



**Housing and Services**  
Resource Center

**Community Transitions:  
Creative Collaborations Move People  
Home**

***August 4, 2022***  
***Webinar***

# Welcome



**Housing and Services**  
Resource Center

Webinar is hosted by the  
Housing and Services Resource Center (HSRC)

## **Facilitator**

**Lori Gerhard**, Director, Office of Interagency  
Innovations, Administration for Community Living

# Instructions for Zoom

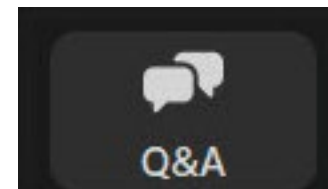
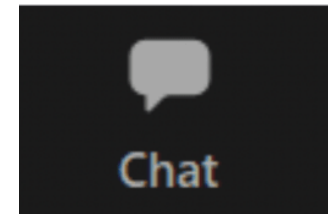
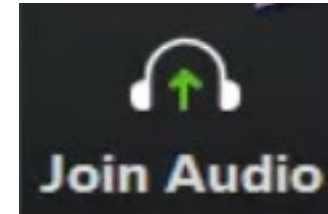
## Audio Options

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

## Questions and Comments

- Please actively use chat throughout the meeting, especially for your comments.
- To ask a presenter a question, please use the Q&A function.

Or, send your question or comment via email to [HSRC@ACL.HHS.GOV](mailto:HSRC@ACL.HHS.GOV)





# Housing and Services Resource Center

**JUST  
LAUNCHED!**

[acl.gov/HousingAndServices](https://acl.gov/HousingAndServices) **#HousingResources**



# Minnesota Partnership Panel

- **Karen Britton**, Manager of the Senior LinkAge Line, Minnesota Board on Aging
- **Kathy Vondrum**, Senior LinkAge Line Coordinator, Minnesota Board on Aging, (Prior manager of Return to Community and Resource Coordinator)



# Integrated Options Counseling and Support

Karen Britton | Manager | Minnesota Board on Aging

# Overview

The Senior LinkAge Line is a free statewide service for older adults and their families. In partnership with Minnesota's Area Agencies on Aging, the Senior LinkAge Line provides information, assistance and connections to local services to help people make good decisions and remain independent in their communities.



# Senior LinkAge Line Services

The Senior LinkAge Line helps older Minnesotans and those providing care statewide.

- ✓ It helps Minnesotans plan for their future, stay in their homes, understand housing options and find services if life changes.
  - Program: **Housing Options Counseling**
- ✓ It connects people being admitted to a nursing facility with services and to help them live in the most integrated setting possible.
  - Program: **Pre-admission Screening - PAS**
- ✓ It assists those leaving a facility or hospital to find the services and resources they need to return to their homes and communities.
  - Program: **Return to Community - RTC**
- ✓ It navigates Medicare enrollment and supplemental insurance for beneficiaries statewide.
  - Program – **State Health Insurance Assistance Program - SHIP**



# Senior LinkAge Line Services

- ✓ It educates Minnesotans so they can protect themselves from fraud, waste and scams.
  - Program: **Senior Medical Patrol - SMP**
- ✓ It provides assistance to people to help them afford their prescription drugs.
  - Program: **Prescription Drug Assistance Program - PAP**
- ✓ It connects Minnesotans with services such as home delivered meals, chore services and transportation.
- ✓ It connects Minnesotans to financial and legal assistance, as well as advocacy through the Office of Ombudsman for Long-term Care.
- ✓ It helps people find the answers they need through self-service online tools.
  - Program: [mnaging.org](http://mnaging.org), [seniorlinkageline.com](http://seniorlinkageline.com), [minnesotahelp.info](http://minnesotahelp.info)

# Senior LinkAge Funding

## State

- Information and Assistance
- Long-Term Care Consultation
- Pre-admission Screening (25%)
- Prescription Assistance Program
- Return to Community

