



CAN Community Council Person Centered Care: Aging Services March 9, 2015



Providing essential services to seniors, adults with disabilities and those who care for them.



Family Eldercare provides essential services to seniors, adults with disabilities and those who care for them.

Older adults and people with disabilities live independently in the community with dignity and respect.



The continued success of Family Eldercare is dependent upon providing excellent services to clients and maintaining the trust of our clients and the public. Our reputation is built upon the principles of personal integrity, ethical conduct and excellence in performance. Family Eldercare believes in providing a work environment that fosters and reflects these values and where all individuals are treated with respect and dignity.

Family Eldercare was founded in 1982 by a group of professionals concerned with supporting the family's role as caregiver for frail elders through training and information. The agency soon expanded to include services to prevent abuse, neglect and financial exploitation of elders and adults with disabilities.

1982

Family Eldercare was founded

1986

Guardianship Program was established and soon after, Money Management joined

1988

Consultation and referral services started

1990

Summer Fan Drive was established to provide heat relief to vulnerable Central Texans

1995

In-Home Care and Respite Services began

2004

Lyons Gardens opened

Recent

Family Eldercare expanded services into Williamson County, gained the ability to provide Fiduciary Services to Veterans and helped establish and lead the Mayor's Taskforce on Aging.



Jackie Lelong
Founder
Family Eldercare



In-Home Care

Family Eldercare provides expert in-home care for seniors and others who may need assistance while continuing to live at home. As a caregiver, you can feel confident knowing your loved one is receiving compassionate care within familiar surroundings that promote a sense of calm and comfort. Family Eldercare's home care is licensed, insured and bonded.



Money Management

Family Eldercare's Money Management Program helps seniors and people with disabilities continue to live independently in their homes and in their neighborhoods. A less restrictive alternative to guardianship, Money Management offers three levels of services:

***Bill Payer
Representative Payee
Fiduciary Services for Veterans***

Money Management Services

- **Representative Payee:**

- Manage Social Security Adm. Benefits on behalf of seniors and adults with disabilities
- FEC serves as an organizational representative payee *appointed* by the SSA or the Office of Personal Management to receive benefit payments for individuals who lack the capacity to manage their benefits

- **Bill Payer:**

- Assist seniors and adults with disabilities to manage their finances
- *Voluntary* program where individuals remain in control of their benefits, while we provide support and guidance to help them pay their bills and live within a budget

- **VA Fiduciary:**

- Manage Veteran Affairs benefits for veterans who receive service connected disability benefits or pension





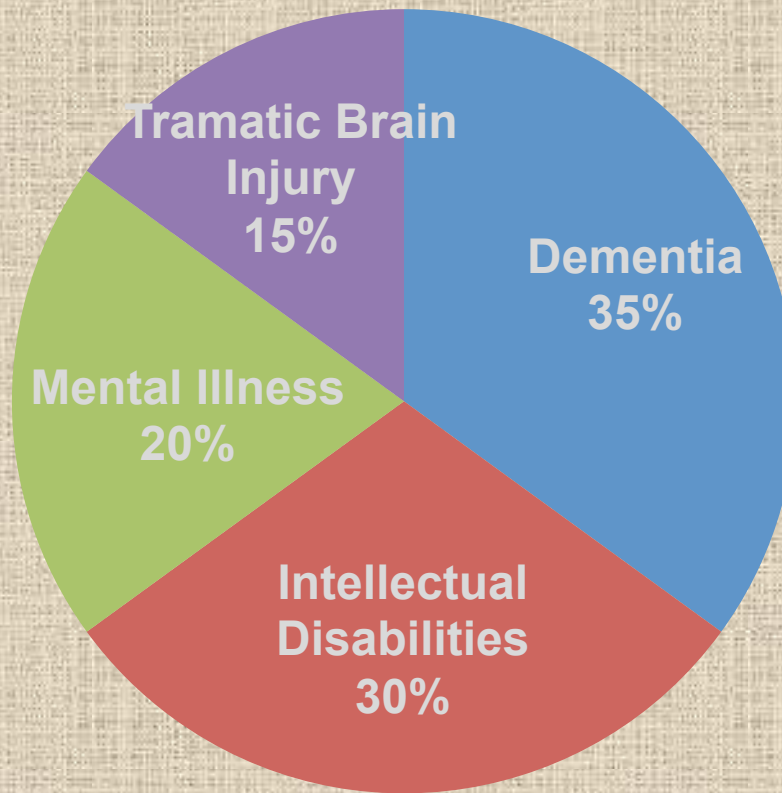
Guardianship Program

To protect those who are at risk of abuse, neglect and/or financial exploitation, a Court of Law appoints Family Eldercare as legal guardian of persons who lack the mental capacity to make decisions (due to age, illness or disability) and have no appropriate resources to act in that capacity. Our professional care managers, who have the designation of Texas Certified Guardians, serve as guardian agents for hundreds of clients each year.

