



Senior Reach: A Successful Approach for Serving Older Adults

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- Teresa Lugault has no relevant financial relationship commercial interest that could be reasonably construed as a conflict of interest.
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Learning Objectives:

At the end of this exercise, the participant will be able to:

- Have a deeper understanding of a collaborative management program
- Understand the keys to success to develop and maintain community partnerships and collaboration
- Identify at least four benefits of a community-based education and outreach program for older adults
- Describe at least 6 barriers that older adults experience when accessing services
- Identify the benefits of a single entry point, collaborative system

About the Presenter:

- **Liz Smith, MSW, LCSW** is the Director of Senior Services at Jefferson Center for Mental Health in Wheat Ridge, Colorado and has worked there for 16 years. Liz provides clinical oversight for Jefferson Center's Senior Services programs including outpatient, nursing care facility, home-based, integrated care, and peer counseling services. Liz serves on several committees related to older adults including Denver Metro care transitions, Seniors' Resource Center Advisory Committee, Jefferson County Aging Well, and Colorado Coalition for Senior Behavioral Health. She received her BA from Indiana University, Bloomington and her Master degree in Social Work from the University of Denver. Liz has recently obtained an Advanced Certificate in Gerontology from the University of Colorado at Colorado Springs.

About the Presenter:

- **Teresa A. Lugault. B.S, MPA**, Manager Senior Reach, Senior Services Programs, she serves as primary Senior Reach representative for a collaborative consisting of Jefferson Center, Mental Health Partners, and the Seniors' Resource Center which provides services across five counties. Lugault is responsible for management, supervision and oversight of all aspects of the program, including the Call Center, clinical outreach staff, wellness services, documentation, data collection, coordination of outreach presentations, and sustainability efforts. She serve as chair of the Senior Reach Advisory Board, the Senior Reach Coordinating Team, Serve as chair of the Senior Reach Advisory Board, the Senior Reach Coordinating Team, and serves as a consultant for the *Senior Reach Consulting, Training, Research Technical Assistance Center*. Recently, Lugault presented on the Substance Abuse and Mental Health Services Administration and Administration on Aging sponsored National Webinar, *Reaching & Engaging Older Adults in Behavioral Health*.

Senior Reach: A Successful Approach to Serving Older Adults



ACMHA The College for
CULTIVATING LEADERS Behavioral Health
FOSTERING INNOVATION Leadership



Senior Reach

*Reaching out, Coming Together, Making a
Difference: The Power of Community*

*Finding a simple way to help older adults receive assistance before a
crisis develops.*

Seniors and their families finding services...

Mission Impossible Squirrel

- <http://www.youtube.com/watch?v=DsuVLsDyln4>

What Inspired Senior Reach?

- We recognized both a *gap in services* and *confusion in how to access services* in our community for older adults too
- We saw opportunities to collaborate with partner agencies and how we could *share existing resources* in our community to create something that was more than the sum of our individual parts
- We, like you, believe seniors should have the opportunity to make the choices that allow them to live an independent and healthy life regardless of their income, education, or ethnic background



Tools to Identify Community Needs & Opportunities for Collaboration



http://en.wikipedia.org/wiki/Image:SWOT_en.svg

What is Senior Reach?

- It is a collaborative program. In Colorado, Senior Reach is comprised of three partner agencies, two Community Mental Health Centers and a Seniors' Resource Center, to provide:
 1. Mental Health Counseling & Wellness Services
 2. Care Management and In-home Resources
 3. Expanded Services in 6 different primary care provider (doctor) offices
- Senior Reach uses a two pronged approach:
 - Train volunteers (community partners) on the unique needs of older adults and early warning signs of when a senior may need assistance
 - Provide services via a single point of entry

Core Principles of Senior Reach: *Partnership, Community & Elder Friendly Services*

- Community Partner Trainings- training non-traditional and traditional community members and referral sources
- Single Point of Entry to refer older adults to mental health, wellness and care management services
- Collaboration and Partnership among community agencies
- Evidence-Based



Services are Easy to Access, but How?...