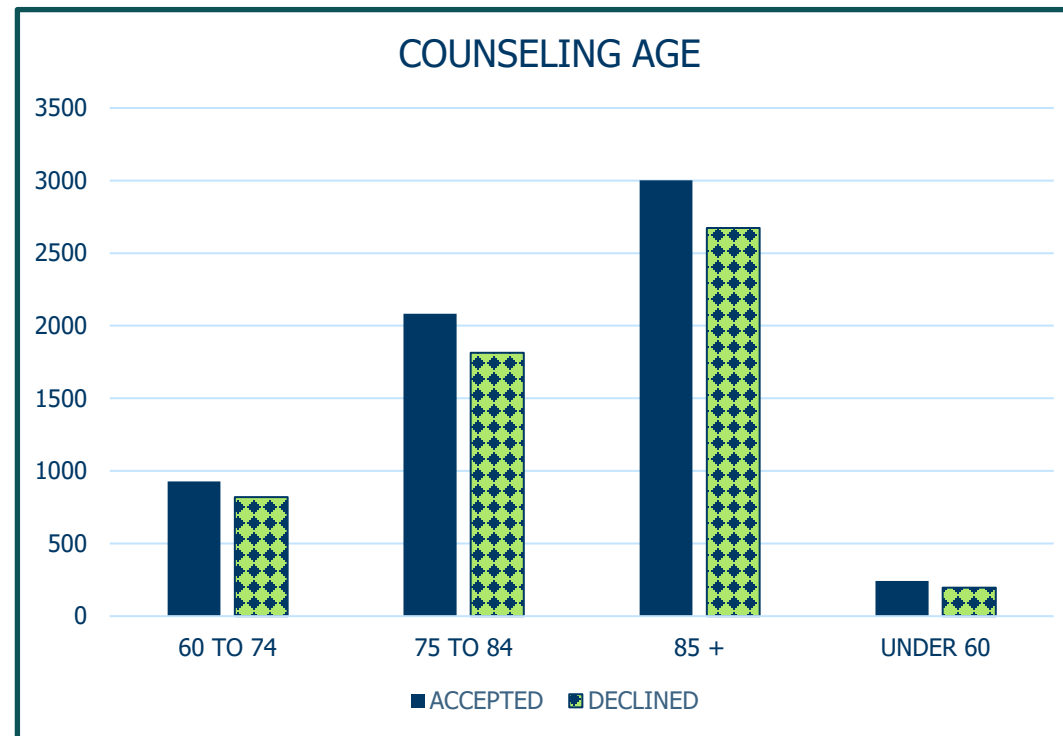
## Federal

- State Health Insurance Program
- Senior Medical Patrol
- Medicare Improvement for Patients & Providers Act
- Pre-admission screening (75%)
- Supportive services (Title III B)\*

*\*Title III B funding for I & A is at the discretion of the AAA and their needs.*

# Housing counseling offered to anyone considering a move to Assisted Living Facilities

6,253 Accepted Counseling  
5,501 Declined Counseling  
2018



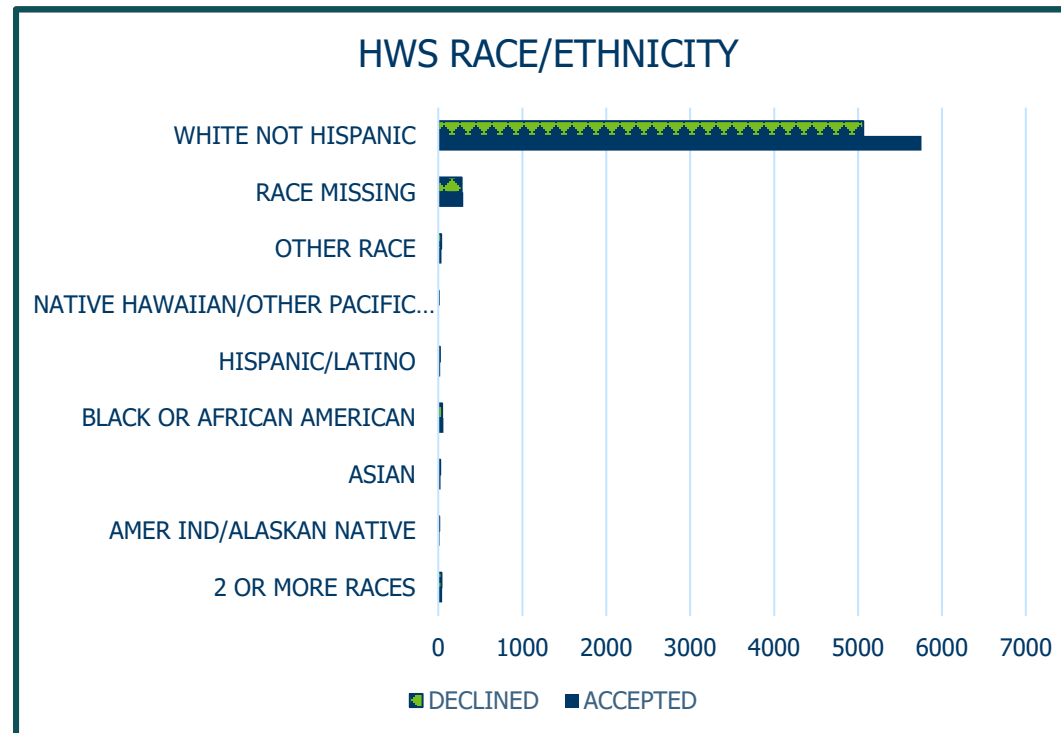
# Housing counseling offered to anyone considering a move to Assisted Living Facilities by Race/Ethnicity