The program benefits from the support of the Probate and Estate Committee of the Travis County Bar Association and Volunteer Legal Services of Central Texas, as well as an Ethics Committee comprised of community leaders, attorneys, nurses and

Guardianship: Incapacitating Conditions

Family Eldercare Guardianship Clients



Guardianship of the Person

- ❖ Assessment
- ❖ Service Coordination
- ❖ Advocacy
- ❖ Crisis Intervention
- ❖ Decision Making





Housing & Community Services

*Housing and Community Services covers a range of services
through
Family Eldercare:*

*Service Coordination
Counseling*

Lifetime Connections Without Walls

Low Income Housing for Seniors, Lynne Gardens

Housing & Community Services: Lyons Gardens and Senior Housing



2720 Lyons Rd.
Austin, TX 78702

Funded by HUD Section 202;
Supportive Housing for Elderly
program. Open November 2004.

- Independent Living, subsidized rent. Rent is capped at 30% of income.
- 53 units, one set aside for manager.
- 1-bedroom units, 525 square ft.
- Operated as Single Asset Corporation with separate Board of Directors (Rosewood Senior Housing).
- Property Manager: National Church Residences (on contract).
- Service Coordination: Family ElderCare provides (paid through contract).
- Amenities include large meeting space, computer lab, TV/Game room, Kitchen, large sitting area/ lobby, raised gardens, landscaped courtyard, playscape, BBQ grills, covered picnic area, resident operated store.
- Staff and community groups can reserve meeting space.

Housing & Community Services: Role of Service Coordinator

- Interacting formally and informally with residents in order to develop a trusting relationship with all residents.
- Sharing knowledge of resources and services available in the community that can enable the resident to remain independent.
- Coordination and oversight of the services a resident may need.
- Arranging for speakers to come into the community with a focus on health and wellness.
- Act as gatekeepers, screening entities that request access to residents to ensure safety/appropriateness



Housing & Community Services: Lifetime Connections Without Walls (LCWW)

Lifetime Connections Without Walls offers several types of telephone call-in sessions designed to engage and brighten the lives of older adults who are socially isolated.

- Daily Gratitude Sessions
- Regular weekly activities: Games, Brain Aerobics, BINGO (English/Spanish)
- Special Activities: Armchair Traveler, Across the Miles Calls
- Educational Programs

