



Independence at Home (IAH)

A Community Benefit of SCAN Health Plan

***AASC So Cal Chapter Meeting
December 7, 2022***



Independence at Home (IAH) Background

- ▶ **Began in 1977**
- ▶ Community service division of SCAN Health Plan
- ▶ Provides Long-term Services and Supports (LTSS) addressing Social Determinants of Health (SDOH) needs in the community
- ▶ We provide free services to the community-at-large— seniors and caregivers are eligible
- ▶ We are not an insurance plan or medical program
- ▶ We are a community social services agency
- ▶ All services are *customized* home and community-based, addressing both health care and social needs

All IAH services are provided at no cost to the community

IAH Goals

- ▶ Delivering education, resources, and/or support, customized to enhance wellness, and foster successful aging at home by older adults and their caregivers.
- ▶ Offering services and resources that support, not supplant local services in order to provide a continuum of care.



















The IAH Team

► **Highly dedicated, experienced staff:**

- Gerontologists
- Health educators
- Social workers
- Nurses
- Pharmacists
- Mental health professionals
- Public health professionals
- Medical director



IAH Program Availability by County*

Program	Los Angeles	Orange	Riverside	San Bernardino
Community Education & Health Screenings				
Virtual Senior Center				
Insights <i>Short-term behavioral health</i>				
C-MEDS Medication Safety Program				
MSSP <i>Long-term case management – Medi-Cal</i>	<i>Select zip codes</i>			

*Service delivery mode may vary by county

Referral Sources

- APS
- ADHC/CBAS Centers
- Care/Case Managers
- Caregivers
- Family Members
- Friends
- Health Department
- Health Plans
- Home Health Agencies
- Hospitals
- Nutrition Programs
- Physician's Offices
- RSC/Senior Buildings
- SNF
- Self
- Senior Centers
- Social Service Agencies





Community Education – Social, Health and Technology Classes

Community Education

- ▶ IAH offers a variety of class topics including social, health and technology classes
 - Live classes available in person, online via Zoom and over the phone
 - Class curriculum is available in English and Spanish
- ▶ Classes are designed to engage seniors and family caregivers and provide tools for better health, wellness and connectedness
- ▶ All classes are free
- ▶ Participants do not need to be a SCAN member
- ▶ Over 50 different topics to select from and schedule for your clients/consumers

Class Topics

- ▶ Laughter Yoga
- ▶ How to Cope When You're at the End of Your Rope
- ▶ Bone Health Basics: Understanding Osteoporosis
- ▶ Goals to Reach for A Healthier You
- ▶ Guided Autobiography
- ▶ Maintain Your Brain
- ▶ Nutrition Bingo
- ▶ Social Cookbook
- ▶ Story Sharing: A Walk Down Memory Lane
- ▶ Music Appreciation
- ▶ Practice of Gratitude
- ▶ and more...

Laughter Yoga Class



Monthly Class Calendar - Open to All



The screenshot shows the website <https://independenceathome.org>. The navigation bar includes links for 'Our Services', 'About Us', 'Community', 'Calendar', and 'Contact Us'. The 'Calendar' link is circled in red with a white arrow pointing to it. Below the navigation bar, there is a banner with the text: 'One call kept them out of a nursing home. Independence at Home (IAH) is a free community-based service that has helped thousands of people remain healthy, happy and in their own homes.' Below the banner, there is a flyer for 'February 2022 Class Calendar of Events Via Zoom & Telephone'. The flyer lists four classes: 'Goals to Reach for a Healthier You' (February 2 at 11:00 AM PST), 'Bone Health Basics: Understanding Osteoporosis' (February 8 at 2:00 PM PST), 'Diabetes' (February 9 at 11:00 AM PST), and 'Practice of Gratitude' (February 9 at 2:00 PM PST). Each class includes a Zoom link, a phone number, and a meeting ID.

- ▶ Classes can be accessed in the **“Calendar”** section of our website www.independenceathome.org
- ▶ Live Classes via Zoom and over the Phone
- ▶ Monthly classes offered in English and Spanish and are FREE
- ▶ Flyers and calendar can be shipped to your site



