

**NUMBERS SERVED**

The Corning Healthcare District **Elder Services Program has provided service to 106 clients from April through June.** This number reflects phone calls, consultations, referrals, or other kinds of informal help, but not outreach.

**HEALTH TALKS**

The Corning Senior Center is still officially closed to the public due to COVID-19 and the congregate lunches have been converted to drive-through and pick up. The in-person monthly Health Talk has been suspended until the Senior Center reopens. Elaine developed a work-around that she will continue until the Senior Center reopens. She has been putting together monthly information packets to be handed out with the lunches.

- April – Talking With Your Doctor / How To Choose a Doctor
- May – Summer Safety
- June – Elder Abuse

In **April** Elaine decided to follow up the previous month’s topic of vaccinations by providing helpful information about talking with your doctor and how to choose a doctor. The raffle prize was a Corning Healthcare District bag filled with art supplies.

The topic for **May** was a special request from the Corning Senior Center Director, as the summer temperatures set in early: staying safe in the summer heat with an emphasis on hydration and heat stroke / exhaustion. In addition to the handouts, everyone in the drive-through lunch bunch got a water bottle the CHD name printed on it.



In keeping with the topic, the raffle prize was a pitcher with hydration incentives and water enhancement products. Elaine received a 'thank you' from the May raffle prize winner: *"Thank you so much, it really made our day. We will definitely have a reason to drink lots of water"*

**June** is Elder Abuse Awareness Month so Elaine supplied information about how to recognize elder abuse and what to do if elder abuse is suspected. The raffle prize was a home garden set, including seeds, soil, and pots.

### **FILE OF LIFE**

- File of Life (refrigerator magnets and personal size) were shared with Greenville Rancheria, to be included in the bags that were handed out at their drive-thru health fair in May;
- File of Life refrigerator magnets were offered at the Corning Chamber of Commerce dinner in May;
- File of Life (refrigerator magnets and personal size) and pens with CHD logo were included in the Master Plan for Aging resource boxes sent out to all who attended the online June event;
- Elaine delivered File of Life to Latimer's Pharmacy to be distributed to their customers;
- File of Life shared with the library in Los Molinos;
- Elaine attended a meeting and when she was asked to introduce herself, she mentioned the File of Life in her comments. A woman spoke up and said she had picked up a File of Life at the library in Los Molinos for her elder mother. The File of Life proved useful when she had occasion to take her mother to the emergency room, as all her mother's pertinent medical information was right there. She decided to go back for more File of Life to give to her mother's senior friends.

### **HICAP**

In person counseling is still off the board and Elaine has done no formal HICAP counseling during the period covered in this report, but she has answered questions as they arose from individuals looking for assistance.

### **COMMUNITY OUTREACH**

- Newsletter – the Summer edition of the CHD Elder Services Newsletter was sent out in early June. The newsletter was emailed to 135 people/agencies,

many of whom printed and distributed or forwarded by email to others. Elaine was notified that the newsletter was uploaded onto the Tehama County 211 website by United Way of Northern California – see <https://211norcal.org/category/tehama-county/tehama-county-news/>

- Facebook – Elaine maintained the CHD Facebook page

## **OTHER**

- Older Americans Month Proclamation (April) – Elaine prepared a proclamation for 2021 and received it in person from the Mayor of Corning with his seal and signature. In her acceptance remarks, Elaine thanked the Mayor and the City Council for the ongoing support and noted that the past year had been hard for everyone, but even more so for our elder population, who have been disproportionately affected by COVID-19. The recognition of our seniors and acknowledgment of their contributions is important now more than ever and greatly appreciated. (See attachment below.)
- Master Plan for Aging Forum (June) – Elaine participated as a panelist. (See attachments below.) She addressed an issue close to her heart -- the serious problem of people who are caught in the middle, those who do not qualify for medical or financial assistance, either because their income is too high or they have too many assets, but they are struggling to pay medical bills and living expenses. Many seniors fall through the cracks and are simply doing without. Elaine hopes the Master Plan for Aging will expand the qualification criteria, allowing more seniors to access assistance programs and get the help they need.

