

Health & Human Services & Resources During COVID-19



Learning Objectives

- Participants will understand the the basic principles of utilizing a strengths-based approach to assist Palm Beach County residents affected by COVID-19
- Participants will be able to identify resources for consumers on an individual, organizational, and community level to mitigate the effects of COVID-19
- Participants will learn about additional resources available from various community organizations.

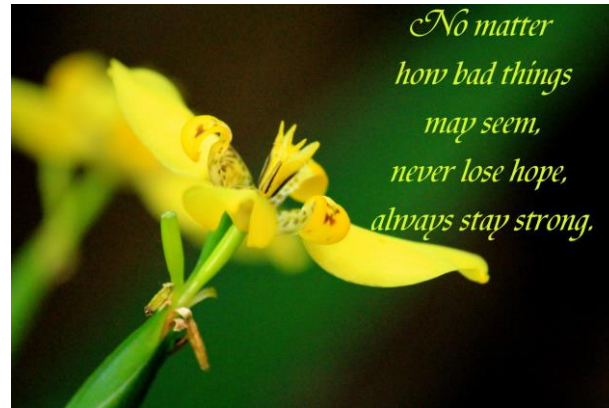
Teaching a CHW How to ‘Fish’

- Focus on current strengths (client & community)
- Where to find resources
- Where to provide health education & outreach



Strengths-based Approach

- Client-led and client-centered
- Builds the clients on their strengths, specifically seeing them as resourceful and resilient when they are in adverse conditions
- Change happens using positivity and affecting each person and how they handle their own:
 - Attitudes about their dignity
 - Capacities
 - Rights
 - Quirks
 - And similarities



Standards of Strengths-Based Approach

Goal orientation: It is crucial and vital for the person to set goals.

Strengths assessment: The person finds, and assesses their strengths and inherent resources.

Resources from the environment: Connect resources in the person's environment that can be useful or enable the person to create links to these resources. The resources could be individuals, associations, institutions, or groups.

The relationship is hope-inducing: By finding strengths and linking to connections (with other people, communities, or culture).

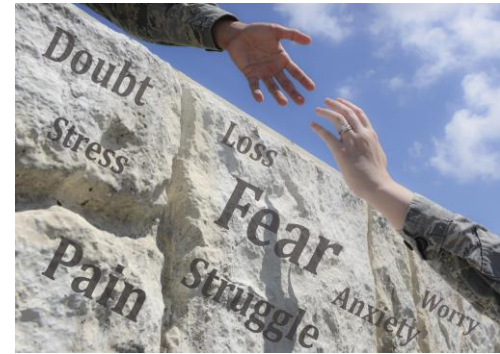
Meaningful choice: Each person is an expert on their strengths, resources, and hopes. It is the practitioner's duty to improve upon choices the person makes and encourage making informed decisions.

Principles of Strengths-Based Approach

1. Everyone possesses a uniqueness that helps him or her evolve and move along his or her journey. These unique characteristics can be either
 - Potential
 - Strengths
 - Capabilities
2. What receives attention or focus becomes what we (or the client) strive(s) for and eventually becomes a reality.
3. Be careful with your words and language. Our language creates our (and our client's) reality.
4. Accept change, life and our world are ever-evolving; don't resist.

Principles of Strengths-Based Approach

1. Support others as authentically as you can. You will see that your relationships are deeper and more meaningful.
2. The person or client is the story-teller of their own story.
3. Build upon what you know and experience to dream of the future.
4. Capacity building has multiple facets and organization.
Be flexible.
5. Be collaborative. Be adaptive and value differences.



Practice Self-Awareness

- Listen *effectively* to understand the client's strengths and supports
- Your thoughts shape your actions; your actions shape you and how you communicate and are perceived by others
- Be authentic

I'm *dealing* with this client...

vs.

I'm *working* with this client...



Socio-Ecological Model



Individual

- What experiences do they have?
- What education/training do they have?
- Who are they connected to?
- What are their passions?



Interpersonal

- Friends
- Family
- Neighbors
- Community ‘Champions’
- Community workers (public servants)
- Colleagues
- Community Clubs (HOA, etc.)
- Community Organizations (Faith-based, Sororities)



Faith-based Organizations

- Leadership team vs. Outreach or Health Ministry team
- Consider demographics of congregation
- What are their needs (i.e. resources for you to share)?
- What does their current schedule and outreach look like?
- Do they provide services for the community for you to know about, e.g.
 - Rental assistance
 - Food pantry/meal delivery
 - Other
- Share resources with them; many times specific toolboxes for FBOs
- Call to action: help share education and information
 - During worship, via communication channels, host outreach, etc.