## Gender

63% Female

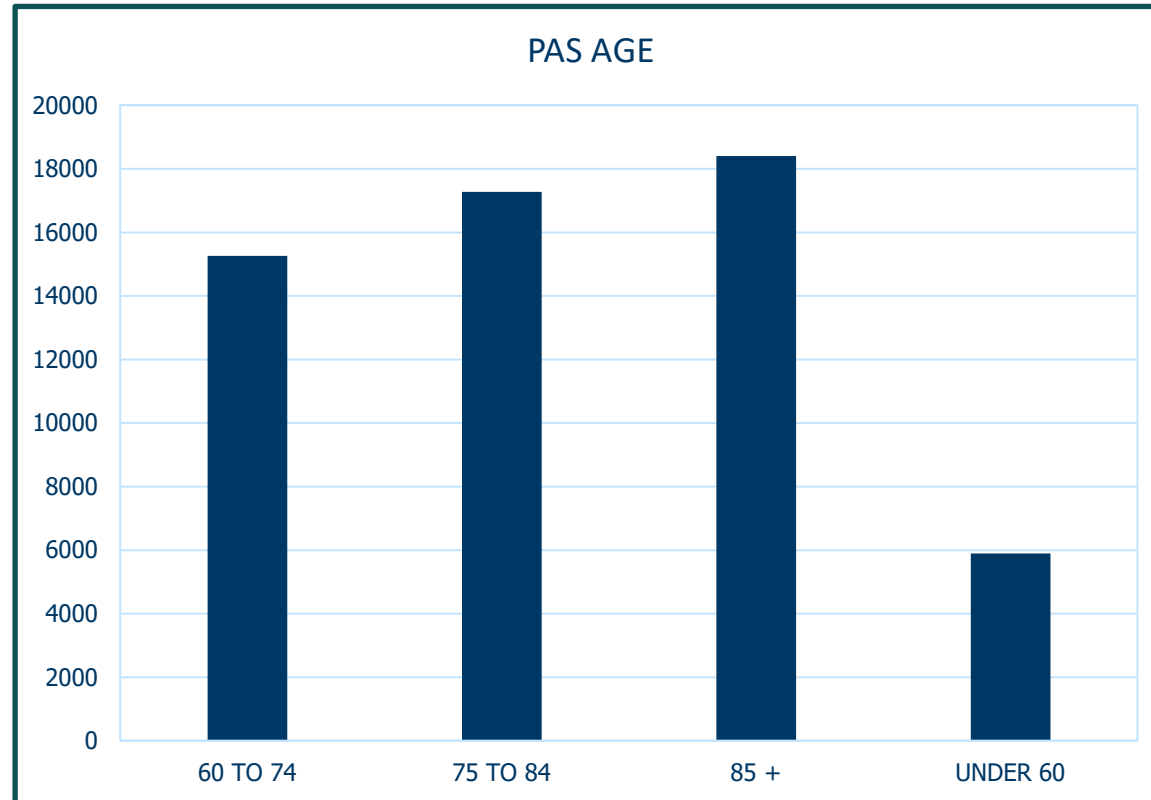
36% Male

0.1% Not collected



# Pre-Admission Screening

67,650 PAS in 2018



# Pre-Admission Screening by Race/Ethnicity

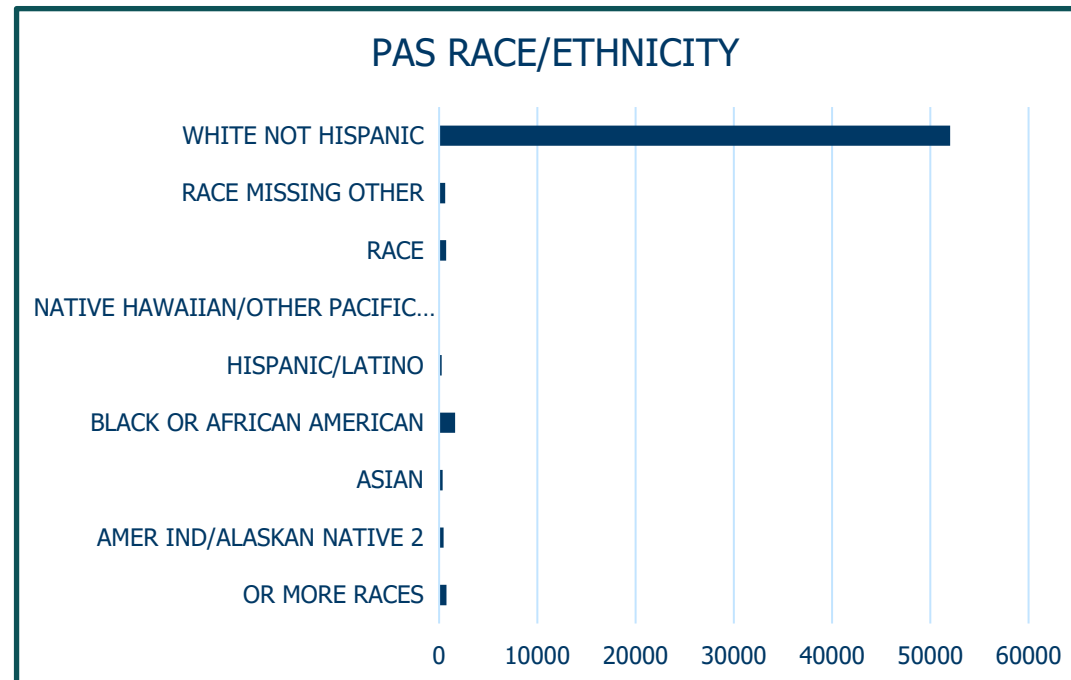
## Gender

58% Female

41% Male

.02% Not collected

.03% Transgender



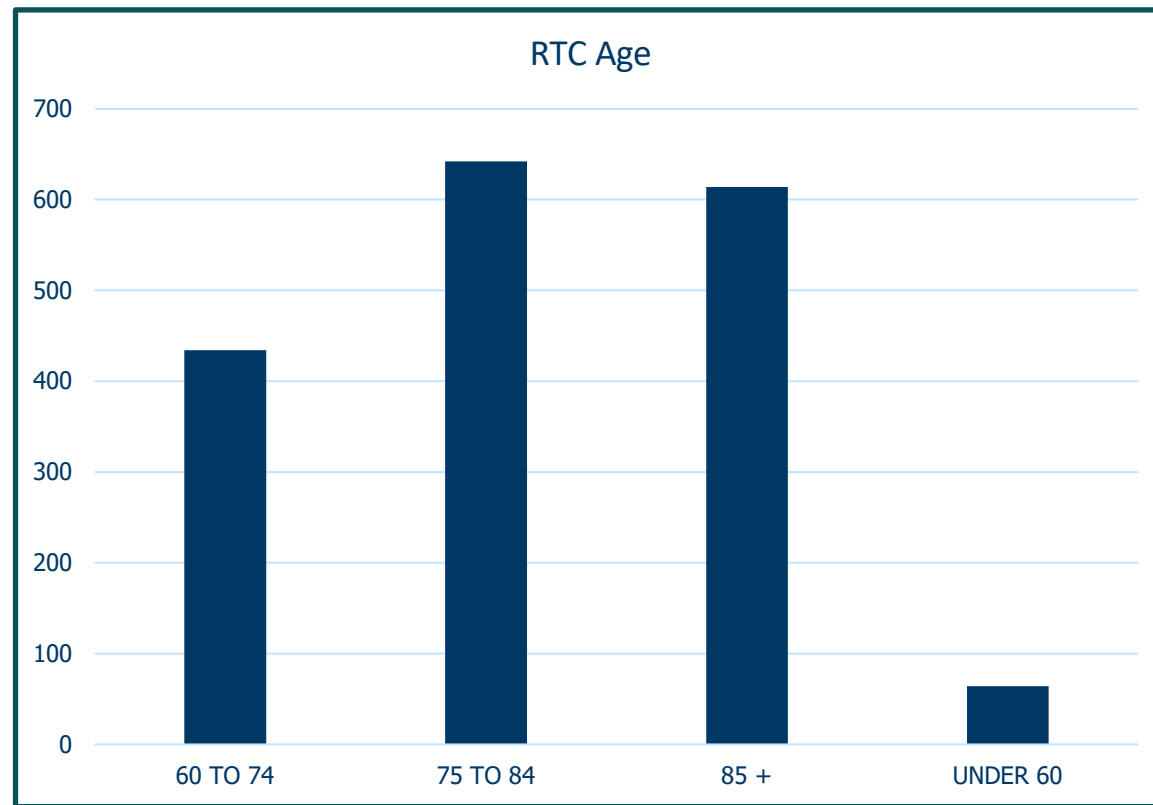
# Return to Community

- To help people live in the least restrictive setting of their choice
- \$8 million is provided annually in state funds
- We help an average 2,000 people a year develop a plan when leaving a nursing home to remain in their homes
- 10,000 referral calls a year to offer assistance
- Goal for 2022: Supporting caregivers



