

**Northwest Indiana Community Action  
PowerPoints**

# PowerPoint 1



## INTRODUCTION

ADRC is operated by  
Northwest Indiana  
Community Action (NWICA)  
to assist with:

- access to information
- care options
- short-term case management
- benefits enrollment



# WHAT IS ADRC?

ADRC stands for  
**Aging &  
Disability  
Resource  
Center.**

ADRC is a key component to Indiana's No Wrong Door (NWD) to provide one-stop referral for all populations in need of long-term services and supports (LTSS).

The program consists of:

- **Community Supports**
- **Resource Connections**
- **Options Counseling**

## SERVICE AREA

NWICA as the Areas Agency on Aging serves the following counties:

- **Lake**
- **Porter**
- **Jasper**
- **Newton**
- **Pulaski**
- **Starke**



Capacity is determined through contracts and grant award amounts.

1

## COMMUNITY SUPPORTS

This program covers all Older American's Act (OAA) funded programs which are non-service plans taking place within the community.

Programs are funded under OAA and Title 3 federal funds with support from specific grants for the 60+ population.

## WHAT DOES COMMUNITY SUPPORTS DO?



Programs include:

- **Senior Nutrition**
- **Transportation**
- **Legal Services**
- **Family Caregiver Services**
- **Dementia Services**

# DEMOGRAPHICS

## Number of Senior Nutrition Participants

- FY 21 Total: 8,045
- FY 22 Total: 8,572
- FY 23 Projected Total: 9,461



Resource Connections acts as a central contact for all of NWICA's programs.

2

Trained specialists work with clients to determine their exact needs and if NWICA can assist with those needs.

If we cannot assist with their needs, we provide other community resources to contact that may be able to.



**RESOURCE  
CONNECTIONS**

## HOW DOES RESOURCE CONNECTIONS HELP?

Brainstorm with clients on ways to resolve the issue on their own if we cannot locate help for their need.

State Health Insurance Program (SHIP) counselors on staff.

Local experts in Medicare take insurance language into plain English.

Help connect clients with groups and organizations that can help with everyday needs with respect. We take time to explore options.

## DEMOGRAPHICS



### Handled Calls

- FY 21 Total: 26,552
- FY 22 Total: 22,114
- FY 23 Projected Total: 22,000

3



## OPTIONS COUNSELING

We do an intake process by completing a comprehensive assessment to identify unmet needs impacting the quality of life.

Resource Connections Dept. work with Options Counselors to identify the needs of the client if interested in in-home services.

## HOW DOES OPTIONS COUNSELING WORK?

- **Contacts** client within 2 business days to schedule an in-person assessment within 10 business days.
- **Identifies** unmet needs and provide available resources or links to available federal and state funded programs for in-home services.
- **Final** outcome may result in an action plan created for resources provided, a comprehensive plan of care or potential waiting list placement if funding is not available.



Clients must have Medicaid or be approved through local Medicaid.

Must have no more than \$2,742 monthly income and \$2,000 in assets.

## ELIGIBILITY



The **Expedited Waiver Eligibility** process may be able to assist with approval for traditional Medicaid for clients over 65 and meet the same financial requirements.



**Funding:** We work with Medicaid Waiver when clients have 3 deficits in Activities of Daily Living

## ELIGIBILITY

CONT.



Clients who don't meet functional or financial eligibility, we have Non-Waiver funding sources to help consider in-home services.

## DEMOGRAPHICS

### Referrals Received

- FY 22: 3,755 for In-Home Services
  - 2,224 completed comprehensive services with individuals
- FY 23 Projected: 4,000 for In-Home Services
  - 2,700 comprehensive services with individuals



## MEETING NWICA'S MISSION

- NWICA's mission is to help people experiencing financial hardship, find opportunities resources and respect.
- ADRC and its programs align with this mission by helping individuals flourish in their communities with resources, information, in-home services and supports.





