



Community Education

Red Flags that an Older Adult Needs Help

How can you tell that an older adult might need help? Take a look at the list below. Although every situation is different, knowing what to look for will give you a good idea about helpful steps to take.

1. Big-picture signs

Keep the big red flags in mind. Look for:

- Recent accidents or close calls.
- A slow recovery from a recent illness.
- A chronic health condition that's worsening.
- Increasing difficulty managing daily living skills like dressing, shopping, cooking, laundry, managing medications, etc.

2. Up-close signs

Give your loved one a big hug. Sometimes you can tell a lot about your loved one's health through touch. Look for:

- Noticeable weight loss.
- Seeming more frail.
- Noticeable weight gain.
- Strange body odor.
- Changes in appearance.

3. Social signs

Think about the person's social connections. Look for:

- Signs of active friendships.
- Signs that your loved one has cut back on activities and interests.
- Days spent without leaving the house.
- Does someone check in on a regular basis?

4. Money signs

Go through the mail. Look for:

- Snowdrifts of mail in various places.
- Unopened personal mail.
- Unopened bills.
- Letters from banks, creditors, or insurers.
- Thank you messages from charities.
- Lots of crisp, unread magazines.

Learn more today.

To find out more about Independence at Home's Community Education programs, contact our Resource Specialists:

866-421-1964

IndependenceAtHome.org



Community Education (cont.)

5. Driving signs

Take a drive with your loved one behind the wheel, if he or she is still driving. Look for:

- Nicks or dents on the car.
- Whether the person promptly fastens his or her seatbelt.
- Tension, preoccupation, or being easily distracted.
- Signs of dangerous driving.
- Warning lights.

6. Kitchen signs

Go through the kitchen, from fridge to cupboards to oven. Look for:

- Stale or expired foods.
- Multiples of the same item.
- A freezer full of TV dinners.
- Broken appliances.
- Signs of fire.
- Increased use of takeout or simpler cooking.

7. Around-the-house signs

Look around the living areas. Look for:

- Lots of clutter.
- Signs of lax housekeeping.
- Bathroom grime and clutter.

8. Home-maintenance signs

Walk around the home and yard. Look for:

- Signs of neglect.
- Newspapers in the bushes.
- Mail piled up in the mailbox.
- Plants that are dying, dead, or just gone.
- Animals that don't seem well tended.

Every older adult's living situation is different. By keeping an eye on some of these signs, you can help your loved one stay healthy and independent for as long as possible.



Helping more seniors stay in their homes.

Independence at Home (IAH) is committed to helping people age with dignity, in their own homes, for as long as possible.

Long-term care for lasting independence.

MSSP provides long-term care management services that enable older adults to:

- Prevent and delay unnecessary placement in nursing facilities
- Foster independent living at home
- Remain a part of their communities

Since its launch in 1977, MSSP has expanded from five sites to 39 sites in California. IAH administers the largest of these sites. Through our MSSP initiative, we're connecting seniors to the services they urgently need to safely maintain their independence and dignity in the comfort of their own homes.

In-home services from a dedicated team.

MSSP services are conveniently delivered via telephone calls, video chats or in-person with older adults, under the direction of an interdisciplinary team comprised of social workers and nurses. These services include:

- Comprehensive assessments
- Care planning
- Service coordination
- Advocacy for those who might otherwise have no voice

MSSP helps those who need it most.

To qualify for MSSP, one must meet the following criteria: Be a Medi-Cal recipient with an approved aid code, aged 65 or older and reside in the program's service area. These older adults also live with medical conditions that impact their ability to perform activities of daily living, such as dressing, bathing, eating and mobility. These services are offered at **no cost** to the client.

SCAN and Independence at Home comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-866-421-1964. (TTY: 711)

MSSP is supported by State and Federal funding administered by the California Department of Aging. Services are not available for SCAN Health Plan members.

Your independence matters.

If you or someone in your care might qualify for MSSP, contact us today.

