



A quarterly newsletter from the California Linkages Site Association

Preventing unnecessary institutionalization for frail seniors and disabled adults through care management

Find information about Linkages at: http://www.aging.ca.gov/aaa/guidance/operations_best_practices_guides.asp or www.c4a.info



On Success...

From Christine Skeen

Council on Aging Silicon Valley

While trying to do my part to go "Green" and save gas, I have started to take the bus to work in San Jose from my home in Morgan Hill. On Mondays, while waiting for my return bus home, I have come to know the driver, Mando. One day he arrived early for the route and we began to chat about what we do. As I told him about The Linkages Program I supervise, I could see a light bulb go on above his head. He then told me that he and his sister have been trying to care for their elderly mother. They try their best to coordinate their work schedules to meet her needs but often have to use their sick time to take their mother to medical appointments or stay home with her when she is not feeling well. It has caused difficulty and they have both been spoken to by their supervisors and warned about missing work. I explained what we do and how a Care Manager would be able to link their mother to services to meet her needs and support him and his sister as caregivers. He was thrilled.

The following Monday as I entered the bus, Mando shook his head and told me his mother was upset with him. She accused him of not wanting to care for her anymore and wanting to place her in a nursing home. I assured him this was normal when introducing the idea of care management. With his permission I sent a letter with some information to his mother, inviting her to call me to complete an intake. By Friday, we

were talking about her health issues and other concerns. She stated she did not want to burden her children, but she also did not want to live in a nursing home. I explained that keeping people at home was our goal as well. She understood we have a waiting list and looks forward to our call.

Again Monday came, but this time Mando was very happy! He gave me a "high five," as I entered the bus and stated his mother was pleased with the program and the call. Mando couldn't believe there was a program out there to help his mother and their family. He knows that when we are able to open his mother's case, they will find the community resources they need. Through care management, his mother will be linked to transportation for medical appointments, to her local senior center, and possibly Medi-Cal and IHSS. Mando is grateful and states he was put on the Monday route for a reason!



MANUAL *Matters...*

CDA anticipates that the revised Linkages Manual will be posted by July 1st! You can find the manual at:

www.aging.ca.gov, click "AAA" on the yellow tabs, select "Guidance", select "CDA Operations and Best Practices Guide" and then you can select either #10 - Case Management or #20 - Linkages. **NOTE:** There will also be a separate RPOS manual and the \$450 per family limit has been removed.

Stay tuned...

This section of the newsletter will provide future highlights related to the changes in the manual and ongoing refreshers!

I don't know what your destiny will be, but one thing I do know: the only ones among you who will be really happy are those who have sought and found how to serve.
- Albert Schweitzer

NECESSITY, the mother of invention...

HELPING CLIENTS ACCESS SERVICES and INFORMATION

- **VETERAN'S Aid and Attendance:** for veterans and veterans' spouses that are entitled to VA Pension (supplemental income for totally disabled or 65+ who served 1 day during wartime) or VA Compensation (service connected disability), surviving spouses and surviving parents are also potentially eligible under the VA Dependency and Indemnity Compensation Program (DIC).
 - Veteran Alone \$1,554 monthly
 - Veteran with dependent \$1,842 monthly
 - Widow \$998 monthly
 - Widow with dependent \$1,191 monthly

Contact your local Veteran Service office for more information or assistance in completing a claim.

- Individuals interested in organ donation can register on line:

www.donatelifeca.org