**AGING & DISABILITY  
RESOURCE  
CENTER**

[WWW.NWI-CA.COM](http://WWW.NWI-CA.COM)



# PowerPoint 2



## INTRODUCTION

- **Community Supports** is under **Aging & Disability Resource Center (ADRC)** and is operated by **Northwest Indiana Community Action (NWICA)**
- Covers all **Older American's Act (OAA)** funded programs
- Consists non-service planned programs taking place in the community



## WHAT DOES COMMUNITY SUPPORTS DO?



Programs include:

- **Senior Nutrition**
- **Transportation**
- **Legal Services**
- **Family Caregiver Services**
- **Dementia Services**

## SERVICE AREA

NWICA as the **Areas Agency on Aging** serves the following counties:

- **Lake**
- **Porter**
- **Jasper**
- **Newton**
- **Pulaski**
- **Starke**



# DEMOGRAPHICS

## Number of Senior Nutrition Participants

- FY 21 Total: 8,045
- FY 22 Total: 8,572
- FY 23 Projected Total: 9,461



Under OAA and Title 3 federal funds



# FUNDING

Support from specific grant funding specifically for services for 60+ population

**Number of staff  
working in the  
program?**

Department of 3  
and growing!

**What is the program  
capacity?**

Determined through  
**contracts** and **grant  
award amounts.**

**Who else provides in  
our region?**

Services are offered  
by other Areas  
Agency on Aging  
(AAA)'s in  
coordination with  
community  
organizations.

**HOW TO  
CONTACT  
COMMUNITY  
SUPPORTS**

Contact our agency by **making a referral  
via website** at:

[www.nwi-ca.org](http://www.nwi-ca.org)

**OR**

**Call 1 (800) 826-8271**

# MEETING NWICA'S MISSION

- NWICA's mission is to help people experiencing financial hardship find opportunities, resources and respect.
- Community Supports aligns with this mission by offering free services with optional donation cost for our 60+ community to allow engagement, connection and support



## COMMUNITY SUPPORTS

[WWW.NWI-CA.COM](http://WWW.NWI-CA.COM)

# PowerPoint 3



## INTRODUCTION

**Resource Connections** acts as a **central contact** for all of **Northwest Indiana Community Action's (NWICA)** programs.



Trained specialists work with clients to determine exact needs and if NWICA can assist with those needs.

If we cannot assist with specific needs we provide other community resources to contact that may be able to.

## SERVICE AREA

NWICA as the Areas Agency on Aging serves the following counties:

- **Lake**
- **Porter**
- **Jasper**
- **Newton**
- **Pulaski**
- **Starke**



## HOW DOES RESOURCE CONNECTIONS HELP?

Brainstorm with clients on ways to resolve the issue on their own if we cannot locate help for their need.

State Health Insurance Program (SHIP) counselors on staff.

Local experts in Medicare take insurance language into plain English.

Help connect clients with groups and organizations that can help with everyday needs with respect. We take time to explore options.

## DEMOGRAPHICS



### Handled Calls

- FY 21 Total: 26,552
- FY 22 Total: 22,114
- FY 23 Projected Total: 22,000

**Number of staff working on the program?**

Currently 7 full time staff and 1 part time volunteer

**What is the program capacity?**

Determined through our contracts and grant award amounts.

**Who else provides in our region?**

We are offered by other **Area's Agency on Aging (AAA)** under the umbrella of their **Aging & Disability Resource Center (ADRC)**.

## HOW TO BE A PART OF AGING SERVICES

Receive referrals from:

**Doctors | Hospitals | Rehabs**

**Home Health Service Providers**

**Health Insurance Companies**

We participate in community outreach via:

**Congregate Nutrition Sites**

**Outreach Events**

**Educational Information on Social Media**

# MEETING NWICA'S MISSION

- NWICA's mission is to help people experiencing financial hardship, find opportunities resources and respect.
- Resource Connections align with this mission by connecting clients with groups and organizations that can help meet their day to day needs with the respect they deserve.
- We take the time to explore as many options for their situation.



## RESOURCE CONNECTIONS

[WWW.NWI-CA.COM](http://WWW.NWI-CA.COM)



# PowerPoint 4



## INTRODUCTION

**Options Counseling** is under **Aging & Disability Resource Center (ADRC)** and is operated by **Northwest Indiana Community Action (NWICA)**.