Organizational

- School affiliation
 - High school
 - Vocational
 - College
- Elk's Club, Kiwanis, Rotary, Lion's Club
- Workplace
 - Employee Assistance Programs (EAP)
 - Worksite Wellness Programs



Community

- Housing Authorities, HOAs, etc.
- Libraries
- Transportation (public, private, not-for-profit)
- Community Centers (consider age groups)
 - Boys & Girl, YMCA, Senior Centers
- Parks, Trails, Outdoor activities
- Non-profits
- Food banks
- Barbershops, nail/hair salons
- Regularly scheduled community events (distribution sites, etc.)



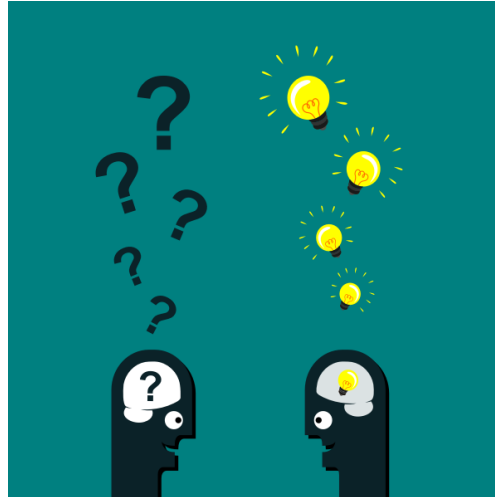
Community Groups



- Ministerial Associations
- Chamber of Commerce (usually by city)
- ‘Healthier’ Neighborhoods
 - Jupiter, Riviera, Delray, Lake Worth, Boynton Beach, Glades
- P.A.T.C.H. (for Western Palm Beach)
- InterAgency Network of PBC
- Birth to 22
- BRIDGES
- School District Wellness Promotion Task Force

Systems Partners

- Sharing insights, findings, observations with you organization and other CHWs in the region to share with partners
 - Emerging needs
 - Challenges/barriers
 - Success stories
 - Adjust as needed

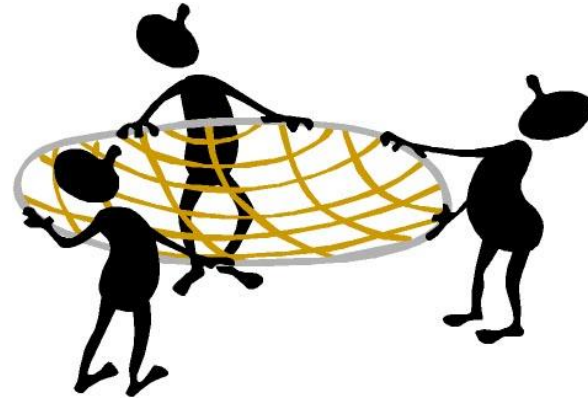


Local & Regional Resources

Durable Medical Equipment (DME)	Ex. Clinics Can Help
Assistance with out-of-pocket medical costs	Ex. PAN Foundation
Health care and support services for individuals living with HIV	Ryan White Program & Partners
Health Insurance enrollment assistance	Marketplace, Health Insurance Navigators Florida KidCare, local partners Medicaid, local partners

Medical Safety Nets

- Non-profit hospitals
- Federally Qualified Health Centers
 - C.L. Brumback Primary Clinics
 - Florida Community Health Centers, Inc.
 - FoundCare, Inc.
 - Genesis Community Health
- Free and Charitable clinics (www.fafcc.org)
 - Caridad Center
 - Community Health Center of West Palm Beach
 - Mission Clinic of Palm Springs
 - MyClinic Jupiter
 - Palm Beach County Project Access Specialty Network
(Palm Beach Medical Society)



2-1-1 Palm Beach/Treasure Coast

Patrice Schroeder

Community Relations Specialist
(561) 383-1149

2-1-1 HelpLine
(561) 383-1112

Text your ZIP code to 898211

help@211pbtc.org

Online chat also available

www.211palmbeach.org



Area Agency on Aging

Kim Clawson

Director, Helpline

4400 N. Congress Ave.

West Palm Beach, FL 33401

(561) 684-5885

HELPLINE 866-684-5885

www.youradrc.org



AREA AGENCY ON AGING: WHO ARE WE AND WHAT DO WE DO?

