



Elder Options, Inc.
"A Life Lived Fully Every Day"
 Since 1988



Elder Options, Inc. Service Guide

Elder Options supports older adults, neurodiverse children/adults and their families by creating care services that enable a life lived fully every day.

We work with you to uniquely personalize the support you require now as health and situations change. Whether at home or in a care community, our care management, home care, respite and assisted living services are designed to ensure a safe, happy and fulfilling *"every day"*.

Home Care

Home care means supportive care with day-to-day activities while a person is recuperating from surgery, has been recently discharged from the hospital or has chronic health issues that prohibit them from the ability to care for themselves without some help. All home care is supervised by Credentialed Care Managers, who at the initial home visit talks with the client/family about their wishes, expectations and needs. The CM then helps with deciding what kind of help the client needs and how often someone should come to provide the service.

In-home care providers are trained, equipped and can help clients with:

- Meal preparation/grocery shopping/meal planning
- Light housework, Laundry, Transportation, Errands, Outings
- Assistance/supervision with bathing/showering
- All other aspects of personal care (i.e., incontinence, toileting)
- Assistance with walking and transferring in/out of bed, chair or toilet
- Companionship and socialization
- Medication reminders and Respite for primary caregivers/family
- Care for bedridden clients to include Personal care, dressing/undressing
- Sit with the client throughout the day/night to give comfort and support
- Coordinate with home health agency, physician or hospice agency

Our employees:

- Are carefully interviewed and screened, including a national background investigation and CPR.
- Receive on-going training, including orientation, mentor training, and in-person training with earned continuing education units (CEU).
- Are carefully matched to each client. Are insured and bonded.
- Are eligible for comprehensive company benefits to include: paid health insurance, dental, vision, sick time, paid time off, and personal care manager support.
- Have a high level of commitment to the organization with a low turnover rate.



Our personalized care management, home care, respite and assisted living services are designed to ensure a safe, happy and fulfilling "every day."



Elder Options, Inc.

Phone: (530) 626-6939
 (800) 336-1709

Sacramento / El Dorado Hills / Folsom

Phone: (916) 391-8083

South Lake Tahoe

Phone: (530) 541-1812

Care Management

Elder Options' Credentialed Care Managers (Aging Life Care® Specialists) are objective third-party professionals who accurately assess what an older/disabled adult needs and what issues or challenges exist that may not be apparent to family members.

Our experts work directly with older adults, their families, and care team to uniquely personalize the support that is required now and as health situations change. Their professional expertise and guidance ensure a *"Life Lived Fully, Every Day"*.

Our goal when we meet with client/families is to understand:

- What the wishes are.
- What needs are emerging.
- What the expectations are.
- Credentialed Care Managers work to:
- Understand the clients and their expectations.
- Evaluate the client from health, emotional, memory, and physical perspective.
- Identify client needs and develop a plan of care.
- Assure the resources sought are appropriate and cost-effective.
- Continue to be a resource to client/family with regular communication and access.

Expertise

Elder Options is a proven community resource. Our Care Managers are all social workers, nurses, gerontologists, and other human services professionals. We work with families privately, through conservators or trust officers and with LTC insurance. We also have numerous contracts to enable us to work with clients & families of all ages.

What Can Care Managers Help With?

- Deciding about care. What - How? Affordable?
- Putting together a plan that works for each person.
- Keeping everyone in the communication loop for overall support.
- Attending doctors appointments and coordinating medical care
- Addressing issues before a problem looms.
- Stabilizing current housing – at home or in assisted living.
- Assuring healthy living by coordinating health & social planning.
- Coordinating financial issues to assure bills are paid without financial exploitation.
- Utilizing community resources to maximize individual life plan.
- Facilitating family discussions.
- Future planning around a move, financial resources & family support.
- Evaluating Long Term Care Insurance – understand benefits & file a claim

Assisted Living Waiver Program (ALW)

Administered by California Department Health Care Services (DHCS), the Medi-Cal Assisted Living Waiver Program provides placement in an approved assisted living community as an alternative to skilled nursing home placement under Medi-Cal.

Elder Options is the oldest and most experienced Care Coordinating Agency, supporting the ALW program with Credentialed Care Managers since the initiation of the waiver. Our knowledgeable and helpful staff is well versed in the program and can provide support to individuals and their families.

Elder Options conducts:

- Initial intakes
- Establishes preliminary eligibility
- Assists family in finding appropriate assisted living community
- Conducts initial assessment by RN
- Once person is approved and moved in, an Elder Options' Care Coordinator provides monthly face-to-face visits to monitor care coordination

Eligibility Requirements:

- Full Scope Medi-Cal
- Source of Income (Social Security, Pension, SSI)
- Medi-Cal – no Share of Cost (SOC)
- Meeting the ADL/IADL criteria
- Wishing to move from skilled nursing to an Assisted Living Facility - Sacramento County
- Living in the community with the desire/need to enter Assisted Living

Northern California & Sierra Nevada VA-TriWest

Recognizing the number of retired military personnel who live in El Dorado County, we are pleased to announce that Elder Options is contracted through the Veterans Administration & TriWest Healthcare Alliance as a Community Care Network Provider.

With this contract in place, Elder Options accepts referrals from local physicians registered with the TriWest Community Care network (CCN) and through VA Health Facilities to provide non-medical home care as ordered the veteran's physician.