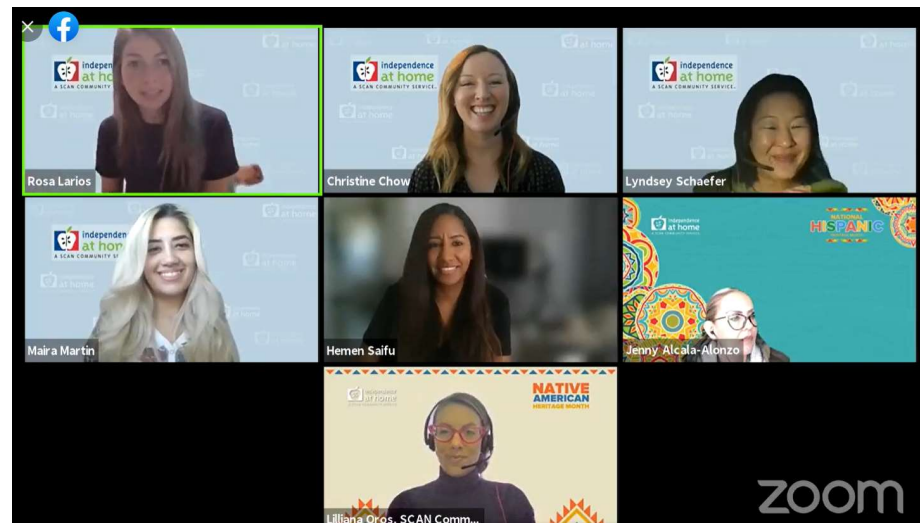
If you have questions about events, contact us at **855-587-7226**.



If you have questions about our classes, or other IAH programs, send a message to communityoutreach@scanhealthplan.com

Join Us From Wherever You Are

- ▶ Schedule virtual or in-person classes for your clients
- ▶ Schedule Trading Ages for your team members or volunteers
- ▶ Check out our Monthly Class Calendar
- ▶ View Classes on Facebook Live or our YouTube Page
- ▶ Subscribe to our e-newsletter to stay informed about upcoming classes and events



The background is a solid teal color. A large, faint, light-teal silhouette of an apple is centered in the background. The apple has a short stem and a single leaf at the top. The text 'Insights (Behavioral Health Program)' is written in white, sans-serif font, positioned to the right of a vertical teal bar.

Insights (Behavioral Health Program)

Community at Large Services: Eligibility

- ▶ **Adults 55 years and older**
- ▶ **Caregivers of persons aged 55 years and older** (*caregivers do not have to be over age 55*)
- ▶ **No income requirements**
- ▶ **All services provided at no cost**
- ▶ **Services available in Los Angeles and Orange Counties, Inland Empire, Riverside County, Ventura County, Stanislaus County, San Diego County** (**more counties being added soon*)

Insights - Behavioral Health Program

- ▶ Insights provides seniors and their caregivers with friendly LCSW or LMFT therapists to support them with the challenges related to aging
- ▶ Address most commonly, mild-to-moderate symptoms of depression, anxiety, grief, bereavement, interpersonal conflicts and high stress
- ▶ Services currently provided virtually or telephonically **(limited in-home visits available in limited-service area)*
- ▶ Modalities Used: CBT, IPT
- ▶ General number of sessions with therapist are 6-15 sessions (average)
- ▶ Must identify a barrier to access service elsewhere (e.g. transportation, home-bound, cost, insurance coverage).
- ▶ Therapeutic services available in 4 languages - English, Spanish, Korean, Vietnamese

Insights Treatment Phase: Evidenced-Based Models of Care



► Cognitive Behavioral Therapy (CBT)