## **Training and Continuing Education Apr/May/Jun**

- **\*\*NCLER Title II Auxiliary Benefits: Social Security Benefits You've Never Heard of and Who is Eligible for Them:** When most people hear about "Social Security benefits," the first thought that comes to mind is income for older individuals who have retired from work. It's true that the Social Security system provides a foundation of retirement income that permits older adults to live in dignity, with over 46 million retired workers receiving benefits each month. However, the Social Security system is also the foundation of economic security for millions of family members of retired,

disabled, or deceased workers. In addition to retirement benefits, Social Security offers disability insurance protection to workers and their spouse and children, as well as life insurance that pays monthly survivors benefits to dependents if the worker dies. Through this training participants will understand the eligibility requirements for Social Security benefits for spouses and ex-spouses of retired, disabled, or deceased workers, as well as for children of retired, disabled, or deceased workers. About one American family in four receives income from Social Security benefits, and many more could receive this income if they knew they were eligible. These benefits offer an opportunity to provide more financial stability to eligible older adult households.

- **Justice in Aging** *Protecting Dual Eligibles from Improper Billing: What Advocates Need to Know*: People dually eligible for Medicare and Medi-Cal, including Qualified Medicare Beneficiaries (QMBs), have special protections against charges for Medicare co-payments and co-insurance. Yet, many times dually eligible individuals in California are improperly charged for medical care and prescription drugs. This webinar will provide a summary of what is and is not allowed by federal and state law and provide you with tools to help your clients when they have been improperly billed. 5/27
- **Thresholds Brain Injury Coalition** *Music Therapy in Real Life*: Music and the brain presented by Erin Haley, MA, MT-BC (Music Therapist-Board Certified) and Emmon Tobias MT-BC.
- **\*\*NCLER** *What it Takes to Age in Place: Bringing Housing and Home and Community-Based Services (HCBS) Together*: Most people want to age in place and stay near their friends and family and in their community. This ideal can become complicated when housing becomes unstable or unaffordable, or when supportive services are not available in the home and community. This training will explore the intersection of health and housing to support aging in place. It will provide information about Medicaid home and community-based services, as well as what housing-related services can be funded through Medicaid. Participants will: understand the connection between health and housing; learn the different ways that Medicaid can fund HCBS to keep people in their homes or create housing for people experiencing homelessness; and hear about examples of

different community models that have integrated housing and health care to support housing stability, including for previously homeless older adults.

- \*\*\*\*\***SMP** *Emergency Preparedness for All*: This training will guide you on steps to prepare for emergencies and disasters, the actions you can take now, and the resources that are available to you.

\***HICAP** = the Health Insurance Counseling and Advocacy Program of Passages

\*\***NCLER** = National Center on Law and Elder Rights

\*\*\***SHIP** = State Health Insurance assistance Programs

\*\*\*\***CDA** = California Department of Aging

\*\*\*\*\***SMP** = Senior Medicare Patrol in conjunction with any of the following:

California Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse,

Consumer Protection and Elder Justice, Elder Law & Disability Rights Center.

\*\*\*\*\***NCOA** = National Council on Aging

\*\*\*\*\***CANHR** = California Advocates for Nursing Home Reform

## **INFORMATION AND REFERRAL**

Elaine frequently receives inquiries regarding health issues and resources. She does not treat, diagnose, prescribe or give medical advice. She provides information only and practical assistance whenever possible, as well as referrals (not endorsements) to appropriate health service providers when necessary. Elaine has responded to requests for help by providing information and educational material on a variety of health-related topics. During the months included in this report, Elaine took inquiries and requests from seniors needing help or information on a variety of topics including questions about Medicare and memoir writing.

## **SUMMARY**

During the months included in this report, Elder Services provided health and safety information, answers to Medicare questions, and community outreach to seniors in Tehama County. In addition File of Life was distributed, networking was achieved, vital contacts made, and the public profile of the Corning Healthcare District was enhanced.

