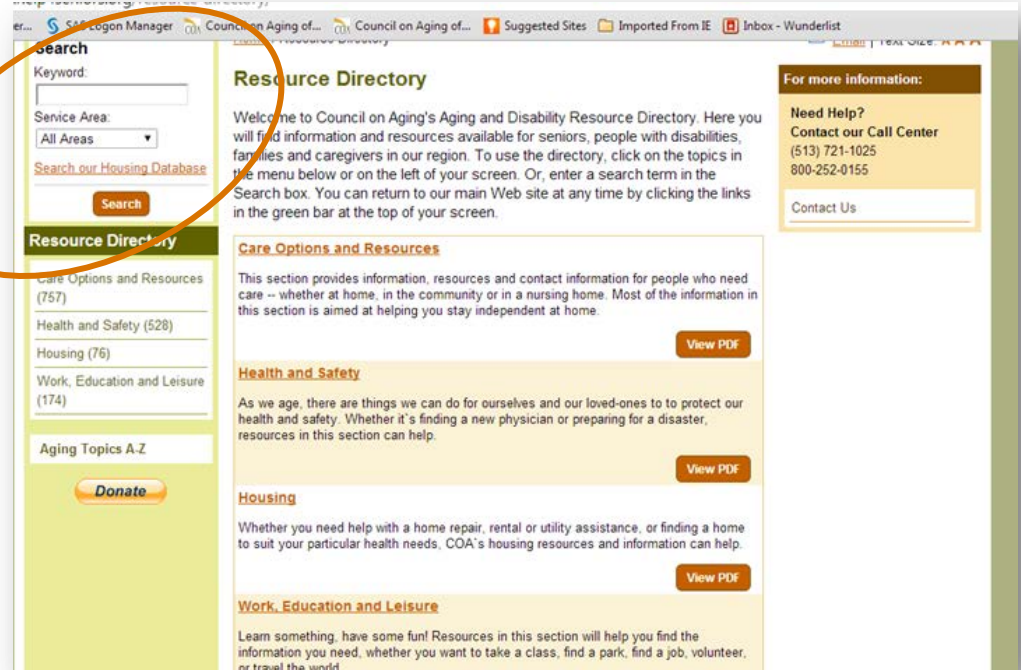
Resource Directory and Housing Database

Resource Directory

- Searchable database of >1,600 community resources
- Create custom resource lists; print or save
- Download
- Housing Search – by housing type, amenities, zip code or county. Compare facilities side-by-side, print and save custom lists

[Resource Directory]

- ❑ Care Options and Resources
- ❑ Health and Safety
- ❑ Housing
- ❑ Work, Education, Leisure



For staff and public use

Positioning messages for public

- Front Door to region's aging and disability resources
- First place to call
- Answers on Aging
- Connect to information and resources
- 800-252-0155; help4seniors.org

Advertising (limited - budget)

- TV, radio
- Senior target publications
- “Advetorials”
- Outdoor/billboards

Connect to Resources




COA Council
on Aging
of Southwestern Ohio

www.help4seniors.org
721-1025

Grassroots Outreach

- 150-200 speaking engagements and events annually

Council on Aging
Preserving Independence.
Enhancing Quality of Life.




