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***Division of Long Term Supports and Services***  
***Bureau of Elderly and Adult Services***

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There Is No Place Like Home:  
Helping Older Adults Age at Home

**October 23, 2018**





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**The Bureau of Elderly and Adult Services**

Mission

The Bureau of Elderly and Adult Services envisions a long term system of supports that:

- Promotes and supports individuals and family direction;
- Provides supports that meet the needs of individuals and families;
- Provides high quality care and supports; and
- Promotes efficiency.



## Bureau of Elderly and Adult Services

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### Priority Areas 2019/2020

- Developing the next 4 year State Plan on Aging
- Connecting people to information and resources
- Protecting rights and preventing abuse
- Supporting Family Caregivers
- Expanding employment opportunities
- Strengthening the networks/service delivery system (integrating health care and social services) and connecting to the social determinants of health. (Neighborhood and built environment, Health and Health Care, Social and Community context, Economic stability, education)



## NH State Plan on Aging *Have a Voice in Your Future!*

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### *What supports will YOU want and need as you age?*

As part of a statewide effort to understand the needs of older adults, the New Hampshire Department of Health and Human Services' (DHHS), Bureau of Elderly and Adult Services (BEAS) is seeking public input that will guide and inform the next four-year State Plan on Aging.

In addition to the listening sessions, residents are invited to complete the online [State Plan on Aging Survey](#), which will allow respondents to provide information on the availability of supports in their communities, including health care programs and screenings, affordable housing, transportation, and in-home long-term supports and services.



## Protection and Advocacy

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Connect clients and partners to BEAS and other resources on prevention and protection programs, and information.



## The Law: History and Purpose

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RSA 161-F: 42-57: Protective Services to Adults

“The purpose ... is to provide protection for vulnerable adults who are abused, neglected or exploited. Implicit ... is the philosophy that whenever possible an adult’s right to self-determination should be preserved, and that each adult should live in safe conditions and should live his own life without interruption from state government...”



## APS Process

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After a report has been made and a decision is made to investigate, a BEAS Adult Protective Social Worker is assigned and:

- Conducts an investigation
- Makes a determination as to whether the report is founded or unfounded
- Identify if there is a need for protective services
- Provides/arranges for protective services



## What Are Protective Services?

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- Case Management
- Counseling
- In Home Supports: Homemaker, Meals on Wheels, Adult-in Home Care, Chore, Emergency Support
- Out-of-Home Supports: Adult Group Day Care, Senior Centers, Respite Care
- Other Community Services: Mental Health Services, Choices for Independence (HCBC), Medical Services, and...



## Populations and the DHHS Bureaus:

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The Adult Protection Law requires any person who has a reason to believe that a vulnerable adult has been subjected to abuse, neglect, exploitation, or self-neglect is to make a report immediately to Bureau of Elderly & Adult Services (BEAS) – Adult Protective Services Central Intake Unit.

### What to expect when you make a report

- When you call Intake, you will reach the program assistant or one of our VM lines. Our call volume is extremely high; we return calls in the order in which they are received. We strive to connect with reporters in a few business hours, but it is not always possible. Intake is not an emergency responder. If the call is an emergency, you should consider phoning the police for a well check or 911 first.
- If you need to leave a message, please include your availability that day or the next business day. If you believe APS is already involved with a specific individual, leave the name and DOB so we can look it up before calling and/or so we connect you with the assigned worker in the field.
- When you speak with an intake worker, you will be asked many questions. You may not have all the answers and that is fine. Please just share as much as you can regarding:
  - Alleged Victim: name, address, phone, age/DOB, known/suspected medical/mental health diagnoses
  - Name and contact info for: guardian, DPOA, Rep Payee, etc.
  - Nature of the concern, including any known info about the home environment
  - Alleged Perpetrator: name, address, phone, and relationship to alleged victim
  - Any other info that could be helpful: names & contact info for family members, care givers, etc., info about home concerns that could put our workers at risk (dogs, weapons, etc.)

If you are unsure if something is “reportable”, air on the side of caution and call. Intake will review all information provided and determine if the concerns meet the statutes for an investigation. In some situations, if the vulnerable individual is aware of the call and open to/agrees to APS involvement, we are able to respond without a formal investigation.



