

Chester County Aging Services

A Guide to Service

Introduction:

The mission of the Chester County Department of Aging Services is to provide home and community-based protection, advocacy, and information and assistance services to people aged 60 and over and their families so they can have choices about how they want to live with dignity and respect, lead independent and active lives, and be free from abuse and neglect.

What to expect when you (or other person) calls Chester County Department of Aging:

- **During the initial phone call-** an Information and Referral (I &R) Specialist will talk with you and discuss your various needs and concerns. The I&R Specialist can offer information on numerous resources in the community (housing, financial assistance, transportation, counseling, meal programs, visiting doctors, and other general information and phone numbers) as well as information about the various programs offered through the Department of Aging. After discussing the resources and programs, the I&R Specialist is more than happy to email or mail information to the Consumer or other interested persons. The Department of Aging has fact sheets about the programs offered through the office as well as brochures and directories containing information on services, nursing facilities, apartment complexes, and personal care homes.
- **Referral Process-** If a Consumer or family member is interested in making a referral for services during this initial phone call, the I&R Specialist will fill out a referral form. The following information is required to make a referral for a Consumer: basic demographic information (name, date of birth, address, phone number, and emergency contact information) as well as primary health concerns, and the ability of the Consumer to complete basic tasks such as bathing, dressing, toileting, cooking, cleaning, and shopping. The I&R Specialist will mail out a financial packet to the Consumer/referral source for completion prior to the assessment visit. The referral will be assigned to an Assessor on the next business day.
- **Assessment Process-** The Assessor will call to schedule the assessment visit within 10 days. During the assessment visit, the Assessor will meet with the Consumer and family to discuss the Consumer's health concerns and the ability of the Consumer to complete activities of daily living (bathing, dressing, eating, toileting) and instrumental activities of daily living (cooking, cleaning, driving, shopping). The Assessor will also collect the Consumer's financial information. During this visit, the Assessor will determine if the Consumer is Nursing Facility Ineligible or Nursing Facility Clinically Eligible, which program the Consumer may be eligible for, and explain the various types of services that are available through the Department of Aging. After completion of the process, the assessment will be forwarded to the appropriate program for in-home services. The time frame to receive in-home services varies depending on level of care, finances, and Consumer needs.

1. Aging Waiver Program

The Aging Waiver programs targets individuals age 60 or older eligible for nursing home placement to be provided alternative community based in-home services in a home environment setting. Consumers must meet medical and financial eligibility requirements and choose to receive services in their own home.

2. Options Program

The program provides home and community-based services to enable Consumers to remain in their home. Services are provided on a sliding fee scale to those who qualify.

3. Caregiver Support Program

Caregiver Support Program allows the caregiver the opportunity to manage and control what goods and services will be purchased according to the caregiver's needs. The goal of the program is to reduce caregiver stress and reinforce the care being provided to older persons at home.

4. Intergenerational Caregiver Support Program

This program is specially designed to assist adults age 60 and over who care for children in their homes age 18 and younger.

5. Nursing Home Assessment

The Department of Aging completes assessments to determine if an individual meets nursing facility level of care. Paperwork is then submitted to the County Assistance Office and the designated Nursing Facility.

6. Personal Care Home Supplement

The Department of Aging completes an assessment to determine if an individual meets personal care home level of care. Paperwork is then completed and submitted to the County Assistance Office and the Social Security Office to determine if the individual meets financial eligibility requirements for a supplement to assist with the cost of living in a Licensed Personal Care Home.

7. Protective Services:

The Department of Aging is mandated to receive and investigate reports of suspected abuse, neglect, exploitation, and abandonment of incapacitated Chester County residents aged 60 and older and to provide activities, resources and supports to detect, prevent, reduce and eliminate these conditions.