# Populations: Return to Community

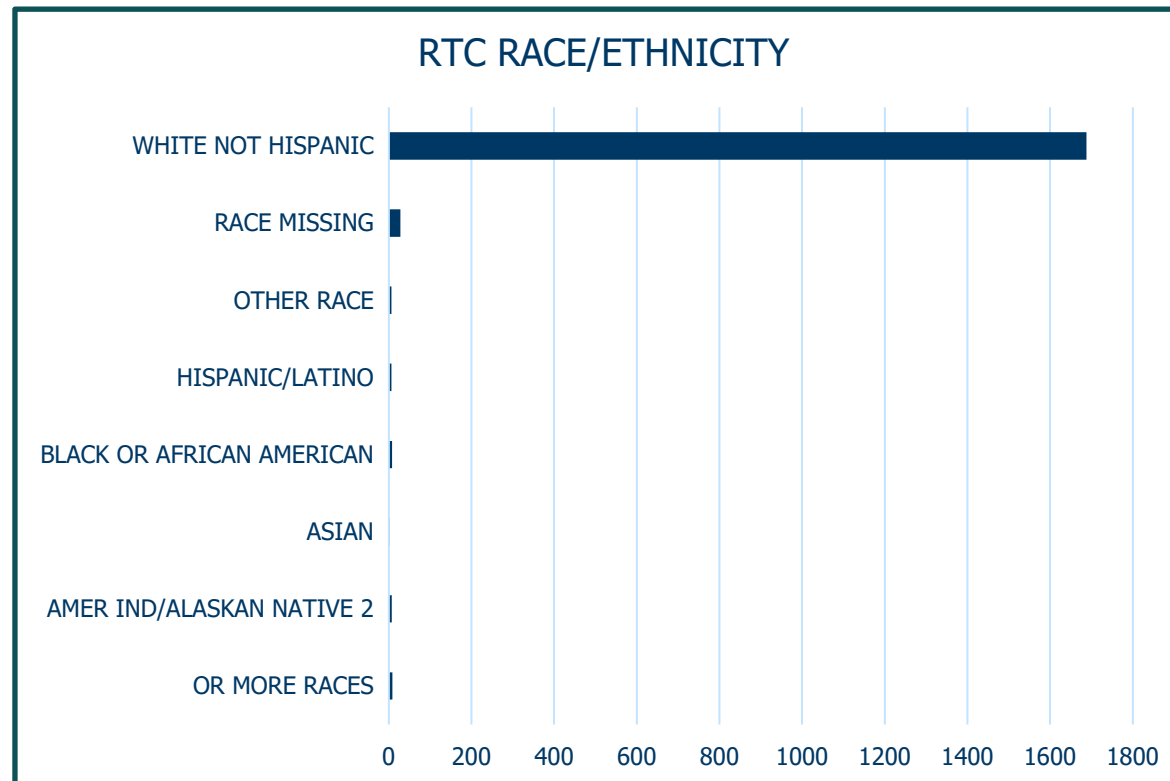
Ages of those Contacted



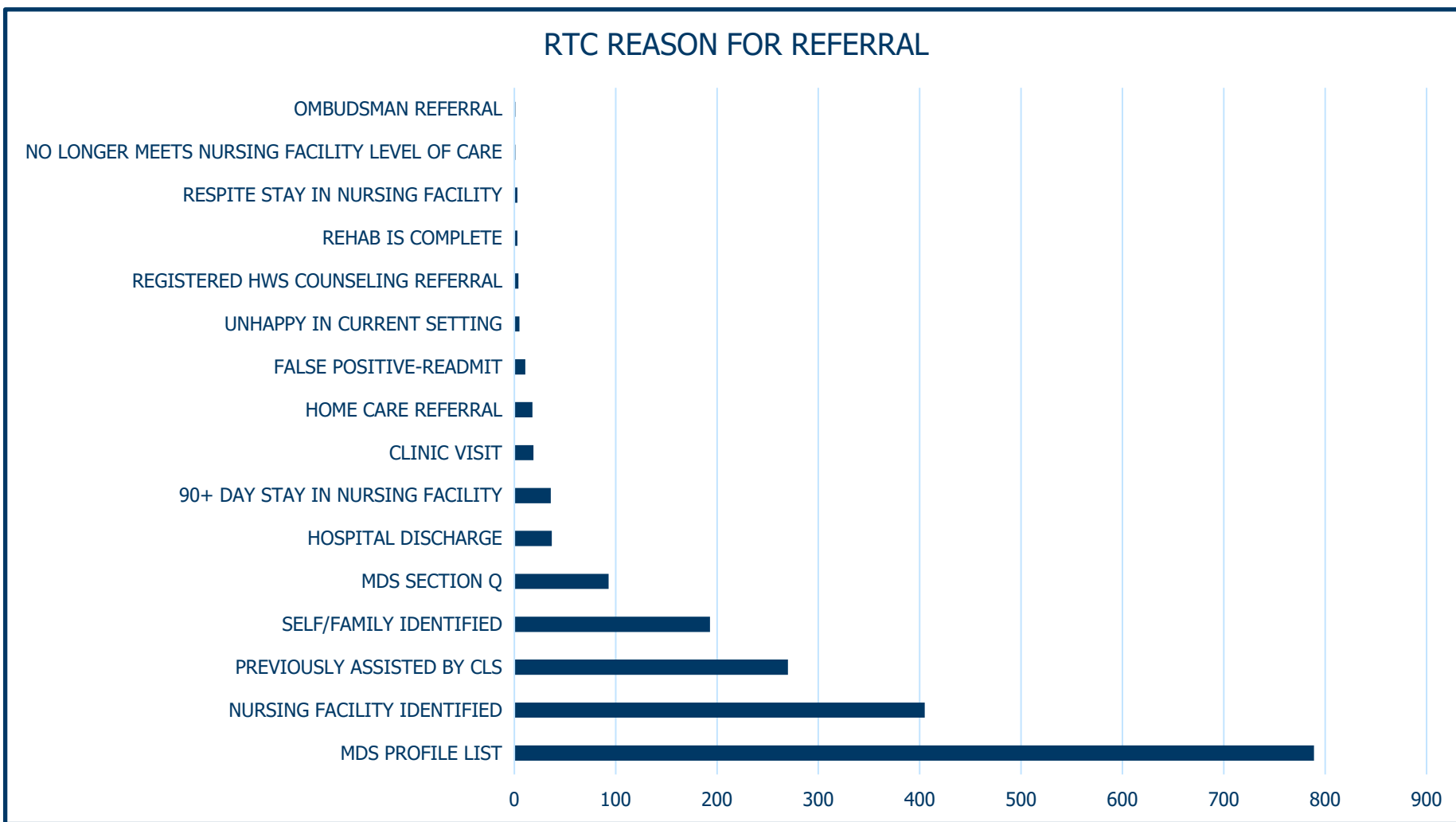


# Populations: Return to Community by Race/Ethnicity

Gender  
58% Female  
42% Male

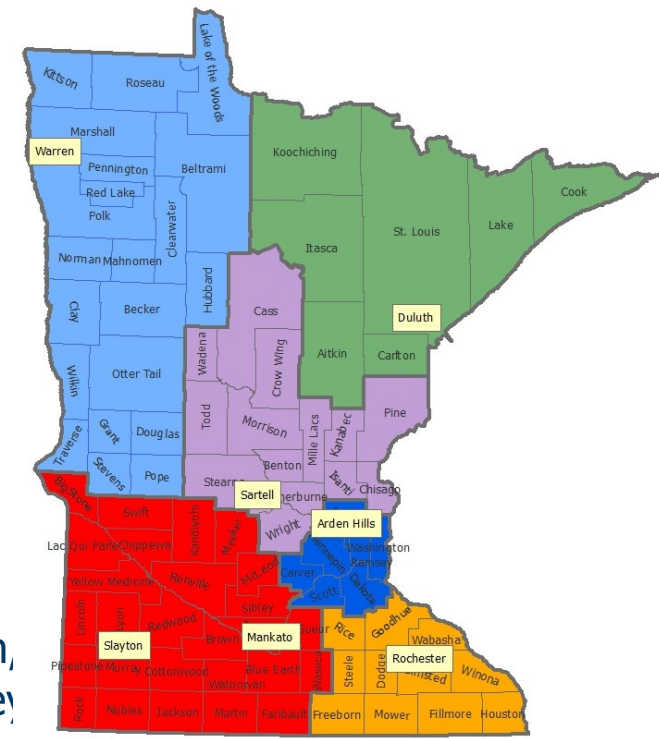


# Reasons for Return to Community Referrals



# Senior LinkAge Line Partners - Minnesota AAAs

- **Arrowhead Area Agency on Aging (Duluth)** Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, & St. Louis Counties
- **Central MN Council on Aging (St. Cloud)** Benton, Cass, Chisago, Crow Wing, Isanti, Kanabec, Mille Lac, Morrison, Pine, Sherburne, Stearns, Todd, Wadena & Wright Counties
- **Dancing Sky Area Agency on Aging (Warren)** Becker, Clay, Douglas, Grant, Otter Tail, Pope, Stevens, Traverse, Wilkin Beltrami, Clearwater, Hubbard, Kittson, Lake of the Woods, Polk, Mahnomen, Marshall, Norman, Pennington, Red Lake & Roseau Counties
- **Metropolitan Area Agency on Aging (Arden Hills)** Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, & Washington Counties
- **Minnesota Chippewa Tribe Area Agency on Aging (Cass Lake)** Bois Forte, Grand Portage, Leech Lake, & White Earth Reservations