The number of hours assigned depends on the veteran's needs as determined by his/her physician. Once the referral is received, Elder Options' staff will contact the veteran, develop a care plan, and personally match a care provider who can best meet the needs of the veteran and family.

Services are designed to assist a veteran of any age to "enable independence and safety". This includes assistance with:

- Showers/Personal Care
- Supervision for Memory Impaired
- Hospice Care
- Transfers/Ambulation
- Meal Preparation
- Household Tasks
- Respite for the primary caregiver

Family Caregiver Support Program (FCSP)

El Dorado County FCSP provides respite services for in-formal caregivers who are providing care and support to older adults in their lives. Elder Options is contracted with El Dorado County to provide respite services. Respite care can include:

- Meal preparation/grocery shopping/meal planning
- Light housework, Laundry
- Assistance/supervision with bathing/showering
- All other aspects of personal care (i.e., incontinence, toileting)
- Assistance with walking and transferring in/out of bed, chair or toilet.
- Companionship and socialization
- Medication reminders and Respite for primary caregivers/family
- Care for bedridden clients to include Personal care, dressing/undressing.
- Sit with the client throughout the day/night to give comfort and support.

Multipurpose Senior Services Program (MSSP)

MSSP provides numerous services to older adults, age 65+, on Medi-Cal, whom without supportive services who require a nursing level of care. Elder Options is contracted with MSSP to provide the following services:

- Transportation to medical appointments.
- Chore services to cover housework activities.
- Personal care services to include assistance with bathing/showering, incontinence, toileting, and dressing.

Vital Link Emergency Response System

Elder Options offers installation of Vital Link medical alarm systems. Products include: Vital Link Medical Alarm with pendant, Mobile GPS Units, and Fall Detection Buttons & Sensors. *Veterans are eligible for discounted units and discounted installation.

How Vital Link Works:

To summon help when needed, simply press the help button (worn around the neck or on wrist). When activated, the system will connect you to the US based monitoring center where caring, professional Emergency medical Dispatcher-certified operators will communicate with you over the built-in speaker. You can tell the operator what kind of help you need & whom to call. The operators will then contact someone that you have designated, such as family member or friend close by and alert the proper authorities. If you do not respond, the operators will send help immediately.

Transportation

Our trained staff will take you to medical appointments/ errands, wait for your appointment to be completed, drive you home, and get you safely settled in. Our staff can also take you (and 2 others) to the airport and pick you up on your return. We can also:

- Assist with shopping, unload groceries and assist with putting away. Pick up prescriptions and supplies.
- Assist you in/out of the car.
- Unload luggage and assist with curbside check-in.
- Stay with you for the recommended amount of time after a medical procedure.

Alta Regional Respite Care*

Elder Options offers families Respite Care for loved ones with developmental and physical disabilities, through Alta California Regional Center. Respite care is a temporary relief designed for families of neuro diverse children or adults. Regular or as needed care can be scheduled and can include:

- Socialization and one-on-one interaction.
- Recreational activities
- Developmental skills, daily life skills
- Safety and supervision
- Meal preparation & planning
- Play and companionship

*Elder Options is also able to provide services to Regional Center clients/ families through the Self Determination Program.

National Multiple Sclerosis Society (MS)

National Multiple Sclerosis Society (MS): The National MS Society provides thorough care management services to those impacted by MS. There is no charge for these services. Elder Options is a contracted provider with the National MS Society to provide Care Management. Credentialed Care Managers work to:

- Understand the clients and their expectations.
- Evaluate the client from a health, emotional, memory, and physical perspective.
- Identify client needs and develop a plan of care.
- Assure resources sought are appropriate and cost effective.
- Continue to be a resource to client/ family with regular communication and access.
- Develop a care plan specific to the needs and wishes of the older client & family.
- Coordinate and monitor implementation of needed recommendations.
- Act as a liaison between family members to assure good communication and understanding.
- Provide knowledgeable resources and referrals so you can focus on other priorities.
- Evaluate and recommend other housing options when living at home is no longer possible.
- Provide advocacy and education of community resources available to older family member.
- Offers counseling support to help relieve caregiver stress and burnout.
- Helps families adjust and cope with challenges within the process of aging.

VA Care Management & Transportation Assistance

Once again Elder Options has grant funds to help with medical transportation for veterans to help get to medical appointments either within the county or out of county to a Veterans health facility or to a specialist referred by veteran's primary care physician. Once the appointment is set up & no other transportation options are available, the veteran/family can call Elder Options to schedule the transportation. Services are limited and must be used for medical-related transportation appointments. There are no fees for the veteran utilizing the services.

Client will be picked up at their home, driven to the appointment with the driver waiting to drive the veteran back home. It will be important to have the name of physician, address, appointment time & estimate of length of appointment to give to scheduling.

A Care Management component offers care manager expertise for certain transportation clients who need help with other issues around remaining independent in a community setting. If there are other issues around living independently, ask to speak to a Care Manager about a meeting to discuss the issues. The care management service is also free to the veteran but is limited in nature. To access this program, the Veteran must:

- Live in El Dorado County.
- Not have the ability to drive, no access to transportation through another program or no one able to drive to medical appointments.
- Grant has no financial eligibility but applicants should apply if finances are a concern