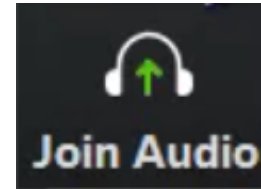


Social Engagement and Housing: Effective Programs, Activities and Partnerships

Webinar Instructions

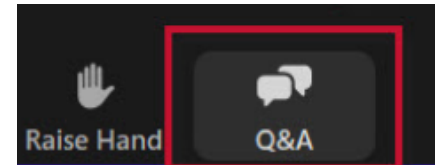
Audio Options

- Use your computer speakers, **OR** dial in using the phone number in your registration email.
- All participants are muted.



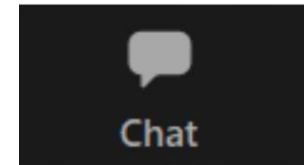
Questions and Answers (Q&A)

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Chat Feature

- The Chat feature allows webinar attendees, the host, co-hosts and panelists to communicate for the duration of the webinar.



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Accessibility and Support

- **Screen Reader Users: Reduce unwanted chatter**
 - Request speech on demand: Insert, Spacebar, “S”
- **Webinar participants can view closed caption subtitles, watch a live transcript of the meeting or adjust the size of subtitle text**
 - To control closed captions, click on the CC Live Transcript button in the control bar at the bottom of the Zoom window
- **To get our attention if you need tech assistance:**
 - Raise or Lower Hand: Alt + Y

USAging

- USAging represents and supports the national network of Area Agencies on Aging and advocates for the Title VI Native American Aging Programs that help older adults and people with disabilities live with optimal health, well-being, independence and dignity in their homes and communities.
- <https://www.usaging.org/>

Overview of engAGED

- National effort to increase social engagement among older adults, people with disabilities and their caregivers
- Administered by USAging
- Funded by the U.S. Administration on Aging, which is part of the Administration for Community Living
- Broad-based Project Advisory Committee
- www.engagingolderadults.org

Presenters



Nina Santarelli

Senior Director of Strategic Partnerships,
American Association of Service Coordinators

Bonnie Lococo

Community Options Specialist, Aging Ahead

Margi Valleroy

Community Options and Services Manager,
Aging Ahead

Marilyn Buono

Resident Services Manager, PEP Housing



Social Engagement and Housing: Effective Programs, Activities and Partnerships

Nina Santarelli, LSW
Sr. Director of Strategic Partnerships



SERVICE COORDINATORS IN SENIOR HOUSING

6,000+ Service Coordinators in HUD Senior Housing

Multifamily & Resident Opportunities and Self Sufficiency (ROSS) service coordinators assist older adults in HUD housing

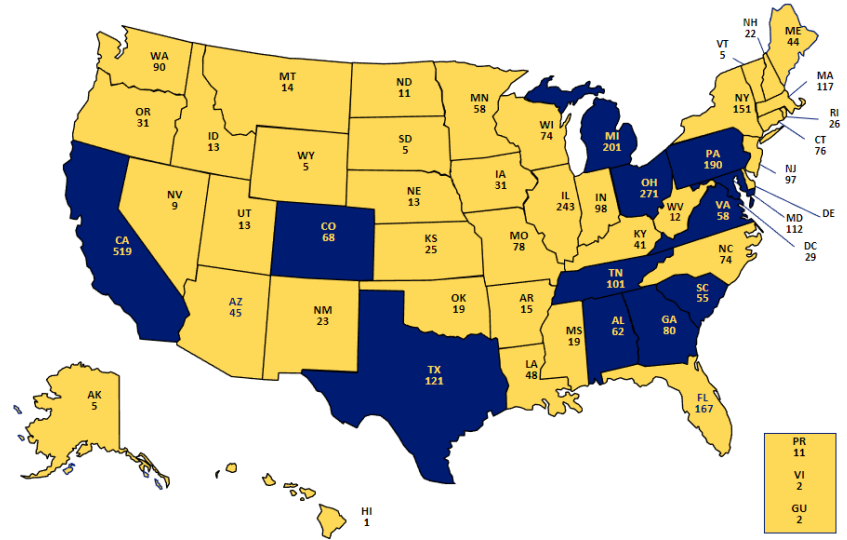
More service coordinators in properties funded through tax credits

\$25 million NOFA for new SC programs in 2021



AMERICAN ASSOCIATION OF SERVICE COORDINATORS

- 3,900+ members from every state and U.S. territory
- 1,000 member organizations
- Mission: Education and advocacy
- Annual conference, webinars, AASC University, PSC