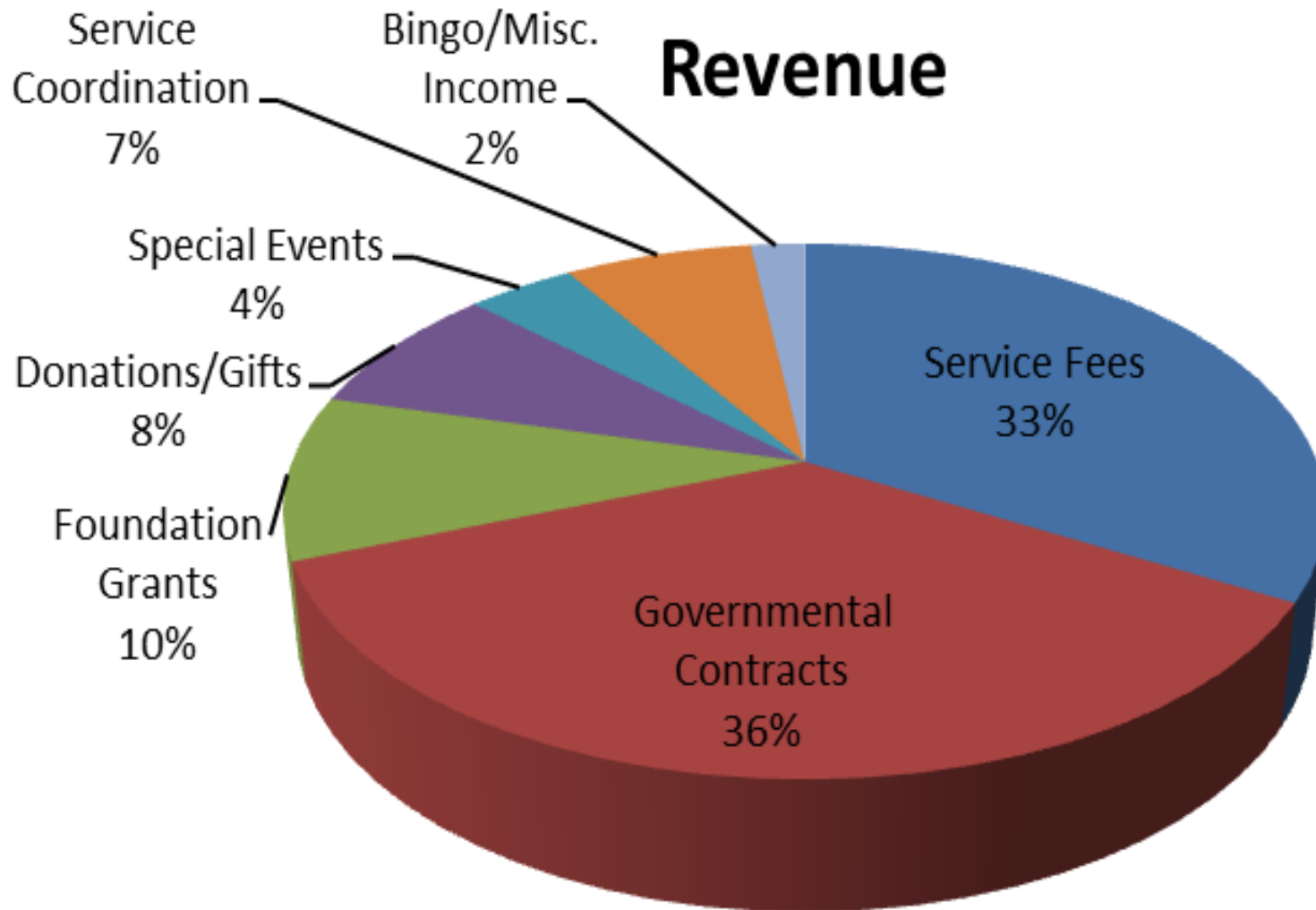


Additional Benefits

The program also provides a point of access to additional Family Eldercare services, for clients who may have additional needs that can be met by existing programs.

Staff also monitors the well-being of participants, most of whom are frail, manage numerous health

Family Eldercare's Funding



Barriers/Obstacles

EXTERNAL

- **Stigma from Receiving Services**
 - Hesitancy to ask for assistance
- **Unaware of Benefits/Services**
 - Do not know what you do not know
- **Difficult to Navigate/Exhausting**
 - Locate – Tell Story – Wait - Tell Story - Wait
Tell Story Again – Wait - Get Accepted
Wait - Finally receive assistance

REPEAT

INTERNAL

- **Infrastructure Capacity**
- **Staff/Funding Capacity**
- **Qualified Staff**
 - Experience
 - Licensing/Credentials



Volunteering with Family Eldercare

In 2014, Family Eldercare was blessed with 214 volunteers partnering with us in our mission to provide services to senior and disabled adults.

- **Guardianship**

- Guardian Advocates make short, regular visits to a client to provide companionship and a higher quality of life by advocating for the person's needs. Guardian Advocates help ensure that our clients are enjoying the best possible quality of life. They report directly to an assigned Guardianship Program staff member to share their observations on clients' well being. Volunteers are invaluable in their role in helping prevent neglect or abuse.

- **Bill Payor/Money Management**

- Become a Bill Payer or Representative Payee to help a senior or adults with a disability better manage their finances. This volunteer opportunity requires at least 2 hours per month. Bill payers assist clients with sorting mail, balancing checkbooks, writing checks for the client to sign, and making sure bills are paid and mailed in a timely manner. Representative payees provide budget set-up, payment of monthly bills and checkbook balancing for individuals determined to be incapable of



Thank you.

***Family Eldercare's mission is as strong as it today
because of the unconditional support you, and
those who came before us, have given.***

***We are grateful for all you do and the loyalty you
show our clients and our mission.***