## Types of Clients and Services

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### Elderly and Adult Services Major Program Areas

#### Choices for Independence

- Clients served: Seniors and adults who need services to remain at home or in the community and meet the nursing facility level of care. Provided under a 1915 (c) Home and Community Based Medicaid Waiver.
- Services include: Case Management, Personal Care, Assisted Living, Supportive Housing, Supported Employment, Participant Directed and Managed Services, Financial Management Services, Accessibility Modifications, Non Medical Transportation.

#### Nursing Facilities

- Clients served: Those who meet nursing facility level of care and are unable to remain safely at home or in the community.
- Services include: 71 nursing facilities, 11 are operated by the counties.

#### Adult Protective Services

- Clients Served: Vulnerable adults that are in need of protective services as a result of abuse, neglect (including self neglect), and exploitation.
- Services include: Care Management, Counseling, In Home Supports, Adult Day, Respite, connection with other community based services.



## Types of Clients and Services

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### Elderly and Adult Services

#### Major Program Areas

#### Administration on Aging (Title III)

- Clients served: Adults ages 60 and older who are not on Medicaid, who demonstrate need for a service and are in greatest social or economic need.
- Services include: Home Delivered and congregate meals, transportation, family caregiver supports, Medicare counseling, home health services, adult day services and several prevention programs.

#### Social Services Block Grant (Title XX)

- Clients served: Adults ages 60 and older, and adults between the ages of 18 – 59 with a chronic illness and/or physical disability who are not on Medicaid. Clients must demonstrate need for a service and must have a monthly income of no more than \$1,218.00.
- Services include: Home Delivered meals, home health services and adult day services.

#### ServiceLink Resource Centers

- Clients served: People of all ages, disabilities and income levels.
- Services include: Information Referral and Assistance, Person Centered Options counseling, NH Family Caregiver Program, State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), Veteran Directed Home & Community Based Service.



## Supporting Prevention

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- Senior Companion in 7 NH Counties
- Oral Health – Statewide
- Legal – Statewide
- Personal Emergency Response Systems – Statewide
- Chronic Disease Self Management, Power Tools for Caregivers- Statewide





**ServiceLink**  
Aging & Disability Resource Center

**About ServiceLink**

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ServiceLink is a program of the NH Department of Health and Human Services. Through contracts with local agencies around the state, ServiceLink helps individuals:

- ServiceLink is designated as New Hampshire's Aging and Disability Resource Center and the NHCarePath Full Service Access Partner
- ServiceLink helps individuals access and make connections to long term services and supports,
- Access family caregiver information and supports
- Explore options and understand and access Medicare/Medicaid



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## Barriers to Services

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- Geographical Area
- Transportation
- Workforce
- Financial Resources
- Not willing to accept services



## We Cannot Do It Alone! Key Partners

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<ul style="list-style-type: none"> <li><input type="checkbox"/> Administration for Community Living</li> <li><input type="checkbox"/> Alzheimer's Association</li> <li><input type="checkbox"/> Centers for Medicare and Medicaid Services</li> <li><input type="checkbox"/> Kaiser Family foundation</li> <li><input type="checkbox"/> NH Alliance for Healthy Aging</li> <li><input type="checkbox"/> National Association of States for Aging &amp; Disabilities</li> <li><input type="checkbox"/> National Council on Aging</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> NH Association of Senior Centers</li> <li><input type="checkbox"/> Manchester VA Medical Center</li> <li><input type="checkbox"/> University of New Hampshire                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Institute on Disabilities</li> </ul> </li> <li><input type="checkbox"/> Institute for Health Policy and Practice</li> <li><input type="checkbox"/> United States Department of Veterans Affairs</li> <li><input type="checkbox"/> White River Junction VA Medical Center</li> </ul>
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## How to Connect to Help and Resources

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- Call Toll Free number: 1.866.634.9412
  - Direct Local numbers can be used (see one-page directory)
- Visit the websites to learn more about guidance, support, and choices related LTSS.
  - [www.servicelink.nh.gov](http://www.servicelink.nh.gov)
  - [www.nhcarepath.org](http://www.nhcarepath.org)
- Walk-in to a local ServiceLink




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## Public Outreach Education and Coordination