We do an intake process by completing a comprehensive assessment to identify unmet needs impacting the quality of life such as:

**Physical | Financial |  
Mental/Emotional | Environmental  
Social/Recreational**



# WHERE TO BEGIN



**Options Counseling** works in conjunction with **Resource Connections Dept.** who will start the intake process by identifying all needs.

Clients will be referred to **Options Counseling** if there is express interest for in-home services.

## HOW DOES OPTIONS COUNSELING WORK?

- **Contacts** client within 2 business days to schedule an in-person assessment within 10 business days.
- **Identifies** unmet needs and provide available resources or links to available federal and state funded programs for in-home services.
- **Final** outcome may result in an action plan created for resources provided, a comprehensive plan of care or potential waiting list placement if funding is not available.



Clients must have Medicaid or be approved through local Medicaid.

Must have no more than \$2,742 monthly income and \$2,000 in assets

## ELIGIBILITY



The Expedited Waiver Eligibility process may be able to assist with approval for traditional Medicaid for clients over 65 and meet the same financial requirements

**Funding: We work with Medicaid Waiver when clients have 3 deficits in Activities of Daily Living:**

Bathing | Dressing | Toileting | Transfers

Ambulation | Taking medications

## ELIGIBILITY

CONT.



Clients who don't meet functional or financial eligibility, we have Non-Waiver funding sources to help consider in-home services.

# DEMOGRAPHICS

## Referrals Received

- FY 22: 3,755 for In-Home Services
  - 2,224 completed comprehensive services with individuals
- FY 23 Projected: 4,000 for In-Home Services
  - 2,700 comprehensive services with individuals



## Number of staff working in the program?

Dept. of 18 and growing

## What is the program capacity?

Determined through **contracts** and **grant award amounts**.

## Who else provides in our region?

We are offered by other **Area's Agency on Aging (AAA)** under the umbrella of their **Aging & Disability Resource Center (ADRC)**.

## OPTIONS COUNSELING

Complete the web-based referral from  
[www.nwi-ca.org](http://www.nwi-ca.org)

or

Call 1(800) 826-8271



The final outcome may result:

- action plan created for resources provided
- a comprehensive plan of care
- potential waiting list placement if funding is not available

## MEETING NWICA'S MISSION

- NWICA's mission is to help people experiencing financial hardship, find opportunities resources and respect.
- Options Counseling aligns with this mission by helping individuals flourish in their communities with the help of resources, information, in-home services and supports.





**OPTIONS  
COUNSELING/WAIVER  
INTAKE**

[WWW.NWI-CA.COM](http://WWW.NWI-CA.COM)

# PowerPoint 5



## CARE TRANSITIONS

[WWW.NWI-CA.COM](http://WWW.NWI-CA.COM)

### INTRODUCTION

We focus on social determinants of health such as:

**Financial Security | Food Security**

**Transportation**

**Access to Medical Care/Medications**

## HOW DOES CARE TRANSITIONS HELP?

We offer

- **Resources**
- **Referrals**
- **Care Coordination**

It is offered externally to the referrals that we receive from our contracts.

Internal referrals:

- **ADRC/Home and Community-Based Services (HCBS)**
- **Women Infant Children (WIC)**
- **Housing**
- **Energy Assistance Program (EAP)**

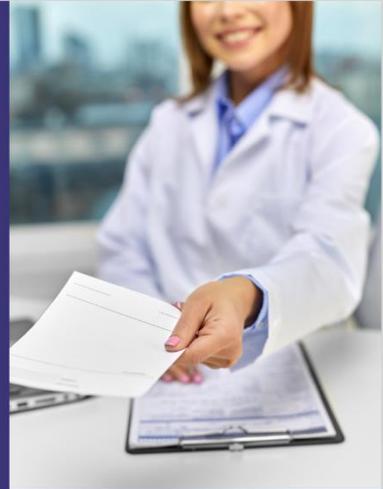
## WHAT IS PROVIDED?