Service Coordinator

- **Focus:** Social Determinants of Health
- **Non-Clinical**
- **Caseload:** Residents living in affordable housing or in close community settings
- **Primary Service:** Link older adult to traditional and non-traditional service providers in their local community
- **Employer:** Senior Housing, Social Services Provider



Case Manager

- **Focus:** Coordinating Care
- **Clinical**
- **Caseload:** Older and disabled adults across their respective state directed service area
- **Primary Service:** Manage the connection to, funding and delivery of needed services
- **Employer:** Area Agencies on Aging



Care Coordinator

- **Focus:** Clinical Care Needs
- **Clinical**
- **Caseload:** Individuals connected by health/health insurance group
- **Primary Service:** Ensure compliance with the care plan based on diagnosis and care needs
- **Employer:** Hospital, Health Insurance Plan, Physician Group

THE DIFFERENCE BETWEEN...

HUD Resource Guide

Core functions that all service coordinators should fulfill include:

- **Conducting comprehensive**, non-clinical **assessments** of residents for wellness and social needs;
- Helping residents to **identify, access, and coordinate services** (such as personal care services), including monitoring of services provided and follow-up communication with service providers;
- **Monitoring** the receipt and follow through of **services**, including encouraging and motivating residents to engage with providers and participate in their own care/services management;
- **Proactively** developing and **arranging educational/preventative health programs** and services for residents;
- **Developing and sustaining partnerships with** the Area Agency on Aging, the Aging & Disability Resource Connection, **community-based supportive service providers** and other community stakeholders; and
- **Maintaining an up-to-date resource directory** with all local service providers.

Opportunity to Impact Socialization

WHO IS THE SERVICE COORDINATOR?



Ensures greater success



Creates a collaborative environment and chance to get to know resident needs



Reduces fragmented services



Increases financial stability



Develops resources

Evidence Based Assessments

Loneliness Scale (UCLA-3)

- Asks 3 questions about:
 - Companionship
 - Feeling Left Out
 - Isolated
- Scores responses
 - Allows for targeted outreach for socialization opportunities

Lubben Social Network Scale (LSNS-6)

- Asks 6 questions about:
 - Communication with Relatives
 - Trust in Relatives
 - To call and to share private information with
 - Communication with Friends
 - Trust in Friends
 - To call and to share private information with
 - Friends to call on for help
- Scores response
 - Allows SC to know which residents have a strong support system

AASC is Always Looking for Partners

- Informational sessions for members
- Data driven companies that utilize a social quotient to create and customize community social connectivity.
- Participate in research studies to demonstrate impact of Service Coordinators and inform opportunities for continued improvement.



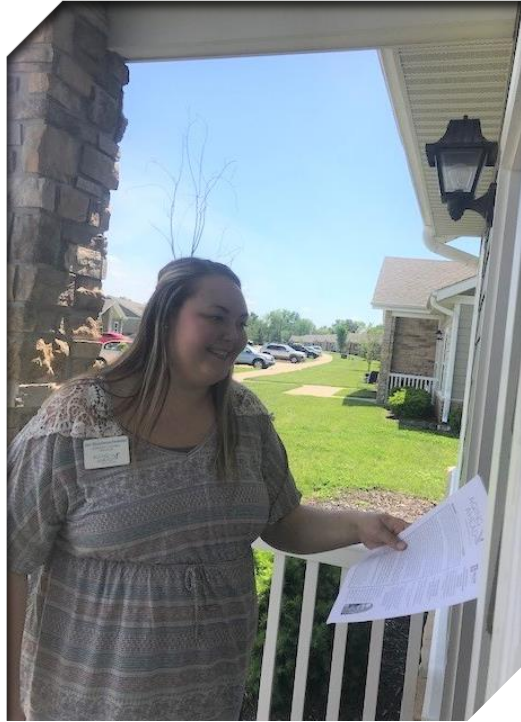
Questions?

Nina Santarelli, LSW

Sr. Director of Strategic Partnerships

nsantarelli@servicecoordinator.org





AGING AHEAD AT HOME- BRINGING RESOURCES TO YOUR DOOR

History

2013/2014: approached by developer to support application for tax credits, funds realized, construction begins

Mid-2016: fully occupied, onsite with services @ first location

First developer has included Aging Ahead services in multiple applications and contracts for services at four locations.

Aging Ahead supports residents in seven apartment developments across three counties.