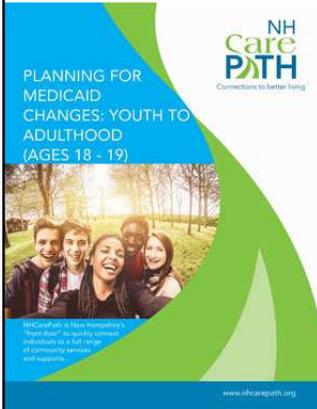




- Social Media: Facebook, Twitter, Searchable Database.
- Informative Website: [www.nhcarepath.org](http://www.nhcarepath.org)
- Caregiving, Special Populations, Financial Assistance, Home Care, Housing, Transportation, Personal and Legal Rights, Mental Health, Planning
- Quick Links such as 



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## Partner Tools and Resources

- Consumer Medicaid Booklets
  - [Medicaid Community Mental Health Services & Supports](#)
- Outreach/Partner Logos 
  - Materials, Partner Newsletters, Document Library
- Tools
  - Level One Screen, Referral Form, LTSS Resources and tools, FAQ
- Training
  - Substance Use Concerns, Centers for Independent Living, DD System, Mental Illness, Children and Families, Veterans, Military and their families.



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## Public Outreach Education and Coordination

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ServiceLink  
Searchable Database  
of Community  
Resources

- Public Searchable Database of LTSS
  - Keyword, Category, Agency/Program
  - Descriptions, Sharing, Mapping
  - Partner with 211NH



- ServiceLink Mobil App: Searchable Database of local Resources:  
Search: *ServiceLink Community Resource Finder*

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## Valuing the Invaluable

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*Valuing the Invaluable: 2015 Update*  
Susan C. Reinhard, Lynn Friss Feinberg, Rita Choula, and Ari Houser AARP Public Policy Institute. Economic Value of Caregiving (\$470 billion) vs. 2017 Revenue of Fortunate 500 Companies (Amazon, Apple, Inc., Alphabet, Inc., & Facebook, Inc.) of \$459.5 billion

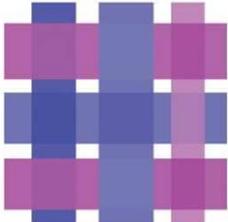




“Have you or a family member ever served in

ASK THE QUESTION  
QUESTION  
can make a big difference.

Select your profession to see how:



## National Resource Center on LGBT Aging

Founded in 2010, the National Resource Center on LGBT Aging is the only resource center focused on assisting communities across the country in their efforts to provide supports and services for LGBT older adults.  
<http://lgbtagingcenter.org/>

The National Resource Center on LGBT Aging is the country's first and only technical assistance resource center aimed at improving the quality of services and supports offered to lesbian, gay, bisexual and transgender (LGBT) older adults. Established in 2010 through a federal grant from the U.S. Department of Health and Human Services, the National Resource Center on LGBT Aging provides training, technical assistance and educational resources to aging providers, LGBT organizations and LGBT older adults. The center is led by Services & Advocacy for GLBT Elders (SAGE) in collaboration with 18 leading organizations from around the country.



## Ageism

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**Ageism Resources:** <http://www.leadingage.org/ageism-resources-0>

**Regardless of our date of birth, we are all entitled to be treated as individuals, with respect and attention. We deserve the opportunity to express ourselves, to be addressed directly and not through a third party—well-meaning though they may be. None of us would choose to be marginalized or disenfranchised; why would we allow it to happen to our older adults?**

**How do we begin to fight ageism? By calling it when we see it, in ourselves and in others; by thinking about the way we treat older adults, including the way we interact and the language we use.**

**Let's change the conversation about aging to show that it is simply part of our life journey, full of choices, opportunity, and joy at every age.**

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## Additional Resources

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- **Ageism Once Pager:** [http://www.leadingage.org/sites/default/files/Anti-Ageism%20Quick%20Guide\\_FINAL.pdf](http://www.leadingage.org/sites/default/files/Anti-Ageism%20Quick%20Guide_FINAL.pdf)
- **Other Ageism resources are available here:** <http://www.leadingage.org/core-issue-areas-strategic-initiatives/ageism>
- **BEAS Webpage:** <https://www.dhhs.nh.gov/dcbcs/beas/index.htm>
- **NASUAD IQ Online Learning Center:** <http://www.nasuadiq.org/login/index.php>
- **National Council on Aging:** <https://www.ncoa.org/>
- [www.nhcarepath.org](http://www.nhcarepath.org)
- **NH Center on Aging and Community Living:** <https://chhs.unh.edu/center-aging-community-living/focus-areas>
- **NH Alliance for Healthy Aging:** <https://nhaha.info/>

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## Questions?

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