- **Coaching services** to patients being discharged from hospital who are high risk of readmission
- **Collaborate** with local hospitals, discharge teams, hospital transmission staff to coordinate and execute the transition from hospital to home
- Encourage and empower patients to **take charge of their healthcare, learn key skills to self-manage** and **prevent readmissions**
- Essential interventions and promoting patient self-management care for **30 days** to ensure self sufficiency

Contracted externally and are  
fee-for-service

- **Methodist Hospitals  
(Northlake and Southlake)**
- **Anthem Commercial Plans**
- **Anthem Medicaid Plans**
- **MHS Plans**



## SERVICE AREA

### **Methodist Hospital:**

- Lake County

### **Anthem Medicaid and MHS:**

- Lake
- Porter
- Newton
- Jasper
- Starke
- Pulaski

### **Anthem Commercial:**

- Lake
- Porter
- Newton
- Jasper
- Starke
- Pulaski
- LaPorte
- White
- Tippacano
- Montgomery
- Carroll
- Fountain

## REFERRAL & ELIGIBILITY

Serve a diverse population:  
Infants to Older Adults

- From the hospital
- Experienced an adverse event
- A need identified (Methodist and Anthem Medicaid)
- By our contract partners
- Short term and **typically do not exceed 30 days**
- Occasionally contacted by a patient/member who has been terminated
- Will always find someone who can help, if we can't

## CLIENT ENGAGEMENT



- **Look into client engagement with health plan**
- **Locate hard to reach members**
- **Assess and address their needs**
- **Reengage them with their plan (MHS and Anthem Commercial)**

# PROGRAM IMPACT



## FY 22 Served Members

- MHS Total: 202
- Anthem Medicaid Total: 83
- Methodist Total: 34
- Anthem Commercial (Oct.-Dec. only) Total: 218
- Total Monthly average of billed units: 86

# PROGRAM IMPACT

CONT.



## FY 23 Projected Served Members

- MHS Total: 810 referred
- Anthem Medicaid Total: 256 served
- Methodist Total: 40 served
- Anthem Commercial Total: 700 referred
- Total Monthly average of billed units: 321

# MEETING NWICA'S MISSION

- NWICA's mission is to help people experiencing financial hardship, find opportunities resources and respect.
- Care Transitions align with this mission by connecting clients with resources, referrals and care coordination which help meet their needs with the respect they deserve.



## Number of staff working in the program?

Dept. of 3 and anticipating a 4th member!

## What is the program capacity?

Currently working over capacity.

Looking to hire to meet increased demand.

## Who else provides in our region?

**Community and Franciscan Hospital Systems** have internal care transitions department for patients they serve.

# TOWARDS A HEALTHIER TOMORROW



NWICA is committed to helping others succeed. We care about everyone.

Care Transitions strive for continuous improvement and expansion.



## CARE TRANSITIONS

[WWW.NWI-CA.COM](http://WWW.NWI-CA.COM)



# PowerPoint 6



## About Us

### Who We Are

Northwest Indiana Community Action is the proud Area Agency on Aging serving our vibrant community. With a rich history of dedication to seniors and caregivers, we are committed to enhancing the quality of life for older adults by providing comprehensive support, resources, and advocacy. At NWICA, we strive to empower aging individuals, fostering a community where everyone can age with dignity, independence, and a sense of belonging.



### CONTACT US

[www.nwi-ca.com](http://www.nwi-ca.com)

219-794-1829

# Self-Care

## Avoid Fatigue



01

### Self-Compassion

Practice time for yourself! It is difficult work so give yourself more credit, so make time for a hobby you would enjoy.

02

### Stay Connected

Maintain social interactions and meet a friend for lunch. Join a support group to feel less isolated.

03

### Exercise, Sleep and Eat Well

Don't abandon your own physical health. Try yoga or go for a short walk outside. Going to bed 30 minutes earlier can be beneficial.

04

### Set Goals

Setting attainable goals will help you keep focused and culminates the progress.

05

### Ask For and Accept Help

Reach out before you become overwhelmed. Don't wait until you are exhausted.

Sources: Harvard Medical School, Family Caregiver Alliance; National Institute on Aging

# Caregiving Age Range

60 million American caregivers range in all ages. The largest number of caregivers are middle-aged. One out of three are 18-29 years old.

Children who are a caregiver range 8-18 years of age which make up 1.5 million Americans. They typically care for parents or siblings.