Program Goals

Combat social isolation

Meet consumers where they are

Expand access to services

Create a revenue stream for the AAA

Combat Social Isolation

Newsletter including activity calendar and timely, topical information - 600 distributed monthly

Regularly scheduled activities – both educational and social

Available on-site and by phone

March 2020 – August 2021



Never pay up front for student loan forgiveness.

Only scammers will charge you in advance.

Report them:

ReportFraud.ftc.gov



Did you hear about the student loan forgiveness announcements? Scammers did, too.
By K. Michelle Grajates Attorney, Division of Financial Practices

You've probably already heard about the new government plan that will forgive some federal student loans, once it's up and running. Also in the news: the federal student loan payment pause has been extended to December 31, 2022. But scammers are watching the news, too, so know this: you don't need to do anything or pay anybody to sign up for the new program — or the pause. Nobody can get you in early, help you jump the line, or guarantee eligibility. And anybody who says they can — or tries to charge you — is (1) a liar, and (2) a scammer.

Right now, the Department of Education is working hard on the details of the new plan: who's eligible and how to apply to get your student loan debt cancelled. It won't happen overnight, and they'll announce it widely when the program opens up for debt forgiveness. Sign up for Department of Education updates to be notified when the process has officially opened.

Meanwhile, check on your federal loan servicer: be sure you know who they are, and that they have your most recent contact info. That will help you get the latest on the cancellation and pause.

Also, remember that there's a whole separate program you might be eligible for: the Public Service Loan Forgiveness (PSLF) program. If you're eligible, you'll get federal student loan forgiveness after you have 120 qualifying payments. And until October 31, 2022, the limited waiver offers additional credit for time that previously didn't count. Check out the PSLF Help Tool to learn more.

And remember: don't pay anybody who promises you early or special access, or guaranteed eligibility. Those are scams. If you spot one, tell us at ReportFraud.ftc.gov.

Continued on page 2...



Medicare will not phone you asking for information

The Missouri Senior Medicare Patrol has a message for beneficiaries.

Medicare will not call you seeking information or trying to sell you something.

Telemarketers and potential scammers are rampant these days. And older adults who are getting ready to enroll in Medicare or who are already enrolled seem to have targets on their backs, or their phones.

There are strict guidelines that insurance companies who sell Medicare Advantage, Part D, or supplemental plans must follow. These include no cold calls.

However, consumers very commonly complain these days about unscrupulous telemarketers who are making cold calls. Some call themselves something that sounds official — like the Medicare center.

Don't be fooled into giving callers personal information such as bank account information, credit card numbers, Social Security numbers, dates of birth or anything else.

Medicare will not call you seeking such information. The agency already has most of that information. If you think there is a chance that the caller is legitimate, then call 1-800-MEDICARE to find out. Chances are good that if you start asking questions, the bogus callers will hang up on you.

The Missouri SMP is here to help you if you think you or a loved one has been the victim of Medicare fraud or abuse. Call us at 1-888-615-6565

This project was supported, in part, by grant number 90MPFG040, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.



Aging Ahead
Community Options Specialist
Jill Barbeau
(636) 751-1195

Office Hours:
1st & 3rd Wednesday

Nearest Senior Center

St. Peters
108 McMenamy Road
St. Peters, MO 63376
636-278-2410
Open Mon-Fri 9-3
Lunch at 12 Mon-Thur

If you need assistance,
call **Aging Ahead** at
(636) 579-0555



Continued from page 1...

Subscribe to the FTC's Consumer Alerts to get updates on avoiding student loan debt relief scams.

How to Avoid a Student Loan Debt Relief Scam

You've probably seen ads from companies promising to help with your student loan debt. But know that there's nothing a student loan debt relief company can do for you that you can't do for yourself for free. And some of the companies that promise relief are scammers.

Here are some ways to avoid a student loan debt relief scam:

- **Never pay an up-front fee.** It's illegal for companies to charge you before they help you. If you pay up front to reduce or get rid of your student loan debt, you might not get any help — or your money back.
- **Don't sign up for quick loan forgiveness.** Before they know the details of your situation, scammers might say they can get rid of your loans. They might promise a loan forgiveness program — that most people won't qualify for. Or they might say they'll wipe out your loans by disputing them. But they can't get you into a forgiveness program you don't qualify for or wipe out your loans.
- **Don't trust a Department of Education seal.** Scammers use official-looking names, seals, and logos. They promise special access to repayment plans, new federal loan consolidations, or loan forgiveness programs. It's a lie. If you have federal loans, go to the Department of Education directly at StudentAid.gov.
- **Don't be rushed.** To get you to act fast, scammers say you could miss qualifying for repayment plans, loan consolidation, or loan forgiveness programs if you don't sign up right away. Take your time and check it out.
- **Don't give away your FSA ID.** Some scammers claim they need your FSA ID to help you, but don't share your FSA ID with anyone. Dishonest people could use that information to get into your account and steal your identity.