- Senior Reach provides a *single point of entry* for older adults who may self refer for a variety of needs (meals, grab bars, information and referral, emotional support, etc.)
- Senior Reach trains volunteers in the community (community partners) to recognize the unique needs of older adults- and provides the same *single point of entry* to refer seniors for services
- Elder Friendly Services...Engagement, Engagement, Engagement

<http://www.taft.cc.ca.us/Irc/quizzes/listtest.htm>

Why Some Older Adults Don't Ask for Assistance

- Concern over loss of independence or control over their life
- Fear of being placed in a nursing home
- Not wanting to be a burden
- Stigma in seeking help
- Lack of money or knowledge of resources
- Health or physical limitations



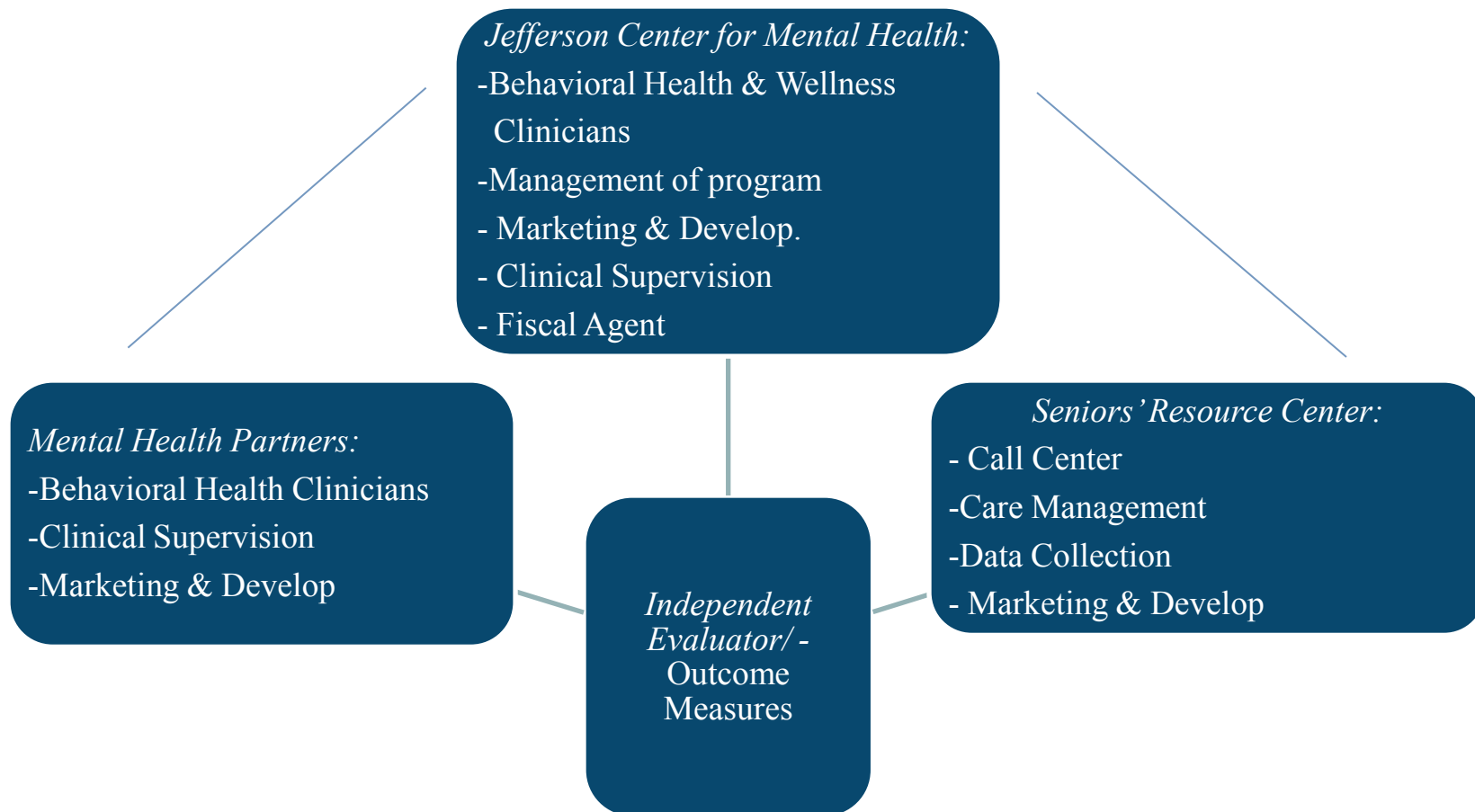
Unique Treatment Needs of Seniors

- Cultural issues
- Family and caregiver concerns
<http://www.apa.org/pi/about/publications/caregivers/index.aspx>
- Elder-friendly approach and environment
- Health literacy
<http://nces.ed.gov/naal/>
- Stigma about aging



How is Senior Reach Innovative?

Collaborative Management & Partnership



SAMPLE Senior Reach Organizational Chart



Partnerships Are Valuable

- “...because the collaborative process brings different kinds of people and organizations together, making it possible for them to accomplish much more than they can on their own.”

Center for the Advancement of Collaborative Strategies in Health
<http://www.cacsh.org>



The Value in Community Partnerships

- Impact: Expand impact by *identification of older adults not seeking services on their own behalf* via Community Partner trainings
- Services: Build a collaborative *community network* to support and expand services for seniors
- Expertise: Quality of training & services are enhanced
- Sustainability: Embedding services in partner organizations helps sustainability
- Community Support: Helps secure future funding

Lessons in Developing Agency & Community Partnerships

- Identification of community partners must be on-going
- Be clear on the services you can offer
- Understand agency partner needs and what they can & can't offer
- Participate in agency partner activities
- Be active in the communities you serve

Lessons in Maintaining Partnerships

- Partners are advocates of our program and can educate others in different arenas about our services- keep them well informed
- Recognize partners at every opportunity both publically and individually
- Open communication- ask for help if needed, offer support and help when needed