**In-home Care
Caregiver Support
Community Services
Resources and Advice**

(800) 252-0155
www.help4seniors.org

Program Name	Who it's for/What it does	Basic Services and Benefits	Eligibility Requirements
Aging and Disability Resource Connections (ADRC) - Call Center (513) 721-1025 (800) 252-0155 Resource Directory: www.help4seniors.org	Unbiased answers, advice, information and service referral for older adults, people with disabilities, family members, caregivers, and professionals.	Call Center staff are certified by the Alliance of Information and Referral Systems (AIRS). Call for information about: <ul style="list-style-type: none"> senior housing and nursing homes financial assistance, Medicare and other benefits resources for people with disabilities or mental health needs caregiver assistance long-term care options and planning education and recreational activities 	Free service for anyone with questions about aging and disability-related issues. Help is available by phone Monday - Friday, 7:00 am - 6:00 pm. Our online Resource Directory, www.help4seniors.org , is always open.
Community Transitions	Restores independence by helping eligible older adults and people with disabilities move from long-term care facilities to home and community settings.	Create successful transitions from nursing homes to more independent living settings, such as apartments, group homes or assisted living facilities. In-home and community-based care provided via programs such as HOME Choice, PASSPORT, the Assisted Living Waiver, Ohio Home Care Waiver or the Elderly Services Program.	Available to anyone who can move from an institutional setting back into the community via HOME Choice, PASSPORT, the Assisted Living Waiver, Ohio Home Care Waiver or the Elderly Services Program (program eligibility requirements apply. See individual program criteria elsewhere on this guide). HOME Choice is for a person of any age who: <ul style="list-style-type: none"> has lived in a long-term care facility for at least 90 days is eligible for Medicaid prior to discharge from the facility has care needs that would otherwise be met only in a long-term care facility
Care Transitions	An evidence-based coaching program that uses patient education, monitoring, and referrals to help hospitalized seniors get home and stay home.	Care Transition Specialists work with patients to prevent hospital readmissions and nursing home placement. <ul style="list-style-type: none"> In-person and over-the-phone follow up after discharge Personal Health Record to manage health information Improve communication with doctors and specialists Coach patients to manage chronic conditions Coordinate acute medical care and long-term care Aging network resource for hospital staff 	HOME Choice is for a person of any age who: <ul style="list-style-type: none"> has lived in a long-term care facility for at least 90 days is eligible for Medicaid prior to discharge from the facility has care needs that would otherwise be met only in a long-term care facility
Caregiver Support and Education	Free help, education and support for caregivers.	Resource manual and in-home consultation with an RN to help caregivers: <ul style="list-style-type: none"> reduce stress, burden and injuries increase confidence and knowledge improve quality of care balance personal lives and caregiving responsibilities 	COA Care Transitions Specialists work with Medicare patients at participating hospitals who are at high risk for readmission to the hospital after discharge. Participating hospitals: The Christ Hospital; Clinton Memorial Hospital; Mercy Health; The Jewish Hospital; Anderson Hospital; Olmsted Hospital; Fairfield Hospital; West Hospital; University of Cincinnati Medical Center; and UC Health - West Chester Hospital
Hospice	Comprehensive medical, psychological and spiritual care for the terminally ill and support for patients' families. The focus is on care, not cure. Hospice is a benefit available through Medicare and Medicaid.	Trained professionals provide support for families, honor patients' wishes, and keep patients comfortable and free from pain. Hospice care may be provided in the patient's home, in a hospice facility, hospital, or nursing home. COA clients may receive hospice services, as long as there is no duplication of services or payments.	Generally, hospice is available to anyone with a terminal illness and a life expectancy of six months or less. The patient must choose hospice care, and the patient's eligibility must be certified by a physician. For a list of area providers, visit www.help4seniors.org , click on Resource Directory and search: Hospice.

Council on Aging
Preserving Independence,
Enhancing Quality of Life



With more than 40 years experience, we are experts at helping individuals, families and caregivers manage complex medical and long-term care needs.

CONNECTING IS EASY:
(513) 721-1025
(800) 252-0155
www.help4seniors.org

[Specialized training]

- Online training for certain referral sources
 - Fire Departments/EMS
- Medical residents – regular speaking engagements
- Hospital care managers/discharge planners

ADRN Partnerships

- Center for Independent Living Options
- Board of Developmental Disabilities Services
- 211
- Job and Family Services
- Hospitals
- MB Senior Solutions (Medicare help)
- Providers – social service, behavioral health
- Adult Protective Services
- Cross training
- Home Choice
- MyCare Ohio
- Waiver coordination
- Care Transitions

[Other]

- **Own Your Future** – LTC planning workshop
- **HEAP Outreach**
- **Newsletter** – monthly Resource Dir. tip
- **Social Media** – positioning - aging and disability knowledge and expertise
- **Staff training** – use of Resource Dir.
- **Media** – joint efforts w/ community partners/providers



Call center capacity

- Not resourced for the demands and expectations. Unlike waiver programs, the Front Door is not compensated for volume.
 - Customer service (recently - long time on hold; call back delays)
 - Cannot meet needs of professionals who make referrals
 - They want info loop; we do not have staff
 - Continued...

Capacity continued

- Training for new programs and special projects take staff off the phones for weeks at a time
 - Out of team of 10, we have been down 4
- Front Door is more complicated now and we can't help some people to extent we used to (MyCare Ohio)

[Capacity continued]

- Over promise – under deliver: program limits and waiting lists (county levy programs in SW Ohio)
- BIP is Medicaid so relatively small portion of total population and need
 - People come to Front Door for all kinds of help