Where To Go For Help

You don't have to pay for help with your student loans. There's nothing a company can do for you that you can't do yourself for free. If you have federal loans, start with StudentAid.gov/repay. If you have private loans, contact your lender directly.

Report Scams

Report student loan scams to

- the FTC at ReportFraud.ftc.gov
- your state attorney general for Missouri by contacting the consumer email address:
- consumer.help@ago.mo.gov or calling 800-392-8222



AN IMPORTANT MESSAGE FROM MEDICARE

“WE SAVED ON PRESCRIPTION COSTS. COMPARING PLANS PAYS.”

Lower premiums • Lower prescription costs • A plan that better fits your health needs

MEDICARE OPEN ENROLLMENT | OCT. 15-DEC. 7

Plans change every year. So can your health needs.

Medicare plans change from year-to-year. Even if you are happy with your current plan, check to see if it will be changing next year.

- Read the Annual Notice of Changes mailed to you by your health plan.
- Check the plan formulary—the list of covered prescription drugs—to make sure yours are covered.
- Have a Medicare Advantage plan? Check to see that your providers are still in the plan's network and if there are any changes in co-pays.
- Look for plans that best meet your changing health, life, and financial needs.

Medicare Savings Program

Need help with Medicare costs? You may qualify for help from your state to pay for Medicare premiums and other costs. If your income for 2021 is below \$18,000, it might be worth contacting your state's Medicaid program about Medicare Savings Programs that could be available for you. To find out more, contact **1-800-MEDICARE**.

Use the Plan Finder at Medicare.gov.

Review your current coverage and compare it to your other choices, including Part D prescription and Medicare Advantage plans. It's easier to compare costs, coverage, and quality ratings with the Plan Finder.

Find it and other tools at Medicare.gov or call **1-800-MEDICARE (1-800-633-4227)** (TTY **1-877-486-2048**) for help, or join us at the upcoming event listed below.

Date	Time
Location	
Other Details	

October 2021

Medicare.gov

Paid for by the U.S. Department of Health & Human Services



My Medication Record

Name: _____ Tel #: _____ Age: _____
 Address: _____
 Primary Doctor: _____ Primary Doctor's Phone Number: _____
 Specialist: _____ Specialist's Phone Number: _____
 Pharmacy Name: _____ Pharmacy's Phone Number: _____
 Diagnoses and Conditions: _____
 Recent History/Problems: _____
 Drug Allergies: _____

Name of Medication	Purpose or Reason Taken	Dose	Time(s) of day	Special instructions or Side effects to be aware of

If needed, use another form for additional medications

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Medicare Open Enrollment

P F U C L A I M E E P N R E
 P B E N E F I T V E E H R N
 U C D U A R F I D E L T A H A
 P O O R M M F O X L C O U P
 R P C D R Y N T A I S E P S
 O A Y C T U R E D P I A T H
 T Y O X T A H E I R V Y I
 C R I H H E M C I T E B N P
 O S E N P E I D X Y T L E
 D L L D R N C O V E R A G E
 E P F E N R O L L M E N T H
 E A C O G N I N E E R C S R
 S N U R S E H O S P I T A L
 O P E N P R E V E N T I O N

PREVENTION
 SIXTY FIVE
 HOSPITAL
 SCREENING
 PART D
 COVERAGE
 ENROLLMENT
 DONUT HOLE
 HEALTH
 FRAUD
 SHIP
 DOCTOR
 MEDICARE
 EXTRA HELP
 COPAY
 CLAIM
 NURSE
 OPEN
 HOSPICE



Are You Ready to Get Vaccinated?
 Nearly 3 million Missourians have received the COVID-19 vaccine. Are you ready to join them? The choice to be vaccinated for COVID-19 is a personal one and to date, over 47% of Missourians have chosen to receive it. The Dept. of Health and Senior Services has outlined the facts in this link to help you make that choice for your family and community. Missouri is currently vaccinating anyone age 5 and up. For information on receiving the vaccine and accessing transportation to the appointment, please call Aging Ahead at 636-207-4209. <https://covidvaccine.mo.gov/>