Area Agency on Aging Palm Beach / Treasure Coast

4400 N. Congress Ave.

West Palm Beach, FL 33401

(561) 684-5885 **HELPLINE 866-684-5885**

www.youradrc.org



HELPLINE

- ❖ Information and Referral for seniors, caregivers and persons with a disability
- ❖ Average 250 inbound calls per day/ 80 outbound daily
- ❖ Easiest way to make a referral
 - ❖ Call **866-685-5885**
 - ❖ Website referral. WWW.YourADRC.org

HELPLINE

- Our Helpline is the gateway to publicly funded services for seniors, such as help with in-home services, adult day care, home-delivered meals, respite care, transportation, and medical supplies.
- Helps older adults, adults with disabilities, and caregivers access community resources and get the help they need
- Team of specialists takes phone calls during business hours
 - Staff members speak English, Spanish, and Creole
- State Medicaid Managed Care for Long Term Care (SMMCLTC) Program provides community-based services, Assisted Living and Nursing Home assistance to functionally impaired seniors and disabled adults at risk of nursing home placement



COVID RESOURCES

- Expanded Home Delivered Meal Program - Palm Beach County
- Resources for Rent Assistance
- Resources for Electric Bill Assistance
- Food Stamp and other Benefit Assistance
- Medicare Counseling - Seniors who have left employer coverage!

GATEWAY TO PROGRAMS

- The Home Care for the Elderly (HCE) program supports care for people 60 and older in family-type living arrangements within private homes, as an alternative to institutional or nursing home care
- Community Care for the Elderly (CCE) program provides community-based services organized in a continuum of care to help functionally impaired people 60+ to live in the least restrictive and most cost-effective environment suitable to their needs
- Alzheimer's Disease Initiative (ADI) program provides community-based respite services for the special needs of people with Alzheimer's disease and related memory disorders

PROGRAMS (CONTINUED)

- **Older American Act Program** - Congregate and home-delivered meal programs provide meals and nutrition education to seniors. In home services
- SNAP Food Assistance Program helps low-income seniors buy healthy food
- Emergency Home Energy Assistance for the Elderly Program (EHEAP) helps with emergency costs for low-income households with someone 60+
- Medicare Savings Program covers costs for low-income Medicare beneficiaries, such as monthly premiums, deductibles, and co-insurance

○ **Call Helpline 866-684-5885**

MEDICAID – HOME AND COMMUNITY BASED SERVICES

- Individuals must be **screened** by the ADRC with a 701 S assessment
- Must be the highest priority on the waiting list to be **released**
- Once released will be screened by CAREs to determine **Level of Care (3008)**
- Must meet **financial eligibility** as determined by DCF
- Must choose a Managed Care Plan.

BENEFITS ENROLLMENT CENTER (BEC)

- Helps Medicare beneficiaries complete applications for five core benefits:
 - Medicare Part D Extra Help/Low-Income Subsidy (LIS)
 - Medicare Savings Programs
 - Medicaid
 - Supplemental Nutrition Assistance Program (SNAP - formerly known as Food Stamps)
 - Low-Income Home Energy Assistance Program (LIHEAP)



SHINE (SERVING THE HEALTH INSURANCE NEEDS OF ELDERS)

- Helps seniors make sense of complicated Medicare programs, including decoding medical statements, filing claims, and processing appeals
- Provides free presentations on many Medicare topics
- SHINE volunteers provide free and unbiased information to Medicare beneficiaries, disabled adults, caregivers, and community groups on:
 - Medicare Eligibility and Enrollment
 - Medicare Health Plan (Advantage Plan) Choices
 - Medicare Coverage Issues and Appeals
 - Medicare Fraud, Abuse and Prevention
 - Supplement (Medigap) Policies
 - Prescription Assistance
 - Medicaid for Dually-Eligible Medicare Beneficiaries
 - Employer or Military Coverage Issues

QUESTIONS?

Area Agency on Aging Palm Beach / Treasure Coast

4400 N. Congress Ave.

West Palm Beach, FL 33401

Helpline 866-684-5885

Palm Beach County Community Services

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Training Program Coordinator

Palm Beach County Community Services
810 Datura Street
West Palm Beach, FL 33401

561-355-4290

DDavis1@pbcgov.org

<https://discover.pbcgov.org/communityservices>



Thank You

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