- **Minnesota River Area Agency on Aging (Mankato)** Big Stone, Blue Earth, Brown, Chippewa, Cottonwood, Faribault, Jackson, Kandiyohi, Lac qui Parle, Le Sueur, Lincoln, Lyon, Martin, McLeod, Meeker, Murray, Nicollet, Nobles, Pipestone, Redwood, Renville, Rock, Sibley, Swift, Waseca, Watonwan, & Yellow Medicine Counties
- **Southeastern MN Area Agency on Aging (Rochester)** Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha, & Winona Counties



# Innovation: Looking Forward

## Goals

- More self service options
- More ways to interact
  - Interact with people how they want – virtual or in person.
- Identify those with unstable housing options or as their needs change.
- Develop programs to support caregivers, the isolated and those with no support network.
- Outreach to underserved populations
- Education of providers on programs that can assist in transitions.



# Senior LinkAge Line



# Thank you!

# Poll: Who Is with Us?

**How would you describe your organization's current role in supporting individuals who are transitioning to the community?**

- Actively support
- Provide occasional support
- Do not currently provide support but may in the future
- Not applicable

# Poll Results

**Chat:** What are you and 1 key partner currently doing to support transitions?

# Iowa Partnership Panel

- **Kent Ohms**, Community Living Director, Iowa Dept. on Aging
- **Sherrie McDonald**, Lifelong Links Director, Connections AAA
- **Robin Shaver**, Director of Care Management for Methodist Jennie Edmundson Hospital



# Iowa Return to Community Care Transition Initiative

# IRTC Initiative Goals

- Help seniors maintain their independence by keeping them in their homes with wraparound support services
- Integrate services through care coordination and management

# IRTC Initiative Goals

Reduce unnecessary  
facility placement,  
unnecessary hospital  
admissions and  
readmissions, and  
emergency department  
use

# Key Elements

- Service coordination at discharge
- Up to 90 days of intensive services
- Increasing access to person-centered planning



**Partners**

**Current  
Funding**

**Future Direction**

- Five out of six AAAs participating in IRTC
- Hospitals, SNFs, Clinics
- Funding provided by the Iowa General Assembly
- Future direction being assessed

# **Panel Discussion**

**Q&A**



# ACL Resources for Care Transition Programs

## Care Transitions Program Website:

- Innovative practices from the field
- Care transitions tools
- Care transitions resources
- Care transitions and assistive technology