Remember, Medicare plans can change each year
Important Medicare dates
 September & October—Review & compare
 Review: Your plan may change. Review any notices from your plan about changes for next year.
 Compare: Visit Medicare.gov/plan-compare to find and compare plans that meet your needs.
 October 15—Open Enrollment begins
 This is the one time of year when you can switch your Medicare coverage to a different health and drug plan for the next year.
 Deadline: October 31 is the last day you can change your Medicare coverage for next year.
 December 7—Open Enrollment ends
 In most cases, December 7 is the last day you can change your Medicare coverage for next year. The plan has to get your enrollment in by December 7.
 January 1—Coverage begins
 Your new coverage starts January 1 if you wish to stay in your plan. If you stay with the same plan, any changes to coverage, benefits, or costs for the new year will happen in January 1.
 Making changes to your coverage after January 1
 Between January 1-March 31, if you're in a Medicare Advantage Plan, you can drop your plan and switch to another Medicare Advantage Plan with no out-of-pocket coverage, or to Original Medicare. If you switch to Original Medicare, you'll also have the option to join a Medicare drug plan. Your coverage will begin the first day of the month after the plan you join your enrollment ends. In some cases, you may be able to make other changes if you qualify for a Special Enrollment Period.

Medicare.gov
 1-800-MEDICARE
 (1-800-633-4227)
 TTY: 1-877-486-2048



Yearly Medicare Plan Review?

Have you done your Medicare Open Enrollment October 15-December 7?

This product was produced at US taxpayer expense.
 CENTERS FOR MEDICARE & MEDICAID SERVICES

CRP Product No. 1128
 Revised August 2022

Medicare is changing than ever with more choices, lower costs, and better ways to get you the information you need.

Each year brings new health plan and drug coverage choices. Review your current health and drug coverage each fall, and make sure your plan will still right for you.

Don't forget to take advantage of your preventive benefits, like cancer screenings and yearly "Wellness" visits. Download the free "What's Covered?" mobile app from the App Store or Google Play to get Medicare coverage details on your mobile device.



Is my plan right for me?

Visiting Medicare.gov/plan-compare makes it easier than ever to compare coverage options and shop for plans. You may be able to find plans in your area that:

- ✓ Cost less.
 - ✓ Cover your prescription drugs.
 - ✓ Let you go to the providers you want, like your doctor or pharmacy.
 - ✓ Offer some extra benefits that Original Medicare doesn't cover, like vision, hearing, dental, and more.
- You can also get:
- ✓ An estimate of your out-of-pocket costs.
 - ✓ Quality and customer service ratings from current plan members.

If you need to change plans, call the plan you want to join. Medicare can also help you join—online, in person, or on the phone. If you're satisfied with your current coverage and think it will meet your needs for next year, you don't need to do anything. Remember, during Medicare Open Enrollment, you can decide to stay in Original Medicare or join a Medicare Advantage Plan. If you're already in a Medicare Advantage Plan, you can use Open Enrollment to switch back to Original Medicare.

4 ways to get help:

1. Visit Medicare.gov/plan-compare to learn about and compare coverage options and shop for health and drug plans.
2. Look at your most recent "Medicare & You" handbook to see a listing of plans in your area. Review any information you get from your current plan, including the "Annual Notice of Change" letter.
3. Call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. If you need help to change your state (English or Spanish), let the customer service representative know the language.
4. Call your State Health Insurance Assistance Program (SHIP) to get free, personalized health insurance counseling. Visit shiphelp.org, or call 1-800-MEDICARE to get the phone number for your state.

How can I get help paying my Medicare costs?

If you need help paying your Medicare premiums and other costs, visit Medicare.gov to find out about Medicare Savings Programs and other programs that can help you save. If you have limited income and resources, you may qualify for Extra Help to pay your Medicare prescription drug costs. Visit www.ssa.gov/redir/extrahelp for more information. You can also call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0776.

SENSE THE MEDICARE & MEDICAID SERVICES

October 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					



Learn about the services that Aging Ahead provides older adults while we play Bingo!

Wednesday the 19th at 10 am in the clubhouse.
 *Coffee and doughnuts provided!!!!!!