- Have fun😊!

What does a Senior Reach Community Partner Do?

- Volunteers are community members trained in identifying older adults in need of assistance
- They become keen observers of an older person's personal appearance, mental and emotional states, personality and physical changes, poor health, social problems, substance abuse, caregiver stress, abuse or neglect, social isolation, financial hardship, and the risk factors of suicide



How Does a Community Benefit from Education about the Needs of Older Adults?

- Trained volunteers become the “eyes and ears” for older adults in need or at risk
- Reduced stigma about mental health and aging
- Prepare your business and human services sector staff to work more effectively with older adults
- Help your residents adapt to the changing needs of the community/ changing demographics
- Provide easy access to information in an elder friendly manner

Community Outreach Results

- 2,500-3,000 individuals are trained per year and about half of those are non-traditional reporters
- Over 32,000 trained to identify seniors at risk and refer to Senior Reach in Colorado and Kansas in the past six years

Senior Reach has Resulted in:

- Better overall services to older adults
- Proven research-based evaluation outcomes
- Coordinated care
- Greater community understanding of seniors
- Spirit of volunteerism



Research Data- 13 Statistically Significant Outcomes* Including...

- Better overall level of functioning
- Increased optimism about the future
- Increased positive activities with others
- Reduction in social isolation
- Decreased emotional disturbance
- Decreased risk of suicide
- Better outcomes on the Geriatric Depression Scale

*Indicates statistically significant change at $p < .05$ from time of enrollment to discharge-paired sample t-tests.

Bartsch, D.A., & Rodgers, V.K. (2009). Senior Reach Outcomes in Comparison with the Spokane Gatekeeper Program. *Care Management Journals*, 3(10), 82-88.



Community Response

- Senior Reach has been met with overwhelming response from seniors, family members, professionals, and community members and has exceeded all expectations in training and outreach efforts.



Referral Sources Say...

- *“I’m glad there is a program to turn to- that will help with my mom.”*

Tom, Adult Son

- *“Intervention by Senior Reach has made a tremendous difference for my client.”*

Veronica, Case Manager

- *“Our partnership really made the difference in this person’s life.”*

Diane, Adult Protection

Evolving Partnerships...