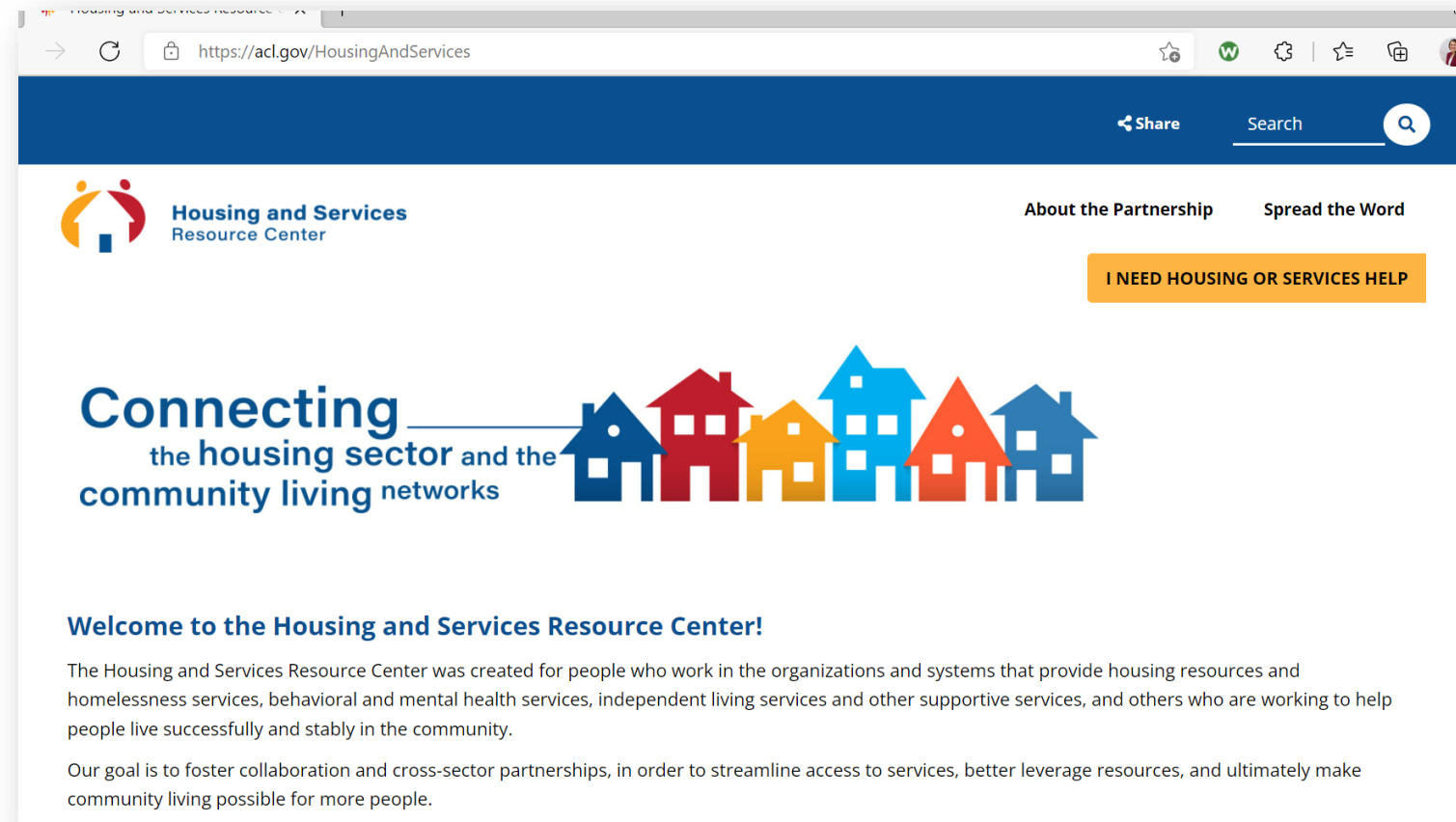
<https://acl.gov/caretransitions>

**Questions? Innovations to share?**

Send an email to:

[caretransitions@acl.hhs.gov](mailto:caretransitions@acl.hhs.gov)

# HSRC Website



[acl.gov/HousingAndServices](https://acl.gov/HousingAndServices)



# Upcoming HSRC Webinars

## **August 22 from 2:00-3:00 pm ET**

- Working Together to Empower Community Inclusion: Health/Housing/Independent-Living Partnerships  
<https://bit.ly/3zT11Cm>

## **August 29 from 3:00-4:00 pm ET**

- Continuums of Care and the Aging and Disability Networks

All webinar registrants will receive the links to sign up.

# Help Us Improve

**Please** complete our short feedback form:

<https://www.surveymonkey.com/r/LCFWG9H>



**Housing and Services**  
Resource Center

**We want to hear from  
you!**

Please email us at [hsrc@acl.hhs.gov](mailto:hsrc@acl.hhs.gov)

# Acknowledgment



This presentation was supported in part by the U.S. Administration for Community Living through a contract with Mission Analytics Group, Inc. (Contract number HHSP233201500060I) which subcontracted the work to USAgings. The views expressed do not necessarily represent the positions or policies of the Administration for Community Living / Department of Health and Human Services.