Independence at Home
3800 Kilroy Airport Way
Suite 100
Long Beach, CA 90806

866-421-1964 toll-free
562-492-9236 fax

IndependenceAtHome.org



@IndependenceAtHome



INDEPENDENCE AT HOME REFERRAL FORM (Riverside & San Bernardino County)

Please check-off the program(s) you would like to refer the client to:

Medication Safety (C-MEDS)
 Therapy/Counseling (Insights)

REFERRAL SOURCE

Referral by:	Date:	
Phone:	Email:	
Zip Code:		
How did you hear about our agency? (select one)	<input type="checkbox"/> Social Worker <input type="checkbox"/> Family <input type="checkbox"/> Friend <input type="checkbox"/> Internet/Online Search <input type="checkbox"/> IHSS <input type="checkbox"/> APS <input type="checkbox"/> Independence at Home Staff <input type="checkbox"/> Medical Group/Health Plan <input type="checkbox"/> Community Based Organization <input type="checkbox"/> Community Event <input type="checkbox"/> RSC <input type="checkbox"/> SCAN Newsletter <input type="checkbox"/> SCAN Representative <input type="checkbox"/> Marketing Meeting	
Relationship to applicant (select one):	<input type="checkbox"/> Self <input type="checkbox"/> Social Worker <input type="checkbox"/> Family <input type="checkbox"/> Friend/Neighbor <input type="checkbox"/> Caregiver <input type="checkbox"/> Care Manager <input type="checkbox"/> APS <input type="checkbox"/> Independence at Home staff <input type="checkbox"/> Medical Group/Health Plan <input type="checkbox"/> Nurse <input type="checkbox"/> Physician's Office <input type="checkbox"/> RSC <input type="checkbox"/> Other (specify):	
Referring Agency:		

APPLICANT INFORMATION

First Name:	Middle	Last Name:	
DOB:	Gender:	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Transgender	
Preferred language:	<input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other:	Needs interpreter?	<input type="checkbox"/> Y <input type="checkbox"/> N
Address:	City:		
State:	Zip:	County:	
Phone:	Mailing Address (if different from above):	Is applicant a SCAN Health Plan member? <input type="checkbox"/> Y <input type="checkbox"/> N	
Is applicant a caregiver for someone 55 or over? <input type="checkbox"/> Y <input type="checkbox"/> N			
Does the applicant know that a referral is being made? <input type="checkbox"/> Y <input type="checkbox"/> N *If no, please inform applicant about referral.			

ADDITIONAL INFORMATION OF REFERRED APPLICANT:

Please note details/reason for referral: Entering note details/reason for referral is also an option under this boxed area as well.	
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OFFICE USE ONLY

Form Completed By:	Screening Date Completed:
Screening Completed With:	Method of Intake: <input type="checkbox"/> Phone <input type="checkbox"/> In-person <input type="checkbox"/> Fax <input type="checkbox"/> E-mail

Please Email or Fax the Completed Form To

Email: communityoutreach@scanhealthplan.com | **Fax:** (562) 492-9236 | **Phone:** 1-855-587-7226



Do you know someone who needs help managing their medications?

Medications can help us feel better and live longer, but they can also be dangerous if taken the wrong way. Many people make mistakes when taking their medicine. In fact, about 50 percent of patients do not take their medications as prescribed.* These mistakes can cause serious problems, ranging from falls to medical conditions, hospital stays and even death.

The good news is, we have an experienced team of pharmacists and nurses to help you manage your medications. Our goal is to help minimize problems with medicines to increase health outcomes with safe medication use. Medication Safety Program services are provided at no cost to the community.

Do these questions apply to you—or someone you care for?

- Do you take five or more medications?
- Does more than one doctor prescribe medications for you on a regular basis?
- Do you get your prescriptions filled at more than one pharmacy?
- Is it hard for you to take your medications as prescribed, or do you sometimes choose not to?
- Are there any medications that you need that you are unable to get?
- Do you have questions about how your medicines work and how to take them?

If you answered yes to any of these questions, call us today for help: **1-855-587-7226**

To be eligible for this program, you must be:

- An adult 55 years and older who is having issues related to medication management.
- An adult caregiver who assists a person 55 years and older with their medication management.

* Brown MT, Bussell JK. (2011). Medication Adherence: WHO Cares?. Mayo Clin Proc.86(4): 304-314.

We're here to answer your medication questions.

To learn more about our medication safety program, contact:

Independence at Home
3800 Kilroy Airport Way
Suite 100
Long Beach, CA 90806

855-587-7226 toll-free
562-492-9236 fax

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