**End of Fiscal Year 2020-2021 Total number of people served: 431**

## **MISSION STATEMENT, VALUES AND OBJECTIVES**

Through the above services, the Elder Services Program **fulfills the Mission Statement** of the Corning Healthcare District by bringing quality healthcare and human services related to health to the South County region in order to facilitate areas of unmet healthcare needs.

The Elder Services Program is based on care and compassion and **upholds the Values** of the Corning Healthcare District by offering feasible aspects of health service to the community. We believe in fairness, honesty and integrity. Further, we **meet the Objectives** as stated in the Corning Healthcare District Policy Manual by addressing the health needs of the low income and elderly population of the South County area; by maintaining respectful communications with the Corning Healthcare District and with the clients we serve; by developing and maintaining a public relations program via media and outreach in the community; and by encouraging dialogue and participation from the public.

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**Photos courtesy of Karen Burnett**



**April prize winner**



**May prize winner**



**June prize winner**

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Master Plan for Aging Forum – 6/18/21

LEADERSHIP VOICES ON HEALTHCARE DIRECTION

# Master Plan for Aging: What Does it Mean for You?

A California Collaborative Regional Forum  
June 18, 2021





## **Master Plan for Aging: Community Provider Insights**

**Elaine Benwell, Elder Services,**  
Corning Health Care District

**Rosa Deming,**  
**Northern Region Supervisor**  
MAXIMUS-CA Health Care Options

**Lauren Kennedy, Executive Director**  
North Valley Housing Trust

**Tiffany Rowe, Program Manager**  
Butte County Department of  
Employment and Social Services





# Webinar Agenda

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## Master Plan for Aging: What Does it Mean for You? June 18, 2021

10:00 – 10:10 AM Welcome & Housekeeping - CCLTSS-Regional-Forum-Video

### Master Plan for Aging: Key Components Update

10:15 – 11:00 AM Christina Mills, Executive Director,  
California Foundation for Independent Living Centers  
(CFILC)

Debbie Toth, President & CEO, Choice in Aging

### Master Plan for Aging: Community Provider Insights

11:05 – 11:45 AM Elaine Benwell, Elder Services, Corning Health Care District

Rosa Deming, Northern Region Supervisor,  
MAXIMUS-CA Health Care Options

Lauren Kennedy, ED, North Valley Housing Trust (NVHT)

Tiffany Rowe, Program Manager,  
Butte County Department of Employment and Social Services  
(DESS)

### 10 Minute Care Break

12:00 – 12:20 PM **Master Plan for Aging: IHSS Goals and Objectives**  
Karen Keeslar, Executive Director,  
California Association of Public Authorities for IHSS (CAPA)

12:25 – 12:45 PM **Master Plan for Aging: Community Insights**  
Personal healthcare stories from our region.  
Wendy Longwell, DAC Program Manager

### 10 Minute Care Break

### Master Plan for Aging: Public Official Perspectives

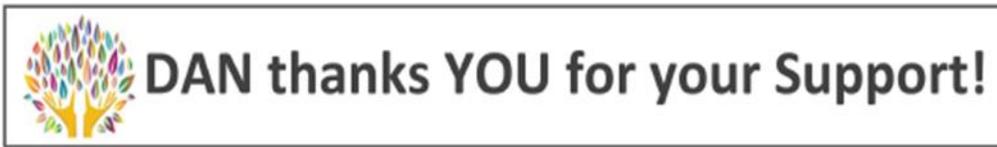
1:00 – 1:50 PM Debra Lucero, Supervisor, Butte County District 2

Tami Ritter, Supervisor, Butte County District 3

Bruce Ross, District Director, 1st Senator, Brian Dahle

1:50 – 2:00 PM **Closing comments & Recognitions**

**Corning Healthcare District was represented and in good company.**



Adventist Health  
Ampla Health  
Anthem Blue Cross  
Butte County Board of Supervisors  
Butte County DESS  
Butte County OEM  
Cal Fire  
Cal OES  
California Health & Wellness  
California Vocations  
Camp Fire Collaborative  
Centene Health  
Compass Cares  
Corning Health Care District  
Disability Action Center  
Enloe Medical Center  
Far Northern Regional Center  
Feather River Tribal Health  
Help Central Inc. / Butte-Glenn 2-1-1  
HICAP  
Human Good  
Justice in Aging  
Legal Services of Northern California  
MAXIMUS – CA Health Care Options  
Medical Home Care Professionals  
Mountain Valley Health