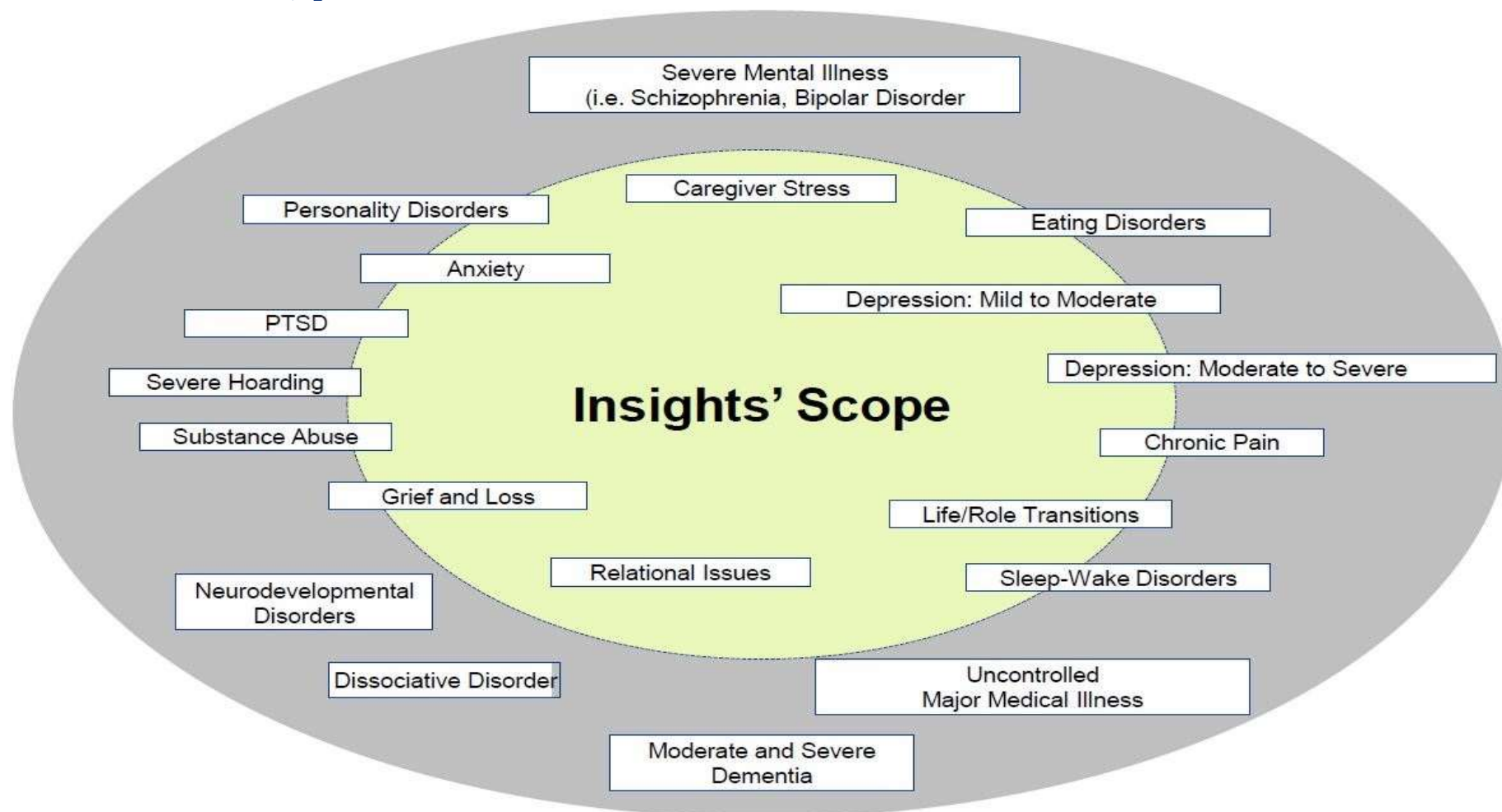
- Maladaptive thoughts & beliefs
- Behavioral activation
- Problem Solving
- Relaxation



Interpersonal Psychotherapy (IPT)

- Grief and loss
- Interpersonal Disputes
- Role Transitions

Who Insights Serves



Silver Cloud - asynchronous program

-To learn more https://www.youtube.com/watch?v=EY5mylCJ_94

SilverCloud Health – Mental Health at home.

SilverCloud is...

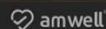
- ✓ Available to Independence at Home participants ages 55+ & their caregivers
- ✓ Confidential & Judgement -free
- ✓ Available 24/7 from any smart or internet -connected device

Our programs...

- ✓ Can be completed unsupported or with a coach
- ✓ Can be completed at your own pace
- ✓ Employ a mix of text, video, audio clips, and interactive activities
- ✓ Can be used with other behavioral health benefits or therapies

Getting started...

- ✓ Go to **iah.silvercloudhealth.com/signup** from any browser on any internet -connected computer, smartphone, or tablet.
- ✓ You can choose your own program by clicking "Select a Program" to review the programs offered or you can be matched with a program by taking a short Wellness Quiz.
- ✓ Complete your sign up with a valid email address, strong password, and **Access Code: happy123**



Coming in 2023 – New Programming!

► **CBT Group Therapy Services**

- Available in-person/on site in limited county areas & virtually
- Teaching clients/residents “How to Cope with Life Challenges” through Cognitive Behavioral Therapy
- Available in English & Spanish – Vietnamese and Korean coming soon

► **Mental Health Focused Classes/Presentations**

- Taught by licensed clinicians
- Class Topics: 1) Depression 2) Anxiety and 3) Grief, Loss and Bereavement
- Available in English & Spanish – Vietnamese and Korean coming soon
- Available in person *in limited county areas & virtually

► **Mental Health First Aid Classes**

- National program available to professionals, as well as community
- 8 Hour course, can be broken up in 2 days, with pre-work requirements
- Certification lasts for 3 years
- Available as virtual class option

Resource Navigation

- ▶ IAH's toll-free intake line staffed by expertly trained Resource Navigators
- ▶ Provide information, assistance and referral on caregiver and senior community-based services
- ▶ Assesses eligibility for programs
- ▶ English, Spanish & Tagalog phone services (+ language line available)
- ▶ For more information or to make referrals, call **1-866-421-1964** or email: communityoutreach@scanhealthplan.com
- ▶ *Today's Presenter:* Mila Lilien, MAG, CCM – Community Health Worker (562) 637-7208 Office, (562) 508-7267 Work Cell or mlilien@scanhealthplan.com

Questions?



Contact Information

Mila Lilien, MAG, CCM

Community Health Worker | INSIGHTS Program

Office: 562-637-7208

E-mail: mlilien@scanhealthplan.com