- Senior Reach has partnered with 6 different primary care providers (doctors offices)
- Expanded services include depression and substance use screening and brief intervention via PhQ-2, SBIRT, and Depression Care Management
- Over 2,000 older adults screened in six months
- Over 250 brief interventions provided

Lessons Learned...

- Take time up front to build the infrastructure and partnerships
- Begin data collection from the beginning of the project
- From the beginning, include the population for the project
- Use a defined continuous quality method such as:
 - Plan, Do, Study, Act
 - MAP-IT Health People 2020
- Get the right people on the “bus”



What Senior Reach Can Do for Your Community!

- Provide prevention and early intervention services for older adults
- Increase awareness of older adult needs and reduce the stigma of mental illness and aging
- Increase provider and community expertise with older adult needs
- Increase knowledge of and collaboration with community resources
- Provide a project model that can be replicated in other counties with similar results



**Concerned About
an Older Person?**

**SENIOR
REACH**

Reaching Out ♦ Meeting Needs

Serving Adults 60 and Older in Boulder,
Broomfield, Jefferson,
Clear Creek and Gilpin Counties

1-866-217-5808



Mission

Mission

To support the well being and independence of seniors by educating the community on how to identify and refer isolated, at-risk older adults who may benefit from mental health or care management services.

IT'S SIMPLE TO MAKE A CALL

If you know an older adult who seems distressed or is in need of assistance, contact **Senior Reach** at:

1-866-217-5808

When calling provide as much information as possible including name, address, telephone number and concerns.

Confidentiality of all parties will be maintained.

**ARE YOU INTERESTED IN BECOMING A
SENIOR REACH COMMUNITY PARTNER?**
You can make a difference.



Any concerned member of our community who comes in contact with vulnerable older adults may become a Senior Reach Community Partner.

**Join us in this important effort.
For more information call
1-866-217-5808**



WARNING SIGNS THAT SOMEONE MAY NEED ASSISTANCE

Watch for the following signs that could indicate that an older adult is in need of help.

- **Mental State:** Confusion, disorientation, memory loss, repetitiveness
- **Physical:** Difficulty in seeing, hearing or walking, alcohol or substance abuse
- **Emotional:** Recent loss of spouse, appears depressed, anxious or withdrawn, loss of appetite
- **Social:** Isolated, possible victim of abuse, neglect or exploitation
- **Appearance:** Unkempt, dirty clothes, weight loss
- **Environment:** Home needs repair; trash or debris in yard, neglected pets.
- **Economic:** Confused about money matters and an inability to afford necessities.



Reaching Out ♦ Meeting Needs

Training Manual

*Serving Adults 60 and Older in Boulder, Broomfield, Jefferson,
Clear Creek and Gilpin Counties*

1-866-217-5808



RISK FACTORS THAT MAY INCREASE SUICIDE POTENTIAL:

- Family history of suicide
- Recent of previous suicide attempt
- Relational, social, work, or financial loss
- Unwillingness to seek help because of stigma associated with seeking help from outsiders/mental health professionals
- Physical illness; terminal disease
- Isolation, a feeling of being cut off from other people
- Co-occurring mental issues (e.g. depression or bi-polar) or substance abuse

WARNING SIGNS OF SOMEONE WHO MIGHT BE SUICIDAL:

- Talking about suicide, e.g. "I have no reason left to live," "I won't be a burden much longer," etc.
- Hopelessness, worthlessness, or no sense of purpose in life
- Preoccupation with death
- Dramatic mood changes: anxious, reckless or agitated
- Suddenly happier, calmer
- Loss of interest in things they usually care about
- Setting their affairs in order
- Giving things away
- Unusual calling/visiting people one cares about—saying goodbyes
- Stockpiling meds or obtaining a weapon



Reaching Out ♦ Meeting Needs

1-866-217-5808

- Emotional Support
- Referral to Community Resources
- Education

*Serving adults 60 and older
in Broomfield, Boulder,
Jefferson, Clear Creek &
Gilpin Counties*

Where to Go For More Information...

- Visit our website at www.seniorreach.org
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