2.7 million are grandparents who care for their spouse, children or grandchildren. Many face health challenges themselves while caring for others.

Source: Mental Health America



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## Workplace Skills as a Caregiver

**Prioritizing Tasks**



**Patience**

**Empathy**



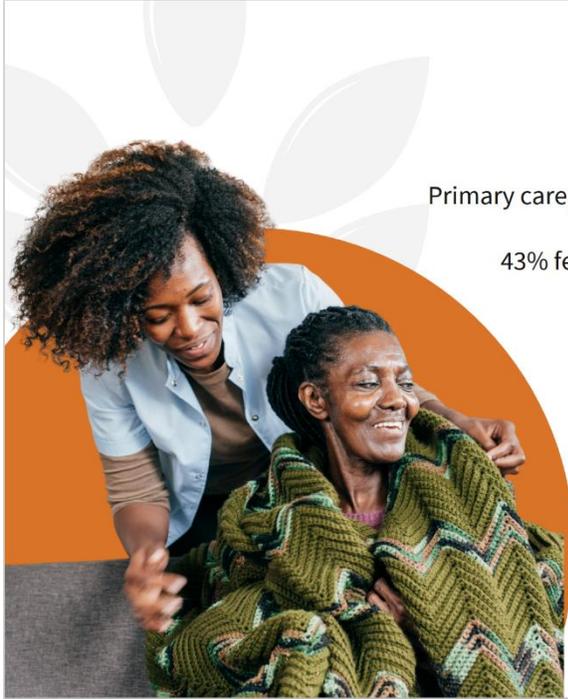
**Teamwork**

**Multitasking**



**Tenacity/Persistence**

Source: Rutgers Center For Women in Business



## Facts About Caregivers

Primary caregivers in rural areas are usually unpaid and with no paid help.

43% feel they are personally responsible because no one else can provide or is not covered by insurance.

1 out of 5 caregiver's personal health takes a toll when caring for loved ones.



**92%**

Provide more than 21 hours per week

*Source: Family Caregiver Alliance*

*Source: Family Caregiver Alliance; Legacy Home Care*

## Veteran Caregiving

- Military caregivers post 9/11 typically help with emotional and behavioral challenges
- Family relationships tend to face great strain due to experiencing worse health outcomes
- In the U.S. it is estimated there being 5.5 million military caregivers



**17%**

Civilian caregivers spend 40 hours per week providing care

*Source: RAND National Security Research Division*



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## Being Educated About Caregiving



**Case Management**



**In-Home Services**



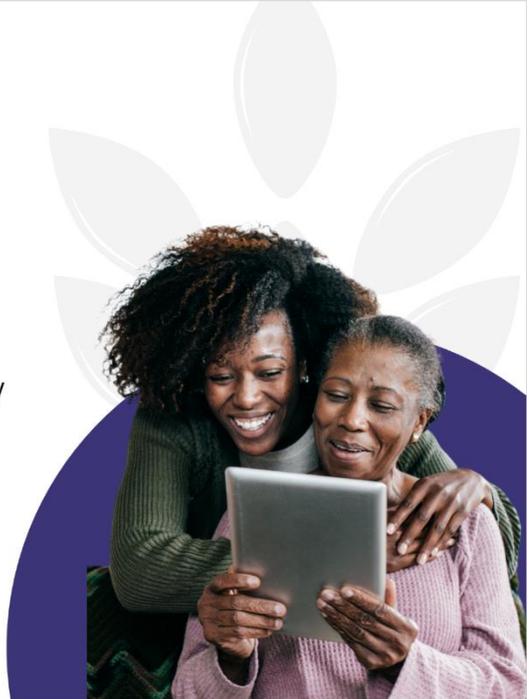
**Evidence-based Programs**

# Diverse Family Caregivers

## Research on Diverse Family Caregivers

- Culture greatly impacts when providing care
- Experiences bias and stigma in the healthcare system based on cultural background or identity
- Unaware of patient advocacy groups which provide assistance towards access to culturally supportive resources
- It is overwhelming to identify resources that are culturally responsive

Source: National Alliance for Caregiving



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*Thank you for joining us today!*

**Please fill  
out our  
event survey**