Nor Cal United Way  
North Valley Animal Disaster  
North Valley Catholic Social Services  
North Valley Community Foundation  
North Valley Housing Trust  
North Valley Sparrow Foundation  
Orchard Hospital  
Oroville Hospital  
Partnership Health Plan of California  
Passages  
Reach Independent Living Services  
Red Bluff City Fire Department  
Redding Police  
SEIU 2015  
Senator Brian Dahle  
Shalom Free Clinic  
Siskiyou County Public Health  
State Council on Developmental Disabilities  
Tehama County DSS  
The Arc of Butte County  
The Peg Taylor Center for Adult  
Day Health Care  
The SCAN Foundation  
True North Housing Alliance  
Veteran's Resource Centers of America  
Work Training Center Inc.

**Living with dignity, community, safety, good health and mobility, aging in place, exercising choice — these are expectations that we all have. DAN supports strengthening non-medical services that enable older adults and persons of all ages with disabilities to remain in the community while improving well-being and quality of life.**

Dear Elaine:

It was a great honor to have you speak at our June 18, 2021, Leadership Voices on Healthcare Direction event Master Plan for Aging What does it Mean for You. Thank you for taking the time from your busy schedule to do this!

We have received many favorable remarks about your segment participation during the Master Plan for Aging: Community Provider Insights panel. We additionally want to thank you for your generous contribution of the File of Life refrigerator magnets and pens...DAN is now in full motion with our next Scope of Project (SOP) activity to take the MPA to the next level in our region with the formation of a state- and federally-sanctioned Aging and Disability Resource Connection (ADRC),

We will introduce the SOP at our next DAN Coalition meeting...We will also address questions and comments from the event survey responses.

We appreciate you! Be safe and well.  
Best regards,  
Sarah May & Carolyn Nava, Co-Chairs

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# Older Americans Month Proclamation 2021

## PROCLAMATION MAY 2021 "OLDER AMERICANS MONTH"

**WHEREAS** the City of Corning includes a growing number of older Americans who have acquired strength and resilience by virtue of their life experience, through their successes and their difficulties; this resilience helps them to face new challenges; and

**WHEREAS** the **Corning Healthcare District** believes that when communities tap into this source of strength and resilience, they become stronger too; and

**WHEREAS** we acknowledge that when people of all ages, abilities, and backgrounds are included and encouraged to share their successes and stories of resilience, the whole community benefits; and

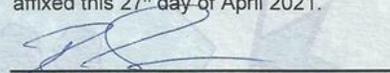
**WHEREAS** we recognize our need to nurture ourselves, reinforce our strength, and continue to thrive in times of both joy and difficulty, demonstrating our strength and resilience not only through bold measures and grand gestures, but also by consistent smaller acts of kindness and respect, and

**WHEREAS** Corning can foster communities of strength by:

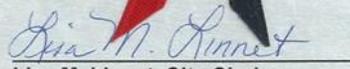
- Creating opportunities to share stories and learn from each other;
- Engaging in older adults through education, recreation, and service; and;
- Encouraging people of all ages to celebrate connections and resilience.

**NOW, THEREFORE I, ROBERT SNOW, AS MAYOR OF THE CITY OF CORNING do hereby proclaim May 2021 to be "OLDER AMERICANS MONTH" in the City of Corning. I urge every resident to recognize older adults and the people who support them as essential contributors to the strength of our community.**

**IN WITNESS WHEREOF,** I have hereunto set my hand and caused the Great Seal of the City of Corning to be affixed this 27<sup>th</sup> day of April 2021.

  
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**Robert Snow, Mayor**

**ATTEST:**

  
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**Lisa M. Linnet, City Clerk**