Aging Ahead Bingo

Lessons Learned

Be mindful that the apartments are home

Continue to invite

Timely/Trending topics for newsletter & programming

Have buy-in from management team

Engage residents in programming decisions

Education can be provided in a social setting

People are motivated by **food, fun and free**

Margi Valleroy

Community Options and Services Manager

636-207-4210

mvalleroy@agingahead.org

Bonnie Lococo

Community Options Specialist/Case Manager

636-233-9314

bloccoco@agingahead.org



Quilting for a Cause

Marilyn Buono, Resident Services Manager with
PEP Housing (Santa Rosa, CA)

Organization Background

- ▶ PEP Housing is a community-based organization in Santa Rosa, CA that provides affordable housing and supportive services for older adults.
- ▶ PEP developed the Quilting for a Cause program during the pandemic to reduce isolation of its housing residents through arts and creative expression.



Program Background

- ▶ In this arts program, older adults living in a housing facility come together to practice their quilting skills and socialize while working towards a common goal.
- ▶ PEP Housing provides participants with the necessary materials (free for the participant) for quilt making using PEP funds and individual donations.
- ▶ Older adults and volunteers work as a team to sew together fabric and quilt batting to create different quilt squares which are then sewn together into the finished product.



Program Promotion

- ▶ We created flyers and posted them in all common areas and on all the residents' home to inform them of the activity.
- ▶ PEP worked very closely with other staff on the property to promote and inform them about the program.
- ▶ Next, we created a list of all those interested and started a group in every PEP community.

Program Engagement

- ▶ Focusing the program on an art activity like quilting has motivated older adults to engage, interact and work together to create a work of art.
- ▶ To ensure that participants are comfortable gathering in person, the quilting activities are held in small group settings.
- ▶ Once all of the squares are complete and the quilts are sewn together, they are then sold or auctioned off to raise money for future projects within the community.



Partners/Resources

- ▶ Quilting for a Cause relies on many volunteer residents as well as friends and family members who are willing to assist with the quilt making process.
- ▶ This quilting program does not require many materials if you are able to solicit donations in cash or in kind.
- ▶ It is mostly resident driven, requiring very little staff time, and relies on recycled materials such as old clothing.

Outcomes

- ▶ Participants of the Quilting for a Cause program have cultivated friendships from their newly established social connections.
- ▶ At the same time, the community has benefited from the time and hard work that participants dedicate to crafting the quilts that help raise funds for their community.



Lessons Learned

- ▶ Quilting is a very popular arts and craft activity as it has been in existence for quite a long time.
- ▶ Many older adults are very skillful, and they are able to assume active roles in teaching others about the quilt making process.
- ▶ The program has garnered a lot of interest and has helped some participants learn new skills, all the while requiring minimal staff assistance.



Thank You!

Marilyn Buono, Resident Services Manager with PEP Housing
(Santa Rosa, CA)

www.pephousing.org



Housing and Services Resource Center

acl.gov/HousingAndServices #HousingResources



Connecting

the housing sector and the
community living networks



Cross-sector partnerships that bring together:

- Housing and homelessness services.
- Aging and disability services.
- Health: physical, behavioral and mental health, and public

Why?

So people with disabilities and older adults can stay stably housed, healthy, and active in their communities.

HSRC Website Topics

Learn

- Accessible, Affordable Housing
- Fair Housing
- Supportive Services that Make Community Living Possible
- Homelessness
- Tribal Housing
- Transitions Out of Institutions

Act

- Tools
 - Data sources
 - Directories
 - Funding and programs
 - Toolkits and tools
- Model Practices and Partnerships
- What's New
 - Prior events

engAGED Resources

- New! A manual on Implementing Hybrid Programs
- Updated! A re-launched and updated Community Awareness Toolkit
- Other resources:
 - Social Engagement Innovations Hub
 - Tips for holding Virtual Events manual
 - Videos
 - Consumer brochures
- Monthly newsletter and blog
- www.engagingolderadults.org



Commit to Connect

- Fostering a nationwide network of champions who are committed to addressing social isolation and loneliness
 - Online discussions
 - Communities of Practice
 - Peer Networking opportunities
 - Newsletter and resources
- Funded by ACL
- USAging serves as the Coordinating Center



COMMIT TO
Connect

<https://committoconnect.org/>

Questions and Discussion

Please submit your questions or comments
through the Q&A.

Thank You!

- Please complete the survey which will be displayed in your browser after Zoom closes. There is also a brief 3-month survey.
- The recording will be available on www.engagingolderadults.org.

Connect With Us!

- www.engagingolderadults.org
- Facebook: @engAGEDCenter
- Twitter: @engAGEDCenter
- info@engagingolderadults.org